

ADMINISTRATION REPORT

January to March 2024
(Q1-2024)



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Message from the Chief Administrative Officer

The first quarter of the year in municipal government focuses on strategic planning, community engagement, and the allocation of budgetary resources, laying the groundwork for the year's objectives and initiatives.

Through the leadership and direction from Council, staff continue to prioritize engagement with community members, stakeholders, and local businesses to ensure that our initiatives align with the needs and aspirations of our diverse community. Through collaborative dialogue and feedback, our marketing strategy aims to amplify our message and reach a wider audience, showcasing the opportunities available and fostering a sense of belonging among residents and visitors alike. Together with our focus on short-term accommodations, we are actively exploring innovative solutions to maximize their impact on our community's overall well-being. Our evaluation of adaptive re-use will enable us to fine-tune our approach, ensuring that community spaces are utilized efficiently and make a positive contribution to the social and economic vitality of our community.



I want to commend the tenacity and dedication of our staff who are tirelessly exploring new solutions towards effective and efficient change. Their dedication to awareness and knowledge of change management empowers us to adapt and innovate in the face of evolving challenges. By fostering a culture of continuous learning and improvement, we are better equipped to navigate complexities and deliver meaningful outcomes for our community. Additionally, our dedication to transparency and accountability guarantees that our endeavors are guided by evidence-based strategies and well-informed decision-making processes.

Finally, I want to emphasize our continued advocacy for water and wastewater rates. Through active engagement with the Water and Wastewater Task Force and advocacy efforts directed towards higher levels of government, we are working to address this critical issue and ensure that our community's needs are heard and prioritized. Through collaborative efforts and sustained advocacy, we envision a future that is sustainable for our community.

Thank you for your ongoing support and collaboration as we work together to build a stronger and more resilient community.

Sincerely,

Ivan Burton
Chief Administrative Officer

Community Development

Community Development includes planning, building, economic development, and corporate communications matters which include the township's social media, website, news releases, and publications.

By the Numbers

Building Permits

- Received 29 building permit and 2 septic permit applications. In Q1 of 2023, we received 22 building permits in total.
- Reviewed all severance, minor variance, zoning by-law amendment, and site plan control applications.
- All 2021 files have now been completed or filed away; and about half of the 2022 files.

Planning Applications

- Processed 5 severance applications, 3 minor variance applications, and 3 zoning by-law amendment applications.
- Three severance applications conditionally approved by Committee of Adjustment; Three zoning by-law amendments passed by Council.
- Provided first round of review comments on 3 Site Plan applications.
- Received 3 CIP applications, approved 1 (grant total of \$2,672) with remaining 2 under review.

Workplan & Strategic Plan Progress

- Council passed the Comprehensive Zoning By-law, with no appeals received (By-law now in place)
- Finished first phase of Marketing Project

Key Activities

- Onboarded new Building Inspector/Plans Examiner David Sutherland
- In partnership with the Township of Horton, the building services have retained, free of cost, a Riley Lariviere, co-op student from Opeongo High School, two afternoon per week.
- Participated in monthly planning meetings with the County of Renfrew and OMAFRA for the 2024 Municipal Agricultural Economic Development and Planning Forum (to be held Oct 22-24)

Look Ahead

- Host public Open House for building permit and planning inquiries (April 23rd)
- Host Mayor's Breakfast alongside Upper Ottawa Valley Chamber of Commerce and the Labour Market Group of Renfrew-Lanark (date TBD, mid-May)
- Finalize Development Standards documentation, including Scope of Work for Hydrogeological Studies

- Launch second phase of Marketing Project
- Continue to improve and update website, including Building and Planning guides
- Welcome and onboard new Planning Summer Student, Benjamin Savage.

Community Services

The Community Services Department is responsible for the maintenance and operation of the municipal arenas, parks, boat launches, ball diamonds, beaches, and active transportation. The department also leads partnership with closely with community stakeholders.

By the Numbers

- The Cobden Arena public skate totaled 25 ice times with approximately 25 skaters each.
- The Westmeath Arena public skates total of 21 with approximately 20 skaters each.
- The annual 2023/2024 ice season:
 - Primetime Utilization rate for Westmeath was +/-58%.
 - Primetime Utilization rate for Cobden was +/-73%.

Workplan & Strategic Plan Progress

- Adaptive Reuse of community centres in person and online engagement sessions were held.
- Initial meeting of Community Services Advisory Committee held in March.
- Inaugural meeting held with some of the 2024 Tourism Event Organizers (fairs, tour de whitewater) to go over event plans and opportunities for collaboration.

Key Activities

- Successful support and facilitation of three minor hockey tournaments in Cobden as well as in Westmeath two minor and two adult hockey tournaments.
- Supporting and facilitating various recreational user groups continued use of the facilities including pickleball, exercise classes, meetings, and ice user groups.
- New Recreation Assistant, Amber Kent, has started and is initiating contact with user groups for rentals of facilities for summer operation.
- End of ice season staff meeting to go over opportunities and challenges going forward. Ice out process began in Westmeath March 17 and Cobden March 31.
- Routine maintenance of equipment for summer and winter operations have been initiated.
- Parks students hire complete with start dates in May 2024.
- Meals on Wheels transitions to both Tuesday and Fridays (Cobden Only) and Community Meals have transitioned to Whitewater Seniors.
- Council approved the use of the Foresters Falls Library for a store front location beginning in May.
- Successful partnership with Connectwell for the Seniors Active Living Fair held in Cobden with over 100 seniors participating.

- Programs and activities have been organized and held in multiple location in WWR including Beachburg, Westmeath and Haley Station.
- Homemaking support has been made available to WWR Seniors through partnerships with Eganville & District seniors and services being provided locally.

Look Ahead

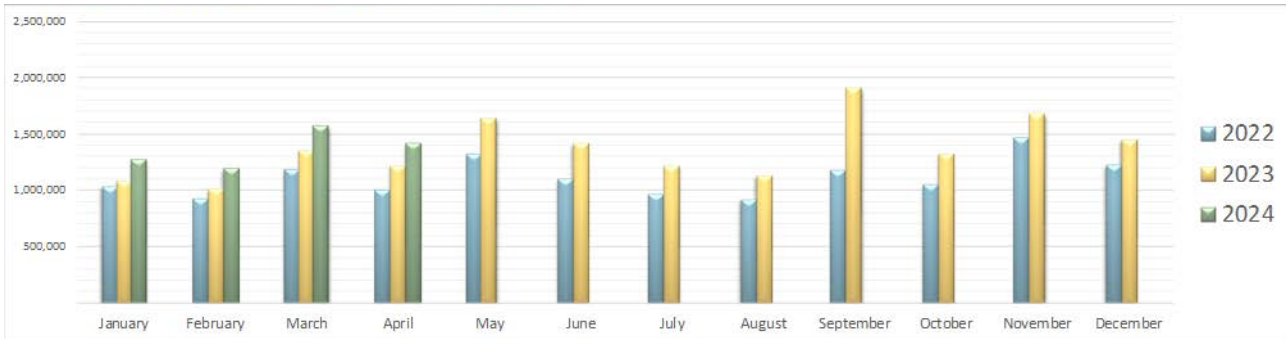
- Transition from Winter to Summer operations.
- Community Services employees registration for in-person training through ORFA as well as online training courses.
- Continued support and facilitation of various community recreational groups
- Community Recreation Grant recipients to be awarded Q1.
- Adaptive Re-Use: The project team is in the process of developing a “What We Heard” summary which compiles feedback received throughout the process and provides adaptive re-use recommendations based on community input. Final recommendations will be provided to the Township for information in Q2.
- Continued engagement with the Community Services Advosiry Committee
- Whitewater Seniors (WWS) volunteer opportunities exist currently for meal delivery, friendly visiting and Working Group members. Ongoing referrals and services are available through WWS.

Corporate Services

The Corporate Services department oversees the accounts payable/receivable, taxation, purchasing, insurance/risk management, and asset management of the Township.

By the Numbers

PROPERTY TAXES RECEIVABLE - MONTH AND YEAR COMPARISON



- As of March 31, 2024
 - \$1,416,747.70 of taxes receivable remained outstanding.
 - Farm debt notices have been issued to 10 properties through RealTax.
 - \$152,693.19 of utilities receivable remained outstanding.
 - This represents ~37.8% of the current utility invoice.
- Collected \$4,000.00 in development charges.
 - \$3,000.00 Township Wide
 - \$1,000.00 for Water
- General Budget
 - General Fund overall showing a \$1,479,009.97 deficit.
 - Municipal taxation is not recognized as revenue until final bills are issued in August.
 - 17% of wastewater revenue recognized as 1 of the 6 2024 invoices have been issued.
 - Police category showing 83.4% of budget remaining as only the January invoice has been received.
 - Transportation variance showing 85.6% of the budget remaining, various capital projects have commenced.
 - No transfers to reserves have occurred yet.
- Water Budget
 - Showing a \$15,633.42 surplus
 - Revenue showing 17% recognized as 1 of 6 2024 invoices have been issued.
 - Few capital expenditures have been recognized yet.
 - No transfers to reserves have occurred yet.

Workplan & Strategic Plan Progress

- Developing key performance indicators to build internal capacity for corporate performance. Looking for efficiencies.
- Working to increase financial software Accounts Receivable module utilization by implementing software imports from the landfill software and recreation software.
- Reviewing current policies and procedures to update or create as necessary.
- Working to update Asset Management Plan

Key Activities

- 2024 Interim tax bills were sent out in February.
- Tax sale procedures have started, and 10 properties have been sent Farm debt Notices.
- The Final Water and Wastewater billing for 2023 and the first for 2024 were sent out.
- Summer student grant application has been submitted.
- Finance team has conducted a series of training sessions within the department to streamline day-to-day operations.
- 2023 year-end underway
- Grant Reporting CCBF, OCIF, etc.
- Attending meetings with local municipalities for Asset Management progress support
- 18 Surplus Assets were sold on Gov Deals totaling of \$41,985.05.

Look Ahead

- Investigate automatic uploads from third-party software to our financial software.
- Implement iCity Online to provide property owners with the ability to view their accounts online and make payments online.
- Develop multi-year capital and operating budgets.
- Update the Asset Management Plan to meet legislative requirements (2025).
- Develop a long-term debt strategy and policy

Fire Services

With over 75 volunteer firefighters at five stations, the Department ensures the protection of the area with ongoing training, fire suppression, and fire prevention. The Fire Department provides public safety information and assists with numerous public events.

By the Numbers

- There were 35 emergency responses in Q1 including 5 fires, 6 MVC's and 1 Water rescue up from 22 calls in the first quarter of 2023.
- Standard Incident Reports filed with the Ontario Fire Marshalls Office for 2023.

Workplan & Strategic Plan Progress

- The new Establishing and Regulating Bylaw was passed by council forming the basis of department administration.
- Work is continuing the Community Risk Assessment, with the anticipated completion of June 2024.

Key Activities

- The second annual Firefighter Appreciation Ceremony were held to recognize the accomplishments of our firefighters and the civilian bravery awards.
- An agreement was signed with the Pembroke Fire Department for them to provide water and ice rescue within Whitewater Region.
- Annual SCBA testing was completed as required by the Occupational Health and Safety Act.

Look Ahead

- The Alarmed for Life smoke and carbon monoxide alarm visits will take place throughout the month of May.
- Community Risk Assessment will be completed and presented to council.
- Ladder testing and Pump Certification is scheduled for the upcoming months to meet NFPA 1932 and 1911 respectively.
- First Aid Training will take place in the coming months
- Review and consideration of Councilor Bell's Notice of Motion relating to BLS.
- Hiring and Promotional Policy and Pay Policy will be presented to council, as we continue to formalize fire department Administration and Operations.

Office of the CAO

The Office of the CAO includes overall corporate management of the organization. The office is also responsible for human resources and health & safety. Legislative services include council support, animal control, and by-law enforcement. Emergency management, community safety/policing, and the Seniors Pilot Project are also reported here.

By the Numbers

- Legislation services commissioned 13 documents, issued 6 licenses, officiated 3 ceremonies, approximately \$5,000 of revenue collected through dog tags, 5 Kennel licenses were issued, and 5 lottery licenses rounded up the Q1.

Workplan & Strategic Plan Progress

- Summer Student will start May 2, Records Management, accessibility, and licensing top priorities.
- Attended a Conquer Leadership Workshop with regional peer CAO's and leadership staff.
- Led the recruitment of the Manager of Community Services, Stephanie Plebon and supported the recruitment of David Sutherland, Building Inspector/Plans Examiner and unsuccessful recruitment of an Joint-Asset Management Coordinator.
- Completed training in WHMIS and Accesibility for all staff.
- Completed the 2024 Departmental Workplans
- Supported the reorganization of the Renfrew and Area OPP Detachment Board.
- Supported the 2024 Extended Alternative Hour of Operations Pilot Program.

Key Activities

- Completed consultation on STA's
- Freshet and MCEG meetings were held, localized flooding in low lying areas occurred water levels peaked at 112.60, the two groups continue to monitor.
- Supported the Adaptive Re-Use of Arenas Project lead by Manager Plebon and the Short-Term Accommodation Public Consultation, lead by Clerk Miller.
 - Attended a tour of the Arnprior Wastewater Treatment Facility and the Cavanagh Sensplex.
- Investigated with Manager Plebon opportunities relating to WWR's contribution to the Pembroke Kinsmen's Pool and the possible transfer of the acquired CN Rail Line, as directed by Council.
- Supported the filing of the 2024-2025 Seniors Active Living Centre (SALC) funding application.
- Managed and resolved to two (2) submissions to the Ontario Ombudsman.
- Attended a meeting between Mayor's and CAO's with the Town of Petawawa.

- Attended the 2024 ROMA Conference including the preparation of two (2) delegations with Minister Cho, Seniors and Accessibility, and MOI Parliamentary Assistant Amorjot Sandhu.
- Attended two (2) regional CAO and one (1) Whitewater Business Association meetings.

Look Ahead

- Short-term accommodation report.
- The Administration Office Student will be starting in May.
- Review corporate policies for consistency and ease of implementation, commencing with the HR Policies.
- Develop and recommend program(s) that align with the results of the Employee Engagement Survey (Dec. 2023)
- Coordinate the implementation of a system for regular performance reviews and quality assurance measures (checkpoints, audits, processes/procedures) to ensure that work is being done correctly, completely, and with high quality.

Public Works

The Public Works department includes both Transportation and Environmental Services. The department is responsible for roads, fleet, facilities, drainage, utilities, waste & wastewater, as well as waste management.

By the Numbers

- The tonnage of Municipal solid waste collected at curbside and disposed at the Ross Landfill Site in Q1 was 344.51 tonnes, 9% increase (2023 Q1 - 315.84 tonnes).
- The tonnage of plastic, glass, and metal recyclables collected at curbside and processed at the Ottawa Valley Waste Recovery Centre in Q1 was 48.01 tonnes, 4% decrease (2023 Q1 - 50.13 tonnes).
- The tonnage of fibre recyclables collected at curbside and processed at the Ottawa Valley Waste Recovery Centre in Q1 was 64.01 tonnes (2023 Q1 - 64.48 tonnes).
- The Landfill processed 1,233 customer loads in Q1 for a total of 800.44 tonnes landfilled and 23.89 tonnes in waste that was diverted to be used a cover.
- Approximately 57 tonnes of cold patch was purchased to fill potholes in Q1 (2023 Q1 - 81 tonnes)
- 284 tonnes of salt was purchased in 2023 for sand mixture and road treatment resulting in a 58% decrease (2023 Q1 - 681 tonnes).
- Crews responded to 23 winter events in Q1 (2023 Q1 - 45 events), requiring sanding/salting and/or plowing. Snow was removed in the villages 5 times (2023 Q1 - 15 times).
- 24,991 Litres of clear diesel was consumed in Q1 for the use in tandem trucks (2023 Q1 – 42,999 Litres).

Workplan & Strategic Plan Progress

- The new sidewalk tractor was delivered on January 30th and new ¾ ton pickup truck was delivered on March 14th.
- The Township joined the County of Renfrew's Municipal Supply and Service Tenders/Quotations for roadway signage, street sweeping and toxic and hazardous weed spraying.
- The tender for Beachburg Water Treatment Plant Renewal closed on March 26th and was awarded to Harrington Mechanical Ltd. on April 5th.
- Session # 1 of the Water and Wastewater Task force was undertaken on March 7th.

Key Activities

- One of four filter cassettes sets were removed from the Cobden Wastewater Treatment Plant for a recovery cleaning undertaken by OCWA and H20 Innovations.
- Steve Hodson was hired as the Waste Management Operator and Scott Powell was hired as a Driver/Operator. Mechanic Jeff Erwin resigned from his Mechanic

position as of March 8th.

- The gravel road network was graded in March.
- Staff manual brushed Perretton Road and Kerr Line.
- Noise testing of Township facilities was undertaken on March 5th by EHS Partnerships Ltd.
- Received the 2023 Annual Monitoring Report for the Ross Landfill, prepared by Jp2g.
- Received the 2023 Cobden, Haley Town Site, and Beachburg Drinking Water System Annual Water Reports, prepared by OCWA.
- Received the 2023 Cobden Wastewater Treatment Plant Annual Report, prepared by OCWA.
- Annual Fire inspections on emergency lights and fire extinguishers completed by a certified company.
- Braydon Mayotte, Greyson Spence, and Scott Powell completed common core surface miner training.
- TR-40 2024 Chevrolet Silverado 2500 was damaged due to a collision with a turkey and was repaired by staff at a cost approximately \$2,800.
- TR-28 2015 International 70S Tandem Truck received approximately \$20,000 in parts and all repairs were completed by Township mechanics.
- Mechanics visited the Westmeath Arena 7 times to repair the 1994 Zamboni Ice Resurfacers.

Look Ahead

- The remaining three of four filter cassettes at the Cobden WWTP will be removed for recovery cleaning.
- Filing of the final Datacall for the Blue box program in April.
- Arrival of the new Bomag landfill compactor in Q3.
- Housing-Enabling Water Systems Fund application submission by April 19th.

Council Business

This section lists items considered by Council over the last quarter, as prepared by the Clerk.

By-laws

- Council passed 24 Bylaws including:
 - The New Comprehensive Zoning Bylaw
 - A Bylaw to Establish and regulate the Whitewater Fire Department
 - The Community Service Advisory Committee and the Water-Wastewater Task Force
 - Updated the Municipal Emergency Response Plan and Municipal Emergency Program Committee

Staff Reports

- 40 staff reports came forward including:
 - Adaptive Reuse of Beachburg and Westmeath
 - Water Financial Plan-Water and Wastewater Rate Study
 - Landfill Compactor Purchase
 - Cobden WTP Filter Engineering Study Award
 - Active Transportation Corridor Land Purchase Update
 - Blue Box Transition Options for Non-Eligible Sources
 - Environmental monitoring and reporting

Presentations

- Non-Profit Sector Appreciation Week – Cobden Legion Branch 550
- Friends of the Community Pool Fundraising Group
- Pembroke and Area Airport Commission
- Freshet Presentation
- Hila Road petition

Staff Teams

Office of the CAO

Ivan Burton, Chief Administrative Officer
Carmen Miller, Clerk/CEMC

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Community Development

Alex Benzie, Planner/EDO
Doug Schultz, Chief Building Official
David Sutherland, Plans Examiner/ Building Inspector
Rebecca Gill, Community Development Coordinator

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Community Services

Stephanie Plebon, Manager of Community Services
Julie Bennet, AWAH Community Navigator/Seniors Liaison Coordinator
Joyce Drouin, Seniors Liaison Assistant
Amber Kent, Recreation Assistant
Alan Griffiths, Superintendent of Parks and Recreation
Collin Lawson, Arena/Park Operator III

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Corporate Services

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Julie Parr, Deputy Treasurer
Debbie Ready, Payroll
Sandra Moss, Finance Clerk

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Fire Department

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Stacey Levesque, Deputy Fire Chief
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Environmental Services

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Bill Tripp, Landfill/Facilities Operator
Steve Hodson, Waste Management Operator

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Transportation Services

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Steven Piecarskie, Mechanic

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Driver/Operator

Andrew McLeese, Derek Bennett, Roger Blaedow, Roy Church,
Lucas Hewitt, Scott Powell, Nathan, Tubby, Perry Yach,
Brayden Mayotte, and Grayson Spence.
