



Municipality of Northern Bruce Peninsula Staff Report

Report Number: CAO26-11
Subject: Six-Month Performance Report – January to June 2026
Date: August 10, 2026
Submitted By: Peggy Van Mierlo-West, CAO

Recommendation

That Council receives report CAO26-11 6 Month Performance Report for information.

Background

The Municipality of Northern Bruce Peninsula has established a Corporate Performance Framework to support Council's strategic direction through measurable outcomes, operational reporting, and continuous improvement. The framework connects Council's 2025–2026 Strategic Goals with municipal service delivery, operational activities, and key performance indicators.

The attached 2026 Six-Month Corporate Performance Report provides Council and the public with an overview of municipal performance for the first half of 2026. This highlights the progress achieved across municipal departments, identifying areas requiring continued monitoring, and demonstrating accountability through measurable service outcomes.

Analysis

The first six months of 2026 demonstrate continued progress toward Council's strategic priorities, with most corporate performance indicators identified as on track.

Highlights from the report include:

- Strong infrastructure and asset management performance, including 95% road maintenance completion, 95% asset inspection completion, 99% facility availability, and continued progress on approved capital projects.
- Continued support for sustainable tourism and community safety, including 100% marina and campground utilization, zero environmental compliance issues, completion of scheduled fire inspections, and an average emergency response time of 13.25 minutes.
- Increased community engagement and participation, including a 25% increase in recreation participation, strong website engagement, and continued use of the Let's Talk NBP platform.
- Continued economic activity and responsible development, with 133 building permit applications received, 116 permits issued, and 95% of applications processed within legislated timelines.
- Strong governance and financial stewardship, including timely Council reporting, compliance with legislative requirements, a 97.44% tax collection rate, and zero material audit findings.

While most measures remain on track, the report identifies areas for continued monitoring, including capital project delivery progress and operating budget variance, recognizing the timing and seasonal nature of municipal operations.

Conclusion

The 2026 Six-Month Corporate Performance Report provides Council with an overview of municipal performance for the first half of 2026 and demonstrates continued progress in delivering services, advancing strategic initiatives, and maintaining strong governance practices.

Consultation

N/A

Financial and Resource Implications

There are no direct financial implications associated with receiving this report.

Considerations – Council Strategic Goals

- ☒ Infrastructure and Maintenance
- ☒ Sustainable Tourism and Environment Conservation

- ☑ Enhance Community Engagement and Services
- ☑ Economic Diversification and Development
- ☑ Governance and Transparency

Attachments

- Appendix A – Six Month Performance Report – January to June 2026

Approval

Respectfully Submitted:

Peggy Van Mierlo-West

Peggy Van Mierlo-West
Chief Administrative Officer

6 MONTH PERFORMANCE REPORT



Period

January – June 2026

SUMMARY

The Municipality of Northern Bruce Peninsula's Corporate Performance Framework connects Council's strategic direction with measurable outcomes, operational activities, and continuous improvement. The 2025–2026 Council Strategic Goals provide a roadmap for strengthening governance, enhancing community services, supporting sustainable development, and addressing the infrastructure and community needs that are essential to long-term success.

CORE PERFORMANCE METRICS

Metric	Target	Actual	Status
Capital Projects Delivery Progress	>85%	28% complete	● Monitor ▾
Operating Budget Variance	+/-5%	5.31%	● Monitor ▾
Tax Collection Rate	>95%	97.44%	● On Track ▾
Asset Inspection Completion	>90%	95%	● On Track ▾
Road Maintenance Completion	>90%	95%	● On Track ▾
Facility Availability	>95%	99%	● On Track ▾
Customer Service Requests Completed	>90%	95%	● On Track ▾
Waste Diversion Rate	increasing	36%	● On Track ▾

Enviromental Compliance issues	0	0	 On Track ▾
Emergency Response Time	Service Standard	13.25 minutes	 On Track ▾
Critical System Uptime	>99%	100%	 On Track ▾
Council/Legislative Compliance	100%	100%	 On Track ▾

Infrastructure Development and Maintenance

During the first half of 2026, infrastructure service delivery continued through a combination of maintenance activities, asset inspections, capital project implementation, facility management, and development support.

Public Works continued to provide reliable transportation infrastructure services, achieving a **95% road maintenance completion rate** and maintaining **85% of roads within acceptable condition standards**. Gravel road maintenance activities, including planned grading and dust control, were completed at a **100% completion rate**, supporting safe and accessible travel throughout the Municipality.

Winter operations were successfully delivered, with **100% of snow and ice maintenance activities completed according to established standards**. Emergency infrastructure response remained strong, with urgent infrastructure issues addressed within an average response time of **two hours**, supporting continued reliability of municipal services.

Infrastructure was further supported through asset management activities, with **95% of scheduled asset inspections completed** during the reporting period.

During the reporting period, approved capital projects achieved a **28% completion rate**, with **90% of projects completed within approved budgets**.

The Municipality’s capital program supports the long-term priorities identified by Council, including community facility improvements, water and wastewater infrastructure planning, accessibility improvements, transportation connections, and strategic asset renewal. These investments are not isolated projects; they represent long-term community-building initiatives that support quality of life, economic resilience, and sustainable growth.

Parks & Recreation continued to support infrastructure reliability through effective facility stewardship, achieving **99% facility uptime** and completing **94% of scheduled preventative maintenance activities**. Maintaining recreation facilities and public spaces ensures that municipal assets remain safe, functional, and available for community use.

Infrastructure at a Glance



Road Maintenance
Completion
95%



Gravel Road Maintenance Completion
100%

Road Condition Rating
85%



Asset Inspections Completed
95%

Capital Projects Within Budget
90%



Facility Availability
99%

Preventive Maintenance
Completion
94%



Building Permit Timeline Compliance
95%

Sustainable Tourism

Council's strategic priorities recognize the importance of managing tourism growth while protecting ecological resources, enhancing visitor safety, and supporting sustainable practices. This includes advancing sustainable water and wastewater solutions, improving visitor management, strengthening collaboration with regional partners, and promoting responsible tourism practices.

Parks & Recreation plays an important role in supporting sustainable tourism by maintaining public spaces, recreation facilities, waterfront assets, and visitor-serving infrastructure. During the reporting period, municipal facilities achieved **99% facility uptime**, ensuring that recreation and community spaces remained available and operational.

Seasonal assets continued to demonstrate strong demand, with **100% marina slip utilization** reported during the operating period.

Protecting Community Safety and Visitor Wellbeing

Fire & Emergency Services continue to support visitor safety through emergency preparedness, response capability, fire prevention, and community education.

During the reporting period, Fire & Emergency Services maintained an average emergency response time of **13.25 minutes**, exceeding the established 15-minute benchmark. The department also completed **100% of scheduled fire inspections** and delivered **eight public education events** supporting fire safety awareness.

These services contribute to a safe and welcoming environment while recognizing the unique challenges associated with rural geography, seasonal population increases, and visitor activity.



Sustainable Tourism at a Glance

 Waste Diversion Rate
36%

 MECP Compliance Issues
0

 Waste Collection Completion
96%

 Marina Utilization
100%

 Facility Availability
99%

 Fire Inspection Completion
100%

 Emergency Response Time
13.25 minutes

 Public Education Events
8

Community Engagement and Recreation

Council has identified recreation, cultural programming, digital engagement, and emergency preparedness as important areas that contribute to a strong and connected community.

During the first half of 2026, municipal departments continued advancing this priority through programming, community facility operations, emergency preparedness, digital communication, and improved access to municipal information.

Programming

The Facilities Department continues supporting community participation through facility operations, programming, public spaces, and seasonal services. During the reporting period, recreation participation increased by **25%**, growing from **24,093 to 30,169 participants**. Increased participation was observed across municipal facilities and programs, demonstrating continued community interest and demand for accessible recreational opportunities.

Municipal facilities remained reliable and available for community use, achieving **99% facility uptime**. Preventive maintenance activities were completed at a **94% rate**, supporting safe, functional, and sustainable recreation infrastructure.

Digital Engagement and Access to Information

Digital communication continues to transform how residents, businesses, and visitors interact with the Municipality.

Information Technology supports Council's commitment to improving communication, transparency, and public participation through reliable technology systems, online information, and digital engagement tools. The Strategic Plan identifies enhancement of the "Let's Talk NBP" platform as an important opportunity to improve communication and community participation.

During the reporting period, municipal digital platforms demonstrated strong community engagement. The municipal website received **152,577 page views from more than 60,000 users**, providing access to important municipal information and services.

The Let's Talk NBP platform received **4,969 project views and 1,146 contributions**, supporting meaningful public participation on municipal initiatives.

Municipal social media channels generated approximately **797,000 views and 32,600 engagements**, demonstrating the continued importance of digital communication in keeping the community informed.

Responsive Community Services

Clerk, By-law, Treasury, Building Services, and other municipal departments continue to provide accessible services that respond to resident needs, support compliance, and maintain public trust.

Through customer service monitoring, timely responses, transparent processes, and continuous improvement initiatives, the Municipality continues strengthening the relationship between municipal government and the community it serves.

Community Engagement at a Glance

 Website Engagement
152,577

 Let's Talk NBP Participation
1,146

 Social Media Engagement
32,600 Engagements

 Recreation Participation Growth
+25% 30,169 participants

 Facility Availability
99% ready to connect

 Preventive Maintenance Completion
94% keeping spaces active

 Emergency Response Time
13.25 min – quick response

 Fire Inspections Completed
100% – community safety thread

Economic Sustainability and Development

During the reporting period, Building Services received **133 building permit applications** and issued **116 building permits** across a variety of development categories, including new construction, additions and renovations, accessory structures, septic systems, and commercial/institutional projects.

Permit processing remained efficient, with an average turnaround time of **5 days** and **95% of applications processed within legislated timelines**.

Information Technology supports economic development by maintaining reliable digital systems, improving internal processes, and enhancing access to online municipal information.

During the first half of 2026, municipal technology systems achieved **100% critical system uptime**, ensuring reliable access to digital services and operational platforms.

The Municipality also advanced digital transformation through **22 new or improved digital processes**, supporting more efficient workflows, improved information management, and enhanced service delivery.

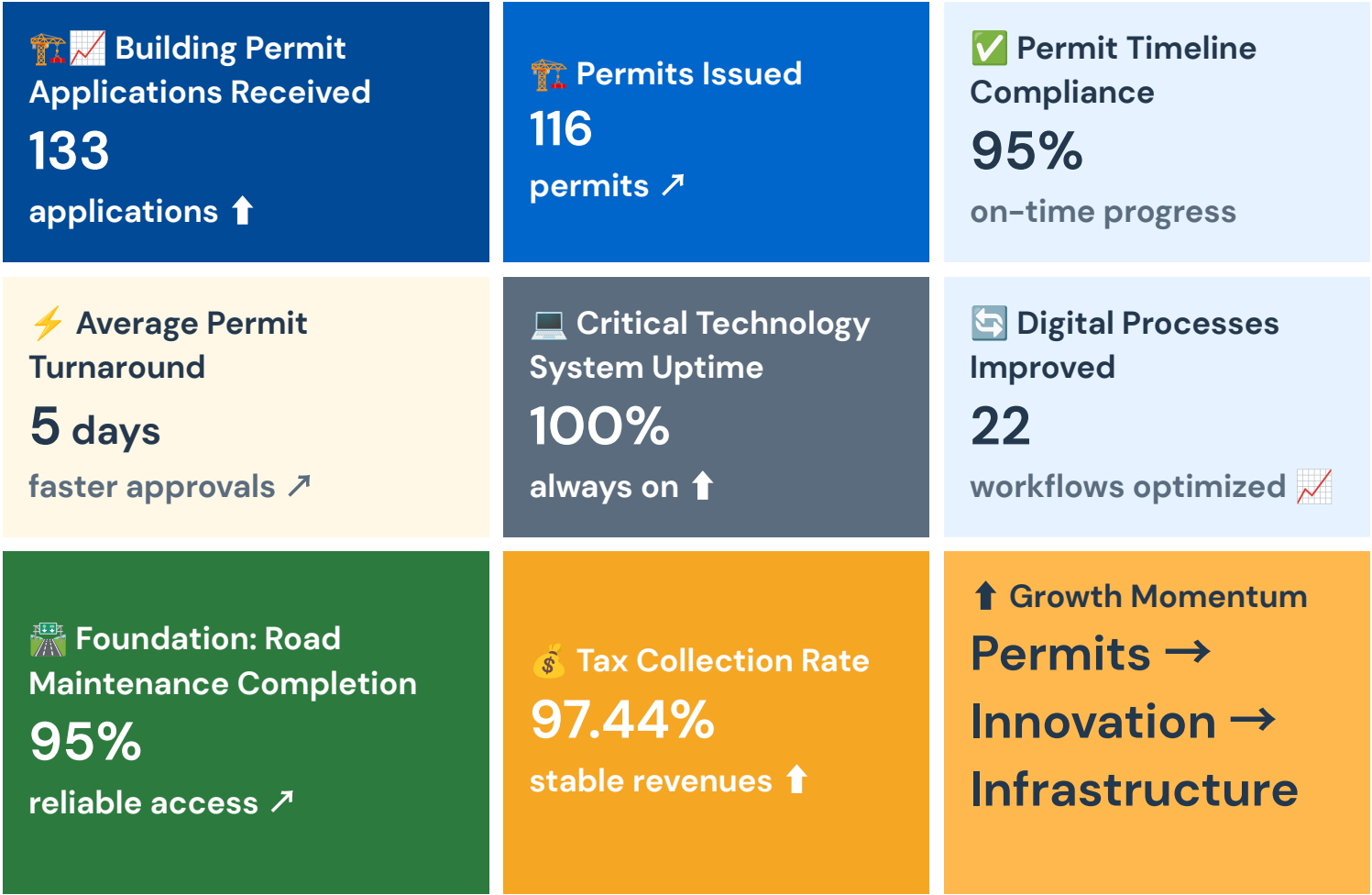
Strong digital systems contribute to a more connected municipality and support residents, businesses, and visitors in accessing information and services.

Treasury Services supports this objective through responsible financial management,

long-term planning, and effective stewardship of municipal resources. Strong financial practices provide confidence to residents, businesses, and funding partners by demonstrating that municipal investments are carefully planned and responsibly managed.

During the reporting period, Treasury maintained strong financial performance, including a **97.44% tax collection rate**, stable reserves, and **zero material audit findings**.

Economic Development at a Glance



Governance and Transparency

The Clerk’s Office continues supporting effective governance processes through legislative compliance, Council meeting administration, records management, and public information services. During the reporting period, **100% of Council and Committee agenda packages were distributed within required timelines**, supporting informed decision-making and effective governance.

Freedom of Information requests continued to be managed within legislated requirements, demonstrating the Municipality’s commitment to openness and accountability.

Treasury Services continues to support transparency through financial reporting, budget

monitoring, audit coordination, and long-term financial planning.

During the reporting period, the Municipality maintained strong financial controls, including **zero material audit findings**, **95% completion of audit recommendations**, and continued monitoring of budget and capital performance.

Governance Performance at a Glance

 Council & Committee Agenda Packages Delivered On Time

100%

legislated timelines met

 MFIPPA Requests Completed Within Timeline

100%

timely access to information

 Material Audit Findings

0

strong internal controls

 Audit Recommendations Completed

95%

continuous improvement

 Critical Technology System Uptime

100%

always-on core services

 Website Page Views

152,577

public information reach

 Let's Talk NBP Contributions

1,146

community input recorded

 Corporate KPI Framework

Implemented

clear measurement & reporting