

# Town of Riverview

## Corporate Services Monthly Report













To: Mayor & Council

Prepared by: Annette Crummey, Director of Corporate Services

Month & Year: March-April 2018

### Section 1: Operational Dashboards

ENFORCEMENT REPORT				
Metric	Current Month	Previous Month	Annual Result	Trend
Animal Control Issues	18	15	48	↑3
Animal Control Licences	77	142	328	↓65
By-Law Enforcement Issues	3	2	9	↓1

SOCIAL MEDIA REPORT					
Social Media Current Period March 2018	Town of Riverview 	Town of Riverview 	Active Riverview 	Economic Development 	Envision Riverview 
Posts	36	33	15	1	1
Comments	0	777	20	4	0
Shares	-	965	66	-	0
Followers	3087	4960	3370	308	790
Social Media Past Period March 2017	Town of Riverview 	Town of Riverview 	Active Riverview 	Economic Development 	Envision Riverview 
Posts	35	26	25	2	13
Comments	0	51	11	0	4
Shares	-	156	4	-	25
Followers	2712	3315	3151	283	746

## Section 2: Status of Department's Annual Operational Priorities

Priority	Status	Responsibility
<b>A SAFE AND WELCOMING COMMUNITY</b>		
<p><b>Promote Riverview as an inclusive community with a good quality of life for residents</b></p> <p><b>Design and implement community events and programs to increase community pride, citizens' engagement and wellbeing.</b></p>	<ul style="list-style-type: none"> <li>Jim DeWolfe Community Spirit Award Committee selected David Owen as the 2018 recipient. Mr. Owen will be honoured alongside other outstanding volunteers at the Volunteer Recognition Night at the Coverdale Centre on April 26, 2018.</li> <li>TOR launched "Team Up for Clean-Up Day," a promotion to encourage residents and community groups to participate in efforts to tidy public spaces on April 21 in celebration of Earth Day.</li> <li>Currently recruiting volunteers to serve as tourism ambassadors during the May-Sept. tourism season at the Visitor Information Centre.</li> </ul>	Communications Coordinator
<b>PLANNING FOR THE FUTURE</b>		
<b>Take a well-planned and fiscally responsible approach to building and maintaining public infrastructure.</b>	<ul style="list-style-type: none"> <li>Martin Dube has been hired as the town's new Facilities Coordinator. Martin began work on April 16<sup>th</sup> and has been meeting with all directors to discuss their building maintenance issues and contracts.</li> </ul>	Town Clerk
<b>Invest in upgrading local streets and roads.</b>	<ul style="list-style-type: none"> <li>Five local improvement by-laws were passed by Council at the last Council meeting.</li> </ul>	Town Clerk
<b>FISCAL RESPONSIBILITY AND SERVICE EXCELLENCE</b>		
<b>Foster a positive and engaging work environment for employees.</b>	<ul style="list-style-type: none"> <li>Launched Green Team's 2018 program to recognize employees' 'green acts.' Staff encouraged to nominate a co-worker for doing things like bringing a litterless or local lunch, sorting 3-stream, refilling water bottles and commuting using active transportation.</li> <li>Sought staff feedback on new email signatures before launching new Office 365 system. Majority voted to keep existing aesthetic.</li> </ul>	Communications Coordinator
<b>Provide high quality customer service to residents and businesses.</b>	<ul style="list-style-type: none"> <li>Published the 2018 Taxpayers Guide highlighting the value for services residents and taxpayers receive in the Town of Riverview.</li> <li>Created a new Public Meeting Space policy for public rooms available at the Fire Hall and Town Hall.</li> </ul>	<p>Communications Coordinator</p> <p>Town Clerk</p>

### **Section 3: Other Notable Developments & Highlights for Council Attention**

#### **Communications:**

- Offered an internship placement to a MacKenzie College graphic design student who will be completing a four-week term in June under the supervision of the Communications Coordinator.

#### **Professional Development:**

- Town Clerk and Executive Secretary attended training on the new amendments to the RTIPPA legislation in Fredericton. They will also be attending training on processing a request for information under the new legislation.
- Town Clerk, Communications Coordinator, Deputy Clerk and Executive Secretary completed online training on the Incident Command System for their roles in the Emergency Operations Centre.
- Town Clerk attended a Mindful Supervisor Session at the Town Hall.
- 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 with two more to be completed.