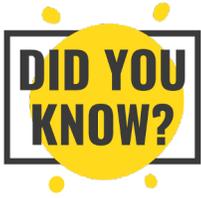




# COUNCIL HIGHLIGHTS

Committee of the Whole - April 19, 2021



Please note that all Committee of the Whole decisions are subject to Council approval. The next Council meeting is scheduled for April 26, 2021 at 7:00 p.m. If you have any questions regarding agenda items or decisions made at Committee or Council meetings, please email [council@ramara.ca](mailto:council@ramara.ca).

## CUSTOMER SERVICE STRATEGY

Ashley Watson and Brittany Wilson presented the Customer Service Strategy. The strategy will examine how the Township of Ramara is providing services to residents and ensure residents are receiving efficient and reliable services both online and in person. This strategy will consist of four phases: Current State, Development, Draft Strategy to Final Strategy and Implementation. Through the current state phase, staff will engage with both residents and internal staff in order to gather insight on the following:

- Challenges and strengths on current customer service practices
- Feedback on current customer service practices
- Level of service residents expect
- Level of commitment to customer service

**This initiative will start soon, so keep watching our social media accounts and our news and notices page for more information.**

**Next Council Meeting is on APRIL 26, 2021 at 7:00 pm**

## INTERNET UPDATE

The Township of Ramara posted a Negotiated Request for Proposal (NRFP) on March 26th for broadband services in Ramara. The Township received two proposals: one from Muskoka Wifi and one from Rogers/Ruralwave. The tenders identified various fibre and wireless options to provide connectivity to approximately 764 homes, costing for each option, plans and timelines and future connectivity plans. Committee approved to accept the report as information and that staff will provide a report in June on results and recommendations from the NRFP as well as any funding that is announced from the **Improving Connectivity for Ontario** fund.

## BUDGET TO ACTUALS FOR YEAR END 2020

The 2020 Budget to Actual Summary shows a surplus of \$4.97 million due to infrastructure projects not being completed as a result of the pandemic. The final financial statement for 2020 will be presented in late May or early June by the Township auditors. The surplus will go to road infrastructure projects that are planned for this year and to reserves.

# COMMUNITY CENTRE UPDATE

Committee approved to close indoor community centre facilities until January 2022 or until Provincial Orders allow for review.

## CITY OF ORILLIA GROWTH PLAN

The City of Orillia Council adopted a motion on March 29, 2021 to send a copy of their report **DSE-21-09** regarding the process to implement A Place to Grow: Growth Plan for the Greater Golden Horseshoe. Committee approved to allow the Township of Ramara to reach out to the Province in order to be included in any discussions on land expansion for the City of Orillia.

[Click here for County Council Highlights](#)

## WATERFRONT STRATEGY

Jon Popple, Manager of Community Standards, presented the Waterfront and Parking Strategy.

Overall, Committee approved the following:

1. To **not** participate in the City of Orillia's parking and boat launch program.
2. Implement **parking pass only** parking for designated parking lots and designated areas on Ramara roads. The parking passes will be for **residents only** and will be in place for the summer of 2021.
3. Kiteboarding Bylaw will be forwarded to the next Council meeting and would permit kiteboarding at Lagoon City Public Park and Beach from June 1st to September 30th. The bylaw would incorporate specific zones of the park designated for the rigging and access/exit points for Lake Simcoe, and specific zones dedicated for use of park/beach.
4. That we implement a Phased Closure Policy and start in Phase two that advises that all waterfront amenities, parks and beaches are open for residents with parking lots, on street parking and waterfront zones posted as **Resident Parking Passes Only**.
5. Specifically, at each Waterfront Access, Committee approved specific regulations that encompass the following:
  - a. Implementation of Permit Parking for designated parking spaces and designated on the street parking with signs that outline rules, regulations and parking restrictions.
  - b. Installation of permanent entrance barriers with COVID-19 signs to facilitate quick closures or restricted use of the parking lots.
  - c. Installation of stone barricades to define parking lot and green space at designated locations.
  - d. Installation of portable washrooms and waste receptacles for the summer season at designated locations.
  - e. At boat launch locations, parking will be restricted at the boat launch to facilitate the launching and removal of boats or any other motorized or non-motorized watercraft with 15 minutes loading/unloading zones.
  - f. Make the option available for both Rama First Nation and Severn Township to access the Permit Parking Pass program.

More information on the waterfront strategy and the Township's new parking pass program will be updated on the website after Monday, April 26th's Council meeting.

[Click here for full Council Agenda and Minutes](#)

# FIRE AND RESCUE SERVICES MASTER PLAN

Tony Stong, Fire Chief and Director of Fire and Rescue Services, presented his Fire and Rescue Master Plan that provides a plan for Ramara that will ensure fire services meet the future needs of the growing community. The plan outlines the following recommendations:

- Department-wide software program that will allow for the extrapolation of data, graphing and plotting options.
- Explore additional EMS response.
- Hiring of a full time Fire Prevention Officer.
- At Station One, adding two half bays to the north side of the building. One bay would be used as a bunker gear cleaning station and winter storage and the other would allow for proper drive through bay for the tower truck.
- That Fire Station Three and Works Yard 3 trade functions or for Station Three to be redesigned and newly constructed.
- Municipal wide bylaw be implemented that will help firefighters and all emergency responders identify house addresses.
- Municipal wide bylaw be considered that would require installation of residential sprinkler systems in all new residential construction. This would follow what is written in the Ontario Building Code.
- The creation of a standard for the installation of dry hydrants.
- For future installation of traffic lights, that preemptive light controls be installed.
- A full survey of the road system is evaluated and renaming efforts commence to reduce the duplication of road names.
- Future subdivision or plan for subdivision or expansion of the Hydro infrastructure be constructed underground.
- Explore benefits, pension, greater insurance or honorariums in order to secure or retain firefighters.

Please note that for any of these recommendations, they will be brought back individually to Council in order for Council to make a decision.

## VACCINATION REMINDER

**The Health Unit continues to roll out vaccinations to more residents and age groups across Simcoe County. For details and to schedule a vaccination as an eligible resident (e.g. 60 years of age and older), visit <https://covid-19.ontario.ca/book-vaccine/> or call the Provincial Vaccine Booking Line: 1-833-943-3900; Hours of Operation - 8AM-8PM, Monday-Sunday. For current SMDHU guidance, go to [smdhu.org/](http://smdhu.org/).**



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### CONTACT US - MEDIA

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Email - [awatson@ramara.ca](mailto:awatson@ramara.ca)



Visit the Township website at [www.ramara.ca](http://www.ramara.ca) for up to date information on changes to services and programs.



### HAVE A COMPLAINT?

Submit it online using our 'Report a Concern' form at [www.ramara.ca](http://www.ramara.ca)