



**LEGISLATIVE AND COURT
SERVICES DEPARTMENT
MEMORANDUM**

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TO: MAYOR J. LEHMAN AND MEMBERS OF COUNCIL

FROM: WENDY COOKE, CITY CLERK/DIRECTOR OF LEGISLATIVE AND COURT SERVICES

NOTED: D. MCALPINE, GENERAL MANAGER OF COMMUNITY AND CORPORATE SERVICES

M. PROWSE, CHIEF ADMINISTRATIVE OFFICER

RE: METHODS TO CONFIRM PROPERTY OWNERSHIP

DATE: APRIL 12, 2021

The purpose of this Memorandum is to provide members of General Committee with a response to paragraph 5 of motion 20-G-217 adopted by City Council on December 7, 2020.

That staff in the Legislative and Court Services Department explore ways to have contact information for properties, including but not limited to phone numbers, emails, and alternative addresses, in order to allow the Enforcement Services Branch to reach property owners that have properties with by-law infractions in a quick and timely manner, and report back to General Committee by April 12, 2021.

When personal information is requested by the City, a collection notice is required to be included on the form or application in order for the individual to be specifically advised of the manner in which their personal information will be used. This requirement is in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*. Examples of a collection notice are as follows:

- *Personal information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) for the purpose of candidate selection.*
- *Personal information collected as part of this application process is under the authority of the Municipal Act, 2001, S.O. 2001, c.25, as amended and will be used for the purpose of evaluating submissions for the Cultural Grant Program by the jury panel and City staff. When the process is complete, the names of the individuals that received funding, the amount they received and in which category - whether project or operating - will be made public.*

Currently, the City does not identify in any of its forms or applications that personal information collected will be utilized for all City of Barrie purposes. Once the new Customer Experience Management System is live, the following collection notice will be utilized:

- *Please be aware that information provided to Service Barrie via phone/via email (depending on the nature of the interaction) may be recorded in various City of Barrie systems to aid in the delivery of Customer Service for multiple departments within the City of Barrie. Information may also be used for training and quality assurance purposes. Questions or concerns can be addressed to the Manager of Customer Service.*

Staff are of the view that this statement allows for information collected by Service Barrie to be used by Departments such as Enforcement Services to confirm owner/tenant and address information of properties. This information will be available once the system goes live. Information on a go-live date for the CEM will be provided at a later date through Access Barrie.