

# THE CORPORATION OF THE MUNICIPALITY OF MISSISSIPPI MILLS

## QUARTERLY UPDATE

**DATE:** October 17, 2023  
**TO:** Committee of the Whole  
**FROM:** Jeanne Harfield, Clerk & Deputy CAO  
**SUBJECT:** Clerks Department Quarterly Report – Q4

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### DEPARTMENT HIGHLIGHTS:

Since the previous Q3 update in August, the Clerk's department has completed the Community Engagement Strategy, continued with Governance Review, is leading change management in IT (master service provider transition from Lanark IT to iC360 and new electronic records management provider – Stoneshare). The Clerk's Department has also assisted with the development of the budget, communications and promotions across the corporation.

### 2023 PROJECT UPDATES/PENDING ITEMS:

Since August the Clerk's Department has been focused on the following:

- Leading the transition for IT services from Lanark County IT to iC360
- Leading the launching of the electronic records management platform (Stoneshare) which requires reviewing all documents currently on the server, establishing the architecture for the new system, and coordinating training and go live dates for all departments. The municipality has over 430,000 records that need to be reviewed and organized prior to being transitioned to the new program. Each department will take up to 5 days each to review related documents.
- Approval of the Community Engagement Strategy, staff are currently working on training and toolkit development for staff.
- Support communications for budget 2024, MM2048 and other initiatives such as Bicentennial events and more.
- Review of advertising budget and establishing options to ensure that legislated notice requirements are met and that residents receive important information.
- Launch of the Project Management Office
- Launched the new accessibility software to ensure that the Municipal website is fully accessible as per the new requirements. This included an audit of our website, training of staff and updating documents on the website to ensure that they are in an accessible format.

**KPIs:**

Since the end of August, the Clerk's Department has responded to the following requests.

Matter	Number of new requests			
	Q1	Q2	Q3	Q4
Freedom of Information	2	2	1	0
Legal	1	0	1	2**
Commissioner of Oaths	19	10	15	9
Marriage Licences/ Division Registrar	10	3/27	33/25	19/12
Lottery Licences	4	1	6	4
Seasonal Stands	0	3	6	0
Other Licences (taxi, kennel, AGCO)	4	4	5	3
Petitions	0	0	0	0
Formal Complaints	1	0	2	3*
IC Complaint	0	0	0	0

\*The formal complaints are any complaints that are submitted and filled out via the fillable form on the website. Of the three complaints that were received this quarter, all were resolved within a week and did not require a formal investigation.

\*\*These matters are not at Statement of Claim yet, however, we have received notice of intent to bring suit. We will continue to monitor and keep insurance apprised of any updates.

Matter	Number of Active Files	Details
Freedom of Information	0	No new FOI request and no open requests.
Legal	8	Files are either awaiting trial date, have been appealed, or are in the beginning stages. 2 of the 8 files are at the very early stages (letter of intent issued but no statement of claim filed)
Petitions	0	No new petitions
Formal Complaints	0	No active formal complaints
IC Complaints	0	Annual report from the IC will come forward to Council.

Since August, 3 legal matters have been closed, the specifics of these, such as cost award and terms of settlement, will be brought forward in a closed session.

Corporate communications managed through the Clerk's department by the Communications Coordinator continue to focus on centralizing all communications through one office. 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:**

For the remainder of the year the Clerk's department will be heavily focused on the transition of IT services and the launch of the new electronic records management program. Following this transition of both, the municipality will be operating out of the cloud. The communications coordinator will be working on implementing the Community Engagement Strategy through training initiatives with staff, MM2048 support and wrapping up the Bicentennial Year. The Clerks will also be continuing to review outdated policies to ensure they are compliant with legislation and are reflective of current and best practices. In the New Year, staff will also be working on potential training sessions for Council and staff.

Respectfully submitted by,

Reviewed by:

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Jeanne Harfield,  
Clerk & Deputy CAO

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Ken Kelly,  
CAO

### **ATTACHMENTS (if applicable):**

1. Social media and website analytics