



Committee Report

To: Councillor Andrew Plummer
Operations Committee

From: Heidi Martin
City Clerk

Date: 2023-12-19

Re: **2023 Annual Accessibility Status Report**

Recommendation:

That the Operations Committee approve the City of Pembroke Annual Accessibility Status report.

Background:

As per the Accessibility for Ontarians with Disabilities Act, 2005, the city must review its progress implanting the strategy outlined in its accessibility plan and document the results in an annual status report which needs to be posted on the City's website.

The City of Pembroke continues to be proactive in identifying, removing, and preventing barriers to ensure that everyone can participate fully in a diverse community. A great deal of progress has been made and many barriers have already been eliminated but it is recognized that it is not always possible to change the architecture of some of the buildings, and therefore some barriers identified may always exist.

In 2023, the following accessibility barriers were addressed:

- Redevelopment of the front entrance walkway and ramp at the Kinsmen Pool
- New scoreboard added at a ball diamond at Riverside Park which features translucent white LED digits designed specifically for individuals with visual impairments.
- Five new accessible picnic tables added to the Pembroke Waterfront Park.
- New sports field bleachers which are lower tiered to allow easy egress purchased.
- New website launched in April 2022, to meet W.C.A.G. 2.0 level AA compliance requirements and staff continually monitor the website for web content compliance using accessibility checking software.
- Accessibility added to the list for "Report a Concern" section on the City's website.
- Training continues for all new staff, board members and volunteers



- New future roads and sidewalk construction projects consider sidewalks, to the new project, are made AODA complaint especially in high traffic areas, and with due consideration to the budget.
 - New accessible sidewalks constructed at Nelson Street at the following locations:
 - South side from Cecelia Street to William Street
 - South side of William Street to Mackay Street
 - Everett Street (south side from Eganville Road to Horace Street)
 - Muray Street (east side from D'Arcy Street to end of the Street)
 - First Avenue (east side from Mary Street to Gordon Street)
 - Repaired sidewalk in front of 140 Pembroke Street West
 - Sidewalk repairs completed in front of 15, 23, 82, 130, and 140 Pembroke Street West
- New pedestrian signals with auditory and tactile components and sensor button are phased in each year to upgrade old signals.
 - New traffic control and accessible pedestrian signals installed at Forced Road/Pembroke Street West, Christie Street/Pembroke Street West and Miramichi Lodge Entrance/Pembroke Street West intersections.
- Pedestrian Crossing located at the James Street/Pembroke Street West intersection upgraded
- City in the process of developing a Master Parks and Recreation Plan that will include accessibility.
- Patterson Parking Lot repaved
- Pembroke Public Library replaced their lift to assist their customers access to all levels in the library.
- Pembroke Public Library lowered the counter height in the lower level of the library to accommodate individuals with mobility difficulties.
- Pembroke Public Library added a bright colour to the edge of the steps to assist those with low vision.
- Access E11 initiated to respond to community feedback in a timely manner. Accessibility is one of the concerns listed.
- Continue to promote and support a diverse work force by identifying and removing any barriers to employment.
- Continue to advertise on all employment opportunities that, upon request, accommodations and alternate formats are available throughout the recruitment assessment and selection processes.
- Continue to use Individualized Work Modification Plan and Individualized Emergency Response Plan worksheets.
- Continue to education staff on need for accessible documents.
- Continue to offer cultural awareness and services for all staff.
- Continue to encourage taxicab owners to add accessible taxicabs to the community.
- Service disruption information posted on the website.
- The city continues to facilitate awareness and assist individuals to register for the Snow Angels Program.



- The Accessibility Advisory Committee continues to provide comment on any Community Improvement Accessibility grant applications received.
- The Accessibility Advisory Committee reviews site plans and periodically conducts accessibility tours of City facilities and parks.
- In conjunction with the Planning & Building Department, continue to ensure compliance with the Barrier-free Design of the Ontario Building Code for new construction and major renovations.
- The Operations Department continues to work closely with the Accessibility Advisory Committee to identify intersections that require upgrades to meet AODA requirements. Upgrades include the installation of tactile plates, straightening out of crosswalks where possible, installation of Accessible Pedestrian Signals pushbuttons, and making pushbutton poles easily accessible.

This report once approved will be posted on the City's website.

Financial Implications:

Expenditures needed to remediate barriers and to meet the requirements of the Accessibility for Ontarians with Disabilities Act are met through the various department budgets.

Respectfully submitted,

Heidi Martin
City Clerk

Beautification and Climate Action Committee 2023 Year End Report

Activities of the Beautification and Climate Action Committee (BCAC)

- first meeting was in February: terms of reference and committee name were changed to better include the climate action component;
- members include representatives of PBIA, Horticultural Society, the community, Parks and Recreation staff and elected officials;
- BCAC / member projects in 2023:
 - promotion of Earth Day and community clean-up
 - community gardens / rain barrel sale
 - downtown beautification (banners, flower planters)
 - downtown events
 - flower boxes and planters throughout the City
 - maintenance of grounds, trees, flower beds particularly in Pansy Patch Park and Waterfront
 - Arboretum at the Waterfront
 - Parks and Recreation projects related to events and beautification
 - promoting a climate lens process with its inclusion in the City's new Strategic Plan
 - proposed net-zero by 2050 for inclusion in Partners for Climate Protection Milestone 2 targets.

City's climate action to date:

- continuing energy efficiencies by the Operations Department;
- awareness of climate change impacts on infrastructure;
- participation in Partners for Climate Protection 5 Milestone Framework; Milestone 1 Greenhouse Gas (GHG) Inventory completed; Milestone 2 GHG emissions reduction targets to be developed, consultant hired;
- inclusion of a climate lens as an underlying principle in the Strategic Plan.

Items to be addressed

- formation of a sub-committee of BCAC to focus specifically on climate resources and action and to include discussions with key City staff as may be appropriate to determine a good fit for the City;
- further exploration of activities as might be included in BCAC's Duties and Responsibilities (Terms of Reference) such as: climate and environmental projects to engage the community; comments on by-law and plan revisions; promotion of climate education and action in the community; increasing the City's tree canopy; continued improvement to City green spaces.



Committee Report

To: Councillor Patricia Lafreniere
Pembroke Economic Development/Tourism Advisory Committee

From: Elijah McKeown
Tourism & Digital Media Officer

Date: 2024-01-09

Re: **Tourism, City of Pembroke**

Recommendation:

This is an information item.

Background:

Major initiatives undertaken:

- Developed and distributed comprehensive city guides to major hotels and online platforms, with continued distribution planned for 2024.
 - These guides (presented to council in 2023) include where to eat, where to shop, things to do, things for kids, recreation, medical providers, faith providers, emergency information, and more.
- Produced and disseminated monthly Explore Pembroke posters, rack cards, and social media content to highlight local events and activities.
- Revised, updated, and printed the informational z-card map for scheduled distribution in 2024.
- Redistributed guides for the Silver Stick and Fiddle Fest weekends to hotels, key tourist areas, and online platforms.
 - Staff received feedback from downtown business owners that this directly led to sales and engagement at their businesses from the rinks and hotels.
- Spearheaded the revitalization and relaunch of Festival Hall @ L'Équinoxe in collaboration with CEPEO.

Notable achievements:

- Hosted diverse events, including the Ontario Winter Games, Pembroke Multicultural Festival, Pembroke Community Expo, Water and Dirt Festival, Santa Claus Parade, and Canada Day celebrations.
- Received the Upper Ottawa Valley Chamber of Commerce's Award for Excellence in Tourism and Recreation for the Pembroke Multicultural Festival.



- Website traffic analysis revealed visits from 130 countries in 2023, notably with six countries (USA, Germany, India, UK, China, and Ireland) surpassing 100 users each. Notably, 3,464 users accessed the site from the United States.
- Notable engagement on the City's Facebook page outside Canada, notably from the USA, Philippines, UK, Australia, Chile, Germany, India, Nigeria, and Pakistan in December.
- Based on OVTA statistics, Pembroke welcomed a total of 346,128 visitors in downtown and waterfront areas in 2022 (2023 statistics pending), with a median visitor age of 51.
- Successfully launched the Pembroke Tourism and Culture Advisory Committee.

Key tasks undertaken:

- Curated and managed the event calendar on the website, establishing it as the most visited page after the homepage.
- Initiated a comprehensive videography project to create seasonal tourism videos, an ongoing endeavor throughout 2024.
- Provided support for the newly launched Downtown Pembroke Visitor Information Centre (established in April).
- Undertook a thorough review of wayfinding signage within Pembroke, slated for removal of redundant signs in 2024, with subsequent updates scheduled.
- Participated in prominent industry events such as the Ontario Tourism Summit and the Ontario East Municipal Conference.
- Executed a targeted marketing research campaign during the Christmas shopping season.
- Attended a trail tourism conference and initiated the evaluation of potential trail signage.
- Completed the draft of regional tourism asset mapping, will be finalized in 2024.
- Began work on a tourism website which will be launched in 2024.

Financial Implications:

None to report at this time.

Respectfully submitted,

Elijah McKeown
Tourism & Digital Media Officer

David Unrau
Chief Administrative Officer

CNL Environmental Stewardship Council 2023 Year End Report

- The committee met three times last year.
- The ESC mandate is to build working relationships and create opportunities for open dialogue between various stakeholder groups, local communities and CNL. The Committee was presented with information about CNL, their environmental practices, and members were given the opportunity to ask questions and discuss the information presented.
- In September, Mayor Gervais and Councillor Purcell attended the opening ceremonies for the Science Collaboration Centre. The center houses approximately 450 CNL employees, the new six-storey, 9,500 m² facility will serve as the central planning and collaboration space for the company's science and technology program. Constructed using mass timber products sourced from within Canada, the innovative and sustainable new facility features modern office space, 44 meeting rooms, collaborative flex spaces, a university-style auditorium with 200 theatre-style seats, a welcoming library space and a roof-top terrace.

**County Health Committee
2023 Year End Report**

- Long-Term Care
 - Accreditation with Exemplary Standing for four years for each of Miramichi Lodge and Bonnechere Manor
 - Recruitment of a second nurse practitioner that there will now be one for each home
 - Health Human Resource recruitment continues to present challenges in LTC and across the health sector
 - The committee is quite pleased in response to HHR challenge that the first international recruitment has been successful, will soon begin employment at Bonnechere Manor

- Paramedic Service
 - Permanent funding for Renfrew County Virtual Triage Assessment Centre (RCVTAC)
 - Initiation of a mobile Mental Health, Addiction, and Homelessness Health Hub
 - Expansion of an additional 24-hour ambulance
 - Acquisition and development of new paramedic base in Eganville

Economic Development 2023 Year End Report

- Successful application to the Rural Economic Development grant program to run a business retention and expansion project, as well as hire a coordinator to run the project. Work started in the fall of 2023 and will wrap up in the fall of 2024
- Part of the leadership group for the Pembroke Community Expo held at the PMC
 - Had 83 vendors total – a mix of commercial businesses and non-profits
 - Attendance of around 800 people over the two-day event
- Research work on the surplus land inventory of City-owned lands
- Received four new CIP applications – two were successful
- Completed the third phase of the Service Concierge program – a partnership with Peta-wawa and Laurentian Valley to provide workshops for local businesses. 2023's program focused on business beautification
- Industrial park sell sheets as a tool to support interest in the McCool and TransCan parks
- Fielded several inquiries about buying land in the two industrial parks
- Continued work on setting up a CRM for contact and project management
- Sponsored and attended as a booth the Indigenous Business Expo at the Clarion Hotel
- Partnered with the Upper Ottawa Valley Chamber of Commerce to host a Mayor's Breakfast during Small Business Week in October
- Attended 14 openings and celebrations for new businesses and services
- Completed the recertification process for the Certified Site lands in the TransCan Park – this process means the province will market these city lands for us
- Partnered with the PBIA on a Holiday Edition Shop Hop in December
- Partnered with the County to host the holiday market of Taste of the Valley
- Updated the Pembroke Community Guide to be used for resident attraction, community information

Festival Hall 2023 Year End Report

- A new box office manager Jayden Thrasher has been hired. A student in Pembroke and she is amazing
- Attendance of patrons in the theater was 20,468
- 59 events/shows/private bookings
- Volunteers – 30 (New younger volunteers are becoming interested) Volunteer Meeting this weekend
- Parking and construction was not kind to Festival Hall patrons and Festival Hall team
- Rick continues to partner and strengthen relationships with Kiwanis, Pembroke Symphony Orchestra, FiddleFest, Streetlight Theatre and all the local dance troupes. All are scheduled to return this year
- Rick will continue his film series with his relationship and partner with TIFF – Toronto International Film Festival
- The theater is now more than ever hosting and producing events for local business and companies and causes - County of Renfrew Gala, Bishop Smith Graduation, CNL events, Funny in a Good Way, school plays and events, and the show Ian Kuehl produced for the Veterans
- 2023 looks promising with new shows and the return of all of our local groups. We should all share their social media and get the word out to come and support our great venue – the biggest theater from Deep River to Ottawa. Rick says he has some great shows being planned but not from the ICU...
- Rick Wharton is celebrating 13 years as Director of Festival Hall in March of 2024
- Tickets are purchased 70% online compared to 30% in person
- Festival Hall (613) 735-2182 www.festhall.ca

Operations Department 2023 Year End Review

Brian Lewis - Director of Operations

General

- Grant funding applications:
 - Several grant funding applications have been submitted and the Department is awaiting notification
 - Work on previously awarded grant funded projects continue including required reporting
- By-Laws
 - Continuing amendments and re-writing by-laws to meet today's standards, policies and procedures and to improve enforcement capabilities where applicable
- Planning and Development reviews
 - Reviews of planned and ongoing construction of several subdivisions in the City, including those on the border with the City, as well as numerous multiunit residential developments
- Transportation Master Plan Study
- Ongoing works on the Infrastructure Needs Study and 20-Year Facility Plan for Water & Sewer
- Ongoing works on the Water Agreement with Town of Petawawa
- MicroFit Solar Panels generated a total of 51,862Kw/hr of energy with a revenue of \$22,800
- Bulk water sales 2023 \$56,500
- Septage receiving fees 2023 \$130,200

Capital Works and Engineering

- 4th and final phase of the Pembroke Street West road rehabilitation project improving the safety and movement of road users and emergency responders
 - total (4 phases) included reconstruction of approximately 3 km of road and the relocation of utility poles that were a hazard to the travelling public and emergency response
 - included upgrades to traffic signals to comply with the AODA
- Phase 2 of the Bennett Street and Boundary Road Watermain project commenced under the ICIP Green 2nd Intake program
- Phase 2 of the 5 phase Nelson Street project completed
 - replacement of existing water, sanitary and storm water systems
 - addition of a continuous sidewalk on the south side of Nelson Street between Mackay Street and Cecelia Street (previously no sidewalk existed)
- Ongoing works for construction of the Twining of the Townline Lift Station Forcemain.
- Design commenced on the Isabella Street Catchment area full infrastructure reconstruction
- Construction of the Winter Control garage at the Operations yard

Asset Management

- Continue to update infrastructure data and GIS repository as infrastructure upgrades and works are completed

Roads and Fleet

- replace single axle plow truck with slide in spreader
- replace one pick up truck

- replace a one ton service truck for the Water and Sewer Department
- replace a one ton truck with a dump box for the Parks and Recreation Department
- 311m of culvert replacements completed to improve drainage
- In house road resurfacing projects were completed on portions of:
 - Mackay Street between Townline Road and Deacon Street
 - Bell Street between Mackay Street and River Road
 - Maple Avenue between Alfred Street and Metcalf Street
 - Broadview Drive between Bell Street and Irving Street replacing the asphalt surface and improving drainage
 - Mary Street was milled and repaved between James Street and Moffat Street
- Replacement and repair of City sidewalks including:
 - Replacement on Third Avenue East side between Front Street and Stuart Street
 - Replacement on Murray Street East side between D'Arcy Street and McGee Street
 - Replacement on Everett Street between Somerset Street and Norman Street
 - Replacement on Maple Avenue East side between Supple Street and Esther Street

Water Distribution and Wastewater Collection

- 30 water leaks repaired
- replaced 3 lead water services
- Replaced 2 fire hydrants and rebuilt 9 fire hydrants
- Replaced 4 water main valves
- 72 water service "off/on" for property owners
- commissioning of and placing into service 2 replaced water mains, contractor installed
 - Nelson Street phase 2
 - Bennett Street
- 42 inspections were completed for water, sanitary and storm service installations
- In excess of 1242 infrastructure locates were completed in 2023

Water Treatment

- Successful External Surveillance Audit of DWQMS in year 1 of our 3-year cycle
- 2 OIT Operators Upgraded Licensing Classifications to Class 1
- Staff completed 1,825 Treated Water In-House Sample Analysis
- More than 359 Bacteriological samples collected from Distribution System – Zero Adverse results
- 795 In-House Samples Analyzed from WPP, Bell Street Water Tower and Quarry Road Reservoir
- New Filter Backwash Pump and Main WPP Isolation Valve Procured

Wastewater Treatment

- Continuing digester rehabilitation project, third phase, creating a challenge to balance the facility operations with reduced treatment volume capacity
- Replacement of underdrain and grinder system on escalator screen
- Replacement of influent flowmeter and controller
- Emergency replacement of several large VFD drives
- Purchase of chain and cross collector components for replacement

- Purchase of complete SBR Dissolved Oxygen system to implement more stringent discharge control
- Purchased new digester recirculation pump
- Purchase of 12 more overloads to continue with replacement program
- Purchase of large quantities of UV equipment due to system aging and repair requirements

Waste Management

- Collaborated with Laurentian Valley and Petawawa to plan for the Blue Box Transition and decision to “opt-out” for the transition period
- Planning for revised waste collection contract for garbage and organics service for March 2025
- Blue box Transition scheduled for March 31, 2025
- Approximately 7,300 metric tonnes (MT) of waste collected from the City with 1,200 MT diverted from the landfill for recycling
- Over 1,500 MT of organics and leaf and yard waste diverted from the landfill for compost and cover

Traffic Management

- Upgrades to several traffic signal systems to AODA compliant
- Deployment of Speed and traffic data collection units in various locations across the City
- Road Network Audits at various locations
- Replacement and repair of street lighting at various locations

Parks & Recreation Committee 2023 Year End Report

1. Facilities

Arenas:

Plant Shutdown

- Last ice took place at the PACC March 27th and April 25th at the PMC,
- Ice out procedures took approximately one week to complete at each facility,

Plant Start Up

- Ice in procedures includes plant start-up, painting of white and game markings and logo install
- PACC plant start up was at the end of July. First booking was August 8th
- PMC plant start up was early September. First ice was September 15

Ice usage was up a total of 2.5% from the previous year. A total of 3,778.25 hours of ice was sold in 2023.

Minor sports made up 81% of the overall ice sold and the annual Silver Stick Hockey Tournament made up 9% of the overall ice sold for minor sports.

Kinsmen Pool:

- Despite the impacts of a two and a half month pool closure due to mechanical failure, the Kinsmen Pool saw over 14,000 people use the pool on 2023.
- Swim Program including infant classes, learn to swim programs, adult learn to swim and leadership courses saw a total of 1,624 people and was down 12% from last years learn to swim programs. 40% of users were residents 33% were from L.V. and 27% were non-residents who utilized the swim programs at the pool.
- The department saw approximately 1,928 students who participated in school rentals.
- Drop-in's, including early bird, noon hour, family, senior, parent & preschool and adult swims saw over 10,000 drop-in participants throughout 2023, an approximate increase of 20%, despite the pool closure. Breakdown is below.

Month	Participant Attendance
January	1148 swimmers/ 23 days
February	1132 swimmers/ 22 days
March	2171 swimmers/ 26 days
April	1104 swimmers/ 22 days
May	858 swimmers/ 26 days
June	776 swimmers/ 25 days
July	820 swimmers/ 20 days
August	930 swimmers/ 22 days
September	357 swimmers/ 18 days
October	Closed due to mechanical issues
November	Closed due to mechanical issues
December	736 swimmers/ 16 days

Marina:

- Provided rental agreements to 100 slip holders
- Collect rental fees prior to the season
- Pre-season work including input of docks/ramps, gas pump and pump out testing, staff training and the opening of washrooms
- Opening of facility, May long weekend.
- Facility shutdown began in October.

Riverside Park Camp Grounds:

- Pre-season electrical and water testing, cleaning of winter debris, grass and trimming maintenance, staff training, placement of picnic tables and fire rings
- Opening of facility, May long weekend
- Regular maintenance occurred throughout the season
- A mini putt refresh was scheduled to revive the mini putt, with more work scheduled for 2024
- Facility shutdown took place in October
- The campers experienced lots of theft

Splash Pads:

Riverside Park & Rotary Park

- Pre-season preparation for splash pads included water testing, plumbing repairs and flushing of lines
- Open to public early June
- A no drinking water quality advisory in late June forced the splash pads to be closed for a minimal amount of time

Sports Fields:

Ball Diamonds

- Ball Diamond usage was up 32% from 2022 rentals - total usage 426/hrs.
- Department revamped operating and maintenance scheduled of the facility to provide better playing surfaces.
- A new scoreboard was installed on ball diamond #4 and sponsored by Friends of Bogies Bar. Bogies Bar is located inside the PMC and revenue from bar sales go back into community projects.
- A grant was submitted through the Jays Care Foundation by the Upper Ottawa Valley Little League, in support of the department for field and infrastructure repairs. The department will find out if we are successful in 2024.
- The department hosted the Provincial Little League Ball Tournament through efforts of the Upper Ottawa Valley Little League at Riverside Park in early July.

Soccer Fields

- Pre-season soccer field preparation began in May.
- Soccer fields were delayed for school use due to saturation of fields.
- Regular bookings for minor and adult soccer leagues began after May long weekend.
- Usage was down by 22% from 2022 for a total of 466.5 hours of field use.
- Turf maintenance of fields occurred bi-weekly from May until September.
- Turf maintenance of fields occurred weekly from September to end of October.

Parks/Playgrounds:

- Pre-season preparation included removal of winter debris for all parks/playgrounds, adding mulch and tiling where necessary, weekly turf maintenance and grass whipping, monthly inspection reports, maintaining CSA standards.
- Facility closure include final turf maintenance in November.
- Two staff persons completed their Playground Inspectors Course.
- The department added a utility trailer and tiller to their fleet to properly maintain playground equipment and meet CSA standards.

2. Recreation Programming

Chair Yoga

- Was offered as a spring and fall program, held at the PMC

Lending Hub

- Variety of equipment available to the public for use, throughout the summer

Movie Night

- Sponsored by Bogies Bar
- Provided 8 free movies throughout the months of July & August
- Rain out dates were re-scheduled

Public Skating

- Offered throughout the year and served parents, tots, families and seniors

Rotary Park Splash & Play Program

- A drop-in program that ran in the months of July and August
- Activities included games, crafts, and exciting activities throughout the week

Trivia Fundraisers

- The department hosted two trivia fundraisers at the Waterfront in July and August

Waterfront Live!

- Nightly music began June and ran until the end of August
- Music schedule was full in May and this program continues to be successful

Yoga in the Park

- Ran weekly every Wednesday in June, July & August
- Very well attended with little to no rain-outs

Photography Classes

- Classes were shifted to the fall with poor summer enrollment
- Fall classes were well attended

Nature Walks

- We hosted well known naturalist Michael Runtz
- Program was not well attended due to feedback of cost

3. Special Events

Canada Day

- The department expanded Canada Day Festivities to a two-day event.
- The additional day was hosted with an evening at Riverside and included music entertainment and community BBQ, followed by an Outdoor Movie.
- The department was successful in securing \$12,000.00 in funding through the Celebrate Canada Grant.

PemBARK

- The department partnered with Canine Watersports Canada to host the PemBARK for another year. The event featured dock jumping competition and other furry friendly activities.
- Event was held over two days.

Jim Sloan Memorial Ball Hockey Tournament

- The event honoured one of Pembroke's greatest community champions and had a good turn out with many teams.
- Proceeds from the event benefited the Boys & Girls Club of Pembroke.

Multicultural Festival

- The event was presented by the Pembroke Public Library and was held at the Pembroke Waterfront. The City contributed to the event both financially and in-kind.
- The in-kind support does impact staffing capacities to support this event.

Santa Claus Parade

- The event hosted 80+ floats. The mild weather contributed to the event success. It was considered one of the best parades to date. Christmas cheer was lined by the 1000's throughout the streets of Pembroke.

SnoSpree

- SnoSpree experienced some events to be cancelled by the extreme cold weather

Water & Dirt Festival

- The department co-coordinated the Upper Ottawa River Race and Paddle Festival with The Town of Petawawa.
- The event was mostly rained out; however, the distance of the race was reduced to still move forward with the race.
- Event in 2024 will be supported financially due to staff capacity impacts.

4. Non-Recurring Capital Projects

Parks & Recreation Master Plan

- Carried over from 2022
- Awarded to K.A. Community Consulting
- Phase 1 completed in 2023
- Phase 2 & 3 will be completed in 2024

Sun Shade

- Carried over from 2022
- Installed at the wading pool in 2023

Riverside Park Shed

- Carried over from 2022
- Partnership with Algonquin College Carpentry Program
- Used to store Kayaks and SUP boards as part of the Riverside Park Beach Program

Park Picnic Tables

- Partnership with Algonquin College Carpentry Program
- Approximately 20 picnic tables were built to complement the City's Parks

Mini Putt Refresh

- Gerber's Nursery performed the work over two days with a crew of 6 people
- Work included removal of weed, brush, geotextile in beds, pruning of overgrown shrubs and saplings
- Fresh mulch and edging for garden beds

Wayfinding (Directional Signage)

- Signage for Riverside Park and Park Rules were developed
- Staff brought forward the park sign concept in June 2023

Sea Can Storage

- The department purchased a sea can to appropriately and safely store fireworks.

5. Capital Projects

Bleachers

- Phase 3 of our sports field bleachers were purchased
- A total of seven 3 tier 15' bleachers were received.
- The final phase of the replacement will take place in 2024.

Kinsmen Pool Boilers

- Carry over from 2022 (and previous years before that)
- Work was completed in Q3

PACC Compressor #1

- Was completed in Q2 and coordinated with plant started up at PACC

PACC Roof Top

- Completed in Q3

Recreation Software

- The work was completed in Q3 & Q4.
- Implementation for software was estimated at 350 staff hours.
- The department went live at the beginning of December.

Victoria Hall Roof Replacement

- Work was completed in Q4

Tennis Courts

- Work was completed in Q2 and was coordinated in the spring to ensure work was completed was completed and could be opened on time.

PBIA Highlights for 2023

Events hosted:

- SnoQuest
- Soup Fest (Robbie Dean Fundraiser)
- Saturday Sounds in the summer
- Downtown Youth Market
- Pumpkin Treats
- Harvest Festival
- Moonlight Madness

Shopping incentive events:

- Spend 50 get 10
- Shop Hops
- Social media Give aways
- Summer Stamp card

Beautification:

- Community Art walk
- Warrior walkabout art exhibit
- Expansion of Veteran banner program we are up to 63 banners that are displayed annually

We had 4 new businesses open.

We ended the year with a higher vacancy rate then when 2023 started, consumer spending was down this year, cost of goods is up as well as interest rates and CEBA loan (Canadian Emergency Business Account) repayments start this January. Local businesses need support now please remember to shop local as often as possible.

Pembroke and Area Warming Centre 2023 Year End Report

- Acquired Council approval of funding of \$100,000
- Acquired a commitment from City and County to lobby the Provincial government for future ongoing funding to address the needs of most vulnerable homeless populations - ROMA.
- Successfully lobbied County of Renfrew, Township of Laurentian Valley and Town of Petawawa to contribute to the 2023-24 operations – total contributions of \$220,000 for 2023/24 operations.
- Committee was stood up – Chair – Warden Peter Emon – Township of Laurentian Valley, Petawawa, County, Grind, PACT (Pembroke and Area Community Taskforce) other community stakeholders.
- Successful in acquiring site approvals use of Farmer’s Market, construction trailer, wash-room trailer, hired a dedicated coordinator, two on-site security personnel, furnishings – 30 reclining chairs, installed security cameras, awaiting installation of ramp to ease accessibility concerns.
- Worked with other community stakeholders – Pembroke Regional Hospital laundry services, Renfrew County District Health Unit, Paramedic and Police services to name a few.
- To date - 200 guests stays at the centre, 15 female and 22 males, 2 from outside of Renfrew County.

Pembroke Fire Department 2023 Summary Report

- In January, Volunteer Firefighters Schneider, Smith, White and Therrien completed all training and began responding to emergencies
- February saw the launch of our Firefighter of the Month Recognition Program
- Confirmation was received that the City of Pembroke was Compliant with Emergency Management Ontario
- Certification for Compliance for Interior Firefighting for our Volunteer Firefighters was received from the Office of the Fire Marshal
- Updated Emergency Plan and new By-law to reflect changes was passed at Council
- Emergency Preparedness Week May 7th-14th Theme: “A Safe, Practiced and Prepared Ontario”
- A Fire Ban implemented June 1st , province Wide and lifted July 12th
- Test your Smoke Alarm Day was observed on September 28th
- A new Recreational Burning Bylaw was passed on September 5th
- In October, the PFD purchased a new water rescue boat which will be deployed in 2024
- October also marked the arrival of our new Incident Command trailer
- Just in Time Agreement was put in place with Red Cross in November
- All of the City’s Vulnerable Occupancies have been inspected and the annual fire drills have been completed. The level of engagement within these organizations has been remarkable and the effort they have put into Fire Prevention must be acknowledged as tremendous
- EOC/Meeting Room at PFD held 40 meetings over and above the usual usage by the PFD for training sessions

Fire Prevention and Education included partnerships with:

- Local radio stations delivering specific seasonal messaging
- YourTV Public Service messaging
- Public Service Announcements in the Eganville Leader in partnership with County fire departments
- Social media messaging coinciding with PSAs in traditional media

Public Education events included:

- Approximately 20 Fire Safety Talks, demonstrations and training sessions conducted with 600+ attendees
- 2,000+ inspections and consultations completed for city businesses, residences and visitors
- 30+ fire drills
- Carbon Monoxide Awareness Week in November
- All Vulnerable Occupancy drills and inspections completed

Fire Prevention Week activities were successful. The events involved:

- Radio, social media, television and print messaging
- Puck Drop at the Pembroke Lumber Kings Game
- Smoke Alarm Exchange and Information Booths
- Contests for adults and children

- Open House
- School Fire Drills

Public Relation events included:

- 12 Days of Holiday Fire and Carbon Monoxide Safety Campaign
- Collected donated snowsuits for CPAN
- Santa Claus Parade participation
- 9-1-1 Birthday Party as part of Cancer Care Campaign Charity Auction
- Junior Firefighter Program in partnership with the Pembroke Public Library
- Participation in City School "Fun Nights"
- Community Expo
- Information Booth at the Multicultural Festival
- Ottawa River Paddle Fest
- Fall Fairs
- Firefighter for a Day
- Algonquin College Options Event
- Music for a Cause in support of Robbie Dean Center
- Tim Horton's Camp Day
- Career Mentoring Day hosted by Algonquin College

Staff attended over 20 courses, seminars and symposiums in 2023.

The Pembroke Fire Department responded to 392 emergency incidents

- 4 significant fires
- Losses were approximately \$660,500

Staff changes included:

- 2 Firefighters promoted to 1st Class
- 1 Firefighter promoted to 3rd Class

Out of City responses:

- 5 vehicle extrication calls
- 4 water rescue incidents

Pembroke Handi-Bus 2023 Year End Report

- Operating for over 30 years, specializing in transit for the disabled and the elderly providing door-to-door service for people in the City of Pembroke and the Township of Laurentian Valley
- It is a not-for profit corporation independent of any municipality
- 2023 Ridership
 - 652 Wheelchairs
 - 4790 Ambulatory
 - 554 Attendants
 - Totalling 5996
- The Handi-Bus saw an increase of 1651 trips or 37.6 percent increase year over year
- \$6.50 per trip
- A great Board and organization with its signature event being the Polar Bear Dip coming up on February 4th as part of SnoSpree at the Marina

2023 Planning, Building and By-law Enforcement Department Year End Report

January 16, 2024

Please be advised of the following items completed or ongoing within the Planning, Building, & By-law Departments from January 1 to December 31, 2023:

Planning Department:

1. Eleven (11) zoning by-law amendment applications and six (6) official plan amendment applications were brought before Council in 2023. Some of these applications included the following:
 - 794 River Road (formerly Commonwealth Plywood) – zoning by-law and official plan amendments application to allow for an electronic waste recycling facility in an existing industrial building;
 - 224 Hincks Street – zoning by-law and official plan amendments application to allow for a 20-dwelling unit apartment building;
 - 574 Pembroke Street East & 588 Pembroke Street East – zoning by-law amendment applications to allow for semi-detached dwellings with secondary dwelling units;
 - 583 River Road – zoning by-law amendment application to allow for a triplex;
 - 1200 Pembroke Street West – zoning by-law amendment application to allow for a self-storage facility within the existing shopping mall;
 - 0 Blakely Crescent – zoning by-law and official plan amendments application for a portion of Burcom Subdivision; and
 - OPA 16 (By-law 2023-60) required to deal with several changes to Planning Act.
2. Fifteen (15) minor variance applications and four (4) severance applications were heard by the Planning Advisory & Adjustment Committee in 2023.
3. Site Plan Agreements that were entered into or in the process of being dealt with in 2023:
 - 1302 Pembroke Street West – commercial development of property (Campbell Monuments);
 - 121 Woodcrest Drive – expansion of neighbouring self-storage facility;
 - 2 Bennett Street – redevelopment of existing metal recycling yard;
 - 1030 Lea Street – County of Renfrew socially assisted housing project;
 - 1127 Pembroke Street West – old Sisters of St. Joseph Convent parking plan for 65 apartment dwelling units; and
 - Created a new Site Plan Agreement By-law (By-law 2023-48) to comply with changes to the Planning Act.
4. 68 zoning compliance letters were issued and 8 zoning contravention letters were issued.
5. Planning fees were increased in 2023.
6. Entered into an Encroachment Agreement with the PBI for the Art in the Park program.
7. City Land:
 - a. McGee Street – portion of City lands sold as lot addition to abutting 357 McGee Street, to allow for construction of a new duplex;
 - b. Steel Street – sale of portion of Steel Street to allow for new development, including new rowhouse at 331 Steel Street;

2023 Planning, Building and By-law Enforcement Department Year End Report

- c. Willard Street – sale of portion of Willard Street to allow for lot addition to abutting property; and
- d. New Sale and Disposition of Land Policy (2023-36) adopted.

8. Projects:

- a. First full year of a five-year agreement (By-law 2022-27) with Cloudpermit to provide an on-line building permit and review process;
- b. Created an Asset Naming Policy (By-law 2023-45); and
- c. Worked on Warming Centre project.

9. Subdivisions:

- a. Burcom Developments Inc. – New draft plan of subdivision for an additional 3 acres along with redline changes to original plan of subdivision;
- b. Entered into a Subdivision Agreement (By-law 2023-54) with James W. Lapointe Motor Holdings Inc.

Building Department:

1. 31 new residential units resulted from building permits in 2023 (1 single detached dwelling unit, 4 semi-detached dwelling units, 10 duplex/triplex/quadruplex dwelling units, 4 converted/secondary/miscellaneous dwelling units, 12 rowhouse dwelling units). 110 new residential units were created in 2022. 47 new residential units were created in 2021.
2. Residential permit value in 2023 was \$11,027,431. In 2022 it was \$11,476,500 and in 2021 it was \$8,830,000.
3. Commercial permit value in 2023 was \$3,095,813. In 2022 it was \$2,764,406 and in 2021 it was \$1,794,250.
4. Institutional permit value in 2023 was \$26,160,000. In 2022 it was \$23,566,387 and in 2021 it was \$4,003,187.

2023 Building Permits include but are not limited to the following developments:

- 1036 Pembroke Street East – Highway Commercial development with a take-away eating establishment with a drive-through facility, and two retail store units;
 - 1030 Lea Street – 8-unit rowhouse, an affordable housing development by the County of Renfrew;
 - 0 Matheson Drive – 4-unit rowhouse, the final building of a large development of 22 units between 3 rowhouse buildings;
 - 331 Steel Street – 4-unit rowhouse with secondary dwelling units (total of eight dwelling units);
 - 364 Carmody Street – quadruplex dwelling;
 - 583 River Road – triplex dwelling;
 - 600 Cecelia Street – Marianhill – Second phase of multi-million-dollar renovations and addition; and
 - 460 River Road – new industrial garage for City of Pembroke Operations Department.
- The total building permit value for 2023 was \$41,610,244. In 2022 it was \$37,807,293; in 2021 it was \$15,631,887.
5. 126 permits, including building, demolition, swimming pool and sign permits, were issued in 2023. 103 permits were issued in 2022.

2023 Planning, Building and By-law Enforcement Department Year End Report

6. Amended Building By-law (2023-38) to require drainage plans for lands that do not require Site Plan Agreements. This was required due to changes to the Planning Act.
7. The Department saw the arrival of the City's new Chief Building Official, Paul Mclean, in January 2023.

By-law Enforcement:

1. In 2023, 340 occurrences were reported and dealt with in the By-law Enforcement Department. Staff dealt with contraventions to the Property Standards By-law, Noise By-law, Parking By-law, Zoning By-law, Graffiti By-law, Signage By-law, Lawn Watering By-law, Garbage By-law, Road Fouling By-law. Licensing By-law, etc.
2. In 2023, 130 Property Standards Orders were issued on properties throughout the City. 112 of those Property Standards Orders were "closed", reflecting an 86% compliance rate.
3. 2,316 parking tickets were issued in 2023 which includes tickets issued at the Pembroke Regional Hospital. A summer student was hired for the summer months (4 months) to ensure the Parking By-law was upheld.
4. The By-law Enforcement Department worked with the Director to update the Property Standards By-law (By-law 2023-37) and Taxi By-law (By-law 2023-88).
5. Parking agreements were entered into with:
 - TSH-Lake Inc. for the use of city land for the purpose of private parking at the northwest corner of Lake Street and College Way
 - 2284408 Ontario Inc. for the use of a portion of the parking lot behind City Hall for staff parking
6. Parking By-law amendments in 2023 included:
 - "No Parking" zone on Centre Street
 - "No Parking" zone on Supple Street
 - "No Parking" zone on Bell Street
 - 3-hour free parking at Market Square parking lot and Shamrock parking lot

Respectfully submitted,

Colleen Sauriol, Director
Planning, Building and By-law Enforcement Department

Police Services Board 2023 Year End Report

- Another successful year
- The Board has addressed inquiries and provided responses to Council where appropriate.
- The Board has continued to advance the various programs within its mandate such as the Property Identification Program and Lock it or Lose It Program, while assisting with others such as the Community Watch Program.
- The Board assisted with and provided guidance to City staff regarding the topic of camera usage and topics related to this.
- The Board has, and will continue to achieve its mandate of ensuring adequate and effective policing.
- The Community Safety and Well Being Plan was presented and accepted by Council and is on the City's website.
- The Board will now be engaged with new education requirements and a new era of Board governance, with the passing of new legislation.
- The Inspector has, in the past, and will continue to attend Council meetings during the course of the year to provide reports.

Renfrew County and District Health Unit – Governance Chair 2023 Year End Report

- Renfrew County and District Health Unit (RCDHU) is one of 34 Public Health Units in the province of Ontario. RCDHU is jointly funded by the Province of Ontario and the obligated municipalities in Renfrew County and District which include the City of Pembroke, the Township of South Algonquin and most of Algonquin Provincial Park.
- The legislative mandate for Ontario's 34 public health units is described in the Health Protection and Promotion Act (HPPA). The guiding purpose of the HPPA is to "...provide for the organization and delivery of public health programs and services, the prevention of the spread of diseases and the promotion and protection of the health of the people of Ontario." (R.S.O. 1990, c. H.7, s.2)
- Programs include assessment and surveillance, health promotion and policy development, disease and injury prevention, and health protection activities. These contribute to the physical, mental, and emotional health and well-being of all Ontarians.
- Ann Aikens, former Chair, provided leadership throughout her term as Chair, during the Covid-19 Pandemic.
- Councillor Purcell attended the virtual aPHa Association of Local Public **Health** Agencies 2023 Winter Symposium, on February 23 and 24, 2023
- It was announced last year that a mutually agreeable MOH Medical Officer of Health - Employment Contract with Dr Jason Morgenstern, effective April 3, 2023 was signed.
- Pandemic recovery efforts continue due to reallocation of services to support Covid-19 response.
- Joanne King – was recently elected Chair.
- The formal year-end report will be made available by the committee at a later date.

Treasury Department 2023 Year-End Review

January 16, 2024

The Treasury Department supported the operations of the City throughout the year by providing a wide range of services including: purchasing and vendor payments; billing and collection for both property taxes and utilities; information technology; and general financial management/oversight. Key highlights include:

Area	Activity
Budgeting	The 2023 budget was passed by Council on February 7 th .
Rates	The 2023 Tax Rates were adopted by Council on June 20 th .
Financial Audit	The 2022 Audited Consolidated Financial Statements were finalized on October 17 th .
Property Tax Billing	Interim and final property tax bills were issued for approximately 5,458 properties in 2023. By year end 1,364 property tax owners had subscribed to the City's pre-authorized payment plan (1,308 in 2021).
Property Tax Collection	Due to collection initiatives, the City's tax arrears increased by \$441,815 in 2023 with two tax sales completed.
Utilities Billing	Quarterly water/sanitary sewer bills were issued for approximately 5,000 properties in 2023. By year end 1,482 customers had subscribed to the City's pre-authorized payment plan (1,478 in 2022).
E-Billing	By year-end, 308 accounts had subscribed to our electronic billing service for taxes and 365 for water.
Purchasing	Treasury's Purchasing Department issued/managed 6 Requests for Quotations, 24 Requests for Tenders (20 developed in-house), 15 Request for Proposals, 1 Standing Offer, 2 Expression of Interests and 1 Request for Pre-Qualification. In addition, 235 purchase orders were issued.
Vendor Payments	3,085 vendor payments were processed totaling \$42,620,977.
Information Technology	In support of the city's modernization initiative, IT rolled out tablets to approximately 52 employees and continued work on the city's cyber-security.
Payroll	Payroll was administered for approximately 203 employees and successfully completed a payroll modernization project across all employees with the support of both employees and supervisory staff.

Other highlights included:

- **Staffing Changes:** In 2023, responsibility for the City's Asset Management Plan moved from the Operations Department to the Treasury Department. In conjunction with this change, the city welcomed Jennifer Belaire to the team in September as a Financial Planning Analyst to support asset management and long-term financial planning.
- **Recognition:** The Treasurer would like to thank the City's Payroll Administrator, Angie Andrews, for her tireless effort in rolling out the City's new electronic payroll time tracking and approval software, HRISMYWAY. The Treasurer would also like to thank Marsha Hawthorne, Deputy Treasurer, Jennifer Belaire, Financial Planning Analyst, Adam Murphy, Buyer/Timekeeper and Gary Lapierre, Stockkeeper for their support in the inventory modernization project still underway.