

Reporting Period: Clerk's Office Quarterly Report for the period:
January – March 2021

Recommendation:

BE IT RESOLVED THAT the Q1/2021 Clerk's Report be received for information.

Department Overview and 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	4			
Pelham Deaths Registered	68	11	36	53	64	28			
Deaths Outside of Pelham Registered	96	28	53	77	110	31			
Lottery Licenses Issued	33	7	7	9	12	1			
Council Meetings Attended/Minuted	21	5	11	17	21	5			
Special Council Meetings Attended/Minuted	41	6	10	15	18	7			
COW Meetings Attended/Minuted	17	2	2	4	6	-			
Public Meetings Attended/Minuted	6	2	2	4	8	3			
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	2			
FOI Appeal or Complaint	0	-	-	-	1	-			
Closed Meeting Investigation	0	1	1	1	1	-			
Committee of Adjustment – Variances	29	22	23	26	28	18			
Committee of Adjustment – Consents	12	9	9	11	11	18			
Committee of Adjustment – Hearings	13	6	11	15	15	4			
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	27			
Itinerant Seller/Vehicle Licenses Issued	1	-	1	1	1	1			
Short Term Accommodation Licences Issued	-	-	-	0	1	2			
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	1			

AMP Review Decision Appeals	0	-	-	-	0	-
Marriage Licenses Issued	31	5	5	27	29	5
Civil Marriage Ceremonies Officiated	13	-	-	10	15	1
Proclamations	8	5	5	5	5	1
Press Releases	27	12	31	44	51	13
News Briefs	66	42	92	136	164	33
PSR	-	-	-	-	0	-

Please note, many of the statistics above have been influenced by the COVID-19 pandemic.

Projects:

PR/ Marketing Analytics, January – March 2021

Website

Page Views	Unique	Average Time on Page
83,336	69,844	2:07 minutes

Top 5 pages: Careers, zoning, property taxes, MCC, building permits

Twitter

Tweets	Impressions	New Followers
95	68k	58

Facebook

Engagement	Page Views	Total Reach
15,254	1,503	89,027

Bang the Table

The Town launched Engaging Pelham on Feb. 17, 2021. Since its launch, there have been nearly 1,400 page visits and 175 registered users. There are currently eight live projects on the site, with several more on their way. The tool has been advertised in the local newspaper and on the Town's social media pages. One of the largest bumps in traffic to the page came immediately following the first Life in Pelham insert on March 10, 2021.

The Deputy Clerk and Administrative Assistant attended Bang the Table Training and expect to be able to further engage the community with this tool.

AMCTO Peer to Peer

On behalf of the Town of Pelham the Deputy Clerk is working with the Pandemic By-Election Group being comprised of members from the City of Ottawa, Cambridge and Windsor to present at this year's AMCTO Peer to Peer discussion. The presentation is intended to allow other municipality's understand the challenges and hurdles these municipalities overcame to run an election during a

pandemic.

NextGen Leadership Certificate

The Deputy Clerk has begun the leadership certificate program entitled NextGen from Brock University. The program is ran Tuesday and Thursday mornings via Zoom until June 2021. This program is exclusively tailored toward the needs of municipal leaders.

Constituent Concerns and Issues Arising:

General ongoing citizen enquiries.

Employee Updates:

Nancy Bozzato, Pelham Clerk since 2010 and a Pelham employee since 1999, is retiring this spring after more than 40 years of municipal service in Niagara.

Her impact as a municipal leader is evidenced by decades of outstanding work, including her most recent success: the safe and successful 2020 Pelham Ward One by-election, which occurred during the COVID-19 pandemic. This achievement was recently, and deservedly, featured in *Municipal World* magazine.

A third-generation and life-long Pelham resident, Bozzato says she is honoured to have served the residents and community she calls home for so many years.

Holly Willford, Deputy Clerk since 2018, will officially assume the role of Pelham Town Clerk at the end of May. Recruitment is underway for the Deputy Clerk position.

The Communications and Public Relations Specialist has transferred to the CAO's department. In the past four years, reporting to the Clerk, Marc was able to glean a great deal of knowledge about the municipal machine from the Town Clerk. The reporting structure at the time was a good fit.

Grants, Concerns, RFPs, Agreements:

Mr. MacDonald has taken on an active role in grand writing for the Town of Pelham.

Meetings:

Town Clerk

SLT – Weekly

Emergency Operations Centre and Committee – (2X 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)

PW Open House Meeting

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

eScribe Training X2