





about the records committee

The Records Committee was established by amendment to *The City of Winnipeg Act* in 1995. The role and mandate of the Records Committee is now specified in Section 110(2) of the *The City of Winnipeg Charter Act*, as follows:

- to make recommendations to Council regarding the management, retention, safekeeping, disposition and destruction of records in all City departments;
- to implement policies and procedures approved by Council for the management, retention, safekeeping, disposition and destruction of records in all City departments.

The Charter further emphasizes the importance of sound recordkeeping in Section 111, where it states that a record created or held by the City must not be destroyed or removed from the custody and control of the City by any employee unless permitted under a by-law or upon receipt of written approval of the Records Committee.

The Records Committee is comprised of eight members, as follows:

CITY REPRESENTATIVES

- City Records Manager/Archivist (or designate), Chairperson
 Konrad Krahn
- City Clerk (or designate)

Marc Lemoine

Chief Financial Officer (or designate)
 Designate: Jackie Black

City Auditor (or designate)
 Designate: Larissa Klimchak

City Solicitor (or designate)
 Designate: Harold Dick

• Director, Chief Innovation Officer (or designate)

Designate: Michael Himbeault

CITIZEN REPRESENTATIVES

• Two Citizen Members appointed by Council **Heather Bidzinski Dean Scaletta**





message from the chairperson

Archives and Records Control, a Branch of the City Clerk's Department, supports records and information management City-wide, manages access and privacy responsibilities for the City, and operates the City of Winnipeg Archives, the official repository for the archival records of the City.

With great respect and appreciation, the Branch said goodbye to Jody Baltessen, who retired from her position as City Records Manager and Archivist after 17 years of distinguished service. Jody's extensive knowledge, passion, dedication, and leadership will be dearly missed. We extend our best wishes to Jody as she shifts her talents and passions to her numerous other interests, and take comfort in knowing that her contributions to the Branch over the years will continue to be felt by staff and clients alike.

I am honoured to have been appointed the City Records Manager and Archivist, and the chair of the Records Committee in late 2019 and am excited by the opportunity to head this institution with its rich archival collection of municipal records and its unique place in provincial and national history. I look forward to continuing the development and growth of the City's archival, records management, and access and privacy programs.

During 2019, the Corporate Records Centre moved its operations from 311 Ross to the Inkster Industrial Park. Branch staff worked throughout the year to facilitate the move of records, documentary art, and elections materials to the new facility. Branch staff also managed the fit-up of the new facility, which included HVAC, electrical, office, and shelving installation to accommodate the operations of the records centre. The move will enable the long-term storage and maintenance of the City's active and semi-active records for many years to come.

The Branch was also pleased to expand its records management complement with the addition of Allan Neyedly, as Senior Records Manager, and Marta Dabros, as Records Manager. Both positions were created to support the City's electronic records management initiatives, as well as broader records management processes across the City's departments.

Through 2019 and into the first quarter of 2020, the Branch engaged consultants from Cornerstone Planning Group to prepare a needs assessment and high-level costing of a facility for housing the City's archival collection and delivery of public services. The report, expected to be completed in 2020 will play a key role in charting the Archives' path to a permanent facility for its archival collection.

The following report details initiatives and activities in 2019 in each of the Branch's three program areas.

Konrad Krahn

City Records Manager and Archivist





Records and Information Management (RIM Program)

Records Management Staffing: In 2015-2016, the City commissioned a consultant report which recommended increasing the number of records managers employed by the City with a view to adopting technologies to improve the management and sharing of corporate information. As a result, the Branch was able to welcome Allan Neyedly, as Senior Records Manager, and Marta Dabros, as Records Manager in 2019.

These positions are responsible for developing, reviewing and deploying policies, procedures and guidelines within the City to effectively manage all corporate records, with a focus on the Corporate Enterprise Content Management initiative. The foundations of this initiative are based in the same principles that enable sound records management at the City: strong governance, cross and intradepartmental communication, and departmental compliance with records management requirements and standards. To support this ongoing fundamental work and to continue to build on the established records management program, the Records Management team met with various departments throughout the year to understand their changing needs and to provide responsive records management support via specialized procedures and guidance.

In addition, the Records Management team has been at the forefront of an interdepartmental, cross-disciplinary initiative to develop a City-wide data and information governance framework. The goals of an information governance framework are to facilitate unified data stewardship; maximize efficiencies; inform decision-making; improve service; reduce risk; and foster innovation through a unified information and data strategy. Through their involvement, the Records Management team can ensure that legal and operational recordkeeping requirements are built into City initiatives that involve the creation or acquisition of information.

Corporate Records Centre (CRC): The Branch moved its Corporate Records Centre operations from 311 Ross Ave to 1450 Mountain Avenue in the Inkster Industrial Park.

From January through April the warehouse space was prepared for City staff through the installation of data lines, phones, and staff work space. In April, the shelving, records, item inventory, artwork and election supplies were moved from 311 Ross to the CRC and the records were then scanned into the inventory system and re-shelved. The CRC officially opened for internal clients on May 6, 2019. The fit-up of the building continued throughout the summer to bring the CRC up to the City's service standards and to deal with minor building issues, with tenders being issued for the purchase of warehouse equipment, pallet racking and additional shelving capacity.



Archivist Sarah Ramsden and Police Chief Danny Smyth opening items from the Public Safety Building time capsule, May 21, 2019.

Cloud Review Process: RIM staff continued to work with key governance disciplines – legal, privacy, procurement, and IT security – to review cloud computing opportunities proposed for use by the City. The reviews ensure cloud initiatives are in compliance with legal, regulatory, security, procurement, records management, and privacy requirements. The cloud review team received 51 submissions in 2019, the vast majority of which were approved with recommendations.

Enterprise Content Management: On July 11, 2019 the City awarded the contract for the Enterprise Content Management System (Bid Opportunity 820-2018) to RKO Business Solutions Inc. Enterprise Content Management Systems are the strategies, methods, and tools used to capture, manage, store, preserve, and deliver content and documents related to organizational processes. ECM tools and strategies allow the management of an organization's unstructured information, wherever that information exists. The core components of the ECM include Document management, Records management, Workflow management, Communication management, and Web content management.

As part of the Project Advisory Committee, the City Records Manager and Archivist and Senior Records Manager met regularly with the consultant to plan out the City's ECM implementation and to identify departmental stakeholders.

RIM Training/Education/Consultation: RIM staff continued to develop and deliver records management training to departmental colleagues through Employee Development, provide advice on records and information management issues through direct consultation, assist departments with by-law implementation and undertake consultation for revisions to the by-law to reflect structural and functional changes within the City as they relate to the keeping of records.

Course name: Basic Records Management

March 15, 2019 – 10 Participants November 29, 2019 – 12 Participants

Course name: Developing and Managing Filing Systems

May 1, 2019 -15 Participants

Course name: RS Web Training October 23, 2019 – 14 Participants December 9, 2019 – 7 Participants



City of Winnipeg Archives (Archives Program)

The Branch manages the City's significant archival collection (appraised at \$4.1 Million for insurance purposes), facilitates public access to its holdings and promotes interest in the history of the City of Winnipeg. The City's archival collection remains – for the most part – at 50 Myrtle, and public research services continue to be delivered out of this location.

Highlights and Initiatives: In 2019, the Branch commemorated several significant anniversaries in the City's history, including the centenaries of the 1919 Winnipeg General Strike and the opening of the Shoal Lake-Winnipeg aqueduct.

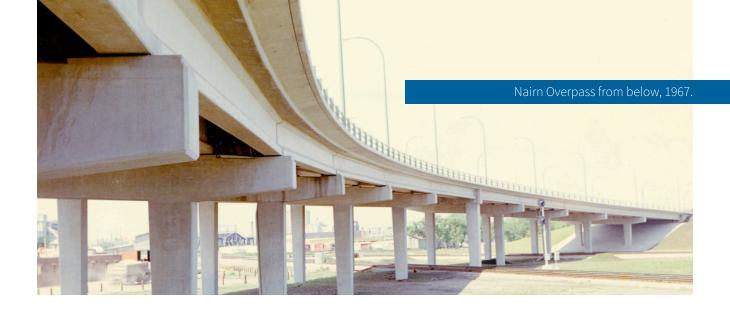
To mark the 100th anniversary of the Winnipeg General Strike, staff produced a new research guide on the topic; digitized strike-related records; created an online exhibit on *Winnipeg in Focus* that brought together strike-related records and simplified navigation for users; participated in a collaborative digital exhibit *Unbreakable: the Spirit of the Strike*; and created a physical exhibit for the Mayor's foyer.

Commemoration of the aqueduct consisted of various activities such as coordinating a temporary photo display at City Hall in partnership with the City's Indigenous Relations Division and Water & Waste Department. Photos of the community of Shoal Lake 40 were displayed in consultation with Shoal Lake 40 First Nation. Staff also improved accessibility to archival records of the aqueduct through additional processing work, enhanced description, digitization, and a new exhibit page on *Winnipeg in Focus*. In August, staff attended a Community Gathering at Shoal Lake 40 and shared photographic prints, descriptions, and finding aids from the aqueduct collections. These items were also shared at the Millennium Library during a public screening of *Urban Eclipse: Rising Tides of Kekekoziibii (Shoal Lake 40)*, which received a Manitoba Day Award in 2019 for its use of archival records. The film screening was organized by staff in partnership with filmmakers Jesse Green and Vanda Fleury-Green and the Winnipeg Public Library. Staff acknowledges the ongoing work that is needed to better steward and curate records of the aqueduct and other materials in the archives that relate to Indigenous peoples, organizations, and communities.

Outreach Services: Digital exhibits, curriculum materials, and a growing volume of archival materials are available online in *Pathways to Winnipeg History* and *Winnipeg in Focus*. As well, the Archives contributes regular content to Corporate Communications for use on its social media platforms (*Throwback Thursday, Twitter, Facebook*) and the *Our City, Our Stories* website.

As in previous years, exhibits were prepared periodically with partners such as the Winnipeg Public Library and the Mayor's Office. In 2019, additional display cases to showcase the City's archival collection were installed in the Mayor's foyer. The Archives developed a total of five new physical exhibits to mark a series of special events.

- Public Safety Building Time Capsule (the unveiling of contents from the Public Safety Building time capsule Mayor's foyer, May 2019)
- Winnipeg General Strike (the 100th anniversary of the Winnipeg General Strike Mayor's foyer, May/June 2019)
- Folklorama: The Early Years (the 50th anniversary of Folklorama Mayor's foyer, August 2019)
- Shoal Lake and Winnipeg, Connecting Past and Present: 100 Years of the Aqueduct (the 100th anniversary of aqueduct's opening City Hall, September 2019)
- Winnipeg 1919 (a year in review Local History Room, October/November 2019)



Strategic Partnerships: As members of the Association for Manitoba Archives, the Archives participated in a collaborative project to commemorate the 100th anniversary of the Winnipeg General Strike. The collaboration resulted in the creation *Unbreakable: the Spirit of the Strike*, a digital exhibit hosted and curated by the University of Manitoba Archives & Special Collections. Archives staff also worked with the Winnipeg Police Museum on this and other projects commemorating the strike. Special thanks to the Winnipeg Police Museum for their contributions.

Staff also worked closely with Corporate Communications to contribute monthly features for the *Our City, Our Stories* website. These features profile the work of Archives staff and showcase how records can be used to tell stories about Winnipeg's past. They have included segments on the Boy with the Boot statue in Assiniboine Park, the work of the Cycle Paths Board, and the Special Committee to Enguire into the Employment of Married Women.

In 2019, the Archives received funding through the Heritage Grants Program (Department of Sport, Culture and Heritage, Province of Manitoba) in support of project to commemorate the 60th anniversary of the creation of the Metropolitan Corporation of Greater Winnipeg (1960-1971). The grant was used to hire a curator, Margaret Janczak, to develop a series of exhibits looking at the legacy of Metro. This work is scheduled to show at the Millennium Library in early 2020 and will travel to City Hall afterwards. Thanks to the Province of Manitoba for support of this project.

Conservation/Preservation: Staff efforts to conserve/preserve fragile paper records in the collection were interrupted when the former archives building at 380 William was damaged in 2013 and the space was subsequently vacated. These activities are currently on hold, pending the identification of a suitable space.

Access and Privacy Office (APO)

The Branch includes the APO, which coordinates requests for access to information and develops and implements process improvements to ensure consistent and fair access to City records, thereby enhancing the City's openness and transparency.

Access Services: The total volume of requests for access to information received by the City grew by 13% in 2019 to 1238, and the APO coordinated 9% more corporate and multi-departmental requests than the previous year. APO continued to provide direct assistance to City departments within legislated timeframes and ad hoc advisory services to all city departments and agencies.

Privacy: In 2019, the APO worked with key governance disciplines – legal, records management, procurement, and IT security – to develop a review process for evaluation of proposed cloud computing opportunities for use by the City. The process is intended to provide timely and authoritative evaluation of cloud computing opportunities to ensure compliance with applicable legislation and policies.

Training: Starting in 2019, APO staff provided City Staff with FIPPA training through Corporate Employee and Development Branch. Staff conducted two half day courses regarding access to information, privacy, and obligations of City of Winnipeg employees under FIPPA.





City of Winnipeg Archives (Archival Program)

In 2019, Branch staff developed a strategy to address the program and facility needs of the City of Winnipeg Archives. The Branch engaged Cornerstone Planning Group to review the Archives' current state, to research useful comparators, to articulate current and future facility needs, and to develop high-level costing of various facility options. The report is expected to be completed in the second quarter of 2020, with wider public engagement and next steps to follow. Finding a long-term solution to address the Archives' facilities needs will continue to be a top priority of the Branch in the coming year.

The Archives will also continue to take steps on the Journey of Reconciliation in the year ahead. As custodians and stewards of the City's documentary heritage, Branch staff have an important role to play, particularly in the development of a reconciliation framework for archival work. While the archival collection includes records about Indigenous peoples, Indigenous perspectives are mostly absent. Significant work is needed to address this absence so that richer and more inclusive histories can be told.

Born-digital records continue to represent both a challenge and an opportunity for the Archives. The Branch's existing infrastructure has some limitations; in addition to space constraints, the cloud review process has shown that the Archives Canada Digital Preservation Service may not meet our requirements going forward. In the past, staff have sought to partner with departments on pilot projects related to digital preservation and are hopeful that continued strengthening on the Records Management program will lead to new transfers of born-digital records.

The Archives will also continue to address the backlog of archival records to be processed as well as optimization of storage space at 50 Myrtle St. The move out of 311 Ross resulted in the identification of ad hoc materials that were added to the archival backlog. Many of these materials ended up at the Myrtle facility, despite inadequate storage space and conditions for them. Part of the issue will be addressed through a re-shelving project scheduled for 2020.

Records and Information Management (RIM Program)

Corporate Records Centre: In the coming year the Corporate Records Centre (CRC) will continue its fit up operations of the Inkster Industrial site with the completion of the second phase of the shelving installation, as well as the acquisition of equipment to access, retrieve, and store records on the expanded shelving.

Enterprise Content Management System (ECM): Records Management Staff will continue to work with our partners in IT, Legal Services, and Administration to move forward with the City's efforts to manage records and information in the digital environment through ECM. Staff will be challenged to provide departments with the guidance, tools, and support necessary for successful implementation.

Access and Privacy Office (APO)

In 2019, the APO continued to process more corporate and multi-departmental requests for access to information than the previous year. Staff were challenged to manage the volume of requests received and to maintain requisite tracking and documentation to support best practices and respond appropriately in the event of a complaint. In addition, the volume and complexity of privacy issues facing the City continues to grow in tandem with the growing use of IT systems and applications for service delivery. In Winnipeg, as elsewhere, there has been a marked increase in public awareness of privacy issues, the potential risks to privacy that information systems pose, and the consequences of not mitigating these risks. The APO continues to play a central role in the City's privacy risk mitigation efforts by conducting Privacy Impact Assessments; reviewing IT/ IM initiatives involving personal information; developing additional training and guidance material; and by continuing to provide privacy-related advisory services to City departments. However, staffing resources in this area also continue to be strained, limiting the potential benefits the APO can provide City departments.



Service statistics track Branch operational activities for the year and are useful for measuring basic levels of activity. Service statistics do not reflect staff time required to prepare for and administer research visits, departmental requests for boxes, transfers or destruction orders, and time logging and tracking requests under FIPPA. All of this work combined underscores the value of recordkeeping to the City.

Records and Information Management (RIM Program)

Corporate Records Centre Program, 2015-2019*

Year	Transfers	Box Retrievals	File Retrievals	Rush Box Retrievals	Rush File Retrievals	Boxes Reshelved	Files Refiled	Destruction	Withdrawals
2015	1319	913	236	4	31	954	263	377	0
2016	1174	1064	314	19	35	959	260	1603	131
2017	961	892	311	55	43	861	346	49	0
2018**	155	518	227	84	74	594	211	405	0
2019	1432	492	201	70	41	562	195	254	32

^{*}In cubic feet.

City of Winnipeg Archives (Archives Program)

Archives Program, Researcher Services, 2015-2019

Year	In Person Research Visits	Requests for Information/Research (Mail, E-Mail, 311, Phone, Walk-Ins)	Record Retrievals	Copies Prepared*	Acquisitions**
2015	389	1021	2423	375	109.35
2016	302	1110	1562	567	10.7
2017	347	1021	1473	346	130.23 and 3.3455GB
2018	353	908	1061	506	9.6
2019	304	919	1187	468	500

^{*}Includes photocopies of records and prints of photographs and plans. Researchers may use digital cameras/phones to make copies.

**In cubic feet/GB for digital materials (11 donations).

^{**}Departmental transfers to the CRC were suspended in 2018 to allow staff to prepare for the move.

Archives Program, Outreach Services, 2015-2019

Year	Publications	Exhibits Web and Physical	Lectures/Speaking Engagements	Archives Tours
2015	2	3	1	2
2016	3	4	3	5
2017	4	5	2	3
2018	3	4	2	1
2019	3	7	5	1

Archives Program, Control of Holdings (Archival Processing), 2019

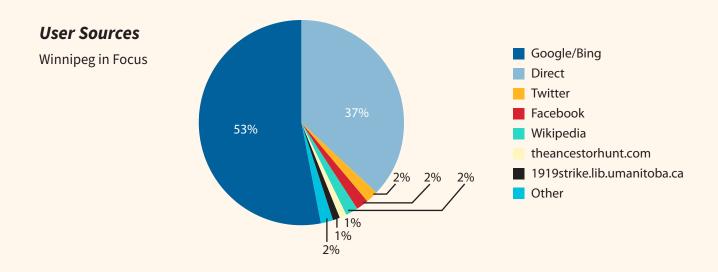
Title	Ext Meters Volu	ent umes/Items		
Finance Committee Communications (ongoing)	6.25			
Legal Contracts (ongoing)	3.25			
Greater Winnipeg Water District Contracts	1.02			
Metro Photographs and Materials		800		
William Smaill fonds		500		
Brookside Cemetery Plans		22		
City of Winnipeg Archives' Photograph Collection (additions)		17		
Digital Objects uploaded to Winnipeg in FOCUS		312		
Total	10.52	1651		
Humidification/Flattening: Program on hold pending identification of suitable space.				

Web Analytics for Winnipeg in Focus, 2018-2019*

Year	Users/Month	Sessions/Month	Pageviews/Month		
2018	335	431	3318		
2019	534	702	5597		
*Started collecting data in August 2018.					

Web Analytics for Winnipeg in Focus, 2019

Users/Year	Sessions/Year	Pageviews/Month
6406	8429	67,165





Access and Privacy Office Statistics, 2015-2019

The following figures demonstrate the stable trends over the last five years, from 2015 to 2019, in terms of department distribution, access decisions, and response times.

Five-year comparisons

Applications by department	2015	2016	2017	2018	2019
Access and Privacy Office		128	203	251	273
Assessment and Taxation	30	4	0	2	5
Audit	1	0	0	0	*
Chief Administrative Office	6	*	*	*	*
City Clerk's	47	*	*	*	*
Community Services	38	44	35	42	37
Corporate Communications					*
Corporate Finance					*
Corporate Services	32	15	*	*	*
Fire Paramedic Service	166	147	121	149	112
Fleet Management Agency	1	*	*	*	*
Golf Services	*	*	*	*	*
Innovation, Transformation & Technology				*	*
Legal Services	2	*	*	*	*
Mayor's Office	6	*	*	*	*
Parking Authority	9	7	2	4	*
Planning, Property and Development	19	51	14	32	20
Police Service	633	548	401	499	662
Public Works	81	64	44	40	59
Transit	21	15	18	52	37
Water and Waste	33	21	21	18	33
Total Received	1125	1044	1044	1089	1238
Total Processed	993	855	859	917	1049

^{*} In 2019, APO coordinated and responded to complex requests, multi-department requests, as well as those for records from Departments without FIPPA Coordinators (as marked with asterisks above).

Total Received = applications received within the calendar year

Total Processed = applications completed within the calendar year, including those carried over from the previous year.

Applications that are withdrawn, abandoned, transferred, or carried over to the following year are not included in this figure.

Access Decisions, 2015-2019

Access Decisions	2015	2016	2017	2018	2019
Access Granted	112	125	103	104	120
Access Granted in Part	623	539	515	486	641
Access Denied	132	83	76	90	141
Records do not exist/could not be located	80	93	65	103	101
Refused to confirm/deny existence	7	4	4	8	3
Disregarded	39	11	96	126	43

72% of last year's access decisions granted full or partial access to records which is up from last year's figure of 64% but on par with the previous three years.

Response times, 2015-2019

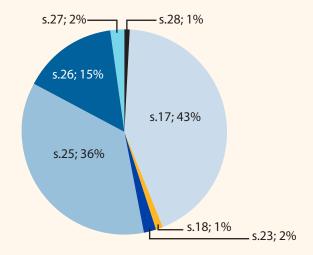
Response Times	2015	2016	2017	2018	2019
Within 30 days	924	812	813	586	781
Within 30-60 days	56	38	42	179	109
More than 60 days	13	5	4	152	159
Number of responses that were "on time"	941	833	839	613	785

As in 2018, a higher number of requests than usual were not responded to within legislated timeframes. This was largely due to temporary resource strains within a single department, and therefore does not represent an on-going trend. To mitigate issues related to the service disruption, applicants were advised about expected delays, and the Office of the Manitoba Ombudsman was proactively notified.

2019 in depth: Consistent with past years, the City relied most heavily on mandatory exceptions to disclosure that protect the personal information of third parties (section 17) and discretionary exceptions that protect integrity of legal investigations or the safety of individuals and property (sections 25 and 26). Applicants overwhelmingly requested personal information as opposed to general and the applicant category numbers reflect a majority of applicants categorized as "public." The following graphics demonstrate each of these trends.

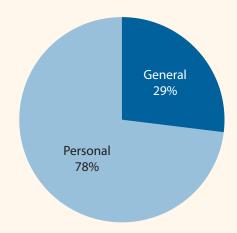
2019 City Exceptions to Disclosure

Use of Exceptions by FIPPA Section

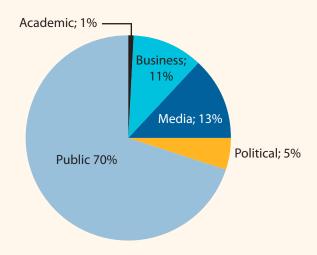


2019 Request Types

Applications for General vs. Personal Information



2019 Requests by Applicant Category





The Records Committee wishes to acknowledge the work and commitment of:

- Archives and Records Control staff for their ongoing efforts and achievements in 2019
- Employee Development for administrative support and resources for all training initiatives.
- City of Winnipeg Departmental Records Officers and Freedom of Information and Protection of Privacy Act Coordinators for their participation in records management and access to information and protection of privacy services.

Archives and Records Control Branch Staff (as at December 31, 2019)

City Records Manager/Archivist	Konrad Krahn
Access and Privacy Officer	Denise Jones
Access and Privacy Coordinator	(Vacant)
Senior Records Manager	Allan Neyedly
Records Manager	Scott Reid
Records Manager	Marta Dabros
Records Manager	Don Kroeker
Senior Archivist	Sarah Ramsden
Archivist	Martin Comeau
Digital Archivist	Jarad Buckwold
Clerk	Sallie Caufield
Clerk	Lynne Foster

Departmental Records Coordinators

(as at December 31, 2019)

City Clerk's	. Scott Reid
City Clerk's	. Don Kroeker
Community Services	. Lea-Ann Miller
Planning, Property and Development	. Pam Langstaff
Public Works	. Shelly Smith
Transit	. Rose LeBleu
Water and Waste	. Amanda Linden
Winnipeg Civic Employees' Benefits Board	. Rebecca Schramm





FIPPA Coordinators

(as at December 31, 2019)

Assessment and Taxation	Chrispin Ntungo
Audit	Angel Sobrevilla
CAO	Access and Privacy Office
City Clerk's	Access and Privacy Office
Community Services	Pam Chaves
Corporate Support Services	Access and Privacy Office
Fire Paramedic Services	André Berard, Michelle Weimer
Legal Services	Harold Dick
Mayor's Office	Access and Privacy Office
Planning, Property and Development	Pam Langstaff
Public Works	Shelly Smith
Transit	Rose LeBleu
Water and Waste	Amanda Linden
Winnipeg Police Service	Kim Carswell, Shannon Hanlin,
	Colleen Chabot, Michele Trudel,
	Milan Patel, Monica De Castro
Winnipeg Parking Authority	Dan Locke

Postcard showing Portage and Main on Bloody Saturday, June 21, 1919.



First setting up of inside forms at mile 51, circa 1915. Part of the William Smaill Photo Album.

ONLINE TOOLS AND DIGITAL EXHIBITS

winnipeg.ca/clerks/toc/archives.stm



Winnipeg in FOCUS is a database for archival descriptions and digital collections at the City of Winnipeg Archives.

Users can search and browse holdings at the City of Winnipeg Archives and view digital reproductions of photographs and other archival records.



Pathways exhibits contain images of primary documents and photographs that capture the tone and flavour of Winnipeg's early years. Exhibits are:

- Women and Work
- The Emergent City*
- Staff Favourites
- Typhoid!*
- Milk Matters*
- An Act of Imagination*
- · More than the Sum of its Parts
- * Includes curriculum-based educational tools for Grades 9, 10 and 11, as well as puzzles and games for students of all ages.

SOUVENIRS

Three short films created by filmmaker Paula Kelly during a six month artist residency at the City of Winnipeg Archives, funded by the Winnipeg Arts Council's Public Art Program. Films are: *Sand and Stone, Watermarks, Waiting for the Parade*



City Clerk's Greffier

