

Reporting Period: Clerk's Office Quarterly Report for the period:
 July, August, September 2021

Recommendation:

BE IT RESOLVED THAT Council receive the Q3/2021 Clerk's Report, 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	8	18	
Pelham Deaths Registered	68	11	36	53	64	28	43	52	
Deaths Outside of Pelham Registered	96	28	53	77	110	31	55	76	
Lottery Licenses Issued	33	7	7	9	12	1	2	4	
Council Meetings Attended/Minuted	21	5	11	17	21	5	11	15	
Special Council Meetings Attended/Minuted	41	6	10	15	18	7	11	16	
COW Meetings Attended/Minuted	17	2	2	4	6	-	-	1	
Public Meetings Attended/Minuted	6	2	2	4	8	3	4	5	
P & P Meetings Attended/Minuted	8	1	1	1	1	-	-	-	
Affidavits Sworn	127	38	39	58	79		73	104	
FOI Requests Received/Processed	5	4	8	13	15	2	12	16	
FOI Appeal or Complaint	0	-	-	-	1	-	1	1	
Closed Meeting Investigation	0	1	1	1	1	-	1	1	
Committee of Adjustment – Variances	29	22	23	26	28	18	31	36	
Committee of Adjustment – Consents	12	9	9	11	11	18	24	30	
Committee of Adjustment – Hearings	13	6	11	15	15	4	8	11	
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	56	88	
Itinerant Seller/Vehicle Licenses Issued	1	-	1	1	1	1	2	2	
Short Term Accommodation Licences Issued	-	-	-	0	1	2	2	3	
Wet/Dry Status to AGCO	1	-	3	4	4	-	-	1	
Sidewalk Patio/Sidewalk Sale Permits	2	-	-	4	4	-	2	3	

Special Event Permit – Private	1	-	-	-	0	-	2	2
Livestock Valuer Claims	2	-	-	-	0	-	-	-
AMP Review Hearings	19	23	23	28	29	1	2	2
AMP Review Decision Appeals	0	-	-	-	0	-	1	1
Marriage Licenses Issued	31	5	5	27	29	5	21	50
Civil Marriage Ceremonies Officiated	13	-	-	10	15	1	4	9
Proclamations	8	5	5	5	5	1	6	6
Press Releases	27	12	31	44	51	13	26	37
News Briefs	66	42	92	136	164	33	68	81
PSR	-	-	-	-	0	-	-	1

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Projects:

Council Advisory Committees

To ensure consistency and continuity, the Clerk's department has created standardized agenda and minute templates for the use of Council Advisory Committees. Moving forward, Committees will now have a standard template to use for developing their agendas and minutes.

2022 Council and Committee of Adjustment Schedule

The Clerk's department conducted research to determine best practices with regard to creating the 2022 Council and Committee of Adjustment schedule. In an effort to strengthen the Corporation's commitment to inclusivity, the adopted schedule now recognizes World Religious Holidays.

General Training

The Clerk's department conducts introductory training with new staff on the eSCRIBE platform as well as report writing and recommendation / resolution formulation.

PR/ Marketing Analytics, July – September 2021

Page Views	Pages per Session	Average Time on Page
115,334	2.02	1:41

Top 5 pages: Main Page, Online Services, Careers, Meridian Community Centre, Arena and Skating Programs

Twitter

Tweets	Interactions	New Followers
112	304	40

Facebook

Engagement	Page Views	Total Reach
4,058	1,627	69,081

Instagram

Total Posts	Engagement	Post Video Views
154	1.5k	1.2k

engagingpelham.ca (Bang the Table)

Engagement	New Registrations	Engaged/ Informed Visitors
496	44	41/149

Marketing Projects

- SummerChill Print/Radio advertising campaign
- Town of Pelham Map
- Mike Ciolfi Memorial Area Photos

Constituent Concerns and Issues Arising:

None.

Employee Updates:

The title of Communications and Public Relations Specialist has been changed to Communications Specialist.

Effective September 13, 2021, Leah Letford assumed the role of Communications Specialist.

Effective October 25, 2021, Jacqueline Miller will assume the role of Legislative and Committee Coordinator.

Grants, Concerns, RFPs, Agreements:

None.

Meetings:

Town Clerk

- Legislative and Committee Coordinator Recruitment
- Various training sessions with IT and HR
- SLT
- Committee of Adjustment Hearings
- EOC
- JAAC Admin Group Meeting
- Area Clerk Meeting re Municipal Election

Deputy Clerk

- Legislative and Committee Coordinator Recruitment
- Committee of Adjustment Hearings
- Committee of Adjustment Test Sessions
- Pre-Consultation Meetings for Committee of Adjustment
- Area Clerk Meeting re Municipal Election