

QUARTERLY REPORT

2024 Q4



Renfrew



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TABLE OF CONTENTS



Renfrew

Page 1

Message from the Acting CAO

Page 3

Staff Spotlight

Page 5

Office of the CAO & Town Clerk

Page 9

Finance & Corporate Services

Page 12

Community & Recreation Services
and Library

Page 22

Infrastructure, Public Works &
Engineering

Page 27

Development & Environment

Page 32

Fire, Emergency & Protective
Services



Message From The Acting CAO

Kelly Latendresse


I am pleased to present the Q4 report, which highlights the significant accomplishments of the various departments within the Town of Renfrew and their positive impact on our community. Each department has made considerable strides in enhancing community services, improving infrastructure, engaging residents, and contributing positively to the town's development and quality of life.

The Office of the CAO & Town Clerk have continued work on the implementation of a new records management system that will streamline document handling processes, ensuring greater efficiency and accessibility. Enhanced accessibility compliance measures have been put in place, reflecting our commitment to inclusivity. Additionally, the modernization of election processes, including the approval of alternative voting methods and the establishment of a collaborative election working group, has ensured a more transparent and efficient electoral process.

The Community and Recreation Services department has offered a variety of community programs, events, and partnerships that have fostered community engagement and inclusivity. Highlights include PA Day Camps, which provide enriching activities for children, and the Santa Claus Parade, that brought festive cheer to the town. The Holiday Taste of the Valley event attracted over 80 vendors, showcasing local businesses and fostering a sense of community. These initiatives have successfully engaged over 700 residents, indicating strong community interest and involvement.

The Renfrew Public Library has made significant strides in improving accessibility, with renovations funded by the Ontario Trillium Foundation. Engaging in community events, such as Freaky Friday and Ontario Public Library Week, have fostered community participation and enriched the town's cultural landscape. The library continues to offer a wide range of programs for all ages, ensuring inclusivity and community enrichment.

Over in Development & Environment, the restructuring of the department has improved planning and development processes, advancing key projects such as the myFM Centre expansion.



This restructuring has streamlined operations, facilitating better project management and execution. Additionally, the department has been working on the Housing Accelerator Fund application to support housing development, demonstrating our commitment to addressing the town's housing needs.

A cornerstone of the Finance and Corporate Services department has been the continued focus on effective management of municipal finances. They have addressed outstanding receivables and development charges, ensuring fiscal responsibility and supporting community projects. Our proactive approach to financial oversight has contributed to the town's financial stability and growth.

In Fire, Emergency & Protective Services, one of the focuses is on public education and training, which enhances community safety through proactive measures and emergency preparedness exercises. During Fire Prevention Week, hundreds of students participated in fire safety education, fostering a culture of safety and awareness. Additionally, a joint emergency exercise with Admaston-Bromley has improved our readiness for potential disasters, ensuring the safety and well-being of our residents.

Infrastructure, Public Works and Engineering has been involved in significant construction projects, including the reconstruction and completion of Argyle/Lochiel and O'Brien Road, ensuring the town's infrastructure remains a focus. The department has also implemented winter maintenance operations and addressed resident concerns regarding public infrastructure, maintaining essential services and improving road safety.

These accomplishments reflect our dedicated effort to enhance community services, improve infrastructure, and engage residents effectively. By focusing on accessibility, financial management, safety training, and community events, we are fostering a vibrant, inclusive environment for all residents. Continued collaboration among departments and community partners will be essential for sustaining progress and addressing future challenges. It has been my honour to serve with this dedicated team as Acting CAO for the past several months and I look forward to working with this team under the leadership of the new CAO in 2025.



Kelly Latendresse
Acting Chief Administrative Officer

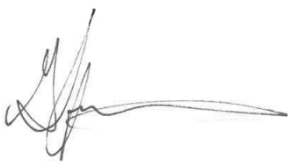
Message From The New CAO

Gloria Raybone

I am thrilled to introduce myself as the new Chief Administrative Officer (CAO) for the Town of Renfrew. Over the past few weeks, I have had the pleasure of meeting several staff members and touring various town-owned sites. It has been inspiring to see firsthand the incredible opportunities within the Town and the dedication of its staff. I look forward to working alongside them in the months ahead.

In recent years, Renfrew has undergone significant changes, including the introduction of the new Strategic Plan, Road to 2035. Throughout 2024, staff and Council have worked diligently to advance the plan's priorities, and I am excited for the opportunity to build on this progress in 2025, continuing to serve the residents of Renfrew.

I would like to extend my sincere gratitude to Kelly Latendresse for stepping in as Acting CAO during the transition, as well as to all the directors for their leadership. I look forward to working closely with Eric Withers (Director of Development & Environment/Deputy CAO), Andrea Bishop (Director of Infrastructure, Public Works & Engineering), Kelly Latendresse (Director of Community Services & Recreation/Library CEO), Charlene Jackson (Treasurer/Director of Finance & Corporate Services), Mike Guest (Director of Fire, Emergency & Protective Services/Fire Chief), along with their dedicated teams and the staff within the Office of the CAO and Town Clerk.



Gloria Raybone
Chief Administrative Officer

Staff Spotlight



Finance and Corporate Services Team!

The Finance and Corporate Services Department plays a vital role in keeping the Town of Renfrew running smoothly. From budgeting and financial planning to account collection and payroll services, this dedicated team ensures that the Town's financial operations are managed responsibly and efficiently.

In addition to overseeing tax collection, water and sewer utilities, and invoicing for a wide range of services - including landfill, by-law, recreation and fire agreements, and facility rentals - the department is also responsible for IT services, insurance, lottery licensing, and more. Their expertise and commitment help maintain the Town's financial stability, ensuring essential services and infrastructure projects can continue to support our residents.

We are incredibly grateful for their hard work and dedication, and we sincerely thank them for their contributions to Renfrew's success.



OFFICE OF THE CAO & TOWN CLERK

Overview of Department Activities

Town Clerk

- **Records Management:** Initiated the migration to TOMRM Classification within the internal network and public drive. Conducted comprehensive staff training on records management, TOMRM Classification, and email management practices.
- **Municipal Exchange Webinar:** The Town Clerk delivered a presentation at the Municipal Exchange Webinar, focusing on the governance of Business Improvement Areas (BIAs) within municipalities.
- **Accessibility:** Conducted an internal accessibility audit to evaluate compliance with the Accessibility for Ontarians with Disabilities Act (AODA) and identify areas for enhancement. Developed a 2025-2030 Multi-Year Accessibility Plan and which was adopted by Council on December 10, 2024.
- **Policy Updates:** Reviewed and revised the Employee Code of Conduct and Human Resources Policy to ensure they reflect current standards and practices.
- **Elections:** Passed a by-law permitting alternative voting methods, including internet and in-person voting for the 2026 Municipal Election. Established a Renfrew County election working group to coordinate efforts.
- **Marriage Licence Modernization:** Completed preliminary evaluations, onboarding, and staff training with Service Ontario in preparation for transitioning to a digital platform in February.
- Supported the Interim Acting CAO during the transition period and was the main liaison for Town legal files and municipal complaints.
- Process Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) access requests in accordance with legislation requirements.

Communications & Community Engagement

- In the past quarter, the Town of Renfrew's Communications Department has been actively engaging with the community through various initiatives. A significant milestone was the adoption of the new Digital Signs Advertising



Policy, approved by Council, which has already attracted new sponsors and generated additional revenue. Regular communication with residents remains a priority, with ongoing updates shared across the Town's social media channels, bciti+ App, and through our monthly newsletter. The Town also received positive media coverage for its involvement in charitable initiatives, including contributions from the Employee Engagement Team to Family and Children Services' Angel Tree Program and the Renfrew Food Bank's "Holiday Advent." Additionally, in partnership with the Downtown BIA, the Town welcomed a well-known local influencer to explore and promote Renfrew's downtown businesses, highlighting the vibrant shopping opportunities available during the holiday season. The Communications Department also played a key role in supporting several beloved community events, including Freaky Friday, the Santa Claus Parade, and Light-Up the Square, ensuring residents stayed informed and engaged.

Key Statistics

Town Clerk

The following are key statistics from October 1, 2024 – December 31, 2024

- 121 Death Registrations
- 4 Marriage Licences
- 5 Marriage Ceremonies
- 5 Regular Council Meetings
- 4 Special Council Meetings
- 4 Renfrew Public Library Board Meetings
- 4 Renfrew and Area OPP Detachment Board Meetings
- 107 By-laws passed in 2024
- 4 MFIPPA FOI Requests, 2 Legislative Orders, and 6 Routine Disclosure Requests in 2024

Communications & Community Engagement

- 3 Monthly Newsletters (October, November and December)
 - 2 New Digital Signs Sponsors
 - Since adopting the new Digital Sign Sponsorship Policy in Q4, the Town has welcomed two new community organizations and businesses as digital sign sponsors, generating an additional \$500 in revenue.
-



- From October 1st to December 31st, Meta Insights provides the following information on the Town's online presence through Facebook (Meta):
 - 1.1 Million overall views
 - 100.4K people reached:
 - 4.5K watched for 3 seconds or less
 - 209 spent over a minute
 - 7.5K interacted with content
 - The majority of Facebook followers are from Renfrew and women between the ages of 35 – 44.
 - 71 new followers this quarter

Strategic Plan & Corporate Plan Progress

Town Clerk

- **Ensure the implementation of a Records Management Program - 50% complete** (Ongoing into 2025 with continuous updates annually)
- **Complete an update of accessibility plans, policies and procedures – 100% Complete:** A Multi-Year Accessibility Plan (2025-2030) was created and approved by Council December 10, 2024.
- **Complete policy updates for the Downtown Business Improvement Area – 95% Complete:** Final procedural by-law approved January 2025.
- **Undertake the proposed expansion of the Downtown Business Improvement Area – 95% Complete.** Approved by Committee of the Whole December 10, 2024. Final Approval by Council January 14, 2025.

Communications & Community Engagement

- **Implementation of Town's new Branding – 60% Complete** (Ongoing into 2026 as budget permits): Website, signage, and wayfinding.
- **Complete an Annual Report to Council – 100% Complete:** In May 2024, a *Quarterly Reporting* structure was implemented with regular updates going to Council at the end of each quarter.
- **Employee Engagement Team – 100% Complete:** Create an Employee Engagement Team to engage staff and enhance communication.



Look Ahead

Town Clerk

Ongoing projects include the adoption of TOMRMS for records management across all departments and revisions to the Records Management Policy.

Online Marriage Licence Applications will launch on February 3, 2025, enhancing the efficiency and accuracy of the licence issuance process while improving the overall applicant experience.

Corporate Policy Review with updates to come forward in 2025. Accessibility workplan and Election prep-work to commence.

Communications & Community Engagement

In the year ahead, the Town will continue to focus on key communications and community engagement initiatives and strategies. Priorities include the development of an event sponsorship document, ongoing updates to wayfinding and signage in alignment with the Town's new branding, and strategic communications to support Town initiatives, events, Economic development, and tourism. The Town will continue to work to enhance our web, online, and social media presence through strengthened communications, community partnerships, and advertising initiatives (including those with the Downtown BIA and Chamber of Commerce). These, along with other projects, will help further connect and engage residents, businesses, and visitors throughout 2025.

Working Group & Team Updates

Communications & Community Engagement

The Employee Engagement Committee Continues to meet regularly and organize staff-focused events for the coming year.

Finance and Corporate Services

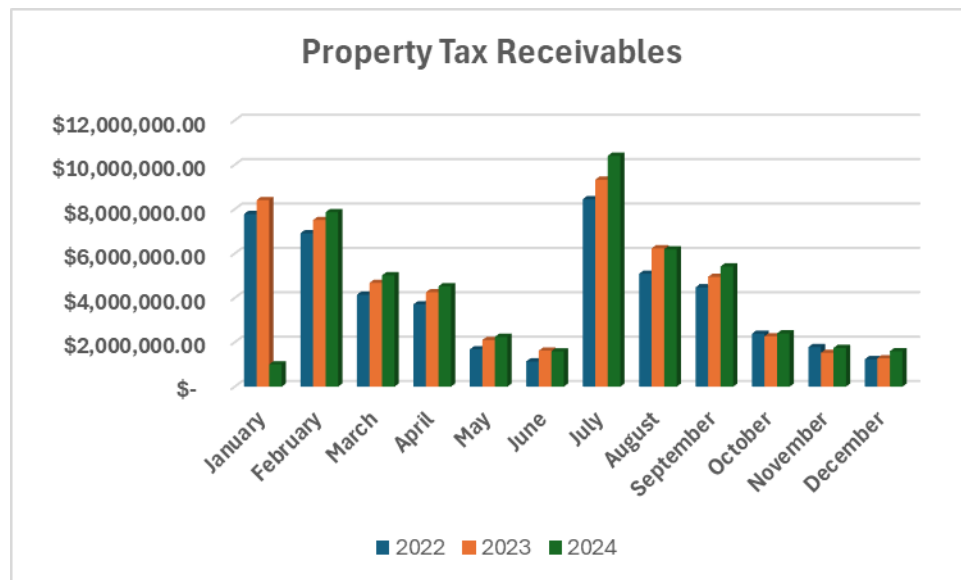
Overview of Department Activities

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

Key Statistics – as of December 31st, 2024

Receivables:

- Taxes Receivable - \$1,597,956.88 remained outstanding.



Note: Interim Billing issued in February in 2024 vs January in previous years.

- Utilities Receivable - \$1,184,410.76 remained outstanding.
 - 75% of this balance is from the current water billing.
 - Current utility billing: November-December Billings (Due February 18, 2024)

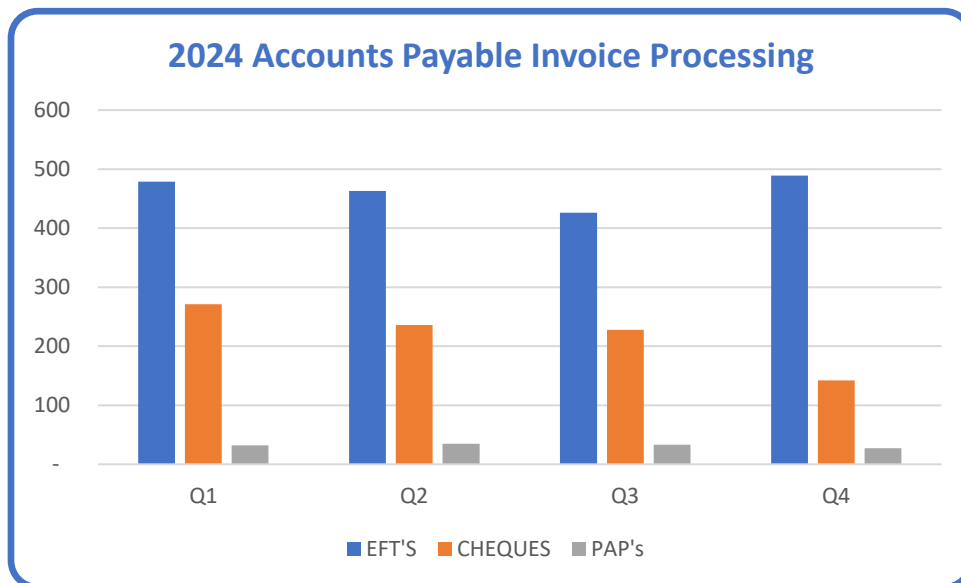
- Accounts Receivable – \$100,144.62 outstanding at Dec 31, 2024.

Development Charges:

- \$44,177.75 collected in development charges and earned \$104,539.10 in interest for 2024.

Accounts Payable:

- In 2024 there were 6,661 invoices processed with a dollar value of \$46,707,267.78. Below is a breakdown on how these invoices are paid.



Strategic Plan & Corporate Plan Progress

This is captured within the actual plans as updated by the CAO.



Delegation of Authority Items

No delegation of authority items to report.

Look Ahead

- 2025 Budget Schedule to come out once Budget Software has been installed.
- New Financial Software implementation under way. The finance staff will be receiving training in the first half of 2025, while implementing all the necessary modules.
- Asset Management Software updated, and staff are in the process of updating.
- Staff have scheduled the auditors to complete their procedural audit in early January, with the final audit and statements being completed in Q1 and early Q2 2025.

Working Group & Team Updates

- User Fees were updated in 2024 and are in the process of some revisions.
- Asset Management Working Group have met, and a number of key tasks have changes will be completed over the winter.



COMMUNITY AND RECREATION SERVICES

Overview of Department Activities

Community Services

- **PA Day Camps:** October 11 and November 15. Worked with Renfrew County to offer subsidies to campers as needed.
- **Open House at Ma-te-Way Park and myFM Centre:** Thanksgiving weekend. Organized In partnership with Recreation and Communications. Offered facility tours, Touch a Truck, and 21 free programs for the community to participate in.
- **Grants to Community Partners:** Reviewed applications and granted 2 more applications for 2024.
- **Freaky Friday:** Town of Renfrew obtained a sponsor to offset costs to add onto the BIA event *Freaky Friday* by throwing a Family Dance at the Legion during the event.
- **Winter Program Guide:** Worked with Renfrew Public Library to a guide put out in mid-November for programs/events happening in December-February.
- **Camp Mural:** Completed the mural at myFM Centre with campers from 2024 as the "First Campers in the new expansion of myFM Centre".
- **Light Up the Square:** Worked with the BIA, and Renfrew & District Food Bank to put on this event. Obtained sponsorship to light up the large tree in Low Square.
- **National Day of Remembrance and Action on Violence Against Women:** Held a candlelight vigil on Friday, December 6.
- **Santa Claus Parade:** Evening parade held on Saturday, December 7 from St. Joseph's Catholic High School through downtown, and concluded with pictures with Santa and family fun at the Legion following the parade. Obtained sponsorships from 25 organizations/businesses. Total of 46 floats/entries.



- **Holiday Taste of the Valley:** Town of Renfrew was the host community for the holiday edition held on Saturday, December 14 with over 80 vendors. The application was sent in to host again in 2025/2026.
- **Frew Years Eve:** Held a daytime event for families with breakfast, public skating, magician, face painter, pizza lunch and a noon years eve countdown. Thank you to council for attending and helping with this event.
- **New Years Eve Dinner & Dance:** Sold 89 tickets for a catered dinner and band to ring in the new year.

Recreation

- Parks and Recreation Operations includes facility maintenance, program execution (i.e. room setups), hosting rental groups and user groups, as well as drop-in usage of facilities within the myFM Centre, Town Parks, Visitors Information Centre, and more.
- Shutdown of splash pad and skate park for the season.
- Naming rights of Olympia granted to Layton Knight-Locke.
- Joint Emergency Exercise with Admaston Bromley with simulated wildfire exercise.
- Notable events:

October 17	School Cross Country Meet
October 24	Chamber Awards Night
October 27	Trail Cycling Races
November 1 – 3	Renfrew Prep Basketball Tournament
November 2	Craft Sale
November 9	Cyclo-Cross Provincial Championships
November 17	Renfrew Minor Hockey Tournament
November 22 & 23	High School Basketball Tournament
November 23	Renfrew Minor Hockey Tournament
November 24	Renfrew Minor Hockey Tournament
November 28 & 29	High School Basketball Tournament
December 14	Renfrew Minor Hockey Tournament
December 28	High School Alumni Basketball Tournament



McDougall Mill Museum

- The Town of Renfrew assumed operation of the McDougall Mill Museum with the adoption of the 2024 budget. Renfrew & District Historical & Museum Society Inc. (RDHMSI) retains ownership of the collection.
- Winter staffing consists of the Curator/Archivist. The position is assisting the Town Clerk with Records Management two days a week beginning in December focusing on historical physical records of archival value.
- The museum closed to the public for the season on September 27th. Email and telephone are monitored.
- The museum closed as a Visitor Information Centre on September 27th for the season. The Chamber of Commerce continues to act a downtown Visitor Information Centre.
- Lacey Shea, summer student, was nominated for and won Renfrew Chamber of Commerce Youth Employee of the Year.
- Water shut off and museum winterized in October.
- Weekly inspections occur and the parking lot and pathway are maintained.
- New permanent fencing installed in O'Brien and Forgie Parks
- Outreach events included a Last Post Fund ceremony for Veteran Joseph Hendry and a Golden Age Activity Centre talk on military history with Heritage Renfrew and Kurt Johnson.

Key Statistics

Facility Usage Ma-te-Way Park

- Ball Diamonds: 15 hours
- Soccer Fields: 13 hours
- Tennis/Pickleball Court Bookings: 1003.75 hours

Facility Usage myFM Centre

- Deslaurier Arena: 1771.75 hours
 - BEI Arena: 788.25 hours
 - Rooms (Town Programs): 723.75 hours
 - Rooms (External Rentals): 1,115.5 hours
-



- Home Hardware Gymnasium (Town Programs): 225.25 hours
- Home Hardware Gymnasium (External Rentals): 218 hours

Facility Usage McDougall Mill Museum

- Closed for the season

Facility Usage Visitor Information Centre

- Rentals: 74 hours
- Programs & Town Bookings: 64 hours

Programs and Events

- **Total Registrations:** 1,925 registrations between October 1, 2024, and December 31, 2024. Compared to 849 registrations in the same timeframe in 2023.
- **Programs and Events:** 43 different programs and events with a total of 77 sessions.
- **Program/Event Hours:** 402.5 total hours of programming/events.

Fitness Center Memberships

Month	Day Pass	1 Month	3 Month	6 Month	1 Year
October	43	85	24	6	7
November	34	86	19	5	4
December	42	88	30	5	9

Museum Outreach

- Programs and Events: 3
- Exhibitions and Loans: 3



Strategic Plan & Corporate Plan Progress

Community Services

- Collaboration with Local Immigration Partnership (LIP): Worked with LIP for their Culture Connect series, planning a free Empanada Cooking Class in October with 19 registered.
- 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.
- Fencing at Community Garden: Fencing was completed in the late fall around the Community Garden at Oddfellows Park.

McDougall Mill Museum

- Museum operations align with the Road to 2035 Strategic Plan as a public attraction and tourism hub.

Look Ahead

Launch Plans

- Launch Arts, Culture and Heritage Masterplan
- Launch Recreation Plan
- Launch Community Support, Multiculturalism, and Anti-Racism Initiatives (CSMARI) Project

Community Services

- Event Planning: Prepare and execute upcoming events including 2-day Frewfest Family Day Winter Carnival, March Break Camp, Volunteer Appreciation Awards.
 - Winter Programs: Roll out winter programs and continue with planning for the spring 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.

Recreation Services

- Q1 2025 will be the busiest time of the year with various events and tournaments in the building.
- March will be prepping for outdoor season (limbing trees, cleaning up parks etc.) if weather permits.

McDougall Mill Museum

- McDougall Mill Museum will remain closed as the building is not heated. A winter inspection schedule will be followed.
- Attention will be focused on improving the main floor layout as a Visitor Information Centre.
- Cataloguing the museum collection using Past Perfect Software for Museum Collections. The software helps to rationalize the collection, answer public enquiries and assist in exhibition and program development.
- Approximately two days a week are spent assisting Town Clerk arranging and describing physical records in the municipal archives, focusing on historical records with permanent retention requirements and records of archival value. Examples include assessment and collector rolls, vital stats, minutes, by-laws and financial statements.
- Install Louis Mulvihill sledge hockey exhibit for myFM Centre's B.E.I. Ice Pad.
- Install labels for Town owned art holdings on display at Town Hall and MyFM Centre.
- Change display at Town Hall Foyer.

Working Group & Team Updates

- Leadership Update: The Town appointed Kelly Latendresse, current Director of Community & Recreation Services / Library CEO, as Acting Chief Administrative Officer (CAO), effective Monday, September 30, 2024-January 31, 2025. Shawn Eckford (Recreation Supervisor) and Janyne Fraser (Community Outreach &
-



Programs Supervisor) each stepped up at different times as acting Director of Community & Recreation Services during Q4.

Camp Mural



Frew Years Eve



Santa Claus Parade





RENFREW PUBLIC LIBRARY

Overview of Department Activities

- The Library's entrance renovations were completed in October, including new flooring at the base of the Adult Department's accessible entrance. We greatly appreciate the community's patience during this project and believe these updates make the Library accessible and welcoming to everyone. We were very fortunate to receive the funding through the Ontario Trillium Foundation, and will be hosting an acknowledgment ceremony in February.
- We have booked Astronomy in Action for the end of February, using the remaining portion of our Library Award from CFUW. The event will feature their Artemis dome and a professional astronomer, offering our community a unique, immersive experience to explore the wonders of the universe.
- We participated in Freaky Friday on October 25th, welcoming over 700 community members who stopped by on their way to the Haunted House at the Connection Centre. Children enjoyed our coloring contest and were thrilled with the candy donations, making it a fun event for all ages.
- Ontario Public Library Week was a great success, highlighted by our Art Show and a visit from Ian Hamilton. We would like to thank Chris & Tanya's No Frills for generously donating the cheese, crackers, and grapes for the Art Show. We were also able to use their donation for the Renfrew Reads event, and we are very grateful to our supportive community.
- Horton Township registered for a library card to support a Horton-based bookclub and pop-up library at the Community Centre.
- In conjunction with the BIA and Town's Light Up the Square event, RPL hosted its annual Holiday Evening, with games, crafts, stories, & activities at the Library to allow people an opportunity to warm up during the evening.



- After over 35 years of dedicated service, Susan Klinck, our Children's Coordinator, has retired. Susan's contributions have made a lasting impact on countless families in our community, and we're immensely grateful for her passion and creativity. We're planning a farewell celebration for Susan in early January, and we invite everyone to join us in honoring her remarkable work and legacy at the Renfrew Public Library.
- The Children's Department offered regular programming in October and November including *Storybook Cupboard*, *Hands-On Tuesdays*, *Tickles & Giggles*, *Caregivers Corner*, *BLAK Indigenous Storytime & Drumming*, and *Switch Wednesdays*. There was also special holiday programming held in December.
- The Adult Department offered a range of inclusive programs for all ages, including *Adult D&D*, *Community Activity Days*, *Death Cafe*, *Art Show*, *Fiero Coding Club*, *Chess*, *Renfrew Reads & Renfrew Eats with Ian Hamilton*, and themed book club meetings.





Key Statistics

- We welcomed over 11,000 visitors in the 4th quarter, with an increase of visitors to the Library for October's Freaky Friday event.
- We added 158 new library patrons.
- A total of 10440 physical library items were borrowed in both Departments.
- A total of 5883 e-resources were circulated (e-books, e-audiobooks, e-magazines).
- The Children's Department held 77 programs with an attendance of 812.
- The Adult Department held 62 programs with an attendance of 1364 (including visitors for Freaky Friday event).

Strategic Plan & Corporate Plan Progress

The Renfrew Public Library continues to strive towards our mission of being a place of discovery, inspiration, connection and inclusion. Our strategic plan includes three core initiatives: comprehensive communication, community-based partnerships and services, and continuous improvement. All the department activities highlighted contributed to the advancement of these three initiatives, and while the Renfrew Public Library Board have started the strategic planning process, we will continue these initiatives into 2025 until our 2025-2030 plan is complete.

Look Ahead

- We will continue to offer diverse, age-inclusive programming, and are looking forward to participating in various community holiday activities.
- We will continue to improve community connections and partnerships, and will strive to support local businesses.
- We will increase our membership and continue to provide clean, precise statistics and information.
- We will update our policies to reflect current guidelines and assist in the creation of our new strategic plan.



DEPARTMENT OF INFRASTRUCTURE, PUBLIC WORKS AND ENGINEERING

Overview of Department Activities

Construction Projects

- Argyle/Lochiel Reconstruction:
 - Line painting complete.
 - Landscaping complete.
 - Town staff completed deficiency walk with Jp2g.
 - Substantial completion was given on October 30, 2024.
- O'Brien Road (Mask to Wrangler) Reconstruction:
 - Landscaping complete.
 - Town staff completed deficiency walk with Jp2g.
 - Substantial completion was given on November 1, 2024.
- Eighth Street Reconstruction:
 - Sanitary sewer repairs, addition of a storm sewer and new catch basins added.
 - Base course asphalt laid and compacted to specification, completing the initial stage of the paving process.
- Dominion Street Reconstruction:
 - Completed underground infrastructure upgrades on Quarry Avenue and approximately 65 meters of Dominion Street, along with base course asphalt installation.

Design Projects

- Opeongo Road (Bonnechere to Town Limit):
 - Background investigations were complete.
-



- Stevenson Crescent:
 - Public Information Centre (PIC) was held on October 21st, 2024.
 - Tender-ready package was submitted.
- Seventh Street:
 - Tender-ready package was submitted.
- Harry Street Phase II and Joe Avenue:
 - Background investigations were complete.
- Hall Avenue Reconstruction:
 - Background investigations were complete.
- Hall Avenue Extension:
 - BTE worked on preliminary field investigations.
- Whitton Road Closure:
 - Public Consultation Centre (PCC) No. 2 took place November 20th.

Studies

Master Transportation Plan:

- The Final Master Transportation Plan was finalized by BTE and is available on the Town of Renfrew website.

Master Servicing Plan:

- Stantec submitted a Technical Memorandum for information including model updates & existing infrastructure assessments.

Public Works

- The department was able to secure and hire one term employee.
 - Winter maintenance including snow plowing, salting/sanding, sidewalk winter control commenced in Q4.
 - Assisted with Landfill Operations & Hauling Materials to Landfill
 - Replaced signs around Town as per Advantage Data Collection Retroreflectivity Report recommendations.
 - Regular maintenance and cleaning of the Garage.
-



- Repaired and maintained all Town owned vehicles and equipment.
- Prepared reports including salt, gravel, and fuel.
- Responded to resident calls & concerns regarding issues such as potholes, snow removal, traffic/streetlights, and tree removal.
- Completed utility locates for storm sewer.
- Maintained and emptied litter bins around municipal parks in Town.
- Removal of dead plant material in the garden beds on main street.
- Snow Hauling, Grader and Dozer rental tender awarded to BEI.

Key Statistics

Public Works

- 73 Locates completed in Q4.
- Approximately 25 tonnes of hot mix/cold patch were applied throughout Town in Q4
- Greenwood Paving completed our pavement patch list, which included storm/sewer and water main repair locations.
- All PW staff participated in a Minimum Maintenance Standards training session.
- There were 19 days in Q4 spent on winter road maintenance and sidewalk winter control.
- Total of 150 Access E11 Resident Concern Cases resolved up to the end of Q4.





Strategic Plan & Corporate Plan Progress

- Completed Master Transportation Plan – Final Report adopted by Council.
- Looking at options to conduct pavement condition ratings for all roads and sidewalks to better assess and prioritize maintenance and upgrades based on current conditions.
- The Ma-te-way watermain replacement project is a key focus, aiming to enhance the reliability and durability of the Town's water infrastructure and reduce costs associated with frequent watermain breaks and repairs at this location.
- Implementation of a comprehensive road repair and resurfacing program, ensuring the longevity and safety of roadways throughout the Town.
- Updating and enhancing the Town's GIS (Geographic Information System) database to improve the accuracy and accessibility of infrastructure data, supporting better decision-making and planning for future projects.

Look Ahead

- Implementation of new ACE Control Units in vehicles.
- Planned maintenance and upgrades for public works vehicles to improve efficiency and extend their lifespan.
- Continued evaluations of roads to prioritize necessary repairs or upgrades.
- Preparation for upcoming capital projects, including budgeting, and timelines.
- Organizing public consultations to gather feedback on infrastructure projects.
- Exploring training sessions for staff, including asset management and Ontario Provincial Standards (OPS) training.
- Continued co-management of the Master Servicing Plan & work with consultants toward final report.
- Training and development for staff.
- Work with Development & Environment in their functions and development.



Working Group & Team Updates

Asset Management Steering Committee:

- The committee is continuing to work in the PSD Citywide program to update the Town's assets.

Team Structure Update:

- The Department of Infrastructure, Public Works and Engineering was formed.



Development & Environment

Overview of Department Activities

- Departmental restructuring to include planning, building, landfill, collections, water/waste water operations, other environmental, and economic development/real estate support.
- Updated Planning Act Notices and registered for electronic by Ontario Land Tribunal Appeals
- CBO continued covering off building services in McNab/Braeside as part of the shared services agreement
- Continued various planning and development projects at the pre-consultation, formal application, and clearance of conditions/implementation stages.
- Co-management of long-range planning and engineering projects including Master Servicing Plan, and finalizing the Master Transportation Plan.
- Approaching the completion of the capital phase of the myFM centre expansion project, including remaining contract close-out items and documentation.
- Submitted Housing Accelerator Fund application (Intake #2)
- Finalization of new Landfill ECA permitting the implementation of new operating hours, and associated public notice.
- 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.

Key Statistics

Building

October – December:

- 13 permits issued
-



- Occupancy granted to new school – St. Thomas
- Occupancy granted to new restaurant – Boston Pizza
- Occupancy granted to 2 new apartment buildings
- 1 Order from Q1 & Q2 still in affect

Planning

October – December:

- New applications:
 - 1 Site Plan Application
 - 1 Zoning By-law Amendment
 - 1 Consent Application
 - 1 Community Improvement Plan Application
 - 10 Zoning & Compliance Letters
- Active Applications (New & Ongoing):
 - 3 Consent Applications
 - 3 Site Plan Applications
 - 4 Plan of Subdivision Applications
 - 2 Non-Planning Act multi-res developments (monitoring during construction)

Environmental Services

- 3828 transactions at the landfill
- \$108,265 in tipping fees collected – revenue on track to meet 2024 goals
- YTD Tonnage Comparisons to 2023:
 - Curbside collection +4%
 - Brush +43%
 - Household, commercial, and construction waste -4%
 - Household Garbage bags – no significant difference
 - Excess soil from construction projects +40%
 - Leaf and yard waste +25%
 - Diverted items (recycling, metal and e-waste) -1%
 - Total tonnage (all items) received +9%
- 0 watermain breaks
- 1 water service repair
- 2 Adverse Water Quality Incidents Reported by OCWA



Strategic Plan & Corporate Plan Progress

- Official Plan Review – Issues and Options Report completed, Growth Management/Land Needs Study nearing completion, draft Official Plan anticipated Q1 2025.
- Renfrew East Secondary Plan nearing completion – anticipated adoption March 2025.
- Presented CIP to Economic Development Advisory Committee, tabled for future discussion of review scope in early 2025.
- Ongoing review of options surrounding remediation of landfill slopes.
- Continued work on options for conservation/re-use of non-developable lands near the highway (Bonnechere River Nature Trails).
- Completed Master Transportation Plan – Final Report to adopted by Council.
- Housing Accelerator Fund (Related to Attainable Housing Action Plan) – second intake application submitted, waiting on response.
- Planned review of Application Forms for various Planning Act applications as part of improved service delivery.
- Exploring options and pricing for electronic processing of Planning Act applications towards modernization of business practices.

Look Ahead

Building

- Accessibility Presentation to Economic Development Committee
- Assist with drafting an Accessibility Policy
- Implement the new 2024 Building Code
- Ongoing training

Planning

- Finalize and adopt the Renfrew East Secondary Plan
 - Continue research and work on electronic application management solutions
 - Review of Planning Act Application Forms
 - Scope future review of Community Improvement Plan for Economic Development Advisory Committee and Council consideration
-



- Continued advancement of active subdivision, site plan, consent/severance, and Zoning By-law amendment development files.
- Work with consultants towards issuance of Growth Management/Land Needs Study, and drafting of the revised Official Plan.
- Continued co-management of the Master Servicing Plan

Environmental Services

- Continue work on steep waste slope remediation and associated landfill waste mound re-design.
- Work on Bonnechere River Park and & Trail Report with Working Group to be presented to Council.
- Implement new landfill hours.
- Training and development for new landfill staff.
- Year-end activities (e.g. HHWD billing, landfill annual report, Stormwater CLI ECA annual report, OCWA annual report, budgeting, etc)

Other

- Bring capital phase of myFM centre to a close.
- 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.

Working Group & Team Updates

General

- Planning & Building Coordinator attended the Employee Engagement Committee Meeting and subcommittee for the staff Christmas Party
 - MPAC – Virtual Sessions
 - Staff support for the Economic Development Advisory Committee
 - Staff support for the myFM Centre Expansion Working Group
-



Building

Building Services staff attended:

- OBOA Upper Ottawa Valley Chapter Meetings in Petawawa & Cobden
- OBOA Building Admin Chapter Meeting (virtual)
- OBOA Roadshow – update on new Building Code - Ottawa

Planning

- Planning and Building Coordinator attended Cunningham Swan Municipal Law Seminar
- Planning & Building Coordinator successfully completed AMCTO's Primer on Planning course

Environmental Services

- The Bonnechere River Park and Trail Working group met twice during the Quarter.



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 October to December:

- Medical First Response
- Shore based Water Rescue
- Building Familiarization Tours
- Fire Department Hose loads and Hose Deployment
- Self Contained Breathing Apparatus (SCBA)
- Salvage and Overhaul
- Fire Department Ladder Deployment
- Two Staff Members attended the Huntsville Fire Department for NFPA 1033 Fire Investigator Course. The course provided both theory and practical hands-on investigation practices and principles.

Our Volunteer Crew focused on the following topics in the months of October to December:

- Building Familiarization Tours
- Shore Based Water Rescue
- Property Conservation
- Fire Department Ladder Deployment
- Fire Department Personal Protective Equipment

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.

When the smoke alarm sounds, **get outside and stay outside.**
Go to your **outside meeting place.** Call 9-1-1 from a mobile phone or a trusted neighbor's phone.
Stay outside until the fire department tells you it is safe to go back inside.

Smoke Alarms: Make Them Work For You!

Test all smoke alarms at least **once a month** by pushing the test button.

Replace smoke alarms **every 10 years** from the date of manufacture.

Make sure smoke alarms **meet the needs** of all family members, including those with sensory or physical disabilities.

You could have as little as two minutes to get out safely once the smoke alarm sounds. Working smoke alarms give you early warning so you can get outside quickly.

Installation

- Install smoke alarms in every bedroom, outside each separate sleeping area (like a hallway), and on each level (including the basement) of the home.
- When installing, follow the instructions that come with the smoke alarm.
- For the best protection, interconnect all smoke alarms. When one sounds, they all sound. It is important to have interconnected smoke alarms if you sleep with the bedroom doors closed.
- A smoke alarm should be on the ceiling or high on a wall.

How to Choose an Alarm

It is important to purchase a smoke alarm that is listed by a qualified testing laboratory. The two most common types of smoke alarms are ionization and photoelectric alarms.

- For the best protection, or where extra time is needed to wake up or help others, both types of alarms or dual sensor ionization-photoelectric alarms are recommended.
- An ionization smoke alarm is more responsive to flaming fires and a photoelectric smoke alarm is more responsive to smoldering fires.
- Photoelectric smoke alarms are the best type of alarms to be installed near the kitchen and bathrooms to reduce nuisance alarms.

Testing and Maintenance

- Test smoke alarms at least once a month by pushing the test button.
- Follow the manufacturer's instructions for cleaning to keep smoke alarms working.

Replacement

- Smoke alarms with non-replaceable (long-life) batteries are designed to remain effective for up to 10 years. If the alarm chirps, warning that the battery is low, replace the entire smoke alarm right away.
- For smoke alarms that do not have non-replaceable (long-life) batteries, replace batteries at least once a year. If the alarm chirps, replace only the battery.

NATIONAL FIRE PROTECTION ASSOCIATION
NFPA
The leading information and knowledge resource for fire prevention and safety education

nfpa.org/education ©NFPA 2024

Smoke and CO Alarms for People who are Deaf or Hard of Hearing

Working smoke and carbon monoxide (CO) alarms save lives. People who are deaf or hard of hearing may not be able to depend on typical alarms to let them know there is danger.

There are special alarms and devices to ensure everyone can be alerted in case of fire or high CO levels.

- ▶ When the smoke alarm sounds, strobe lights flash to alert people who are deaf or hard of hearing of a possible fire when they are awake.
- ▶ When they are asleep, a pillow or bed shaker should be used to wake and alert them to fire conditions so they can escape. This device is activated by the sound of a standard smoke alarm. People who are deaf may find that the shaker paired with a high-intensity strobe light is helpful to wake them.
- ▶ Smoke and CO alarms can be installed that use a low-frequency sound. These will work better to wake a sleeping person who has mild to severe hearing loss.
- ▶ These special devices and alarms can also signal when the battery is low.

Research the different products and select the ones that fit the needs of the people in your home. These can be easily installed without a professional. Products can be found in home improvement stores, online, and on manufacturer websites. Pick devices that are listed by a qualified testing laboratory which is often disclosed on the product's packaging.

Smoke Alarms

- ▶ Install smoke alarms in every bedroom, outside each sleeping area, and on every level of the home, including the basement.
- ▶ For the best protection, choose interconnected smoke alarms. When one sounds, they all sound.
- ▶ Test alarms at least once a month using the test button.
- ▶ Replace smoke alarms if they are over 10 years old.

Carbon Monoxide (CO) Alarms

- ▶ Install CO alarms outside each separate sleeping area and on every level of the home. This includes the basement and attic. Do not place alarms near fireplaces or fuel-burning appliances. Check to see what the law is in your community for placement.
- ▶ Replace CO alarms between 5-10 years or as stated in the manufacturer's instructions.

Reduce Your Risk!

Installing both smoke alarms and fire sprinklers reduces the risk of death in a home fire by 82 percent, compared to having neither installed.

Make a Plan

Everyone in the home should know the sounds and signals of the smoke and CO alarms. When the alarm sounds, get outside and stay outside. Have an outside meeting place to make sure that everyone gets out safely. Call 9-1-1 from outside your home from a mobile phone or a trusted neighbor's phone.

Did You Know?

According to the National Institute of Health, one in eight people in the United States (13 percent, or 30 million) aged 12 years or older has hearing loss in both ears, based on standard hearing examinations.

NATIONAL FIRE PROTECTION ASSOCIATION
NFPA
The leading information and knowledge resource for fire prevention and safety education

nfpa.org/disabilities | nfpa.org/education | ©2021 National Fire Protection Association®

TP594023



Fire Inspection and Enforcement

To ensure compliance with regulations including the Ontario Fire Code, Fire Prevention Officers conducted fire inspections and fire drills at all Vulnerable Occupancies in the Town of Renfrew. Fire Inspections based on complaint and request were also conducted.

Fire Prevention Week 2024

October 6th to 12th was Fire Prevention week with the theme being, Smoke Alarms: Make them work for you!



Fire Prevention Week is a busy time of year for The Renfrew Fire Department. Approximately 400 students attended the Renfrew Fire Station to participate in activities. Students learn important fire safety skills such as stop drop and roll, crawl low under smoke, and the importance of having a home escape plan. Visitors are also given a homework assignment which entails having their parents or guardians test all the smoke alarms and carbon monoxide alarms in the home. The Renfrew Fire Department also attends the schools to meet with kindergarten classes.



- A colouring contest was held with many entries received. Four winners in four age categories were chosen and each received a gift certificate.



Further Public education initiatives were also distributed through media outlets such as:

- Halloween Safety
- Change Your Clocks – Change Your Batteries,
- Carbon Monoxide Awareness Week (November 1 – 7)
- 12 Days of Holiday Fire Safety (December 12 – 23) (December 12 – 23).

BE HALLOWEEN Safe

Halloween is a fun and spooky time of year for kids. Make trick-or-treating safe for your little monsters with a few easy safety tips.

HALLOWEEN FIRE SAFETY TIPS

- **When choosing a costume**, stay away from long trailing fabric. If your child is wearing a mask, make sure the eye holes are large enough so he or she can see out.
- **Provide children** with flashlights to carry for lighting or glow sticks as part of their costume.
- Dried flowers, cornstalks, and crepe paper catch fire easily. **Keep all decorations** away from open flames and other heat sources like light bulbs and heaters.
- **Use a battery-operated candle** or glow-stick in jack-o-lanterns. If you use a real candle, use extreme caution. Make sure children are watched at all times when candles are lit. When lighting candles inside jack-o-lanterns, use long, fireplace-style matches or a utility lighter. Be sure to place lit pumpkins well away from anything that can burn and far enough out of the way of trick-or-treaters, doorsteps, walkways, and yards.
- **Remember** to keep exits clear of decorations so nothing blocks escape routes.
- **Make sure** all smoke alarms in the home are working.
- **Tell children** to stay away from open flames including jack-o-lanterns with candles in them. Be sure they know how to stop, drop, and roll if their clothing catches fire. (Have them practice, stopping immediately, dropping to the ground, covering their face with hands, and rolling over and over to put the flames out.)

If your children are going to **Halloween parties** at others' homes, have them look for ways out of the home and plan how they would get out in an emergency.

Did you know?

Decorations are the first thing to ignite in more than 800 reported home fires each year. Nearly one-third of these fires were started by a candle.

YOUR SOURCE FOR SAFETY INFORMATION
NFPA Public Education Division • 1 Batterymarch Park, Quincy, MA 02269

NFPA

www.nfpa.org/education ©NFPA 2024

WHEN YOU CHANGE YOUR CLOCKS
SUNDAY, NOVEMBER 3

CHANGE YOUR BATTERIES

IF YOU CHANGE YOUR CLOCKS, DON'T FORGET TO CHANGE YOUR BATTERIES.



BYLAW

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

- A subject living in a trailer in a rear yard with a derelict vehicle powering the trailer. A formal order was issued, and the derelict vehicle and trailer were removed from the property without issue.
- Several property standards issues including an issue of a broken fence with a large pile of debris in the rear yard. Due to the officers formal Property Standards Order, the property was cleared to standard.
- Several cases regarding illegal encampments located on Town owned Property which were investigated and found to be abandoned. The Officer worked in conjunction with Public Works to clear an abandoned campsite from the water tower.

Town of Renfrew Crossing Guards - 2024-2025 School Year:

- Total number of Crossing Guards – 8
- 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

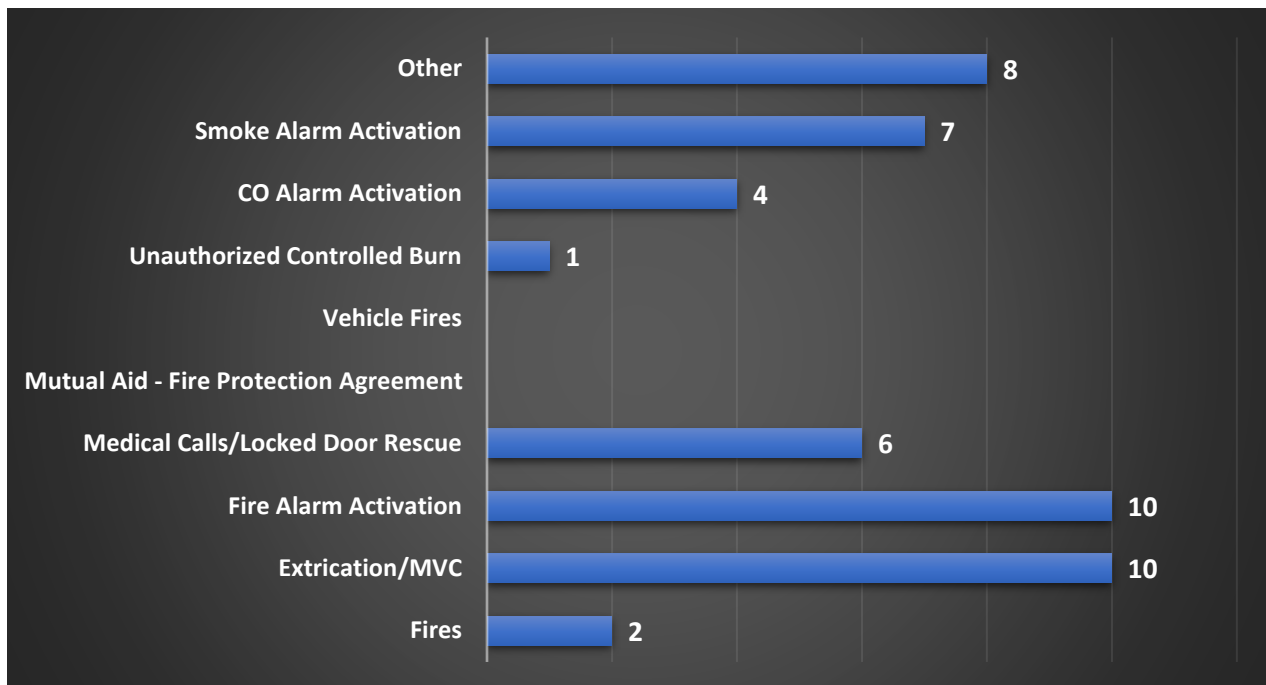
After 22 years of service, Arline McLean retired from her position as a Crossing Guard on December 20, 2024.



Key Statistics

FIRE

There was a total of 48 emergency responses between October to December 2024, down from 59 calls between October to December 2023.



A total of 109 Recreational Outdoor Burn Permits were issued in 2024.



BY-LAW

Training

In this quarter, the Officer:

- Completed Conflict Avoidance for Bylaw Offices through Burgess and Associates training program.
- Completed Basic use of Force/Disengagement Training Tier 1

Parking Enforcement

Our Bylaw Enforcement Officer continuously and actively patrolled Renfrew regarding parking infractions. A total of 181 parking tickets were issued between October and December 2024, up from 80 between October to December 2023. A total of 59 streets were patrolled with Grigg Avenue, Bonnechere Street South and Renfrew Avenue East receiving the most parking tickets.

In the month of December, winter parking initiatives commenced 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 15 complaints regarding dogs, cats, and pest control issues.
- The officer received complaints in relation to Pit Bulls which were in contravention of the Dog owner's liability Act of Ontario. The officer issued Notices of Violation under the DOLA and two pit bulls were removed.
- The Officer responded to a call from the Ontario Provincial Police regarding 2 large dogs abandoned at a hotel in Renfrew. The dogs were apprehended by the Officer and taken to the Renfrew Animal Pound.

Licensing

- 315 pet tags have been purchased to date.
- 9 refreshment vehicle companies submitted their applications and were permitted to operate for the 2024 season.
- 3 taxicab companies and 22 drivers submitted their applications and were permitted to operate in 2024.



Emergency Management

As a requirement under the Emergency Management and Civil Protection Act, each municipality must conduct an annual exercise. The aim of the exercise is to improve the awareness and familiarity of municipal officials with The Town of Renfrew Emergency Response Plan, as well as to improve preparedness and identify gaps in existing plans that need to be addressed prior to an incident

The Municipal Emergency Control Groups (MECG) from the Town of Renfrew and the Township of Admaston Bromley completed a joint emergency exercise on October 29, 2024. The topic of the exercise this year was a Wild Fire that commenced in the Township of Admaston Bromley and was spreading to the Town of Renfrew. This was an excellent opportunity to collaborate with a neighboring municipality and provides many benefits including improved coordination and communication between the agencies.

Public education initiatives distributed through media outlets were being prepared and distributed, including information on building an Emergency Kit for your vehicle.





Strategic Plan & Corporate Plan Progress

- A review of the Parking Bylaw has commenced. A survey to the public was posted on The Town of Renfrew's website for two weeks. Council also received a draft copy to provide feedback. The draft bylaw was presented at COW on November 12, 2024, and Council on December 10, 2024. It was recommended that the by-law be tabled with a formation of a working group.
- A review of the Taxi B-law has commenced. A copy was provided to the taxi companies in the Town of Renfrew for their review.

Contact us!



Town of Renfrew



www.renfrew.ca



[@townofrenfrew](https://www.instagram.com/townofrenfrew)



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