

CLERK'S DEPARTMENT MONTHLY REPORT

FEBRUARY, 2021

This report covers October, November, December 2020 (Q4)

DEPARTMENT OVERVIEW & STATISTICS

<u>Year</u>	<u>2019</u>	<u>2020</u>				<u>2021</u>			
<u>Quarter (Year to Date)</u>	<u>Year End</u>	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>
Insurance or Small Claims Processed (incl.potential)	29	5	8	16	21				
Pelham Deaths Registered	68	11	36	53	64				
Deaths Outside of Pelham Registered	96	28	53	77	110				
Lottery Licenses Issued	33	7	7	9	12				
Council Meetings Attended/Minuted	21	5	11	17	21				
Special Council Meetings Attended/Minuted	41	6	10	15	18				
COW Meetings Attended/Minuted	17	2	2	4	6				
Public Meetings Attended/Minuted	6	2	2	4	8				
P & P Meetings Attended/Minuted	8	1	1	1	1				
Affidavits Sworn	127	38	39	58	79				
FOI Requests Received/Processed	5	4	8	13	15				
FOI Appeal or Complaint	0	-	-	-	1				
Closed Meeting Investigation	0	1	1	1	1				
Committee of Adjustment – Variances	29	22	23	26	28				
Committee of Adjustment – Consents	12	9	9	11	11				
Committee of Adjustment – Hearings	13	6	11	15	15				
LPAT Appeals C of A	4	3	3	3	3				
Property Standards Appeals	0	-	-	-	0				
Fence Viewing Meetings	0	-	-	-	0				
By-laws	120	37	63	96	114				
Itinerant Seller/Vehicle Licenses Issued	1	-	1	1	1				
Short Term Accommodation Licences Issued	-	-	-	0	1				
Wet/Dry Status to AGCO	1	-	3	4	4				
Sidewalk Patio/Sidewalk Sale Permits	2	-	-	4	4				
Special Event Permit – Private	1	-	-	-	0				
Livestock Valuer Claims	2	-	-	-	0				
AMP Review Hearings	19	23	23	28	29				
AMP Review Decision Appeals	0	-	-	-	0				
Marriage Licenses Issued	31	5	5	27	29				
Civil Marriage Ceremonies Officiated	13	-	-	10	15				
Proclamations	8	5	5	5	5				
Press Releases	27	12	31	44	51				
News Briefs	66	42	92	136	164				
PSR	-	-	-	-	0				



Administration
Services

Many of the statistics above have been influenced by the COVID-19 pandemic.

PROJECTS

Delegation of Authority By-Law – Preparation of the draft Delegation of Authority By-Law delegating authority of various routine in nature matters to staff at a Director/Senior Leadership Team level. This By-Law will help alleviate the burden of Council and remove monotonous items from their agenda. The approval of this By-Law checked off another box from the Town's Strategic Plan.

2020 Municipal By Election – Although voting day has past and the newest member of Council has been sworn in the Clerk's Departments work regarding the By Election is not yet finished. The Town Clerk has consulted with and met candidates to ensure with financial paper work has been filed. With various deadline dates past, the Town Clerk has now undeclared the Section 53 Emergency pursuant to the *Municipal Elections Act*, 1996 and continues to work on finalizing the required paperwork and records management for the election.

Using Technology to Ensure Safety - The Clerk's Department continues to leverage technology to allow the department to continue to facilitate safe meetings. In an effort to reduce the number of individuals present in Council Chambers the Deputy Clerk and Administrative Assistant are now able to remote access the Council laptop in order to start and stop meetings, manage Zoom participates and share screen while working from their home offices. This allows for a safer environment for all. The Clerk's Department continually proves its ability to adapt to changing situations, providing a safe workplace while successfully managing electronic meetings.

PR/ Marketing Analytics, October - December 2020

Website

Page Views	Unique	Average Time on Page
86, 940	71,585	1:54 minutes

Top 5 pages: MCC, Skating Programs, Christmas in Pelham, Career, Zoning

Twitter

Tweets	Impressions	New Followers
132	57.2k	48

Facebook

Engagement	Page Views	Total Reach
9,279	1,408	25,461

Projects

- 2021 community guide ideas
- Christmas in Pelham branding
- Social media policy research
- Brand guidelines update, logo use policy research

Print Advertising/Promotion

- Oct-Dec newsletter

- 30 print ads

CONSTITUENT CONCERNS & ISSUES ARISING

Often the first point of contact, Clerks staff regularly assists members of the public on a myriad of questions or concerns. Most recently, assistance relates to attendance at electronic meetings through the Zoom Webinar platform, relating to public meetings.

PERSONNEL

No Changes.

The Administrative Assistant completed the Primer on Planning certificate course and is completing the final requirement for the Records and Information Management Certificate.

GRANTS, CONTRACTS, RFPs & AGREEMENTS

Assistance with grant applications includes Agreement execution and maintenance.

MEETINGS

Town Clerk

SLT - Weekly

Emergency Operations Centre and Committee – (3X per week)

Committee of Adjustment Hearings

TabFusion RMS – Electronic Records Management

Deputy Clerk

Committee of Adjustment Hearings

Committee of Adjustment Applicant Meetings

Pre-consultation Meetings (1 a month)

PR/ Marketing Specialist

EOC 2-3x/week

Bang the Table engagement software demonstration

Niagara Emergency Communicators bi-weekly

Administrative Assistant

Committee of Adjustment

TabFusion RMS – Electronic Records Management