

CLERK'S DEPARTMENT MONTHLY REPORT

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This report covers June, July & August 2019

DEPARTMENT OVERVIEW & STATISTICS

<u>Area of Responsibility</u>	<u>2018</u> <u>Year End</u>	<u>2019</u> <u>Year To Date</u>
Insurance or Small Claims Processed (incl.potential)	24	15
Pelham Deaths Registered	101	53
Deaths Outside of Pelham Registered	106	73
Lottery Licenses Issued	30	19
Council Meetings Attended/Minuted	20	13
Special Council Meetings Attended/Minuted	24	29
COW Meetings Attended/Minuted	7	6
SCOW & Public Meetings Attended/Minuted	6	7
P & P Meetings Attended/Minuted	7	6
Pelham Audit Committee Meetings Attended/ Minuted		2
Affidavits Sworn	111	88
FOI Requests Received/Processed	19	2
FOI Appeal or Complaint		0
Closed Meeting Investigation	0	0
Committee of Adjustment – Variances	25	23
Committee of Adjustment – Consents	6	8
Committee of Adjustment – Hearings	11	9
Ontario Municipal Board Appeals C of A	0	0
Property Standards Appeals	0	0
Fence Viewing Meetings	1	0
By-laws	105	91
Itinerant Seller/Vehicle Licenses Issued	1	1
Wet/Dry Status to AGCO	1	1
Sidewalk Patio/Sidewalk Sale Permits	2	2
Special Event Permit – Private	0	1
Livestock Valuer Claims	0	2
Drainage Petitions Received	0	0
AMP Review Hearings	20	19
AMP Review Decision Appeals	0	0
Marriage Licenses Issued	45	24
Civil Marriage Ceremonies Officiated	9/13	6/8
Proclamations	8	7
Press Releases	37	17
News Briefs	62	48
Muzzle Order Appeal Hearing	0	1



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PR/MARKETING**Webpage Analytics for June:**

Page Views	Unique Page Views	Average Time on Page
78, 097	33,949	39 seconds

Page Views: Total number of page views; pages viewed multiple times are counted

Unique Page Views: Number of times a page was viewed at least once

Top 5 Visited Pages: Careers, Canada Day, MCC, Supper Market, Aquatics

Twitter Analytics for June:

Tweets	Impressions	New Followers
79	32.7k	14

Impressions: Number of times users saw the Tweet

Facebook Analytics for June:

Engagements	Page Views	Total Reach
4,579	779	13,293

Reach: Number of people who have seen any content associated with Page

Engagements: Number of people who engaged with Page; engagement includes any click or story created.

Webpage Analytics for July:

Page Views	Unique Page Views	Average Time on Page
81, 014	35,735	37 seconds

Page Views: Total number of page views; pages viewed multiple times are counted

Unique Page Views: Number of times a page was viewed at least once

Top 5 Visited Pages: Careers, Summerfest, Canada Day, MCC, Aquatics

Twitter Analytics for July:

Tweets	Impressions	New Followers
35	20.9k	15

Impressions: Number of times users saw the Tweet

Facebook Analytics for July:

Engagements	Page Views	Total Reach
2,546	616	6,287

Reach: Number of people who have seen any content associated with Page

Engagements: Number of people who engaged with Page; engagement includes any click or story created.

Webpage Analytics for August:

Page Views	Unique Page Views	Average Time on Page
57, 683	25, 123	37 seconds

Page Views: Total number of page views; pages viewed multiple times are counted

Unique Page Views: Number of times a page was viewed at least once

Top 5 Visited Pages: Careers, Supermarket, Transit, MCC, Zoning By-law


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Twitter Analytics for August:

Tweets	Impressions	New Followers
36	17.6k	8

Impressions: Number of times users saw the Tweet

Facebook Analytics for August:

Engagements	Page Views	Total Reach
1,416	397	6,053

Reach: Number of people who have seen any content associated with Page

Engagements: Number of people who engaged with Page; engagement includes any click or story created.

Projects

- Web site redesign in progress – sandbox site in hand, images, clean up, etc. underway. Go live date is September 30, 2019. Soft launch mid-September to internal.
- Fall/winter community guide completed and ready for production

Print Advertising/ Promotion

- June newsletter;
- 7 print ads;
- 15 Summerfest print ads;
- July newsletter;
- August newsletter;
- 8 print ads (August);
- 1 social media event promotion.

iCreate Training

On July 30, 2019, representatives from eSolutions facilitated an iCreate training session for administrative assistants and IT staff. This training will ensure that staff are familiar with the new website layout and properties prior to the go-live date.

PROJECTS**Procedural By-law Update**

The procedural by-law underwent review and revision to accommodate the changes desired by Council. As a result, Procedural By-law 4107(2019) was enacted on June 3, 2019. Changes include but are not limited to:

- A council start time of 5:30 p.m.
- A curfew of 9:00 p.m
- A delegation submission date of 8 days prior to the meeting concerning matters on the agenda;
- A delegation submission date 14 days prior to the meeting for matters not considered on the


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agenda; and

- Posting agendas to the public 3 business days before the meeting date.

Legislative Update

The Deputy Clerk has assembled a construction lien working group to help facilitate amendments to the *Construction Act*. The amendments will have a direct effect on the Clerk's department and Corporate Services department with emphasis on the Purchasing and Accounts Payable divisions. This Act will indirectly affect the Public Works department. This working group will establish correct practice and ensure compliance.

The Clerk's Department worked with the LEAN 6 Sigma Consultant to help draft the Committee of Adjustment's process in its current state and helped identify potential efficiencies. From these potential efficiencies a proposed future state was drafted. We look forward to implementing a new process, which will allow us to work more efficiently and better serve our community!

Internal Processes

Together with the Planning department, Clerks staff participated in a LEAN review of Committee of Adjustment Applications. A review of the current process was necessary to implement efficiencies and create a more streamlined procedure. The results of this review will be presented to SLT.

Records Management

1. Staff recorded and archived numerous boxes of historical by-laws from the Police Village of Fonthill and the Township of Fonthill, with the oldest by-law being from 1915.

CONSTITUENT CONCERNS & ISSUES ARISING

Flag Raising

In June, The Canadian Flag was removed at the Municipal Building to temporarily host a community flag, which has been the process for the past number of years. The Clerk's department received an abundance of concerns over the removal of the Canadian Flag.

To address flag raising concerns, a Flag Policy has been developed. If adopted, this policy will clarify flag protocol and provide guidelines for submitting a flag request to the Clerk's department. This policy was presented to Council for consideration at the Policy and Priorities Committee on September 3, 2019.

PERSONNEL

June 2-4th the Deputy Clerk attended the Ontario Association of Committees of Adjustment & Consent Authorities Conference in Toronto. She attended numerous informative workshops and shared the knowledge gained with Town staff upon her return. In addition to learning, Holly formed several relationships with other professional in the Committee of Adjustment field. Holly indicated the conference was excellent and she was thrilled to have attended.

The Clerk attended the 81st annual AMCTO conference from June 9 – 12th in Huntsville. This conference is Ontario's leading professional development and networking event for local government managers.

On June 13th, the Deputy Clerk made a presentation to SLT regarding the up-coming legislative changes to the Construction Act. The Clerk's Office has requested SLT create an internal working group to review the proposed legislative changes and create internal processes and procedures to address these changes. SLT approved the creation of the internal team. The working group is excited to undertake this project.

On June 20th, a presentation was made to SLT regarding the ongoing records management initiative within the Town. It is important that SLT remain aware of the requirements of their staff to ensure that the Town remain compliant with the prescribed records management policies and procedures. SMT support is crucial to the success of the program. There will be future in-depth training with all administrative assistants.

The Deputy Clerk performed her first wedding ceremony on June 28, 2019. We are happy that Holly is now able to provide this service for our residents!

The Deputy Clerk joined the Niagara Customer Service Network Committee. She met with the group on Thursday, July 18th. She looks forward to sharing our sister municipalities customer service tools and practices with the Town of Pelham's Senior Leadership Team. Furthermore, she is enthusiastic about sharing the Town's best practices and customer service experiences with our local municipalities.

The temporary Records Manager, celebrated her last day with the Town on August 23, 2019. Great progress was made towards the implementation of a records management program.

The Clerk attended the Risk Management Symposium hosted by AMO/Frank Cowan Company with workshops relating to Cybersecurity, Cannabis, Smart Cities and more.

GRANTS, CONTRACTS, RFPs & AGREEMENTS

MEETINGS

Town Clerk

Clerk's Meeting

SLT

Committee of Adjustment Hearing

Council/Committee Agenda Review



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Area Clerks Meeting

Weekly working meetings with Deputy Clerk

All-staff meeting

Marketing/ PR Specialist

SLT

Clerk's Meeting

eSolutions

Niagara Communications Group X3

Website Focus Group

All-staff Meeting

Canada Day promotions meeting with RCW

ICreate Training

eSolutions X6

Website training session X4

Niagara Region communications – transit expansion

Deputy Clerk

Pre-consultations

Committee of Adjustment Applications

Committee of Adjustment Hearing

Job evaluation Committee

RFP lean review (with TQ and JM)

Development Opportunities with the Clerk

Pre-wedding consultation

All-staff meeting

Construction Act – Review of Up-Coming Changes

LEAN Process - Day One - Leadership Meeting

LEAN Process – Team Days X2

Niagara Customer Service Network Committee

Modernization of the Lien Act in Ontario Webinar

Construction Lien Update with CAO & Clerk

Administrative Assistant

All-staff meeting

Construction Act – Review of Up-Coming Changes

LEAN Process – Team Days X2

iCreate Training

Construction Lien Update with CAO & Clerk



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