



Municipality of Trent Lakes

2025

Q3

Report Card

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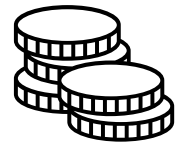
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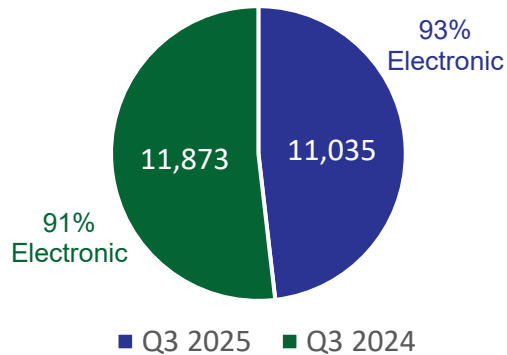
Administration

Finance

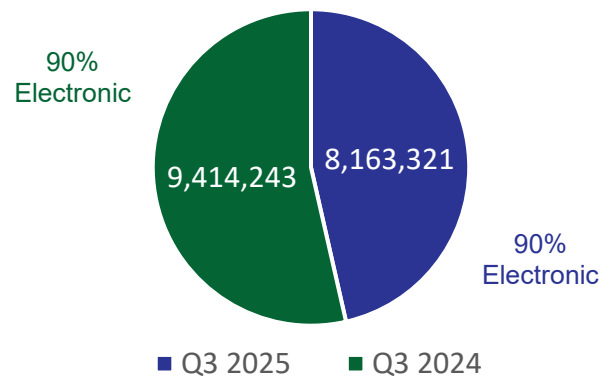


Payments

Cash Receipts



Accounts Payable



Budget Expenditure to **September 30, 2025:**

= 53.00%

Budget Expenditure to **September 30, 2024:**

= 63.38%

Finance/Administration successes:

- Completed 2026 draft budget.
- RFP Audit services released.
- Completed 3 HR policy updates.

Purchasing

Throughout Q3, 2025, no purchasing awards were made.

Corporate Services

Corporate Services by the numbers:

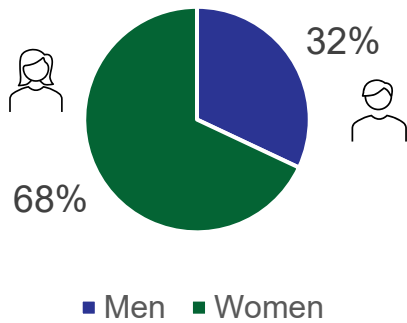
	Q3 2025	Q3 2024	2025 YTD	2024 YTD
Commissioning	12	6	17	21
Reports to Council	9	5	29	22
Shoreline Road Allowance Applications	0	8	0	12
Applications for Municipal Land	4	0	6	2
Procurements	2	0	6 (2 Joint Procurements)	6 (2 Joint Procurements)
FOI Requests	3	1	3	1
Lottery Licences	2	2	12	9
Civil Ceremonies	1	0	2	1
Marriage Licences	8	4	11	6

Corporate Services successes:

- Successful procurement and award of RFT-2025-03 Construction of the new Buckhorn Fire Hall and Public Works Depot.
- Implemented new Conflict of Interest and Confidentiality Statement for procurement.
- Completed Election Ontario election portal tasks to contribute to overall improved data quality for the 2026 Preliminary List of Electors.

Communications – Social Media

Current Audience by Gender

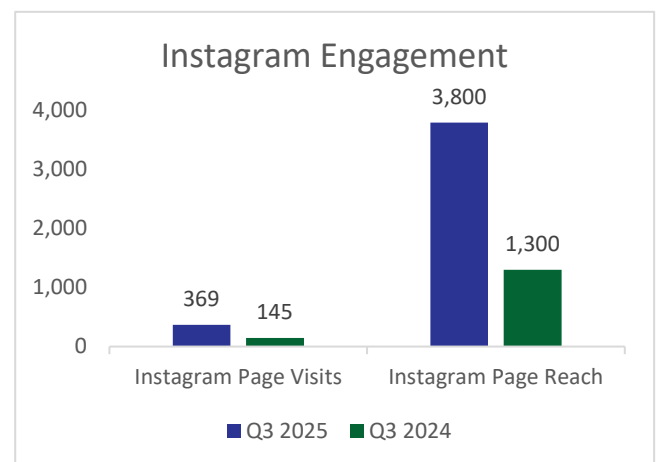
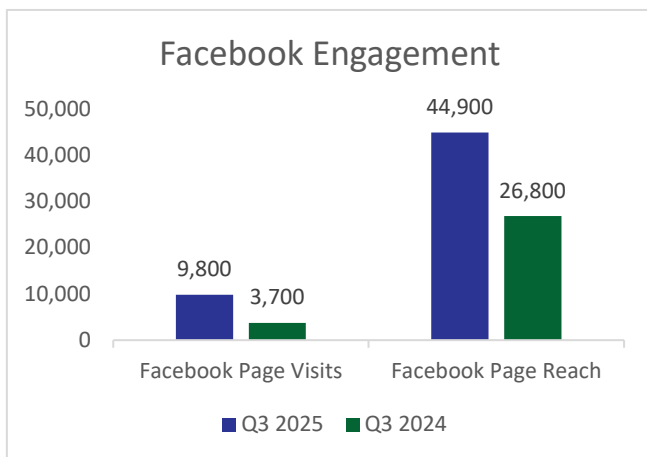


Q3 2025 Social Media Followers
4,756

Q3 2024 Social Media Followers
4,261

Posts with Most Reach in Q3 2025:

- Burn Ban in effect August 5 – **21.2K**
- Low water declaration – **10.8K**
- Apply to Private Road Grant – **8.7K**
- Burn Ban lifted August 28 – **8.4K**
- Volunteer with Trent Lakes Fire Rescue – **5.3K**



Communications – Website

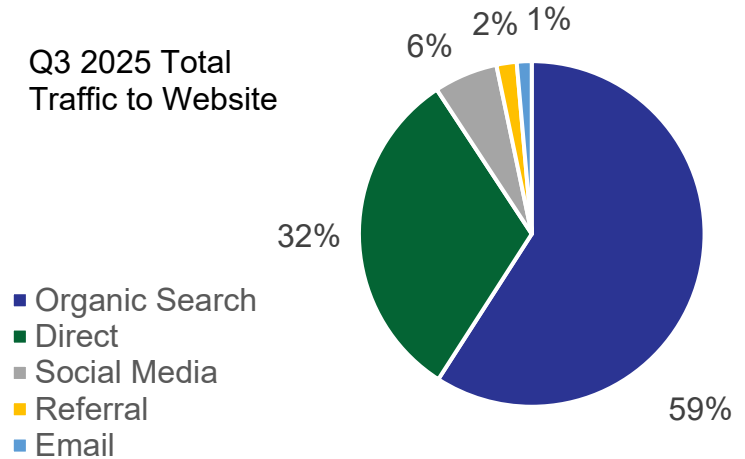
Top 10 viewed pages on www.trentlakes.ca for 2025 to-date:

Website Page	Total # of Views 2025 to-date
Home	50,852
Transfer Stations	10,716
Careers and Volunteering	7,636
Burn Permits	7,063
Agendas and Minutes	6,743
Events Calendar	6,471
Burn Permit Form	6,117
Burn Ban Notice (News Page)	5,230
Search bar/results	4,759
Beaches	2,821
Recycling and Garbage	2,263

82,141
total website views in
Q3 2025 vs

52,564
total views in Q3 2024

Q3 2025 Total Traffic to Website



Q3 2025 Top Pages	Q3 2025 Total Views	Q3 2024 Top Pages	Q3 2024 Total Views
Home	13,757	Home	7,193
Transfer Stations	6,191	Transfer Stations	5,985
Burn Ban Public Notice	5,228	Beaches	2,477
Burn Permits	4,185	Events Calendar	2,306
Events Calendar	3,668	Careers and Volunteering	1,907
Search bar/results	2,134	Contact us	1,456
Beaches	1,992	Recycling and Garbage	1,331
Careers and Volunteering	1,991	Burn Permits	1,286
Fire	1,509	Burn Permit Form	1,222
Burn Permit Form	1,282	Zoning	854

Communications – News

Monthly Municipal Communications Overview:

July

- 2025 Final Tax Bills Mailed
- New By-law Complaint Portal
- Water Restriction Notice
- Water Safety Bulletin - July 7 2025
- July 10, 2025 - Fire Index Rating: High
- Flood Watch Bulletin - July 11 2025
- Dutch Line Road West Construction - July 15, 2025
- New Support Program Launches for Businesses Ready to Scale
- Have you Registered Your Short-Term Rental?
- Health Unit Encourages Families to Access Free or Low-Cost Dental Care
- Construction Notice for Barcroft Road - July 25, 2025
- Extended Heat Warning Issued - July 25, 2025
- Special Air Quality Statement - July 30, 2025
- Civic Holiday 2025

August

- Burn Ban Public Notice - August 5, 2025
- Join us at the 49 Depot Open House!
- Kawartha Conservation Declares Level 1 Low Water Condition
- Construction Notice: Nichols Cove Bridge Replacement
- Buckhorn Lake Estates Water System Notice - August 22, 2025
- Tomorrow is our 49 Depot Open House!
- Public Notice - August 27, 2025
- Public Notice - August 27, 2025
- Low Water Declaration - Level 2
- Have Your Say: Trent Lakes Signage Strategy
- Municipality of Trent Lakes Lifts Burn Ban
- Municipality of Trent Lakes Celebrates Completion of New Mechanics Facility
- Labour Day 2025

September

- Apply for a Private Road Grant
- Community Futures Peterborough Expands Entrepreneurship 101 Series
- Buckhorn Lake Estates Flushing Notice - September 10, 2025
- Alpine Village/Pirate's Glen Flushing Notice - October 8, 2025
- Apply Now to Become a Volunteer Firefighter
- Public Notice - September 9, 2025
- Last Call for Signage Survey
- Peterborough Public Health and HKPR Health Unit Merge to Become Lakelands Public Health
- Provide Input on Municipality of Trent Lakes' 2026 Budget
- Transfer Station Winter Hours now in Effect
- Construction Notice for Galway Road - September 23, 2025
- National Day for Truth and Reconciliation 2025
- Applications Open for 2026 Community Grant
- Municipal Service Update Due to CUPW Strike

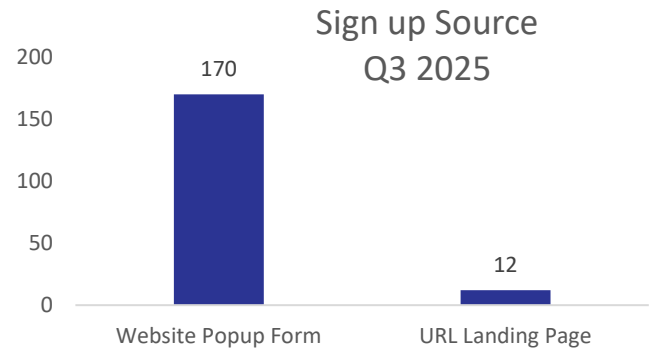
Communications – Newsletter

Q3 subscriptions

182

Total Subscribers as
of Sept 30, 2025

1,506



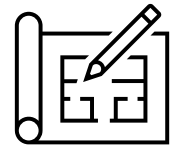
Month	Total Opens	Unique Opens	Total Link Clicks	Unique Link Clicks
July	1,480	575	546	257
August	1,566	599	408	192
September	747	359	517	265

Hot Topics (Includes total clicks from all Q3 2025 Newsletters)	Total Link Clicks
Agendas and Minutes	167
Community Calendar	139
Waste Events	102
BCC SALC Programming	83
Signage Strategy Survey	62
STRA Registration	54
Get Burn Permit	53

Communications/Economic Development successes:

- Refreshed Fire Education content on website for Before, During and After an emergency.
- Captured high quality images of Trent Lakes parks, boat launches, libraries, halls, etc. for future marketing initiatives.

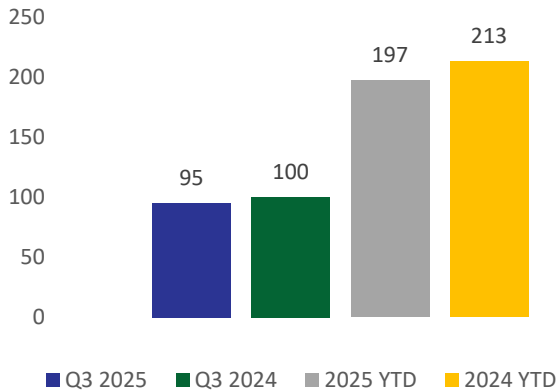
Building, Planning & By-law



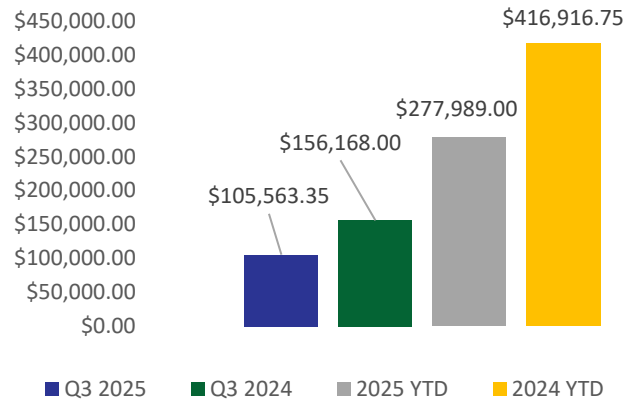
Building

Permits

Permits Issued



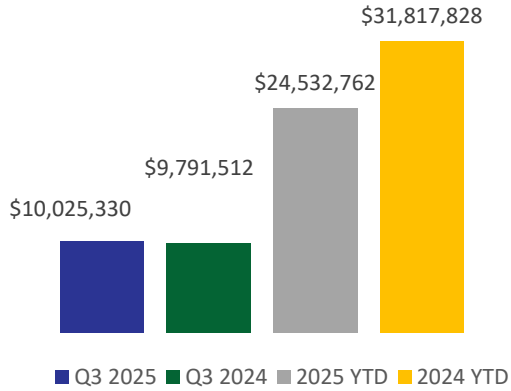
Permit Fees Collected



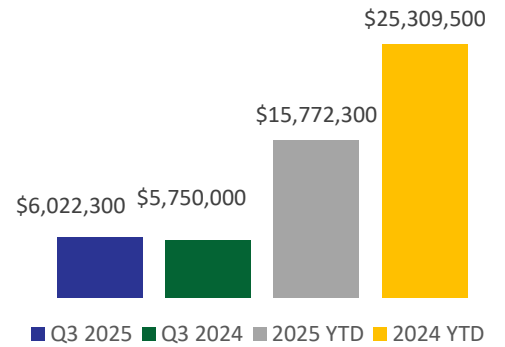
Q3 2025 Amount	
37	Permits waiting for further information
6	Permits in abandoned state given notice of rejection
1	Permits awaiting planning approval for further processing
2	Permits waiting plans review
8	Permits waiting for payment to be issued

	Q3 2025	Q3 2024	2025 YTD	2024 YTD
Septic Permits Issued	30	39	77	59
Septic Fees Collected	\$24,980	\$39,475	\$77,690	\$60,145

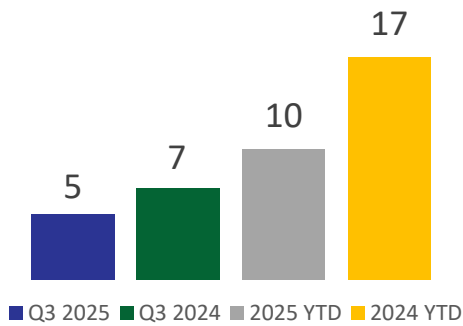
Construction Value



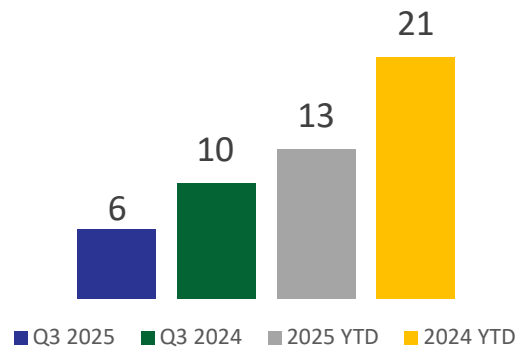
Construction Value For Dwellings



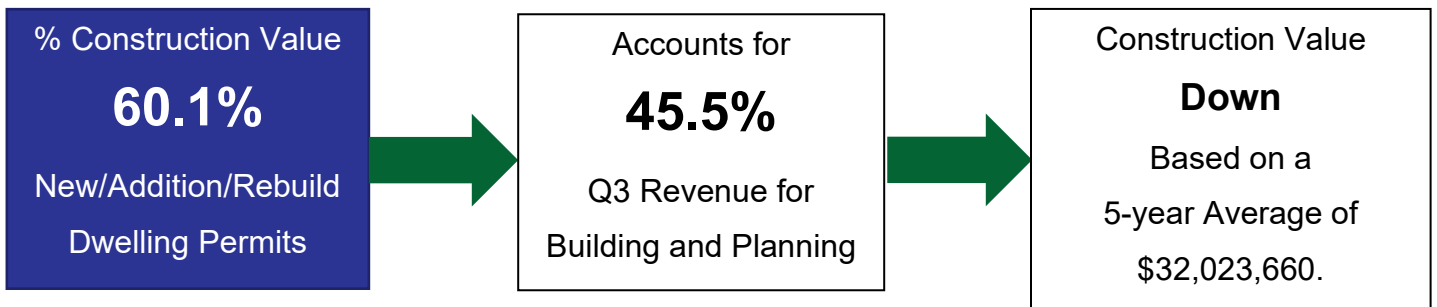
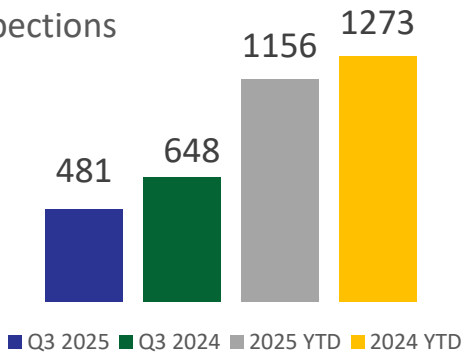
New Dwellings (Development Fees)



Replacement Dwellings

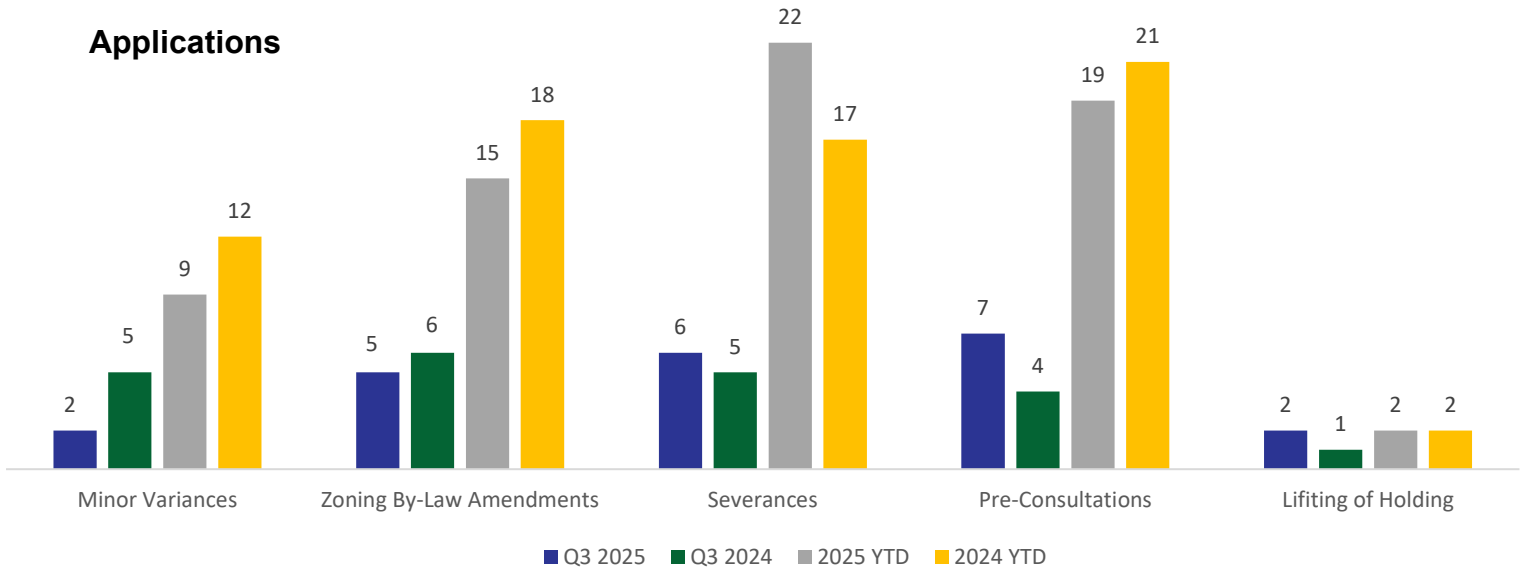


Inspections



Planning

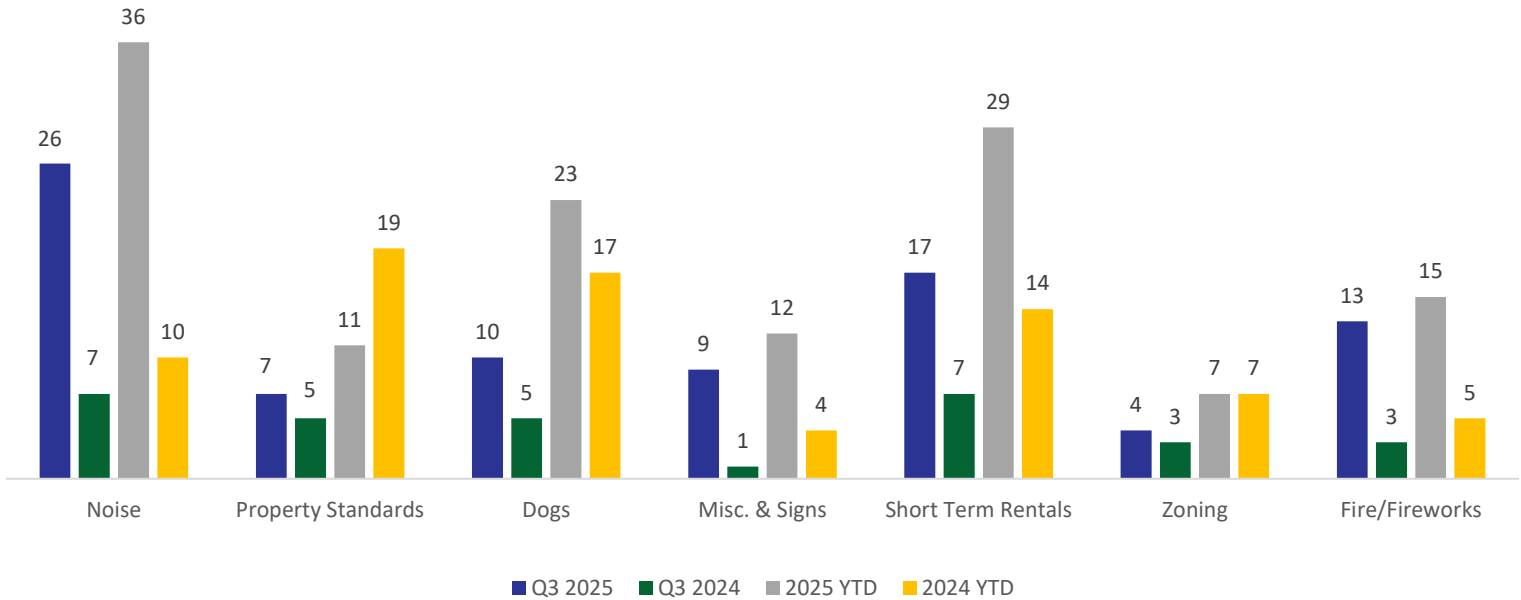
Applications



Zoning By-law Amendments in process: 4
Number of submissions through Land Use Inquiry form: 39

By-law

By-law Complaints Received



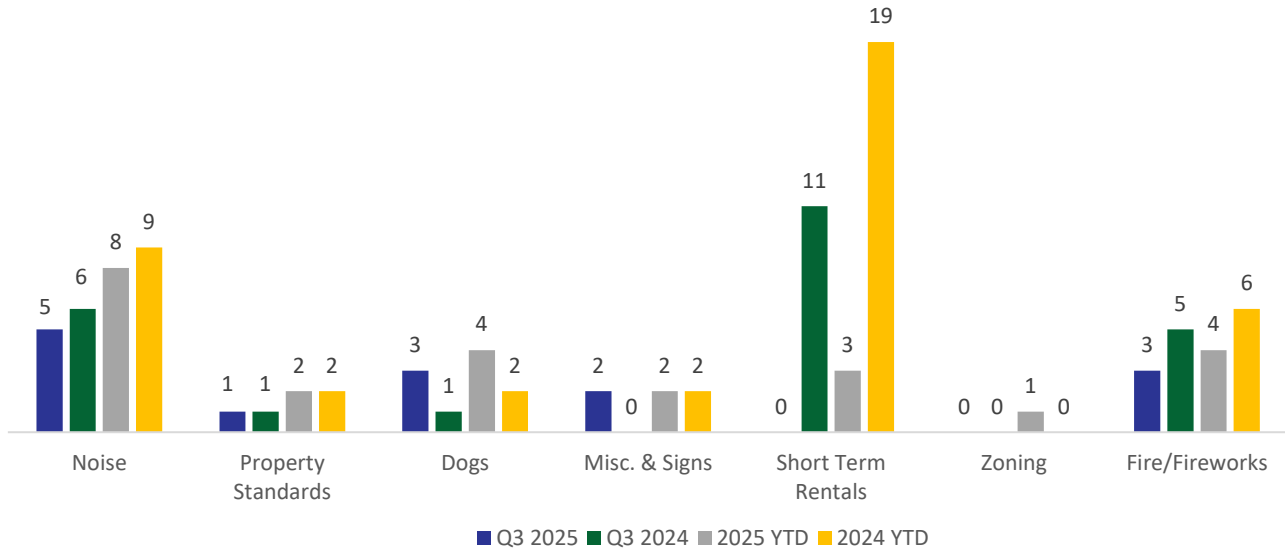
Current active By-law investigations: 5

AMPS Penalties Current Quarter: 2

AMPS Parking Current Quarter: 52

Parking Penalties: \$1,505

By-law Complaints (After Hour TAS-PAGE Calls)



Short-Term Rental Accommodation Registration

Q3 2025 Amount	2025 YTD	
38	91	Applications Received
6	N/A	Applications waiting for further information from property owner
28	65	Properties Registered

Building, Planning and By-law successes:

- Implementation of Cloudpermit online system for receiving and managing By-Law complaints
- Council approved the Zoning By-law Amendment and adopted the Official Plan Amendment for Additional Residential Units. The OPA has been submitted to the County of Peterborough for their approval.
- Existing team of staff collectively maintained and progressed workflow through the busy summer months to compensate for staffing shortages and changeover.

Fire & Emergency

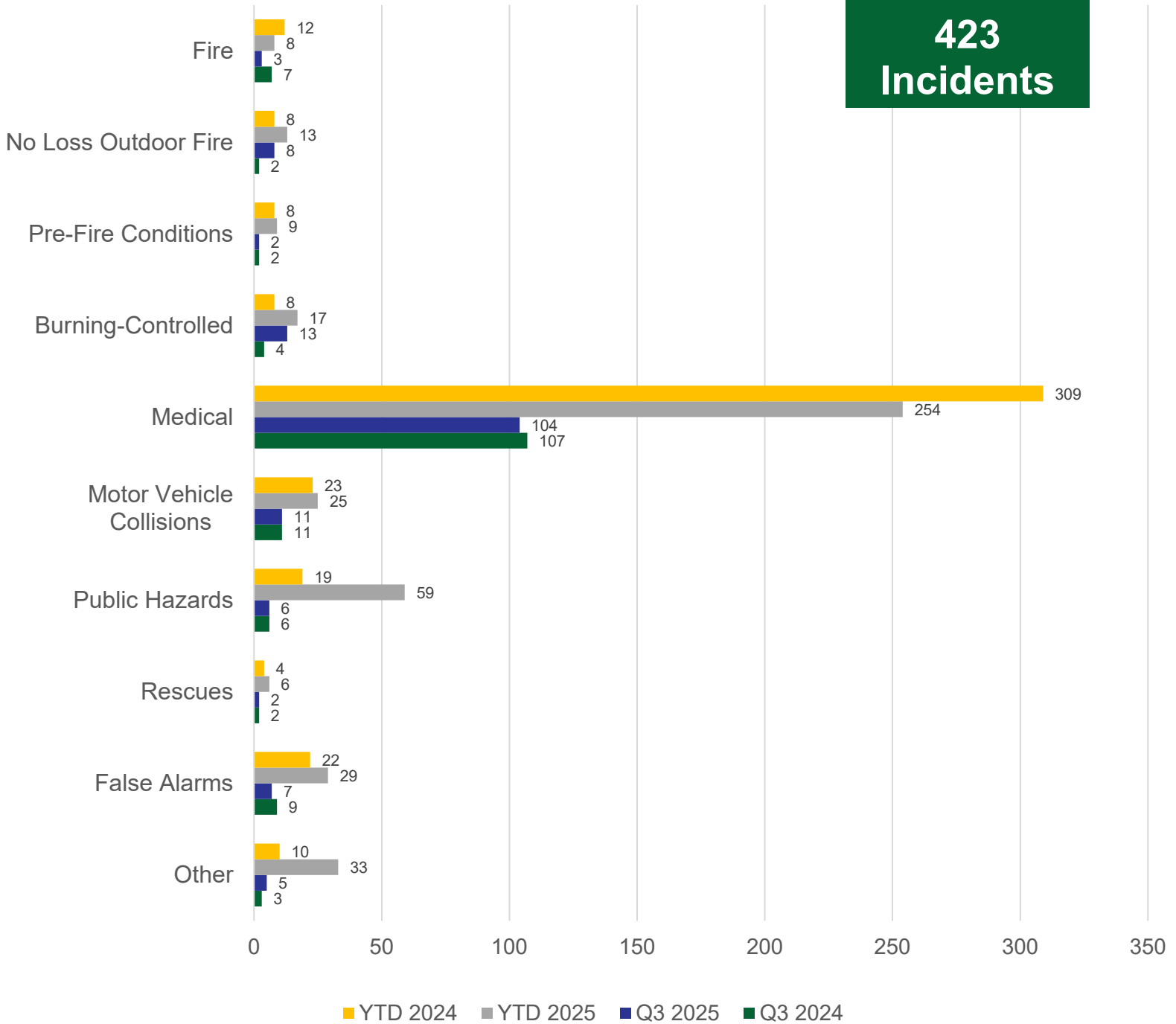
Incidents - By Type

Total incidents July-September

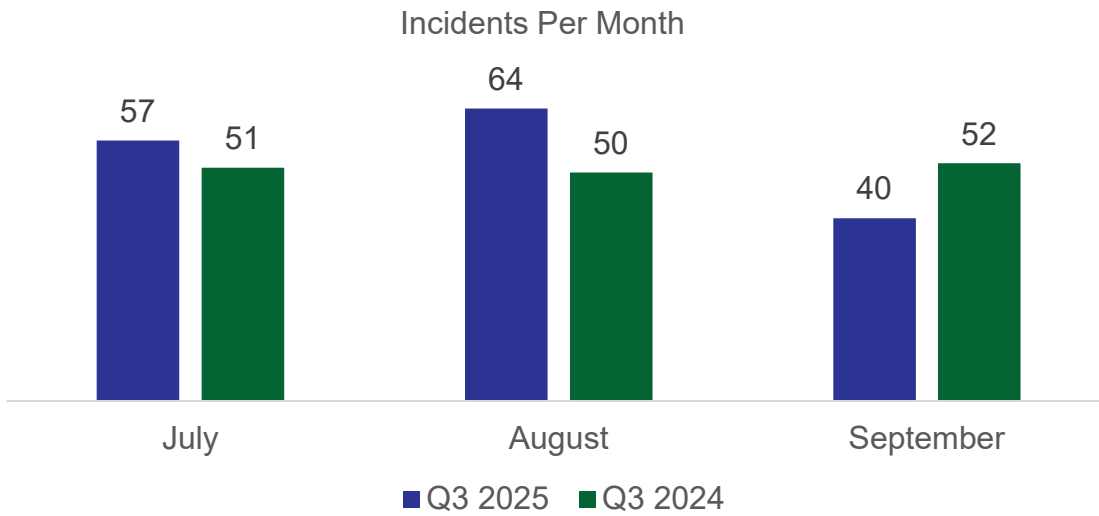


2025 YTD
453
Incidents

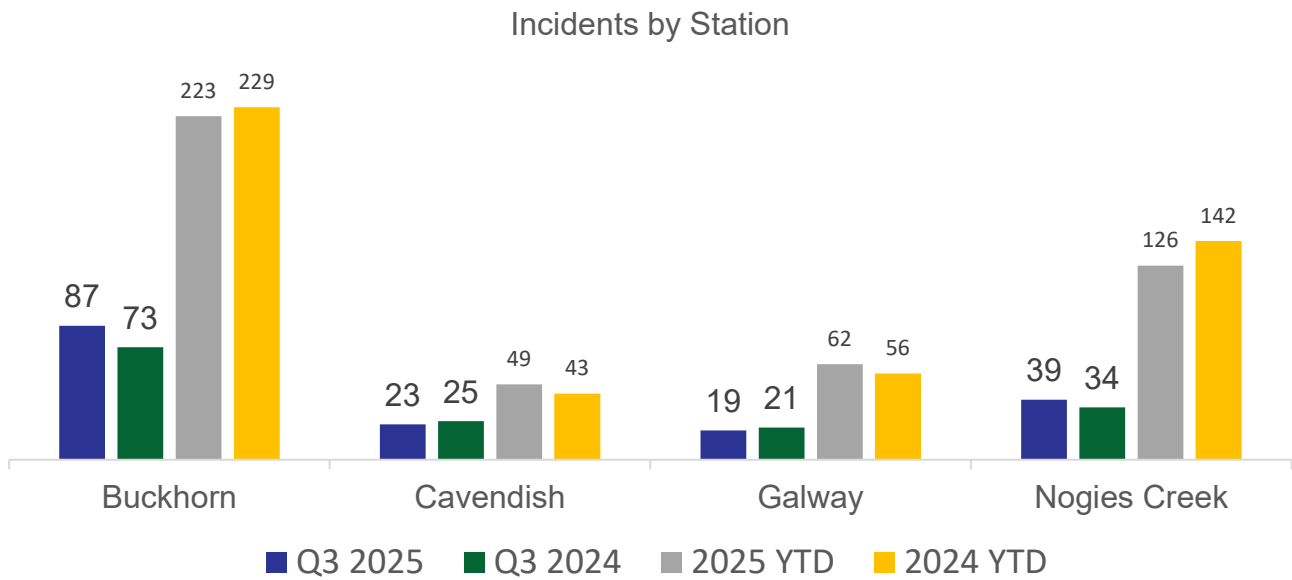
2024 YTD
423
Incidents



Incidents – By Month



Incidents – By Station



Hours

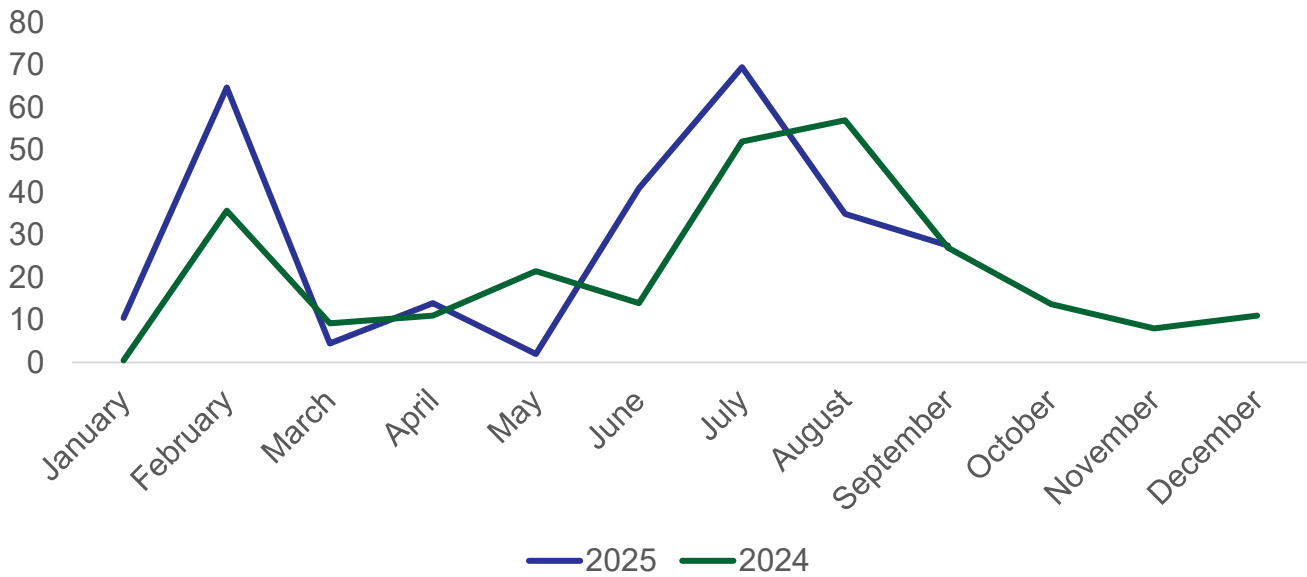
Public Education

2025 YTD
269
hours



2024 YTD
228
hours

Monthly Hours for Public Education



Public Education Ages	Amount Q3 2025	Amount Q3 2024
0-14	697	934
15-64	459	625
65+	169	245
YTD	2,502	3,671

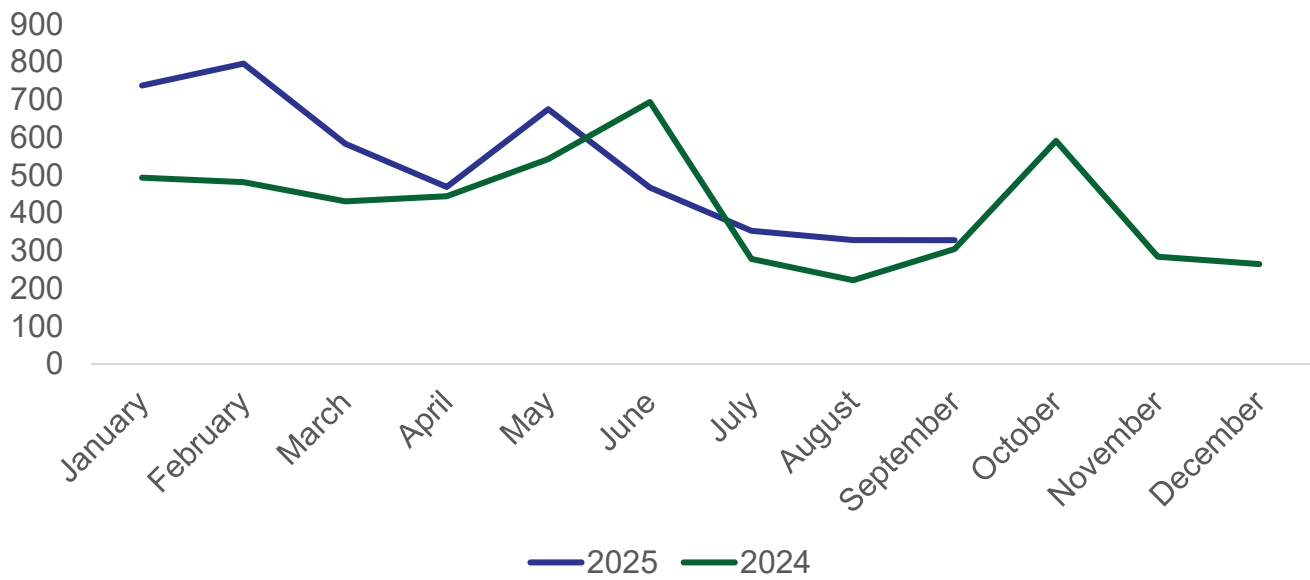
Training

2025 YTD
4,737
hours



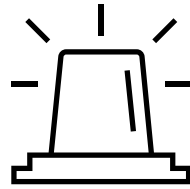
2024 YTD
3,893
hours

Monthly Hours for Training



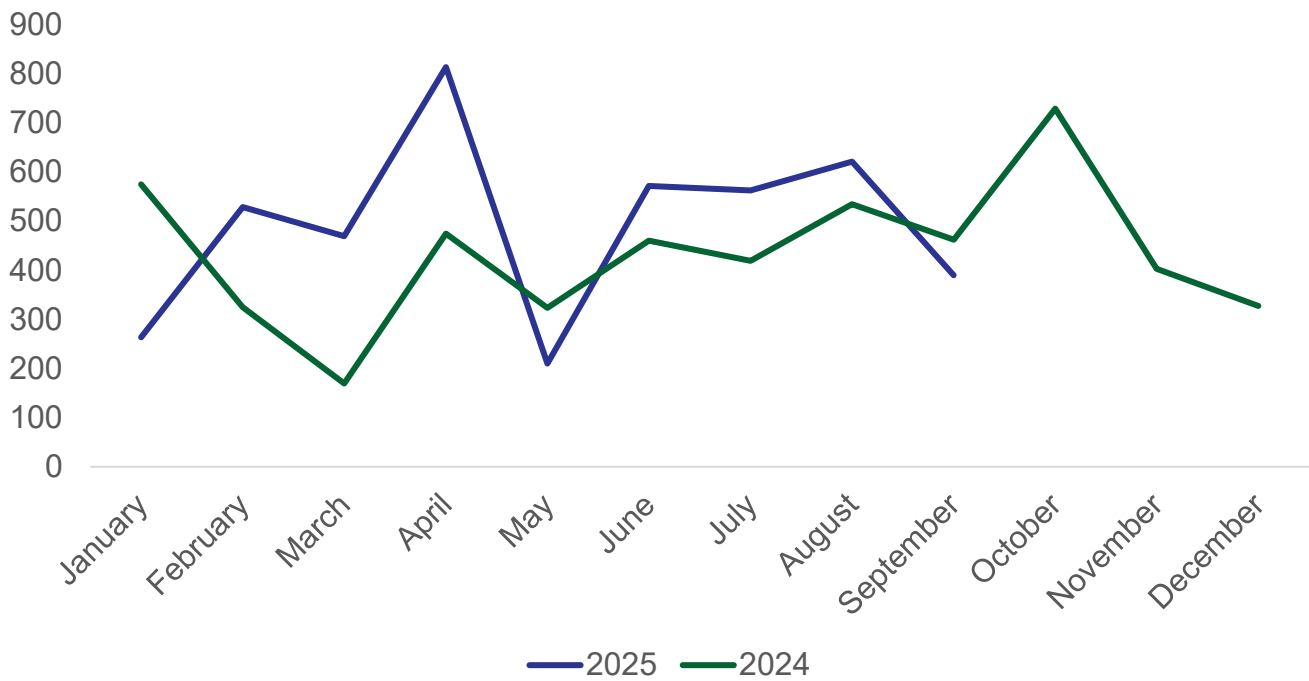
Incidents

2025 YTD
4,427.5
hours



2024 YTD
3741
hours

Monthly Hours for Incidents



Fire Prevention

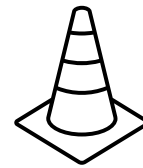
	Q3 2025	Q3 2024	YTD 2025	YTD 2024
Large Burn Requests	0	4	8	12
Residential Fire Safety Inspections	2	3	5	6
Residential Fire Safety Re-Inspections	0	1	5	3
Commercial Fire Safety Inspections	4	2	4	2
Commercial Fire Safety Re-Inspections	2	5	7	10
Industrial Fire Safety Inspections	0	0	1	0
Pre-incident Plans	0	1	3	4

Burn Permits

Month	Amount Q3 2025	Amount Q3 2024
July	185	254
August	129	126
September	81	51
YTD	2,154	1,778

Fire successes:

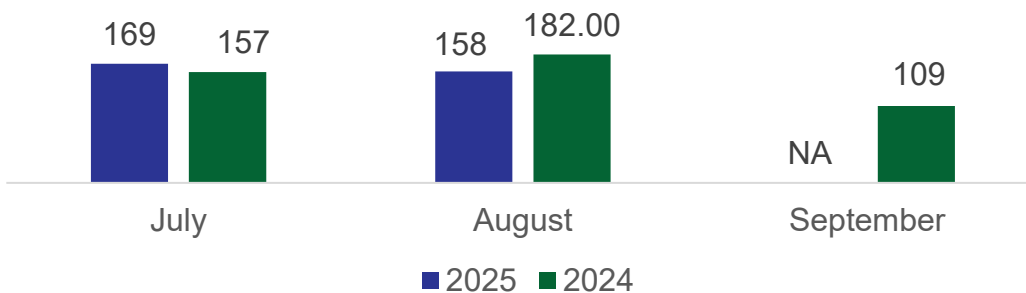
- Pager testing completed for the new pager system that involved multiple municipalities in the County of Peterborough.
- ARIS radio testing completed in each municipality in the County of Peterborough.
- 100 % of our department is registered for the OFM learning portal.



Public Works and Waste Management

Waste Management

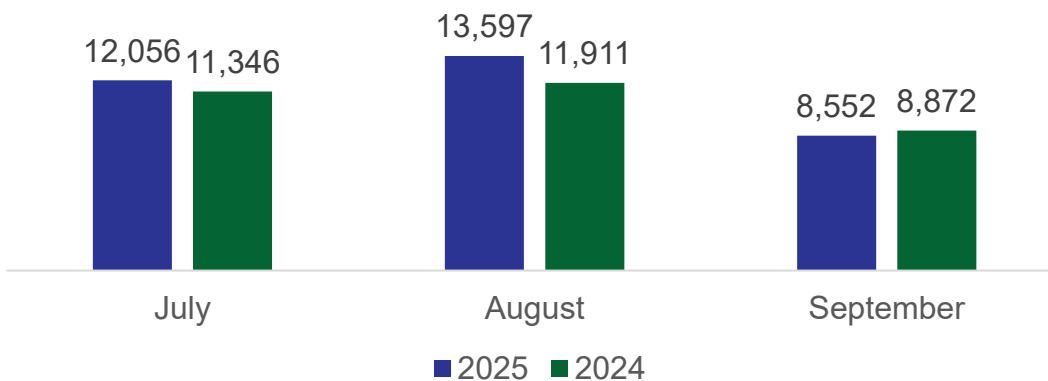
Garbage Quantities (in Tonnes)



2025 YTD: Not Available

2024 YTD: 987 Tonnes

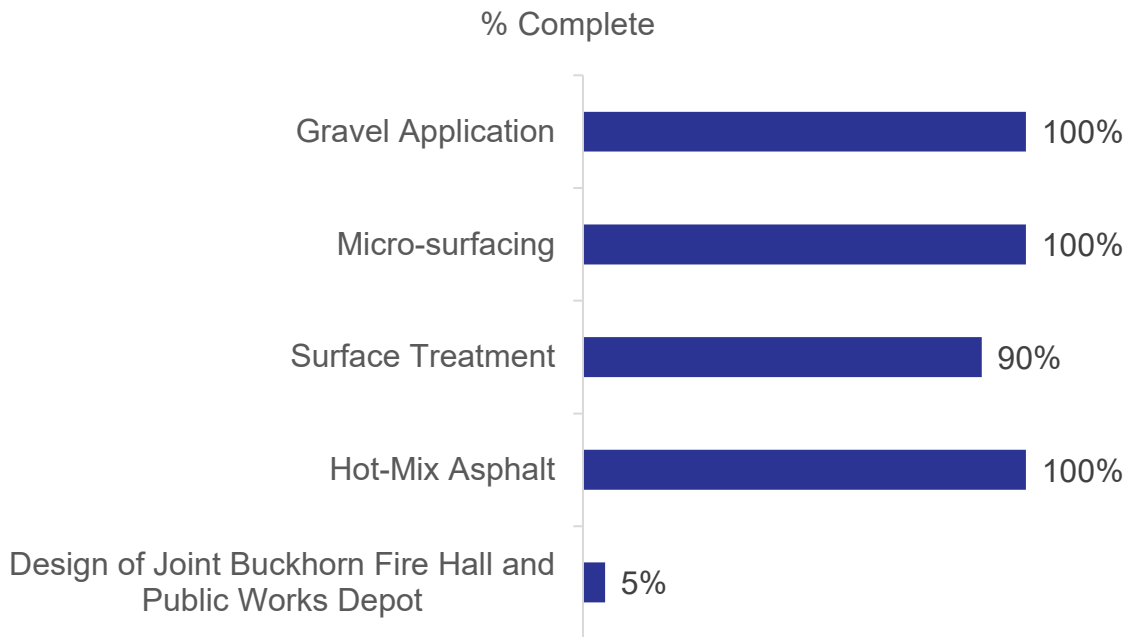
Vehicle Counts



2025 YTD: 76,402 Vehicles

2024 YTD: 70,361 Vehicles

Capital Projects and Road Work



Engineering and Design Updates:

- Worked with consultant to develop Municipal Standard document
- Finalized design for Bessie Ave N
- Reconstruction of Barcroft Road including application of Surface Treatment
- Buckhorn Fire Hall and Public Works Depot construction tender awarded

Operation Updates:

- Scrap metal was collected from Transfer Stations; Municipality was compensated approximately \$25,000
- Various culvert replacements complete
- Ongoing clean up from Ice Storm

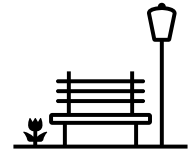
Recycling Events/Waste Management Updates:

- Paper shredding event was held at the Bobcaygeon Transfer Station, and 53 residents took part.
- Two mattress events were held. The Crystal Lake event received 64 mattresses and the Bobcaygeon event received 72 mattresses.

Public Works successes:

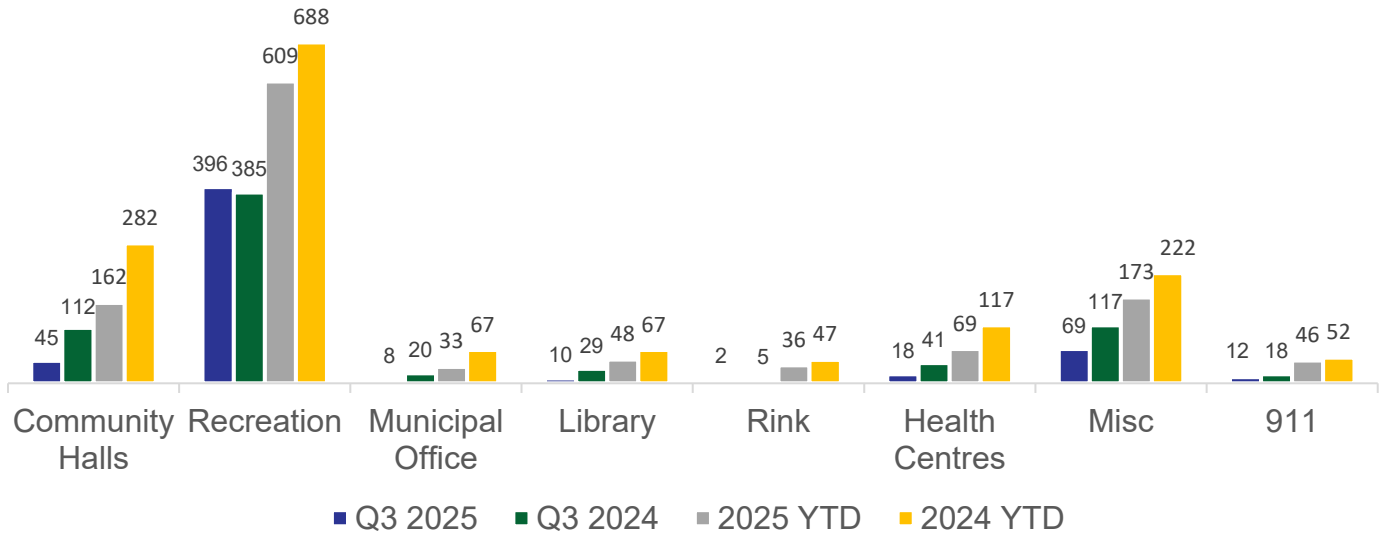
- Held open house for new Mechanic's Facility.
- Blue Box program compensation negotiations completed.

Recreation and Facilities



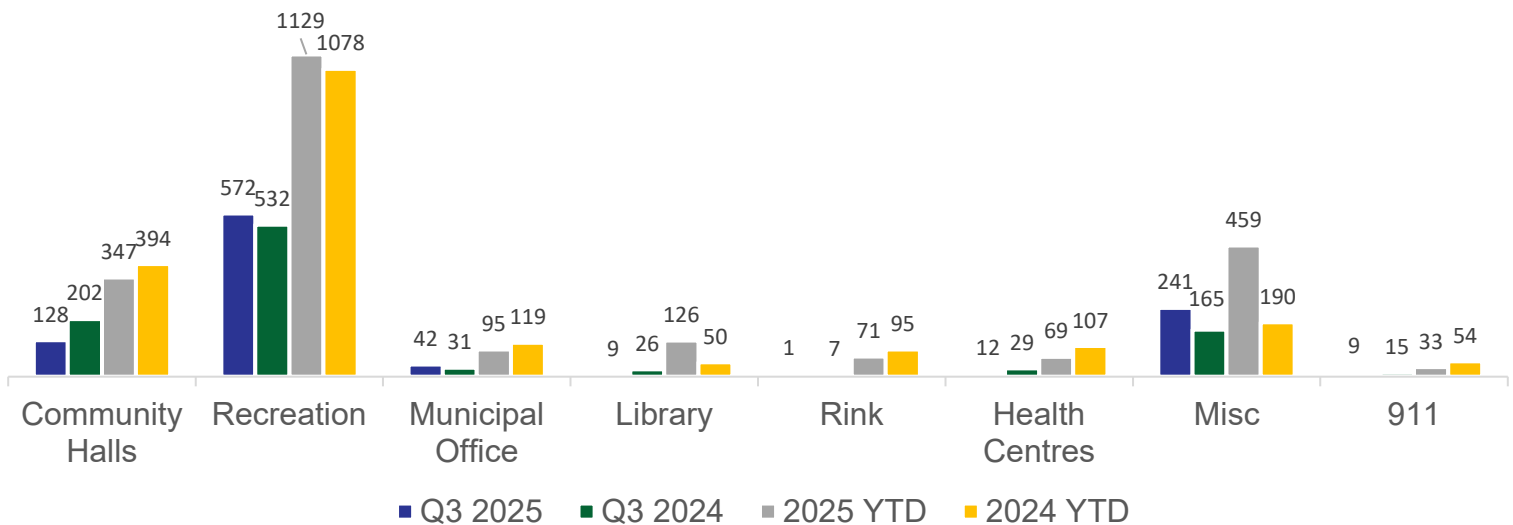
Work Orders – Completed

Number of Work Orders Completed



Work Orders – Hours Distribution

Hours of Work Orders Completed

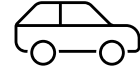


Recreation and Facilities successes:

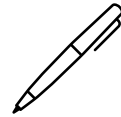
- Tenders for Lakehurst Hall generator and Lower Bowl issued.
- Buckhorn Buck and Gazebo completed.

Green Initiatives

- Disposed of assets including two vehicles through GovDeals which repurposes and reuses the assets rather than disposing in a landfill.



- Transfer Stations are now offering programs to accept used markers and thermostats for recycling.



- Increased public awareness regarding Organics program in preparation new organic waste receptacles at the Bobcaygeon Transfer Station



Plan Updates

Community Strategic Plan

Goal 1. To Have the Best Policies in Place to Streamline Municipal Processes		
Policies		
Establish clear policies and processes for building and planning.	Building & Planning	Complete
Establish consistent public policy planning to make it easier for residents and potential business owners to better understand and follow through on development.	Building & Planning/EDO	In progress
Implement the Short-Term Rental Licensing Plan.	Building & Planning/CAO	Complete
Investigate the need for a heritage policy	Planning	Complete
Reviews		
Complete a service-level review for the Fire Department.	Fire	Scheduled 2026
Review the zoning by-law	Building & Planning	In progress
Review the Purchasing Policy	CS	Complete
Goal 3: To Better Communicate the Vision of Trent Lakes		
Rebrand the Municipality to improve the perception of Trent Lakes	EDO	Complete

Economic Development, Tourism, and Recovery Strategic Plan

Action	Lead	Progress
Goal 1: To Improve the Commercial Core of Buckhorn to Better Support Residents and Visitors		
IMPROVING BUCKHORN		
Implement signage specific to public parking locations in Buckhorn designated for public parking and perform winter maintenance on lots to promote Buckhorn as all season and open for business.	Recreation and Facilities/EDO	In progress
Promote the Community Improvement Plan (CIP) to the business community in Buckhorn to encourage businesses and private property owners within the CIP area to take advantage of the incentives being offered by the Municipality.	EDO/ Business & Planning	In progress
Develop a marketing plan to support existing businesses and attract new businesses to Buckhorn	EDO	In progress
Goal 2: To Be a Four-Season Tourism Destination		
ENHANCING THE VISITOR EXPERIENCE		
Continue to work closely with the Buckhorn District Tourist Association to ensure that the essential visitors services continue to be delivered and that there is no duplication of services.	EDO/BDTA	Ongoing
Continue to support the Tourism Information and Welcome Centre in Buckhorn and to work closely with the coordinated efforts of the Buckhorn District Tourist Association, Peterborough & The Kawarthas Chamber of Commerce, and the Peterborough & The Kawarthas Economic Development.	EDO	Ongoing

Goal 3: To Develop a Business-Friendly Municipality		
SUPPORTING LOCAL BUSINESS		
<p>Relook at existing Economic Development Advisory Committee Terms of Reference and update, if required:</p> <p>a. Clarify the roles and responsibilities of the Committee and clearly delineate the roles and responsibilities of the Committee vs the Economic Development Officer.</p> <p>b. Develop criteria for the members to ensure that the right people are represented on the committee.</p>	CS EDO	Complete
Support the Eastern Ontario Regional Network (EORN) and continue to push for improved internet connectivity throughout Trent Lakes.	EDO	Ongoing
Establish a formal Business Visitation Program. Build on-going relationships with the local business community to understand their issues and future plans.	EDO	In progress
Goal 4: To Building a Community Through Cohesiveness		
BUILDING PARTNERSHIPS TO SUPPORT BUSINESS		
Continue to support the Future Ready 2020-2024 Progress Report that was completed by the Peterborough & The Kawarthas Economic Development. a. Continue to engage in their Economic Development Officer roundtable meetings.	EDO	Ongoing
Continue to work in partnership with the local Community Futures Development Corporation (CFDC). a. Take a more active role in keeping the Trent Lakes businesses apprised of the services and funding that the CFDC offers.	EDO	Ongoing
Through the business visitation program identify those Trent Lakes businesses that need help with succession planning and provide business names to Peterborough & The Kawarthas Economic Development.	EDO	Ongoing
Coordinate regularly scheduled roundtables meetings with local organizations (i.e., Citizens for Alternative Transportation Trent Lakes, Buckhorn District Tourist Association, BCC, etc.) to help keep everyone updated and informed of projects, grants, etc. that are relevant to Trent Lakes.	EDO	In progress

BUILDING COMMUNITY COHESIVENESS		
Identify and act on opportunities to connect all residents in the community through festivals, events, municipal communications, discussions, etc.	EDO	Ongoing
Improve the perception of Trent Lakes through improved and updated branding.	EDO	Complete

Open Spaces Master Plan

Action	Support	Progress
Add seating at Adam and Eve Rocks.		Complete
Develop Lakehurst Hall Lower Bowl and Trail Head.	LHB, Council, Planning	In progress
Formally adopt good industry standards for trail design and construction.	Federal/Provincial Parks	Complete
Establish trail maintenance best practices document.	Federal/Provincial Parks	Complete
Conduct a study to develop t18 into an accessible trail.	BCC	In progress
Develop and implement an open space promotion strategy.	EDO, Hall Boards, Ratepayer Groups	In progress
Develop and implement a signage strategy.	EDO, Hall Boards, Ratepayer Groups	In progress
Create an online trails portal.	Ptbo County, Ratepayer Groups	In progress
Develop and implement a public washroom strategy.	Ptbo County, Ratepayer Groups	Complete
Explore transitioning to ESRI for digital maintenance records to allow information to be viewed online.	Ptbo County GID Department	Complete

Internal Communications Strategy

Action	Lead	Progress
Goal 1: Help Employees be Well Informed of Municipal Services		
Create easy to access information		
Create online database of frequently asked questions by residents in each department for all staff members to access.	EDO	In Progress
Create an online document outlining organizational structure, department functions, and staff roles.	Deputy Treasurer EDO	In Progress
Improve Employees Knowledge of Municipal Functions		
Have Department Heads develop background information and key messaging for employees for large projects.	Department Heads	Ongoing
Goal 2: Increase Employees Skills for Communication in and Across Departments		
Create Best Practices for Employees		
Provide employees training in daily communications including email best practices, report writing, conflict resolution, etc.	EDO Clerk	Ongoing
Provide clear deadlines and needs for quarterly reports as far in advance as possible.	CAO EDO	Ongoing
Goal 3: Proactively Prevent Communication Issues		
Develop Tools for Risk Management		
Make cross training a priority within departments.	Department Heads	In Progress
Keep Council informed on department initiatives	Department Heads EDO	Ongoing
Goal 4: Enhance the Workplace Culture Between Office Staff and Remote Staff		
Create an Intranet all Employees can Access		
Send a monthly internal newsletter to all staff and Council with high-level updates across the Municipality.	EDO	Completed

External Communications Strategy

Introduce plain language across all communications when possible	EDO Department Heads	Ongoing
Make FAQ's easily accessible online and in print.	EDO	In Progress
List what services each department provides on the website.	EDO	In Progress
Utilize community billboards to advertise print materials. Ensure transfer station staff have print materials to hand out.	EDO Recreation and Facilities Public Works	Ongoing
Create a monthly e-newsletter highlighting the most important news.	EDO Department Leads	Completed
Actively promote signing up for the e-newsletter and website subscriptions.	EDO	Ongoing
Promote the dates of Council meetings and link to the agenda	EDO	Ongoing
Utilize stakeholder connections and Council's network to reach those without access to the internet and/or social media.	EDO	Ongoing
Ensure all content has a professional, relatable, and friendly voice	EDO Department Leads	Ongoing
Track analytics of online communications to understand what works best.	EDO	Ongoing



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