

STRATEGIC PLAN (2021 to 2026)

2022 Mid year Status Update

Strategic Theme	Objectives	Initiatives	Actions	Department	Current Status	Percentage done
ACTIVE AND ENGAGED COMMUNITY	Engaged community	Achieve GNB's Age-Friendly Community status	Enlist Seniors Roundtable to provide resolution for Council's consideration on submission to GNB for designation as Age-Friendly Community.	PARKS & REC	N/A (2024 objective)	0%
		Ensure recreation programming meets current community needs	Continue to explore ways to foster and support the local arts and culture community.	PARKS & REC	Assessment on-going, with implementation plan to be presented in 2023.	15%
			Continue to financially support the Riverview Arts Centre and the Capitol Theatre.	PARKS & REC	Relationship grant fulfilled for 2022.	100%
		Establish a Riverview Youth Network to assess challenges facing our youth.	Develop action plan for Riverview Youth Network in collaboration with stake holders (schools, community groups, community leaders, parents and relevant agencies). – Execute actions that are specifically led by Town	COUNCIL	The Riverview Youth Network has been meeting since Fall of 2021. Committees have been established and actions including student and parental surveys were completed. RYN to reconvey at the start of the school year.	50%
		Host community celebrations	Develop programming to celebrate the Town's 50th anniversary (2023).	PARKS & REC	Committee formed; budget and recommendations currently being finalized.	30%
		Recognize volunteer contributions	Explore establishing a community celebration to honour volunteers, businesses, community groups, etc.	PARKS & REC	N/A (2023 objective)	0%
	Healthy community	Assess food security	Examine current and potential food security policies such as backyard chickens, community gardens, gardening approaches on residential properties, etc. as part of a municipal plan review process.	PARKS & REC	N/A (2023 objective)	0%
		Ensure recreation programming meets current community needs	Complete a Strategic/Operational Plan for Parks and Recreation in 2022 and have it endorsed by Council – Include plan for youth centre and skate park; and the Coverdale and Bridgedale centres.	PARKS & REC	Plan has reached data collection and gap analysis stage, prior to recommendations being formed.	40%
			Continue to support the Friends of Mill Creek engagement in the development of that park.	PARKS & REC	On-going support provided to seek recommendations for park programming and development.	50%
			Define and measure the level of Town support provided to youth sports and recreational activities in the Town. What level are they subsidized by taxpayers and is there equity with the level of subsidy?	PARKS & REC	Program assessment underway to address future needs and diversification.	30%

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ACTIVE AND ENGAGED COMMUNITY	Healthy community	Ensure recreation programming meets current community needs	Investigate new opportunities for pet owners, such as off-leash trails for dogs.	PARKS & REC	Research and targeted stakeholder engagement completed in advance of broader engagement.	35%
			Partner with community groups to provide community recreational activities in Riverview. Past examples include: – Pickleball Association – Cricket NB	PARKS & REC	On-going partnerships continue to be formed with new and current associations.	50%
			Update the bi-lateral service agreement between the Town and the school district over shared spaces and resources.	PARKS & REC	Internal review completed.	25%
BUILDING A SUSTAINABLE COMMUNITY	Reduce the Town's operational greenhouse gas emissions and use of energy	Increase use of public transit services	Explore transit service expansion option.	ADMINISTRATION	Future priority.	0%
			Promote public transit as convenient commuting option.	ADMINISTRATION	Transit routes are at 94% pre-pandemic service hours and will return to 100% in September. Transit ridership has increased over past few months due to a return to more pre-Covid norms and rising fuel costs.	75%
		Water conservation promotion/practices	Implement actions identified in updated Water Master Plan.	PUBLIC WORKS	The recommendations have now been incorporated in the 10-yr capital plan.	100%
			Promote water conservation practices during peak usage times of year (summer).	CORPORATE SERVICES	Social media posts in June to remind public of the importance of water conservation. New postcards printed to leave at households as reminders.	100%
	Sustainable asset management	Continue development of Mill Creek Nature Park	Assess and determine if additional land is needed for future expansion of Mill Creek Nature Park.	PARKS & REC	10-year masterplan development has completed public engagement phase and will assess this action item.	50%
			Friends of Mill Creek Committee and Parks Department to complete updated plans for infrastructure, operations and programs to be reviewed and approved by Council.	PARKS & REC	10-year masterplan development has completed public engagement phase.	50%
			Town investments in the development of Mill Creek Nature Park.	PARKS & REC	Building permit issued for stair installation to connect lookout to base of dam; trail improvements scheduled for Fall.	15%

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BUILDING A SUSTAINABLE COMMUNITY	Sustainable asset management	Municipal Plan Review to be completed in 2022/23	Consider including affordable housing requirements during the permitting process, including introduction of density bonusing or inclusionary zoning.	PLAN 360	Riverview participating in a review of inclusionary zoning for NB. Final report with recommendations to be submitted in Fall 2022.	50%
			Update Municipal Plan to factor in benefits and opportunities of natural infrastructure assets.	PLAN 360	2023 Budget process will need to allocate funds to initiate this review in 2023.	0%
		Plan for facilities and equipment that meet current and future needs	Update Municipal Plan with key findings from Climate Adaptation Plan.	PLAN 360	2023 Budget process will need to allocate funds to initiate this review in 2023.	0%
			Build the Riverview Recreation Complex before the end of our term	COUNCIL	Council to endorse next phase of design for project in July 2022. Advocacy for federal and provincial funding still ongoing.	5%
			Continue to develop the Town's Asset Management Plan.	FINANCE	Director of Finance is working with Facilities Manager and Parks to update the Ten (10) Year Plan.	25%
			Continue to invest in upgrading and replacing equipment to deliver to today's municipal service standards.	FINANCE	Director of Finance is working with Facilities Manager and Parks to update the Ten (10) Year Plan.	25%
			Review lighting requirements for Coverdale Road and Gunningsville Blvd.	PUBLIC WORKS	Coverdale Road lighting review is underway. Gunningsville is schedule for 2024.	25%
			Review and update ten- year capital plan annually	PARKS & REC	10-year plan created based on condition assessments. 50/50 funding awarded through ACOA to support advancing several parks. Design request will be awarded in July.	20%
			Street, road and underground infrastructure upgrades	PUBLIC WORKS	The preliminary scope of work required to assess the overall condition and function of Coverdale is done. The work plan will be used as a guide for the upcoming years to assess this important connection.	25%
			Complete Pinewood Road roundabout.	PUBLIC WORKS	The new roundabout will be open in July 2022	99%
Continue to follow the Local Improvement and Pavement Plans.	PUBLIC WORKS	Council continues to invest in the reconstruction of streets. Montgomery Ph2 and Ridgeway are under reconstruction.	25%			

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BUILDING A SUSTAINABLE COMMUNITY	Sustainable asset management	Street, road and underground infrastructure upgrades	Engineering conducts a review of the asphalt street condition every 5 years and uses this information to update the current ranks of local improvement projects.	PUBLIC WORKS	The last review was done in 2019. The next review is planned for 2024.	0%
			Review and update the Town's ten-year capital and fiscal plan each year.	PUBLIC WORKS	Done	100%
			Traffic Committee to continue to assess traffic concerns.	PUBLIC WORKS	The Committee meets one per month. Each concern is discussed and addressed. Minutes are prepared for Council.	50%
SAFE AND INCLUSIVE COMMUNITY	Barrier-free access to Town programming and events	Engage the Town's advisory committee on disabilities to review accessibility of town facilities, events, and programming.	Consult advisory committee in advance of all planned community events and implement recommendations to reduce barriers.	PARKS & REC	N/A (2023 objective)	0%
			Seek funding to support additional resources (such as accessible equipment) to enhance service delivery of community events and recreation programming.	CORPORATE SERVICES	Met with Committee to discuss their roles and a more efficient way to run the WOW program. Also discussed creating a seat for one of their members to sit on the Inclusion & Equality Committee and perhaps become a sub-committee under them.	50%
	Employer of Choice	Supporting, engaging and developing the Town's workforce	IAFF Negotiations	FIRE	Agreement signed until 2025.	100%
	Residents feel their families and property are safe.	Deliver protective services that minimizes public safety risks for the community	Continue development of a live fire training area.	FIRE	Work completed for 2022. Third sea container added to live fire prop and storage container on site.	100%
			Council to support the development and uptake of RCMP app 'Citizens on Patrol'.	COUNCIL	Citizens on Patrol volunteers in Riverview have been established. Council continues to promote the program.	100%
			Implement upgraded to radio communications.	FIRE	Alternate procurement awarded. Several implementation meetings held with Bell and GNB Rad Comm. Waiting on delivery of equipment from Bell.	50%
			Invest in equipment, training and mental health support services to allow the Fire Department to deliver quality services to the community.	FIRE	One new member appointed to the Peer Support Team. Canine Facility Dog program implemented (program placed on hold).	75%

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SAFE AND INCLUSIVE COMMUNITY	Residents feel their families and property are safe.	Deliver protective services that minimizes public safety risks for the community	Work with RCMP to increase police engagement and presence in community	COUNCIL	Codiac RCMP Board is developing an updated strategic plan. Council and staff have advocated for the importance of community policing in Riverview.	
		Maintain response times for public safety services	Annual review and testing of the Town's emergency management plan.	FIRE	Completed first of two ERP exercises with Town Staff. Second scheduled for November 2022.	50%
			Complete a Fire Department Operational Review to ensure the department can respond to changing risks in community.	FIRE	Review of operations complete, final meeting of committee to be held in the first week of July. Report to be written by Aug. 19th.	60%
			Continue to invest in training for EMO members.	FIRE	ICS 200 course with town staff members completed in February 2022.	100%
			Work with Moncton & Dieppe to review policing service delivery options.	ADMINISTRATION	Regional Police Services RFP currently being reviewed by Tri-Community team with award expected by end of Summer 2022.	25%
	Trust is present in the community and all residents enjoy a good quality of life and sense of belonging.	Attract and retain immigrant populations	Continue active engagement in the Greater Moncton Immigration Partnership.	ECONOMIC DEVELOPMENT	Town staff actively involved in partnership, including providing a supportive role to develop plans and actions for the arrival of Ukrainians.	50%
			Support programs and recreation facility development that reflect the growing needs of a diverse population (i.e. a cricket field as an example).	PARKS & REC	Program assessment underway to address future needs and diversification.	25%
		Create an Inclusion and Equality Committee in 2021.	Recommendations of Inclusion and Equality (IE) Committee to be endorsed by Council to be implemented over the five-year term.	COUNCIL	Committee formed and has been actively meeting since early 2022.	10%
		Develop a Town response to the Truth and Reconciliation recommendations.	Designate community flag pole to Mi'kmaq Grand Council flag.	PARKS & REC	Flag raised June 21 alongside an important ceremony to mark National Indigenous Peoples Day.	100%
			Educate staff on Indigenous history, residential school system, the TRC's Calls to Action.	HR	3 of 4 sessions have been completed, last session scheduled for September.	75%

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SAFE AND INCLUSIVE COMMUNITY	Trust is present in the community and all residents enjoy a good quality of life and sense of belonging.	Develop a Town response to the Truth and Reconciliation recommendations.	Organize meetings or connect with key officials to discuss systemic barriers once a year.	HR	Committee created by Town Council on inclusion and diversity; developed partnership with Aboriginal communities and relationships - 1 initiative is celebrating National Aboriginal Day on June 21st with permanent flags displayed at Town Hall.	
		Inclusive Community	Council to continue to support local organizations that advocate for multiculturalism, 2SLGBTQ+ communities and vulnerable populations.	COUNCIL	Multicultural day has been included as a promoted event as part of Sunfest 2022.	50%
			Council to participate in regional discussions on affordable housing and homelessness.	COUNCIL	Kirk Brewer represents the Town on the review of inclusionary zoning for NB. Council has appointed a representative to sit on the GM Homelessness Task Force.	
		Strong financial management of Town's assets	Council to review and update Town grant program.	COUNCIL	Committee created and reviewed current policy. Changes were completed, reviewed by staff, and will go to Council for discussion and approval.	75%
SERVICE EXCELLENCE	Deliver quality services to residents and businesses	Focus on process and service delivery efficiency and effectiveness	Continue to explore options on where technology can improve and enhance the services offered by the Town.	IT	Dashboards created to assist the leadership team to make more data driven decisions.	60%
			Continue to participate in regional collaboration initiatives for the best interest of Riverview residents (i.e. solid waste; Trans Aqua; Capitol Theatre; Codiac RCMP; water purchases agreement; etc.).	COUNCIL	The Town is actively engaged in Regional Policing Study (RFP for service to be approved in Summer 2022).	10%
			Create more efficient ways to perform by-law enforcement	CORPORATE SERVICES	Hired MES to do winter parking, no parking zones, property infractions, etc. Launched Access E11 to allow residents to report their concerns online.	60%
			Review and update of Town By-laws	CORPORATE SERVICES	Target was to have 7 by-laws reviewed and updated in 2022, 2 have been completed.	25%
			Review the Town's model for IT service delivery and complete a needs assessment.	IT	First draft completed, working on final report.	70%

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SERVICE EXCELLENCE	Deliver quality services to residents and businesses	Focus on process and service delivery efficiency and effectiveness	Work with regional organizations that Riverview supports to improve public reporting on performance to Council and residents.	ADMINISTRATION	Future priority.	0%
	Employer of Choice	Supporting, engaging and developing the Town's workforce	Complete a Fire Department Operational Review.	FIRE	Review of operations complete, final meeting of committee to be held in the first week of July. Report to be written by Aug. 19th.	60%
		Continue to foster a safe and healthy work culture.	HR	Continue development of Joint, Health and Safety Courses and First Aid Courses.	50%	
		CUPE negotiations in 2021.	HR	Successfully negotiated a 4-year agreement in 2021.	100%	
		Develop an annual leadership and development program for Town employees.	HR	Currently working on recruitment for key leadership positions (Director of Finance, Deputy of Fire, and Manager, Parks and Recreation)	50%	
		Expand the communication capacity with more internal resources in 2022/2023.	CORPORATE SERVICES	Following resignation of Communications Coordinator, created job description for Communications Manager and hired new employee in May 2022. Hiring of additional Communication Officer will be delayed until 2023.	100%	
		IAFF Negotiations	HR	Successfully negotiated a 4-year agreement in 2021.	100%	
		Improve internal communication approaches, including implementing technology solutions.	IT	Adding more users to Office365. Added 2 screens at the Arena so internal communications can advertise to staff.	90%	
		Provide employee education and training on Truth and Reconciliation.	HR	3 of 4 sessions have been completed, last session scheduled for September.	75%	
	Maintain an affordable tax rate in Greater Moncton	Strong financial management of Town's assets	Actively explore all external funding opportunities available to support the Town's capital budget priorities.	FINANCE	IBA still under consideration, RRC & water renewal projects. Funding secured in 2022 to support transition operational deficits.	40%

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SERVICE EXCELLENCE	Maintain an affordable tax rate in Greater Moncton	Strong financial management of Town's assets	Council will be engaged in the local government reform process and advocate for reforms that respect Riverview's identity as a municipality	COUNCIL	The Town has representatives on the four Regional Service Commission's regional mandated services working groups. Recommendations on service options and budget implication to be presented by Commission in Fall 2022.	40%	
			Manage the Town's key financial metrics including debt ratio; expenditure growth; tax rate; etc.	FINANCE	Tax rate reduced in 2022. Debt ratio at below 10% in 2022 & expenditure growth managed in overall 2022 budget.	100%	
THRIVING COMMUNITY	Businesses receive support from residents and customers from surrounding region	Develop the Town's advertising policy/ program to align with opportunities for the local business community	Explore idea of developing an annual awards/showcase event for Riverview businesses, community leaders, youth and volunteers.	PARKS & REC	N/A (2023 objective)	0%	
			Promote easy accessibility of Riverview's retail, business and dining to Greater Moncton and Albert County regions.	PARKS & REC	Informational updates have taken place to business newsletters, website and business participation booklets.	40%	
			Seek business community's input on Riverview Rewards program and growth.	PARKS & REC	Consultant-led assessment completed; recommendations under review.	80%	
			Use Town channels to promote community awareness of Riverview shops, services and restaurants	PARKS & REC	Content development underway to support community awareness campaigns.	30%	
			Economic and Community Growth	Complete an annual review of the economic impact of the Town's development incentive program.	ECONOMIC DEVELOPMENT	Program to be reviewed at the end of the year.	0%
			Continue to utilize the development incentive program to increase commercial use/development in Town.	ECONOMIC DEVELOPMENT	The Town continues to promote the program, including highlighting it at a meeting with developers in June. No new application so far in 2022.	100%	
			Integrate local Riverview business engagement activities with the Community Development Team of the Dept. of Parks, Recreation and Community Relations.	Continue to grow the Light Up Riverview Program.	PARKS & REC	2022 growth objective identified, pending quotations. Work to be completed in October 2022.	20%
			Riverview benefits from regional economic success	Active engagement in GM labour partnership	Active engagement in GM immigration partnership. Provide Council annual updates on positive impact of strategy overall and for Riverview.	ECONOMIC DEVELOPMENT	Immigration Partnership annual report was provided to Council as part of the monthly report process.

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THRIVING COMMUNITY	Riverview benefits from regional economic success	Active engagement in GM regional economic team.	Explore the Southeast Regional Economic Model in partnership with Moncton, Dieppe and Southeast Regional Service Commission.	ECONOMIC DEVELOPMENT	This model review has transitioned to be included as part of the Regional Service Commission's review of new regional mandates.	40%
			Provide Council quarterly updates on GM regional economic team meetings.	ECONOMIC DEVELOPMENT	Updated on the status of the partnerships work included in monthly reports.	100%
			Provide Council quarterly updates on positive impact of labour partnership strategy overall and for Riverview.	ECONOMIC DEVELOPMENT	Updated on the status of the partnerships work included in monthly reports.	100%
	Riverview is a desirable place to live, shop, visit and play	Economic and Community Growth	Continue to develop Riverview's tourism approach of trail tourism.	PARKS & REC	N/A (2023 objective)	0%
			Ensure during municipal plan review process, the Town has available land for commercial development.	ECONOMIC DEVELOPMENT	Municipal plan review will be initiated in 2023.	0%
			Invest in a third transit bus to increase ridership in Riverview.	COUNCIL	Application for funding differed until future years, until the Town receives resolution on its existing two IBA grant applications for the RRC and water renewal projects.	0%