

2024

CITY OF COURTENAY MANAGEMENT REPORT

DEPARTMENT	CORPORATE SERVICES
DIRECTOR	KATE O'CONNELL



INITIATIVE	DETAILS	ANTICIPATED COMPLETION	% OF TASK	UPDATE & COMMENTS
Operational Projects				
VI Library	Lease	On Hold	30%	Pending recruitment of a property agent.
Financial Plan Communication	Tax notices, newspaper ads, social media	COMPLETE	100%	Bylaws have been adopted, tax insert is complete.
2023 Annual Report	Legislated requirement	Summer 2024	80%	Final design - with Directors for review
Privacy Management Plan - Legislative Compliance	Legislative requirements	Fall 2024	10%	Briefing note provided to Council on legislated requirement.
TEMPEST - Calls for Service	Bylaw mobile reporting	Fall 2024	5%	Budget approved, delays due to Tempest staff shortage. Arranging demo with applicable departments.
Cemetery Review	Review cemetery bylaw, fees and charges.	On Hold	60%	Capacity
Accessibility Committee - Legislative Compliance	Legislative Requirement	COMPLETE	100%	COMPLETE
Indemnification Bylaw	For staff and Council.	Summer 2024	80%	Bylaw draft complete. Drafting Council report.
Strategic Plan for Bylaw Compliance	Implementation	Ongoing 2024	10%	Developing TOR for operations/cross departmental team Developing Good Neighbour Guides Conflict training for staff - registered Tempest calls for service - planned
VOIP	Phone system replacement	Summer 2024	0%	Currently reviewing options.
Accessibility Plan	Legislative Requirements	Fall 2024	10%	Regional Framework is complete.
Office 365 Implementation		Fall 2024	10%	365 has been provided to Sr. management and others requiring access to Teams.
Snow and Ice Control Bylaw		Capacity Permitting	0%	
Strategic Initiatives				
Council Procedure Bylaw (2022)	Amendment: legislative updates, technology use, and meeting efficiency	COMPLETE	100%	COMPLETE
Review Committee, Commission and Board Review (2023)	Review existing structure, TOR and report back to Council	On Hold	5%	Capacity
Council Correspondence Management Procedure Update	Review current process and update based on best practices	Summer 2024	20%	Procedure review has been completed, drafting policy and workflow procedures.
Brand Standards (2022/2023)	Update brand and crest standards, create templates etc. to ensure usability and consistency across communication means	COMPLETE	100%	COMPLETE
Anti-Racism Strategy (2023)	Develop an anti-racism strategy for the City	Summer 2024	5%	Delayed: RFP currently in draft form
Council Code of Conduct (2023)	New legislative requirement	Summer 2024	60%	Drafting Code of Conduct report for Council's consideration. Bylaw prep has also started.
Resident Satisfaction Survey (2023)	Resident satisfaction survey - statistically significant survey	COMPLETE	100%	COMPLETE
Resident Satisfaction Survey (2024)	Resident satisfaction survey - statistically significant survey	Summer/Fall 2023/4	0%	
Communication Strategy (2022/2023)	Communications Strategy	COMPLETE	100%	COMPLETE
Regulation of Public Spaces (2022/2023)	Parks Control Bylaw	Bylaw - Fall 2023	90%	Bylaw has achieved 1st and 2nd reading. Council referral. Anticipate 3rd reading to Council at the end of June. 3/4 referral presentations complete.
Delegation of authority bylaw/Routine transaction bylaw (2022)	On Hold Land, signing authority, and purchasing approvals	HOLD	0%	Capacity
Bylaw Service Review (2022/2023)	Bylaw Policy Review and Update Compliance Strategy Good Neighbour Guide	COMPLETE	100%	COMPLETE