

QUARTERLY REPORT

2024 Q3



Renfrew



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Message From The Acting CAO

Kelly Latendresse


I am pleased to present this report highlighting the collective achievements and ongoing efforts of all Town departments in fostering a vibrant, safe, and engaged Renfrew.

Key accomplishments this quarter include the completion of the Parks and Recreation and Waterfront Master Plans, progress on the Official Plan review and transportation plan, and the advancement of downtown redevelopment and nature trail projects. Inter-departmental collaboration has enhanced accessibility policy development, asset management software implementation, and infrastructure maintenance, including roadwork and water/wastewater initiatives.

The Public Works team continues to deliver critical services, from pothole patching and winter preparations to maintaining downtown horticulture and supporting landfill operations.

The Fire Department focused on firefighter training, with volunteers completing NFPA 1001 certification, and strengthened community safety through education initiatives.

Recreation and Community Services celebrated milestones such as reopened ice surfaces, dynamic events like Canada Day and the Craft Beer & Food Truck Festival, and new partnerships like the smudging protocol with the Bonnechere Algonquin First Nation. The McDougall Mill Museum introduced interactive exhibits, hosted events, and maintained community spaces like O'Brien Park.



Finance and Corporate Services streamlined the General Ledger from 4,900 to 1,160 accounts as part of implementing new financial software, enhancing future reporting capabilities. The Clerks team advanced accessibility planning, finalized the Bonnechere Algonquin First Nation lease, and made progress on governance reforms, including committee structure updates.

These achievements reflect the dedication of staff, volunteers, and community partners. Together, we are building an innovative, inclusive, and resilient Renfrew. As we continue to implement long-range strategies and address evolving community needs, I wish to thank you Council, the staff team, and community partners for your commitment to shaping a vibrant and sustainable future.

Kelly Latendresse

Acting Chief Administrative Officer

Staff Spotlight



Infrastructure, Public Works & Engineering Team!

This quarter, we're shining a light on the dedicated Infrastructure, Public Works & Engineering team who keep the Town of Renfrew running smoothly! Whether it's maintaining our roads and sidewalks, managing the Town's assets, or keeping our downtown looking pristine, this team is always behind the scenes making sure everything works like clockwork.

From repairing potholes and equipment, to upgrading vital infrastructure, they handle it all with professionalism and a can-do attitude. These experts meticulously track and plan for the upkeep and development of the town's public assets, ensuring Renfrew continues to grow and thrive.

Their dedication is evident year-round, from snowy winter days when they're clearing streets to ensure safe passage, to summer months when they're managing road repairs and stormwater systems.

Renfrew's Infrastructure, Public Works & Engineering team works tirelessly to keep the Town of Renfrew safe, accessible, and thriving for residents and visitors alike!



Office of the CAO & Town Clerk

Town Clerk

- Finalized Bonnechere Algonquin First Nation tenant lease and partnership agreement.
- Municipal Structure Review
- Human Resources: Worked with the County of Renfrew HR to develop employee job descriptions and review Town HR Policies for necessary amendments and updates.
- Inter-Government Relations: Registered and prepared Council Members for the Rural Ontario Municipal Association Conference.
- Ma-te-Way Third Party Review: Received final reports from WSCS Consulting.
- Records Management: Setup TOMRM classification within internal network and file merge Clerks Drive files to the new Renfrew FREW drive. Attended staff training on records management and continued with document classification, file retention review.
- Accessibility Plan: Conducted an internal Accessibility Audit, with Final Report to flow to Council in the fall. Updated the Town's 5-year Accessibility Plan with departmental input, final document to be brought forward to Council in late fall.
- Policy Updates: Provided a Notice of Intention to expand the boundaries of the Downtown Renfrew Business Improvement Area to property owners. A new by-law is to be reviewed after the 60-day notification period.
- Started policy work on an updated Corporate Sponsorship and Advertising Policy and Digital Signs policy
- Conducted an HR Policy review to come forward with amendments in October.
- Council Composition Structure: Council Composition Structure Review was completed and brought forward to Council for final consideration.
- Committee Structure Reform: Brought forward a revised Procedural By-Law to incorporate Committee of the Whole into the Regular Meeting of Council. Revised Agenda format to adopt a consent agenda to deal with

Communications & Community Engagement

The Communications Department had an active third quarter, participating in several community engagement initiatives. Of note was "New to the Frew," where the Town promoted its

programming to new residents of Renfrew. Another highlight was the Renfrew Craft Beer and Food Truck Festival, which successfully attracted over 1,300 guests and many food truck and beverage vendors. Communication is already working with the Community Service Team to see how we can amplify and improve the event for next year.

The department has continued its community outreach efforts through LinkedIn, Facebook, Instagram, and continues to use the bciti+ App to enhancing communication with residents and stakeholders. Additionally, ongoing improvements are being made to the Town's website, as staff identify new ways to optimize the presentation of information to the public.

Involvement with the Economic Development Advisory Committee has allowed the department to both gather feedback from community members and share valuable updates about Town projects.

Two new policies were approved by Council this quarter. The *Sponsorship and Advertising Policy*, which was recommended as part of the Ma-te-Way Third Party Review, provides clear guidelines for advertising partnerships. Similarly, the *Digital Signs Advertisement Policy* enables the Town to use its digital signs for sponsorships and advertisements, creating new revenue opportunities while supporting local businesses and community groups.

These initiatives reflect the department's ongoing efforts to enhance communication and engagement while supporting economic growth within the Town of Renfrew.

Key Statistics

Town Clerk

The following are key statistics from July 1, 2024 – September 30, 2024

- 96 Death Registrations
- 37 Marriage Licences
- 11 Marriage Ceremonies
- 4 Regular Council Meetings
- 4 Special Council Meetings
- 4 Committee of the Whole Meetings

Communications & Community Engagement

From July 1st to September 30th, Meta Insights provides the following information on the Town's online presence through Facebook (Meta):

- 190.5K People reached through social media ads, posts, and engagements (up 40.8%)
- 19.4K People visited a post on our Facebook Page.
- The Town gained 283 new followers (up 8.4%)

- The Town currently has 4,170 followers on our Facebook page, with the top demographic being women between the ages of 35 – 44. 74.4% of the Town’s Facebook following is women.
- The majority of people who visit and follow our Facebook page are from Renfrew (42.2%), followed by Ottawa (7.1%), Arnprior (4.4%), Cobden (4.3%), and Pembroke (3.5%).

Strategic Plan & Corporate Plan Progress

Communications & Community Engagement

- **Corporate Communications Strategy** – 100% Complete
 - A Corporate Communications Policy was adopted March 2024.
- **Complete an Annual Report to Council** – 100% Complete
 - The 2023 Annual Report was presented in January 2024 along with the 2024 Corporate Plan. Quarterly Reports from staff will be brought to Council moving forward for the year.
- **Implementation of Town’s new branding** (website, social media, signage, etc.) – 80% Complete (ongoing)
 - New branding has been utilized across all digital platforms and the new website and is slowly being replaced on physical signage as it ages out. New main street banners were purchased in May, a new sign at the myFM Centre, and the new Mack Wilson Park signage. Additional signage changes/upgrades will be subject to future budget approval.
- **Establishment of an Employee Engagement Team** – 100% Complete
 - The Employee Engagement Team is formed and meets monthly.

Look Ahead

Communications & Community Engagement

As we look ahead to the upcoming quarter, the Town remains dedicated to providing residents with accessible information and services through a range of channels, including digital platforms, radio, print media, and in-person interactions. Our focus is on ensuring that residents, visitors, community partners, and investors can easily access information about Town of Renfrew events and services.

Working Group & Team Updates

- **Staffing updates:**
 - Kelly Latendresse appointed as Acting CAO.
 - Contracted Waterhouse Executive Search Ltd. for hiring new CAO and new Director of Infrastructure, Public Works and Engineering

- Created job description for Director of Infrastructure, Public Works and Engineering to prepare for hiring process.
- Police Detachment Board: Town Clerk continuing to provide assistance to the Renfrew and Area O.P.P. Detachment Board.
- Economic Development Committee: Provided recommendations to Renfrew Town Council on a preferred location of a hotel complex within town boundaries. Currently reviewing and providing feedback on a 2025 update to the Renfrew Community Profile, Business Retention & Expansion Action Plan (BR +E) and Community Improvement Grant (CIP)

Finance & Client 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.

Just an update on the ongoing implementation of our Financial and Budget Software. Our staff has been diligently working on this project, which has involved a comprehensive overhaul of the General Ledger (GL) accounts.

Key points include:

- The previous GL structure contained 4,900 accounts that needed to be meticulously aligned with the new framework.
- The new GL structure has been streamlined to 1,160 accounts, which are designed to better correspond with the Financial Information Return (FIR) reporting requirements.

This extensive work has required significant commitment, resulting in some overtime hours from both the Treasurer and Deputy Treasurer. This will allow the Finance Team to enhance our financial reporting processes for future years.

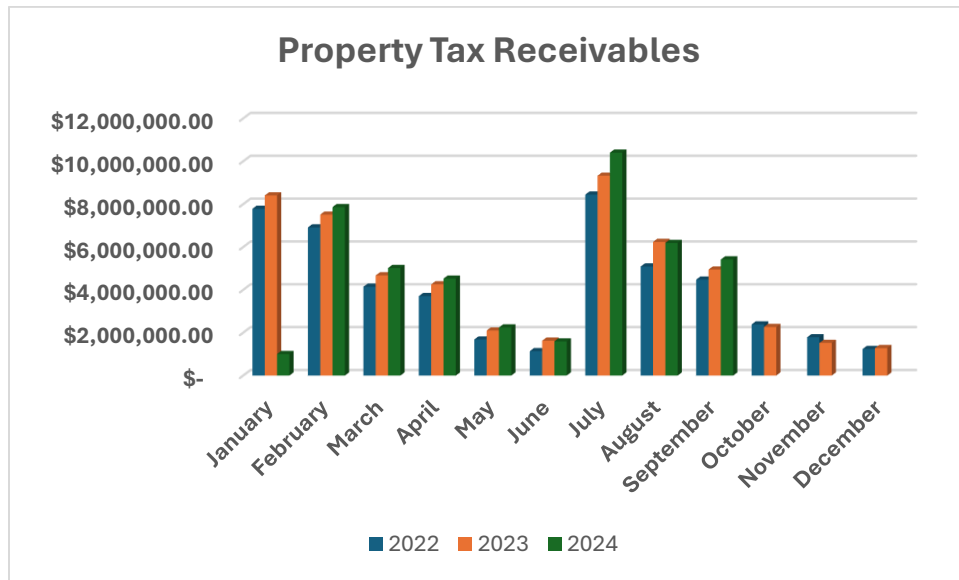
Key Statistics

2024 to end of September:

Budget Comparison will be presented at the November 26th meeting due to the overwhelming work needed to complete deadlines for ongoing projects.

Receivables:

- Tax Receivables - \$5,418,369.27 remained outstanding.
- Utilities Receivables - \$734,328.02 remained outstanding.
 - This represents 79.1% of the current utility invoice.
 - Current utility invoice: July-August Billings (Due October 15, 2024)
- Accounts Receivables – \$225,536.73



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

Development Charges:

- \$44,177.75 collected in development charges.

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
- Asset Management Software updated, and staff are in the process of training.

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.
- Jacob Collins has moved into the vacant position of the Financial Analyst.

Community and Recreation Services & Library

Overview of Department Activities

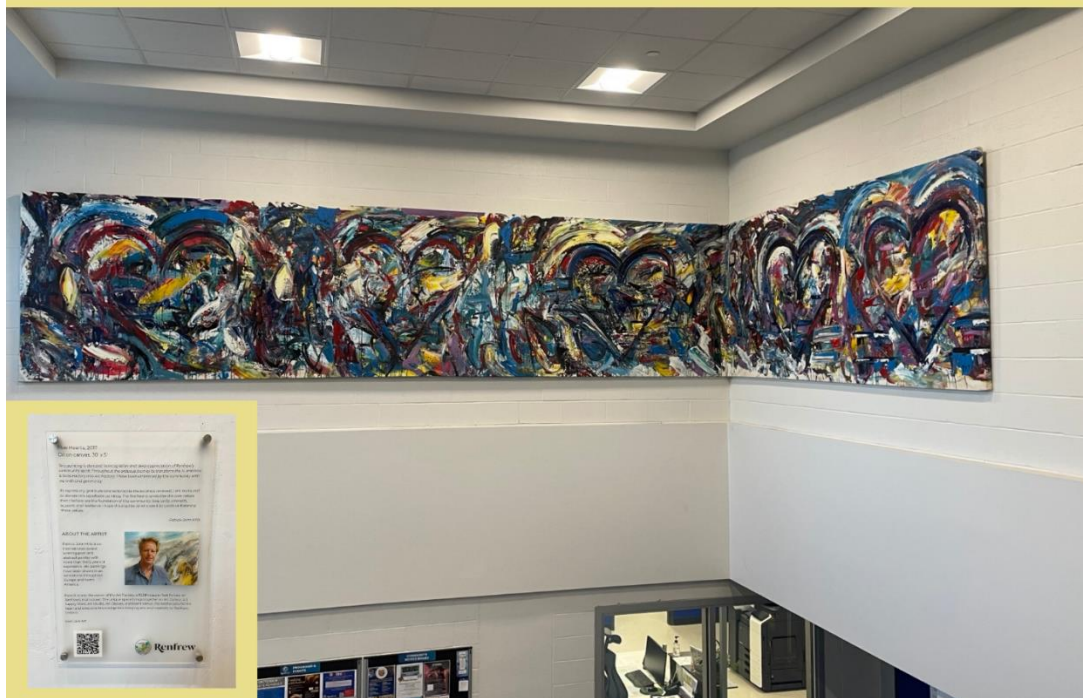
McDougall Mill Museum

- 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.
- Staffing includes a Curator/Archivist and six summer students. Four of the summer positions are through the Town and two through RDHMSI. All student positions ended on September 2nd.
- The museum was open from June 2nd to September 27th (111 days). Total Attendance for the year was 1,681.
- The museum operated as a Visitor Information Centre from June 2nd to September 27th (111 days).
- Museum staff monitor O'Brien Park and Swinging Bridge for cleanliness, vandalism and bridge lighting. Museum staff support Music in the Park on Sundays.
- A colouring page of the museum was created. Two visual scavenger hunts were developed for visitors to interact with the permanent exhibition. A quiz was developed for visitors to interact with the permanent exhibition.
- Hosted "A Night at the Museum" with DJ Hokum on September 25th.

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.
- Two playgrounds were removed due to safety concerns (Knights of Columbus and Horton Heights) on July 22nd.
- Ice was reinstalled in both arenas (Deslaurier Arena on July 30th and BEI Arena on August 22nd).
- Four new staff were added to the staff roster in July.
- On July 1st, the Town took over most remaining myFM Centre projects as ButtCon left the site on June 30th.
- Received and installed “Five Hearts” acrylic painting donation by Patrick Mills of the Art Factory, valued at \$50,000, to the myFM Centre.
- All outdoor power supplies taken offline following safety concerns.
- Town of Renfrew smudging policy/protocol developed in coordination with the Bonnechere Algonquin First Nation.
- Agreement with LiveBarn finalized for streaming from myFM Centre arenas.
- Resurfacing of the Sun Life Walking Track completed.
- Hosted Circus Genoa on July 22nd on Deslaurier Arena Dry Slab.

Five Hearts Art Installation



Sun Life Walking Track Surface



**BEI
Ice**



**Deslaurier
Ice**



Community Services

- Canada Day Celebration: Executed a day-long celebration at Ma-te-Way Park and myFM Centre from 2 pm to 10 pm. The event featured over 18 activities throughout the day, providing entertainment and engagement for the community. \$358.05 collected from BBQ was donated to the Renfrew & District Food Bank. Received a \$5,000 grant from the Federal government and a \$750 sponsorship from Ontario Power Generation.
- Summer Day Camp: Organized 8 weeks of Summer Day Camp, each including a Friday adventure. Collaborated with County of Renfrew to subsidize fees for 14 campers, covering a total of 74 weeks of camp.
- Monthly Paddle: Organized a monthly paddle on the Bonnechere River in partnership with Mad River Paddle Co., providing equipment rentals for participants. July had over 30 paddlers on the water.
- Music in the Park: Hosted 10 afternoons of musical performances at O'Brien Park.
- Pop-up Programs: Offered 10 free Pop-up programs with a total of 14 sessions, giving residents an opportunity to try them out during the summer before enrolling in full programs in the fall.
- Rock Snake Installation: Worked with Renfrew County Voices to install Rock Snake at Ma-te-Way Park.
- Dr. Von Houligan's Family Extravaganza: Hosted free circus school for youth and two shows at Ma-te-Way Park.
- New to the Frew Event: Held in partnership with Renfrew & Area Chamber of Commerce, featuring over 30 local organizations, non-profits, and groups.
- Co-ed 3 Pitch Charity Ball Tournament: 9 teams entered the tournament. Raised \$1,105 and collected a truckload of food for the Renfrew & District Food Bank.
- Craft Beer & Food Truck Festival: Featured 5 food vendors and 11 beverage vendors, attracting over 1,300 paid attendees and five live music performances. Worked with the BIA to cross-promote this event with the Sip, Shop, Savour event happening downtown Renfrew on the same day.
- National Day for Truth & Reconciliation: Held at Ma-te-Way Park with a program by BIAK, featuring Indigenous drumming, singing, and teachings. The Renfrew Public Library participated with displays and staff on-site.
- Quarterly Program Meeting: Held a ROC meeting with outside groups, organizations, and non-profits on July 8, 2024, at Renfrew Public Library.
- Partnership Initiatives: Met with Aimee Bailey from The Circle of Turtle Lodge for upcoming Indigenous programs. Partnered with YWHO (Youth Wellness Hubs of Ontario) for a youth program in August.
- Memorandums of Understanding (MOUs): Updated MOU with Gymnastics EH and finalized MOU with Renfrew & District Food Bank.
- Art Donation: Received "5 Hearts" acrylic painting donation by Patrick Mills of the Art Factory, valued at \$50,000, to the myFM Centre.

- Community Garden Project: Awarded RFQ for the completion of the fencing at Oddfellows Park Community Garden.



Craft Beer & Food Truck Festival





Canada Day Celebration



Key Statistics

Recreation

Fitness Centre Access	
Month	Fob Swipes
July	2956
August	3054
September	2936

Court Access	
Month	Fob Swipes
July	717
August	602
September	563

Fitness Centre Membership Registrations					
Month	Day Pass	1 Month	3 Month	6 Month	1 Year
July	30	68	11	3	13
August	59	71	26	6	7
September	49	69	23	14	11

Court Membership Registrations					
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Month	Day Pass	Junior	Intermediate	Adult	Senior
July	57	9	2	5	0
August	74	1	1	4	0
September	47	0	0	0	0

Facility Usage	
Ma-te-way Park	
Tennis/Pickleball Court Bookings	2691.75 hours
Ball Diamonds	368 hours
Soccer Fields	208 hours
MyFM Centre	
Arenas (Rentals)	655.5 hours
Arenas (Programs)	48.5 hours
Dry Slabs (Rentals)	50.5 hours
Dry Slabs (Programs)	12 hours
Rooms (Town Programs)	513.25 hours
Rooms (External Rentals)	655.5 hours
Visitor Information Centre	
Rentals	29 hours
Programs & Town Bookings	94.5 hours

Community Services

- Total Registrations: 1,511 registrations between July 1, 2024, and September 30, 2024.
- Programs and Events: 48 different programs and events with a total of 74 sessions.
- Program/Event Hours: 731 total hours, including 310 hours of Summer Day Camp.
- Summer Day Camp: 235 registrations over 8 weeks, with 72 on the waitlist (24 on the waitlist for one week).

McDougall Mill Museum

Q3 Total Attendance – 1,408

Notes: Museum hours from July 1st to September 2nd - Open daily from 10am to 5pm

Museum hours from September 3rd to 27th – Monday to Friday 10am to 5pm

Q3 Organized Groups – 2

Notes: Yet Keen Seniors Day Centre - Ottawa, Centre Pauline-Charron - Ottawa

Q3 Outreach programs and events – 3

Notes: Canada Day at MyFM Centre – July 1st, Golden Age Activity Centre presentation – August 6th, New to the Frew – September 22nd

Q3 Outreach exhibitions Q3 – 2

Notes: Town Hall Lobby Wall Case – Renfrew: The Creamery Town, Renfrew Public Library – 2 Alfred Lawton Paintings on display

Q3 Research requests – 5

Notes: Research requests vary from general Renfrew history questions to specialized requests focused on particular artifacts.

Q3 RDHMSI Donations – 4

Q3 RDHMSI Unique items acquired – 19

Notes: RDHMSI Collection consists of over 10,000 items, donated by 1,166 unique donors over 56 years.

Strategic Plan & Corporate Plan Progress

- Support for Community Organizations: Received a donation from Chartwell Quail Creek for the Stretch & Strength program and Pickleball clinics. Continued to support community-focused organizations through grants to community partners.
- Volunteer Program: Reported to council to accept the implementation of a Volunteer Program for the Town to Renfrew and direct staff to utilize the program for any volunteer positions within their departments.
- Collaboration with Local Immigration Partnership (LIP): Working with LIP for their Culture Connect series, planning a free Empanada Cooking Class in the fall.
- 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. Recreation Operations exploring a partnership with the Rotary Club for possible rebuild of playground spaces.
- McDougall Mill Museum operations align with the Road to 2035 Strategic Plan by supporting an accessible, supportive, and age-friendly community by advocating for community health and wellness through strategic partnerships. The Museum aims to support visitor attraction and tourism by supporting signature event organizers, offering community experiences, and maintaining public attractions.

Look Ahead

- Open House: Plan event at Ma-te-Way Park and myFM Centre including guided staff tours, free programs, and finishing with Wolves game.
- Event Planning: Prepare and execute upcoming events such as Open House, Freaky Friday, Light up the Square, Santa Claus Parade, Frew Year's Eve (morning), and New Year's Eve Dinner & Dance (evening).
- Fall Programs: Roll out fall programs and continue with planning for the winter program guide.
- Ongoing Partnerships: Maintain partnerships with the GAAC (Golden Age Activity Centre) for Adult Cooking Classes and continue collaboration with The Circle of Turtle Lodge.

- Projects for Q4 include revitalization of Town of Renfrew Recreation Wall of Fame
- Application for Canadian Sport Infrastructure Revitalization Fund grant will be submitted in Q4 pending Council approval.
- In Q4, McDougall Mill will be winterized following the Canadian Conservation Institute (CCI) Note 1/3 (“Closing a Museum for the Winter. A winter inspection schedule will be followed.”)
- Planning will begin for the Museum’s 2025 season which includes improving the main floor layout as a Visitor Information Centre and exhibition renewal.
- The Past Perfect Software for Museum Collections will be used to continue cataloguing the museum collections. Consider upgrading to online version. The software helps to rationalize the collection, answer public enquiries and assist in exhibition and program development.
- Assist the Town Clerk with municipal archives.
- Prepare 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.
- Organize ceremony for Joseph Hendry military grave marker provided by Last Post Fund at Renfrew Public Cemetery.

Working Group & Team Updates

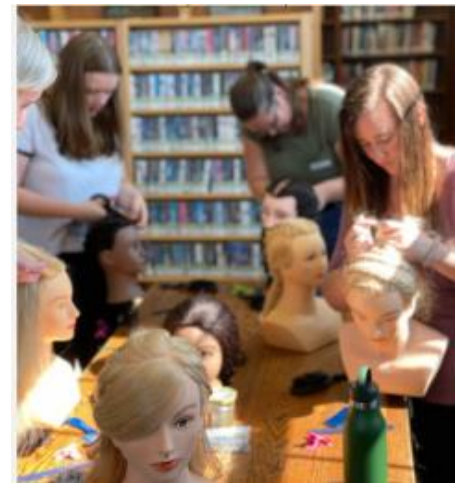
- Customer Service Transition: Customer Service Representatives now report to the Community Services Department.
- All custodial staff now report to the Recreation Operations Supervisor.
- Leadership Update: The Town appointed Kelly Latendresse, current Director of Community & Recreation Services / Library CEO, as Acting Chief Administrative Officer (CAO), effective Monday, September 30, 2024.



Overview of Department Activities

- For Disability Pride Month in July, we featured a book display celebrating disabilities and highlighted accessibility resources like large-print books, audiobooks, and e-resources, reinforcing our commitment to inclusivity.
- On July 19, the library hosted the *Help A Girl Out* (HAGO) event at the YWHO headquarters, supporting local girls and young women with essential resources and receiving positive community response.

- Renovations on the library steps, aimed at enhancing safety and accessibility, began in July and are scheduled for completion by the end of October. Despite minor service disruptions, this upgrade is an important investment in a welcoming, accessible environment, and we thank patrons for their patience.
- In August, the library held a ticket draw for a generous donation of two tickets to *Matilda the Musical Jr.* at Renfrew Collegiate Institute, with local winners enjoying this family-friendly production.
- Our Fall Program Guide, created with Renfrew Community Services, was published with a diverse lineup of educational and fun programs for all ages across September, October, and November, garnering plenty of positive feedback.
- Windows in the Adult Department were sanded and stained, creating a warmer, more welcoming environment with enhanced natural light.
- New hand sanitizers and paper towel dispensers were installed throughout the library to ensure a cleaner, safer space for patrons.
- Our recent staff meeting covered health and safety updates, emergency lighting checks, and engagement strategies, fostering a safe work environment.
- A memorial project funded by a late patron's family is underway, with a Book Tree carving by *Against the Grain* scheduled for unveiling in October.
- We participated in the *New to the Frew* event, connecting with attendees to promote literacy and encourage library memberships.
- Outdoor book sales raised over \$500, supporting library initiatives and offering patrons affordable reading options.
- Updates to library policies are ongoing, with the *Valuing Ontario Libraries Toolkit* (VOLT) expected to be completed by January 2025.
- The library continues to serve as a safe, welcoming space for tweens and teens, with steady computer usage providing tech access and a friendly environment. Usage by tweens and teens has notably increased since school resumed, and our refueling station is restocked regularly to support this.
- The library participated in Renfrew's National Day for Truth & Reconciliation, partnering with BIAK to share resources and coloring sheets. We also posted daily FNMI YouTube videos on our social media throughout the month.
- We're planning pop-up youth astronomy programs featuring new stuffed planets, astronomy books, and a larger programming telescope. A session with *Astronomy in Action* is in the works for next year.
- In collaboration with Local Immigration Partnership, we hosted training for library and Town staff to enhance understanding and utilization of their resources.
- The Children's Department hosted its annual *TD Summer Reading Club* in July and August, and resumed regular programming in September, including *Storybook Cupboard*, *Hands-On Tuesdays*, *Tickles & Giggles*, *Caregivers Corner*, *BIAK Indigenous Storytime & Drumming*, and *Switch Wednesdays*.
- The Adult Department offered a range of inclusive programs for all ages, including *Adult D&D*, *Community Activity Days*, *Seniors Tech Chat*, *Intro to Telescopes*, *Fiero Coding Club*, *Chess*, *Green Screen Vacations*, a braiding session, and themed book club meetings.



Key Statistics

- We welcomed over 12,000 visitors in the 3rd quarter, with an increase of visitors to the Children's Department for TD Summer Reading Club
- We added 193 new library patrons
- A total of 12920 physical library items were borrowed in both Departments
- A total of 5718 e-resources were circulated (e-books, e-audiobooks, e-magazines)
- The Children's Department held 61 programs with an attendance of 655
- The Adult Department held 84 programs with an attendance of 408

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. As we look forward to our new strategic plan in 2025, we hope to deem this one a success.

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

Infrastructure, Public Works & Engineering

Overview of Department Activities

Construction Projects

- Argyle/Lochiel Reconstruction
 - Paving complete
 - Line painting & landscaping underway



- O'Brien Road (Mask to Wrangler) Reconstruction
 - Paving & line painting complete
 - Landscaping & minor concrete work to finalize



- Eighth Street Reconstruction
 - Construction started in September, ongoing
- Dominion Street Reconstruction
 - Construction started in September, ongoing

Design Projects

- Hall Avenue Reconstruction
 - Awarded to Jp2g Consultants Inc.
 - Underground investigations are ongoing
 - Design is underway
- Ma-te-way Drive/Opeongo Road Connection
 - Awarded to BTE
 - Preliminary investigations are underway
- Harry Street Phase II/Joe Avenue
 - Awarded to Morrison Hershfield (now Stantec)
 - Underground investigations are ongoing
 - Design is underway
- Hall Avenue Extension
 - Awarded to BTE
- Opeongo Road Asphalt Rehabilitation
 - Awarded to Novatech
 - Design is ongoing
- O'Brien Road Pumping Station
 - Awarded to Jp2g Consultants Inc.
- Whitton Road Closure
 - Awarded to Jp2g & BTE
 - Design is ongoing
 - Public Consultation Centre No. 2 scheduled for November 20th

Plans and Studies

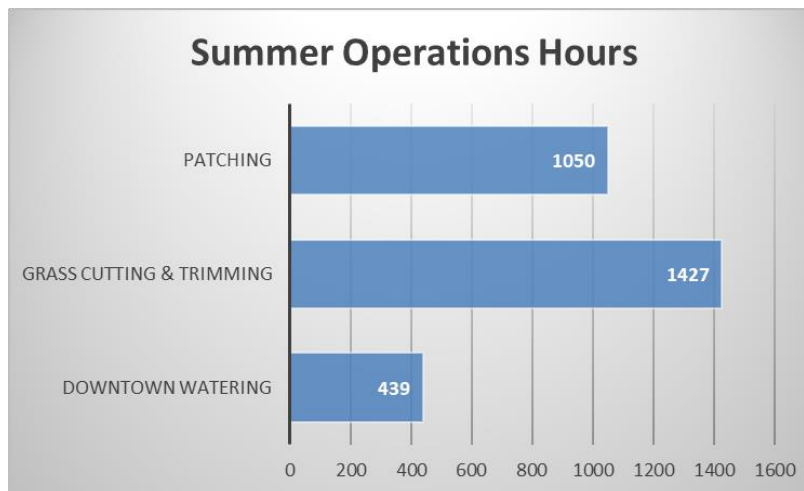
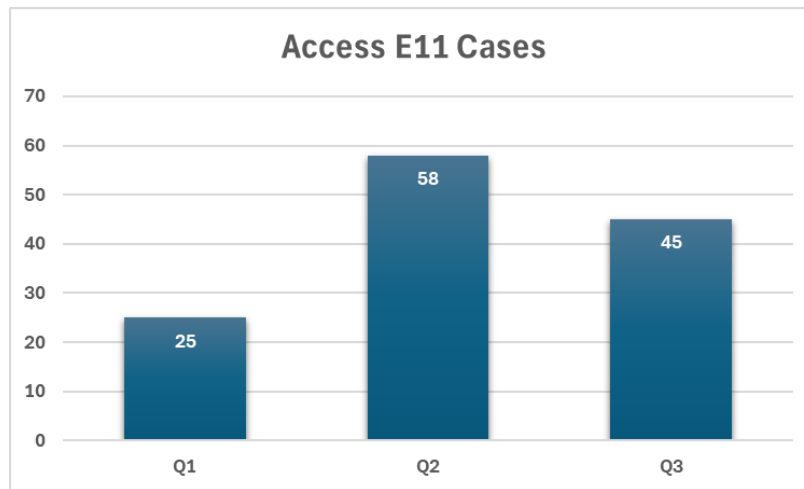
- Master Transportation Plan
 - Draft Master Transportation Plan has been submitted by BTE
 - Findings from the Final Master Transportation Plan to be presented to Council on November 12th

Public Works

- All 26 annual vehicle safety inspections have been successfully completed in-house by our mechanic.
- Staff have been consistently patching potholes, driveway ramps, and various problem areas including sidewalk maintenance/repairs around town.
- Fall street sweeping has started to help ensure catch basins are clear of leaves for drainage purposes.
- Recruiting for two term employees for Winter Operations.
- Public Works staff attended the Renfrew County Truck Safety Roadeo in September, along with a few operators who participated.
- Assisting with Landfill Operations during Landfill Operator recruitment process.
- Winterizing summer Equipment to be put away.
- Regular maintenance and cleaning of the Garage.
- During the Summer season PW took care of all the watering of the downtown horticulture including the hanging baskets and garden beds.
- Maintaining and emptying of litter bins around parks in Town.

Key Statistics

- A substantial number of trees were cut and removed over the summer, with many hours dedicated to brushing and chipping.
- 25 Water Meter Replacements/installations.
- Line painting around town was completed in Q3.
- There have been 283 repair orders completed by our mechanic this year to date, which includes vehicles and equipment for Public Works, Fire, Landfill, and Recreation.
- Total of 128 Access E11 Cases resolved up to the end of Q3.



Strategic Plan & Corporate Plan Progress

The strategic plan highlights that the Town of Renfrew will prioritize infrastructure renewal and implement asset management best practices. With the below-noted projects, the Town is focused on prioritizing the infrastructure renewal of many streets within the Town.

- The O'Brien Road Reconstruction project from Mask to Wrangler is nearing completion, finalizing the last section of the Connecting Links Program.
- The Whitton Road Closure preliminary design is underway, planning for the necessary integration with the 417 Highway Expansion.

Working Group & Team Updates

Department of Development, Environment & Infrastructure – Building Services

- Attended Upper Ottawa Valley Chapter Meeting in Arnprior where Tarion provided an insightful presentation.
- Presented, along with 4 other building officials, to 107 students at Opeongo High School explaining what being a Building Inspector entails.
- A result of the presentation was a few students expressing interest in co-op positions in various municipalities.
- Exploring further ways to reach out to the community to educate

Look Ahead

Design & Construction Projects

- Seventh Street
 - Egis is working towards a tender-ready package
- Stevenson Crescent
 - Public Information Centre (PIC) was held on October 21st, 2024
 - Parsons is working towards a tender-ready package

Public Works

- Snow Hauling, Grader and Dozer Rental Tender to be posted.
- Staff is preparing all winter vehicles and equipment for the upcoming winter season.
- Snow fencing to be installed in the upcoming weeks.

Working Group & Team Updates

Asset Management Steering Committee

- Committee has been working in the PSD Citywide program to update the Town's assets.



Development & Environment

Overview of Department Activities

- As the former Department of Development, Environment, and Infrastructure, continue to oversee the implementation of major capital projects including design and construction of roads and linear infrastructure.
- Continue the delivery of various master and long-range plans including the Official Plan review, the Renfrew East secondary plan, transportation plan, and master servicing plan, and Whitten Road closure environmental assessment.
- Completed and adopted Parks and Recreation master plan, and waterfront master plan.
- Advanced various planning and development projects at the pre-consultation, formal application, and clearance of conditions/implementation stages.
- Coordinated with the finance department on the implementation of PSD asset management software.
- Coordinated with the Clerks department on a policy for accessibility in Renfrew
- CBO covered off building services in McNab/Braeside as part of the shared services agreement
- Planning towards a municipal real estate strategy.
- Continued coordination and inspection on downtown redevelopment projects including the former McPhail and Perkins building, and the post office.
- Administration of the community improvement plan including signage grants.
- Operation of the household hazardous waste depot at the landfill until August 31.
- Continued planning and coordination of working group efforts with respect to the Bonnechere river nature trails.
- Completion of the new landfill access Road.
- Continued administration and coordination of OCWA contract for water/wastewater collection/distribution, along with capital projects such as the manganese water treatment system.
- Coordination with By-law enforcement staff on by-law violations and compliance actions.
- Staff support for the Economic Development Advisory Committee.
- Departmental restructuring to include planning, building, and environmental services divisions, forming the Department of Development and Environment.

Key Statistics

Building

July – September

- 14 permits issued
- Occupancy granted to new Restaurant – Swiss Alps
- 1 Order from Q1 & Q2 still in affect
- 1 “Notice to Remedy” violations from Q1 & Q2 still in affect
- Over 115 residential inspections completed

Planning

July – September

- Pre-consultation:
 - 2 Zoning By-law Amendments
 - 2 Site Plan Approval Applications
- New applications:
 - 1 Minor Variance
 - 1 Consent Application
 - 10 Zoning & Compliance Letters
- Active Applications (New & Ongoing):
 - 3 Consent Applications
 - 1 Minor Variance Application
 - 3 Site Plan Applications
 - 4 Plan of Subdivision Applications
 - 2 Non-Planning Act multi-res developments (monitoring during construction)

Environmental Services

- 6258 transactions at the landfill.
- YTD Tonnage Comparisons to 2023:
 - Curbside collection +3%
 - Brush +61%
 - Household, commercial, and construction waste -8%
 - Household Garbage bags –13%
 - Excess soil from construction projects +125%,
 - Leaf and yard waste +31%
 - Diverted items (recycling, metal and e-waste) -6%
- HHWD closed for season August 31. Total material collected down 21% from 2023 and down 7% compared to 2022.
- MECP landfill site visit – September 12, 2024

Strategic Plan & Corporate Plan Progress

The Department continues the important work of supporting the planning, development, and environmental functions of the town. The newly configured department is coordinating closely with staff from the infrastructure in public works divisions on several important long range planning projects, due to the intersection of our respective functions, and the integration of infrastructure into almost every planning and development matter.

The Official Plan Review continues on its work plan, which includes a growth management and land needs assessment as part of the background work for the plan. The land use assessment will identify the anticipated rate of growth over the horizon of the plan, and will determine the extent and mix of land uses needed to accommodate that growth. The consultants will also examine the ability of infrastructure, both existing and planned, to service the anticipated growth.

The department continues to support waste management and collections services on behalf of residents of the town, and is involved with several initiatives to enhance the natural environment, including planning for 2025 horticultural and tree planting projects, as well as ongoing planning for the Bonnechere nature trails. Critical water and wastewater treatment, collection and distribution services continue to be administered by OCWA in coordination with the Manager of Environmental Services, including significant capital projects for water and wastewater facilities.

Working Group & Team Updates

General

- Planning & Building Coordinator attended the Employee Engagement Committee Meeting.
- Staff support for the economic development committee
- Staff support for the myFM centre expansion working group

Building

Building Services staff attended:

- OBOA Upper Ottawa Valley Chapter Meeting in Deep River
- OBOA Building Admin Chapter Meeting (virtual)
- OBOA Annual Meeting and Training Sessions in London, Ontario

Planning

- Planning and Building Coordinator taking AMCTO's Primer on Planning Course.
- Attended the OPPI annual conference from September 24-27, 2024.

Environmental Services

- Bonnechere River Park and Trail Working Group Removed 9 bags of invasive garlic mustard from along the Bonnechere River – additional invasive species removal work needed.
- The Group will continue to meet over Q4 2024 and Q1 2025 to provide further information as requested by Council.

Look Ahead

Building

- Occupancy to be granted soon for the new apartments (142 Raglan & 339 Raglan).
- New St. Thomas school to receive occupancy
- Attending the OBOA roadshow in Q4 to receive information with regards to the new building code coming into effect in 2025
- Continuing RSM Building Consultants training biweekly

Planning

- Ongoing work on the Official Plan Review, targeting draft Official Plan document to town staff in the early new year.
- Advancement of the technically preferred land use and transportation design alternative from the Whitton Road EA/Renfrew East Secondary Plan to council in November for endorsement.
- Public information centre for the Whitton Road closure/Renfrew East secondary plan to present technically preferred alternative and preliminary design work.
- Coordination with the County of Renfrew on preliminary planning and design for two significant County development projects which are confidential at this time.
- Awaiting developer submission of as-built drawings, and engineering certificate, to support the pending assumption of infrastructure works in Hunter Gate Phase 4.
- Working with developer on clearing conditions and subdivision agreement for Hunter Gate Subdivision, Phase 5.
- Early servicing agreement for Mayhew Subdivision to council in November, pending applicant payment of required fees.
- In conjunction with engineering staff, continued project management and coordination of the Master Servicing Plan, and Whitton Road EA/Renfrew East secondary plan projects.
- Advancement of the final report for the Master Transportation Plan to Council for adoption.
- Continued assistance with the capital phase of the myFM Centre expansion, with progressive transfer of responsibility to recreation operations staff.

Environmental Services

- Recruitment of vacant Landfill Operator II position.
- Design of WWTP biosolids conveyor modification (cross-auger) for future biosolids diversion.

- Finalization of new landfill operating hours with MECP and associated revisions to the Waste management By-law.
- Development of paper tracking system to meet the requirements of the Bluebox regulation (O.Reg 391/21).
- Continuing design and refining cost estimates for Landfill remediation work.
- Community Emergency Preparedness Grant Application for automatic transfer switch at O'Brien Pumping Station.

Real Estate

- Drone photography of key town-owned development sites for real estate marketing purposes.
- Preparation of draft request for standing offer for commercial real estate services.

Development of a real estate strategy for Council consideration.

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 July to September.

- Extrication- tools and practices
- High rise packs and hose loads
- Water rescue awareness
- Portable pumps and operations
- Water supply
- Small Engines
- Fire Investigator

Our Volunteer crews continued to work towards completion of the Fire fighter 1 certification. A few of the topics they focused on included, property conservation, ventilation, water supply, hose lays and salvage and overhaul. They also conducted a review of pertinent topics in preparation for the testing component.

On August 24th, our Volunteer roster completed their testing for NFPA 1001 Fire fighter Level 1 certification. A proctor from the Ontario Fire Marshal's Office was on site to coordinate and monitor the process. The final exam consisted of a practical skills component followed by a written/theory examination.

All our fire fighters performed well and should be commended for their commitment to the Renfrew Fire Department.

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 firetrucks and equipment.

- Firefighters attended the Canada Day activities at Ma-te-Way Park.
- On Sept 8-10th, the Renfrew Fire Department attended the annual Renfrew Fair.
- Fire fighters also continued to conduct our door-to-door smoke and carbon monoxide alarm program.

Public education initiatives were also distributed through media outlets.

- Close Before You Doze



BY-LAW

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

- Long grass over six inches in length
- Dilapidated fence issues
- Large refuse and debris

- Several large dead and decaying trees removed from properties
- Numerous noise complaints
- Issues pertaining to bees being kept in a residential area
- Comprehensive Zoning By-law issues including:
 - Vehicles on front yards
 - Persons living in mobile homes
- Graffiti on public and private property
- Responded to several calls regarding dust and garbage disposal on the Algonquin Trail. Collaborated with County of Renfrew to achieve compliance.

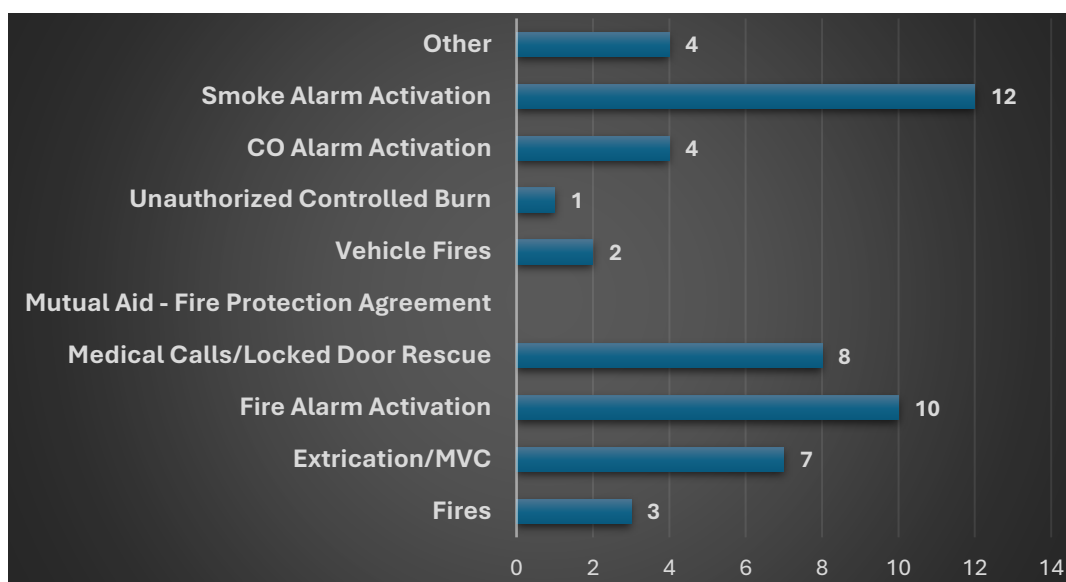
Town of Renfrew Crossing Guards: 2024-2025 School Year

- 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

Key Statistics

FIRE

There was a total of 48 emergency responses between July to September 2024, down from 61 calls between July to September 2023. A total of 94 Recreational Outdoor Burn Permits have been issued to date.



BY-LAW

Parking Enforcement

Our Bylaw Enforcement Officer continuously and actively patrolled Renfrew regarding parking infractions. A total of 166 parking tickets were issued between July and September 2024, up from 80 between July and September 2023. A total of 59 streets were patrolled with Grigg Avenue, Bonnechere Avenue and Renfrew Avenue East receiving the most parking tickets.

Animal Control

- Bylaw responded to 26 complaints regarding dogs, cats, and pest control issues.
- 3 cats were picked up and taken to the pound. The cats were fostered without issue.

Licensing

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

Strategic Plan & Corporate Plan Progress

- A review of the parking by-law 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.
- A review of the taxi- by-law has commenced. A copy was provided to the three taxi companies in the Town of Renfrew.
- Continue with initial planning for firehall training center.

Look Ahead

- An emergency exercise is being planned for October 29th as a joint exercise with the Township of Admaston Bromley.
- Planning/Preparation for 2024 Fire Prevention Week Initiatives

Working Groups & Team Updates

HEALTH & SAFETY

The Corporate Joint Health and Safety Team met in September. The Team reviewed the flow of direction for workplace inspection reports. This necessary step ensures all concerns are filtered through the proper channels and handled accordingly. The Team reviewed the training that is required to be

completed by all staff. There was also open discussion regarding any immediate health and safety concerns.

EMERGENCY MANAGEMENT

Staff from the Town of Renfrew and the Township of Admaston/Bromley met to discuss and plan for the joint emergency exercise scheduled for October 29, 2024. A review of the Towns and Townships Hazard Identification and Risk Assessment (HIRA) and Critical Infrastructure was also conducted.

Contact us!



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