

Town of Riverview
CORPORATE SERVICES DEPARTMENT
MONTHLY REPORT



To: Mayor & Council

Prepared by: Annette Crummey, Director/Town Clerk

Date: October 24, 2022

Month & Year: October 2022

By-law Enforcement

ANIMAL CONTROL ENFORCEMENT REPORT-SEPTEMBER 2022				
	Current Month	Previous Month	Annual Total	Monthly Trend
Animal Control Issues	10	12	92	↓2
Animal Control Licences	87	85	989	↑2

BY-LAW CITATION SUMMARY-SEPTEMBER 2022	Number Issued	Total Fines
Overnight Winter Parking Ban	0	0
No Parking/No Stopping Zone	17	850
Excessive Noise Violation	0	0
Commercial Vehicle/Trailer on Street	0	0
No Parking-Snow Removal Operations	0	0
TOTALS	17	\$850

BY-LAW ENFORCEMENT REPORT-SEPTEMBER 2022		
	Number of Files Opened this Period	Number of Files Closed this Period
Animal Control	1	0
Commercial Vehicles – Parking	0	0
Dangerous or Unsightly Premises	15	3
Debris on Road	0	0
Dilapidated Structure	0	0
Encampment	0	0
Flyer Distribution	0	0

BY-LAW ENFORCEMENT REPORT-SEPTEMBER 2022		
	Number of Files Opened this Period	Number of Files Closed this Period
Garbage Sorting	2	1
Illegal Dumping	0	0
Improper Water Usage	0	0
Maintenance and Occupancy	0	0
Mobile Vendors & Pedlars	0	0
Noise Complaints	3	2
Off Road Vehicles	0	0
Parking Violations	2	0
Portable Signs	0	0
Rodent Sightings	4	5
Speeding	0	0
Sports on Streets	0	0
Streets-Traffic By-law	0	0
Tall Grass	7	4
Zoning	0	0
TOTALS	34	15

BY-LAW ENFORCEMENT – OUTSTANDING FILES REPORT – (new updates are highlighted)	
File Type	Update
Encampment	3 tents set up behind golf course. All moved same day, File closed
Excessive Noise – Dickey Boulevard	File Closed 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.
Excessive Noise – Rosebank	File Closed Noise originating from a pool pump, compliance letter sent.
Excessive Noise – Blythwood	File Closed Resident refinishing old furniture, using sanding tools etc. for several hours outside. Compliance letter sent, awaiting evidence from Complainant.

BY-LAW ENFORCEMENT – OUTSTANDING FILES REPORT – (new updates are highlighted)	
File Type	Update
	Evidence received, formal compliance letter sent, no further complaints in August, continuing to monitor.
Excessive Noise – Water Tower Road	File Closed Numerous dirt bikes traveling in the area, annoying residents.
Traffic – Kerry Court	File Closed Owner found and vehicle moved. Abandoned Vehicle – attempting to find owner prior to towing.
Unightly Premises – Hillsborough Road	Ongoing 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 – Henderson	Expected Demolition in Fall 2022 Inspection completed; property secured. Process to Demolish commenced. Unightly Premises – Fire department and resident reported issue with residence. Will commence process following site inspection.
Unightly Premises – Aaron Court	Debris in yard, tall grass
Unightly Premises – Ogden Drive	Vacant resident since June. May request outside assistance.
Unightly Premises – Muncey Drive	Complaint received 2021, complainant indicated cleanup was satisfactory following compliance letter sent to property owner, reopened in attempt to obtain further compliance. Compliance letter sent under the Maintenance and Occupancy By-Law. Another complaint received from other resident, challenging issues with this property, will continue to obtain compliance. No formal complaints received from residents, may request assistance from another agency
Unightly – 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

BY-LAW ENFORCEMENT – OUTSTANDING FILES REPORT – (new updates are highlighted)	
File Type	Update
	residence. RCMP have been requested to assist and have indicated they will.
Unightly – Whitepine	Debris in yard, water pooled in back yard, compliance letter sent to property owner
Unightly – Irving	Derelict vehicles in yard – compliance letter sent to property owner.

Departmental Objectives Update

COMMUNICATIONS		
Objectives	Actions	Strategic Themes
Build Riverview brand awareness	<p>News releases:</p> <p>Sept 23 – Preparing for Hurricane Fiona</p> <p>Sept 29 – Council Highlights – September 26, 2022</p> <p>October 5 – Riverview Fire & Rescue Hosts Open House For Fire Prevention Week</p> <p>October 11 – Stairs Added to Safely Connect Parkgoers From Mill Creek Lookout to Dam</p> <p>October 14 – Council Highlights – October 11, 2022</p> <p>October 14 – Business Spotlight: JustMove Oct 17 – Council Starts 2023 Budget Discussions</p> <p>Social Media Posts (by category):</p> <p>Local Business/Economic Development -3</p> <p>Activities – 5</p> <p>Employment – 2</p> <p>Citizen Engagement – 6</p> <p>Public Service Announcements – 1</p> <p>Celebrating Diversity – 1</p> <p>Other – 1</p> <ul style="list-style-type: none"> Published NEW Business Spotlight: JustMove Created poster and graphic advertising RFR Open House 	<ul style="list-style-type: none"> Service Excellence Building a Sustainable Community Thriving Community Active & Engaged Community
Internal Communication and Corporate Culture Strategy	<ul style="list-style-type: none"> Communications manager needs more time to gain an understanding of the current internal culture to develop a comprehensive strategy. Internal Communications objectives will be re-evaluated for 2023. 	<ul style="list-style-type: none"> Service Excellence

<i>Build Communication Tools that support Diversity, Equity and Inclusion</i>	<ul style="list-style-type: none"> • Accessible language guide slated for Q4 	<ul style="list-style-type: none"> • Safe & Inclusive Communication • Service Excellence
<i>Service Excellence</i>	<ul style="list-style-type: none"> • 50th anniversary logo complete • Prepared the 2023 budget request document for special projects 	<ul style="list-style-type: none"> • Service Excellence • Active & Engaged Community • Safe & Inclusive Community
FACILITIES MAINTENANCE		
<i>Financial Management</i>	<ul style="list-style-type: none"> • Presented the 2023 building repair/maintenance budget request documents to each Director • Presented the newly updated budget building repair/maintenance report spreadsheets to each Director 	<ul style="list-style-type: none"> • Service Excellence
<i>Project Management</i>	<ul style="list-style-type: none"> • 20 new General Maintenance cases have been opened • 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
<i>Asset Management</i>	<ul style="list-style-type: none"> • The regular scheduled Preventive Maintenance has been performed on the Town's overhead doors • Fire Station outdoor training ground has been re-paved 	<ul style="list-style-type: none"> • Building a Sustainable Community • Service Excellence
<i>Energy Efficiency</i>	<ul style="list-style-type: none"> • Adjusted Town Hall boiler controls for optimizing performance and comfort 	<ul style="list-style-type: none"> • Building a Sustainable Community
RECORDS MANAGEMENT & PRIVACY		
<i>Records Management</i>	<ul style="list-style-type: none"> • The Records Information Management (RIM) database on Town Hall records is ongoing for both paper and electronic records. • Research is still ongoing in SharePoint to see if it is the best option to use as a repository to keep records. There still needs to be additional work done on the set up of the retention schedules. 	<ul style="list-style-type: none"> • Service Excellence

	<ul style="list-style-type: none"> Records due for destruction as well as records to be submitted to the provincial Records Center are being organized and prepared. 	
<i>Request for Information & Privacy</i>	<ul style="list-style-type: none"> No RTIPPA requests were received in September. 	<ul style="list-style-type: none"> Safe and Inclusive Community
<i>Staff Training</i>	<ul style="list-style-type: none"> As new staff are hired, training sessions for the DMS are being planned; some of these sessions will occur in mid-October and at the beginning of November. Follow-up assistance to departmental staff using the DMS system is ongoing. 	<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/Procurements Awarded – 32 Events attended by Mayor & Council – 120 Donation & Sponsorship Grants Awarded – 17 Annual Grants - 22 Presentations to Council - 13 Public Hearings/Presentations – 4 Concerns Reported - 568 <ul style="list-style-type: none"> By-law Enforcement – 238 Parks and Recreation – 149 Public Works – 187 Zoning - 13 	<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 700-12 – Traffic By-law 700-80-01 – Street Trees Second and Final 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 ad hoc Committee, staff assisted with the revisions of the Community Investment Policy which was adopted by Council in October. 	<ul style="list-style-type: none"> Improved Operational Processes Service Excellence
<i>Service Excellence</i>	<ul style="list-style-type: none"> Work has begun on the department's 2023 budget, following the guidelines adopted by Council. 	<ul style="list-style-type: none"> Service Excellence Thriving Community
<i>Employee Relations</i>	<ul style="list-style-type: none"> Scheduled 3rd quarter check-ins. Safety Talk October was Eye Protection at Home and Extreme Cold Temperatures 	<ul style="list-style-type: none"> Service Excellence

PROFESSIONAL DEVELOPMENT & NOTABLE HIGHLIGHTS

- Staff appreciated the activities planned for Municipal Week
- Director participated in start-up meetings with Local Government staff and other municipal staff to create an Orientation Program for elected Mayors & Councillors.