

| Type of Decision | | | | | | | | | |
|-------------------|--------------------------|------------------|---|----|-----------------|---------------------------|------|---|--------|
| Meeting Date | Friday, January 20, 2012 | | | | Report Date | Friday, December 23, 2011 | | | |
| Decision Required | | Yes | X | No | Priority | | High | X | Low |
| Direction | | Information Only | | X | Type of Meeting | X | Open | | Closed |

| REPORT TITLE |
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| Clerk's Goals and Accomplishments 2011 - 2012 Report #20/01/12/1203 |

Subject: Review of Clerk's performance for 2011 and list of goals for 2012.

RECOMMENDATION: None – for information only; *as always, Council may modify job duties according to the job description at its discretion.*

Background/Executive Summary:

Goals for 2010 as discussed during performance appraisal December 7, 2009 with Reeve Stewart and Councillor Aiston. There was no performance appraisals completed in 2010 as Mr. Bob Young had just completed the new grid and with the jumps in compensation Council did not perform an appraisal for the Clerk; nor did the Clerk perform formal appraisals for staff. I do however; regularly speak with staff concerning their performance, both positive and negative. The following points in bold were the goals agreed upon and comments as to whether or not they were met.

- **Refrain from joining debate at Council table (aside from adding new information or reminding Council of the law).**
 - 2010 – Improved - I have made a concerted effort to refrain from joining debate. I recognize that this may still need improvement however; in all but a few specific instances where I was personally defending myself, I as Clerk have asked the chair for the floor and have been acknowledged. At no time during Council have I simply input my own opinion. When I have intervened I have corrected misstatements and/or provided new information. Often I have copies of past decisions, reports, and other background information including legislation in front of me while debate is occurring. In order to ensure that Council is making decisions based on fact and not emotion or incorrect information, I often signal my request to add information to the chair who permits me to speak.
- **Create an information booklet on common questions / policies for new residents, visitors etc.**
 - 2010 - Although a specific booklet has not been created, it was decided that the easiest way to provide up to date information was through the website. The municipal website has been regularly updated with policies, by-laws etc. available for all. Further, regular newsletters share seasonally appropriate information concerning municipal services and/or how to contact staff and council for further information.
- **Update/improve evaluation process and forms for next year's performance appraisals. Complete an evaluation of the grid system and position placement.**
 - In December of 2010 a full evaluation of the grid system and job position placement occurred. The evaluation process for regular staff is still being utilized. A 360 degree evaluation is being implemented for the Clerk's position.

- **Focus on succession planning for other positions within the municipality – specifically the road super.**
 - 2010- The new position of Municipal Maintenance Worker provides for job shadowing and sharing of the Road super's position by a second permanent employee to assist with continuity of service when the Road super takes holidays or eventually leaves this employment. Full documentation of duties and tasks has been recorded for the past 4-5 years allowing for a formal list of duties come time for replacement.
- **Complete second semester of the Municipal Law Program.**
 - 2010 - This goal was not met in 2011 due to conflicting demands.
- **Complete budget by February 2010.**
 - The budget process has been completed earlier each year, by February in 2011.
- **Successfully prepare for and run (if needed) an election.**
 - All forms, documents, templates, web site etc. was completed for a fall 2010 election. Training was completed and resources updated. As it turned out, there was no need for an election however; we were ready.
- **Continue with formal staff meetings to review policies, discuss challenges and brainstorm for solutions, and overall improve morale.**
 - We held four employee meetings in 2010. We did not have any formal employee meetings in 2011 but have one scheduled for March 2012.
- **To ensure Health and Safety policies are in place for each position/class of position e.g. Office worker, roads crew, etc.**
 - H&S policies are in place for Youth, Office, and Garage Checklist with draft policies for Roads and Disposal Sites which need to be finalized.

2010 - The items following include accomplishment for 2010 which were not specifically listed as goals in the 2009 appraisal but were met during 2010:

- 1) Renewed and updated the Auto-Ex agreement;
- 2) Tendered, awarded and managed grant applications and contracts for energy efficient changes to the hall and garage;
- 3) Attending Harassment and Workplace Violence training seminars, created and implemented new policy;
- 4) Sale of land by-law finalized;
- 5) Grants and projects – Old Mackey Park – pavilion and playground equipment as well as Accessible washrooms.
- 6) Updated roads policy;
- 7) Personnel issues – disposal site attendant;
- 8) Salary Grid Review and RfP process;
- 9) Insurance Renewal RfP process;

2011 - The items below include accomplishments for 2011 which were not specifically listed as goals in my last appraisal but were achieved in 2011.

- 1) Updated policies:
 - ◆ Customer Service
 - ◆ Donations (implemented an entire donation/recognition project).
- 2) Successfully applied for and received grant funding.
 - ◆ Canada Day Celebration
 - ◆ Ontario Summer Jobs Program

- ◆ Canada Summer Jobs
- ◆ Continuous Improvement Fund – Recycling Promotion and Education Grant

3) Implemented the approved suggestions of Mr. Young with the compensation grid for all staff, improving morale and ultimately performance.

4) Regularly updated and maintained the municipal web site keeping it current with new and/or improved pages for:

- ◆ Fundraising and Donations;
- ◆ Municipal Financial Documents;
- ◆ Elections;
- ◆ Health and Wellness;
- ◆ Employment, Tenders; and
- ◆ Roads.

By-Laws considered, created or updated during 2011 (including the preparing for and holding of public meetings where required).

- ◆ Animal Control;
- ◆ Zoning By-Law Amendment;
- ◆ Fees and Charges;
- ◆ Building permit Fees;
- ◆ Recycling Contract Renewal; and
- ◆ Waste Management.

5) Merged the Disposal Site and Roads Labourer positions to effectively resolve holiday coverage and succession planning issues.

- ◆ Hired Bill for this position and hired Noella for Treasurer position;

6) Successfully completed the Municipal DataCall to obtain funding for our blue box program.

7) Have formalized all service contracts and have extended the renewal periods to reduce costs and efforts at renewal – plowing, grading, recycling and grounds maintenance.

8) Unplanned issues successfully managed:

- ◆ First Aid Training;
- ◆ Disposal Site Fencing;
- ◆ Continued Satellite Service for office computer access;
- ◆ CBO and the Town of Deep River issues;
- ◆ Replaced the Community Fire Safety Officer;
- ◆ Chapman Park, declared surplus, sale procedure commenced;
- ◆ Hired summer grounds worker outside of normal contract;
- ◆ Research on roads ownership for severance and road maintenance purposes;
- ◆ Ownership of Old Mackey Park researched and determined;
- ◆ Canada Post Box relocation – special meetings;
- ◆ Canada Day Celebrations.

9) Obviously issues outside of my control have affected the performance of my job duties during 2011 including the election financial reports issue and subsequent court case in April and May; and the deputation of October 7, 2011 and subsequent events which consumed much time, energy and resources.

Goals for 2012

1. Move forward from the position of mistrust and animosity between myself and some members of Council attempting to create a culture of respect and openness. I am fully willing to discuss issues with individual Council members or Council as a whole to attempt to resolve unsettled issues.
2. Organize and conduct a seamless by-election. Assist the new Council member with understanding their roles and responsibilities as per the Municipal Councillor's Guide and municipal policies and by-laws.
3. Complete a review of all by-laws and policies with built in review periods by year end.
4. Finalize Health and Safety policies. Contact the Public Service Health and Safety Association with a goal to hold at least one staff and council educational session on workplace H&S, legislation and policies before June.
5. Continue to manage staff with a goal to meeting or exceeding budgeted costs.
6. Resume practise of holding regular employee meetings, inviting representative of the Employee Assistance Program to provide presentations on more common workplace issues.
7. Focus on working with Council to develop a forward looking mandate and long-term goals for the municipality.
8. Better communicate with residents to ensure that they understand Council decision making processes and decisions – perhaps through stakeholder meetings, continued newsletters and more frequent public meetings offering Q&A.
9. Work with Bill towards a smooth transition to the new Waste Management By-Law through public information sessions, handouts, updated web site and signage.
10. Work with Noella to apply for and be successful with as many funding opportunities as possible.
11. Hire a summer student to work with Terry during the months of July and August – 5 days a week; and/or provide support for special office projects still outstanding such as archiving.
12. Personal goals include:
 - a. Complete training on the new mapping software;
 - b. Complete training on advanced word and excel use;
 - c. Cross train with Noella on taxation software;
 - d. Let history be history and move forward positively.
 - e. Set aside time to read municipal magazines and journals on a weekly basis.

Approved and Recommended by the Clerk

Melinda Reith,
Municipal Clerk

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