# COMMITTEE AGENDA

<mark>CONSOLIDATED AS OF OCTOBER 2, 2015</mark>

**City of Guelph — Making a Difference**

TO        **Governance Committee**

DATE        Tuesday, October 6, 2015

LOCATION        Council Chambers, Guelph City Hall, 1 Carden Street

TIME        3:00 p.m.

---

## DISCLOSURE OF PECUNIARY INTEREST AND GENERAL NATURE THEREOF

**CONFIRMATION OF MINUTES –** July 27 and August 4, 2014 open meeting minutes

**PRESENTATIONS** (Items with no accompanying report)

a) Open Guelph Progress Report: Barbara Swartzentruber, Executive Director, Intergovernmental Relations, Policy and Open Government and Andy Best, Program Manager, Open Government
   - <mark>Attachment 1 – myGuelph</mark>
   - <mark>Attachment 2 – Project Timelines</mark>

## CONSENT AGENDA

*The following resolutions have been prepared to facilitate the Committee's consideration of the various matters and are suggested for consideration. If the Committee wishes to address a specific report in isolation of the Consent Agenda, please identify the item. The item will be extracted and dealt with separately. The balance of the Governance Committee Consent Agenda will be approved in one resolution.*

| ITEM | CITY PRESENTATION | DELEGATIONS | TO BE EXTRACTED |
|---|---|---|---|
| GOV-2015.12/AUD-2015.13 Revisions to the Internal Audit Charter | | | |
| GOV-2015.15 Bill 8 Overview and Status of Integrity Commissioner and Ombudsman Positions | | | |
| GOV-2015.16 *Municipal Act* and *Municipal Conflict of Interest Act* | | • <mark>Martin Collier</mark> | <mark>√</mark> |

---

| | | | |
|---|---|---|---|
| Review, Consultation and Comments | | | |
| GOV-2015.17 Process for Preparing Budgets: Mayor's Office & Council | | | |
| GOV-2015.18 New Policy: Mayor and Council Mobile Device Use Policy (report attached) | | | |

Resolution to adopt the balance of the Governance Committee Consent Agenda.

## ITEMS EXTRACTED FROM CONSENT AGENDA

Once extracted items are identified, they will be dealt with in the following order:
1) delegations (may include presentations)
2) staff presentations only
3) all others.

## CLOSED MEETING

That the Governance Committee now hold a meeting that is closed to the public with respect to:

**GOV-C-2015.2    CAO Performance Appraisal Process**
S. 239 (2) (b) of the *Municipal Act* – personal matters about identifiable individuals.

## OPEN MEETING

## SPECIAL RESOLUTIONS

## STAFF UPDATES AND ANNOUNCEMENTS

## ADJOURN

**NEXT MEETING –** December 8, 2015

# OPEN GUELPH

## Open Guelph is about modernizing our service delivery and building citizen satisfaction.

We can't solve new kinds of problems with outdated technology and strategies. That's why we're building simple tools to suit busy lives, which include clear information and great customer service. It's how we're dealing with what's urgent today and preparing for the expectations of tomorrow.

The best part is that it's already happening, all across the City of Guelph.

## Project overview: **myGuelph**

myGuelph will be a one-stop shop for most interactions people may want to have with the City of Guelph. It will be accessible by any computer or mobile device and citizens can personalize it based on their interests. This overview is a look at the project to date. myGuelph will include:

### Citizen interactions and collaboration
- Citizen Relationship Management – core technical platform that allows citizens to personalize**\***
- **Customer service: Photo/location-based issue reporting (the map app – 311GIS)\***
- How can we help you online transactions and issue reporting**\***
- Online consultations and engagement (Mindmixer and surveys)**^**
- Online Q&A about local government (Ask Guelph)**^**
- Service dashboards**\***
- Interactive maps**\***
- Tools to understand council business**#**
- Four new services (TBD based on community consultation)**#**
- Social media**^**

### Information
- guelph.ca and other web content**^**
- Open information catalog version 2 (TBD)**\***
- New information (TBD based on community consultation)**#**

> **^ Active, \* Currently in development, # Future development**

## Focus on: **Customer service**
- Our Bylaw division will be the first to pilot our photo/location-based issue reporting tool.
- Citizens will be able to create service requests online or by mobile device for the issues on this list.
- They will also be able to track the status of their service request (e.g. pending approval, request approved, in progress, completed, cancelled).
- This will create significant efficiencies for City employees and citizens.
  - One small example: If a complaint has been lodged for a noise complaint, other neighbours will be able to see this complaint on the map, meaning they don't need to report the issue. Bylaw officers then don't need to respond to numerous phone messages to indicate they've received the request and are attending.

**For compliance staff**
- Sign concerns
- Donation bin concern
- Encroachment on City property
- Miscellaneous bylaw concern
- Noise concern
- Nuisance party
- Parking concerns
- Newspaper box concern
- Vehicle idling
- Yard maintenance
- Garbage

**For Humane Society**
- Animal control
- Coyote sighting
- Mistreated animal

**For Bylaw division management**
- Bylaw officer conduct

CITY OF
Guelph
Making a Difference

# OPEN GUELPH

# PROJECT TIMELINES
## 2015-16

| Project | Target launch | Notes |
|---|---|---|
| Community consultation for myGuelph digital services | **October 2015** | Community priorities will determine 3-4 service modules |
| Photo-based issue reporting pilot with Bylaw division | **Late 2015** | Report common bylaw issues by mobile device |
| First interactive service map | **Early 2016** | Specific services TBD |
| Version 2 of open information catalogue | **Early 2016** | Includes expanded data sets and FOI requests |
| First service dashboard | **Early-mid 2016** | Specific services TBD |
| Performance metrics go public on open.guelph.ca | **Early-mid 2016** | Tracking and measuring performance of Open Guelph |
| Procurement Innovation: Entrepreneur in Residence | **Mid 2016** | Early conversations with candidate departments underway |
| Procurement Innovation: Technology challenge | **Mid 2016** | Solution to be integrated into myGuelph as a digital service for citizens |
| Launch digital service modules | **Mid-late 2016** | Results of community consultation and procurement innovations |
| Photo-based issue reporting expands to Operations | **2016 TBD** | Specific services to be identified based on internal readiness |
| Dragons' Den 2 | **2016 TBD** | |
| Staff training and preparation in individual departments related to modernization of service delivery | **Ongoing** | |
| Consultation with local business | **Ongoing** | |

CITY OF
Guelph
Making a Difference
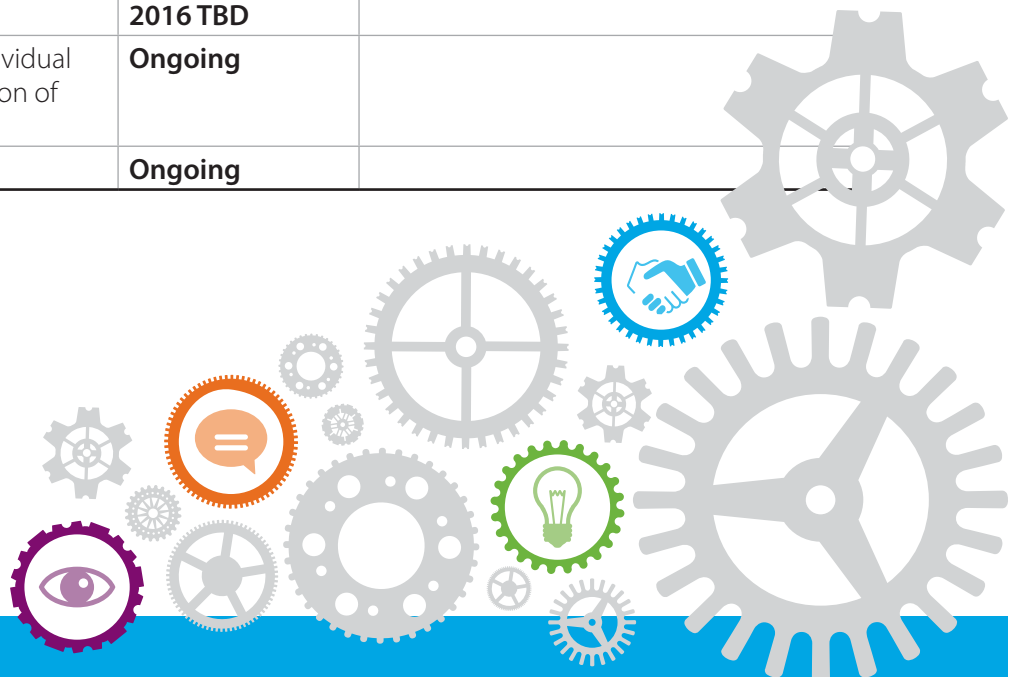
# GOVERNANCE COMMITTEE
# CONSENT AGENDA

**Tuesday, October 6, 2015**

Members of the Governance Committee.

## SUMMARY OF REPORTS:

The following resolutions have been prepared to facilitate the Committee's consideration of the various matters and are suggested for consideration.  If the Committee wishes to address a specific report in isolation of the Consent Agenda, please identify the item.   The item will be extracted and dealt with immediately.  The balance of the Governance Committee Consent Agenda will be approved in one resolution.

### Reports from Administrative Staff

| REPORT | DIRECTION |
|---|---|
| **GOV-2015.12/  REVISIONS TO THE INTERNAL AUDIT CHARTER AUD-2015.13**<br><br>1.      That the report entitled 'Revisions to the Internal Audit Charter', dated August 4, 2015 be approved. | Approve |
| **GOV-2015.15     BILL 8 OVERVIEW AND STATUS OF INTEGRITY COMMISSIONER AND OMBUDSMAN POSITIONS**<br><br>1.    a)    That staff be directed to proceed with the issuance of an RFP for the purpose of retaining an Integrity Commissioner, pursuant to the accountability and transparency provisions of the *Municipal Act*; and,<br><br>      b)    That a by-law be brought forward to Council for the appointment of same.<br><br>2.    a)    That staff be directed to work with area municipalities in the issuance of a joint RFP for the purpose of retaining a joint Ombudsman, pursuant to the accountability and transparency provisions of the *Municipal Act*; and,<br><br>      b)    That a by-law be brought forward to Council for the appointment of same; and,<br><br>      c)    That the costs of an Ombudsman's services be referred to the 2016 budget process.<br><br>3.    That staff report back to a subsequent Governance Committee | Approve |

meeting on the details of an internal complaint resolution procedure.

| | | |
|---|---|---|
| **GOV-2015.16** | ***MUNICIPAL ACT* AND *MUNICIPAL CONFLICT OF INTEREST ACT* REVIEW, CONSULTATION AND COMMENTS** | Approve |

1. That Report GOV-2015-95 entitled "*Municipal Act* and *Municipal Conflict of Interest Act* Review, Consultation and Comments " dated October 6, 2015 regarding the 2015 Ontario municipal legislative review, be received.

2. That response included as Attachment 1 be endorsed and that staff be directed to submit to the Ministry of Municipal Affairs and Housing by the October 31, 2015 deadline.

| | | |
|---|---|---|
| **GOV-2015.17** | **PROCESS FOR PREPARING BUDGETS: MAYOR'S OFFICE AND COUNCIL** | Approve |

That Council approve the accountabilities and procedures as outlined in Report CAO-C-1508 entitled "Process for Preparing Budgets: Mayor's Office and Council"; regarding the preparation, sign off, submission and presentation of budgets related to the Office of the Mayor and City Council.

| | | |
|---|---|---|
| **GOV-2015.18** | **NEW POLICY: MAYOR AND COUNCIL MOBILE DEVISE USE POLICY** | Approve |

1. That the "Mayor and Council Mobile Device Use Policy"  (attached) be approved.

2. That the costs related to mobile devices be included in the annual disclosure of Mayor and Council expenditures as an identifiable item.

3. That the Policy be brought forward for review at the beginning of each new term of Council.

# STAFF REPORT

**City of Guelph — Making a Difference**

| | |
|---|---|
| TO | Governance Committee |
| SERVICE AREA | Mayor's Office |
| DATE | October 6 2015 |
| **SUBJECT** | **New Policy: Mayor and Council Mobile Device Use Policy** |
| REPORT NUMBER | Mayor 15-02 |

---

## EXECUTIVE SUMMARY

### PURPOSE OF REPORT
To provide a formal and transparent process for the Mayor and Council use of mobile devices provided by the City to conduct City business.

### KEY FINDINGS
By way of this report, City Council and Administration gain clarity, transparency and an understanding of the responsibilities and costs related to the usage of City issued mobile devices.

### FINANCIAL IMPLICATIONS
The addition of internal mobile broad band service was intended to enhance on the go internet connectivity, rationalize equipment and related costs to the Mayor and Council.

### ACTION REQUIRED
That the Governance Committee adopt the draft "Mayor and Council Mobile Device Acceptable Use Policy."

---

## RECOMMENDATION
That the "Mayor and Council Mobile Device Use Policy" (attached) be approved.

That the costs related to mobile devices be included in the annual disclosure of Mayor and Council expenditures as an identifiable item.

That the Policy be brought forward for review at the beginning of each new term of Council.

# STAFF REPORT

BACKGROUND

The City has a comprehensive "Mobile Device Acceptable Use Policy" for employees, including full and part-time staff, contractors, and other agents who use a mobile device to access, store, back-up, relocate or access City data. The City does not have such a policy for the Mayor and Council.

The Mayor and Council are provided mobile devices by the City.

It is appropriate to formalize the Mayor and Council Members use of City issued mobile devises with policy that provides standards and regulations to ensure accountability, transparency and reporting.

Municipalities that annually disclose Mayor and Council mobile device costs, include: Kitchener, Waterloo, Brampton, Mississauga, Toronto, Burlington and Ajax.

REPORT

There is a budget specific to City Council as a whole and a budget specific to the operation of the Mayor's Office. Both are under the administration of the Office of the Mayor. Funding for the Mayor and Council mobile device costs are included in these budgets.

Mobile devices issued to the Mayor and Council include use of internal mobile broad band.

The addition of the internal mobile broad band service is intended to facilitate Council's connectivity with the community. This service replaced the home office equipment, reduced office equipment and associated service fees resulting in a reduction in these costs.

CORPORATE STRATEGIC PLAN

Innovation in Local Government
2.3 Ensure accountability, transparency and engagement

DEPARTMENTAL CONSULTATION

Mayor and Council.

FINANCIAL IMPLICATIONS

The Mayor's Office and Council Office budgets each include budget allocation to support mobile devices. Historically, the budget has been applied toward the group costs as some users incur greater cost than others. With the addition of the internal mobile broad band, enabling on the go internet access, it is appropriate to take the annual total sum budget allocation and allocate an annual individual apportionment, which will cover individual's costs related to both cell phone usage and data usage. Annual individual apportionment of the budget available to support mobile devices will ensure fair allocation of City resources and transparency.

# STAFF REPORT

The proposed 2016 Council mobile device budget allocation is $15,600, which, divided by 12 members, equates to $108.00 per person per month. The base monthly contract is approximately $42.00 per person.

## ATTACHMENTS
**ATT-1**    Mayor and Council Mobile Device Use Policy

**Report Author**
Betsy Puthon
Executive Assistant to the Mayor

"original signed by Mayor Guthrie"
_____
**Recommended By**
Cam Guthrie
Mayor
519 837 5643
Mayor@guelph.ca

# CORPORATE POLICY AND PROCEDURE

| | |
|---|---|
| POLICY | **Mayor and Council Mobile Device Use Policy** |
| SERVICE AREA | Mayor and Council |
| DATE | October 6 2015 |
| SUBJECT | New Policy for Mayor and Council re Mobile Device Use |
| REPORT NUMBER | Mayor 15-1502 |

## POLICY STATEMENT

The intent of this policy is to protect the integrity of information that resides within City of Guelph's technology infrastructure and to ensure that use of mobile devices:
- Is ethical.
- Reflects honesty.
- Shows restraint in the consumption of shared resources.
- Demonstrates respect for intellectual property, ownership of information and system security mechanisms.

## PURPOSE

The purpose of this policy is to include the Mayor and Council and define standards, procedures, and restrictions for end users who have legitimate business requirements to access voice and data services from a mobile device connected to an unmanaged network outside of City of Guelph's direct control. This mobile device policy applies to, but is not limited to all devices with or without media that fit the following device classifications:
- Mobile/cellular phones, wireless air cards.
- Smartphone's (e.g., Blackberry, iphone).
- Personal Digital Assistants,  (PDA's), Tablets, laptops, ipads, etc.
- Any mobile device capable of storing corporate data and connecting to an unmanaged network.

## DEFINITIONS –

**Data:** Any information in a form suitable for use with an electronic/mechanical device.

**City data:** Internal information about the City that is only accessible to City employees, including full and part-time staff, contractors, etc.

**City data network:** City-operated information transmission facility connecting a number of communicating devices (e.g., computers, phones, printers, storage devices, etc).

**Unmanaged network:** Any information transmission facility connecting a number of communicating devices (e.g., computers, phones, word printers, storage devices etc) that is not under the City of Guelph's control.

**Media:** Any storage device that holds digital data.

**Personal digital assistant (PDA), Tablets:** A lightweight, handheld computer, typically employing a touch-sensitive screen, generally used for storing information. (e.g. addresses/schedules). Many PDAs include handwriting recognition software, some support voice recognition, and some have an internal cell phone and modem to link with other computers or networks. E.g., Apple iPAD

**Air Card:** An Air Card is a device for a laptop, PDA or cell phone that allows the user to

connect to an unmanaged network for Internet access

**Blackberry desktop redirector software**: Software that can be used to manage a Blackberry device using a computer.

**Mobile Device**: All devices with or without media that fit the following device classifications:
- Mobile/cellular phones, wireless air cards.
- Smartphone's.(e.g. Blackberry).
- PDAs, Global Positioning System devices, Tablets etc.
- Any mobile device capable of storing corporate data and connecting to an unmanaged network.

**IT**: Information Technology Department of the Corporate Services service area.

**Base Plan**: Monthly fixed charge that the City pays per mobile device to the service provider of the public wireless network. This plan pays for regulatory charges levied on a mobile device as well as offsets usage cost by providing features like Voicemail, Caller ID, time-use minutes, data use, etc.

**Travel Plan:** Available on request in advance of departure to cover devices that travel outside Canada. The plan and usage costs vary by location.

## APPLICABILITY
This policy applies to the Mayor and Council who use a mobile device to access, store, back up, relocate or access City data.
The mobile device can be:
- Provided or paid for by the city.
- Personal device for which City reimburses usage cost.

## RESPONSIBILITIES
IT shall:
1. Centrally purchase and activate all City owned mobile devices.
2. Centrally manage connectivity of all mobile acquired by the city.
3. Centrally manage security policies, network, application, and data access.
4. Centrally manage the addition of new hardware, software, and/or related components to provide additional mobile device connectivity.
5. Manage the access to voice and data services such that they are provided for legitimate business use in the course of assigned duties.
6. At the request of the Council, an audit may be conducted to track device, data and voice usage, and report any breaches of this policy back to Council.

Departmental staff shall:
1. Inform IT of devices used by Mayor and Council, that remain unused for more than 3 continuous months so that they can be terminated or suspended.
2. Budget for the monthly charges for all departmental mobile devices.
3. Provide a copy of the mobile device bill monthly to Mayor and Council.
4. Review mobile device billings for Mayor and Council for reasonability and follow up with Mayor and Council to identify any charges that may be personal.

Mayor and Council shall:
1. Use mobile devices to conduct City business only. Incidental use which does not interfere with the performance of duties is permitted.
2. Acknowledge that usage of a mobile device may be monitored to record dates, times, duration of access, etc., in order to identify unusual usage patterns or other inappropriate activity.

3. Reimburse the City for personal usage of their mobile device:
   a. The Mayor and Council may review their bill for any personal usage.
   b. If the City incurred any cost due to personal usage that exceeds $50.00 cumulative year to date, the Mayor or Council must re-pay the City by filling out the deposit request form, and submitting it with payment to the Accounting Clerk in Finance.
4. If applicable, submit the deposit request form along with payment to Finance by month-end when personal usage exceeds a cumulative year to date total of $50.
5. Employ reasonable measures in order to protect mobile devices from loss or theft or damage.
6. Report the loss or theft of a mobile device to IT immediately so that the device can be remotely wiped of all data and locked to prevent unauthorized access and use.
7. Upon recovery of a device originally thought to have been lost or stolen, immediately return the device to IT.
8. Immediately report to the Mayor's Office and IT any incident or suspected incidents of unauthorized access, data loss, and/or disclosure of information stored on a mobile device.
9. Follow secure data management procedures at all times when using mobile devices and related software that store confidential information.
10. Adhere to the password requirements set by IT when using a mobile device to store City data.
11. Use only City-provided mobile devices to back up, store, and otherwise access any enterprise-related data.

## INAPPROPRIATE USE
1. Sharing or disclosing of passwords.
2. Storing of passwords and other confidential data on unencrypted mobile devices.
3. Contravening or bypassing Corporate security measures.
4. Making modifications of any kind to City owned mobile devices.
5. Using devices in ways that are illegal, against City policies, dangerous to the user or anyone else, or that interfere with reasonable use by other employees of the City.

## SPECIFIC USE REQUIREMENTS
Blackberry Devices -
1. Use of Blackberry Desktop re-director software is not allowed and is disabled.

Camera Phones:
1. Phones enabled with cameras shall only be used for taking incidental business related pictures.
2. Information shall only be downloaded to a secure location and removed from the phone at the earliest opportunity.

Bluetooth Enabled Devices:
1. Shall only be used for accessing passive devices – such as hands free ear pieces or hands free visor kits for vehicles.
2. Shall not be used to communicate with a device directly connected to the City data network.
3. Bluetooth connections shall only be accepted from other devices with care and assurance that the recipient is known and connection security criteria is agreed upon in advance.
4. Shall not be used in broadcast mode as viruses and other risks are prevalent in this mode.

Wireless Air Cards:
1. Only wireless air cards provided by the City shall be installed on City owned computers.
2. Shall be used to gain Internet access for business purposes only.

**NON-COMPLIANCE**
Mayor and Council found to be in non-compliance with this policy, may be subject to the suspension of any or all technology use, connectivity privileges.

**PUBLIC DISCLOSURE AND POLICY REVIEW**
The costs related to mobile devices shall be included in the annual disclosure of Mayor and Council expenditures as an identifiable item.

The Policy will be brought forward for review at the beginning of each new term of Council.

**CONSENT**
As the user of a City provided mobile device, I agree that I have read and accept this policy.


Name _____


Signature _____


Date _____