

**Town of Riverview**  
**CAO DEPARTMENT MONTHLY REPORT**



To: Mayor and Town Council

Prepared by: Colin Smith, CAO

Date: February 26, 2024

Month & Year: January - February 2024

**Section 1: 2024 Priorities**

Priority	Activities
<p><b><i>Town Development</i></b></p> <p><b><i>Link to strategic plan – Thriving Community</i></b></p>	<p><i>To work with the organization and external stakeholders to grow the Town’s tax base (both commercial and residential) and to expand the housing options in Riverview to meet the current and growing demand so that our community continues to grow along with the region.</i></p> <p><b>Actions:</b></p> <ul style="list-style-type: none"> <li>• Council approved proceeding with the Municipal Plan review update at its meeting in January. The Municipal Plan Review Committee held its first meeting on February 21, 2024, to review the key issues that need to be considered in this year’s plan review process and to organize their future meetings.</li> <li>• The Economic Development Team continue to develop the Housing Needs Assessment and Affordable Housing Strategy Action Plan for Council’s consideration. The target remains to present to Council before the end of Q1 the first phase of the action plan that will be implemented in short order.</li> <li>• The work on the Town’s updated Community Economic Development Strategy is progressing as the consultant has concluded the second planning exercise with Council and the ED Team in mid February.</li> <li>• While there are a few rezonings for housing development before Council for consideration, the Development Review Team has been active in reviewing a number of other housing projects in development that if they proceed will have a positive impact on the housing shortage in Town, and the Town’s overall tax base growth. However, there is still much more required to address the housing supply shortage in Town.</li> <li>• CMHC released its updated rental vacancy rates in October 2023, and those results highlighted that Riverview continues to have an extremely low and unhealth vacancy rate of 0.7% (healthy industry vacancy rate 5%). When you consider the number of rental units that have been added to the Town market in the past year and the fact that rate is below 1.0% highlights the extent of our current challenge.</li> </ul>

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<p><b>Employee Engagement</b></p> <p><i>Link to strategic plan – Service Excellence</i></p>	<p><i>To work with the leadership team to develop and foster a positive and engage work environment at the Town of Riverview so that we remain an employer of choice</i></p> <p><b>Actions:</b></p> <ul style="list-style-type: none"> <li>• Three Town Hall sessions were held with employees to share information on the Town’s current and future plans; to provide an overview of the Recreation Complex project; and to promote new employee engagement initiatives that are being introduced in 2024. The sessions were well attended, and the employees were able to ask questions and provide valuable feedback on current issues and challenges facing the Town. The sessions were positive because it provides employees with background information on hot topics in the community, including our housing needs and property assessment trends. Thank you to David, Tyla, Ashley and Mareika for doing an excellent job presenting at these employee sessions.</li> <li>• Human Resources has rolled out new employee engagement initiatives, including an employee engagement rewards program; a new wellness initiative; and changes to the long service program.</li> </ul>
<p><b>Service improvement and excellence.</b></p> <p><i>Link to strategic plan – Service Excellence</i></p>	<p><i>To work with employees and the leadership team to continue to deliver quality municipal services while modernizing the Town’s operation and systems to ensure we can continue to meet the needs and expectations of the community.</i></p> <p><b>Actions:</b></p> <ul style="list-style-type: none"> <li>• The Fire Chief will be presenting the updated departmental strategic plan to Council at the February COW meeting. Chief True and team have begun to implement several key priorities including volunteer retention plans; a new resource to support training initiatives; and improved tracking and KPI development. I will continue to support the department’s efforts focused on process improvement.</li> <li>• The Director of Engineering has developed a scope of work for the transit review and that was advertised to potential bidders. That will be a valuable assessment to determine the future needs and direction for transit in Riverview.</li> </ul>
<p><b>Regional Initiatives</b></p> <p><i>Link to strategic plan - Safe and Inclusive Community Service Excellence Thriving Community</i></p>	<p><i>To lead the Town’s participation in regional projects and initiatives that are designed to not only strengthen the region but provide strategic and/or operational benefits to the Town of Riverview long term.</i></p> <p><b>Actions:</b></p> <ul style="list-style-type: none"> <li>• The Municipal Administrators attended a meeting on February 22 where Richard Saillant provided a presentation on the housing needs assessment and economic analysis he is doing for the Southeast Regional Service Commission. The information that he presented was consistent with what was included in the Town’s own housing needs assessment. He is projecting that the population growth in our region will continue till 2030 and beyond, and the critical issue the entire region is facing to manage that growth is housing. The critical roadblock to addressing the housing</li> </ul>

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	<p>shortage, not only, in our region but Canada is access to additional labour. The construction industry needs to be able to increase the number of temporary foreign skilled labourers that can come into our country and supplement the existing workforce because we do not have the population within Canada to support those labour demands.</p> <ul style="list-style-type: none"> <li>• The Tourism Committee has started to work on their 2024 workplan including working with <i>Portfolio Consultants</i> on a regional tourism brand value proposition guide/framework for the whole region. The goal is to create a tool that allows one regional voice/brand proposition that can be incorporated into the various regional tourism associations and municipalities' individual tourism programs/brands. The goal is to have this process completed by Q3 of 2024.</li> <li>• The three CAOS will be meeting in late February to discuss the Regional Police Study and discuss the next steps in rolling out the action plan approved by both Riverview and Dieppe Councils (still waiting for Moncton's decision). In particular, there are a number of governance improvements identified in the policing study that can be achieved by increase adherence to the existing governance policies already in place.</li> </ul>