

Recreation Master Plan – Short Term Recommendations Progress Update

Priority: Legislation and Policy		
	Status	COMMENT
<p>1. Review and adjust Development Charges rates to provide funding that reflects the needs of the community in terms of parks and recreation services.</p>	In Progress	Update of Development Charge By-law and Background Study in progress. By-law anticipated to be repealed and replaced in Q2 of 2025.
<p>2. The Town should consider setting standard minimum parcel criteria when accepting the conveyance of land as parkland. Consultation with Developers and the School Boards should be completed as per Ss51.1 of the Planning Act. Bill 23 may impact how parkland can be identified for conveyance purposes through allowing landowners to select parkland based on provincial criteria. The following provides examples of criteria when assessing land as future parkland:</p> <p style="margin-left: 20px;">a. Land to be conveyed to the Town must satisfy the following conditions:</p> <ul style="list-style-type: none"> • Lands are free and clear of all legal and other circumstances. • Record of site conditions should satisfy a Phase 1 ESA. <p style="margin-left: 20px;">b. Land is deemed unsuitable when:</p> <ul style="list-style-type: none"> • The land has been or will be conveyed to the Town for stormwater management purposes, highways, roadways, 	Complete	<p>Parkland Dedication By-law 86-2023 passed November 7, 2023 includes provisions regarding the “suitability of land” to be dedicated for parkland purposes and specifically Section 7 “Suitability of Land” as follows:</p> <p>“Only those lands suitable for park or recreational development will be accepted as part of the required parkland dedication. These lands shall be, in the opinion of Council, suitable for use as municipal parkland and such criteria may include lands:</p> <ul style="list-style-type: none"> • Adjacent to established parks, schoolyards or stormwater management areas; • Located near any area of multiple Residential Development; • With adequate street frontage to provide for visibility and safety; • That are level, regularly shaped and not susceptible to major flooding, poor drainage, or other environmental or physical conditions which would interfere with their Development or use for public recreation. <p>The Town may accept additional lands over and above the required parkland dedication and may incorporate these lands into the Town’s park system. Such lands would be important to the Town’s open space resources and may include lands:</p> <ul style="list-style-type: none"> • For storm water management areas; • Having environmental or physical conditions which render the land unsuitable for Development; and,

<p>walkways, or other non-parkland purposes.</p> <ul style="list-style-type: none"> • There is presence of natural hazards including flood prone lands. • The location, grad and configuration of lands are constrained or undesirable. Having unsuitable or unstable soil conditions. • It includes utility right-of-way or easements. • There is contamination as determined by an ESA. <p>c. Applicant must restore the land to be conveyed as parkland to a condition satisfactory to the Town.</p>		<ul style="list-style-type: none"> • Which are suitable for the Development of corridors throughout the Town for such uses as wildlife or pedestrian or biking trails. <p>Lands dedicated to the Town may be required to be graded, top-soiled, and, seeded to the specification of the Town.</p> <p>Land dedicated to the Town may be required to be Serviced to the specification of the Town to accommodate any planned park features.”</p>
<p>3. As part of the planning of the community, improve the lot and parcel definition for each park and open space. This includes combining multiple parcels that make up a park and/or ensuring the lot line matches up with the associated park.</p>	<p>Incomplete</p>	<p>The purpose for this recommendation is to consolidate multi-part contiguous parkland parcels into one identified parcel and to protect the Town’s parkland from future sale. In reviewing current parkland parcels, the only two areas where this could occur are the Arena and adjacent lands and O-kee-lee Park.</p> <p>Formal direction from Council to consolidate the parcels would be required to complete this item. Once direction is provided staff would have legal complete the necessary legal work.</p>
<p>4. As part of the community planning process, update and consolidate the existing recreation layers in the Town’s ArcView GIS system so that it provides up-to-date recreation/culture facilities including all parks, trails and pathways.</p>	<p>Incomplete</p>	<p>If there are layers Council would like to be completed and added to the system, further Council direction with respect to this item is required. A budget estimate to complete this GIS layer is \$2,000.</p>

<p>An up-to-date planning tool will highlight opportunities and constraints at time of reviewing proposals from developers.</p>		
<p>5. Linear pathways and pedestrian connections should be considered in the Town's review of Draft Plans of Subdivision and other development applications, including infill. Parcel dedication for trails and pedestrian links, in addition to parkland parcels, enhances community connectivity and reduces the disruption of the existing pedestrian network. Additionally, site plan reviews should consider and encourage multi-use spaces and elements that could enhance the pedestrian experience and the connectivity of the parkland as a whole.</p>	<p>Complete</p>	<p>The Official Plan has been updated to refer to the alignment of application review with the Town's Transportation Master Plan and Parks and Recreation Master Plan. The Recreation Department will provide comments to Development Services Staff at time of application circulation to ensure that specific priorities are captured in the review.</p>
<p>6. Consider implementing a Community Charges By-Law for the Town and include cultural/community facilities and active transportation linkages as potential service categories.</p>	<p>Not applicable</p>	<p>The height and density of the development permitted in the Town's Official Plan does not currently enable the use of a Community Benefits Charge.</p>
<p>7. The Town should consider incorporating more policies into the Official Plan that speak to the integration of cultural facilities and programming as currently the only policies that speak to arts and culture refer to the downtown Mississippi District. More policy direction is required to guide parks, recreation</p>	<p>Incomplete</p>	<p>The Official Plan has been amended to require development alignment with the policies of the Parks and Recreation Master Plan. If further amendments to the text are desired, Council can request a specific policy amendment. To initiate this process, Council direction via resolution is required. Parks and Recreation staff can then provide recommendations for amended language.</p>

and culture within the entire community.		
8. Continue to explore opportunities to incorporate more recreation and culture facilities in the southern portion of the Town, specifically within the Highway District Secondary Plan Area. Note that at least two parks are being added to this area through new subdivisions.	In Progress	Development applications for this District are either underway or have not yet been filed. As properties are subject to development applications, alignment with the Parks and Recreation Master Plan will be pursued.
9. Create a formalized application process for community members looking to suggest new Town-owned recreation and/or culture facilities and/or amenities. This process would put the responsibility of conducting the required research and analysis of preparing the required background studies into the justification and feasibility of the project onto the applicant and not the Town. Based on the justification and information provided, the town would make the final decision on whether the application is approved.	To be completed	Staff need to develop an application process and policy for the community to suggest new recreation/culture facilities and/or amenities. The policy would require the applicant to provide background information and analysis as to why there is a need in the community.
Parks and Open Space		
1. The Town should consider implementing a formal Parks Classification System so that parkland can be properly assessed and categorized, while ensuring that the different park typologies are equitably distributed and the park amenities are consistent throughout the Town's parkland system. The following factors are recommended to be	To be completed in 2025.	Staff will develop a classification system to assess and categorize parks, as well as the minimum standards to be included when developing parks.

<p>considered and included in such a system:</p> <ol style="list-style-type: none"> a. A focus on proximity of parkland to residents who will use them. b. The establishment of frequency and diversity in types of parks and open spaces providing interest and variety for the community. c. The development of parks and open space programming that is diverse and reflects the interests of the community who will use them. 		
<p>2. A minimum of three (3) additional parks should be developed south of Coleman Street/Cavanagh Road including two (2) parks south of Highway 7. These additional parks will ensure the southern portion of Carleton Place offers parks within 500 m in service radius.</p>	<p>In progress</p>	<p>Two (2) parks have been developed south of Coleman Street and Cavanagh Road. Two additional parks will be developed south of 7 – Uniform and Carmichael Farms once these subdivisions are being developed.</p>
<p>3. The Town should make a priority to regrade and resurface the existing three (3) tennis courts and add pickleball lines to them. The Town should also consider adding two (2) additional tennis courts with pickleball lines within the next 10 years; the geographical distribution of additional tennis courts should consider offering tennis and pickleball opportunities in more than only one location of the Town.</p>	<p>Complete</p>	<p>Two (2) tennis courts were re-painted in 2024 and one (1) tennis court was re-surfaced and painted. Pickleball lines were added to the three courts.</p> <p>Future consideration will be given to additional tennis courts with pickleball lines as additional parks are developed in Town.</p>
<p>4. The Town should invest and integrate outdoor active amenities specific to adults and seniors such as horseshoe</p>	<p>In Progress</p>	<p>Outdoor fitness equipment has been installed in the re-development of the existing park (Train Station) and installed in</p>

<p>pits, bocce ball courts, lawn bowling and fitness equipment, where feasible.</p>		<p>the new park development at Miller's Crossing. Staff will continue to explore additional opportunities in the future.</p>
<p>5. The Town should develop a strategy to deliver a variety of popular youth outdoor amenities for youth. These features can include outdoor basketball courts, outdoor volleyball courts at beach, skateboard and longboard parks, BMX tracks, outdoor workout equipment, obstacle course challenges, etc.</p>	<p>In Progress</p>	<p>The multi-sports pad at Carleton Junction has provided additional opportunities for youth. There are four (4) basketball nets as well the outdoor pad as opportunities for play – ball hockey, lacrosse, etc. Youth can also use the fitness equipment that has been newly installed in parks.</p> <p>Additional youth outdoor amenities will be considered as additional parks are developed in Town.</p>
<p>6. Maintain ongoing coordination with developers during the development approval stages so that opportunities to incorporate new parkland or outdoor recreation facilities are identified early in the process, including strategies to incorporate new parkland and facilities with the existing system and confirming the ongoing operations and maintenance of the space.</p>	<p>In Progress</p>	<p>The Director of Development Services discusses all potential development proposals with the Manager of Recreation and Culture in the early stages of development consultation.</p>
<p>7. Park development and redevelopment should involve the community and residents. Public consultation should be conducted at the conceptual design stage for park projects, providing information to the community on upcoming works while gathering feedback on amenities determined by the staff and park designs and based on budget.</p>	<p>Completed</p>	<p>During the development of the Miller's Crossing and Coleman Central Parks, a public open house was held as well as an on-line survey seeking the public's input into the proposed designs of the parks.</p>
<p>8. Based on results from the consultation during Phase 1, it was indicated vandalism may be more present in the</p>	<p>In progress</p>	<p>With the additional lighting added at Carleton Junction and the addition of the multi-use pad, some of the Crime Prevention Through Environmental Design (CPTED) mechanisms have</p>

<p>two parks targeting youth including Carleton Junction and the old skatepark in Begley Street Park. These two parks should be assessed by CPTED experts to develop mechanisms and park improvements to reduce the undesirable activities in these locations.</p>		<p>been met. With regards to the old skatepark, additional lighting could be added but funding would be required.</p> <p>Staff require direction from Council regarding this recommendation.</p>
<p>9. Promote a climate-conscious approach in park and open space development/redevelopment. A climate-conscious approach to park and open space design includes:</p> <ol style="list-style-type: none"> a. Considering energy conservation and generation in the planning of new amenities and facilities. b. Reviewing day-to-day operations and the maintenance of parks and open space. c. Incorporating more sustainable design features into the development of parks such as bioswales, rain gardens, and pollinator gardens. d. Promoting a Tree Planting Strategy to encourage the selection and promotion of native plants. e. Developing a Tree Canopy Policy/Tree Management Plan to encourage the planting of a minimum of one tree for every tree removed. f. Utilizing locally sourced and sustainable building materials. 	<p>In progress</p>	<p>Progress in this area includes: Staff continue to work with the Urban Forest Committee and the Environmental Committee regarding our Tree Planting Program and the installation of pollinator gardens.</p> <p>Staff continue to work with the MVCA regarding shoreline stabilization. There are wetlands in both Roy Brown Park and O-Kee-Lee Parks and these areas will conserve biodiversity.</p> <p>The old growth forest in the Uniform Subdivision was retained for future community enjoyment.</p> <p>In 2019, Council adopted a Tree Canopy Policy with the assistance of the Urban Forest/River Corridor Committee</p> <p>In 2023, Council finalized the update of its Official Plan which included the following changes:</p> <ol style="list-style-type: none"> 1. Requiring a tree preservation plan in support of development applications. 2. Requiring annual plantings undertaken by either the Town or through approved landscaped plans in new developments demonstrate the establishment of an ecologically diverse canopy composed of native and hardy species of trees; 3. Prioritizing the planting and re-planting of trees in municipal parkland and open spaces in order to maximize the shade coverage of public spaces; and

<ul style="list-style-type: none"> g. Assessing the interest in Community Gardens within parks. h. Promoting vegetated shorelines and waterways. i. Identifying areas of significant ecological value such as wetlands and old growth forests within the Town boundaries to conserve biodiversity. 		<ul style="list-style-type: none"> 4. Ensuring that tree planting and tree preservation shall occur so that all areas of the Town are protected through a no-net-loss policy. What this means, is that where new development will result in the loss of existing tree canopy, a condition of development approval will require that lost trees be replaced at a 1 to 1 (currently 1 to 3) ratio for every tree removed which is in excess of 15 cm diameter of breast height. 5. Council will consider adopting a “Let it lay” program for the retention of tree stumps, standing trunks and felled logs on municipal property in addition to the woodchip mulch and composting initiatives at the municipal composting site.
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Trails and Pathways

<p>1. The Town should consider implementing a formal Trails and Pathways Classification System that includes smaller unofficial trails and paths. The following factors are recommended to be considered and included for such a system:</p> <ul style="list-style-type: none"> a. A focus on connecting residents to parks, amenities and schools. b. A hierarchy of trails that provides opportunities for diverse, multi-functional, four-season trail usage. A strategy for winter maintenance based on the type of trails and pathways. 	<p>To be completed in 2025</p>	<p>Staff will develop a classification system to assess and categorize trails. The system will also incorporate a map that will show connections to parks, amenities and schools.</p>
<p>2. The trails in Sonnenburg Woods should be physically identified and mapped.</p>	<p>To be completed</p>	<p>Staff will work with Development staff in 2025 to map the trails but funding will be required to install a trailhead, build a picnic area and install wayfinding signage.</p>

<p>A map of the trails should be provided at the entrance of the park to encourage use by residents. The entrance to this park should also be formalized by providing a trailhead, and picnic area making it a destination for the community. Trails should be marked using directional signage and wayfinding at several locations within the woods so that users can have a clear understanding of where they are located within the trail system.</p>		<p>These items will need to be included in the 2026 budget for consideration.</p>
<p>3. In order to preserve community access to the Mississippi River, it is important for the Riverside Trail to be continued along the Carleton Place Waterfront where possible. When a waterfront lot is redeveloped for multi-family use. The Town should work together with the developer at the development approval stage to allow for a continuous public access to the Mississippi River, where possible, through ownership of other means (e.g. easements).</p>	<p>In Progress</p>	<p>These areas are flagged as development proposals arise. One area where this was recently identified was during the development of the Findlay Foundry property.</p>
<p>Indoor Facilities and Service</p>		
<p>1. Consider providing programs and spaces for teenagers by collaborating with the Youth Centre. Consider a multi-use indoor/outdoor Youth Hub would be beneficial for the community at large.</p>	<p>In Progress</p>	<p>Staff have completed preliminary discussions on how the Department & Youth Centre can collaborate on two (2) events for 2025. Discussion will be ongoing.</p>
<p>2. Consider incorporating energy efficiency upgrades and rainwater harvesting initiatives to existing and</p>	<p>In progress</p>	<p>Energy-efficient upgrades are considered when equipment needs to be replaced. For example, electric air source heat pumps with gas furnace backups were installed recently at the Town Hall and Library.</p>

planned indoor recreation and culture facilities.		
<p>3. Promote a climate-conscious approach when developing new indoor recreation facilities. A climate-conscious approach to indoor recreation facility design includes:</p> <ul style="list-style-type: none"> a. The reduction of energy cost, carbon emissions and environmental footprint. b. A review of the day-to-day operations and maintenance of indoor recreations facilities. <p>Utilizing locally sourced and sustainable building materials.</p>	Future consideration	This recommendation will be considered when new facilities are developed. Consideration will be given to making new facilities net zero ready.
<p>4. Continue to monitor operating costs of the respective facilities, and work to schedule capital investments according to the life cycle costs of the facility.</p>	In Progress	<p>Review of operating costs is undertaken each year as part of the Town's requirements under the Broader Public Sector (BPS) energy reporting initiative. In addition, a great deal of work has been undertaken in the past couple of years on assessing the Building Condition of various Town facilities including Recreation facilities. The results of the Building Condition Assessments has been used to inform the Town's Asset Management Plan to identify the most opportune time to schedule capital investments to lower the Town's overall lifecycle costs of its facilities and to apply for grants where possible.</p> <p>Staff will continue to monitor operating costs of all facilities and will continue to schedule capital investments accordingly.</p>
CULTURE		
<p>1. The Town should continue to work with its community partners to support free or low-cost cultural programming. Additionally, the Town should look to provide free or low-cost cultural</p>	In Progress	<p>Low-cost programming is already offered at the Town's Library or by the Library staff at other facilities such as the Town Hall auditorium and at the Seniors Centre with partners such as the Civitan Club and the Men's Shed.</p>

<p>programming at other Town facilities, so there is an equitable geographic distribution of cultural facilities and programming.</p>		<p>The Town partners with local businesses to support low-cost cultural programming for kids during PD days, Christmas and March breaks, etc.</p> <p>In 2025, five (5) movies in parks, two (2) outdoor concerts and three (3) park parties will be offered free of charge by the Town.</p> <p>In 2025, the Town will expand its offering of guided walking tours and materials in partnership with the Museum and Downtown Carleton Place BIA</p> <p>Staff will be seeking resident feedback in 2025 to determine what additional free or low-cost programming is desired and will then work with community organizations that can assist with this programming.</p>
<p>2. Based on survey results, many Town residents only visit cultural facilities, such as the Museum or Town Hall Auditorium, on special occasions. The Town should consider hosting regular cultural events or programming within the Museum and Town Hall Auditorium, such as painting nights, art shows, dancing events, or theater camp/classes. These events could also be held in collaboration with community partners. The Town should also support community institutions already offering cultural events and programming.</p>	<p>In Progress</p>	<p>The Town will present four (4) indoor concerts at the Town Hall Auditorium, as well as host Festival of Small Halls for two (2) shows in 2025. Additionally, the Town will also host 2-3 indoor movies at the Town Hall Auditorium. The Town will also be hosting a 10-week seminar series at the Station Active Living Centre for Seniors which was funded by a Provincial Grant.</p> <p>The Town provides financial and in-kind support to organizations hosting cultural events through the Community Enrichment program and will further assist these organizations with our enhanced volunteer management program.</p>
<p>3. Utilize outdoor public spaces and venues to host cultural events, such</p>	<p>In Progress</p>	<p>The Town hosts and assists with hosting six (6) major annual events in our outdoor parks:</p>

<p>as various fairs and markets, art exhibits, performances and festivals.</p>		<p>EarthFest – working with the Environmental Advisory Committee PoutineFeast Canada Day-Riverside Park Pumpkinfest- Carleton Junction Winterfest- Market Square Pavilion Dragonboat Festival- Riverside Park</p>
<p>4. Ensure that cultural facilities, programming and events are available year-round through working with local organizations and community partners.</p>	<p>In Progress</p>	<p>The Town continues to collaborate with organizations such as the Library, Carebridge and the Civitan Club, to ensure there is programming scheduled year-round.</p>
<p>PROGRAM AND SERVICE DELIVERY</p>		
<p>1. The Town should annually evaluate usage, participation, satisfaction and rates including the space/amenity used to offer a program. This could be through online satisfaction surveys and through the existing online booking system. The community feedback will also provide input on trends and current gaps in programming not provided by private entities.</p>	<p>In Progress</p>	<p>Staff have created fillable surveys after each major event to collect community feedback and suggestions for improvements.</p>
<p>2. The Town should consider fostering new partnerships with private entities to provide indoor programming not available but requested by the community. These may include fitness classes, wellness workshops, board game sessions and various hobby sessions for all ages.</p>	<p>In Progress</p>	<p>The Town works in partnership with Carebridge, which hosts indoor fitness classes at two (2) of our facilities.</p> <p>The Town will also be hosting a 10-week seminar series at the Station Active Living Centre for Seniors which was funded by a Provincial Grant.</p> <p>The Town partners with Carebridge to host many of the suggested activities noted in this section.</p>
<p>3. Promoting volunteerism within the Town is key to supporting municipal</p>	<p>In Progress</p>	<p>The Town will be undertaking significant efforts to increase our volunteer management program through the integration of new</p>

<p>staff in providing adequate programming and services. Hosting appreciation and socializing events for volunteers should be made a priority to help with encouraging more residents to volunteer while fostering a greater sense of community pride.</p>		<p>software, themed volunteer nights, and enhanced volunteer training opportunities.</p> <p>The Town's volunteers are invited to the Annual Appreciation Night held each December.</p>
<p>4. The Town should consider creating a volunteering committee made up of interested residents than can be involved in various Town events and programming.</p>	<p>In Progress</p>	<p>The Town will be undertaking significant efforts to increase our volunteer management program through the integration of new software, themed volunteer nights, and enhanced volunteer training opportunities.</p>
<p>5. Better promotion of the programs occurring at the Active Living Center and the Youth Center is required to bring awareness of the programming offered to their respective targeted age groups.</p>	<p>In Progress</p>	<p>Staff are better utilizing social media to assist in the promotion of the programming at the Active Living Centre and help to promote activities ongoing at the Youth Centre. The Active Living Centre's programs are also promoted in the Town's monthly Seniors Newsletter.</p>
<p>6. In addition to advertising the programs offered on the Town's social media, the Town should consider publishing parks, recreation and culture programming/events information on a monthly basis in the CP Scoop so that resident are aware of the event and programs being offered in the month.</p>	<p>In Progress</p>	<p>This is already implemented for major events & news programs or developments. However, promotion of daily recreation programs will be implemented in a "Recreation Roundup" blurb at the beginning of each month to assist in promoting the ongoing programs.</p>
<p>7. Continue to foster open collaboration and communication between the Town and local sports and recreational organizations and culture providers. These organizations should be involved in the parks, recreation and culture planning process and be actively consulted so that programming and services are</p>	<p>In Progress</p>	<p>Staff will continue to involve our community partners during any planning processes. For example, they were involved in both the Recreation Master Plan and the Service Delivery Review.</p>

provided in a comprehensive and inclusive way.		
8. Transition to an online booking, payment and registry system that allows public to see available rental facilities and programming that is open for sign-up.	In Progress	Tickets for indoor concerts are now available through the Town's online portal. Work will continue in 2025 to offer more capability for residents to be able to conduct their business with the Town electronically.
MANAGEMENT OF PROJECTS, STAFF & FINANCING		
1. Complete a critical assessment of each division within the Recreation and Culture Department to identify strengths and gaps. Interview with each staff member of the Department to understand their role and responsibility should be recorded as part of the assessment.		Work in this area was undertaken in 2024 as part of the Recreation and Culture Service Delivery (SDR) and Fee Review. Recommendations from the SDR will be considered further in 2025.
2. Work with a park design consultant to provide an overall plan for meeting industry standards for the development of parks and open spaces.	Completed	Staff worked and will continue to work with park design consultants on the development of new parks and open spaces.
3. Maximize the efficiency of facilities and infrastructure systems to ensure their long-term sustainability and utilize thoughtful design to foster healthy living and support safe, reliable and affordable services. Undertake life-cycle audits for parks and facilities to identify opportunities for the redevelopment, renovation or decommissioning of amenities and facilities. Establish maintenance programs and budgets tied to population growth to reflect the increased use and maintenance requirements.	In progress	<p>Significant work has been undertaken in the past couple of years on assessing the Building Condition of various Town facilities including Recreation facilities. The results of the Building Condition Assessments have been used to inform the Town's Asset Management Plan to identify the most opportune time to schedule capital investments to lower the Town's overall lifecycle costs of its facilities and to apply for grants where possible. The Town met its July 1, 2024 deadline for Asset Management under O. Regulation 588/17 which required municipalities to have an approved asset management plan for all municipal infrastructure assets that identifies current levels of service and the cost of maintaining those levels of service.</p> <p>Staff will continue to monitor operating costs of all facilities and will continue to schedule capital investments accordingly.</p>

<p>4. Increase efficiencies in administration and management to create an effective department which is well-managed, efficient and innovative.</p> <ol style="list-style-type: none"> a. Plan for new services and facilities using an evidence-based decision-making process. b. Develop and implement a central departmental asset and resource management system. <p>Implement a process for continuous service improvement, annually identifying service areas for review with the goal of improving service, function and efficiency.</p>	<p>In progress</p>	<p>Work in this area was undertaken in 2024 as part of the Recreation and Culture Service Delivery (SDR) and Fee Review. Recommendations from the SDR will be considered further in 2025.</p> <p>The Recreation and Culture Department will be added to the CityWide Maintenance Management System in 2025 to improve the management and operation of the Town's assets and as a tool to lifecycle replacement of assets.</p>
<p>5. Continue to explore opportunities for additional funding resources that are more reliable and sustainable for parks, recreation and culture programs and facilities.</p>	<p>In progress</p>	<p>Staff will continue to apply for grants when they become available.</p> <p>Recommendations were made in the Service Delivery and Fee Review regarding:</p> <ul style="list-style-type: none"> • developing a user fee framework which will be considered further in 2025. • Consider innovative opportunities to enhance revenue generation (e.g., sponsorships, naming rights, advertising, grant applications) and consider outsourcing the management of advertisements and grants. Based on internal resource capacity, the Town may benefit from outsourcing advertising and sponsorship responsibilities.
<p>6. Facility rental information should be consolidated into a single document or page on the Town's website so that users can easily find the information they are looking for without searching</p>	<p>In progress</p>	<p>Staff have added significant information on the Town's website with respect to its facilities and to date the improvements have been well received.</p>

<p>through multiple sites. This includes other major facilities that may not be owned by the Town.</p>		
<p>7. The Town should continue to provide the full list/inventory of the programs and services being delivered in Carleton Place including the service providers delivering these services. This list/inventory should be updated on a regular basis and posted on the town's website.</p>	<p>To be discussed</p>	<p>Due to the Town's growing community, providing a full directory of all sports, teams, & interest clubs within the Town of Carleton Place have become a large undertaking that is time consuming for staff, and did not appear to yield results. Residents appear to be seeking this information on their own through website & social media searches and are not seeking this information on the Town's website. Staff feel this is not a priority area to be pursued unless directed otherwise by Council.</p>
<p>8. A complete list/inventory of Town-owned equipment should be developed and maintained.</p>	<p>To be completed in 2025.</p>	<p>Equipment valued at greater than \$5,000 is already captured in the Town's Asset Management Plan.</p> <p>Staff will complete a detailed list of equipment valued between \$2,000 and \$5,000 in 2025 (value as recommended by the Treasurer).</p>
<p>MONITORING</p>		
<p>1. Tools/metrics should be established and administered at or near the time of service delivery to understand user satisfaction with the service provided.</p>	<p>In Progress</p>	<p>Work in this area was undertaken in 2024 as part of the Recreation and Culture Service Delivery (SDR) and Fee Review.</p> <p>Recommendations from the SDR included implementing a structured approach to manage customer feedback and establishing a formal performance management framework.</p> <p>Staff have created fillable surveys after each major event to collect community feedback and suggestions for improvements. Fillable forms will be completed for users to comment on at the completion of their rental and QR codes will be installed on new park signage for the community to comment on park amenities.</p> <p>Work will continue in these areas in 2025.</p>

LEGEND

	Complete
	In Progress
	Council Direction Required
	Not Applicable
	To be completed in 2025
	Future Consideration