

**SECTION 300 MUNICIPAL ACT, R.S.O. 2001
"IMPROVEMENTS IN SERVICE" for 2004**

Parking Department

Implemented new parking ticket system that enhances the tracking and status of tickets issued.

Fire Department

The 1986 water tanker was replaced with a 2004 model.

2004 will see a minimum of three "first response" firefighters attending an emergency situation ... an increase of one firefighter over the 2003 level.

Information Technology

One-third of all workstations were upgraded in 2004.

Changed our backup system from tape to network optimized storage (hard drive).

Building Department

Implemented a hand held "Electronic Inspection Program" to streamline and facilitate building inspections.

Police (O.P.P.)

Opened a satellite office in our downtown business core to better serve the public during the day and help curb vandalism in the evenings.

Leisure Services Department

Constructed two professional soccer pitches to address the high demand for soccer.

Extensive renovations to our 1908 Curling Club building will help address an increased interest in curling. An additional outdoor ice skating surface was constructed close to the Curling Club building and both ice surfaces share one ice making plant.

Planning Department

Updated and adopted the Town's Official Plan.

Added in house GIS drawing capabilities (autocad).

Public Library

Installed new Dynix Horizon system that is faster and easier to use. Customers can maintain their own library accounts, request materials and renew items over the internet from home. The automated system has a statistical component that reflects customer needs and facilitates "improved collection development".

A new website features all of the library's policies, programmes, genealogy resources, art exhibitions, brochure downloading and in general assists patrons with their queries and needs. This alleviates telephone call volume for staff.

A new young adult/teen section has been opened as a service and community outreach to teens.

A summer literacy programme was set up by networking with local schools and providing summer assistance to many children having difficulties reading and comprehending.