

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



To: Mayor & Council

Prepared by: Annette Crummey

Date: January 23, 2023

Month & Year: December 2022/January 2023

**By-law Enforcement**

<b>ANIMAL CONTROL ENFORCEMENT REPORT-NOVEMBER 2022</b>				
	<b>Current Month</b>	<b>Previous Month</b>	<b>Annual Total</b>	<b>Monthly Trend</b>
Animal Control Issues	10	11	113	↓1
Animal Control Licences	97	84	1179	↑13

<b>ANIMAL CONTROL ENFORCEMENT REPORT-DECEMBER 2022</b>				
	<b>Current Month</b>	<b>Previous Month</b>	<b>Annual Total</b>	<b>Monthly Trend</b>
Animal Control Issues	9	10	122	↓1
Animal Control Licences	135	97	1314	↑38

<b>BY-LAW CITATION SUMMARY-NOVEMBER 2022</b>	<b>Number Issued</b>	<b>Total Fines</b>
Overnight Winter Parking Ban	0	0
No Parking/No Stopping Zone	3	150
Excessive Noise Violation	0	0
Commercial Vehicle/Trailer on Street	0	0
No Parking – Fire Lane	0	0
No Parking-Snow Removal Operations	0	0
Owner Failed to Remove Animal Feces	1	50
<b>TOTALS</b>	<b>4</b>	<b>\$200</b>

<b>BY-LAW CITATION SUMMARY-DECEMBER 2022</b>	<b>Number Issued</b>	<b>Total Fines</b>
Overnight Winter Parking Ban	20	1000
No Parking/No Stopping Zone	1	50

Excessive Noise Violation	0	0
Commercial Vehicle/Trailer on Street	1	50
No Parking – Fire Lane	0	0
No Parking-Snow Removal Operations	3	150
Owner Failed to Remove Animal Feces	0	0
<b>TOTALS</b>	<b>25</b>	<b>\$1250</b>

<b>BY-LAW ENFORCEMENT REPORT-NOVEMBER/DECEMBER 2022</b>		
	<b>Number of Files Open this Period</b>	<b>Number of Files Closed this Period</b>
Animal Control	1	1
Commercial Vehicle	0	0
Dangerous or Unsightly Premises	2	3
Encampment	2	2
Flyer Distribution	0	0
Garbage Sorting	0	0
Illegal Dumping	1	1
Improper Water Usage	0	0
Maintenance and Occupancy	0	0
Mobile Vendors & Pedlars	0	0
Noise Complaints	1	0
Off Road Vehicles	0	0
Parking Violations	0	0
Portable Signs	1	0
Rodent Sightings	1	2
Speeding	0	1
Sports on Streets	0	0
Streets-Traffic By-law	1	1
Tall Grass	0	0
Zoning	1	0
<b>TOTALS</b>	<b>11</b>	<b>11</b>

<b>BY-LAW ENFORCEMENT – OUTSTANDING FILES REPORT – (new updates are highlighted)</b>	
<b>File Type</b>	<b>Update</b>
Unsightly Premises – Hillsborough Road	Ongoing Extensive amount of debris to be removed, working with the property owner to obtain

BY-LAW ENFORCEMENT – OUTSTANDING FILES REPORT – (new updates are highlighted)	
File Type	Update
	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 2023
Unsightly Premises – Henderson	<b>In November it appeared the bank's property management company would be demolishing. However, notified in December that the bank would not be demolishing. Our own demolition procedure has been started.</b> 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>FILE CLOSED</b> Compliance letter sent – debris removed Debris in yard, tall grass
Unsightly Premises – Ogden Drive	Awaiting response from outside agency. Vacant resident since June. May request outside assistance.
Unsightly Premises – Canterbury Avenue	Concerns raised regarding the structural soundness; roof looks like requires work. Work on roof replacement and repairs planned with co-owner.
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. <b>RCMP attended property in December.</b>
Unsightly – Other - Dayton Court	Continuing to monitor No further complaints from resident to By-Law enforcement, RCMP apparently dealing with issues. Continue to monitor. Two complaints

BY-LAW ENFORCEMENT – OUTSTANDING FILES REPORT – (new updates are highlighted)	
File Type	Update
	received concerning various issues at this residence. RCMP have been requested to assist and have indicated they will.
Unsightly – Whitepine	<b>Compliance for large hole with water, shed and fence to be dealt with in spring of 2023.</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	Health, safety, possible criminal activity
Excessive Noise – Waterfall Drive	<b>FILE CLOSED</b> <b>ATV in back yard, repair of small engines.</b> <b>Compliance letter sent</b>

## Departmental Objectives Update

COMMUNICATIONS		
Objectives	Actions	Strategic Themes
<b>Build Riverview brand awareness</b>	<p><b>News releases:</b></p> <p>December 1 – <a href="#">Staying Open – A lesson from nature leads to space for healing</a></p> <p>December 8 – <a href="#">Riverview Fire and Rescue Welcomes Facility Dog</a></p> <p>December 9 – <a href="#">Riverfront Trail closed from Muncey to Hawkes</a></p> <p>December 12 – <a href="#">Winter storm watch</a></p> <p>December 13 – <a href="#">Council Highlights December 12, 2022</a></p> <p>December 14 – <a href="#">Road closure near 1017 Coverdale Rd</a></p> <p>December 15 – <a href="#">2022 Years of Service Awards</a></p> <p>December 16 – <a href="#">New Operator Announced for Canteen at Byron Dobson Memorial Arena</a></p> <p>December 21 – <a href="#">Town of Riverview announces details on waste collection, Christmas tree pick-up</a></p> <p>December 23 – <a href="#">Residents urged to prepare 72-hour emergency kit</a></p> <p>January 6 – <a href="#">Riverview Releases 2022 Development Numbers</a></p> <p>January 10 – <a href="#">Council Highlights – January 9, 2023</a></p> <p><b>Social Media Posts (by category):</b></p> <p>Local Business/Economic Development - 5</p> <p>Activities – 7</p> <p>Employment – 1</p> <p>Citizen Engagement – 13</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>

	Public Service Announcements – 7 Celebrating Diversity – 1 Other – 2  First of 50 Business Spotlights to celebrate our 50 <sup>th</sup> Anniversary year kicks off January 12.	
<b>Internal Communication and Corporate Culture Strategy</b>	<ul style="list-style-type: none"> <li>Internal newsletter published 20<sup>th</sup> edition Jan 6.</li> </ul>	<ul style="list-style-type: none"> <li>Service Excellence</li> </ul>
<b>Service Excellence</b>	<ul style="list-style-type: none"> <li>New swag items to support local business integration with gifts, prizes and giveaways were purchased at the end of the year.</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>Financial Management</b>	<ul style="list-style-type: none"> <li>Updated and provided the capital and operating cost projections to the Director of Finance for each building maintenance GLs prior to year-end.</li> </ul>	<ul style="list-style-type: none"> <li>Service Excellence</li> </ul>
<b>Project Management</b>	<ul style="list-style-type: none"> <li>32 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>Preventive Maintenance was performed on all the Town's HVAC equipment.</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>Capital Management Engineering Limited is currently working on updating the Town Hall Energy Audit. This is a requirement from NB Power to be eligible for their incentive program.</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> </ul>	<ul style="list-style-type: none"> <li>Service Excellence</li> </ul>

	<ul style="list-style-type: none"> <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>	
<b><i>Request for Information &amp; Privacy</i></b>	<ul style="list-style-type: none"> <li>• No RTIPPA requests were received in November or December.</li> </ul>	<ul style="list-style-type: none"> <li>• Safe and Inclusive Community</li> </ul>
<b>CLERK'S OFFICE</b>		
<b><i>By the Numbers (Year to Date)</i></b>	<ul style="list-style-type: none"> <li>• Tenders/Procurements Awarded – 38</li> <li>• Events attended by Mayor &amp; Council – 155</li> <li>• Donation &amp; Sponsorship Grants Awarded – 20</li> <li>• Annual Grants - 22</li> <li>• Presentations to Council - 15</li> <li>• Public Hearings/Presentations – 4</li> <li>• Concerns Reported - 747 <ul style="list-style-type: none"> <li>○ By-law Enforcement – 311</li> <li>○ Communications – 1</li> <li>○ Fire - 1</li> <li>○ Parks and Recreation – 200</li> <li>○ Public Works – 218</li> <li>○ Zoning - 16</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Service Excellence</li> </ul>
<b><i>By-law Improvement Processes</i></b>	<ul style="list-style-type: none"> <li>• Second and Final readings were given to the following by-law: <ul style="list-style-type: none"> <li>○ By-law 300-7-9 – Zoning (amendment)</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>• Contract was signed with eScribe to add a voting module to our current software.</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>• The Request for Proposals for Accessible Transportation Services was released and subsequently awarded.</li> <li>• Contract renewed with Maritime Enforcement Services for an increase in number of hours.</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 4<sup>th</sup> quarter check-ins.</li> <li>• Safety Talk for December was Job Specific Guidelines and Food Safety.</li> <li>• Safety Talk for January was Slips, Trips and Falls, General Rules and Employee Rights.</li> </ul>	<ul style="list-style-type: none"> <li>• Service Excellence</li> </ul>

#### **PROFESSIONAL DEVELOPMENT & NOTABLE HIGHLIGHTS**

- Staff met with website provider to discuss forthcoming updates to the site.
- Director attended First Aid Refresher course.
- Staff attended information session for an overview of the 2023 budget.