

The Corporation of the City of Kawartha Lakes
Minutes
Committee of the Whole Meeting

COW2025-03
Tuesday, March 4, 2025
Open Session Commencing at 1:00 p.m.
Council Chambers
City Hall
26 Francis Street, Lindsay, Ontario K9V 5R8

Members:
Mayor Doug Elmslie
Deputy Mayor Charlie McDonald
Councillor Ron Ashmore
Councillor Dan Joyce
Councillor Mike Perry
Councillor Tracy Richardson
Councillor Pat Warren
Councillor Emmett Yeo
Vacancy - Ward 5

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accommodation request.

1. Call to Order

Mayor Elmslie called the Meeting to order at 10:00 a.m. Deputy Mayor C. McDonald and Councillors D. Joyce, M. Perry and T. Richardson were in attendance in Council Chambers.

Councillors P. Warren and E. Yeo were in attendance electronically.

Councillor R. Ashmore was absent.

CAO R. Taylor, City Clerk Cathie Ritchie, Deputy Clerk S. O'Connell and Directors L. Barrie, S. Beukeboom, C. Faber, J. Johnson, B. Robinson, Fire Chief T. Jones and Paramedic Chief S. Johnston were also in attendance in Council Chambers.

Director J. Rojas, City Solicitor R. Carlson were in attendance electronically.

2. Adoption of Agenda

CW2025-037

Moved By Deputy Mayor McDonald

Seconded By Councillor Richardson

That the Agenda for the Committee of the Whole of Tuesday, March 4, 2025, be adopted as circulated.

Carried

3. Disclosure of Pecuniary Interest

There were no declarations of pecuniary interest disclosed.

4. Deputations

4.1 COW2024-03.4.1

Analysis of Ticketing Data from Customer Service for the City of Kawartha Lakes

David Webb

David Webb provided an overview of the analysis that he completed to review ticketing data from the City's Customer Service Division. He noted that his analysis was limited to the information that he could acquire, in compliance with the Municipal Freedom of Information and Protection of Privacy Act, and encouraged Council to allow him to continue with his analysis of the municipality.

CW2025-038

Moved By Councillor Joyce

Seconded By Councillor Warren

That the deputation of David Webb, **regarding an Analysis of Ticketing Data from Customer Service for the City of Kawartha Lakes**, be received; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

5. Correspondence

6. Presentations

6.1 COW2025-03.6.1

Introduction to the Medical Priority Dispatch System (MPDS) and the 2024 Key Performance Indicators (KPIs) for Paramedic Service

Sara Johnston, Paramedic Chief

Dr. Michael Feldman, Sunnybrook Health Sciences Centre

Dr. Michael Feldman, of Sunnybrook Health Sciences Centre, provided an overview of the Medical Priority Dispatch System ("MPDS") which is a dispatch tool that provides an accurate way of assessing the urgency of a call for assistance. The Medical Priority Dispatch System will determine call priority based on patient acuity and medical evidence. Calls will fall within five (5) levels of priority and the utilization of paramedic resources will be optimized.

CW2025-039

Moved By Councillor Warren

Seconded By Councillor Perry

That the presentation by Sara Johnston, Paramedic Chief, and Dr. Michael Feldman, of Sunnybrook Health Sciences Centre, **regarding an Introduction to the Medical Priority Dispatch System (MPDS)**, be received; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

Sara Johnston, Paramedic Chief, provided an overview of the 2024 key performance indicators for Paramedic Services. The overview detailed call volume and demand, response time performance, per capita service demand, system utilization, cross border volumes, system design, advanced care paramedic response, finance and funding measures, fleet measures, carbon emissions measures, public satisfaction, occupational health and safety and human resource measures within Paramedic Services.

CW2025-040

Moved By Councillor Richardson

Seconded By Deputy Mayor McDonald

That the presentation by Sara Johnston, Paramedic Chief, **regarding the 2024 Key Performance Indicators (KPIs) for Paramedic Service**, be received; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

6.1.1 Report EMS2025-001

Paramedic Service Operational Key Performance Indicators

Sara Johnston, Paramedic Chief

CW2025-041

Moved By Councillor Yeo

Seconded By Councillor Perry

That Report EMS2025-001, **Paramedic Service Operational Key Performance Indicators**, be received; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

6.2 COW2025-03.6.2

Customer Experience Strategy Update Presentation

Brandon Clarkson, Manager, Customer Service

Brandon Clarkson, Manager of Customer Service, provided an overview of the Customer Experience Strategy. The Customer Experience Strategy is the framework that is designed to align City services with community needs by enhancing interactions and fostering positive relationships. The Strategy

establishes a structured, accountable and transparent approach to customer experience improvements. The overview included a detailed description of the elements within the Strategy, being the Corporate Customer Service Standards (with Division Service Targets), Customer Service Toolkits, the Customer Conduct Management Directive and the Corporate Complaints Handling Policy.

CW2025-042

Moved By Deputy Mayor McDonald

Seconded By Councillor Joyce

That the presentation by Brandon Clarkson, Manager of Customer Service, **regarding a Customer Experience Strategy Update**, be received; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

6.2.1 Report CS2025-003

Customer Experience Strategy Update

Brandon Clarkson, Manager of Customer Service

CW2025-043

Moved By Councillor Yeo

Seconded By Councillor Richardson

That Report CS2025-003, **Customer Experience Strategy Update**, be received; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

6.3 COW2025-03.6.3

2024 Annual Update Presentation for the Customer Service Division

Brandon Clarkson, Manager of Customer Service

Brandon Clarkson, Manager of Customer Service, provided the 2024 Annual Update for the Customer Service Division. The Customer Service Division is committed to providing high-quality, accessible, and efficient service through multiple channels, ensuring residents, businesses and visitors receive timely assistance and support. The annual update highlighted divisional priorities,

achievements, and key performance metrics to ensure continued service excellence.

CW2025-044

Moved By Councillor Perry

Seconded By Councillor Warren

That the presentation by Brandon Clarkson, Manager of Customer Service, **regarding the 2024 Annual Update for the Customer Service Division**, be received; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

6.3.1 Report CS2025-004

2024 Annual Update - Customer Service Division

Brandon Clarkson, Manager of Customer Service

CW2025-045

Moved By Deputy Mayor McDonald

Seconded By Councillor Yeo

That Report CS2025-004, **2024 Annual Update – Customer Service Division**, be received; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

6.4 COW2025-03.6.4

Strategic Plan Annual Report Presentation

Brenda Stonehouse, Manager of Strategy and Innovation

Brenda Stonehouse, Manager of Strategy and Innovation, provided the annual update report on the 2024-2027 Strategic Plan. The update outlined that significant progress was made on many areas of the Strategic Plan during the first year of its implementation. Corporate priorities for 2025 will be established in alignment with the Strategic Plan and progress will be tracked.

CW2025-046

Moved By Councillor Richardson

Seconded By Councillor Joyce

That the presentation by Brenda Stonehouse, Manager of Strategy and Innovation, **regarding the Strategic Plan Annual Report**, be received; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

6.4.1 Report CORP2025-004

Strategic Plan Annual Report

Brenda Stonehouse, Manager of Strategy and Innovation

CW2025-047

Moved By Deputy Mayor McDonald

Seconded By Councillor Perry

That Report CORP2025-004, **Strategic Plan Annual Report**, be received; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

7. The Meeting Shall Recess at 12:00p.m. and Reconvene at 1:00p.m.

The Meeting recessed at 12:15 p.m.

Mayor Elmslie reconvened the Meeting at 1:00 p.m. with Deputy Mayor McDonald and Councillors D. Joyce, M. Perry and T. Richardson in attendance in Council Chambers.

Councillors P. Warren and E. Yeo were in attendance electronically.

Councillor R. Ashmore was absent.

CAO R. Taylor, City Clerk Cathie Ritchie, Deputy Clerk S. O'Connell and Directors L. Barrie, S. Beukeboom, C. Faber, J. Johnson, B. Robinson, Fire Chief T. Jones and Paramedic Chief S. Johnston were also in attendance in Council Chambers.

Director J. Rojas, City Solicitor R. Carlson and Manager of Municipal Law Enforcement and Licensing A. Sloan were in attendance electronically.

Councillor T. Richardson provided words in recognition of International Women's Day, held on March 8, 2025. Councillor Richardson encouraged everyone to continue to support the women in their lives and noted that Kawartha Lakes is proud to support the positive progress that has been made and will continue to do so.

8. Deputations

8.1 COW2025-03.8.1

Commemoration of the Nine Ships of 1825 Bicentennial Project

Mary Jane Connell

Brendan Moher

Brendan Moher and Mary Jane Connell provided an overview of the initiatives that are underway to commemorate the bicentennial anniversary of the Peter Robinson led Irish Emigration of 1825 to the City of Kawartha Lakes area. The commemoration events are being led by the board members of Nine Ships 1825 Inc. and by the Peter Robinson Settlers of Downeyville 1825 Committee. They provided an overview of the significance held by the bicentennial anniversary and encouraged Council to participate in the commemoration events that are being held throughout 2025.

CW2025-048

Moved By Councillor Perry

Seconded By Councillor Richardson

That the deputation of Mary Jane Connell and Brendan Moher, **regarding the Commemoration of the Nine Ships of 1825 Bicentennial Project**, be received; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

8.2 COW2025-03.8.2

Request to Purchase a Portion of Road Allowance Adjacent to 357 Alvar Road, Kirkfield

Courtney Baker, Office and Acquisition Coordinator, Couchiching Conservancy

Courtney Baker, Office and Acquisition Coordinator with the Couchiching Conservancy, provided an overview of the request to purchase a portion of road allowance adjacent to 357 Alvar Road in Kirkfield that was submitted to the Land

Management Team. She noted that the Couchiching Conservancy would like to acquire the road allowance so fragmented land on either side of the road allowance can be consolidated. The request to purchase the road allowance was denied by the Land Management Team due to the irregular lot configuration that would result from the land purchase and she asked Council to reconsider that decision.

CW2025-049

Moved By Councillor Warren

Seconded By Councillor Yeo

That the deputation of Courtney Baker, of the Couchiching Conservancy, regarding a **Request to Purchase a Portion of Road Allowance Adjacent to 357 Alvar Road, Kirkfield**, be received; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

9. Correspondence

10. Presentations

11. Consent Matters

Moved By Councillor Richardson

Seconded By Deputy Mayor McDonald

That all of the proposed recommendations shown in Section 11.1 of the Agenda, save and except for Items 11.1.1, 11.1.5, 11.1.9, 11.1.10, 11.1.11, 11.1.15 and 11.1.16, be approved by the Committee of the Whole in the order that they appear on the Agenda, sequentially numbered and forwarded to Council for consideration at the next Regular Council Meeting.

Carried

11.1 Reports

11.1.2 PLAN2025-017

Provincial Energy Procurement

Mark Jull, Policy Supervisor

CW2025-050

That Report PLAN2025-017, **Provincial Energy Procurement**, be received;

That Council consider energy procurement projects and issue written support through Municipal Resolution in Support of Proposal Submissions on a case-by-case basis; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

11.1.3 ED2025-009

Proposed Heritage Designation of 48 Main Street, Village of Bobcaygeon (J.L. Read General Store/The Promoter Building)

Emily Turner, Economic Development Officer - Heritage Planning

CW2025-051

That Report ED2025-009, **Proposed Heritage Designation of 48 Main Street, Village of Bobcaygeon (J.L. Read General Store/The Promoter Building)**, be received;

That the Municipal Heritage Committee's recommendation to designate 48 Main Street under Part IV of the Ontario Heritage Act as being of cultural heritage value or interest be endorsed;

That staff be authorized to proceed with the process to designate the subject property under Part IV of the Ontario Heritage Act, including the preparation and circulation of Notices of Intention to Designate, consultation with the property owner and preparation of the designating by-laws; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

11.1.4 ENG2025-009

Request for Petition Review - Elm Tree Road and Highway 7

Gordon Archibald, Senior Engineering Technician

CW2025-052

That Report ENG2025-009, **Request for Petition Review – Elm Tree Road and Highway 7**, be received;

That Schedule C of By-Law 2025-328, being the By-Law to Establish Speed Limits in the City of Kawartha Lakes, be amended to reduce the speed limit of Elm Tree Road from Highway 7 to a point 550m northerly to 60km/hr;

That that Schedule D of By-law 2025-328, being the By-Law to Establish Speed Limits in the City of Kawartha Lakes, be amended to reduce the speed limit of Elm Tree Road from Highway 7 to a point 500m southerly to 50km/hr; and

That Schedule C of By-Law 2005-328, being the By-Law to Establish Speed Limits in the City of Kawartha lakes, be amended to reduce the speed limit of Elm Tree Road from a point 500m south of Highway 7 to a point 760m southerly be 60km/hr;

That the necessary By-Law to amend By-Law 2025-328, being the By-Law to Establish Speed Limits in the City of Kawartha Lakes, be brought forward to Council for adoption; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

11.1.6 CS2025-002

Wilson Estate Update

LeAnn Donnelly, Executive Assistant, Community Services

CW2025-053

That Report CS2025-002, **Wilson Estate Update**, be received;

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

11.1.7 CEM2025-001

Kawartha Lakes Cemeteries 2024 Annual Update

LeAnn Donnelly, Executive Assistant, Community Services

CW2025-054

That Report CEM2025-001, **Kawartha Lakes Cemeteries 2024 Annual Update**, be received;

That the Kawartha Lakes Cemetery Board be dissolved;

That an annual Cemetery Operations Update Report be provided to Council by staff; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

11.1.8 PR2025-001

Kawartha Lakes Parks Advisory Committee Annual Update and 2025 Work Plan

LeAnn Donnelly, Executive Assistant, Community Services

CW2025-055

That Report PR2025-001, **Kawartha Lakes Parks Advisory Committee Annual Report and 2025 Work Plan**, be received; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

11.1.12 WM2025-002

Lindsay Ops Landfill Public Review Committee 2024 Work Summary and 2025 Work Plan

Kayla Pantaleo, Regulatory Compliance Officer

CW2025-056

That Report WM2025-002, **Lindsay Ops Landfill Public Review Committee 2024 Work Summary and 2025 Work Plan**, be received;

That the 2025 Lindsay Ops Public Review Committee Work Plan as outlined in Appendix “A” to Report WM2025-002, be approved; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

11.1.13 WM2025-003

Waste Management Advisory Committee 2024 Work Summary and 2025 Work Plan

Brittany Druery, Acting Waste Reduction Coordinator

CW2025-057

That Report WM2025-003, **Waste Management Advisory Committee 2024 Work Summary and 2025 Work Plan**, be received;

That the 2025 Waste Management Advisory Committee Work Plan, as outlined in Appendix “A” to Report WM2025-003, be approved; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

11.1.14 WM2025-004

Fenelon Landfill Public Review Committee 2024 Work Summary and 2025 Work Plan

Kayla Pantaleo, Regulatory Compliance Officer

CW2025-058

That Report WM2025-004, **Fenelon Landfill Public Review Committee 2024 Work Summary and 2025 Work Plan**, be received;

That the 2025 Fenelon Landfill Public Review Committee Work Plan, as outlined in Appendix “A” to Report WM2025-004, be approved; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

11.2 Items Extracted from Consent

11.1.1 PR2025-002

2024 Annual Trails Update

Ryan Smith, Manager, Parks and Recreation

CW2025-059

Moved By Deputy Mayor McDonald

Seconded By Councillor Joyce

That Report PR2025-002, **2024 Annual Trails Update**, be received; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

11.1.5 CLK2025-003

Terms of Reference Update for Advisory Committees, Boards and Task Forces

Sarah O'Connell, Deputy Clerk

CW2025-059

Moved By Councillor Richardson

Seconded By Deputy Mayor McDonald

That Report CLK2025-003, **Terms of Reference Update for Advisory Committees, Boards and Task Forces**, be received;

That the Terms of Reference for all Advisory Committees, Boards and Task Forces be updated to remove the establishment of working groups or sub-committees, and the holding of working meetings, from the mandate of each group;

That the Terms of Reference for the Kawartha Lakes Accessibility Advisory Committee, be amended to permit the holding of closed session, pursuant to s.239(2)(b) of the Municipal Act, 2001, for the consideration of nominations that are submitted for the Accessibility Awareness Recognition Awards Program;

That the Terms of Reference for the Kawartha Lakes Environmental Advisory Committee be amended to permit the holding of closed session, pursuant to s.239(2)(b) of the Municipal Act, 2001, for the consideration of nominations, that are submitted for the Bee A Hero Awards Program and the Environmental Hero Awards Program;

That the Term of Reference for the Kawartha Lakes Municipal Heritage Committee be amended to permit the holding of closed session, pursuant to s.239(2)(b) of the Municipal Act, 2001, for the consideration of nominations that are submitted for the Osprey Awards Program;

That the Terms of Reference for the Kawartha Lakes Accessibility Advisory Committee, the Kawartha Lakes Environmental Advisory Committee and the Kawartha Lakes Municipal Heritage Committee be amended to require that Staff report to Council, in closed session, to provide recommended award recipients to Council for consideration and approval with regard to the Accessibility Awareness Recognition Awards Program, the Bee A Hero Awards Program, the Environmental Hero Awards Program and the Osprey Awards Program; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

11.1.9 PLAN2025-015

Environmental Advisory Committee 2025 Work Plan

Jenna Stephens, Planning Officer, Environmental Policy

CW2025-060

Moved By Deputy Mayor McDonald

Seconded By Councillor Richardson

That Report PLAN2025-015, **Environmental Advisory Committee 2025 Work Plan**, be received;

That, the 2025 Environmental Advisory Committee Work Plan outlined in Appendix B to Report PLAN2025-015, save and except for the work group and sub-committee structure, be approved; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

11.1.10 ED2025-006

Agricultural Development Advisory Committee 2025 Work Plan

Kelly Maloney, Economic Development Officer - Agriculture

CW2025-061

Moved By Deputy Mayor McDonald

Seconded By Councillor Joyce

That Report ED2025-006, **Agricultural Development Advisory Committee 2025 Work Plan**, be received;

That the Agricultural Development Advisory Committee 2025 Work Plan as outlined in Appendix B to Report ED2025-006, save and except for the work group and sub-committee structure, be approved; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

11.1.11 ED2025-008

Municipal Heritage Committee 2025 Work Plan

Emily Turner, Economic Development Officer - Heritage Planning

CW2025-062

Moved By Councillor Richardson

Seconded By Councillor Yeo

That Report ED2025-008, **Municipal Heritage Committee 2025 Work Plan**, be received;

That the 2025 Municipal Heritage Committee Work Plan as outlined in Appendix B, save and except for the work group and sub-committee structure, be approved; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

11.1.15 ENG2025-010

Kawartha Lakes Airport Advisory Committee Annual Update and 2025 Work Plan

Lisa Peimann, Executive Assistant, Engineering and Corporate Assets

CW2025-063

Moved By Councillor Joyce

Seconded By Councillor Perry

That Report ENG2025-010, Kawartha Lakes Airport Advisory Committee Annual Report and 2025 Work Plan, be received;

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

11.1.16 CORP2025-008

Kawartha Lakes Accessibility Advisory Committee Annual Report and 2025 Work Plan

Christine Briggs, Inclusion, Diversity, Equity and Accessibility Partner

CW2025-064

Moved By Deputy Mayor McDonald

Seconded By Councillor Richardson

That Report CORP2025-008, Kawartha Lakes Accessibility Advisory Committee Annual Update and 2025 Work Plan, be received;

That the 2025 work plan for the Kawartha Lakes Accessibility Advisory Committee, save and except for the work group and sub-committee structure, be approved; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Carried

12. New or Other Business

12.1 COW2025-03.12.1

Memorandum Regarding an Authorized Absence of a Member of Council in Accordance with s.259(1)(c) of the Municipal Act, 2001

Mayor Elmslie

CW2025-065

Moved By Deputy Mayor McDonald

Seconded By Councillor Warren

That the Memorandum from Mayor Elmslie, **regarding an Authorized Absence of a Member of Council in Accordance with s.259(1)(c) of the Municipal Act, 2001**, be received;

That Councillor Ashmore be authorized to be absent from the meetings of Council and retain his seat;

That the authorized absence be revisited at the end of June, 2025, if necessary; and

That this recommendation be forwarded to Council for consideration at the next Regular Council Meeting.

Carried

12.2 COW2025-03.12.2

Memorandum Regarding Trade Tariffs

Councillor Perry

CW2025-066

Moved By Councillor Perry

Seconded By Councillor Joyce

That the Memorandum from Councillor Perry, **regarding Trade Tariffs**, be received;

That the City of Kawartha Lakes supports and endorses the Eastern Ontario Wardens' Caucus (EOWC) resolution of 10 February 2025 - EOWC Support of Canadian and Ontario Governments' Negotiations with the United States Government on Trade Tariffs;

That staff review and report back to Council on options and barriers to privilege Canadian and local sources in the City's procurement policy by the end of Q2; and

That this recommendation be forwarded to Council for consideration at the next Regular Council Meeting.

Carried

13. Adjournment

CW2025-067

Moved By Councillor Yeo

Seconded By Councillor Warren

That the Committee of the Whole Meeting adjourn at 2:14 p.m.

Carried

Doug Elmslie, Mayor

Cathie Ritchie, City Clerk