

Town of Riverview

Corporate Services Monthly Report













To: Mayor & Council

Prepared by: Annette Crummey, Director of Corporate Services

Month & Year: January 2018

Section 1: Operational Dashboards

ENFORCEMENT REPORT				
Metric	Current Month	Previous Month	Annual Result	Trend
Animal Control Issues-NEW	15	22	15	↓7
Animal Control Licences	109	28	109	↑81
By-Law Enforcement Issues-NEW	4	2	4	↑2

SOCIAL MEDIA REPORT					
Social Media Current Period February 2018	Town of Riverview 	Town of Riverview 	Active Riverview 	Economic Development 	Envision Riverview 
Posts	22	25	9	4	0
Comments	3	68	17	29	0
Shares	N/A	277	31	N/A	0
Followers	3041	4731	3295	307	790
Social Media Past Period February 2017	Town of Riverview 	Town of Riverview 	Active Riverview 	Economic Development 	Envision Riverview 
Posts	66	45	38	5	13
Comments	7	93	18	0	3
Shares	N/A	1095	83	N/A	5
Followers	2648	3207	3117	280	706

Section 2: Status of Department's Annual Operational Priorities

Priority	Status	Responsibility
A SAFE AND WELCOMING COMMUNITY		
Design and implement community events and programs to increase community pride, citizens' engagement and wellbeing.	<ul style="list-style-type: none"> 2018 Riverview Winter Carnival community event organizers saw an increase in attendance and were pleased with the exposure they received from the Town. 	Communications Coordinator
PLANNING FOR THE FUTURE		
Take a well-planned and fiscally responsible approach to building and maintaining public infrastructure.	<ul style="list-style-type: none"> Recruitment efforts for the Facilities Manager position are ongoing and staff are hopeful the new position will start by April. 	Town Clerk
Invest in upgrading local streets and roads.	<ul style="list-style-type: none"> Local improvement process has begun for 2018. Notices have been sent to property owners, Open House was held and Policy has been updated. Next steps are the Public Hearing and first reading of the by-law on March 12. Coordinated revisions to the Local Improvement communication process that includes a new summary of program benefits and cost rationale in the written notice mailed to property owners. 	Town Clerk Communications Coordinator
SMART AND SUSTAINABLE GROWTH		
Attract investment in the eco and sports tourism sectors.	<ul style="list-style-type: none"> Met with partners for the Ride with the Tide eco-cultural bike tour offered by the Town, La Bikery, Fundy Biosphere Reserve and Petitcodiac Watershed Alliance this summer as part of the Tourism NB experience collection. Discussed possible subject matter experts who will bring a storytelling component to each tour with a focus on either culture/history, environment or art. 	Communications Coordinator
FISCAL RESPONSIBILITY AND SERVICE EXCELLENCE		
Foster a positive and engaging work environment for employees.	<ul style="list-style-type: none"> Staffed a booth with HR staff at three career fairs in NB and NS to promote the Town as an employer and community of choice to students seeking summer employment. 	Communications Coordinator
Provide high quality customer service to residents and businesses.	<ul style="list-style-type: none"> In collaboration with the Fire Chief and Blaze Studios, a new mailing list has been created on our website that citizens can sign up for. They choose the type of information they're interested in and will receive updates straight to their inbox. They can sign up to hear about public safety and EMO, community events, council highlights, snow removal, traffic advisories, waste and recycling notices and closures and cancellations. 	Communications Coordinator/Town Clerk

Section 3: Other Notable Developments & Highlights for Council Attention

Communications:

- Prepared remarks and visual presentation for Mayor's State of the Town address delivered on February 1 to members of the Greater Moncton Chamber of Commerce.

Professional Development:

- The Communications Coordinator attended a workshop hosted by Marrow on the subject of Facebook's new algorithm changes.
- The Town Clerk is taking an online course through Dalhousie University for a Certificate in Local Government-Law & Ethics. Ten courses have been completed to date towards this designation.