

THE CORPORATION OF THE MUNICIPALITY OF MISSISSIPPI MILLS

QUARTERLY UPDATE

DATE: April 25, 2023
TO: Committee of the Whole
FROM: Jeanne Harfield, Clerk & Deputy CAO
SUBJECT: Clerks Department – Q2

DEPARTMENT HIGHLIGHTS:

Since our previous quarterly report in February, the Clerk's department has been focused on Governance review, communication surrounding MM2048 and other projects, project management coordination planning, information technology and more.

2023 PROJECT UPDATES/PENDING ITEMS:

Since February the Clerk's department focused on the following:

- IT solutions
- Digitization of records
- Electronic Records Management
- Governance Review
- Draft Procedural By-law review
- Communication initiatives around MM2048, bicentennial and other projects
- Project Management Office planning

In order to kick-off community consultation in the lead up to strategic planning, meetings with sector groups across MM have taken place or are in the process of being arranged. The purpose of these meetings is three-fold:

- 1) To build on current relationships within these groups
- 2) To inform business about the Public Information Centre and/or highlight plans for MM2048 and encouraging them to participate or share the information with others in their circle.
- 3) To solicit feedback to inform Council of considerations for the Strategic Plan this term and the years to follow.

To date, the Mayor, Manager of Community and Economic Development and the CAO have met with those in Agriculture; Construction/Trades; Equality, Diversity, and Inclusivity; Community Services; and Youth as well as businesses in Pakenham. Due to availability, meeting dates are being scheduled at a later date for those in Manufacturing.

KPIs:

Since February 2023, 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	2		
Legal	1*	0		
Commissioner of Oaths	19	10		
Division Registrar	10	27		
Lottery Licences	4	1		
Seasonal Stands	0	3		
Other Licences (taxi, kennel, AGCO)	4	4		
Petitions	0	0		
Formal Complaints	1	0		
IC Complaint	0	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)
Division Registrar	Variable, ranging from 20min to 1-2 hours depending on the type of request.	Ranging from \$10 - \$150 depending on the type of request.
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 rd party investigators and significant staff time.	No fee
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	3	New FOI request received and outstanding ones that have been awaiting deposit from requestor.
Legal	15	Files are either awaiting trial date, have been appealed, or are in the beginning stages.
Petitions	0	No new petitions
Formal Complaints	0	No new formal complaints
IC Complaints	0	Annual report from the IC will come forward to Council.

Corporate communications managed through the Clerk's department by the Communications Coordinator continue to focus on centralizing all communications through one office. Focus from this quarter has been on promoting survey (Community Services Master Plan, Transportation Master Plan), promotion of bicentennial events, and MM2048.

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.

At the March 21st, 2023 meeting, Council directed staff to bring back updates and/or changes to various sections of the Governance Report including framework for a Community Engagement Strategy. The purpose of the Strategy is to determine how the Municipality can better support public engagement opportunities with all residents, and to build trust and a stronger relationship with the public. The framework will be brought forward to Council in June for consideration.

LOOKING AHEAD:

Over the next quarter the focus will be on the following projects:

- Finalizing the Procedural By-law
- Bringing forward updates to various policies and by-laws
- Continued focus on corporate communication campaigns
- Development of Engagement Strategy
- Strategic Planning Support
- Launch of Project Management Office
- IT solutions
- Electronic Records Management

Respectfully submitted by,

Reviewed by:

Jeanne Harfield,
Clerk & Deputy CAO

Ken Kelly,
CAO

ATTACHMENTS

1. Social media and website analytics