



Legislative Services

1st Quarter Report

Year: 2025

Recommendation:

THAT the Legislative Services Department's 2025 1st Quarter Report **BE RECEIVED** for information.

Legislative Services KPI's:

| 2025 - Vital Statistics | Q1 |
|--|----|
| Marriage Licences Issued | 3 |
| Civil Marriage Ceremonies Performed | 1 |
| Commissions: | |
| Pension Certificates | 6 |
| Cemetery Documents | 0 |
| Planning Applications | 8 |
| Planning Applications (other municipalities) | 1 |
| Statement of Conscience or Religious Belief | 2 |
| Affidavit of Service | 2 |
| Statement of Arrears | 2 |
| Vehicle Transfers | 1 |
| Other | 1 |

| 2025 Freedom of Information Requests | Q1 |
|---|----|
| Requests received & completed within 30 days | |
| Requests received & required extension of time | 1 |
| Requests considered frivolous | |
| Requests refused based on legislative exclusion | |
| Requests not completed at this time | |
| Requests under appeal | |
| Total Requests received YTD | 1 |

| 2025 - By-law Enforcement | Q1 |
|---|-----------|
| Animal Control | |
| Dog Complaints Received | 1 |
| Dangerous Dog Orders Issued | 0 |
| Dog Fines levied | 0 |
| Kennel Licences Issued | 5 |
| Property Standards Complaints Received | 7 |
| Validated Complaints | 6 |
| Resolved without orders | 1 |
| Orders Issued | 0 |
| Other By-law Complaints Received (non- property standards) | 7 |
| Validated Complaints | 7 |
| Resolved | 5 |
| Zoning Complaints Received | 8 |
| Validated Complaints | 8 |
| Resolved without notices | 8 |
| Zoning Notices Issued | 3 |
| Prosecutions for Zoning infractions | 0 |

| 2025 - Licences | Q1 |
|--|-----------|
| Lottery Licences Issued | |
| Raffle | 4 |
| Bingo | 0 |
| Lottery Eligibility Applications | 2 |
| Kennel Licences Issued | 5 |
| Refreshment Vehicle Licences Issued | 0 |
| Municipally Significant Event Designation Applications | 0 |

| 2025 Customer Service Stats | Q1 |
|---|-----------|
| Municipal Office | |
| Counter Service | 749 |
| Phone Calls | 539 |
| Thorndale Community Centre (3 days a week) | |
| Counter Service | 81 |
| Phone Calls | 25 |

Council and Committees:

Meetings held in 1st Quarter of 2025:

Council:

- January 13, 2025
- January 27, 2025
- February 10, 2025
- February 24, 2025
- March 24, 2025

Committee Meetings:

- Accessibility and Inclusivity Advisory Committee – January 7, 2025
- Active Living Centre Advisory Committee – January 24, 2025
- Environmental Advisory committee – February 4, 2025
- Sports Wall of Fame Committee – February 11, 2025
- Thames Centre Special Events Committee – February 12, 2025
- Economic Development Advisory Committee – February 27, 2025
- Accessibility and Inclusivity Advisory Committee – March 3, 2025
- Local School Advisory Committee – March 19, 2025

Other Activities:

- Presented three new records management policies to Council – Access to Records and Protection of Personal Privacy, Privacy Breach and Routine Disclosure/Active Dissemination
- Hired new By-law Compliance Officer, Keith Arnold
- Working with IT to implement a more cost-effective way to use digital signatures, which will save the Municipality thousands per year
- Prepared for upcoming Council meeting in Thorndale on April 7 (ordering IT equipment, etc.)
- Department absorbed the Cemetery function – now provides customer service for arranging interments, selling lots, memorialization, general inquiries, issuing burial permits, etc.
- Working on updating the Refreshment Vehicle by-law
- Provided Records Management training sessions for all individual departments

Strategic Plan Link:

Pillar: *Community Communications & Engagement*

Goal: *Increase communications between the municipality (Council and Staff) and the public*

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