

Town of Riverview

CAO DEPARTMENT MONTHLY REPORT



To: Mayor and Town Council

Prepared by: Colin Smith

Date: May 23, 2017

Month & Year: May 2017

Agenda Item: 7a.1

Meeting Date: COW

05/23/2017

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>Actions:</p> <ul style="list-style-type: none"> One of the commitments made to Town employees during the “Employee Town Hall session” in January was that management would provide regular updates on ongoing Town initiatives and projects. A communication update was provided to all staff this month, highlighting key activities including: the safety leadership program; Canada 150 activities; the status of the old public works site; and the Petitediac Bridge Project. The communication update was well received by employees. The Town recently provide a number of its employees “de-escalating violent situations training”, which was a valuable course. Due to the types of interaction with the public, contractors, and employees on the job, the risk of workplace violence has increased; therefore, this was a beneficial training to provide some employees that deal with the public on a regular basis. To get a better sense of ongoing operational issues and employees priorities within the departments, I started to join departmental meetings on an ad hoc basis. Communication through direct management and supervisors’ discussion with employees is so critical for employee engagement. I want to support the Directors communication efforts with their employees. In May, I attended the Engineering and Parks and Recreation meetings.
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"> Departments have developed detailed operational plans for 2017 and actions from the strategic plan are being executed. Examples include: <ul style="list-style-type: none"> Riverview, Moncton and Dieppe continue to work with 3+ Corporation to establish a Service Level Agreement focused on regional economic development collaboration. We have made progress at a recent meeting with 3 + and hope to have this resolved in the near future. (Smart and Sustainable Growth) Council received an update in May on the final status of the Operations Centre Project and received positive news on how that project was delivered well below

Priority	Activities
	budget. <i>(Fiscal Responsibility and Service Excellence)</i>
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"> • The Town Clerk and I met this month to discuss the implementation of the service tracker system for by-law complaints. Over the next couple of weeks, we will design that system to integrate the typical calls we receive regarding by-laws and be able to track their status. After we introduce the by-law issues into that tool, we will move on to introducing the system with outdoor work in Parks. The system has been well used by the Public Works department to date. Between April 1 and May 17, there were 184 requests for service entered into the system. Due to the time of year the top service requests were: 30% Lawn repair; 14% curb stand; 8% Drainage issues; 5% asphalt patching; & 5% water and sewer locates. • I continue to work with the Codiac Transpo Tri-Community Staff Committee to discuss updating and improving the Tri-Community Governance Agreement for Codiac Transpo. The agreement is up for renewal. The focus of the discussions have been how can the agreement be improved to ensure operational transparency but also focus on the implementation of a regional public transit system as outlined in Destination 2040. Any changes would need to be brought to the Governance Committee and each Council for approval.
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"> • A listing agreement has been signed with Cushman & Wakefield for the land at the corner of Pine Glen and Gunningsville Boulevard. The Broker has indicated there is some interest in that particular property and is actively exploring those opportunities. • I meet with the General Manager at Trans Aqua to discuss the Town's desire to encourage the Province to sell off that land that was designated for a third crossing that no longer appears to be in their plan. Trans Aqua could benefit because they could acquire some of that land to buffer their property and the Town would benefit as it would open up land for development.

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

- At the May Committee of the Whole meeting Council will receive an update on enforcement requirements and possible actions related to business signs on power poles and portable signs.
- Due to DTI's Petitcodiac Bridge project, Codiac Transpo has been assessing how they will have to modify their routes to stick to the route timeframes to ensure riders can get to their destination. Notice of modified route changes will be communicated to the riders by Codiac Transpo.