

Town of Riverview

CAO DEPARTMENT MONTHLY REPORT



To: Mayor and Town Council

Prepared by: Colin Smith, CAO

Date: September 25, 2017

Month & Year: August, September 2017

Agenda Item: 7a.1

Meeting Date: COW 09/25/2017

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Section 1 Status of 2017 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>Action:</p> <ul style="list-style-type: none"> In early September, Senior Management Team approved an Employee Engagement Plan for the organization designed to build on the foundation of strong engagement activities already in place. Positive engagement activities already in place including: employee roundtables; employee Town Hall meeting; Christmas celebration; etc. The plan establishes accountability for the CAO and the directors to improve our efforts towards employee engagement. Action has already started on a number of those priorities including departmental Town Hall meetings that have occurred or been scheduled; HR is assessing technology options to improve consistent communication to all employees; etc. The Canada 150 Summer Wellness Challenge went very well this summer with notable participation levels and in actual fact two departments tied for the overall lead in that event so a tie breaker competition is in the works. The third session of the Town's Safety Leadership Program in cooperation with Worksafe NB is schedule for the end of September.
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"> Council received a midyear update on the Town's execution on the Strategic and Operational Plans at its July Council meeting. It provided Council with an opportunity to see what progress had been made on the key initiatives in 2017 and what initiatives were still in progress. The new <u>Municipalities Act</u> when implemented will require that all municipalities produce an annual report. Riverview will be in a good position to meet that legislative requirement as we already provide annual financial reports to Council (and regular progress updates) and we report on the Town's strategic plan progress on a semi-annual basis. We will be able to adopt our current reports to meet that future requirement. One of the specific initiatives identified in the strategic plan was for the Town to develop

Priority	Activities
	<p>an Information Technology Plan. That planning process began during the summer, with each department meeting to discuss and determine their IT priorities for the future. That information has been shared with Strategic Technologies and they are going to use that information to help organize a facilitated planning exercise with senior management.</p>
<p>Operational Excellence and Change Management:</p>	<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>Action:</p> <ul style="list-style-type: none"> • The implementation of service tracker system for Public Works inquires and service requests has been a great success. It has provided a valuable tool for the department in managing, responding and reporting on service calls. Over the summer months, the Town Clerk's office started to use the system to track and record by-law enforcement inquiries as well. With the development of the new Town website, the next step in this process would be to make the service tracker system available via the Town's website. • An Engineer from the Falls Brook Centre, as part of ETF Funding they received, completed energy audit assessments of Town Hall; the Fire Hall; and the Chocolate River Station. The final reports will be received shortly and will provide the Town with guidance on what type of building investments can be made to improve the energy use within those buildings.
<p>Long Range Planning and Growth</p>	<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 Town has approved the MOU with the two other municipalities on regional economic development and all three municipalities have signed a service level agreement with 3+ Corporation to be our regional economic development agency over the past few months. 3+ Corporation is leading us in the development of a regional economic development plan, and the Director of Economic Development and I have participated in the planning phase of that plans development. The expectation is that the plan will be completed in the fall and shared with the Community at large once it is formally adopted. • The Director of Economic Development and I have been attempting to provide some assistance to ensure the first phase of Dobson Landing can start in 2017. We have been working with the developer and Urban Planning/Building Inspection in an attempt to resolve some minor roadblocks preventing the building from starting. We anticipate that the support has helped resolve the outstanding items and activity will start soon. • The Town listed a couple of surplus properties for sale over the past few months. In particular the lot at the corner of Pine Glenn and Gunningsville Road and residential development land off Runnymede. While there has been some preliminary interest in those properties, no formal offer has been received. As well there appears to be some interest in the old Public Works site and other municipality properties in Town but those are still in the exploration phase.

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

- Negotiations with the IAFF started up again in September. There have been a number of sessions during the month of September to address the current outstanding issues.
- Codiac Transpo have started to receive the new buses that the three municipalities ordered back in December of last year. The first of the two buses that Riverview ordered will soon be on the road. That will be positive for the current users of our system. The plan will be to start using the new bus on Route 81, as that is the more active route in Town, and transfer the Route 81's bus to Route 80. Codiac Transpo's recommendation is that the Town of Riverview sell the Route 80 bus due to its age and the fact Codiac will not have parts to repair in the future. I support their recommendation and will give them that direction after confirming Council's opinion.