

5 Clerks



What is the Service?

The Office of the Clerk acts as official document holder for the Municipality/Region and is responsible for recording the proceedings of Council meetings, meetings of Council Committees and keeping originals of all by-laws, minutes and official documents of Council. It also provides information services to Council, committees, boards, all departments and citizens.

Specific services include:

- Accurate recording of proceedings conducted by Council, committees and public hearings
- Ensuring that the Rules of Order are followed at such proceedings
- Distribution of information to Council, members of the public and various levels of government
- Conducting orderly and democratic elections every four years
- Providing records management services including storage and retrieval of records pursuant to the Municipal Freedom of Information and Protection of Privacy Act
- Issuance of marriage licenses and various other business licenses and permits
- Maintaining insurance coverage for owned buildings and lands
- Registration of Birth/Death Certificates

Influencing Factors - MFIPPA:

Citizen Engagement: State of interaction with citizens and the amount of citizen trust/distrust of the organization.

Contentious Issues: Whether there are prevailing major issues in the municipality, e.g. major construction projects, road widening, bids for international events, etc.

Government Structure: Upper-tier or single-tier.

Organizational Form: Centralized vs. decentralized, i.e. with departments responsible for certain tasks, e.g. agenda preparation.

Nature of Requests: Media / special interest groups / individuals / businesses.

Organization: The size, administrative structure and culture of the organization; The amount of training provided to Municipal staff who handle requests.

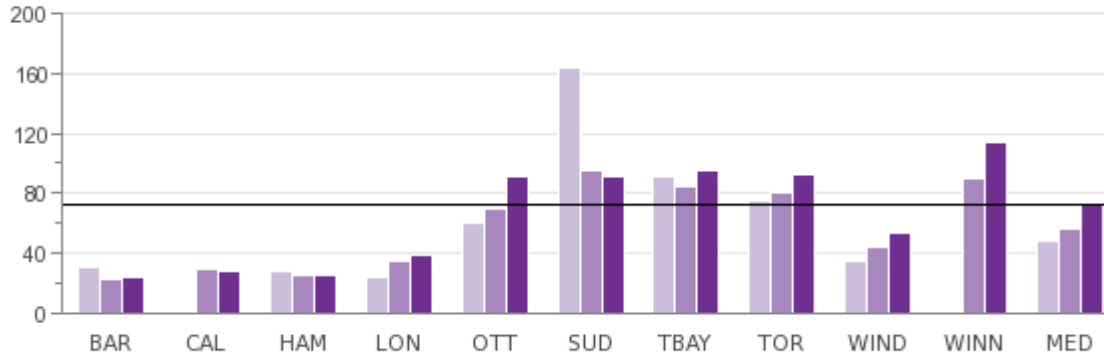
Practices & Policies: Responsiveness of the organization to requests; Number of routine disclosure policies.

Clerks

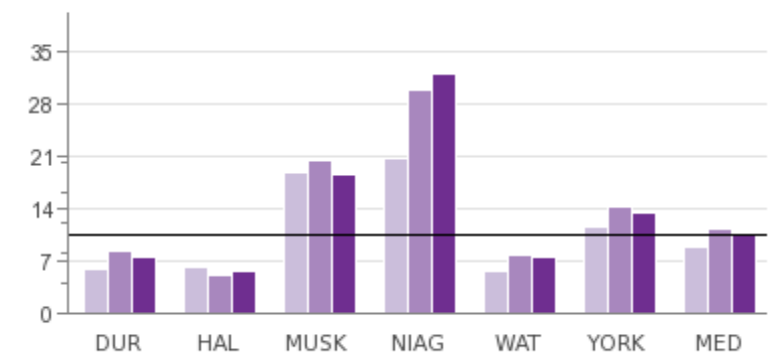
How many formal Freedom of Information (MFIPPA) requests were received in the year?

Fig 5.1 Number of Formal Freedom of Information (MFIPPA) Requests per 100,000 Population

Single-Tier



Upper-Tier



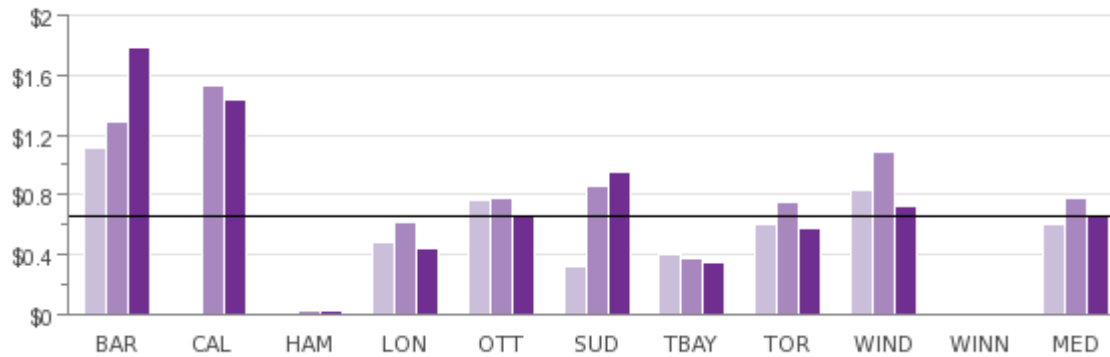
2010	31.21	N/A	28.00	23.55	60.27	163.62	91.66	74.47	35.10	N/A	47.69	5.95	6.10	18.74	20.73	5.70	11.58	8.84
2011	22.70	29.70	25.61	35.50	69.14	94.82	84.87	81.07	44.57	89.62	56.86	8.32	5.07	20.27	29.86	7.78	14.09	11.21
2012	23.78	28.03	24.85	38.93	91.33	91.41	95.02	92.58	53.11	113.65	72.22	7.44	5.54	18.39	32.01	7.51	13.35	10.43

Source: CLKS270 (Service Level)

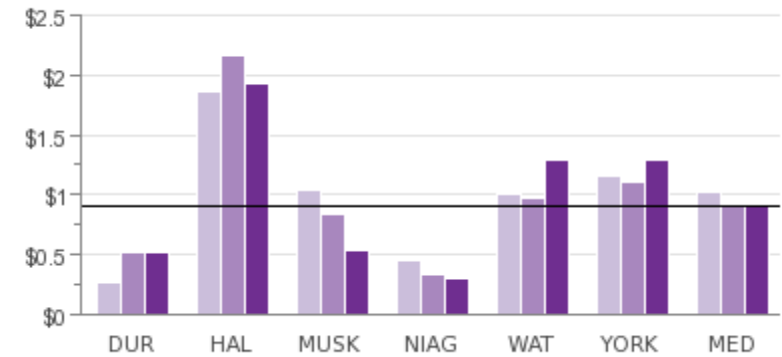
What is the cost per formal Freedom of Information (MFIPPA) request?

Fig 5.2 MFIPPA - Operating Cost per Formal Request

Single-Tier (In Thousands)



Upper-Tier (In Thousands)



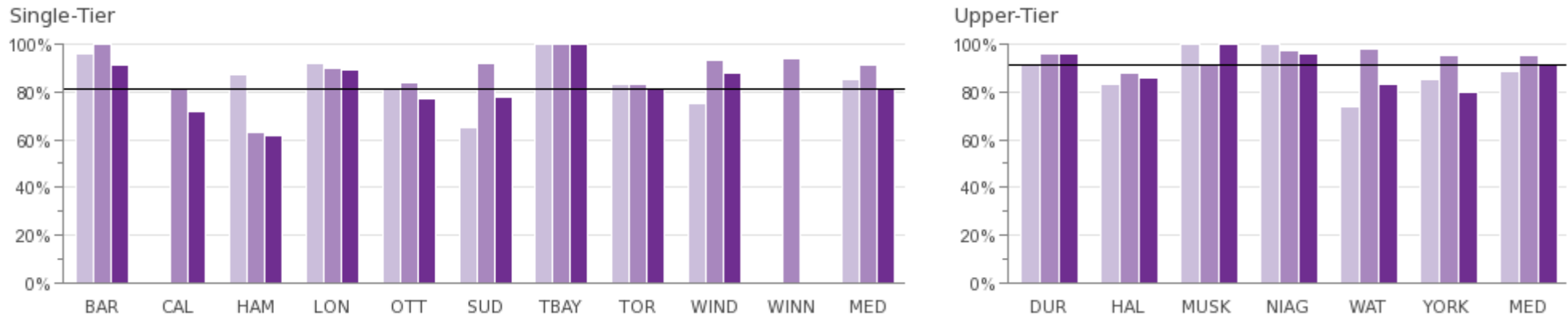
2010	\$1,112	N/A	N/A	\$485	\$767	\$325	\$404	\$599	\$826	N/A	\$599	\$265	\$1,866	\$1,035	\$451	\$1,004	\$1,161	\$1,020
2011	\$1,281	\$1,533	\$31	\$612	\$773	\$863	\$374	\$754	\$1,081	N/A	\$773	\$520	\$2,165	\$845	\$332	\$967	\$1,101	\$906
2012	\$1,778	\$1,431	\$32	\$437	\$663	\$946	\$344	\$581	\$720	N/A	\$663	\$525	\$1,935	\$539	\$309	\$1,283	\$1,295	\$911

Source: CLKS370 (Efficiency)

Comment: Complexity of requests varies from municipality to municipality in addition to the number of requests.

What is the percent of formal Freedom of Information (MFIPPA) requests handled within 30 days?

Fig 5.3 MFIPPA - Percent of Formal Requests Handled within 30 Days



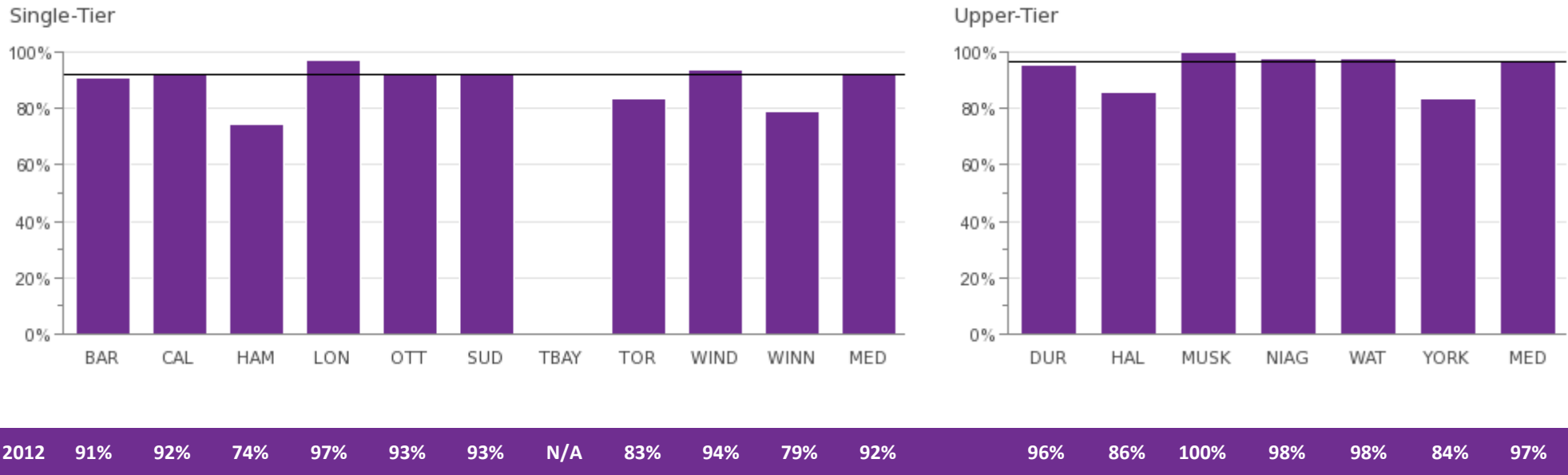
2010	96%	N/A	87%	92%	81%	65%	100%	83%	75%	N/A	85%	92%	83%	100%	100%	74%	85%	89%
2011	100%	82%	63%	90%	84%	92%	100%	83%	93%	94%	91%	96%	88%	92%	97%	98%	95%	96%
2012	91%	72%	62%	89%	77%	78%	100%	81%	88%	N/A	81%	96%	86%	100%	96%	83%	80%	91%

Source: CLKS470 (Customer Service)

Comment: Legislation provides for requests to be addressed outside of the 30 day window.

What percent of formal Freedom of Information (MFIPPA) requests were handled within legislated timelines?

Fig 5.4 Percent of Regular Formal Freedom of Information Requests, Extensions and 3rd Party Notices Handled within Legislated Timeline



Source: CLKS475 (Service Level)