

Recommendation:

That the report C.A.O.-2026-09, dated March 17, 2026, regarding Service Delivery Review – Development Services Update 1 be received for information

Overview:

Through the first phase of this project Triton has compiled background information, that involved reviewing annual Building Services reports, current related by-laws, and the Townships strategic plan and overall service delivery review. Triton also conducted an environmental scan of Peterborough County to get a sense of typical permit types, volumes and rates. Further, any available information related to the delivery of building, planning and economic development services in the community, County and region was sought. After initial research, Triton met with the Senior Administration, and then Building and Planning Staff as a group. Through the initial first phase Triton has a handle on the current situation related to the delivery of building and planning services by the Township and a higher-level understanding of economic development as it has recently evolved in Peterborough County.

Triton is poised to launch phase two of the project which involves a substantial amount of public consultation. The initial portion of this public engagement comes in the form of an [accessible online questionnaire](#). Staff has reviewed and approved Triton's proposed questionnaire that is being facilitated through the Township website. Results are provided directly to Triton's Senior Planner to ensure confidentiality and survey integrity. The same questionnaire will be provided to Council, staff, stakeholders, cottage associations, interested parties, and others wishing to complete it. Survey responses are confidential and will be compiled by Triton into summaries provided in the Public Engagement Report.

More information related to the project is available on the now [live webpage](#) on the Township website. Triton's direct email is available through the dedicated webpage to send comments at any time. Staff and Triton will ensure the website is populated with information for the public to monitor the project.

The next phase of this project entails the following activities:

- Triton to conduct individual interviews with staff, Council, Department clients, association representatives and other stakeholders to obtain more subjective views on the Service.
- Triton to prepare and host an open house mid-April 2026
- Triton to prepare and participate in a public meeting mid-May 2026

Ongoing Implementation and project milestones:

The project is schedule in the following four phases:

1. Finish Background research and develop Interviews & Questionnaire by Mid-March - Complete
2. Public Engagement and Public Open House by Mid-April – *About to initiate*
3. Complete Analysis and prepare for Public Meeting by Mid-May
4. Reporting Complete End of June Council Presentation

Conclusion:

At this stage of the project schedule Triton has concluded some background assessment of the region's delivery of these services, reviewed the County's approval authority, and has advanced into the questionnaire and interview stage.

Financial Impact:

There is no financial impact for the purposes of this report.
The project is currently on time and within budget.



Report Approval Details

Document Title:	Service Delivery Review - Background Report and Update 1 - C.A.O.-2026-09.docx
Attachments:	
Final Approval Date:	Mar 12, 2026

This report and all of its attachments were approved and signed as outlined below:

Martina Chait-Hartwig

Todd Davis