

Town of Riverview

CAO DEPARTMENT MONTHLY REPORT



To: Mayor and Town Council

Prepared by: Colin Smith, CAO

Date: January 28, 2019

Month & Year: December 2018/ January 2019

Section 1: 2018 Priorities

Priority	Activities
Employee Engagement & Collaboration	<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"> A new Performance Management System has been introduced in 2019 for non-bargaining employees. The new PM system is designed to increase accountability; drive performance; and increase employee engagement with the organization. The employees received an overview of the new system on January 22. Office 365 provides a number of tools that allow for opportunity to increase collaboration between employees. This has already started among a number of employees as they get used to the new applications available to them. A training session for employees on the tools available in Office 365 has been scheduled for mid-February. An employee Town hall has been scheduled for February 12 for employees to provide them an overview of the results of 2018 and to discuss the priorities of 2019.
Operational Excellence	<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"> I have begun working with the Town's IT 3rd party provider to address a number of the recommendations from the external IT review. Actions include establishing regular schedule planning meetings; establishing deadlines for business proposals on MDM solutions; VOIP; and security measures for the Town's systems and more. The target is to have the plans approved in February to ensure the necessary work is completed in 2019.
Execution of Corporate Projects/ Initiatives	<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>

Priority	Activities
	<ul style="list-style-type: none"> • The Wellness Centre Steering Committee held its first meeting in January. The Committee has begun its work and will be meeting on a frequent basis. The RFP for technical and programming requirements for the Wellness Center is 70% completed and the target is to have that published for responses in February. The Town's term project coordinator position, which is to coordinate all aspects of this project, is set to begin in February. • A preliminary meeting with the Regional Service Commission regarding their office space and logistical requirement needs to operate in the Town in 2020 occurred in early January. Good progress was made with those discussions and the target is to have the office and logistical requirements in place by end of October to ensure a smooth transition to start in January.
Organizational Effectiveness Review	<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"> • A RASCI (Responsible; accountable; support; consulted and Informed) Framework exercise was completed within the Engineering Department to better define roles and accountabilities to improve the effectiveness of that Team. The exercise went well and going forward will be important for the department to adhere to the shared understanding of how they work together as a group through the RASCI model.

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

n/a