

SERVICE DELIVERY REPORT

May-June 2026

GREATER MIRAMICHI SERVICE COMMISSION

3

NEW STAFF

Compliance and Enforcement Coordinator
Regional Sports Alignment Coordinator
Director of Finance

CEO Highlights

- All staff annual reviews continue to be underway by, supporting priority alignment, performance management, and continued transparency across the organization.
- We began a pilot of Claude AI with the leadership team and the Growing Greater Miramichi team. The tool has shown clear value in supporting workflows, time management, and overall efficiency. The pilot will continue through September, at which point we will evaluate its impact and determine next steps.
- On June 22, we held a full day of staff training, providing an opportunity for team members to connect and prepare for the busy summer season ahead.
- We also completed a comprehensive orientation for our new board members. Staff invested significant time and effort into this process, and we look forward to continued collaboration with our board and council, both new and returning.

Finance Updates

On June 1, we welcomed Joshua Taite to the team as our Director of Finance. Josh is a Chartered Professional Accountant and brings a wealth of knowledge to the GMSC.

Communications Updates

We continue to regularly run public education radio ads, advertise in newsletters across the region, post on social media, and keep our website updated. We're also working on ongoing ways to engage with community members in accessible, low barrier ways.

HIGHLIGHTS AND NOTABLE PROJECTS

Customer Relations Management Tool (CRM)

After several consultations, we've decided to move forward with BlueDot CRM. It's tied to our Regional Directory and will help us manage customer interactions, streamline our work, and improve collaboration across teams.

We look forward to rolling this out fully and welcome your feedback as we work to reach community members effectively.

Community Safety and Wellbeing Plan

A public survey went live in June, giving the public the oppertunity to share their input on Community Safety and Wellbeing across the Greater Miramichi Region.

Program on the Provision of Official Language Services (POLS).

We submitted 2 grants to the Program on the Provision of Official Language Services (POLS) for support on 2 projects. We are hopeful to receive support for advancing French language.

Board Involvement/ Action Items:

Please share the Community Safety and Wellbeing survey with your communities. https://bit.ly/4wLA9Ph



SERVICE DELIVERY REPORT

May - June 2026

ECODIVERSION

2,332

TONNES OF RESIDENTIAL WASTE

DIVERSION RATE OF 9.12%

May - June 2026

RSC Coordinator Meeting

On June 22nd, RSC Communication Managers and Solid Waste Coordinators met at Eco360 to re-establish the Provincial communications network. Key discussions centered on the challenges posed by Extended Producer Responsibility (EPR) programs like Circular Materials, as residents continue contacting RSCs. Discussions also covered the most effective outreach methods, which remain radio, print materials, and face-to-face events like farmer's markets. The group agreed to meet regularly and form an ongoing working group to share resources between sessions.

HIGHLIGHTS AND NOTABLE PROJECTS

Vermicomposting in Schools

Following a presentation offered by the EcoDiversion Coordinator, several schools requested vermicomposters for their classrooms. To reduce both space and cost, smaller Rubbermaid totes were purchased in place of standard vermicomposting bins, with aeration holes added to the covers to ensure proper airflow. Each classroom that adopted worms signed a contract committing to their care, with the agreement that if a classroom is no longer able to maintain the worms, they must be returned to EcoDiversion.

Vermicomposting offers students a hands-on opportunity to see organic waste broken down quickly into a nutrient-rich soil amendment, making it a valuable, low-cost educational tool for schools in the region.

Household Hazardous Waste Collection

On May 23rd, EcoDiversion hosted a Household Hazardous Waste (HHW) collection event in Miramichi from 8 a.m. to 12 p.m. Clean Harbors was retained to sort and transport the hazardous waste for recycling or disposal.

During the event, batteries were sorted onsite by members of the Caring Friends Activity Center, while bulbs were segregated separately for collection by Product Care for recycling.

The event drew over 454 vehicles within the four-hour timespan. Large quantities of paint, used oil, aerosol containers, propane tanks, batteries, and fuel were collected.

Extended Producer Responsibility (EPR) Programs

Product Care (Lamp Recycling)

EcoDiversion has entered into an agreement with Product Care Recycling to serve as a collection depot for light bulbs, fluorescent tubes, and CFLs. Residents and businesses in the Greater Miramichi Region can now drop off these items at EcoDiversion for proper recycling. This partnership is especially valuable given that EcoDiversion is currently the only location in the region accepting these types of bulbs, making it an important resource for the community and local businesses looking to dispose of them responsibly.

Call2Recycle (Battery Recycling)

In January 2026, Call2Recycle contacted EcoDiversion about registering as an account under the new Extended Producer Responsibility (EPR) program. This would allow EcoDiversion to keep offering the battery recycling program in the Greater Miramichi Region. Once registered, EcoDiversion would be eligible to recover some funding based on the tonnage of used batteries residents drop off.

Key Highlights

Composting Workshops

During composting workshops held in the City of Miramichi, the Rural Community of Upper Miramichi, the Village of Doaktown, and Miramichi River Valley, residents had the opportunity to learn about different methods of reducing organic waste, including composting, food waste digestion using a Green Cone Digester, and vermicomposting. Participants could also purchase these units onsite at half price.

At the time of purchase, the EcoDiversion Coordinator offered to sign residents up for follow-up support, ensuring the units are used to their full capacity and helping address any issues that arise. This also allowed EcoDiversion to track how many of the units sold are actively in use.

Board Involvement/ Action Items:

Seeking for new Waste Reduction and Recycling Advisory Committee members.



SERVICE DELIVERY REPORT

May-June 2026

DEVELOPMENT SERVICES

Department Growth and Capacity Building

The department continued building its capacity through staff development and recruitment. Stéphane Doucet joined the Commission in June as Compliance and Enforcement Officer, adding capacity to address development compliance, investigations, and enforcement work.

Communications Updates

Educational Facebook ads continue to run, regular radio ads and advertising in community news letters. We have also began exploring doing more wide spread advertising with Miramichi Transit, with a bus wrap. This bus wrap would be in collaboration with Discover Miramichi.

Housing, Growth, and Economic Development

The department continued supporting housing development and growth planning by reviewing residential, mixed use, commercial, and industrial projects. Staff also supported economic development work, including discussions on industrial lands, rail served development opportunities, and major projects in the region. Work continued on planning initiatives that support housing, with a focus on finding new opportunities for residential growth.

Development Review and Planning Services

The team continued reviewing and processing development permits, building permits, subdivision applications, and planning approvals across the region. Staff provided planning and development advice to municipalities, property owners, developers, real estate professionals, and other stakeholders.

Two City of Miramichi Planning Review and Adjustment Committee (PRAC) meetings were held during this period, with no Regional PRAC meetings held. Notable planning files included the Multiplex Subdivision Report and a rezoning application on Hansen Road in Miramichi, along with other ongoing applications.

Intergovernmental Collaboration and Professional Development

The Planning Director met with planning and development colleagues in Oromocto to discuss regional and municipal growth planning, the new provincial Mineral Strategy, the provincial Active Transportation Strategy, and how archaeological and heritage considerations factor into development approvals.
The Planning Director also attended specialized training in Saint John on Dangerous and Unsightly Premises legislation, alongside staff from other Regional Service Commissions. The Commission doesn't currently provide these services, but the training added useful knowledge that could support future compliance work.
Staff also met in person with the Department of Environment's Water and Wastewater Approval (WAWA) Branch to introduce new personnel and discuss ways to improve coordination and communication between the two organizations.

HIGHLIGHTS AND NOTEABLE PROJECTS

Online Development Dashboard

Customer Service and Community Engagement

Staff responded to a wide range of inquiries about zoning, development permits, subdivision approvals, signage, and land use regulations. The team continued helping residents, businesses, consultants, and other stakeholders navigate regulatory requirements and approval processes, while working with municipal departments, provincial agencies, and industry professionals to support development within applicable regulations.

Regional Development

So far in 2026, residential projects (homes, decks, fences, and similar builds) make up nearly 81% of all regional development. Commercial development accounts for 10.5%, and recreational development makes up about 3%. The remainder falls under other categories, including vacant land and institutional developments.

In total, 63 dwelling units have been issued permits in 2026 so far. A dwelling unit is any living space approved for construction, so one permit for a multi-unit building can count as several.

Board Involvement/ Action Points:

Please share any resources we can utilize to communicate our public education with your communities.



SERVICE DELIVERY REPORT

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COMMUNITY DEVELOPMENT

Food Security

Housing

Transportation

Sport and Recreation

Fresh4Less

Connection

- **Food Security:** We hosted the Roots to Table 2026 AGM, attended by 13 individuals representing 9 organizations.
- **Housing:** Met with Cory Herc from the Human Development Council. He is the Reaching Home Implementation Manager and was invited to our CAB meeting to discuss ongoing collaboration in the region and possible funding sources.
- **Cross-Sector / Community Development**: Met with Lisa Legere from FCNB.
- **Cross-Sector / Community Development:** We've reinstated the Youth Empowerment Committee. New Tide Consultants secured funding, and the committee is now reviewing past activities and initiatives to determine what we can support going forward.
- **Cross-Sector / Community Development:** The Community Development team participated in Sharing Day, hosted by the BeAlive Network.
- **Cross-Sector / Community Development:** We participated in a regional resiliency meeting.
- **Cross-Sector / Community Development:** We took part in an exploratory meeting with Kevin Carr from Kaleidoscope to learn about their financial literacy supports and promote GMSC services.

Facilitation

- **Food Security:** Continued the Fresh for Less operational and financial review, including workflows, reporting, accountability, and governance processes.
- **Food Security:** Coordinated preparations for the Around the Table project kickoff event.
- **Housing:** Participated in planning meetings for the Housing/Construction Forum.
- **Transportation:** Met with the City CAO and FlexGo to propose a plan for regional transportation. The RSC and the City are collaborating to find ways to better connect the Greater Miramichi region.
- **Sport and Recreation:** Connected a Carrefour Beausoleil soccer program with community volunteers.
- **Transportation:** Met with Miramichi Accessible Transit to learn about its current operations and discuss opportunities for collaboration and promotion.
- **Sport and Recreation:** Supported the onboarding of new Sport and Recreation staff member Nicolas Burtt.
- **Sport and Recreation:** Participated in working meetings related to the ParticipACTION Community Challenge 2026 project.

Promotion

Food Security: Supported promotion and outreach activities for the Around the Table project.
Food Security: Prepared grant applications for the Around the Table and Garden Learners Lab projects.
Transportation: Conducted monthly monitoring of budget expenditures for the Volunteer Drivers Program and Urban-Rural Rides Project.
Transportation: Met with Miramichi Accessible Transit to support promotion, as per ESIC conditional funding requirements.
Participated in the June 10th Planète Jeunesse meeting.
Transportation: Continued preparation of the Greater Miramichi Transportation Options Guide.
Funding
Cross-Sector / Community Development: Conducted a second round of interviews for the Housing Manager position. Again, we were unsuccessful in filling the role.

Community Engagement:

We've launched another volunteer recruitment campaign for MirConnex Community Transit. The campaign will run through the summer, and we're hopeful it will help us recruit drivers to better serve the more rural areas of the region.

We are running ads on social media, sent a direct mailout, doing community presentations and are advertising in community newsletters.

Board Involvement/ Action Points:

Please share about the volunteer driver program with your communities.



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GROWING GREATER MIRAMICHI

1000+

LISTINGS

In Regional Directory, this contiunes to be a growing and heavily used asset.

Housing and Construction Summit

After careful consideration and close work with folks in the construction industry, we've made the following decisions.

- We are joining the housing forum and construction forum into one event. Bringing these groups together will help bridge gaps between sectors, build new relationships, and address bottlenecks facing both the non profit and for profit sides of the industry. It also gives us a chance to find common ground and explore new, innovative ways to move the housing file forward.

- We are also moving the summit to February 2027. This decision reflects feedback we received about the timing of past housing forums, as well as the current gap in our Housing Initiatives Manager position.

Regional Calendar

We've begun exploring a new platform for our Regional Calendar. This follows community feedback about usability issues with our current platform. Since accessibility remains one of our top priorities, we've started looking into several platforms that better fit the needs of the Greater Miramichi region.

Growth Officer

- Attended the Social Enterprise Symposium in Moncton, gathering insights on social enterprise development, funding, and partnership models for local economic development.
- Continued work on the Anekdote virtual tour guide signage project.
- Interviewed local businesses for the Business Spotlight series.
- Hosted 11 medical students for Rural Medicine Week, including a golf simulator social and a paint-and-sip event, in partnership with Dalhousie Family Medicine Miramichi.
- Co-hosted the Future Physicians Living Library with ASD-N and the Miramichi Medical Mentorship Program, connecting students with six local physicians.
- Advanced follow-up support across 13+ tracked files, including a successful DAC engagement on a major land development proposal and continued support for business expansion and agri-tourism.
- Published 2 Business Spotlights (Miramichi Treehouse & Camping, Rural District; Ponds Resort, Upper Miramichi), shared on the new website page, social media, and municipal channels.
- Building a library of spotlight drafts on a monthly schedule.
- Provided Development Concierge support: meetings, follow-ups, and coordination with departments.
- Tracking 48 business and development files: 9 in pre-development, 3 advanced to permit issuance, 1 business expansion, 2 agri-tourism, 3 new ideas being explored, 16 awaiting action from proponents or partners, 5 in communication/non-compliance follow-up, and 9 closed or on hold.
- Ongoing CRM analysis, review, entry, and testing.
- Updated the Regional Calendar & Directory and grew community engagement.

Business Spotlights:

Our Growth Officer, Trish, has been building ongoing relationships with small businesses across the region and interviewing owners for Business Spotlight: Celebrating Entrepreneurs Across the Greater Miramichi Region. In June, we published two spotlights, and the response from the community was excellent. We're excited to keep this initiative going.
Find all the spotlights here.

Community On-Boarding Coordinator

- Attended the Réseau en Immigration Francophone (RIF) conference in Bathurst, connecting with partners and gaining insight into francophone immigration initiatives and funding to support newcomer retention in the region.
- Spoke at ***Sharing Days*** on the importance of population growth and welcoming communities, introducing the Hello Neighbour campaign.
- Met with Immigration New Brunswick (INB) and IRCC to plan a fall workshop on hiring foreign talent.
- Provided pre-arrival and settlement support to 2 doctors and 1 nurse arriving in the region between June and October.
- Hosted an employer workshop, “Smart Hiring for SMEs.”
- Met with the EcDev Nord-Ouest RSC to share best practices on committee structure.
- Met with the EcDev Southwest and Western Valley RSCs on addressing NBCC enrolment losses linked to immigration changes.
- Launched a youth working group with Youth Empowerment, WorkingNB, ASD-N, and Power Play.
- Supported the graduation of the first Family Medicine resident cohort at the Miramichi training site. Two graduates, including Dr. Sarah (Family Medicine) and her husband (Obstetrics and Gynecology), have chosen to stay in Miramichi.

Communications and Marketing:

We've continued to run public education ads on social media and radio, along with bingo ads, and regular social media promotion.

We also launched the Good Neighbour Campaign, an initiative encouraging community members to invite new neighbours to events over the summer. Our first mail out went to the Greater Miramichi Rural District for Sunny Corner Days. We also plan to send invites to Doaktown for NB Day Long Weekend activities, Upper Miramichi for Blackville Days, Alnwick for Nashville à Legaceville, and Miramichi River Valley for the Fall Frolic.

Board Involvement/ Action Items:

Please share the business spotlights with your communities.