

Town of Riverview
CAO DEPARTMENT MONTHLY REPORT



To: Mayor and Town Council

Prepared by: Colin Smith, CAO

Date: October 23, 2023

Month & Year: September/October 2023

Section 1: 2023 Priorities

Priority	Activities
<p><i>Regionalization of Services with the Commission</i></p>	<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 Municipal Administrators meet with the Commission on October 10, and we received the following updates: <ul style="list-style-type: none"> ○ A sub committee of the social development team is working with <i>Helpseekers</i> to define the regional service commission’s role and mandate in social services, homelessness etc. over the next number of months. The review will consider what gaps exist in those services today and where does the Commission play an appropriate role, or where does the Commission need to advocate for the Province to continue and expand its services in its area of responsibility. In 2024 this service area will be a significant priority for the Commission. ○ The Tourism Promotion Committee is working with the Plan 360 staff to develop a GIS data base of all tourism assets in the region to assist with promotional planning in the future. As well, the Committee is being supported by a consultant to determine what role the Commission can play in supporting the existing tourism promotion organizations in the region (which is already 4 in total). ○ The Recreational Infrastructure Committee has released an RFP with two objectives: 1) complete a recreational and cultural needs assessment for the region; and 2) create a regional infrastructure assessment framework.

Priority	Activities
	<ul style="list-style-type: none"> ○ The SERSC Regional Transportation Committee is working with Trevor Hanson, professor at UNB to help determine the regional transportation needs and options available. ● Eco 360 is working on developing a shared regional recommendation on how the thirteen municipalities in the Southeast region respond to <i>Circular Materials</i> (opt in or opt out proposal for PPP - Printing; Packaging; and Paper) collection. The Municipal Administrators are meeting monthly with Eco 360 staff to see if we can align all municipalities on a shared course of action. Riverview will need to decide by December 18, 2023, if we are opting in or out of the <i>Circular Materials</i> program offer.
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"> ● Planning for organizational changes that will need to occur in 2024 are already in full development. With anticipated retirements in leadership roles, in Legislative Services coming, the plan is to recruit for a Town Clerk role in 2024 to ensure overlap with existing staff. There is notable corporate knowledge departing in the next few years and the CAO and HR are already putting plans in place to help manage through that transition period. ● The current work on the new economic development strategy for the Town will also provide some guidance on organizational design and staffing needs for that important priority area of Council.
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 key metrics on the Town’s operational management are in a solid place as of the end of September. ● The 2024 budget process is in full swing with the Directors meeting on October 18 and 19th to collaborate on the draft budget.
Corporate Projects & Operational/ Process Improvements	<p><i>Lead the oversight role in executing the following 2023 projects: 1) a housing needs assessment and potential affordable housings strategy for Riverview; and 2) a commercial market threshold analysis for Riverview.</i></p> <p>Actions: Ongoing</p>

Priority	Activities
	<ul style="list-style-type: none"><li data-bbox="407 287 1471 386">• The Commercial Market Threshold analysis report has been presented to Council and the recommendations out of that report have been approved by Council. Staff are actively working on the implementation of those recommendations.<li data-bbox="407 394 1443 531">• There was significant engagement for the public with the citizens survey for the Housing Needs Assessment. Over 1,000 citizens completed the survey. The housing needs assessment and affordable housing strategy are schedule to be presented to Council before the end of this year.

Other items:

- The regional police study that was commissioned by Riverview, Moncton, and Dieppe in 2023, was completed by the Consultants and their final report was presented to the three Councils and the public in September. The next step in this process is that the staff in the three municipalities need to review the final report recommendations and determine if any additional actions are required, and then the staff will bring forward a recommendation for each Councils' review, discussion, and approval.