



Municipality of Trent Lakes

2025

Q1

Report Card

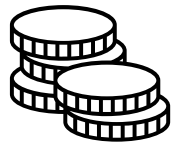
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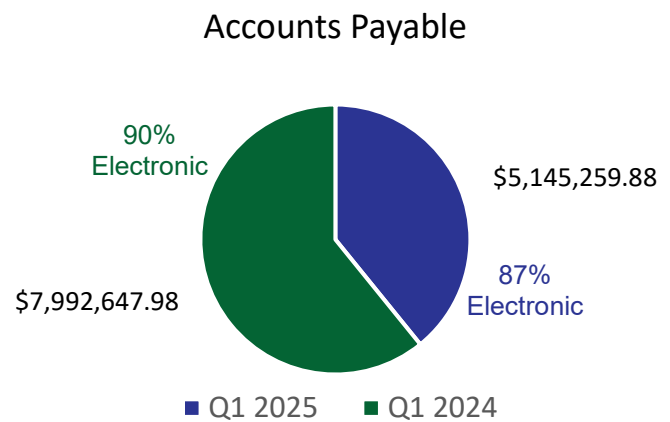
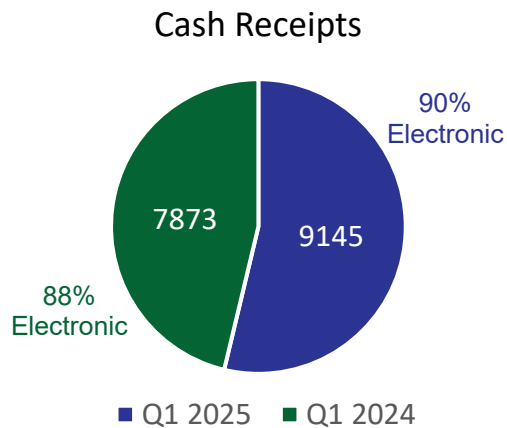
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Administration

Finance



Payments



Budget Expenditure to **March 31, 2025:**

= 16.32%

Budget Expenditure to **March 31, 2024:**

= 19.40%

Finance/Administration successes:

- Completion of 2025 budget and 2024 financial audit.
- Provided an update to Council on all Strategic Plans.
- 7,656 Interim tax bills produced and mailed.

Purchasing

Throughout Q1, 2025, there were no purchasing awards made.

Corporate Services

Corporate Services by the numbers:

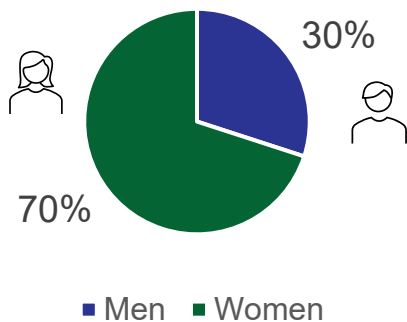
	Q1 2025	Q1 2024	2025 YTD	2024 YTD
Commissioning	2	6	2	6
Reports to Council	11	8	11	8
Shoreline Road Allowance Applications	0	1	0	1
Applications for Municipal Land	1	1	1	1
Procurements	0	1	0	1
FOI Requests	0	0	0	0
Lottery Licences	2	0	2	0
Civil Ceremonies	1	1	1	1
Marriage Licences	0	2	0	2

Corporate Services successes:

- Mid-Term Procedure By-law review presented to Council.
- Privacy Breach Policy adopted.
- Finalization of Short-Term Rental Accommodation Registration By-law.
- Review of alternative voting methods for the 2026 municipal election.

Communications – Social Media

Current Audience by Gender



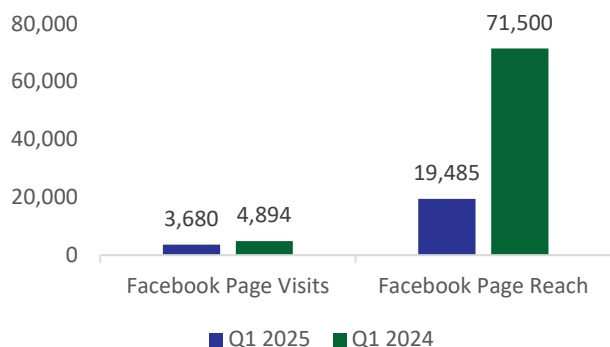
Q1 2025 Social Media Followers
4,369

Q1 2024 Social Media Followers
4,059

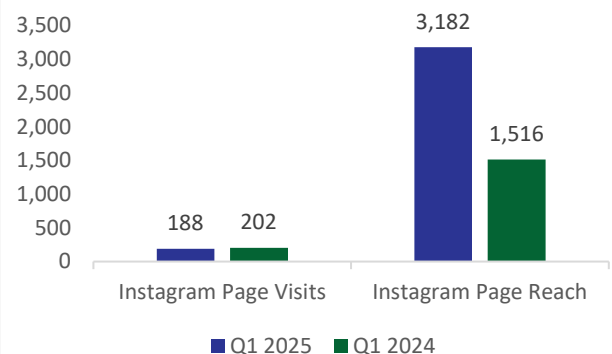
Posts with Most Reach in Q1 2025:

- Transfer Stations Closed (Ice Storm) – **10.3K**
- March 31 Ice Storm Update – **7.7K**
- Ice Storm Office Closure – **6.3K**
- Short Term Rental Registration Program Launch – **5.7K**
- Significant Weather Event Ended – **5.3K**

Facebook Engagement



Instagram Engagement



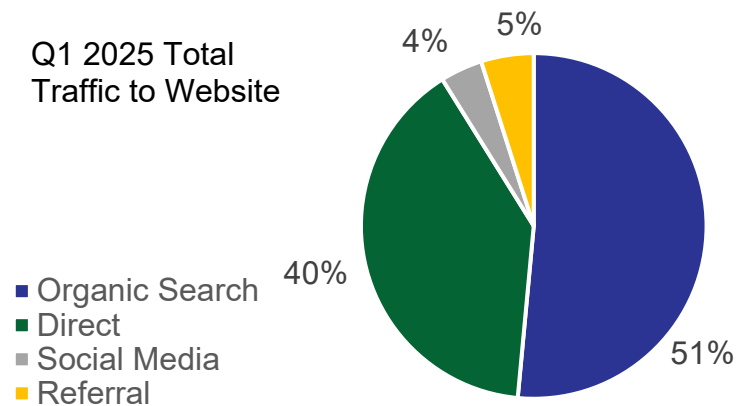
Communications – Website

Top 10 viewed pages on www.trentlakes.ca for Q1, 2025:

Website Page	# of Views
Home	19,375
Calendar	6,742
Careers & Volunteering	3,503
Transfer Stations	1,356
Short Term Rentals	1,052
Contact Us	854
Burn Permit Form	792
Outdoor Arenas and Rinks	615
Zoning	593
Tax Information	533



Q1 2025 Total
Traffic to Website



Q1 2025 Top Pages	Q1 2025 Total Views	Q1 2024 Top Pages	Q1 2024 Total Views
Home	19,375	Home	11,014
Calendar	6,742	Careers & Volunteering	4,106
Careers & Volunteering	3,503	Calendar	2,502
Transfer Stations	1,356	Transfer Stations	1,989
Short Term Rentals	1,052	Contact Us	1,351
Contact Us	854	Burn Permits	1,266
Burn Permit Form	792	Burn Permit Form	1,110
Outdoor Arenas and Rinks	615	Zoning	823
Zoning	593	Medical Centres	670
Tax Information	533	Tax Information	657

Communications – News

Monthly Municipal Communications Overview:

January

- Community Futures Peterborough Launches Free Workshop Series, Entrepreneurship 101
- By-law Public Notice - January 14, 2025
- Comment Period Now Open for Peterborough County Official Plan
- Tourism Partners Invited to Cultural Training Session with Curve Lake First Nation
- Employment Opportunities with the Municipality of Trent Lakes - January 2025
- Protecting Against Avian Influenza
- Peterborough County Hosts 1st Local Municipal Job Fair for Students

February

- RTO8 Launches Tourism Partnership Funding Program
- Notice of Public Open House and Meeting for Modifications to Peterborough County Official Plan
- Q4 2024 Report Card now Available
- Family Day Holiday 2025
- 2025 Interim Tax Bills Mailed
- Significant Weather Event Declared - February 12, 2025
- Municipal Office Closure - February 13, 2025

March

- Trent Lakes Launches Mandatory Registration Program for Short-Term Rental Accommodation Owners
- Load Restrictions in Effect - March 10, 2025
- Tourism Talks Roundtable Series Continues in North Kawartha and Curve Lake First Nation
- Peterborough County/City Paramedics to Implement new 9-1-1 System
- Peterborough County Tariff Response: A Message from Warden Clark
- Youth Encouraged to Apply to Summer Company Program
- Public Notice - March 14, 2025
- Public Notice - March 14, 2025 (2)
- Flood Outlook - March 14, 2025
- Curve Lake First Nation and Trent Lakes Municipality Asking Residents to “Give an Hour for Earth”
- Starter Company Plus Now Accepting Applications to Help Entrepreneurs Launch Their Businesses
- Flood Warning - March 28, 2025
- Significant Weather Event Declared
- Municipal Office Closed - March 31, 2025
- Ice Storm Update – March 31 at 11:00am

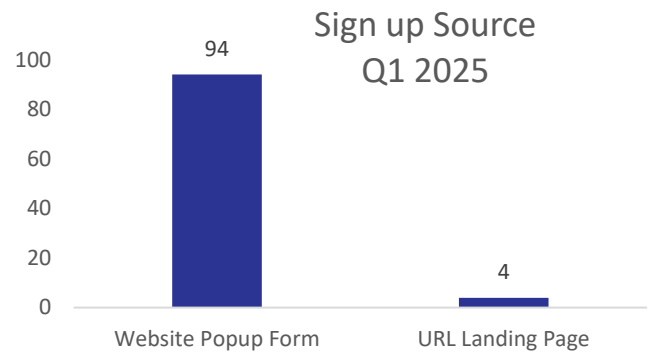
Communications – Newsletter

Q1 subscriptions

98

Total Subscribers as
of March 31, 2025

1,286



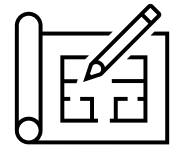
Month	Total Opens	Unique Opens	Total Link Clicks	Unique Link Clicks
January	1,113	551	327	184
February	499	306	348	183
March	1,205	533	367	144

Hot Topics (Includes clicks from all Q1 2025 Newsletters)	Total Link Clicks
Council Meetings – Agendas and Minutes	205
Careers and Volunteering	101
Weather Alert Resources	94
Community Calendar	92
STR Mandatory Registration	91
Council Video Recordings	53

Communications/Economic Development successes:

- New website launched March 25, 2025.
- Collaboration with Curve Lake First Nation to promote Earth Hour activities.
- Begun brand implementation across print and online materials.

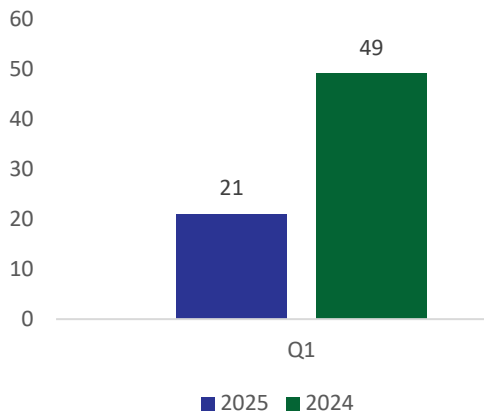
Building, Planning & By-law



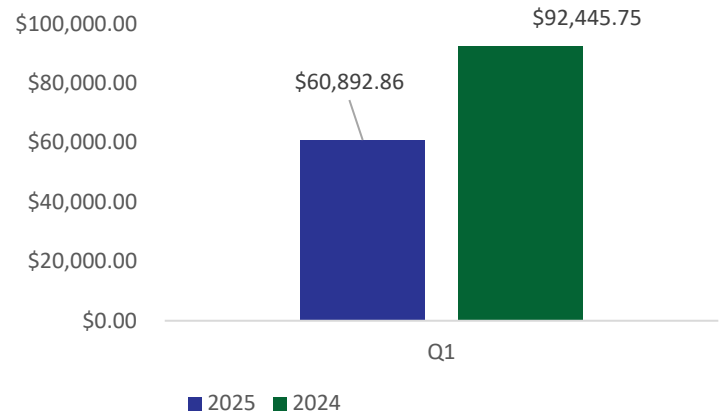
Building

Permits

Permits Issued



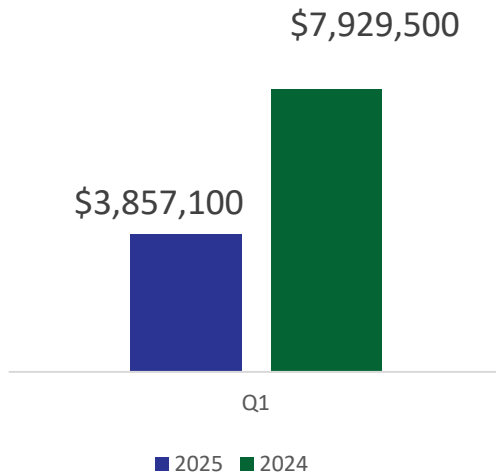
Permit Fees Collected



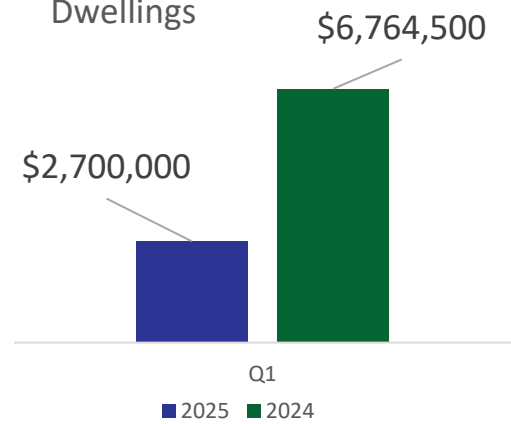
Q1 2025 Amount	
45	Permits waiting for further information from property owner
3	Permits in abandoned state given notice of rejection
2	Permits awaiting planning approval for further processing
3	Permits waiting plans review
5	Permits waiting for payment to be issued

	Q1 2025	Q1 2024	Year to Date
Septic Permits Issued	19	N/A	19
Septic Fees Collected	\$19,400	N/A	\$19,400

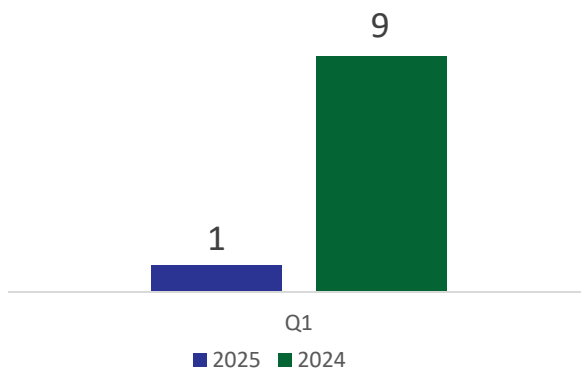
Construction Value



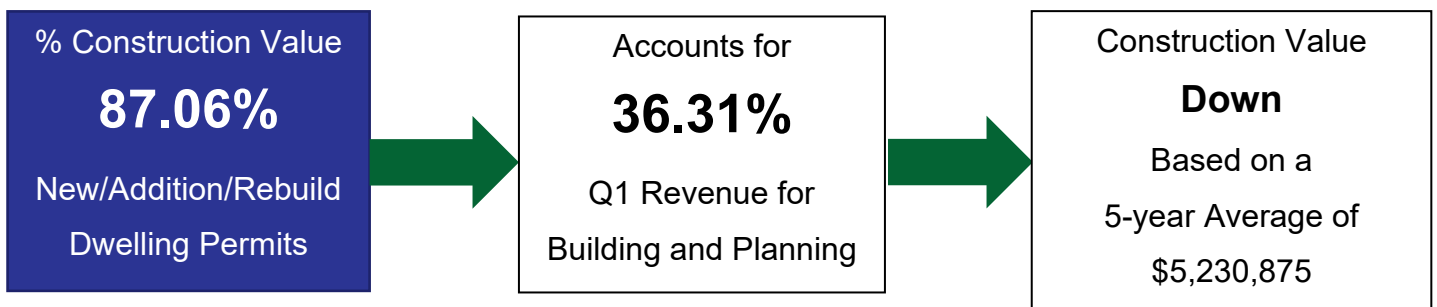
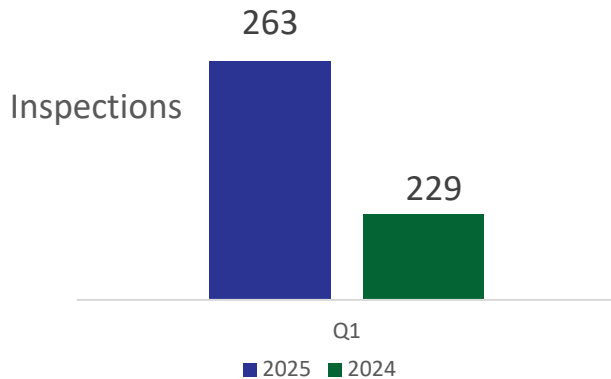
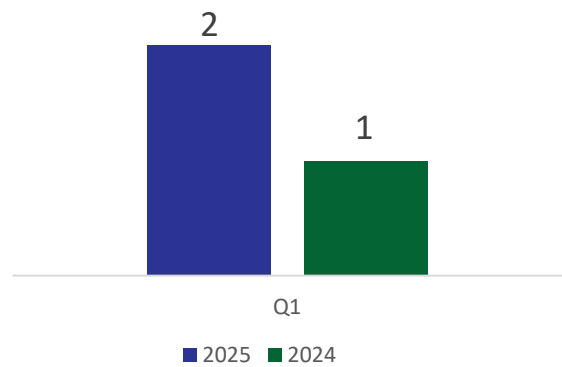
Construction Value For Dwellings



New Dwellings (Development Fees)

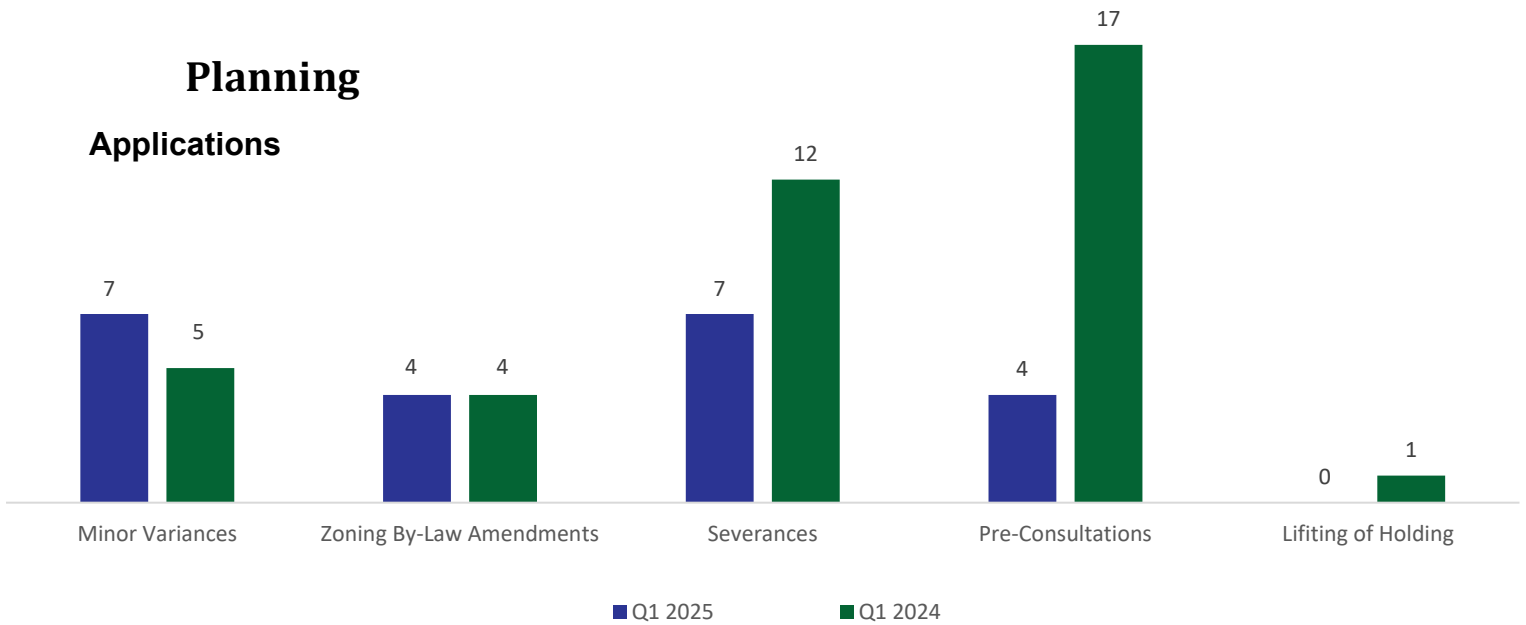


Replacement Dwellings



Planning

Applications



Official Plan Amendments passed: 2 – No. 55 and No. 61

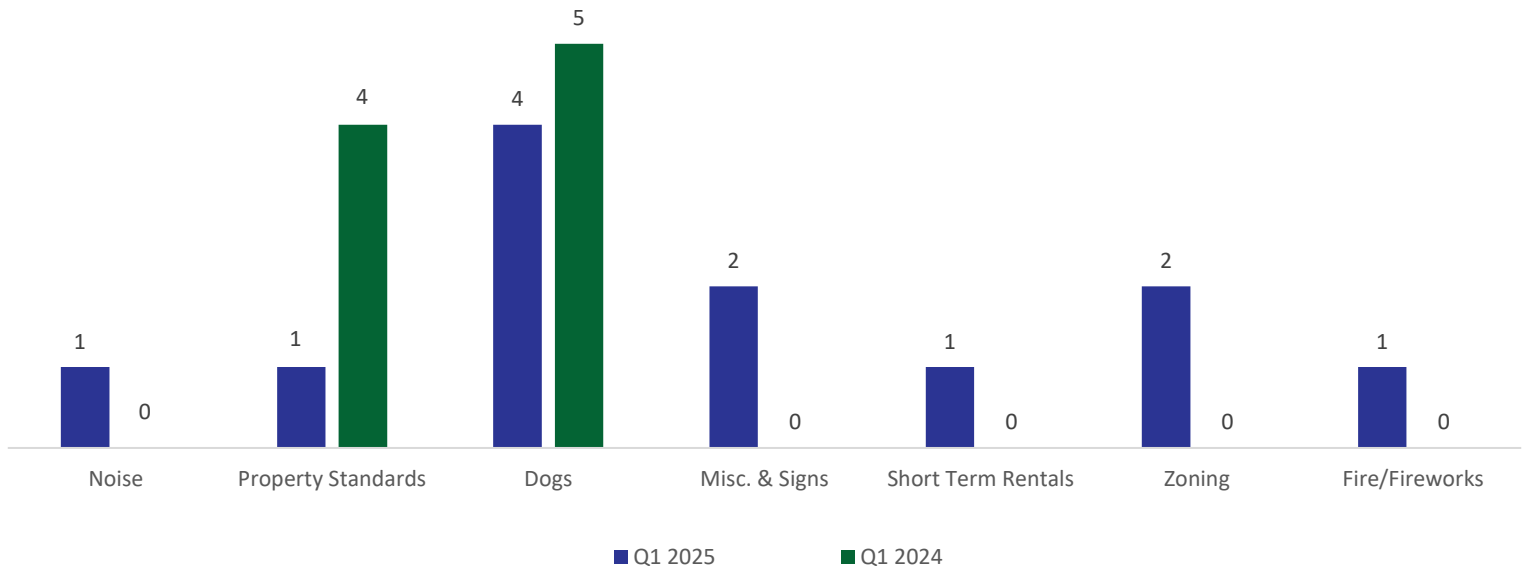
Zoning By-law Amendments in process: 4

Zoning By-law Amendments to be reviewed: 0

Number of submissions through Land Use Inquiry form: 26

By-law

By-law Complaints Received



Current active By-law investigations: 4

AMPS Penalties Current Quarter: None.

Maxama Current Quarter: None.

Short-Term Rental Accommodation Registration

Q1 2025 Amount	
15	Applications Received
4	Applications waiting for further information from property owner
11	Properties Registered

Building, Planning and By-law successes:

- Short-Term Rental Accommodation Registration By-law was brought to Council for approval and passed on March 4. Staff then began registering properties in Trent Lakes.
- Parking Administrative Monetary Penalty System By-law brought to Council for approval and passed February 4 and amended on March 18.
- Granite Ridge Phase II Zoning By-law was brought to Council for approval and passed on March 18.

Fire & Emergency

Incidents - By Type

Total incidents January - March

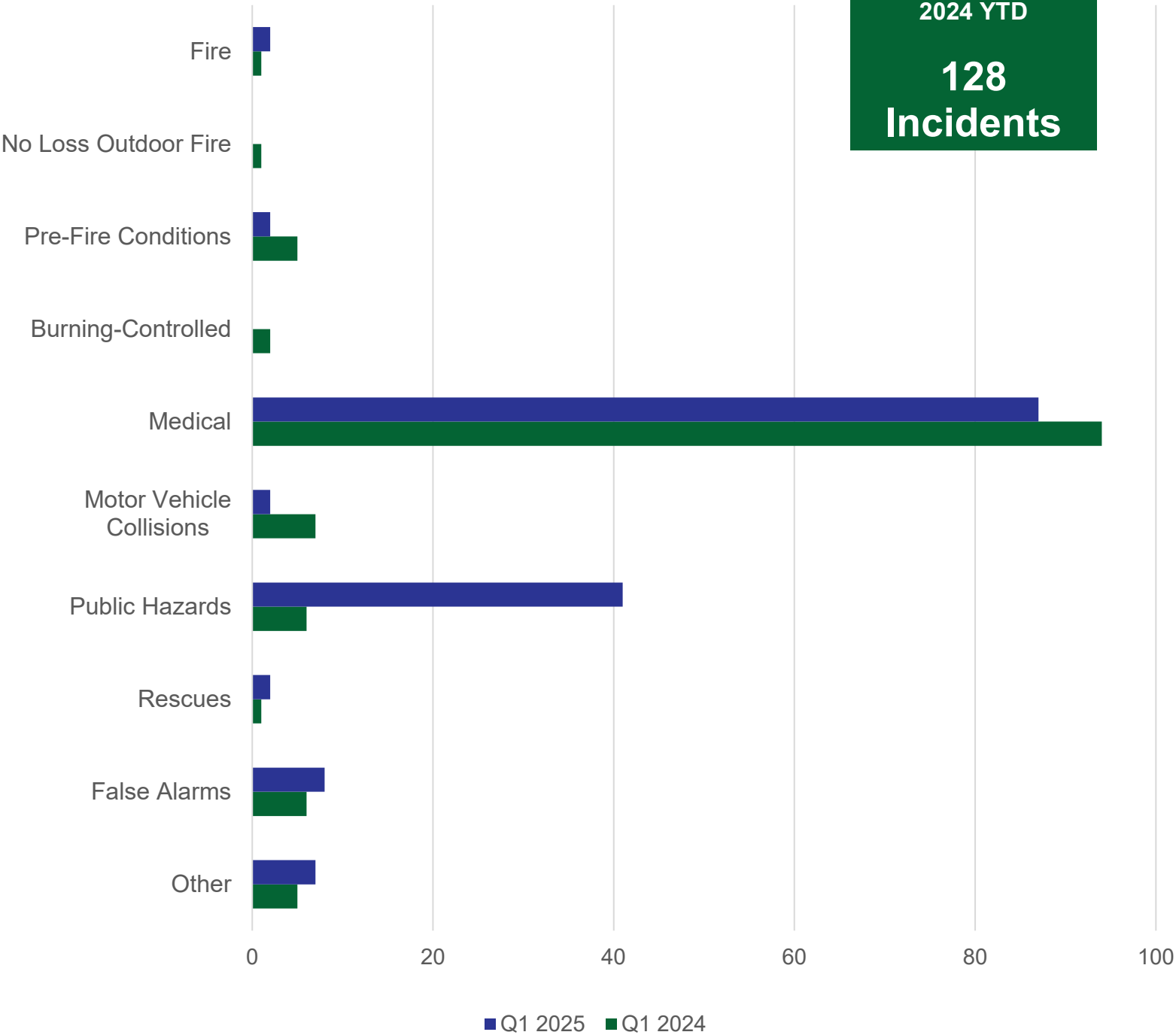


2025 YTD

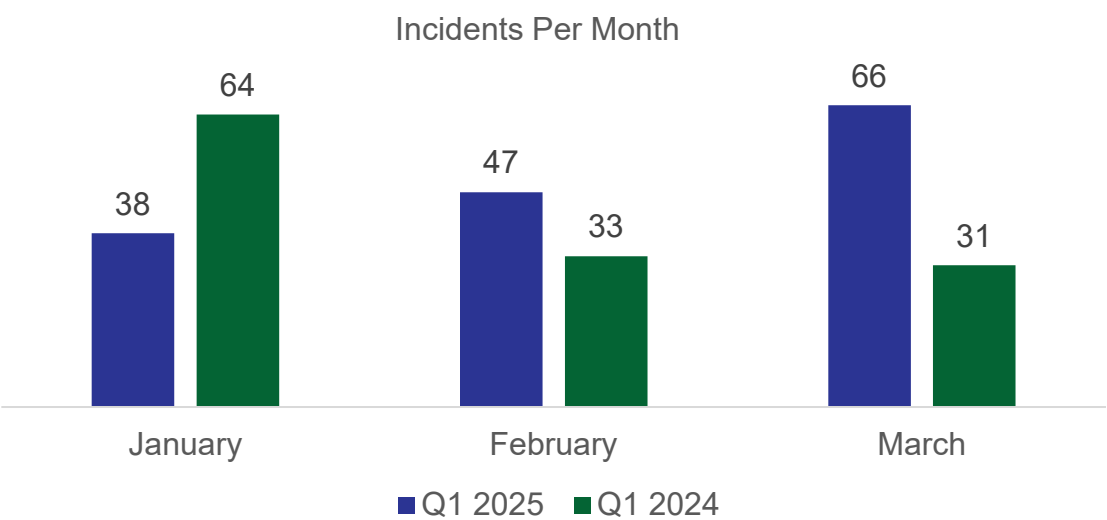
151
Incidents

2024 YTD

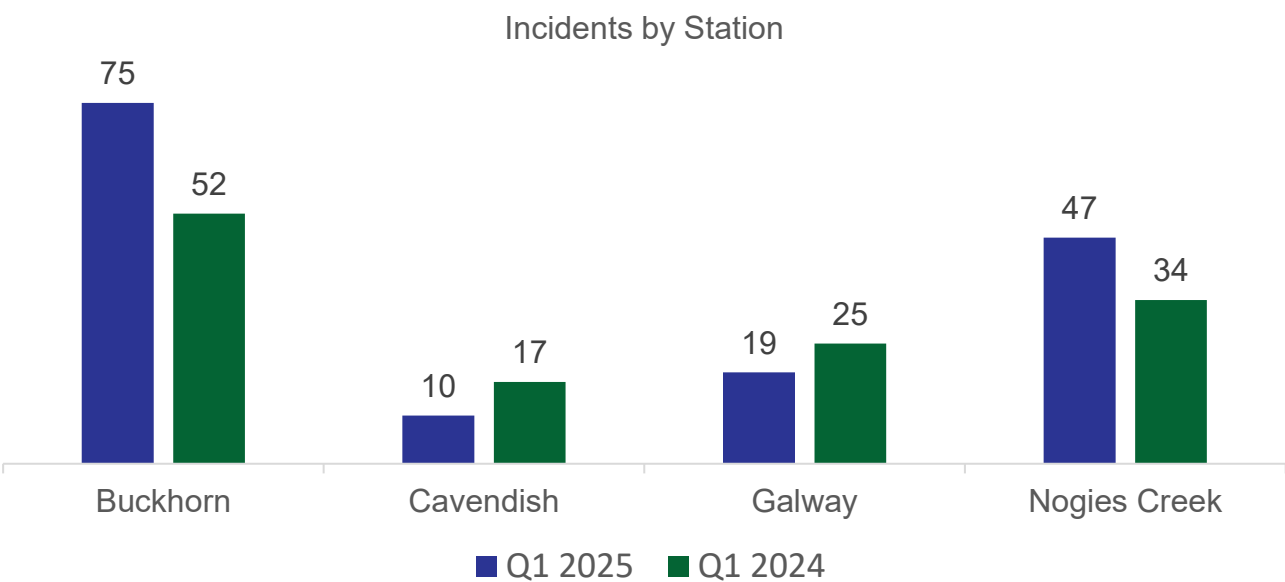
128
Incidents



Incidents – By Month

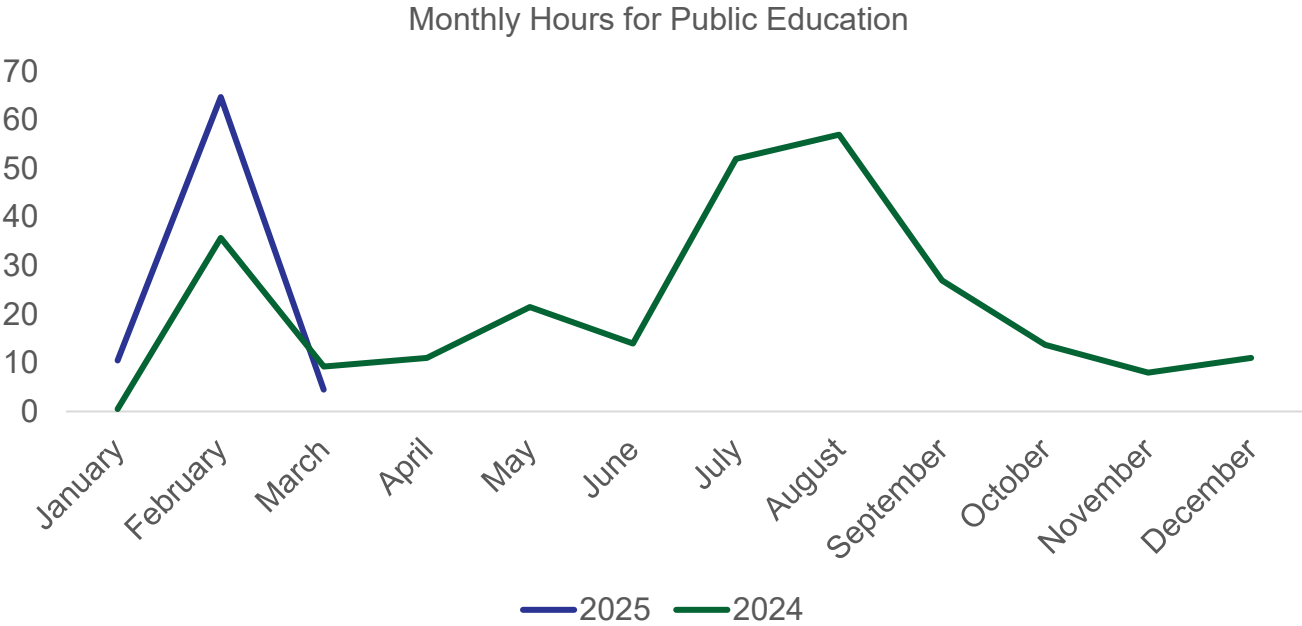
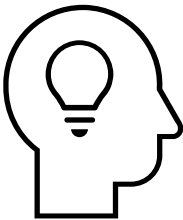


Incidents – By Station



Hours

Public Education



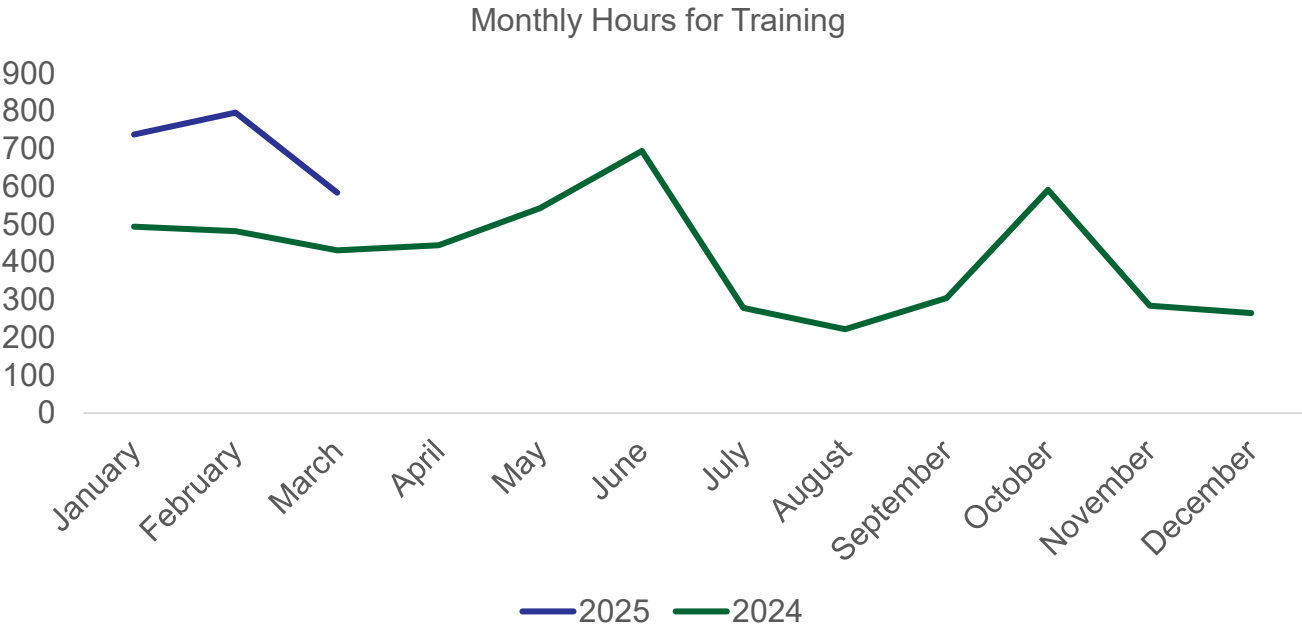
Public Education Ages	Amount Current Quarter	Amount Last Year's Quarter
0-14	322	393
15-64	119	92
65+	25	20

Training

2025 YTD
2,117
hours

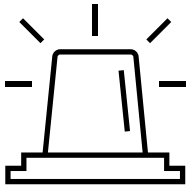


2024 YTD
1,407
hours



Incidents

2025 YTD
**1,261
hours**



2024 YTD
**1,068.5
hours**



Fire Prevention

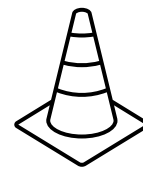
	Q1 2025	Q1 2024
Large Burn Requests	6	5
Residential Fire Safety Inspections	5	2
Residential Fire Safety Re-Inspections	0	0
Commercial Fire Safety Inspections	2	0
Commercial Fire Safety Re-Inspections	1	2
Pre-incident Plans	1	2

Burn Permits

Month	Amount Current Quarter	Amount Last Year's Quarter
January	109	70
February	50	114
March	134	259

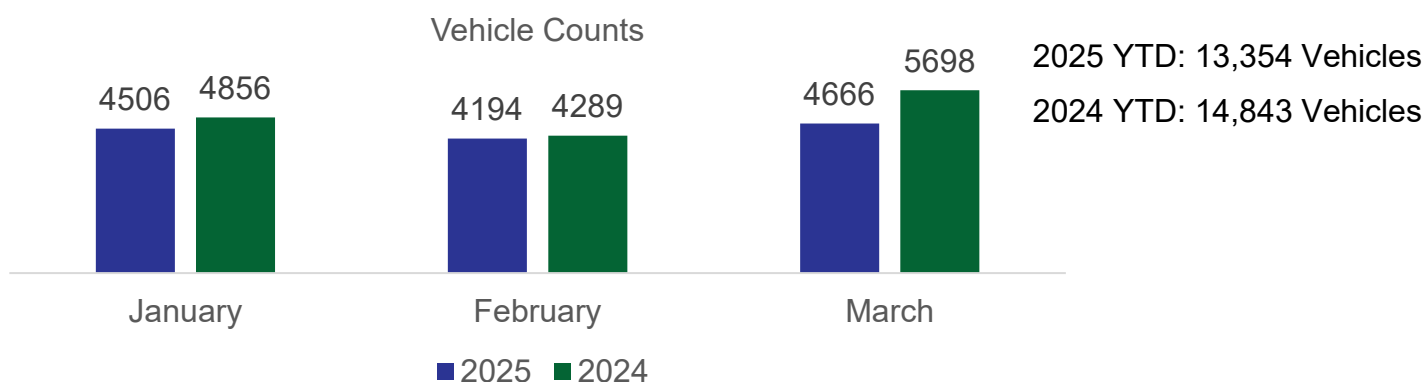
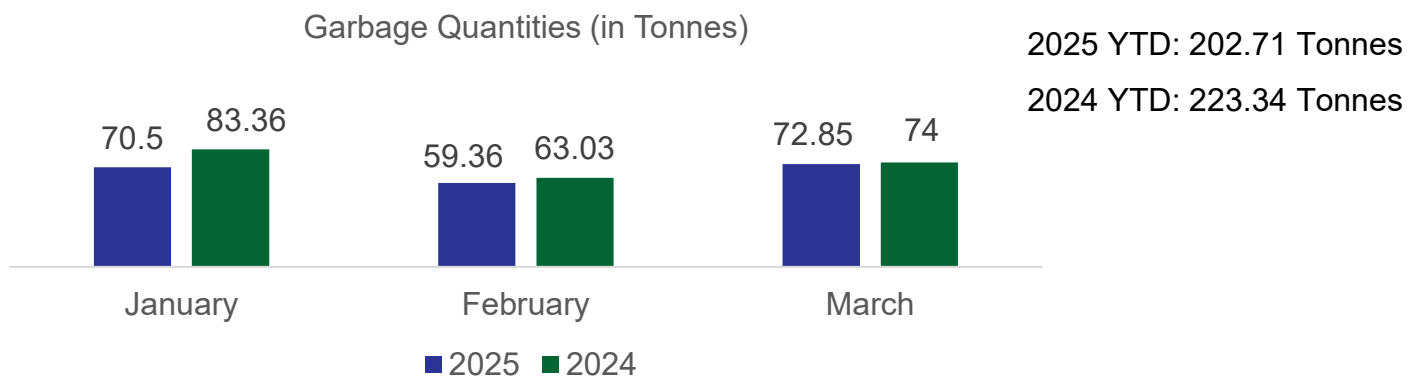
Fire successes:

- 8 Firefighters passed our NFPA 1041 Level 1 (Instructor 1).
- Trent Lakes Fire Rescue was approved for a Fire Protection Grant in the amount of \$32,921.80 that focuses on cancer prevention personal protective equipment and decontamination along with and minor technology infrastructure updates for our department.



Public Works and Waste Management

Waste Management



Engineering and Design Updates:

- Finalized design for Buckhorn Fire Hall and Public Works Depot.
- Tender posted for 2025 capital projects including hot-mix asphalt and surface treatment (co-operative with Peterborough County).

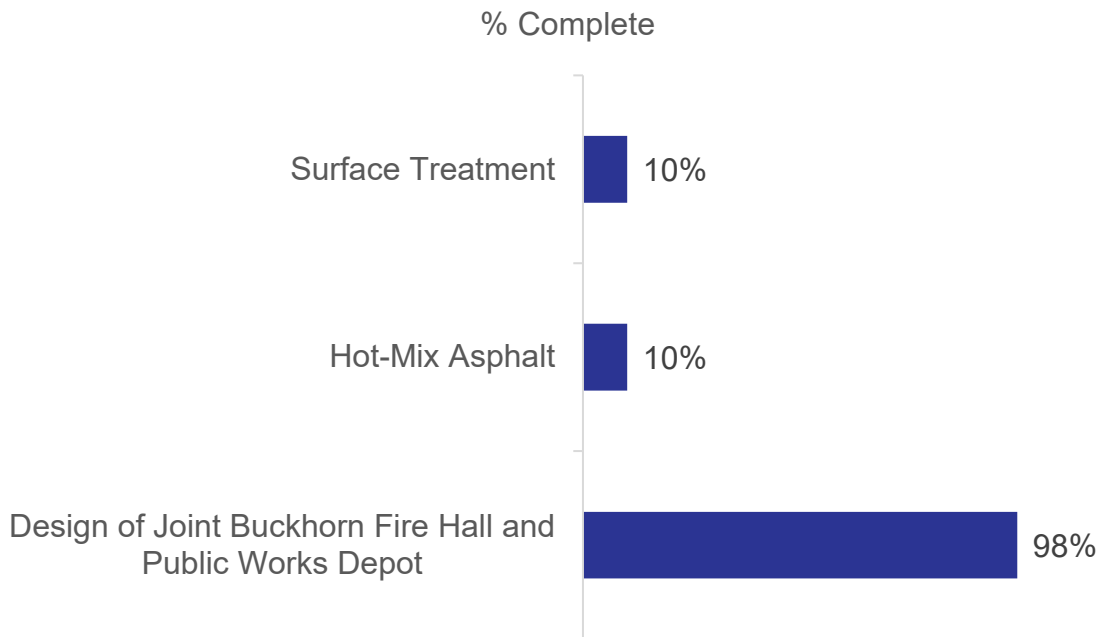
Operation Updates:

- Hired two staff members for the Seasonal Transfer Station Attendant position.
- New Operator started for roads.
- Hired Seasonal Labourer for roads.

Recycling Events/Waste Management Updates:

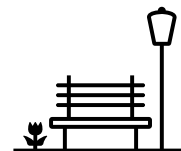
- Council Approval of Plastic Boat Wrap Diversion Program.
- Preparation for the collection of non-eligible sources of blue box material begun.

Capital Projects and Road Work



Public Works successes:

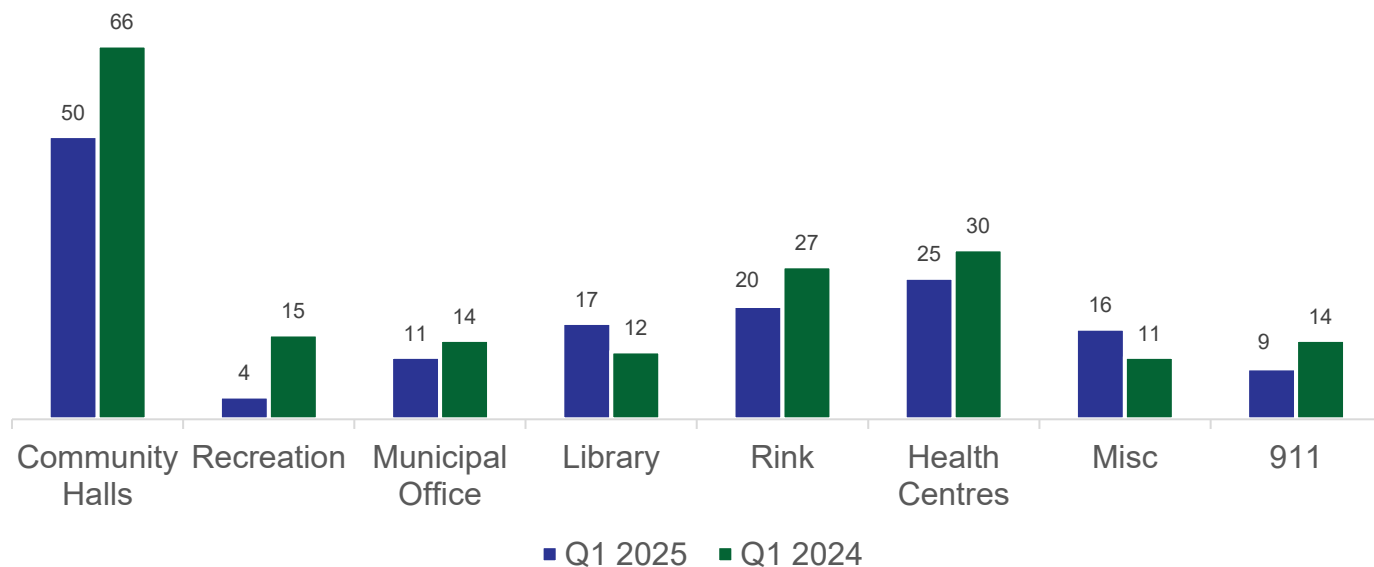
- Received delivery of new Tandem Snowplow.
- Awarded 12 private road associations with grants for \$2,500 toward road maintenance.
- Continuing to move into new Dedicated Mechanics Facility.



Recreation and Facilities

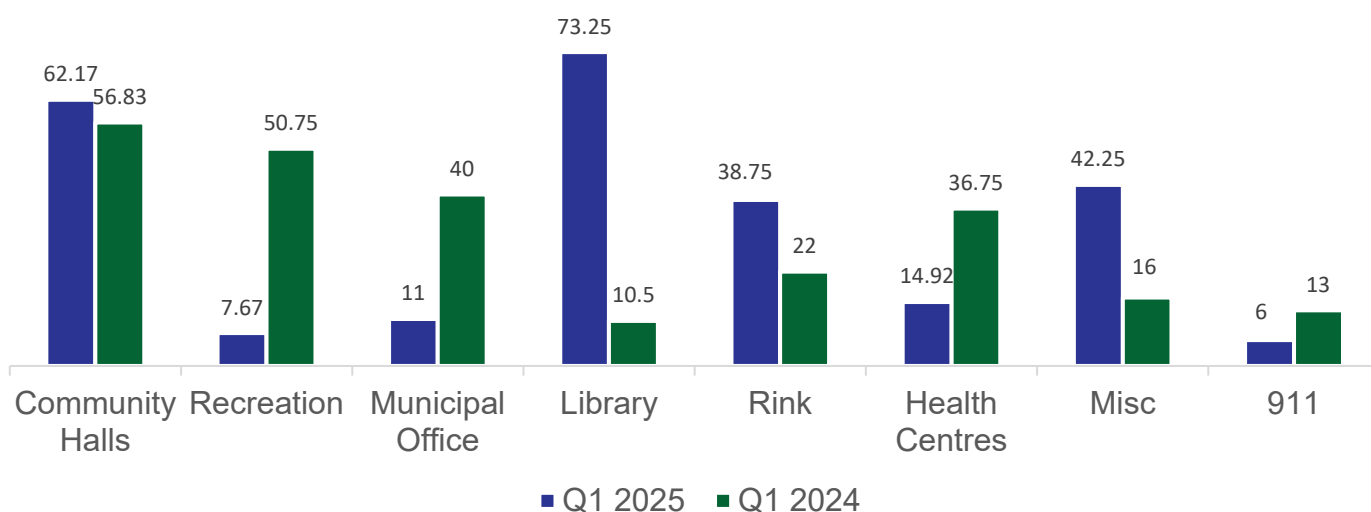
Work Orders – Completed

Number of Work Orders Completed



Work Orders – Hours Distribution

Hours of Work Orders Completed



Recreation and Facilities successes:

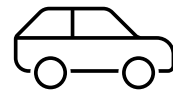
- Hiring process completed successfully for summer staff.
- Completed some ORFA courses on ice maintenance as well as peer to peer training with Selwyn Township.

Green Initiatives

- 14 surplus items were sold on GovDeals, which is an alternative to putting surplus items in the landfill and allows them to be sold to willing buyers to repurpose.



- Trent Lakes Fire Rescue in-house courses reduced fuel consumption and distance travelled by our apparatus by 7,500 kilometers from January to March.



- Prepared for 2025 diversion programs – Bulky plastics, organics, marine plastic, mattress events, etc.



- Research and proposal completed for the installation of underground organic collection containers at the Bobcaygeon Transfer Station.



Plan Updates

Community Strategic Plan

Goal 1: To Have the Best Policies in Place to Streamline Municipal Processes		
Policies		
Establish clear policies and processes for building and planning.	Building & Planning	Complete
Establish consistent public policy planning to make it easier for residents and potential business owners to better understand and follow through on development.	Building & Planning/EDO	In progress
Implement the Short-Term Rental Licensing Plan.	Building & Planning/CAO	Complete
Investigate the need for a heritage policy	Planning	Complete
Reviews		
Complete a service-level review for the Fire Department.	Fire	Scheduled 2026
Review the zoning by-law	Building & Planning	In progress
Review the Purchasing Policy	CS	Complete
Goal 3: To Better Communicate the Vision of Trent Lakes		
Rebrand the Municipality to improve the perception of Trent Lakes	EDO	Complete

Economic Development, Tourism, and Recovery Strategic Plan

Action	Lead	Progress
Goal 1: To Improve the Commercial Core of Buckhorn to Better Support Residents and Visitors		
IMPROVING BUCKHORN		
Implement signage specific to public parking locations in Buckhorn designated for public parking and perform winter maintenance on lots to promote Buckhorn as all season and open for business.	Recreation and Facilities/EDO	In progress
Promote the Community Improvement Plan (CIP) to the business community in Buckhorn to encourage businesses and private property owners within the CIP area to take advantage of the incentives being offered by the Municipality.	EDO/ Business & Planning	In progress
Develop a marketing plan to support existing businesses and attract new businesses to Buckhorn	EDO	In progress
Goal 2: To Be a Four-Season Tourism Destination		
ENHANCING THE VISITOR EXPERIENCE		
Continue to work closely with the Buckhorn District Tourist Association to ensure that the essential visitors services continue to be delivered and that there is no duplication of services.	EDO/BDTA	Ongoing
Continue to support the Tourism Information and Welcome Centre in Buckhorn and to work closely with the coordinated efforts of the Buckhorn District Tourist Association, Peterborough & The Kawarthas Chamber of Commerce, and the Peterborough & The Kawarthas Economic Development.	EDO	Ongoing

Goal 3: To Develop a Business-Friendly Municipality		
SUPPORTING LOCAL BUSINESS		
<p>Relook at existing Economic Development Advisory Committee Terms of Reference and update, if required:</p> <p>a. Clarify the roles and responsibilities of the Committee and clearly delineate the roles and responsibilities of the Committee vs the Economic Development Officer.</p> <p>b. Develop criteria for the members to ensure that the right people are represented on the committee.</p>	CS EDO	Complete
Support the Eastern Ontario Regional Network (EORN) and continue to push for improved internet connectivity throughout Trent Lakes.	EDO	Ongoing
Establish a formal Business Visitation Program. Build on-going relationships with the local business community to understand their issues and future plans.	EDO	In progress
Goal 4: To Building a Community Through Cohesiveness		
BUILDING PARTNERSHIPS TO SUPPORT BUSINESS		
Continue to support the Future Ready 2020-2024 Progress Report that was completed by the Peterborough & The Kawarthas Economic Development. a. Continue to engage in their Economic Development Officer roundtable meetings.	EDO	Ongoing
Continue to work in partnership with the local Community Futures Development Corporation (CFDC). a. Take a more active role in keeping the Trent Lakes businesses apprised of the services and funding that the CFDC offers.	EDO	Ongoing
Through the business visitation program identify those Trent Lakes businesses that need help with succession planning and provide business names to Peterborough & The Kawarthas Economic Development.	EDO	Ongoing
Coordinate regularly scheduled roundtables meetings with local organizations (i.e., Citizens for Alternative Transportation Trent Lakes, Buckhorn District Tourist Association, BCC, etc.) to help keep everyone updated and informed of projects, grants, etc. that are relevant to Trent Lakes.	EDO	In progress

BUILDING COMMUNITY COHESIVENESS		
Identify and act on opportunities to connect all residents in the community through festivals, events, municipal communications, discussions, etc.	EDO	Ongoing
Improve the perception of Trent Lakes through improved and updated branding.	EDO	Complete

Open Spaces Master Plan

Action	Support	Progress
Add seating at Adam and Eve Rocks.		Complete
Develop Lakehurst Hall Lower Bowl and Trail Head.	LHB, Council, Planning	In progress
Formally adopt good industry standards for trail design and construction.	Federal/Provincial Parks	Complete
Establish trail maintenance best practices document.	Federal/Provincial Parks	Complete
Conduct a study to develop t18 into an accessible trail.	BCC	In progress
Develop and implement an open space promotion strategy.	EDO, Hall Boards, Ratepayer Groups	In progress
Develop and implement a signage strategy.	EDO, Hall Boards, Ratepayer Groups	In progress
Create an online trails portal.	Ptbo County, Ratepayer Groups	In progress
Develop and implement a public washroom strategy.	Ptbo County, Ratepayer Groups	Complete
Explore transitioning to ESRI for digital maintenance records to allow information to be viewed online.	Ptbo County GID Department	Complete

Internal Communications Strategy

Action	Lead	Progress
Goal 1: Help Employees be Well Informed of Municipal Services		
Create easy to access information		
Create online database of frequently asked questions by residents in each department for all staff members to access.	EDO	In Progress
Create an online document outlining organizational structure, department functions, and staff roles.	Deputy Treasurer EDO	In Progress
Improve Employees Knowledge of Municipal Functions		
Have Department Heads develop background information and key messaging for employees for large projects.	Department Heads	Ongoing
Goal 2: Increase Employees Skills for Communication in and Across Departments		
Create Best Practices for Employees		
Provide employees training in daily communications including email best practices, report writing, conflict resolution, etc.	EDO Clerk	Ongoing
Provide clear deadlines and needs for quarterly reports as far in advance as possible.	CAO EDO	Ongoing
Goal 3: Proactively Prevent Communication Issues		
Develop Tools for Risk Management		
Make cross training a priority within departments.	Department Heads	In Progress
Keep Council informed on department initiatives	Department Heads EDO	Ongoing
Goal 4: Enhance the Workplace Culture Between Office Staff and Remote Staff		
Create an Intranet all Employees can Access		
Send a monthly internal newsletter to all staff and Council with high-level updates across the Municipality.	EDO	Completed

External Communications Strategy

Introduce plain language across all communications when possible	EDO Department Heads	Ongoing
Make FAQ's easily accessible online and in print.	EDO	In Progress
List what services each department provides on the website.	EDO	In Progress
Utilize community billboards to advertise print materials. Ensure transfer station staff have print materials to hand out.	EDO Recreation and Facilities Public Works	Ongoing
Create a monthly e-newsletter highlighting the most important news.	EDO Department Leads	Completed
Actively promote signing up for the e-newsletter and website subscriptions.	EDO	Ongoing
Promote the dates of Council meetings and link to the agenda	EDO	Ongoing
Utilize stakeholder connections and Council's network to reach those without access to the internet and/or social media.	EDO	Ongoing
Ensure all content has a professional, relatable, and friendly voice	EDO Department Leads	Ongoing
Track analytics of online communications to understand what works best.	EDO	Ongoing



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