

# Town of Riverview

## CAO DEPARTMENT MONTHLY REPORT



To: Mayor and Town Council

Prepared by: Colin Smith, CAO

Date: March 25, 2019

Month & Year: February 2019/March 2019

### Section 1: 2019 Priorities

Priority	Activities
<b>Employee Engagement &amp; Collaboration</b>	<p><i>The focus of this objective is to lead and support the leadership team in executing employment engagement activities to strengthen and improve employee engagement at the Town of Riverview, which will help facilitate increased collaboration within the organization.</i></p> <p>Actions:</p> <ul style="list-style-type: none"> <li>• Training sessions for the new performance management quarterly check-in process were facilitated by the Director of HR in early March. All people leaders will be having their first quarterly check-in meetings over the next couple of weeks.</li> <li>• With the Town now having Office 365, a number of project teams are using Microsoft office to share information, collaborate and track project status. Currently cross departments' projects using Teams include the Wellness Centre Committee; Annual Report Development Team; Directors Group; and more.</li> <li>• The internal working committee focused on how will the Town, and in particular its residents and business, prepare for the impact of the causeway closure in 2020 held its second meeting in March. The committee has contacted Fredericton and Saint John to find out how they managed through extend closures of major access points in their community. The committee gained good learnings from the actions taken in those other communities. Actions taken elsewhere include encouraging ride sharing; promoting active transportation; encourage employers to allow alternative work hours or work from home arrangements, etc.</li> </ul>
<b>Operational Excellence</b>	<p><i>The focus of this objective is to lead the organization in the execution of initiatives that if implemented will strengthen, improve and modernize the Town's Operations (proper planning and allocation of continuous improvement budget).</i></p> <p>Actions:</p> <ul style="list-style-type: none"> <li>• Strategic Technologies presented a business case to explore the establishment of VOIP for the Town's phone lines at its facilities. The business case establishes a return on investment of under 12 months, if the Town converts to the solution proposed by Strategic Technologies. The VOIP business case has been reviewed by the Directors team and we have identified some clarifying questions for Strategic before sign off on the project.</li> </ul>

Priority	Activities
	<ul style="list-style-type: none"> <li>I participated in a couple of planning sessions with the CAOs of Moncton and Dieppe and the appropriate departmental directors to discuss opportunities for collaboration and coordination on shared initiatives between the communities. The CAOs meet with the Directors of Recreational Services to discuss current operational plans and opportunities for information sharing and collaboration. There was also a similar meeting with the CAOs and the three Fire Chiefs.</li> <li>Due to the fact that the Provincial Government will not be allocating funding for the Federal and Provincial Transit Infrastructure program this year, it is staff's assumption we will not be able to acquire a new transit bus this year as planned by Council. Therefore, I requested that Codiak Transpo review what and if there were any options they could be implemented using the additional operating budget Council allocated in 2019 to increase service hours to improve services and also to trial potential route options that may assist when the causeway is closed. Options will be presented to Council in the future for discussion and direction.</li> </ul>
<b>Execution of Corporate Projects/ Initiatives</b>	<p><i>I will plan a leadership role in executing on the following 2019 projects: 1) ensure a brief review and refresh of the Ten year Capital plan (Q2/Q3) is completed by Council 2) play an active role in the execution of 2019 actions associated with the Wellness Centre Project 3) continue to actively promote and evaluate opportunities to sell Town properties:</i></p> <ul style="list-style-type: none"> <li>The Wellness Centre Steering Committee continues to be active in moving the project forward in particular focusing on the development of the fundraising case statement and identifying potential fundraising leaders. From a brand and promotions perspective the Committee discussed the "title" of the facility and have decided that due to the nature of the facility (no health services included) that it would be better named the "Riverview Recreation Complex". The title is more reflective of the nature of the facility and provides better clarity to potential donors and the public on the purpose of the facility.</li> <li>The Director of Economic Development and I met with Colliers to discuss land development options in particular as ways to divest of the Old Public Works sites.</li> </ul>
<b>Organizational Effectiveness Review</b>	<p><i>The focus of this objective is to assess and determine the effectiveness of the current organizational/departmental structures and evaluate long term options for improve structural alignment, in particular related to the management and oversight of day to day operations.</i></p> <p>Actions:</p> <ul style="list-style-type: none"> <li>The interviews for the Manager, Public Works are scheduled. This is a leadership position critical to the management of this large operational department.</li> </ul>

**Section 2: Other Notable Development & Highlights for Council's Attention:**

- The Mayor and I meet with our two local MPs to discuss current activities as well as the Town's priorities for federal and provincial infrastructures. As has been discussed previously with all federal and provincial officials, the Town's infrastructure project priorities included: Bridgedale Boulevard; road and underground infrastructure; the Wellness Centre; and Lion's Pool.