

Quarterly Update Report

Title: CAO Department 2024 Q3 Update

Report Number: CAO General-2024-29

Meeting Date: Wednesday, November 13, 2024

Introduction

The information contained in this report is intended to provide Council with an overview of the activities and operations of the CAO Department for the specified reporting period of July-September 2024 (Quarter 3).

Council Relations/Event Coordination

Council members were invited to and present at several business recognition ceremonies in the third quarter including:

- Creative Casuals
- Westshore
- Greenfield Global
- The Society of United Professionals
- 7Gen
- MicroAge Basics
- Enbridge

The Mayor and/or members of Council were also present several meetings, flag-raising, and community events in the third quarter including:

- Community Events:
 - Canada Day Parade, Ceremony, and Celebration
 - Scottish Festival
 - Lighthouse Blues Fest
 - Cruise Nights
 - Hindu Culture Open House
- Meetings/Conferences/Workshops/Events:
 - Volunteer Appreciation Event
 - Welcome Week
 - Accenture Meeting
 - Strategic Planning Meetings

- CANHC Summer Meeting (Host)
- FDI/Investment Training (Walkerton/Bruce County)
- Radiation Awareness Training
- 2024 AMO Conference (Ottawa)
- Flag Raisings/Lowering:
 - Emancipation Day
 - Survivor Flag Raising
 - Half-Mast Flags for National Day for Truth and Reconciliation

Key Meetings and Training

2024 AMO Conference

Mayor Craig, Councillor Cavanagh and the CAO attended the 2024 Association of Municipalities Ontario (AMO) Conference. Along with the conference program, the Municipality of Kincardine attendees met with representatives of the Province of Ontario to advocate for the municipality, on the following:

- Ministry of Transportation: Issue discussed: Community safety concerns related to intersection of Highway 21 and County Road 20
- Ministry of Education: Issue Discussed: Kincardine District Senior School
- Solicitor General: Issue Discussed: Establishments of new police services structures
- Ministry of Energy: Issue Discussed: Support of provincial plan for electrification of the power grid through improvements and proposals for new nuclear power generation

Meetings were also held with other local government and provincial representatives.

Annual CANHC Summer Meeting (Sept 6, 2024) – Host

The Municipality of Kincardine, in collaboration with Bruce County, hosted the annual Canada Association of Nuclear Host Communities (CANHC) Summer Meeting in September. This was the first time this annual meeting had been held in and hosted by one of the member host communities, and feedback proved it was very successful. The meeting was attended by representatives from other nuclear host communities across Canada. Bruce Power, Ontario Power Generation, and Canadian Nuclear Laboratories assisted in the event by providing a tour of the Bruce Nuclear Generating Site.

Strategic Plan

Linton Consulting Services Inc. has assisted with facilitating and drafting the municipality's strategic plan. All council members as well as all members of the senior leadership team (SLT) were tasked with completing workbooks ahead of three meetings with Linton Consulting. One on one meetings with council members and senior leadership helped to inform along with a public survey seeking feedback helped to frame and inform the initial strategic planning meetings. Special Council meetings took place on August 13, 2024, and September 23, 2024, to help with the development of the final draft plan which will be presented for Council's consideration in November 2024.

Union Negotiations

The CAO and key members of the management team have been engaged in negotiations with the International Union of Operations Engineers (IUOE) in the new union representing members of Operations and Environmental Services within Infrastructure and Development.

Surplus Lands

The CAO and CAO-EA have been meeting with the legal team to action the lands deemed surplus by council and prepare them for disposition. The CAO department is working with legal counsel to produce notices of sale for two properties in the Birchwood area currently and are waiting for correspondence from the Land Registry office for the remaining two properties deemed surplus prior to notifications.

Private Tree By-law Implementation

In Q2, Council adopted the Private Tree By-law protecting the felling of native, healthy trees and preserving the natural tree canopy in the municipality. This By-law was implemented in Q3, on September 1, 2024, and the CAO department facilitated the preparation and roll-out of this By-law in collaboration with RedBrick Communications who was contracted to assist with communication and education ahead of the implementation date. A staggered communications strategy/plan was implemented with information and education on this By-law being posted weekly in correlation with the implementation date of the By-law and the electronic/online form was live for the September 1 implementation date. Applications for native private trees are overseen by the Development Services.

Policies and Development

Senior staff are continuing to bring forward new policies and updates to existing policies, such as:

- COUNCIL.06 - Council Vacancy Policy
- LS.04 – Routine Disclosure and Active Dissemination Policy
- LS.05 – Video Surveillance Policy

The CAO and staff are finalizing the Delegation of Authority policy to bring forward for Council's consideration. Completion of the Delegation of Authority policy will complete the updates to Section 270 policies mandated by the *Municipal Act, 2001*.

Flags

The CAO department was responsible for the coordination and communication of the following flag raisings and flags at half-mast in Q3 where Council and staff were present:

- Canadian flag as raised on the Harbour St. flagstaff for the Canada Day celebrations
- Emancipation Day flags were raised on August 1, 2024, in recognition of Emancipation Day in Canada marking the actual day in 1834 that the Slavery Abolition Act of 1833 came into effect across the British Empire

- Flags were lowered to half-mast for 5 calendar days in August as a symbol of respect and mourning for the passing of beloved council member, Doug Kennedy
- Survivor Flags were raised on September 23 for 1 week in recognition of the National Day for Truth and Reconciliation
- Canadian Flags and Survivor Flags were lowered to half-mast on September 30 for 1 day to recognize the National Day for Truth and Reconciliation

Volunteer Management

The CAO-EA participated as a member of the Volunteer Appreciation Committee and assisted in planning the first Volunteer Appreciation Event held on September 19, 2024, at the Underwood Community Centre. The event saw more than 60 volunteers in attendance with appetizers, entertainment, games, prizes, and many thanks for their efforts and dedication to their community. Council and staff were present for the event which was well received. A tentative date for the 2025 Volunteer Appreciation Event has been set at the Davidson Centre for next year.

The total number of volunteers rostered to Municipality of Kincardine programs include:

- Trails: 43 Volunteer Applications
- Trailblazers: 13 Volunteer Applications
- Beach Blazers: 10 Volunteer Applications
- Special Events: 89 Volunteer Applications
- Welcome Centre: 9 Volunteer Applications

Report a Concern, Service Requests and Citizen Complaint Forms – Q3

Report a Concern Form

Although this form was decommissioned, there were 7 submissions using this form during the third quarter of 2024, with the submissions split between two individuals. These were the directed forms:

- Parks and Trails – 5
- Property Standards – 2

As of September 30th, 2024, the Report a Concern form has been deactivated. Those accessing this form, should they still have the link to it, will find a webpage indicating that this form is no longer in use with a link to the “Make a Service Request” form.

Make a Service Request

There were 91 “Make a Service Request” submissions in the 3rd quarter of 2024. Here’s the breakdown of those submissions:

- Accessibility - 5
- Animal Control - 0

- Billing - 2
- Drainage - 2
- Garbage and Recycling - 6
- Other – 24
- Parks and Trails - 14
- Parking - 6
- Property Standards - 0
- Roads and Sidewalks - 19
- Signs/Streetlights/Trees - 11
- Water/Sewer – 2
- Website – 0

Clean and Clear Yards – Property Standards Complaint

There were 16 submissions in total in the 3rd quarter.

Citizen Complaint Form

There were no submissions to this form in the 3rd quarter.

The Municipality of Kincardine is developing a tracking program/mechanism to ensure that requests with action items are being addressed and followed up on in a timely and transparent manner.

Staff Relations and Administration

- The CAO continues to support and assist the Senior Leadership Team as needed with various ongoing projects.
- Monthly administrative assistant meetings continue to be held to encourage cohesion, alignment, consistency, and effective communication across all departments in the organization. Meetings include presentations, policy review, and department updates. Meetings are hosted by a rotating schedule of department administrators.
- The CAO department continues to prioritize staff functions, encouraging and fostering an atmosphere of positivity and team cohesion by leading and supporting the social committee in their events and efforts to uplift staff and improve workplace morale.

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