



Zone 5 Workshop – Hot Topics
Discussion

Agenda



Hot Topic 1: Navigating the Clerk's Role in a Strong Mayor Environment



Hot Topic 2: Doing More with Less: AI, Automation, and Managing Expectations



Hot Topic 3: Maintaining Order: Managing Incivility and Election-Year Behaviour



Hot Topic 4: FOI Pressures: Transparency, Volume, and Risk Management

Hot Topic 1: Navigating the Clerk's Role in a Strong Mayor Environment

- What's feeling different for you working in a Strong Mayor Environment so far?
- How are you handling situations where directions or expectations start to brush up against the "restricted acts" under the Municipal Act, 2001?
- How are you balancing supporting the Mayor's priorities while still making sure the broader Council process stays fair and transparent?
- How are you navigating your role alongside the CAO and senior team, especially where authority may feel more concentrated. Where do you see the Clerk's role fitting in that dynamic?

Hot Topic 2: Doing More With Less: AI, Automation, and Managing Expectations



Has anyone started using AI or automation tools? What's worked – and what hasn't?



Where do you feel comfortable using these tools, and where do you draw the line?



How are you managing expectations when the workload keeps growing but resources don't?



Have you found any small changes or efficiencies that have made a big difference?

Hot Topic 3: Maintaining Order: Managing Incivility and Election-Year Behaviour

Are you noticing a shift in council or public behaviour heading into the election?

What's been working for you to keep meetings focused and respectful?

How do you support the chair or mayor when things start to go off the rails?

Have you had to step in during a meeting? What did that look like for you?

Hot Topic 4: FOI Pressures: Transparency, Volume, and Risk Management



Bill 97 and Updates to MFIPPA – how are you approaching these? Especially the mandatory PIAs and new reporting to IPC?



How are you handling repeat requests, really broad requests, or what might feel like “fishing expeditions”?



Where do you find the balance between being open and protecting sensitive or confidential information?



How are you managing expectations internally—with staff and Council—around record-keeping, email use, and the reality that “everything could be an FOP”?



Thank you

