

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



To: Mayor and Town Council  
 Prepared by: Colin Smith, CAO  
 Date: January 27, 2025  
 Month & Year: December 2024/January 2025

**Section 1: 2024 Priorities**

| Priority   | Activities   |
|--|--|
| <p><b>Town Development</b></p> <p><i>Link to strategic plan – Thriving Community</i></p> | <p><b>Objective:</b> Collaborate with the organization and external stakeholders to grow the Town’s tax base (both commercial and residential) and expand housing options in Riverview to meet current and growing demand, ensuring our community continues to thrive alongside the region.</p> <p><b>Actions:</b></p> <ul style="list-style-type: none"> <li>• The Municipal Plan Review Committee met on December 11, 2024, and received a high-level PowerPoint presentation outlining the proposed language and policy changes for the draft updated municipal plan. The next step is to finalize a complete draft document and share it with the Committee for a full formal review of the proposed policies at its February 2025 meeting.</li> <li>• Riverview’s 2024 building activity reached its highest recorded year in history for both permit numbers and value. Last year, building permit activity totaled \$137 million, representing four times the value achieved in 2023 and an increase of over \$100 million compared to the previous two years.</li> <li>• In early January, the economic development team met with the Housing NB team to discuss their affordable housing program and explore ways to collaborate and increase awareness among Riverview developers. The Province’s program offers grants per door for new residential constructions if the units are affordable. Additionally, the Province may provide rental subsidies to ensure units are affordable for low-income households.</li> </ul> |
| <p><b>Employee Engagement</b></p>  | <p><b>Objective:</b> Collaborate with the leadership team to develop and foster a positive and engaging work environment at the Town of Riverview, ensuring we remain an employer of choice.</p> <p><b>Actions:</b></p>  |

| Priority   | Activities   |
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| <b>Link to strategic plan – Service Excellence</b>   | <ul style="list-style-type: none"> <li>In December, Council and staff celebrated service milestones with several employees. Additionally, the Town continued its holiday tradition of supporting the local meat market by providing employees with gift cards to use with their families, in lieu of an employee holiday party.</li> </ul>   |
| <b>Service improvement and excellence.</b>   | <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>  |
| <b>Link to strategic plan – Service Excellence</b>   | <b>Actions:</b> <ul style="list-style-type: none"> <li>n/a</li> </ul>  |
| <b>Regional Initiatives</b>  | <b>Objective:</b> <i>Lead the Town’s participation in regional projects and initiatives designed to strengthen the region and provide long-term strategic and operational benefits to the Town of Riverview.</i><br><b>Actions:</b> <ul style="list-style-type: none"> <li>In January, I met with the CAOs of Moncton and Dieppe, the CAO of the Service Commission, and the collective economic development teams to discuss the need for a more detailed regional economic development strategy. We focused on clarifying urban economic development priorities and identifying the roles the three municipalities will play in supporting these initiatives.</li> <li>In early January, I attended the 2029 Canada Games Bid Committee’s community launch, where they proposed a joint bid between the Moncton and Saint John regions to host the national athletic games.</li> </ul> |
| <b>Link to strategic plan - Safe and Inclusive Community Service Excellence Thriving Community</b> |  |

**Section 2: Proposed objectives for 2025**

| <b>PM Objective</b>  | <b>Planned Activities/Actions</b>   |
|--|---|
| <b>Municipal plan and Zoning By-Law update</b><br><br>To provide leadership support to Plan 360 and the Economic Development team in updating the municipal plan and zoning by-law including receiving Council approval by December 31 <sup>st</sup> , 2025. | <ul style="list-style-type: none"> <li>Support the plan review committee in completing a draft municipal plan by Q2</li> <li>Support the plan review committee in completing the draft zoning by-law by Q3.</li> <li>Support the public engagement process that will occur to support the plan review and approval process.</li> <li>Help facilitate the presentation to Council as part of the formal review and approval process for the plan.</li> </ul> <p><a href="#"><u>Strategic Plan - Thriving Community</u></a><br/> <a href="#"><u>Strategic Plan - Safe &amp; Inclusive Community</u></a></p> |
| <b>Economic Development Plan and Housing Accelerator Fund Program</b>  | <ul style="list-style-type: none"> <li>To support the execution of the housing accelerator fund initiatives (action steps per quarter)</li> </ul>   |

| <b>PM Objective</b>  | <b>Planned Activities/Actions</b>  |
|--|--|
| <p>To support the execution of the housing accelerator program initiatives and the economic development operational plan initiatives that are to be executed in 2025.</p>  | <ul style="list-style-type: none"> <li>• To support the funding submission requirements to CHMC for the HAF program.</li> <li>• To execute the ED operational plan including updating the commercial incentive program; advocacy for health services; wetland delineation proposal; etc. per the established timeline.</li> <li>• To support key development projects – Riverview Place; Findlay Park; Dobson Landing; etc.</li> </ul> <p><a href="#">Strategic Plan - Thriving Community</a></p>  |
| <p><b>Operational Management and Oversight</b></p> <p>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 through out the year.</p>  | <ul style="list-style-type: none"> <li>• Manage the department’s expenditures within the overall operational budget parameters for the department to the end of December 31. 2025 (exemptions in overall budget management only accepted if approved).</li> <li>• Plan, manage and execute Capital projects as proposed within budget, approval process and reporting requirements throughout the year.</li> <li>• <b>Providing timeline and accurate responses to Council, Town staff and residents inquiries (initial response within two workdays)</b></li> <li>• As people managers, managers are expected to address employee issues and challenges in a timely manner throughout the year (to be measured by validating with staff; HR {issues not simply referred to HR to deal with}; etc.</li> <li>• <b>As people managers, managers are expected to be actively supportive through, participation and presence, employee engagement programs, events, etc.</b></li> </ul> <p><a href="#">Strategic Plan - Service Excellence</a></p> |
| <p><b>Process improvement – development review process &amp; operational dashboard</b></p> <p>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.</p> | <ul style="list-style-type: none"> <li>• To facilitate the execution of the development review process to identify process and communication improvements by the end of Q4 (<i>deliverables will include established timeframe for review will be defined; tracking process of meeting expectations will be established, etc.</i>).</li> <li>• To support the development of an operational dashboard for the organization by the end of Q4.</li> <li>• To implement organizational changes/process improvements to continue to modernize and develop the organization.</li> </ul> <p><a href="#">Strategic Plan - Service Excellence</a></p>  |
| <p><b>Regional engagement</b></p> <p>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</p>  | <ul style="list-style-type: none"> <li>• Work with Dieppe and Moncton in addressing the future of the RCMP’s three-year staffing plan and its impact on the municipalities’ budgets (addressed before 2025 budget process starts).</li> <li>• Work collaboratively with Moncton and Dieppe on 2029 Canada Games plan.</li> </ul>   |

| <b><i>PM Objective</i></b>                   | <b><i>Planned Activities/Actions</i></b>   |
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| benefits to the Town of Riverview long term. | <ul style="list-style-type: none"><li>• Work with the regional municipalities in exploring a long-term garbage collection program/options (for 2027).</li><li>• Actively represent the Town/region on the quarterly Regional Tourism Committee to implement the actions included in the region's strategic plan.</li><li>• Ongoing engagement with the regional municipal administrator committee.</li><li>• Provincial advocacy with Moncton and Dieppe to see improvements in Provincial mental health and social services to address ongoing homeless challenges.</li></ul> <p><u><a href="#">Strategic Plan - Service Excellence</a></u></p> |