



## Committee of the Whole Report

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**Report Number:** BLDG2026-001  
**Meeting Date:** April 7, 2026  
**Title:** 911 Municipal Addressing - Rural Installations  
**Description:** Proposed change to property owner installation model for rural municipal addressing and companion fee update  
**Author and Title:** Susanne Murchison, Chief Building Official

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### Recommendations:

**That** Report BLDG2026-001, **911 Municipal Addressing – Rural Installations**, be received;

**That** the recommended change to a property owner installation model be approved;

**That** the necessary Civic Addressing By-law substantially in accordance with Appendix 'A' be brought forward for adoption;

**That** staff be authorized to proceed with amending the Consolidated Fees and Charges By-law 2018-234; and

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

**Department Head:** \_\_\_\_\_

**Financial/Legal/HR/Other:** \_\_\_\_\_

**Chief Administrative Officer:** \_\_\_\_\_

## **Background:**

The program for the installation of 911 Municipal Addressing signs has changed several times since its inception in the mid-1990's. Initially, pre-amalgamation municipalities launched the program jointly with the County of Victoria, addressing all existing developed properties at no cost to the property owner. Several municipalities continued with a no-charge installation for the initial addressing when a vacant lot was developed, while most charged for replacement signs and poles. The field installation role fell to different departments, depending upon the municipality, but generally Public Works staff installed the signs prior to 2001.

Following amalgamation, the numbering process was centralized to the Development Services Department within the City of Kawartha Lakes with the various roles being shared between Planning (assigning addressing to new urban and rural subdivisions and initially the in-house creation of the sign blades), Building & Septic (calculating rural and urban infill address numbers and field installation of signage), Clerks (naming of streets) and Public Works (taking on sign installations when Building & Septic Division fleet switched to passenger cars).

In 2020 Public Works requested a change to remove the field installation function from their work plan and at that time the City contracted the field installation of 911 signage for the first time. At the end of 2024, the contract expired and required re-tendering. The bids came in at a cost, which would elevate the field installation cost of a new sign to several times the current rate of \$143.00 for installation. At that time, staff commenced discussions with other departments affected by a proposed change to the process with the intent to migrate the process to an owner self-installation process.

This report addresses that change to process.

## **Rationale:**

Upon receiving the results of the RFQ for 2025, the bids were found to be such that an increase of greater than two times the current fee would be required to continue contracting out the full installation service. With the recent addition of the Farm 911 program, it has become apparent that property owners are interested in an option to install the signs themselves. The Chief Building Official organized a meeting with key staff from Emergency Services departments to explore the option of owner installation. The result of that meeting was positive towards shifting to owner install model provided

checks and balances ensure consistency with materials and installation methods. As well, a survey of Durham Region municipalities resulted in findings that some municipalities have switched to an owner install process and find it to be working well.

Staff are proposing the City move to an owner install process, as it will reduce the difficulties associated with contract management and would keep the costs down for the resident. The City would maintain control of the production of the sign blades and address number calculation, to ensure consistency and uniformity.

A confirmation process to ensure compliance with installation instructions will be required to ensure owner installation adheres to the guidelines developed and approved by City staff. This process is proposed to be administered as follows:

- a required photo emailed to Building & Septic Division within 30 days of receipt of the sign blade, by the property owner once the signage has been installed;
- the area Building Inspector will perform a field verification;
- Non-compliance with installation instructions will trigger a single opportunity (emailed notification to the property owner) to correct within the following 30 days;
- Follow up inspection by Building Inspector;
- If still non-compliant the enforcement will be forwarded to the Municipal Law Enforcement Division to enforce the by-law.

The Building & Septic Division staff explored the available options for owner installation and determined the City could either 1. provide the materials required for the signage, post and hardware, as a single package, or alternatively 2. provide options for purchasing a suitable style post and mounting hardware locally sourced throughout the municipality at retailers, such as lumber yards or hardware stores. Staff are proposing to have the property owner supply the post and hardware to address City storage and customer transportation related issues. Staff have prepared installation instruction handouts that will accompany each sign blade, a practise that has already commenced in 2025 with the introduction of the Farm 911 program, and will prepare an additional handout to direct owners to local retailers and what to ask for.

An updated Civic Addressing By-law will be required, draft attached as Appendix A, as well as an update to the Consolidated Fees and Charges By-law 2018-234, draft to be forwarded to a future Council meeting. The attached draft Civic Addressing By-law will be forwarded to the next Council meeting with any required updates resulting from comments coming out of this report. Fee amendments will be required to address

whatever outcome is decided, either lowering the fee for owner installation or increase to the fee following a new tender process if Council chooses to continue with a City installation model.

### **Other Alternatives Considered:**

Other alternatives include the following:

A. Re-tender and move forward with a fee for service increase reflective of the outcome of that process. This option would create an increased financial impact to the property owner/resident.

B. Determine an existing staff role within the City which could be assigned the installation function once again. This option is inefficient for the same reasons noted in the report; it is an infrequent task but necessary to take an urgent status at times to ensure resident safety. As well a pickup truck is required to transport the metal posts.

Staff do not recommend either alternative.

### **Alignment to Strategic Priorities**

The recommendations align with the following strategic priorities within the 2024-2027 Kawartha Lakes Strategic Plan:

An Exceptional Quality of Life – well-being of residents. This initiative will continue to contribute to citizen safety through ensuring consistent municipal signage used by our emergency services responders.

Good Government – improvement, innovation, accountable and responsible management of resources. This initiative will reduce the cost of municipal signage installation and expedite the installation process by removing the reliance on a third-party contractor.

### **Financial/Operation Impacts:**

The proposed changes will be revenue neutral, as the fee is intended to recover basic costs for ordering the sign blade, as is the current fee structure.

Current fee schedule: Blade only: \$21.00; Full Install: \$143.00;

User install model: \$35.00, as the supplier has recently added freight charges to our orders;

The implementation of this new enforcement process is anticipated to have minimal financial and operational impact on existing Municipal Law Enforcement services. Considering this as a new process, the potential long-term implications are not yet fully known, staff will track operational pressures, service demand, and resource utilization as the program progresses, however at this time, any associated workload, such as complaint response and investigation, will be integrated into current operational activities and managed within existing staffing and budget resources.

Any emerging impacts or areas of concern will be documented and assessed. Should notable financial or operational pressures arise, staff will bring forward findings and recommendations for consideration through a future budget process.

### **Consultations:**

Deputy Clerk

Deputy Chief of Operations, Paramedic Services

Platoon Chief, on behalf of Fire Chief

Agriculture Development Officer

Manager of Municipal Law Enforcement and Licensing

### **Attachments:**

Appendix A – draft Civic Addressing By-law



2026-XXX DRAFT  
Civic Addressing By-la

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