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## City of Toronto 1998 budget information

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### Program Detail: City Clerk's

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## Section A

### Program Purpose

Manages the governance process of Council and its Committees, fulfills various statutory responsibilities under Provincial legislation, and serves as the key access point for the public to Council information. The Department also provides a number of services to Council, the administration and the public.

### Full Time Equivalent (FTE) Summary

	1997 FTEs	1998 Approved FTEs
	12.7	4.0
Council Support Services & Administration	37.6	32.1
Secretariat	97.9	85.9
Elections & Legislative Services	62.5	57.0
Records Management, Archives, Access and Privacy	111.7	95.7
Public Information, Corporate Communications, Protocol & Civic Events	119.8	111.4
Design, Reproduction & Distribution Services	128.4	106.9
<b>Total City Clerk's</b>	<b>570.4</b>	<b>492.8</b>

### Structure and Key Business Activities

The City Clerk's Department is comprised of the following key business activities:

#### City Clerk's Office

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- Leads, manages and directs the City Clerk's Department.
- Provides direct support to 57 Members of Council.

**Council Support Services and Administration**

- Provides budgetary, administrative, human resource and information technology support to the Clerk's Department and Members of Council.

**Secretariat**

- Manages the legislative process of Council, the Standing Committees, Community Councils, Task Forces, Special Committees, Sub-Committees, the appointment process for Members of Council and the public to Standing Committees, Agencies, Boards and Commissions and maintains by-laws.

**Elections and Legislative Services**

- Conducts Municipal Elections, By-Elections and Recounts.
- Issues marriage licenses and registers births and deaths in accordance with the Marriage Act and Vital Statistics Act.
- Amends assessment rolls from assessment appeals in accordance with the decisions of the Assessment Review Board and Ontario Municipal Board.
- Develops and administers lottery licensing and lottery compliance programs.

**Records Management, Archives and Access and Privacy**

- Develops and administers all activities related to corporate records management.
- Identifies, selects, describes and preserves records of enduring value.
- Receives and processes all requests for information in accordance with the Municipal Freedom of Information and Protection of Privacy Act.

**Public Information, Corporate Communications, Protocol and Civic Events**

- Develops and implements communication strategies for City initiatives and issues.
- Plans and manages civic and community events and protocol services.
- Informs the public about City services and programs.
- Develops and implements media relation strategies.

**Design, Reproduction and Distribution Services**

- Provides corporate printing and graphics, document reproduction and distribution services.

**Section B****Key Service Level Indicators**

Key Indicators	1997	1998
<b>Council Support Services &amp; Administration</b>		
Number of Civic Centres serviced	7	7

<b>Additional indicators being considered for 1998:</b> <ul style="list-style-type: none"> <li>• Number of staffing requests</li> <li>• Number of calls for assistance</li> <li>• Number of purchase requisitions</li> <li>• Number of account statements</li> <li>• Number of correspondence received &amp; distributed</li> </ul>		
<b>Secretariat</b>		
Number of Days of Council & Community Council Meetings	150	172
Number of Zoning By-Laws Processed	209	210
Number of Public Hearing Notices	319	320
Number of Civic Centres serviced	7	7
<b>Additional indicators being considered for 1998:</b> <ul style="list-style-type: none"> <li>• Number of agenda items for Council, Community Council and Standing Committees</li> <li>• Number of Council inquiries</li> <li>• Number of By-law inquiries</li> <li>• Number of Standing Committee inquiries</li> <li>• Number of Community Council &amp; other inquiries</li> <li>• Number of Extracts/Certifications</li> <li>• Number of Agreements signed</li> <li>• Number of Web Page Hits</li> <li>• Number of agendas distributed</li> <li>• Number of deputations before Community Councils and Standing Committees</li> </ul>		
<b>Elections and Legislative Services</b>		
<b>Elections</b>	1994	
Number of eligible electors	1.6 M	1.6 M
Number of candidate nomination fees processed	n/a	378
Number of candidate financial statements processed	n/a	378
Number of campaign contribution receipts processed	n/a	70,000 - 80,000
Number of Civic Centres serviced	7	7

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Additional indicators being considered for 1998:		
<ul style="list-style-type: none"> <li>• Number of inquiries from candidates and voters</li> <li>• Time required for election night results</li> </ul>		
<b>Legislative Services</b>		
Number of marriage licenses issued	16,801	16,800
Number of births registered	39,352	39,350
Number of deaths registered	23,661	23,660
Number of assessment appeals	86,021	90,000
Number of Civic Centres serviced	6	6
Additional indicators being considered for 1998:		
<ul style="list-style-type: none"> <li>• Number of birth travel letters issued</li> <li>• Number of lottery licenses issued</li> <li>• Number of charities &amp; non-profit organizations licensed</li> <li>• Number of inquiries in person</li> <li>• Number of inquiries by phone</li> </ul>		
<b>Records Management, Archives, Access &amp; Privacy</b>		
Number of boxes stored	192,499	211,700
Number of inactive boxes received	24,366	25,000
Number of stored records accessed	108,623	110,000
Number of records microfilmed	796,367	300,000
Number of records destroyed	8,833	4,000
Number of visitors	26,781	30,400
Number of enquiries	11,284	14,000
Number of items restored	1,800	1,000
Number of FOI requests	1,993	2015
Number of Civic Centres serviced	7	7
Additional indicators being considered for 1998:		
<ul style="list-style-type: none"> <li>• average turnaround time for records requests</li> <li>• average turnaround time for FOI requests</li> </ul>		

<b>Public Information, Communications, Protocol &amp; Civic Events</b>		
Number of tours	415	415
Number of counter requests	196,900	180,000
Number of switchboard calls	349,500	350,000
Number of brochures distributed	273,000	400,000
Number of translations	1258	1200
Number of web e-mails answered	1462	2000
Number of Civic Centres serviced	7	7
<b>Additional indicators being considered for 1998:</b> <ul style="list-style-type: none"> <li>• Number of web page hits</li> <li>• Number of scrolls issued</li> <li>• Number of proclamations issued</li> <li>• Number of issues managed &amp; correspondence answered</li> <li>• Number of press releases</li> <li>• Number of program strategy consultations</li> </ul>		
<b>Design, Reproduction &amp; Distribution Services</b>		
Central photocopy: number of impressions	16,691,962	34,032,967
Civic centre reproduction centres: number of impressions	45,717,195	28,376,190
Number of print production jobs	7522	7522
Number of mail delivery locations	235/daily	270/daily
Number of graphic design jobs	4354	4354
Number of Civic Centres Serviced	7	7

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