

**Town of Riverview**  
**CORPORATE SERVICES DEPARTMENT**  
**MONTHLY REPORT**



To: Mayor & Council

Prepared by: Annette Crummey, Director of Corporate Services/Town Clerk

Date: November 28, 2022

Month & Year: October-November 2022

**By-law Enforcement**

<b>ANIMAL CONTROL ENFORCEMENT REPORT-OCTOBER 2022</b>				
	<b>Current Month</b>	<b>Previous Month</b>	<b>Annual Total</b>	<b>Monthly Trend</b>
Animal Control Issues	11	10	92	↑1
Animal Control Licences	84	87	989	↓3

<b>BY-LAW CITATION SUMMARY-OCTOBER 2022</b>	<b>Number Issued</b>	<b>Total Fines</b>
Overnight Winter Parking Ban	0	0
No Parking/No Stopping Zone	8	400
Excessive Noise Violation	0	0
Commercial Vehicle/Trailer on Street	0	0
No Parking – Fire Lane	1	50
No Parking-Snow Removal Operations	0	0
<b>TOTALS</b>	<b>9</b>	<b>\$450</b>

<b>BY-LAW ENFORCEMENT REPORT-OCTOBER 2022</b>		
	<b>Number of Files Open this Period</b>	<b>Number of Files Closed this Period</b>
Animal Control	1	0
Commercial Vehicle	0	1
Dangerous or Unsightly Premises	15	3
Encampment	0	0
Flyer Distribution	0	0
Garbage Sorting	1	3

BY-LAW ENFORCEMENT REPORT-OCTOBER 2022		
	Number of Files Open this Period	Number of Files Closed this Period
Illegal Dumping	0	0
Improper Water Usage	0	0
Maintenance and Occupancy	0	0
Mobile Vendors & Pedlars	0	0
Noise Complaints	4	5
Off Road Vehicles	0	0
Parking Violations	0	2
Portable Signs	0	0
Rodent Sightings	4	4
Speeding	0	0
Sports on Streets	0	0
Streets-Traffic By-law	0	1
Tall Grass	0	11
Zoning	0	0
<b>TOTALS</b>	<b>25</b>	<b>30</b>

BY-LAW ENFORCEMENT – OUTSTANDING FILES REPORT – (new updates are highlighted)	
File Type	Update
Unsightly 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.
Unsightly Premises – Sherwood Avenue	Unsightly Premises – Anticipated Action 2022
Unsightly Premises – Henderson	Expected Demolition in Fall 2022 Inspection completed; property secured. Process to Demolish commenced. Unsightly Premises – Fire department and resident reported issue with residence. Will commence process following site inspection.
Unsightly Premises – Aaron Court	<b>Compliance letter sent – debris removed</b> Debris in yard, tall grass
Unsightly Premises – Ogden Drive	<b>Awaiting response from outside agency.</b> Vacant resident since June. May request outside assistance.

BY-LAW ENFORCEMENT – OUTSTANDING FILES REPORT – (new updates are highlighted)	
File Type	Update
Unsightly Premises – Canterbury Avenue	Concerns raised regarding the structural soundness; roof looks like requires work. Contact made with owners, property inspected, roof replacement being planned.
Unsightly Premises – McDowell Avenue	Junk front yard, on again off again issues
Unsightly 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
Unsightly – Other - Dayton Court	<b>Continuing to monitor</b> 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 – Whitepine	<b>Expected compliance before end of year.</b> 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.
Unsightly Premises – Rivereast Drive	<b>Health, safety, possible criminal activity</b>
Excessive Noise – Waterfall Drive	<b>ATV in back yard, repair of small engines. Compliance letter sent</b>

## Departmental Objectives Update

COMMUNICATIONS		
Objectives	Actions	Strategic Themes

<b><i>Build Riverview brand awareness</i></b>	<p><b>News releases:</b>  October 20 – <a href="#">Riverview Welcomes Legs for Literacy Runners Sunday</a>  October 25 – <a href="#">Council Highlights – October 24, 2022</a>  November 3 – <a href="#">Remembrance Day Service in Riverview</a>  November 14 – <a href="#">Experience Light Up Riverview November 24- Jan 8</a>  November 17 – <a href="#">Council Approves 2023 Municipal Budget</a></p> <p><b>Social Media Posts (by category):</b>  Local Business/Economic Development -5  Activities – 8  Employment – 2  Citizen Engagement – 12  Public Service Announcements – 5  Celebrating Diversity – 1  Other – 1</p>	<ul style="list-style-type: none"> <li>• Service Excellence</li> <li>• Building a Sustainable Community</li> <li>• Thriving Community</li> <li>• Active &amp; Engaged Community</li> </ul>
<b><i>Internal Communication and Corporate Culture Strategy</i></b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Internal newsletter updated to bi-weekly, fourth employee feature will be November 25.</li> </ul>	<ul style="list-style-type: none"> <li>• Service Excellence</li> </ul>
<b><i>Build Communication Tools that support Diversity, Equity and Inclusion</i></b>	<ul style="list-style-type: none"> <li>• Accessible language guide slated for Q4</li> </ul>	<ul style="list-style-type: none"> <li>• Safe &amp; Inclusive Communication</li> <li>• Service Excellence</li> </ul>
<b><i>Service Excellence</i></b>	<ul style="list-style-type: none"> <li>• A new swag program is in development that will be heavily weighted toward local businesses/products.</li> </ul>	<ul style="list-style-type: none"> <li>• Service Excellence</li> <li>• Active &amp; Engaged Community</li> <li>• Safe &amp; Inclusive Community</li> </ul>
<b>FACILITIES MAINTENANCE</b>		
<b><i>Financial Management</i></b>	<ul style="list-style-type: none"> <li>• Updated the Facilities 10 Year Capital Plan</li> </ul>	<ul style="list-style-type: none"> <li>• Service Excellence</li> </ul>
<b><i>Project Management</i></b>	<ul style="list-style-type: none"> <li>• 66 new General Maintenance cases have been opened</li> </ul>	<ul style="list-style-type: none"> <li>• Building a Sustainable Community</li> <li>• Service Excellence</li> </ul>

<b>Asset Management</b>	<ul style="list-style-type: none"> <li>Updated the Facilities 10 Year Capital Plan</li> </ul>	<ul style="list-style-type: none"> <li>Building a Sustainable Community</li> <li>Service Excellence</li> </ul>
<b>Energy Efficiency</b>	<ul style="list-style-type: none"> <li>Biomass start-up completed</li> </ul>	<ul style="list-style-type: none"> <li>Building a Sustainable Community</li> </ul>
<b>RECORDS MANAGEMENT &amp; PRIVACY</b>		
<b>Records Management</b>	<ul style="list-style-type: none"> <li>We are hosting a participant of Canada's Youth Employment Skills Strategy (YESS). The participant has worked with us previously and is well trained in our processes.</li> <li>The Records Information Management (RIM) database on Town Hall records is ongoing for both paper and electronic records.</li> <li>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.</li> <li>Records due for destruction as well as records to be submitted to the provincial Records Center are being organized and prepared.</li> </ul>	<ul style="list-style-type: none"> <li>Service Excellence</li> </ul>
<b>Request for Information &amp; Privacy</b>	<ul style="list-style-type: none"> <li>No RTIPPA requests were received in October.</li> </ul>	<ul style="list-style-type: none"> <li>Safe and Inclusive Community</li> </ul>
<b>Staff Training</b>	<ul style="list-style-type: none"> <li>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.</li> <li>Follow-up assistance to departmental staff using the DMS system is ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>Service Excellence</li> </ul>
<b>CLERK'S OFFICE</b>		
<b>By the Numbers (Year to Date)</b>	<ul style="list-style-type: none"> <li>Tenders/Procurements Awarded – 33</li> <li>Events attended by Mayor &amp; Council – 148</li> <li>Donation &amp; Sponsorship Grants Awarded – 18</li> <li>Annual Grants - 22</li> <li>Presentations to Council - 15</li> <li>Public Hearings/Presentations – 4</li> <li>Concerns Reported - 672 <ul style="list-style-type: none"> <li>By-law Enforcement – 259</li> <li>Communications – 1</li> <li>Fire - 1</li> <li>Parks and Recreation – 184</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Service Excellence</li> </ul>

	<ul style="list-style-type: none"> <li>○ Public Works – 212</li> <li>○ Zoning - 15</li> </ul>	
<b><i>By-law Improvement Processes</i></b>	<ul style="list-style-type: none"> <li>• First reading given to the following by-law: <ul style="list-style-type: none"> <li>○ By-law 300-7-9 – Zoning (amendment)</li> </ul> </li> <li>• Second Reading given to the following by-law: <ul style="list-style-type: none"> <li>○ By-law 700-12 – Traffic</li> </ul> </li> <li>• Second and Final Readings given to the following by-law: <ul style="list-style-type: none"> <li>○ By-law 700-80-01 – Street Trees</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Safe &amp; Inclusive Community</li> </ul>
<b><i>Improved Operational Processes</i></b>	<ul style="list-style-type: none"> <li>• In collaboration with the ad hoc Committee, staff assisted with the revisions of the Community Investment Policy which was adopted by Council in October.</li> </ul>	<ul style="list-style-type: none"> <li>• Improved Operational Processes</li> <li>• Service Excellence</li> </ul>
<b><i>Service Excellence</i></b>	<ul style="list-style-type: none"> <li>• Staff participated in budget deliberations for the 2023 Budget which was passed by Council on November 17.</li> </ul>	<ul style="list-style-type: none"> <li>• Service Excellence</li> <li>• Thriving Community</li> </ul>
<b><i>Employee Relations</i></b>	<ul style="list-style-type: none"> <li>• Completed 3<sup>rd</sup> quarter check-ins.</li> <li>• Safety Talk for November was Fall Yard Work and Preventing Workplace Violence</li> </ul>	<ul style="list-style-type: none"> <li>• Service Excellence</li> </ul>

#### PROFESSIONAL DEVELOPMENT & NOTABLE HIGHLIGHTS

- Facilities Coordinator completed another course from the Municipal Management Program offered by UdeM
- Facilities Coordinator attended the 1<sup>st</sup> of 6 Supervisor's Series Workshops – Productivity for the Team
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