



Municipality of Northern Bruce Peninsula Staff Report

Report Number: CAO26-02
Subject: 2025 Annual Report
Date: February 9th, 2026
Submitted By: Peggy Van Mierlo-West, Chief Administrative Officer

Recommendation

That Council receives report CAO26-02 for information.

Background

The Municipality of Northern Bruce Peninsula prepares an Annual Report to provide Council, residents, and stakeholders with a transparent summary of municipal operations, service delivery, capital investments, and key performance outcomes achieved throughout the year.

The 2025 Annual Report consolidates departmental activity, service volumes, capital project progress, and community engagement metrics into a single public-facing document. It reflects a year characterized by high seasonal demand, significant capital investment, and continued advancement of long-term infrastructure planning and modernization initiatives.

Analysis

The 2025 Annual Report demonstrates that the Municipality successfully delivered core municipal services across all departments while managing the operational pressures associated with seasonal population fluctuations, aging infrastructure, and increasing regulatory complexity.

Operational highlights include sustained service demand in Public Works, Waste Management, Fire and Emergency Services, Building and Planning, By-law Enforcement, Parks and Facilities, and community programming. Service volumes

remained consistently high during peak tourism and construction periods, reinforcing the importance of capacity planning, seasonal resource allocation, and capital reinvestment.

From a capital perspective, the approved \$8.90 million capital program advanced major infrastructure renewal projects, with \$4.77 million expended by year-end. Transportation projects represented the largest share of investment, alongside notable progress in recreation facilities, waterfront infrastructure, environmental services, digital systems, and energy efficiency upgrades. Several multi-year projects progressed as planned and will continue into the 2026 budget cycle to manage risk, cash flow, and service continuity

The report also highlights continued progress in digital communications and community engagement, with strong website usage, social media reach, and newsletter distribution reflecting growing reliance on online municipal information, particularly during peak visitor months.

Overall, the Annual Report provides a balanced and evidence-based snapshot of municipal performance in 2025, demonstrating responsible financial stewardship, consistent service delivery, and alignment with Council priorities.

Conclusion

The 2025 Annual Report reflects a year of sustained operational demand, significant capital delivery, and continued progress toward long-term asset management and service modernization. The report supports transparency and accountability while providing Council and the public with a clear overview of municipal performance and outcomes achieved in 2025.

Consultation

- N/A

Financial and Resource Implications

- N/A

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 – 2025 Annual Report

Approval

Respectfully Submitted:

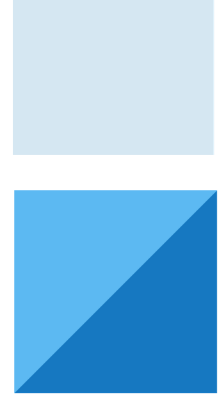
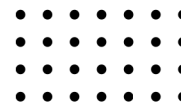
Peggy Van Mierlo-West

Peggy Van Mierlo-West
Chief Administrative Officer



2025 Annual Report





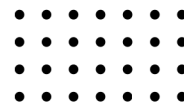
Introduction

The 2025 Annual Report provides an overview of the Municipality of Northern Bruce Peninsula's operational activities, service delivery, and capital investments over the past year. It reflects a year marked by high service demand, significant infrastructure investment, and continued progress toward long-term asset management, modernization, and community priorities.

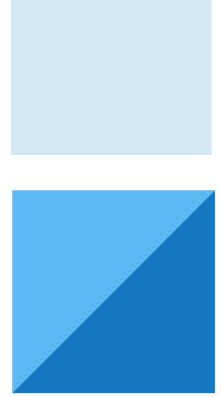
Throughout 2025, the Municipality delivered essential services across all departments while managing the unique challenges associated with seasonal population fluctuations, aging infrastructure, and growing operational complexity. Major capital projects advanced in transportation, facilities, fire services, and waterfront infrastructure, improving safety, reliability, and accessibility for residents and visitors alike. At the same time, staff maintained a strong focus on fiscal responsibility, ensuring projects were delivered in a manner that balanced immediate needs with long-term sustainability.

Operationally, departments responded to consistently high workloads in areas such as public works, waste management, emergency services, building activity, by-law enforcement, and community services. Investments in digital tools, asset management systems, and energy-efficient upgrades supported improved decision-making, service efficiency, and climate-aligned objectives, positioning the Municipality well for future growth and regulatory requirements.

This report is intended to provide Council, residents, and stakeholders with a clear and transparent snapshot of municipal performance in 2025. It highlights key accomplishments, service volumes, and capital progress while demonstrating the ongoing commitment of Council and staff to responsible governance, effective service delivery, and the long-term well-being of the Northern Bruce Peninsula community.



2025 Impact



Major Transportation & Road Investments Delivered

The Municipality successfully delivered its largest capital portfolio in Transportation, completing major resurfacing, micro-surfacing, bridge rehabilitation, sidewalk reconstruction, and traffic safety improvements. These projects significantly improved road safety, asset condition, and accessibility across the community, while advancing long-term asset management objectives.

Impact: Safer roads, extended asset life, reduced long-term maintenance costs.

Fire Services Safety & Readiness Strengthened

Critical investments in Fire Services enhanced operational readiness and firefighter safety, including new bunker gear, coveralls, communications upgrades, and fleet improvements. These upgrades ensure frontline responders are properly equipped to serve both residents and visitors.

Impact: Improved emergency response capability and enhanced firefighter safety.

Energy Efficiency & Facility Modernization

The completion of heat pump installations and LED lighting upgrades across municipal facilities reduced energy consumption, improved building performance, and aligned with climate and sustainability objectives. These upgrades deliver long-term operational savings while improving workplace comfort and reliability.

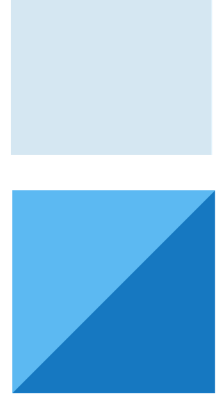
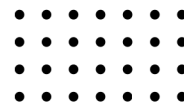
Impact: Lower energy costs, reduced emissions, modernized municipal facilities.

Digital Transformation & Asset Management Progress

Significant advancements were made in GIS, IT infrastructure, surveillance systems, and asset management software. These investments strengthen cybersecurity, improve decision-making, and support data-driven planning. Major software systems advanced substantially and will be fully implemented in 2026.

Impact: Better data, stronger security, improved service delivery.





2025 Impact

Harbour, Marina & Waterfront Enhancements

Major upgrades to Tobermory Harbour and Lion's Head Marina — including dock replacements, electrical upgrades, and fuel system improvements — enhanced safety, reliability, and visitor experience at key waterfront assets.
Impact: Improved tourism infrastructure and long-term asset protection.

Parks, Recreation & Community Spaces Improved

Capital investments delivered new playgrounds, park furnishings, court upgrades, vehicles, and facility improvements across the municipality. These projects enhanced community amenities, supported active lifestyles, and improved access for residents of all ages.
Impact: Stronger, more accessible community spaces.

Accessibility Advancements

Accessibility improvements, including facility upgrades and a website accessibility audit, strengthened the Municipality's commitment to inclusive services and compliance with accessibility standards.
Impact: Improved access to services and facilities for all users.

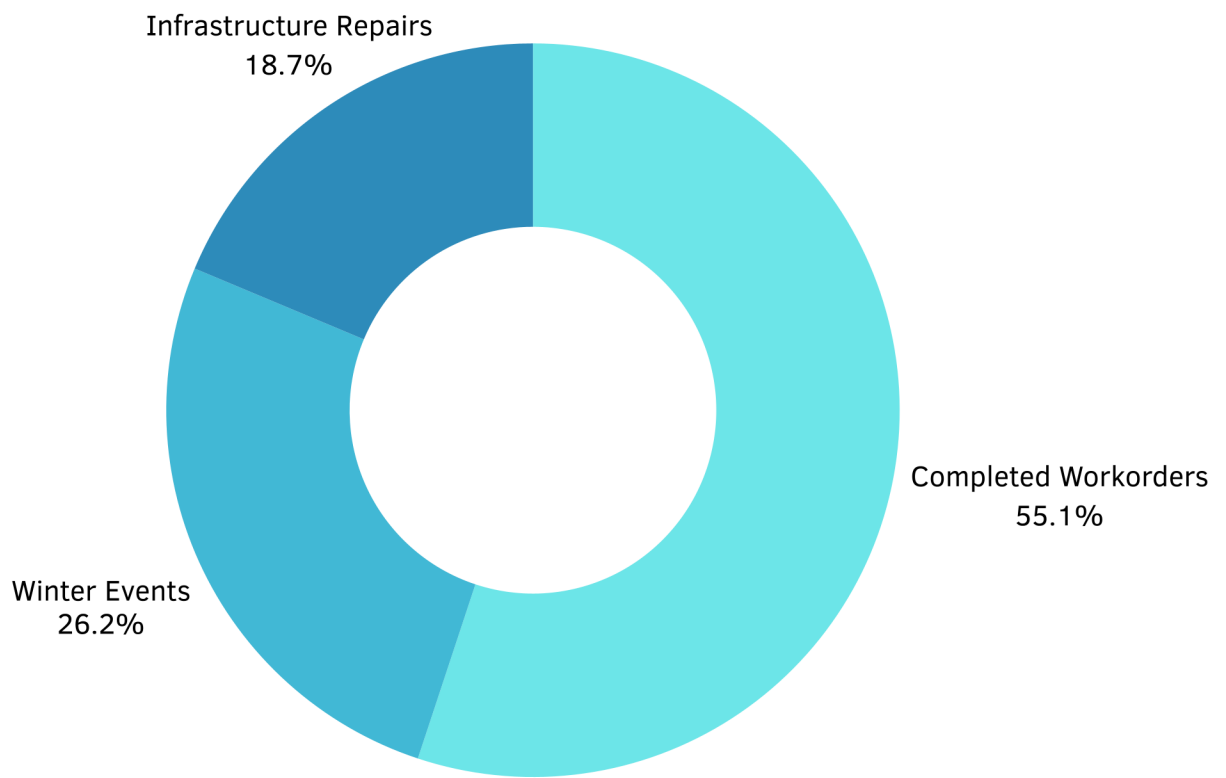
Prudent Capital Management

The Municipality delivered significant capital works while responsibly managing cash flow, capacity, and multi-year projects. Strategic staging of larger initiatives ensures continuity of service, financial stability, and readiness for 2026.
Impact: Strong stewardship of public funds and sustainable delivery.

Public Works Department

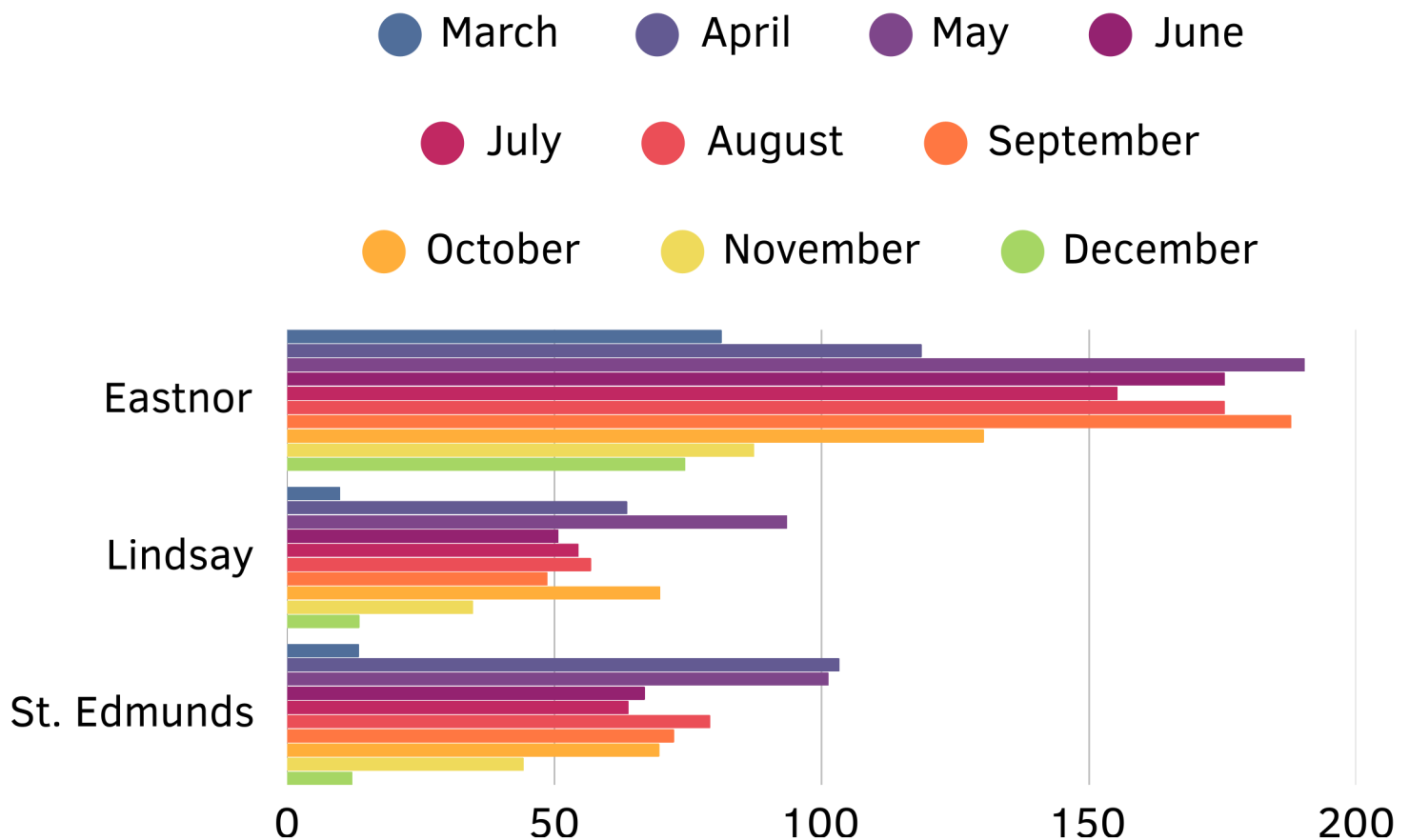
Throughout the year, Public Works experienced a consistently high workload across maintenance, repairs, winter operations, and waste management services. A total of 656 completed and in-progress maintenance calls were recorded, with activity peaking during the summer months, particularly in July, reflecting increased seasonal demand and infrastructure use.

In addition to general maintenance, streetlight repairs, water repairs, and sewer repairs were carried out as required, with 52 sewer-related repairs recorded earlier in the year, indicating concentrated operational demands during the winter and early spring period. Winter events accounted for 80 service responses, underscoring the operational pressures associated with snow, ice, and severe weather conditions.



Waste Managment

Waste management volumes remained significant across all landfill sites. Over the year, Eastnor Landfill received approximately 1.45 million kilograms of material, representing the highest volume and reflecting its role as the primary disposal site. St. Edmunds Landfill received approximately 651,000 kilograms, while Lindsay Landfill managed just over 517,000 kilograms. Peak disposal volumes occurred during late spring and summer months, aligning with increased tourism, construction activity, and seasonal population increases.



Fire & Emergency Services

In 2025, the Northern Bruce Peninsula Fire Department responded to 226 calls for service, reflecting strong operational demand across emergency response and public safety support. Call volume was highest during peak seasonal months, with the busiest periods occurring in August (38 calls), July (28 calls), and March (27 calls). The most common incident types included Motor Vehicle Collisions (31), False Alarms (29), Bush Rescues (28), No-Loss Outdoor Fires (23), and Power Lines Down (22). The Department also responded to 20 fires and provided support through mutual aid responses as required.

Fire prevention and public education remained an important part of service delivery in 2025. The Department delivered public education events in every quarter, including FireSmart outreach, car seat clinics, First Aid/AED presentations, school-based education, and community parades. In Q4, Fire Prevention Week and Carbon Monoxide Awareness Week were supported through local events and social media campaigns. Firefighters also conducted the annual holiday toy drive for local families in need and participated in Christmas celebrations across the municipality.

Training and certification continued to be a major focus to ensure operational readiness and compliance. Firefighters participated in ongoing certification programs throughout the year, including Bruce County Fire School and specialized training such as auto extrication, rope rescue, water rescue, hazmat, public education, and instructor development. In Q4, firefighters completed NFPA 1001 Firefighter I & II, and senior firefighters completed testing for NFPA 1041 Fire Instructor, positioning the Department well to meet the mandatory firefighter certification deadline of July 1, 2026.

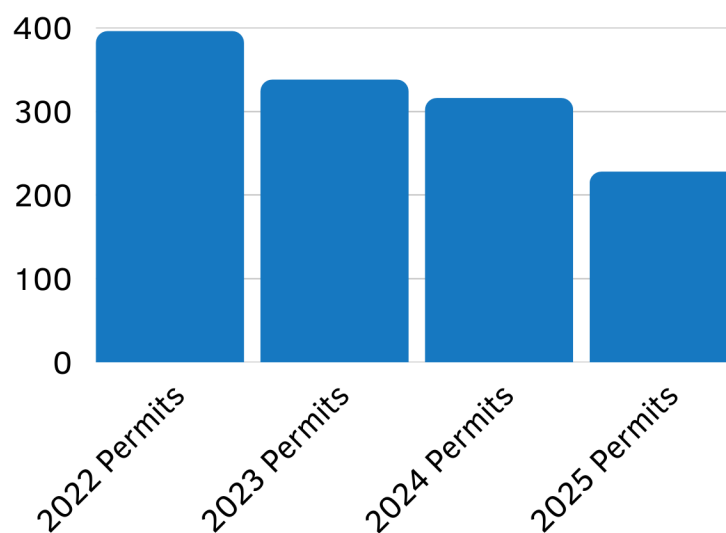
Overall, 2025 reflects a high-activity year with strong seasonal call volumes, continued emphasis on public safety outreach, and significant progress in firefighter training and certification to support safe and effective emergency response services.



Building Department

2025 Building Permit Activity

Building permit activity in 2025 remained steady overall, with a clear seasonal rise during the spring and summer construction period. Permit volume peaked in June (32 permits) and July (31 permits), reflecting typical construction demand and increased project starts during warmer months. Activity remained consistent into the fall, with October (25 permits) showing continued building and renovation work.



Residential permits continued to be the dominant category, particularly for additions and renovations, garages/sheds, and decks, indicating ongoing investment in housing improvements and property upgrades. Septic permits were also a major driver of activity throughout the year, demonstrating continued servicing and infrastructure needs across the municipality.

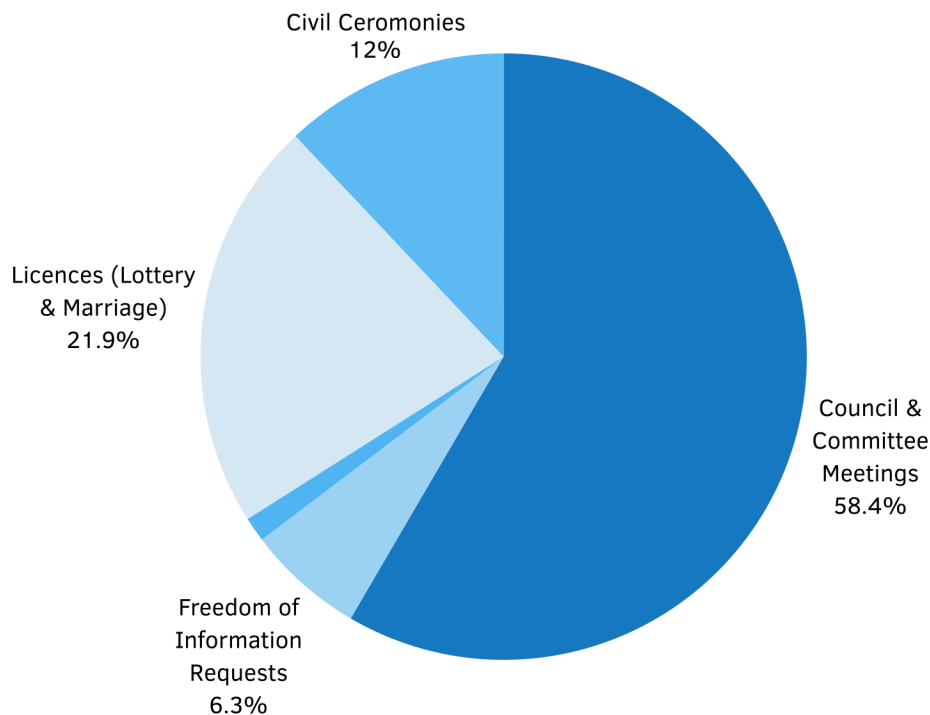
Revenue collection remained strong, with the highest month in July (\$35,745.38) and another significant peak in September (\$29,646.13). Inspection volumes confirm a sustained operational workload, with 101 inspections completed in July, supporting the need for ongoing capacity during peak construction season.



Clerk Department

In 2025, the Municipality's corporate operations remained active and service-focused, supporting governance, legislative compliance, licensing, and community-facing administrative services. Council and Committee activity remained consistent throughout the year, reflecting Council's ongoing workload and the volume of reports, decisions, and committee oversight required to support municipal priorities.

Corporate services also continued to manage legislative and administrative functions including Freedom of Information (FOI) requests and Ethics and Conflict of Interest compliance tracking, ensuring transparency and accountability in municipal operations. In addition, the Clerk's office supported a steady volume of licences (lottery and marriage) and civil ceremonies, highlighting continued demand for essential municipal services across the community.



Cemetery operations continued throughout the year, including interments and burial coordination across municipal cemeteries, with activity recorded at Dunks Bay, Eastnor, and Stokes Bay. The Municipality also processed cemetery plot sales, reflecting ongoing community needs and long-term planning considerations related to cemetery services.

Overall, 2025 reflects a year of steady operational delivery, supporting Council governance, compliance requirements, and essential community services through consistent administrative capacity and service continuity.

Clerk Department

By- Law Enforcement

In 2025, By-law Services continued to play a critical role in managing seasonal pressures, supporting community compliance, and maintaining public safety—particularly related to the Municipality’s parking reservation system and high-volume tourism areas.

Parking reservation activity was substantial throughout the peak season, with monthly volumes increasing sharply from spring into summer. The highest reservation months occurred during July and August, with strong demand continuing into the fall. Admissions related to managed parking areas were also significant, with peak months exceeding 12,000 admissions and a seasonal total exceeding 60,000+ admissions across the reported period.

Parking enforcement activity reflected these seasonal impacts, with ticket issuance peaking during peak tourism months. A notable volume of parking tickets were also reviewed, demonstrating both enforcement demand and administrative workload. In addition, By-law responded to residential and property standards complaints throughout the year, with the highest levels occurring in the summer season when community impacts and visitor pressures are greatest.

Short-Term Accommodation (STA) compliance continued to be supported through proactive inspections, with inspection volumes concentrated during peak periods. This work supports the Municipality’s ability to monitor compliance and address concerns related to licensing and operational standards.

The parking management program also generated significant municipal revenue in 2025, including strong performance in parking pass revenues and parking ticket revenues during the active season. Operationally, By-law’s redirection work helped manage congestion and support access in high-demand locations, including Big Tub Road, Little Cove, and McCurdy, where thousands of vehicles were redirected during peak periods to reduce traffic impacts and improve safety.

Overall, 2025 demonstrated that By-law Services remains an essential operational function for the Municipality, particularly in managing seasonal tourism impacts, enforcing regulations fairly, and supporting safe and orderly community operations.

Clerk Department

Planning

Planning activity remained steady and consistent throughout 2025, reflecting ongoing development interest and continuous demand for planning support services. The Municipality managed a total of 210 active planning applications and inquiries over the year, with a stable monthly workload ranging from 7 to 10 active files per month. This demonstrates sustained service demand and a consistent volume of development-related questions and applicant support.

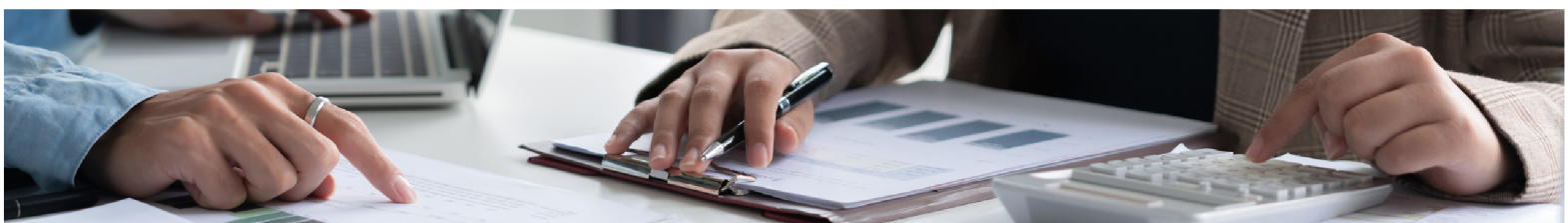
In addition to active file management, the Municipality processed and finalized a total of 27 completed planning applications in 2025, showing continued progress in moving applications through review and approval processes. Overall, these numbers confirm a steady planning workload requiring ongoing coordination, timely review, and consistent customer service to support applicants, residents, and Council decision-making.

Licensing

Short-Term Accommodation (STA) licensing activity remained strong in 2025, reflecting continued demand and ongoing compliance administration. A total of 80 new STA licences were issued throughout the year, with the highest volumes occurring during the peak season, including August (13 new licences) and strong activity from April through September.

In addition, the Municipality processed 432 STA licence renewals in 2025, representing the largest portion of STA licensing workload. Renewals peaked during the spring and summer months, with consistently high monthly volumes from April to August, demonstrating the ongoing scale of STA operations and the administrative effort required to support licensing compliance and program oversight.

Overall, the STA licensing program continues to represent a significant and active municipal service area, particularly during peak seasonal periods.



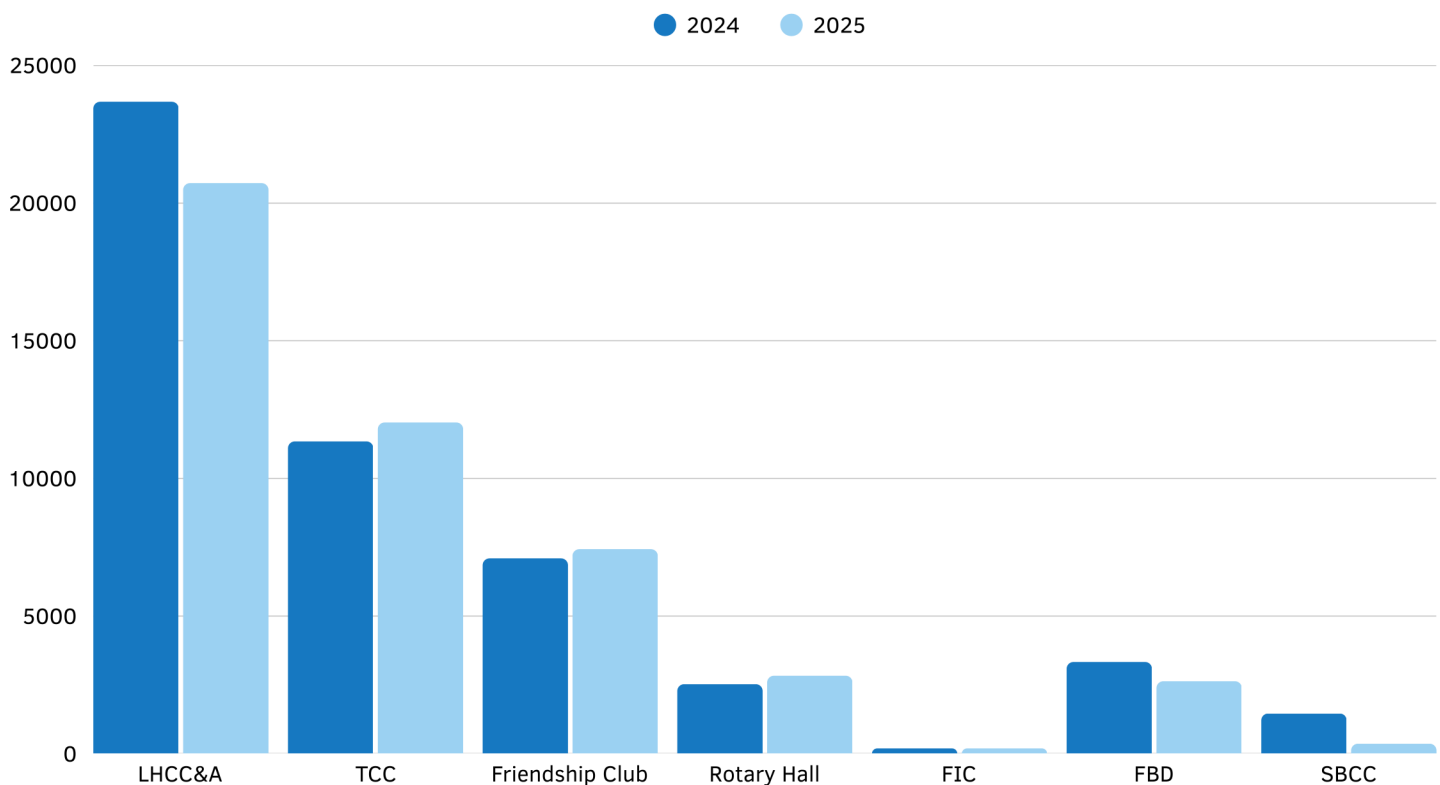
Parks & Facilities

In 2025, Operations focused on maintaining safe, functional, and well-used municipal facilities while supporting a high volume of community programming, seasonal services, and capital improvements. Core work included ongoing maintenance, safety inspections, and work order responses across municipal buildings, parks, and facilities.

Seasonal operations remained a significant part of service delivery, including the opening, operation, and winterizing of municipal assets such as harbours, marinas, campgrounds, beaches, and the museum, along with ongoing arena ice operations during the winter period. The museum also experienced strong seasonal visitation, welcoming 1,790 visitors, supported by 522 volunteer hours.

Recreation and wellness programming continued to expand through the Senior Active Living Centre (SALC) network, with high participation and multiple programs reaching capacity and waitlists. Programming delivered across Tobermory, Lion's Head, Pike Bay, and partner facilities supported healthy aging, learning, and community connection.

Total Rental Bookings



Parks & Facilities

St Edmunds Bruce Peninsula Museum

The St. Edmunds Bruce Peninsula Museum continued to serve as an important cultural and tourism asset for the Municipality in 2025, supporting heritage preservation through exhibits, learning opportunities, and public engagement. The museum welcomed a total of 1,790 visitors, with peak summer attendance in July (600 visitors) and August (664 visitors). Volunteer support remained essential to operations, with volunteers contributing 522 hours to assist with visitor services, museum activities, and seasonal operations.

Programming in 2025 included a variety of hands-on, family-friendly experiences, with weekly summer youth programs offered multiple days per week during July and August featuring rotating themes, crafts, and learning activities inspired by local history. The museum also supported heritage preservation through Drop-in Digitization Days, helping community members preserve and share historical photographs, documents, and keepsakes as part of the museum's growing archive. In addition, the museum hosted special events such as "Crafting Traditions", highlighting traditional skills and craftsmanship connected to the area's heritage.

Overall, the museum's visitor numbers and expanded program delivery demonstrate its continued value as a community gathering place, educational resource, and seasonal tourism attraction in Northern Bruce Peninsula.

**A ONE-OF-A-KIND
BOTTLE
COLLECTION
DISPLAY**

AUGUST 23RD &
24TH
IN THE DAVIS
CABIN

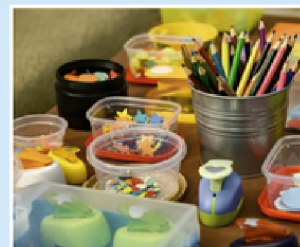
Judy Caulfeild-Browne has been collecting bottles for over 60 years. Now, her collection has too many to count.

Visit **St. Edmunds Bruce Peninsula Museum** on August 23rd and 24th to see a selection of her favourites. Each bottle has a unique history and story.

7072 HWY 6, TOBERMORY
[HTTPS://WWW.NORTHBRUCEPENINSULA.CA/DISCOVER/MUSEUM/](https://www.northbrucepeninsula.ca/discover/museum/)



ST. EDMUNDS BRUCE PENINSULA MUSEUM



WEEKLY DROP-IN PROGRAMS

Parks & Facilities

Senior Active Living Centre (SALC)

The Senior Active Living Centre (SALC) continued to experience strong participation and consistent demand throughout 2025, delivering a broad range of wellness, recreation, and social programming across the Municipality. Popular offerings such as Chair Yoga at the Tobermory Community Centre and Friendship Club programs remained full with waitlists, demonstrating ongoing interest in accessible fitness and healthy aging supports.

Beyond wellness programming, the SALC offered diverse opportunities for connection and engagement through creative workshops (crafts, pottery, fused glass, needle felting), educational sessions (Lunch & Learn), and social programming (movie nights, community outings, and group activities). The Centre also supported larger community events, including the Seniors Olympics and local Seniors Fairs, strengthening inclusion and community wellbeing.

A key highlight of 2025 was the two-day Seniors Wellness and Volunteer Fair held October 4 (Tobermory) and October 5 (Lion's Head), supported through funding from the Older Adult Centres' Association of Ontario (OACO). The event featured service providers and community organizations, educational presentations (including topics such as wills, power of attorney, aging in place, and ageism in health care), wellness activities, and opportunities for seniors to connect with local resources and volunteer supports.

Overall, the SALC remains a highly valued and well-utilized municipal service, supporting healthy aging, learning, connection, and quality of life for seniors across Northern Bruce Peninsula.



FREE SENIOR CHAIR YOGA

Join us for a gentle and accessible yoga class designed specifically for older adults. You'll be guided through a series of movements and breathing exercises that promote flexibility, balance, and relaxation. The class includes poses performed while seated in a chair and while standing, with modifications offered to suit all abilities.

Instructor: Shawn Radcliffe
Location: Tobermory Community Centre - 7420 Highway 6
Date/Time: Tuesdays at 9:30AM
Classes begin May 6th.

**REGISTRATION REQUIRED!
LIMITED SPOTS AVAILABLE!**

Community Engagement

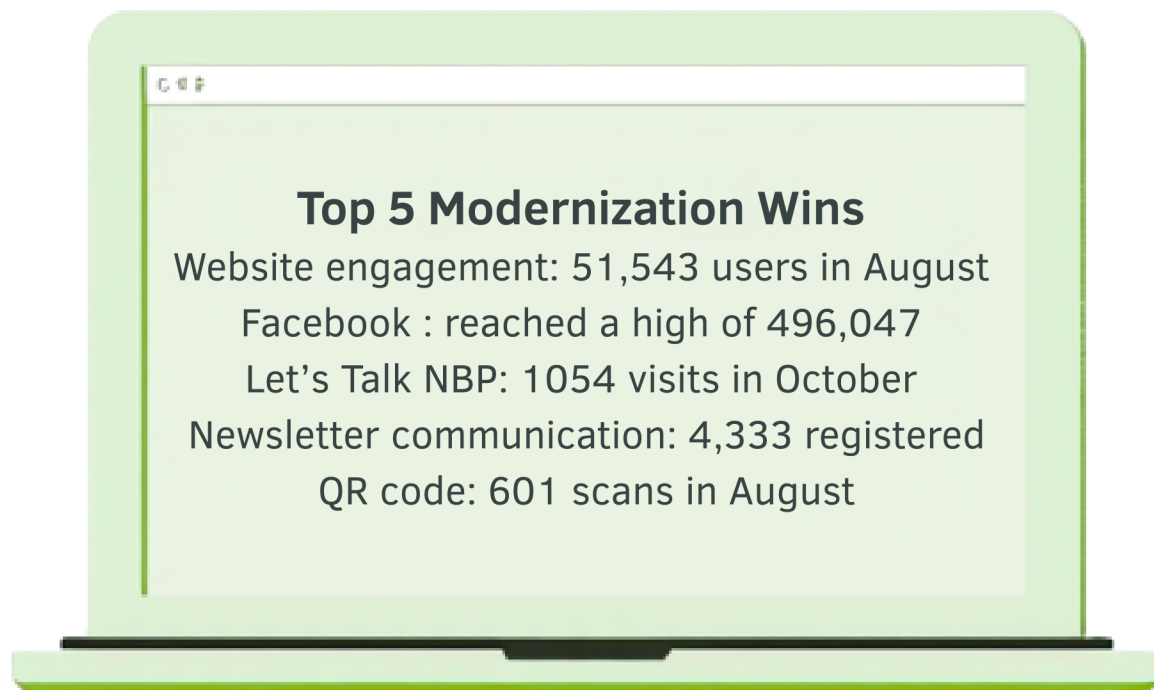
In 2025, the Municipality continued to expand and strengthen its digital communications and resident engagement tools, with strong performance across key platforms including the municipal website, social media, newsletters, and QR code resources.

Website traffic remained consistently strong, with monthly users ranging from approximately 9,268 (December to date) to a peak of 51,543 users in August, reflecting high seasonal engagement and strong reliance on online information during peak visitor months.

Facebook reach remained a major communications driver, with the highest reach recorded in July (496,047) and strong performance throughout the summer, supporting broad awareness of municipal updates, service messages, and community notices.

The Municipality's email newsletter direct sends remained steady throughout the year, ranging from approximately 1,323 to 4,333 per month, demonstrating continued value as a reliable communication channel for residents and subscribers.

Overall, the 2025 metrics reflect continued progress in modernization and digital service communication, supporting improved access to municipal information, increased public engagement, and stronger multi-channel outreach across Northern Bruce Peninsula.



Capital Program

In 2025, the Municipality of Northern Bruce Peninsula advanced a comprehensive capital program focused on infrastructure renewal, service reliability, regulatory compliance, and community amenities across all departments.

The approved 2025 capital program totalled \$8.90 million, with \$4.77 million expended by year-end. Several multi-year projects progressed as planned and will continue into 2026.

General Government

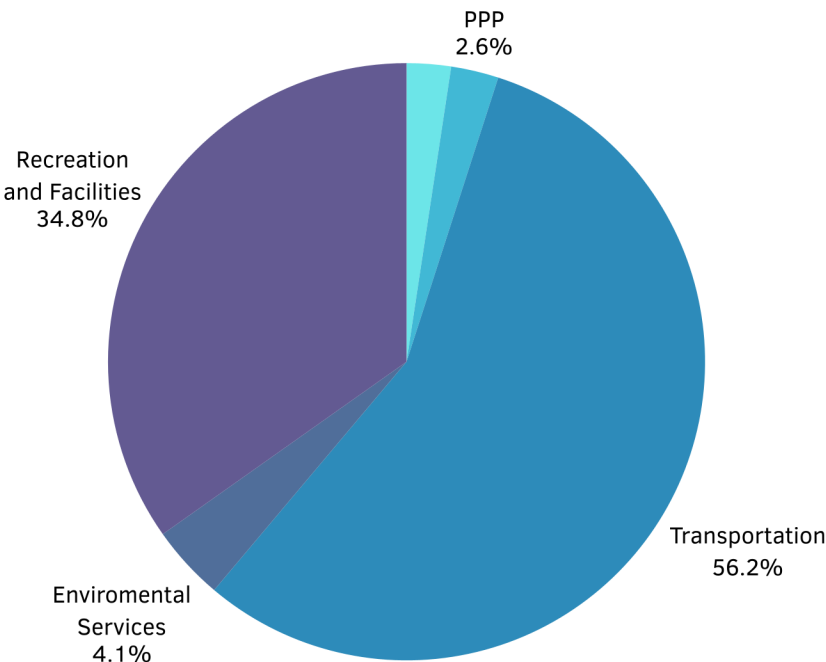
Key investments were made to modernize municipal facilities and systems, including the replacement of air conditioning units with energy-efficient heat pumps, LED lighting upgrades, front office reconfiguration, and significant GIS/IT improvements. These projects improved operational efficiency, cybersecurity, asset tracking, and public-facing service delivery. Major software initiatives, including asset management and facility booking systems, advanced through 2025 and will be completed in 2026.

2025 expenditures: \$114,279

Protection to Persons & Property

Fire Services focused on essential safety equipment and fleet readiness, completing bunker gear, coverall replacements, communications upgrades, and a pickup truck purchase. Planning continued for larger initiatives such as the tanker replacement and emergency power infrastructure, which are scheduled for future years.

2025 expenditures: \$122,906



Transportation

Transportation represented the largest portion of the capital program, with substantial investments in road resurfacing, bridge works, sidewalks, equipment, and traffic safety measures. Major accomplishments included tar and chip programs, micro-surfacing, sidewalk reconstruction, bridge rehabilitation, and the acquisition of key public works equipment. Several construction and design projects progressed and will continue into 2026.

2025 expenditures: \$2.68 million

Environmental Services

Environmental initiatives focused on sewer and water system servicing, master planning, and capital works to support regulatory compliance and long-term infrastructure sustainability. Progress was made on sewer servicing, wastewater master planning, and system upgrades, with several studies and capital projects continuing into the next budget year.

2025 expenditures: \$193,648

Recreation and Facilities

Significant investments were made in harbours, marinas, parks, community centres, accessibility improvements, and cultural facilities. Notable completions included marina dock replacements, electrical upgrades, playground replacements, vehicle purchases, facility lighting and heating improvements, and accessibility projects. Several major facility upgrades and equipment replacements remain in progress or deferred to 2026.

2025 expenditures: \$1.66 million