ADMINISTRATION REPORT

(Q4-2024)



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www.whitewaterregion.ca

Table of Contents

Message from the Chief Administrative Officer	3
Community Development	4
Community Services	7
Corporate Services	9
Fire Services	12
Public Works	14
Office of the CAO	17
Council Business	19
Staff Teams	21

Message from the Chief Administrative Officer

The fourth quarter of 2024 marked a significant period of transition for our local services, as staff adapted to shifting priorities and seasonal demands. During this time, focus was directed towards the successful opening and operation of our arena facilities, which serve as key community hubs during the winter months. In parallel, staff worked diligently to prepare the municipal fleet for winter maintenance, ensuring our roads and infrastructure remain safe and accessible throughout the colder season.

Additionally, efforts were made to seamlessly integrate the newly adopted annual budget into our day-to-day responsibilities, maintaining alignment with our financial goals while continuing to provide essential services. The quarter also saw the finalization of building permits and development applications, bringing a productive close to the year in our planning and development operations.

The successful completion of our 2025 Operating and Capital Budget in the fourth quarter represents a key milestone for the Township. This comprehensive plan aligns our financial resources with our strategic vision and organizational goals, striking a crucial balance between addressing asset renewal needs and maintaining tax rates. Our unwavering commitment to operational efficiency has been central to shaping this budget, ensuring we meet the community's long-term infrastructure demands.

The Township continues its leadership role in advocating for the affordability of water and wastewater rates, with the receipt of the Water and Wastewater Task Force report marking an important step forward. As we navigate the complexities of these essential systems, our priority remains focused on maintaining high standards of service while ensuring affordability for our residents. As we move into the new year, we are preparing for another delegation with the Ministry of Infrastructure, with the goal of securing vital support for our community.



The fall season is home to our all-day staff training session, an invaluable opportunity for our team to come together to enhance their skills, foster collaboration, and embrace fresh perspectives. I want to express my sincere gratitude to all staff for their unwavering commitment this past year, ensuring that we continue to adapt and meet the evolving needs of our community with a unified and skilled workforce.

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

- We issued 29 permits in the fourth quarter, equaling an estimated value of \$898.297.00.
- The total number of permits for 2024 that were issued was 190 permits with an estimated construction value of \$ 21,781,813.00.
- In 2023 the total number of permits issued was 211 with an estimated construction value of \$ 21,579,404.00
- There are approximately 46 applications still pending for payment or approval.
- ➤ We have been scanning the 2022 & 2023 files into the reservoir this should be completed in the first two months of 2025.
- We have been sending letters or emails to permits not completed in 2022 and 2023 files trying to close them off.

Planning & Economic Development

- Applications Received in Q4: 2 Minor Variances; 9 Consents; 3 Zoning Bylaw Amendments
- Applications Presented to Committee of Adjustment/Council in Q4: 5 Minor Variances; 4 Consents; 0 Zoning Bylaw Amendments; 1 Site Plan Control Agreement
- ➤ In total 36 Applications were presented to the Committee of Adjustment/Council in 2024: 13 Minor Variances; 15 Consents; 6 Zoning Bylaw Amendments; 2 Site Plan Control Agreements
 - In 2023, a total of 43 applications were presented to the Committee of Adjustment/Council: 6 Minor Variances; 26 Consents; 6 Zoning Bylaw Amendments; 4 Site Plan Control Agreements
- > Staff continued to work with applicants on 1 Site Plan Control application preconsultation, 2 active Site Plan Control applications, and 3 draft-approved Plans of Subdivisions in the detailed design phase.
- > Staff are currently working on developing a tender for the supply and installation of seasonal pole banners. The banners will be hung in Beachburg, Cobden, Foresters Falls, Haley Station, LaPasse, and Westmeath

Communications

> Facebook

Cumulative Post Reach: 72,441 Content Interactions: 1,012

Number of Followers by end of Q4: 4,519

Best Performing Post Reach: 9,800

Views: 142,700 (This metric counts the number of times videos were played for at least 1minute, plus the number of times photos and text were on screen)

Instagram

Reach: 498

Content Interactions: 75

Number of Followers by end of Q4: 1,106

Views: 2,900

Workplan & Strategic Plan Progress

➤ Issued our first digital newsletter for the Township in December which highlights community events, municipal news, and notices. The newsletter aligns with the Water and Wastewater Task Force's objective 1.2 to provide residents with additional means of communication regarding water and wastewater notifications.

Subscribers can select to receive additional water and wastewater notifications when subscribing to the newsletter.

- ➤ Enterprise Renfrew County and the Township hosted a successful Small Business Month event that provided training to local entrepreneurs.
- ➤ The Community Development Coordinator successfully completed Level One of the Municipal Administration Program.
- Progress has been made with the Rural Economic Development (RED) Grant, including completing the Township's tourism marketing strategy with the support of Cinnamon Toast

- ➤ Township Staff worked with the County Staff to put on Taste of the Valley Cobden, with more the 4000+ people in attendance, it was the biggest Taste of the Valley event on record!
- Completed Phase II of Township's marketing project as part of the RED Grant (local activity guide)
- Economic Development staff attended an Ottawa Valley Economic Development Partners Meeting discussing exciting economic development initiatives and opportunities in our area.
- The Building Inspector/Plans Examiner attended the Ontario Building Association's annual conference.
- Staff attended the 2-day Municipal Agriculture Economic Development and Planning Forum in Pembroke.

Staff found the conference to be extremely informative and helpful, especially for the Planner as it was a great opportunity to learn about some of the challenges related to land use planning that some farmers experience.

The conference included a bus tour of six agricultural operations in Pembroke, Whitewater Region, Admaston-Bromley, and Bonnechere Valley.

Look Ahead

- ➤ We are looking forward to seeing the pole banners in Beachburg, Cobden, Foresters Falls, Haley Station, LaPasse, and Westmeath!
- ➤ Economic Development staff will complete the final phase of the Rural Economic Development (RED) Grant by launching a digital version of the new activity guide as a website landing page in early 2025.
- Economic Development staff are launching a new intake period for Community Improvement Plan grants and incentives (up to \$15,000 available).

Staff are also looking forward to a potential County-level CIP matching program (called the HYPE program). Confirmation of the program is anticipated in February 2025.

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:

- Cobden Total Prime Available Hours: 754 (Q4=13 Weeks x 58 hrs/week)
 - Total Prime Hours Used: 671.5
 - o Q4 Cobden PRIME ICE Usage Rate: 89%
- Whitewater Seniors Meals on Wheels (MOW) and Frozen Meals (FM)

Feb & Mar: 621 Apr – Jun: 816 Jul – Sep: 905 Oct - Dec: 1205

TOTAL MOW - 3547 meals

 Jan – Mar:
 386

 Apr – Jun:
 393

 Jul – Sep:
 501

 Oct – Dec:
 601

TOTAL FM – 188 meals

Whitewater Seniors Numbers To Date:

Total Curbside Meals: 1580 Free Community Hot Meals: 316

Bus Trips: 2 Workshops: 99

Workplan & Strategic Plan Progress

- Facility Staff attended Working at Heights training.
- Update meetings held with Beachburg Recreation, Westmeath District Recreation Association and Beachburg Agricultural Society.

- Outside work completed at Foresters Falls Seniors Facility with the Whitewater Historical Society volunteers, Community Services Staff and Public Works, additional work to be completed in the fall.
- Meeting held with OVCATA and committee formed for youth engagement in Cycling.
- Cobden Arena Use 2 Muskrat Tournaments U11 held their tournament on November 30, 2024. U18 had their tournament December 7, 2024.

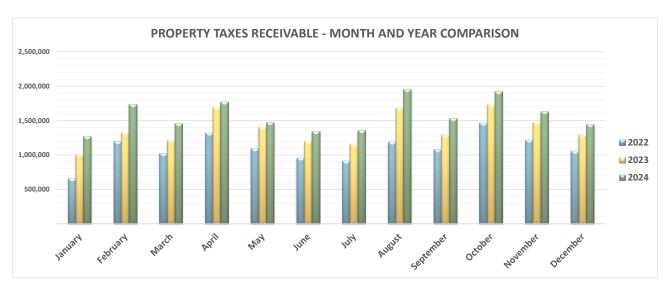
- Cobden Public School Skates started on November 12, 2024. They use the ice surface 2x a week for 2 hours each time.
- Speed Skating Program continued throughout October December 2x a week for 1 hour.
- Can Skate Program that is run by Eganville Figure Skating Club continued Sundays throughout October – December,
- Opeongo High School- OHS, started up their Hockey Program November 11 for both boys and girls' hockey.
- During the month of December, the Hall was rented multiple times for Company Luncheons, Family and Hockey Team Christmas.
- Fitness Class and Pickleball that are held upstairs in the hall continued weekly.
- Meetings Attended: Cobden Civitan meeting with Mayor Nicholson, Cobden Public School Playground Grand Opening, and Revitalizing and Reactivating meeting with Renfrew County Senior's Active Living Centre's in Madawaska.
- ➤ Held interviews and successfully hired new part-time staff for the Seniors Active Living Centre.
- Updated insurance certificates provided to groups to continue pickleball use in local schools in January.
- Attended Algonquin College Career Fair in Pembroke with other Renfrew County Municipalities.
- Attended retirement of Joanne King, Barry's Bay and Area Seniors Home Support
- Asset Management data collected on Parks and equipment for Community Services.
- Connectwell meeting to go over potential partnership/collaboration opportunities
- Staff attended Renfrew County Recreational Facility Association meeting in Pembroke.

Planning is underway for new capital projects including tables and chair purchases and tender for arena structural audit being prepared for release in Q1.

Corporate Services

The Corporate Services department is led by Treasurer, Kurtis McGonegal. The department oversees the accounts payable/receivable, taxation, purchasing, insurance/risk management, and asset management of the Township.

By the Numbers



- As of December 31, 2024:
 - Property Taxation:
 - > \$1,441,661 of taxes receivable remains outstanding.

Made up of:

- \$769,687 2024 billing and penalty.
- \$389,530 2023 billing and interest.
- \$165,134 2022 billing and interest.
- \$117,310- 2021 and prior billing and interest.
- 12 properties are still remaining in the tax sale process, with no payments being received in Q4.
- Q4 saw less response from the special arrears notices with only \$5,100 being received for properties who received the notices.
- Unfortunately, with the Postal Carrier strike, we were unable to send out arrears notices to remind property owners of their outstanding taxes, causing less to be received by year end.
- Utility Billing:
- \$532,510.19 of utilities receivable remained outstanding.
- This includes the January 2025 billing amount not yet receivable, as it is entered in December. (\$401,456)

- Development Charges:
 - \$58,251 of Township wide development charges collected to date in 2024 (\$4,566 in Q4).
 - \$1,500 of Wastewater Service Development Charges collected to date. (\$0 in Q4)
 - \$5,000 of Water service development charges collected to date. (\$0 in Q4)

General Budget

- General Fund overall showing a \$227,874 deficit.
- Funds received from CCBF and OCIF for capital projects have not been allocated to revenue to offset expenses.
- Transportation variance showing 21% of the budget remaining, various capital projects have been completed however there are still outstanding invoices yet to be received.
- Transfers to reserves occur at year end.

Water Budget

- Showing a \$255,772 surplus.
- All of the water and wastewater revenue has been recognized as all 2024 invoices have been issued with no new water or wastewater accounts added.
- No transfers to reserves have occurred yet.

Workplan & Strategic Plan Progress

- 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.
- Continuing to develop key performance indicators to build internal capacity for corporate performance and identify efficiencies.
- Working to update the Asset Management Plan to meet upcoming July 1, 2025, requirements.
- Working on multi-year budgeting framework to allow earmarking of funds.
- Working to create a policy and procedure for debentures and the use of debt financing.

- Final tax installment due date passed
- Fifth Billing for water and Wastewater was issued
- The 2025 Budget process was completed with a full presentation to Council, a public meeting being held, a final review by Council, and finally by-law passage on December 4, 2024.
- ➤ Health and Safety training through 4S started for supervisors, along with progress on a time tracking module.

- Continue the Implementation of the 4S portal through 4S Consulting to streamline employee health and safety training as well as time tracking.
- Continuing updates to the Township Asset Management Plan to meet new legislative requirements (2025).
- > Develop a long-term debt strategy and policy for the use of debt for financing
- "Soft launch" of iCity online portal for resident access
- > Review of Reserve and Reserve Fund policy with report on current balances.

Fire Services

The Fire Department is managed by Fire Chief Jonathan McLaren. 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 34 emergency responses in the 4th quarter including 4 fires, 8 MVC's including 1 extrication, and 3 calls to assist other fire departments. 158 calls for service in 2024, down slightly from 2023 where there were 160 calls for service. There were 12 Fires resulting in dollar loss, 21 MVC's, 2 Extrication calls, and 4 Ice/Water rescue responses.

Workplan & Strategic Plan Progress

- ➤ The off and on-duty Firefighter insurance was reviewed, due to lower cost and better coverage we will be remaining with our current provider.
- Training site preparation was completed by the public works department, planning continues, and the next phase will begin in the spring.

Key Activities

- Successful grant applications were received, the FireSmart Community grant will fund Wildland Fire planning and protection, and the Fire Protection grant will help fund firefighter cancer risk reduction measures.
- ➤ NFPA 1001 Firefighter Level 1 training was completed with the final written and practical testing being done by a proctor from the Office of the Fire Marshal on October 19th.
- Recruit hiring took place in December, with 13 new firefighters beginning their training in January.
- The transition to winter firefighting operations took place in November. This includes prepping the trucks, removal of Wildland Fire equipment, and focused seasonal training.
- Captain Rick Ruttan retired after over 30 years of service in both the Ross and Whitewater Region Fire Departments.

- Our annual Firefighter Recognition ceremony will be taking place on January 11th, recognizing retirements, promotions, years of service, certification, and awards.
- Our first in-house NFPA 1021 Officer level 1 course will begin in January, training Lt's and Captains to the provincial standard.
- ➤ A promotional process is scheduled to begin in January to fill vacant positions within the Department.

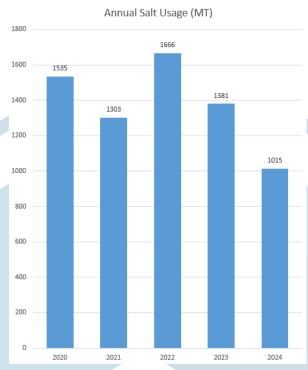
- Recruit training will begin in January for our newly hired Firefighters. This is in preparation for their Level 1 training.
- The tender process will begin for the replacement of vehicle 9718, as well as new battery operated extrication equipment to replace ageing gas tools

Public Works

The Public Works department is managed by Lane Cleroux and 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 Q4 was 362 MT (2023 Q4 357 MT.
- Yearly Totals: 1,388 in 2024, 1,312 MT in 2023, 1,327 MT in 2022). Increase of 5.8% year over year.
- ➤ The tonnage of plastic, glass, and metal recyclables collected at curbside and processed at the Ottawa Valley Waste Recovery Centre in Q4 was 56 MT (58 MT in 2023).
- (Yearly Totals: 226 MT in 2024, 231 MT in 2023, 224 MT in 2022).
- The tonnage of fibre recyclables collected at curbside and processed at the Ottawa Valley Waste Recovery Centre in Q4 was 70 MT (2023 Q4 62 MT. (Yearly Totals: 281 MT in 2024, 285 MT in 2023, 291 MT in 2022).
- The Landfill processed 1,918 customer loads in Q4 (2023 Q4 1,995). (Yearly Totals: 8,334 in 2024, 8,977 in 2023, 6,919 in 2022). 2024 annual decrease of 7.4% from 2023.
- 4,626 MT of waste was landfilled in 2024. 2023 in 5,206.66 MT, 3,660.91 MT in 2022.
- 322 truckloads totaling 4,321 MT) of sand were hauled to fill the sand sheds at Westmeath and Mineview garages. (418 truckloads totaling 6,239 MT
- 74 MT of cold patch was used to fill potholes in Q4 (Q4 2023 115 MT) for a total of 454 MT in 2024. (Yearly Totals: 674 MT in 2023, 677 MT in 2022, 824 MT in 2021).
- Approximately 1015 MT of salt was purchased in 2024 for sand mixture and road treatment.
- Crews responded to 14 winter weather events in Q4 (Q4-2023 7 events), requiring sanding/salting and/or plowing. Snow was removed in the villages once (Q4-2023 1 removal).



Workplan & Strategic Plan Progress

- 3 of the remaining 6 gravel roads were graveled in Q4 totaling 4.8km (9.38 roads received gravel in 2024)
 - o Service Road
 - o Orin Road (Calvin Road to Garden of Eden Road)
 - o McCoy Road
- Alva Road Cul-du-Sac was built in November.
- Fire Training Site granular pad was built by the Public Works Department.
- Staff Tablet were purchased in the 4th quarter.
- Mineview Salt Shed was installed in December.
- A draft Sewer-Use By-law was presented to Council.
- Designated Substance Surveys were completed on all occupied Township buildings.

Key Activities

- Grant McNulty was hired to fill a Driver/Operator position vacancy.
- Scott Powell assumed the position of Mechanic/Operator.
- Road Superintendent Kyle Eady was awarded the CRS designation under the Certified Road Supervisor Program at the recent meeting of the Ontario Road Supervisors (AORS) Certification Board.
- Water & Wastewater Task Force Final Report was presented to Council on October 16th.
- A new two-year fixed priced agreement with the Ontario Clean Water Agency (OCWA) was entered into for the operation of the three Drinking Water Systems and one Wastewater System.
- Creation of an After-Hours Emergency Line 613-647-3333 to simplify the existing after-hours call centre process.
- Brushing took place on Lacroix Bay Road, Dittburner Road, Nicolai Road and Zion Line.
- The entire gravel road network was graded in October and some roads were graded again in November.
- All plow trucks and equipment upfitted with plows and wings and inspected for winter operations.
- The entire fleet was oil sprayed in-house.
- ➤ The landfill compactor received the first 50-hour service.
- TR28 received two new turbo chargers and exhaust manifold gasket (completed in house). TR32 received new tires purchased through Canoe Procurement partner supplier.
- Permanent outdoor year-round lighting was installed at the Municipal Office.
- December 1st, 2024, the municipal recycling facility at the Ottawa Valley Waste Recovery Centre is now being leased and operated by Emterra Group. This

- change has occurred as a result of the transition of recycling collection programs across Ontario to the Extended Producer Responsibility recycling program model.
- ➤ 2024 compliance reports were submitted for the Township sand and gravel pit on Government Road (TORAC Production and Compliance Assessment Reports) reporting was completed.
- > Township staff participated in Working at Heights training.

- Creation of a transportation by-law.
- Completion of a new water and wastewater by-law
- > Completion of a waste management by-law.

Office of the CAO

The Office of the CAO includes overall corporate management of the organization under the leadership of Ivan Burton, Chief Administrative Officer. 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

- Commissioned documents 60 in 2023; 30 in 2024
- Burial Permits 10 in 2023; 50 in 2024
- Marriage License issued 21 in 2023; 29 in 2024
- Ceromonies officiated by staff 8 in 2023; 9 in 2024
- Ceromonies officiated delegated 6 in 2023; 8 in 2024
- Lottery Licenses 15 in 2023; 19 in 2024
- Recreation Trailers 21 in 2023; 22 in 2024
- Kennels 5 in 2023; 6 in 2024

Workplan & Strategic Plan Progress

- Records in the basement are being digitalized with the help of the summer student Mary Finan.
- By-laws and Policies are continuing to be reviewed and updated.
- The Community Safety and Well Being Plan was adopted.
- Continued the review of the asset management plan with supporting leadership staff including training through the Municipal Finance Officer's Association.
- Held the annual all-day staff training including, among others, facilitated conflict resolution, 2025 staff budget workshop and employee engagement survey findings.
 - Organized a senior management team workshop facilitated by the Delphi Group and a leadership team training session facilitated by the County of Renfrew on performance management/appraisals.
- Continued discussions with the recreation associations about the future use of Whitewater Region's community facilities. Also discussed with the Beachburg Agricultural Society relating to long-term lease.

- > A successful emergency management tabletop exercise.
- Police Boards have been established.
 Council reviewed short term accommodations.
- Attended two meeting relating to childcare opportunities, one with the County of Renfrew and RCDSB and another with the Killaloe Community Resources Centre.
- Attended the Senior and Elected Official Workshop presented by Emergency Management Ontario
- Organized the delivery of the 2024 employee performance appraisals.

- Organized Microsoft Word and PDF Accessibility Training in partnership with neighboring municipalities.
- Engaged with both the Township insurance and employee benefits providers as part of the preparation of the 2025 budget.
- Led the Municipal Emergency Program Committee meeting to ensure compliance with provincial requirements.
- Continued work with Bonnechere Valley and North Algona Wilberforce in the implementation of the Rural Transit Solutions Fund (RTSF).
- Attended a Renfrew County Election Working Group, fall Renfrew County Clerk and Treasurer Association and Algonquin College ETech (Environmental) sessions.
- Submitted delegation request for the 2025 Rural Ontario Municipal Conference (ROMA)

- Prepare for the election.
- Continue reviewing by-laws and policies.
- Records management refresher.
- Freshet will start up late Q1.
- Present the 2025 Departmental Workplans
- Progress our asset management plan to meet July 2025 compliance deadline

Council Business

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

By-laws

- 75 By-laws were passed in 2024 and 82 in 2023;
- Q4 By-laws included
- Library Appointments
- 2024 Payroll grid change
- Memorandum of Understanding with County, L.V. and CN Rail
- Library Appointments
- Alternate Voting County Equipment

Highlighted By-laws of 2024:

- Establish Fire Department
- Emergency Management Plan
- Seniors Working Group Appointment
- Renfrew & Area Detachment Board Appointment and 2025 OPP Detachment Budget
- 2025 Tax and User Fee Budgets

Staff Reports

- 105 Staff Reports in 2024 compared to 125 in 2023
- Tender 2024-18 Ross Landfill Grinding
- > Alternative Vote and Counting Equipment
- Water & Wastewater Task Force Final Report
- 2023 Year End Report
- Minimum Wage Amendments
- 2022-2023 Annual Landfill Reports and ECA Amended Application
- Insurance Coverage for Recreation
- Reserve and Reserve Fund Review and Policy Update
- Municipal Auditor Services Extension
- RED Grant Update Community Marketing
- 2025 Council Calander
- Community Risk Assessment
- CN Trail MOU

Highlighted Staff Reports of 2024:

- Budget Approval
- Recreation Insurance
- Water Financial Plan-Water and Wastewater Rate Study
- Landfill Compactor Purchase
- Cobden WTP Filter Engineering Study Award

- Active Transportation Corridor Land Purchase Update
- Short Term Accommodations
- Community Safety & Well-Being Plan
- Housing-Enabling Water Systems Fund Application
- RED Grant: Community Marketing Project Update
- Salt Shed Purchase Mineview Yard
- Whitewater Region Fireworks By-law
- Beachburg Arena Temporary Closure Mould Incident
- Short-Term Accommodation
- Adaptive Re-Use Community Centres

Presentations

- > 30 Presentations in 2023 and 24 in 2024
- 2025 Budget
- Ross Museum Update
- Trail Blazer Award
- Renfrew & Area OPP Detachment Board Update
- Q3 Administrative Report

Highlighted Presentations from 2024:

- Friends of the Community Pool Fundraising Group
- Pembroke and Area Airport Commission
- Freshet Presentation
- Short-Term Accommodation Delegations
- Sunshine Coach Norman Dagg
- Outstanding Youth Bursaries
- WHPA Delineation & Source Water Protection
- Affordable Housing Alliance
- Renfrew OPP update
- OCQA Review of Cobden Drinking Water

Staff Teams

Office of the CAO Ivan Burton, Chief Administrative Officer Carmen Miller, Clerk/CEMC	iburton@whitewaterregion.ca cmiller@whitewaterregion.ca
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Amber Kent, Recreation Assistant	akent@whitewaterregion.ca
Alan Griffiths, Superintendent of Parks and Recreation	agriffiths@whitewaterregion.ca
Collin Lawson, Arena/Park Operator III	
Corporate Services	
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Corey MacKenzie, Deputy Fire Chief	cmackenzie@whitewaterregion.ca
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Bill Tripp, Landfill/Facilities Operator Steve Hodson, Waste Management Operator	shodson@whitewaterregion.ca
Transportation Services	
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TO THE PROOF OF TH	

Driver/Operator

Scott Powell

Kyle Eady, Roads Superintendent

Steven Piecarskie, Mechanic

Andrew McLeese, Derek Bennett, Roger Blaedow, Lucas Hewitt, Nathan, Tubby, Perry Yach, Brayden Mayotte, and Grayson Spence

spiercarskie@whitewaterregion.ca

Staff Teams