

Town of Riverview
CORPORATE SERVICES DEPARTMENT
MONTHLY REPORT



To: Mayor & Council

Prepared by: Annette Crummey, Director

Date: September 26, 2022

Month & Year: June - September 2022

By-law Enforcement

ANIMAL CONTROL ENFORCEMENT REPORT-JUNE 2022				
	Current Month	Previous Month	Annual Total	Monthly Trend
Animal Control Issues	17	10	60	↑7
Animal Control Licences	51	100	729	↓49

ANIMAL CONTROL ENFORCEMENT REPORT-JULY 2022				
	Current Month	Previous Month	Annual Total	Monthly Trend
Animal Control Issues	10	17	70	↓7
Animal Control Licences	88	51	817	↑37

ANIMAL CONTROL ENFORCEMENT REPORT-AUGUST 2022				
	Current Month	Previous Month	Annual Total	Monthly Trend
Animal Control Issues	12	10	82	↑2
Animal Control Licences	85	88	902	↓3

BY-LAW CITATION SUMMARY-JUNE 2022	Number Issued	Total Fines
Overnight Winter Parking Ban	0	0
No Parking/No Stopping Zone	0	0
Excessive Noise Violation	0	0
Commercial Vehicle/Trailer on Street	11	550
No Parking-Snow Removal Operations	0	0
TOTALS	11	\$550

BY-LAW CITATION SUMMARY-JULY 2022	Number Issued	Total Fines
Overnight Winter Parking Ban	0	0
No Parking/No Stopping Zone	1	50
Excessive Noise Violation	0	0
Commercial Vehicle/Trailer on Street	2	100
No Parking-Snow Removal Operations	0	0
TOTALS	3	\$150

BY-LAW CITATION SUMMARY-AUGUST 2022	Number Issued	Total Fines
Overnight Winter Parking Ban	0	0
No Parking/No Stopping Zone	2	100
Excessive Noise Violation	0	0
Commercial Vehicle/Trailer on Street	0	0
No Parking-Snow Removal Operations	0	0
TOTALS	2	\$100

BY-LAW ENFORCEMENT REPORT-JUNE, JULY & AUGUST 2022		
	Number of Files Opened this Period	Number of Files Closed this Period
Animal Control	4	1
Commercial Vehicles – Parking	0	0
Dangerous or Unsightly Premises	10	3
Debris on Road	0	0
Dilapidated Structure	0	0
Encampment	4	4
Flyer Distribution	0	0
Garbage Sorting	7	6
Illegal Dumping	1	1
Improper Water Usage	1	1
Maintenance and Occupancy	1	1
Mobile Vendors & Pedlars	0	0
Noise Complaints	7	2
Off Road Vehicles	2	0
Parking Violations	1	1
Portable Signs	0	0
Rodent Sightings	65	61
Speeding	0	0

BY-LAW ENFORCEMENT REPORT-JUNE, JULY & AUGUST 2022		
	Number of Files Opened this Period	Number of Files Closed this Period
Sports on Streets	0	0
Streets-Traffic By-law	2	1
Tall Grass	16	6
Zoning	0	0
TOTALS	121	89

BY-LAW ENFORCEMENT – OUTSTANDING FILES REPORT – (new updates are highlighted)	
File Type	Update
Animal Control – Lawson Avenue	Neighbour feeding birds, numerous starlings and pigeons are dropping feces over yard, house and car-causing damage. Issue resolved with help of RCMP and lawyers. File Closed
Dangerous Premises – Hillsborough Road	Demolition completed, property in compliance. File Closed. Contact made with property owner, he is planning on Demo, By-Law will continue with legal process in the event Owner does not comply. Anticipate Demo Before Fall of this year. Arranging date with building inspector. Expected to be demolished by owner in 2019 Proposed purchaser 2020 Anticipated action 2021, Compliance process initiated, letter sent to owner. No response from owner, continue demo process. Owner moved, not receiving letters. Planned internal inspection Dec with Fire and Building inspectors. Extensive amount of snow Dec/ Jan planned inspection asap. Discussed inspection to be completed with Inspector Pleau.
Encampment – Gunningsville	3 tents set up behind golf course. Municipal Enforcement and town staff visited the site. All have been moved. File Closed.
Excessive Noise - Yale	No further complaints. File Closed. Heat pump creating excessive noise, compliance letter sent
Excessive Noise – Dickey Boulevard	Construction commencing prior to 7:00 AM, contractor contacted, will continue to monitor if application for exemption not received. Possible ongoing issues due to continued construction in the area.

BY-LAW ENFORCEMENT – OUTSTANDING FILES REPORT – (new updates are highlighted)	
File Type	Update
Excessive Noise – Rosebank	Noise originating from a pool pump, compliance letter sent.
Excessive Noise – Blythwood	Resident refinishing old furniture, using sanding tools etc. for several hours outside. Compliance letter sent, awaiting evidence from Complainant. Evidence received, formal compliance letter sent, no further complaints in August, continuing to monitor.
Excessive Noise – Water Tower Road	Numerous dirt bikes traveling in the area, annoying residents.
Traffic – Dickey Blvd -Mud on road	No further complaints – file closed. Construction zone with three apartment buildings, continuing to monitor. Site supervisor continues have street cleaned, will continue to monitor. Complaints of mud on road caused by Construction company, discussed issue with site manager.
Traffic - Berwick	Violation issued – truck no longer parked there. File Closed. Commercial vehicles parking evenings weekends
Traffic – Olive Street	No issues observed. File Closed. Ongoing parking issues, patrols will be made. Discussion with complainant did not provide clear details.
Traffic – Kerry Court	Abandoned Vehicle – attempting to find owner prior to towing.
Unightly Premises – Hillsborough Road	Still working with resident to have debris removed. Progress being made. Extensive amount of debris to be removed, working with the property owner to obtain compliance in a reasonable amount of time, ongoing. Compliance letter sent; site inspection completed. Resident complained of messy yard located on Hillsborough Road, Compliance letter to be sent to property owner.
Unightly Premises – Sherwood Avenue	Unightly Premises – Anticipated Action 2022
Unightly Premises – Allan Steet	File Closed. Compliance site visit required Debris beside house and derelict Truck, compliance letter sent.
Unightly Premises – Henderson	Inspection completed; property secured. Process to Demolish commenced. Unightly Premises –

BY-LAW ENFORCEMENT – OUTSTANDING FILES REPORT – (new updates are highlighted)	
File Type	Update
	Fire department and resident reported issue with residence. Will commence process following site inspection
Unsightly - Callowhill	File closed. Messy yard, grass, site inspection site required.
Unsightly - Callowhill	File closed. Couch in back yard, various items. Site inspection required
Unsightly - Berwick	File Closed. Derelict vehicle, shelter without covering, just frame. Site inspection required
Unsightly – Other - Dayton Court	No further complaints from resident to By-Law enforcement, RCMP apparently dealing with issues. Continue to monitor. Two complaints received concerning various issues at this residence. RCMP have been requested to assist and have indicated they will.
Unsightly / Garbage – Hillsborough Road	Garbage cleaned up following phone call to property owner. File Closed. Tenants moved out extensive amount of garbage present. Compliance letter sent, phone call to property owner after second site visit.
Unsightly – Whitepine	Debris in yard, water pooled in back yard, compliance letter sent to property owner
Unsightly – Irving	Derelict vehicles in yard – compliance letter sent to property owner.

Departmental Objectives Update

COMMUNICATIONS		
Objectives	Actions	Strategic Themes
Build Riverview brand awareness	News releases: Jun 23 – New Waste Collection Schedule & Bulk Waste Update Jun 28 – Water Leak Coverdale Road Jun 28 – Lane Closure Planned for Northbound Lane at Gunningsville Jun 29 – Riverview Mourns Facility Dog Jun 30 – Tri-Community Municipalities Launch Portal to Support Ukrainian Refugees Jul 5 – Council Highlights	<ul style="list-style-type: none"> • Service Excellence • Building a Sustainable Community • Thriving Community • Active & Engaged Community

	<p> Jul 6 – Committee Recruitment July 2022 Jul 8 – Tips on Navigating Roundabouts Jul 12 – Council Highlights Jul 15 – Business Spotlight: Pet Valu Jul 19 – Water Interruption Pinewood Road July 19 – Water Tank Maintenance Jul 20 – Business Spotlight: Luxe Salon Jul 20 – Road Closure: Suffolk Street Jul 27 – Funding Announced for Riverview Seniors’ Programming Aug 3 – Road Closure: Cleveland Ave Aug 8 – Riverview Adds Free Sunscreen Dispenser to Riverfront Aug 9 – Council Highlights Aug 31 – Business Spotlight: Spicy Grillz Sep 8 – Riverview Welcome Resurgo Marathon to Riverfront Sep 9 – Queen Elizabeth II Book of Condolences Available Sep 12 – Mill Creek Nature Park: Closure Sep 14 – Town Observes National Day of Mourning September 19 Sep 15 – Council Highlights Sep 21 – Residents Urged to Prepare 72-Hour Emergency Kit </p> <p>Social Media Posts (by category): Local Business/Economic Development - 10 Activities – 18 Employment – 4 Citizen Engagement – 17 Public Service Announcements – 7 Celebrating Diversity – 3 Other – 1</p> <p>Growth: Facebook - 266 New Fans, 8800 engagements, 1500 clicks Instagram - 115 New Followers, 2000 engagements Twitter - 62 New Followers, 155 engagements, 617 clicks</p> <p>Video content: 20 videos produced since July 1 – focused on creating original video content on Instagram to increase engagement and ‘romanticize Riverview’.</p>	
Internal Communication and Corporate Culture Strategy	<ul style="list-style-type: none"> • Strategy earmarked for delivery Q4 2022 • Launched internal weekly newsletter to foster engagement and highlight initiatives across departments • Worked with HR on new employee spotlight award design and created questionnaire for monthly employee feature in newsletter (September 2022) • Organized headshots for 34 employees as part of Municipality Week 	<ul style="list-style-type: none"> • Service Excellence

Build Communication Tools that support Diversity, Equity and Inclusion	<ul style="list-style-type: none"> • Accessible language guide slated for Q4 	<ul style="list-style-type: none"> • Safe & Inclusive Communication • Service Excellence
Service Excellence	<ul style="list-style-type: none"> • 50th anniversary planning, including logo conception • Ongoing brand management – reminders to staff on visual identity guidelines, use of templates. Created a more cohesive visual experience on social platforms, specifically Instagram, since June. 	<ul style="list-style-type: none"> • Service Excellence • Active & Engaged Community • Safe & Inclusive Community
FACILITIES MAINTENANCE		
Financial Management	<ul style="list-style-type: none"> • Prepared the 2023 building repair/maintenance budget request document for each Director 	<ul style="list-style-type: none"> • Service Excellence
Project Management	<ul style="list-style-type: none"> • 38 new General Maintenance cases have been opened on AccessE11 during the months of June to Sept. • Facilities Coordinator continues to attend bi-weekly meetings with the General Contractor for the construction of the new Lower Ice Rink • Facilities Coordinator is project managing the Arena Upgrade project 	<ul style="list-style-type: none"> • Building a Sustainable Community • Service Excellence
Asset Management	<ul style="list-style-type: none"> • The regular scheduled Preventive Maintenance has been performed on the Town's HVAC equipment • Main entrance doors (facing Runnymede) have been replaced • Main water feed assembly at the CRC has been replaced 	<ul style="list-style-type: none"> • Building a Sustainable Community • Service Excellence
Energy Efficiency	<ul style="list-style-type: none"> • Exterior pot lights at Town Hall replaced with LED fixtures 	<ul style="list-style-type: none"> • Building a Sustainable Community
RECORDS MANAGEMENT & PRIVACY		
Records Management	<ul style="list-style-type: none"> • The basement inventory of Town Hall semi-active records has been completed. • The Records Information Management (RIM) database on Town Hall records is ongoing. 	<ul style="list-style-type: none"> • Service Excellence

	<ul style="list-style-type: none"> • A presentation on how to use the MRA manual and DMS system for new employees is being finalized. • The creation of records in SharePoint has begun to determine the applicability of retention labels. 	
<i>Request for Information & Privacy</i>	<ul style="list-style-type: none"> • No RTIPPA requests were received in June, July, and August. 	<ul style="list-style-type: none"> • Safe and Inclusive Community
<i>Staff Training</i>	<ul style="list-style-type: none"> • Provided follow-up assistance to departmental staff using the DMS system. 	<ul style="list-style-type: none"> • Service Excellence
CLERK'S OFFICE		
<i>By the Numbers (Year to Date)</i>	<ul style="list-style-type: none"> • Tenders Awarded – 28 • Events attended by Mayor & Council – 112 • Donation & Sponsorship Grants Awarded – 15 • Annual Grants - 22 • Presentations to Council - 6 • Public Hearings/Presentations – 4 • Concerns Reported - 568 <ul style="list-style-type: none"> ○ By-law Enforcement – 235 ○ Parks and Recreation – 138 ○ Public Works – 183 ○ Zoning - 12 	<ul style="list-style-type: none"> • Service Excellence
<i>By-law Improvement Processes</i>	<ul style="list-style-type: none"> • First readings given to the following by-laws: <ul style="list-style-type: none"> ○ By-law 300-7-8 – Zoning (amendment) ○ By-law 300-33-4 – Municipal Plan (amendment) ○ By-law 400-15-05 – Waste Removal (amendment) ○ By-law 700-21 - Curfew 	<ul style="list-style-type: none"> • Safe & Inclusive Community
<i>Improved Operational Processes</i>	<ul style="list-style-type: none"> • In collaboration with the IT Manager and HR Advisor, investigated and decided on the use of DocuSign for contracts that need signing. This will increase efficiency in having documents prepared in a shorter time period. • Continued encouragement to residents to use our new online portal to report any issues. 	<ul style="list-style-type: none"> • Improved Operational Processes • Service Excellence
<i>Service Excellence</i>	<ul style="list-style-type: none"> • In collaboration with the IT Manager, investigated and updated the recording equipment in Council Chambers to include a third Crestron screen for IT and two new cameras to improve viewer experience. 	<ul style="list-style-type: none"> • Service Excellence • Thriving Community
<i>Employee Relations</i>	<ul style="list-style-type: none"> • Our summer student was once again very beneficial in assisting with the inventory of records. • Hired a casual employee to assist with duties of Executive Assistant as the Executive Assistant assumed the duties of the Deputy Clerk. • Completed 2nd Quarter check-ins with staff. • In collaboration with HR and Communications, developed a plan to celebrate the first Municipalities Week. 	<ul style="list-style-type: none"> • Service Excellence

	<ul style="list-style-type: none"> • Safety Talks for July, August and September were Fall Protection, Hand Tools, Manual Handling, Noise, Working Alone, Personal Protective Equipment and Home Emergency Plan. 	
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PROFESSIONAL DEVELOPMENT & NOTABLE HIGHLIGHTS

- Staff worked together to create a display in honour of Her Majesty Queen Elizabeth II and giving residents an opportunity to sign a condolence book.

Report Approval Details

Document Title:	Corporate Services - July August September 2022.docx
Attachments:	- Council Report - Animal Control.pdf
Final Approval Date:	Sep 22, 2022

This report and all of its attachments were approved and signed as outlined below:

Colin Smith - Sep 22, 2022 - 12:12 PM