



Municipality of Trent Lakes

2024	Q4
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Report Card

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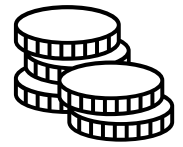
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Administration



Finance

Payments

Cash Receipts		Accounts Payable	
Q4 2024 8,625 89% electronic payments	Q4 2023 8,549 87% electronic payments	Q4 2024 \$9,779,030.79 92% electronic payments	Q4 2023 \$8,552,570.87 91% electronic payments
2024 Total 39,437 89% electronic payments	2023 Total 39,205 88% electronic payments	2024 Total \$36,608,428.85 91% electronic payments	2023 Total \$28,003,857.05 89% electronic payments

Finance/Administration successes:

- Presentation of 2025 draft budget.
- Attended lower tier Treasurer meeting.
- Attended Tourism Talks event at the Lakehurst Hall.
- Attended Tourism & Communications Roadshow meeting.

Purchasing

Q4 2024 purchasing awards made with delegated authority:

Procurement Number	Title	Successful Bidder	Bid Amount (Excluding Taxes & Contingency)
RFP-2024-01	Professional Planning Services	Municipal Planning Services Ltd.	Estimated contract value over 5-year term is \$150,000.00

Corporate Services

Corporate Services by the numbers:

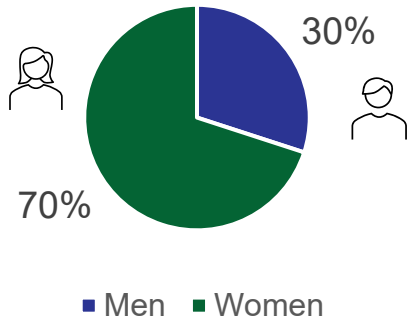
	Q4 2024	Q4 2023	2024 Total	2023 Total
Commissioning	5	3	26	21
Reports to Council	12	13	34	40
Shoreline Road Allowance Applications	5	4	15	15
Applications for Municipal Land	1	1	3	2
Procurements	1	2	7	15
FOI Requests	1	4	2	6
Lottery Licences	6	5	15	18
Civil Ceremonies	0	0	1	1
Marriage Licences	2	0	8	5

Corporate Services successes:

- Over 3,500 digital documents that reached retention in 2024 have been properly destroyed.
- Clerk and Deputy Clerk attended AMCTO Zone 5 meeting in Peterborough.
- Presentation of the Municipal Land report which inventoried and categorized 89 properties.
- Volunteered as Acting Board Administrator for the new Peterborough County OPP Detachment Board, including research and preparation of 9 reports and 2 by-laws to assist with establishment of the Board.
- Attendance at Short-Term Rental Working Group meetings and preparation of report with options for Council, including mandatory registration.

Communications – Social Media

Current Audience by Gender



Q4 2024 Social Media Followers
4,369

Q4 2023 Social Media Followers
3,932

Posts with Most Reach in 2024:

- County Rd 49 construction notice – **13.2K**
- County Rd 49 construction notice – **10.5K**
- New firetruck for Trent Lakes – **7.3K**
- Tax sale notice – **4.1K**
- Private road grant available – **4K**

Q4 2024 Facebook Page Reach 13,900 people	Q4 2023 Facebook Page Reach 23,625 people	Q4 2024 Instagram Page Reach 1,301 people	Q4 2023 Instagram Page Reach 886 people
2024 Total Facebook Page Reach 114,517 people	2023 Total Facebook Page Reach 93,712 people	2024 Total Instagram Page Reach 3,739 people	2023 Total Instagram Page Reach 2,049 people
Q4 2024 Facebook Page Visits 3,470 people	Q4 2023 Facebook Page Visits 3,595 people	Q4 2024 Instagram Page Visits 149 people	Q4 2023 Instagram Page Visits 98 people
2024 Total Facebook Page Visits 17,758 people	2023 Total Facebook Page Visits 29,903 people	2024 Total Instagram Page Visits 667 people	2023 Total Instagram Page Visits 696 people

Communications – Website

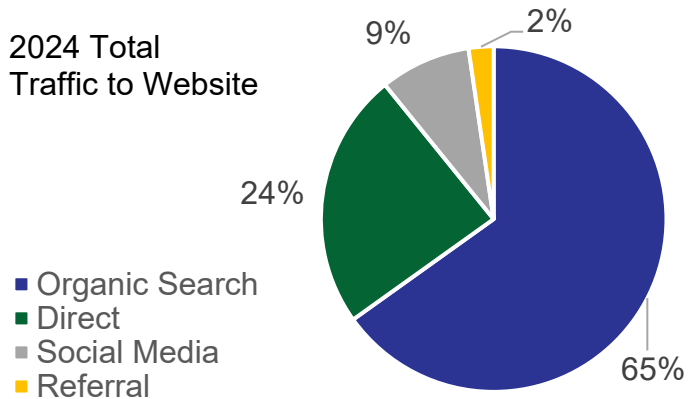
Top 10 viewed pages on www.trentlakes.ca for Q4, 2024:

Website Page	# of Views
Home	8,996
Tax Sales	3,117
Transfer Stations	2,924
Calendar	2,646
Careers and Volunteering	1,978
Contact Us	930
Zoning	760
Short Term Rentals	683
Government	561
Tax Information	529

196,667
total website views in 2024 vs

186,408
total views in 2023

2024 Total Traffic to Website



2024 Top Pages	2024 Total Views	2023 Top Pages	2023 Total Views
Home Page	43,095	Home Page	46,118
Transfer Stations	14,775	Transfer Stations	15,086
Careers and Volunteering	10,402	Calendar	10,944
Calendar	10,325	Careers and Volunteering	8,403
Contact Us	5,285	Burn Permit Page	7,286
Burn Permit Form	5,200	Burn Permit Form	7,031
Burn Permit Page	5,162	Contact Us	5,518
Short Term Rentals	4,961	Recycling and Garbage	3,736
Beaches	3,463	Zoning	3,176
Tax Sales	3,326	Burn Ban Notice (News)	2,672

Communications – News

Monthly Municipal Communications Overview:

October

- The Modern Entrepreneur Experience
- Trent Lakes Library Survey
- Thanksgiving Holiday 2024
- Introducing Tourism Talks: Roundtable Event Series
- Peterborough County Launches New Business Hub and Support Network
- Drive Thru Flu Shot Clinic at Community Care Buckhorn
- Sale of Land Notice
- Construction Notice for County Road 36, November 2024
- Be Halloween Safe!

November

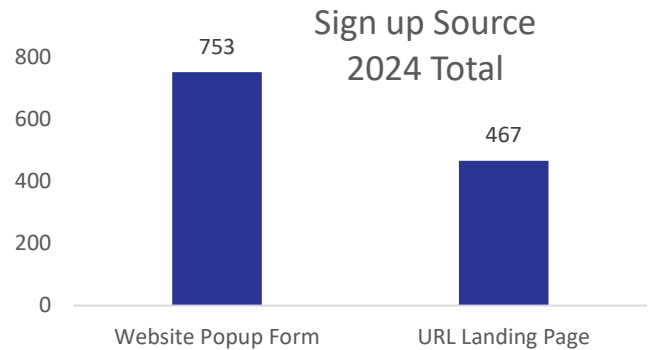
- Change Your Clocks - and Your Batteries This Sunday!
- The 2024 Christmas Hamper Fund is Here
- Remembrance Day 2024
- By-law Public Notice - November 13, 2024
- PPH Takes Action Against Radon
- Partnership Opportunity for the Collection of Alcohol Containers
- Water Sample Courier Service Paused for the Winter
- Q3 2024 Report Card Now Available

December

- Municipal Service Update Due to Canada Post Strike
- Holiday Garbage and Recycling Tips
- Kinmount & District Health Centre to Welcome New Doctor
- A new Family Physician to Serve Trent Lakes, Kinmount, Haliburton County & Kawartha Lakes
- Holiday Closure 2024
- Weather Alert Resources

Communications – Newsletter

Q4 subscriptions	116
2024 total subscribers	1,220



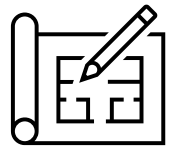
Month	Total Opens	Unique Opens	Total Link Clicks	Unique Link Clicks
October	1,755	831	438	251
November	1,852	871	516	297
December	1,728	882	367	219

Hot Topics (Includes clicks from all Q4 Newsletters)	Total Link Clicks
Tax Sale Notice	321
Short Term Rentals	252
Council Calendar	160
Autumn Activities in Trent Lakes	103
Community Calendar	54
Transfer Station Hours	39

Communications/Economic Development successes:

- Completion of branding project.
- Increased collaboration with Peterborough County and Community Futures Peterborough to promote programs and services (tourism talks event, Ptbo County tourism/comms visit, EcDev advisory committee, CF Ptbo visit).
- Began transition to new, modern website platform.

Building, Planning & By-law

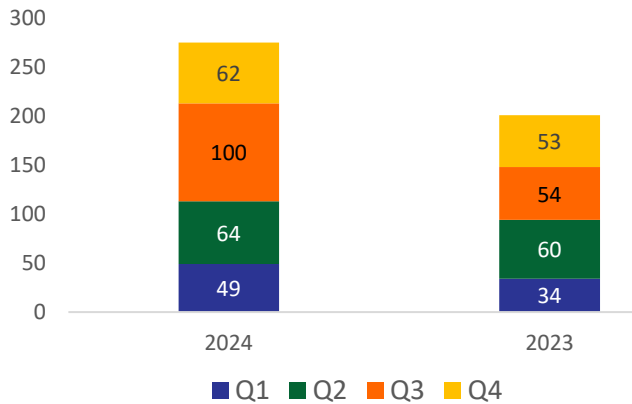


Building

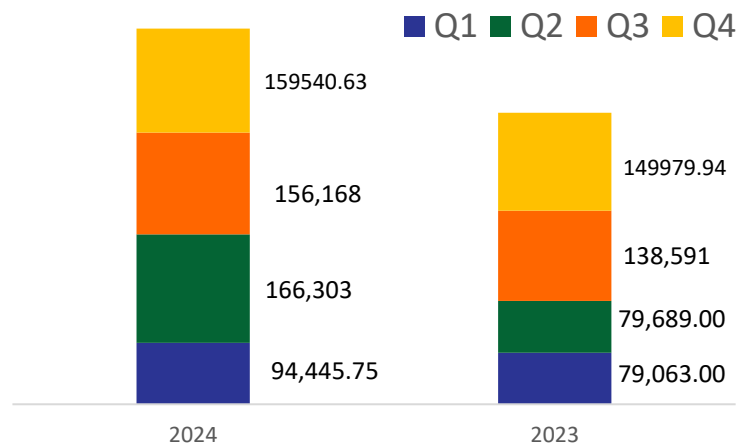
Permits

Q4 2024 Amount	
26	Permits waiting for further information from property owner
3	Permits in abandoned state given notice of rejection
3	Permits awaiting planning approval for further processing
2	Permits waiting plans review
9	Permits waiting for payment to be issued

Permits Issued

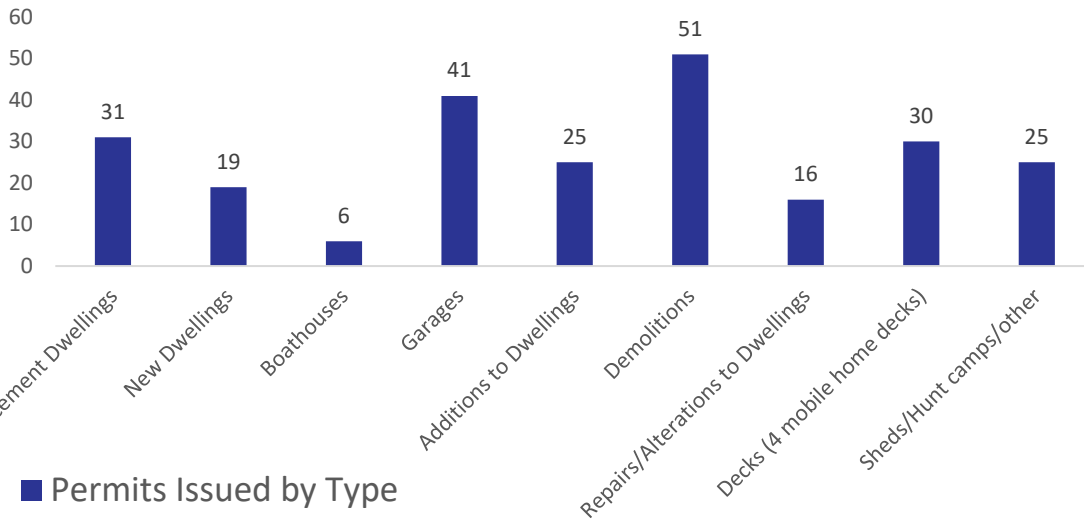


Permit Fees Collected

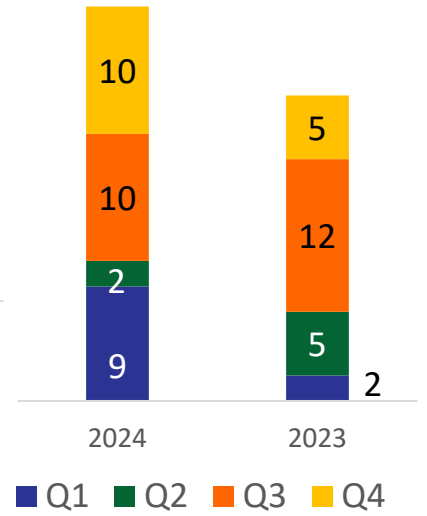


	Q4 2024	Q4 2023	Year to Date
Septic Permits Issued	39	32	71
Septic Fees Collected	\$39,475	\$30,410	\$76,020

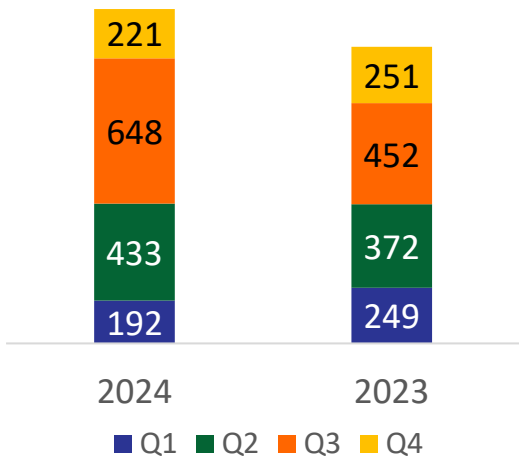
2024 Permits Issued by Type



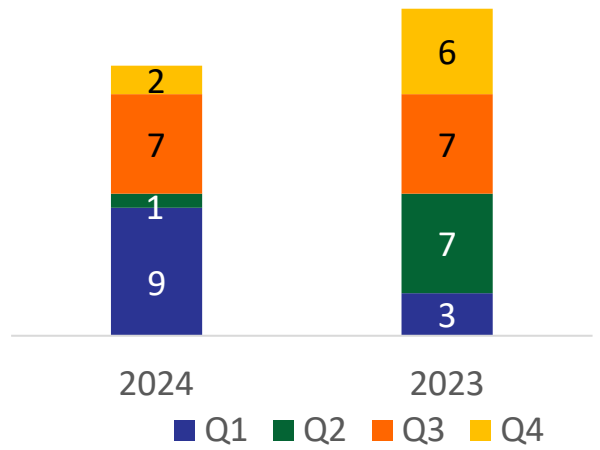
Replacement Dwellings



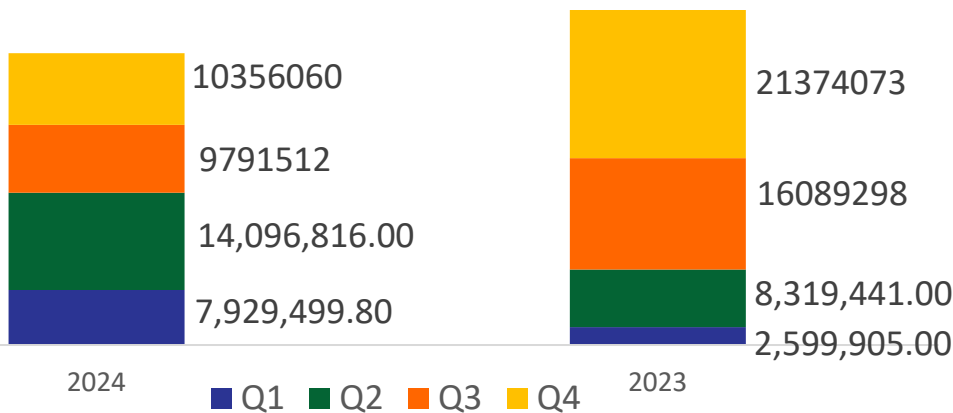
Inspections



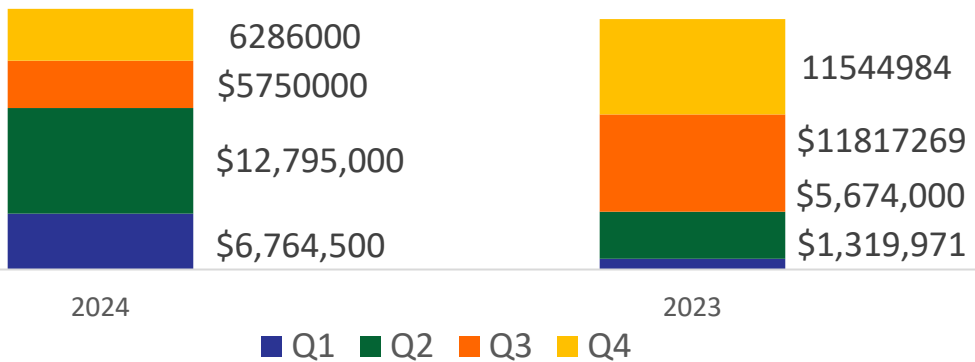
New Dwellings (Development Fees)



Construction Value



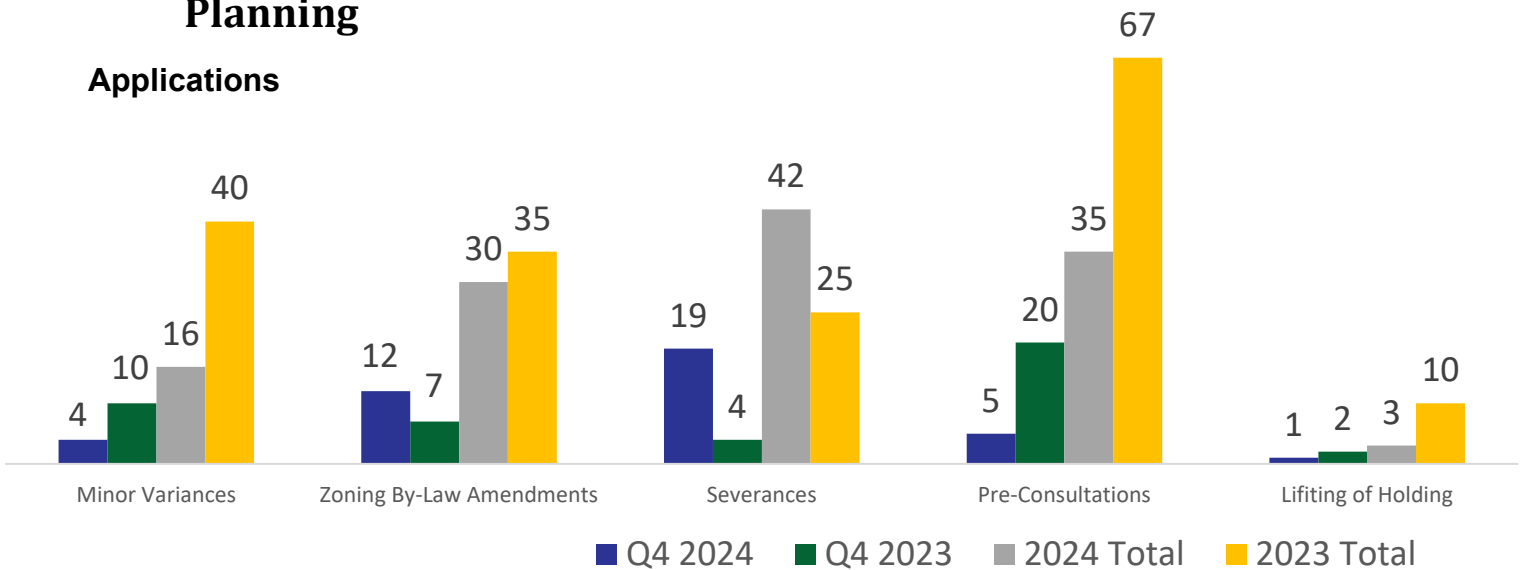
Construction Value For Dwellings



- **75.5%** Construction value New/Replacement Dwelling Permits.
- Accounts for **31.1%** of the current quarter's revenue for Building and Planning.
- Construction value is **DOWN** based on a 5-year average of **\$46,118,263**.

Planning

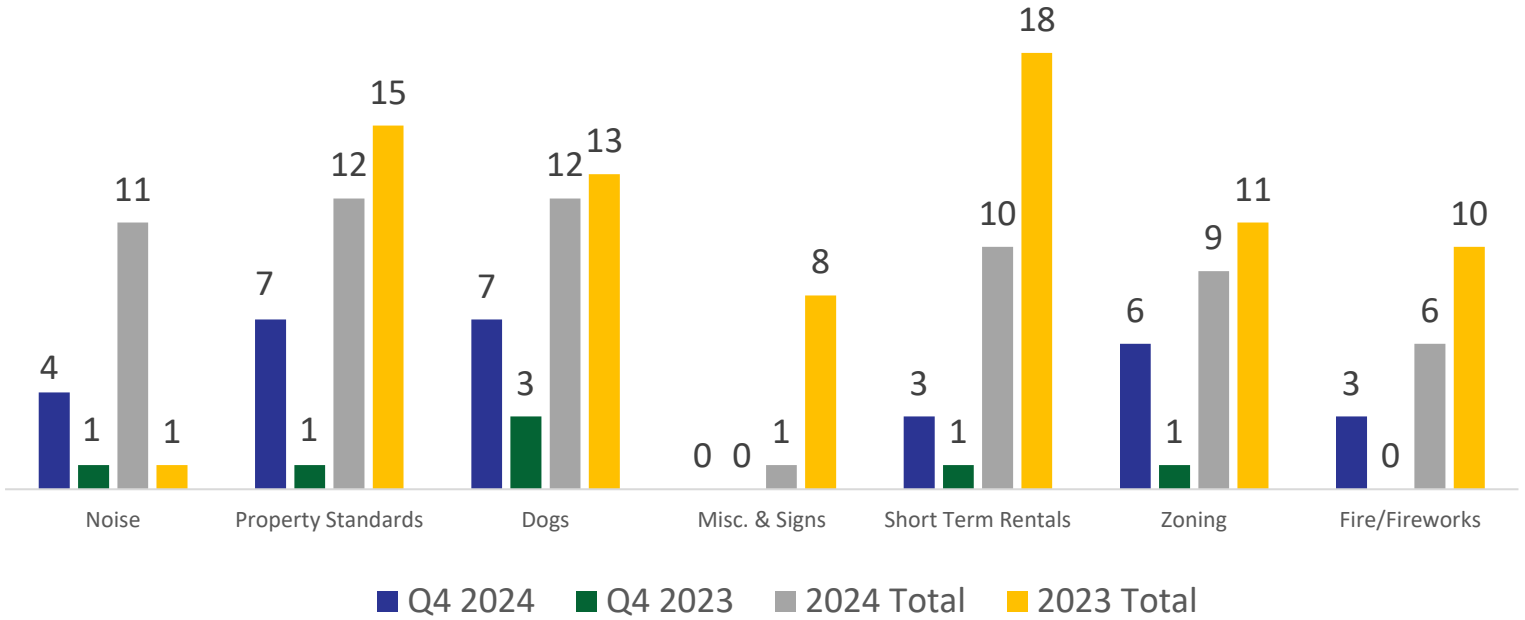
Applications



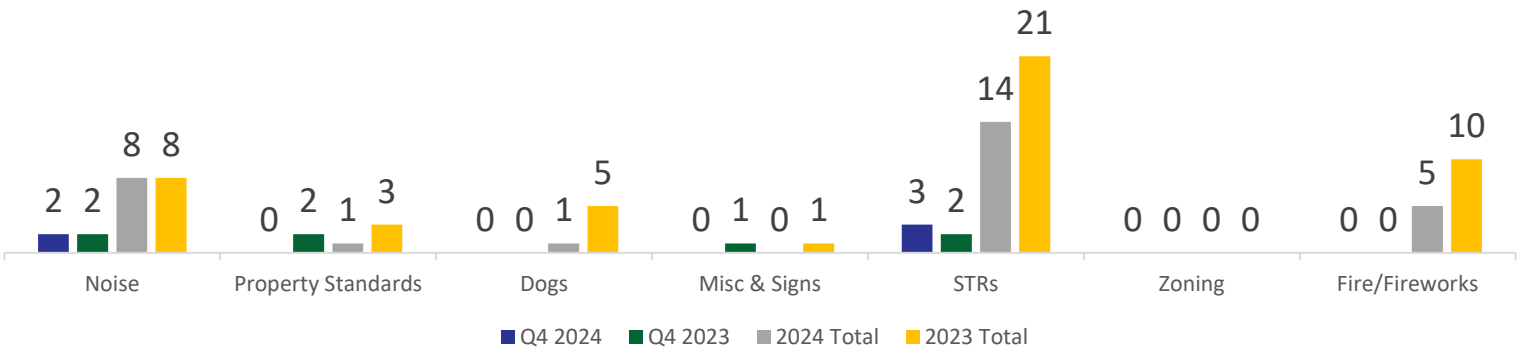
Zoning By-law Amendments in process: 11
 Zoning By-law Amendments to be reviewed: 0
 Number of submissions through Land Use Inquiry form: 41

By-law

By-law Complaints Received



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



Current active by-law investigations: 7

Note: For Q4, 34 by-law complaints have been fully investigated and closed. Since the Contract By-Law Officer position was filled, 112 by-law complaints have been fully investigated and closed, including many from previous reporting periods.

AMPS Penalties Current Quarter – None.

Maxama Current Quarter

Type of Complaint	Complaints Contacted	Property Visits
STRA	2	2
Noise	1	1

Building, Planning and By-law successes:

- The 2024 budget projections were met.
- Upgraded the processing of Planning applications to improve timelines and efficiency.
- Deputy CBO received CBCO designation for On-Site Sewage systems and became qualified with the Ministry for Complex Buildings.

Fire & Emergency

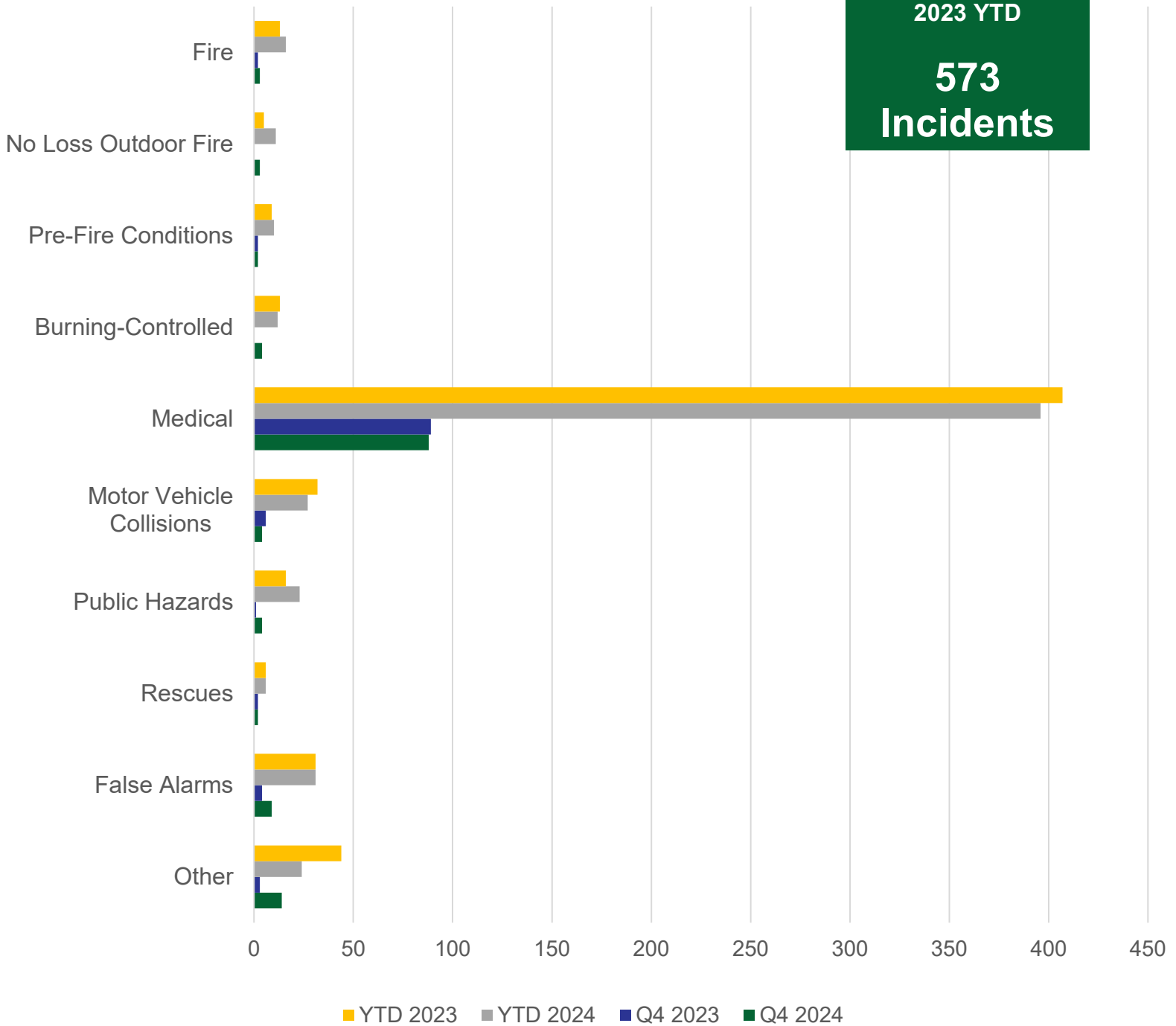
Incidents - By Type

Total incidents October - December



2024 YTD
556
Incidents

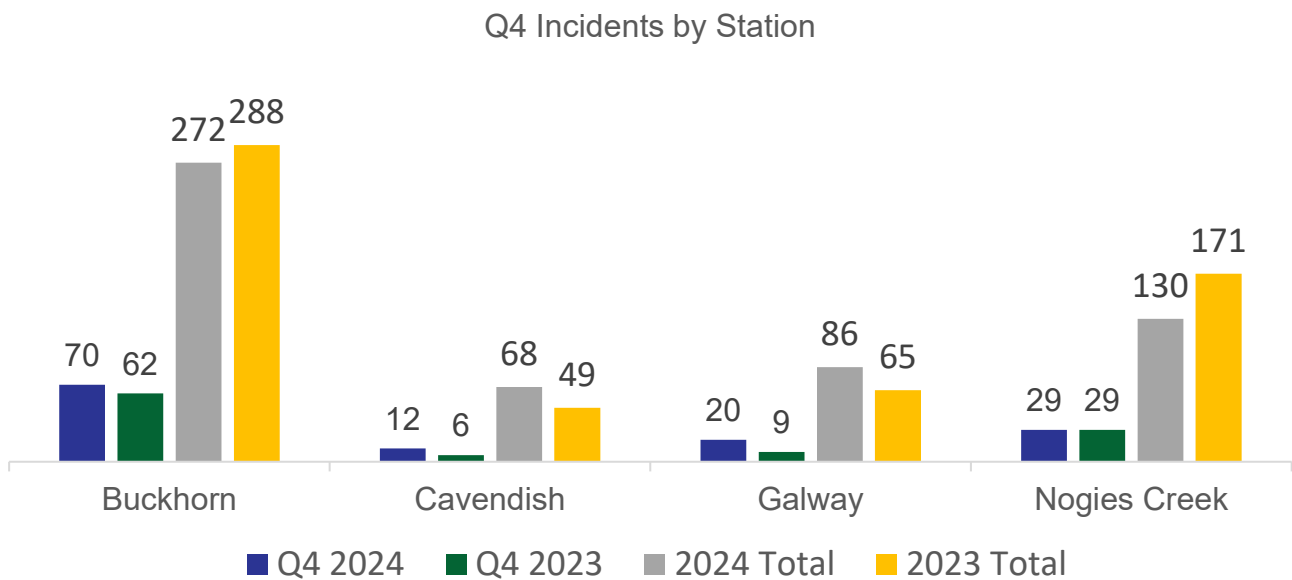
2023 YTD
573
Incidents



Incidents – By Month



Incidents – By Station



Hours

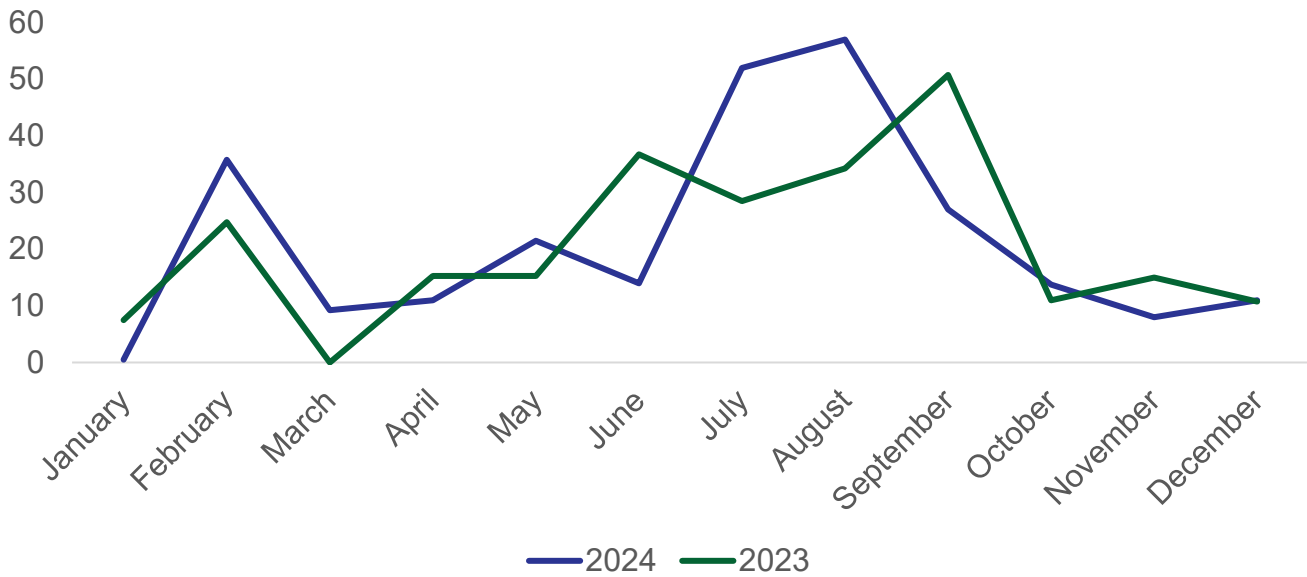
Public Education

2024 YTD
261
hours



2023 YTD
250
hours

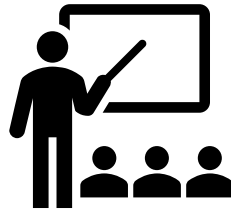
Q4 Monthly Hours for Public Education



Public Education Ages	Amount Current Quarter	Amount Last Year's Quarter
0-14	354	668
15-64	153	79
65+	20	70

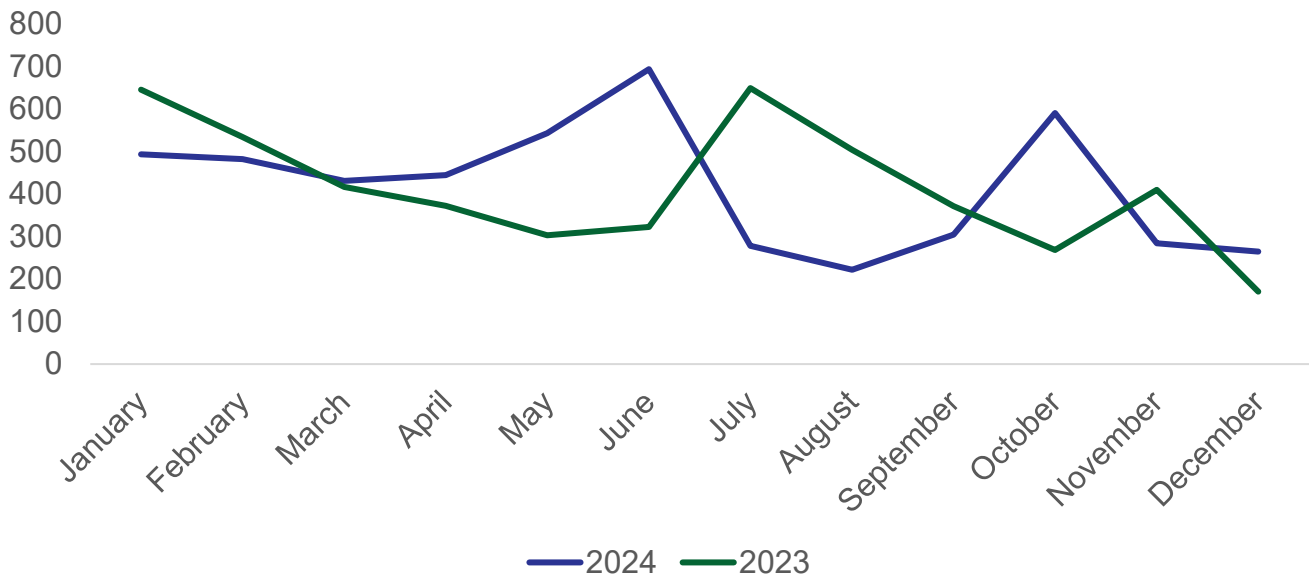
Training

2024 YTD
5,033
hours



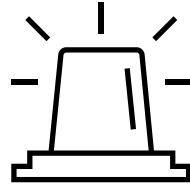
2023 YTD
4,969
hours

Q4 Monthly Hours for Training



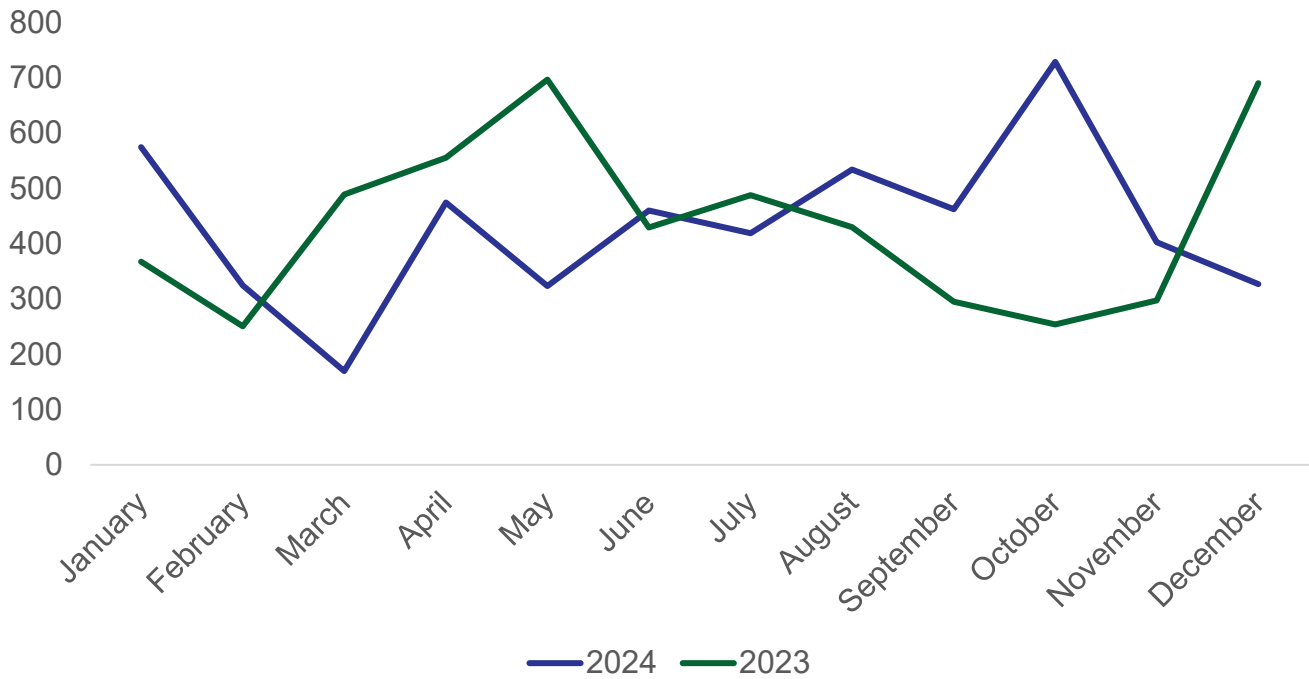
Incidents

2024 YTD
5,199
hours



2023 YTD
5,211
hours

Monthly Hours for Incidents



Fire Prevention

	Q1 2024	Q2 2024	Q3 2024	Q4 2024
Large Burn Requests	5	3	4	4
Residential Fire Safety Inspections	2	1	3	11
Residential Fire Safety Re-Inspections	0	0	2	0
Commercial Fire Safety Inspections	0	0	0	1
Commercial Fire Safety Re-Inspections	2	3	5	0
Pre-incident Plans	2	1	1	1

Burn Permits

January	70	July	419
February	114	August	534
March	259	September	462
April	322	October	57
May	381	November	27
June	201	December	6

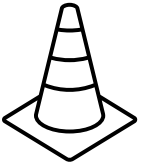
2024 Total: 2,852

2023 Total: 1,796

Fire successes:

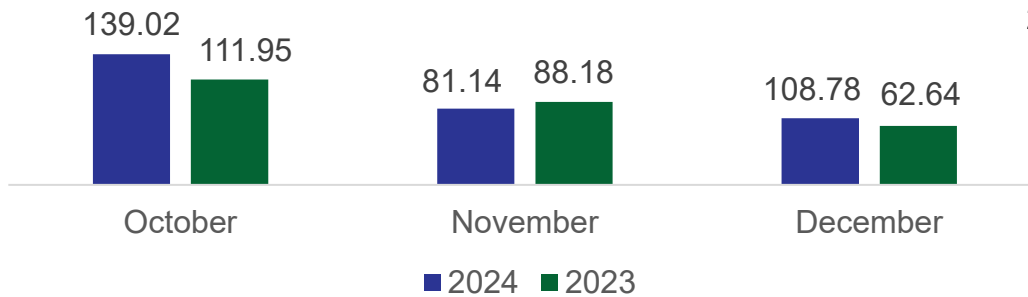
- 7 Firefighters passed the NFPA 1072 Hazmat Operations.
- We have been working with the Ontario Fire Marshal and our training division to run NFPA courses in-house. We are currently offering NFPA 1001-Firefighter I and II (8 Firefighters) and NFPA 1041 Level I Instructor (10 Firefighters) to our staff.
- 20 Firefighters have completed NFPA 1006 Surface/Ice Water Awareness.

Public Works and Waste Management



Waste Management

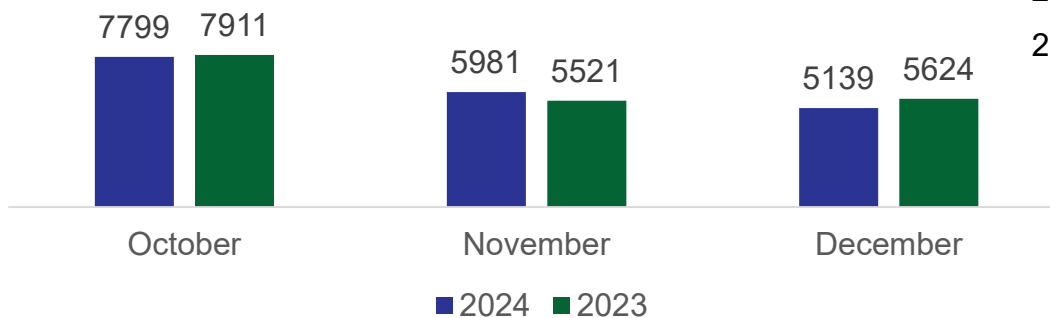
Garbage Quantities (in Tonnes)



2024 Total: 1,278 Tonnes

2023 Total: 1,228 Tonnes

Vehicle Counts



2024 Total: 89,280 Vehicles

2023 Total: 87,044 Vehicles

Public Works successes:

- Completion of Dedicated Mechanics Facility.
- Completion of new sand dome at Dedicated Mechanics Facility.

Engineering and Design Updates:

- Completion of New Dedicated Mechanics Facility.
- Design ongoing for the joint Buckhorn Fire Hall and Public Works Depot, 95% complete.

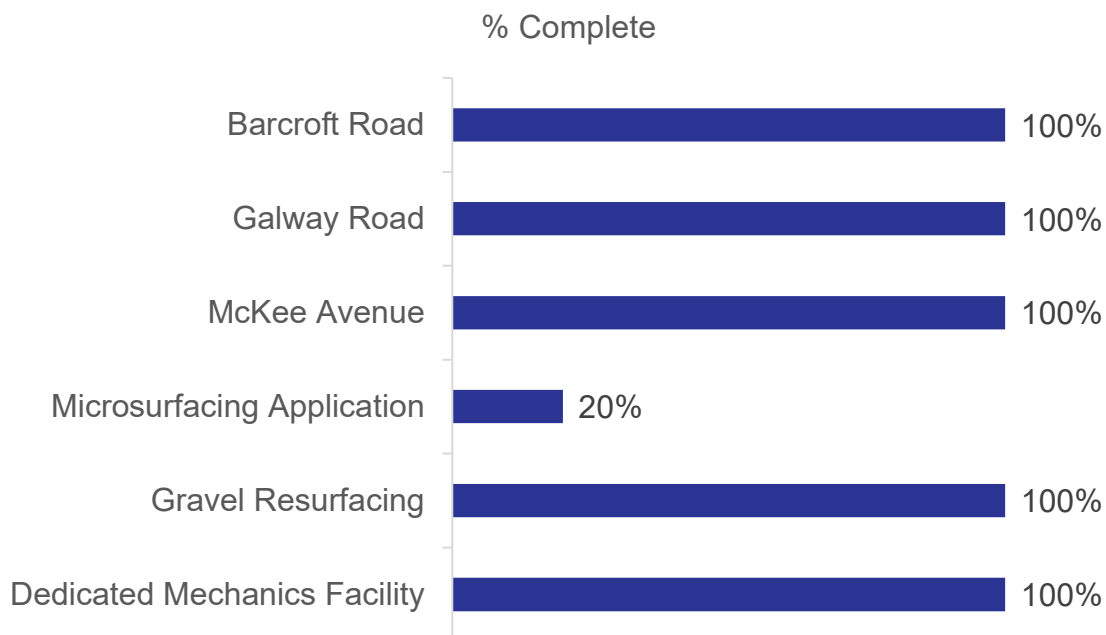
Operation Updates:

- Ongoing roadside ditching and brushing.
- Received new tandem plow truck.
- Installation of AODA compliant road name signs.
- Preparation for the collection of non-eligible sources of blue box material begun.

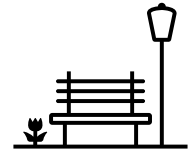
Recycling Events/Waste Management Updates:

- Purchased and installed heated portable restrooms for transfer station staff.
- Installed updated signage.
- Updated Alcohol Collection Program, welcoming a new not-for-profit group to collect from the Bobcaygeon Transfer Station.

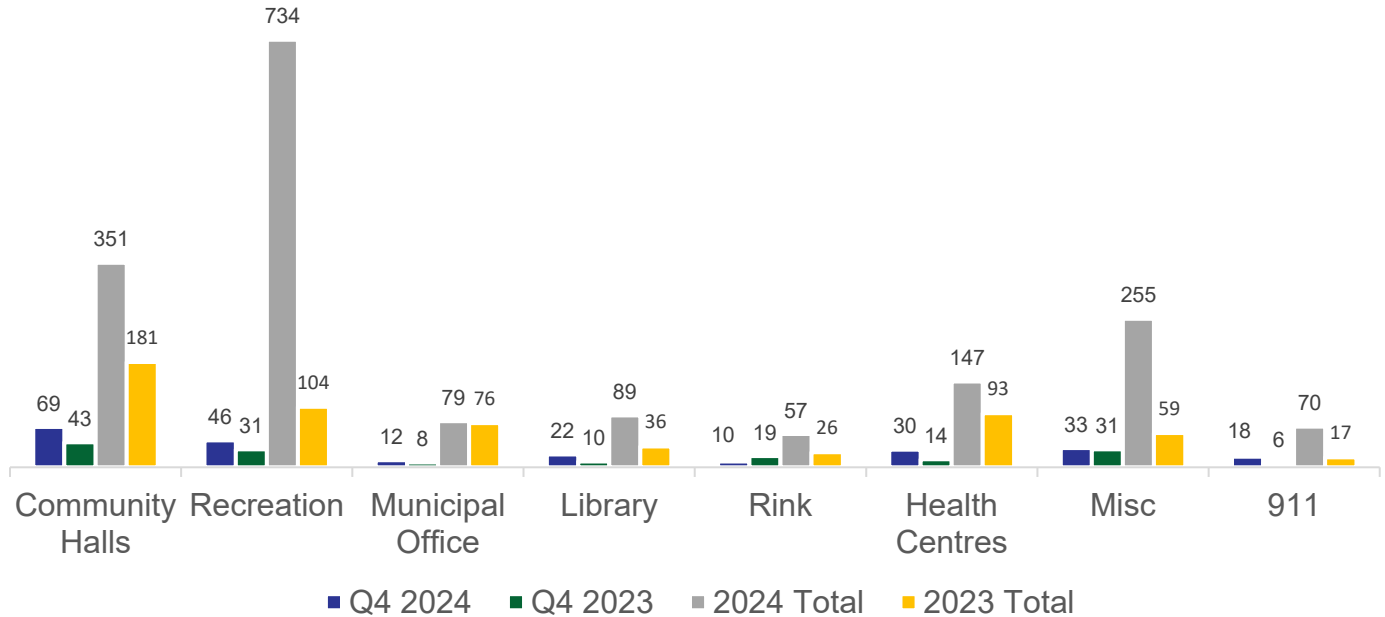
Capital Projects and Road Work



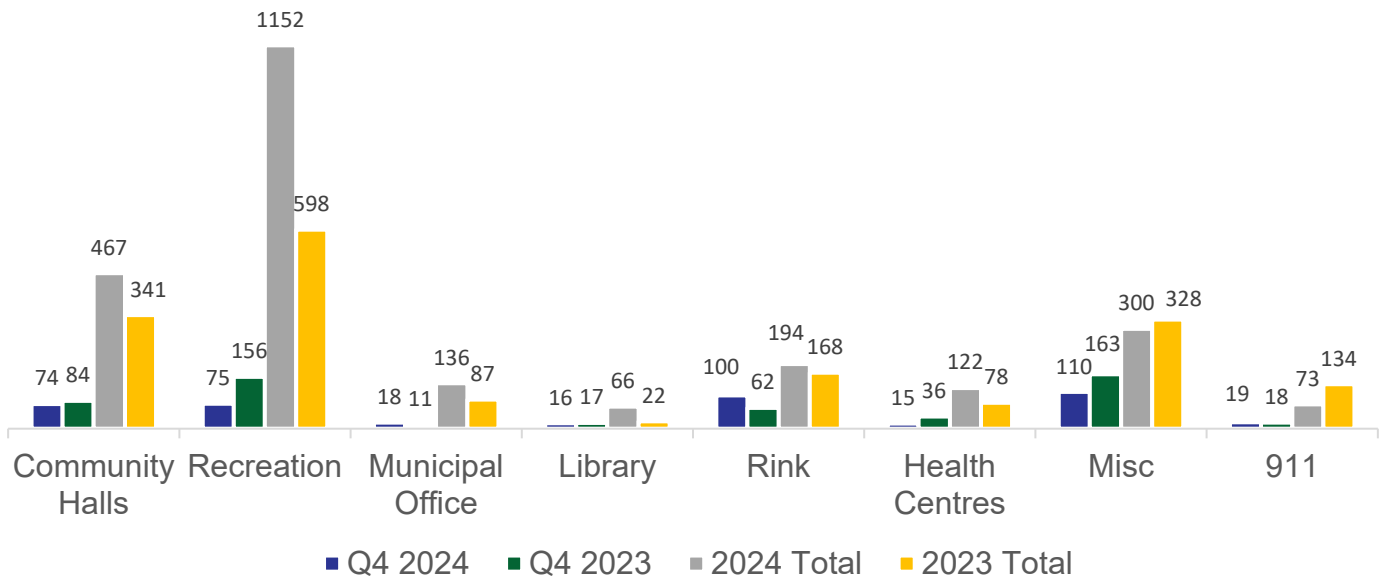
Recreation and Facilities



Work Orders – Completed



Work Orders – Hours Distribution

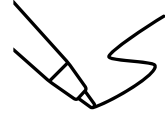


Recreation and Facilities successes:

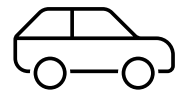
- Completed first phase of board replacement at Buckhorn Sports Pad.
- Completed several strategy documents for Open Spaces Master Plan.
- Acquired a commercial lawn sweeper, reducing staff hours to complete fall clean up.

Green Initiatives

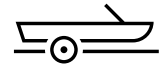
- Staff began mandatory inspections of Septic Systems in Source Water Protection areas.



- Trent Lakes Fire Rescue in-house courses (NFPA 1001 Firefighter I and II and NFPA 1041 Level I Instructor) will strive to keep staff and apparatus in our Municipality. This will reduce fuel consumption and distance traveled by approximately 3000 kilometers traveled by our apparatus over the duration of these courses.



- Discussions with the MNRF surrounding a potential program to remove abandoned docks from water bodies within Trent Lakes.



- Researched possible options for diverting organics, drywall and other forms of construction waste from the landfill.



- New high efficiency boiler installed at the Cavendish Community Centre.



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	Complete
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	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	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	Complete
Establish trail maintenance best practices document.	Federal/Provincial Parks	Complete
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	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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