

Senior Management Team

Corporate Services Update

Presented by:

Michael Tolensky, Chief Financial and Operating Officer

February 25, 2021

Clerk's Office

1. Starting in January 2021, the policy implementation process was enhanced to include advanced briefing memos to the SMT. Policy Manager's Tactical Calls are held following the policy release in order to address employee questions.
2. In 2021 80% of Board of Directors reports make it on the ART agenda following timelines set out on the Clerk's Office StaffHub page.
3. New guidelines for Board report approval and Board meeting protocol will be released to staff in Q1 2021.
4. Monthly eSCRIBE trainings are scheduled to start in April 2021.
5. All documents that require CEO's and Board of Directors Chair's physical signatures must be submitted to the Clerk's Office at least 2 weeks before the deadline.

Finance

1. Finance is focused on closing and finalizing of the 2020 Financial Year-end.
2. The deadline for the Q4 variance sheets submission was February 16, with a report going to the Executive Committee on March 5.
3. Over the next few weeks, the 2020 books will be finalized in preparation of the upcoming annual TRCA Audit, starting on April 19, 2021.
4. Please continue to meet monthly/quarterly reporting deadlines, in order to meet the needs of TRCA's stakeholders.

Information Technology and Records Management

1. Self-service password reset option now available for ITRM employees. Next step will be to extend the roll-out to all employees.
2. Antivirus software updated to all active employee computers ensuring employees are protected using the most up to-date software.
3. Conservation Parks Membership system updated to use digital cards enabling touchless transactions at TRCA facilities.
4. RIM, Protection of Privacy Policy and FOI policies and guidelines approved with edits and will be in force in Q2 2021.
5. ITRM Project Management Workshop to improve project management practices and maturity – Week of Feb 22nd.

Marketing and Events, Communications

1. Facilitating the trca.ca webpage updates for all TRCA divisions. Communication to all divisions will be commencing through our Marketing PMs. (Sinem & Team)
2. Draft Communications Strategy - Deliverables identified and timelines provided (Sinem and Team)
3. Parks and Culture - Parks fee updates – With the approval of the new fee schedule, the team is working to update all of the P & C admission signs and accompanying listings on the website. (Laura V., Jung-Hee and David)
4. Park Memberships – The Parks staff are in the process of making sure the new virtual membership cards work at the gate house. Albion has been receiving them now with members coming for skiing and walks. Chris Moore went out there last weekend to address implementation issues. (Laura V)
5. ECCC-OCC joint project - It brings together a few different programs within TRCA. Currently working on a Great Lakes Basin video for the project. (Mike B)
6. Working with Laura D and her team, we are providing communications support for the Watershed and Ecosystems Reporting Hub. Draft Comms plan has been created and is currently being worked on with the team (including social media and newsletter messaging) – Launch is scheduled for Earth Day (April 22, 2021).
7. Social media strategy – Creating a content calendar that can be shared with SLT and BOD along with messages that can be shared to help promote our activities. (Kate)

Marketing and Events, Events

1. All in-person and virtual programming and events where: (1) TRCA is taking part or (2) an external organization is operating an event/programming on TRCA lands, must be communicated to **TRCA's Manager, Events via the staff hub by completing an Events Calendar/Submission form as soon as dates are determined and no later than 60 days prior to the event date.** It is important we post these events to our main TRCA Events Calendar as soon as possible so we can engage our internal and external stakeholders in a timely manner.
2. In accordance with previously established protocols, Divisional Directors must approve proposed events and programming prior to staff committing to TRCA's participation. Further, where it is anticipated/expected that a dignitary (including board members, politicians and members of the media) will be invited or attending any of these initiatives **(either in person or virtually), in the interim, TRCA's Manager, Events** must be notified prior to an invitation being issued or as soon as TRCA is contacted by the dignitary (if invitations are not sent), who will in turn collaborate with the CEO's office.
3. The Marketing, Communications and Events business unit fulfills the lead role in the planning and implementation processes of programs and events, supported by divisional TRCA staff, when there are formal speaking opportunities for dignitaries, in addition to events where there is a high reputational risk for the organization due to high expected turnout, including all "signature" or "trademark" TRCA/TRCF events, such as Paddle the Don, Humber by Canoe, Bike the Creek, Highland Creek Salmon Festival, Living City Environmental Dinner and others as defined by TRCA's senior leadership team.

Property & Risk Management

1. Greenspace Acquisition parcel identification consultation will be conducted to identify lands for acquisition at the sub-parcel level. This will require input from different departments. We are currently working with ITRM on the backend ESRI system to facilitate this communication.
2. P&RM is hiring a Corporate Asset Manager to operationalize the AMP program that is currently underway. The operationalization will involve all departments to provide operational input for prioritization of capital projects based on service levels.
3. Fleet is reviewing blackbox data from vehicles. Several vehicles have been left idling for long duration. If idling/heating/cooling is necessary, please advise as we can endeavor to move these vehicles into pure EV vehicles to minimize the carbon footprint (EV heat pumps are more efficient than an idling engine for heating/cooling an interior vehicle).
4. Property will be identifying surplus properties - This will involve cross department consideration as part of TAM evaluation and SLT approval.

Strategic Business Planning and Performance

1. Upcoming Monthly Metrics Reporting Due Dates

- February reporting is due March 5 and March reporting is due April 9
- Q1 metrics reporting to SLT in May

2. CPR

- 2020 Year End Reporting was due on February 16th – confirm completion
- 2021 Q1 Reporting will be available April 9
- 2022 Planning will begin March 1st 2021
- 2022 Planning Period in CPR open: March 1st 2021
- 2022 Planning completed by Account Lead: March 26th (Capital, Operating & Special)
- 2022 Planning approved by Associate Directors: April 9th (Capital, Operating & Special)
- 2022 Planning approved by Divisional Director: April 23rd (Capital and Special)
- 2022 Planning approved by Divisional Director: May 7th (Operating)
- 2022 Budget Requests submitted to Partner Municipalities: June 11th

3. Complement

- SBPP is working on updates with HR

