



Smiths Falls

ANNUAL REPORT 2023

www.smithsfalls.ca



SMITHS FALLS

RISE AT THE FALLS



Smiths Falls
FAST FACTS

LAND & LIVING

- 9,500 residents
- 9.66 km² area
- 958.1 persons per km²
- 4,500 private households
- 45.4 - Average Age
- 47.2 - Median Age
- \$72,100 - Average Household Income
- \$57,100 - Average (Full-time Worker)
- \$165,000 median assessed value
- 2.5 minute median commute time
- Five elementary schools
- Three secondary schools
- Six child care centres
- Five seniors residences

CULTURE & COMMUNITY

- Heritage House Museum
- Railway Museum of Eastern Ontario
- The Station Theatre
- Bascule Bridge
- UNESCO World Heritage Site: The Rideau Canal
- 33.27 hectares of designated parkland
- Cataraqui Trail
- Rideau Trail
- Smiths Falls ATV Trail
- Smiths Falls Snowmobile Trail
- Ottawa Valley Recreational Trail
- Smiths Falls Walking Trail
- Memorial Community Centre Arena
- Youth Arena
- Smiths Falls Curling and Squash Club
- Smiths Falls Seniors Activity Centre

Table of
CONTENTS

Message from the Mayor 1

CAO Report 3

Public Works 5

Emergency Services (Fire) 7

Economic Development & Tourism .. 9

Community Services 11

Corporate Services 12

Planning Services 13

Building Services 14

Financial Services 14



Message from the
MAYOR



Determining the Town’s priorities was a key focus for the newly elected Council as it initiated its strategic planning process for the current term early in 2023. For Council and staff, the Strategic Plan provides clear direction on the vision and goals of this Council and will serve as a foundational document for staff decision-making in relation to budgeting, annual work and project planning, workforce planning, performance measurement and performance management.

This Plan is a detailed document that identifies Council’s vision, guiding principles, priorities, goals and sets us on a clear path forward over the next four years. The process of building a great town is never finished and is a continuous journey that needs strategic guidelines to ensure direction as we move forward.

As a council, we aspire for the town to be a place where people want to live and work and where everyone feels they belong. We want people to choose Smiths Falls as a place to live and do business. With so much opportunity it’s even more important to maintain a clear direction for the Town.

The Strategic Plan is meant to inspire all of us to consider how we can work together to achieve a prosperous and sustainable community.

The New Year had just begun when a new initiative, The Falls Food Hub, started providing free lunches weekly at Hanley Hall. This much-needed initiative was the result of years of commitment from a steering committee of community leaders and volunteers, and a partnership with The Table Community Food Centre from Perth. By end of year, plans were coming together for a permanent location which will be opening in the Chambers Street Plaza in 2024 and will deliver additional meals and services to our community.

One of the first orders of business for the new Council was determining the future of any water crossing at the site of the decommissioned Confederation Bridge. This bridge had closed eight years earlier after an engineering assessment determined it was no longer safe enough to serve the community. Council’s decision will lead to a new active transportation and pedestrian bridge to be installed at the site, with the intention that the bridge itself could be much more than a water-crossing, and could become a place of enjoyment and relaxation.

One of the biggest pieces of news to hit our community in 2023 was the announcement by Canopy Growth Corp on February 9 that it would be departing its flagship facility at 1 Hershey Drive and consolidating its operations across the road at 99 Lorne Street. Although Canopy had been downsizing over the past few years, this final move to “right size” the operations came as a surprise to the community.

It wasn’t long before the news reached Hershey, Pennsylvania, headquarters of the original owners of this building. Several months later, in August, the announcement that Hershey Canada had purchased back from Canopy Growth the modernized and expanded building was international news. Hershey Canada, which had left our community fifteen years earlier, was coming back to Smiths Falls!

As always, our Heritage House Museum played a prominent role in numerous activities and events in 2023, and was responsible for launching The

Remarkable Women of Smiths Falls – a travelling exhibit featuring 28 women who have all made a meaningful and long-lasting impact on our community. Those featured included community builders Joyce Brennan, Marty Dales and Joan Hogan as well as Smiths Falls Police Service Deputy Chief Jodi Empey, Smiths Falls Station Theatre leader Linda Daniluk and Ambre McLean, a talented musician and songwriter who brought her worldly talents and family to Smiths Falls a few years earlier.

In April, Wills Transfer celebrated its 75th anniversary of operations in Smiths Falls. This third generation company is one of Canada’s Best Managed Companies, has operations across Eastern Ontario and has long been recognized as a national logistics leader that focuses on its people.

On May 8, the community awoke to learn that the Town’s former Water Treatment Plant on Old Mill Road had gone up in flames. The Smiths Falls Fire Department was on scene quickly, and with support from mutual aid partners, was able to extinguish the blaze effectively, but not before the original 1868 stone and adjacent 1886 brick sections of the building were largely destroyed. These structures were among the oldest remaining buildings in town and were added to the list of heritage buildings that had been lost to fire in the last half century.

In May, the Town was excited to once again host an in-person Volunteer Appreciation Evening and Awards Ceremony where we were able to express our appreciation to the countless volunteers that enhance the quality of life in our community, and recognize some remarkable people who truly make a difference.

I was honoured to present John Wanless with our Municipal Volunteer Award, Ryann Collins and Graydon Johnston Watkins with the Brooke and Brittany Henderson Award for Youth, Patrica MacDougall our inaugural Good Neighbour Award and outstanding citizen, volunteer, advocate and all-round great guy Robbie Hull with the Charles Gilhully Award.

Earlier the same evening, in a very moving and heartwarming event, our new public art installation, a beautiful pebble mosaic, was unveiled at our new Town Square. This mosaic, resulting from the combined efforts of Lanark County Interval House, Redefine Arts and our community, stands as symbol of strength for victims of gender-based violence and statement of hope that as a community, we stand against all forms of violence against women and girls.

In June, Town Council was pleased to officially re-open our Municipal Complex after the third phase of multiple years of renovations, this time to the original town hall building, were finally complete. This final phase of renovations led to a demolition back to the bare walls of the town hall building, and a complete reconstruction of the interior leading to significant reductions in energy consumption, enhanced accessibility and a significantly improved work environment for staff.

One month later, we held the ribbon cutting to officially open our new town square, including the bandstand that stands prominently in this space between the Municipal Complex and Library. This celebration was highlighted by the participation of the family of community builders Tom and Pat Foulkes, whose donation to the town led to the construction of the band stand.

Earlier in July, it was heartwarming to participate in the grand opening of the new social housing development at 188 Chambers St. This small, single story apartment building owned and operated by Lanark County Housings features three universally-accessible units and was funded 100% from provincial funding. It was the first new social housing constructed in our town in decades and became home to five people who have been waiting years to move into a deeply affordable home.

In August, members of the Smiths Falls Police Service returned home from the World Police and Fire Games in Winnipeg with a multitude of medals. Both Sgt. Brent Pellett and Detective Constable Tyler Brett brought home gold while Deputy Chief Jodi Empey built upon her previous achievements at these games with two gold, three silver and two bronze medals! What an outstanding achievement from these athletes!

Another exciting moment in August occurred when we welcomed then Minister of Long Term Care Paul Callandra to our community for the official groundbreaking of the new Broadview Nursing Home on Pearl St. This home will provide 128 upgraded beds in private and basic rooms. The new building will incorporate larger resident common areas and air conditioning throughout the home, and will feature a spiritual space, café and hair salon.

Message from the MAYOR (CONT'D)

The design features four ‘resident home areas’ to create more intimate and familiar living spaces for up to 32 residents, with dining and activity areas, a secure courtyard for residents and visitors, lounges and bedrooms. Each of the resident home area courtyards will include a wandering path, garden planters, elder-friendly surfaces, grading, transitions, and family-friendly and intergenerational components.

On September 30, the Town hosted its third annual National Day of Truth and Reconciliation Ceremony on Duck Island. Residential School survivor Mr. Bernard Nelson joined us again to talk about his own experiences and personal journey from the atrocities of life in a residential school that led to great difficulties through much of his life, to his process of healing and recovery and eventually education and advocacy. The Town will be installing an Indigenous Healing Garden at the tip of Duck Island in mid-2024 to further our responsibilities to truth and reconciliation.

To commemorate last year’s Remembrance Day, the Royal Canadian Legion Branch 95 in partnership with the Town of Smiths Falls and the Downtown Business Association were proud to launch an Annual Veteran Banner Program to honour and remember local veterans who willingly served or gave their lives in service to Canada and continue to stand for our freedom. Between October 22 to November 13, the Smiths Falls Downtown was lined up with 29 banners, each one depicting a local veteran including both former and active service members. These banners, and more, will now fly annually to honour those whose commitment and sacrifice are responsible for the freedoms we enjoy today.

The CP Holiday Train made its annual appearance on November 27 with The Anyway Gang, led by Canadian Iconic Singer/Songwriter Sam Roberts providing the entertainment. With six Juno Award wins, including Artist of the Year in 2004 and 2009, and Album of the Year in 2004, Roberts delivered an outstanding performance that had the crowd fired up and ready to welcome in the festive season.

Looking back, we now see 2023 as the year we finally left the COVID-19 pandemic in the rear-view mirror and re-embraced the multitude of activities and entertainment that had been compromised for over two years.

CAO Strategic Plan REPORT

A strategic plan is a guiding resource that positions an organization to understand what the future may bring and to prepare for it. A solid strategic plan is an effective way to communicate municipal priorities to citizens, stakeholders, investors, and staff and informs future decision making.

Smiths Falls Town Council embraced the principle of strategic planning and got off to a strong start in their 4-year term by making the development of a new strategic plan an early priority. Work began in earnest in January with a series of facilitated sessions leading to draft list of priority areas. Following a public engagement process and staff input, Council approved the Strategic Plan in July. The key strategic priorities are:

- **Transportation Networks** - To enable improved mobility by examining existing transportation networks both within Town and beyond in a way that supports employment and accessibility.
- **Housing** - Support more diverse built housing stock to ensure all our citizens have a home they can afford.
- **Redevelopment of the Waterfront & Downtown** - Enhance the waterfront experience for our residents and visitors by developing places that attract people.
- **Infrastructure Renewal** - To manage our infrastructure in a proactive manner and position the Town for growth.
- **New Business Attraction** - Create employment, expand economic activity and broaden the tax base to build a thriving local economy.

- **Parks, Trails & Recreation** - To enhance quality of life and provide diverse recreational opportunities for residents & visitors.

There are 35 initiatives within the plan to support the 6 strategic priorities.

All 6 priority areas have experienced some degree of activity and advancement in the first 6 months of the Plan’s existence.

Priority #1 – Transportation Networks

Seven of the eight initiatives within this priority area have commenced. The most visible deliverable is the installation of a long awaited sidewalk and guardrail at the Old Sly’s crossing. The high profile Confederation Bridge project has moved beyond the planning stage to detailed design.

Priority #2 – Housing

The Housing priority represents a mix of implementing existing programs/policy like the CIP and Housing Advisory Committee recommendations and advancing new policy development, specifically, the Official Plan (OP) update and a Housing Needs Study. The Land Needs Study was completed in 2023 and will serve as a precursor for the broader OP project.

Priority #3 – Waterfront & Downtown

Many of the items within this priority area revolve around the creation of plans or studies and all but one has been initiated. Implementation of the Community Improvement Plan in the downtown saw robust interest with leveraged investments in 12 properties in 2023. Advancement of the former water treatment plant redevelopment encountered a material setback with the structure fire that occurred in May.

Priority #4 – Infrastructure Renewal

The infrastructure priority places emphasis on asset management planning and climate protection initiatives – both have experienced marked progress in the early stages of the Plan. The Library project advanced to the construction phase with the award of the tender and work slated to commence early in 2024.

Priority #5 – New Business Attraction

Two of the 3 initiatives within this priority have completion dates that fall in the back end of the

Plan and both are actively being advanced. The business attraction plan development is on track for completion in 2024.

Priority #6 – Parks, Trails & Recreation

The suite of initiatives within this priority area will translate into tactile and visible results intended to enhance quality of life offerings in the community. There is a tremendous amount of work within the 6 initiatives with a focus on operationalizing previous plans and bringing services to life in a holistic manner.

Council has charted an ambitious plan for this term with several highly visible and transformational projects, examples include the developing a new Official Plan complete with a Transportation Master Plan, commission a new bridge on Confederation Drive, redevelop the former Water Treatment Plant on Old Mill Road, complete library building renovations, and attract high frequency inter-city rail service to Smiths Falls.

The desire to imagine what the future will look like and begin planning for it now will serve the Town well. We have gained considerable traction by planning in a longer-range manner and focusing on larger items intended to materially improve the attractiveness of Smiths Falls. The first half of 2023 was devoted to identifying corporate priorities while the second half shifted focus to implementing the suite of objectives within the new strategic plan.



| | |
|---|--|
|  | 31 full-time staff |
|  | Operated and maintained <ul style="list-style-type: none">• 69 km of roadways• 58 km of sewer mains• 61.9 km of watermain• 6 bridges |
|  | Prepared 33 Council reports |
|  | Treated <ul style="list-style-type: none">• 1,242 ML of Drinking Water• 2,736 ML of Wastewater |
|  | Produced 233.6 tonnes of fertilizer from wastewater solids |
|  | Collected 2,788.71 tonnes of residential solid waste |
|  | Diverted 587 tonnes of recyclable material from landfill |
|  | Collected 376.36 tonnes of yard waste |



Accomplishments in 2023

Catherine & Oak Street Reconstruction

The Town administered the contract for the reconstruction of Catherine and Oak Street. This major capital reconstruction project was awarded to Campbell’s Trucking Ltd. who commenced work in June 2023 and will complete the balance of works this spring. The sewer, water and roadway infrastructure had exceeded its service life and needed to be replaced. The completed works align with the Town’s initiative for infrastructure improvements such as sewer separation and installing a dedicated storm sewer, installing new PVC sanitary sewers and services that are not susceptible to ground water infiltration; ultimately reducing flows at the Water Pollution Control Plant and upgrading of roadway features which were constructed in accordance with Ontario’s current accessibility standards.

Road and Sidewalk Improvements

The following surface improvements were completed under the Asphalt, Concrete, Milling and Paving (ACMP) Capital Program:

- Milling, resurfacing and sidewalk improvements on Chambers Street from Smiths Falls Avenue to Matheson Drive and Rideau Avenue North from Chambers Street to Dufferin Street.
- Milling, resurfacing and sidewalk improvements on Jasper Avenue from Broadview Avenue to Vincent Street. A Pedestrian Crossover (PXO) was installed on Jasper Avenue at Vincent Street to provide safe pedestrian crossing to Lower Reach Park.
- Sidewalk installed on the south side of William Street East at the railway crossing for safe pedestrian crossing.
- Sidewalk installed on the north side of Old Slys Road between the Swing Bridge and Fixed Bridge to accommodate safe pedestrian movement.
- Roadway rehabilitation and sidewalk and curb installation on Alfred Street from Lombard Street to Abbott Street to create connectivity between residential neighbourhoods and Lombard Street business area.

Detailed Designs of the Water Tower

EVB Engineering were awarded the detailed design of the new Water Tower to be located on Air Care Drive. Anticipated tender for construction to be issued early spring of 2024.

Confederation Drive River Crossing Bridge

Towards Sustainable Infrastructure (TSI) Inc. were awarded the assignment to complete the detailed design for the new Confederation Drive River Crossing, anticipating construction in 2024.

Public Works Equipment

The Public Works Department purchased two 2020 fully outfitted Multihog Sidewalk Machines and ordered a fully outfitted single axle plow truck (to be received spring 2024).

2023 Wastewater Systems Capital Projects

- PLC Upgrade – Removed old outdated (non-supported) Bristol PLC’s and installed new PLC’s.
- Aeration Tanks 1 & 2 – Tank cleaning and diffuser refurbishments
- Actuator installation on raw sludge piping
- Screen upgrade project started
- Primary tank long collector and cross collector maintenance

2023 Water Systems Capital Projects

- High lift pump refurbishment
- Low lift pump refurbishment
- Filter - Granular Activated Carbon (GAC) replacement
- AquaDAF – actuator replacements
- Free chlorine analyzer replacement
- Exterior door replacement at Water Treatment Plant
- Purchase of Water Distribution valve maintenance trailer
- Zebra Mussel – intake THM reduction – chlorine dioxide system



Smiths Falls FIRE DEPARTMENT

At a Glance

2023 witnessed the end to the COVID pandemic with many restrictions being removed, this allowed the department to return to the public interactions that are so beneficial to our residents.

Fire Services

The fire department responded to 296 calls in 2023, an increase of 23 calls from 2022, the highest portion of our calls being alarm related, which represents 25% of our call volume.

A major fire occurred at 25 Old Mill Road, the former Water Treatment Plant for the Town on May 8. The extinguishment required mutual aid activation for additional aerial apparatus and pumpers from neighboring municipalities. The historic structure sustained significant damage with an estimated dollar loss of \$2.5 million dollars. Firefighters were faced with intense flames and tremendous heat and the fire was successfully brought under control with no injuries reported or damage to surrounding properties or the Rideau canal.

Mutual Aid

| | |
|---|------------------------|
| 0 | Beckwith |
| 1 | Carleton Place |
| 4 | Drummond/North Elmsley |
| 0 | Lanark Highlands |
| 2 | Montague |
| 1 | Perth |
| 1 | Rideau Lakes |
| 4 | South Elmsley |



Awarded Grants

Smiths Falls Fire Dept submitted applications for Provincial Grant funding for the implementation of the Next Generation 9-1-1 service. Both applications were approved, the following is the amount received for each application.

- Round 1 - \$560,000.00
- Round 2 - \$448,149.00

Money from these grants was used for planning and equipment to transition to NG911. NG911 also requires licencing, which was paid for with this grant. There have been other updates to our dispatch room including new desks, a new air exchanger, cabling and equipment required for NG911.



Fire Prevention Activities

| | |
|-----|--------------------------------------|
| 313 | Inspections |
| 21 | Re-inspection for compliance |
| 4 | Complaint/request inspections |
| 19 | Business licencing |
| 200 | Inspection for smoke/carbon monoxide |
| 9 | Fire investigations |
| 4 | New construction plans review |
| 9 | Fire safety plan review & approval |
| 6 | File search requests |
| 4 | Court prosecution/appearance |
| 3 | Fire Marshall orders issued |
| 18 | Public education activities |
| 3 | Hoarding |



| CALLS BY RESPONSE TYPE | CALLS |
|--|-------|
| Property fires/explosions: fire, explosion, no loss outdoor fire | 23 |
| Medical resuscitator call: accident or illness related, chest pains or suspected heart attack, CPR administered, medical aid not required on arrival, medical/resuscitator call no action required, other medical/resuscitator call | 14 |
| Other responses: assistance not required by other agency, assistance to other agencies, assistance to police, assisting other FD - automatic aid & mutual aid, call canceled on route, incident not found, other public service & other responses | 55 |
| Pre-fire conditions/no fire: other cooking/toasting/smoke/steam, other pre-fire conditions, overheat, pot on stove | 27 |
| Public hazard: CO incident, CO present, gas leak - natural & propane, other public hazard, power lines down, public hazard call false alarm, public hazard no action required, radio-active material problem, spill - gasoline, fuel or miscellaneous | 42 |
| False fire calls: alarm system equipment - accidental activation or malfunction, human accidental, malicious intent or perceived emergency, other false fire call | 74 |
| Burning: open air burning/unauthorized controlled burning | 20 |
| Rescue: other rescue, persons trapped in elevator, vehicle collision, water rescue | 17 |

Economic
**DEVELOPMENT
+ TOURISM**

Programs and Initiatives

- Continued Progress of the 2019-2025 Cultural Plan with over 50% complete/ongoing
- Creating new Visitor Map that will be available in summer 2024
- Approved 16 Special Events by local organizers
- Received 270+ responses to the Annual Visitor Survey
- 20+ Tourism Marketing Campaigns launched
- Develop of new Community and Tourism Videos will launch in 2024
- Developed Draft of the Public Arts Master Plan
- Initiated Centre St Phase 2 to develop an Area Master Plan
- Developed a Corporate Communications Policy creation of the Town Page, Economic Edge and What's Happening communications
- Supported the sale/purchase of the 1 Hershey Drive facility
- Planned and hosted 8 community events

Supported
30 new
business
opening

Fielded 41
investment
inquiries

Supported 11
successions/
expansions



Heritage House Museum

Programs & Special Events

- Paranormal Investigations / Workshops
- Old Slys Walking Tour
- St. Patrick's Day Camps
- Earth Day Event
- Trivia with 4 Degrees Brewing Company
- Backyard History Summer Day Camps
- Movies Under the Stars in Centennial Park
- Taylor Swift Paint Nights
- Rideau Artist of the Year Competition
- Pizza Night at the Heritage House
- Fall Fest
- Smiths Falls Ghost Tours
- Community Pumpkin Carving Contest
- Ghost Stories at Camp Quality in Lanark
- Haunted Heritage House
- Smiths Falls Letters to Santa
- Holiday Heritage House

Special Exhibitions

- Remarkable Women of Smiths Falls Travelling Exhibit
- Rideau Artist of the Year Showcase
- Made in Smiths Falls Exhibit
- Sincerely Smiths Falls: 100 Years of Smiths Falls Postcards
- The Girl in Blue Micro Exhibit
- Beatlemania Micro Exhibit
- Bruce Deachman: Ghosts of the Highway
- Jaymie Karn
- Annual Smiths Falls Art Show
- Holiday Heritage House – Christmas Traditions

Cultural Partnerships & Outreach

- Partnership with SFDACC
- Community Carrot Garden
- SF&D Horticultural Society Foodbank Garden Paddlefest
- Trainfest
- Bandstand Opening
- Truth and reconciliation sunset ceremony
- Canada Day
- Celebration of Lights
- Doors Open Kingston
- March of the Museums, Kingston
- Trivia with 4 Degrees Brewing Company
- Easter Egg Hunt Fundraiser for SFDCl Prom Committee
- Coollattin Canadian Connection Event



Small Business Advisory Centre

Core Services

In 2023, the Small Business Advisory Centre provided consultations in person, virtually, and by phone. They continued to offer training sessions such as webinars via Zoom while conducting ongoing Business Basics workshops in person at local employment centres. Throughout the year, they attended and spoke at various events, breakfast meetings, and networking sessions hosted by different Chambers of Commerce and Economic Development offices. Additionally, they co-hosted a career fair in Smiths Falls with other local SF organizations, attracting 400 attendees. The Centre also participated as a judge on the panel for the RL Business Awards in 2023.

- The Centre responded to 1,400 inquiries received in person, by phone, email, website inquiries, and social media messages.
- They conducted 310 consultations with businesses and potential businesses, discussing start-up, expansion, purchasing, hiring, and funding opportunities.
- The Centre hosted 24 webinars and six in-person workshops, attracting a total of 974 attendees from January to December 2023.
- As part of the Small Business Centres (SBC) Ontario network, which includes 54 Small Business Enterprise Centres (SBECS), they provided business owners with access to further e-learning opportunities.

Starter Company Plus

The Centre conducted one intake of the Starter Company Plus program in 2023, involving 12 participants. Of these, 11 successfully obtained grant funding after attending over 20 hours of in-class training, including a business plan bootcamp and other relevant business training, pitching their businesses to a grant committee, and participating in weekly group coaching sessions. The total amount of grants issued was \$55,000.

Summer Company Program

The Summer Company program had 2 student participants who received training, mentoring, and funding throughout the summer while running their own businesses. The total amount of grants issued was \$6,000.

Community SERVICES

The Community Services Department is responsible for enhancing quality of life through all municipal facilities, parks and parkland, the library, childcare centre, cemetery, building services, senior centre and County shared services.

In March of 2023 the department of Community Services welcomed their new Director Stephanie Clark. Stephanie brings a wealth of knowledge and experience in community development to the Town.

Summer Activities

The Town worked with user groups to offer soccer, baseball, basketball, pickleball and floor hockey programming throughout the summer. Our baseball diamonds saw continued heavy use for both adults and youth baseball programming. Our soccer fields were booked solid for the months of June, July & August, welcoming a significant number of residents and visitors to our fields.

Winter Activities

The Town worked with user groups and partners to offer on-ice programming which included hockey, figure skating and various skills camps.

The Town expanded drop-in programming offerings with additional public skating times ensuring that public skating was available daily. We also opened a sensory skate so those users who have sensory-based needs could also participate in our drop-in program. We also started a parent and tot skate that was incredibly well used, in addition to our regular shinny, stick and puck and school closure skates.



Parks and Parkland

Two new play structures were installed in town, one at Hyland-Corbett Park and the other downtown at Victoria Park. These play structures are the first of many accessible improvements being made to the play structures in this community.

The department began a comprehensive review of current park infrastructure to better understand where key investments in our parks and parkland needs to be made in the coming years.

Using the newly completed Parks and Recreation Master plan, the department is targeting key initiatives that will enhance not only the beauty of our community, but also the overall quality of life for residents.

Parks and Recreation Update

- The new Town Square was completed with the grand opening happening in July.
- Additional benches were installed around town.
- Forty (40) new trees were planted throughout the parks, six of these trees were planted in partnership with REAL.

Town Hall Renovations

Town Hall Phase 3 renovations was complete and Council Chambers was open to the public.

Childcare Development Centre

Thurber Street Child Development Centre was re-opened, allowing additional child care spaces to be added to the program. The Child Development Centre program and the before and after program have full enrollment making these some of the departments most popular programs.

Corporate SERVICES

The Town's Corporate Services Department focuses on corporate-wide support services, based on specialized knowledge, legislation, best practices, and technology to serve both tax payers as well as internal staff.

The Corporate Services Department is made up of a variety of services:

- Clerk's Office
- Human Resources
- Information Technology
- Finance
- Asset Management

2023 Highlights

The first in-person Committee of the Whole and Council Meeting was held on June 26th, 2023 in our newly renovated Council Chambers. This marked the first in person meeting since April 2020 and marked the implementation of the Town's updated Procedural Bylaw which permits hybrid meetings.



Licensing

| | |
|-----|-----------------------------|
| 44 | Business Licences Issued |
| 145 | Animal Tags (cats and dogs) |
| 264 | Death Registrations |
| 65 | Marriage Licences |
| 7 | Break-Open Ticket Licences |
| 9 | Raffle |
| 3 | Regular Bingo |

| | |
|---|-----|
| Freedom of Information requests completed | 7 |
| Reports presented to Council | 182 |
| By-laws passed | 110 |
| Resolutions passed | 295 |
| Council Meetings held | 24 |
| Committee of the Whole meetings held | 43 |

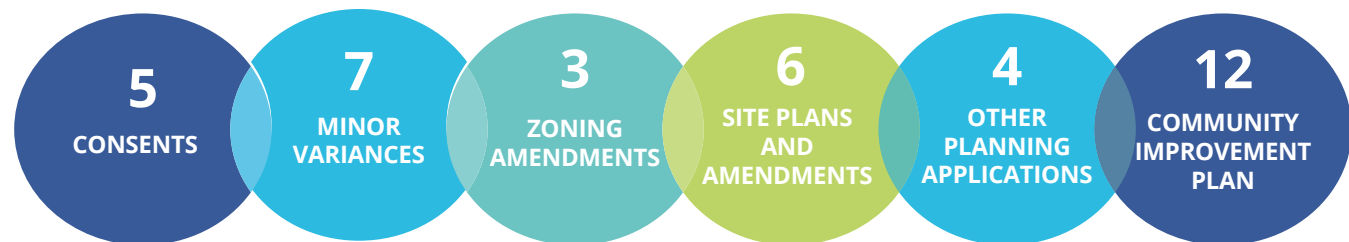
Planning SERVICES

The Planning Division is responsible for helping the community establish and implement its long-range community development plan and vision. Community planning promotes the goals of economic prosperity, community vitality, environmental responsibility as well as enriching cultural identity in a way that reflects the community while respecting provincial policy. It is based on a system that is open, accessible, timely, efficient, coordinated and accountable. The Planning Division is responsible for development review under the Planning Act; the creation and administration of land use related policies and by-laws; administration of the Community Improvement Plan; management of programs and services under the Ontario Heritage Act, and Heritage and Climate Protection planning. The planning process is governed by the Province's Planning Act. The Town's Official Plan and Zoning By-law are the daily tools we use to promote attractive and sustainable development while limiting negative impacts on people, neighbors and the environment.

Major projects which obtained planning approval in 2023 include:

- Zoning amendment approved for proposed mixed use development at corner of Main and George Street comprising two ground floor commercial and 36 residential rental units (Hammer & Nails)
- Site Plan approval for new 120-bed long term care home at 51 Pearl Street 7,385 m² (80,000 ft²) in size (Broadview Nursing Homes)

Planning Applications



- Site Plan approval for new commercial retail plaza at 143 Lombard Street comprising two units totaling 1,400 m² (15,000 ft²) (Otis Properties Ltd)
- Site Plan approval for 158 m² (1,700 ft²) addition to commercial automobile dealership building at 211 Lombard Street (Smiths Falls Nissan)

2023 Highlights:

Climate Protection Working Group established to spearhead the Town's climate action initiatives, develop emissions reduction targets and guide the development of the Climate Action Plan.

Council adoption of a new Sign By-law and Patio By-law. The Sign By-law modernizes the administration of sign permits, while the Patio By-law makes permanent many of the changes introduced during the pandemic.

Council approval of a new Land Needs Study that established population and employment projections for the next 25 years, and outlines land needs to accommodate the Town's future growth.

Successful roll-out of our new Community Improvement Plan, providing municipal funding support to façade improvements and interior improvements to downtown buildings to support their regeneration and viability and creating new attainable housing units.

Municipal Heritage Committee hosted a successful Heritage Symposium. The theme "Big Plans for Old Places" explored heritage landscapes and buildings and how their recognition helps a community develop a sense of place and unique identity.

A Parking Occupancy Study was undertaken for the Downtown Core that measured occupancy and duration to assess how this has changed since it was last measured before the redevelopment of Beckwith Street and Covid.

Building SERVICES

2023 Highlights:

| | | |
|----------------|-----------------------|----------------|
| 178 | 41,279,249 | 642,729 |
| PERMITS ISSUED | IN CONSTRUCTION VALUE | IN PERMIT FEES |

Major Projects for 2023

- 131-143 Lombard - new Marks Work Warehouse, Pet Value, Popeyes, and Wendy's
- 29 Lombard - new Domino's Pizza
- 60 Cornelia St. W. Perth & Smiths Falls District Hospital - new MRI suite
- 44 Abbott - conversion into Physiotherapy Office
- 275 Brockville - interior renovations
- Percy Street - Block of 4 one storey houses
- 44 Chambers Street - additional affordable apartment units
- 51 Pearl Street - new 128 unit Long Term Care facility
- 81 Beckwith - Library renovation
- Parkview - 63 townhouse units

Building Reserve

The Building Reserve account balance ending December 31, 2023 is projected to be approximately \$2,056,000.00.



Financial SERVICES

Financial Services is responsible for financial and accounting management including:

- Budgets
- Financial reporting
- Procurement
- Collection of taxes, water, and other revenues

Taxation

| | |
|--|--------------|
| Tax Certificates Issued | 268 |
| Final Tax Bills Mailed and Uploaded | 3,612 |
| Interim Tax Bills Mailed | 3,603 |
| Total Final Taxes Billed | \$20,349,005 |
| Total Omitted Assessments Billed | \$387,680 |
| Total Supplementary Assessments Billed | \$243,528 |
| Total Assessment Reductions Billed | \$81,103 |
| Property Ownership Changes | 576 |
| Tax Extension Agreements | 0 |

Water Billing

| | |
|-----------------------------|-------------|
| Commercial | \$1,268,031 |
| Residential | \$4,117,257 |
| Montague | \$68,181 |
| Water Hold back Letters | 60 |
| Collection Notices sent out | 342 |

Accounting

| | |
|---------------------------|-------|
| Chequing | 636 |
| Electronic Funds Transfer | 2,822 |
| Pre-Authorized Payment | 1,479 |
| Total | 4,937 |

