

THE CORPORATION OF THE MUNICIPALITY OF MISSISSIPPI MILLS

QUARTERLY UPDATE

DATE: August 29, 2023
TO: Committee of the Whole
FROM: Jeanne Harfield, Clerk & Deputy CAO
SUBJECT: Clerks Department Quarterly Report – Q3

DEPARTMENT HIGHLIGHTS:

Since the previous Q2 update in April, the Clerk's department has completed the drafting of the Procedural By-law as well as continued focused on policy review, communications support, project management kickoff and community engagement strategy development.

2023 PROJECT UPDATES/PENDING ITEMS:

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

- IT RFP review and award
- Governance Review
- Communications support (ex: Bicentennial event, budget survey and spotlights, wellness trail, and more)
- Policy Review (Petition, Proclamation, Council Remuneration, Mayor's Expenditure)
- Kickoff of the Project Management Office
- Support for Community Services Engagement (Focus Groups)

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	1	
Legal	1	0	1	
Commissioner of Oaths	19	10	15	
Marriage Licences/ Division Registrar	10	3/27	33/25	
Lottery Licences	4	1	6	

Seasonal Stands	0	3	6	
Other Licences (taxi, kennel, AGCO)	4	4	5	
Petitions	0	0	0	
Formal Complaints	1	0	2	
IC Complaint	0	0	0	

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	1	New FOI request received and outstanding ones that have been awaiting deposit from requestor.
Legal	8	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 surveys (Community Services Master Plan, Transportation Master Plan, 2024 Budget), MM2048, promotion of bicentennial events, and the development of a Community Engagement Strategy, which is before council this evening.

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 attachment provides information on the performance of the municipal website including most visited pages, an overview of the users, and engagement.

LOOKING AHEAD:

- Over the next quarter the focus will be on the following projects:
- Bringing forward updates to various policies and by-laws
 - Continued focus on corporate communication campaigns
 - Implementation of Community Engagement Strategy
 - Launch of Project Management Office – with report back to Council
 - IT solutions
 - Electronic Records Management
 - Accessibility work to website

Respectfully submitted by,

Reviewed by:

Jeanne Harfield,
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Ken Kelly,
CAO

ATTACHMENTS (if applicable):

1. Social media and website analytics