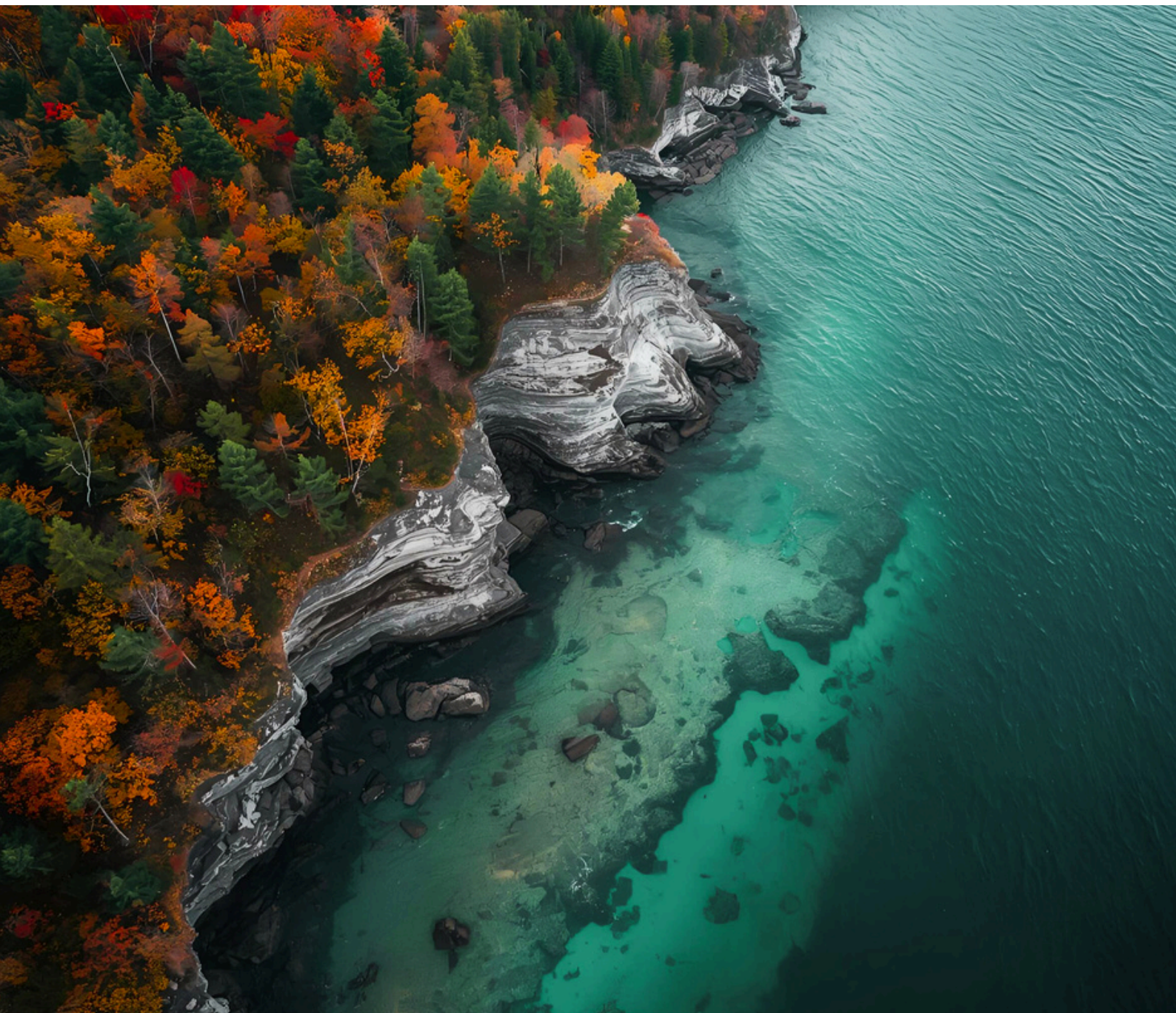




2025 - Q3 Operational Report



Public Works Department



Overview

The third quarter of 2025 (July through September) was an active and productive period for the Public Works Department, marked by sustained maintenance operations, multiple infrastructure and drainage projects, and steady landfill and waste management activity across the Municipality. With peak tourism and construction season in full effect, crews managed an increased workload while maintaining consistent service delivery standards. From July to September, the department logged a total of **224 service calls** and maintenance activities.

Infrastructure Maintenance and Repairs

Throughout the quarter, staff completed grading work due to washouts, potholes, and construction disturbances, ensuring rural roads remained passable and safe. Several culvert replacements and repairs were completed, including those on Tamarac Road and The Bury Road in July, Pedwell Point Drive and two on Warner Bay Road in August, and a further replacement on Belrose Road in September. Ongoing monitoring was undertaken on Hellyer Road, where a culvert collapse was identified, and a potential sinkhole on Belrose Road was investigated later in the month. Regular tree trimming, brushing, and chipping continued across all wards, alongside ongoing grass mowing and weed trimming. Staff also addressed 911 and street sign replacements resulting from theft and vehicle damage. In September, interlocking stone settlement along Bay and Harbour Streets in Tobermory was investigated for potential repair. Line painting operations continued through August, and crews responded to routine beaver dam blockages requiring removal.

Capital Improvement Projects

Several key capital and tendered projects advanced during the quarter. Tender PW 2025-04 for Winter Sand was opened on August 5 and awarded to Walker Aggregates in the amount of \$115,840 (excluding HST). Tender PW 2025-05 for Snow Plow services was opened on August 7 and awarded to Rydall Contracting and Terry Liverance for the 2025–2028 term. The Municipality continued coordination with OCWA on the Water and Wastewater Master Plans for Tobermory and Lion's Head, setting future servicing strategies through 2046 and beyond.

Rock clearing was also undertaken in the Copper Kettle Bridge area to extend the municipal drain. By September, the Municipality had received its winter salt supply from Compass Minerals, which was distributed and covered at all sand domes in preparation for the upcoming winter season.

Facility Management

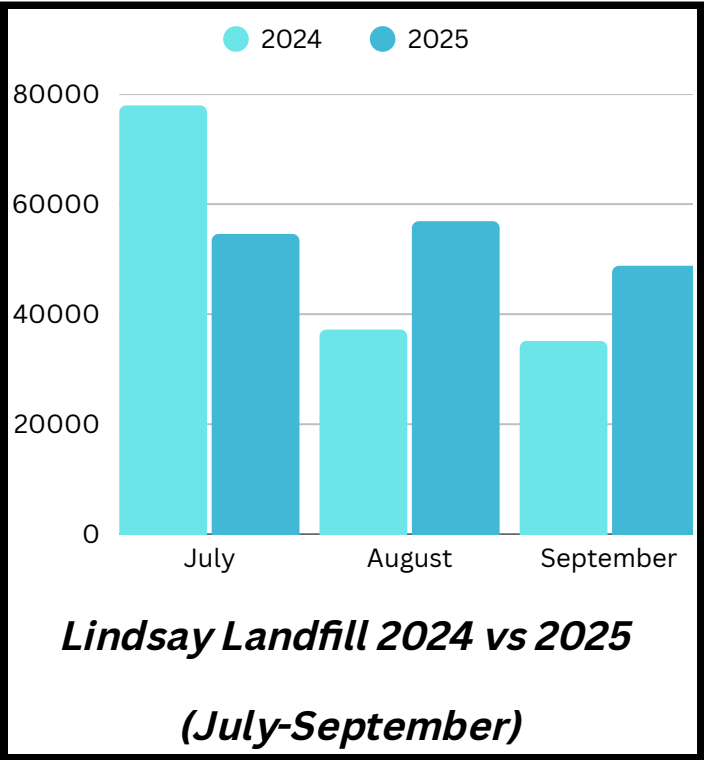
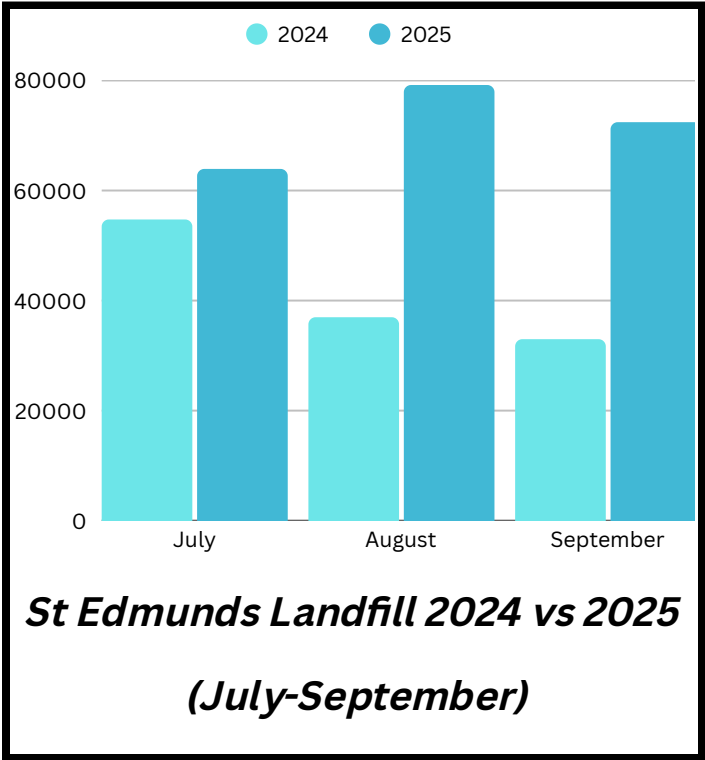
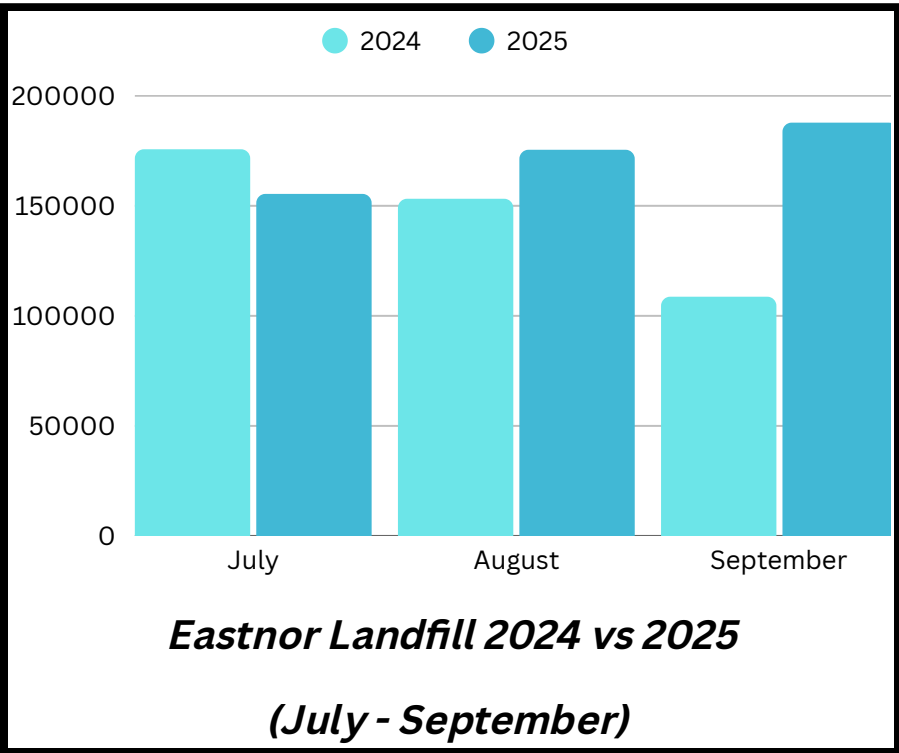
Facility and asset-related work also progressed during Q3. The Lions Head Drinking Water System Financial Plan (PW 25-18) was completed to meet legislative and financial compliance requirements. The Fern Creek Municipal Drain Cleanout (PW 25-21) was tendered and awarded in September to Collins Excavating for \$28,028.33 (excluding HST). Fencing and signage were installed at the Tobermory Gravel Pit (#4812) to improve site safety and prevent unauthorized access, including “No Trespassing” signage.

Fleet Management

Fleet maintenance activities continued throughout the quarter to ensure readiness for fall and winter operations. Krown rustproofing was completed on municipal fleet vehicles at the beginning of September as part of the department’s preventive maintenance program.

Waste Management

Landfill tonnage remained high, consistent with summer tourism and property cleanup activity. Total waste received across all landfill sites in Q3 was **437,588 kilograms**, with monthly volumes of **175,689 kg in July**, **153,202 kg in August**, and **108,697 kg in September** at Eastnor, Lindsay, and other locations combined. Eastnor accounted for 35,134 kg in September alone, while Lindsay received 72,421 kg in the same month. A community request was also received to establish a “Bottle Return Donation Station” at each landfill to support Bruce Peninsula Minor Hockey, which remains under consideration.



Fire Department



Overview

The third quarter of 2025 (July–September) was an exceptionally active period for the Northern Bruce Peninsula Fire Department (NBPFD), with eighty (80) calls for service — reflecting a continued trend of increased emergency response activity compared to the same period in 2024. The quarter was marked by two major structure fires involving local businesses, several serious motor vehicle collisions (MVCs), and a sustained increase in bush rescues associated with summer tourism activity.

Operations & Mutual Aid

NBPFD crews responded to a wide range of incidents during Q3, including fires, medical assists, water rescues, and outdoor fires.

- Eighty total calls for service were recorded in Q3 2025 (up 19% from Q3 2024).
- Mutual Aid:
 - NBPFD firefighters assisted South Bruce Peninsula (SBP) with six calls for service, including water rescues, drone support, and structure fires.
 - SBP Firefighters provided mutual aid to NBPFD on two structure fires within Northern Bruce Peninsula.

Public Education & Community Engagement

NBPFD conducted six (6) public education events during Q3 as part of its ongoing community fire prevention and safety outreach.

Activities included:

- Car seat safety clinics
- First Aid and AED presentations
- FireSmart community education session
- Participation in local parades and community events

Inspections & Prevention

A total of nineteen (19) inspections were completed in Q3 2025.

This included a mix of requested inspections, complaint-based inspections, and follow-up site visits. The proactive inspection approach continues to support compliance with fire safety regulations and mitigate risk in both residential and commercial properties.

Training & Certification

Four firefighters successfully completed Surface Water Technician certification, enhancing NBPFD's capacity for water and shoreline rescues — a critical skill set given the municipality's geography and seasonal call trends.



Building Department



Overview

During the third quarter of 2025, the Municipality of Northern Bruce Peninsula’s Building Department experienced a notable increase in overall construction activity, with total permits rising 26% compared to the same period in 2024. Growth was primarily driven by smaller-scale residential projects, including garages, sheds, and home renovations, alongside continued strength in septic system installations. While new dwelling construction saw a modest decline from the previous year, activity in commercial renovations and accessory structures remained steady, reflecting a shift toward upgrades and property improvements rather than large new builds. Permit revenues increased by 5%, supported by strong mid-range construction and servicing activity. Overall, Q3 2025 marked a productive and busy season, with September closing the quarter on a strong note.

Overall Permit Activity

<i>Year</i>	<i>July</i>	<i>August</i>	<i>September</i>	<i>Q3 Total</i>
<i>2025</i>	<i>36</i>	<i>19</i>	<i>27</i>	<i>82</i>
<i>2024</i>	<i>31</i>	<i>15</i>	<i>19</i>	<i>65</i>

Total permits increased by 26% in Q3 2025 compared to Q3 2024.

Permit Type Breakdown (2025 vs. 2024)

Residential Construction

Category	2025 (Q3)	2024 (Q3)	Trend
Garages, Carports, Sheds	15	9	+67%
Additions & Renovations	13	3	+333%
New Dwellings	9	14	-36%
Decks	5	5	Stable

Residential construction remains strong, driven by garage/shed permits and a surge in home renovation activity, while new dwelling construction dipped modestly after strong 2024 numbers.

Commercial & Institutional Construction

Category	2025	2024	Trend
New Commercial	0	1	↓
Commercial Additions/Renovations	2	0	↑
Accessory Commercial	1	1	➡Stable

Commercial work held steady overall, with a shift toward renovations and upgrades rather than new builds.

Other Permit Categories

Category	2025 (Q3)	2024 (Q3)	Trend
Septic Systems (New/Alterations)	28	21	+33%
Demolitions	3	5	-40%
Miscellaneous (Solar, Tents, Renewals)	6	2	+200%

Septic permits continue to represent a large share of overall activity, reflecting ongoing private servicing needs.

Revenue Collection

<i>Year</i>	<i>July</i>	<i>August</i>	<i>September</i>	<i>Q3 Total</i>
<i>2025</i>	<i>\$47,846.65</i>	<i>\$10,514.20</i>	<i>\$20,470.60</i>	<i>\$78,831.45</i>
<i>2024</i>	<i>\$35,745.38</i>	<i>\$9,530.21</i>	<i>\$29,646.13</i>	<i>\$74,921.72</i>

Revenue increased by 5%, despite fewer large-value new home builds.

Inspection Activity

<i>Year</i>	<i>July</i>	<i>August</i>	<i>September</i>	<i>Q3 Total</i>
<i>2025</i>	<i>153</i>	<i>103</i>	<i>149</i>	<i>405</i>
<i>2024</i>	<i>101</i>	<i>79</i>	<i>63</i>	<i>243</i>

Inspections increased by 67%. August saw a slight dip, likely tied to permit issuance slowdown, followed by a busy September push to close projects before fall.

Parks and Recreation Department



Overview

The third quarter of 2025 was an active period for the Parks, Recreation, and Facilities Department. Facility rentals, maintenance operations, capital project delivery, and senior active living programming all showed strong engagement.

Maintenance & Operations

<i>Activity</i>	<i>July</i>	<i>August</i>	<i>September</i>
<i>Safety Inspections</i>	15	6	4
<i>Work Orders Completed</i>	20	19	9
<i>Maintenance Activities</i>	5	19	20
<i>Capital Projects Completed</i>	9	3	5

Capital Improvement Projects

Capital projects from the approved 2025 budget were implemented successfully:

- Cold Climate Heat Pumps installed at the Tobermory Community Centre and Municipal Administration Office.
- Rotary Hall received new front windows improving efficiency and accessibility.
- Lions Head Tennis and Pickleball Courts were completed and opened to the public.

These upgrades support long-term sustainability, accessibility, and operational efficiency goals.

Facility Usage & Rentals

<i>Facility</i>	<i>July</i>	<i>August</i>	<i>September</i>	<i>Total 2025 Q3</i>	<i>Trend</i>
<i>Lion’s Head CC/Arena</i>	31	32	42	105	+38%
<i>Tobermory CC</i>	16	14	24	54	<i>Slight Decrease</i>
<i>Rotary Hall</i>	3	4	4	11	<i>Stable</i>
<i>Ferndale Info Centre</i>	2	5	0	7	<i>Stable</i>
<i>Ferndale Ball Diamond</i>	23	21	0	44	+29%
<i>Stokes Bay CC</i>	12	9	7	28	—
<i>Special Events</i>	3	4	4	11	

Summary:

Over 10,000 facility visits were recorded, with strong participation in museum programs, high seasonal attendance at parks and beaches, and robust transient activity at both harbours and campgrounds. The Senior Active Living Centre programs operated at full capacity with waitlists and high satisfaction ratings, while volunteers contributed more than 500 hours toward museum and heritage initiatives. Safety and compliance remained a priority through ongoing inspections and staff training, and sustainability efforts advanced with new heat pump installations and energy-efficient upgrades. Positive community feedback on waterfront enhancements, cultural programming, and facility improvements highlighted growing resident and visitor satisfaction.

Overall, Q3 marked a highly productive period, with a 26% increase in facility usage, major capital achievements, and record participation that underscored the department’s commitment to accessibility, efficiency, and community well-being.

Information Technology



Overview

Q3 2025 demonstrated strong growth in community engagement, digital reach, and technology modernization. The Municipality's communications channels experienced significant increases in traffic and public participation, particularly through paid advertising and interactive projects.

At the same time, several major technology infrastructure upgrades were completed to improve reliability, security, and efficiency across municipal operations.

Communications Metrics Summary

<i>Platform / Channel</i>	<i>July</i>	<i>August</i>	<i>September</i>
<i>Let's Talk NBP</i>	<i>72</i>	<i>270</i>	<i>616</i>
<i>Newsletter Traffic</i>	<i>1,766</i>	<i>1,323</i>	<i>1,477</i>
<i>QR Code Scans</i>	<i>343</i>	<i>601</i>	<i>90</i>

Key Insight: The largest spikes in engagement came from parking-related digital materials, indicating residents and visitors are adapting well to online tools and video-based communication.

Website & Social Media Analytics

Channel	July	August	September
Website Traffic (Visits)	43,669	51,543	26,007
Facebook Reach	496,047	86,639	53,506
Instagram Reach	3,768	19,781	2,669

The third quarter of 2025 saw strong digital and technology performance across the Municipality. Facebook continued to be the most effective communication platform, with paid advertising generating up to six times more impressions during peak tourism months, while Instagram engagement rose around key community events. Website traffic surpassed 120,000 visits, underscoring its role as a central information hub for residents and visitors. Newsletter engagement remained steady, peaking during emergency and community updates, and public participation through Let’s Talk NBP grew sharply with several major consultations underway. On the IT front, the Municipality completed its Accessibility Audit and began implementing improvements, enhanced facility security through new camera installations, and successfully transitioned to a new managed IT provider, resolving over 50 service tickets in the first month. Connectivity and hardware upgrades across remote sites further improved staff access, while system updates ensured compliance, reliability, and future readiness.

Finance Department



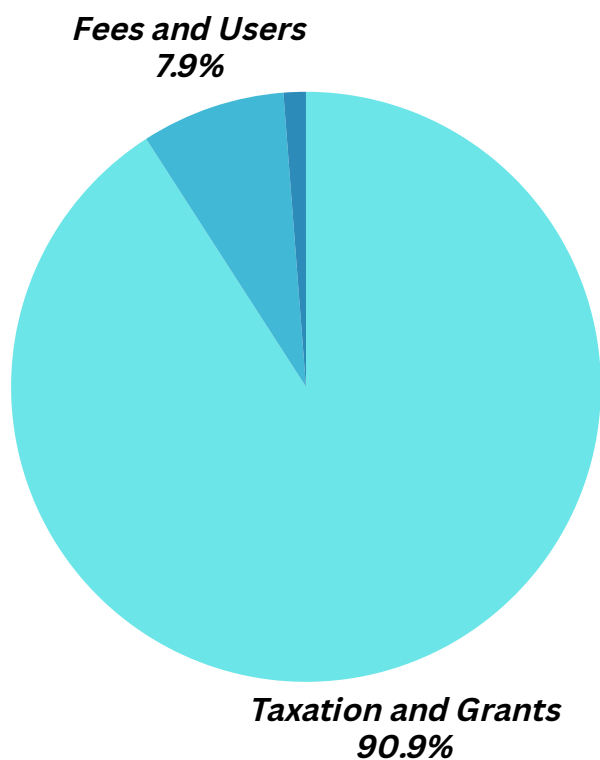
Revenues are tracking above forecast, expenditures remain within budget expectations, and cash reserves are healthy. The final property tax installment was due September 30, 2025.

Year-to-Date Revenue by Source

<i>Revenue Source</i>	<i>Amount (CAD)</i>	<i>% of Total Revenue</i>
<i>Property Tax Billing</i>	<i>\$20,210,769</i>	<i>74.3%</i>
<i>Federal PILTs (Payments in Lieu of Taxes)</i>	<i>\$1,268,748</i>	<i>4.7%</i>
<i>Provincial PILTs</i>	<i>\$198,000</i>	<i>0.7%</i>
<i>OMPF (Ontario Municipal Partnership Fund)</i>	<i>\$970,800</i>	<i>3.6%</i>
<i>Penalty & Interest on Taxation</i>	<i>\$230,000</i>	<i>0.8%</i>
<i>Bank Interest / Investment Income</i>	<i>\$304,890</i>	<i>1.1%</i>
<i>STA (Short-Term Accommodation) Registrations</i>	<i>\$272,700</i>	<i>1.0%</i>
<i>Building Permits</i>	<i>\$115,822</i>	<i>0.4%</i>
<i>Harbour Fees</i>	<i>\$1,244,908</i>	<i>4.6%</i>
<i>Campground Revenues</i>	<i>\$122,175</i>	<i>0.4%</i>
<i>Municipal Accommodation Tax (MAT)</i>	<i>\$214,952</i>	<i>0.8%</i>

Total Year-to-Date Revenue: \$24,953,764

Revenue Composition



Taxation remains the primary funding source, but user-fee and tourism-based revenues continue to contribute to the operating budget, reducing reliance on tax increases.

In summary, the Municipality of Northern Bruce Peninsula remains in a strong and stable financial position as of Q3 2025. Operating and capital expenditures are well within approved limits, revenues continue to exceed projections, and cash reserves remain healthy with no need for short-term borrowing. Debt levels are stable and declining, with the OSIFA loan on track for repayment in 2027, and all investments remain compliant with municipal policy. Financial reporting, internal controls, and policy adherence continue to ensure transparency and accountability across departments. With the implementation of the Questica Budget software underway to enhance forecasting and long-term planning, the Municipality is well-prepared to maintain fiscal balance through year-end and into the 2026 budget cycle.

Clerk Department



Overview

The third quarter of 2025 (July–September) was a busy and productive period for the Corporate Services Department, encompassing operations, licensing, by-law enforcement, parking management, and planning services. Key activity areas included strong seasonal by-law and parking enforcement, ongoing Freedom of Information (FOI) processing, continued Short-Term Accommodation (STA) licensing, and stable Council and Committee operations through the summer session.

Operations

Category	July 2025	August 2025	September 2025
Council & Committee Meetings	5	4	5
Freedom of Information (FOI) Requests	0	1	2
Ethics & Conflict Compliance	0	0	0
Licences (Lottery & Marriage)	3	1	0
Civil Ceremonies	2	2	1
Cemetery Services – Burials	5	4	5
Plot Sales (Eastnor / Stokes Bay)	–	–	4

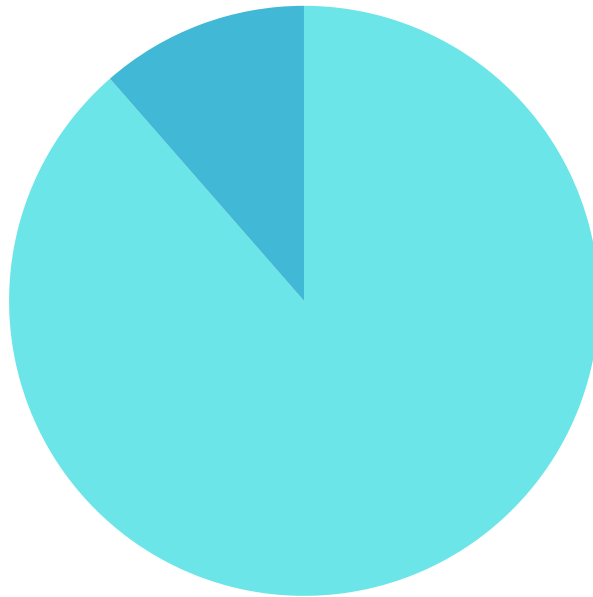
By-law Enforcement & Parking Operations

Metric	July	August	September	2025 Q3 Total
Parking Reservations	3,915	3,866	1,642	9,423
Admissions (Paid Parking Entries)	12,988	12,967	4,438	30,393
Shuttle Reservations	218	117	20	355
Parking Enforcement (Tickets Issued)	488	467	57	1,012
Tickets Reviewed / Appeals	70	52	39	161
Parking Pass Revenue	\$90,012	\$90,359	\$34,626	\$214,998
Vehicles Redirected (All Sites)	5,937	11,526	1,540	19,003

Paid parking and shuttle programs continue to deliver strong revenue performance and maintain high levels of compliance across key tourist areas. Ongoing vehicle redirection efforts at Big Tub, Little Cove, and McCurdy have proven effective in reducing roadside congestion and improving overall public safety. Additionally, ticket revenues and appeal volumes demonstrate consistent and effective enforcement, reflecting a well-managed and responsive parking program.

Compliance & Complaints

Property Standards
11.4%



Residential Complaints
88.6%

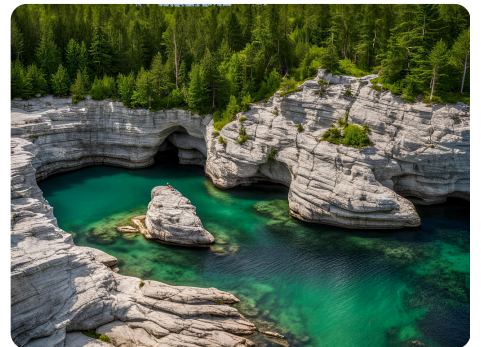
Highlights



14 meetings held; FOI and licensing



Over 19,000 vehicle redirections, improved compliance, and \$270K in revenue generated.



26 new STA licences and 113 renewals processed; 8 planning applications completed.