

Municipality of Trent Lakes

2024

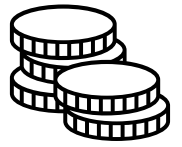
Q3

Report Card

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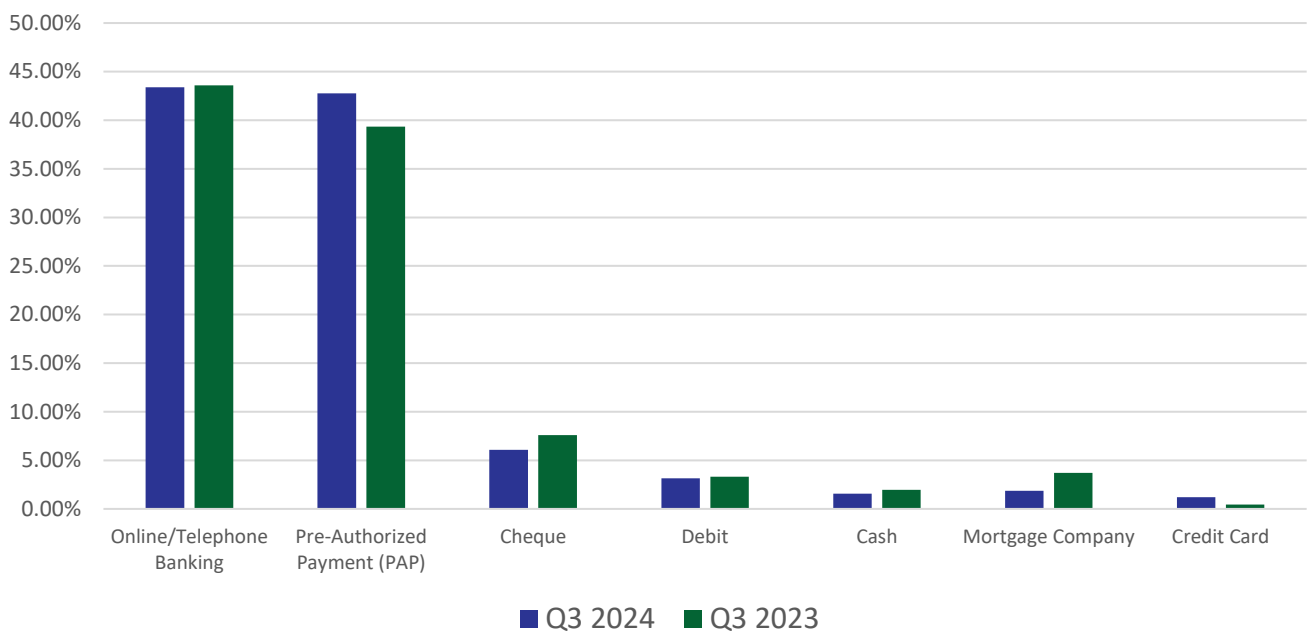
Administration



Finance

Payments

Payments by Percentage



11,873
Total Payments Made

89%
Payments Made Electronically

Finance/Administration successes:

- Presentation at Ratepayer/Community Association Meeting
- New 4-year Collective Agreement with CUPE staff
- Draft 2025 Budget

Purchasing

None in Q3, 2024.

Corporate Services

Corporate Services by the numbers:

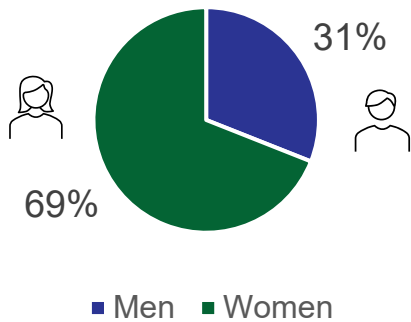
	Q3 2024	Q3 2023	2024 YTD	2023 YTD
Commissioning	6	5	21	18
Reports to Council	5	9	22	30
Shoreline Road Allowance Applications	7	5	10	11
Applications for Municipal Land	0	0	2	1
Procurements	0	4	6	13
FOI Requests	1	1	1	3
Lottery Licences	2	1	1	1
Civil Ceremonies	0	1	1	1
Marriage Licences	4	4	6	5

Corporate Services successes:

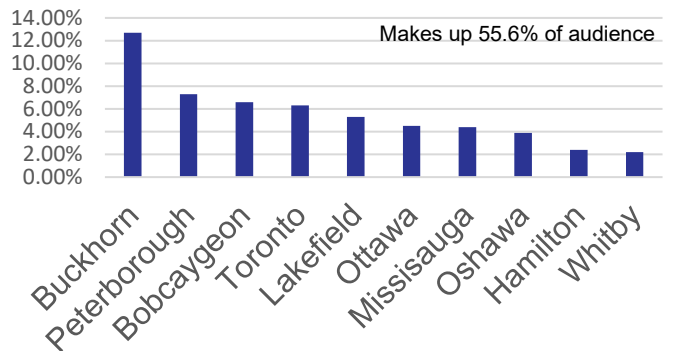
- Re-established FileHold retention periods, in conjunction with a retention by-law update, and formalized destruction/archive processes. FileHold module available to Council members and training completed.
- Coordination of the first Peterborough OPP Detachment Board meeting, including insurance report, posting of agenda, etc.
- Prepared changes to the Report Template for accessibility and standardization.

Communications – Social Media

Current Audience by Gender

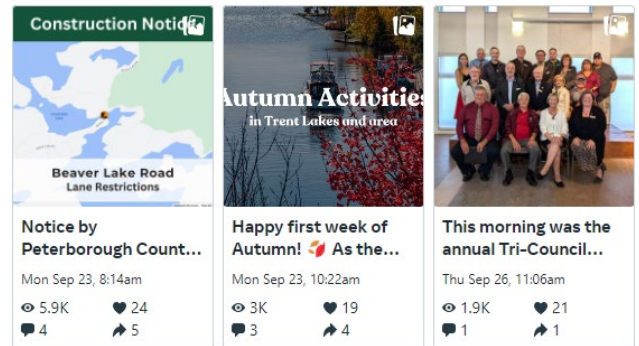


Facebook & Instagram Followers by Location

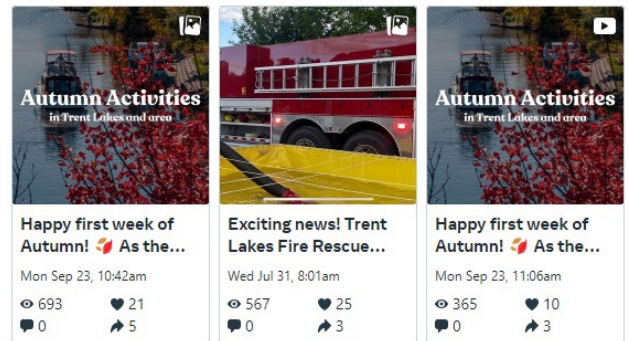


Top 3 Posts

Top content by views



Top content by views



Q3 2024 Facebook Page Reach

26,800 people

↓ **46%** Compared to Q3 2023

Q3 2024 Instagram Page Reach

1,300 people

↑ **32%** Compared to Q3 2023

Q3 2024 Facebook Page Visits

3,700 people

↓ **80%** Compared to Q2 2023

Q3 2024 Instagram Page Visits

145 people

↓ **31%** Compared to Q3 2023

Q3 2024 Social Media Followers

4,261

Q3 2023 Social Media Followers

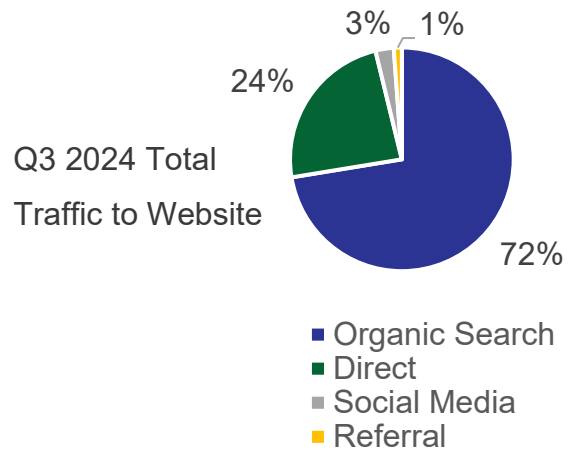
3,817

Communications – Website

Top 20 viewed pages on www.trentlakes.ca for Q3, 2024:

Website Page	# of Views	Website Page	# of Views
Home	10,494	Short Term Rentals	810
Transfer Stations	5,985	By-laws and Enforcement	794
Beaches	2,477	Building and Renovating	710
Calendar	2,306	Private Road Grant	701
Careers and Volunteering	1,907	Government	663
Contact Us	1,456	Tax Information	543
Recycling and Garbage	1,331	Building Permits	530
Burn Permits	1,286	Boat Launches	491
Burn Permit Form	1,222	News List	490
Zoning	854	Things to Do	486

52,564
website views in Q3 2024 vs
55,249
views in Q3 2023



Communications – News

Monthly Municipal Communications Overview:

July

- Construction Notice for County Road 49 Commencing August 6, 2024
- Now Hiring: Fire Training Coordinator

August

- Civic Holiday Hours 2024
- 2024 Town Hall Meetings
- 2024 Town Hall Meeting at Lakehurst Hall
- Construction Notice for County Road 49, August 13, 2024
- 2024 Town Hall Meeting at Galway Hall
- 2024 Town Hall Meeting at Cavendish Community Centre
- Q2 2024 Report Now Available
- School Zone Safety as Priority
- Labour Day Holiday 2024
- 2024 Public Washroom Survey

September

- Council Meeting Notice for September 3, 2024
- 2025 Budget - Have Your Say!
- Wireless Outage Notice
- Apply Now For The 2025 Community Grant
- Transfer Station Winter Hours Take Effect September 16, 2024
- Construction Notice for Beaver Lake Road Commencing September 23, 2024
- Upcoming Healthcare Town Hall Meeting
- Short Term Rentals - Program Update
- Test Your Smoke Alarm Day Takes Place September 28 Across Ontario
- Aspiring Entrepreneurs can Apply to the Starter Company PLUS Grant Program

Communications successes:

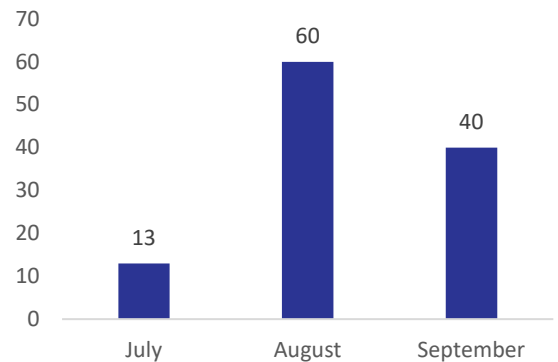
- Surpassed 1,000 sign ups to the Monthly E-Newsletter contact list.
- Sent Summer Newsletter with tax bill.
- Increased collaboration with Peterborough County and Community Futures Peterborough to promote programs and services.

Communications – Newsletter

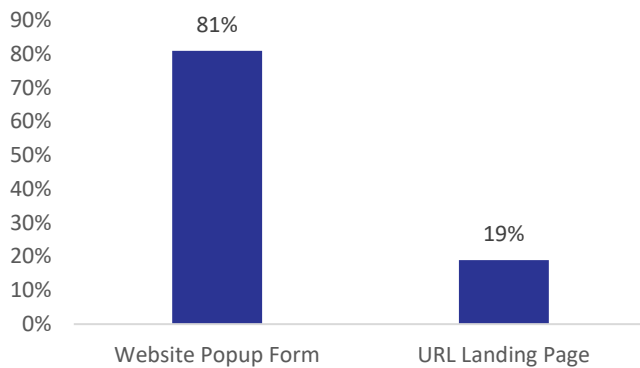
Q3 Total
subscribers

1,107

Subscriptions



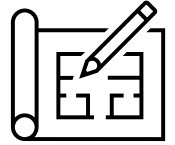
Sign up Source



Month	Total Opens	Unique Opens	Total Link Clicks	Unique Link Clicks
August Newsletter	1,709	758	380	205
September Newsletter	1,874	828	291	169

Hot Topics (Includes clicks from all Q3 Newsletters)	Total Clicks	Unique Clicks
Council Agendas and Minutes List	151	103
Private Road Grant	74	50
Now Hiring Fire Training Coordinator	55	44
Paper Shredding Event	39	29
Transfer Station Winter Hours	27	20
Taxes Due	25	20

Building, Planning & By-law

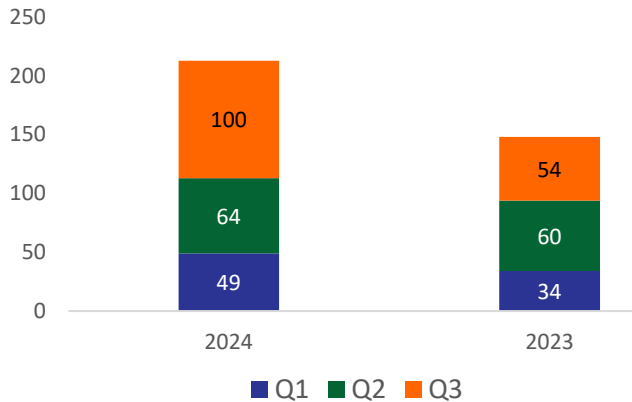


Building

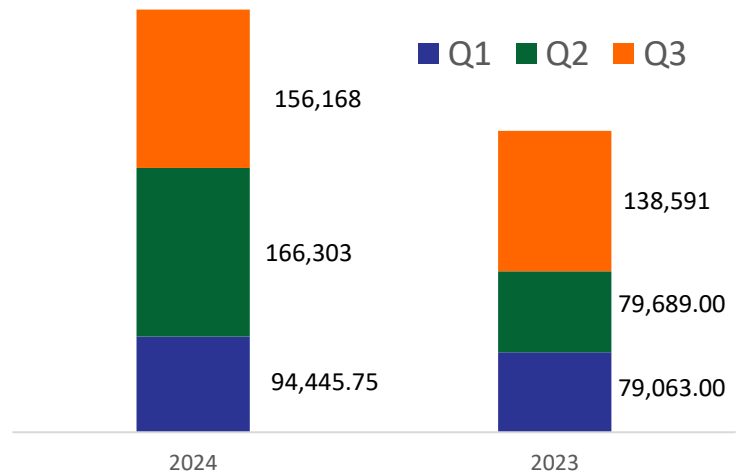
Permits

Q3 2024 Amount	
23	Permits waiting for further information from applicant
2	Permits in abandon state given notice of rejection
7	Permits waiting planning approval for further processing
6	Permits waiting plans review
9	Permits waiting for payment to be issued

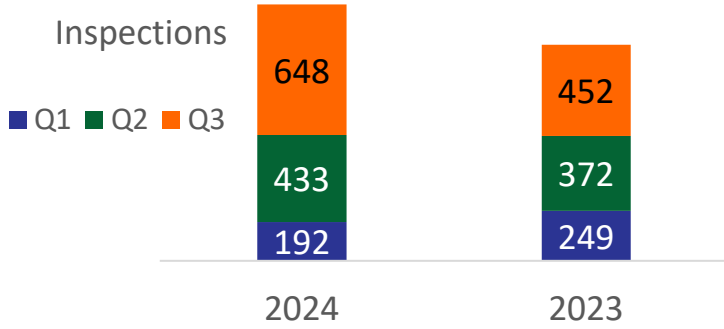
Permits Issued



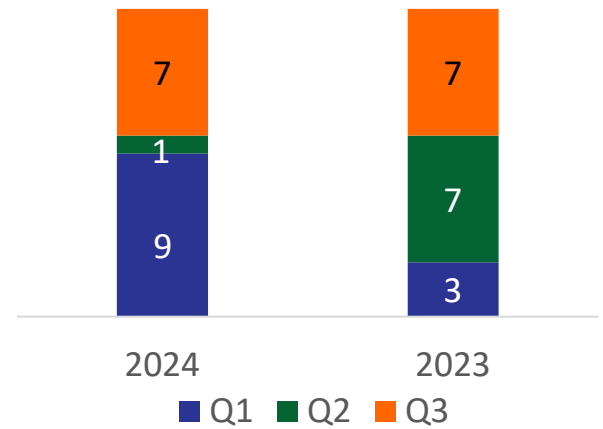
Permit Fees Collected



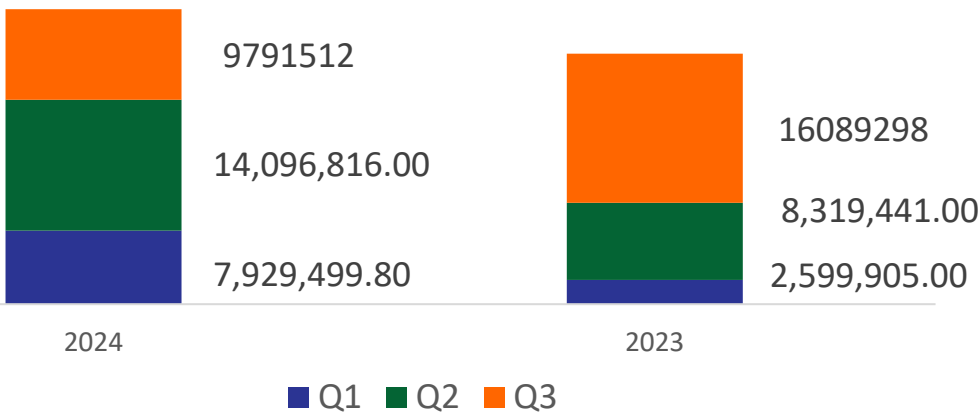
	Q3 2024	Year to Date
Septic Permits Issued	39	59
Septic Fees Collected	\$39,475	\$60,145



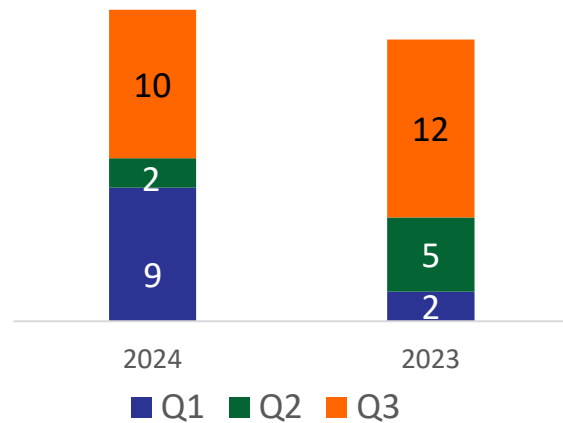
New Dwellings (Development Fees)



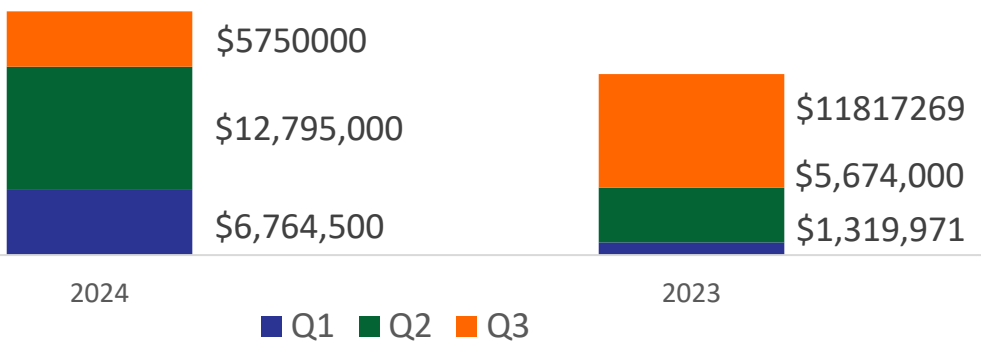
Construction Value



Replacement Dwellings



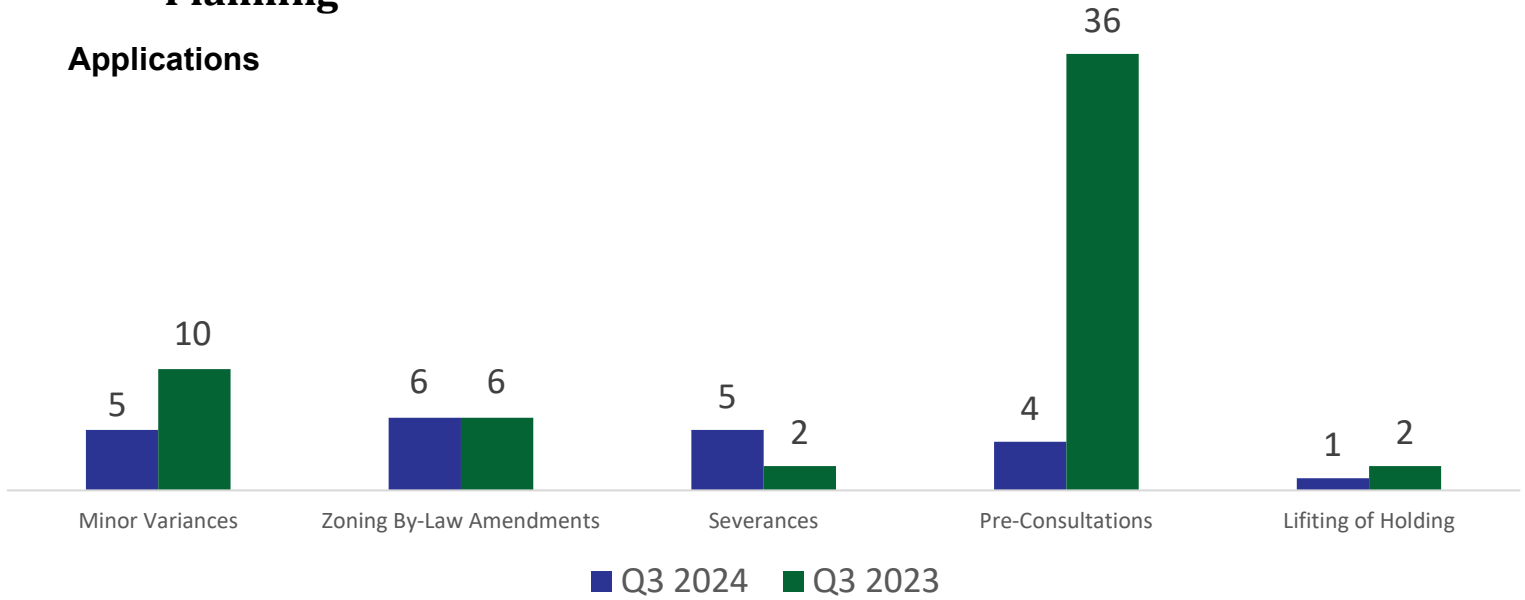
Construction Value For Dwellings



- **58.72%** Construction value New/Addition/Rebuild Dwelling Permits.
- Accounts for **43.69%** current quarter revenue for Building and Planning.
- Construction value **UP** based on a 5-year average of **\$29,259,388**.

Planning

Applications



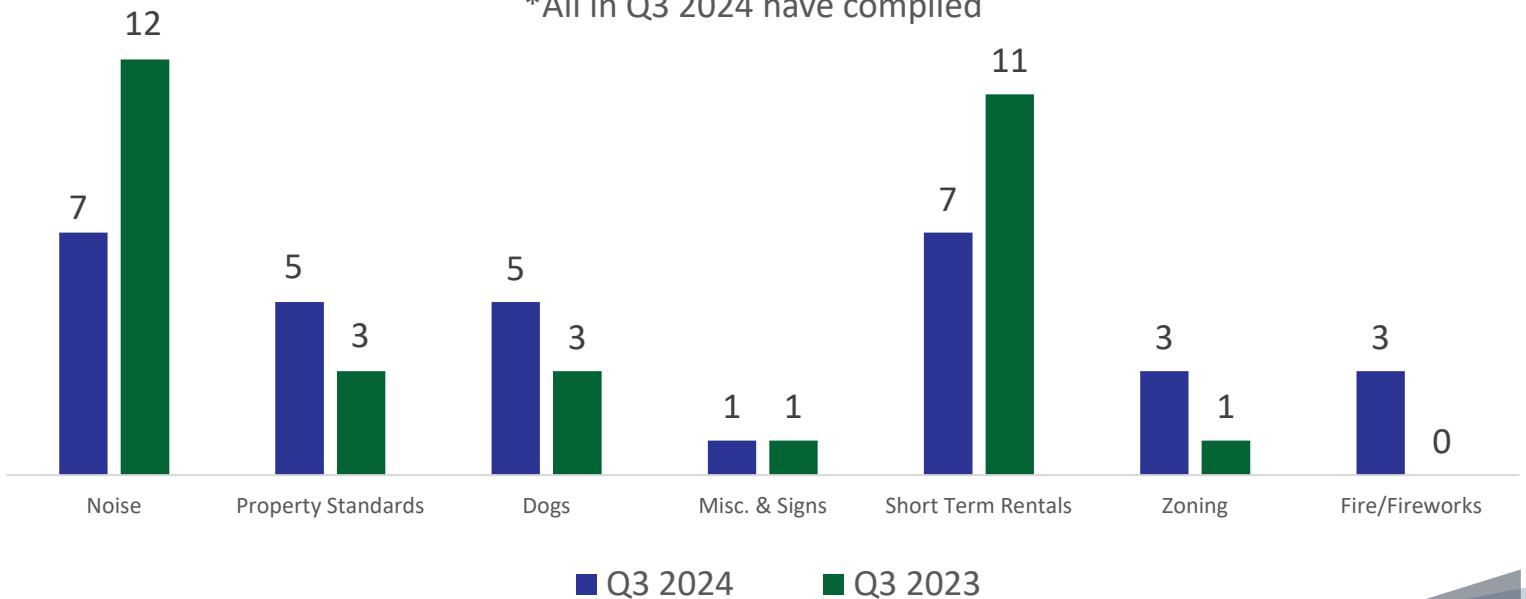
Zoning By-law Amendments in process: 7

Zoning By-law Amendments to be reviewed: 0

Number of Land Use Enquiries: 28

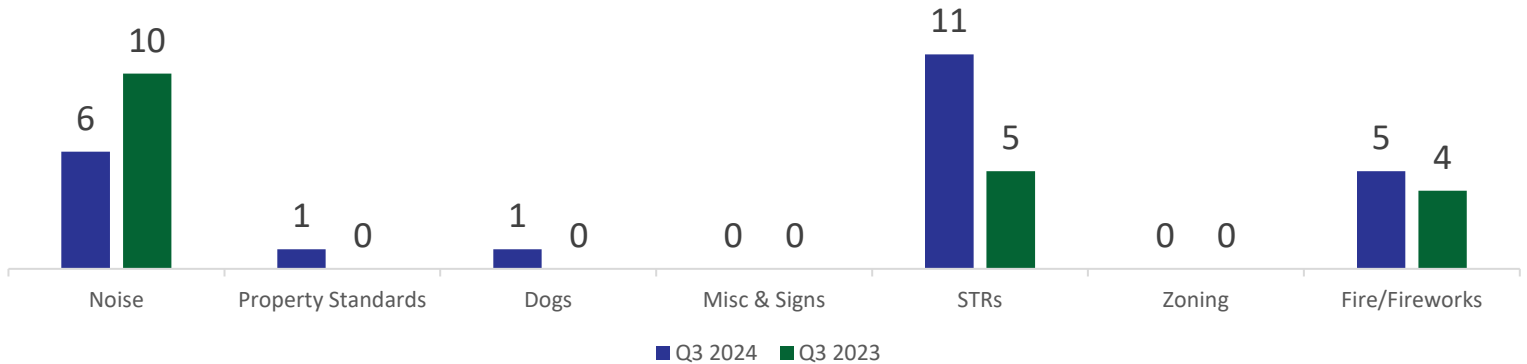
By-law

By-law Complaints Received
 *All in Q3 2024 have complied



By-law Complaints (After Hour TAS-PAGE Calls)

*All in Q3 2024 have complied



Current Active By-law investigations: 8

AMPS Penalties Current Quarter

Amount	Type of complaint	Maxama or Trent Lakes staff?
\$325	Noise	Maxama

Maxama Current Quarter

Type of complaint	Complaints Contacted	Property Visits
Noise	7	5
Fire	4	3
Dog	1	0

Building, Planning and By-law Successes:

- Duncan Anderson was hired as a Contract By-Law officer in August. Duncan was able to investigate and close 78 by-law complaints.

Fire & Emergency

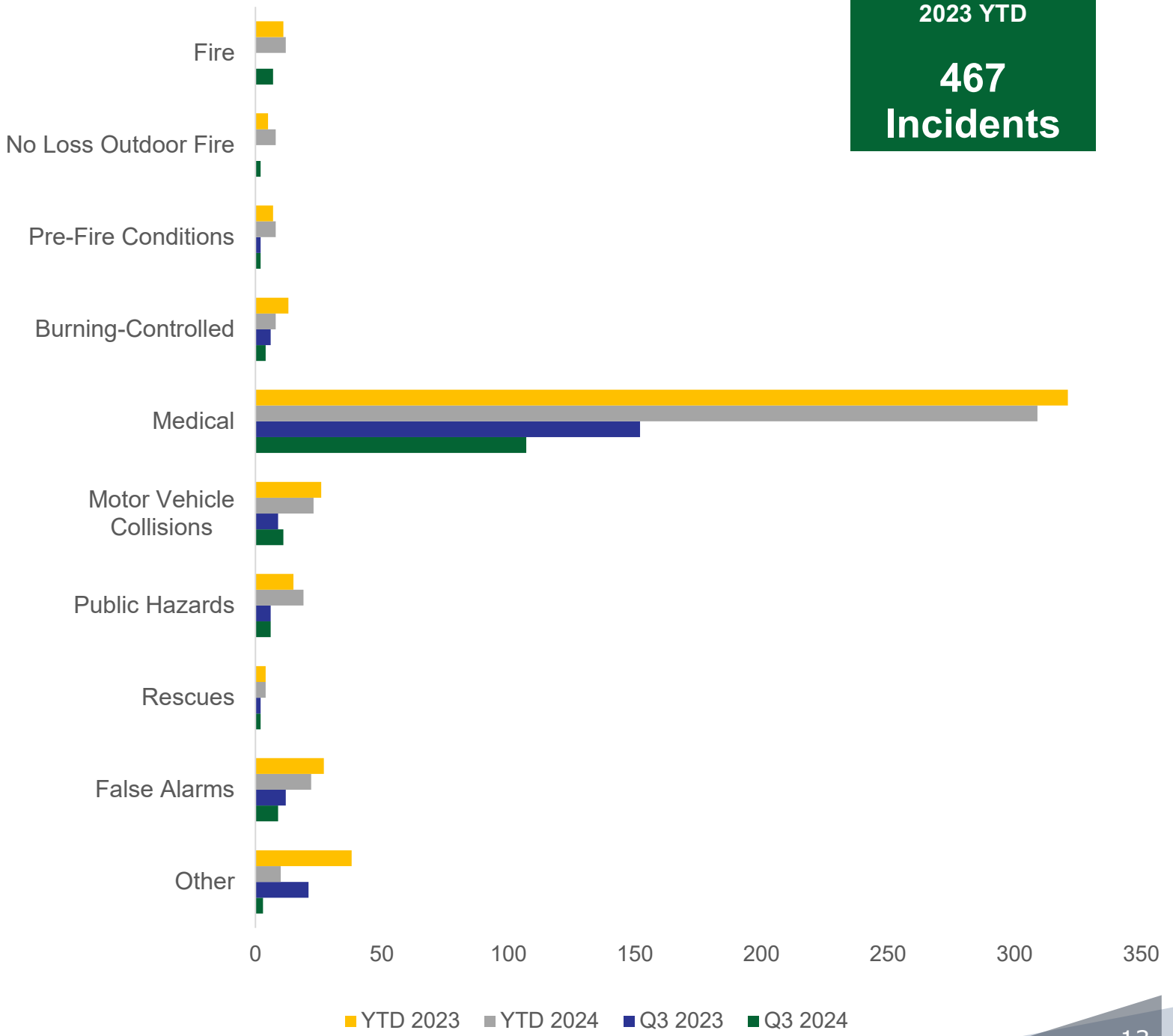
Incidents – By Type

Total incidents July - September

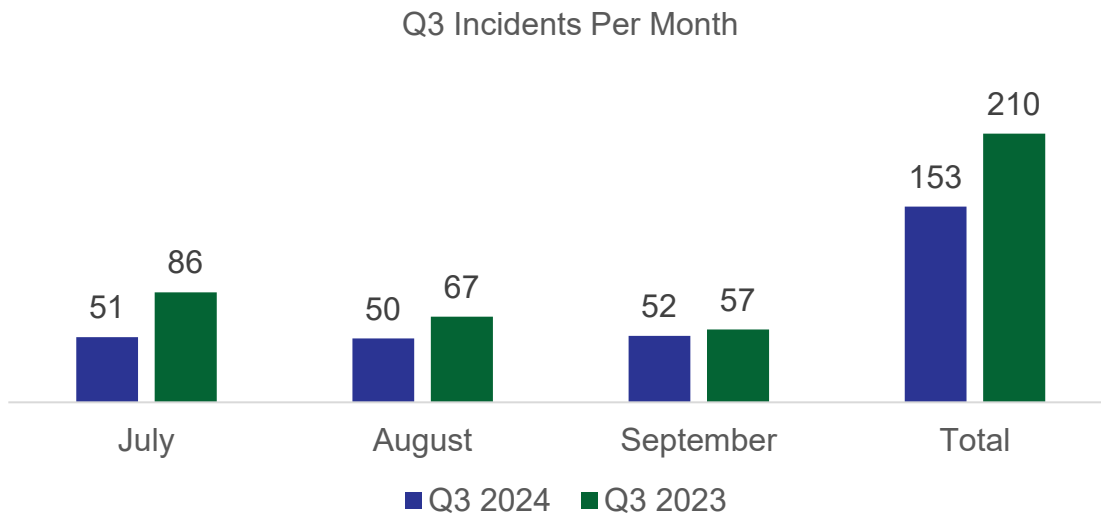


2024 YTD
423
Incidents

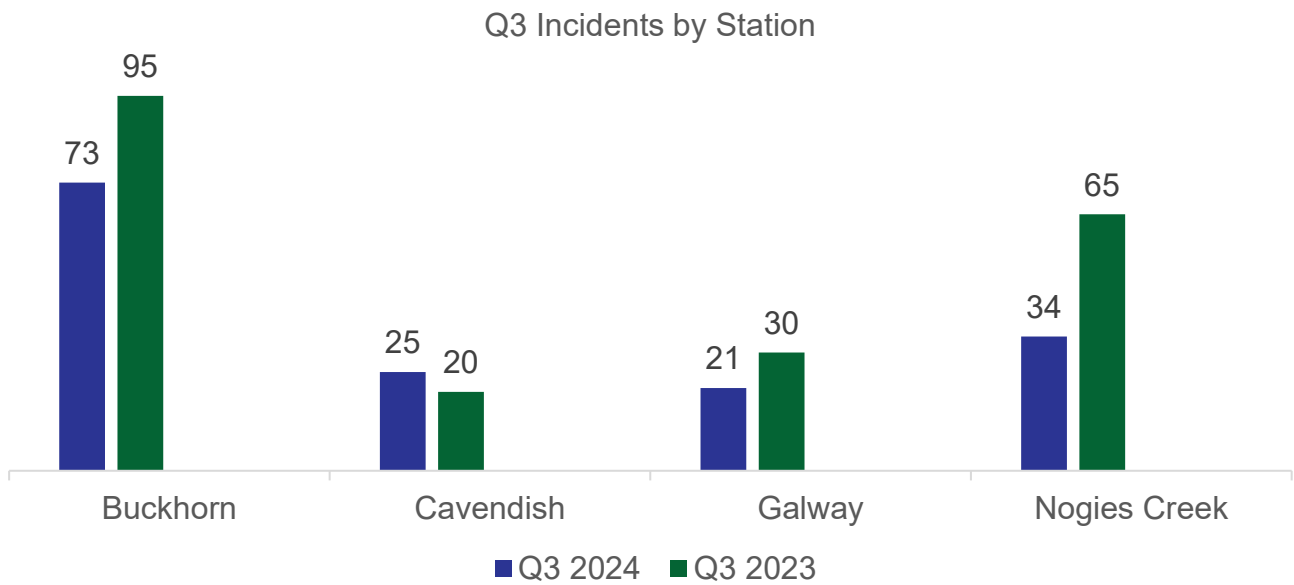
2023 YTD
467
Incidents



Incidents – By Month



Incidents – By Station



Hours

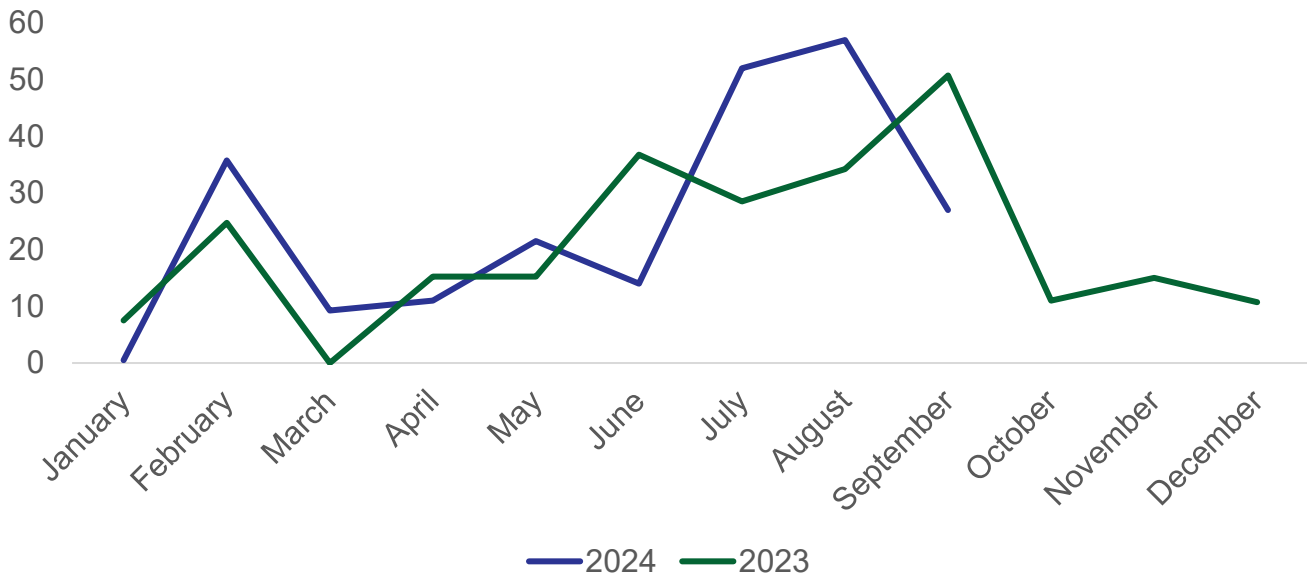
Public Education

2024 YTD
228
hours



2023 YTD
213
hours

Q3 Monthly Hours for Public Education



Age	Amount Current Quarter	Amount Last Year's Quarter
0-14	934	865
15-64	625	596
65+	245	203

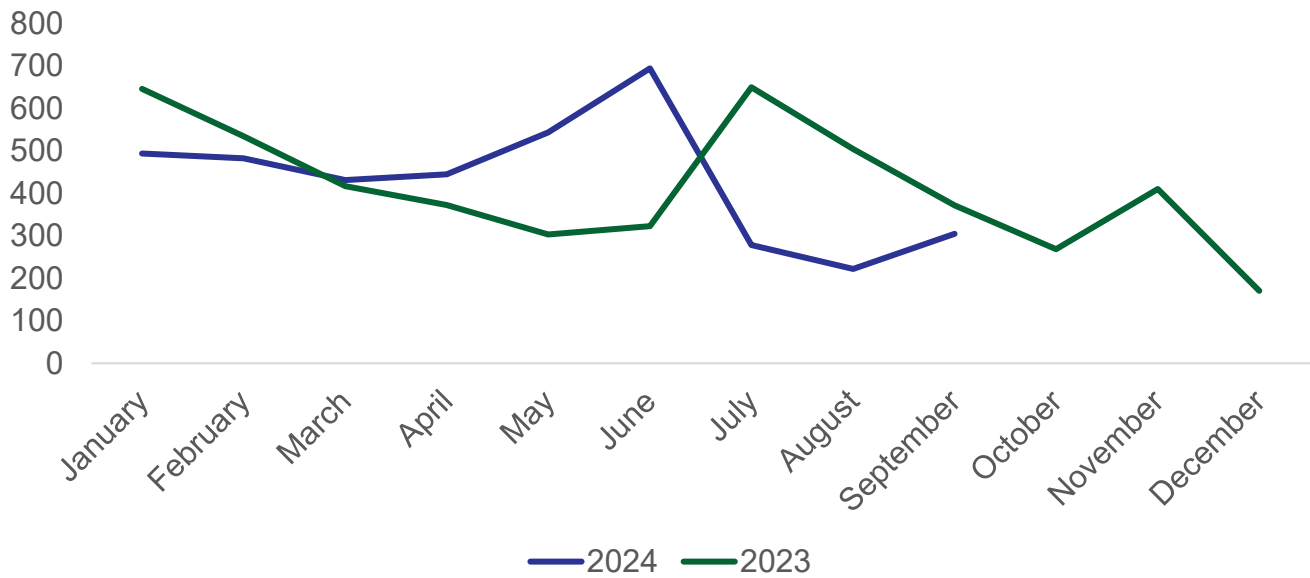
Training

2024 YTD
3,893
hours



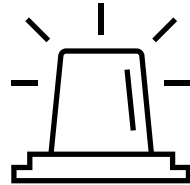
2023 YTD
4,120
hours

Q3 Monthly Hours for Training



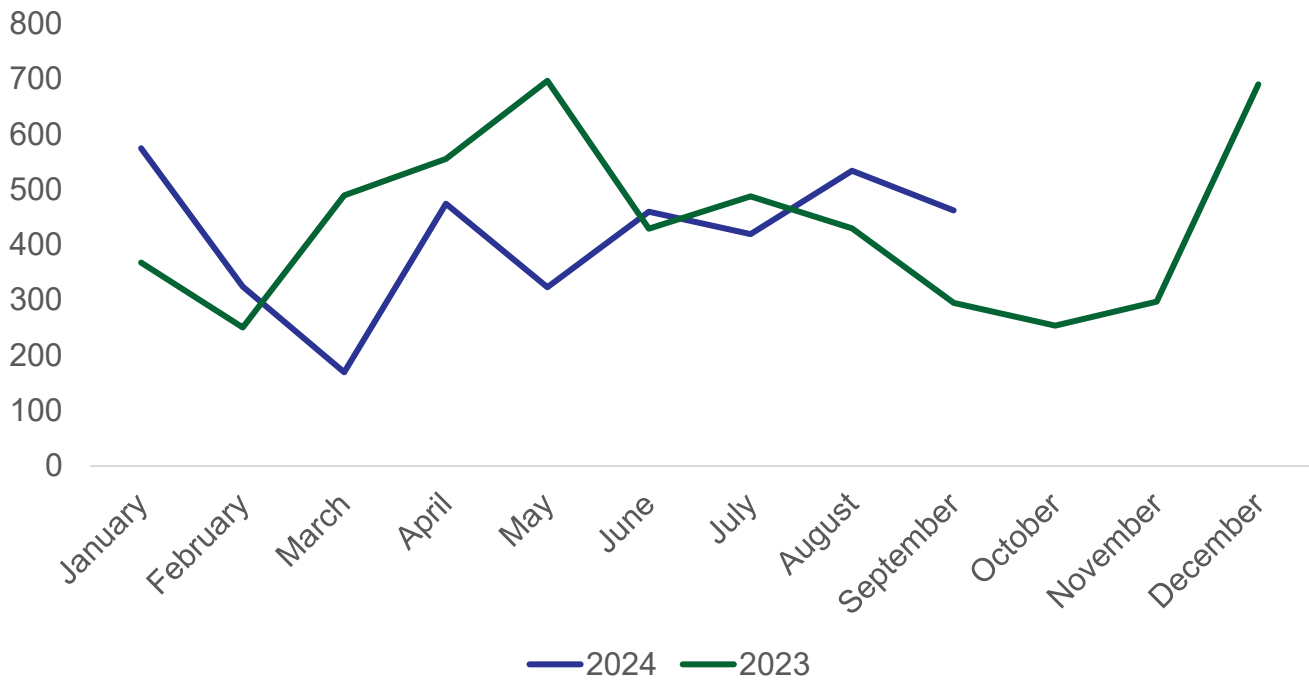
Incidents

2024 YTD
3,741
hours



2023 YTD
4000
hours

Monthly Hours for Incidents



Fire Prevention

	Q1 2024	Q2 2024	Q3 2024
Large Burn Requests	5	3	4
Residential Fire Safety Inspections	2	1	3
Commercial Fire Safety Re-inspections	2	3	5
Pre-incident Plans	2	1	1

Burn Permits

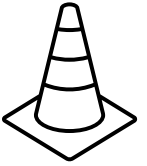
January	70	July	419
February	114	August	534
March	259	September	462
April	322	October	
May	381	November	
June	201	December	



Fire successes:

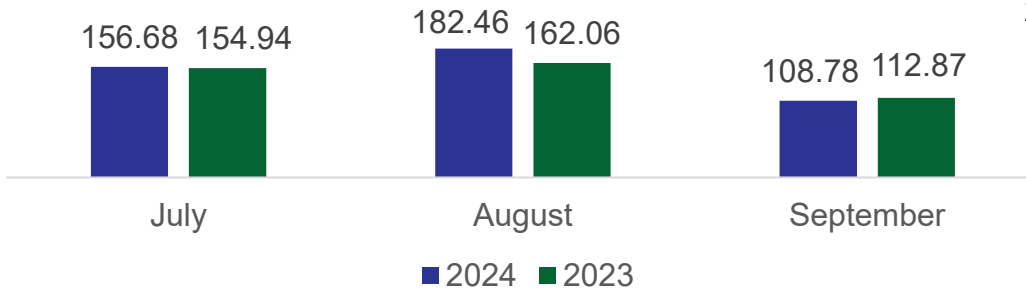
- Warm welcome to our new Training Coordinator Harley Edwards
- New rescue for Station 2 Cavendish is being outfitted
- Firehouse Subs Grant purchased a new UTV for Station 1

Public Works and Waste Management



Waste Management

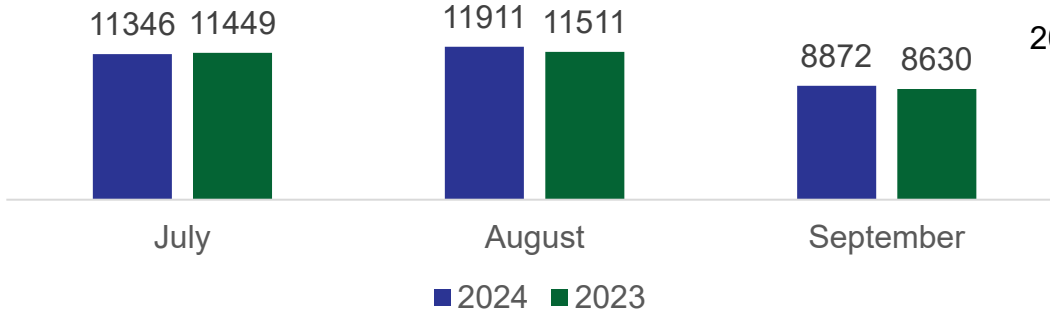
Garbage Quantities (in Tonnes)



2024 YTD: 986.72 Tonnes

2023 YTD: 965.29 Tonnes

Vehicle Counts



2024 YTD: 70,361 Vehicles

2023 YTD: 67,988 Vehicles

Public Works successes:

- Ordered and received AODA compliant road name signs
- Completed transfer station compartment cleanouts
- Negotiated and executed new union contract

Engineering and Design Updates:

- Construction under way, 90% completed, on schedule
- Design ongoing for the joint Buckhorn Fire Hall and Public Works Depot, 80%

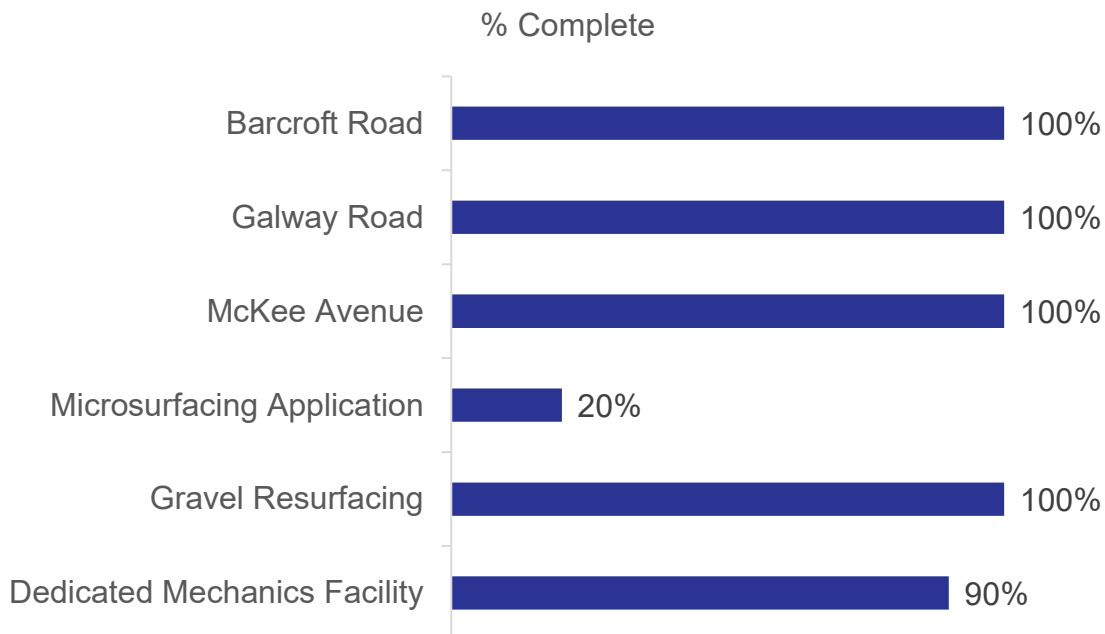
Operation Updates:

- Preparation for the collection of non-eligible sources of blue box material begun
- Completed roadside mowing
- Ongoing roadside brushing and ditching

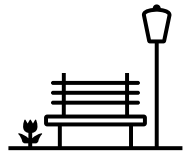
Recycling Events/Waste Management Updates:

- Implementation of an expanded lightbulb collection program
- Purchased updated signage
- Household hazardous waste collection finished for the year

Capital Projects and Road Work

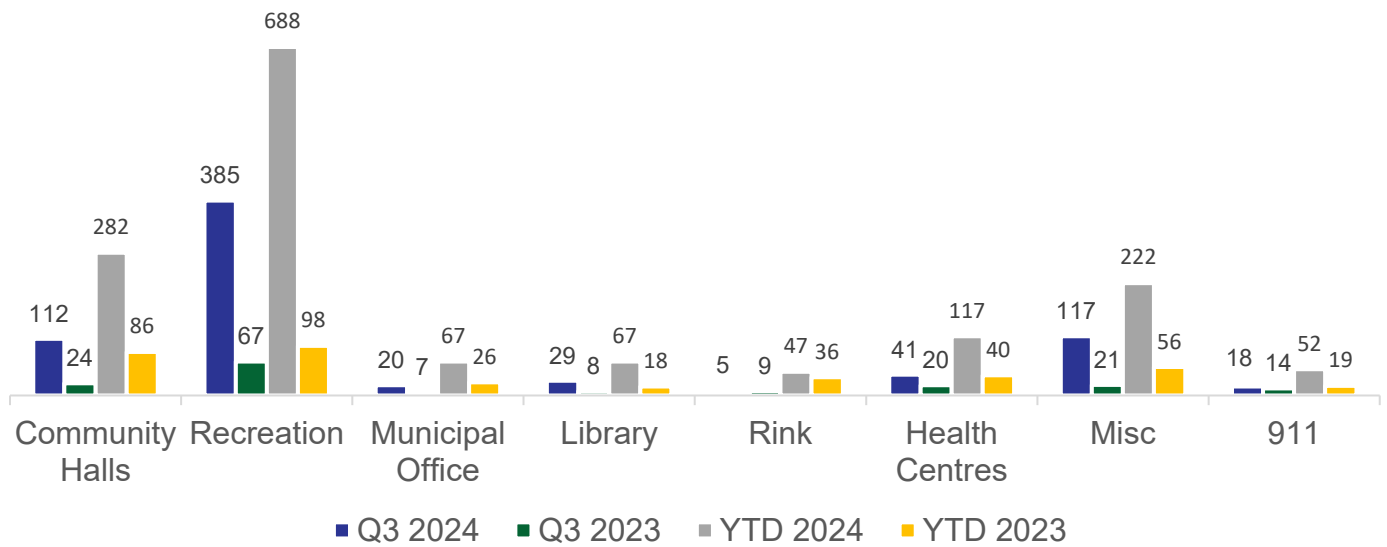


Recreation and Facilities



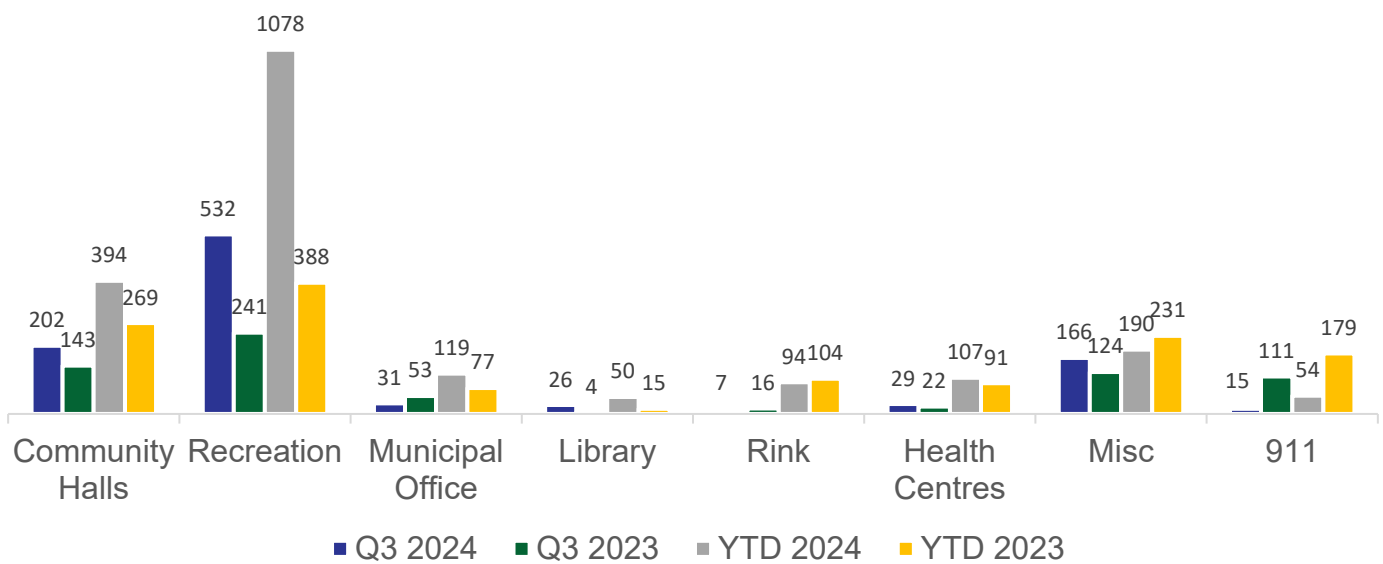
Work Orders – Completed

Distribution of Work Orders



Work Orders – Hours Distribution

Distribution of Work Orders





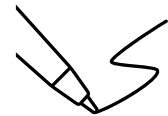
Installed new “Report a Concern” signage at parks, boat launches and facilities to make it easier for visitors to let us know when there is an issue.

Recreation and Facilities successes:

- Installed a laser brick seating area at Sandy Beach using left over brick from Cavendish, future revenue generating opportunity
- Installed new perennial garden at Galway Hall
- New viewing platform completed at Ode’Naang Park

Green Initiatives

- Updated staff report template to include an “Environmental Implications” section as recommended by the Environmental Advisory Committee.



- Completion of two mattress diversion events and one paper shredding event.
- Researched opportunities to divert more material from landfill.



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	In progress
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	In progress
Investigate the need for a heritage policy	Planning	In Progress
Reviews		
Complete a service-level review for the Fire Department.	Fire	In progress
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	In progress

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	In progress
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	Ongoing

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	In progress
Establish trail maintenance best practices document.	Federal/Provincial Parks	In progress
Conduct a study to develop t18 into an accessible trail.	BCC	Not started
Develop and implement an open space promotion strategy.	EDO, Hall Boards, Ratepayer Groups	Not started
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	In progress
Explore transitioning to ESRI for digital maintenance records to allow information to be viewed online.	Ptbo County GID Department	Complete – Implemented MaintainX after discussions with County yielded ESRI wouldn't be a good fit.

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	In Progress
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	In Progress
Provide clear deadlines and needs for quarterly reports as far in advance as possible.	CAO EDO	In Progress
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



760 County Rd 36
Trent Lakes ON K0M 1A0

P: 705-738-3800
T: 800-374-4009
F: 705-738-3801

www.trentlakes.ca
info@trentlakes.ca