

## **MUNICIPALITY OF TWEED**

### **NOTICE of SERVICE IMPROVEMENTS and SERVICE BARRIERS**

#### **2009 REPORT**

**SECTION 300** of the Municipal Act, 2001 requires a municipality to provide notice to the public, at least once per calendar year, of the following:

- improvements in the efficiency and effectiveness of the delivery of services by the municipality and its local boards.
- barriers identified by the municipality and its local boards to achieving improvements in the efficiency and effectiveness of the delivery of services.

Following are service delivery improvements and barriers identified for the year 2009:

#### **SERVICE IMPROVEMENTS**

##### General Administration

- Continuation of bi-weekly news column in local newspapers and continued update of municipal website to provide information to public, including notification of all Council and committee meetings.
- Continuation of newsletters to property owners three times per year.
- Continuation of Planning & Development Study and updated zoning by-law.
- Renovations to upper floor of municipal building and relocation of staff to upper floor to provide better access for public to specific services.
- Provide accessible customer training to all staff in all departments.
- Secure funding for capital projects, including new Library, urban street reconstruction, rural road reconstruction and recreation facilities upgrades.

##### Community Development

- Hiring of consultant and public consultation sessions for development of Integrated Community Sustainability Plan.

- Approval of site for new Library.
- Relocate Farmers Market to Park.

#### Fire

- Hiring of one new volunteer firefighters.
- Approval of designated fire route around arena.

#### Parks and Recreation

- Obtain grants for new swimming pool, approve final design and tenders and commence construction.
- Discussions with YMCA for operations of new swimming pool and childrens programs.
- Purchase of one half ownership of fairgrounds lands for development and enhancement of recreation lands and facilities.
- Start arena renovations, including exterior insulation and siding.

#### Roads / Public Works

- Continuation of bridge replacement and rehabilitation projects.
- Initiation of urban street rehabilitation project.
- Speed limit reductions on certain portion of roads and streets.
- Placement of additional stop signs at various intersections.
- Application of gravel on rural roads.
- Approval of agreement for new gravel pit.

Waste Disposal

- Removal of bulk items.
- Approval of participation in Ontario Tire Stewardship program for collection of used tires.
- Summer student to monitor landfill disposal.
- Additional household hazardous waste collection day.

Water and Sewer

- Continued sealing of sanitary sewer mains and laterals to reduce infiltration into system.
- Removal of vegetation from south lagoon cell and build up of low berm.
- Contract with Ontario Clean Water Agency for operations of water distribution and sewer collection systems.
- Continued working with MOE on multi year action plan to provide for continued improvements to sewage system and lagoon operations.

**BARRIERS**

- Lack of capital funds to carry out additional improvements to infrastructure and facilities.
- Increased demands on municipal staff resources and time.