



TOWNSHIP OF NORTH HURON

REPORT

Item No. 2022-01

REPORT TO: Reeve Bailey and Members of Council
PREPARED BY: Carson Lamb, Clerk
DATE: 17/01/2022
SUBJECT: CL-2022-01 Clerk's Department Activity Report – 2021 Q4
ATTACHMENTS: Laserfiche Implementation Tracking Chart

RECOMMENDATION:

THAT the Council of the Township of North Huron hereby receives the Clerk's Department Activity Report dated January 17, 2022 for information purposes.

EXECUTIVE SUMMARY

The Clerk provides quarterly updates to Council on the operation of the various functions of the Clerk's Department, as well as on the status of other activities and projects of the Clerk's Department. This activity report is for the fourth quarter of 2021 (October to December).

DISCUSSION

Clerk's Administration

The Clerk's Department is responsible for the preparation and posting of the public notices, agendas and minutes for all Council, Board and Committee meetings of the Township of North Huron. The Clerk's Department also prepares Council, Board and Committee reports, motions and by-laws and conducts the required follow-up stemming from Council, Board and Committee meetings. The Clerk continues to carry out the Statutory Officer duties as is required under various Provincial Statutes.

This quarter, the Clerk has been working with the HR Coordinator to finalize updated employment agreements for all Clerk's Department staff in order to align with the rollout of the new HR manual. All Clerk's Department staff have now entered into updated agreements.

Over the next quarter, the Clerk will continue to work closely with the employees new to their positions within the Department to ensure smooth service delivery. Training plans for all new Clerk's Department staff have been developed as part of the performance reviews conducted in November and ongoing training will continue throughout 2022.

Planning Administration

The Clerk's Department is the lead for the circulation and review of planning applications and assists the CAO with development related matters. The Clerk continues to liaise with the County of Huron Planner on a range of planning applications. It is expected that a number of applications will be coming forward in the first quarter of 2022 in advance of the construction season.

The Clerk's Department has also been in discussions with the County of Huron Planner and CAO regarding an update to the Township of North Huron Official Plan in 2022. As per section 26 of the Planning Act, the Council of the Municipality who adopted an Official Plan shall revise the Official Plan to ensure that it conforms with provincial plans, has regard to matters of provincial interest,

and is consistent with policy statements issued by the province. Council is required to revise the plan every five years following adoption, unless a new Official Plan has come into effect.

Licensing and Other Related Clerk’s Department Services

The following chart provides the year-end totals for licenses and other Clerk’s Department services rendered for the 2021 fiscal year in comparison to the final totals reported in 2020.

License/Service Type	2020	2021
Taxicab Vehicle Licenses	2	2
Taxicab Driver’s Licenses	2	2
Kennel Licenses	1	2
Dog Tags/ Licenses	890	795
Lottery Licenses	20	21
Marriage Licenses	8	27
Business/Vendor Licenses	3	4
Commissioner Signatures	55	61
Death Certificates/Death Registrations	79	95
Freedom of Information Requests	0	1

The year-end data shows an overall increase in licenses and services rendered by the Clerk’s Department in comparison to 2020. This is to be expected as 2020 services were significantly hindered by COVID-19 with the Township operating in an “essential services mode” for a large portion of the year. Additionally, and as to be expected, a slight decrease in dog tag/licences has been experienced in comparison to 2020 when the Dog Counter Licensee went door-to-door. However, the total number of dog tag/licences from 2021 is still significant which depicts the benefit of having an up-to-date dog tag database. All 2022 dog tag renewal invoices will be sent out to dog owners by the Clerk’s Department in January of 2022.

Customer Service/Resident Complaints

As Council is aware, the Clerk’s Department has created and implemented a dedicated email address for all resident complaints (complaints@northhuron.ca). All resident complaints and follow-up are tracked on Laserfiche. As of December 31, 2021, complaints received for 2021 are as follows:

- 55 By-law Enforcement/Property Standards related matters (9 being Animal Control related)
- 29 Public Works related matters
- 8 Daycare/Recreation related matters
- 1 General Administration related matters

Total = 93

In the final quarter of 2021 Dan Pinto was appointed as the By-law Enforcement/Property Standards Officer for the Township. The Clerk’s Department has been working with Dan to allow for

a smooth transition in by-law enforcement duties. The Clerk's Department is looking forward to working with Dan in 2022 and will continue to liaise with him to ensure a smooth transition into his new roles and responsibilities.

Records Management

Attached to this report is an updated Laserfiche Implementation Tracking Chart as of the end of the fourth quarter (December 31, 2021). A breakdown of resources is as follows:

- Kathleen Stennett has continued to organize and digitize financial documents as well as prepare a significant volume of financial documents for destruction in accordance with the Township's municipal retention schedule. This was done in an effort to prepare for the departure of the outgoing Director of Finance/Treasurer in December of 2021. Moving forward, she will continue to work with the new Director of Finance/Treasurer to organize and digitize financial records, including the remaining Tax Collector's Rolls which are classified as permanent records.
- Ashley Noble completed the collection and digitization of all permanent staff reports to Council from the year 2006 to 2019. Staff reports to Council are classified as permanent records. As Council is aware, Ashley was offered and accepted a full-time permanent position in the sector she went to school for. Ashley's last day with North Huron was December 17, 2021. Ashley is thanked for her service with North Huron.
- Rhonda Akey has been working with the Recreation staff to migrate the files from the Recreation & Community Services departmental drive to the Corporation's shared drive. I am pleased to report that the transfer and reorganization of all Recreation & Community Services Department documents from the departmental drive to the Corporation's shared drive was successfully completed this quarter and the departmental drive will be eliminated. Efforts are now being transitioned to the filing and digitization of all the Recreation & Community Services Department's hard copy/paper documents into Laserfiche in accordance with the Township's Municipal Retention Schedule. This will also involve the preparation of a significant number of destruction notices.
- Tyler Raycraft has continued the process of transferring and data entry of Council related documents into Laserfiche, completing the entirety of East Wawanosh minutes since the previous activity report. The last sections that remain to be processed are the Town of Wingham Council Minutes from 1953-1969 and 1874-1927. Tyler has also been aiding in the transition of documents of the departing CBO as well as the departing By-Law Enforcement Officer. He has started the process of transferring and organizing building, by-law enforcement, drainage, zoning and property standards files as part of this process.

Additionally, under the direction of the Clerk, the Records Management team have started to develop "Laserfiche How-to Guides" to assist staff in all departments that will be required to use the Laserfiche software. Sharing their knowledge in this way will aid in the implementation of Laserfiche across the entire organization.

During the first quarter of 2022, the Records Management team will also be assisting the Clerk with drafting an updated Records Management and Retention Policy for Council's consideration. The policy has not been updated since 2016, and the intention is to update the policy to better reflect the current records management processes that have been developed and implemented for the Corporation.

Health and Safety

The Joint Health and Safety Committee held their November meeting as scheduled. The Committee has identified the importance of updating the Township's Fire Safety Plans and the Fire Prevention Officer will be assisting in this regard throughout the 2022 fiscal year.

Accessibility

The Clerk's Department continues to convert a number of frequently requested by-laws into an accessible format so that they can appear on the Township's new website. On November 4, 2021, the Clerk attended the bi-annual Huron County Accessibility Advisory Committee - Working Group meeting. The group reviewed the Multi-Year Accessibility Plan (2022 Update) and 2021 Status Report. The Clerk's Department also continues to work on an update to the Municipal Elections Accessibility Plan for the 2022 Municipal Election and the implementation of accessible templates for documents to comply with AODA requirements.

In December, the Clerk also completed the annual accessibility compliance report for 2021. As Council is aware, the AODA requires certain organizations to submit accessibility compliance reports to confirm that they have met their legal requirements.

Elections

During the first quarter of 2022, the Clerk will continue to review and update all of the necessary documents required in advance of the election. An internal Municipal Elections schedule/workplan is being draft in order to ensure that the Clerk's Department is on track and meets all legislated deadlines related to the 2022 Municipal Election.

The Clerk continues to participate in the subcommittee of the Elections working group to prepare/coordinate the Joint Candidates Information session, the Joint Council Orientation session, and the Compliance Audit Committee.

Emergency Management

As a primary member of the Emergency Operations Control group, the Clerk participated in the annual exercise and training required under the Emergency Preparedness and Civil Protection Act. The Clerk is also a member of the North Huron Emergency Management Program Committee. The annual meeting was held by the Committee during this quarter and the CEMC has since submitted the annual compliance documents for the municipality.

As a result of the Province of Ontario returning to the modified version of Step Two of the Roadmap to Reopen effective Wednesday, January 5, 2022 the Clerk's Department has also adjusted services accordingly to continue to advance the business of the Township despite the Provincial regulations in place.

Drainage

- Rintoul Drain – This project was completed in 2020. The warranty period has ended during this quarter and the final holdback has been released based on the recommendation of the Engineer.
- Scott Drain – This project was completed this quarter. Final invoices have been received and the Township will be invoicing MVCA for Bruce Power grant. At this time, it is anticipated that there

are enough funds in grant to cover all property owner assessments on the project in their entirety (assuming the Township receives the OMAFRA grant approval).

- Charter Drain – This project is nearly complete with only minor touch up work being required. Following this, R.J. Burnside and Associates will apply for the OMAFRA grant, send a final engineering invoice and complete the final assessments.
- Whitfield Drain – The meeting to consider the Engineer’s report will be held on January 17th. Pending Council approval, the Court of Revision will be scheduled for February 10th at 9:00am via electronic participation.
- Robinson Drain – The Township is currently waiting on the Engineer to schedule an on-site meeting for this project. The on-site meeting has been delayed due to staffing issues being experienced by the Engineering firm.

Currently, there are no active drainage maintenance requests to the Township.

IT Administration

The Clerk has been working with the new Director of Finance regarding the transition of IT Administration responsibilities. The full transition of duties is expected to be complete over the next quarter. Future Clerk’s Department quarterly activity reports will no longer contain an update on IT Administration.

Status of Other Activities and Projects

Social Media Policy - The Clerk’s Department continues to conduct research and draft a Social Media Policy to be implemented and followed by Township staff. It is anticipated that this policy will align well with the future North Huron communications strategy.

CIP Pre-Consultation Meetings – The Clerk continues to hold pre-consultation meetings with applicants interested in submitting a grant application under North Huron’s Commercial Façade Improvement Grant program and/or North Huron’s Direct Grant for Structural Work program.

Training - During this quarter, the Clerk’s Department has continued to take part in various training and seminars available including the Municipal Elections Course offered by AMCTO. All Clerk’s Department staff continue to complete training courses and webinars to stay up-to-date on various topics to successfully fulfil their day-to-day duties.

Animal Control Officer Working Group - The Working Group continues to move forward with the process of determining an approach for a potential shared services Animal Control Officer. Final details have not been determined but will be brought for Council’s consideration in the future.

BIA Constitutions and Meetings - BIA Constitutions have been drafted and are in the process of being reviewed by the Clerk. Once finalized, the documents will be brought forward to both the Wingham BIA and Blyth BIA. A meeting has also been scheduled for January with Blyth BIA representatives to provide clarity on processes and procedures to allow the BIA to be successful in achieving their initiatives.

FINANCIAL IMPACT

None at this time.

FUTURE CONSIDERATIONS

None at this time.

RELATIONSHIP TO STRATEGIC PLAN

Action Item 3.5 – Update the Township’s digital processes (incl. website, online payment options, etc.)



Carson Lamb, Clerk



Dwayne Evans, CAO