

THE CORPORATION OF THE MUNICIPALITY OF MISSISSIPPI MILLS

QUARTERLY UPDATE

DATE: January 16, 2024
TO: Committee of the Whole
FROM: Jeanne Harfield, Clerk & Deputy CAO
SUBJECT: Clerks Department Quarterly Report – #1

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 October, the Clerk's Department has been working on the following:

- The transition for IT services from Lanark County IT to iC360. This has included transitioning all users to the cloud with a firm deadline for this transition of January 31, 2024.
- Led the municipality through the transition to the electronic records management system. At this time, all but one department has been transitioned over to the Stoneshare system. Stoneshare uses Microsoft Sharepoint which is a cloud-based solution and will make it easier to share documents, search and will fully replace the h:drive which was housed all former records.
- Staff continued the rollout of the Community Engagement Strategy, and staff completed a toolkit and training for staff.
- Created and helped develop materials related to the 2024 Budget, Development Charges, and the aquatic reimbursement pilot program, as well as continued promotion of services and Bicentennial events.

KPIs:

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

Reporting Dates: October 1, 2023 - December 31, 2023					
Clerk's KPIs	2023 (Jan-Sept 30)	October	November	December	Total Q4
Freedom of Information	5	0	0	1	1
Legal(active files)	8	0	0	0	0
Commissioner of Oaths	53	2	6	2	10
Division Registrar i.e Marriage Licenses/ Death Registrations	129	10	9	7	26
Lottery Licenses	15	4	1	2	7
Seasonal Stands	9	0	0	0	0
Other Licenses	16	0		4	4
Petitions	0	0	0	0	0
Formal Complaints	3	0	0	1	1
IC Complaints	0	0	0	0	0

*The formal complaints are any complaints that are submitted and filled out via the fillable form on the website. The formal complaint received was sent to the appropriate Department Head and settled.

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.

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

Following Council's approval of the Community Engagement Strategy, a toolkit was created and training for staff was conducted in the fall. This toolkit will continue to be updated as new engagement opportunities arise. Public engagement remains a high priority.

Communications also assisted with promotions and publicity for the upcoming second MM2048 Public Information Centre and continued to provide support for municipal events and messaging for departments.

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 the audience, reach, and impressions. Highlights include:

- Post reach has increased 158.9% over numbers from the Q3 period.
- Facebook page likes and follows are up 55.3%.
- Engagement (interactions, comments, and shares) have risen by 121.6%.

The other attachment provides information on the performance of the municipal website, including the most visited pages, an overview of the users, and engagement. It shows the most new users are accessing the municipal website directly, rather than being referred through a search engine or social media channels.

LOOKING AHEAD:

Q1 of 2024 will see the final transition to the electronic records management system (StoneShare).

The Integrity Commissioner and FOI yearly reports will be brought forward to Council.

With the approval for a part-time Communications Assistant position in the 2024 Budget, the department is in the process of creating a job description for this role in Q1 of 2024.

Engagement around community safety and well-being will continue to be a focus with the development of a public education / spotlight series.

Respectfully submitted by,

Reviewed by:

Jeanne Harfield,
Clerk & Deputy CAO

Ken Kelly,
CAO

ATTACHMENTS:

1. Social media and website analytics