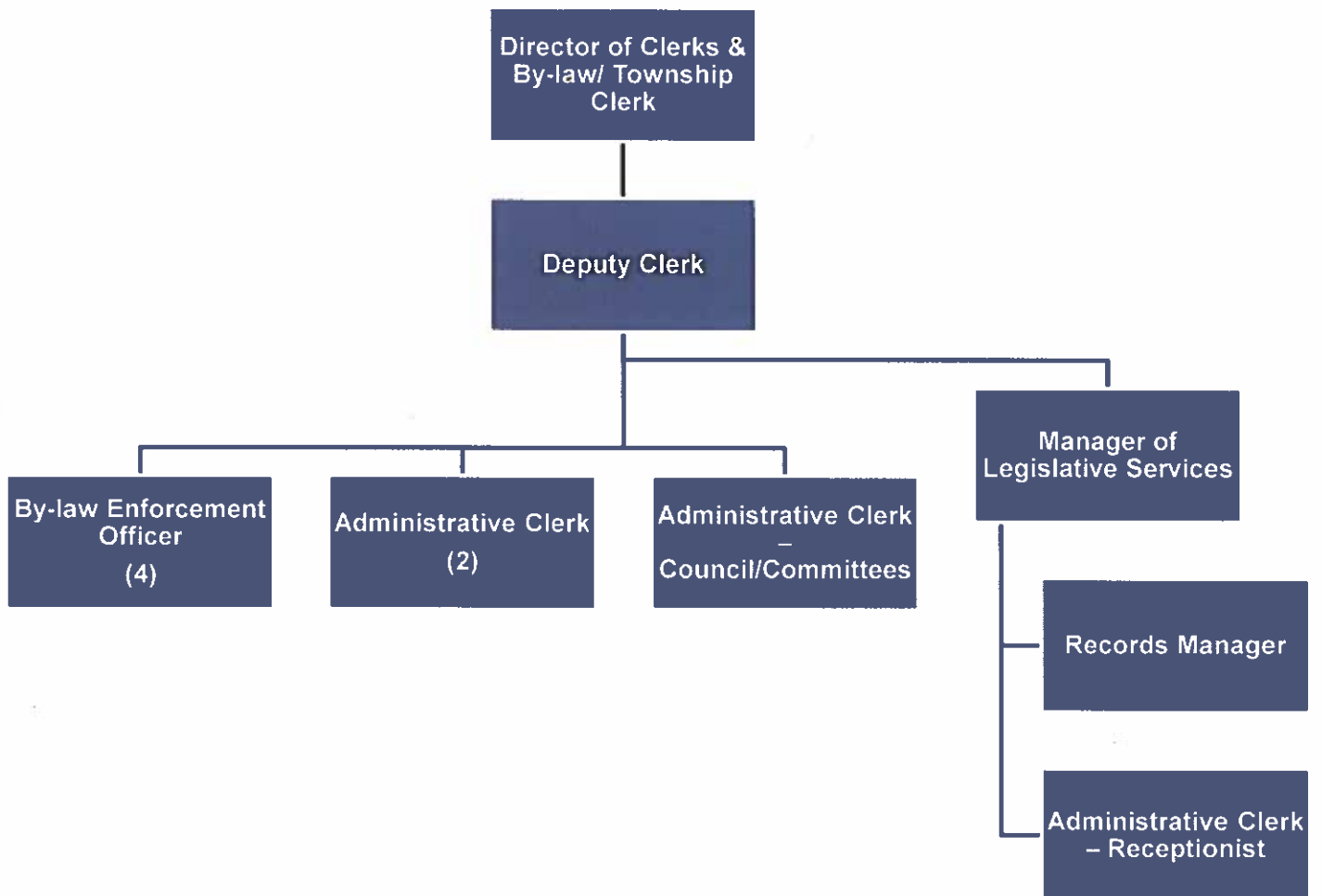


Clerks & By-law Department





Clerks & By-law Enforcement Department 2019-2022 Business Plan

Departmental Roles and Responsibilities:

The Clerks & By-law Enforcement Department provides corporate and administrative support to staff, public and Council and is responsible for the enforcement of municipal by-laws, providing public information related to by-laws and enforcement conditions and ensuring the protection of residents, property, and employees.

Clerks Division

The Clerks Division is responsible for coordinating and supporting various statutory responsibilities provided by the *Municipal Act* and many other pieces of provincial legislation.

Key responsibilities of the Clerks Division includes:

- preparation and circulation of material for all Council, Committee and Public Meetings;
- documents the official record of the actions of Council;
- records and information management services for the corporation and the public;
- manages notice provisions related to public meetings and in response to other legislative requirements; and
- maintaining and ensuring communication of corporate business and information to staff, Council and public inquiries.

Services include municipal addressing, street naming, freedom of information requests, special permits and lottery licensing, commissioning and certifying of documents, vital statistics, overseeing formal complaints, integrity commissioner and ombudsman services, administration of the Accessibility Advisory Committee and other Committees of Council, marriage services (licensing and civil ceremonies), municipal elections, maintenance and operation of the Nobleton Cemetery and the administration of heritage matters.

By-law Enforcement Division

The By-law Enforcement Division ensures compliance with the Township's regulatory by-laws through communication, education and enforcement. Key responsibilities include responding to general inquiries and complaints, investigation of complaints, conflict

resolution and/or compliance, support to Township staff and issuance of written correspondence in an effort to gain compliance and in some cases legal documents (summons, information's and parking infractions.)

Services include administration of permits, first attendance, parking exemptions, administration of the *Weed Control Act*, clean yards, property standards, zoning, nuisance animals and animal control, dog/cat tags and kennel/doggie day care licensing, permanent or temporary sign requests, as well as the issuing of orders and court attendance.

Departmental Objectives:

- Ensure corporate compliance related to governance, accountability and transparency;
- Administrative duties and functions that meet the Township's Sustainability goals of effective planning and management;
- Maintain and establish trust of all communications from the Corporation to the public, in clear, effective and accessible methods;
- Continually monitor, assess and advise staff, Committees and Council of Legislative changes, updates and operational impacts, respectively;
- Effective, accurate and timely response/results to public inquiries and required services;
- Effective, accurate and timely reporting of Committee and Council directions and recommendations; and
- Proactive communication and education initiatives regarding rules and standards to assist with pro-active compliance and enforcement.

Major Initiatives/Issues:

Clerks Division

- Completing all statutory 2018 Municipal Election requirements provided for in the *Municipal Elections Act*;
- Continuing to work in partnership with Departments to review and inventory Township Corporate Policies, Administrative Policies and Departmental Procedures;
- Updating the Corporate Records Retention and Classification Schedule and Records and Information Management Policy;
- Implementing the Corporate Electronic Documents and Records Management System (Laserfiche/KingDocs);
- Developing a strategic plan regarding the corporation's inactive/off-site records;
- Researching and investigating open data practices;
- Continued review of administrative practices and workflow to increase efficiencies;
- Developing a strategic plan regarding the long term operational and financial sustainability of the Nobleton Cemetery

- Continued approach to reduce production of paper documents, reducing waste and cost; and
- Providing leadership and support on information management best practices, policies and procedures.

By-law Division

- On-going review and updates of Township Regulatory By-laws to improve process and effective mediation, consistency of enforcement and compliance;
- Updating and revising existing policies and procedures;
- Continued and on-going communication initiatives and enhancements including: website, on-line capabilities/options;
- Strategic proactive enforcement campaigns (education/compliance);
- Continued promotion and enhancement of the automated parking management system (AIMS) with roll out of the new on-street parking permits
- On-going discussion with municipal partners in anticipation of future legislative changes impacting the business (AMP's & Cannabis)
- Internal process review with objective of improvements to process for the customer and staff
- Exploring dog/cat tag communications efforts such as pictures with Santa, Rabies Clinic

Sustainable King - Major Initiatives/Issues:

Pillar and Theme	Goal	Initiative *denotes Action Item identified within ICSP
Socio-Cultural		
Sense of Community	"Front porch" community – residents participate in cultural and civic issues	<p>Administration of the Corporate Records Management</p> <p>Create policies and procedures for administrative services, ensuring increased access and effectiveness to those services</p> <p>Continued enhancement of website</p> <p>On-going communication and community engagements efforts (website, parking permits, door hangers coming for various bylaws to be left along with a business card when an officer visits a property.)</p>
Research, Partnerships & Innovation	Provide services that support healthy, active lifestyles for all ages, cultures and abilities; remain a safe, low crime community	Various working groups with municipal partners in anticipation of legislative changes with the objective of improving services and efficiencies (e.g. AMP's, Cannabis)
Environmental		
Land Use Planning	Protect natural & agricultural areas, village revitalization and smart growth supported by planning policies, bylaws, strategies, documents and enforcement practices that respect public input and require best practices for green building	Continued review and update of Township Regulatory By-laws to improve effective mediation, consistency of enforcement and compliance process
Financial		
Annual Budget & Business Plan	Responsible budget that reflects needs and priorities and structured for short, medium and long term	<p>Automated parking system.</p> <p>Reviewing the potential of creating mobile offices to create efficiencies for officers while working in the field.</p> <p>Laserfiche Electronic Records and Document Management System improving and increasing information access and managing risk/liability.</p>



Clerks & By-law Enforcement Department

2018 Accomplishments

Clerks Division

- Successfully delivered the 2018 Municipal Election in accordance with the *Municipal Elections Act*.
- Adopted new/updated Administrative and Corporate Policies, in response to legislative changes, including:
 - Use of Corporate Resources During an Election Period Corporate Policy;
 - Procedural By-law;
 - Council and Staff Relations Policy;
 - Council Code of Conduct and Accountability Services Framework.
- Continued the development of the Township's Corporate Policy and Procedure Library.
- Enhanced Clerks communication materials/content, including the revamp of the Clerks section of the website and redesigning the look and feel of the agendas/minutes of Council and Committees.
- Continued the promotion of the Township's records management program through increased staff communications, training and assistance; inventoried all inactive record boxes; coordinated the destruction of 150 record boxes; began implementation of the Township's Electronic Document and Records Management System; and installed a new High Density Mobile Storage System in the new municipal office.
- Updated Council on actions by the Township to prevent and remove barriers and ensure inclusion for persons with disabilities living/working or visiting King; received Council's endorsement and approval of the Inclusion Charter for the Township; provided the 2017 Accessibility Status Report, the final status report in the Township's 2013 – 2017 Multi-Year Accessibility Plan; and Conducted accessibility facility audits of all Township buildings in advance of the Municipal Election.
- Coordinated the successful disposition of municipal lands at 2075 King Road (Municipal Office) and 12840 Weston Road (Laskay Hall).

By-law Enforcement Division

- Adopted an updated Sign By-law;
- Introduced new by-law enforcement communication channels/content for the public, including more information about parking such as payments, First Attendance, alternative parking areas and parking by-laws;

- Rolled-out the new automated parking ticket administration system called AIMS (Automated Issuance Management System) to enhance administrative efficiencies and allow for easier online payments;
- Rolled-out the pilot project for free temporary on-street parking permits;
- Assisted with the provincial and municipal election sign permitting and enforcement;
- Participated in the Cross-Municipal Cannabis Enforcement Staff Working Group;
- Investigated and reviewed options for amending the Traffic By-law to deal with heavy truck parking throughout the Township;
- Reviewed illegal fill/site alteration activities and through cross-departmental involvement have created a draft fill/site alteration by-law for consideration in 2019;
- Worked with the Tree Focus Group to research and develop a tree enhancement plan for King Township.