

Waves

A publication for the citizens and communities of the Municipality of Lakeshore.

January/February 2024

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Mayor's Message

While the New Year brings new beginnings and fresh goals, Council and I will continue to focus on creative solutions to tackle Lakeshore's challenges.

We've seen a boom in survey responses with our new online citizen engagement tool. Our Noise By-law survey saw more than 800 responses, which will help Council make a decision that is informed by citizens. We are committed to seeking your feedback to ensure your ideas and opinions are considered in the critical decisions we make.

We've looked to collaborate with others to meet our shared goals. Council recently approved a feasibility study with Windsor Essex Community Housing Corporation to explore the development of a multi-use building to host a community hub and residential units for seniors at the former Stoney Point Tavern property.

We'll seek a partner to redevelop Lakeview Park marina with the intent to find an organization that shares our values of community service while also reducing the burden on taxpayers.

We've seen the positives of community benefit agreements we negotiated on your behalf. With the recent agreement with Hydro One, residents in the Woodslee and Comber areas can look forward to even more of these community-building projects.

Creativity isn't the only element that ties these pieces together, it's also cooperation. We've brought more people to the table than ever before because Council is only one piece of the puzzle. We are dedicated to working for the betterment of Lakeshore, and our door is open to any individual, or organization, that shares that goal. **Together we are Lakeshore.**

Public Service Unit Adding Personal Touch to Customer Service

Lakeshore's Public Service Unit is a team of frontline staff members dedicated to getting residents and customers the information they need promptly. If they can't answer a question right away, they'll make sure you are connected to the right department or division.

With the introduction of the PSU, Lakeshore has simplified service access to a single phone number, eliminating the need to navigate through multiple contact points. This initiative marks a significant enhancement to the responsiveness and efficiency of municipal services.

"Our investment in frontline service is a direct response to the feedback we've heard from our community members," said Mayor Tracey Bailey. "Residents of all ages appreciate the ability to call and connect with an actual person who is ready and willing to help. Council and I have made this a priority, and we look forward to seeing the PSU grow and improve in the coming years."

The Public Service Unit is accessible via phone **519-728-2700**, email PublicService@Lakeshore.ca, or **in-person at the Atlas Tube Recreation Centre or Lakeshore Town Hall** during regular business hours (Monday to Friday, 8:30am to 4:30pm).

Public Service Unit Stats

Service Statistics from April 6 to December 13, 2023



39,015

Inbound calls answered



62%

of all calls were resolved by the PSU



1,983

Total hours of talk time

=82 DAYS

Total talk time



1,880

Inquiries responded to during the August flooding



1,412

Service requests made on behalf of residents

Top 3 Topics Residents/Customers Called For:

Recreation

Revenue
(Tax and Water Billing)

Public Works



Disaster Relief Funding for Lakeshore Residents

Lakeshore is pleased to announce that the Ministry of Municipal Affairs and Housing has approved eligibility for residents, **within a designated activation area**, for the Disaster Recovery Assistance for Ontarians program.

This program, run by the Province, assists with emergency expenses and costs to repair or replace essential property not covered by insurance. Homeowners and residential tenants, small owner-operated businesses, farmers, and not-for-profit organizations in the activation area, (including Stoney Point/Pointe-aux-Roches and Lighthouse Cove) that were affected by the significant rainfall event on August 23, 2023 can apply.

For more information visit Ontario.ca/DisasterAssistance, call **1-877-822-0116** or email disasterassistance@ontario.ca

2024 Summer Student Jobs

Lakeshore's summer student job positions are now open for applications. All local youth who are 16 years of age or older and returning to school in September of 2024 are eligible to apply.

Benefits of Working for Lakeshore

- Gain practical experience and skills for your future career.
- Apply field-specific knowledge in a real-world setting.
- Expand professional network with students and Lakeshore staff.
- Boost confidence and learn essential life skills.

Learn more and submit your application online at Lakeshore.ca/Jobs

Connect With Council

To find a schedule of upcoming Council and committee meetings, current and past agends, minutes and livestreams, visit Lakeshore.ca/Council

If you would like to reach a specific member of Council by phone, please call **519-728-2700** and a Public Service Representative will transfer you to their extension. View a full list of Council members below:

Mayor Tracey Bailey

Deputy Mayor Kirk Walstedt

Ward 1 Councillor Ryan McNamara

Ward 2 Councillor Paddy Byrne

Ward 3 Councillor Kelsey Santarossa

Ward 4 Councillor John Kerr

Ward 5 Councillor Ian Ruston

Ward 6 Councillor Larissa Vogler



We Want to Hear From You!

Check out upcoming engagement events and sign up for community surveys online at:

Lakeshore.ca/Engage

Service Line Warranties of Canada in Lakeshore



The Municipality of Lakeshore has endorsed Service Line Warranties of Canada, an independent company, to offer eligible homeowners optional repair plans that can help protect residents against potentially expensive emergency repairs to water and sewer service lines that connect a resident's home to Lakeshore's systems. The program is solely managed by SLWC and uses no public funds.

Homeowners will receive information in the mail about the program and available service plans. There is no obligation to sign up – **participation in the program is voluntary.**

For more information or to view a list of available repair plans visit Lakeshore.ca/SLWC



2024 Budget Update

Lakeshore's draft 2024 Budget is scheduled to be presented to Council on January 30, 2024. Following the meeting, Council deliberation and approval of the final budget are scheduled to take place on February 15 and 16, 2024. Stay tuned for updates and learn more at Lakeshore.ca/Budget

Follow us online to stay up-to-date!



Lakeshore.ca/Connect
519-728-2700

419 Notre Dame Street
Belle River, ON N0R 1A0