

Town of Riverview

CAO DEPARTMENT MONTHLY REPORT



To: Mayor and Town Council

Prepared by: Colin Smith, CAO

Date: April 24, 2023

Month & Year: March 2023; April 2023

Section 1: 2023 Priorities

Priority	Activities
Regionalization of Services with the Commission	<p><i>To work with the Regional Service Commission and the municipalities to develop regional strategies and operational plans for the services that the province has determined will be delivered regionally. These include economic development; social issues encompassing homelessness/affordable housing, etc.; tourism promotion; cost sharing for regional recreational assets; and regional transportation.</i></p> <p>Actions:</p> <ul style="list-style-type: none"> The Southeast Municipal Administrators held its monthly meeting with the Service Commission Management Team on April 11, 2023. The Management Team provided us with an update on the progress it has made, including an overview of the Board Strategic Plan retreat; the next step in appointing Committee members to the various mandatory service committees; and an overview of the straw model for the regional strategic plan they are developing for the Board's consideration. The discussion was positive, and the key feedback from the administrators was that the "devil's in the details". In particular, as it relates to budget implications for municipalities. The earlier, they provide those details would be beneficial for all of the municipalities. The Commission Team took those comments under advisement.
Organizational & Succession Planning	<p><i>To develop a long-term organizational and management succession plan that considers upcoming retirements; current vacant positions; broader regional direction for some services (i.e., economic development); future direction of the organization; etc. The plan will align the structure of the organization with Council's Strategic Plan. The intention is to align the right personnel possessing the right capabilities in the right departments/organizational structure.</i></p> <p>Actions:</p> <ul style="list-style-type: none"> The Director of Development and Legislative Services has been actively involved in the Greater Moncton economic development activities since the transition was

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	<p>announced at the start of the year. There is a significant amount of work being done in the region to review and update the region's immigration strategy and partnership.</p> <ul style="list-style-type: none"> Integrating the communication team under the Director of HR and Communication has progressed well over the first quarter of the year. And the addition of the new communication coordinator within the next month will help round out the development of that team.
Operational Management and Oversight	<p><i>Lead the management team in ensuring the organization lives up to the Service Excellence expectation in the Town's strategic plan focusing on shared operational practices and expectations.</i></p> <p>Actions:</p> <ul style="list-style-type: none"> The Leadership team continues to focus on employee engagement activities to promote; develop; inform; and celebrate the Town's employees. Ongoing internal communication on Town projects and activities in our community continue; plans for leadership and management training are being developed; and celebrating our team members' contributions continues with our monthly employee spotlights. One notable highlight this past month for Council awareness is that three of the Town's employees were nominated for and are on the short list for the Top 20 under 40 Chamber of Commerce award. Congratulations to Ash Arrowsmith; Shannon Parlee and Yat-Long Murphy. As an organization we want to take the opportunity to promote the great team members we have working here and serving the residents of the Greater Moncton area.
Corporate Projects & Operational/ Process Improvements	<p><i>Lead the oversight role in executing the following 2023 projects:</i> 1) a housing needs assessment and potential affordable housings strategy for Riverview; and 2) a commercial market threshold analysis for Riverview.</p> <p>Actions:</p> <ul style="list-style-type: none"> The project kick-off meeting for the housing needs assessment is being completed by Stantec occurred on April 14. Stantec has already started to work on this project including the detailed data analysis and projection modeling it plans to do on Riverview's housing situation. As well they plan to have targeted stakeholder interviews over the next month. The Commercial Market Threshold Analysis is currently in full swing. The Town has recently promoted the survey David Campbell is using to gain insight into the residential retail shopping habits which has seen significant engagement.

Other items:

- The announcement of federal and provincial funding support for the Riverview Recreation Complex on April 17 was a very exciting development for the Town of Riverview. Director Shea and the team have done an excellent job developing this project and will be moving quickly (already have) into the next phase of this project forward. This announcement also means that since the Town now has confirmation of the financial contributions from the two levels of

government to this project, the Town can review and update its ten-year plan. Town management will be updating the plan with this new information (and any other developments) over the next few months to work towards bringing an updated plan to Council in Q2/Q3.