

Quarterly Update Report

Title: CAO Department 2024 Q4 Council Revised Update

Report Number: CAO General-2025-04

Meeting Date: Wednesday, March 26, 2025

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 October-December 2024 (Quarter 4).

Quarter 4 CAO Update:

Council Relations/Coordination

Council members were invited to take part in business recognition ceremonies in the fourth quarter, including:

- The opening of the new Goodwill Donation Centre
- 40th Anniversary of the Women's House
- Golf Sands Development Ribbon Cutting
- 5th Anniversary of West Coast Catering

Council members participated in community events in the fourth quarter, including:

- Successful Aging Forum
- Clean Energy Summit
- Tiverton Fire Mutual Aid Meeting
- Kincardine & District Chamber of Commerce Community Achievement Awards
- Afro-Caribbean Awards
- Remembrance Day Ceremonies
- Flag raisings and half-masting of flags
- Warriors Gala
- Hometown Christmas
- Donor Appreciation Event (first ever event)
- Mayor's Breakfast (Kin's Social)
- Kincardine Christmas Parade
- Tiverton Tree Lighting

- Silverstick Opening Ceremonies
- “Mayor’s Minute” monthly interview with Shoreline Classics

The Mayor, CAO, and/or Members of Council participated in several meetings in the fourth quarter as well, including:

- Bruce Power & “Bruce C”
- Ontario Power Generation (OPG)
- Nuclear Innovation Institute (NII)
- Bruce Energy Centre (BEC)
- Westario Power
- Southwestern Ontario Isotope Coalition (SOIC)
- Bruce Power & Minister Lecce re: Medical Isotopes Announcement
- MPP, Lisa Thompson
- Bluewater District School Board
- Great Lakes St. Lawrence Cities Initiative (GLSLCI)
- Grey Bruce Board of Health
- Bruce County Council
- Municipality of Kincardine Council and Special Council meetings
- Trillium Court Retirement Residence
- Kincardine Trails and Council trail walk (following a delegation at Council)
- Accessibility Advisory Committee
- SMART
- BASWR
- Police Services Board

Individual Council Members also participated in training in the fourth quarter:

- AMO Councillor Training Series Advanced Councillor Training
- Police Services Board Training
- Probus Training on Combating Poverty in the Community
- New Councillor Training and Meetings with staff, council, and the Integrity Commissioner
- Responsibilities Under the Statutory Standard of Care- Safe Drinking Water Act

Council and staff participated in several Special Council Meetings in the fourth quarter including:

- New Councillor Appointment – November 6
- Integrity Commissioner - November 25
- Strategic Planning – December 4
- Budget – December 10

Meetings, Conferences and Training

The Mayor and CAO continue to have regularly scheduled weekly meetings, as well as other subject-specific meetings. The CAO meets bi-weekly with each senior leadership team (SLT) member, as well as weekly with the whole SLT to promote alignment, cohesion, integration and efficiencies. The CAO completed the SLT’s annual performance evaluations in the fourth

quarter as well. Quarterly meetings with the management team help to further share information about programs and initiatives across the organization. Broader jurisdictional items are discussed at monthly Bruce County CAO’s meetings.

In the fourth quarter, the CAO attended the Western Ontario Regional Conference hosted by the WOWC, and the Local Government Conference hosted by the University of Western Ontario Local Government Alumni Association.

Along with other staff, the CAO participated in the Mock Water Emergency Management Training Scenario.

The CAO and CAO-EA participated in internal training on “Creating Non-Bias Workplaces” and “Diversity, Inclusion and Sensitivity Training”.

Service Requests (Update from the original CAO Q4 Report)

The CAO Department continues to support all departments in managing service requests from the formal website submission process. In the fourth quarter of 2024, the Municipality of Kincardine received the following Service Requests:

Service Request (SR) Category	# of SRs Received	# of SRs requesting follow up	# of SRs followed up on	# of SRs unrelated to service area*	Notes
Garbage and Recycling	17	11	5	8	N/A
Roads and Sidewalks	20	17	16	2	N/A
Signs, Streetlights, Trees	8	8	6	2	N/A
Water/Sewer	0	0	0	0	N/A
Drainage	3	3	3	0	N/A
Accessibility	0	0	0	0	N/A
Animal Control	0	0	0	0	N/A
Parking	0	0	0	0	N/A
Property Standards	9	9	6	3	N/A
Billing	3	3	3	0	N/A
Facilities, Parks and Trails	20	11	11	0	N/A
Website	0	0	0	0	N/A
Other	10	10	1	9	9 were routed to appropriate department

****These requests and those submitted under “Other” are received and then routed to the correct service area for follow-up.***

Differences between the number of Service Requestor requesting follow-up and the number of Service Requests followed up on relate to the work being performed prior to the request being received (e.g. roads and sidewalks requests were submitted during office closures and

the work had been actioned prior to the staff member receiving the request). There are also requests that will be actioned as weather conditions permit (e.g. requests for sod repair).

Remembrance Day

Remembrance Day ceremonies were held in both Kincardine and Tiverton this year with members of Council in attendance to represent both the Municipality of Kincardine and the County of Bruce by presenting wreaths at the cenotaphs on their behalf. The Tiverton Legion ceremony was held on Sunday, November 10th and the Kincardine Legion ceremony was held on Monday, November 11th.

The Tiverton Community also held their own Remembrance Day ceremony at the Tiverton Cenotaph on Monday, November 11th with council present.

The Walker House Museum in the town of Kincardine had a Remembrance Day Exhibit this year, which included the Charlie Mann Display which resides in the Mayor's Office at the Municipal Administration Centre. The CAO's department supported this initiative and assisted in the transfer of the display for the Walker House Museum exhibit.

"New" Nuclear Liaison Position

Bruce Power and the Municipality of Kincardine entered into a two-year agreement providing the municipality with \$130,000 annually to support a "Nuclear Liaison" staff position within the Municipality. Cherie Leslie has been appointed to this position, beginning January 6, 2025. Her office will be situated in the CAO's department.

Budget

Budget preparation continued into the fourth quarter, with the CAO met with SLT members individually and as a group to discuss the upcoming budget meetings with Council.

Union Negotiations

The negotiations with the newly formed union concluded in Q4 and a new collective agreement was ratified.

Strategic Planning

The Municipality of Kincardine contracted Linton Consulting Services Inc. to assist with facilitating and drafting the municipality's strategic plan. The strategic plan was drafted and presented to Council. Staff and Council met again on December 4th at a Special Council meeting for the purpose of discussing the strategic plan in more detail.

Surplus Lands

The CAO department continues to work with the legal team to finalize the notices for the remaining lands deemed surplus as the December 6, 2023 council meeting. The Notice of Proposed Disposal of Property for both Birchwood Ave properties (Blocks 14 & 15) was posted for a period of 4 weeks in the media and on our municipal channels from October 9-November 6 allowing for any concerns or complaints to come forward. No correspondence was received regarding these properties. The CAO department is working with the legal team to finalize this process before proceeding to enlist a local, qualified realtor for this work.

The remaining lands deemed surplus by Council at the December 6, 2023 meeting are currently with the legal team. The legal team is working with the Land Registry Office to rectify concerns with the remaining surplus lands, after which time, Notices of Proposed Disposal of Property will be posted for a period of 4 weeks before proceeding with enlisting a realtor and moving forward with the sale of these lands. The remaining surplus lands include:

- Inverhuron Lots 2, 3, 4 Albert W
- 543 Bervie Sideroad
- Kincardine Ave Motel Entrance

Flags

Flag raising ceremonies as well as lowering of flags to half-mast took place in the fourth quarter. These include:

- The Kincardine Legion's Poppy Campaign: Nov 4-10
 - Poppy flags raised for the week prior to Remembrance Day
- Remembrance Day: November 11
 - National Flags were lowered to half-mast
- Transgender Day of Remembrance: November 20
 - Transgender Flag (supplied by Kincardine Pride Inc) raised for 1-day
 - Council members were on site for the flag raising ceremony
- National Day of Remembrance and Action on Violence Against Women: December 6
 - National Flags were lowered to half-mast

Policies and Development:

The CAO and staff continue to finalize the Delegation of Powers and Duties policy as is required per Section 270 of the Municipal Act, 2001. Completion of this policy will complete all required policies listed under Section 270. The CAO-EA is working with the Legislative Services team to organize and merge the old policies with the new ones on an ongoing basis.

The CAO department was responsible for reviewing, assigning, and updating policies in Q4 including:

- HR.04 – Health and Safety Policy Statement
- HR.05 – Harassment Prevention in the Workplace
- HR.06 – Violence Prevention in the Workplace
- OPS.03 – Traffic Calming Implementation Policy
- OPS.04 – The Use & Installation of Community Safety Zones Policy
- DEV.02 – Plans of Subdivision/Development Policy

Volunteer Management

During the fourth quarter of the year, many of the special events and requirements for trail maintenance subsided, along with the closure of the Welcome Centre. As a result, the influx of new volunteer application submissions have slowed down as well. At the end of the fourth

quarter, the total number of volunteers rostered to specific volunteer opportunities are as follows:

- Trails: 48 Applicants (5 applications received in Q4)
- Trailblazers: 13 Applicants (0 applications received in Q4)
- Beach Blazers: 10 Applicants (0 applications received in Q4)
- Special Events: 94 Applicants (5 applications received in Q4)
- Welcome Centre: 9 Applicants (0 applications received in Q4)

Staff Relations and Administration:

The CAO continues to support and assist the Senior Leadership Team as needed with various ongoing projects. Monthly administrative assistants meetings continue to be held to encourage cohesion, alignment, communication, integration, and efficiencies across all departments in the organization. Meetings include presentations, policy review, and departmental updates. Meetings are hosted by a rotating schedule of host departments throughout the year. 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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