

2024

CITY OF COURTENAY  
MANAGEMENT REPORT

DEPARTMENT	CORPORATE SERVICES
DIRECTOR	KATE O'CONNELL



INITIATIVE	DETAILS	ANTICIPATED COMPLETION	% OF TASK	UPDATE & COMMENTS
<b>Operational Projects</b>				
2024 Annual Report	Legislated requirement	Summer 2025	5%	Discussing design updates to spotlight key areas of interest.
Privacy Management Plan - Legislative Compliance	Legislative requirements	Spring 2025	40%	Briefing note provided to Council on legislated requirement. Consultant engaged, legislation mapped and draft plan in progress.
TEMPEST - Calls for Service	Bylaw mobile reporting	Spring 2025	40%	Hardware received and waiting for install, software in early implementation - training, testing, workflows.
Cemetery Review	Review cemetery bylaw, fees and charges.	On Hold	60%	Capacity
Indemnification Bylaw	For staff and Council.	COMPLETE	100%	Adopted
VOIP	Phone system replacement	Spring 2024	70%	Contract awarded.
Accessibility Plan	Legislative Requirements	Summer 2025	10%	Delayed due to capacity, funding carried forward to 2025.
Communication and Engagement Implementation Strategy	10 year service implementation plan	12/01/25	5%	Included in 2025 budget for consideration.
Public Notice Bylaw	Statutory ad notice locations.	Summer 2025	10%	Research and authority - working on report to Council.
SPCA Contract and Kennel Service Changes	Replace SPCA services	01/01/25	90%	New vendor identified, contract signed, public communication to start in December 2024.
Office 365 Implementation		Summer 2025	40%	Delayed due to prioritization of VOIP replacement, adjusted project scope to include change management.
<b>Strategic Initiatives</b>				
Review Committee, Commission and Board Review (2023)	Review existing structure, TOR and report back to Council	On Hold	5%	Capacity
Anti-Racism Strategy (2023)	Develop an anti-racism strategy for the City	Fall 2025	5%	Delayed: RFP currently in draft form
Council Code of Conduct (2023)	New legislative requirement	COMPLETE	100%	Bylaw adopted
Resident Satisfaction Survey (2023)	Resident satisfaction survey - statistically significant survey	COMPLETE	100%	COMPLETE
Resident Satisfaction Survey (2024)	Resident satisfaction survey - statistically significant survey	02/01/25	80%	Survey complete, final report in draft.
Resident Satisfaction Survey (2025)	Resident satisfaction survey - statistically significant survey	Fall 2025	0%	Final benchmark year.
Regulation of Public Spaces (2022/2023)	Parks Control Bylaw	COMPLETE	100%	Implementation committee meeting - reviewing 3,6, and 12 month priorities.