

**Date: Tuesday, June 10, 2025**

**To: Council**

**From: Elizabeth Tracy, Chief Administrative Officer**

**Subject: Office of the CAO 2025 First Quarter Operational Priorities Update**

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## **PURPOSE**

The purpose of this report is to provide Council with an update on the operational priorities and activities of the Office of the CAO from January 1, 2025, through March 31, 2025.

## **BACKGROUND**

Quarterly reports will be provided throughout the year as a means of keeping Council up to date with the Village's priorities and Office of the CAO operational priorities and efforts toward continuous improvement.

## **DISCUSSION & COMMENTS**

During the first quarter of 2025, the chief administrative officer (CAO) supported many organizational and regional initiatives, the most significant being advancement of the protocol agreement with the Lílwat Nation, progress toward the recreation transfer in collaboration with the SLRD, and relocation of the Tourism Pemberton Visitor Centre. In addition, the CAO supported Council engagement for the 2025 budget, HR policy updates, as well as taking steps toward change management of the organizational structure change.

In addition to these key priorities, the CAO continues to oversee and pursue continuous improvement in external relations, daily operations, and governance activities throughout the organization. The following table below provides a high-level summary of the status of Council's priority projects along with CAO 2025 goals\*:

<b>In Progress (NOW)</b>		
<b>Project</b>	<b>Milestone</b>	<b>Date</b>
<b>DAYCARE EXPANSION</b>	All deficiencies addressed and licensing complete. Waiting on daycare to complete insurance after which the building can be transferred	March 2025
<b>OFFICIAL COMMUNITY PLAN UPDATE</b>	Council support to take incremental steps forward on a staff-to-staff level in tandem with the protocol agreement acknowledging OCP legislative deadline, discussions with protocol committee and correspondence to Lílwat CAO.	Ongoing

	Recent council update provided with next steps to meet the legislative requirement while continuing the more fulsome review	
<b>PROTOCOL AGREEMENT</b>	Provided a draft process framework to staff at the Lilwat Nation following the January meeting and engaged with a facilitator to assist with the path forward	March 2025
<b>FIRE/MUNICIPAL HALL</b>	Staff have continued to discuss options with the developer per Council's direction.	Ongoing
<b>RETENTION &amp; RECRUITMENT</b>	HR policy updates	Ongoing
<b>ORGANIZATIONAL STRUCTURE*</b>	Proposal and related budget supported by Council, socialized to Managers and OCAO with preparations for further change management	March 2025
<b>COUNCIL TO COUNCIL CONNECTION*</b>	Council to Council meetings are being planned as part of the Protocol Agreement and Complete Communities work in addition to the annual gathering with the Nation, SLRD and others	In Progress
<b>COUNCIL COMMUNITY ENGAGEMENT*</b>	2025 Budget Open House (Q1) PVTA Trail Expo & Pancake Breakfast (Q2) Planning for summer farmer's market booth (Q3)	Ongoing
<b>RECONCILIATION TRAINING</b>	Budget for community-based education through Recreation over the month of June and in advance of September 30 <sup>th</sup> and rollout of micro-learning opportunities for staff and Council	March 2025
<b>VISITOR CENTRE LOCATION</b>	Identified location next to the train station, draft license of occupation for the season	March 2025
<b>RECREATION TRANSFER</b>	Updated draft agreement provided to SLRD, staff negotiating terms and funding formula	In progress
<b>NEXT</b>		
<b>Project</b>	<b>Milestone</b>	<b>Date</b>
<b>SANI DUMP RELOCATION</b>	Location identified and project scope determined, included in 2025 budget, beginning construction	Summer 2025

<b>GATEWAY SIGNAGE</b>	Sent letter to Líl'wat Nation seeking collaboration, Director of Lands and Resources assigned as primary contact, staff to staff meeting to outline next steps	Summer 2025
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Below are details of the tasks/projects undertaken in the first quarter by the Office of the CAO:

**Emergency Management**

The following provides 2025 first quarter updates from the Emergency Program Officer, Jonny Cox:

- Community and VCH support re: transformer fire/power outage
- ESS support for evacuee on Prospect Street
- Connect Rocket overhaul and update and associated processes, in progress
- 2025 Community Evacuation Exercise planning
- x5 VOP employees attended ESS ERA JIBC training in Squamish

**Grants Update:**

- Arn Canal Grant – Approved - \$60,000
- Preparation of the DRIF grant for flood mitigation study
- Indigenous Engagement – In progress and ongoing- \$40,000
- EOC - Submitted, awaiting response - \$40,000
- ESS – Approved, 70% completed - \$19,000
- Public Notification and Evacuation Route Planning – Collaboration with SLRD – In progress – up to \$80,000

**Communications and Engagement**

The following provides updates for the communications and engagement advisor:

- Launched Engage Pemberton, the Village’s new community engagement platform, leading all aspects of setup, branding alignment, and content development. The platform strengthens public participation through more accessible and transparent engagement opportunities.
- Developed storyboards and coordinated all promotional and logistical aspects of the 2025 Budget Engagement Session held on March 4, 2024.
- Completed the written content for the 2024 Annual Report, a multi-departmental project currently awaiting final financial reporting. The full report is expected to be finalized and released in the second quarter of 2025.
- Designed and promoted a How-To Guide for Auxiliary Dwelling Units in collaboration with the Development Services team.
- Managed advertising, designed ads, and tracked media coverage of municipal and industry news

- Responded to media requests and monitored and actioned items in the communications inbox
- Oversaw content and engagement on the Village of Pemberton Facebook page and distributed bi-weekly Community e-Newsletter
- Maintained the Village of Pemberton website, posting timely notices and advisories as needed

## **Human Resources**

The following provides updates for the HR Advisor:

- Completed the successful negotiations for the renewal of the Collective Agreement on March 27, 2025.
- Completed VOP office refurbishing including replacement of 12 workstations with standup desks.
- Completed the following internal VOP policies: Remote Working, Cell Phone, Temporary Out of Scope, Compressed Work Week, Relocation Allowance and Bullying Harassment and Discrimination.
- Maternity and Parental leave policy for Council was presented and accepted.
- Onboarded community services officer, two casual recreation employees and three seasonal parks labourers.
- Supported internal transfer of the office coordinator and legislative assistant.
- Offboarded the planner analyst.
- Received resignation from planner 2.
- Commenced recruitment for planner 2, planning analyst and planning assistant.

## **Executive Assistant**

The following provides updates for the executive assistant who supports the CAO and broader CAO team on many ongoing initiatives and projects including the following:

- Strategic administrative support  
Supported the CAO and senior leadership team in advancing municipal priorities by managing schedules, coordinating meetings, and ensuring timely follow-ups on key initiatives.
- Staff engagement  
Supported the Fun Committee in organizing the staff pancake breakfast and trivia morning
- Nukw7ántwał Meetings  
Coordinated all meetings and materials for the Nukw7ántwał Organizing Committee and Intergovernmental Committee.
- Nukw7ántwał Gathering Preparation  
Arranged a facilitator and drafted the agenda package for the May 2025 Gathering.
- Insights Discovery Rollout  
Completed prework and preparation for the first in-house Insights Discovery workshop, to be delivered in Q2.

## **COMMUNICATIONS**

There are no communications considerations.

## **LEGAL CONSIDERATIONS**

There are no legal, legislative or regulatory considerations.

## **BUDGET & STAFFING**

There are no impacts to the budget or staff hours as the activities undertaken by staff are operational and were incorporated into the day-to-day activities of each department.

## **INTERDEPARTMENTAL IMPACT**

There are no interdepartmental impacts.

## **COMMUNITY CLIMATE ACTION PLAN**

Reporting on the on the operational priorities and activities of the Office of the CAO aligns with the following [Community Climate Action Plan](#) strategy:

- Organizational Leadership

## **STRATEGIC PRIORITIES**

The first quarter initiatives of the office of the CAO align with the following [strategic priorities](#):

- Be prepared;
- Cultivate trust; and
- Operate with excellence.

## **IMPACT ON THE REGION**

There is no impact on the region or neighbouring jurisdictions.

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CAO approval:	Elizabeth Tracy, Chief Administrative Officer