

Quarterly Report

2025 Q1



Renfrew



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Message From The CAO

Gloria Raybone

As we begin another year of service to the Town of Renfrew, I'm pleased to present the first quarterly report of 2025. The start of the year has been marked by energy, dedication, and ongoing collaboration across all departments and with community partners as we work together to serve our residents.

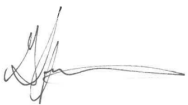
Every part of the organization - from Fire Services to Public Works, Finance to Recreation, and from the Library to the Landfill - has been actively engaged in delivering programs and maintaining essential services that contribute to Renfrew's reputation as a great place to live, work, and play.

Staff across the organization have continued to meet challenges with innovation, resilience, and a strong sense of purpose. From implementing new tools to modernize service delivery, to enhancing public engagement through community events, our teams have demonstrated a steadfast commitment to excellence. Whether managing snow and ice during an especially active winter, preparing for upcoming capital projects, or delivering meaningful recreation and library programming, our focus has remained clear: to provide high-quality, responsive service that meets the needs of the community.

Since joining the Town on January 6th, I have been working closely with Council and Town departments to better understand this community and its priorities. We have taken steps to standardize reporting to Council for greater consistency and transparency, and we have established a policy review schedule to ensure that Council's direction continues to reflect the evolving needs of our residents. This quarter also included a more detailed review and update of the parking by-law. Other important initiatives have included advancing plans for capital upgrades identified through recent condition assessments.

A key priority this quarter was the development of the 2025 municipal budget, with staff dedicating significant time and effort to aligning the Town's resources with both immediate needs and long-term strategic goals.

I remain grateful for the leadership of Council and the dedication of our municipal team. I look forward to the work ahead and remain confident that, together, we will continue to build a strong and resilient Renfrew.



Gloria Raybone
Chief Administrative Officer

Office of the CAO & Town Clerk

Overview of Department Activities

Town Clerk

- **Records Management:** Successfully completed TOMRMS classification for the internal all-department shared drive, significantly improving accessibility across departments. A 2025–2027 implementation plan has been reviewed and approved by the CAO.
- **Accessibility:** Modernize vital statistics services to implement a more accessible platform for residents. Working towards ensuring that all new by-laws meet AODA and Town Accessibility Standards.
- **Policy Updates:** Several key policies have been reviewed and revised, including the Corporate Sponsorship and Advertising Policy, Electronic Monitoring of Employees Policy, and Right to Disconnect Policy. Additional updates were made to the Training & Development Policy, Sale and Disposition of Surplus Land Policy, and Surplus and Disposition of Rolling Stock and Equipment Policy. To ensure policies remain current and effective, a policy review schedule has been established, outlining updates from 2025–2030, along with an annual review process.
- **Elections:** Actively participating in the Renfrew County Election Working Group to coordinate efforts across municipalities, share resources, and establish best practices for a smooth and efficient election process for the 2025 municipal election. A joint RFP with The City of Pembroke; Town of Arnprior; Town of Petawawa; Town of Renfrew; Township of Greater Madawaska; Township of Laurentian Valley; Township of McNab/Braeside; and the Township of Whitewater Region was released in February seeking a provided for Internet and Telephone Voting System services.
- **Marriage Licence Modernization:** Successfully implemented an online marriage licence application system. Applicants can now complete the process and submit required documents through the municipal website.
- **Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) Requests:** Ongoing processing of access requests in full compliance with legislative requirements. Departments were engaged to bring forward a Routine Disclosure Policy to aid in transparency. Policy to be brought forward in Q2.

Communications & Engagement

The Town of Renfrew's Communications & Engagement Coordinator has been focused on key activities to enhance community engagement and communications.

- Planning for the Citizen of the Year awards is underway, aiming to honor individuals who have contributed significantly to the community.
- A public survey has also been developed in Q1 to gather feedback for the 2025 Budget, ensuring residents' voices are heard in financial planning.

- Updates are also taking place on the Town’s webpages, as aspects of it have not been updated since the 2024 website launch.
- The department has also been focused on budgeting and communications planning for 2025. The collaboration with Ottawa Valley Tourism is thriving as they prepare and promote tourism materials for the 2025 season and Town of Renfrew events and attractions.
- A public event with the Ontario Trillium Foundation, originally scheduled for February to celebrate the creation of the Arts, Culture, and Heritage Master Plans, as well as the Parks and Recreation and Waterfront Master Plans, was delayed due to the election. It is now expected to take place this summer.
- The Communications & Engagement Coordinator continues collaborating with the Downtown BIA and Chamber of Commerce on local initiatives that benefit Town residence and businesses.
- Communications across all platforms - town website, bciti+ app, Access E11 portal, social media, radio, newspaper, digital signs, and newsletters - are ongoing to ensure information reaches the broadest audience possible.
- In Q1 the Communications & Engagement Coordinator with assistance from the Supervisor of Community Programs secured a \$5,000 grant from the Renfrew County Community Futures Development Corporation to support the Craft Beer & Food Truck Festival, further enhancing the community event for 2025.
- Additionally, the rollout of the Town's digital signs for advertising continues to bring success, generating \$3,750 in new revenue through long-term advertiser commitments.

Key Statistics

Town Clerk

The following are key statistics from January 1, 2025 – March 31, 2025

- 128 Death Registrations
- 9 Marriage Licences
- 5 Marriage Ceremonies
- 6 Regular Council Meetings
- 2 Special Council Meetings
- 3 Renfrew Public Library Board Meetings
- 2 Economic Development Advisory Committee Meetings

Communication & Engagement

Radio Ads – myFM and Valley Heritage Radio Advertisements:

- Summer Student Hiring
- 2025 Public Budget Consultation Survey
- Spring Program Guide for the Town – Highlighting programs and activities for residents

Newspaper Ads – Eganville Leader:

- Renfrew Roundup: “*FrewFest 2025: A Family Day Winter Carnival*”
- Public Meeting Notice: Water and Wastewater and Renfrew East Secondary Plan

- 2025 Public Budget Consultation Survey
- Renfrew Roundup: “*Grants to Community Partners – Now Open!*”
- 2025 Budget Public Meeting and Draft Budget: April 1st and April 8th

Surveys:

- **Public Consultation Survey** (advertised weekly on social media and on radio, newspaper, monthly newsletter, and resident app notification.

Newsletter: (January, February, and March)

*** The Town of Renfrew has 551 subscribers for the Monthly Newsletter, up from 306 from January 2024 and continuing to grow. Some Newsletter Highlights from this past quarter include:*

- 2025 Public Budget Consultation Survey
- Events, Council, and program summaries for the previous month
- “From the Archives” where we have a historic look at Renfrew’s history
- Featured monthly events from Library and Recreational Programming
- Community updates for the Chamber and BIA
- PSA’s from Renfrew Fire Department and Public Works
- Digital Sign Advertisements
- Council Summary - Links and details

Bciti+ App – Notices

*** The following notices were sent directly to Renfrew Residents via text, email or phone.*

- 2025 Public Budget Consultation Survey
- Garbage Recycle Delays (Feb. 12th)
- Snowstorm & Inclement Weather – Weather Alert/Significant Weather Event Called (Feb. 13th)
- Snowstorm & Inclement Weather – Significant Weather Event Ended (Feb. 14th)
- Watermain Break Affecting Bonnechere Street S. (Feb 19th)
- Council Meeting Reminders (Public Meetings) – 2025 Public Budget Consultation, East Secondary Plan, and Wastewater Budget
- Alert: Flooding and Melting Snow Reminders
- Spring Programming Guide is here!
- Road Closure: Harry Street for OCWA service

*** The following information is always available for Renfrew Residents to access on the bciti+ App:*

- Event and Activity reminders and registration details
- Garbage & Recycling Schedule
- Facility Hours and Schedules
- Community Events Calander
- All News Highlights and Features from Town of Renfrew website

Council Summary

- Council Summaries completed for all Council meetings in January, February, and March and are posted on website and eScribe. They can all be found linked [here](#).

Downtown BIA and Chamber of Commerce Newsletters Features:

- Town of Renfrew Features on Summer Student Job Postings and 2025 Public Budget Consultation Survey.

Digital Sign Advertisements:

- Winter Program Guide
- 2025 Public Budget Consultation Survey
- “Spend Local” Campaign in partnership with Downtown BIA
- General Town of Renfrew images and advertising programming & attractions
- Spring Program Guide
- Senior Active Living Fair
- Paid ads: Renfrew County District School Board and Dentistry @ Renfrew

Social Media:

During Q1, the Town of Renfrew made a strong impact across social media platforms, with a total of 342 posts shared on Facebook, Instagram, and LinkedIn. These posts helped keep the community informed and engaged on a wide range of topics throughout the quarter. Key highlights included:

- Snowstorm Information & Updates
- FAQ on Downtown BIA Boundary Expansion
- Garbage & Recycling Collection Delays
- Newsletter Sign-Up
- Retirement Celebration for Susan Klinck
- Event and Programming Promotions
- Staff Spotlights
- Promotion of Marriages & Marriage Licenses at Town Hall
- Watermain Break Notifications
- Reminder and Information for Provincial voting on February 27th
- Ottawa Valley Tourism Features for Renfrew and Local Area Features
- Community Partner Grants: Information and Application
- BIA “Spend Local” Campaign
- How to Contact Us for Questions, Concerns, and Feedback
- Public Meetings: East Secondary Plan, Wastewater Budget, and 2025 Budget Consultation
- Summer Student Job Postings
- Congratulations to RVH from Mayor Tom Sidney
- Congratulations & Retirement Wishes to MPP Yakabuski from Mayor Tom Sidney
- Digital Signs Advertising Information & Contact
- Notices of Water Main Breaks
- Family Day “Frew Fest” Event & Volunteer Thank Yous
- Public Works Appreciation Posts
- Job Postings
- PSA on Proper Placement of Garbage & Recycling Bins in Winter
- Throwback Posts from the Town of Renfrew Archives
- County of Renfrew Campaigns: “Two Highways, Two Realities” and “Think Local”
- Shared Posts from Renfrew Public Library and Renfrew Fire Hall
- 2025 Public Budget Consultation Survey (weekly)
- Council Meeting Reminders/YouTube Channel

Strategic Plan & Corporate Plan Progress

Town Clerk

- **Completed Downtown Business Improvement Area Expansion – 100% Complete:** Final by-law approved by Council January 14, 2025.
- **Procedural by-law updates for the Downtown Business Improvement Area - 100% Complete:** Final procedural by-law approved January 2025.
- **Ensure the enhancement and full implementation of the Records Management Program – 10% Complete:** internal all-department shared drive organization has been completed.
- **Modernize vital statistics services, expand ceremony offerings, and boost public awareness of services offered. – 25% complete:** Online marriage licence application fully implemented.
- **Complete an update of by-law records and incorporate repeal and amendment tracking. – 25% complete:** By-laws have been logged from 1969 to current. Repeal and amendment tracking and related documents completed for 2024 & 2025 by-laws.

Communication & Engagement

- Key priorities for signage and wayfinding improvements have been identified, including updates to park signage, wayfinding signage at the myFM Centre, and decals on Town-owned vehicles. The implementation of these branding and signage updates is contingent upon Council's approval of the upcoming budget.

Look Ahead

Town Clerk

- Continue organizing department digital file drives into the TOMRMS filing system. The next step in this process is to collaborate with departments to define and update elements of the Records Management Policy, with a target completion date of August.
- Efforts will begin to develop and promote expanded ceremony offerings, providing more options for the public.
- Work will focus on establishing a standardized process for tracking and retaining corporate policies, ensuring consistency and accessibility across the organization.
- Efforts will begin to develop best practices for accessibility document formatting.

Communication & Engagement

- Develop and implement a public consultation survey to identify the top information sources and preferred locations where Renfrew residents are obtaining their information and preferred methods of communication.
- Efforts will continue throughout 2025 (Q1-Q4) to develop a standardized sponsorship package for all community and Town events, set to launch in 2026. This initiative aims to enhance community events and funding. Additionally, a multi-year Town of Renfrew Communications Strategy & Action Plan will continue to be worked on in 2025, aligning with the Town's Road to 2035 priorities.

Working Group & Team Updates

Communication & Engagement

- The Employee Engagement Team continues to organize events and initiatives of interest for staff. Successful Q1 events included the ongoing "Pour at 4" payday happy hour and staff lunch skates. Upcoming summer activities include after-work pickleball sessions and a staff bowling night at the Renfrew Bowldrome. As summer is typically a busy time for staff outside of work, many engagement activities will slow down in Q2 and the start of Q3, and will resume towards the end of the summer. All activities are at the cost of the employees and do not increase costs to the taxpayer.



Finance & Client Services

Overview of Department Activities

The Finance and Corporate Services department oversees Budget Services, Procurement, Accounts Payable, Accounts Receivable – including taxation and water/sewer – Insurance, Risk Management, and IT services for the Town of Renfrew.

Currently, the Finance and Corporate Services department is short-staffed. Staff have been busy with the budget and the implementation of the financial software. This extensive work has required significant commitment, resulting in some overtime hours from staff.

The 2025 budget process has included many challenges, including the transition from the old financial software with the old GL account structure to new financial software and a new GL account structure. The number of information requests coming forward from both Council and staff has added to the workload.

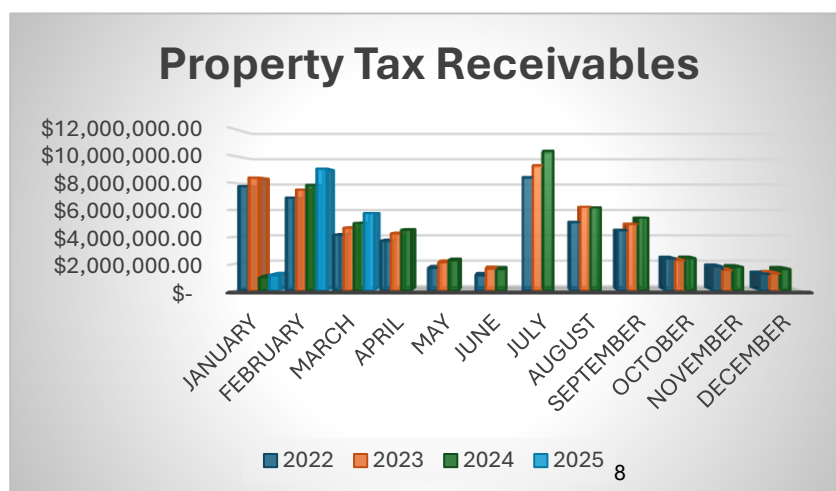
The position of Financial Analyst was eliminated in January 2025 due to an organizational chart change approved by Council in December 2024 and officially passed by by-law in February 2025.

Key Statistics

As of March 31, 2025:

Receivables:

- Tax Receivables - \$5,769,107.57 remains outstanding
- Utilities Receivables - \$881,872.48 remains outstanding however, due date is April 15, 2025
- Accounts Receivables – \$268,232.86 remains outstanding



Note: Interim Billing issued in February vs. January in previous years.

Look Ahead

- 2025 Budget is ongoing. Next meeting to be determined.
- User Fees will be updated in June of 2025

Community and Recreation Services & Library

Overview of Department Activities

Community and Recreation Services

- **Quarterly Program Meeting:** Held a ROC meeting with outside groups, organizations, and non-profits on January 20, 2025, at Renfrew Public Library.
- **Camps:** Put on a PA Day camp in January and a one-week March Break Camp. Over 20 campers in each camp.
- **Chamber of Commerce Meetings:** Attended monthly meeting in January.
- **Spring Program Guide:** Worked with Renfrew Public Library to plan and execute a vast selection of programs that was put out end of February for programs/events happening in March-May.
- **Frewfest Family Day Winter Carnival:** 2-Day event on Sunday, February 16 & Monday, February 17. Renfrew got hit Sunday with a large amount of snow, so crowds were smaller. Monday was a huge success with over 150 people out for the free pancake breakfast, large crowds for Horse-Drawn Sleigh Rides, Inflatables, and Meet the Keepers animal show. Over 200 people had a free hot dog lunch. A big thanks to all of our sponsors including the presenting sponsor: Gourley's Outdoors



- Q1 is a busy one in myFM Centre, with facility usage statistics outlined below. Q1 is also the busiest quarter for special events like tournaments. In Q1, the Town hosted:

Date	Event	Notes
January 10 – 12	U13 House Tournament (Renfrew Minor Hockey)	21 games played, 12 teams, including teams from Stittsville, South Stormont, Perth, Richmond and more.
February 7 – 9	U11 House Tournament (Renfrew Minor Hockey)	21 games played, 12 teams, including teams from Rockland, Brockville, Clarence Creek and more.
February 15	U7 Funday (Renfrew Minor Hockey)	24 teams, including teams from Shawville, Cumberland and Kingston and more.
February 16 & 17	Frewfest (Pembroke Lumber Kings @ Jr. A Wolves)	365 fans in attendance.
February 22	U9 Tournament (Renfrew Minor Hockey)	27 games played, 18 teams including teams from Pontiac, Kanata, Orleans and more.
February 23	U9 Tournament (Renfrew Minor Hockey)	25 games played, 17 including teams from Leitrim, Maniwaki, Montreal and more.
March 1st	Renfrew Minor Hockey Night (Kemptville 73s @ Jr. A Wolves)	425 fans in attendance.

McDougall Mill Museum, Tourism and Records Management

- Closed (seasonal operation begins May 2025).
- Grant application - Young Canada Works - 1 position - Collections Assistant.
- Grant application - Summer Employment Ontario - 3 positions - Visitor Experience Assistant.
- Summer student interviews.
- Conservation - delivered 42 iron objects and 56 silver objects to Algonquin College Applied Museum Studies program for treatment.
- Investigating migrating collections management database to web edition which includes online public access catalogue.
- Improving museum presence on Town website and redesigning museum brochure using Town of Renfrew brand.
- Outreach exhibits - Town Hall Foyer, myFM Centre Sledge Hockey Exhibit (in progress).
- Long-term planning.
- Liaise with Renfrew & District Historical & Museum Society.
- Liaise with NHA Birthplace Museum.
- Arts, Culture and Heritage Master Plan:
 - Veteran Memorial Boulevard Banner Project - Feasibility (Objective C2.5)
 - Succession Planning for Renfrew's Arts, Culture and Heritage Organizations - Explore training workshop (Objective B3.4).

- In conjunction with Renfrew & Area Chamber of Commerce, meet with Ontario Highlands Tourist Organization on current trends and Come Wander campaign.
- In conjunction with Renfrew & Area Chamber of Commerce, meet with Ride the Highlands.
- In conjunction with Renfrew & Area Chamber of Commerce, explore grant opportunities to fund a digital tourism kiosk for myFM Centre.
- Plan an expanded footprint for Visitor Information Centre at McDougall Mill Museum on main floor.
- Review municipal records at Recreation Centre. Transfer of records to Town Hall underway.

Facilities, Real Estate and Economic Development

- RFSO Real Estate Services was posted.
- Tenant requests and concerns at 1 innovation and the myfm Centre are consistently being looked after as well as regular maintenance of all town owned facilities.
- Acoustic panels at medicine wheel have been awarded and we are now waiting on suppliers to construct panels for installation.
- Full-time position was created early January.
- Linking Roots in Renfrew website with Town website and showcasing all properties for sale.

Renfrew Public Library

- Professional development continued as staff members represented RPL at OLA's annual Super Conference. We also conducted 3 comprehensive staff meetings, completed staff members' work plans and set 2025 goals
- Community connections were forged through attending Quail Creek's Open House, Horton's Winter Carnival, the Senior Active Living Fair, and the RCDSB Strategic Planning Community event
- The Children's Department hosted a wide range of programs for children of all ages, including the winter session of Early Literacy programs, BIAK EarlyON Indigenous Teachings, Kid Librarian, Homeschooler Hive, Family Literacy Day, special March Break programs, Hands-On Tuesdays and EarlyON Meet & Greet.
- The Adult Department also held a wide array of inclusive programs for tweens, teens, adults and seniors, including ESL Classes, Astronomy in Action Dome, Tech Tuesdays, Chess, Fiero Coding Club, Tea Club, Ottawa Valley Coffee Chat and a Newcomer Navigation event with Local Immigration Partnership
- To support our mission of inclusive and equitable collections, we introduced two Kindle tablets for children to borrow, providing access to e-resources and opportunities to explore Libby and Hoopla.
- The Library continued to provide outreach services to the community, and visited local retirement residences Quail Creek, Bonnechere Manor and Groves Park; Hospice Renfrew; and delivered to patrons who were unable to access the Library in-person.

Key Statistics

Community and Recreation Services

- **Total Registrations:** 3,461 registrations between January 1, 2025, and March 31, 2025, compared to 2,107 registrations in the same timeframe in 2024. Total revenue for this quarter is \$34,613.02.
- **Programs and Events:** 71 different programs and events with a total of 266 sessions.
- **Program/Event Hours:** 562 total hours of programming/events.
- **Fitness Centre Members:** Sold 474 memberships + 202 Drop-Ins from January 1, 2025, and March 31, 2025. Introduced waiver/agreement for all active members to sign. Total revenue for this quarter is \$48,181.25.

Fitness Center Memberships

Month	Day Pass	1 Month	3 Month	6 Month	1 Year
January	85	110	48	7	11
February	57	77	32	8	23
March	60	103	40	3	12

Fitness Centre Fob Swipes

Month	Swipes
January	4,824
February	3,922
March	4,590

Fitness Centre Cardio Machines

Equipment	Metrics in Q1
Treadmills	4,419 miles
Exercise Bikes	767,488 revolutions
Ellipticals	1,867,776 strides

Facility Usage

Facility	Hours	Revenue
Deslaurier Arena (Rentals)	819 hours	\$107,413.35
Deslaurier Arena (Town Bookings)	38 hours	Not Applicable
BEI Arena (Rentals)	720 hours	\$94, 979.90
BEI Arena (Town Programs)	94 hours	Not Applicable
Rooms (Rentals)	756.5 hours	\$17510.75
Rooms (Town Programs)	438.25 hours	Not Applicable
Renfrew Home Hardware Gymnasium (Rentals)	250 hours	\$10590.00
Renfrew Home Hardware Gymnasium (Town Programs)	327 hours	Not Applicable
Visitor Information Centre (Rentals)	65 hours	\$1380.00
Visitor Information Centre (Town Programs)	101 hours	Not Applicable
TOTAL	3,608.75 hours	\$231,874.00

Labour-Machine Hours:

- Renfrew Professional Firefighter's Olympia: 228.2 hours (estimated 1100 floods).
- Layton Knight-Locke Olympia: 97.5 hours (estimated 490 floods).
- Floor Scrubbers: 382.8 hours combined.

McDougall Mill Museum, Tourism and Records Management

- Two summer student grants submitted for four positions.
- 42 iron artifacts and 56 silver artifacts delivered for conservation.
- 85 linear feet of records and 80 rolled maps and plans at Recreation Centre.

Facilities, Real Estate and Economic Development

- Currently looking after 11 town owned facilities and 12 tenants across multiple facilities.
- More in-depth statistics will be available for the Q2 report.

Renfrew Public Library

- We welcomed over 8,800 visitors in the 1st quarter.
- We added 167 new library patrons.
- A total of 10,245 physical library items were borrowed in both Departments.
- A total of 6,866 e-resources were circulated (e-books, e-audiobooks, e-magazines).
- The Children's Department held 38 programs with an attendance of 505.
- There were 7 class visits with a total of 194 students attending.
- The Adult Department held 63 programs with an attendance of 480.





Strategic Plan & Corporate Plan Progress

Community and Recreation Services

- **Partnerships:** Continued to build and grow relationships with outside organizations, groups, non-profits, and volunteers to offer a variety of programs and events for the community.
- **Volunteer Appreciation:** Work with the Communications & Engagement Coordinator to highlight volunteers for the Town of Renfrew during Volunteer Appreciation Week.

McDougall Mill Museum, Tourism and Records Management

- Arts, Culture and Heritage Master Plan
 - Objective (C2.5) - Explore feasibility
 - Objective (B3.4) - Explore training workshop

Facilities, Real Estate and Economic Development

- An RFSO for real estate services has been brought forward. Award will be at the end of May.
- The Roots in Renfrew website has began being updated in order to be directly linked to the Town of Renfrew main site making it easier to access and find property for sale.
- Roof leaks at 1 innovation have been dealt with for the short term with a permanent fix coming this year.

Renfrew Public Library

- The Renfrew Public Library is currently working with the Ontario Library Service to update and develop a new strategic plan. In the meantime, we remain guided by our current plan and continue to strive toward our mission of being a place of discovery, inspiration, connection, and inclusion.

- This plan is centered around three core initiatives: comprehensive communication, community-based partnerships and services, and continuous improvement. All highlighted departmental activities have contributed to advancing these priorities as we work toward finalizing our new strategic direction.

Look Ahead

Community and Recreation Services

- **Event Planning:** Prepare and execute upcoming events including Colour Fun Run, Bike Rodeo, and Canada Day.
- **Spring/Summer Programs:** Roll out spring programs and continue with planning for the summer program guide.
- **Ongoing Partnerships:** Maintain partnerships with the GAAC (Golden Age Activity Centre); The Circle of Turtle Lodge; YWHO (Youth Wellness Hubs of Ontario); Renfrew Public Library; Renfrew County; LIP (Local Immigration Partnership); OVCATA (Ottawa Valley Cycling & Active Transportation Alliance); Renfrew & District Food Bank.
- **Grant Funds:** Received \$4,000 from Ontario Power Generation to sponsor various Town events and programs.
- **Park Operations:** With warmer weather, staff will return to outdoor work at Ma-te-way Park and others, including grounds maintenance, playground inspections, and more.
- **Ice Operations:** 2025 is scheduled to be the most ice time the Town has ever offered, with Deslaurier Arena being removed in late April, while BEI Arena will be removed in late June. Scheduled reopening is early August 2025.

Facilities, Real Estate and Economic Development

- 550 Hall Roof Project starting April 14.
- RFP forthcoming for 1 Innovation roof above Raytheon.
- Working on database for all town owned properties to categorize surplus, future surplus and nonmarketable.

Renfrew Public Library

- We will maintain a wide range of programming that is inclusive of all ages.
- We will strengthen community partnerships and enhance local engagement.
- We will grow our membership base while ensuring accurate, clear reporting of data and statistics.
- We will review and update our policies to align with current standards and best practices.

Working Group & Team Updates

Community and Recreation Services

- **Customer Service Staff Vacancy:** The Community Services Department is currently down one part-time Customer Service Representative (CSR). Following a Council decision not to replace the position, the front office is now closed on Sundays, effective Monday, March 31.
- **Operations Staff Vacancies:** Recreation Operations has lost two staff to internal transfers within the Town, one staff to resignation, and our Term position has ended as of April 1, 2025. Facility hours have been adjusted to account for the staff shortage, and may need to be adjusted further.
- **Summer Students:**
 - We received over 36 applications for six summer student Camp positions. After interviewing qualified candidates, job offers have been extended. We're excited to welcome our new team members and are looking forward to an awesome Summer Day Camp in 2025!
 - Recreation Operations has offered four offers to summer students to join the team, with three University students and one high school student.
- **Ma-te-way Expansion Working Group:** The Ma-te-way Expansion Working Group has presented a close-out report to Council.

McDougall Mill Museum, Tourism and Records Management

- Louis Mulvihill's Sledge Hockey Journey exhibit opening at BEI Arena, myFM Centre scheduled for April 10th.
- McDougall Mill Museum opens for the season June 1st.

Facilities, Real Estate and Economic Development

- Closed out Ma-te-way Working Group.



Infrastructure, Public Works & Engineering

Overview of Department Activities

Construction Projects

Planning for upcoming construction season including completion of Eighth Street and Dominion Street.

Design Projects

Ongoing project meetings & reviews to get projects to tender-ready stage.

Public Works

- Ongoing winter activities including snow plowing, snow removal, salting and winter sidewalk control.
- Pothole maintenance and repair work using cold patch.
- Vehicle and equipment maintenance and repairs.
- Flood prevention and drainage maintenance.
- Repairing and replacing damaged signs and signposts.

Key Statistics

Public Works

- 46 locates completed in Q1.
- In Q1 there were 72 days that included snow plowing, snow removal, salting and sidewalk winter control, which was approximately 3300 man-hours.
- 10 water meter replacements.
- Approximately 1400 tonnes of salt was ordered in Q1.
- Approximately 75 metric tonnes of cold patch was ordered in Q1.
- 16 days in Q1 consisted of applying cold patch.

Strategic Plan & Corporate Plan Progress

- Prioritizing Infrastructure Renewal
 - Included 'Streetscan' in the budget, in order to get updated pavement condition ratings on our roads
 - Ensuring that the Ma-te-way Park Drive Watermain project is tender-ready
- Implement Asset Management Best Practices
 - Updating Asset Management Plan to include 2025 requirements

Look Ahead

- Implementation of ACE Control Units in vehicles
- Planned maintenance and upgrades for Public Works vehicles to improve efficiency and extend their lifespan
- Preparation for upcoming 2025 capital projects
- Prioritizing necessary repairs or upgrades to roads/infrastructure
- Coordinating with Development & Environment team on development projects
- Participating in training sessions
- Scheduling & completing essential Health & Safety training in Q2
- Annual Vehicle Safety Inspections will begin in Q2
- Hot Mix plants will be opening in May and Public Works staff will transition from using cold patch to primarily hot mix
- Public Works staff will use the data from Advantage Data Collection's Retroreflectivity report to begin replacing signs that did not meet standards
- Winter equipment will be removed from the Public Works vehicles as they transition into spring and summer maintenance

Working Group & Team Updates

- Presented the Master Transportation Plan at the Economic Development Committee meeting on January 14th
- Staff attended the CLI-ECA seminar
- Kyle Defalco hired as Machine Operator
- Andrea Bishop & Gerard Hanniman attended the Good Roads Conference
- Co-op student joined Public Works for full day co-op working alongside our mechanic.

Development & Environment

Overview of Department Activities

- CBO continued covering off building services in McNab/Braeside as part of the shared services agreement
- MMAH Intern Inspector program: Building Inspector/Planning Technician has completed a technical qualification, required as part of inspection credentials.
- Continued various planning and development projects at the pre-consultation, formal application, and clearance of conditions/implementation stages.
- Approved several Planning Act Applications for new commercial and residential development
- Co-management of long-range planning and engineering projects including Master Servicing Plan and finalizing the Master Transportation Plan.
- Completed the capital phase of the myFM centre expansion project, including remaining contract close-out items and documentation. As-built drawings being prepared by N45, and final completion to be issued by the Town.
- MyFM Close-out meeting and Working Group dissolution per terms of reference.
- Finalization of new Landfill ECA for revised final contours, which will permit the re-grading of the steep waste slopes.
- Several ongoing legal matters pertaining to real estate, surplus municipal lands, zoning, and infrastructure.
- Continued coordination with County on initiatives pertaining to the development of County property within the Town.
 - County Delegation for Bonnechere Manor redevelopment project at March 25, 2025 regular Council Meeting

Key Statistics

Building

January - March

- 12 permits issued
- Occupancy granted to 2 Town Homes
- 1 Order from Q4 2024 still in affect

Planning

January - March

- New applications:

- o 2 Site Plan Applications
 - o 2 Minor Variance Applications
 - o 2 Part Lot Control Applications
 - o 2 Municipal Agreement Compliance Letters
 - o 1 Zoning & Compliance Letter
- Approved Applications
 - o 1 Site Plan Application
 - o 2 Minor Variances
 - o 2 Part Lot Control Applications
 - o 2 Municipal Agreement Compliance Letters
 - o 1 Zoning & Compliance Report
- Active Applications (New & Ongoing):
 - o 3 Consent Applications
 - o 3 Site Plan Applications
 - o 4 Plan of Subdivision Applications
 - o 2 Non-Planning Act multi-res developments (monitoring during construction)

Environmental Services

- 1902 transactions at the landfill
- \$58,850 in tipping fees collected
- 2 watermain breaks (Bonnechere St. S., Harry St.)
- 1 water service repair (June St.)
- 3 sewer service repairs (Cameron St., Carswell St., Harry St.)
- 1 Adverse Water Quality Incidents Reported by OCWA (THM & HAA rolling average)

Strategic Plan & Corporate Plan Progress

- Official Plan Review - Growth Management/Land Needs Study drafted, draft Official Plan anticipated Q3 2025.
- Renfrew East Secondary Plan – adopted March 2025.
- Developed options for scope of review of Community Improvement Plan for Economic Development Advisory Committee consideration. (January 14, 2025 meeting)
- myFM Expansion Project – Close-Out report prepared and delivered to Council on March 25, 2025. Working Group dissolved per terms of reference.
- Review of landfill steep waste slope remediation options with MECP, Town solicitor, and landfill monitoring engineer. Identification of preferred option for landfill slope remediation project, preparation of options report for Council consideration, pending Council direction and budget approval.
- Landfill contour revision ECA carryover work underway.
- Insulation from landfill garage confirmed for minor presence of mold. Budget for remediation being included in 2025 capital budget.

- Landfill Operator I position temporarily vacated due to medical leave. Temporary backfill justification report prepared for Council consideration. Coverage being provided on interim basis by PW and Rec staff.
- New Landfill Hours implemented in January, so far going well, positive reception from community.
- Due to scheduling conflicts with multiple parties, discovery for the standpipe legal claim has been scheduled for December 2025.
- Continued work on options for conservation/re-use of non-developable lands near the highway (Bonnechere River Trail). Soft opening planned for June, hard opening July 1, 2025, as part of Canada Day celebrations.
- Housing Accelerator Fund (Related to Attainable Housing Action Plan) – second intake application submitted, waiting on formal notification.
- 2025 Water/Wastewater Budget Approved including major capital and minor maintenance projects (OCWA)
- 2025 Draft capital and operating budgets prepared for tabling/review.
- Review of file and re-engagement of consultant with respect to demolition of old wastewater treatment plant.
- Reviewed and drafted revised Sale and Disposition of Surplus Land Policy for Council adoption – March 11, 2025.

Working Group & Team Updates

General

- Staff attended Employee Engagement Team meetings
- Staff support for the Economic Development Advisory Committee
- Staff support for the myFM Centre Expansion Working Group

Building

- Building services staff attended the OBOA Upper Ottawa Valley Chapter Meetings in Whitewater Region
- Building Inspector/Planning Technician attended virtual “House” OBOA course
- CBO virtually attended enhanced Trax Electronic code presentation
- Hosted OBOA Upper Ottawa Valley Chapter meeting with a demo from Trax Electronic Codes
- Attended virtual OBOA Building Admin Chapter Meeting
- CBO virtually attending RSM on-line training 2 sessions/month.
- CBO virtually attended “Wellness Workshop for Building Officials”
- Attended Employee Engagement Team meeting
- MPAC attended office for a growth update and Municipal Connect update
- Presented “Enhanced Accessibility for Building Standards” to Economic Development Committee

Planning

- MyFM Centre Working Group wrap-up report presented to Council, working group dissolved per terms of reference, by Council resolution.

Environmental Services

- The Bonnechere River Park and Trail Working group met once during the Quarter.
- Landfill Operator I virtually attended the Solid Waste Association of North America, Ontario Chapter, Landfill Operations Basics Course.

Look Ahead

Building

- Implement the new 2024 Building Code
- Ongoing training
- Building Inspector Planning Technician to schedule OBOA “Small Buildings” course

Planning

- Anticipate progress on several larger developments in the next quarter, including subdivision agreements for Hunter Gate and Mayhew Subdivision
- Assumption of remaining services for Hunter Gate Ph. 4.
- Continued advancement of active subdivision, site plan, consent/severance, and Zoning By-law amendment development files.
- Acceptance of Growth Management/Land Needs Study and drafting of the revised Official Plan.
- Continued co-management of the Master Servicing Plan – Growth model being finalized in concert with Official Plan review to ensure synchronicity.
- Continue research on electronic application management solutions
- Implement new *Planning Act* Application Forms

Environmental Services

- Continue work on steep waste slope remediation and associated landfill waste mound re-design.
- Continuing training and development for new landfill staff.
- Preparation for landfill busy summer season including HHWD opening preparations and staff training.
- Determine next steps for mould remediation in the Landfill Garage.
- Work on construction of the Bonnechere River Park Trail.
- Tree planting event with OPG at Ma-te-way Park, tentatively scheduled for May 24.
- Community clean up event (pitch-in).
- Explore options for non-eligible recycling post transition, pending Council direction.

Other

- Work with consultants toward final report for the Master Servicing Plan.
- Support Real Estate and Surplus Municipal Lands functions and initiatives.
- Support Infrastructure, Public Works, and Engineering in their functions and development
- Continue to provide broad corporate and functional support and direction to various business units, including acting CAO during planned leave.



Fire, Emergency & Protective Services

Overview of Department Activities

Fire

Training

Renfrew Fire Department full-time firefighters focused on the following topics in the months of January to March:

- Search and Rescue
- VEIS – vent enter isolate search
- High-rise pack deployment, including standpipe connection
- Ladder evolutions on multi story occupancies
- Fire Service Ropes and Knots
- Self Rescue
- Medical First Response – including familiarization with basic EMS equipment carried on the ambulances

Our Volunteer Crew focused on the following topics in the months of January to March:

- Ladder Evolutions
- Search and Rescue
- Self-Rescue
- Personal Protective Equipment, Self Contained Breathing Apparatus

Public Education

Promoting fire safety and public education is a critical component of Fire Prevention. It is a great opportunity not only to provide visitors and residents with fire safety messaging and tips but also to showcase the fire apparatus and equipment.

Fire Safety Messaging

- Safety tips, important updates and ways to keep your family safe were shared through media outlets. Several tips that were shared are:

January

Snow-covered fire hydrants can delay emergency response when every second counts!

The Renfrew Fire Department kindly asks, while you are out shoveling this winter season, please take a few extra minutes to help keep fire hydrants clear of snow and ice.

Thank you in advance for keeping your community safe!



February

Take time to clean out the exhaust and air intake vents around the outside of the house. This is an easy way to save lives by preventing Carbon Monoxide build-up inside the home.



March

Smoke alarms should be tested monthly - let's hope this isn't how you do your monthly test!!! To test, press and hold the test button until the alarm sounds (3 loud beeps). By doing this on a monthly basis, you'll be able to better ensure that they are working properly and keeping you and your family safe.



The Renfrew Fire Department received several complaints regarding fire safety concerns, including:

- blocked fire exits at a multi unit residential occupancy
- blocked fire exits at an assembly occupancy
- commercial cooking equipment deficiencies
- outdated smoke alarms in a multi unit residential occupancy

By-Law

Bylaw was kept busy throughout this quarter with numerous complaints along with proactively identifying concerns such as:

- Conducted Proactive Clean Yard checks of over 50 properties
- Responded to noise concerns involving loud music and vehicles
- Responded to numerous issues involving dog excrement on properties
- Responded to a call regarding a derelict RV
- Responded to complaints related to Transient Traders operating unlicensed
- Conducted work as part of the Traffic and Parking By-Law #29-2012 working group in relation to updating the current bylaw.

Town of Renfrew Crossing Guards 2025-2026 School Year

- Total number of Crossing Guards – 7
- Hours Per Day Worked – 2
- Located at:
 - Veterans' Memorial Blvd at Queen Elizabeth School
 - Raglan Street South at Bolger Lane
 - Hall Avenue at Barr Street
 - Raglan Street South at Subway
 - Raglan Street South at Munroe Avenue
 - Munroe Avenue (Central School)
 - Barr Street at Queen Elizabeth School

After 15 years of service, Donald Blimkie retired from his position as a Crossing Guard in January 2025. Scott Silver was hired to replace Donald.

Emergency Management

Safety tips, important updates and ways to keep your family safe were shared through media outlets. Tips that were shared are:

With the winter storm coming, ensure that your emergency car kit is ready! ❄️

For more or more tips to learn about winter driving risks and preparing an emergency kit for your car follow:

<https://www.getprepared.gc.ca/.../sfttps/tp201012-en.aspx>



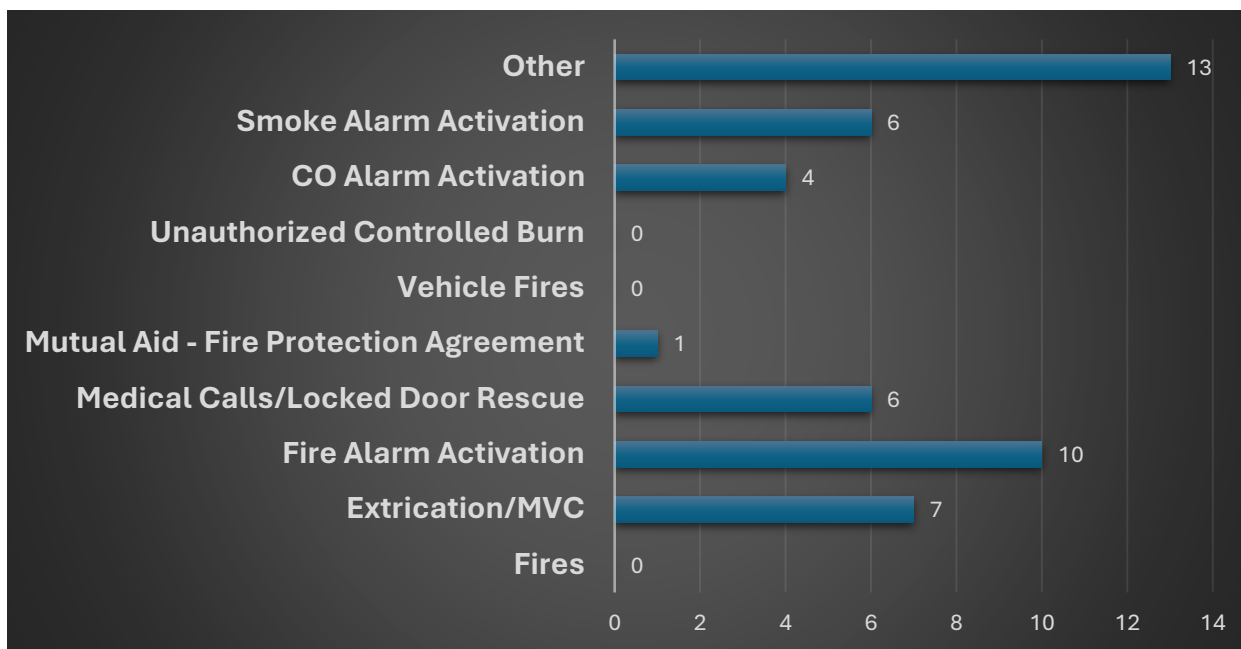
By now, many of you have heard that we are looking at a potential storm this weekend. Visit <https://www.getprepared.gc.ca/cnt/hzd/svrstrms-prp-en.aspx> to be prepared.



Key Statistics

Fire

There was a total of 47 emergency responses between January to March 2025, down from 50 calls between January to March 2024.



A total of 26 Recreational Outdoor Burn Permits were issued between the months of January to March 2025.

By-Law

Parking Enforcement

Our Bylaw Enforcement Officer continuously and actively patrolled Renfrew regarding parking infractions. A total of 180 parking tickets were issued between January and March 2025, down from 307 between January to March 2024. A total of 59 streets were patrolled with Grigg Avenue, Bonnechere Street South and Renfrew Avenue East receiving the most parking tickets.

Winter parking initiatives were still in effect, which resulted in many parking tickets being issued between the hours of 2:00 a.m. and 7:00 a.m.

Animal Control

- Bylaw responded to 28 complaints regarding dogs, cats, and pest control issues.

Licensing

- 161 pet tags have been purchased to date.
- 3 taxicab companies and 15 drivers submitted their applications and are permitted to operate in 2025.

Strategic Plan & Corporate Plan Progress

- The review of the Parking Bylaw is complete. A draft will be presented to Council in April
- Staff are reviewing and updating the Emergency Response Plan

- Staff are in the research and development phase of a business continuity plan for the Town of Renfrew's commercial enterprises

Working Groups & Team Updates

Parking Bylaw Working Group

The Parking Bylaw Working Group met on two separate occasions to review the current bylaw and to discuss proposed changes. The review is complete, and a draft bylaw will be coming to Council in April.

Corporate Joint Health and Safety Committee

The Corporate JHSC met on March 19th. The Team reviewed the Health and Safety Policy, the Wellness Policy and the Workplace Violence, Harassment, Sexual Harassment, and Discrimination Policy. A discussion pertaining to proposed staff training in the areas of First Aid/CPR, WHMIS, Health and Safety and Working at Heights.

Contact us!



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