



**Municipality of Trent Lakes**

**2023**

**Q3**

# **Report Card**

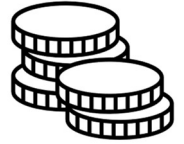
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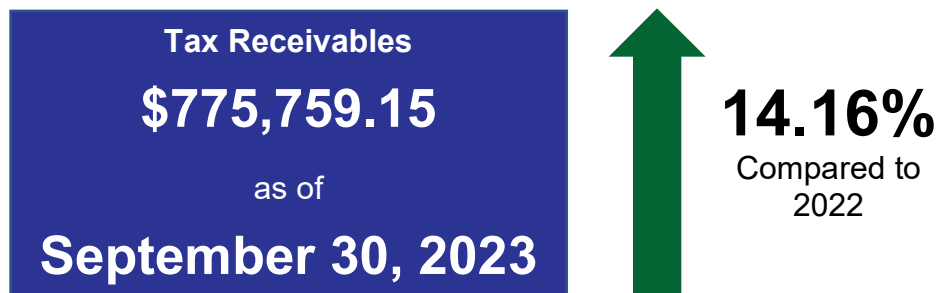


# Administration

## Finance



### Tax Receivables



During Q3, 2023, Finance Department activities included:

Tax Billings	
Q3 2023	Q3 2022
96	103

Cash Receipts	
Q3 2023	Q3 2022
\$8,557,911.14	\$8,171,352.45

Tax Certificates	
Q3 2023	Q3 2022
42	74

Accounts Payable	
Q3 2023	Q3 2022
\$7,056,491.14	\$7,455,873.44

### Finance/Administration Successes:

- Internal Communications Strategy approved by Council.
- Draft External Communications Plan presented – out for public comment until October 31, 2023.
- Presentation at Annual Ratepayer/Cottage Association Meeting based on topics received through survey released.

## Purchasing

Purchasing awards made with delegated authority:

Q3 2023

Procurement Number	Title	Successful Bidder	Bid Amount (Excluding Taxes & Contingency)
RFP-03-2023	Development Charges Background Study and By-Law Update – 5-year review	Watson & Associates Ltd.	\$35,540.00
RFP-04-2023	Accessibility Consultant Services For The Creation of Accessible Documents and Training With Provisional Document Remediation Services	CultureAlly Software Inc.	\$29,800.00

### Corporate Services Successes:

- Onboarding of new staff member Amber Nowak, Legislative Coordinator/Executive Assistant to the CAO.
- Preparation of report, and follow-up report including references, for the award of the RFT for the New Dedicated Mechanics Facility.
- Collaborating with the Greater Harvey Historical Society on digitizing records.
- Preparation and award of RFP for an accessibility initiative.
- Meeting with Short Term Rental Working Group and reviewing various licensing by-laws.
- Reviewing, digitizing and destruction of physical records in the Municipal Office.
- Introduction of new technology for Ratepayer meeting.
- Diversity, Equity and Inclusion training.

## Economic Development



### Progress on the Economic Development, Tourism and Recovery Strategic Plan:

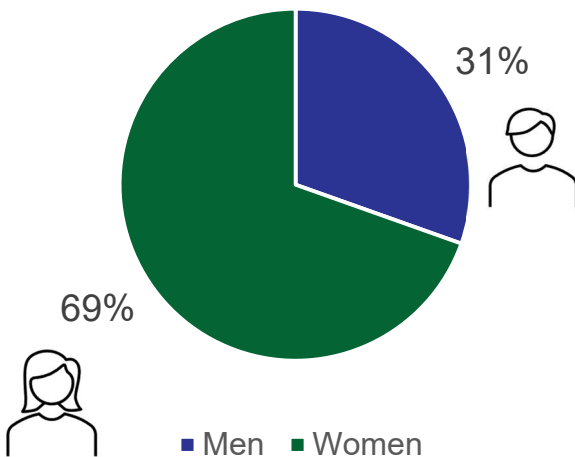
Goal	Action
Becoming a Year-Round Tourism Destination	Applied for funding to undertake a Cultural Mapping Exercise to better understand local stories, practices, relationships, memories, and rituals that constitute Trent Lakes as a meaningful location.
Addressing Labour Attraction and Retention Challenges	Partnering With Peterborough County to Apply for Funding to Create a Mobility Hub at the Buckhorn Community Centre.
Building Community Cohesiveness	
Building Partnerships to Support Businesses	Reinstated a joint Council meeting for Trent Lakes, North Kawartha, Curve Lake and Selwyn Township.
Enhancing the Visitor Experience	Met with Peterborough and the Kawarthas Economic Development to brainstorm collaboration opportunities.
Supporting Local Business	Developing a new Community Improvement Plan.
	Attended EORN meetings to push for improved internet connectivity throughout Trent Lakes.

### Other Economic Development Successes:

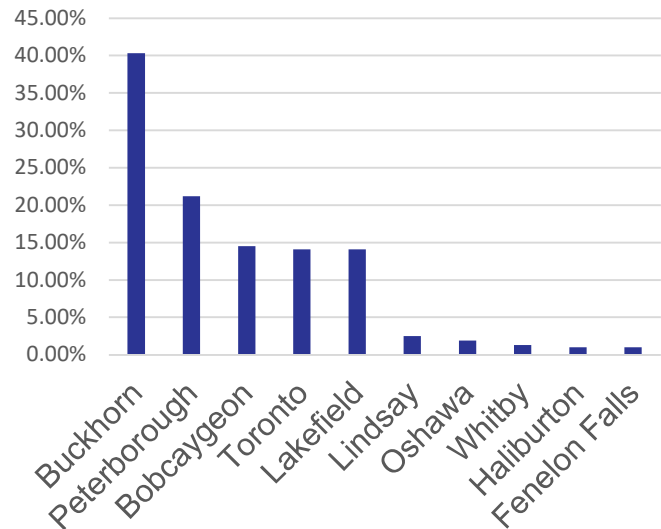
- Attended 2-day Ontario East Municipal Conference to increase Economic Development knowledge.
- Creation of an external communications plan. Its action items will support the attraction of residents, businesses, and tourists to Trent Lakes.

## Marketing – Social Media

Current Audience by Gender



Facebook & Instagram Followers by Location



Facebook Page Reach

**49,102 people**



**32.8%**

Compared to  
Q3 2022

Instagram Page Reach

**951 people**



**243.3%**

Compared to  
Q3 2022

Facebook Page Visits

**18,742 people**



**90%**

Compared to  
Q3 2022

Instagram Page Visits

**210 people**



**89.2%**

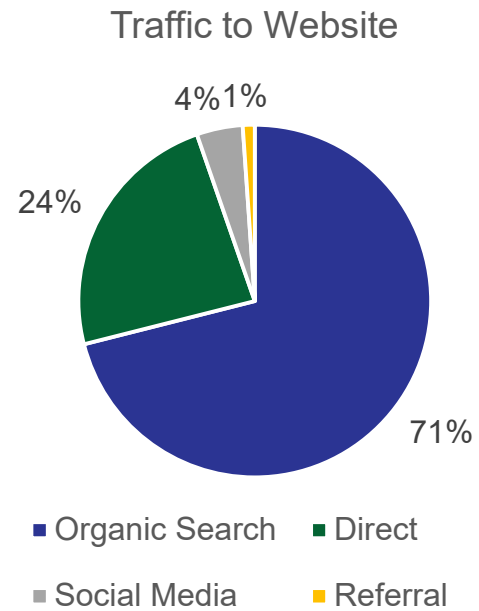
Compared to  
Q3 2022

**Total Social Media  
Followers  
3,817**

## Marketing – Website

Top 10 viewed pages on [www.trentlakes.ca](http://www.trentlakes.ca) for Q3, 2023:

Website Page	# of Views
Home	9,390
Transfer Stations	6,564
Burn Permit	2,574
Careers and Volunteering	1,760
Recycling and Garbage	1,598
Beaches	1,597
Staff Directory	1,534
Burn Ban Public Notice	1,155
By-laws and Enforcement	881
FoodCycler	863



Page view highlights comparing Q3 2023 vs. Q3 2022:

Website Page	% Change in Views
News	↑ 206%
Waste Events	↑ 205%
Burn Permits	↑ 157%
Boat Launches	↑ 127%
Things to do	↑ 88%
Fire and Emergency	↑ 83%
By-law Enforcement	↑ 52%

**64,879**  
total website  
**Page Views**  
vs. 47,498 in Q3 2022

## Marketing – Communications

### Media Releases

**July 12: Trent Lakes Burn Ban Lifted, Fire Danger Index Remains High**

#### After a month, Ontario government has lifted restricted fire zone

Following July 11th lifting of designation, municipalities in greater Kawarthas region are also lifting local fire bans

By kawarthaNOW • Published July 12, 2023



#### Total burn bans lifted in Kawartha Lakes, Trent Lakes, Haliburton County



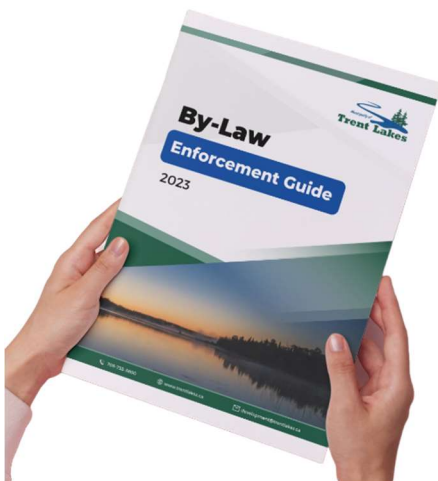
By Greg Davis • Global News

Posted July 12, 2023 11:42 am • Updated August 30, 2023 4:45 pm



### Marketing and Communication Successes:

- Council approval of Internal Communications Strategy.
- Revamped the By-law Enforcement Guide and promoted it to residents.
- Gained 309 social media followers in Q3, 2023.



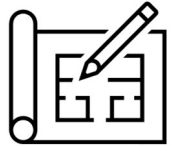




- Creation of an External Communications Strategy that will support, identify, and develop external communications practices, policies, and procedures.
  - Communications survey was sent out to the public. 109 people filled it out.
  - Comprehensive research conducted including:
    - Communications Review Report by The Letter M.
    - Department Head Interviews.
    - Staff survey.
    - Councillor Interviews.
    - Remote staff visits.
    - Public Notice Policy.
    - Review of other External Communications Plans by Municipalities.

## Building, Planning & By-law

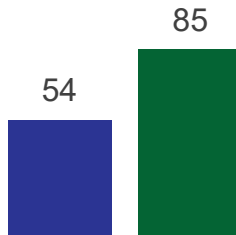
### Building



#### Permits

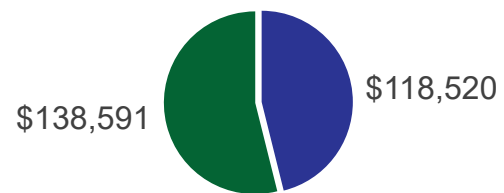
Q3 Permits Issued

■ 2023 ■ 2022



2023 YTD: 148

Q3 Permit Fees Collected



■ 2023 ■ 2022

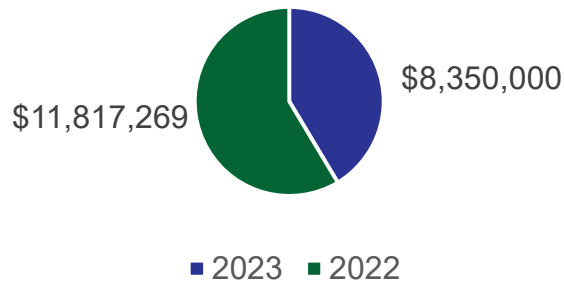
2023 YTD:

\$311,148.17

- 22 Permits waiting for further information.
- 4 Permits in abandon state given notice of rejection.
- 13 Permits waiting planning approval for further processing.
- 7 Permits waiting plans review.
- 6 permits waiting for payment to be issued.

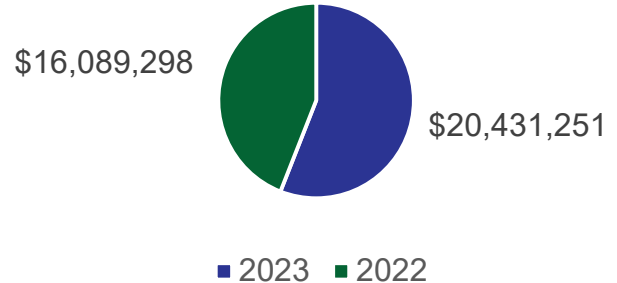
## Construction Value

Q3 Construction Value for Dwellings

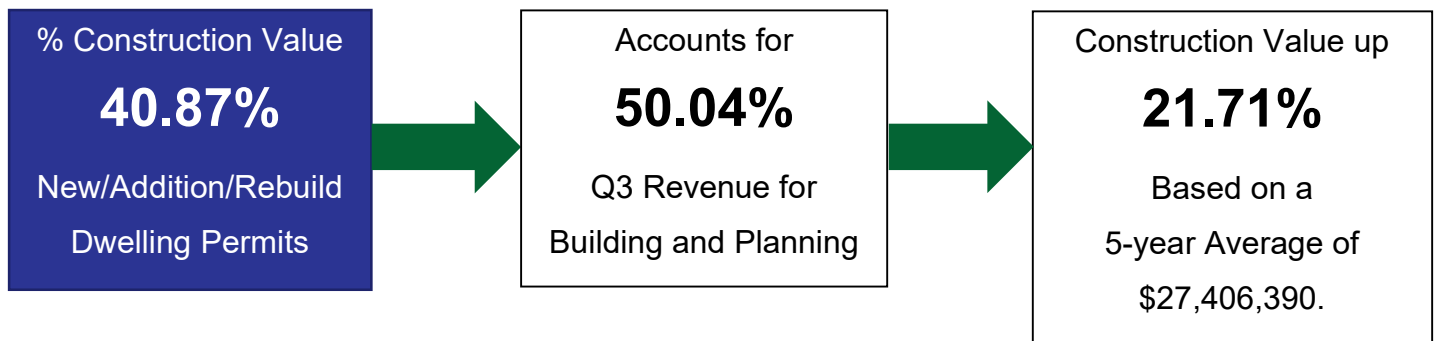


2023 YTD: \$19,269,346

Q3 Construction Value



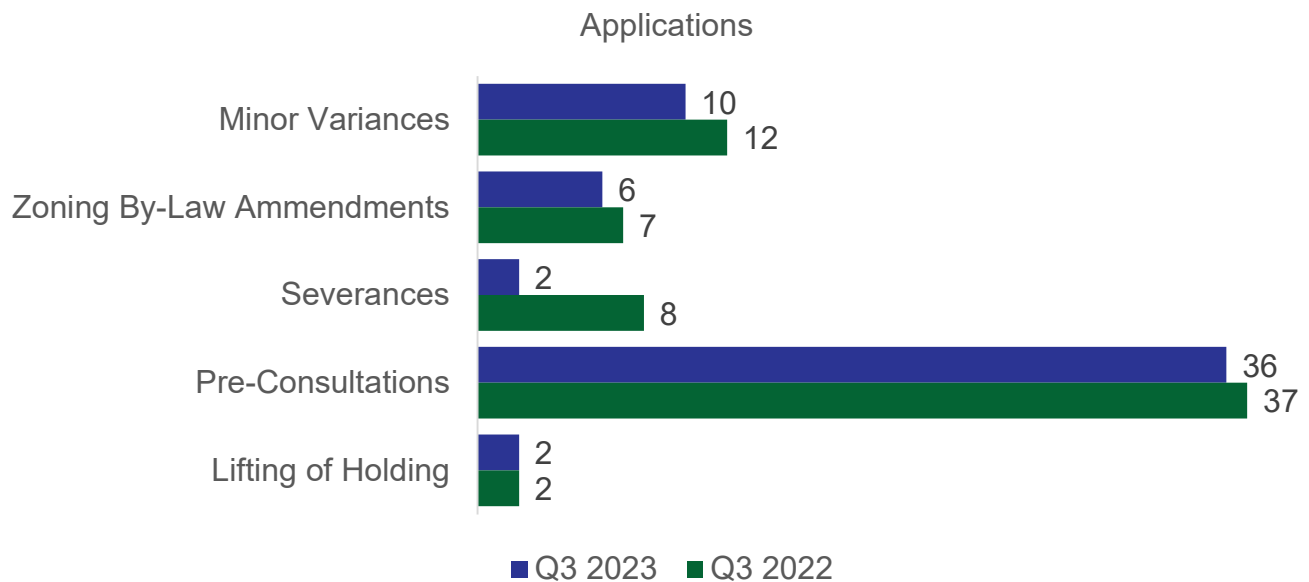
2023 YTD: \$31,350,597



Q2	2022	2023	YTD
New Dwellings (Development Fees)	5	7	17
Replacement Dwellings	12	5	11
Inspections	405	452	1,052

## Planning

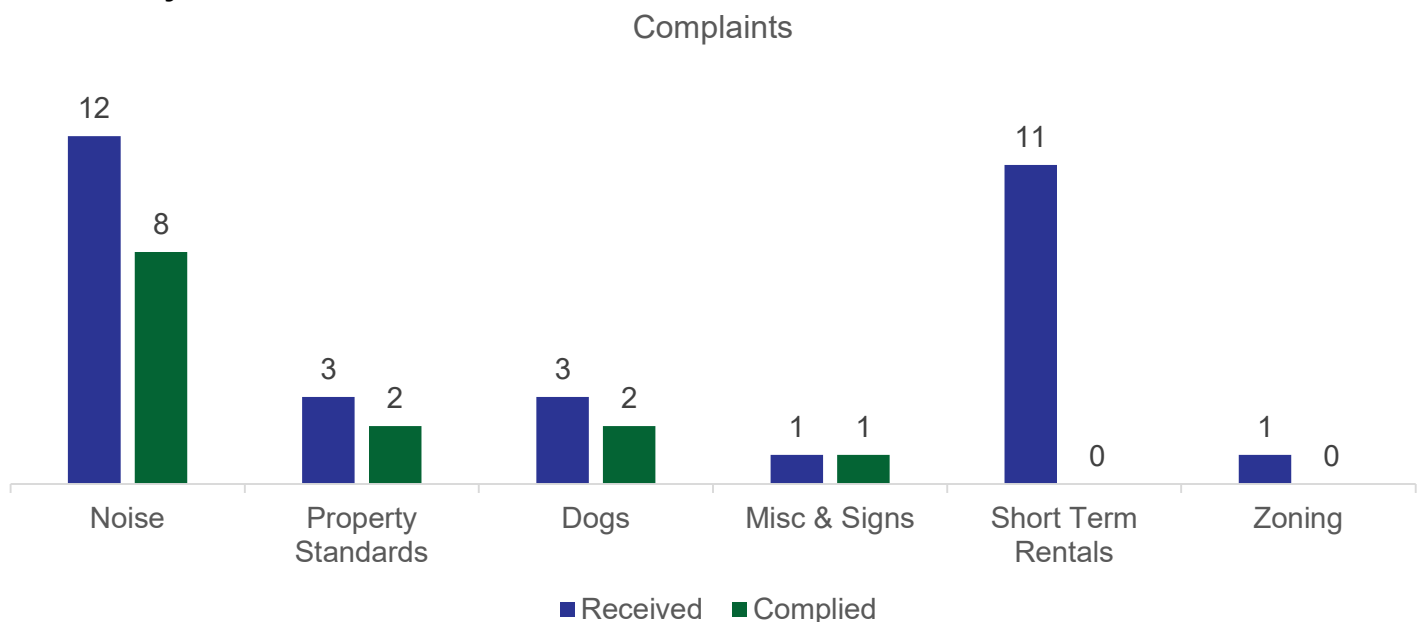
### Applications



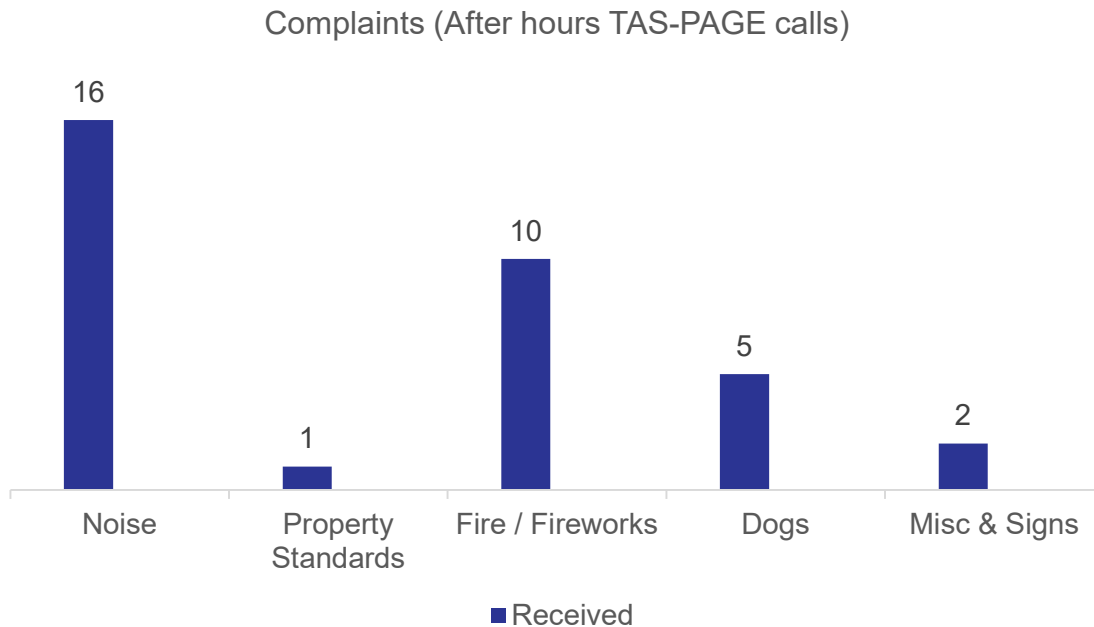
Zoning By-law Amendments in process: 10

Zoning By-law Amendments to be reviewed: 2

### By-law







### AMPS Penalties

Noise: 2 (Maxama)

Dog: 2 (Trent Lakes staff)

### Q3 Maxama After Hours By-law

	Complaints Contacted	Property Visits
Noise	10	10
Fire	4	4
STR	5	4

**Current Active By-law investigations: 14**

### Building, Planning and By-law Successes:

- The Municipality is implementing our own process to receive applications for The Canadian Radiocommunications Information and Notification Service (CRINS)
- The Municipality has implemented an Administrative Municipal Penalty System and revised three of our most referenced By-laws (Noise, Dogs, Fire/Fireworks) and passed a Nuisance By-law. To date, the Municipality has issued 4 AMPS penalties.

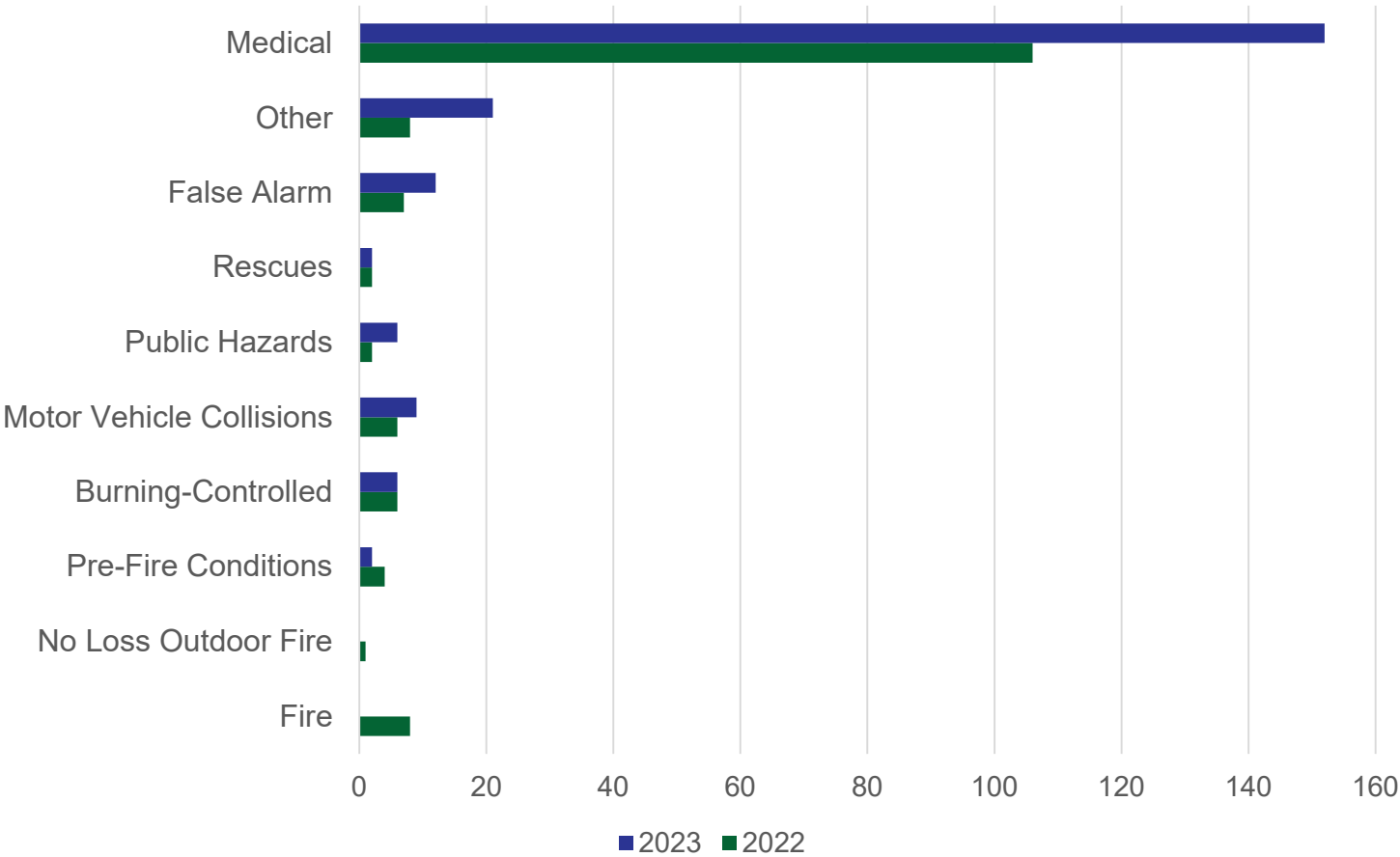
# Fire & Emergency

## Incidents – By Type

Total incidents July - September

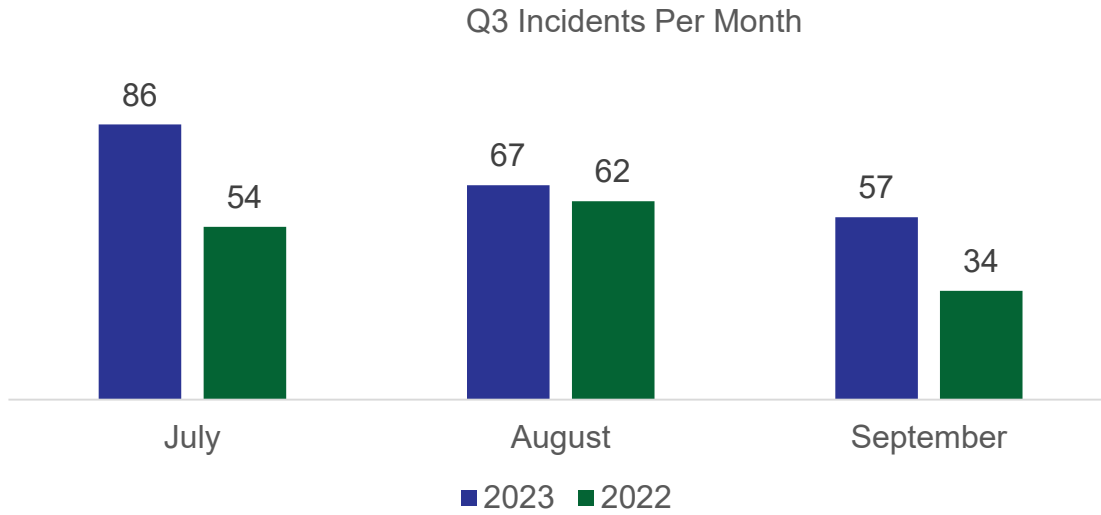


Q3 Incidents

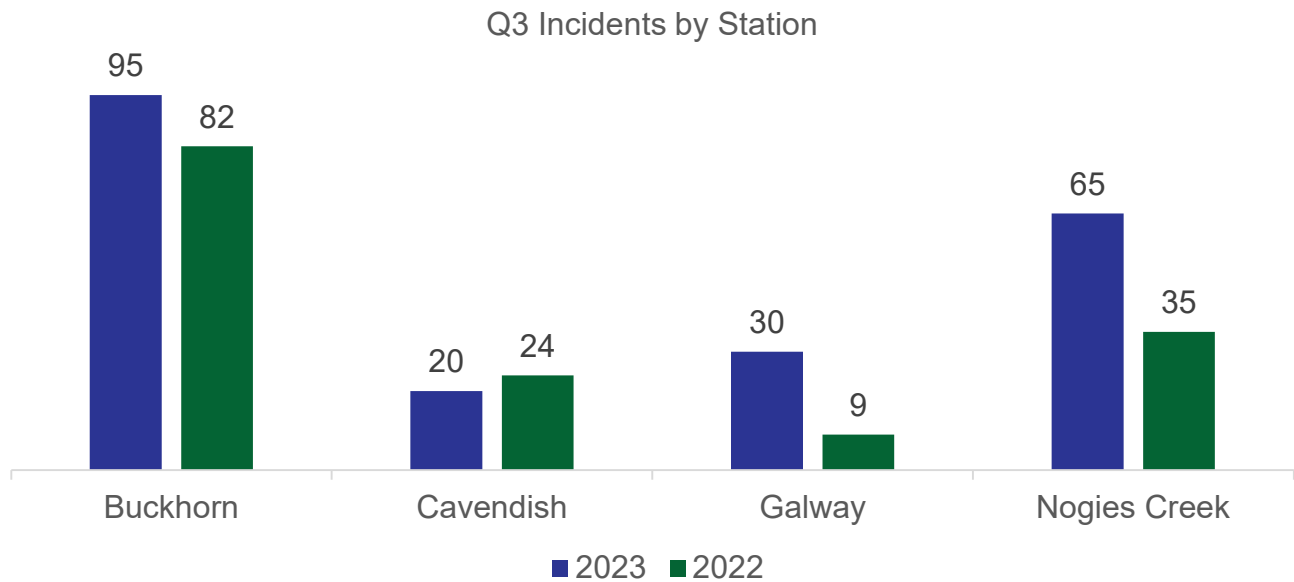


YTD: 313 Incidents

## Incidents – By Month

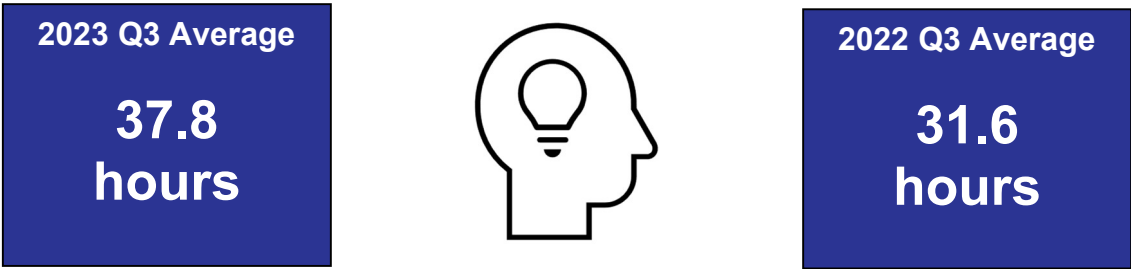


## Incidents – By Station

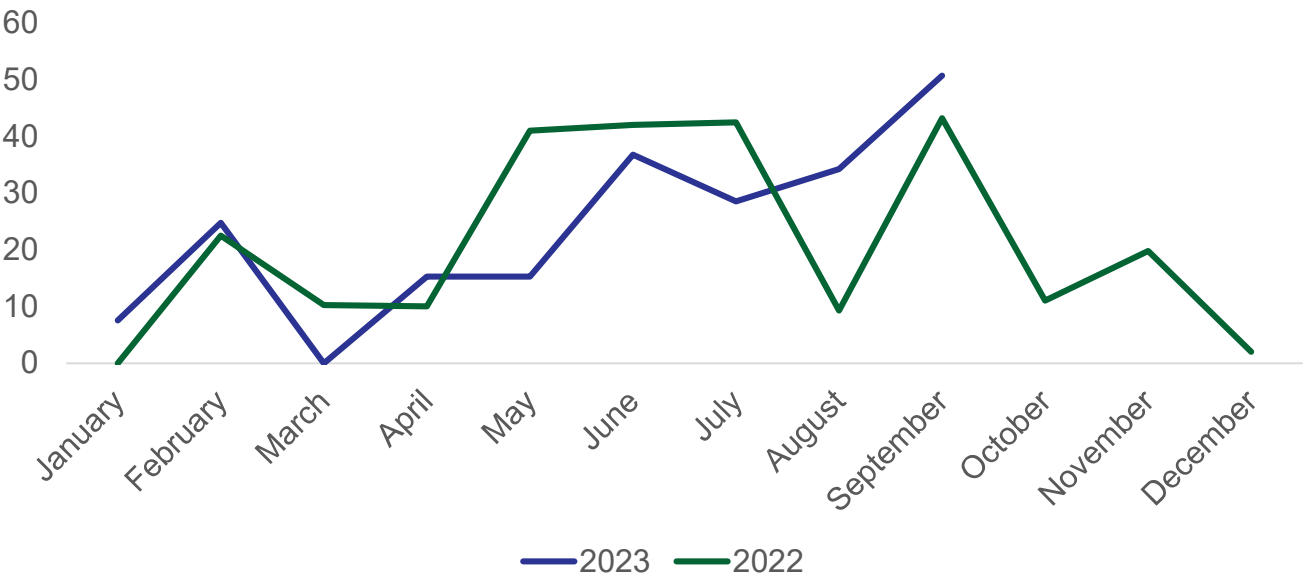


# Hours

## Public Education



Q3 Monthly Hours for Public Education



YTD: 213 Hours



## Training

2023 Q3 Average

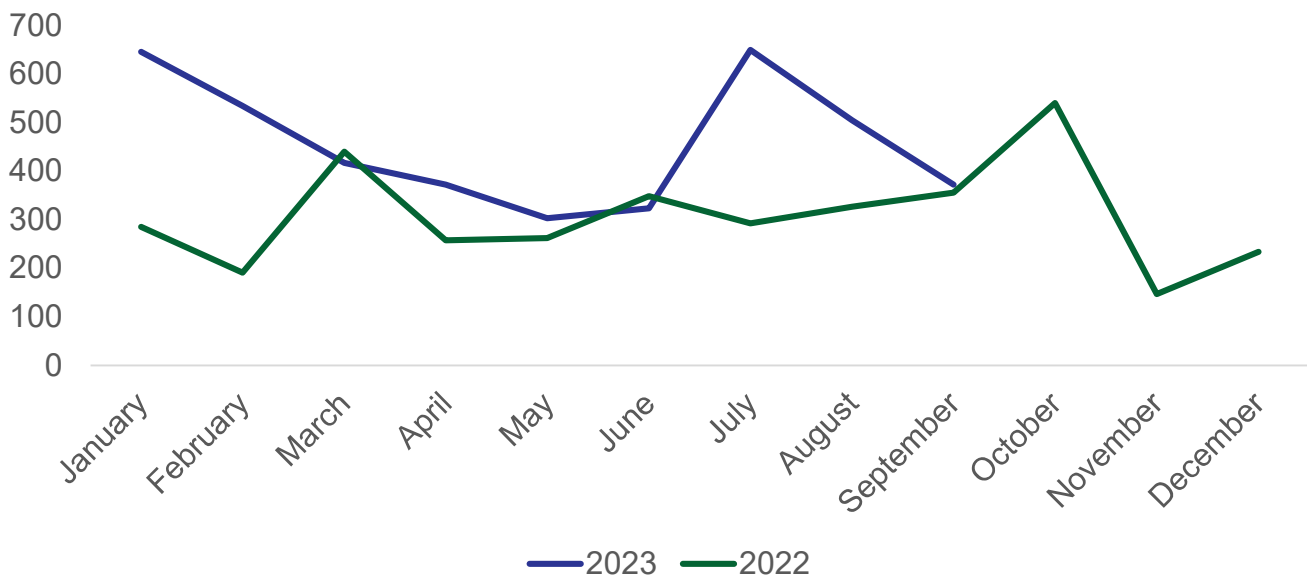
**508.55  
hours**



2022 Q3 Average

**324.9  
hours**

Q3 Monthly Hours for Training



YTD: 4119.8 Hours

Incidents



YTD: 3999.5 Hours

**Fire Successes:**

- 13 new recruits continuing their training.
- Quoting of new vehicles.
- All vehicles undercoated prior to winter weather.
- RFP issued for Fire Station 1.
- Supported 5<sup>th</sup> Annual Riders Group 4 PTSD, which supports emergency responders that are dealing with Post Traumatic Stress Disorder.
- Supported Canada 911 Ride Foundation dedicated to the memory of five Ontario police officers who have died in the line of duty the last year.

**Public Education**

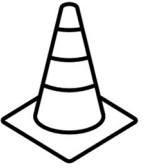
- Buckhorn Canada Day
- Buckhorn Community Centre Car Show
- Kinmount Fair
- Buckhorn Public School September Start Up

**Recognition Ceremony**

Recognized our 54 Volunteer Fire Fighters that are dedicated to serving our community. We celebrated their many years of service and congratulated individuals who have obtained NFPA course certifications.

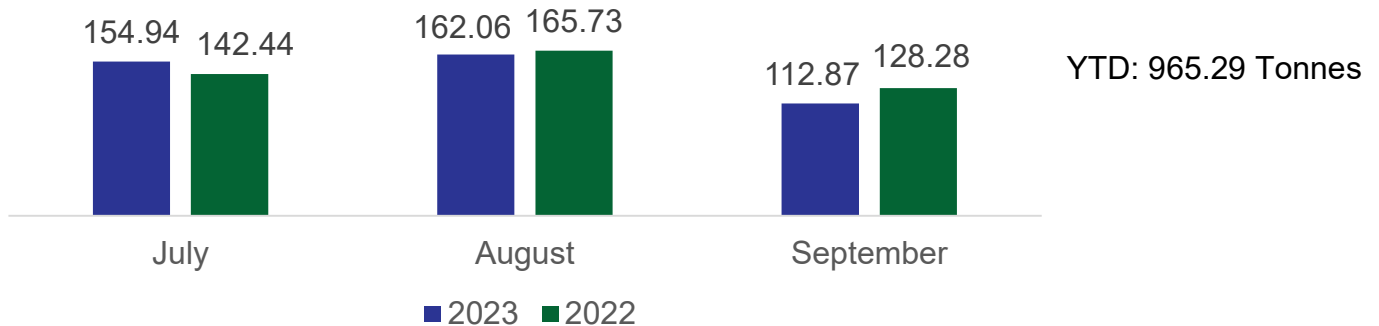
Trent Lakes Fire Rescue Service Pins	
<b>40 YEARS</b>	Ken Warren Kathy Warren
<b>35 YEARS</b>	Yettie Ireland
<b>30 YEARS</b>	Sheila Asling Craig Burk Glen Gillam
<b>25 YEARS</b>	Steve Brockbank Glen Gillam
<b>20 YEARS</b>	Steve Brockbank Wes Lake
<b>15 YEARS</b>	Josh Bales Brian O'Neill Joe Staszewski Pierre Stewart Don Reesor
<b>10 YEARS</b>	John Harvey Brian O'Neill Shawn Saxby Pierre Stewart Steve Winter
<b>5 YEARS</b>	Tyler Carley Dylan Cosh Jay Davidson Adam Freeman Shaun Moore Joanne O'Heron James Robertson

# Public Works and Waste Management

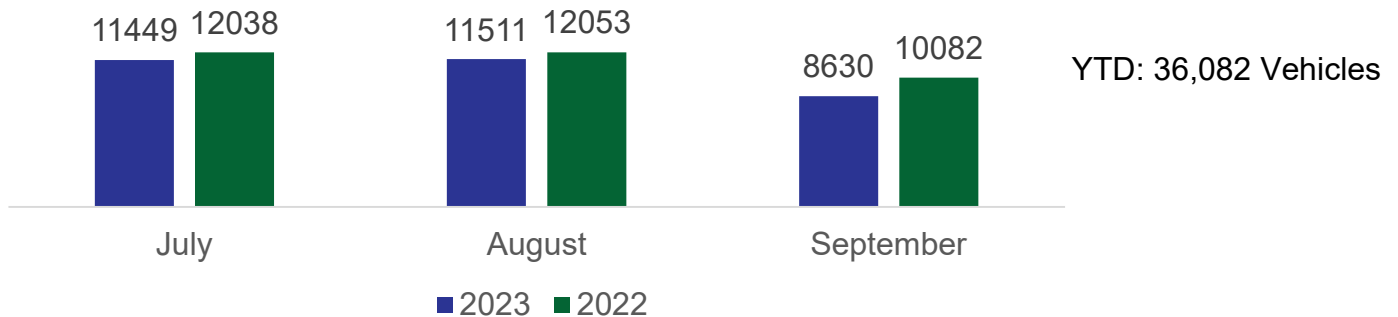


## Waste Management

Garbage Quantities (in Tonnes)



Vehicle Counts



## 2023 Recycling Events Update

- Confidential paper shredding event at the Bobcaygeon Transfer Station on August 12.
- Bulky/hard plastic recycling program successful and wrapping up for the winter.
- Household Hazardous Waste collection wrapped up for the year.
- Sold an additional 51 Food Cyclers.
- Mattress collection event held September 13<sup>th</sup> – 17<sup>th</sup> at the Buckhorn Transfer Station.
  - 113 mattresses were collected.



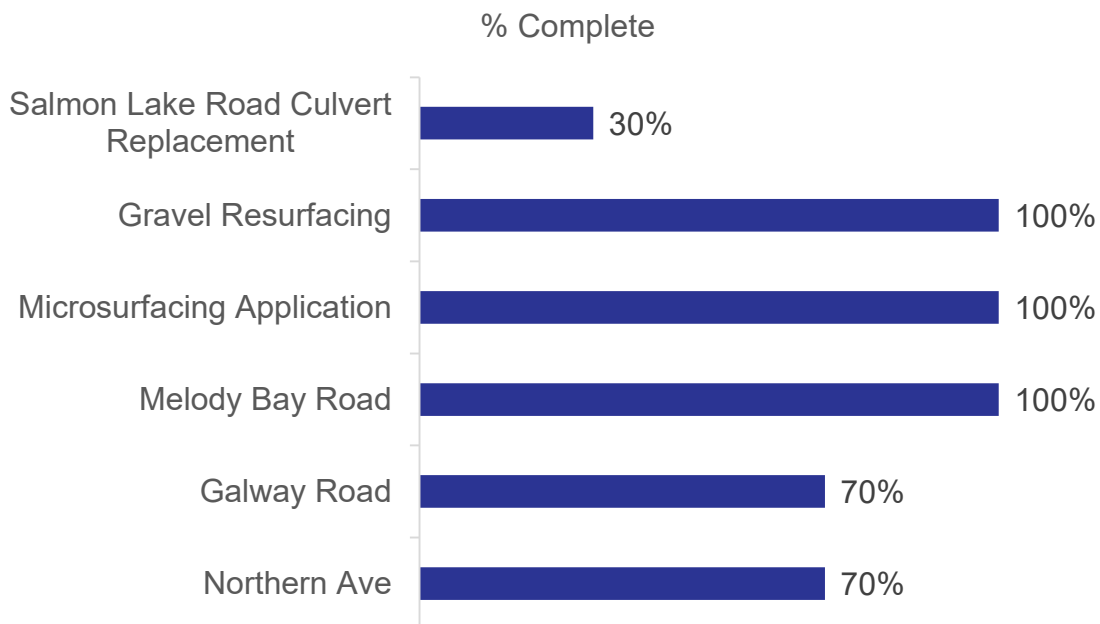
## Engineering and Design

- Dedicated Mechanics Facility Project:
  - Construction Tender Closed and Awarded at August 8 Council Meeting.
  - Contract Administration and Site Inspection RFP awarded.
  - Construction commenced on new Facility.
- Roads Need Study underway:
  - Traffic Counts Completed.
  - Draft Report reviewed.
- Melody Bay Road Hot-Mix asphalt completed.
- Tender for Buckhorn Fire Hall and Public Works Depot replacement design released.

## Operations

- Roadside brushing and mowing.
- Delivery of new Tandem Plow Truck.
- Completed grading of gravel roads and calcium chloride application.
- Ditching for capital projects.
- Completed re-gravelling work on scheduled roads.
- Tree removal on various municipal roads.
- Cold mix patching on surface treated roads, where necessary.

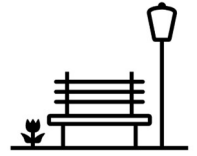
## Capital Projects and Road Work



### **Public Works Successes:**

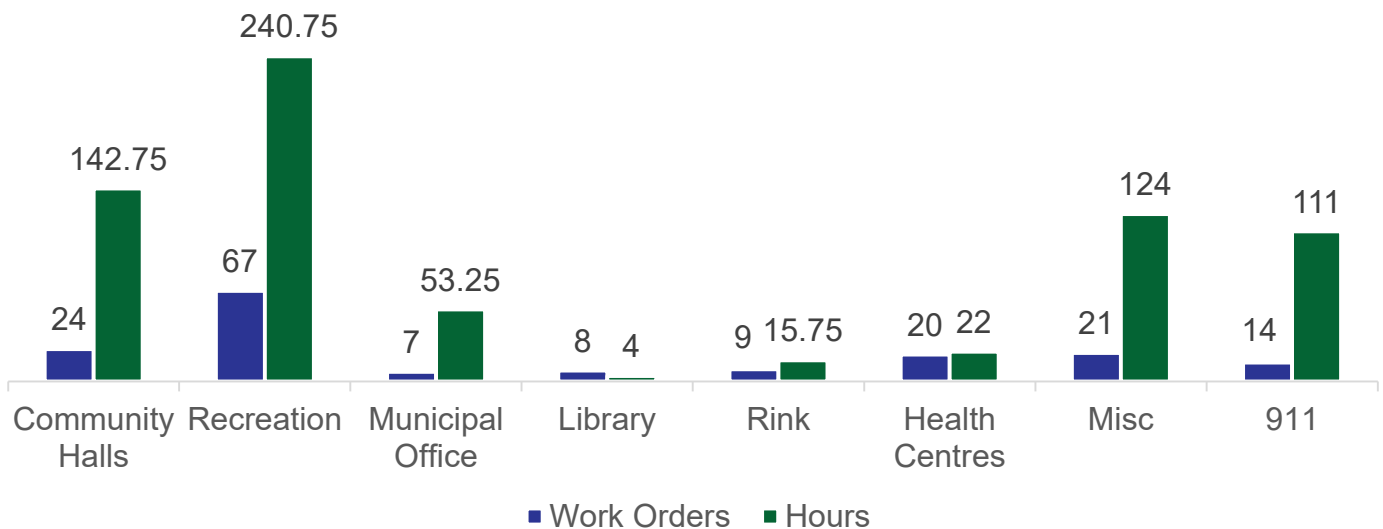
- Successfully transitioned to new Supervisor of Waste.
- Awarded New Dedicated Mechanic Facility to MVW Construction.
  - Contract Administration and Site Inspection awarded to the Greer Galloway Group Inc.

## Recreation and Facilities



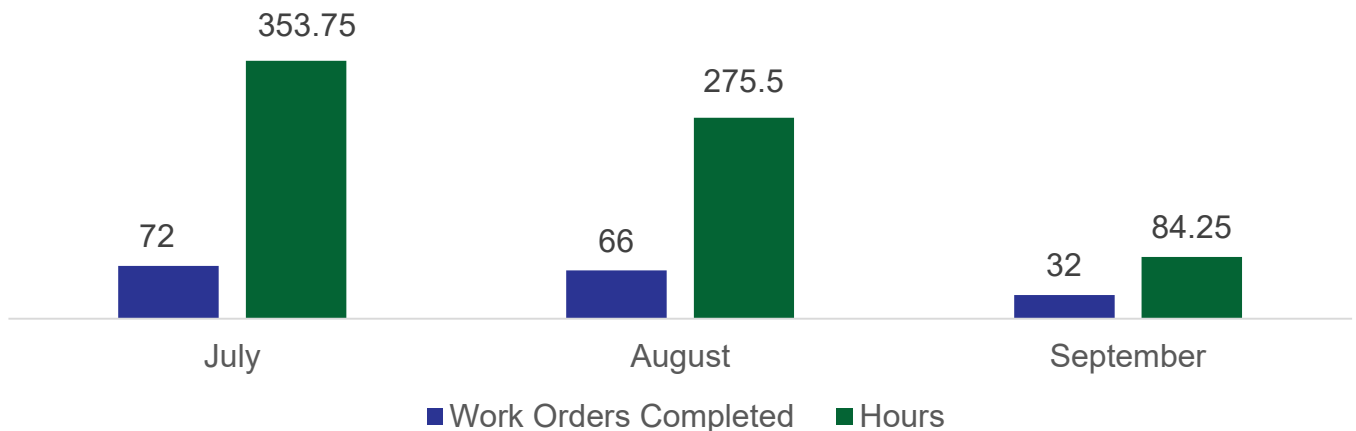
### Work Orders – Completed

Distribution of Work Orders

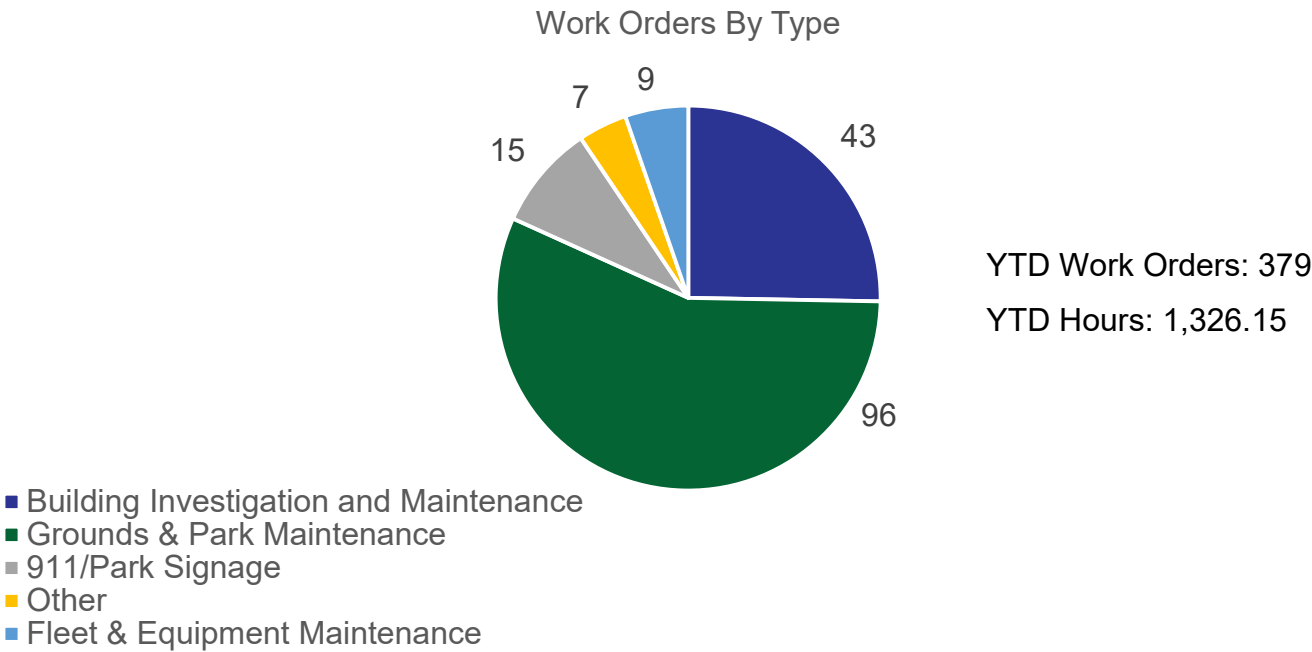


### Work Orders – Distribution

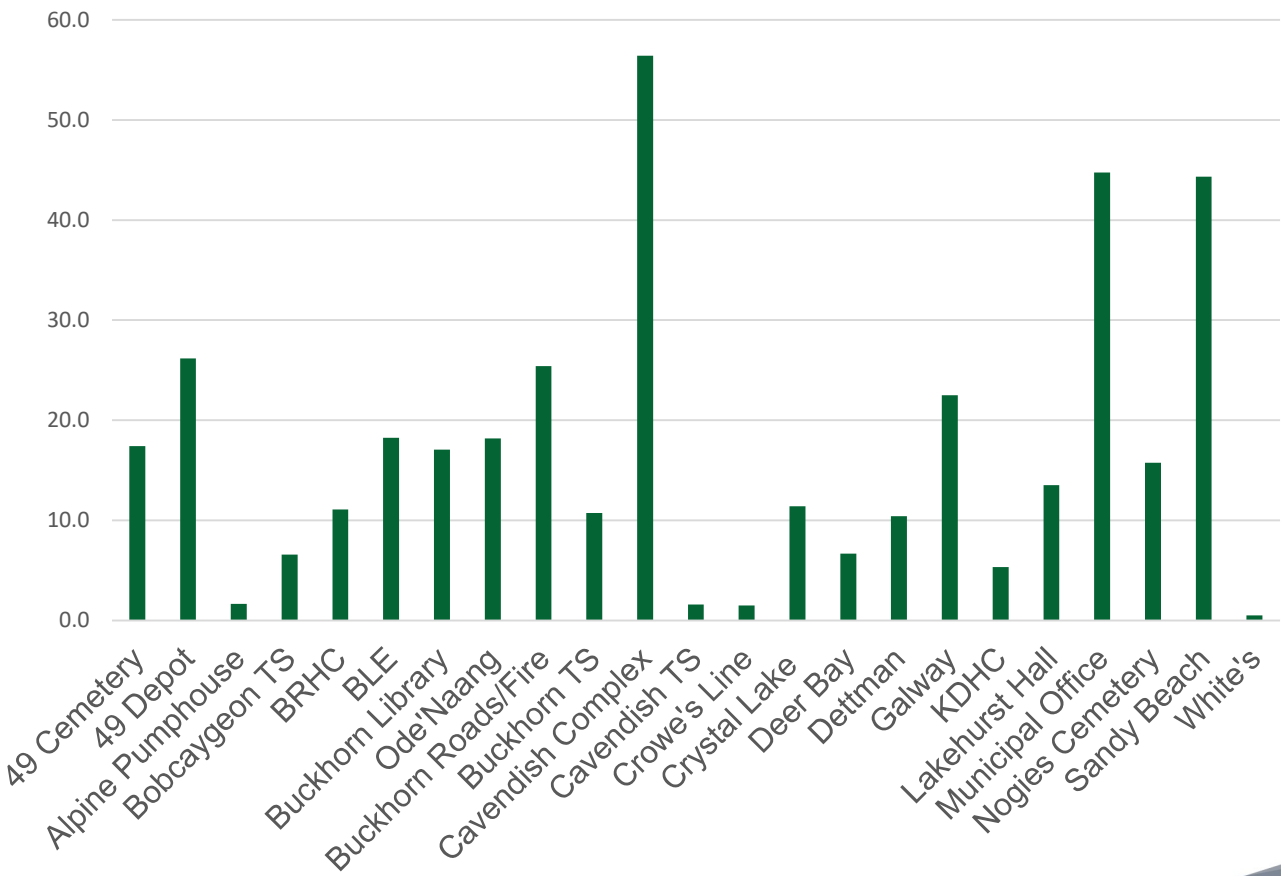
Work Orders and Hours



### Work Order – By Type



Hours Of Grass Cutting By Site 2023





### **Recreation and Facilities Successes:**

- We have begun the kitchen renovation at the Galway Hall, scheduled to be completed in December 2023.
- Began beautification project of Sandy Lake Cemetery Columbarium - scheduled to be completed October 2023, includes garden and brickwork.
- Armour stone retaining walls installed at Cavendish Community Centre ahead of brick work to be completed.
- Brickwork installed around Cavendish Bike Repair Station.
- Municipal Office Furnace Upgrades.
- Self-Watering baskets were a big success, new method of transportation developed to protect plants in infancy.

## Green Initiatives

Exploring possibility of enacting an Environmental Advisory Committee.



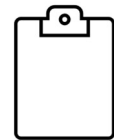
Upgraded Municipal office furnace (no more oil).



Self-watering flower baskets active throughout Buckhorn.



Rearranged transfer station and waste management staff schedules to reduce travel time and site visit redundancies.



Successfully completed several waste diversion programs including HHW, organics, yard waste, tires, electronics, textiles, and mattresses.





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