

2024

# YEAR-IN REVIEW

February 25, 2025



Callander

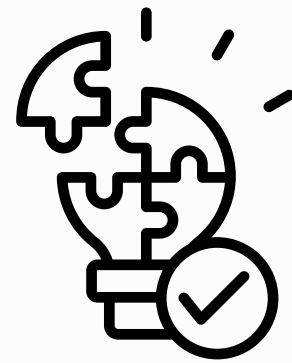
ONTARIO

*Four Seasons of Reasons*

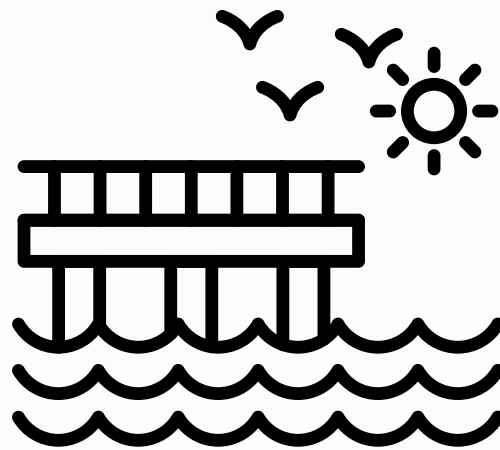


# STRATEGIC PLAN ACCOMPLISHMENTS

Reviewed All Plans and Strategies and created one-cohesive document, the 2025-2028 Strategic Plan, and the Panoptic Toolkit, to guide future decision-making at Council.



Review of Sewer User Fees in East Ferris  
Fall Clean Up  
Cemetery By-law Update  
Updated Health and Safety Policy  
Introduced a Shared Service Agreement for CBO Back-Up  
MOU with the Library  
Procured Benefit Providers  
Improved Budget Deliberations & Delivery  
Introduced Videos and Education on Complex Issues



**Waterfront Place** -  
site plan developed,  
move forward in 2025



Introduced an Online  
Booking Software

Created a Vacant  
Land Inventory



**Operations Building** -  
site location selected,  
architectural  
renderings established,  
moving forward in 2025



Implemented Several Aspects  
of the Housing Action Plan

## CARRIED INTO 2025

Fire Service Delivery Model

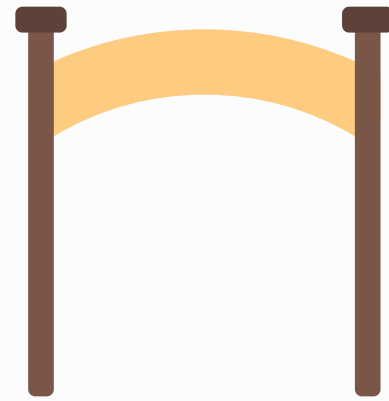
Purpose & Intent of Museum and Art Gallery

Removing Restrictions for Overnight Mooring at Docks

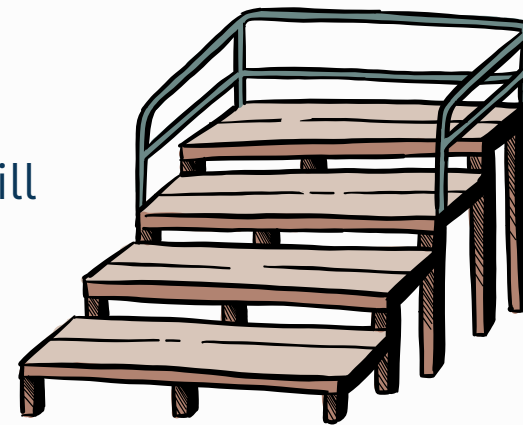
Official Plan & Community Improvement Plan on hold due to Provincial Updates to Planning Policy

# CAPITAL PROJECTS

Gateway Sign at Highway 11N

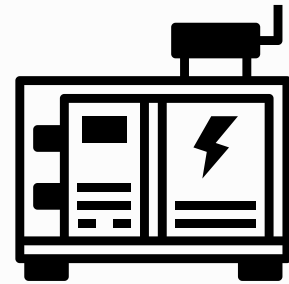


New Bleachers at Bill Barber Rink

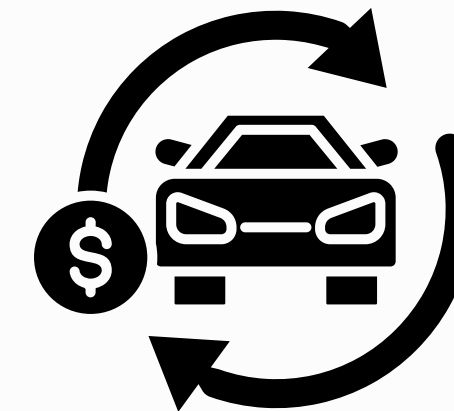


Public Washroom & Shower Facility at Docks

New Generator for Emergency Management



New Roof at Bill Barber Rink



Capital Asset Management - Vehicle Replacement

## Road Infrastructure Projects

- Main Street South
- Golf Course Road
- Driveway at Main Office



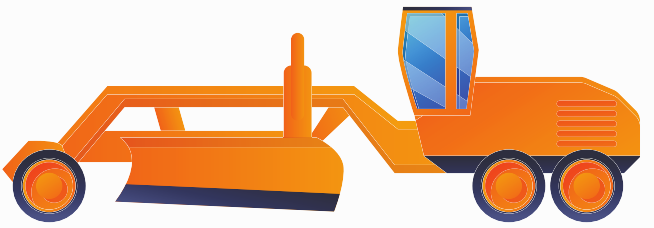
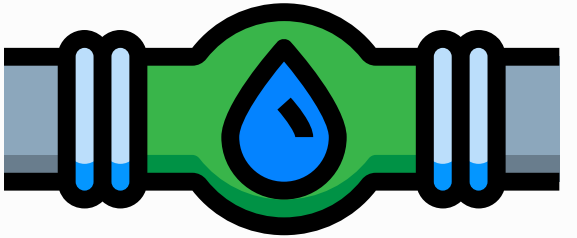
Major Splash Pad Repairs

Wildfire Portable Pump for Fire Services

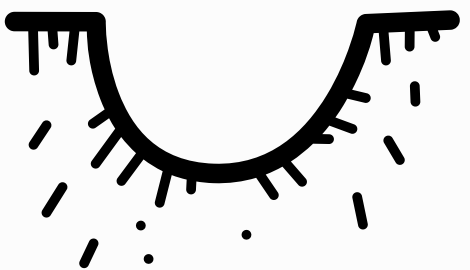


# OTHER INFRASTRUCTURE PROJECTS

21 culvert replacements



KM of road grading



**Ditching:**

Hill Siding, View, Latour, Byers



Walking Path Sealed and Other Aesthetic Improvements to Parks

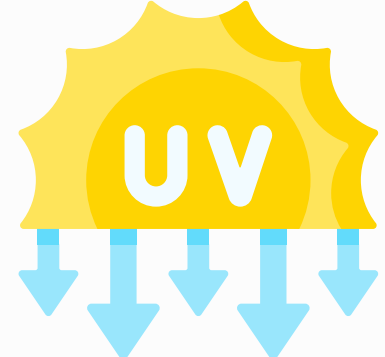


Planted 4 Trees at Centennial

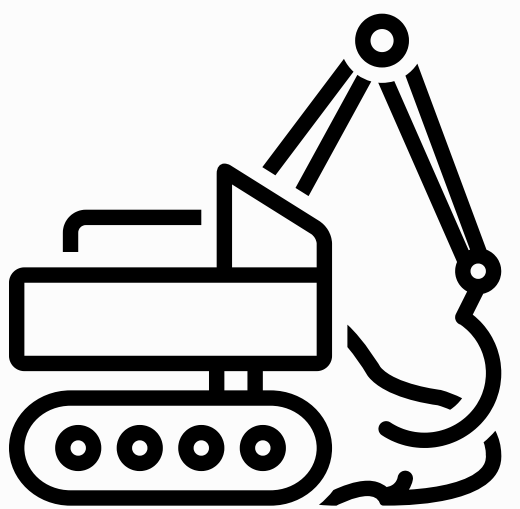


**Tree Brushing:**

Hills Siding, Latour, Waltonian, Sunrise Bay, Byers Road

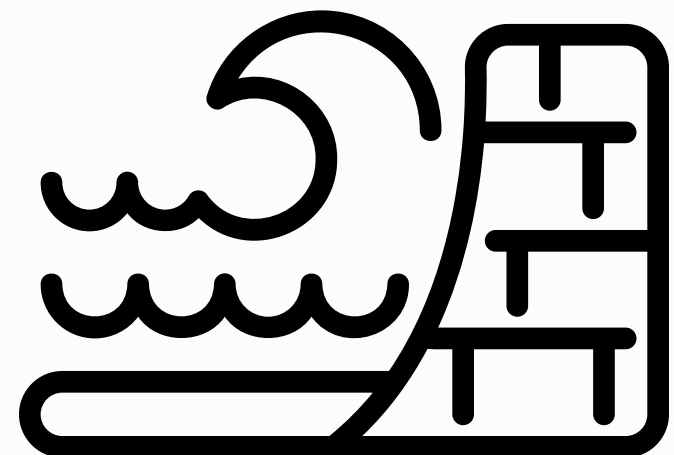


New Water Treatment System at South Shore

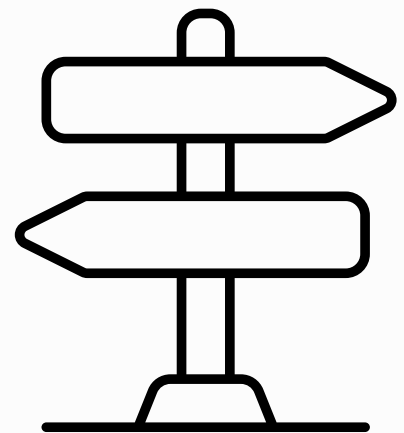


**Safety Inspections & Plates Renewed**

Major Repairs: Brushing head rehabilitation, tire replacement on grader, hydraulic issues with various equipment



Installed Temporary Break Wall



**New Signage:**

Cranberry Trail, Added No Parking Signs and Completed Maintenance Replacements

# OUR COUNCIL & CORPORATE SERVICES



## Held 29 Meetings

21 Regular Meetings  
8 Special Meetings



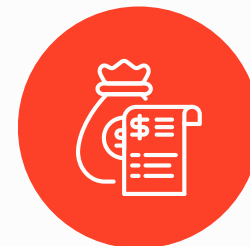
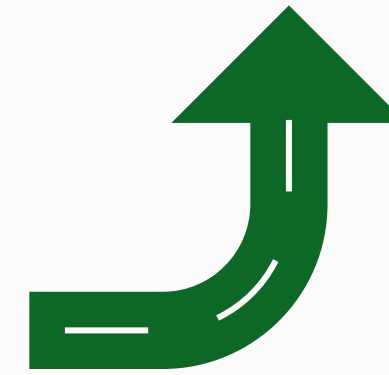
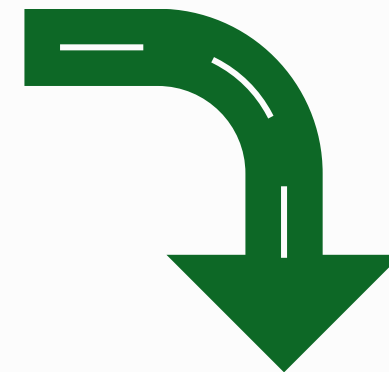
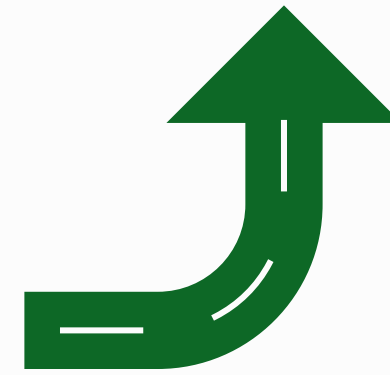
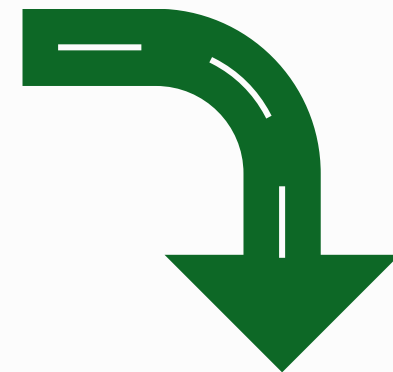
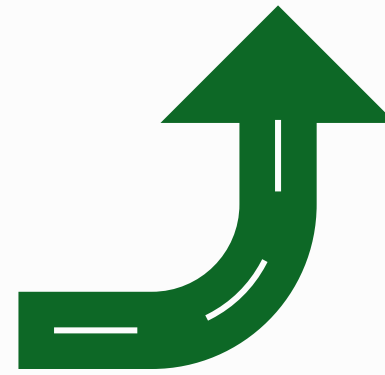
## Passed 417 Resolutions

Resolutions direct staff to implement decisions of Council



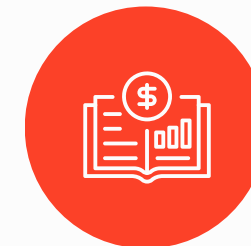
## Adopted 71 By-laws

This includes new and replacement by-laws, up from 66 in 2023, 40 in 2022 and 17 in 2021.



## 15 MFIPPA Requests

Processed 15 MFIPPA requests, submitted majorly by 1 member of the public, greatly impacting staff resources in the Clerk's Department. 8 remain outstanding and have been carried into 2025. 9 of the MFIPPA requests previously submitted have been appealed.



## 20 Policy Updates

Policy updates continue to play a pivotal role in ensuring the direction to staff from Council remains in line with the Strategic Plan. In 2023, there were 17 policy documents created/updated. In 2022, there were only 9.

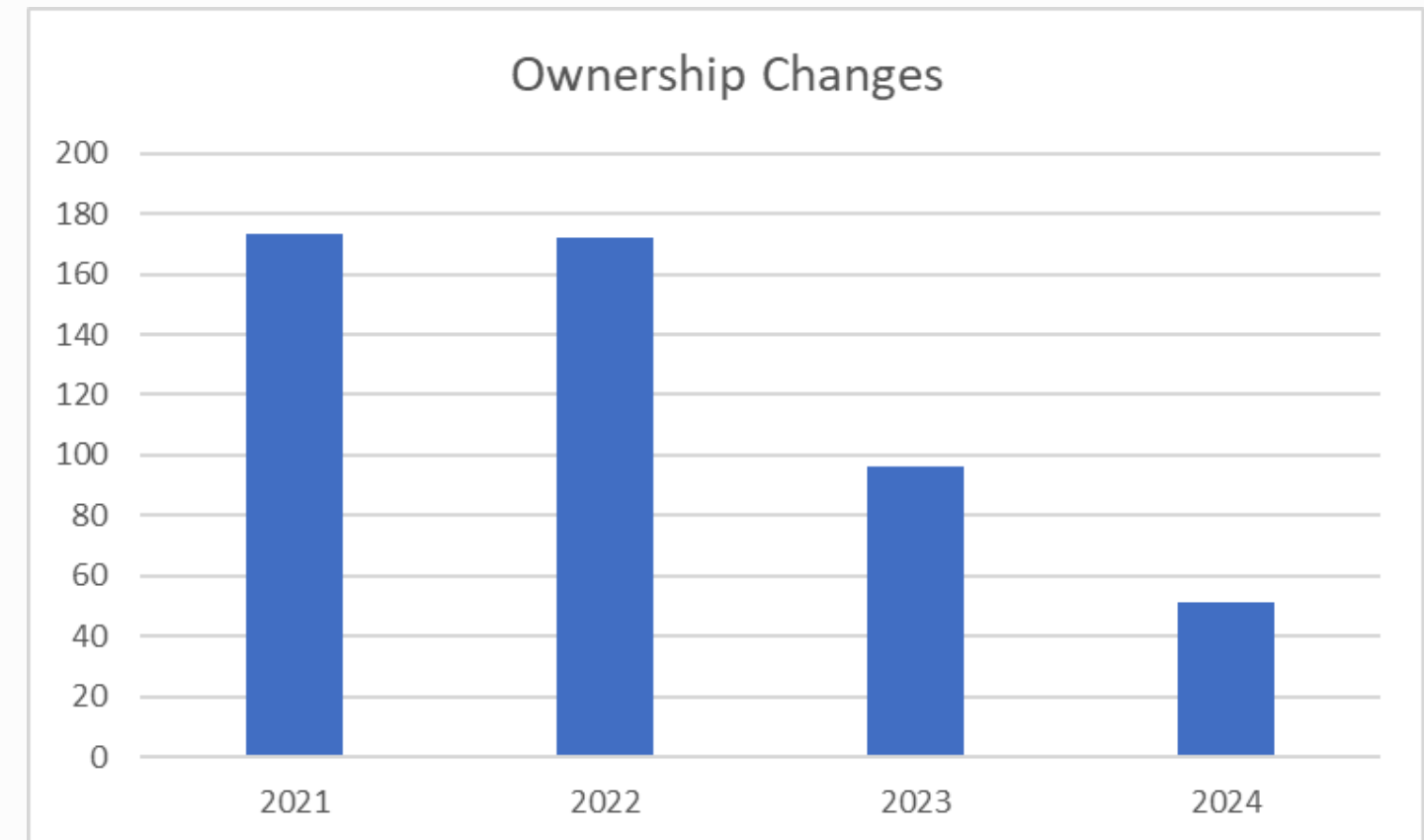


# ADMINISTRATION AND CORPORATE SERVICES

Annual Reporting for 2024				
<b>Policy Update</b>	<b>2024 Annual</b>	<b>2023 Annual</b>	<b>2022 Annual</b>	<b>2021 Annual</b>
New or replacement - adopted	20	17	9	9
Amendments - adopted	10	4	1	4
Draft in Process	0	4	3	N/A
<b>Council Meetings</b>	<b>2024 Annual</b>	<b>2023 Annual</b>	<b>2022 Annual</b>	<b>2021 Annual</b>
Regular (includes CoW)	21	22	25	24
Special (Includes Stat.Public)	8	9	11	17
Resolutions	417	514	516	396
Consent agenda motions*	189	137	182	167
<b>By-laws Passed</b>	<b>2024 Annual</b>	<b>2023 Annual</b>	<b>2022 Annual</b>	<b>2021 Annual</b>
New/replacement by-laws	71	66	40	17
Amendments to existing by-laws (includes zoning)	20	30	22	14
Confirmatory By-laws	12	12	16	12
<b>Commissioning</b>	<b>2024 Annual</b>	<b>2023 Annual</b>	<b>2022 Annual</b>	<b>2021 Annual</b>
Commissioning Documents (external only - no planning aps, etc.)	24	22	22	14
Certifying copies	1	2	0	2
<b>MFIPPA (FOI) Requests</b>	<b>2024 Annual</b>	<b>2023 Annual</b>	<b>2022 Annual</b>	<b>2021 Annual</b>
New requests received	15	7	13	3
Requests completed/withdrawn	7	6	11	3
Appeals commenced**	9	5	2	0
Appeals resolved or withdrawn	3	0	0	3
<b>Lottery Licences</b>	<b>2024 Annual</b>	<b>2023 Annual</b>	<b>2022 Annual</b>	<b>2021 Annual</b>
New licences issued	5	6	12	2
Extensions issued	1	0	3	3
<b>Social Media &amp; Communications</b>	<b>2024 Annual</b>	<b>2023 Annual</b>	<b>2022 Annual</b>	
New Facebook Followers	754	692	556	
New Instagram Followers	228	252	120	
Total Twitter Followers	44	45	8	
New VoyentAlert Subscribers	51	148	449	
Total Newsletter Subscribers	181	69	0	

## Annual Reporting 2024

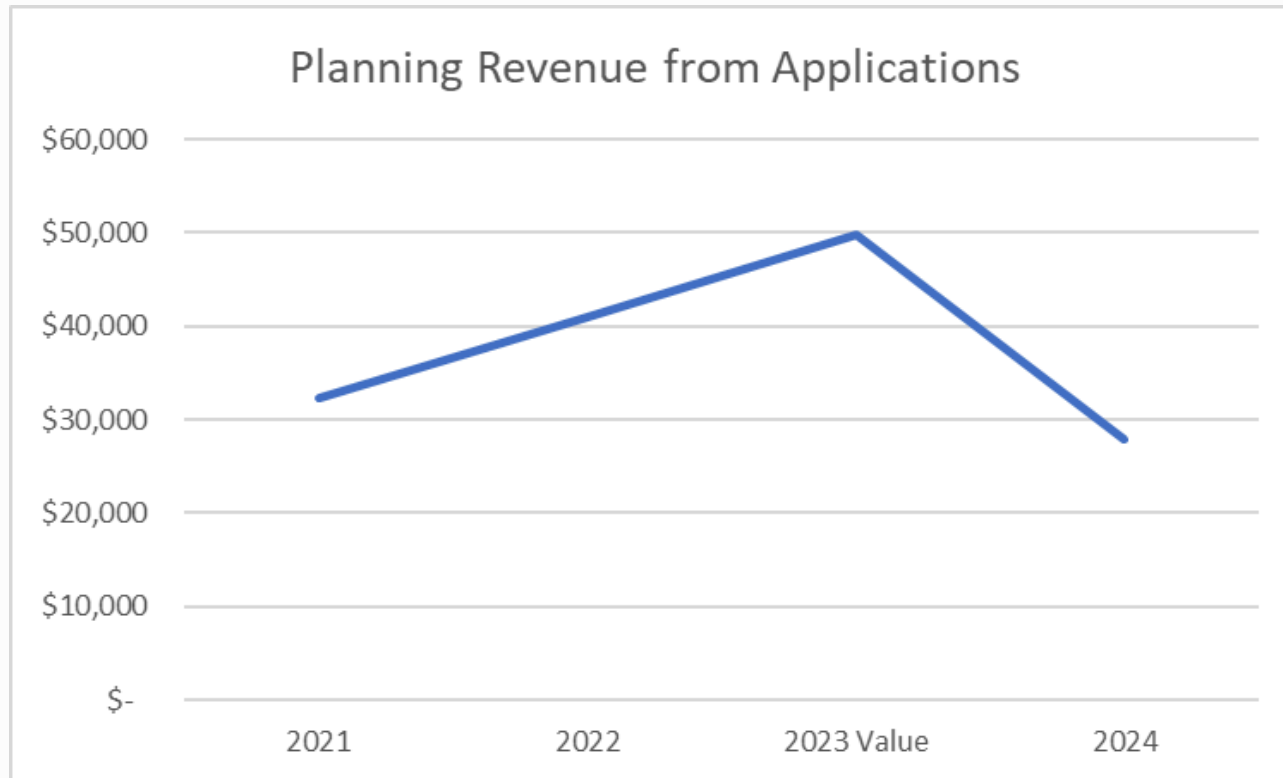
Treasury Statistics	2024 Annual	2023 Annual	2022 Annual	2021 Annual
Additions to PAP	88	67	112	92
Ownership Changes	51	96	172	173
Accounts Payable Invoices	2589	2367	3074	2490
Tax Certificates	80	60	78	77
Water Work Orders-Completed	48	34	67	69



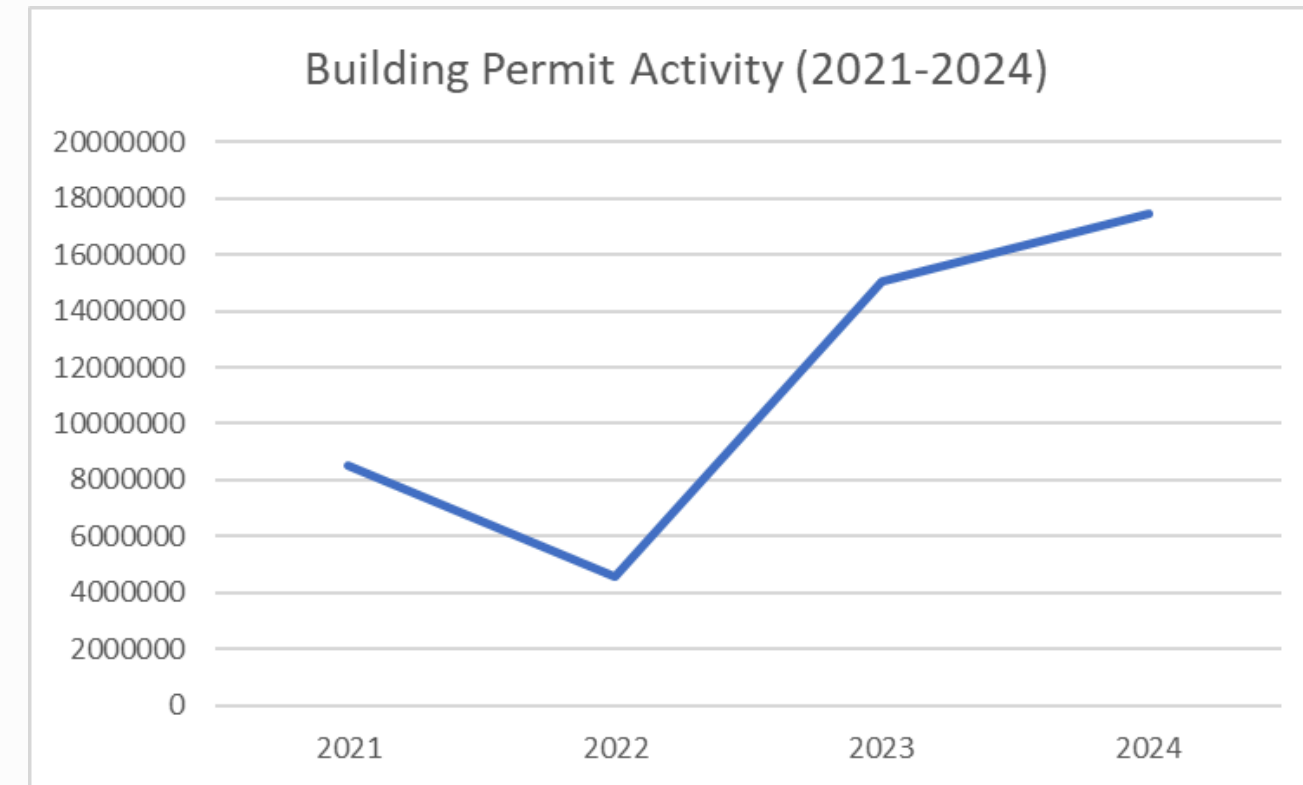
Seeing less people selling homes in Callander than in the last three years. The spike in 2021-2022 is likely attributed to the COVID-19 Pandemic and the reductions in 2023 and 2024 is likely attributed to interest rates rising.

# DEVELOPMENT IN CALLANDER

In 2023, Council adopted a Housing Action Plan, which involved eliminating Development Charges, modifying language in the Zoning By-law and Official Plan to make it easier for more housing to be constructed.



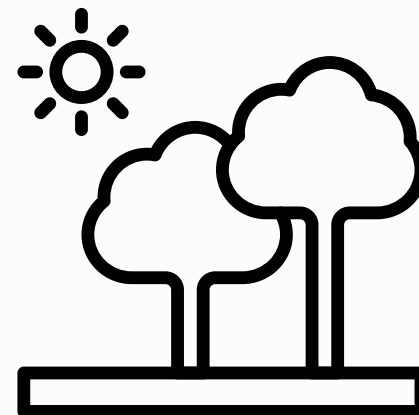
- Less planning applications, specifically Official Plan and Zoning By-law Amendment applications, due to the housekeeping amendments undertaken in 2024. This was a directive from the Housing Action Plan, to reduce “red tape” associated with development.



- Increase in development due to two key subdivisions coming online:
  - Masson Lane (Osprey Development)
  - Beau Valley
- Changes to Zoning By-law, allowing rural severance applications, has also resulted in additional rural development.
- Elimination of Development Charges in 2023, also assisted in spearheading development.

# DEVELOPMENT IN CALLANDER

Annual Reporting 2024								
Meetings	2024 Number	2024 Value	2023 Number	2023 Value	2022 Number	2022 Value	2021 Number	2021 Value
Committee of Adjustment	9	\$ -	9	\$ -	3	\$ -	6	\$ -
Other (OP Housekeeping)	1	\$ -	1	\$ -	n/a	\$ -	n/a	\$ -
Planning Applications	2024 Number	2024 Value	2023 Number	2023 Value	2022 Number	2022 Value	2021 Number	2021 Value
Deeming By-laws	0	\$ -	0	\$ -	1	\$ 300	3	\$ 1,800
Zoning Amendments	4	\$ 4,800.00	6	\$ 6,000.00	4	\$ 4,800	5	\$ 4,000
Site Plan Control Agreements	1	\$ 850.00	2	\$ 850.00	6	\$ 2,850	6	\$ 5,000
Minor Variance	6	\$ 5,400.00	7	\$ 6,300.00	7	\$ 6,300	6	\$ 4,800
Consent	30	\$ 13,900.00	17	\$ 11,600.00	11	\$ 11,500	13	\$ 10,200
Subdivision/Condominiums	0	\$ -	0	\$ -	1	\$ 3,915	0	\$ -
Official Plan Amendments	0	\$ -	1	\$ -	0	\$ -	0	\$ -
Combined Shore Closure/SPCA APP	0	\$ -	0	\$ -	1	\$ 960	3	\$ 3,500
Concurrent ZBLA and OPA	1	\$ 2,000.00	3	\$ 24,750.00	1	\$ 10,010	1	\$ 2,000
Other	2024 Number	2024 Value	2023 Number	2023 Value	2022 Number	2022 Value	2021 Number	2021 Value
Zoning Analysis	13	884	6	\$ 260	7	\$ 280	24	\$ 960
Letters of Violation/Compliance	0	0	3	\$ -	9	\$ -	10	\$ -
<b>TOTAL</b>	<b>65</b>	<b>\$ 27,834</b>	<b>55</b>	<b>\$ 49,760</b>	<b>99</b>	<b>\$ 40,915</b>	<b>77</b>	<b>\$ 32,260</b>



Due to change in rural severance policies, the Municipality received **\$21,000** in parkland dedication revenue.



# DEVELOPMENT IN CALLANDER

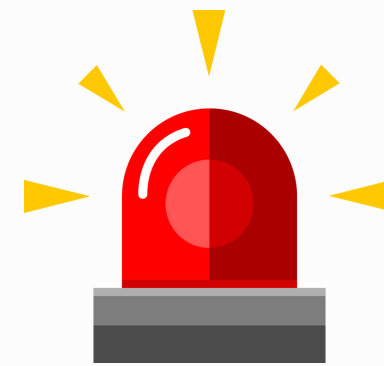
BUILDING STATISTICS	2021		2022		2023		2024	
	Number	Value	Number	Value	Number	Value	Number	Value
<b>Residential</b>								
New Build	7	\$ 5,300,000	5	\$ 3,114,500	19	\$ 13,515,500	21	\$ 13,592,193
Renovation/Alteration	11	\$ 544,281	11	\$ 381,000	8	\$ 331,000	11	\$ 495,000
Addition	6	\$ 304,000	8	\$ 386,000	4	\$ 176,123	1	\$ 35,000
New Accessory	7	\$ 188,528	11	\$ 664,640	7	\$ 590,933	4	\$ 124,600
Demolition	2	\$ 15,000	3	\$ 42,000	4	\$ 17,000	6	\$ 86,000
<b>TOTAL</b>	<b>33</b>	<b>\$ 6,351,809</b>	<b>38</b>	<b>\$ 4,588,140</b>	<b>42</b>	<b>\$ 14,630,556</b>	<b>43</b>	<b>\$ 14,332,793</b>
<b>Commercial</b>								
New Build	2	\$ 1,475,000	0	\$ -	2	\$ 350,000	0	\$ -
Renovation/Alteration	1	\$ 506,000	1	\$ 5,000	3	\$ 74,000	2	\$ 760,000
Addition	1	\$ 45,000	0	\$ -	0	\$ -	0	\$ -
New Accessory	0	\$ -	0	\$ -	1	\$ 10,000	0	\$ -
Demolition	1	\$ 20,000	1	\$ 8,000	0	\$ -	2	\$ 60,000
<b>TOTAL</b>	<b>5</b>	<b>\$ 2,046,000</b>	<b>2</b>	<b>\$ 13,000</b>	<b>6</b>	<b>\$ 434,000</b>	<b>4</b>	<b>\$ 820,000</b>
<b>Government/Institutional</b>								
New Build	0	\$ -	0	\$ -	0	\$ -	2	\$ 1,897,500
Renovation/Alteration	1	\$ 95,000	0	\$ -	0	\$ -	2	\$ 405,500
Addition	0	\$ -	0	\$ -	0	\$ -	0	\$ -
New Accessory	0	\$ -	0	\$ -	0	\$ -	0	\$ -
Demolition	0	\$ -	0	\$ -	0	\$ -	0	\$ -
<b>TOTAL</b>	<b>1</b>	<b>\$ 95,000</b>	<b>0</b>	<b>\$ -</b>	<b>0</b>	<b>\$ -</b>	<b>4</b>	<b>\$ 2,303,000</b>
<b>TOTAL</b>	<b>39</b>	<b>\$ 8,492,809</b>	<b>40</b>	<b>\$ 4,601,140</b>	<b>48</b>	<b>\$ 15,064,556</b>	<b>51</b>	<b>\$ 17,455,793</b>

# FIRE AND EMERGENCY SERVICES



**26** Volunteer Fire Fighters

**4.63** Average Number of Personnel at Call



1,004  
Personnel  
Hours

1,808 hours of training on structural and wildland firefighting, auto extrication, ice rescue and more

\$14,000 in loss  
resulting from Fire  
in 2024

56% of calls are Medical Calls

15% of calls are Motor Vehicle Collisions

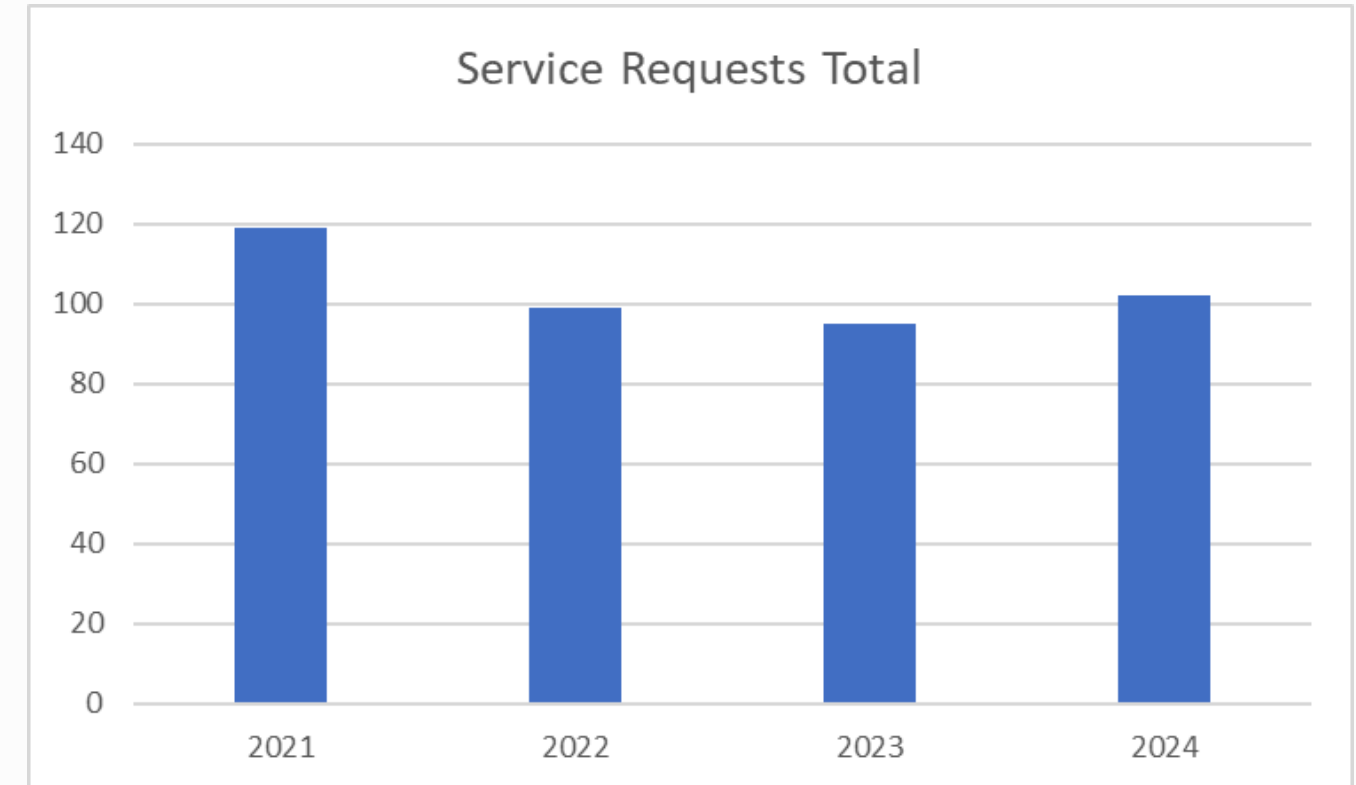
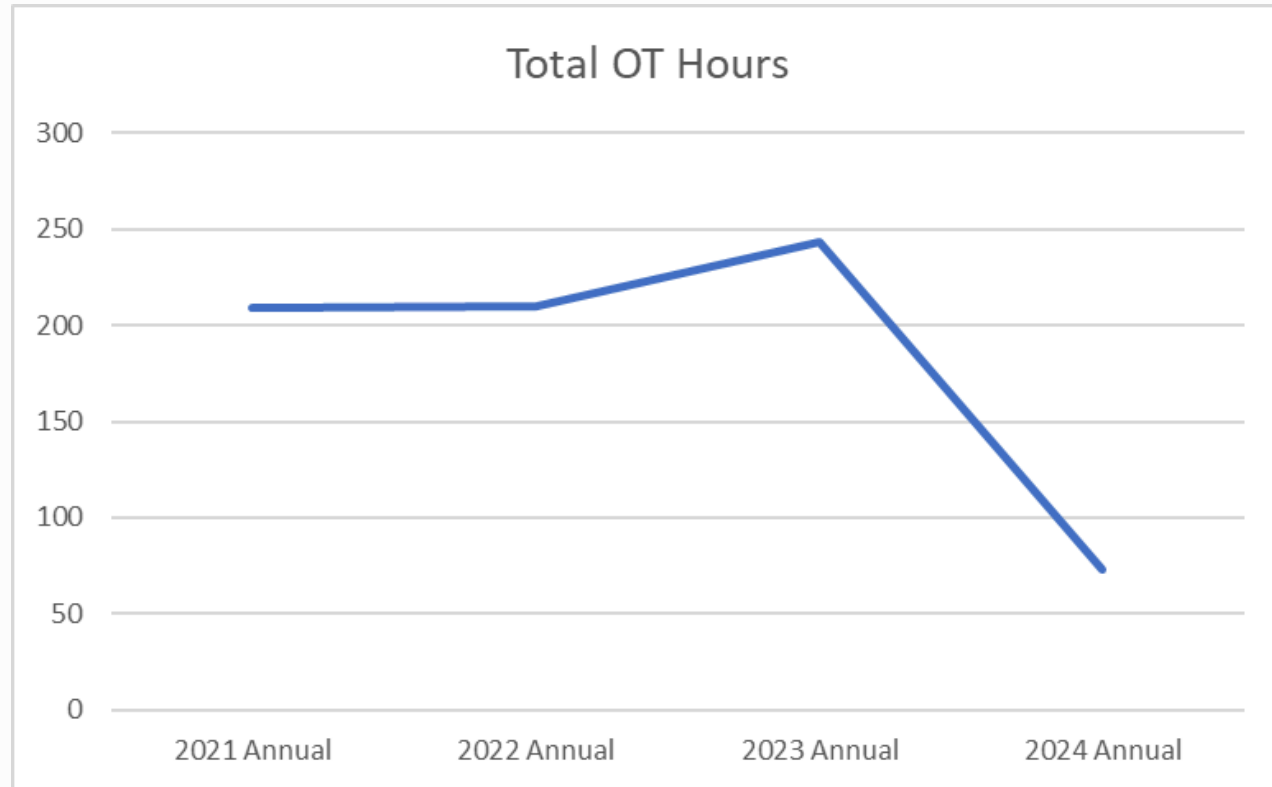
14% of calls are Fire and/or Carbon Monoxide Related



# FIRE AND EMERGENCY SERVICES

<b>Annual Reporting for 2024</b>				
<b>Fire &amp; Emergency Services</b>	<b>2024</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>
<b>Response</b>	<b>2024</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>
Number of Incidents	130	153	147	140
Average Response Time	9 min 37 sec	9 min 42 sec	9 min 56 sec	8 min 15 sec
Average Total Time On Scene	1 hr 21 min 10 sec	1 hr 13 min 40 sec	1 hr 14 min 8 sec	1 hr 28 min 36 sec
Average # of Personnel	4.63	5.31	5.07	4.88
Total Personnel Hours	1003 hrs 52 min	904 hrs 50 min	884 hrs 23 min	1142 hrs 14 min
Average Personnel Hours per Incident	7 hrs 43 min	5 hrs 55 min	6 hr 1 min	8 hrs 10 min
Total Dollar Loss	\$14,000	\$130,000.00	\$40,000.00	\$170,250
<b>Response Types</b>	<b>2024</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>
Medical Calls	74	80	87	68
Motor Vehicle Collisions	20	21	22	25
Fire Related	12	19	6	9
Open Air Burning Issues	2	4	7	8
Carbon Monoxide	6	9	9	5
Alarm - Accidental Activation/Malfunction	3	7	7	3
Human Perceived Emergency	2	3	1	3
Power Line Down	3	1	0	5
Other Public Hazard	1	1	0	1
Gas Leak	1	3	3	4
Ice Rescue	0	0	0	0
Other Rescue	1	0	0	0
Assist Other Fire Department	0	1	1	1
Assistance to Police	1	1	2	2
Call Cancelled On Route	1	1	1	3
Incident Not Found	3	0	0	2
Other Response	0	2	1	1
	130	153	147	140

# OPERATIONS



- Less OT hours attributed to lack of snow in 2024 Winter Season, and the hiring of 1.5 additional Operations Tradesman.

- Service requests are majorly generated by the public via the website. Many were minor issues that did not trigger a Work Order. Work Orders in 2021-2022 were mostly related to requests for water meter readings, but we've changed practice to read on a monthly basis, eliminating individual requests for water meter reads.
- Most Work Orders now are for final readings and bill inquiries.



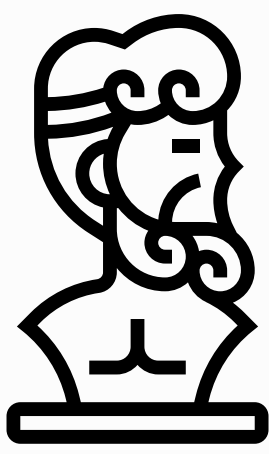
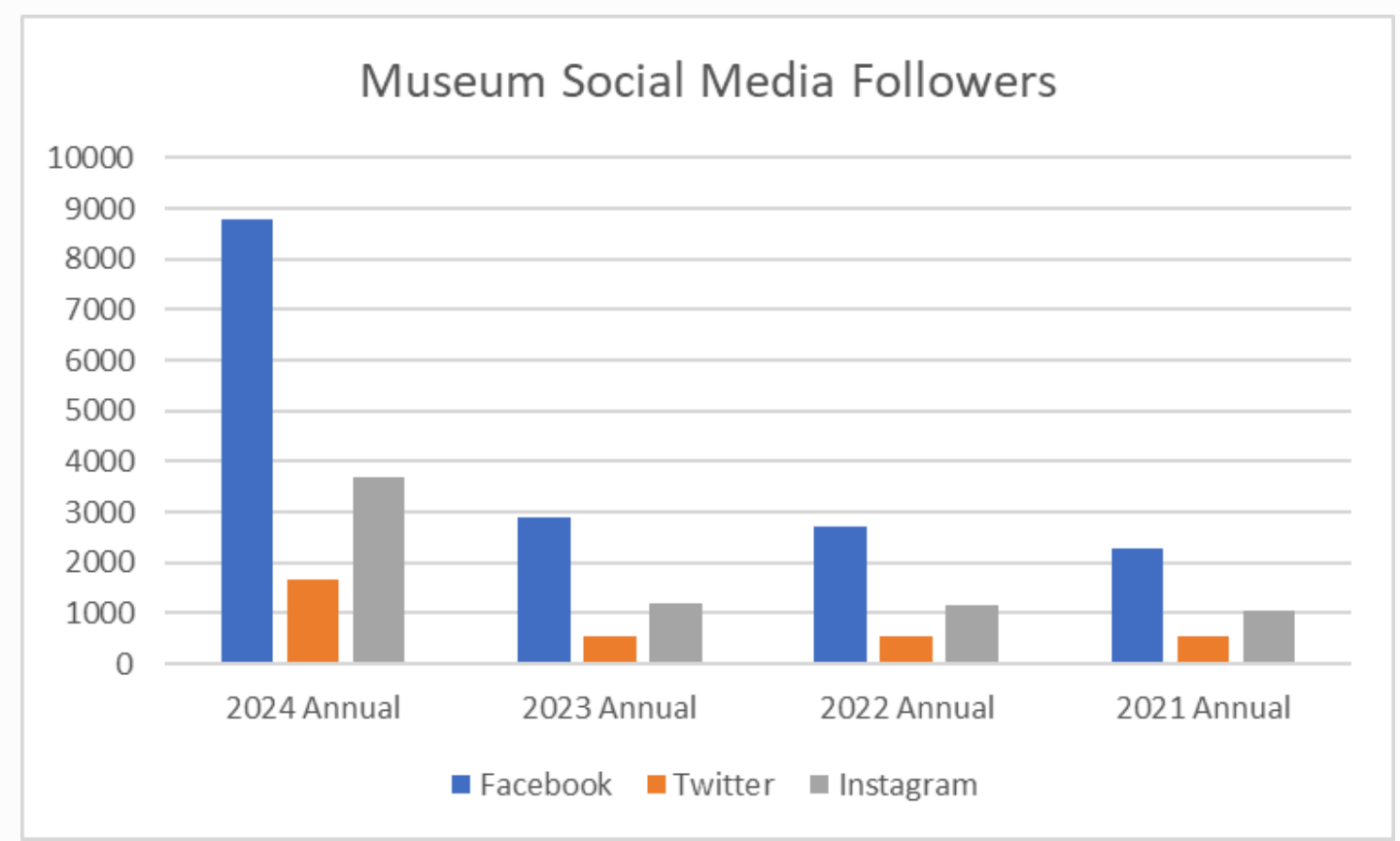
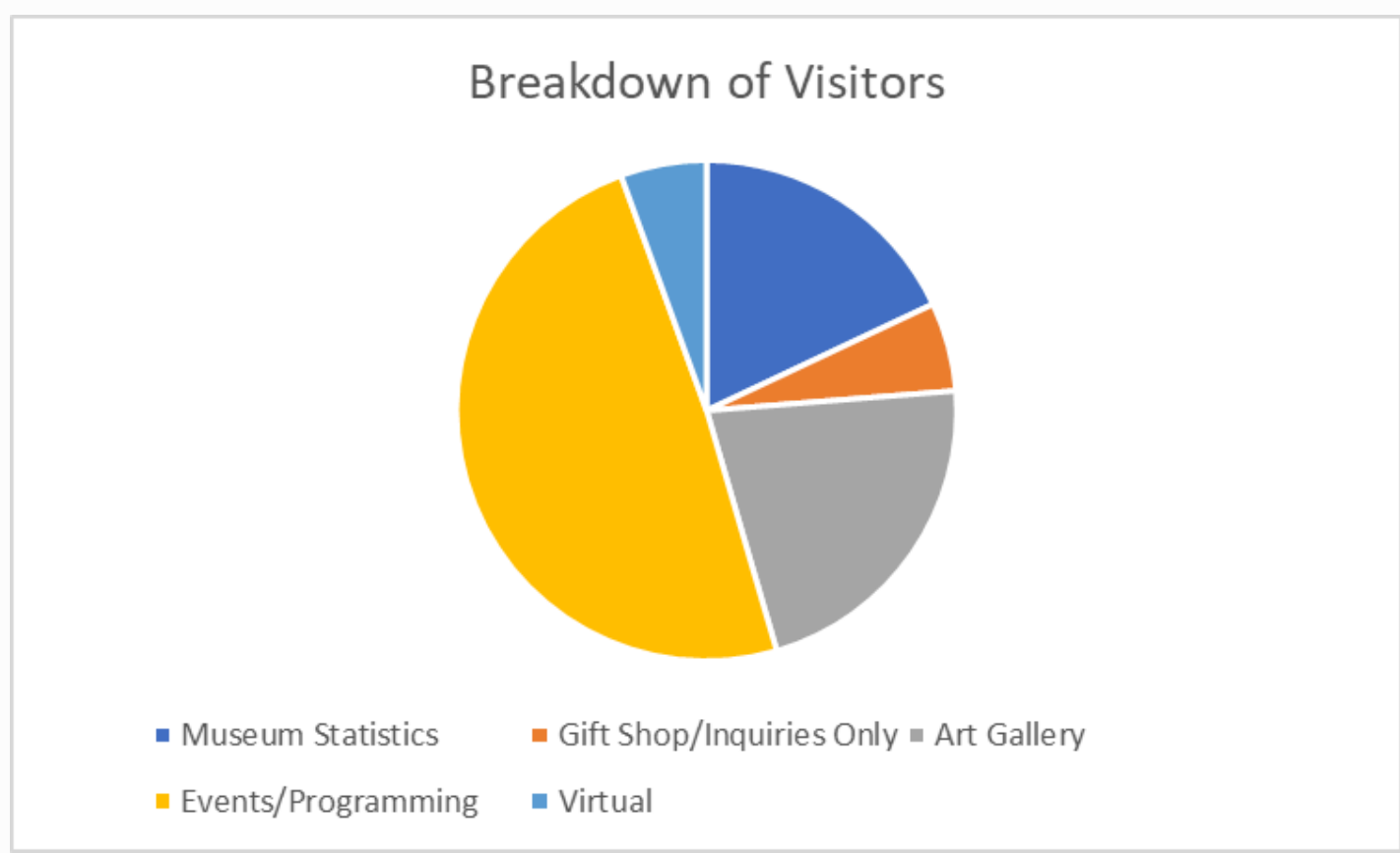
# OPERATIONS

<b>Annual Reporting 2024</b>				
<b>Operation Statistics</b>	<b>2024 Annual</b>	<b>2023 Annual</b>	<b>2022 Annual</b>	<b>2021 Annual</b>
Total OT Hours (1.5)	73	203.5	195	158
Total OT Hours (2.0)	0	40	15	51
<b>Service Requests Total</b>	<b>102</b>	<b>95</b>	<b>99</b>	<b>119</b>
Open	2	8	6	3
Closed	89	78	89	103
Dismissed	8	9	4	13
Outstanding from Previous Year	8	0	0	0
<b>Work Orders Total</b>	<b>54</b>	<b>35</b>	<b>66</b>	<b>76</b>
Open	10	0	6	1
Closed	44	35	60	75
<b>Water Metre Issues Total</b>	<b>6</b>	<b>8</b>	<b>8</b>	<b>12</b>
Service Locate Requests	110	52	85	246
Direct Resident Requests (Phone/Email)	638	310	2444	322
Washout Repairs on Gravel Roads	38	12	33	66
Frozen/Plugged Culverts	9	5	86	63
<b>Lagoon Capacity</b>	<b>66%</b>	<b>63%</b>	<b>58%</b>	<b>61%</b>





# MUSEUM, ART GALLERY AND TOURIST INFORMATION CENTRE



Number of Artifacts Scanned:

4,145

Number of Artifacts Catalogued:

3,934

### Requirement Under Legislation

Current Number of Objects,  
Photographs, Books and  
Archives Uploaded to Past  
Perfect

27,994

In 2023 only 9,263

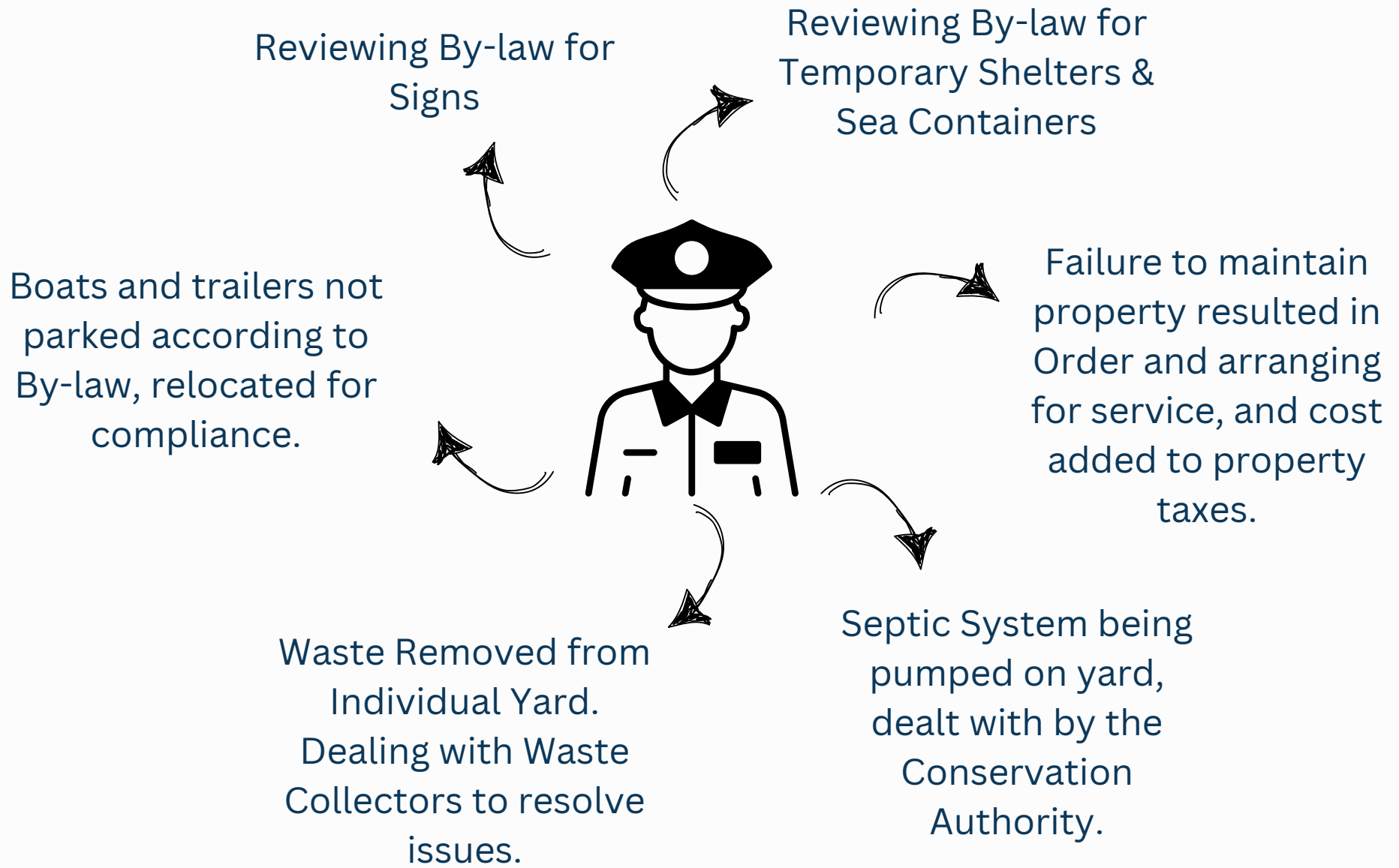
*Mostly attributed to additional  
staff member (intern) for one-  
year duration*



# MUSEUM, ART GALLERY AND TOURIST INFORMATION CENTRE

<b>Annual Reporting 2024</b>				
	<b>2024 Annual</b>	<b>2023 Annual</b>	<b>2022 Annual</b>	<b>2021 Annual</b>
<b>Admissions/Walk Ins</b>				
Museum Statistics	430	364	446	411
Gift Shop/Inquiries Only	137	247	153	68
Art Gallery	519	237	550	604
Events/Programming	1169	1062	895	58
Virtual	133	63	0	0
<b>Social Media Followers</b>	<b>2024 Annual</b>	<b>2023 Annual</b>	<b>2022 Annual</b>	<b>2021 Annual</b>
Facebook	8793	2911	2708	2287
Twitter	1649	542	532	544
Instagram	3705	1207	1150	1053
<b>Collection Management</b>	<b>2024 Annual</b>	<b>2023 Annual</b>	<b>2022 Annual</b>	<b>2021 Annual</b>
New Acquisitions	63	295	1480	673
Number of newspapers encapsulated	22	0	0	45
Number of items scanned	4145	740	n/a	n/a
Number of items catalogued	3934	1428	n/a	n/a
Current number of objects, photographs, books and archives uploaded to Past Perfect to date	27,994	9263	7590	7366
<b>Volunteer Hours</b>	<b>2024 Annual</b>	<b>2023 Annual</b>	<b>2022 Annual</b>	<b>2021 Annual</b>
Research from Home, Committee Meetings, and Events	156	175	184	538.5

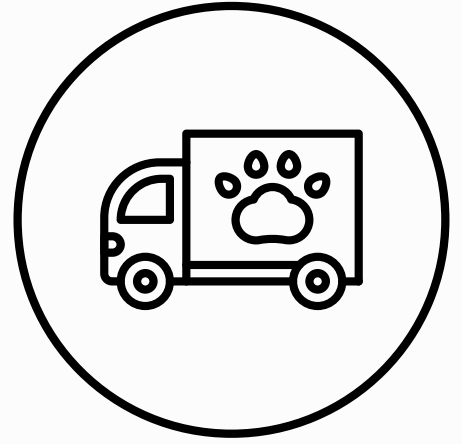
# BY-LAW ENFORCEMENT



Working towards better education of source water protection & water quality in Callander Bay.

Dog running at large continues to be an issue.

Continue to receive complaints about cats. Met with cat rescue organization and exploring options that may be available to Council.



Issues on Tillicum Bay and Osprey Walking Path. Continue to explore ways to ensure proper signage is in place without impeding visual aesthetics of the area.

Placement of snow, especially on Main Street, continues to be an issue.



# BY-LAW ENFORCEMENT

Annual Reporting for 2024				
<b>Parking Tickets</b>	<b>2024</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>
# Tickets Issued	36	54	49	163
# Warnings Issued	107	102	44	
# of Court Dates	6	7	3	7
# Paid	31	42	32	142
Revenue	\$775	\$620	\$963	\$3,438
<b>Dogs &amp; Cats</b>	<b>2024</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>
# of Complaints	22	20	11	14
# of Warnings	12	15	10	4
# of Charges	6	0	2	3
# Ongoing	7	5	2	0
<b>Other Animals</b>	<b>2024</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>
# of Complaints	3	7	0	6
# of Warnings	0	6	0	2
# of Charges	0	0	0	0
# Ongoing	3	1	0	0
<b>Noise Complaints</b>	<b>2024</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>
# of Complaints	11	5	5	7
# of Warnings	7	6	3	3
# of Charges	1	0	2	0
# Ongoing	4	0	2	0
<b>Community Standards</b>	<b>2024</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>
# of Complaints	33	16	N/A	N/A
# of Warnings	29	9		
# of Charges	0	0		
# Ongoing	7	2		
<b>Other By-laws</b>	<b>2024</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>
# of Complaints	30	21	18	45
# of Warnings	20	9	10	30
# of Charges	0	0	4	1
# Ongoing	2	0	5	10

Enforcement Support for Other Departments	2024	2023	2022	2021
Planning	1	6	19	19
Building	2	4	8	8
Operations	1	5	5	15
Events/Marketing/Recreation	1	0	1	4
Police Liaison/Interaction	1	7	10	26

Have Questions About the Information in this Review?  
Please Contact Us



Callander  
ONTARIO

*Four Seasons of Reasons*

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