

# **FULL SURVEY RESULTS:**

## Municipal Accountability & Transparency in the Wake of Bill 8

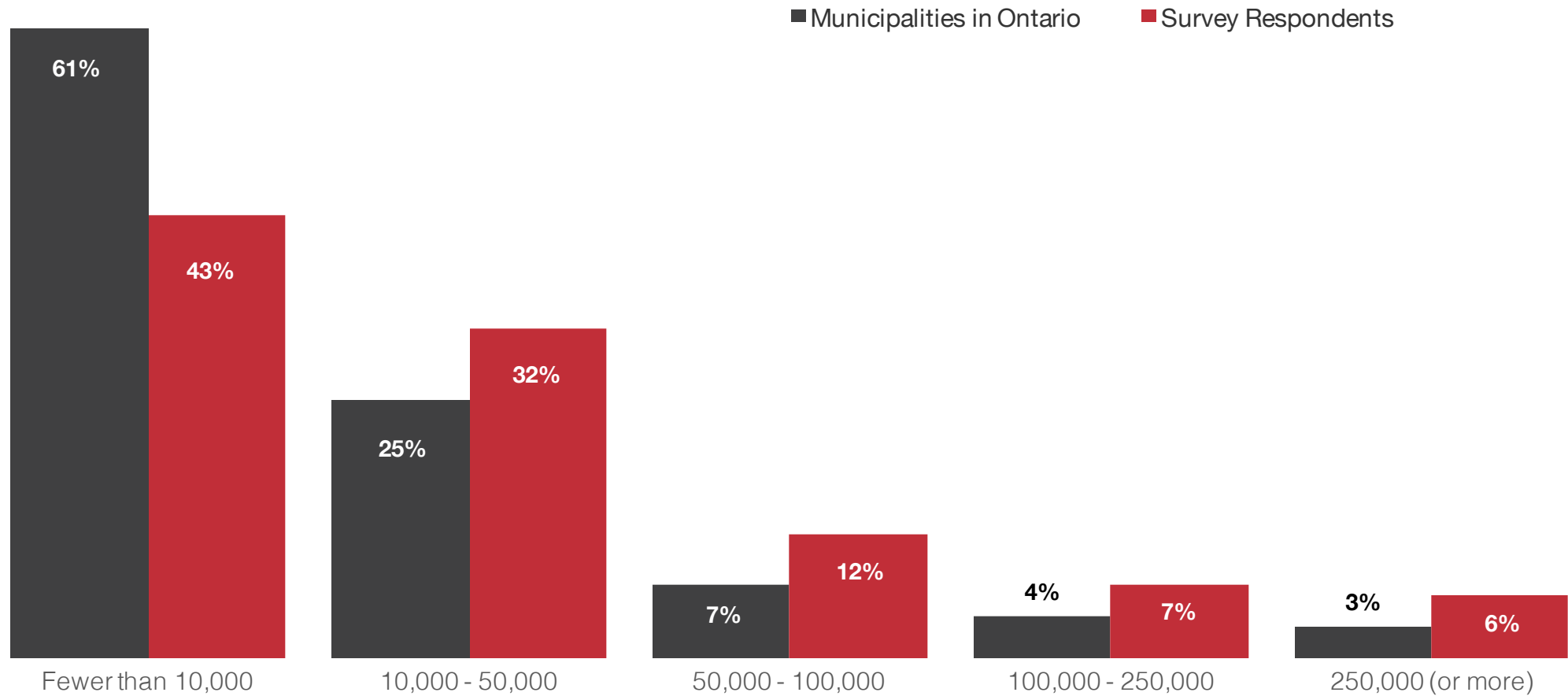
May 2016

## BACKGROUND

- Survey conducted jointly by AMCTO and AMO in January 2016
- Surveyed CAOs and City Managers in 143 municipalities in Ontario
- Responses came from a diverse range of municipalities, including:
  - Small, medium, large
  - Single, upper and lower tier
  - Municipalities in all regions of the province
- Data forms the basis of AMCTO Policy and Management Brief, *Municipal Accountability and Transparency in the Wake of Bill 8*

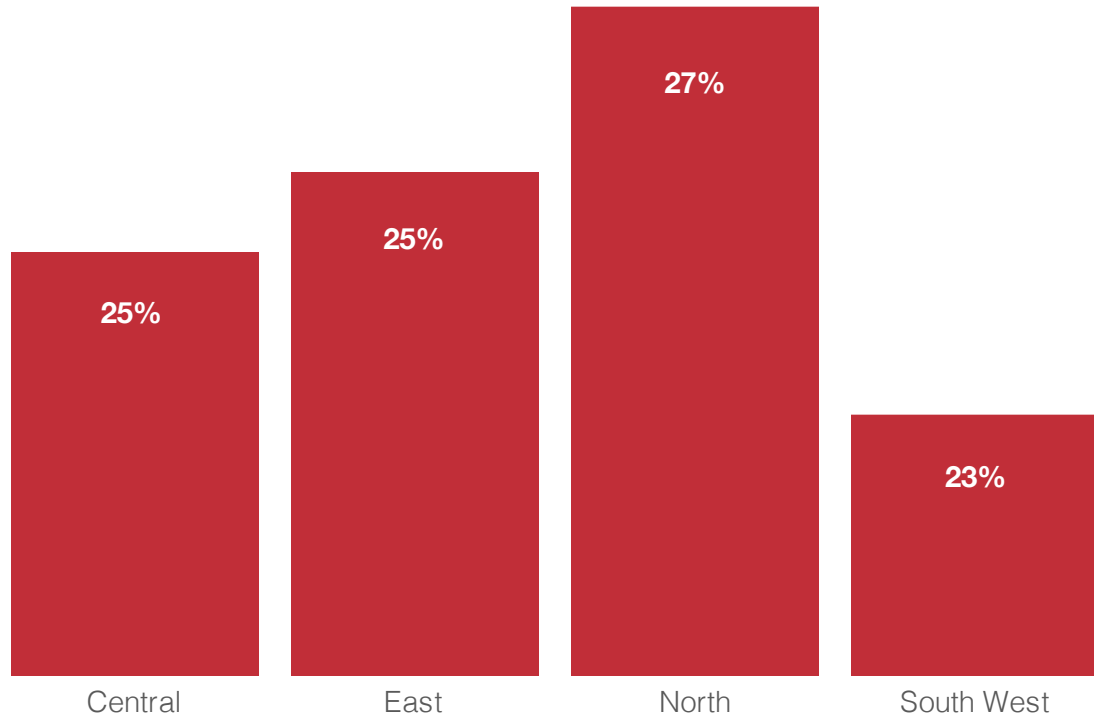
# SURVEY RESPONDENTS

# SURVEY RESPONDENTS I by population size

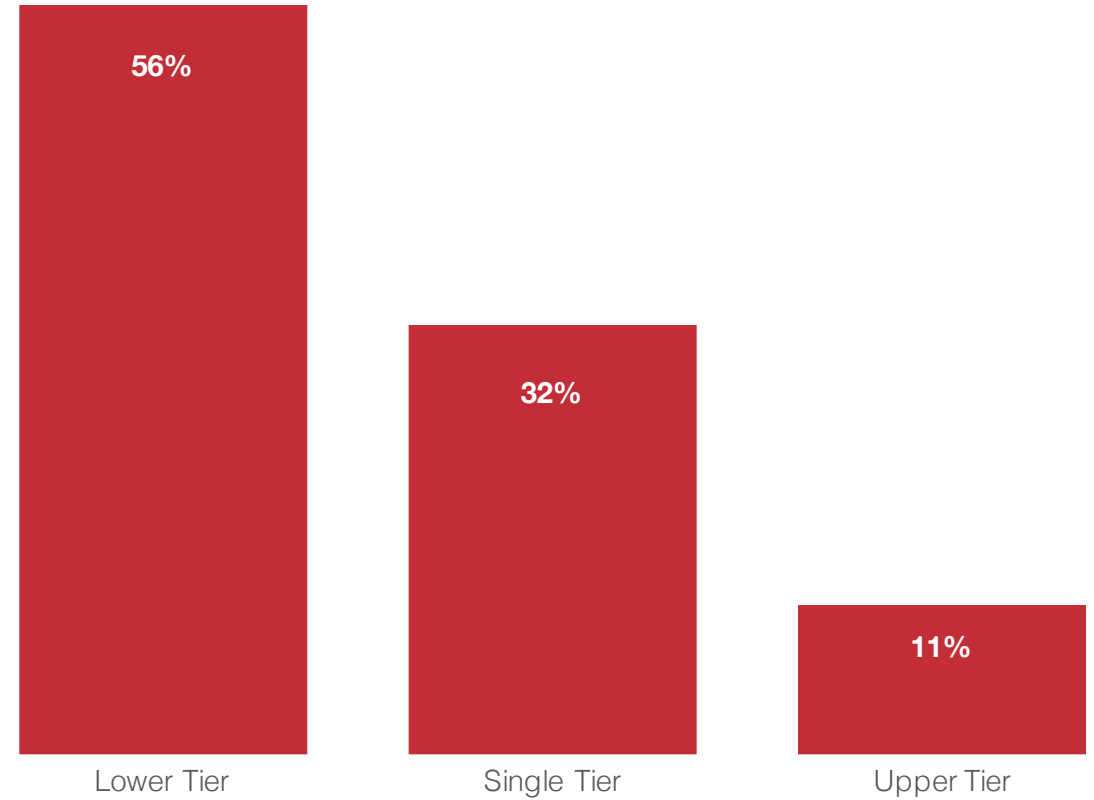


# SURVEY RESPONDENTS I by location and type

*By Region:*

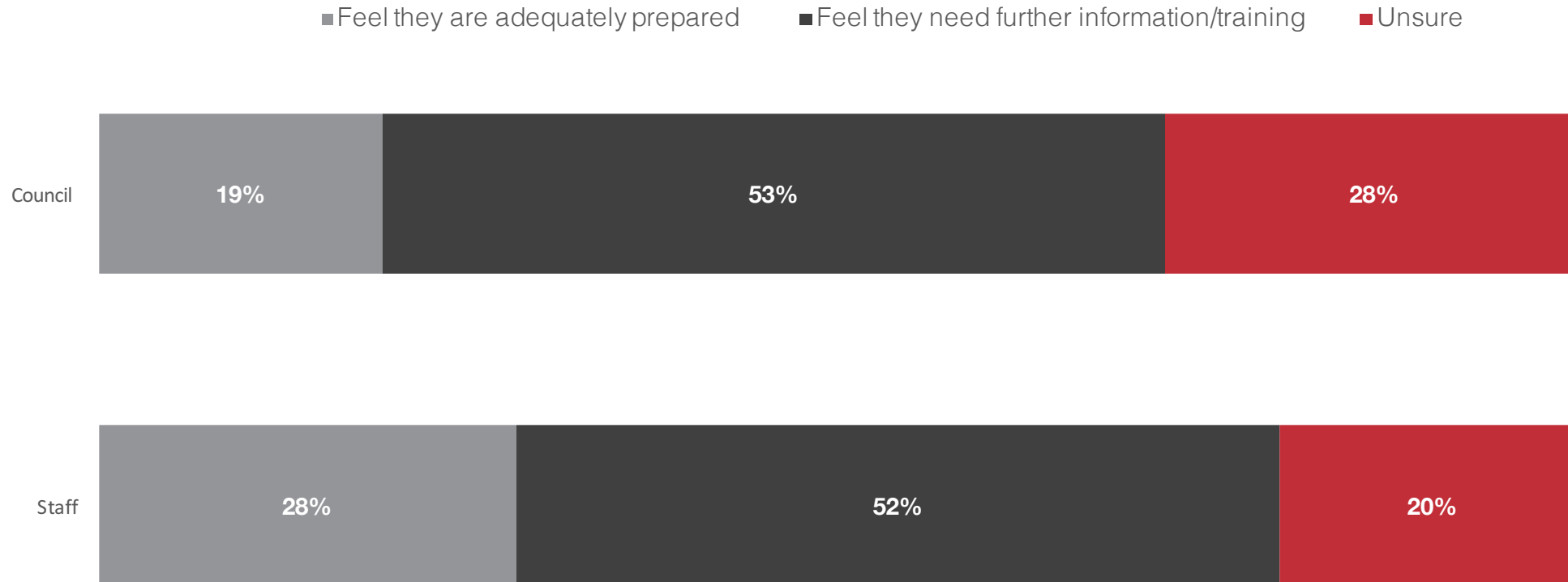


*By Tier:*

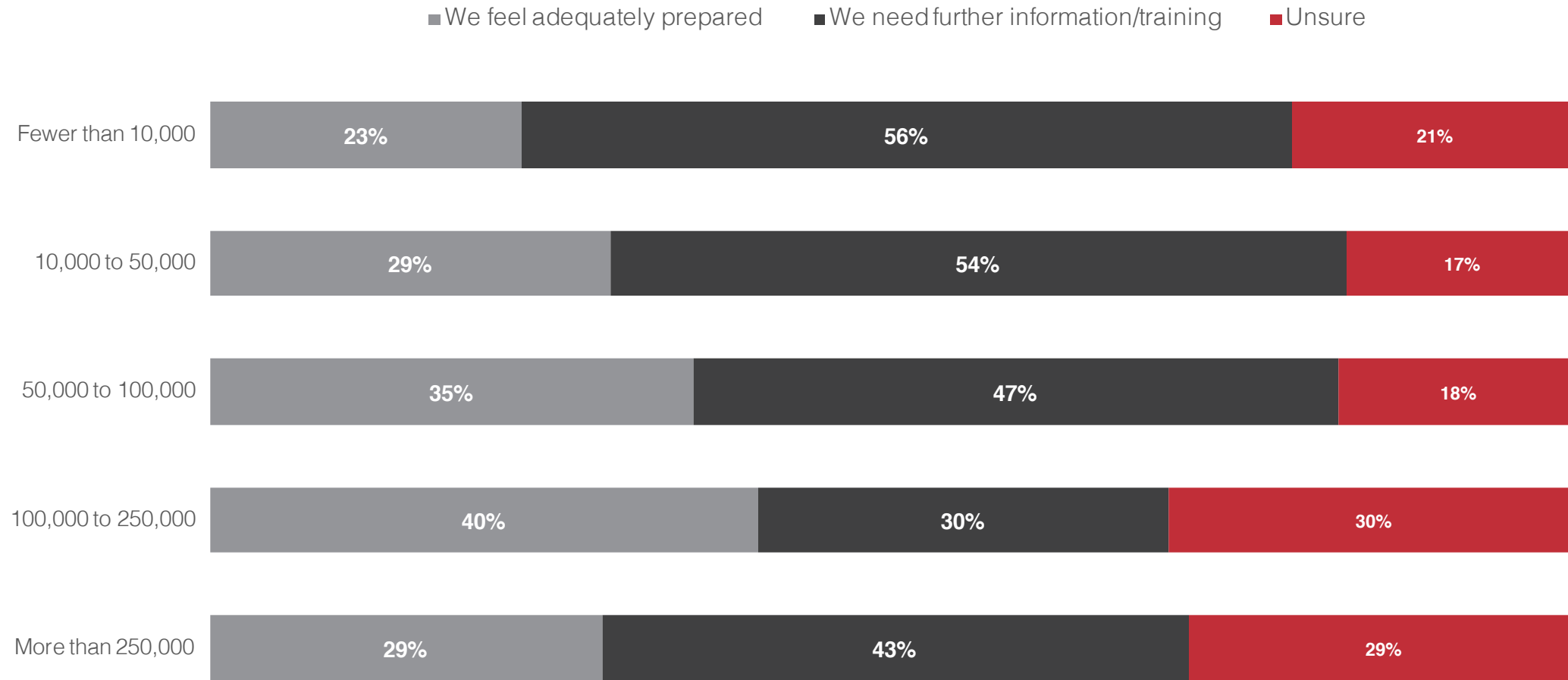


# TRANSITION

# Do you and your council feel adequately prepared for your new Bill 8 requirements, or do you feel like you need further training?

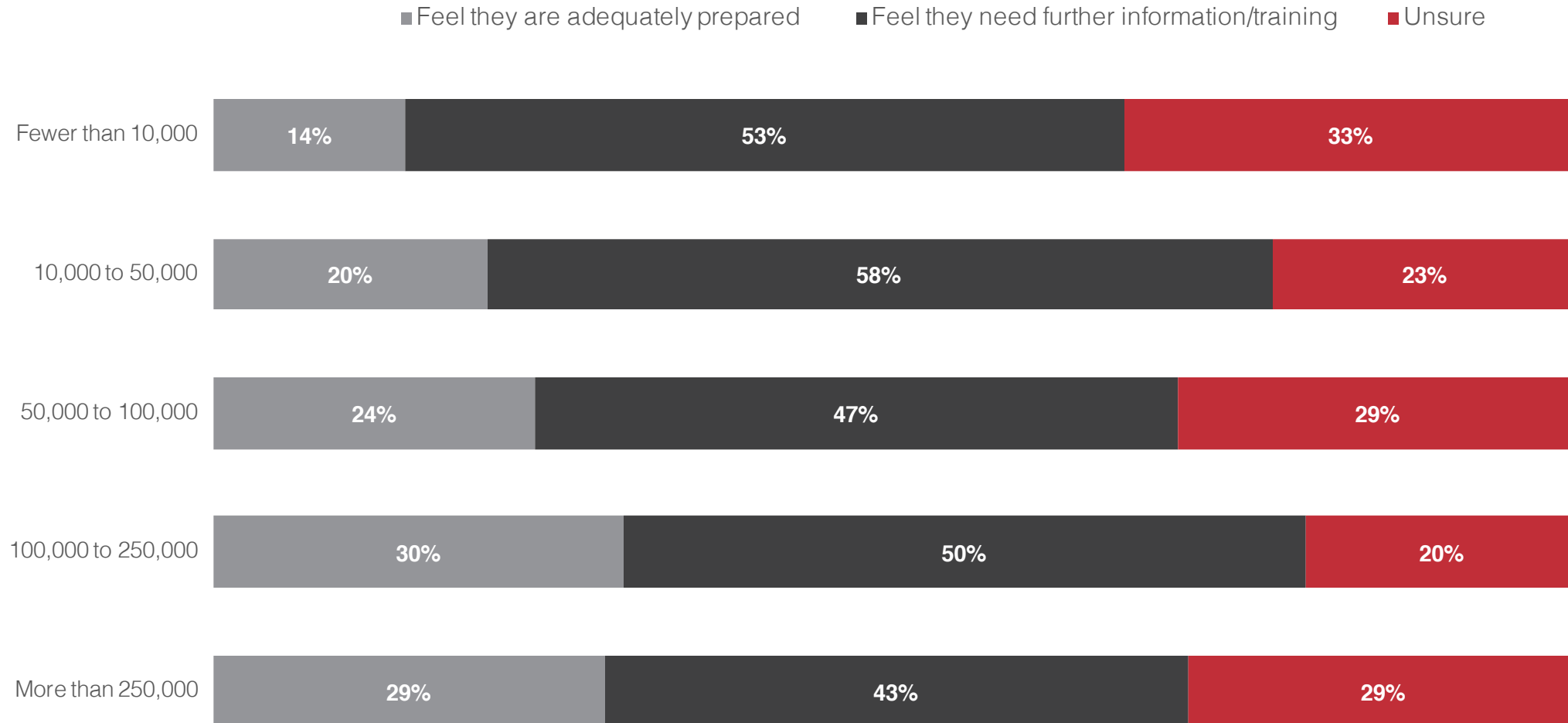


# STAFF, by population | Do you feel adequately prepared for your new Bill 8 requirements, or do you feel like you need further training?



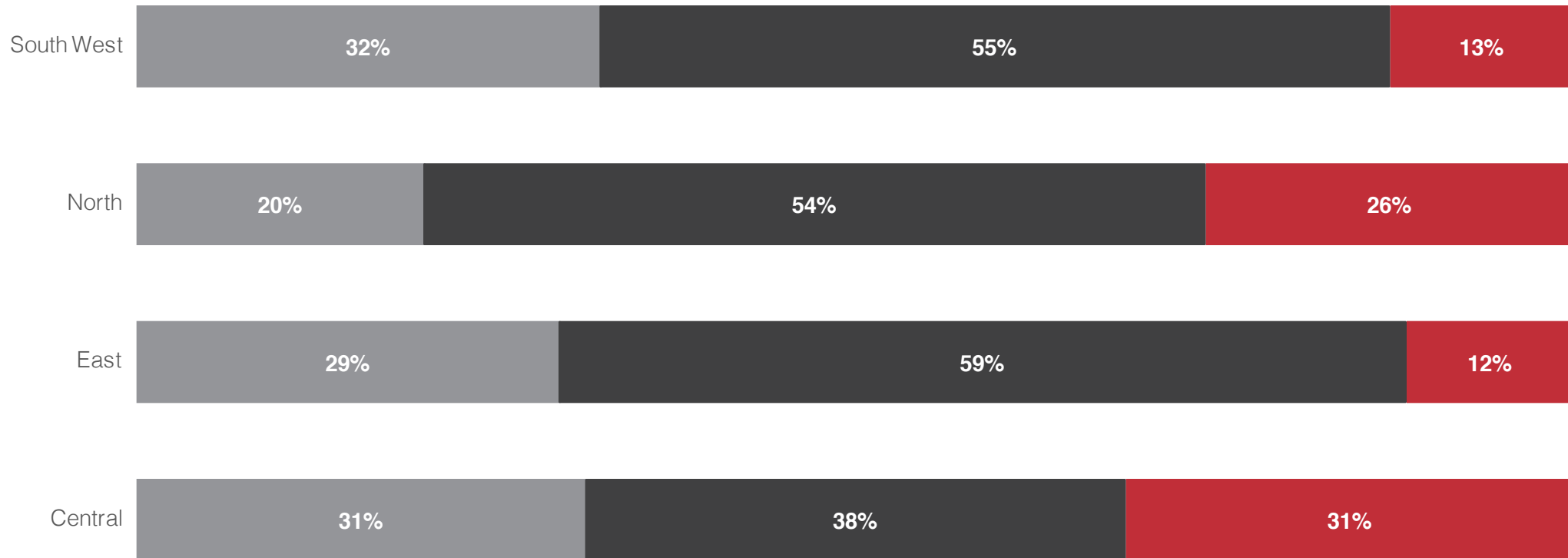


# COUNCIL, by population | Does your council feel adequately prepared for your new Bill 8 requirements, or do you feel like you need further training?



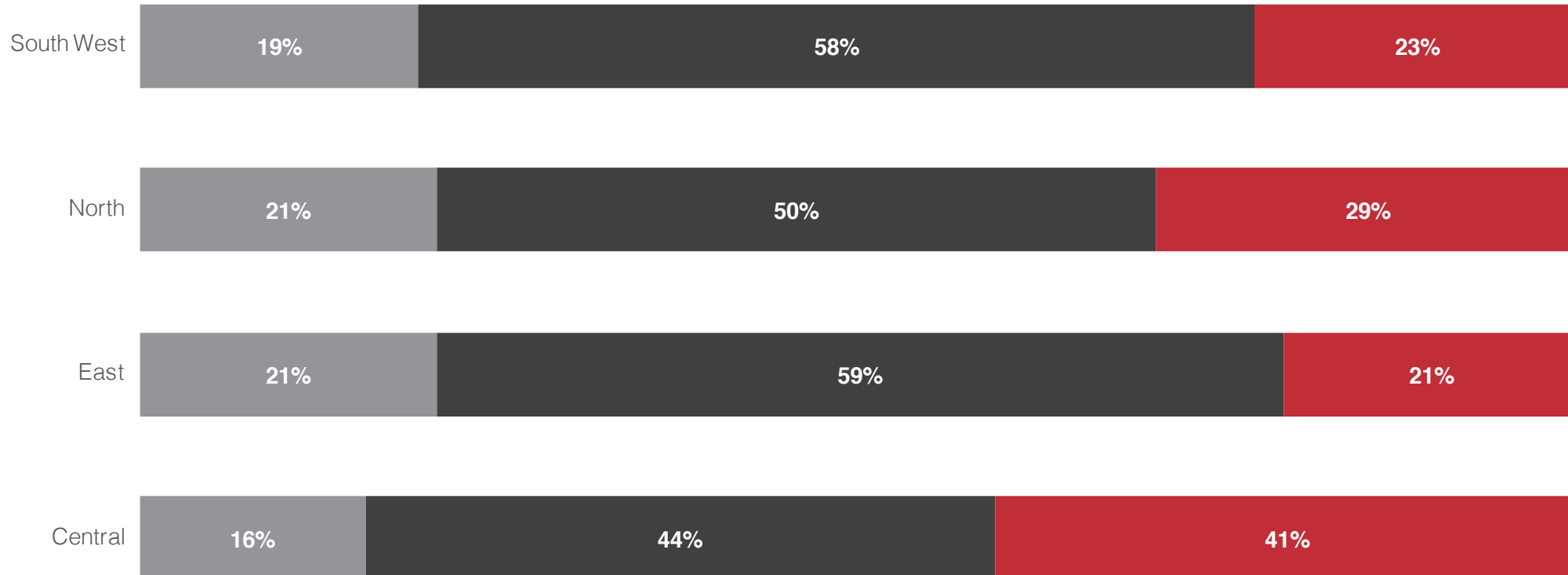
# STAFF, by region | Do you feel adequately prepared for your new Bill 8 requirements, or do you feel like you need further training?

■ We feel adequately prepared ■ We need further information/training ■ Unsure



# COUNCIL, by region | Do you feel adequately prepared for your new Bill 8 requirements, or do you feel like you need further training?

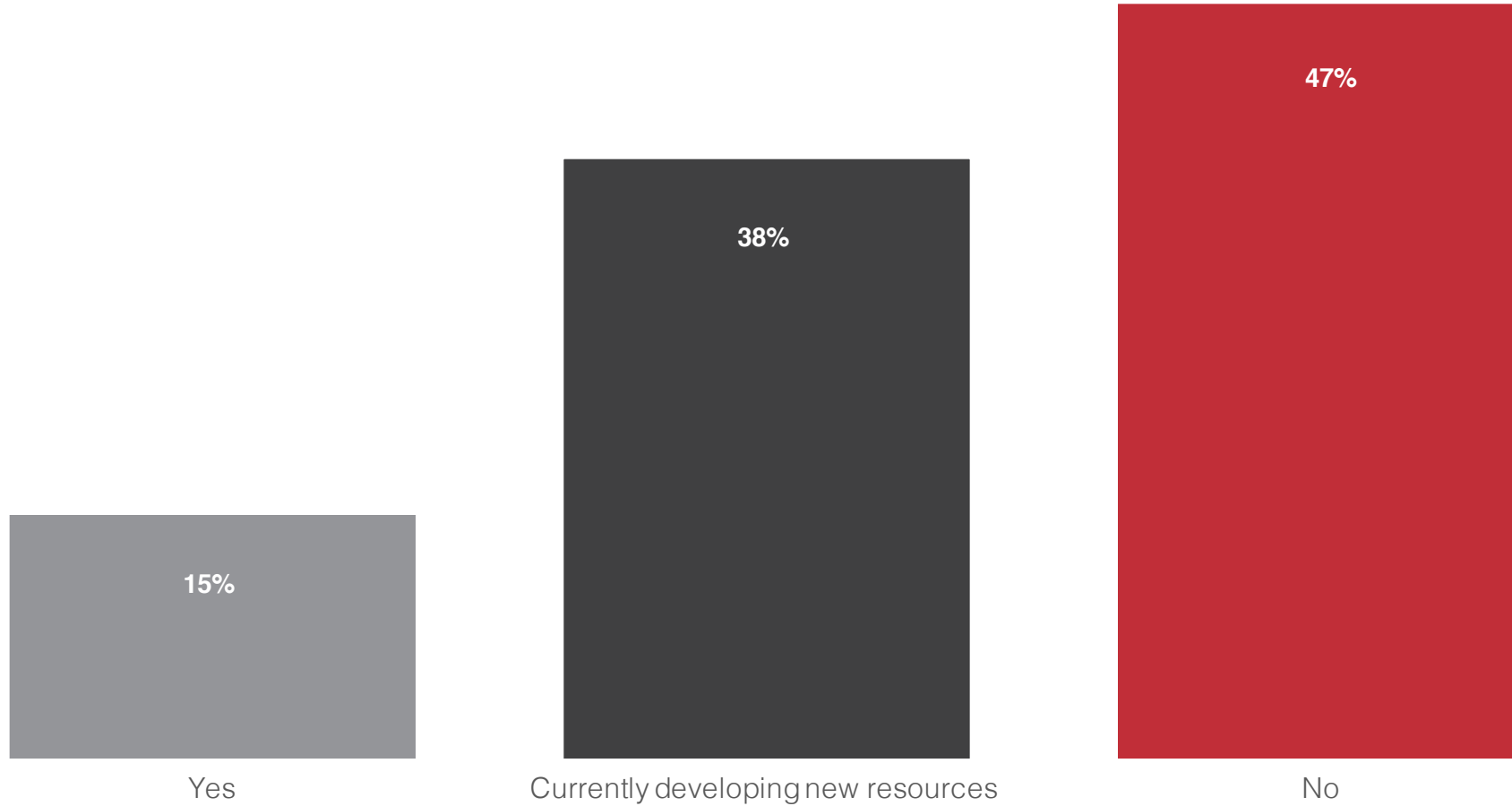
■ Feel they are adequately prepared ■ Feel they need further information/training ■ Unsure



# NEW RESOURCES

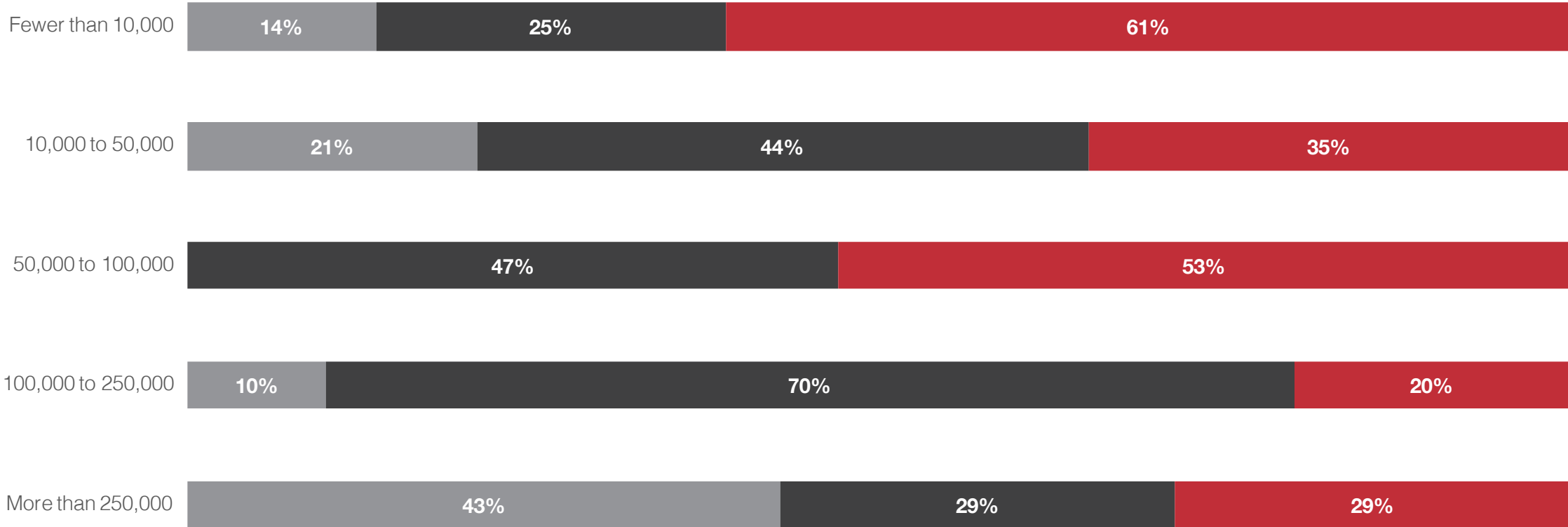
# NEW RESOURCES I

Have you, or are you planning to create any new resources for citizens about Bill 8's accountability requirements?



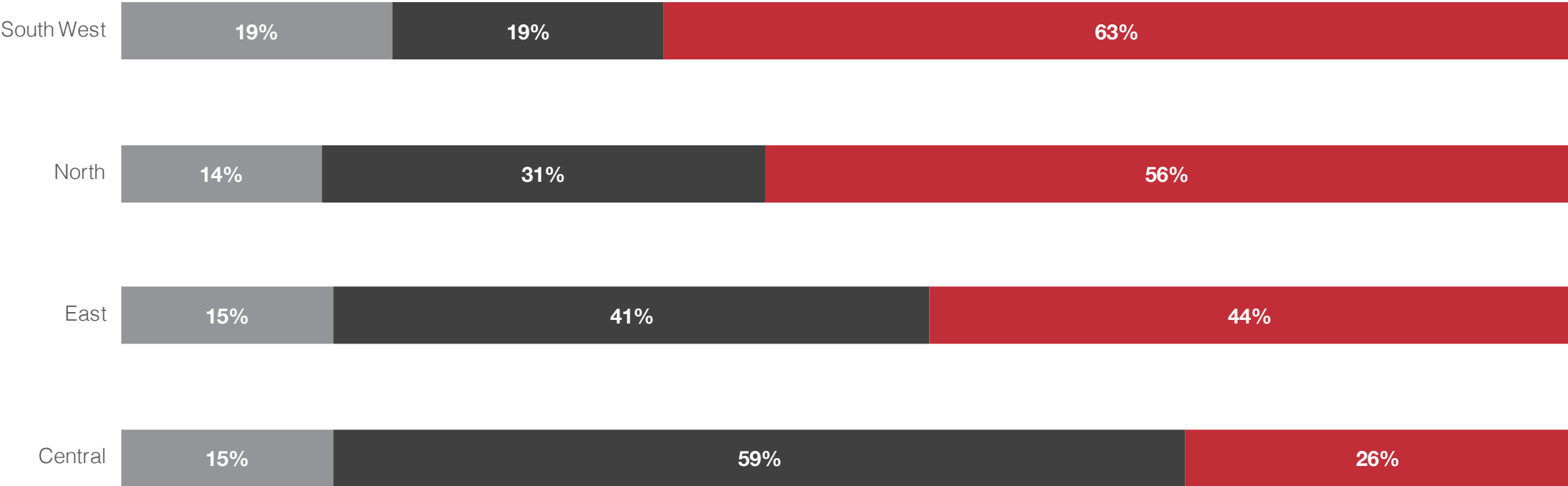
# NEW RESOURCES (by population) | Have you, or are you planning to create any new resources for citizens about Bill 8's accountability requirements?

■ Yes   ■ We are currently developing new resources   ■ No



# NEW RESOURCES (by region) | Have you, or are you planning to create any new resources for citizens about Bill 8's accountability requirements?

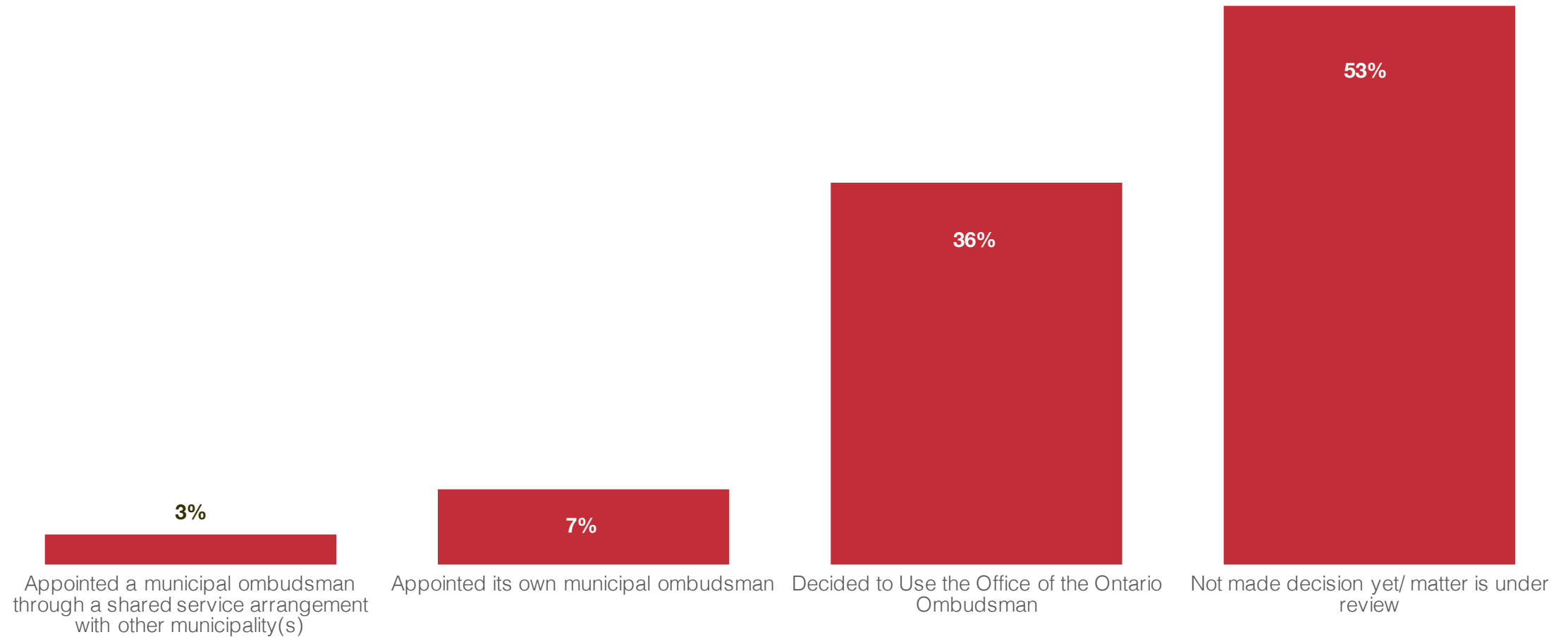
■ Yes   ■ We are currently developing new resources   ■ No



# MUNICIPAL OMBUDSMEN

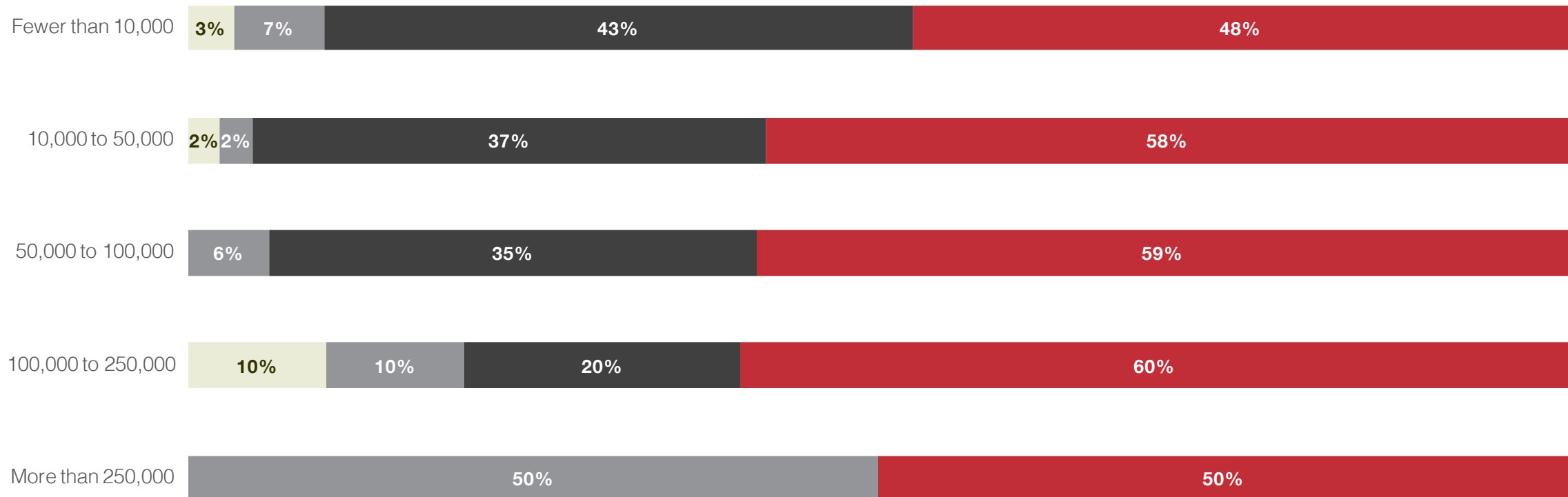


## OMBUDSMAN I Has your municipality:



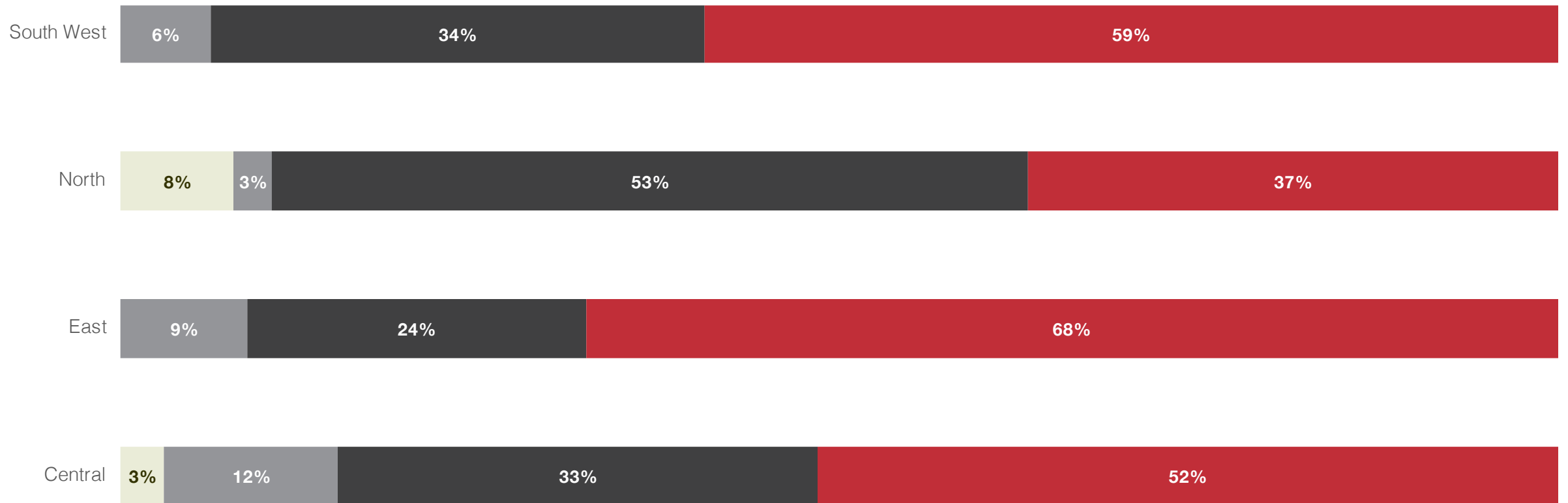
# OMBUDSMAN (by population) | Has your municipality:

- Appointed a municipal ombudsman through a shared service arrangement
- Appointed its own municipal ombudsman
- Decided to Use the Office of the Ontario Ombudsman
- Not made the decision yet/ under review



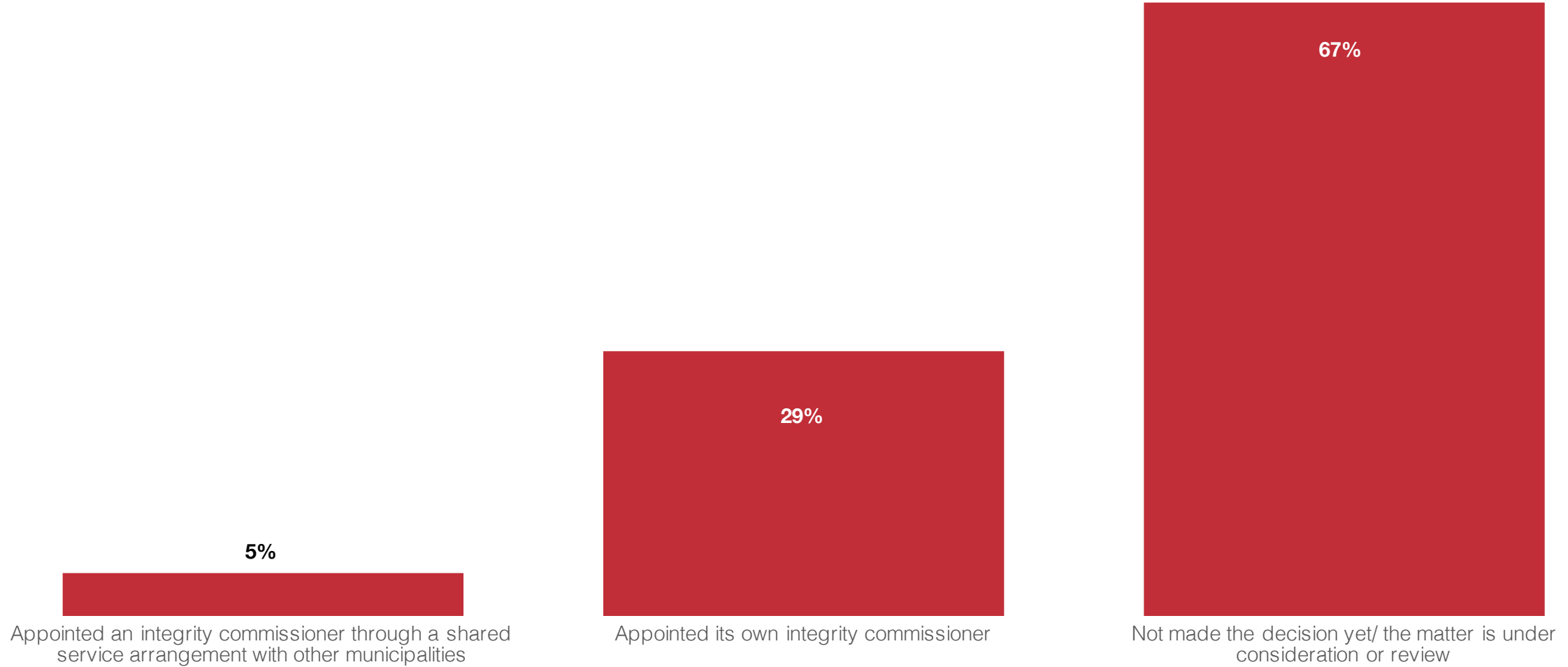
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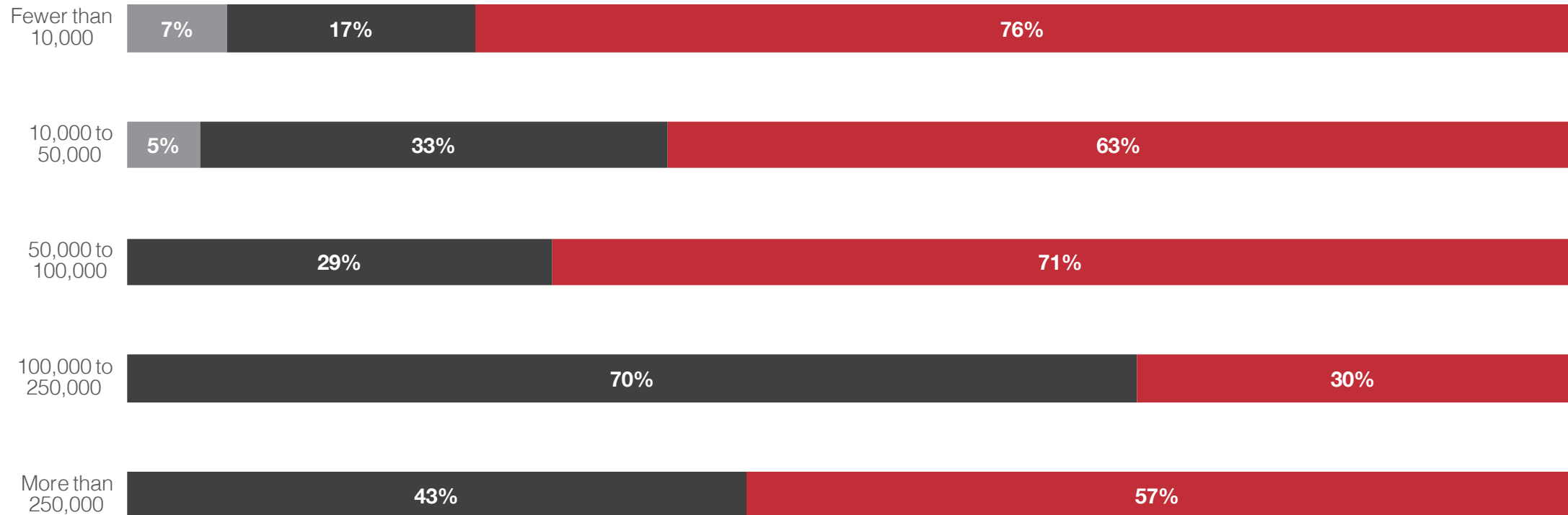
# INTEGRITY COMMISSIONERS

# INTEGRITY COMMISSIONER I Has your municipality:



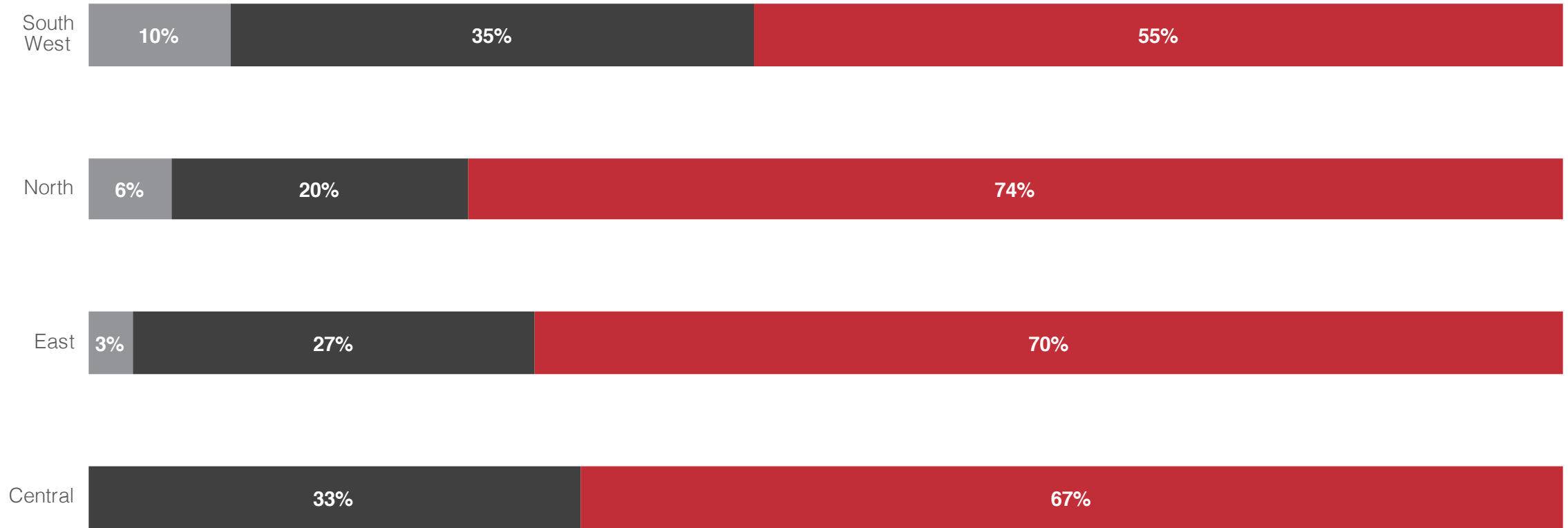
# INTEGRITY COMMISSIONER (by population) | Has your municipality:

- Appointed an integrity commissioner through a shared service arrangement
- Appointed its own integrity commissioner
- Not made the decision yet/ under review



# INTEGRITY COMMISSIONER (by region) | Has your municipality:

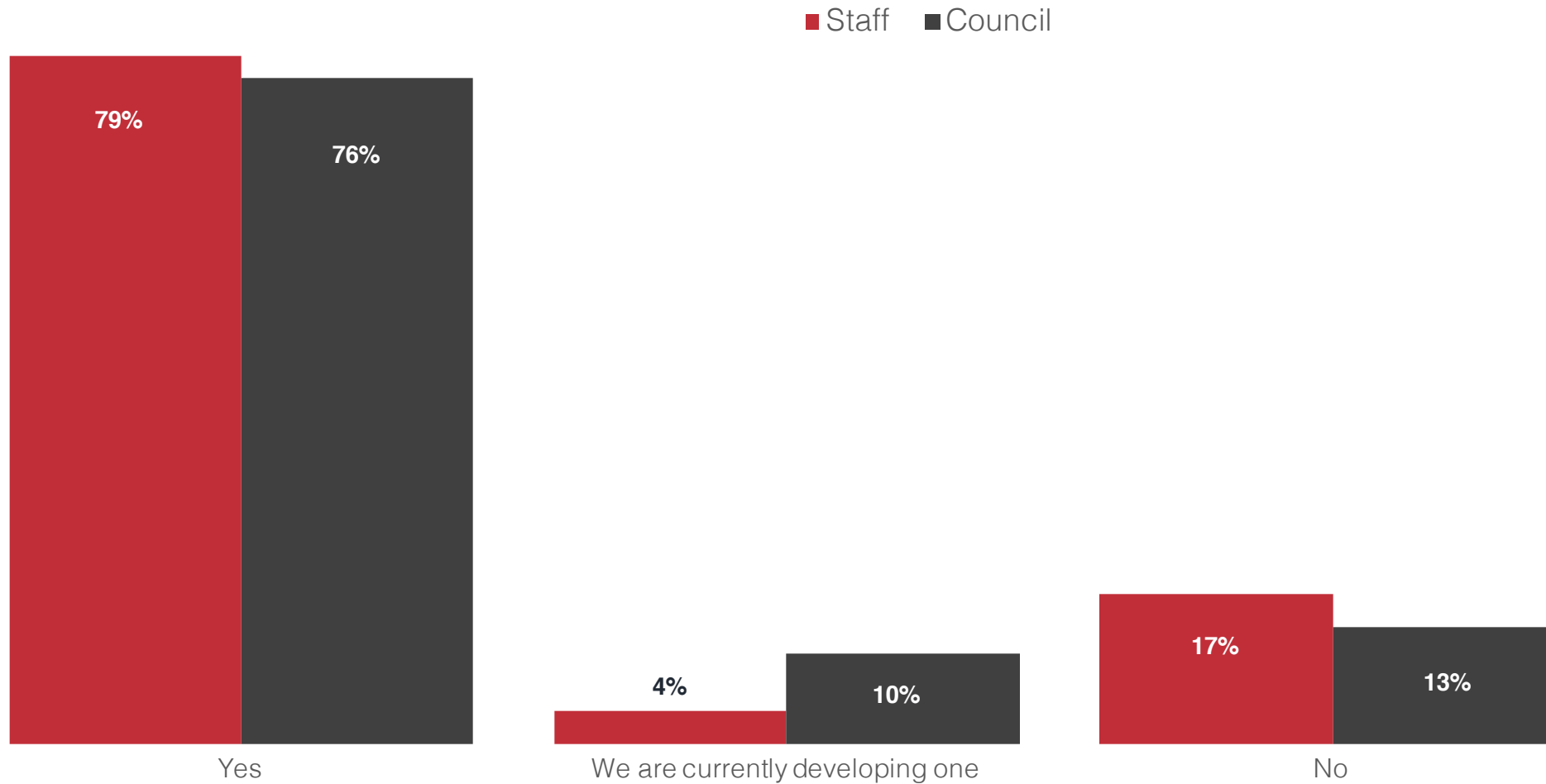
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# CODES OF CONDUCT

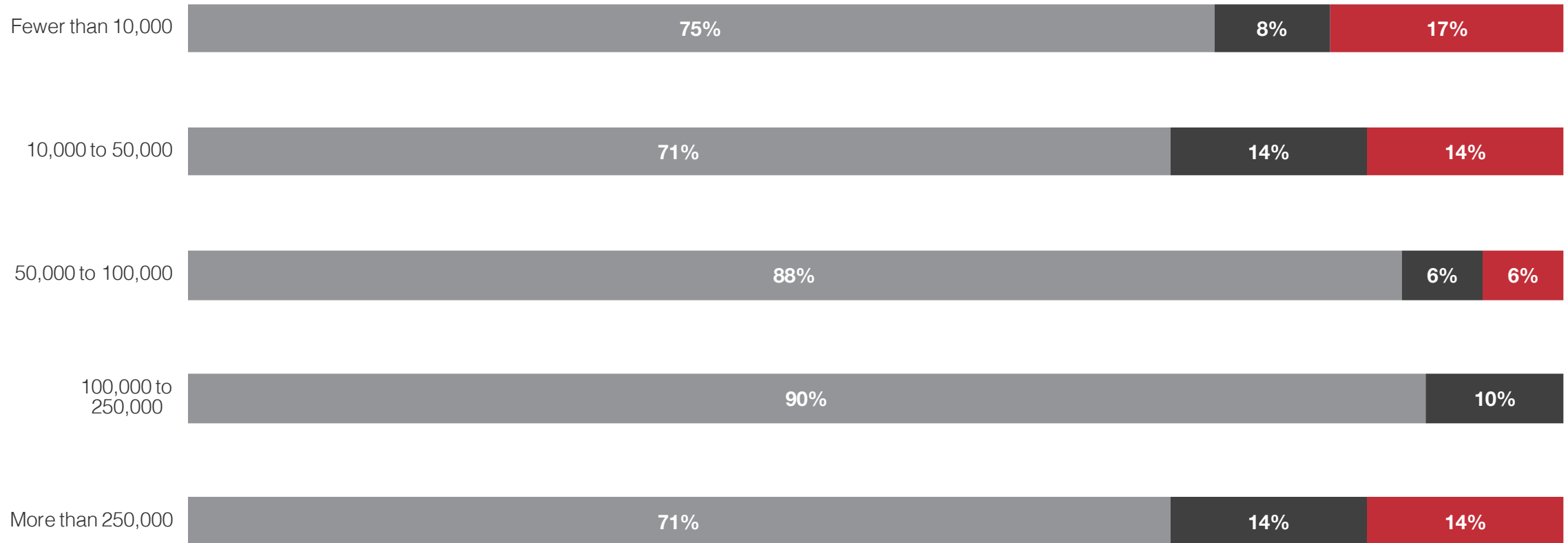


# CODES OF CONDUCT I Does your municipality have a Code of Conduct?



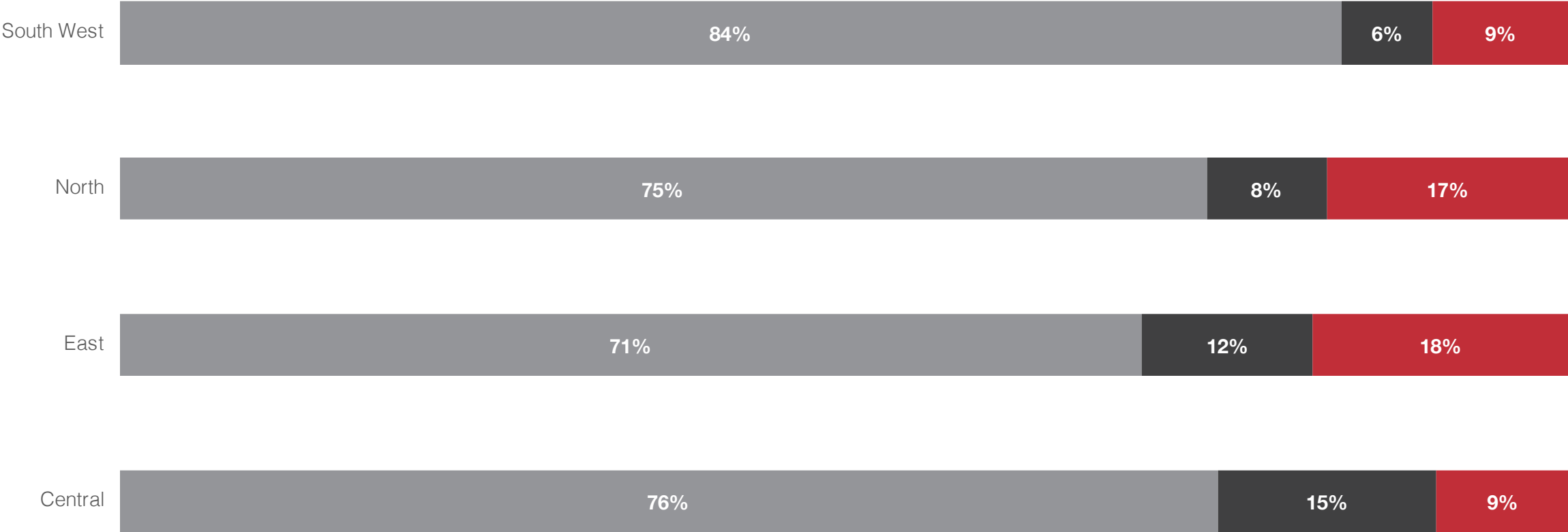
# CODES OF CONDUCT (by population) | Does your municipality have a Code of Conduct for *Council*?

■ Yes ■ We are currently developing one ■ No



# CODES OF CONDUCT (by region) | Does your municipality have a Code of Conduct for *Council*?

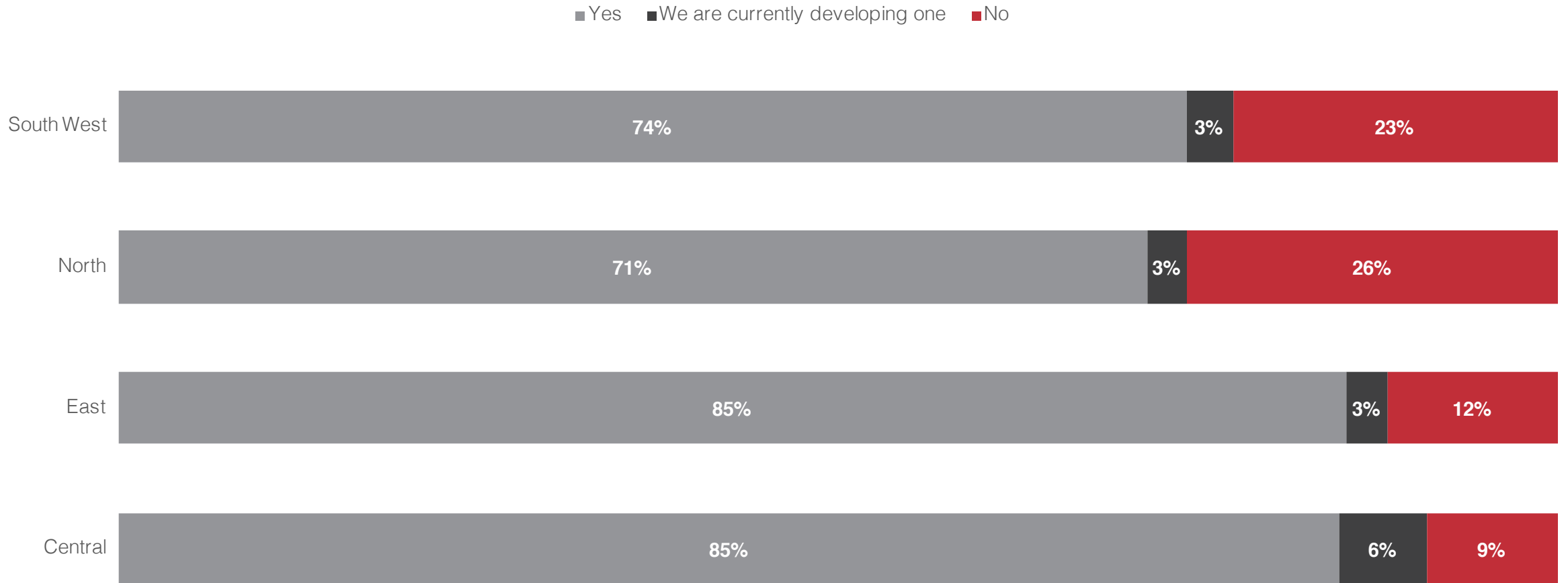
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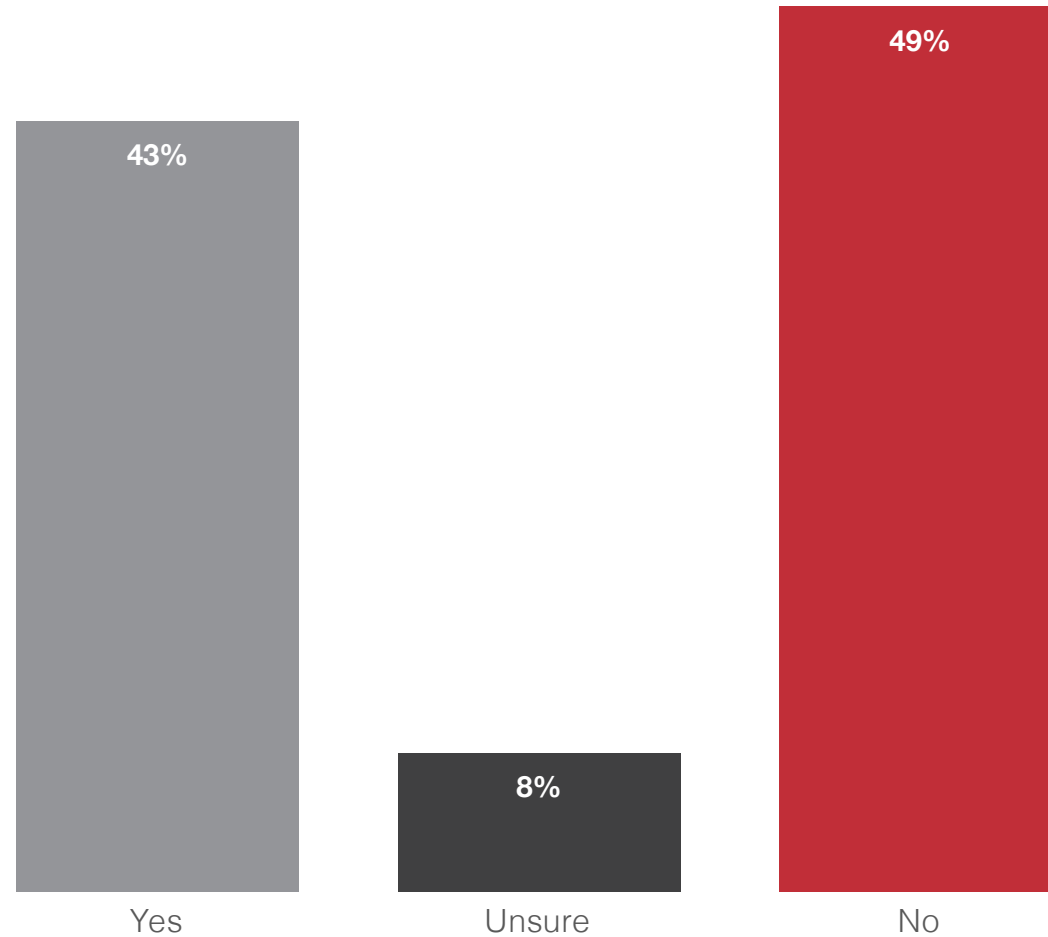
# CODES OF CONDUCT (by population) | Does your municipality have a Code of Conduct for *Staff*?



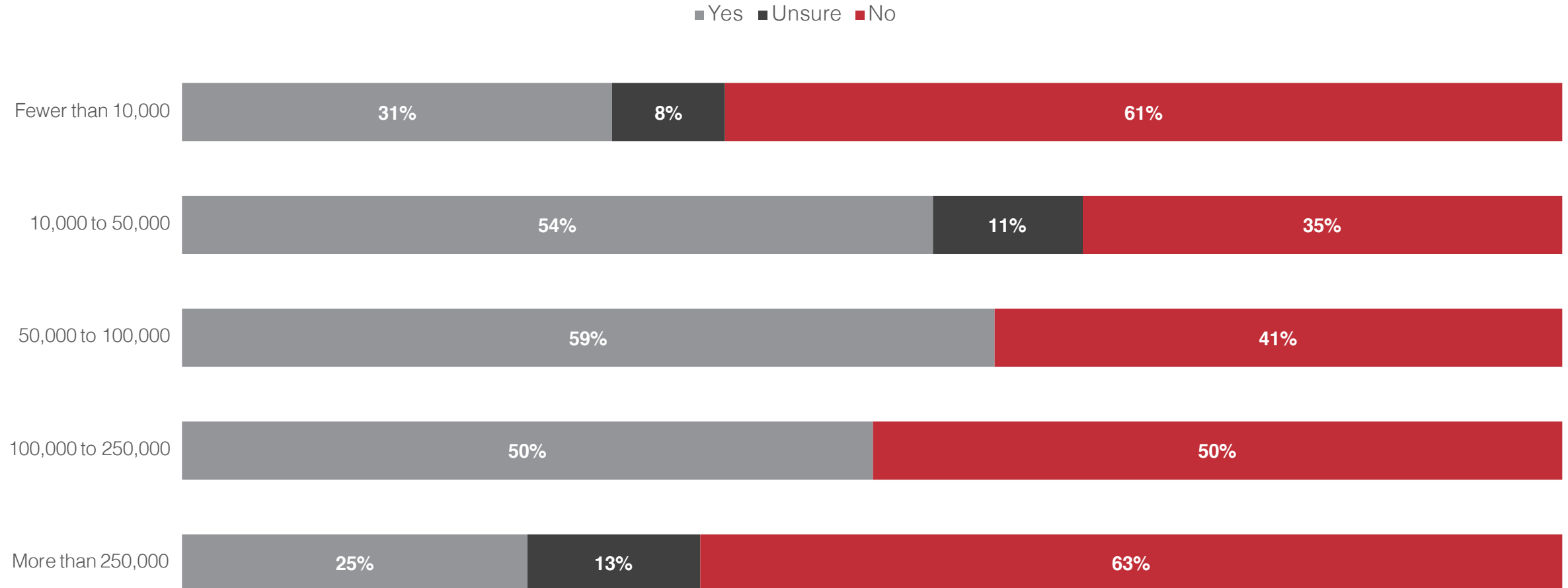
# CODES OF CONDUCT (by region) | Does your municipality have a Code of Conduct for *Staff*? (by region)



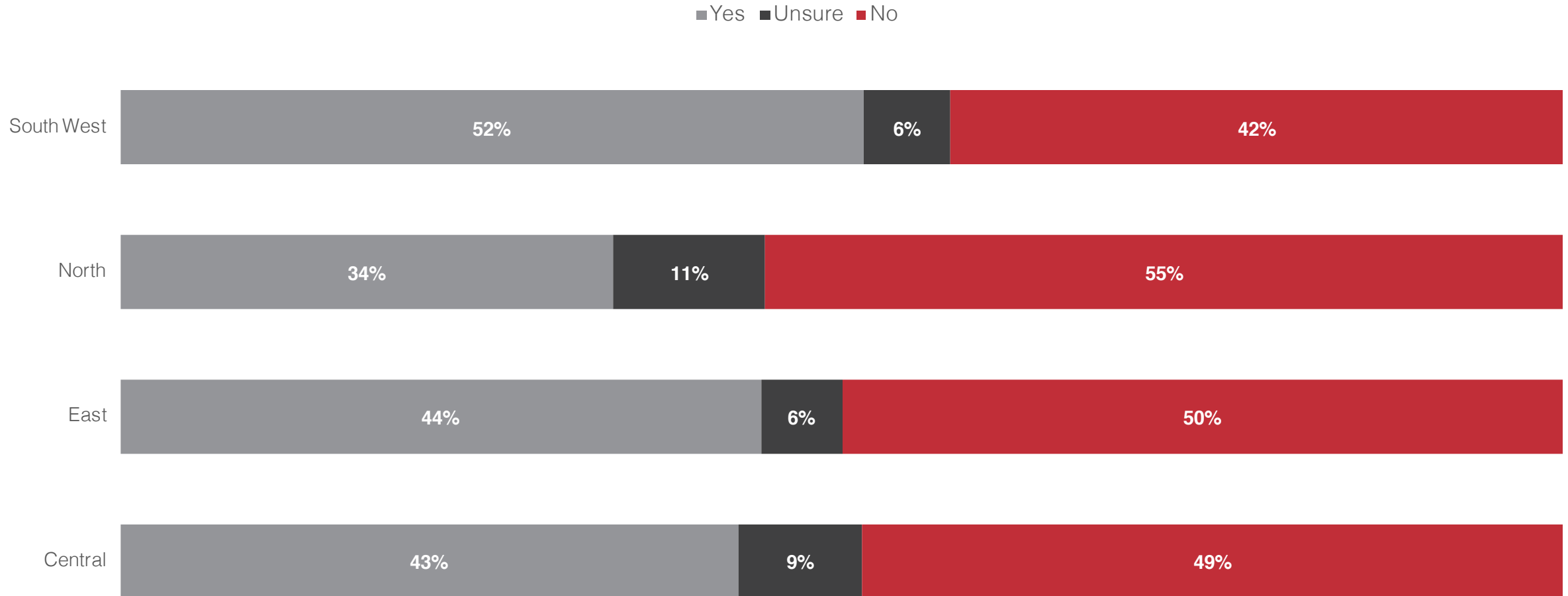
# **CODES OF CONDUCT I** Are you planning to review your existing codes of conduct in 2016?



# CODES OF CONDUCT I Are you planning to review your existing codes of conduct in 2016? (by population)



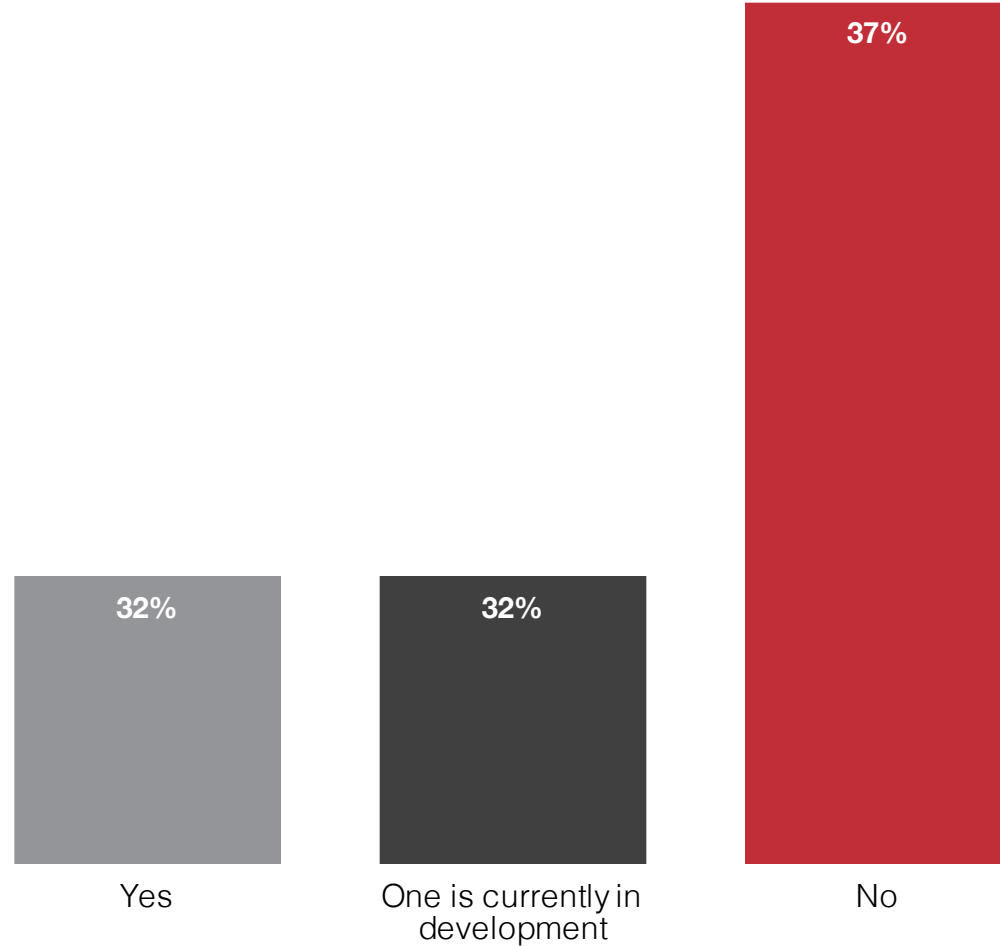
# CODES OF CONDUCT I Are you planning to review your existing codes of conduct in 2016? (by region)





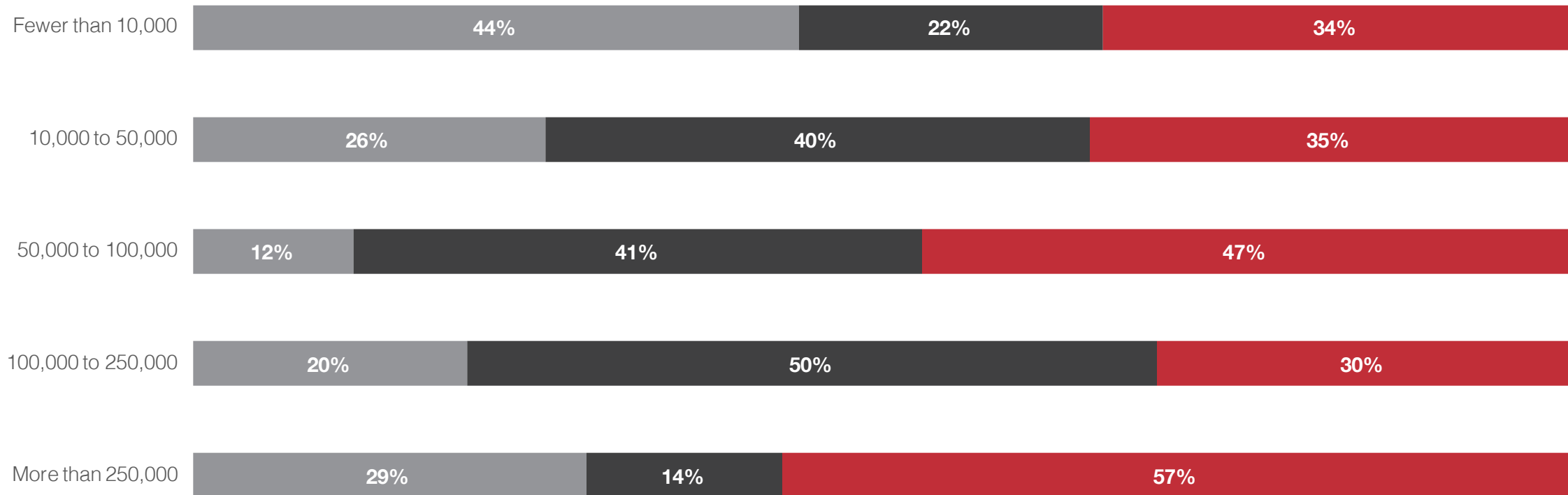
# COMPLAINTS TRACKING PROCESSES

**COMPLAINTS TRACKING I** Do you have a citizen complaint tracking process that permits the CAO (or City Manager) to monitor and help document staff actions to try to resolve a complaint:



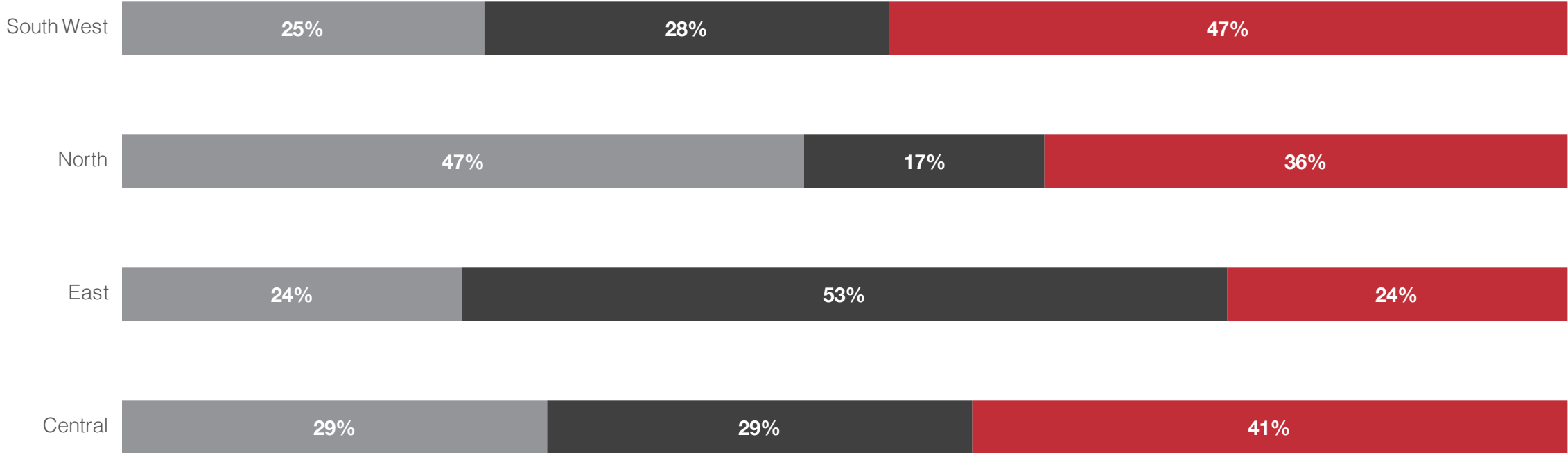
# COMPLAINTS TRACKING (by population) | Do you have a citizen complaint tracking process that permits the CAO (or City Manager) to monitor and help document staff actions to try to resolve a complaint:

■ Yes ■ One is currently in development ■ No



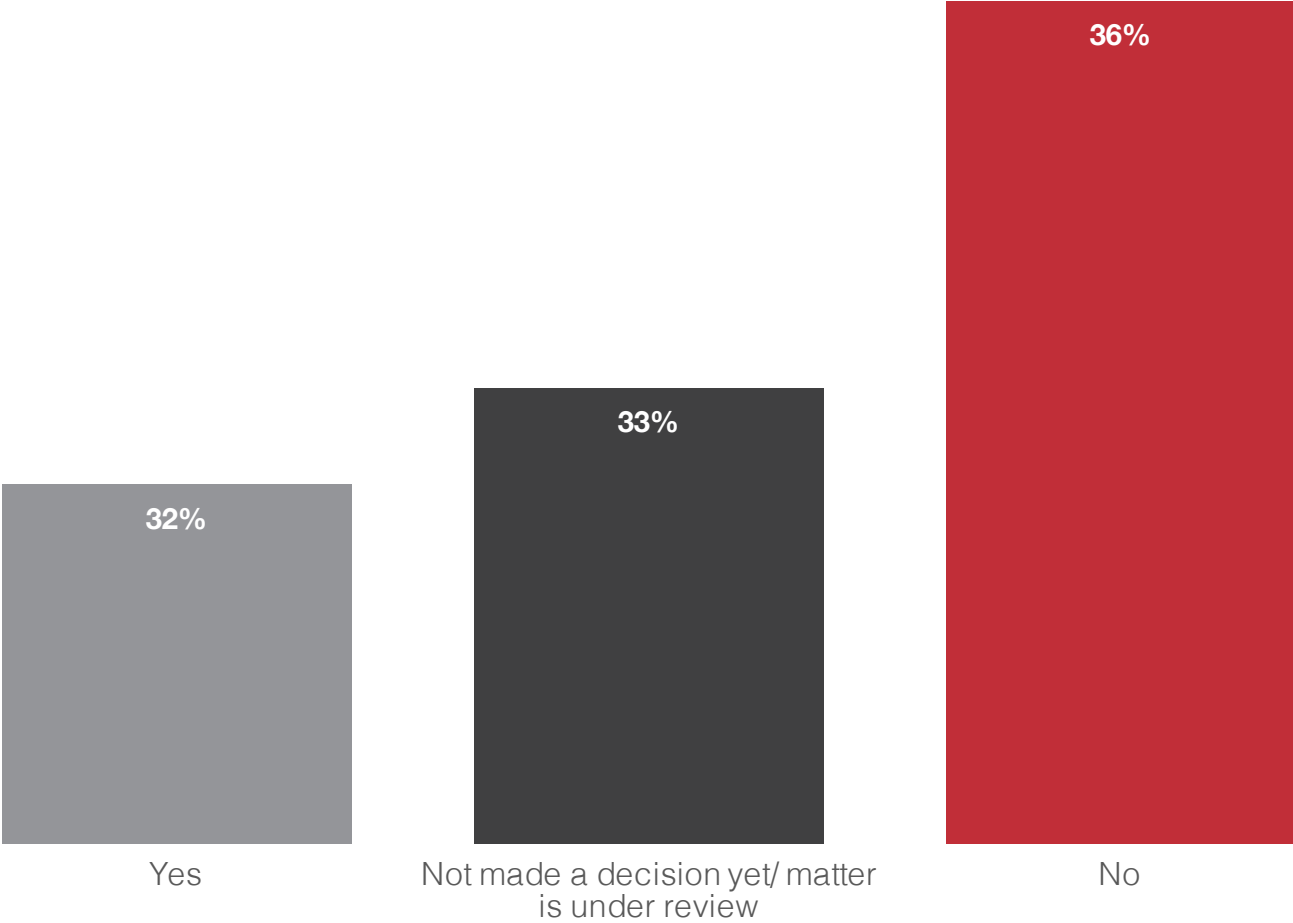
# COMPLAINTS TRACKING (by region) | Do you have a citizen complaint tracking process that permits the CAO (or City Manager) to monitor and help document staff actions to try to resolve a complaint:

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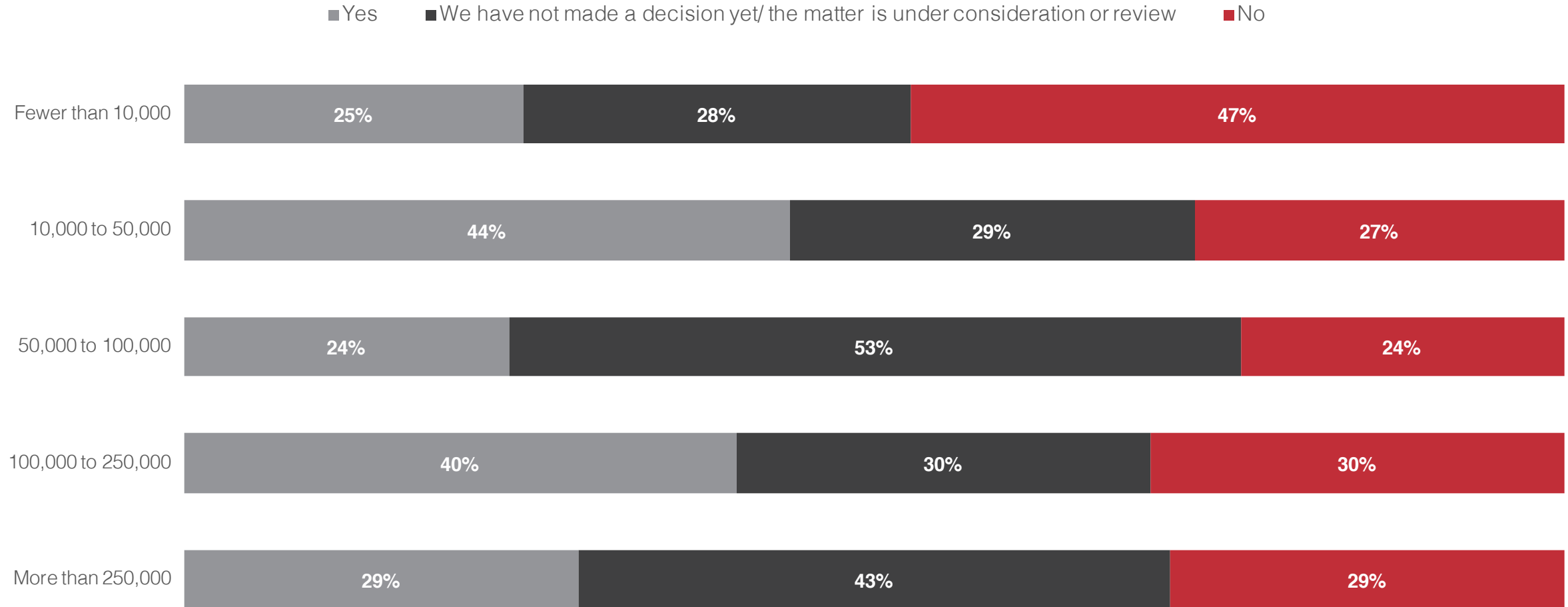


# RECORDS RETENTION

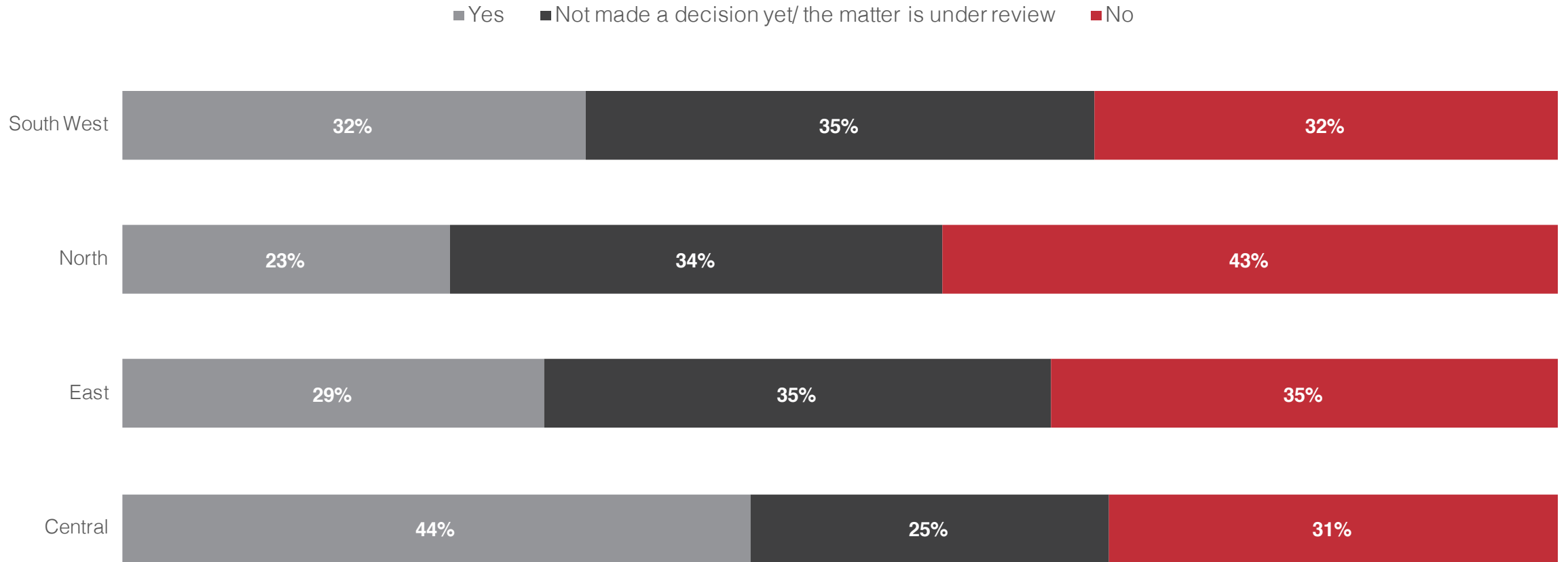
# **RECORDS RETENTION I** Has Bill 8 prompted your municipality to make changes or update its records retention protocols?



# RECORDS RETENTION (by population) | Has Bill 8 prompted your municipality to make changes or update its records retention protocols?



# RECORDS RETENTION (by region) | Has Bill 8 prompted your municipality to make changes or update its records retention protocols?





## FOR MORE INFORMATION ABOUT THIS PRESENTATION:

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