

Municipality of Lakeshore - Report to Council

Legislative & Legal Services

Legislative Services



To: Mayor & Members of Council
From: Brianna Coughlin, Manager of Legislative Services
Date: January 4, 2021
Subject: Legislative Services - 2020 Annual Report.docx

Recommendation

This report is for information only.

Background

The Legislative & Legal Services Department is divided into three divisions: Fire Services, Human Resources, and Legislative Services.

Legislative Services is responsible for the administration of Council meetings, board/committee meeting support, municipal elections, risk management, records management, vital statistics and licensing services. In addition, the department provides corporate administrative support and administers the animal control and crossing guard programs. The Legislative & Legal Services budget incorporates the revenues and expenses for all of these services and includes the revenues and expenses (including salaries for the Director and Legal Assistant) for the Municipality's legal affairs.

Comments

The following is an overview of activities undertaken by Legislative Services in 2020, as well as associated projects that will be commenced in 2021.

Council and Committee Support

Legislative Services provides procedural advice to municipal boards and committees and directly administers Council meeting activities.

In 2020, Legislative Services administered training and widespread use of eScribe electronic meeting software, which includes report writing, agenda and meeting preparation. Due to the in-person gathering restrictions caused by the COVID-19 pandemic, Council, board and committee meetings were held electronically from April

2020 to date. Legislative Services, in partnership with Information Technology Services, oversaw this transition.

Legislative Services processed agendas and addendums for 20 regular meetings, 13 special meetings and 20 closed sessions. A separate information report is included in the January 12, 2021 Council meeting agenda for information relating to the 2020 Council meetings.

Meetings will continue to be held electronically until such time as in-person meetings can be conducted safely. Legislative Services will also be bringing forward the new Code of Conduct and new Procedure By-law for Council's consideration in 2021 and will facilitate training for board/committee members, as well as members of Administration relating to Municipality board and committee functions.

Records Management

Lakeshore's records management program is administered in accordance with the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA) as well as The Ontario Municipal Records Management System (TOMRMS).

The Clerk exercises the powers of the "head" pursuant to MFIPPA. In this role, the Clerk is responsible for determining what records to release or disclose in accordance with the Municipality's obligations and discretion under MFIPPA. Legislative Services processed 19 MFIPPA requests in 2020 related to the following:

- 8 requests for general records relating to construction/drainage (permits, drawings, inspections, outstanding orders),
- 4 requests relating to municipal maintenance records,
- 3 requests for general records relating to property fires,
- 2 requests for general records relating to properties (zoning, taxes, complaints, outstanding orders),
- 1 law enforcement request (animal welfare), and
- 1 request for personal information relating to a potential breach of privacy (withdrawn).

Additional training relating to the Laserfiche records management software will be undertaken in 2021, as well as a number of special projects relating to electronic records management. In addition, Legislative Services will be working with other departments to develop a Routine Disclosure policy for information requests.

Risk Management

While risk management is undertaken by several departments within the organization, Legislative Services oversees the municipal insurance program and performs claims

administration. A separate report relating to claims management will be presented to Council in 2021.

Vital Statistics

Legislative Services issues marriage licences and coordinates civil marriage ceremonies in accordance with provincial regulations and municipal policies. Twenty-two marriage licences were issued in 2020, however only two ceremonies were conducted due to gathering restrictions and occupational health and safety concerns relating to COVID-19.

Approximately 75 death certificates and 75 burial certificates were processed in 2020.

Licensing and Enforcement

Legislative Services oversees the lottery and taxi licensing for the municipality. In 2020, the taxi program was overhauled and the Vehicle for Hire By-law was approved by Council in October.

Although many community organizations were restricted in their activities due to the COVID-19 pandemic, several groups continued to undertake lotteries as a source of fundraising. Legislative Services issued 46 lottery licences in 2020.

In addition to these licensing activities, Legislative Services is also responsible for the administration of alarm registration applications and the processing of parking tickets issued by the Ontario Provincial Police. Approximately 620 alarms were registered in 2020 and 130 parking tickets were processed.

The processing of parking tickets includes registering payments, issuing first and second notices of violations, responding to questions/complaints relating to tickets, collections efforts, and submitting monthly and annual reports to the Ministry of Transportation through the Authorized Requester Information Services (ARIS) system.

At the direction of Council, Legislative Services will be participating in public consulting in 2021 relating to short-term rental accommodations.

By-laws and Policy Development

Legislative Services drafts most and oversees all by-laws presented for Council consideration. These include administrative matters, agreement authorization and legislative matters. Approximately one-hundred by-laws were presented to Council for consideration in 2020.

The Legislative Services Division leads the corporate policy review process through the Policy Review Committee. The Committee is comprised of three members: the Manager of Legislative Services (Chair), the Manager of Human Resources and the Manager of Financial Analysis.

The purpose of the Committee is to review all draft corporate municipal policies and procedures to ensure procedural and technical accuracy, as well as adherence to approved Council and corporate plans and directives. With representation from the above-noted members, the Committee will ensure policies are reviewed from a policy, financial and human resource perspective. Meetings of the Committee are held monthly or more frequently if urgent review is required, such as corporate policies relating to emergency measures.

Animal Control

Legislative Services oversees the animal control program as well as the administration of the Lakeshore Dog Pound. In coordination with the Dog Pound Committee, several safety improvements were made at the Dog Pound in 2019 and 2020.

An overhaul of the animal control program was begun in 2019 and continued in 2020, however this has been delayed due to the COVID-19 pandemic. Although it was intended to conduct a door-to-door canvassing program for dog licences, this was not conducted in 2020 due to safety concerns. Despite this, approximately 1,025 dog licences were processed in 2020.

Administration began the process of updating the Animal Control By-law with public consultation in January 2020 and a further report brought to Council in August for direction regarding specific items. Administration anticipates that the draft by-law will be presented to Council in the first quarter of 2021.

Crossing Guards

The crossing guard program is conducted in accordance with the Crossing Guard Policy, adopted in 2015. While it is not mandatory for municipalities to provide crossing guards for students, Lakeshore provides this service upon request of an elementary school principal depending on the intended location, projected student usage and a warrant analysis.

The Engineering & Infrastructure Services Department conducts the warrant analysis based on the following criteria:

- Posted speed limits (must be less than 60 km/hr);
- Available safe gaps and number of students crossing; and
- History of student/vehicle conflicts.

Once a location is approved by Council, Legislative Services moves forward with hiring a crossing guard for that location.

The Municipality of Lakeshore has established crossing guard locations at:

- Tecumseh Road and Comber Side Road
- Main Street (Highway 77) and Community Centre Street
- Taylor Avenue and McAllister Street
- St. Peter Street and South Street
- I.C. Roy and Mancini Street
- Notre Dame Street and Eleventh Street
- Eleventh Street and St. Peter/Christine Streets
- Rourke Line and Oakwood Avenue (crossing established in December 2020)

There are no current requests for additional crossing guard locations at this time.

Legislative Services hires, trains and schedules crossing guards and coordinates with the principals of all applicable schools relating to schedules and safety concerns. The Municipality currently employs 7 part-time and 9 alternate crossing guards.

The crossing guard program saw significant changes in 2020 due to school closures relating to the COVID-19 pandemic and additional training was conducting relating to safety measures.

Election

Municipal elections take place every four years, with the next election scheduled for October 24, 2022. Legislative Services updates the Voters' List as needed and keeps abreast of changes to legislations and best practices relating to elections.

In 2021, Legislative Services will be coordinating a communications plan for the 2022 election and will be bringing forward reports for Council's consideration. A by-law must be approved by May 1, 2021 in order to allow for alternative methods of voting such as vote by mail or internet/phone voting. In addition, Administration will be updating election policies and will be bringing forward those policies requiring Council approval, such as the Use of Municipal Resources policy.

Corporate Administrative Support

Legislative Services provides support to the organization at large through mail distribution, bulk ordering, corporate memberships, fleet management, commissioner of oath services and reception and customer service.

Legislative Services contributes to fleet management through the Commercial Vehicle Operator's Registration (CVOR) program with the Ministry of Transportation, as well as annual insurance licensing.

Requests for commissioning services are coordinated and mainly performed by Legislative Services.

In March 2020, Legislative Services oversaw the creation of a municipal call centre with participation of Revenue Services, Building Services, Development Services, Engineering Services, Public Works and Recreation Services in order to provide residents with up to date information through the initial phases of the COVID-19 pandemic. Although the municipality has returned to the automated call system, these departments continue to work together to improve customer service, such as through the creation of online forms and electronic payments.

Financial Impacts

There are no financial impacts related to receiving this report. Costs associated with the delivery of the above-noted services were included in the Legislative & Legal Services, Animal Control and Dog Pound budgets.

Report Approval Details

Document Title:	Legislative Services - 2020 Annual Report.docx
Attachments:	
Final Approval Date:	Jan 7, 2021

This report and all of its attachments were approved and signed as outlined below:

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