

Town of Riverview

CAO DEPARTMENT MONTHLY REPORT



To: Mayor and Town Council

Prepared by: Colin Smith, CAO

Date: March 24, 2025

Month & Year: February 2025/March 2025

Section 1: 2025 Priorities

Priority	Activities
Municipal plan and Zoning By-Law update Strategic Plan - Thriving Community Strategic Plan - Safe & Inclusive Community	<p>Objective: Provide leadership support to Plan 360 and the Economic Development team in updating the municipal plan and zoning by-law, aiming for Council approval by December 31, 2025.</p> <p>Actions:</p> <ul style="list-style-type: none"> The Municipal Plan Review Committee convened on March 12 to initiate its review and discussion of the proposed wording for the zoning by-law. The focus was on updating language for residential zones, including provisions for four-unit dwellings by right and introducing a new Town Centre overlay zone concept. At the March 10 Council meeting, the Committee Chair, Ann Seamans, and Jennifer Brown from Dillon Consulting provided an update to the Council and the public on the Committee's progress. It was also announced that there would be another round of public engagement sessions scheduled for this spring, along with a working session with the Council.
Economic Development Plan and Housing Accelerator Fund Program Strategic Plan - Thriving Community	<p>Objective: Support the execution of the Housing Accelerator Program initiatives and the Economic Development operational plan initiatives scheduled for 2025.</p> <p>Actions:</p> <p>Housing Accelerator Program:</p> <ul style="list-style-type: none"> N/A <p>Community Economic Development Strategy – Health Care Advocacy: The Town is executing its health care advocacy through three priority areas:</p> <ol style="list-style-type: none"> Physician Recruitment/Retention: <ul style="list-style-type: none"> Correspond with current medical student scholarship recipients to foster a community connection. Propose to Council an amendment to the scholarship grant program, extending it to a four-year commitment.

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	<ul style="list-style-type: none"> Develop a plan to invite current primary care providers in Riverview to an informal gathering with the Mayor and the Health Care Advocacy Committee. <p>2. Community Care Clinic Advocacy:</p> <ul style="list-style-type: none"> Continue collaborating with Horizon's Primary Care Team as they work with primary care providers in Riverview to establish a community care collaboration. Explore programs or grants the Town could establish to support the creation of primary care clinics, thereby increasing access to health care services in Riverview. <p>3. Urgent Health Care Advocacy:</p> <ul style="list-style-type: none"> Continue advocating with the Provincial Government for Riverview to be recognized as an ideal location for an urgent health care center, similar to the urgent care clinic on the north side of Fredericton. <p>Council requested clarification on the medical scholarship and the commitment required from students accepting the scholarship. The New Brunswick Medical Education Foundation Inc provided the following information:</p> <table border="1"> <thead> <tr> <th colspan="2">Town of Riverview Medical Education Scholarship</th></tr> </thead> <tbody> <tr> <td>Scholarship Type:</td><td>Annual / Non-Renewable / Return-To-Service Required</td></tr> <tr> <td>Approximate Value:</td><td>\$5,000</td></tr> <tr> <td>Number of Awards:</td><td>2</td></tr> <tr> <td>Eligibility Criteria & Candidate Preference</td><td> Must be a Riverview, New Brunswick resident <ul style="list-style-type: none"> Enrolled in a program of study at leading to the degree of Medical Doctor Program of study must be with an accredited New Brunswick medical school Must agree to a one-year return-to-service agreement in the Town of Riverview, New Brunswick for each year of support received up to four years </td></tr> </tbody> </table> <p>Note: The Medical Education Foundation Inc did indicate that a student may decide not to adhere to the one-year return to service agreement clauses because they plan to establish their practice elsewhere, and in that situation, they are only required to pay back the scholarship funding they received back to the Foundation.</p>	Town of Riverview Medical Education Scholarship		Scholarship Type:	Annual / Non-Renewable / Return-To-Service Required	Approximate Value:	\$5,000	Number of Awards:	2	Eligibility Criteria & Candidate Preference	Must be a Riverview, New Brunswick resident <ul style="list-style-type: none"> Enrolled in a program of study at leading to the degree of Medical Doctor Program of study must be with an accredited New Brunswick medical school Must agree to a one-year return-to-service agreement in the Town of Riverview, New Brunswick for each year of support received up to four years
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Operational Management and Oversight	<p>Objective: 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 throughout the year.</p>										

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Strategic Plan - Service Excellence	<p>Actions:</p> <ul style="list-style-type: none"> 2025 PM objectives for management and non bargaining employees have been developed and will be signed off by the end of Q1.
<p>Process improvement – development review process & operational dashboard</p> <p>Strategic Plan - Service Excellence</p>	<p>Objective: <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>Actions:</p> <ul style="list-style-type: none"> The RFQ for the internal development review process has been awarded to Strategic Engagement Chaleur Inc. The initial kickoff meeting is scheduled for the coming weeks. The Strategic Engagement Team includes a former CAO of two large Atlantic Canadian municipalities and an urban planner with over 35 years of experience. These professionals have direct experience in improving and strengthening development review processes in other municipalities. The directors' team is continuously monitoring access E11 calls for services to ensure incidents are being responded to and residents are being notified. The IT Team is working on design improvements to our intake process, customer service communication protocols, and enhancements to the software system to meet our requirements. Process improvements will continue to be made to the overall customer service approach throughout the year.
<p>Regional engagement</p> <p>Strategic Plan - Service Excellence</p>	<p>Objective: <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>Actions:</p> <ul style="list-style-type: none"> On February 24, all three Councils approved a motion to adopt a shared approach in collaboration with the CRPA and RCMP Leadership. This initiative aims to establish clear metrics for assessing future requests for additional investment in policing resources in upcoming budgets. Following the approval of the shared motion, the three CAOs sent correspondence to the CRPA. A meeting with the CRPA and RCMP leadership is scheduled for early April to discuss the next steps. The Province plans to formally announce on April 2 that the 2029 Canada Games will be hosted by the Moncton and Saint John regions.