

# Corporate Services Committee

## Report

16th Meeting of the Corporate Services Committee  
September 11, 2018

PRESENT: Councillors J. Helmer (Chair), P. Hubert, M. van Holst, J. Zaifman, Mayor M. Brown

ABSENT: J. Morgan

ALSO PRESENT:

M. Hayward, A.L. Barbon, M. Balogun, G. Belch, B. Card, I. Collins, B. Coxhead, M. Henderson, D. O'Brien, M. Ribera, C. Saunders, E. Skalski, J. Spence, S. Spring, B. Warner, B. Westlake-Power and G. Zhang.

The meeting is called to order at 12:30 PM.

### 1. Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

### 2. Consent

#### 2.1 Access and Privacy Policy

Moved by: M. van Holst

Seconded by: J. Zaifman

That, on the recommendation of the City Clerk the proposed by-law appended to the staff report dated September 11, 2018 as Appendix "A" BE INTRODUCED at the Municipal Council meeting to be held on September 18, 2018, to adopt a Council Policy with respect to Access and Privacy under the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, ("MFIPPA" or the "Act").

Yeas: (5): J. Helmer, P. Hubert, M. van Holst, J. Zaifman, and Mayor M. Brown

Absent: (0): J. Morgan

**Motion Passed (5 to 0)**

### 3. Scheduled Items

#### 3.1 Annual Meeting Calendar

Moved by: P. Hubert

Seconded by: J. Zaifman

That the draft meeting calendar for the period of January 1, 2019 to December 1, 2019, reflecting the current meeting schedule, attached as Appendix B to the staff report dated September 11, 2018, BE APPROVED.

it being noted that a communication dated August 30, 2018, from S. Levin was received;

it being pointed out that no members of the public made presentations at the public participation meeting with respect to this matter.

Yeas: (3): P. Hubert, J. Zaifman, and Mayor M. Brown

Nays: (2): J. Helmer, and M. van Holst

Absent: (0): J. Morgan

**Motion Passed (3 to 2)**

Voting Record:

Moved by: Mayor M. Brown

Seconded by: P. Hubert

Motion to open the Public Participation Meeting.

Yeas: (5): J. Helmer, P. Hubert, M. van Holst, J. Zaifman, and Mayor M. Brown

Absent: (0): J. Morgan

**Motion Passed (5 to 0)**

Moved by: P. Hubert

Seconded by: J. Zaifman

Motion to close the Public Participation Meeting.

Yeas: (5): J. Helmer, P. Hubert, M. van Holst, J. Zaifman, and Mayor M. Brown

Absent: (0): J. Morgan

**Motion Passed (5 to 0)**

**4. Items for Direction**

4.1 Request of a Vehicle Donation to ReForest London

Moved by: Mayor M. Brown

Seconded by: M. van Holst

That the request of ReForest London for the donation of a used City of London truck BE REFERRED to the Civic Administration for a report back with respect to the necessary sources of financing for the costs associated with the request.

Yeas: (5): J. Helmer, P. Hubert, M. van Holst, J. Zaifman, and Mayor M. Brown

Absent: (0): J. Morgan

**Motion Passed (5 to 0)**

**5. Deferred Matters/Additional Business**

None.

**6. Confidential (Enclosed for Members only.)**

Moved by: Mayor M. Brown

Seconded by: P. Hubert

That the Corporate Services Committee convene in closed session for the purpose of considering the following matters:

6.1 Solicitor-Client Privileged Advice

A matter pertaining to instructions and directions to officers and employees of the Corporation pertaining to a lease amendment; advice that is subject to solicitor-client privilege, including communications necessary for that purpose; reports or advice or recommendations of officers and employees of the Corporation pertaining to a proposed lease amendment; commercial and financial information supplied in confidence pertaining to the proposed lease amendment, the disclosure of which could reasonably be expected to prejudice significantly the competitive position or interfere significantly with the contractual or other negotiations of the Corporation, result in similar information no longer being supplied to the Corporation where it is in the public interest that similar information continue to be so supplied, and result in undue loss or gain to any person, group, committee or financial institution or agency; commercial, information relating to the proposed acquisition that belongs to the Corporation that has monetary value or potential monetary value; information concerning the proposed lease amendment whose disclosure could reasonably be expected to prejudice the economic interests of the Corporation or its competitive position; information concerning the proposed lease amendment whose disclosure could reasonably be expected to be injurious to the financial interests of the Corporation; and instructions to be applied to any negotiations carried on or to be carried on by or on behalf of the Corporation concerning the proposed lease amendment.

#### 6.2 Land Acquisition/Solicitor-Client Privileged Advice

A matter pertaining to instructions and directions to officers and employees of the Corporation pertaining to a proposed acquisition of land; advice that is subject to solicitor-client privilege, including communications necessary for that purpose; reports or advice or recommendations of officers and employees of the Corporation pertaining to a proposed acquisition of land; commercial and financial information supplied in confidence pertaining to the proposed acquisition the disclosure of which could reasonably be expected to prejudice significantly the competitive position or interfere significantly with the contractual or other negotiations of the Corporation, result in similar information no longer being supplied to the Corporation where it is in the public interest that similar information continue to be so supplied, and result in undue loss or gain to any person, group, committee or financial institution or agency; commercial, information relating to the proposed acquisition that belongs to the Corporation that has monetary value or potential monetary value; information concerning the proposed acquisition whose disclosure could reasonably be expected to prejudice the economic interests of the Corporation or its competitive position; information concerning the proposed acquisition whose disclosure could reasonably be expected to be injurious to the financial interests of the Corporation; and instructions to be applied to any negotiations carried on or to be carried on by or on behalf of the Corporation concerning the proposed acquisition.

#### 6.3 Security of Property

A matter pertaining to the security of the property of the municipality, including advice, recommendations and communications of officers and employees of the Corporation.

#### 6.4 Identifiable Individual/Litigation/Potential Litigation/Solicitor-Client Privileged Advice

A matter pertaining to an identifiable individual; employment-related matters; litigation or potential litigation affecting the municipality; advice that is subject to solicitor-client privilege, including communications necessary for that purpose; advice or recommendations of officers and employees of the Corporation, including communications necessary for that purpose and for the purpose of providing instructions and directions to officers and employees of the Corporation.

#### 6.5 Litigation/Potential Litigation/Solicitor-Client Privileged Advice

A matter pertaining to litigation with respect to the partial expropriation of property located at 4501 Dingman Drive, including matters before administrative tribunals, affecting the municipality or local board, and specifically OMB File No. LC 130020; advice that is subject to solicitor-client privilege, including communications necessary for that purpose, in connection with the expropriation of property located at 4501 Dingman Drive; and directions and instructions to officers and employees or agents of the municipality regarding settlement negotiations and conduct of litigation in connection with the expropriation of a property located at 4501 Dingman Drive.

Yeas: (5): J. Helmer, P. Hubert, M. van Holst, J. Zaifman, and Mayor M. Brown

Absent: (0): J. Morgan

**Motion Passed (5 to 0)**

The Corporate Services Committee convened in closed session from 1:30 PM to 2:14 PM.

**7. Adjournment**

The meeting adjourned at 2:15 PM.

<b>TO:</b>	<b>CHAIR AND MEMBERS CORPORATE SERVICES COMMITTEE MEETING ON SEPTEMBER 11, 2018</b>
<b>FROM:</b>	<b>CATHY SAUNDERS CITY CLERK</b>
<b>SUBJECT</b>	<b>ACCESS AND PRIVACY POLICY</b>

<b>RECOMMENDATION</b>
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That, on the recommendation of the City Clerk the attached proposed by-law (Appendix "A") **BE INTRODUCED** at the Municipal Council meeting to be held on September 18, 2018, to adopt a Council Policy with respect to Access and Privacy under the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, ("MFIPPA" or the "Act").

<b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b>
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February 7, 2018 - Audit Committee – Deloitte Freedom of Information Process Review.

<b>BACKGROUND</b>
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**Rationale:**

The City of London's Internal Audit observations of the *Freedom of Information Process Review* recommended the establishment of a corporate policy to formalize MFIPPA practices and expectations, and incorporate current documented processes and procedures. In response to this recommendation and the recognized need for clear and consistent policies to guide the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA) process, the privacy breach protocol, and the collection, use and disclosure of personal information, the City Clerk has prepared the attached Access and Privacy Policy (Schedule "A").

This policy has been formulated on the principles of MFIPPA, in consultation with the Government of Ontario's Freedom of Information and Privacy Manual, the Information and Privacy Commissioner's publications and best practices, and relevant legislation.

**Alignment to the City of London's Strategic Plan:**

The City of London's Strategic Plan identifies *Leading in Public Service: Open, Accountable and Responsive Government*, as a strategic area of focus for 2015-2019. London City Council and the Civic Administration acknowledge the importance of the transparency of its proceedings and accountability for its actions. Our goal is that of an open, accessible, ethical and accountable government. This commitment is further delineated in City Council's values described in the *Accountability and Transparency to the Public Policy's* framework.

**The purposes of MFIPPA:**

- (a) to provide a right of access to information under the control of institutions in accordance with the principles that:
  - (i) information should be available to the public
  - (ii) necessary exemptions from the right of access should be limited and specific, and
  - (iii) decisions on the disclosure of information should be reviewed independently of the

institution controlling the information, and

- (b) to protect the privacy of individuals with respect to personal information about themselves held by institutions and to provide individuals with a right of access to that information.

The City of London has been complying with the dual purpose of MFIPPA by providing the public with a right of access to information in response to Freedom of Information requests, as well as ensuring that the collection, use, and disclosure of personal information is in compliance with legislation.

<b>CONCLUSION</b>
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In keeping with the City of London's Strategic area of focus of Leading in Public Service: Open, Accountable and Responsive Government, and the recommendation of the City of London's Internal Audit, the City Clerk is recommending the adoption of the proposed Access and Privacy Policy to guide MFIPPA processes, procedures and expectations, and increase awareness and education with respect to the Act.

<b>PREPARED BY:</b>	<b>RECOMMENDED BY:</b>
EVELINA SKALSKI MANAGER, RECORDS AND INFORMATION SERVICES	CATHY SAUNDERS CITY CLERK

**APPENDIX “A”**

Bill No.  
2018

By-law No. CPOL.-

A by-law to adopt a new Council policy entitled  
“Access and Privacy Policy”.

WHEREAS section 5(3) of the *Municipal Act, 2001*, S.O. 2001, C.25, as amended, provides that a municipal power shall be exercised by by-law;

AND WHEREAS section 9 of the *Municipal Act, 2001*, S.O. 2001, C.25, as amended, provides a municipality with the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority;

AND WHEREAS the Council of The Corporation of the City of London wishes to adopt a new Council policy entitled “Access and Privacy Policy”;

NOW THEREFORE the Municipal Council of The Corporation of the City of London enacts as follows:

1. The Policy entitled “Access and Privacy Policy” attached as Schedule “A” is hereby adopted.
3. This by-law shall come into force and effect on the date it is passed.

PASSED in Open Council on September 18, 2018.

Matt Brown  
Mayor

Catharine Saunders  
City Clerk

First Reading – September 18, 2018  
Second Reading – September 18, 2018  
Third Reading – September 18, 2018

## SCHEDULE "A"

**Policy Name:** Access and Privacy Policy

**Legislative History:** None

**Last Review Date:** August 15, 2018

**Service Area Lead:** Manager, Records and Information Services

### 1. Policy Statement

The Access and Privacy Policy is a general guide to the *Municipal Freedom of Information and Protection of Privacy Act* ("MFIPPA" or "Act").

The policy combines current practice and procedures and offers operational guidance to help staff:

- Understand the general framework of the legislation;
- Meet administrative and operational requirements; and
- Be aware of best practices.

The policy is not meant to provide legal advice. This policy should be referenced in conjunction with an up-to-date version of the legislation and regulations.

### 2. Definitions

Please refer to Section 2 of the attached Appendix "A".

### 3. Applicability

This policy applies to all City of London employees and governs the procedure by which City of London employees respond to Freedom of Information requests and protect personal information as required under MFIPPA.

### 4. The Policy

Please refer to the attached Appendix "A"



# Access and Privacy Policy

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## **Access and Privacy Policy**

A policy governing the procedure by which City of London employees respond to Freedom of Information requests and protect personal information as required under the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990 (“MFIPPA” or “Act”).

### **1. PURPOSE AND POLICY STATEMENT**

The Access and Privacy Policy is a general guide to MFIPPA.

The policy combines current practice and procedures and offers operational guidance to help staff:

- Understand the general framework of the legislation;
- Meet administrative and operational requirements; and
- Be aware of best practices.

The policy is not meant to provide legal advice. This policy should be referenced in conjunction with an up-to-date version of the legislation and regulations.

#### **Audience**

The primary audience for this policy is City of London staff.

#### **Policy Principles**

The following principles will form the basis of this policy:

##### Transparency

- As identified in the Strategic Plan, the promotion of an open and transparent government is important to the City of London.
- The City of London is committed to both the routine disclosure and the active dissemination of records when consistent with the principles and rules of the Act.
- The City of London will provide access to records and information in accordance with the principles and rules of the Act.

##### Accountability

- The City of London will take reasonable steps to protect the collection, use, and disclosure of personal information.
- The City of London will facilitate an individual’s right of access as well as the ability to correct his or her personal information in the custody or under the control of the institution, subject to any legislative exemptions.

## 2. DEFINITIONS

The terms that appear below are referenced from the Act and relevant IPC guidance documents and Orders.

**“Custodian”** person or organization within the meaning of the *Personal Health Information Protection Act, 2004* (“PHIPA”) that, as a result of his, her or its power or duties or work set out in PHIPA, has custody or control of personal health information.

**“Experienced Employee”** (IPC Order PO-3423), employees who were knowledgeable in the subject matter of the request and expend a reasonable effort to locate responsive records.

**“Head”** in respect of an institution, the individual or body determined to be head under section 3 of the Act.

**“Information and Privacy Commissioner”** and **“IPC”** mean the Commissioner appointed under subsection 4 (1) of the *Freedom of Information and Protection of Privacy Act*.

**“Institution”** (section 2 of the Act),

- (a) a municipality,
- (b) a school board, municipal service board, city board, transit commission, public library board, board of health, police services board, conservation authority, district social services administration board, local services board, planning board, local roads board, police village or joint committee of management or joint board of management established under the *Municipal Act, 2001* or the *City of Toronto Act, 2006* or a predecessor of those Acts,
- (c) any agency, board, commission, corporation or other body designated as an institution in the regulations; (“institution”).

**“Personal Information”** recorded information about an identifiable individual, including,

- (a) information relating to the race, national or ethnic origin, colour, religion, age, sex, sexual orientation or marital or family status of the individual;
- (b) information relating to the education or the medical, psychiatric, psychological, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved;
- (c) any identifying number, symbol or other particular assigned to the individual;
- (d) the address, telephone number, fingerprints or blood type of the individual;
- (e) the personal opinions or views of the individual except if they relate to another individual;
- (f) correspondence sent to an institution by the individual that is implicitly or explicitly of a private or confidential nature, and replies to that correspondence that would reveal the contents of the original correspondence;
- (g) the views or opinions of another individual about the individual; and
- (h) the individual’s name if it appears with other personal information relating to the individual or where the disclosure of the name would reveal other personal information about the individual.

**“Personal Health Information”** (section 4 of PHIPA), identifying information about an individual in oral or recorded form, if the information,

- (a) relates to the physical or mental health of the individual, including information that consists of the health history of the individual's family;
- (b) relates to the providing of health care to the individual, including the identification of a person as a provider of health care to the individual;
- (c) is a plan of service within the meaning of the *Home Care and Community Services Act, 1994* for the individual;
- (d) relates to payments or eligibility for health care, or eligibility for coverage for health care, in respect of the individual;
- (e) relates to the donation by the individual of any body part or bodily substance of the individual or is derived from the testing or examination of any such body part or bodily substance;
- (f) is the individual's health number; or
- (g) identifies an individual's substitute decision-maker.

**“Privacy Breach”**

- (a) A privacy breach occurs when personal information is collected, retained, used or disclosed in ways that are not in accordance with the provisions of the Act. Among the most common privacy breaches is the unauthorized disclosure of personal information, contrary to section 32 of the Act. For example, personal information may be lost (a file is misplaced within an institution), stolen or inadvertently disclosed through human error (a letter addressed to person A is actually mailed to person B).

**“Record”** (section 2 of the Act), any record of information however recorded, whether in printed form, on film, by electronic means or otherwise, and includes,

- (a) correspondence, a memorandum, a book, a plan, a map, a drawing, a diagram, a pictorial or graphic work, a photograph, a film, a microfilm, a sound recording, a videotape, an email, [an instant/text message](#), a machine readable record, any other documentary material, regardless of physical form or characteristics, and any copy thereof, and
- (b) any record that is capable of being produced from a machine readable record under the control of an institution by means of computer hardware and software or any other information storage equipment and technical expertise normally used by the institution.

**“Responsive Record”** (IPC Order PO-2554), any record that reasonably relates to, or is within the scope of a request under the Act.

**“Reasonable Search”** (IPC Order M-909 and [IPC Fact Sheet](#)), a search conducted by an experienced employee expending reasonable effort to identify any records that are reasonably related to the access request in locations where records in question might reasonably be located.

**“Service Area Liaison”** as designated by their Managing Director or designate, a City of London employee with sufficient experience and training in MFIPPA access processes and procedures who responds to the Head with respect to routine access requests on behalf of their department.

### 3. ROLES AND RESPONSIBILITIES

#### The Head

The Act prescribes Council as the Head of the Institution for the purposes of the Act. As Head, Council is accountable for decisions under the Act and for overseeing how the City administers the Act generally. This responsibility includes complying with access provisions of the Act, and ensuring that personal information that the institution collects, uses, and discloses is in compliance with the Act. Pursuant to section 49 of the Act, City Council has delegated to the City Clerk its powers and duties under the Act as per [By-law No. A.-6067-31](#).

For the purposes of this policy, the City Clerk or designate is responsible for:

- exercising the duties pursuant to Council's delegation of all its powers and duties as Head and properly discharging its statutory obligations pursuant to section 49(1) of the Act;
- receiving and managing the overall process of responding to access requests under the Act;
- communicating and liaising with staff, requesters, and third parties regarding access requests under the Act;
- preparing records for disclosure and determining access to records subject to the provisions of the Act;
- managing all aspects of the appeal process relating to access requests under the Act;
- communicating with Managing Directors and/or City Manager to resolve any delays by division staff in searching, retrieving or providing copies of records responsive to access requests under the Act;
- preparing and submitting the annual report to the IPC;
- providing training to employees on the Act; and
- administering, monitoring, and promoting all aspects of this policy.

#### City Manager and Service Area Leads

The City Manager (generally) and each Service Area Lead (with regards to his or her direct reports) is responsible for ensuring that the employees they oversee adhere to the procedures in this policy and the provisions of the Act.

The City Manager and Service Area Leads are responsible for:

- allocating sufficient employees and other resources to ensure that Service Areas comply with the access and privacy requirements of the Act;
- ensuring that employees meet internal and statutory deadlines for responding to access requests;
- ensuring that employees maintain division records in compliance with management policies and procedures, and the City of London's Records Retention By-law; and,
- appointing an employee to act as a Service Area Liaison between the respective Service Area and the Head.

#### City of London Employees

All City of London employees shall be aware of and comply with this policy as required and shall also be responsible for:

- maintaining records in compliance with management policies and procedures and the City of London's Records Retention bylaw;
- locating, retrieving and providing copies of records to the Head in response to a request made under the Act by the deadlines provided;
- participating in MFIPPA and records management training;
- communicating and cooperating with the Head with respect to requests made under the Act (for example, search time estimates, clarification requirements, concerns with records, etc.); and,
- providing the Head with a completed Records Retrieval Form (**Appendix B**).

### **Service Area Liaisons**

Each Service Area (SA) shall appoint an employee to act as the SA Liaison between the SA and the Head in response to MFIPPA requests SA Liaisons will receive specialized training by the Head and shall be responsible for fulfilling the access request procedures set out within this policy.

### **Legal & Corporate Services – City Solicitor's Office**

Solicitors in the City Solicitor's Office provide legal advice to the Head on access requests, as required. Solicitors in the City Solicitor's Office shall be responsible for:

- providing legal advice and opinions related to requests under the Act;
- representing (as required by the Head) the City on appeals to the IPC of the Head's decisions under the Act and in proceedings before the IPC; and,
- preparing representations or reconsideration requests, when requested by the Head, regarding inquiries conducted by the IPC in accordance with the timelines set by the IPC.

## **4. TIMELY RESPONSE TO ACCESS REQUESTS**

The Head is legislatively required to respond to MFIPPA requests within 30 calendar days. Accordingly, requests are processed within 20 - 21 *business* days.

If the Head does not respond to a request within the 30 day time period, then the request is deemed to have been refused. The Act then entitles requesters to appeal immediately the "deemed refusal" to the IPC.

Because of the legislated time frames, employees should process MFIPPA requests on a priority basis. The Head will send a department letter requesting records directly to the SA Liaison with a specific deadline for the responsive records to be provided to the Head. Generally, 13-15 calendar days are allocated for staff to complete the search and provide copies of responsive records to the Head.

Search time estimates which exceed one (1) hour are to be provided to the Head with three (3) days of receipt of the department letter. If no search time estimate is received by the Head, the expectation is that the SA Liaison will provide responsive records by the due date indicated in the department letter.



## Follow-up Process

If the SA Liaison has not provided the Head with a search time estimate and the Head has not received responsive records by the due date, the Head will follow-up as follows:

- Day Records are Due – Reminder to SA Liaison that records are due today;
- 2 Days After Due Date – If no response, a second reminder to the SA Liaison;
- 4 Days After Due Date– If no response, communication sent to the Managing Director advising that the division response is overdue and that, if the responsive records are not received in the next few days, the request will become overdue;
- 6 Days After Due Date – If no response, communication sent to the City Manager advising that the division response is overdue and that, if the responsive records are not received, the request will become overdue.

## 5. ACCESS REQUEST PROCEDURES

### Receiving Requests

The Head will seek to determine whether a requester may obtain access to all or some of the requested records directly from the relevant Service Area; for example, by providing information that is public. Service Areas should advise the Head of any circumstances when they can routinely disclose certain records outside of the formal freedom of information access procedure.

The Head processes all other formal requests for access to records under the Act.

### Clarifying Requests

The Head will seek to ensure that requests are as clear as possible and will contact the requester where appropriate to seek clarification.

### Access Procedure

Refer to Process Map – [Appendix A](#)

1. Once the Head has clarified a request, a department letter, a copy of the request, and Records Retrieval Form is prepared and sent to the SA Liaison with a copy to the Managing Director.
2. Requests that require searches of the Microsoft Exchange system are forwarded directly to the Director of IT, Finance & Corporate Services. Results are provided directly to the Head. The Head will provide copies of responsive e-mails to the staff member for their review.
3. The SA Liaison may identify other Service Areas that may have responsive records.
4. SA Liaisons are required to notify the Head within three (3) days of receipt of the department letter if they anticipate a search for responsive records will take more than one (1) hour. If the search is anticipated to take an hour or less, SA Liaisons are advised to provide copies of records (either electronically or photocopies) by the deadline provided in the letter.

5. SA Liaisons must search for all recorded information that responds to an access request and provide copies of the records to the Head no later than the return date indicated in the letter. A search for responsive electronic records can be done through keyword search or reviewing responsive content folders. A search for paper records can be done by physically looking in cabinets or boxes.

If SA Liaisons require a time extension to complete a search they should contact the Head immediately to determine whether the Act permits a time extension. SA Liaisons are required to prepare documentation to justify search time estimates and requests for time extensions, if applicable. Please see the “Time Extensions” section below for detailed documentation requirements.

6. The Head requires that SA Liaisons return a completed Records Retrieval Form along with responsive records indicating the actual time spent searching for records, the location and methods used to search for records, and/or whether there are any concerns with the records in question. The Head also requires a completed Records Retrieval Form if no records are provided responsive to the request.

In the event of an appeal, the IPC may call on the staff that searched for the records to describe the steps they took to conduct the search. Referencing the Records Retrieval Form in such instances assists the Head during the appeal process.

7. The Head will, at the request of the SA Liaison or Managing Director, advise when the records pertaining to their business unit will be released. Where legislative timelines permit, the Head will, at the request of the SA Liaison or Managing Director, provide copies of the records to be released prior to their release.

## **Time Extensions**

The Head determines extensions for a request based on input from the SA Liaison and/or the Service Area Managing Director.

The Act allows the Head to extend the processing time for a request when:

1. The request is for a large number of records or necessitates searching through a large number of records and meeting the time limit would unreasonably interfere with the operations of the City; or
2. Staff must consult with an external agent to comply with the request and they cannot reasonably complete the consultation within the time limit.

If either of the above factors apply, the SA Liaison should summarize in writing the reasons for an extension as follows:

a) For a request involving a large numbers of records by:

- explaining the steps that employees require to search for responsive records and estimating the total number of pages of records;
- identifying any exemptions that may be applicable to the records; and,
- providing a representative sample of records.

b) For a request that cannot be completed without consulting with an external agent person, by

providing:

- the name of the person or organization that the City will consult;
- the reason why consultation is necessary; and,
- an estimate about when the consultation will be complete.

### **Providing Records to the Head**

The SA Liaison shall provide all of the responsive records to the Head (by the deadline) using the following guidelines:

- Records (electronic or paper) must be provided unaltered. The Head will not accept records that have been redacted or “blacked-out”.
- Original paper records are to be copied. Copies must be legible.
- Electronic records should be provided via the City of London’s Internal File Transfer Service or provided on an ITS approved USB stick. Please do not print electronic records.
- The SA Liaison should identify any areas of concerns in any of the responsive records and may, solely for the purpose of assisting the Head, identify any exemptions that the liaison believes may apply to the records noting that the final decision rests with the Head.
- A completed Records Retrieval Form must be submitted with the records by the deadline.

### **Offence**

No employee shall alter, conceal or destroy a record or cause another person to do so with the intention of denying a right under the Act to access the record or the information contained in the record.

It is an offence under section 48(1)(c.1) of the Act to alter, conceal or destroy a record, or cause any other person to do so, with the intention of denying a right under the Act to access the record or the information contained in the record. Every person who contravenes subsection (1) is guilty of an offence and on conviction is liable to a fine not exceeding \$5,000.00.

### **Reviewing and Disclosing Records**

The Act requires that the Head must disclose as much of the requested record as can reasonably be severed, without disclosing the information that falls under one of the exemptions. Severing is the process of “blacking out” or “redacting” information that is considered confidential and exempt from disclosure.

Only the Head will sever records responsive to a formal access request under the Act. Severances are decisions on disclosure, and the Head is the only decision-maker at the City of London who has the authority to make decisions on disclosure under the Act.

To assist the Head in determining whether a record is exempt from access or outside the scope of the Act the Head will consider recommendations of the SA Liaison. Any such recommendations should be recorded on the Records Retrieval Form.

When the Head refuses access to a record or severs part of a record, the Act requires the Head to provide the requester with a decision letter that:

- explains the basis for the decision;
- describes clearly to the requester the records responding to the request specifically referring to the exemption(s) that the City has applied to justify a refusal to provide access;
- may include a detailed index of records that describes the contents and subject matter of the records;
- notifies the requester if the requested record does not exist; and,
- states that the requester may appeal the Head's decision to the IPC.

If a request is received for records that appear to be excluded from the Act, the Head will process the request in accordance with the procedure set out in this policy.

## Fees

For all requests under MFIPPA, the requester must pay a \$5.00 application fee. The application fee is mandatory and the Head cannot waive it.

The Head applies different fees as prescribed by regulation, depending on whether the request is for *general records* or for the requester's own personal information.

The Head must charge fees unless the Head decides to waive the fees under the fee-waiver provisions of the Act.

The regulations under the Act contain a fee schedule that sets out the amount that the Head may charge for various costs that the City may incur when processing a request:

Type of Fee	Amount
Application Fee	\$5.00
Photocopies and computer printouts	\$0.20 cents per page
Disks	\$10.00 per disk
Manual search for records *	\$7.50 for each 15 minutes spent
Preparing a record for disclosure, including severing records *	\$7.50 for each 15 minutes spent
Computer programming	\$15.00 for each 15 minutes spent
Costs incurred in locating, retrieving, processing and copying the record	As specified in an invoice received by the City

\* does not apply to a request from an individual for their own personal information.

## 6. COUNCILLORS' RECORDS

The Head will determine whether the Act applies to a councillor's records. In making this decision, the Head examines the specifics of each request in light of a number of [principles established by the IPC](#).

Councillors' records are subject to the Act where:

- (a) a councillor is acting as an officer or employee of the municipality, or performs a duty assigned by council, such that they might be considered part of the institution, or,
- (b) the records are in the custody or control of the municipality on the basis of established principles.

The access procedure for requests related to Councillors' records shall follow the standard procedure described within this policy.

1. Once the Head has clarified a request, a department letter, a copy of the request, and Records Retrieval Form is prepared and sent to the Executive Assistant (EA) to the Councillors' Office, or designate.
2. If the search requires electronic communications, the Councillor may request a search of their Microsoft Exchange account to be completed by the Information and Technology Services Department. Results will be provided directly to the Head. The Head will provide copies of responsive e-mails to the Councillor for their review.
3. Councillors (or the EA) are required to notify the Head within three (3) days of receipt of the department letter if they anticipate their search for responsive records will take more than one (1) hour. If the search is anticipated to take an hour or less, Councillors (or the EA) are advised to provide copies of records (either electronically or photocopies) by the deadline provided in the letter.
4. Councillors (or the EA) must retrieve and provide copies of the records to the Head no later than the due date indicated in the letter. If Councillors require a time extension to complete a search they should contact the Head immediately to determine whether the Act permits a time extension.
5. The Head requires that Councillors (or the EA) return a completed Records Retrieval Form along with responsive records which indicates the actual time spent searching for records, the location and methods used to search for records, whether there are any concerns with the records in questions, etc. The Head also requires a completed Records Retrieval Form if no records are provided responsive to the request.
6. The Head will, at the request of the Councillor, advise when the records pertaining to them will be released and/or provide copies of the records to be released prior to their release.

## 7. ACCESS TO RECORDS OF PERSONAL HEALTH INFORMATION

An individual may exercise a right of access to a record of personal health information by making a written request for access to the custodian that has custody or control of the information.

Organizations that are both *custodians* under PHIPA and *institutions* under the Act include municipally operated long-term care homes, for example, Dearness Home.

The Head will determine whether PHIPA or MFIPPA applies to a request it receives having regard to the legislation.

If the Head receives a request for personal health information in the custody or under the control of Dearness Home, the Head will immediately transfer that request to the Administrator of Dearness and advise the requester of the same.

If the Administrator of Dearness receives a request under the Act for information in the custody or under the control of the City of London, the Administrator will immediately transfer that request to the Head and advise the requester of the same.

## 8. APPEALS TO THE INFORMATION AND PRIVACY COMMISSIONER (IPC)

The Act establishes the right of a requester to appeal decisions that the Head makes about access to records. After a requester receives a notice of decision, the requester has 30 calendar days to appeal the decision to the IPC.

The Head, in consultation with the City Solicitor's Office, will respond to appeals as per the procedures and practice directions set out in the IPC's [Code of Procedure for appeals under the Freedom of Information Act and the Municipal Freedom of Information and Protection of Privacy Act](#), (hereafter "Code of Procedure").

The Head will notify the appropriate staff member (or Councillor) and the appropriate Managing Director, in the event that the Commissioner issues an order with respect to access to records. The Head will ensure compliance of the order.

The Head will notify the City Manager and the appropriate Managing Director should the IPC notify the head that the Commissioner will be entering and inspecting any premise occupied by The City of London for the purposes of an investigation. The Head will be in attendance during the IPC's inspection.

### Offence

No employee shall wilfully obstruct the IPC in the performance of its functions, make a false statement to mislead the IPC or fail to comply with an order of the IPC.

Any person who wilfully obstructs the IPC in the performance of its functions, makes a false statement to mislead the IPC, or fails to comply with an order of the IPC, is guilty of an offence, and on conviction, is liable to a fine of up to \$5,000.00.

## 9. PERSONAL INFORMATION

### Protection of Personal Privacy

The Act requires that the Head implement basic standards for protecting personal information in its possession. Refer to the [IPC'S Fact Sheet](#) to learn more about how *Personal Information* is defined in the Act.

### Collection of Personal Information

The City, employees or consultants acting on the City's behalf, shall only collect personal information that they are authorized to collect. This authority can be one of the following:

- collection of the information is expressly authorized by provincial or federal legislation;
- the information is used for the purposes of law enforcement; or,
- the information is necessary to the proper administration of a lawfully authorized activity.

The City shall only collect personal information directly from the individual to whom it relates, except in circumstances set out in MFIPPA. Examples of these include:

- where the individual authorizes another method of collection;
- the personal information may be disclosed to the City under the authority of the Freedom of Information and Protection of Privacy Act ("FIPPA");
- where the IPC has authorized the City to collect the information indirectly from another person;
- the information is collected for the purpose of law enforcement; and,
- where other legislation provides for a different method of collection.

When collecting personal information, the City must provide the individual with a [notice of collection](#) statement that contains:

- the City's legal authority to collect the information;
- the principal purposes for which the information is intended to be used; and,
- the title, business address and telephone number of an officer or employee who can answer questions about the collection (why it is being collected, how it will be used).

Notice of collection statements are prepared by staff in consultation with the Head. Exceptions to this notice requirement are set out in O. Reg. 823.

### Retention of Personal Information

Personal information that has been collected by the City must be retained for at least one year after it is used, unless another retention period has been provided in the City's Records Retention by-law, or the individual has consented to its earlier disposal. The purpose of this retention period is to ensure that individuals have a reasonable opportunity to obtain access to their personal information.

### Use of Personal Information

The City is required to take reasonable steps to ensure that personal information is not used unless it is accurate and up to date. The City must create a record of any use of personal

information that is different from how the information is used on a regular basis.

The City is only permitted to use personal information:

- if the individual has consented to the particular information being used;
- for the purpose for which it was obtained or compiled;
- for a consistent purpose, (i.e. the individual might reasonably expect the use); or
- for the purpose for which the information was disclosed to the City under FIPPA.

### **Disclosure of Personal Information**

The City is only permitted to disclose personal information in the following circumstances:

- in compliance with Part I of the Act;
- if the individual has consented to its disclosure;
- for the purpose for which it was obtained;
- for a consistent purpose, (i.e. the individual might reasonably expect the disclosure);
- disclosure is made to an employee who needs the record in the performance of duties;
- to comply with federal or provincial legislation;
- to a law enforcement agency in Canada to aid an investigation;
- in compelling circumstances affecting personal health or safety;
- in compassionate circumstances, (to contact next of kin or friend of an injured, ill or deceased person); and,
- to a provincial or federal government department for auditing of cost-shared programs.

### **Offence**

Any person who wilfully discloses personal information, or maintains a personal information bank, in contravention of the Act, is guilty of an offence, and on conviction, is liable to a fine of up to \$5,000.00.

### **Privacy Investigations**

Individuals may submit a complaint to the IPC if they believe that the City of London has improperly collected, used, disclosed, retained or disposed of their personal information.

The Head shall receive notice from the IPC in the event that an individual has lodged a complaint and an investigation is being undertaken.

The Head shall, in consultation with appropriate staff, represent the institution during a privacy complaint investigation.

The responsible employee will cooperate and assist the Head during the course of the investigation.



## 10. PROTOCOL FOR RESPONDING TO A PRIVACY BREACH UNDER THE ACT

Upon learning of a privacy breach or a potential privacy breach under MFIPPA, staff shall immediately notify their Manager and the Head.

The Head will assist the responsible employee in responding to the breach of personal privacy.

The following protocol shall be adopted during a breach or a potential breach of personal privacy, as per [IPC guidelines](#).

**Containment:** Identify the scope of the breach or potential breach and take steps to contain it:

- retrieve hard copies of any personal information that has been disclosed;
- ensure that no copies of the personal information have been made or retained by the individual who was not authorized to receive the information and obtain the individual's contact information in the event that follow-up is required; and,
- determine whether the privacy breach would allow unauthorized access to any other personal information (i.e. financial institutions).

**Notification:** Identify those individuals whose privacy was breached and, barring exceptional circumstances, in consultation with the Head, notify those individuals accordingly:

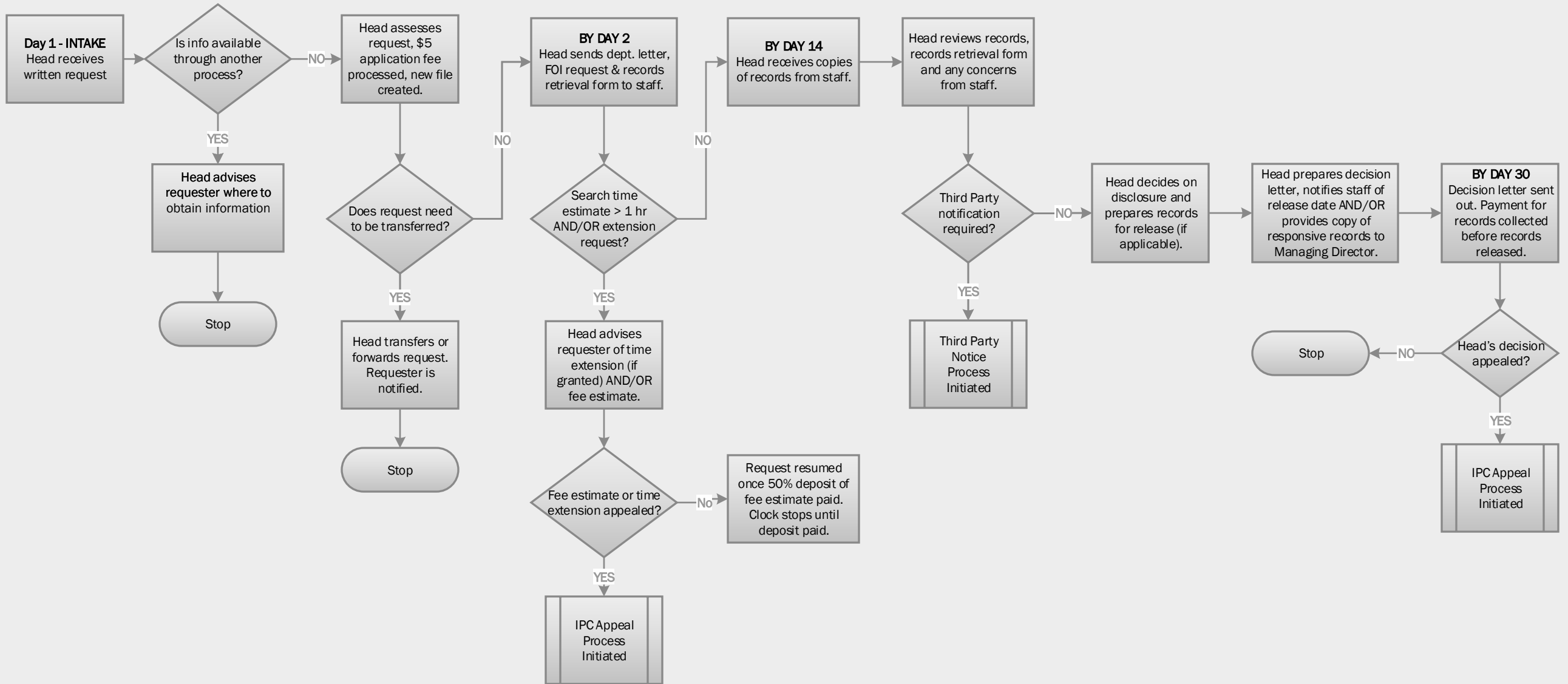
- notify the individuals whose privacy was breached, by telephone or in writing;
- provide details of the extent of the breach and the specifics of the personal information at issue;
- if financial information or information from government-issued documents are involved, include precautionary measures in the notice, (i.e. change passwords, contact Equifax or banking institution, etc.);
- advise of the steps that have been taken to address the breach, both immediate and long term;
- provide contact information for someone who can provide additional information, assistance and answer questions; and,
- advise if the IPC has been contacted to ensure that all obligations under the Act are fulfilled and, provide information about how to submit a complaint to the IPC.

The employee involved in the breach shall document the incident in detail in writing, including how each step in the above process was executed.

## 11. APPENDICES

Appendix A – MFIPPA Process Map

Appendix B – Records Retrieval Form



Client		Prepared by	Date
Process	MFIPPA REQUEST PROCESS	Approved by	Date

## Appendix B – RECORDS RETRIEVAL FORM

### MFIPPA RECORDS RETRIEVAL FORM

To be completed and returned to the Manager of Records and Information Services

1. Indicate the places that were searched (e.g., what files in which offices or file rooms, which shared drives or software applications):	
2. Indicate methods/processes used to conduct the search and types of files searched (e.g., searching electronic files, paper files, file lists, off-site file lists, microfiche etc.):	
3. Length of time required to do the search:	
4. Responsive records located? (Indicate if responsive records no longer exist but did exist at one time (i.e., provide the number of the Records Retention Schedule which authorized the destruction of those records):	Yes                      No
5. Are there any concerns with these records or this request? (If yes, please explain):	Yes                      No
6. Would you like to be provided with a copy of the responsive records?	Yes                      No
7. Would you like to be advised when responsive records are released?	Yes                      No

<b>Name:</b>	
<b>Date(s) of search:</b>	

<b>TO:</b>	<b>CHAIR AND MEMBERS CORPORATE SERVICES COMMITTEE MEETING ON SEPTEMBER 11, 2018</b>
<b>FROM:</b>	<b>CATHY SAUNDERS CITY CLERK</b>
<b>SUBJECT</b>	<b>ANNUAL MEETING CALENDAR</b>

**RECOMMENDATION**

That, on the recommendation of the City Clerk, the City Clerk BE ADVISED as to how the Municipal Council wishes to proceed with respect to the annual meeting calendar for the period January 1, 2019 to December 31, 2019.

**PREVIOUS REPORTS PERTINENT TO THIS MATTER**

May 28, 2018 – Governance Working Group

**BACKGROUND**

Municipal Council, at its meeting held on May 7, 2018, resolved that:

- “b) the Civic Administration BE DIRECTED to prepare, for the review and consideration of the Governance Working Group, a draft 2019 Council and Standing Committee meeting schedule that would incorporate the following principles:
  - i) Standing Committee meetings with Agenda items that are considered to be routine and non-controversial, being held on Mondays and Tuesdays on a two week schedule, commencing at 9:30 AM and/or 1:30 PM;
  - ii) Standing Committee meetings relating to matters requiring public input, including Public Participation Meetings, to be held commencing 6:30 PM on Mondays and Tuesdays, when required; and
  - iii) Council meetings to be held on Tuesdays commencing at 9:30 AM on a two week cycle;

it being noted that meetings of the Strategic Priorities and Policy Committee would be scheduled in a similar manner to all other Standing Committee meetings; and”.

A draft 2019 Council and Standing Committee meeting schedule, which incorporated the above-noted principles; the annual budget process; scheduling of the Federation of Canadian Municipalities’ (FCM) Annual General Meeting; scheduling of the Association of Municipalities of Ontario’s (AMO) Annual General Meeting and scheduling of the Ontario Good Roads Association Annual General Meeting was submitted to the May 28, 2018 meeting of the Governance Working Group for consideration.

Municipal Council, at its meeting held on June 15, 2018, resolved that:

- “c) the following actions be taken with respect to the draft annual meeting calendar for the period January 1, 2019 to December 31, 2019, as appended to the Governance Working Group Report dated May 28, 2018:
- i) the City Clerk BE DIRECTED to amend the above-noted draft meeting calendar as follows:
    - A) to provide for Public Participation Meetings for the Planning and Environment Committee (PEC) to be held commencing at 6:30 PM on the same day PEC meetings are proposed to be held; and,
    - B) to provide a note indicating that Public Participations Meetings for the Community and Protective Services Committee, Civic Works Committee and Strategic Priorities and Policy Committee will be scheduled as required;
- it being noted that Public Participation Meetings before the Corporate Services Committee will be held as part of the regularly scheduled meetings of that Committee;
- ii) the City Clerk BE DIRECTED to prepare a second draft annual meeting calendar for the period January 1, 2019 to December 31, 2019 based on the current timing of meetings;
  - iii) the City Clerk BE DIRECTED to consult with the Civic Administration with respect to the above-noted draft calendars; and,
  - iii) the City Clerk BE DIRECTED to make the appropriate arrangements to initiate a public consultation process to provide an opportunity for members of the public to comment on the above-noted draft annual meeting calendars through an invitation on the City of London’s webpage “Get Involved” and by scheduling a Public Participation Meeting before the Corporate Services Committee to receive input from the community with respect to the draft annual meeting calendars; and”

In response to the above-noted direction, the attached revised draft meeting calendar (Appendix “A”) reflective of daytime meetings is submitted for consideration. The attached draft meeting calendar (Appendix “B”) reflects to the current evening meeting schedule.

It is understood that from time to time exceptional circumstances may arise where special meetings will have to be added to the meeting schedule, or certain adjustments may have to be made to the meeting schedule.

### Public Engagement

In response to the direction to consult with the Civic Administration and members of the public with respect to the proposed draft annual meeting calendars, the survey attached as Appendix “C” to this report was placed on the City of London’s website on the “Get Involved” page. Communications were also sent to Members of Council, the Civic Administration and community organizations making them aware of the survey and to invite them to participate in the public engagement process. In addition, an advertisement for the September 11, 2018 Public Participation Meeting was placed in the Londoner on August 23, 2018.

The above-noted survey was posted on the City of London’s website from July 27, 2018 to August 31, 2018. There were 342 responses to the survey.

The comments received in response to the two questions included in the survey are attached as Appendix “D” and Appendix “E” to this report.

<b>RECOMMENDED BY:</b>
<b>CATHY SAUNDERS CITY CLERK</b>

APPENDIX "A"

January 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 CITY HALL CLOSED NEW YEAR'S DAY	2	3	4	5
6	7 CORPORATE SERVICES COMMITTEE 9:30 AM  PLANNING AND ENVIRONMENT COMMITTEE 1:30 PM Public Participation Meeting 6:30 PM	8 CIVIC WORKS COMMITTEE 9:30 AM  COMMUNITY AND PROTECTIVE SERVICES COMMITTEE 1:30 PM	9	10	11	12
13	14	15 COUNCIL 9:30 AM	16	17 STRATEGIC PRIORITIES AND POLICY COMMITTEE 4:00 PM Public Participation Meeting Water, Wastewater, Operating and Capital Budgets	18	19
20	21 CORPORATE SERVICES COMMITTEE 9:30 AM  PLANNING AND ENVIRONMENT COMMITTEE 1:30 PM Public Participation Meeting 6:30 PM	22 STRATEGIC PRIORITIES AND POLICY COMMITTEE 9:30 AM	23	24 STRATEGIC PRIORITIES AND POLICY COMMITTEE 9:30 AM Budget Discussion	25	26
27	28 STRATEGIC PRIORITIES AND POLICY COMMITTEE 9:30 AM Budget (if needed)	29 COUNCIL 9:30 AM	30	31		

\*Note: Public Participation Meetings related to items under the jurisdiction of Civic Works Committee and Community Protective Services Committee will be scheduled as needed at 6:30 PM. Public Participation Meetings related to items under the jurisdiction of the Corporate Service Committee will continue to be held as part of the regular meeting.

APPENDIX "A"

February 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	<p><b>CORPORATE SERVICES COMMITTEE 9:30 AM</b></p> <p><b>PLANNING AND ENVIRONMENT COMMITTEE 1:30 PM</b> Public Participation Meeting 6:30 PM</p>	<p><b>CIVIC WORKS COMMITTEE 9:30 AM</b></p> <p><b>COMMUNITY AND PROTECTIVE SERVICES COMMITTEE 1:30 PM</b></p>	<p><b>AUDIT COMMITTEE 12 PM</b></p>	7	8	9
10	<p><b>STRATEGIC PRIORITIES AND POLICY COMMITTEE 9:30 AM</b></p>	<p><b>COUNCIL 9:30 AM (Budget Approval)</b></p>	<p><b>DEARNESS COMMITTEE OF MANAGEMENT 12 PM</b></p>	14	15	16
17	<p><b>CITY HALL CLOSED FAMILY DAY</b></p>	<p><b>CORPORATE SERVICES COMMITTEE 9:30 AM</b></p> <p><b>PLANNING AND ENVIRONMENT COMMITTEE 1:30 PM</b> Public Participation Meeting 6:30 PM</p>	20	21	22	23
24	25	26	27	28		
<p><b>2019 OGRA ANNUAL CONFERENCE</b></p>	<p><b>2019 OGRA ANNUAL CONFERENCE</b></p>	<p><b>2019 OGRA ANNUAL CONFERENCE</b> <b>COUNCIL 9:30 AM</b></p>	<p><b>2019 OGRA ANNUAL CONFERENCE</b></p>			

\*Note: Public Participation Meetings related to items under the jurisdiction of Civic Works Committee and Community Protective Services Committee will be scheduled as needed at 6:30 PM. Public Participation Meetings related to items under the jurisdiction of the Corporate Service Committee will continue to be held as part of the regular meeting.



APPENDIX "A"

March 2019						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4 CORPORATE SERVICES COMMITTEE 9:30 AM  PLANNING AND ENVIRONMENT COMMITTEE 1:30 PM Public Participation Meeting 6:30 PM	5 CIVIC WORKS COMMITTEE 9:30 AM  COMMUNITY AND PROTECTIVE SERVICES COMMITTEE 1:30 PM	6	7	8	9
10	11	12	13	14	15	16
<b>MARCH BREAK WEEK</b>						
17	18 CIVIC WORKS COMMITTEE 9:30 AM (if needed)	19 COUNCIL 9:30 AM	20	21	22	23
24	25 CORPORATE SERVICES COMMITTEE 9:30 AM  PLANNING AND ENVIRONMENT COMMITTEE 1:30 PM Public Participation Meeting 6:30 PM	26 STRATEGIC PRIORITIES AND POLICY COMMITTEE 9:30 AM	27	28	29	30
31						

\*Note: Public Participation Meetings related to items under the jurisdiction of Civic Works Committee and Community Protective Services Committee will be scheduled as needed at 6:30 PM. Public Participation Meetings related to items under the jurisdiction of the Corporate Service Committee will continue to be held as part of the regular meeting.

APPENDIX "A"

April 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	<b>1</b> CIVIC WORKS COMMITTEE 9:30 AM (if needed)	<b>2</b> COUNCIL 9:30 AM	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
<b>7</b>	<b>8</b> CORPORATE SERVICES COMMITTEE 9:30 AM  PLANNING AND ENVIRONMENT COMMITTEE 1:30 PM Public Participation Meeting 6:30 PM	<b>9</b> CIVIC WORKS COMMITTEE 9:30 AM  COMMUNITY AND PROTECTIVE SERVICES COMMITTEE 1:30 PM	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>
<b>14</b>	<b>15</b> STRATEGIC PRIORITIES AND POLICY COMMITTEE 9:30 AM	<b>16</b> COUNCIL 9:30 AM	<b>17</b>	<b>18</b>	<b>19</b> CITY HALL CLOSED GOOD FRIDAY	<b>20</b>
<b>21</b>	<b>22</b> CITY HALL CLOSED EASTER MONDAY	<b>23</b> PLANNING AND ENVIRONMENT COMMITTEE 1:30 PM Public Participation Meeting 6:30 PM	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>
<b>28</b>	<b>29</b>	<b>30</b> COUNCIL 9:30 AM				

\*Note: Public Participation Meetings related to items under the jurisdiction of Civic Works Committee and Community Protective Services Committee will be scheduled as needed at 6:30 PM. Public Participation Meetings related to items under the jurisdiction of the Corporate Service Committee will continue to be held as part of the regular meeting.

APPENDIX "A"

May 2019						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6 CORPORATE SERVICES COMMITTEE 9:30 AM  PLANNING AND ENVIRONMENT COMMITTEE 1:30 PM Public Participation Meeting 6:30 PM	7 CIVIC WORKS COMMITTEE 9:30 AM  COMMUNITY AND PROTECTIVE SERVICES COMMITTEE 1:30 PM	8	9	10	11
12	13 STRATEGIC PRIORITIES AND POLICY COMMITTEE 9:30 AM	14 COUNCIL 9:30 AM	15	16	17	18
19	20 CITY HALL CLOSED VICTORIA DAY	21 PLANNING AND ENVIRONMENT COMMITTEE 1:30 PM Public Participation Meeting 6:30 PM	22 DEARNESS COMMITTEE OF MANAGEMENT 12 PM	23	24	25
26	27 CIVIC WORKS COMMITTEE 9:30 AM (if needed)	28 COUNCIL 9:30 AM	29	30 FCM ANNUAL CONFERENCE	31 FCM ANNUAL CONFERENCE	

\*Note: Public Participation Meetings related to items under the jurisdiction of Civic Works Committee and Community Protective Services Committee will be scheduled as needed at 6:30 PM. Public Participation Meetings related to items under the jurisdiction of the Corporate Service Committee will continue to be held as part of the regular meeting.

APPENDIX "A"

June 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1 FCM ANNUAL CONFERENCE
2 FCM ANNUAL CONFERENCE	3 CORPORATE SERVICES COMMITTEE 9:30 AM  PLANNING AND ENVIRONMENT COMMITTEE 1:30 PM Public Participation Meeting 6:30 PM	4 CIVIC WORKS COMMITTEE 9:30 AM  COMMUNITY AND PROTECTIVE SERVICES COMMITTEE 1:30 PM	5	6	7	8
9	10	11 COUNCIL 9:30 AM	12	13	14	15
16	17 CORPORATE SERVICES COMMITTEE 9:30 AM  PLANNING AND ENVIRONMENT COMMITTEE 1:30 PM Public Participation Meeting 6:30 PM	18 STRATEGIC PRIORITIES AND POLICY COMMITTEE 9:30 AM	19 AUDIT COMMITTEE 12 PM	20	21	22
23	24	25 COUNCIL 9:30 AM	26	27	28	29
30						

\*Note: Public Participation Meetings related to items under the jurisdiction of Civic Works Committee and Community Protective Services Committee will be scheduled as needed at 6:30 PM. Public Participation Meetings related to items under the jurisdiction of the Corporate Service Committee will continue to be held as part of the regular meeting.

APPENDIX "A"

July 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1 CITY HALL CLOSED CANADA DAY	2	3	4	5	6
7	8 STRATEGIC PRIORITIES AND POLICY COMMITTEE 9:30 AM	9	10	11	12	13
14	15 CORPORATE SERVICES COMMITTEE 9:30 AM  PLANNING AND ENVIRONMENT COMMITTEE 1:30 PM Public Participation Meeting 6:30 PM	16 CIVIC WORKS COMMITTEE 9:30 AM  COMMUNITY AND PROTECTIVE SERVICES COMMITTEE 1:30 PM	17	18	19	20
21	22	23 COUNCIL 9:30 AM	24	25	26	27
28	29	30	31			

\*Note: Public Participation Meetings related to items under the jurisdiction of Civic Works Committee and Community Protective Services Committee will be scheduled as needed at 6:30 PM. Public Participation Meetings related to items under the jurisdiction of the Corporate Service Committee will continue to be held as part of the regular meeting.

APPENDIX "A"  
August 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5 CITY HALL CLOSED CIVIC HOLIDAY	6 STRATEGIC PRIORITIES AND POLICY COMMITTEE 9:30 AM	7	8	9	10
11	12 CORPORATE SERVICES COMMITTEE 9:30 AM  PLANNING AND ENVIRONMENT COMMITTEE 1:30 PM Public Participation Meeting 6:30 PM	13 CIVIC WORKS COMMITTEE 9:30 AM  COMMUNITY AND PROTECTIVE SERVICES COMMITTEE 1:30 PM	14	15	16	17
18 AMO ANNUAL CONFERENCE	19 AMO ANNUAL CONFERENCE	20 AMO ANNUAL CONFERENCE	21 AMO ANNUAL CONFERENCE	22	23	24
25	26	27 COUNCIL 9:30 AM	28	29	30	31

\*Note: Public Participation Meetings related to items under the jurisdiction of Civic Works Committee and Community Protective Services Committee will be scheduled as needed at 6:30 PM. Public Participation Meetings related to items under the jurisdiction of the Corporate Service Committee will continue to be held as part of the regular meeting.

APPENDIX "A"

September 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2 CITY HALL CLOSED LABOUR DAY	3 CORPORATE SERVICES COMMITTEE 9:30 AM  PLANNING AND ENVIRONMENT COMMITTEE 1:30 PM Public Participation Meeting 6:30 PM	4 CIVIC WORKS COMMITTEE 9:30 AM  COMMUNITY AND PROTECTIVE SERVICES COMMITTEE 1:30 PM	5	6	7
8	9 STRATEGIC PRIORITIES AND POLICY COMMITTEE 9:30 AM	10 COUNCIL 9:30 AM	11 AUDIT COMMITTEE 12 PM	12	13	14
15	16 CORPORATE SERVICES COMMITTEE 9:30 AM  PLANNING AND ENVIRONMENT COMMITTEE 1:30 PM Public Participation Meeting 6:30 PM	17	18 DEARNESS COMMITTEE OF MANAGEMENT 12 PM	19	20	21
22	23	24 COUNCIL 9:30 AM	25	26	27	28
29	30 CORPORATE SERVICES COMMITTEE 9:30 AM  PLANNING AND ENVIRONMENT COMMITTEE 1:30 PM Public Participation Meeting 6:30 PM					

\*Note: Public Participation Meetings related to items under the jurisdiction of Civic Works Committee and Community Protective Services Committee will be scheduled as needed at 6:30 PM. Public Participation Meetings related to items under the jurisdiction of the Corporate Service Committee will continue to be held as part of the regular meeting.

APPENDIX "A"

October 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		<b>1</b> CIVIC WORKS COMMITTEE 9:30 AM  COMMUNITY AND PROTECTIVE SERVICES COMMITTEE 1:30 PM	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>6</b>	<b>7</b> STRATEGIC PRIORITIES AND POLICY COMMITTEE 9:30	<b>8</b> COUNCIL 9:30 AM	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>
<b>13</b>	<b>14</b> CITY HALL CLOSED THANKSGIVING DAY	<b>15</b> CORPORATE SERVICES COMMITTEE 9:30 AM  PLANNING AND ENVIRONMENT COMMITTEE 1:30 PM Public Participation Meeting 6:30 PM	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>
<b>20</b>	<b>21</b>	<b>22</b> COUNCIL 9:30 AM	<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>
<b>27</b>	<b>28</b> CORPORATE SERVICES COMMITTEE 9:30 AM  PLANNING AND ENVIRONMENT COMMITTEE 1:30 PM Public Participation Meeting 6:30 PM	<b>29</b> CIVIC WORKS COMMITTEE 9:30 AM  COMMUNITY AND PROTECTIVE SERVICES COMMITTEE 1:30 PM	<b>30</b>	<b>31</b>		

\*Note: Public Participation Meetings related to items under the jurisdiction of Civic Works Committee and Community Protective Services Committee will be scheduled as needed at 6:30 PM. Public Participation Meetings related to items under the jurisdiction of the Corporate Service Committee will continue to be held as part of the regular meeting.



APPENDIX "A"

November 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5 COUNCIL 9:30 AM	6 AUDIT COMMITTEE 12 PM	7	8	9
10	11 CORPORATE SERVICES COMMITTEE 9:30 AM  PLANNING AND ENVIRONMENT COMMITTEE 1:30 PM Public Participation Meeting 6:30 PM	12 STRATEGIC PRIORITIES AND POLICY COMMITTEE 9:30	13 DEARNESS COMMITTEE OF MANAGEMENT 12 PM	14	15	16
17	18	19 COUNCIL 9:30 AM	20	21	22	23
24	25 CORPORATE SERVICES COMMITTEE 9:30 AM  PLANNING AND ENVIRONMENT COMMITTEE 1:30 PM Public Participation Meeting 6:30 PM	26 CIVIC WORKS COMMITTEE 9:30 AM  COMMUNITY AND PROTECTIVE SERVICES COMMITTEE 1:30 PM	27	28	29	30

\*Note: Public Participation Meetings related to items under the jurisdiction of Civic Works Committee and Community Protective Services Committee will be scheduled as needed at 6:30 PM. Public Participation Meetings related to items under the jurisdiction of the Corporate Service Committee will continue to be held as part of the regular meeting.

APPENDIX "A"

December 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3 COUNCIL 9:30 AM	4	5	6	7
8	9 CORPORATE SERVICES COMMITTEE 9:30 AM  PLANNING AND ENVIRONMENT COMMITTEE 1:30 PM Public Participation Meeting 6:30 PM	10 STRATEGIC PRIORITIES AND POLICY COMMITTEE 9:30 AM	11	12	13	14
15	16	17 COUNCIL 9:30 AM	18	19	20	21
22	23	24 CITY HALL CLOSED	25 CITY HALL CLOSED CHRISTMAS DAY	26 CITY HALL CLOSED BOXING DAT	27	28
29	30	31 CITY HALL CLOSED				

\*Note: Public Participation Meetings related to items under the jurisdiction of Civic Works Committee and Community Protective Services Committee will be scheduled as needed at 6:30 PM. Public Participation Meetings related to items under the jurisdiction of the Corporate Service Committee will continue to be held as part of the regular meeting.

APPENDIX "B"

January 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 CITY HALL CLOSED NEW YEAR'S DAY	2	3	4	5
6	7 PLANNING AND ENVIRONMENT COMMITTEE 4:00 PM	8 CORPORATE SERVICES COMMITTEE 12:30 PM CIVIC WORKS COMMITTEE 4:00 PM	9	10	11	12
13	14 STRATEGIC PRIORITIES AND POLICY COMMITTEE 4:00 PM	15 COUNCIL 4:00 PM	16	17 STRATEGIC PRIORITIES AND POLICY COMMITTEE 4:00 PM Public Participation Meeting Water, Wastewater, Operating and Capital Budgets	18	19
20	21 PLANNING AND ENVIRONMENT COMMITTEE 4:00 PM	22 CORPORATE SERVICES COMMITTEE 12:30 PM COMMUNITY AND PROTECTIVE SERVICES COMMITTEE 4:00 PM	23	24 STRATEGIC PRIORITIES AND POLICY COMMITTEE 9:30 AM Budget Discussion	25	26
27	28 STRATEGIC PRIORITIES AND POLICY COMMITTEE 9:30 AM Budget (if needed)	29 COUNCIL 4:00 PM	30	31		

APPENDIX "B"

February 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4 PLANNING AND ENVIRONMENT COMMITTEE 4:00 PM	5 CORPORATE SERVICES COMMITTEE 12:30 PM CIVIC WORKS COMMITTEE 4:00 PM	6 AUDIT COMMITTEE 12 PM	7	8	9
10	11 STRATEGIC PRIORITIES AND POLICY COMMITTEE 4:00 PM	12 COUNCIL 4:00 PM (Budget Approval)	13 DEARNESS COMMITTEE OF MANAGEMENT 12 PM	14	15	16
17	18 CITY HALL CLOSED FAMILY DAY	19 CORPORATE SERVICES COMMITTEE 12:30 PM PLANNING AND ENVIRONMENT COMMITTEE 4:00 PM	20 COMMUNITY AND PROTECTIVE SERVICES COMMITTEE 12:00 PM CIVIC WORKS COMMITTEE 4:00 PM (if needed)	21	22	23
24 2019 OGRA ANNUAL CONFERENCE	25 2019 OGRA ANNUAL CONFERENCE	26 2019 OGRA ANNUAL CONFERENCE	27 2019 OGRA ANNUAL CONFERENCE	28		

APPENDIX "B"

March 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4 STRATEGIC PRIORITIES AND POLICY COMMITTEE 4:00 PM (if needed)	5 COUNCIL 4:00 PM	6	7	8	9
10	11	12	13	14	15	16
<b>MARCH BREAK WEEK</b>						
17	18 CIVIC WORKS COMMITTEE 12:00 PM  PLANNING AND ENVIRONMENT COMMITTEE 4:00 PM	19 CORPORATE SERVICES COMMITTEE 12:30 PM  COMMUNITY AND PROTECTIVE SERVICES COMMITTEE 4:00 PM	20	21	22	23
24	25 STRATEGIC PRIORITIES AND POLICY COMMITTEE 4:00 PM	26 COUNCIL 4:00 PM	27	28	29	30
31						

APPENDIX "B"

April 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	<b>1</b> COMMUNITY AND PROTECTIVE SERVICES COMMITTEE 12:00 PM  PLANNING AND ENVIRONMENT COMMITTEE 4:00 PM	<b>2</b> CORPORATE SERVICES COMMITTEE 12:30 PM  CIVIC WORKS COMMITTEE 4:00 PM (if needed)	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
<b>7</b>	<b>8</b> STRATEGIC PRIORITIES AND POLICY COMMITTEE 4:00 PM	<b>9</b> COUNCIL 4:00 PM	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>
<b>14</b>	<b>15</b> PLANNING AND ENVIRONMENT COMMITTEE 4:00 PM	<b>16</b> CORPORATE SERVICES COMMITTEE 12:30 PM  CIVIC WORKS COMMITTEE 4:00 PM (if needed)	<b>17</b>	<b>18</b>	<b>19</b> CITY HALL CLOSED GOOD FRIDAY	<b>20</b>
<b>21</b>	<b>22</b> CITY HALL CLOSED EASTER MONDAY	<b>23</b> COUNCIL 4:00 PM	<b>24</b>	<b>25</b>	<b>26</b>	<b>27</b>
<b>28</b>	<b>29</b> PLANNING AND ENVIRONMENT COMMITTEE 4:00 PM	<b>30</b> CORPORATE SERVICES COMMITTEE 12:30 PM  COMMUNITY AND PROTECTIVE SERVICES COMMITTEE 4:00 PM				

APPENDIX "B"

May 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6 STRATEGIC PRIORITIES AND POLICY COMMITTEE 4:00 PM	7 COUNCIL 4:00 PM	8	9	10	11
12	13 PLANNING AND ENVIRONMENT COMMITTEE 4:00 PM	14 CORPORATE SERVICES COMMITTEE 12:30 PM CIVIC WORKS COMMITTEE 4:00 PM	15	16	17	18
19	20 CITY HALL CLOSED VICTORIA DAY	21 COUNCIL 4:00 PM	22 DEARNESS COMMITTEE OF MANAGEMENT 12 PM	23	24	25
26	27 CIVIC WORKS COMMITTEE 12:00 PM (if needed) PLANNING AND ENVIRONMENT COMMITTEE 4:00 PM	28 CORPORATE SERVICES COMMITTEE 12:30 PM COMMUNITY AND PROTECTIVE SERVICES COMMITTEE 4:00 PM	29	30 FCM ANNUAL CONFERENCE	31 FCM ANNUAL CONFERENCE	

APPENDIX "B"

June 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1 FCM ANNUAL CONFERENCE
2 FCM ANNUAL CONFERENCE	3	4	5	6	7	8
9	10	11 COUNCIL 9:30 AM	12	13	14	15
16	17 COMMUNITY AND PROTECTIVE SERVICES COMMITTEE 12:00 PM  PLANNING AND ENVIRONMENT COMMITTEE 4:00 PM	18 CORPORATE SERVICES COMMITTEE 12:30 PM  CIVIC WORKS COMMITTEE 4:00 PM	19 AUDIT COMMITTEE 12 PM	20 PLANNING AND ENVIRONMENT COMMITTEE 4:00 PM (if needed)	21	22
23	24 STRATEGIC PRIORITIES AND POLICY COMMITTEE 4:00 PM	25 COUNCIL 4:00 PM	26	27	28	29
30						



APPENDIX "B"

July 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1 CITY HALL CLOSED CANADA DAY	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22 COMMUNITY AND PROTECTIVE SERVICES COMMITTEE 12:00 PM (if needed)  PLANNING AND ENVIRONMENT COMMITTEE 4:00 PM	23 CORPORATE SERVICES COMMITTEE 12:30 PM  CIVIC WORKS COMMITTEE 4:00 PM	24	25	26	27
28	29 STRATEGIC PRIORITIES AND POLICY COMMITTEE 4:00 PM	30 COUNCIL 4:00 PM	31			

APPENDIX "B"  
August 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5 CITY HALL CLOSED CIVIC HOLIDAY	6	7	8	9	10
11	12 CIVIC WORKS COMMITTEE 12:00 PM  PLANNING AND ENVIRONMENT COMMITTEE 4:00 PM	13 CORPORATE SERVICES COMMITTEE 12:30 PM  COMMUNITY AND PROTECTIVE SERVICES COMMITTEE 4:00 PM	14	15	16	17
18 AMO ANNUAL CONFERENCE	19 AMO ANNUAL CONFERENCE	20 AMO ANNUAL CONFERENCE	21 AMO ANNUAL CONFERENCE	22	23	24
25	26 STRATEGIC PRIORITIES AND POLICY COMMITTEE 4:00 PM	27 COUNCIL 4:00 PM	28	29	30	31

APPENDIX "B"

September 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2 CITY HALL CLOSED LABOUR DAY	3	4	5	6	7
8	9 PLANNING AND ENVIRONMENT COMMITTEE 4:00 PM	10 CORPORATE SERVICES COMMITTEE 12:30 PM  COMMUNITY AND PROTECTIVE SERVICES COMMITTEE 4:00 PM	11 AUDIT COMMITTEE 12 PM	12	13	14
15	16	17 COUNCIL 4:00 PM	18 DEARNESS COMMITTEE OF MANAGEMENT 12 PM	19	20	21
22	23 PLANNING AND ENVIRONMENT COMMITTEE 4:00 PM	24 CORPORATE SERVICES COMMITTEE 12:30 PM  CIVIC WORKS COMMITTEE 4:00 PM	25	26	27	28
29	30 STRATEGIC PRIORITIES AND POLICY COMMITTEE 4:00 PM					

APPENDIX "B"

October 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 COUNCIL 4:00 PM	2	3	4	5
6	7 PLANNING AND ENVIRONMENT COMMITTEE 4:00 PM	8 CORPORATE SERVICES COMMITTEE 12:30 PM COMMUNITY AND PROTECTIVE SERVICES COMMITTEE 4:00 PM	9	10	11	12
13	14 CITY HALL CLOSED THANKSGIVING DAY	15 COUNCIL 4:00 PM	16	17	18	19
20	21 PLANNING AND ENVIRONMENT COMMITTEE 4:00 PM	22 CORPORATE SERVICES COMMITTEE 12:30 PM CIVIC WORKS COMMITTEE 4:00 PM	23	24	25	26
27	28 STRATEGIC PRIORITIES AND POLICY COMMITTEE 4:00 PM	29 COUNCIL 4:00 PM	30	31		

APPENDIX "B"

November 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4 PLANNING AND ENVIRONMENT COMMITTEE 4:00 PM	5 CORPORATE SERVICES COMMITTEE 12:30 PM  COMMUNITY AND PROTECTIVE SERVICES COMMITTEE 4:00 PM	6 AUDIT COMMITTEE 12 PM	7	8	9
10	11	12 COUNCIL 4:00 PM	13 DEARNESS COMMITTEE OF MANAGEMENT 12 PM	14	15	16
17	18 PLANNING AND ENVIRONMENT COMMITTEE 4:00 PM	19 CORPORATE SERVICES COMMITTEE 12:30 PM  CIVIC WORKS COMMITTEE 4:00 PM	20	21	22	23
24	25 STRATEGIC PRIORITIES AND POLICY COMMITTEE 4:00 PM	26 COUNCIL 4:00 PM	27	28	29	30

APPENDIX "B"

December 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2 PLANNING AND ENVIRONMENT COMMITTEE 4:00 PM	3 CORPORATE SERVICES COMMITTEE 12:30 PM  COMMUNITY AND PROTECTIVE SERVICES COMMITTEE 4:00 PM	4	5	6	7
8	9 STRATEGIC PRIORITIES AND POLICY COMMITTEE 4:00 PM	10 COUNCIL 4:00 PM	11	12	13	14
15	16	17	18	19	20	21
22	23	24 CITY HALL CLOSED	25 CITY HALL CLOSED CHRISTMAS DAY	26 CITY HALL CLOSED BOXING DAT	27	28
29	30	31 CITY HALL CLOSED				

## APPENDIX "C"

### Get Involved London

#### Council & Committee Meeting Times

We'd like your opinion on the time of day meetings should occur.

Questions for Consideration:

Should City Council and Standing Committee meetings be moved from their current 4:00 p.m. start time, and instead be held in the daytime? (Please review the two different draft calendars.)

- Yes
- No
- It makes no difference to me

Why?

Do you have any suggestions on how to make council and committee meetings more accessible to the public?

Have you ever attended a City Council meeting or a meeting of a Standing Committee?

- Yes
- No
- I watch via livestream

Are You:

- A member of the public
- A mayoral or city council candidate
- City staff - management
- City staff – unionized employee

## APPENDIX "D"

Question: Should City Council and Standing Committee meetings be moved from their current 4:00 pm start time, and instead be held in the daytime? Why?

No - Because citizens should have an opportunity to participate at these meetings and moving them to the daytime strips many (especially people not able to take time off work) of that ability.

No - How do you expect working members of the public to attend during daytime hours? This seems like an attempt to limit democratic process.

No - Because the citizens of the city should be able to attend these meetings, they are after all the primary consumer of services of the city and can be directly impacted by any decision made.

No - Hard enough to attend the meetings as it is. No need to make it harder.

No - Councillors who have full time jobs during the day time hours would have conflicts with the proposed earlier start times. May increase issues with absentee councillors.

No - If council met during the day my working hours would not allow me to attend council meetings as a member of the public or as a volunteer for non-profits. I have done so frequently in the past, including presentations to committees that I would not have been able to give during the day.

Yes - Except try to schedule PPMs later/ Perhaps some of the councillors could cut down on some of the excessive grandstanding and stick to the points on the table. This council seems to have chairs with very poor skills on conducting meetings and the clerks seem very weak as well.

No - I believe it would be a genuine barrier to a large segment of those who work Monday to Friday day jobs. Stifling public attendance and participation is not good public policy.

No - Evening meetings are more accessible to people.

No - City Council is not a full time job.

Makes no difference - The meeting time really doesn't matter much to me at all. I'm mostly concerned about expanding transparency to encourage more thorough research and collaboration.

Yes - Meetings often go late into the evenings

No - This will decrease the likelihood that someone who is working will run for Council because the person will miss too much work. This means councillors are professional politicians which would not be good for London. Councillors do not have to attend all Committee meetings. It is their choice.

No - The change would make it more difficult for the working public to attend a meeting. Sure, some meetings will continue to be in the afternoon or evening, but who gets to decide if it is important enough matter to be heard at a time more convenient for people??

No - If you want public participation, don't hold it while they are working. There won't be any consistent attendance and quite simply, Council can't say they are consulting the public by putting up a barrier to attending.

No - Because it excludes people with jobs that are 9 to 5 from being able to watch via live stream or in person

Makes no difference - I think that the day of the week is more significant compared to the time.



## APPENDIX "D"

No - more people can attend at 4 pm

No - I would suggest changing them so that they run at different times different weeks. That way everyone can attend at one of the times.

No - Can't leave work to attend. Will cause scheduling issues for Staff and SLT members > Mondays and Tuesdays will be a right-off. Less incentive to keep meetings concise because the Committee will have the perception that they have "all-day" to discuss agendas.

No - Although there are not many members of the public in attendance at meetings, requiring the public to take time off work to attend a meeting does not encourage public participation in City of London matters. I think we need to remember that we are here to serve the public and therefore they should be our top priority. If the purpose of changing to day time meetings is to assist with staffing costs, I would suggest that the work is the work. The same amount of work must be completed by staff. If staff in are in attendance at day meetings then they will have to work weekends and nights to get the work done that they would no longer able to do during the day. Staff would also be less accessible to the public during the day if they are in meetings all day. Having day meetings on a Monday also leaves the public and Members of the Council with little time to ask questions or seek out information prior to the meeting. Staff will likely need to be responding to questions on the weekend due to the early start of the meeting on the Monday.

No - It makes assumptions that everyone in the community has privilege and can dictate their own schedule for work and other commitments.

Yes - I believe Planning and Council should remain in the evening in order to facilitate public meetings and allow public attendance. The other more administrative standing committee meetings should be held during the day to provide Councillor more time in the evening to interact with their constituents.

Makes no difference - I selected "it makes no difference" but probably the correct answer for me is "it depends". It's important for members of the public to be able to attend, observe and participate in these meetings. I would expect that evenings generally work better for individuals so I am glad that public participation meetings would be scheduled for the evening. I think one of the biggest challenges with meetings is that you don't know at what time your item will be heard. If timed items can be continued and adhered to as much as possible would be good. Overall, I think it would be fine to reschedule the meetings to during the day as a one year test and then review.

No - Typically volunteers or interested party's would not be able to attend if they have day jobs. I know that by having the meeting in the evening it is also a concern for those on afternoon shifts but I think it is less of an issue.

No - Although day-time meetings may be better for those councillors who do not have other employment, the timing may prevent potential younger councillors who have other jobs from running for election to Council. This could result in a majority of 'older' or retired persons on Council, which might result in fewer new and more contemporary ideas from being considered/promoted.

Yes - Best if they start in the afternoon around 1:00pm. Starting in the morning may force members of the public to take a whole day off work. If the meetings start at 1:00pm at least half a day off might be needed instead.

Yes - Given how the City has grown, this would be more conducive to full-time councillors. This is something London needs. This would also better support City Staff's attendance.

No - People work

## APPENDIX "D"

No - Already it's a challenge for many Londoners to get downtown during the time frame presented to participate. By moving council and standing committee meetings to the day, you're restricting access to the system for a broad number of people. This is a huge accessibility barrier for people who don't have the luxury of taking off time from work to attend. Instead, you're creating an environment where only the affluent and privileged can participate in the process. Already, the committee structure is fairly elitist; this would only serve to augment that.

Yes - for some it is easier in daytime to participate parents would be able to attend because their kids be school instead getting babysitter

No - Late afternoon or evenings work best for many people.

No - Unless we make them fulltime some have jobs to go to

No - On the one hand, moving the meetings to the daytime frees up stay-at-home parents to attend while children are in school; seniors may also be more able to attend long meetings held during the daytime. On the other, working people with inflexible schedules will be less likely to attend. If the Standing Committee Meetings and Council Meetings were staggered (Council in the evenings, Standing Committees during the day) then the widest spectrum of voices could be heard on each issue at different stages of the process.

Yes - Reduction of overtime and evening work for both Councillors and staff. Know staff who are at meetings well into the evening (11 AM) are still typically required to be at work the very next morning at their scheduled time.

No - I cannot attend when I am supposed to be at work.

Yes - Many management staff work long hours and so having these meetings during the day make it easier for staff to attend these meetings and not have extremely long days. Meetings during the day also make it easier for staff with families to attend.

No - The public is generally more available after work to attend, watch online or participate. City Staff are busy during the day and Committee meetings during the day would complicate staff schedules.

Yes - Better for childcare and personal arrangements such as picking kids up, carpooling, dinner etc.

Yes - Save on overtime expenses for the staff, in addition staff have very long days which creates additional stress, and hardships.

No - I believe the majority of citizens who want to attend these meetings in the gallery would not be able to attend in the daytime. The Council is to serve the citizens and I fear without input from the public being able to attend, the City Council is not allowing the public's full input.

No - Because the position isn't Full-time I feel Council members need the flexibility to supplement their incomes with other work during the typical business hours of 8 am to 5 pm. My position @ the City allows my time to be flexible to attend the required Committee meetings etc.

Yes - Staff and the public often cannot attend meetings at night, as they have families, and other obligations outside of work.

Yes - Committee and Council meetings running late into the evening are challenging for staff with young families, can make for a very long day as well as early morning the next day. Especially SPPC and Council which are typically back to back meetings.

## APPENDIX "D"

Yes - With people's varying schedules there is just as much likelihood that people are available for 9am, 11am or 2pm times as they are for 4pm times. Also, all meetings are available to watch on the city's website.

No - Public accessibility and participation is important. While evening meetings aren't accessible for those who work or attend school during evenings or nights; the fact remains that the majority of work and school still occurs during regular business hours.

Makes no difference - Because I don't attend the meetings

Yes - It makes for bad decision making by councilors when they are meeting at late hours and start ramming items through in order to get done the meeting because it is so late. It also makes no sense to have staff working 12+ hour days to attend meetings when there is little to no attendance by the public anyway. There are numerous ways that members of the public can make their opinion known outside of attending a meeting and clearly they are choosing these other methods.

Yes - City Council meeting should be moved to daytime, Standing Committees that have a public participation meeting should be maintained in the evening. Consent items could begin prior to 4pm.

No - most people work and can't attend so the public is not included.

No - The change to the day time will effect the public participation. Council and it's decision is based on the wills of the people and if they are not given a voice it change the dynamic of the decision making process.

No - I finish work at 4pm so current times work better for me now. Scheduling it during the day doesn't make sense for folks that work day shift - challenging to get away from the office to participate.

Yes - It will allow Committee and Council to be fresh and not have to deal with things late into the evening. It will also allow news agencies to report results earlier.

Yes - Moving it to the daytime would reduce staff overtime and allow for a better live-work balance for unionized and non-unionized staff. It would also allow staff, whose work hours were changed to accommodate these evening meetings, to again work regular daytime hours. As a young woman who does not own a vehicle, I can say I do not feel safe walking home or to a bus stop when I have to leave a meeting at 10pm at night and there are no accommodations for this currently. There are also no childcare considerations for these evening meetings - for the public, staff or Council. There are so many additional ways for the public to be heard and provide comment that their actual presence at meetings is not as important now as it has been in the past. People work all hours of the day and there is no one set time that will accommodate everyone.

Yes - Yes, then a variety of levels of staff could be attending as needed. As well, this provides an opportunity for staff development to attend meetings when they have been key contributors.

No - People work during the day.

No - respect public who work, go to school, etc.

Yes - More time for Council members to spend time in the wards.

No - General public cannot get time off work to attend these meetings.

Yes - Evening meetings make for a very long day for staff who have to attend these, particularly those who have to be present for the meetings on a regular basis. When your work day begins at 8 or 830, we cannot be expected to perform optimally at an evening meeting, especially when we are skipping dinner. If the meeting runs late, we

## APPENDIX "D"

have little time for family or outside activities that evening, and are still expected to arrive on time for work the following day.

Makes no difference - I don't go to meetings.

Yes - Staff are much more attentive and willing to work during day time hours and helping everyone accommodate home life is always a plus.

Makes no difference - If the meetings are scheduled in advance, it isn't a problem to organize my schedule to attend whenever the meetings are schedule.

Yes - Starting standing Committee meetings at 4:00 pm is considered late for long agendas. The meetings would last until late at night. Starting PEC at 1:30 is reasonable, however, delaying the Public Participation meeting to 6:30 pm defeats the purpose of starting earlier and meeting will end late at night. Also, most of the time, scheduled items and consent items in PEC do not take a long time, so 1:30 pm to 6:30 pm is a long time before starting PPM. Why not start the PPM at 4pm?

No - It works, they are part time. Don't fix something that's not broke.

No - As Council Members are Part-Time then the meetings for the most part be during non-business hours. Also having the meetings in the evening encourages public participation.

Yes - It puts too much strain on the employees, making it hard for them to go to work the next day. Plus, it is more cost effective because you do not have to pay as much overtime.

Yes - The decision process is often rushed when meetings run late into the evening. Daytime meetings increases the availability of other resources that are not normally available in the evening. This will result in inquiries being addressed quicker and it would reduce the number of reports back to committees.

Yes - Unfair for Civic Administration to work past City standard work hours (8:30am to 4:30pm) M-F.

No - As a City Staff member, I have hosted public consultation meetings for various City projects. What I have found is that the public has concerns with meetings scheduled for BOTH daytime and evenings. For those who are professionals involved in the files (engineers, planners, consultants, and even some land owners, etc.), they prefer daytime meetings because the meeting is their job/business/land (and they have families, etc. to get home to in the evenings). For the general public, they have work during the daytime and do not wish to take a vacation day to come to a Public meeting. In my experience, we have had to host 2 or more meetings on the same subject to satisfy both groups. The argument about having a job during the day relegates the issues of the municipality as something lesser than your bank, doctor, dentist, etc. If the issues before Council relate to one's home, community, (de facto) retirement savings, etc., then it should be treated as just as important as those other responsibilities toward personal health and finance. That being said, Council has the responsibility to find a time that is most convenient for the most people in order to ensure there is an opportunity for them to participate. And while people should treat civic responsibilities as seriously as other personal ones, what my experience at the City has shown me is that the general public is more likely to attend the evening public consultations than the day-time ones. The professional groups who more readily attend daytime meetings will have additional opportunities to meet with/speak with Staff and Councilors (because of their experience with City Hall processes and contacts with Staff/Councillors), but the general public, who may or may not know how to navigate City Hall and the different departments and processes, are the ones who more often attend the evening meetings. And if people aren't able to make it to City Hall, they are still more easily able to view the live webcasts (compared to during daytime business hours). In sum, and as a matter of fairness to our citizens, I believe evening Standing Committees should continue. And start no earlier than 4:00 p.m. Standing Committees are where the public can make their

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delegations, and where their public participation input is forwarded to Council. As long as the Standing Committee meetings continue to be held in the evening, with their opportunities for public participation, then the Council meetings (as full City Council) could start earlier in the day (since Council doesn't generally hear public delegations and Council Meetings have much longer agendas with review of all the different standing committees' minutes). Thanks for your time.

No - Lets not limit it to people who can't make it during day.

No - Currently, the City Councillor position is not considered a full-time job. City Councillors are balancing career jobs with this representative role. Unless all the City Councillors have flexible jobs which can work around daytime meetings, I don't see how this works for them.

No - Would not likely be able to miss work to attend. As a matter of fact would prefer a later start time.

Makes no difference - As an employee I do have the ability to alter my work schedule to allow attendance at various meetings as required. On the other hand attracting strong candidates to run for office is very difficult, many have jobs and a change to meeting times may have a negative impact on our pool of political candidates and cause hardship for employers trying to balance the needs of civic service with the needs of running a business.

No - It is much harder for people with jobs to attend these meetings. Even 4 PM start is too early for many who want to attend and have their say.

No - People need to be able to go to work and come after. Even 4pm can be hard for people, but mid-day seems impossible for folks who have standard work hours.

Yes - Evening meetings are hard on families.

Makes no difference - I believe that a change such as this would be instituted based on availability of more candidates or better candidates. To change for the sake of change in my opinion is not a good idea.

No - It is not accessible to people working during the day.

Makes no difference - If I'm interested in attending or watching live, I can adjust my schedule regardless of the time.

Yes - So I could attend.

No - People that want to attend may not be able to during the day due to jobs....

No - Majority of people with jobs work daytime and would not be able to attend such meetings if held during the daytime.

Makes no difference - Generally cannot attend during daytime hours, i.e. the regular business hours that most companies use.

Yes - why wouldn't you want to improve overall health of all employees by accommodating work and family time as much as you can.

No - Council stipend was not set to reflect work as 'full time'. Daytime meetings require that any member who holds a career leave work for at least 1/2 to 1 full day per week in order to meet council commitments. (Roughly 20+ days / yr). This can't be accommodated using vacation time as it would consume a member's entire annual allotment. Community members wishing to attend and view meetings would have to leave work to do so. Public participation meetings would still need to be held in the evenings, regardless of schedule, leading to split shifts of meetings (very inefficient). Governance Task Force spent considerable time evaluating meeting schedule options

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to ensure public and council participation was optimized. I believe the model that was arrived at helped accomplish that (meetings in evenings, livestreaming, eliminated concurrent meetings).

No - The ability of the public to make time to attend is increased by having it during less common work hours.

Yes - Staff are already attending many evening and weekend meetings so if there is an opportunity to hold them during work time, I would vote for that!

No - HOLD THEM WHEN THE GENERAL PUBLIC CAN ACTUALLY ATTEND!

Yes - Council will be more fresh and energized during the day to make decisions. Staff time attending meetings during the day will reduce overall staff time during those days, as under the current calendar, some staff are working very long days including up to 16 hours.

Yes - too late.

Yes - It's obvious isn't it? There is more usable time in the day starting early instead of a 4pm start.

No - Having it in the day time would limit who can attend.

Yes - Most delegations are from organizations who can attend during the day. Starting at 4 p.m. the meeting is broken up by dinner. Meetings in the evening go too late for Councilors, staff and the public. Meetings are now live streamed so the public can see them. In camera part of the meeting could be held during the day.

No - The meetings should be held later than 4pm. Most people work and can't make these ridiculous times.

Yes - I believe meetings should be conducted during the daytime hours with the exception of some. I feel that this would have an impact on the community attending and being more accessible to the community.

No - Attending meetings during "business hours" would be a barrier to many who can't take time off work to attend.

Makes no difference - I have never (well, yet to) attend a City Council and Standing Committee meeting, though if it were held in the daytime then it might be even harder for people of the public to attend, as it will still be held during typical working hours. If it were held at 5 p.m., or even better, at 6 p.m. then that would probably be preferable!

Yes - Staff must often contribute many hours after the work day is complete to support and report to standing committees. This turns what should be an 8 hour work day into a 10-14 hour work day on a regular basis. This is exacerbated by the uncertainty about issue timing on agendas, when items of direct interest are not until late in the agenda, requiring staff to remain at work indefinitely. As the 11th largest city in Canada (and the 6th largest in Ontario) evening meetings reinforce perceptions in the public that civic government is a part time endeavor, to be undertaken only after the more important work taking place through the workday is complete. The City of London discusses, assesses and develops solutions to some of the most significant urban challenges that face Canadians. At nearly half a million residents, and as a hub city in Southwest Ontario, holding meetings through the day will be an important step in demonstrating the importance of municipal government to Londoners. While Council directed staff to explore meeting times only, moving the role of Councillor to a full time position with adequate compensation should be an additional measure to further desired outcomes of day time meetings. With the election around the corner, however, this will require assessing and determining a position on this issue in time for the next Council to implement.

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No - Absolutely not! These meeting should happen when citizens can attend in the evening.

No - to avoid forcing councillors to quit their day jobs.

No - Most people work day jobs as well as councillors which would be inconvenient for many.

No - Moving it into the daytime would make it virtually impossible for those that work full-time jobs to attend the meetings.

No - At least they tell at 4 public wanting g to attend is only missing an hour from a traditional 9-5 job. If they are held during the day it excludes a lot more working people. If anything they should be later.

No - It would be nice to have a pros and cons document available for this survey. Currently this is a part time Council; therefore day time meetings seem unfair.

Yes - Would be easier for those working for the City or agencies that need to attend. Sometimes the meetings last hours and end late in the evening with staff expected to work in the morning.

Yes - Out of consideration for the municipal staff that are required to attend these meetings. It is unfair to make them work all day and then have to stay all night for meetings as well. I would presume it also leads to staff burnout and illness. I do not work for the City of London, but understand the immense amount of work that they do.

No – Not accessible to those who work daytime hours.

No - It will restrict access to public consultation. Many cannot attend to during the day.

No - Council meetings should be held when the public is best able to participate. This is less crucial for committee meetings. I watch regularly on YouTube but it is better to be able to attend in person.

No - The current time is a great time to hold meetings as it provides a better chance for people who work during the day to come out and participate. In addition, it could potentially throw off politicians schedules and make it less likely for a councillor to visit a school for example if the meetings were held at 1 for example.

No - I suppose it depends on when the most people are able to attend/ when is convenient for the councillors and given that we have a part time council and most people work during the day, I think the evening is the proper starting time.

No - Many people in this city are not able to attend at 4pm as they are still working, or just getting off work and could not make it in time.

Makes no difference - No time will be perfect for everyone. Evening meeting times make it challenging for people working shifts and those with evening family commitments. Daytime meetings most likely exclude the most people as typically business hours (and classroom commitments) are during the days. What we currently have is probably best, but regardless someone will always be complaining.

I would say, the preference of council members should be irrelevant. What's best for the public should be the primary focus.

Yes - Since public participation meetings would still be in the evening, yes, this makes sense.

No - It should be held later so more people can attend.

No - Makes it more difficult for members of the public to attend if they work during the day.

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No - How do you expect the public to attend and give feedback if you start council during the day when the majority of people are working.

Yes - Would allow for better discussions among Councillors if less tired, but concerned that fewer residents would be available to run for Councillor positions if daytime meetings are required.

Yes - It would be nice to have these meetings held during regular business hours, so we have consistent forward planning for evenings to enjoy being at home, socializing or pursuing evening classes, or any number of other opportunities for personal enjoyment. That said, if meetings are allowed to run on for 6, 7 or 8 hours then it wouldn't make much difference. I think agendas should be much better controlled by the Chair, to keep things running to the time it says. Sometimes the talking does go on, and on. Councillors, not the public whose speaking times are highly controlled. Set a speaking light to go amber when 5 minutes is up, red at 7 (and that means stop) might help.

Makes no difference - There are pros and cons to both timeframes. Moving the time may affect the type of candidates you get for these committees and perhaps that is a good thing. Might be worth a try.

Makes no difference - People work all different shifts and times so moving the time to coincide with what the traditional working person could attend is pandering to an old 'normal'. Do what is best, most efficient and cost effective. If having staff stay after hours and paying OT for a later meeting that means the meetings should be during regular scheduled shifts.

No - A broader base of the general public is able to attend the 4:00 pm meeting.

No - because there may be agenda items that may be of public interest for which participation or deputization will be difficult due to work schedule during the day. Moving it up to 3:00 pm may be a better option but no sooner than that.

No - 4pm IS day time. The issue here is should the working public be able to attend these meetings. Most working people are committed during the regular 9-5 hours. This means that they still would not be able to attend the complete meeting. The other issue here is whether this is a full time council job or part time. This to me is a non starter as council should schedule their meetings to best accommodate the public that wish to attend. I question the value of holding the public participation portion of certain committee meetings after the fact. It would seem to me that that input should be considered by the committee when deciding what is ready to go to council or not.

No - Reduces the pool of qualified candidates to run for Council. May impact ability of public to attend meetings in person. May impact ability of certain staff to complete work/provide necessary support during regular office hours.

No - 4pm is toward the end of most workdays and it's easier for community engagement to leave work earlier rather than leave during a busier time throughout the day.

Makes no difference - Whether in the day or evening, there will always be barriers to someone attending in person. However, holding SPPC one week and Council the following week makes much more sense then holding them on back to back nights.

Yes - Staff work all day and then spend the evening away from families at meetings. Where is the work life balance?

Yes - 12 to 1 p.m. with lunch works better. If the committees are to advise council member they need present views to the committees or council.

Yes - I'm most interested in Planning and Environment Committee. I believe that separating the consent and items for direction from the timed PPM items would be beneficial. Often consent items are pulled by a Committee member and can be



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discussed for a lengthy time. This causes all the PPM items to be late. I think dealing with the consent and items for direction that do not require a PPM and often have no public input would be better from an agenda management standpoint, as well as reducing the length of the meeting in general, and better ensuring timed PPM items are heard closer to when people expect them to be heard. Starting the PPM at 6:30 pm would help to ensure people are able to get home for supper and then return to City Hall for the meeting. Also, better determining how long an item might take should be a priority.

Makes no difference - It makes no difference to me, since I don't typically pay attention to the meetings as a member of the public. A few thoughts: During the day may make it harder for people who are working to attend and during the night may also be difficult, if they have worked all day and have family etc.

No - Should be later, so folks who have daytime jobs can attend.

Yes - They go too late at night (and are frequently behind schedule, making it even worse) and take up time that is / should be allocated for family, friends and other activities. If members of the public have children, they are also required to get child care in order to attend the evening meetings.

No - I would be unable to attend due to work commitments.

Yes - The meetings last too long and many of the consent items don't require public participation.

Makes no difference - I have a flexible working schedule, but I can see how the meeting schedule could be a barrier to the majority who cannot flex their working schedule.

Yes - Many important decisions are being made late in the evening, when people are tired and less equipped to make sound judgements than they would during regular work hours.

Makes no difference - Although I do my best to stay engaged with what happens in my home community I am in the road 5 days per week. Meeting times are of little consequence due to my timetable.

Yes - With children in the family, any times after work conflict with activities around the City.

No - Speaking only for myself, I hold a full-time job in the daytime hours. I already sacrifice a lot of vacation and personal time from work to be on 2 city boards. Having meetings in the daytime only would exclude me from participating.

Makes no difference - I'd prefer to be finished by 8pm at the latest.

No - For people who would like to attend, those who work day time (majority) won't be able to attend.

No - Evenings are generally easier for citizens to attend.

No - Will make it hard for citizens to attend and be involved.

Yes - Money will be saved. It is more like councils of large cities. People make poor decisions when they are tired. Staff don't have to stay after work. Recognized Management Overtime will be minimized.

Yes - Gives council more time in the community at night.

Yes - If City Council determines an earlier start time would be more beneficial, especially when past meetings went too far into the evening, change should take place. Especially as meetings are shown live on TV, access is available regardless of time of

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day. If a topic is deemed to be important by a member of the public & they want to attend a City Council meeting if held during the day, they can schedule their time to be there. What's most important is to continue the Public Participation meetings in the evening.

No - Unless councillors become a full-time job.

No - Most people work days.

No - Because most people work past 4:00pm.

Yes - City business should be undertaken during normal business hours. There's plenty of opportunity for the public input at special PIC meetings etc.

Yes - I feel that from the Public perspective, Committee and Council meetings are high level or important enough that individuals will come out to participate if interested/needed, and that 90% of the people at those meetings are paid professionals and City Staff. Changing the times could reduce overtime for said staff and not affect the consultants, or many of the other committee members. It would be worth following, but I doubt that real participation will be reduced by the change - aside from an initial shock to the system. There might be fewer people in the gallery, but actual participation I wager would be unchanged.

No - Changing the meetings to day time would further exclude public input and currently that is already too low. Councillors are supposed to represent their riding not their own agendas and that representation is sadly lacking. There needs to be more public communication and this seems to be a way to reduce it.

No - In theory moving the meetings to daytime makes sense, but I don't necessarily agree with them being held so early in the day. Late afternoon makes more sense to me, maybe 2:00-2:30 start times.

Makes no difference - I work through the day, and attending would require me to schedule time off. Whether it's at the end of the day or in the middle, it's still time off work.

Yes - It is City business and staff are key players. Would be more convenient and make better use of staff time.

Yes - from the perspective of many of the people involved including staff, many of the delegates who are representing businesses etc. it would be preferable to have these during normal working hours.

Yes - It makes better use of resources to have meetings when staff are available. As long as time is set aside for public input and people can view the council proceedings at a later time there is no reason it couldn't be earlier.

No - 4 pm is a good time for the public to attend.

No - I can try to attend after work. If first hour is mostly procedural.

Yes - With all council and standing committee meetings televised live on YouTube and saved for later reference, the public has easy access to view the meetings. Public meetings are still proposed in the evenings to allow for public input. Will save on overtime costs for 101 staff supporting discussions, also reduce management staff time waiting after hours for an item to come up. When meetings go late it impacts both council decision making as well staff presentation quality (tired, impatient, h-angry).

No - It seems the change to day time meetings only benefits the elected officials. This does not help the public who would like to attend or watch the meetings live if they work during the day. Planning has the majority of public meetings and having 2 start times is confusing. Also, for the day time meetings, if there is a public meeting does this mean

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they meet at 9:30 a.m. then again at night? As for Council, at the beginning of the meetings, people are recognized or if there is a contentious issue, the public like to attend. If the meeting is held during the day that would eliminate anyone that works during the day or they would have to take time off work.

Makes no difference - I am not sure how it is going to impact the participation rate. As for me personally, I prefer it either during the day or after 6 pm. Too much running around between 4 pm and 6 pm. I usually work between 7 am and 4 pm.

Yes - People tend to be at their best when meeting during "typical workday" hours. The later the meetings go, the more likely participants become fatigued and just stop listening, or become agitated being deprived of food or sleep.

Yes - qualified yes ---- there are certain committees that this works well. Corporate services and Civic Works. Others like Community and Protective Services and Planning may need later times ---- but not 4 pm. Agendas should be done differently. May also need to look at the Consent Agenda....never consent anymore!

Yes - Because running a city isn't an afterschool hobby. It's a job and it should be done when City Hall is open.

No - As a staff member, I'd prefer to keep the present timing. It allows me to complete my necessary "day" work, which includes meetings with staff that are not able to meet in the evening (which otherwise may be the case). Although committee meetings can run late, it allows for focus, rather than starting/stopping work in between consent and PPM sessions.

No - Because most people work in the day and cannot leave work until 4.

No - The evenings provide an opportunity for more of the public to attend.

No - Two main reasons, working folks cannot attend...and more importantly - Council is, at this time, a part time job with part time pay. If you are going to have Councillors make themselves available during the daytime then you will severely limit who can and cannot run.

No - Are you trying to get less people to attend and be less inclusive. They should be when people are not at work.

No - Majority of Londoners work during the day and would not be able to attend.

Yes - They start at 4pm and can end late. People are normally working at that time so if they go they are choosing to go which means they can also schedule to be there in the mornings.

No - Council is a part time job with part time pay. If meetings are held during the daytime than it would make it difficult for councillors to have a full time regular job that pays the bills to maintain their job and also be a councillor. This would impact the quality of candidates who want to be councillors. If council meeting are going to be held during the day than council must be a full time job with full time pay.

No - It makes it more difficult for the public to attend meetings or volunteer on committees.

No - I don't think making them during the daytime would make the public make it to the meetings, it would only serve those who are attending for professional reasons.

No - People work in the day time and cannot attend, or watch live.

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No - I'm not in a job where I can leave during the day to attend meetings; even yesterday's 4 pm start time meant that I missed the PPM I wanted to attend. However, I recognize that city staffers often have to stay late to attend these meetings, which seems unfair, even if they're compensated.

Yes - Why not!

Yes - Though I currently think that there is a mix of times, it might not be convenient for the working public that wants to participate. If the City wants to encourage younger citizens to participate then it would be advantageous for the meetings to be later in the day.

No - 4pm is already really early in the day for folks to attend who work a 9-5. It would be even more difficult during the day. Students also can't attend during school time.

No - If I were able and willing to attend a meeting, it would not be possible during the day since I am at work.

Yes - Staff work full days and then have to stay late at night. This leads to low staff moral and burnout. Having it during the day will reduce these issues.

No - It would make it even more difficult for the community to participate. Also, since when is 4pm not considered daytime?

No - A 4 PM start time allows for more citizens to attend.

No - 4:00 pm is a reasonable time for people who work daytime hours. If anything it should be moved later.

No - As management staff, it'd help staff not have to stay well after their work hours if meetings were during the day if it were moved, but I'm anticipating that this would negatively impact public participation and access, since you'll basically only allow those who are retired/unemployed to attend. If you want to skew the demographic that actually engages with City politics to seniors, and away from your everyday working population; then this change will likely accomplish that. Also, how do Counselors who have day jobs, since it's a part time position, manage to make the morning meetings? Would it not cause the majority of Counselors unneeded hardship as well, and basically also encourage those who take on the position to only be those who are retired or not employed (or self-employed)? The cons appear to outweigh the pros.

Yes - Having meetings during the day would free up the time in the evenings for councillors to meet with their constituents. It makes sense to have city staff attend meetings during their working hours when they are being paid, allowing them to have time with their families in the evenings.

No - I couldn't attend the meetings during the day.

No - In terms of the background provided, there are a number of theoretical scenarios discussed, but no explanation of why the current system may not be working properly. It would appear, therefore, that this is a solution in search of a problem. That is not a sufficient reason to change, especially given the potential limitations of the new option.

No - Those that elected you are at work. When you ran for election this subject was not part of your platform. If you are really interested in knowing what the people want then put it on the ballot next election. Yes I know you will not do that because then you would have to hold yourself accountable to the electorate. Ask the voters if they are happy with this insane garbage collection cycle that no other city in the province or perhaps the country has.

Yes - it would save on staff cost.

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Yes - In all the meetings I have been to, there is typically very little public attendance. In addition, the 4 pm time slot is there so public can attend, however, the majority of Public would still be working at that time, or be finished work, but would not be able to make the 4 pm time slot regardless.

No - 6:30 is too late to start public participation. This could make the meetings last even longer than they do.

No - The proposed "split-shift" for Planning Committee meetings will result in an inefficient use of Staff time during the work day afternoon by requiring Staff to attend PEC and wait for items to be heard. It will also create additional overtime pressures by beginning at 6:30pm (creating a nominal 2 hour gap beginning at 4:30pm) and extending later into the evening than the current meeting calendars which begin to receive public input at 4:30pm.

No - Speaking in generalities, the public works during the day and thus would never be able to attend the meetings without taking time off from their employment. Back in 2015 when Council and Senior Management forced the inside worker strike it may be recalled that a major sticking point was hours of operation to ensure availability of City services during off hours. The intention was so the public would not need to take off work to attend City Hall for a service during the day and to make certain services available on the weekend. Now, this consideration appears to be an attempt to adjust Council and Committee meeting schedules in direct contravention to ensuring the meetings are available and accessible to the public.

No - With regards to Planning Committee proposed at 1:30 pm with Public Participation Meetings at 4:30 pm - the split in my opinion requires more of Staff and Committee members time. Also if there are public delegations for Consents 1:30 pm is likely less accessible for the public to attend.

No - I would prefer not to book time away from work to attend public meetings.

No - I can't come until after 5pm on any Monday to Friday date. 4pm is still a working hour for me.

No - This will limit ability for public to attend meetings & will be difficult for councillors with day jobs.

Yes - the majority of the meeting agenda material does not attract public attendance. It would be better for staff to (properly) publically engage, prior to reporting to council for those matters where public input/interest is known, additional meetings can be scheduled to accommodate participation.

Yes - It would allow city staff to have more regular work hours on days which Council meets, or a Committee is meeting.

No - Working Londoners should have the opportunity to attend and participate in City meetings. Moving meeting times to earlier in the day would make it harder for the public to attend.

Yes - City business during City hours

Yes - That way it helps to disengage people who are not really serious about the matters being discussed

No - Public Participation meetings as well as having the public observe meetings is very important. Having meetings in the evening allows greater opportunities for the public to attend.

No - I think city council and standing committee meeting should stay current time for meeting to be held then day time. Why removed to other time meeting held. Already schedule meeting to be held on specific time.

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Yes - I have two reasons why Committee meetings should be held during the day:

- 1) Save overtime costs for union employees, particularly Planners.
- 2) Councilors would have more availability to attend Public Meetings and meet with their constituents.
- 3) Public attendance is generally minimal to none unless there is a scheduled public meeting item. Better to give Staff and Councillors time to schedule PICs.

Yes - It would be more convenient for City staff to have meeting earlier in the day.

Yes - More convenient to me.

Yes - It is difficult to attend the 4pm meetings when you have a family and other after-work commitments. Some of the meetings can go late into the evening, which isn't ideal. Morning meetings would be ideal (i.e., 9am); people are generally more alert and decision making may be easier.

Yes - Evenings create a barrier for women who wish to get involved in politics and for female staff who must attend these meetings. Stats Canada data notes that women continue to do the majority of at home care for children and families. Additionally, child care services in most neighbourhoods is offered during daytime hours. If we want to have a democracy that breaks down barriers for women then holding meetings in the day time allows women to actively engage and continue to provide at home care as needed.

No - In fact they should start later, 6 pm, so citizens are able to attend to listen, to participate. Daytime meetings is a convenience only to those councillors who claim to be full time. Well if so, 6 pm is no inconvenience to them. The issue of long meetings is entirely the fault of council trying to do too much committee work and essentially is the consequence of bad leadership.

No - Later in the day is preferred for working citizens.

No - Not accessible to public. Many councillors would have to quit other employment.

## APPENDIX "E"

Question: Do you have any suggestions on how to make Council and Committee meetings more accessible to the public?

Accept questions over the internet via Skype or other means.

4:00 is a little too early for me to participate.

Evenings and weekends. Or early mornings prior to regular working hours. Better use of multi-media.

While the livestreams are great, a LATER start time would be best. The reason for this is that a majority of people in this city (myself included) work or travel to work between the hours of 8am and 6pm at night, making it difficult to participate or watch City council or standing committees operate.

Live stream with monitored chat. Make meeting time 6 PM or later.

Hold some meetings on Saturday. Hold some meetings at other city venues, like new Bostwick Community centre.

Better directions in the building for how to find meeting rooms and clear instructions to the public on where to go and what to expect. Also, electronic agendas posted outside rooms (and maybe in the gallery).

City Hall is a very unfriendly and imposing place if you don't go there often. The guards are often snarly and I can see why people would feel a bit put off attending. The building should be redesigned so council offices are much more accessible and visible to the public. The clerk needs to install a much better system so people in the audience can figure out what is going on. It is often impossible to tell. Sometimes a sympathetic councillor stop to explain, but the Mayor and the clerk are largely indifferent to how the public perceives the proceedings. I know they are busy, but they are essentially acting as hosts and need to be much more "user-friendly" The staff at the public library get that. Maybe ask them about it. The recordings are not useful, there needs to be a better link between a specific item and the recording. I know the clerk is very much attached to long run-on sentences. But this "clerkese" is not comprehensible and a much better writing style needs to be adopted. Perhaps the clerk's office could get some better training on public communication?

More responsible debating and less pontificating and speaking just to hear your own voice by some on council would make meetings more efficient and more palatable to those wanting to attend and ergo more accessible to those who eschew BS.

Impose a reasonable time limit for meetings. Every meeting is chronicled on Twitter as a 5-6 hour nightmare.

Machine readable and searchable text transcriptions. See open parliament. Many issues are complex, and I've found the federal resource helpful in examining information more thoroughly. Also, daytime meetings offer new ways to engage with the public. There is an excellent opportunity to work with high schools so that students can learn more about municipal politics.

Make them easier to understand. Less unnecessary discussion.

There should be a subscription service on could sign up for that would alert people about meetings. Right now, the current models require residents to look at the web or the Londoner.

Have learning sessions from time to time where staff or even advisory cte members can help the general public learn more about the process.

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Improved live stream, better notification through social media, holding them in the evening.

Ensure public meetings begin at 6pm. Ensure that council begins its meetings with issues that involve public participation before any other business.

Some proposals that I have include perhaps on Sunday, after church times, in the evenings at 4pm for meetings. It's a day where the majority of people have off. Additionally, it would be beneficial to have recordings of the live stream available, so that people who have missed the live stream and the meeting, can have access to the stream at their convenience.

Weekend meetings and extending weekend service is great.

Livestream on Rogers for all committee meetings, not just Council meetings. Livestream Working Groups not held in Council Chambers.

Very accessible.

I support the recent announcements about access and available supports read at council and committee meetings. I have friends and family who have felt 'shut out' of politics because of their disability. This at least serves as a bit of an invitation to break that belief and become involved or at least know they can if there is something that is important to them.

Not currently.

Publicize more broadly the ability to watch via livestream and to submit comments via letter or email. It should be reinforced in this messaging that digital submissions are considered with the same regard as in-person delegations.

Don't always have them at city hall? Maybe have them out in the public once in awhile. The physical set up of the council chambers is physically intimidating and not welcoming with all the space/physical barriers. Take the time to welcome and acknowledge those who attend in the gallery. Explain very briefly the set up of the meeting, members at the front, staff and presenters on the floor in the middle, public and other interested parties up on the viewing area.

It would depend on current attendance statistics but I feel that 'sire' site is useful for those that can't attend in person and perhaps this could be advertised.

Advertise more clearly that standing committee and advisory committee meetings are open to the public and may offer opportunities for the public to comment (at the Chair's discretion). If possible, hold these meetings in larger rooms if a large amount of public interest is anticipated in a particular meeting. If a lot of public input is expected at a meeting, e.g., because of a controversial item on the agenda, perhaps consider limiting the number of items on the agenda, to allow for the public input. If necessary, could a heavy agenda be divided into two separate meetings, so that meetings don't end close to midnight?

Not at this time.

Move it 5:30.

Move committee meetings away from downtown periodically. Go where the people are instead of expecting them to come to you. By having committee meetings in community centres and facilities around the city, you're encouraging participation from people who may not come downtown. It would be a welcome gesture of inclusivity. Already the vast majority of our so-called community consultations take place within a few block radius of downtown. This is a simple and effective way to gain involvement from people who may not be active on social media, or privileged enough to be able to leave work.



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More areas for wheelchairs the hallway upstairs is usually cutter and is narrow also screens upstairs it is hard to see the screen from above.

No. I think they are accessible now. There is never a tie that will suit all.

Using videostreaming and maintaining a list of registered users, enable members of the public to view and participate in Standing Committee meetings remotely. Text questions from the general public could be submitted beforehand or through a moderated real-time medium. The burden on moderators could be reduced by audience upvoting questions they want answered. Moderators could also choose, at their discretion, particularly insightful questions that contribute to the committee's discussions. It could be chaotic at first but processes could be developed to limit the number of questions chosen by the audience.

No, the fact they are posted well in advance, streamed live, and easy to attend - I have no further suggestions.

Real time livestream broadcasting, with online participation to speak and participate e.g. Skype in as a speaker/member of the community.

Hold meetings at various times (i.e. during the day). Consider holding them in other locations so that people don't always have to come down town.

Free parking for those attending.

You could have them on the weekend during the day if Council prefers daytime meetings.

Having the meetings streamed and archived is best.

Live videos on other platforms, such as on our facebook page.

Quicker turnaround times on making the video taped meetings available on the website.

Could it be possible to use Skype or FaceTime kinds of services to allow remote presentations or increase interactivity?

Comply 100% with AODA.

Any member of the public that is interested in council meetings will watch or attend them. Unfortunately, most taxpayers don't care about what happens at City Hall until after decisions are made and it starts to affect them personally and no amount of accessibility will change that.

There needs to be better time management and scheduling for items. The public is frequently waiting for an hour or more for a scheduled item that didn't start on time because of prior items or discussion. Consider timing consent agenda items, or fill in gaps in time for scheduled items with items for direction or consent items throughout the meeting instead of at the beginning.

Have them start at 6 pm till 11 pm even if there has to be 2 meetings a week.

Needs to be AODA.

Hold them in a more public venue.

Generally provide more opportunities to provide input online.

Similar, to consent agendas, there could be a process for concerned citizens to request that an item be moved to the Public Participation discussion time for those committees with this feature. e.g. Up to 12 hours before a scheduled meeting, a citizen can request

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that an item be moved to the Public Participation portion of a committee's agenda. In addition, while Council members have had the opportunity to digest the contents of reports and understand City Hall processes, brief introductions to items from staff or Committee Chairs could facilitate citizen understanding of the deliberations.

Evenings and week-ends and free busing.

Different locations - community locations? Alternate locations in community for PPMeetings.

Encouraging the public to participate by attending meetings. Promoting the openness of meetings and the new schedule.

Larger exterior screen in the square live streaming the meetings for those who don't want to enter City Hall and don't have access to internet.

Can the livestream be broadcasted in all public facilities (like public libraries) whenever council and committee meetings are on. This would be by creating a space in these public facilities with a good TV screen size and identify the space as for Council livestream only, so interested members of the public can watch!

Leave it be. People cannot attend during day, they have work to do. You will hurt participation.

Have a Stand-up Board in the Main Lobby area near the Information Desk showing the meetings that are happening on a specific day and where exactly they are occurring.

More awareness of what is happening at the meetings (written in a more accessible, easy to understand language) Meetings scheduled later than 4:00 pm as most people are still working. It seems 6:30 is the proposed new time, which I think would work well.

The current live streaming does not work very well. Improve that or have our own YouTube channel stream live and allow replays.

I think the changes to development signs has been helpful, as well as the more direct distribution of important information by Councillors through social media channels. These in-direct initiatives are the most likely to get the public's attention. Additionally, as part of a smart city initiative, the City should look into creating an app (or webpage), which is a Map showing meeting notices pinned to the geographic locations where the projects are taking place. This could show people where the matters to be addressed at upcoming standing committees are located. It would have to be updated about once per week and include a separate list for "city-wide" initiatives/projects/reports. Also, people could sign up for 'push notices' and any project located within a given distance of their address (home or business) would automatically be sent to their phone/email. Note that these should be additional measures supplementing the existing letter notices and newspaper notices and notices on the City website 'news' page.

Make them interesting and make a difference outcome happens that night.

Start them at 5:30 or 6. Have child minding available. Allow for public dialogue on more issues.

Allow participation through interactive live streaming.

Later start time, perhaps 6 PM? That gives everyone time to get home from work & eat their dinner before attending. It would also mean no dinner break for councillors, which is fine if they have also had a chance to eat beforehand. Then also have a cutoff time, say 10 PM, and any business unsettled goes on the next agenda. It might mean extra meetings but it'll be worth it to get proper community involvement. If there is a problem for staff attending, then give the flexible hours to start later that day, and/or give time in lieu. It's easy enough to get around the staff labour issue.

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Child minders. There are many parents who need to pick up kids after school and there's no way for them to participate if they don't have babysitters or a spouse to watch them.

Have a guide on how to participate in committee meetings as a citizen available online and the link added in email signatures of the committee secretaries so anyone interacting with city staff via email know where to find the info.

I believe they are extremely accessible. Changing the time will not change that fact that some people due to scheduling will be unable to attend.

No - having the meetings available live, saved and on TV is great.

Host them at lunch time. 11:30-1pm time frame.

Schedule them at various times, including evenings and noon hours.

Have more meetings in the community, outside of city hall. Provide better explanation of meeting flow to public.

Have a bigger space for wheelchair access, and close captioning for visible impaired.

May have one every so many meetings be at a different time of day but that might make it confusing to have the inconsistency.

I don't think accessibility is an issue.

Permit questions, presentations, podcasts, from the public to be submitted on line or hardcopy to Clerks before the meetings and available to Council. Hold the Advisory Committee meetings at lunch or in the evening and have the public make their presentations at these meetings (LACH is a good example of presentations from the public that work). Hold more than one Standing Committee meeting per month so that the agendas are shorter.

The meetings should be held later than 4pm. Most people work and can't make these ridiculous times. If you want the general public to be more involved make them later in the day. 530pm or later.

More advance notice, more work to promote meetings as being open to the public. Timed agendas so people can attend only for portion of meeting that applies to them. Child minding.

Have a livestream on popular social media (ie; Facebook, Twitter, LinkedIn [is that a thing?] YouTube, maybe even Instagram!) that would be more accessible. This approach may even make the meetings a larger topic of conversation within the community, and those who normally wouldn't engage the meeting would be able to view it and subsequently, perhaps, attend a meeting of that same nature in the future!

The active and proactive use of social media should be explored. Regular updates on Council policy decisions are used in a widespread fashion in other larger cities such as Toronto and Vancouver. The 2018 municipal election will see millennials form the largest voting block for the very first time in Canada. While millennials are increasingly choosing to engage in forms of community representation outside formal government institutions, the City of London should explore new, innovative ways to bring the messages, updates, and information from Council to Londoners, rather than expecting Londoners to engage directly. This could take the form of smaller scale, issue-specific information sends delivered through dynamic mediums such as social media. The development of a City of London App - as described in our Smart Cities Challenge Fund application - could also provide a one-stop shop for information that mixes important corporate information (i.e. decisions of council) with individually-tailored information (i.e. construction updates, recreational opportunities, and neighbourhood programming information).

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Keep them in the evening so those of us who work during the day can attend.

Providing a more public friendly method of announcing the upcoming meetings complete with the topics that will be covered. A video once a week may be useful. Currently only the media will discuss issues if they see a disputed topic.

N/A unless willing to use an interactive interface. Continue streaming everything always.

They are very accessible to the public right now. If Londoners need to watch or be here, it is easy. What everyone needs it is to be more respectful of the public from a timing perspective. Far too many times the public has to wait one or two hours. That needs to be better controlled as it increases their frustration.

Make the agenda easier to follow. Add a caption to the live-stream that says what agenda item they are talking about for people that might tune in halfway thru the live stream.

I think they already are.

Hold them at Central Library where people feel welcome.

Accept on line feedback as a response.

Not beyond what is being done already.

Make our council full time and start it at 7 or 8 and mix in some day meetings.

Offer different times for the same meetings. Sorry, but this city needs to stop thinking that everyone runs on city time ie. 8-4 or 9-5, there are so many shift workers. It's time to include them.

An audio only live feed of council/committee meetings would be more useful to me than the live video stream.

Provide free parking, advertise that people can watch online. Allow commenting online.

Maintain a staff presence outside the chambers. It can be intimidating for people to walk into a meeting, and people may be uncertain which doors/floors to use, e.g. in wheelchairs they might be better going into floor 2?? And sometimes people just want to know where the washrooms or water fountains are.

Free child care at CH is another option, if children are actually banned from chambers (are they?). We should be child-friendly and recognize their value in our city. Ability to obtain refreshments without having to leave the meeting room and miss important debates. Sign language interpretation should be standard, for video'd meetings at least. (Maybe it is added after?)

I think informing more people about the ability to watch meetings live stream might be good; when I'm somewhat interested in an issue or busy use that method rather than attending in person.

Livestream is great but not many people are aware of how to access this - can you make it livestream on social media (FB, Twitter, You Tube etc).... ?

Through the use of technology, live streaming should make the meetings more accessible (I know this is being done). This should open the doors to live interaction to allow the public to participate remotely. Meeting times would still be an issue as most working people would not be able to tune in during their working day.

Later hours are better for folk that are employed... and street parking is free after 6:00. City Hall parking is VERY expensive to the public.

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I think streaming has made meetings very accessible to the public. It really isn't meetings themselves that need to be accessible, it's reaching out and allowing the public a variety means of providing input on matters of interest, so the input can be considered when Council deliberates the matter at hand. This would suggest that agendas must be available to everyone sooner than the presently are or staff should more regularly reach out to the public prior to submitting reports to Council.

Create social media reminders using Facebook, Twitter.

Whether in person or via livestream, council meetings are reasonably accessible. However, holding SPPC one week and Council the following week makes much more sense than holding them on back to back nights. This allows the public time to provide feedback to council from the SPPC debates, and for that feedback to be meaningful before a final vote.

Online video makes it accessible at the public's convenience.

Parking paid and community voices are to prove they have been heard or that they have been listened to.

Meetings are currently live-streamed, but to make the meetings more accessible to the public, the ability to comment during the live-stream should be investigated. This would likely require a moderator to ensure questions are appropriate and not people just trolling.

I think we already do a good job of making it as accessible as possible as well as meeting special accommodation requests.

They are already sufficiently accessible.

They are pretty accessible now given that they are live-streamed. It might be useful to have a header on the livestream to indicate the agenda item. I would also suggest that stricter protocols be put in place to limit the number of political inquiries that are placed on the agenda without any discussions with management. In many situations the matter can be resolved administratively without the need for a public debate.

I have livestreamed meetings when I am unable to be present. I actually like livestreaming because I don't have to be careful of disturbing the meeting - I can get up and multi-task, make dinner, come back to the video, leave it on in the background while I am making dinner. I can have an active conversation with my family about the issues being addressed in real time. I don't do this all the time. But when I am interested in the decision making, I tune in. I think that some promotion and marketing would help citizens know that they can access these meetings - or run a "Bring a Friend" campaign. Things that would help are clear and simple language (less technical or legal jargon) in meeting notices/minutes/reports, etc. People need to know that city hall is a place where they belong. It would be nice to have a greeter in the hall outside the council chambers who can hand out an agenda, answer questions, provide direction, make people feel welcome, etc.

Council Chambers is an intimidating place if you're not very familiar with it. Anything that can be done to make it more welcoming to the public would be helpful, whether it's a friendly way of finding signage or a greeter to escort folks. Promoting meetings in clear, jargon-free language on social media would also be helpful.

I see meetings are livestreamed. Are they archived and easily accessible on smartphones/ tablets?

Are meetings transcribed and posted online as text documents? This would be helpful to me personally.

Online access is a very useful tool. It should be maintained or enhanced for continued access. Parking and access to City Hall is also difficult, which online attendance mitigates.

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Ensure all boards/commissions have the equipment and funding necessary to live stream. Hold them in venues that are frequented by transit. Advertise that these meetings are being held in venues serviced by LTC by adding route numbers to the venue. ie LTC #2, #4 Broader publication of meeting dates and times. Childcare. Free parking. Sign language translator at meeting. Post meeting info at bus stops. More radio advertising. Weekly SMS reminders (texts).

Not holding them during the day when many work.

Make live streams and recorded video easier to access on the city website. Have just the public participation meetings held in the evening, then the public won't have to sit through in-camera items and the other items they are not concerned about.

Most people don't go.

They are accessible now, both via attending in the gallery or via live broadcast.

Have an updated agenda available for those that are streaming a meeting that tracks what item number you're at. Have a slide on the screen before the meeting commences outlining the rules of the gallery. Profanity was an issue a few times this year. Knowing that you don't have to publically state your address may encourage some to speak.

You could optionally have one a month during the day?

Make them after 5:30pm or on weekends.

Real-time/unedited video streaming via the internet. Special PIC meetings can still be held after hours if needed.

Moving the Committee of Adjustment hearings to later in the day would do wonders as that is really where the general public comes to participate. Currently the 1:20pm Monday afternoon start is odd and unnecessary. As there is a maximum of 3 staff members who participate at that committee, and continuously the committee hears that people have had to take time off work to attend, it would be wise to start those meetings later in the day: Say 3pm. These meetings are quite often off-schedule and the public would benefit from having more time to participate and less need to feed the meter (as that is another problem). Participation, where the public makes a real difference, would be up. Furthermore, the meeting room itself (Committee Room 1) is barely accessible to one of the longstanding committee members who is in a wheelchair. the furniture needs to be moved, often, when he arrives and he cannot get out of the room until all have left.

Currently the meetings are televised so why not allow public input based on that? There should be a forum available on the city website for public input with a conclusion posted on those opinions. Councillors and city staff get a failing grade on responding to inquiries so perhaps this would improve the freedom of information and allow decisions to be reached more quickly and effectively.

Council and committee meetings are VERY accessible to the public, they can even watch online.

Making information and documents more user-friendly in plain language. The average Londoner does not understand what happens at Committee and Council meetings unless it makes the news!

Currently the meetings are streamed live. Consideration of a method of participation by remote means. Such as skype, telephone, or other video chat functions could be considered.

Allow virtual participation like a virtual town hall meeting for public participation so that work, family commitments, accessibility issues, etc. wouldn't be an issue to participating since you could access the meeting from wherever you are. Make use of

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social media to get messages out and ask for input (comment or survey) at a time that is convenient for the user.

Perhaps having rotating times (9:30am & 6:30pm) to make it more accessible to more people and council members at least part of the time rather than never. Also, I realise there is livestream, but is it taped so that members of the public can watch it at a more convenient time?

It would be great to have an alert system when certain topics will be coming up at committee or council. It's so hard to track sometimes. Then it would be easier to plan ahead and attend the meetings.

I think the City Staff do an amazing job keeping the public informed and up-to-date. I would like to see the size of the area for planning notices increased.

Improved notifications of "what's on this week" possibly using social media ... I think there are Londoners that miss opportunities to engage because the notifications are not intuitive. The new Notice and Signage for Planning applications have seen very positive improvements recently.

Not at the moment but will definitely share my idea if something comes up.

Schedule each so that there are some that slotted to occur earlier in the daytime [e.g. 9am] and some later [e.g. 1pm]. Wherever discretion allows, slot items in each suited to the public interest.

**HARD TO SEE THE AGENDA POSTED ON THE SCREENS. PUT MORE SCREENS IN COUNCIL CHAMBERS.**

Have them in the daytime.

I think the City is doing an excellent job on this through YouTube and our website.

Maybe offer them at a time when majority of working people are off work, timing will always be an issue, it may just be a matter of how to get more from the public involved at the given time slot than changing the time

Because these meetings are already inconvenient to the public because of their start time, daytime meetings would make it even more inconvenient and less transparent

They are already accessible...having the online version easier to access and more reliable would be of assistance.

Later in the evening. Does anyone really need to say this. Are you all so out of touch it is not obvious.

No, I think that they are already very accessible.

They are already very accessible

Hold meetings in the evening at 7pm would make them more accessible because that is when people are home from work and people can attend the meeting. Holding council during the daytime would make council less accessible to the public because the members of the public work during the day.

Keep them later in the day and continue to have them streamed.

The webstream goes a long way to make things accessible IMHO

Live stream to youtube, and have the links posted on the Facebook page when council meeting is happening. This allows for easy viewing when live, as well as the recorded version after viewing. YouTube Live is free and accessible on many platforms/TV.

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No, but I wish I did.

I'd have them start at 5pm. I'd love to see committee meetings in community centres.

I believe they are already very accessible.

Quite honestly, making them later or on weekends. Leaving them at 4pm is the least that could be done to accommodate the working class citizens.

Stream them online. Advertise times better. Change to a later time so people who work during the day can participate.

Allow/Setup Online Participation (ie. for PPMs). Have a system where people can submit comments, ask questions, state what they want, etc (but of course will be screened properly by clerks before anything is shared... and maybe require full identity verification).

For me the limiting factor for attending a public meeting is the duration of the meeting. I can afford to leave my family for an hour or two, but beyond that, it is cutting too much into family time, and keeping babysitters up too late.

Why not hold some of the meetings in other facilities of the public such as a school auditorium or perhaps a library if there is room.

Live web streaming.

Either start consent items at 3pm or move them to the end of the agenda. This will ensure the public portion at least starts at 4pm and will provide a better chance of staying on time.

A better understanding of where there is a "gap" in the public accessibility would be helpful prior to answering this question. However, the existing meetings tend to be fairly accessible through the provision of livestream, AODA compatible reports, and evening public meetings.

Maintain the status quo; it's not the public complaining that they don't have access, its Council dissatisfaction with meetings running long into the night. Optimize the meeting schedule; shift certain committee meetings from notoriously heavy days to those that are typically light on agenda items. For Council meetings add a time limitation for certain aspects of the discussion (i.e. 4 minutes for proponent to present item and 2 minutes for any councilor to rebut). For Council, when the discussion begins going in circles and nothing is being accomplished designate a person to bring the discussion to a close. One would think this would be the Mayor's responsibility and perhaps this could be resolved by designating that responsibility to that seat (specifically designated authority/responsibility).

Simplify the language in presentations.

I believe that the meetings are very accessible already. I have neither experienced nor seen anyone experience a problem with accessibility.

Have them in the evening, have them accessible by video feed. I have watched them at home on Rogers, but there should be a way one can electronically post opinions by internet. If health care and courts can prescribe and sentence by video, there is no reason why politicians shouldnt host meetings the same way. And concillors should be advised they can attend and participate virtually when out of town also. Really, I dont want my tax dollars spent on IT if we only half-ass use it.

The gallery seating needs to be improved the stairs to the seats are too steep, there is not enough legroom between rows.



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Take comments from online with people registered to speak. Start meeting at six o'clock so everyone can get home from work before heading to city Hall.

As noted above, better consultation/engagement during the development (vs enactment) would be helpful. generally speaking public doesn't want to engage, until they're upset - keeping the public well informed (and engaged) could temper this i don't think council listens to the public, their minds are already made up.

Advertise them more, make it more of an event, especially for the big-ticket issues.

Hold them on evenings and weekends.

Make it relevant!

There have been times when the public has not been aware of meetings. Increasing the 125m radius for planning notices may allow for better notification.

I think city council and committee meetings schedule dates should be broad cast on live television for public to be notify also they should submit their meeting which is held on their space should be on their websites for public also in public libraries they should get permission from London public library to hand out or themselves to handout to public them selves.

Create an App for public to access the Committee Reports and Public Meetings. An individual could select the Committee or subject they are interested in at the City and the App could flag them when that item comes in the form of a report or public meeting. i.e. using keywords: Hyde Park or Rapid Transit, etc. Ensure that scheduled Public items are brought forward at the scheduled time rather than letting pulled consent items take priority.

Advertise them more, make agendas far easier to access than the cumbersome system now. Redesign committee rooms to make them more welcoming. Improve sound systems. Show more respect for the audience.

Create more community awareness of their ability to participate; enable remote access.

All meetings are live streamed. Hold to agenda times.

August 30, 2018

Chair and Members  
Corporate Services Committee  
City Of London

Re: Meeting regarding proposed changes to Municipal Council and Standing Committees meeting times

London is best served when City Council members are drawn broadly from across the community.

The proposed changes to regular meeting times will severely limit a large segment of London's population from running for election or from serving on Council. If a large percentage of Committee meetings are held during "normal working hours," many potential candidates who hold jobs during those hours will be discouraged from running.

Having served as a councillor while also employed at London Health Sciences Centre, I am certain that I would not have been able to serve successfully on Council if the proposed changes in meeting times had been in effect.

I urge that in your discussions, you consider the potential impact a change in meeting times will have on candidates for Council.

I am unable to speak to the Committee in person, ironically because of the date and time of day it is scheduled.

Sincerely,  
*Sandy Levin*  
Sandy Levin

59 Longbow Road

London, ON

N6G1Y5

Jill-Anne Spence  
Manager Urban Forestry Planning  
City of London



August 20, 2018

Dear Jill-Anne,

The City of London and ReForest London have been collaborating as joint Founding Partners in London's Million Tree Challenge since 2011. Together, we have seen almost 400,000 new trees planted across the city. Every year, ReForest London strives to increase the positive impact we have on our community.

We are planting more trees than ever before and are tackling more land-use types. We are also executing more events year over year, and are engaging a larger number and a growing diversity of local groups, organizations and individuals into caring for and growing our urban forest.

Getting all our gear (shovels, buckets, tools, tree collars, wheelbarrows, tents, volunteer supplies, etc.) and thousands of trees, to the places we need them, at the time we need them has become an increasing challenge. As we execute more events with more groups, we have multiple events in a day and we operate in every corner of the city. Our logistics capacity has become a significant bottleneck in growing our on-the-ground operations.

We currently have an RFL-owned equipment trailer that is hauled by a sub-contractor's truck. One trailer and a subcontracted truck is no longer sufficient for us to execute on the level we are currently operating.

I am requesting please, that the City of London donate to ReForest London a used pick-up truck that is coming off lease. ReForest London has raised funds to purchase a second fully-enclosed trailer but having a second trailer is not helpful without a new means of hauling it.

With the benefit of a donated used truck, ReForest London would have two trailers (a major time saver of not having to load and unload for multiple events on the same day) and two means of getting the trailers to our event sites (a major cost and times savings in logistics). A truck would create new efficiencies at our current level of impact and would allow us to continue scaling our impact.

In addition to accomplishing London's Million Tree Challenge, both our tree planting and our public engagement activities directly support the goals of London's Council-approved Urban Forest Management Strategy. The UFMS not only contains a leaf canopy goal of 34% but also identifies the importance of engaging the community in achieving forestry goals. With 80% of

the land in the city being private land, engaging the public to value trees, to care for trees and to plant trees on their own property is critical.

Our mission also directly helps accomplish Council's Strategy Plan, in three of the four identified focus areas:

- |                                    |   |
|------------------------------------|---|
| <b>Strengthening Our Community</b> | <ul style="list-style-type: none"><li>- our volunteer events bring neighbours together and inspire more neighbourhood action</li><li>- trees enhance neighbourhoods; encourage outdoor play, walking and eyes on the street, and reduce traffic speeds on local road</li></ul>  |
| <b>Building a Sustainable City</b> | <ul style="list-style-type: none"><li>- trees improve air quality; mitigate urban heat island effect; reduce storm water flows; offer cost effective green infrastructure vs. traditional grey;</li></ul>   |
| <b>Growing Our Economy</b>         | <ul style="list-style-type: none"><li>- higher quality of life attracts mobile talent and employers;</li><li>- mature trees can provide a mix of benefits valued up to \$65,000/yr;</li><li>- trees lower energy costs and the savings stay in town;</li><li>- green infrastructure makes cities more resilient;</li><li>- treed communities are more desirable and have higher property values;</li><li>- treed shopping areas generate more revenue because shoppers linger longer, buy more and are willing to pay more;</li></ul> |

ReForest London and City of London have very tightly aligned goals and joint objectives.

The donation of a used truck, matched with our fundraising for a new equipment trailer, will eliminate a bottleneck in our capacity to execute (we will be able to do more events) and simultaneously create new efficiencies in our logistics (we will not need as much loading and unloading).

Thank you for considering this donation.

Sincerely,



Dean Sheppard  
Executive Director, ReForest London