

THE CORPORATION OF THE MUNICIPALITY OF MISSISSIPPI MILLS

QUARTERLY UPDATE

DATE: April anuary 16, 2024

TO: Committee of the Whole

FROM: Jeanne Harfield, Clerk & Deputy CAO

SUBJECT: Clerks Department Quarterly Report – #2

DEPARTMENT HIGHLIGHTS:

Since the previous report (2023 year-end) in January, the Clerk's Department has been focused on continued policy review, statutory requirements, recruitment, communications initiatives and finalizing the sharepoint transition project.

2024 PROJECT UPDATES/PENDING ITEMS:

Since January, the Clerk's Department has been working on and completed the following:

- Successfully recruited Communications Assistant, Shion Hyde. Over 50 applications were received and interviewed were completed for 4 top candidates. Shion began with the Municipality at the end of March and will work 20 hours per week.
- StoneShare transition complete, all departments are now operating in the cloud environment. Records management and disposition of records will continue to be managed by the Clerks department.
- Improvements to the PMO templates to include Community Safety and Wellbeing Initiatives
- Development of the Administrative Monetary Penalty By-law
- Review of the Council Vacancy Policy
- Review of the Council Remuneration By-law
- Creation of the Drainage manual for residents
- Development Charges pamphlet creation
- Communication support to departments

Upcoming

- Mayor's Youth Advisory Committee research and drafting terms of reference
- Development Municipal Newsletter – estimated launch date June 2024
- Community Safety & Well Being projects – updates to website, reach out to your neighbour campaign
- AMPS Communications Strategy

KPIs:

Since the end of March 2024, the Clerk's Department has responded to the following requests.

Reporting Dates: January 1, 2024 – March 31, 2024					
Clerk's KPIs	2023	Jan	Feb	Mar	Total Q1
Freedom of Information	6	0	1	1	2
Legal(active files)	8	0	1	1*	2
Commissioner of Oaths	63	6	4	4	14
Division Registrar i.e Marriage Licenses/ Death Registrations	155	8	10	11	29
Lottery Licenses	22	0	1	2	3
Seasonal Stands	9	0	0	1	1
Other Licenses	20	1	2		3
Petitions	0	0	0	0	0
Formal Complaints	4	1	0	0	1
IC Complaints	0	0	0	0	0

*The new application received in March relates to a previous matter that was ruled on by the Courts.

Formal complaints are any complaints 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	1	We currently have 1 active FOI request. This request is large and will require significant staff resources to complete.
Legal	10	Files are either awaiting trial date, have been appealed, or are in the beginning stages.
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.

Council will be updated as legal matters progress, currently many are waiting for court dates and schedules or updates from opposing Council. The municipality does not report on insurance claims that are received that have not advanced to statement of claims. The process when an insurance claim is received is that it is forwarded to our insurance provider who conducts research to determine if the municipality is liable or not. If we are deemed to be liable then it is forwarded onto a solicitor. If we are found to not be at fault the insurance provider will issue a letter of denial to the claimant.

Communications, handled by the Clerk's Department, continues to provide communications support to departments, as well as manage the municipal website and social media channels.

A highlight for Q1 was International Women's Week campaigns with spotlights on Women in Emergency Response (Lanark County OPP, Mississippi Mills Fire Department, and Lanark County Paramedic Service), as well as Women in Leadership. A follow-up Women in Leadership community meet and greet with our female Council Members is planned at Ottawa Valley Coffee on May 3 from 5-6:30 p.m.

Communications also worked with Development Services and Engineering to create the Homeowner's Guide to Lot Grading and Drainage and will prepare a postcard for mail out to residents. Communications was responsible for creating pamphlets for the new Development Charges By-laws as well.

Work has begun on the Community Safety and Well-being initiatives approved by Council in and will continue into Q2. These projects include a "Connect With Your Neighbour" community campaign, compiling resources for seniors' in the area, and a dedicated Community Safety and Well-being page on the website.

Upcoming projects include public engagement for the 2025 Budget process and related survey, campaigns for National Volunteer Week, Emergency Preparedness Week, Arbour Week, and AccessAbility Week, and continued municipal event and corporate communications support.

Attached with this report are analytics reports for Facebook and Instagram, as well as the municipal website. Of note, more emphasis in Q1 was placed on increasing Instagram engagement, which has been successful. Post reach is up 101.7%, and engagement has increased significantly.

LOOKING AHEAD:

- The Integrity Commissioner will be brought forward to Council once received by the municipality.
- The municipal newsletter will make its debut in June

- Implementation of AMPs and support to departments for administration as well as communication.
- Updates to municipal website to ensure accessibility standards are met
- Hire and onboard summer students

Respectfully submitted by,

Reviewed by:

Jeanne Harfield,
Clerk & Deputy CAO

Ken Kelly,
CAO

ATTACHMENTS:

1. Social media and website analytics