

Town of Riverview

CAO DEPARTMENT MONTHLY REPORT

To: Mayor and Town Council

Prepared by: Colin Smith

Date: January 23, 2017

Month & Year: December 2016/January 2017



Agenda Item:

Meeting Date:

For use by Office of the Town Clerk only

Section 1 Status of 2016 Priorities

Priority	Activities
Long Term Planning	<p><i>The focus of this objective is to look at reviewing and updating the Town's Strategic Plan and its long range capital plans.</i></p> <ul style="list-style-type: none"> The new Strategic Plan was formally approved on December 13, 2016. The plan is posted on the Town's website and a news release was provided to the media. Departments are developing detailed operational plans to execute on this long term plan.
Measuring Results/ Setting Service Standards	<p><i>The focus of this objective is on creating a methodology and approach to regularly measure the operational performance of the Town.</i></p> <ul style="list-style-type: none"> The new Strategic Plan outlines specific metrics to consider when measuring the Town's progress over the next four years. The Strategic Plan updates will include updates on those proposed metrics and other operational metrics that are relevant to Council.
Continuous Improvement	<p><i>Lead the organization in the implementation of a number of continuous improvement initiatives designed to strengthen, improve and modernize the Town's Operations</i></p> <p>Actions:</p> <ul style="list-style-type: none"> A new service tracker software system to track residents service calls and inquires was purchased before the end of 2016. The initial focus was to introduce this new system internal to the organization starting in the Public Works Department. Eventually the system will be introduced in other departments and will be made available online for residents to enter their issues directly (versus calling in). Training of over 15 staff in Public Works and Administration occurred in December. A trail period using the new system is going to begin in January.
Increase Collaboration	<p><i>The objective focuses on the desire to have the organization increase its internal collaboration; information sharing; and coordination of efforts to improve the effectiveness of the Town's operations.</i></p> <p>Actions:</p> <ul style="list-style-type: none"> n/a

Section 2: Status of 2017 Priorities

I have worked on updating my performance management priorities for 2017. I had the opportunity to discuss those objectives earlier this month with the Performance Management Committee. Below are the updated PM priorities.

Priority	Activities
Employee Engagement	<p><i>The focus of this objective is on increasing and promoting employee engagement in the success of the organization.</i></p> <p>Actions:</p> <ul style="list-style-type: none"> An Employee Town Hall Session is scheduled for February 1 to celebrate the successes of 2016; provide employees an overview of the Strategic Plan; to discuss operational priorities for 2017; and to provide a summary of the Health and Safety Leadership Pilot Program the Town is executing in cooperation with Worksafe NB. During January the Directors have been working together to formulate the content for this town hall session and how it will be delivered.
Strategic Plan Execution	<p><i>The focus of this objective is leading the organization in the operational execution of the Town's Strategic Plan.</i></p> <p>Action:</p> <ul style="list-style-type: none"> Department Directors have all been asked to develop operational plans for 2017 that are aligned to the Strategic Plan. The Directors Group will have a strategic and operational planning session on January 23 to discuss, review and identify collaboration opportunities between departments to execute on the 2017 priorities.
Operational Excellence and Change Management:	<p><i>Lead the organization in implementing a number of continuous improvement initiatives designed to strengthen, improve and modernize the Town's Operations</i></p> <p>Actions:</p> <ul style="list-style-type: none"> As CAO I am currently evaluating a software program designed to assist municipalities on reporting on strategic and operational plan activities as well as metrics. There is a demo of the system scheduled in January. At this point, I am not sure this program would be of benefit, but I want to evaluate what reporting improvements could be made with such a system. The Town Clerk's office is rolling out a number of systems and processes designed to improve the Town's operations in 2017. The new records management system and the escribe system are currently being rolled out by that office.
Long Range Planning and Growth	<p><i>The objective focuses on initiatives and activities that if successful can help enable the long term priorities and growth objectives of the Town.</i></p> <p>Action:</p> <ul style="list-style-type: none"> The CAO and Director of Economic Development have been in discussions with Naveco Power about the potential benefits to the Town if we were prepared to allow local investors to develop a solar farm on the Town's old dump site on the Niagara Road. Naveco focuses on bringing investors together through the Community Economic Development Corporation (CEDC) model for renewable energy and energy efficiency projects in New Brunswick. The old dump site is over 150 acres of land situated right along

Priority	Activities
	<p>the NB Power line. Funds have been reallocated in the existing 2017 budget to explore the feasibility of this concept for Council's future consideration. There is no approval for new funding needed from Council. The timing of this analysis is well placed, because NB Power will be releasing an Expression of Interest process soon looking to see if there is interest in for Locally Owned Renewable Energy Small Scale (LORESS) Projects.</p> <ul style="list-style-type: none"> • Before the end of 2016, Council gave staff direction to develop a Request of Interest to see who in the development community would be interested in acquiring the Old Public Works Site and what they propose doing with that land. The Director of Economic Development has been developing the ROEI and it is anticipated it will be released by February 2017. Also the Directors Group is also actively looking at what needs to be done to demolish the existing building and to address the environmental matters identified in the past EIAs. • At the January 2017 Committee of the Whole Meeting Council will be asked to start the process of considering rezoning and selling existing Town own land on Runnymede Road. As per the Land Management Policy, staff have been asked to start bringing forward land that does not have a designated municipal purpose and seek Council's direction on how it would like to proceed (maintain or sell the land). As CAO I see great benefit in selling this land and seeing what potential development could occur on that land.

Section 3: Other Notable Development & Highlights for Council's Attention:

- *Performance Management:* Year end performance discussions with all the directors and non-bargaining were completed in December as per the Town's Performance Management Process.