

THE CORPORATION OF THE MUNICIPALITY OF MISSISSIPPI MILLS

QUARTERLY UPDATE

DATE: April 8, 2025
TO: Committee of the Whole
FROM: Jeanne Harfield, Clerk & Deputy CAO
SUBJECT: Clerk's Department Quarterly Report – Q1

DEPARTMENT HIGHLIGHTS:

This report covers the period from January 1 to March 31, 2025. During the fourth quarter, the Clerk's department worked on several initiatives including:

- Mid Term Governance Review
- Delegation of Authority by-law updates
- Routine Disclosure policy
- MM2048 Engagement Strategy and planning
- Updates to Communication Plan and social media policy
- Development of Mississippi Mills style guide
- Publication of winter newsletter

2025 PROJECT UPDATES/PENDING ITEMS:

The first half of 2025 will be focused on governance review as well as the MM2048 engagement strategy roll-out.

The upcoming MM2048 public information center will be coordinated by the Clerk's department and will feature multiple key master plans for public information and comment. The upcoming PIC will be taking place at the John Levi Community Centre on April 30th from 2:00 – 8:00 pm

KPIs:

Reporting Dates: January 1, 2025 – March 31, 2025				
Clerk's KPIs	2024 Q1	Jan	Feb	Mar
Freedom of Information	2	1	0	3
Legal(active files)	2	0	2	1
Commissioner of Oaths	14	6	12	11
Division Registrar i.e Marriage Licenses/ Death Registrations	29	19	18	8
Lottery Licenses	3	0	0	0
Seasonal Stands	1	0	0	0
Other Licenses	3	3	5	3
Petitions	0	0	0	0
Formal Complaints	1	0	2	0
IC Complaints	0	0	0	0

LOOKING AHEAD:

Over the next quarter the Clerk's department will be bringing forward additional reports relating to the mid-term governance review such as:

- Procedural By-law review
- AI policy development
- Unreasonable Behaviour policy review
- Customer Service related policies and procedure development
- Asset Naming policy review

In addition, the Clerks department will be working on:

- Communications Plan training to staff including style guide
- Continuing to conduct accessibility review of municipal communication products
- Municipal Election planning
- MM2048 planning and engagement (PIC 2)
- Development of administrative policies relating to internal communications
- Development of Customer Services related policies

Respectfully submitted by,

Reviewed by:

Jeanne Harfield,
Clerk, Deputy CAO

Ken T. Kelly
CAO

ATTACHMENTS:

1. Q1 Website Analytics 2025
2. Q1 Social Media Analytics 2025