

Clerks

To work with elected officials, the community and staff to provide service excellence that supports accessible, effective governance and a thriving community



Core Service

The Clerk's division is responsible for the management and administration of the following services:

- Freedom of Information
- Privacy Compliance
- Records Management
- Inactive Records Centre
- Council and Committee Support
- Archives
- Accountability and Transparency Services
- Advocacy and External Relations
- Corporate Policy Administration



Interesting facts about this service

100%

**Council and
Committee
meetings were
streamed online in
2022**

Top 4

**Ranking of
municipal corporatio
ns in Ontario for
number of FOI
requests received**

1.5

**Kilometers of
archival holdings are
managed and
preserved by
Archives**

870

**Council
decisions and 50
By-laws facilitated
by the council
support team in
2022**

Achievements



Accountability and Transparency

Updated mandatory Lobbyist Registry training to ensure all staff are aware of their responsibilities as a Public Office Holder.



Access and Privacy

A total of 294 FOI requests received and processed with an extended compliance rate of 99.3%.



Archives

Created an Open Public Access catalogue to allow the public to search online for archival documents, artworks, and objects from any of PAMA's collections.

Service delivery model

How do we do it

Vision

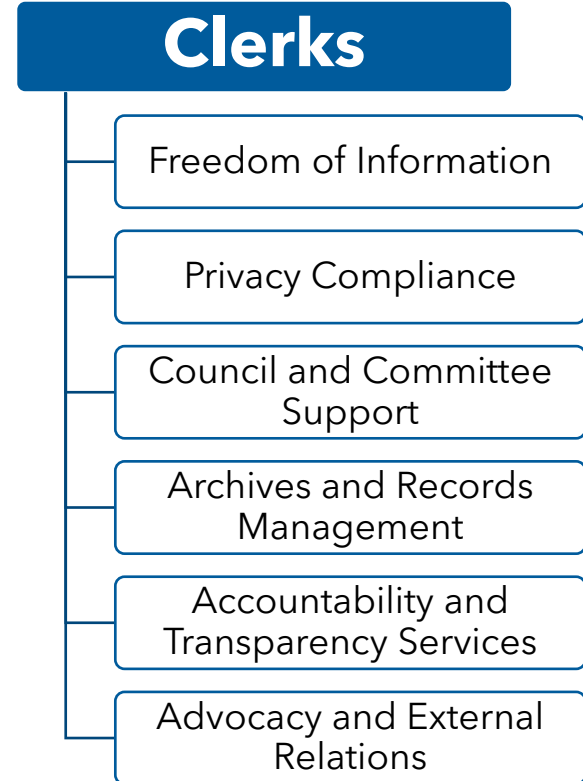
We provide service excellence by working with elected officials, residents, and staff in support of accessible, accountable, and effective governance for the Peel community.

Mission

As trusted partners we are committed to quality shared services to support organizational success and serve as the gateway for members of the public, agencies, and staff to access their regional government.

Goals of Service

- Ensure access to regional government is inclusive, accountable, and barrier-free.
- Deliver services in compliance with legislation that respond to the diverse needs of the Peel community.
- Be proactive in the implementation of continuous improvement initiatives that enhance the effectiveness of our services to elected officials, residents, and staff.
- Leverage technology to ensure services are delivered in an accessible and streamlined manner
- Support Regional advocacy priorities by providing strategic advice and leading efforts to influence policy of other levels of governments.



Service levels and trends

84 Hours

Of Council and
Committee
Meetings
administered in
2022

**100 Formal
Complaints**

Received and
responded to as
of July 2023

99.3%

Extended
Compliance rate
for FOI requests

1,500

Completed
reference
inquiries and/or
research
consultations in
2022

Business plan outlook

Planning for the future

- Investing in additional resources and a location for processing and storage capacity to keep pace with the growth of the archives collection and the increasing demand of the growing Peel community.
- Ensuring that Council and Committee meetings remain open and accessible to the members of the public.
- Implementing an electronic payment system for freedom of information requests to make customer payments for FOI application and other fees more convenient and secure.

Performance measures and results

Public Access to Council and Committee Meetings

In 2022, 100 per cent of Council and Committee meetings were streamed via the Region's website.

Complaints Handling

Proportion of complaints managed in accordance with the Complaints Handling Policy approved by Council, expressed as a percentage of the total complaints received. In 2022, 100 per cent of the 9 formal complaints received were managed in accordance with the policy.

Access to Regional Information

294 freedom of information requests were received in 2022 and processed with an extended compliance rate of 99.3%. This is as compared to the average municipal 30-day extended compliance rate of 86.3% in Ontario.

Cost containment

Finding efficiencies

Efficiencies in the 2024 Budget	Cost Savings \$ Million	Cost Avoidance \$ Million
Adjustments from the ongoing review of budgets	\$0.02	-
TOTAL	\$0.02	-

Proposed operating budget

2023 Net Base Budget (In \$Millions)	\$3.5
Cost to maintain 2023 service level	
• Inflation: Labour costs/Goods and Services	0.2
• Adjustments to User Fee revenues and updated allocation to Tax and Utility services and Peel Living	(0.1)
• Adjustments from the ongoing review of budgets (-\$20K)	<(0.1)
Sub-total: Cost to maintain 2023 service level	\$0.1
2024 Proposed Net Budget Change from 2023	\$0.1
Proposed Total 2024 Net Budget	\$3.6

Summary of Key Financial Information

	Resources to Achieve Level of Service		
	2023	2024	
Total Expenditures (\$M)	\$3.5	\$3.6	
Total Revenues (\$M)	\$0.0 (8K)	\$0.0 (4K)	
Net Expenditures (\$M)	\$3.5	\$3.6	
Full-time Staffing Resources	36.0	36.0	
Capital Investment (\$M)		-	
10-Year Capital Investment (\$M)		-	
Outlook Years	2025	2026	2027
Net Increase (\$M)	\$0.6	\$0.1	\$0.1
% Increase	17.6%	2.6%	2.6%