

**City of Courtenay
MANAGEMENT REPORT**



DEPARTMENT	CORPORATE SERVICES
Director	KATE O'CONNELL
DATE UPDATED	10-Nov-23

INITIATIVE	DETAILS	ANTICIPATED COMPLETION	% OF TASK	UPDATE & COMMENTS
Operational Projects				
VI Library	Lease	–	30%	ON HOLD Referall process complete. On Hold - capacity.
Accessibility Framework	Legislated Requirement - Joint Framework with RD, Comox, and Cumberland.	Fall 2023	100%	Framework has been adopted by Council, the RD, Comox and Cumberland.
Privacy Management Strategy	Legislated Requirement	2024 Workplan	0%	2024
Phishing Enterprise Training	In Progress Cyber Security Requirement	Winter 2023	70%	IN PROGRESS Penetration test complete, identifying training
Strategic Initiatives				
Council Procedure Bylaw	Amendment: legislative updates, technology use, and meeting efficiency	Report November 21, 2022	100%	COMPLETE
Resident Survey	Resident Survey - Benchmarking	Q3 2023	100%	Resident survey complete and final report received by Council.
Brand Standards	Update city branding	11/01/23	85%	Final brand standards approved, rolling into implementation - staff training, and template creation currently underway.
Communication Strategy	Focus and plan for communications	Fall/Winter 2022 - Brand Standards 2023 - Strategy	80%	IN PROGRESS Engagement completed, intierm report presented to Councin, final report anticipated to be presented to Council on December 6th, 2023.
Parks and Public Spaces Bylaw	Smoking bylaw, camping, loitering etc.	Report and Policy Approved Bylaw Drafting - January 2024	80%	IN PROGRESS Final report and policy approved by Council. Bylaw currently being drafted, 1st/2nd reading anticipated for December 6th, 2023.
Council Correspondence Policy	Policy to manage council correspondence recipt and public response	Q4 2023/Q1 2024	20%	Review Council correspondence workflows and responses - increase service level.
Code of Conduct	Review Code of Conduct	2023 Winter/2024 Q1	60%	Legislated requirement to review has been met. Considering possible changes due to authorities in legislation and best practice recommendations.
Committees, Commission and Board Review	Review structure	2023/2024	40%	First report approved by Council, has been referred to a Committee of the Whole, staff currently conducting research and reviewing legislation.
Delegation of authority bylaw/Routine transaction bylaw	On Hold Land, signing authority, and purchasing approvals	Align with Purchasing Policy Update: Summer 2022	0%	On Hold - capacity.
Bylaw Policy	Bylaw Policy Bylaw Compliance Strategy Good Neighbour Guide	January 10th, 2024	85%	Bylaw Policy, Compliance Strategy - Drafts currently in review by staff. Good Neighbourguide outline created.
Public Safety Office	EMERGING - Council Direction	2024 Budget Process	0%	2024
Prohibiting Discriminatory Language - Communication Policy	EMERGING - Council Direction	07/16/05	25%	IN PROGRESS Social media policy posted. Larger city wide communication policy to be developed as part of the anti-racism strategy.