

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 City 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 (MFIPPA)
- Issuance of marriage licenses and various other business licenses and permits
- Maintaining insurance coverage for buildings and lands owned by the municipality
- Registration of Birth/Death Certificates

Influencing Factors - MFIPPA:

Government Structure: Upper-tier or single-tier.

Organizational Form: Centralized vs. decentralized

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.

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 handles requests.

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

Additional Information:

The measure deck for the Clerks Expert Panel is under review.

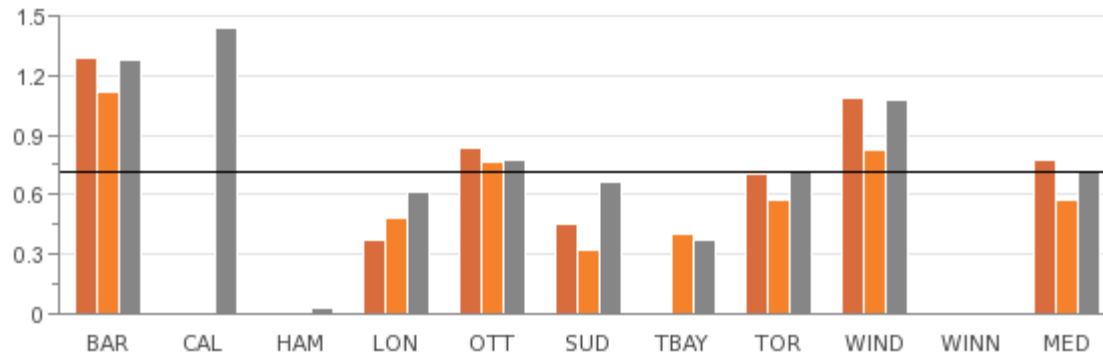
For internal use only

Clerks

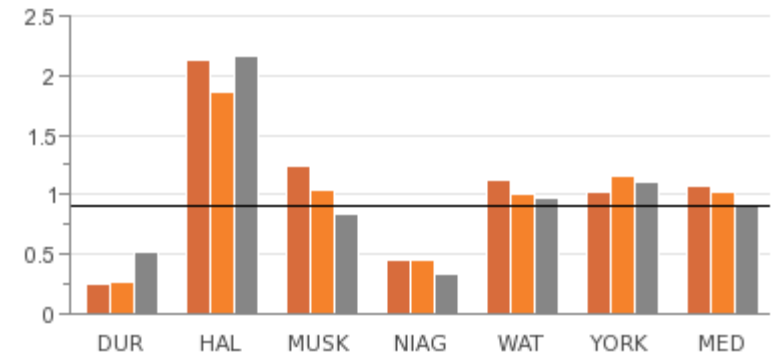
What is the cost per MFIPPA request?

Fig 24.1 MFIPPA - Operating Cost per Request

Single-Tier (In Thousands)



Upper-Tier (In Thousands)

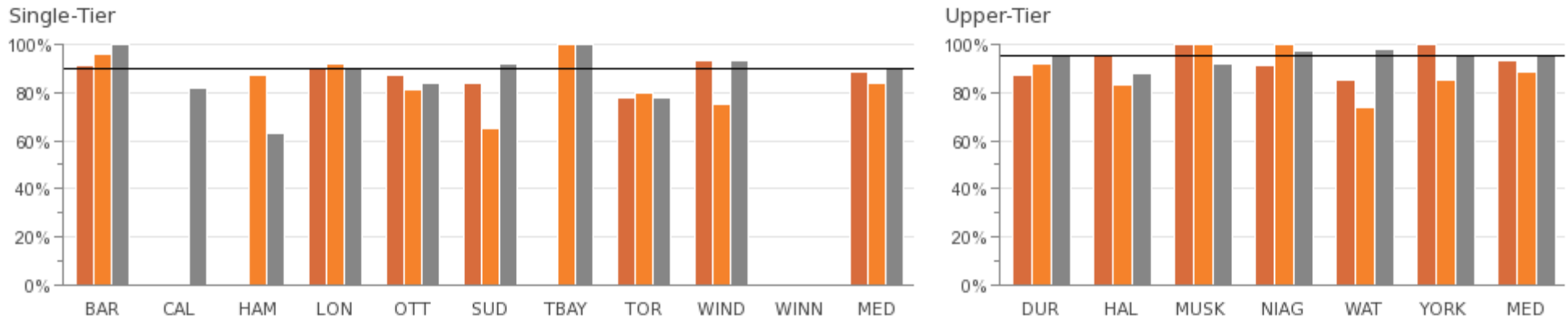


2009	1,286	N/A	N/A	375	836	450	N/A	705	1,087	N/A	771		249	2,130	1,240	460	1,129	1,026	1,078
2010	1,112	N/A	N/A	485	767	325	404	575	826	N/A	575		265	1,866	1,035	451	1,004	1,161	1,020
2011	1,281	1,439	31	612	773	665	374	715	1,081	N/A	715		520	2,161	845	332	967	1,101	906

Source: CLKS370 (Efficiency)

What is the percent of MFIPPA requests handled within 30 days?

Fig 24.2 MFIPPA - Percent of Formal Requests Handled within 30 Days



2009	91%	N/A	N/A	90%	87%	84%	N/A	78%	93%	N/A	89%		87%	96%	100%	91%	85%	100%	94%
2010	96%	N/A	87%	92%	81%	65%	100%	80%	75%	N/A	84%		92%	83%	100%	100%	74%	85%	89%
2011	100%	82%	63%	90%	84%	92%	100%	78%	93%	N/A	90%		96%	88%	92%	97%	98%	95%	96%

Source: CLKS470 (Customer Service)

For internal use only