

## CLERK'S DEPARTMENT MONTHLY REPORT

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This report covers the period of September, October, November

### DEPARTMENT OVERVIEW & STATISTICS

<u>Area of Responsibility</u>	<u>2018 Year End</u>	<u>2019 Year To Date</u>
Insurance or Small Claims Processed (incl.potential)	24	27
Pelham Deaths Registered	101	65
Deaths Outside of Pelham Registered	106	89
Lottery Licenses Issued	30	32
Council Meetings Attended/Minuted	20	20
Special Council Meetings Attended/Minuted	24	39
COW Meetings Attended/Minuted	7	16
Public Meetings Attended/Minuted	6	6
P & P Meetings Attended/Minuted	7	8
Pelham Audit Committee Meetings Attended/ Minuted -		5
Affidavits Sworn	111	118
FOI Requests Received/Processed	19	5
FOI Appeal or Complaint		0
Closed Meeting Investigation	0	0
Committee of Adjustment – Variances	25	27
Committee of Adjustment – Consents	6	8
Committee of Adjustment – Hearings	11	11
Ontario Municipal Board Appeals C of A	0	0
Property Standards Appeals	0	0
Fence Viewing Meetings	1	0
By-laws	105	113
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	30
Civil Marriage Ceremonies Officiated	9/13	13
Proclamations	8	8
Press Releases	37	27
News Briefs	62	66
Muzzle Order Appeal Hearing	0	1



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## PR/COMMUNICATIONS

### Webpage Analytics for September, October, November 2019:

Page Views	Unique Page Views	Average Time on Page
135, 032	84, 018	1:02 minutes

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: MCC, Careers, Skating and Arena Programming, Christmas , Adult and 55+ Programs**

### Twitter Analytics for September, October, November 2019:

Tweets	Impressions	New Followers
167	143k	8

Impressions: Number of times users saw the Tweet

### Facebook Analytics for September, October, November 2019:

Engagements	Page Views	Total Reach
11, 181	1, 626	61, 262

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

- Website launched September 30, 2019.
- Community guide RFP finalized and to be sent out for 2020 and options on 2021-2022

### Print Advertising/Promotion

- Sept – Nov newsletter
- 19 print ads
- 3 social media event promotions

### Awards

The Town of Pelham's redesigned website, launched September 30, 2019, has been named a MarCom Awards Gold winner in the digital media, government website category for 2019.

The international creative competition recognizes and honours outstanding achievement by marketing and communication professionals, recognizing their creativity, hard work, and generosity.

The Gold award is presented to entries judged to be among the most outstanding in the competition.

On this success, the Town has also submitted the website for nomination of an AVA Digital Award.

AVA Digital Awards is an international competition that recognizes excellence by creative professional responsible for the planning, concept, design, and production of digital communication.



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Work ranges from digital campaigns, to website development, to social media engagement and more.

## PROJECTS

### 2020 Council Meeting Schedule

The 2020 Council meeting schedule was approved on October 21, 2019. Pursuant to changes made to the Procedural By-law, Council will be held on the first Monday and third Monday of each month. Policy and Priorities will be held following Council on the first Monday of the month. Committee of the Whole will be held following Council on the third Monday of the month. To accommodate a statutory holiday, Council and Committee will be convened on the Tuesday.

### Construction Act

The Construction Act working group presented their proposed internal process for in taking and managing construction liens to SLT. Significant changes to the Construction Act become effective October 1<sup>st</sup>. Input from SLT will be incorporated into the proposed process.

### Website

The new Pelham website launched on September 30, 2019. Positive feedback has been received from residents and staff.

### Take Your Kids to Work Day – November 6<sup>th</sup>, 2019

The Deputy Clerk welcomed the grade 9 students into Council Chambers and made a formal presentation to them highlighting some of the Clerk's Department's roles and responsibilities. The Clerk also stopped by and made an important appearance and welcomed the students. The process of running a municipal election was highlighted. After the presentation a 'mock' election was conducted. A student won the race for 'Mayor for a Day'.

## CONSTITUENT CONCERNS & ISSUES ARISING

None identified.

## PERSONNEL

### Scribe Training

The Deputy Clerk, along with other staff members, participated in an Emergency Management Scribe Training workshop. The training focused on the responsibilities of a scribe during an emergency situation when a municipality has activated the Emergency Operation Centre "EOC". This training complimented the emergency training exercise the Fire Chief runs.

## GRANTS, CONTRACTS, RFPs & AGREEMENTS

None identified.

## MEETINGS

### Town Clerk

#### SLT

Committee of Adjustment Hearing  
Council/Committee Agenda Review  
Weekly working meetings with Deputy Clerk  
(4) eScribe New Interface Webinar  
eScribe staff training

### Marketing/ PR Specialist

#### SLT X4

RCW Marcom X3  
2021 Summer Games  
Devron Ltd.

### Deputy Clerk

#### Pre-consultations

Committee of Adjustment Applications  
Committee of Adjustment Hearing  
Development Opportunities with the Clerk  
Pre-wedding consultation  
(4) eScribe New Interface Webinar  
eScribe staff training

### Administrative Assistant

Construction Act Working Group  
(4) Escribe New Interface Webinar  
Excel training  
eScribe staff training



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