

Bates, Tamara

Subject: FW: Webform submission from: Request to Speak to a Committee of Council**From:** City of Hamilton <hello@hamilton.ca>**Sent:** July 17, 2023 12:57 PM**To:** clerk@hamilton.ca**Subject:** Webform submission from: Request to Speak to a Committee of Council

Submitted on Mon, 07/17/2023 - 12:56

Submitted by: Anonymous

Submitted values are:

Committee Requested

Committee

Audit, Finance & Administration Committee

Will you be delegating in-person or virtually?

Virtually

Will you be delegating via a pre-recorded video?

No

Requestor Information

Requestor Information

Hafeez Hussain

Etobicoke , ON.

Preferred Pronoun

he/him

Reason(s) for delegation request

Council Delegation Request - Improving Service Standards and Transparency with the General Public at the City Clerk Office

As council has passed a resolution of having City Hall and Transparency in Municipal Government as top priority, I would like to bring to the attention of the audit, finance and administration committee the redundancies of no digital tools to submit Privacy and Access to Information Request Intakes to the city, service level standards to ensure the City Clerk office keeps its SLA, and ensuring that the City Clerk Office is always transparent to citizens when it comes to submitting privacy complaints and access to records requests. Also, there is no formal policy passed by City Council for residents to submit fee waivers due to financial hardships or impact from City Staff which is required to obtain a record.

Focus needs to be putting the taxpayer/resident at the centre of everything and ensuring that taxpayers see value for money for what our property taxes roll is paying for administrative and corporate services functions at the City of Hamilton.

Will you be requesting funds from the City?

No

Will you be submitting a formal presentation?

Yes