

Town of Riverview

Corporate Services Monthly Report



To: Mayor & Council

Prepared by: Annette Crummey, Director of Corporate Services

Date: January 21, 2019

Month & Year: November & December 2018

Section 1: Operational Dashboard

ENFORCEMENT REPORT - November				
Metric	Current Month	Previous Month	Annual Result	Trend
Animal Control Issues	21	32	300	↓11
Animal Control Licences	91	0*	837	↑91
By-Law Enforcement Requests	1	0	103	↑1
ENFORCEMENT REPORT - December				
Metric	Current Month	Previous Month	Annual Result	Trend
Animal Control Issues	18	21	318	↓3
Animal Control Licences	498	91	1335	↑407
By-Law Enforcement Requests	2	1	105	↑1

*Licences were not sold in October in preparation of DocuPet system.

Section 2: Status of Department's Annual Operational Priorities

Priority	Status	Responsibility
A SAFE AND WELCOMING COMMUNITY		
Promote Riverview as an inclusive community with a good quality of life for residents	<ul style="list-style-type: none"> Nov 1 Remembrance Day Service Nov 5 Warming/Charging centre available in Riverview Nov 6 North America's Premier Pet Licensing Program Comes to Riverview Nov 6 Warming/Charging centre will re-open Nov 15 Winter parking restrictions in effect Dec. 1 to April 1 Nov 16 Council Highlights - November 13, 2018 Nov 16 Catch the holiday spirit at the Mayor's Christmas Light Launch Nov 23 Council Highlights: 2019 Municipal Budget 	Communications Coordinator Director of Corporate Services

Priority	Status	Responsibility
	<p>Deliberations</p> <ul style="list-style-type: none"> • Nov 26 Riverview celebrates annual Holiday Hoopla weekend • Nov 28 Council Highlights: November 26, 2018 • Nov 28 Water Main break on Buckingham Ave. • Nov 28 Thursday waste collection postponed • Nov 29 Closure of Town Hall and facilities - Nov. 29 • Nov 30 Experience the magic of Light Up Riverview • Dec 4 Council Highlights - December 3, 2018 • Dec 4 Find Your Gift holiday campaign rewards local shopping • Dec 7 Global Pet Foods to serve Riverview residents with new storefront • Dec 10 Call for entertainers – Art in the Park and more! • Dec 10 Town honours long service employees • Dec 11 Council Highlights - December 10, 2018 • Dec 14 Council passes 2019 municipal budget • Dec 18 Holiday waste collection and Christmas tree pick-up • Dec 19 Riverview Gift Ideas: Your guide to local shopping this holiday season • Dec 20 New Year's Day Levee • Dec 21 Town of Riverview holiday hours 	
Design and implement community events and programs to increase community pride, citizens' engagement and wellbeing.	<ul style="list-style-type: none"> • Winter Carnival (Feb. 1-10, 2019) brochures sent to print before the holidays and delivered to Riverview mailboxes first two weeks of January. 	
Foster civic engagement and volunteerism.	<ul style="list-style-type: none"> • Installation of equipment for live streaming is complete. Training and first broadcast will occur early in the new year. 	
Promote opportunities to maintain community safety.	<ul style="list-style-type: none"> • Updates to animal control by-law completed and approved by Council 	
PLANNING FOR THE FUTURE		
Complete an Asset Management Plan regarding infrastructure needs.	<ul style="list-style-type: none"> • The first building condition assessment has been initiated. Capital Management Engineering Limited performed an on-site assessment of the Town Hall on Nov. 8th, 2018. The report will provide as a tool to support the Town's long-term 	Facilities Coordinator

Priority	Status	Responsibility
Take a well-planned and fiscally responsible approach to building and maintaining public infrastructure.	asset management plan.	
SMART & SUSTAINABLE GROWTH		
Retain and grow our strong local business community.	<ul style="list-style-type: none"> The Mayor's Christmas Light Launch, with sponsorship support from 18 local businesses was a huge success, drawing 1,000 residents to the Riverfront Trail on Nov. 22 in -20-degree weather. 41 more trees were lit this year, along with upgrades to the covered bridge and the gazebo. 	Director
FISCAL RESPONSIBILITY AND SERVICE EXCELLENCE		
Foster a positive and engaging work environment for employees.	<ul style="list-style-type: none"> Met with Corporate Services staff to discuss goals and priorities for 2019. 	Director
Provide high quality customer service to residents and businesses.	<ul style="list-style-type: none"> New DocuPet licensing program was launched on November 1st. By the end of the year 589 licenses had been sold under the new program. This is an 820% increase from the same time period in 2017. 	Director Director/ Communications Coordinator
Promote a safe work culture.	<ul style="list-style-type: none"> Discussed "Mental Fitness" and "Christmas Safety" at monthly safety meetings. 	Director

Section 3: Other Notable Developments & Highlights for Council Attention

Town Clerk's Office

The Director participated in meetings with the management team and Council to prepare, deliberate and present the 2019 Annual Budget.

Facilities

The facilities Coordinator successfully completed a course leading to a Professional Certificate in Asset Management Planning. This course was offered by the institute of Public Works Engineering Australasia (IPWEA) in cooperation with NAMS Canada, CPWA, APWA and CNAM.

Report Approval Details

Document Title:	Corporate Services - November-December 2018.docx
Attachments:	
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This report and all of its attachments were approved and signed as outlined below:

Colin Smith - Jan 21, 2019 - 2:36 PM