



CITY OF PRINCE ALBERT

MANAGEMENT COMMITTEE REGULAR MEETING

AGENDA

**MONDAY, AUGUST 22, 2022, 2:30 PM
MAIN BOARDROOM, 2ND FLOOR, CITY HALL**

1. CALL TO ORDER

2. APPROVAL OF AGENDA

3. DECLARATION OF CONFLICT OF INTEREST

4. APPROVAL OF MINUTES

4.1 February 14, 2022 Management Committee Meeting Minutes for Approval (MIN 22-7)

4.2 March 23, 2022 Management Committee Incamera Meeting Minutes for Approval (MIN 22-28)

5. CORRESPONDENCE & DELEGATIONS

6. REPORTS OF ADMINISTRATION & COMMITTEES

6.1 Update from Communications Subcommittee March 23, 2022 Meeting (RPT 22-189)

6.2 Update from Communications Subcommittee July 5, 2022 Meeting (RPT 22-281)

7. UNFINISHED BUSINESS

8. ADJOURNMENT



City of
Prince Albert

MIN 22-7

MOTION:

That the Minutes for the Management Committee Regular & Incamera Meetings held February 14, 2022, be taken as read and adopted.

ATTACHMENTS:

1. Regular Minutes
2. Incamera Minutes



CITY OF PRINCE ALBERT

MANAGEMENT COMMITTEE REGULAR MEETING

MINUTES

**MONDAY, FEBRUARY 14, 2022, 3:32 P.M.
CONFERENCE ROOM, 3RD FLOOR, CITY HALL**

PRESENT: Mayor G. Dionne
Councillor D. Cody
Councillor T. Zurakowski

Councillor D. Kilmer

Sherry Person, City Clerk
Jim Toye, City Manager

1. CALL TO ORDER

Mayor Dionne, Chairperson, called the meeting to order.

2. APPROVAL OF AGENDA

0001. **Moved by:** Councillor Zurakowski

That the Agenda for this meeting be approved, as presented, and, that the presentations, delegations and speakers listed on the Agenda be heard when called forward by the Chair.

CARRIED

3. DECLARATION OF CONFLICT OF INTEREST

4. ADOPTION OF MINUTES

0002. **Moved by:** Councillor Cody

That the Minutes for the Management Committee Public and Incamera Meetings held November 4, 2021 and Incamera Meeting held November 8, 2021, be taken as read and adopted.

CARRIED

5. CORRESPONDENCE & DELEGATIONS

6. REPORTS OF ADMINISTRATION & COMMITTEES

6.1 Update to Management Committee from Communications Subcommittee (RPT 21-577)

6.1.1 Update from Communications Subcommittee January 26, 2022 Meeting (RPT 22-60)

Verbal Presentation was provided by Councillor D. Kilmer, Chair, Communications Subcommittee.

0003. **Moved by:** Councillor Zurakowski

1. That the City Manager's Office schedule a Communications Strategic Planning Session at the Ches Leach Lounge from 1:00 – 5:00 p.m. on February 24, 2022, or alternately a date in March; and, that the Strategic Planning Session include City Council, Department Heads and the Communications Division; and,
2. That the City Clerk and Communications Manager review the current "Communication and/or Announcement Plan" Section of the Report Approval Template attached to the Report Approval Policy to determine whether it is feasible to include a graph template showing the following for inclusion by report writers, as outlined in RPT 21-577:
 - a. Purpose;
 - b. Target Audience;
 - c. Type of Communication or Activity;
 - d. Key Dates; and,
 - e. Key Messages;

3. That the Communications Division and Public Works Department review operational items associated with the Utility and add educational information to the back of the Utility Bill and/or create an additional insert for inclusion with the Utility Bill;
4. That the Communications Division and Public Works Department develop a Communication Plan that includes celebrating the decommission of the current Raw Water Facility and the staff who worked there;
5. That the City Manager's Office work with the Public Works Department to clearly identify operationally sensitive versus public matters in the daily bullet points provided to members of Council regarding Snow Operations; and,
6. That the Financial Services Department prepare a report to City Council regarding the Snow Reserve that is clear and concise including the use and history of the reserve, and figures on how the base tax collected does not cover all snow costs.

CARRIED

6.2 Positive Story Telling Marketing Strategy (RPT 22-26)

0004. **Moved by:** Councillor Cody

That Management Committee provide a report forwarding recommendations for the Positive Story Telling Marketing Strategy for consideration at a Management Committee meeting in September, 2022.

CARRIED

7. UNFINISHED BUSINESS

8. ADJOURNMENT – 3:56 P.M.

0005. **Moved by:** Councillor Zurakowski

That this Committee do now adjourn.

CARRIED

MAYOR GREG DIONNE
CHAIRPERSON

CITY CLERK

MINUTES ADOPTED THIS 22ND DAY OF AUGUST, A.D. 2022.



City of
Prince Albert

MIN 22-28

MOTION:

That the Minutes for the Management Committee Incamera Meeting held March 23, 2022, be taken as read and adopted.

ATTACHMENTS:

1. Incamera Minutes

RPT 22-189

TITLE: Update from Communications Subcommittee March 23, 2022 Meeting

DATE: April 19, 2022

TO: Management Committee

PUBLIC: X

INCAMERA:

RECOMMENDATION:

That the Communications Subcommittee of the Management Committee forwards the following three (3) recommendations to the Management Committee for consideration:

1. That the Municipal Bylaw Division provide a seasonal update to Management Committee;
2. That Internal Communications be brought forward to the Management Committee as a discussion topic; and, that the Acting City Manager provide her vision for Internal Communication; and
3. That the Management Committee set up a meeting between Council and Communications regarding communications priorities.

TOPIC & PURPOSE:

To report the following communication improvement opportunities to the Management Committee, including:

1. Bylaw Division seasonal updates to the Management Committee;
2. Acting City Manager to provide the Management Committee with her vision for Internal Communication; and,
3. Scheduling of a meeting between Council and Communications regarding communication priorities.

BACKGROUND:

A Communications Subcommittee was established in 2021 to consider, investigate and report to the Management Committee regarding communication deficiencies within the City.

PROPOSED APPROACH AND RATIONALE:

Effective communication in the workplace is key to establishing strong relationships and trust.

Bylaw Seasonal Updates:

Almost two years ago the Bylaw Division returned to the City of Prince Albert. Since returning, the Bylaw Division has been working towards achieving proactive communication through information sharing and education. Some benefits of seasonal updates to City Council include:

1. A better understanding for the dashboard.
2. Understanding Bylaw priorities.
3. Understanding Council's priorities (for example, house demolition has been a priority over the past year).
4. How many calls are being answered and closed?
5. What are the most common issues being reported by public?

Internal Communications:

Administration has come a long way over the last few years to improve communication with City Council, the public, and each other and now the Communication Subcommittee would like the Acting City Manager to take the lead in setting some new internal communication goals.

Communicating well can be difficult at times for Department Heads as they must communicate "up" to City Council, "across" to their management team and the management teams of the other affected departments, and "down" to groups and individual employees who work outside City Hall. That being said, once the Strategic Plan is in place, it will reinforce the City's core values and purpose and provide Department Heads and Council with a reassuring consistency in communications going forward.

Examples of communications improvements may include:

1. ***Communicate sooner rather than later on projects that affect more than one Department.*** For example, add the topic "upcoming projects" to Department Head meeting Agenda.

2. ***Distribute information via a two-way conversation.*** Acknowledge and appreciate each other's experience and what they can bring to the table.
3. ***At times, information is constantly changing.*** At a minimum, distinguish what is known from what is not known.
4. ***Practice perspective-taking.*** If the City was in the public's shoes, what questions would they have and what information would they want to know?
5. ***Explain decisions.*** Decisions should always be aligned with and reinforce the City's core values.

Communications Priorities:

After the City's Strategic Plan is finalized, it is recommended a Communications Strategic Planning Session be organized. The Communications Division would like to change their communication style from being reactive to proactive, they would like to learn what Council's expectations are, and they would like to discuss the tools required to accomplish those goals.

CONSULTATIONS:

The Communications Subcommittee invited the Director of Planning and Development and Communications Coordinator to participate in their March 23, 2022 meeting.

COMMUNICATION AND/OR ANNOUNCEMENT PLAN:

The three above noted Recommendations will go to Management Committee for their review.

OTHER CONSIDERATIONS/IMPLICATIONS:

There are no Privacy, Policy, Strategic Plan or Official Community Plan implications.

OPTIONS TO RECOMMENDATION:

Do not proceed with the three Recommendations – NOT RECOMMENDED as improvements to how Department Heads and members of Council communicate with each other will enable resilience and effectiveness in moving forward together.

PUBLIC NOTICE:

Public Notice pursuant to the Public Notice Bylaw No. 24 of 2015 is not required.

PRESENTATION:

Councillor Dawn Kilmer, Communications Subcommittee Chair, will be on hand to answer any questions the Management Committee may have.

Written by: Renee Horn, Executive Assistant

Approved by: Acting City Manager



RPT 22-281

TITLE: Update from Communications Subcommittee July 5, 2022 Meeting

DATE: July 6, 2022

TO: Management Committee

PUBLIC: X

INCAMERA:

RECOMMENDATION:

That the Communications Subcommittee of the Management Committee forwards the following three (3) Recommendations to the Management Committee for consideration:

1. That the City Manager report back to City Council on how she measures Integrated Planning and inform City Council what the City is doing in this regard.
2. That going forward, the City Manager and/or Department Heads will prepare formal acknowledgments when staff begin or leave their employment with the City, and share this information with staff and City Council.
3. That the Director of Corporate Services create a Customer Service Survey for staff which includes what they like about their job, what is the City doing well, etc. This survey would be completed during management training or annually as part of their work plan meetings.

TOPIC & PURPOSE:

To report the communication improvement opportunities discussed at the July 5, 2022 Communications Subcommittee of the Management Committee Meeting to the Management Committee for review and consideration.

BACKGROUND:

The Communications Subcommittee was established in 2021 to consider, investigate and report to the Management Committee regarding communication deficiencies within the City.

PROPOSED APPROACH AND RATIONALE:

Effective communication within the workplace and community is key to establishing strong relationships and trust.

Integrated Planning:

Integrated Planning ensures that each goal has the necessary resources to be achieved, and that efforts will be measured so strategies can be course-corrected. It will allow the City Manager and Department Heads to coordinate across departments, create efficiencies, and look to the future by translating desired outcomes into financial and operational resource requirements.

Under the City Manager's responsibility, some goals the Committee hopes to achieve are as follows:

1. Free up existing resources, reallocate existing resources (if required), generate new funds, and prioritize resources alongside the changing needs of the community.
2. Improve connectivity and streamline communication between departments.
3. Facilitate smart, common-sense decision making.

Formal Acknowledgement of Staff:

A good look into an organization's culture, its leadership, and how much employees are valued, is whether an employee is acknowledged when they begin and leave their employment.

Formal of acknowledgement of incoming staff is an opportunity to introduce a new team member, make them feel at ease, and a chance to praise them on their achievements prior to entering their new role. It is a formal greeting that's purpose is to make them feel appreciated and valued.

It should not require a lot of time or money to send someone off right, it just requires some effort and appreciation. Formal acknowledgement of outgoing staff is an opportunity to show gratitude for the quality work an employee has contributed and a chance to wish them luck in their future endeavours.

Customer Service Survey:

A staff survey can identify the most important areas of improvement for Human Resources and leadership teams to focus on. It identifies core areas which are important to employees and, also, the ones they are less than satisfied with.

A staff survey is an opportunity to engage employees in open feedback and establish (or re-establish) two-way communication. Giving employees a chance to feel heard - followed by action by the management team in response - shows employees that the City is fully engaged

and committed to them and that they are the City's most valuable asset.

CONSULTATIONS:

The Communications Subcommittee invited the Director of Corporate Services to participate in their July 5, 2022 meeting.

COMMUNICATION AND/OR ANNOUNCEMENT PLAN:

The above noted Recommendations will go to Management Committee for their review.

OTHER CONSIDERATIONS/IMPLICATIONS:

There are no Privacy, Policy, Strategic Plan or Official Community Plan implications.

OPTIONS TO RECOMMENDATION:

Do not proceed with the Recommendations – NOT RECOMMENDED as the use of Integrated Planning, formalizing acknowledgements of incoming and outgoing staff, and the creation of a customer service survey, are all important and meaningful ways we can improve communication between staff and departments on a City-wide level.

PUBLIC NOTICE:

Public Notice pursuant to the Public Notice Bylaw No. 24 of 2015 is not required.

PRESENTATION:

Councillor Dawn Kilmer, Communications Subcommittee Chair, will be on hand to answer any questions the Management Committee may have.

ATTACHMENTS:

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Written by: Renee Horn, Executive Assistant and Committee Secretary

Approved by: City Manager