

# **THE CORPORATION OF THE MUNICIPALITY OF MISSISSIPPI MILLS**

## **QUARTERLY UPDATE**

**DATE:** February 7, 2023

**TO:** Committee of the Whole

**FROM:** Jeanne Harfield, Clerk & Deputy CAO

**SUBJECT:** Clerk Department Quarterly Report – Q1

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### **DEPARTMENT HIGHLIGHTS:**

Over the past quarter the Clerk's department has focused on wrapping up the election, planning the Inaugural and orientation. We have also launched the electronic records management solution which will be a major project for the municipality during the first half of 2023.

### **2023 PROJECT UPDATES:**

During the first few months of the 2022-2026 term of Council, the Clerk's department has been responsible for the following deliverables:

- Planning and executing the Inaugural meeting of Council
- Coordinating mandatory training for all members of Council
- Coordinating and implementing Council orientation
- Working with the Finance Department on communications strategies for the 2023 budget (drafting spotlights, drafting questionnaire and launching questionnaire)
- Updating municipal website with new Council bios and contact information
- Completing mandatory Freedom of Information requests
- Managing legal matters for the municipality
- Continuing statutory requirements (commissioner of oaths, marriage licences, lottery licences, seasonal stands, etc.)
- Working with the CAO on IT strategy implementation
- Initiated the process of implementing the electronic records management solution

**KPIs:**

Since November 2022, the municipality has received the following that is managed by the Clerk's department.

Matter	Number of new requests			
	Q1	Q2	Q3	Q4
Freedom of Information	2			
Legal	1*			
Commissioner of Oaths	19			
Marriage Licences	10			
Lottery Licences	4			
Seasonal Stands	0			
Other Licences (taxi, kennel)	4			
Petitions	0			
Formal Complaints	1			
IC Complaint	0			

\*appeals or new motions of existing matters are not tracked in the above table.

To provide some context on staff time and fees collected for the list above:

Matter	Time	Fee
Freedom of Information	Variable – simple requests 5-10 hours, complex or high volume request over 100 hours	Set by the province \$7.50/per 15min of eligible time.
Legal	Variable – majority require significant staff time	No fee unless costs are awarded as part of the legal process
Commissioner of Oath	10-20 minutes	\$15 (set by municipality)
Marriage Licences	1-2 hours	\$150 (set by municipality)
Lottery Licences	Up to 3 hours	3% of proceeds (provincial guidelines)
Seasonal Stands	Up to 3 hours	\$300 - \$750 depending on the type of stand (set by the municipality)
Taxi	20min	\$100 (operator) \$100 (driver) (set by the municipality)
Kennel	20min	\$100 (set by the municipality)
Petitions	Up to 5 hours	No fee
Formal Complaints	Variable, simple 4 hours complex may require 3 <sup>rd</sup>	No fee

	party investigators and significant staff time.	
IC Complaint	1-2 hours depending on material required for the integrity commissioner	

The Clerk's department is currently managing a number of requests, the list below provides an overview of ongoing matters:

Matter	Number of Active Files	Details
Freedom of Information	1	Expected final notice of decision to be sent in March 2023. Large request.
Legal	15	Files are either awaiting trial date, have been appealed, or are in the beginning stages.
Petitions	2	Matters will come to Council as per the petition policy in Q1.
Formal Complaints	0	Matter received in November has been investigated and closed.
IC Complaints	0	Annual report from the IC will come forward to Council.

The Clerk's department also is responsible for corporate communications which includes managing the municipality's social media pages, the website and media relations. It also includes drafting media releases, municipal statements, council highlights and more.

Over the past quarter the communications coordinator has developed social media campaigns, centralized communications for all departments, drafted statements, media releases, liaised with media and updated and monitored the website. KPIs related to communications and top performing posts are attached to this report. The first attachment provides data and performance on the Mississippi Mills Facebook page including page likes, engagement, demographics of audience, reach and impressions. The other attachments provide information on the performance of the municipal website including most visited pages and an overview of the users.

## LOOKING AHEAD:

In Q2 the Clerk's department will undertake a number of projects such as:

- Continuing the implementation of the electronic records management solution
- Digitization of records
- Governance Review which will include a review of the following: Procedural By-law, Committee Structure, By-law review (delegation of authority), and Notice By-law.

- Communications will focus on strategic initiatives to increase reach of posts as well as engage with target audiences
- Develop a community engagement strategy and framework

Respectfully submitted by,

Reviewed by:

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Jeanne Harfield,  
Clerk & Deputy CAO

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Ken Kelly,  
CAO

#### ATTACHMENTS

1. Facebook Analytics
2. Website Analytics – Audience Overview
3. Website Analytics - Pages