



Municipality of Trent Lakes

2024

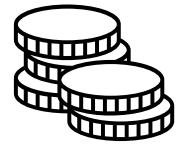
Q2

Report Card

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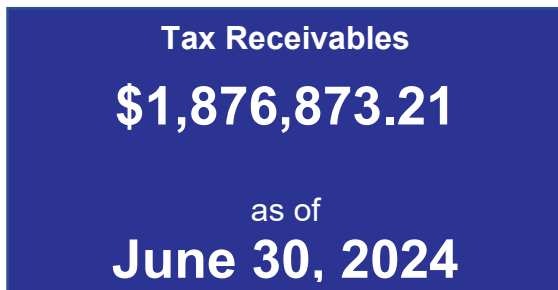
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Administration



Finance

Tax Receivables



56%

Compared to Q2 2024 - Collected \$527,743.00 so far in July.

During Q2, 2024, Finance Department activities included:

Tax Billings	
Q2 2024	Q2 2023
7,840	7,807

Tax Certificates	
Q2 2024	Q2 2023
69	40

Cash Receipts	
Q2 2024	Q2 2023
\$7,746,896.59	\$6,740,953.54

Accounts Payable	
Q2 2024	Q2 2023
\$9,636,416.80	\$6,674,733.08

Finance/Administration successes:

- Finalized 2024 Trent Lakes and water system budgets.
- Completion of a job evaluation/market analysis compensation review and performance evaluations.
- STR working group/public meetings.

Purchasing

Q2 2024 purchasing awards made with delegated authority:

Procurement Number	Title	Successful Bidder	Bid Amount (Excluding Taxes & Contingency)
SS-2024-01	Supply, Transportation and Maintenance of Waste Disposal Bins	Kawartha Disposal Inc.	\$570,000.00
Peterborough County T-02-2024	Surface Treatment	Miller Paving Ltd.	\$140,370.00
Peterborough County T-13-2024	Supply of Calcium Chloride	De-Lee Dust Control Ltd.	\$72,450.00
RFT-2024-02	Design and Construction of a New Sand Dome	Storage Systems Construction	\$439,500.00

Corporate Services

Corporate Services by the numbers:

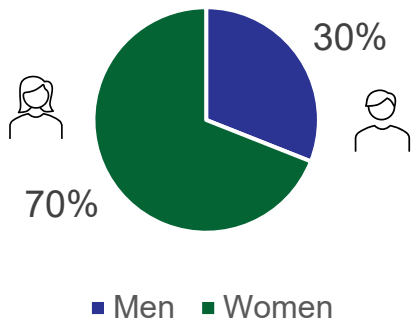
	Q2 2024	Q2 2023	2024 YTD	2023 YTD
Commissioning	9	8	16	13
Reports to Council	9	13	17	21
Shoreline Road Allowance Applications	2	4	3	6
Applications for Municipal Land	1	1	2	1
Procurements	5	4	6	9
FOI Requests	0	2	0	2
Lottery Licences	7	9	7	12
Civil Ceremonies	0	0	1	0
Marriage Licences	0	1	2	1

Corporate Services successes:

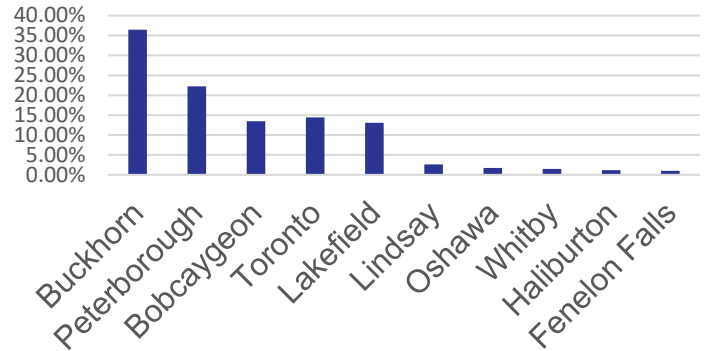
- Developed new Records of Destruction Form and improved workflow process.
- Worked with consultant to host Accessibility Focus Group.
- Clerk attended AMCTO conference and Deputy Clerk attended OAPSB conference.

Communications – Social Media

Current Audience by Gender



Facebook & Instagram Followers by Location



Q2 2024 Social Media Followers

4,183

Q2 2023 Social Media Followers

3,508

Q2 2024 Facebook Page Reach

54,900 people



11%
Compared to
Q2 2023

Q2 2024 Instagram Page Reach

1,400 people



8%
Compared to
Q2 2023

Q2 2024 Facebook Page Visits

5,700 people



2%
Compared to
Q2 2023

Q2 2024 Instagram Page Visits

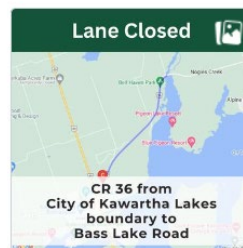
171 people



41%
Compared to
Q2 2023

Top posts by interactions

Top 3 Posts



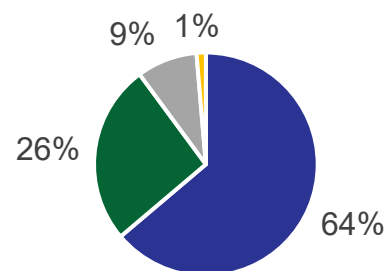
Communications – Website

Top 20 viewed pages on www.trentlakes.ca for Q2, 2024:

Website Page	# of Views	Website Page	# of Views
Home	10,221	Zoning	874
Transfer Stations	3,877	By-laws and Enforcement	748
Short Term Rentals	3,016	Beaches	723
Calendar	2,871	Short Term Rental Input Form	688
Careers and Volunteering	2,411	Applications, Licences and Permits	639
Burn Permits Form	2,371	News	629
Burn Permits	2,094	Building and Renovating	619
Contact Us	1,548	Planning and Development	615
Recycling and Garbage	959	Building Permits	594
News: Statistics Canada 2024	909	Tax Information	584

56,036
website views in Q2 2024 vs
54,400
views in Q2 2023

Q2 2024 Total
Traffic to Website



- Organic Search
- Direct
- Social Media
- Referral

Communications – News

Media Releases/Invites

April 4: Buckhorn has its first playground, funded by two programs promoting community resilience and revitalization

April 9: Clean Roadways for Earth Day in Trent Lakes is back

April 17: Buckhorn Doctors Formally Recognized for Their Dedication to Community

Monthly Municipal Communications Overview:

April

- Notice of Passing of Municipal Wide Development Charges By-Law
- Municipality Celebrates New Buckhorn Playground
- Well Water Drop Off Program Resumes in Trent Lakes
- Load Restrictions Lifted
- Your Health Matters – Healthcare Needs Assessment Launch
- Clean Roadways for Earth Day in Trent Lakes is Back
- Transfer Station Summer Hours Take Effect April 15
- PRHC Launches Strategic Plan for 2024-2029
- Input Requested on Draft STRA By-law
- Buckhorn Doctors Formally Recognized for Their Dedication to Community

May

- Construction Notice for County Road 36 Commencing May 6, 2024
- Statistics Canada: The 2024 Census Test is coming in May
- Public Notice: Disposal of Land, May 3 2024
- Emergency Preparedness Week: May 5-11 2024
- Notice of Mooring Restrictions - May 7, 2024
- Maintenance Notice by OCWA - May 8, 2024
- FedDev Ontario Opens Funding for Businesses and Organizations
- Q1 2024 Report Now Available
- Household Hazardous Waste Program 2024
- Victoria Day 2024 Holiday Hours
- Notice of Public Meeting: Flood Plain Mapping Study
- Save the Date: Short Term Rental Meetings
- Trent Lakes Local Bruce Averill Recognized for Leadership in Arts and Culture
- You're Invited to our Wildland Fire Presentation
- Business Count Survey 2024

- Chamber Event: Four Mayors Breakfast
- Notice: Increased Planning Fees
- Public Notice: Disposal of Land, May 28, 2024

June

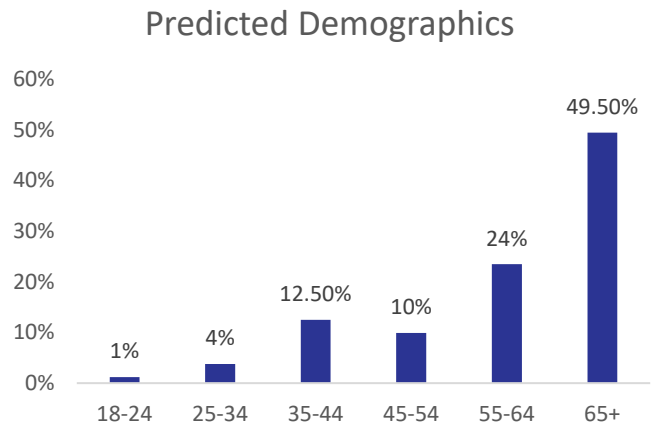
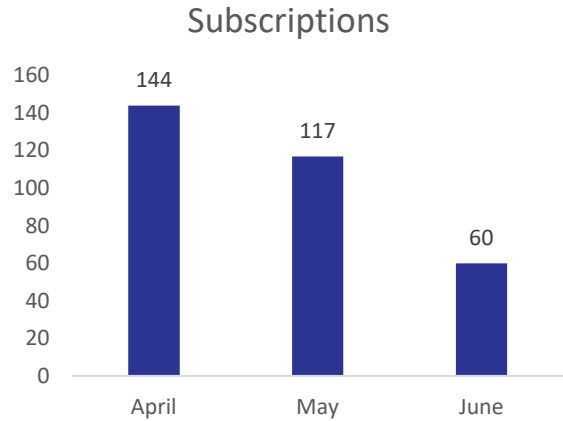
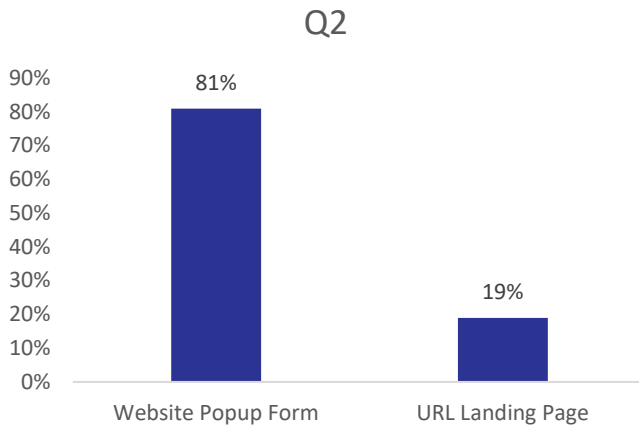
- Employment Opportunities with Trent Lakes
- Event: Annual Ratepayer Meeting
- Get Active This Month for Your Chance to win!
- Join us at the Short-Term Rental Meeting Tomorrow Morning
- Water Quality Testing Resumes at Local Beaches
- Fireworks in Trent Lakes
- Private Road Grant
- Tornado Watch Issued - June 13, 2024
- Notice of Public Meeting: Community Improvement Plan
- Peterborough County Next Generation 9-1-1 Migration
- Heat Warning - Peterborough Public Health
- Public Notice: Disposal of Land, June 25, 2024

Communications successes:

- Increase in newsletter subscriptions leading to increased reach for news.
- Successful promotion of Short-Term Rental feedback form and public meetings.

Communications – Newsletter

Q2 Total subscribers **994**

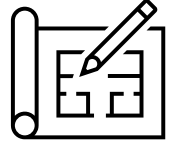


Top links clicked in Q2:

1. Short Term Rentals
2. Private Road Grant
3. News: Buckhorn Doctors Formally Recognized
4. Burn Permits
5. Council Meeting Calendar

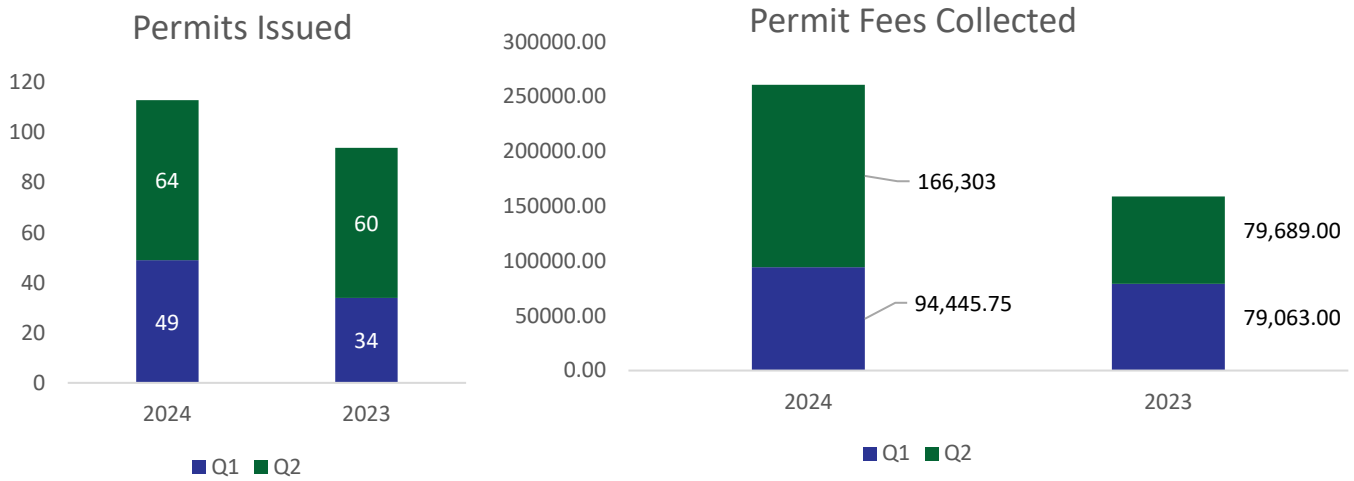
April Newsletter	469 opens	129 clicks
May Newsletter	582 opens	189 clicks
June Newsletter	633 opens	162 clicks

Building, Planning & By-law

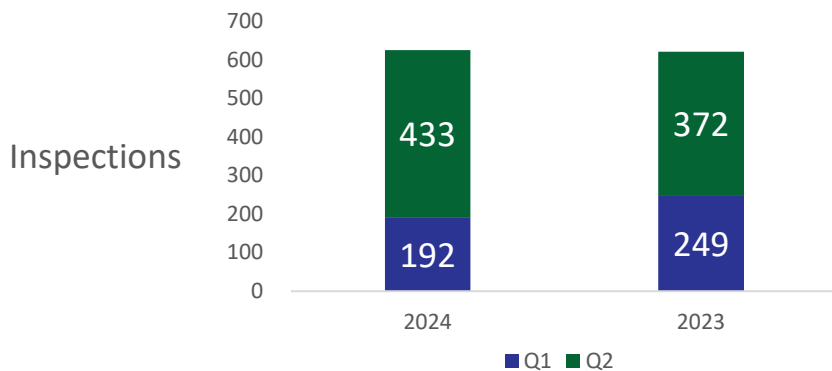


Building

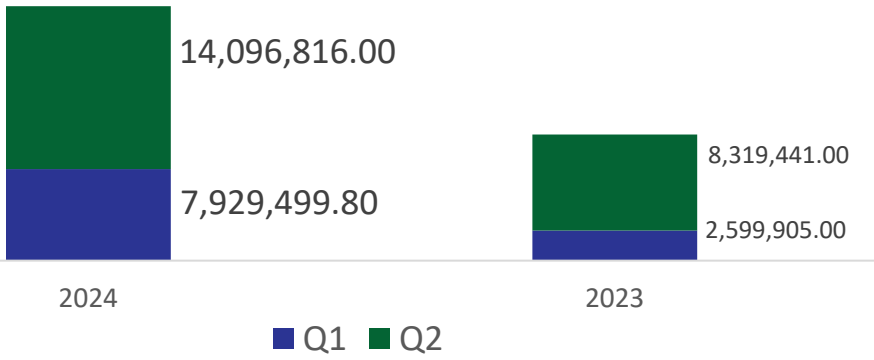
Permits



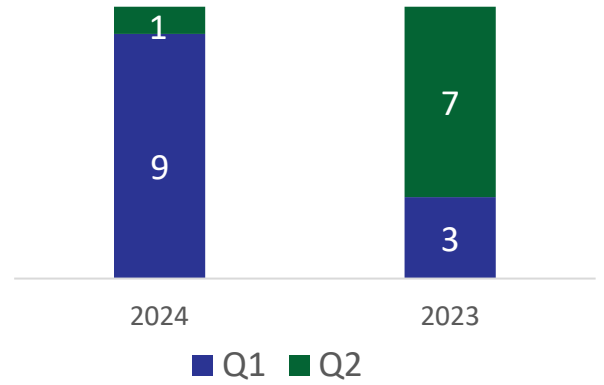
Q2 2024 Amount	
24	Permits waiting for further information from applicant
8	Permits in abandon state given notice of rejection
5	Permits waiting planning approval for further processing
5	Permits waiting plans review
9	Permits waiting for payment to be issued



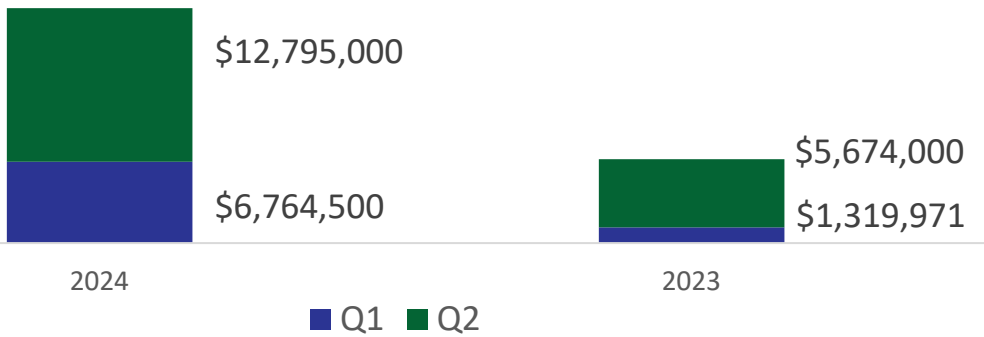
Construction Value



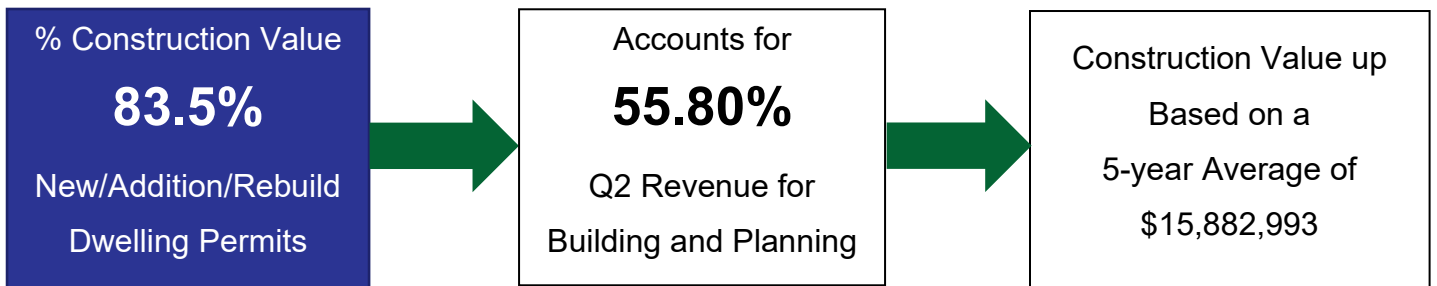
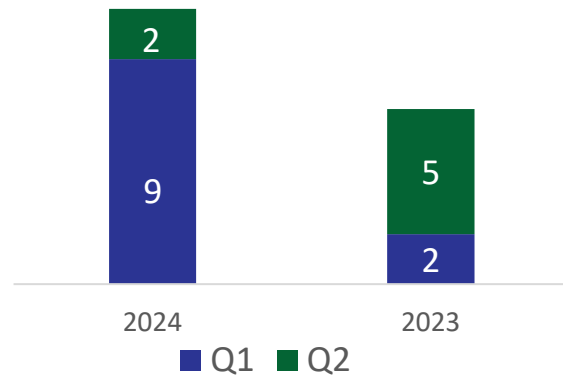
New Dwellings (Development Fees)



Construction Value For Dwellings

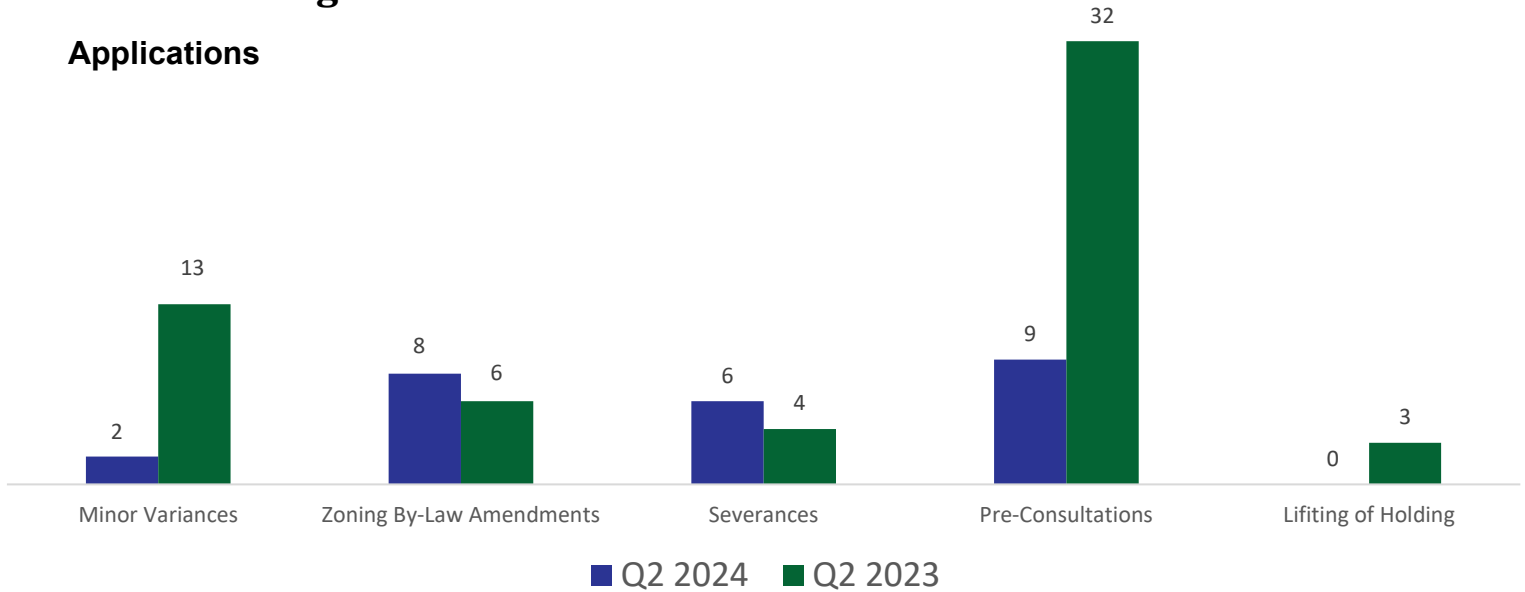


Replacement Dwellings



Planning

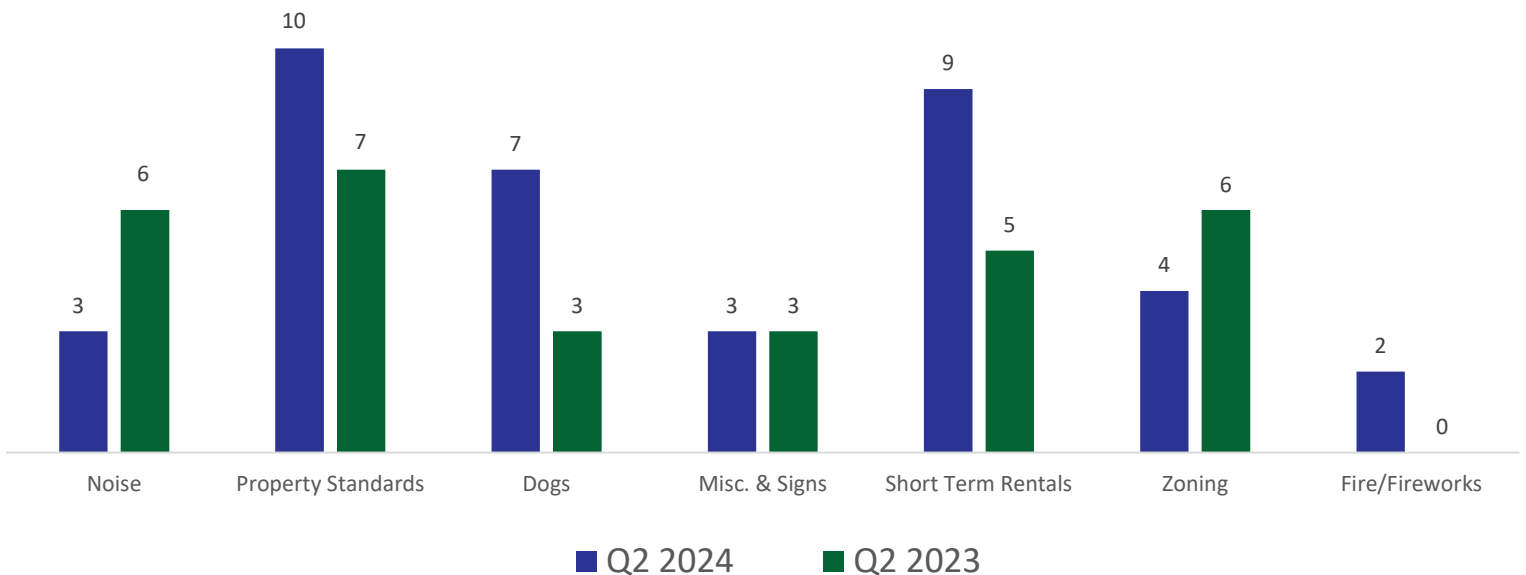
Applications



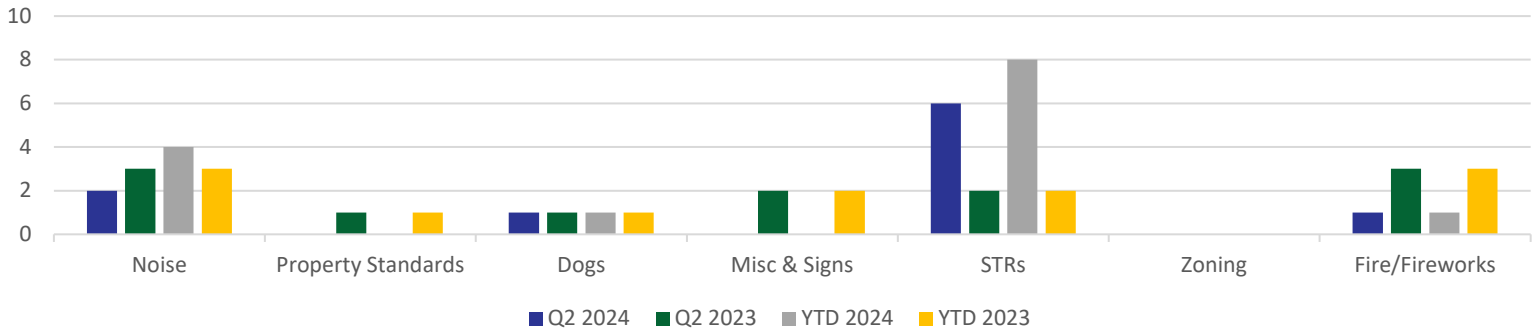
Zoning By-law Amendments in process: 5
 Zoning By-law Amendments to be reviewed: 3

By-law

By-law Complaints Received



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



Current Active By-law investigations: 7

AMPS Penalties Current Quarter

Amount	Type of complaint	Maxama or Trent Lakes staff?
225	Dog	Trent Lakes Staff
225	Dog	Trent Lakes Staff
225	Fire/Daytime Burning	Trent Lakes Staff

Maxama Current Quarter

Type of complaint	Complaints Contacted	Property Visits
STR	7	5
Fire	1	1

Building, Planning and By-law Successes:

- Staff began the enforcement of Part 8 (Sewage System Program) including all permits and inspections effective April 1st.
- Staff participated in two public meetings concerning the STRA draft by-law.
- Implementation of the new Development Charges By-law and Planning Fees that were approved by Council to align with similarly sized municipalities and ensure development is paying for development.

Fire & Emergency

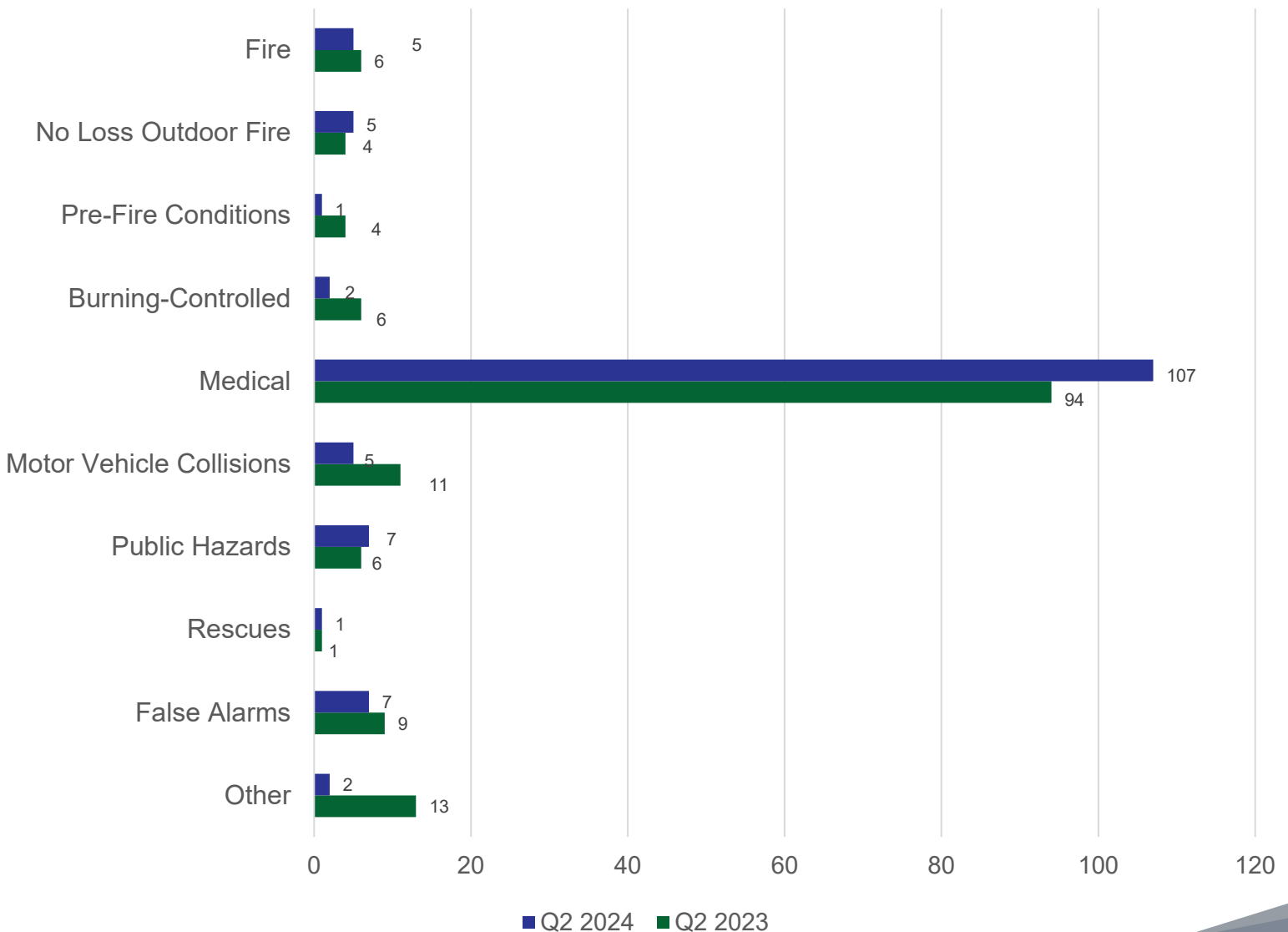
Incidents – By Type

Total incidents April - June

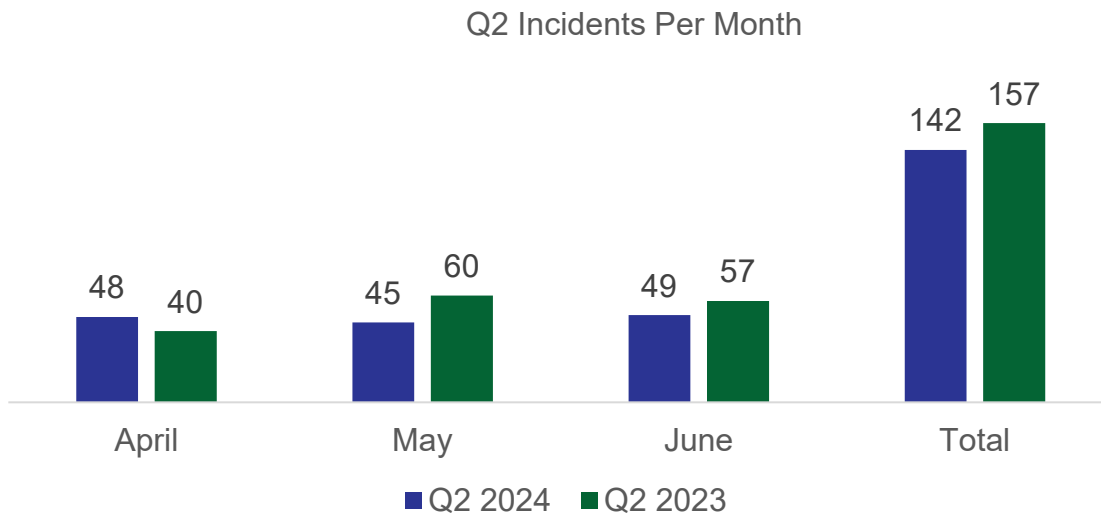
2024 YTD
142
Incidents



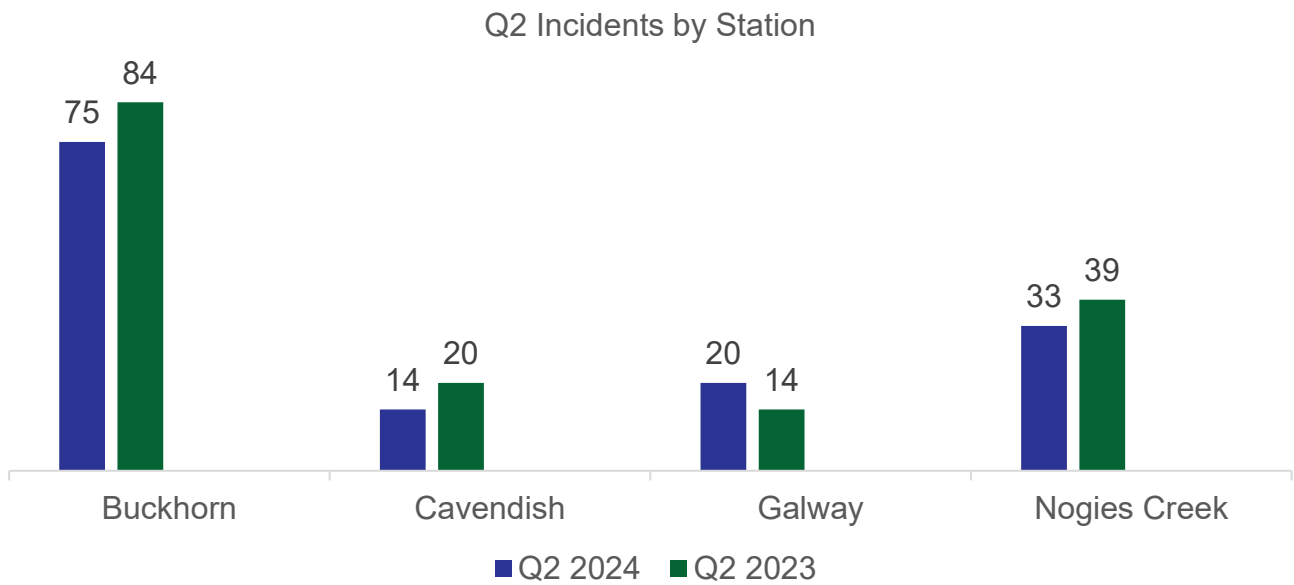
2023 YTD
157
Incidents



Incidents – By Month



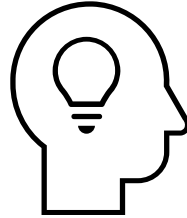
Incidents – By Station



Hours

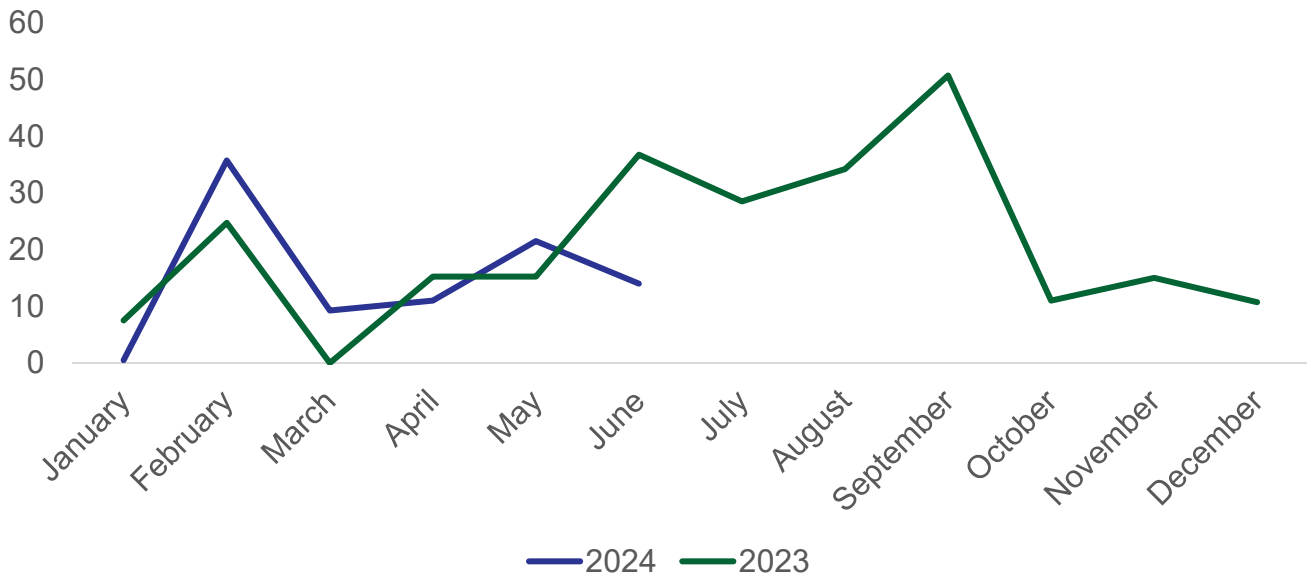
Public Education

2024 YTD
92.15
hours



2023 YTD
99.5
hours

Q2 Monthly Hours for Public Education



Age	Amount Current Quarter	Amount Last Year's Quarter
0-14	1045	566
15-64	285	94
65+	32	47

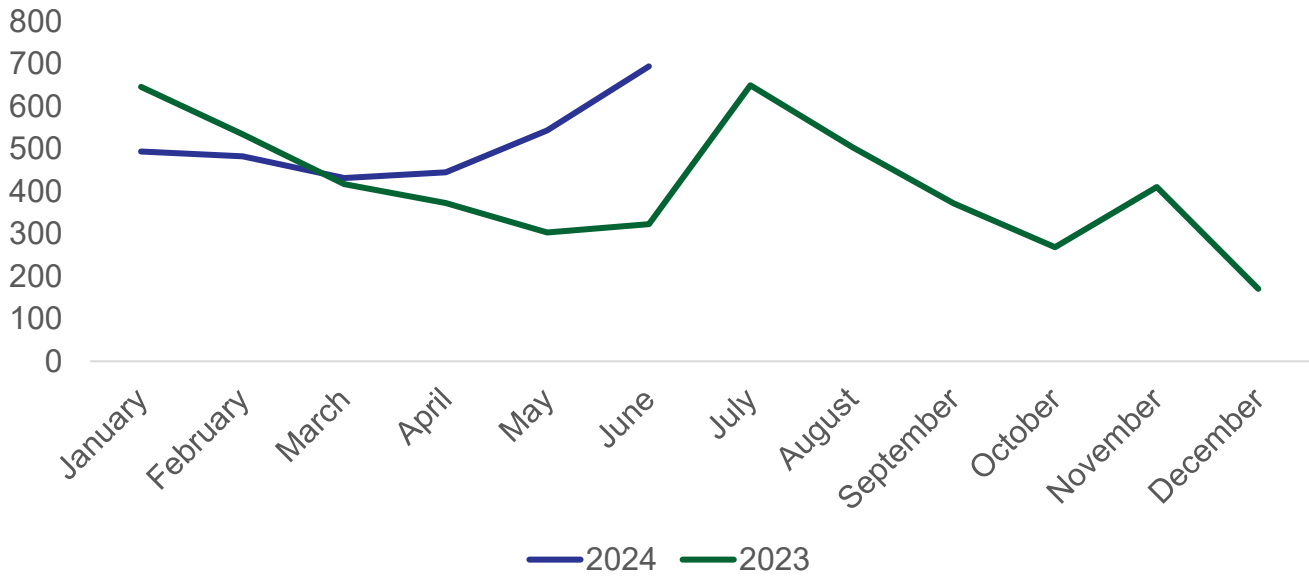
Training

2024 YTD
3,088
hours



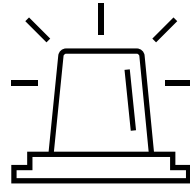
2023 YTD
2,594
hours

Q2 Monthly Hours for Training



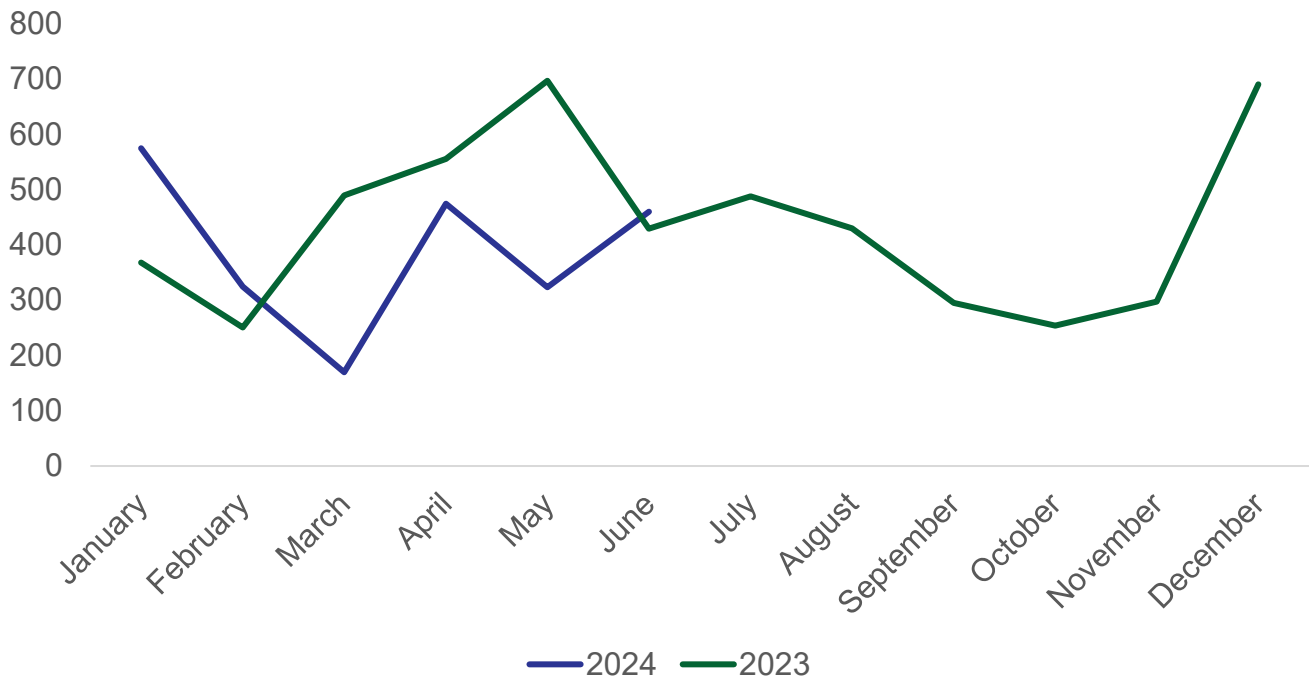
Incidents

2024 YTD
2,326
hours



2023 YTD
2,787.5
hours

Monthly Hours for Incidents



Fire Prevention

	Q2 2024	Q1 2024	YTD 2024
Large Burn Requests	3	5	8
Residential Fire Safety Inspections	1	2	3
Commercial Fire Safety Inspections	0	0	0
Commercial Fire Safety Re-inspections	3	2	5
Pre-incident Plans	1	2	3

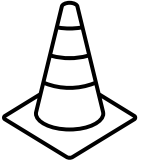
Burn Permits

	2024
January	70
February	114
March	259
April	322
May	381
June	201

Fire successes:

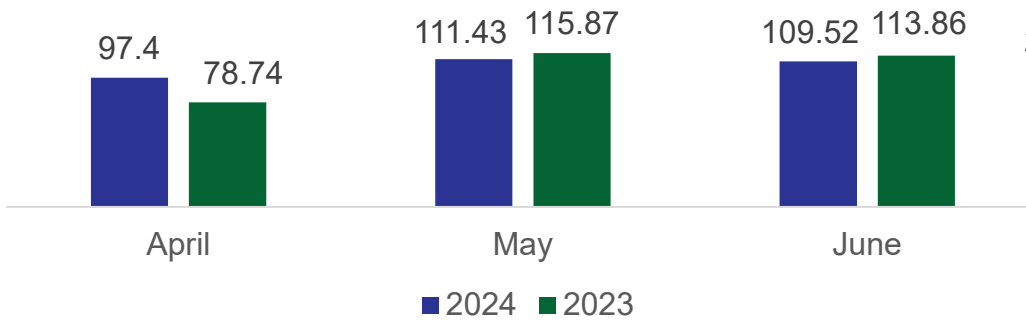
- Dry hydrant testing occurred in the two new locations in Buckhorn.
- 2 pickup trucks have been received to replace current stock.
- 6 Firefighters have completed their NFPA Firefighter I & II.

Public Works and Waste Management



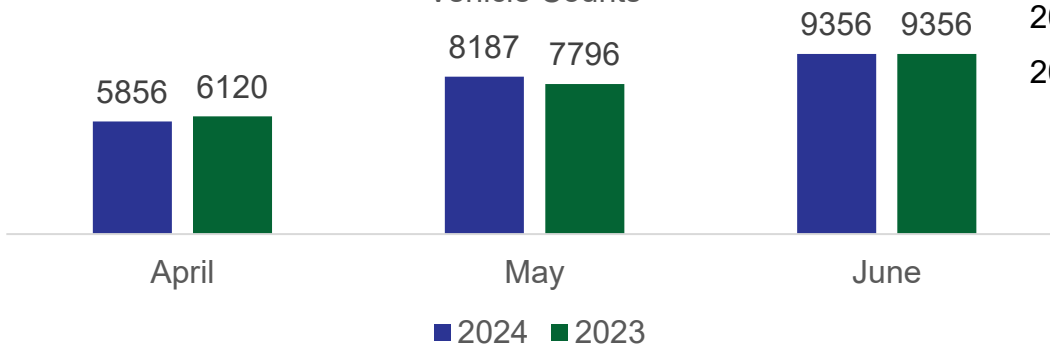
Waste Management

Garbage Quantities (in Tonnes)



2024 YTD: 538.8 Tonnes
2023 YTD: 535.42 Tonnes

Vehicle Counts



2024 YTD: 38,232 Vehicles
2023 YTD: 36,082 Vehicles

Public Works successes:

- Sold all remaining FoodCyclers.
- Executed new agreement for the collection and recycling of scrap metal.

Engineering and Design Updates:

- Construction under way, 60% completed, on schedule.
- Design ongoing for the joint Buckhorn Fire Hall and Public Works Depot, 35%.

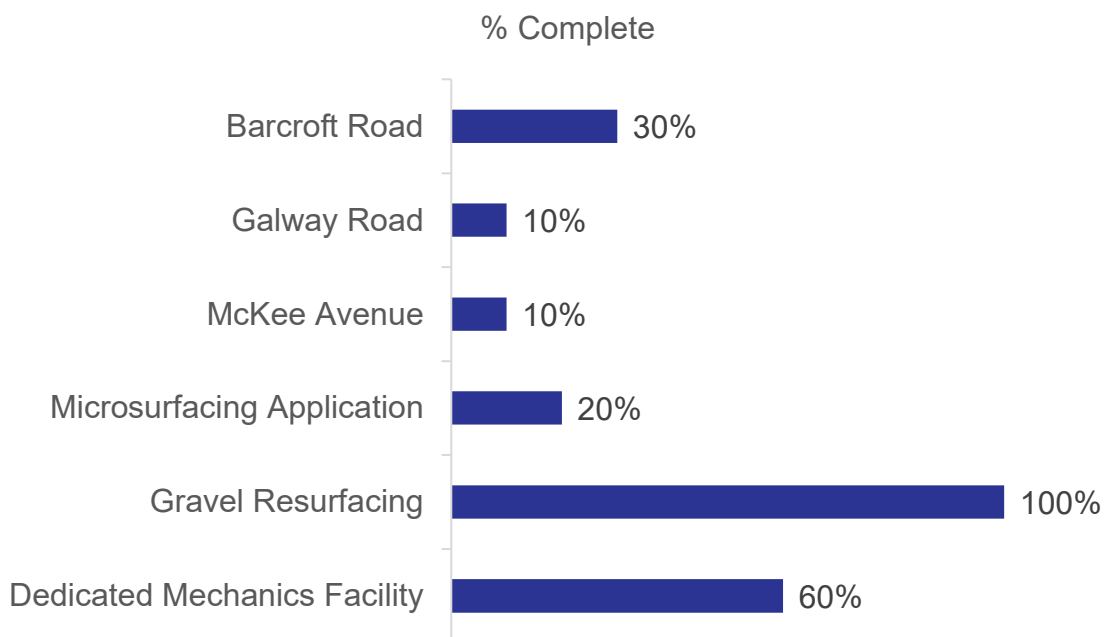
Operation Updates:

- Posted and filled vacant positions.
- Calcium Chloride Application Completed.

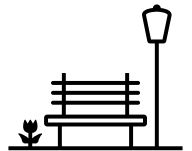
Recycling Events/Waste Management Updates:

- Held Clean Roadways for Earth Day campaign. We had over 30 participants covering 15 roads and collected over 75 bags of garbage.
- Successfully held the first mattress event of the year and collected 89 mattresses.

Capital Projects and Road Work

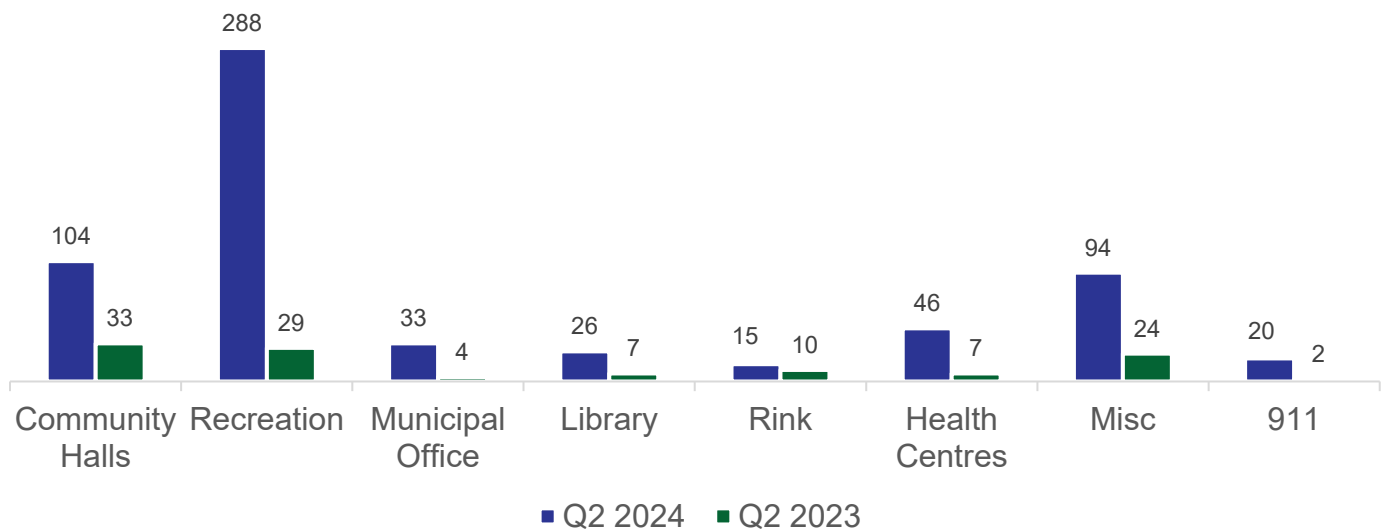


Recreation and Facilities



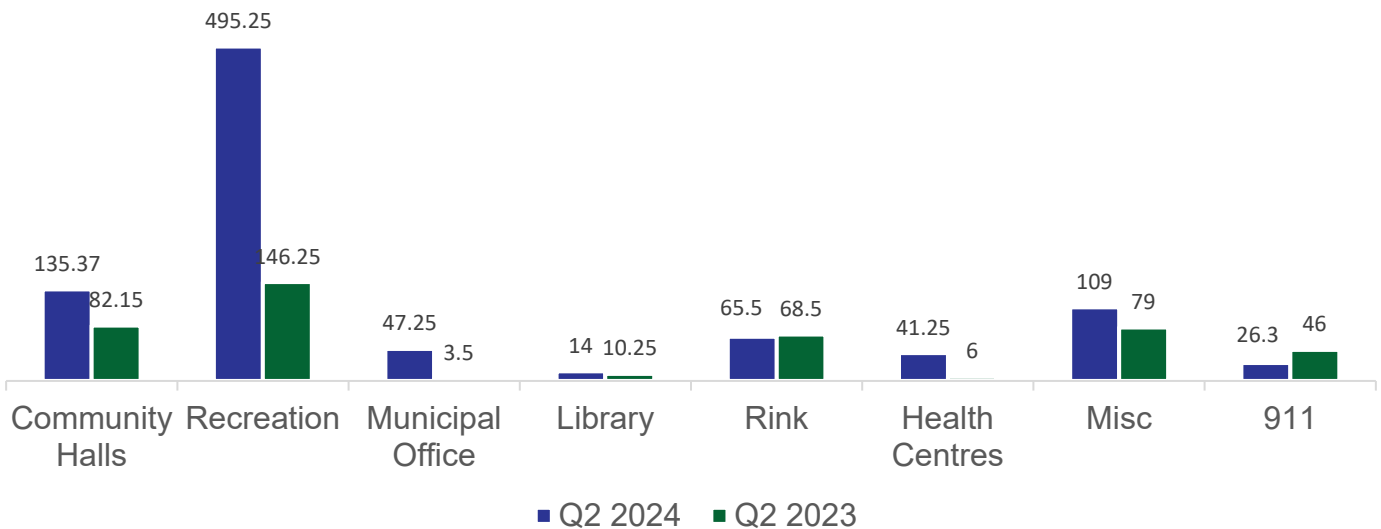
Work Orders – Completed

Distribution of Work Orders



Work Orders – Hours Distribution

Distribution of Work Orders



Recreation and Facilities successes:

- Ode'Naang playground finalized – held public opening.
- Installed 65 new self-watering geranium barrels.
- Installation of polymeric sand at sport pad to assist with ice making.

Green Initiatives

- Various diversion programs such as mattress disposal, paper shredding, and bulky plastics recycling
- Research into new diversion programs including an expanded lightbulb collection program and the potential collection of marine plastics
- Updating to environmentally conscious lighting



- Self-watering geranium barrels have required very little watering, only requiring dead heading of plants, drastically reducing the amount of staff time and vehicle time required for maintenance.



- Trent Lakes Tanker has been Delivered – This tanker will carry 2500 gallons of water compared to 900 gallons of water on the truck it is replacing.



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 GIS 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	In Progress
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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