



Council Inquiries 2023

Date Requested	Subject for action	Council Member	Requested / Anticipated	Comments	Status	Completed Date
12-Dec-22	When is the Service Delivery Review coming back to Council?	Fegan		Denyse replied that the Operations review will be coming in January and that recommendations will be referenced in the 2023 budget. Report came to Council on January 9, 2023.	completed	1/9/2023
12-Dec-22	What is the status of Staff clearing accessible parking spots on Town roads?	Fegan		Denyse and Jim replied that Staff have already been clearing the snow from accessible parking spots after last winter's conversations and will continue to monitor. Council commented on January 9, 2023 that clearing was being done well.	completed	N/A
12-Dec-22	When is a report on Bill 23 coming to Council	Wegener	1/23/2023	Denyse replied that a report would be coming in January with a high level review - development charges impact, affects studies, parkland dedications and other key issues. Steve Wever from planning will be looking at it too.	Completed	23-Jan-23
9-Jan-23	Residents shoveling snow back onto sidewalks after plow has been through and not clearing of fire hydrants - can we fine residents for this	Benotto		Jim replied that Staff can do more education on website and social media. Jennifer mentioned currently no enforcement option, will communicate with fire department to see if they have an enforcement option	completed	N/A
9-Jan-23	Cross walk at Robert St and Fourth Ave - is there anything that can be done to facilitate safer crossing - outside of school hours - can we look at something similar to what is outside of Town Hall	Wegener		Jim responded that we would have to get ahold of consulting engineers to get updated numbers, prices are up about 30%, would have to coordinate with MTO as in their corridor/MTO reviewing	Completed	Sept. 2024
9-Jan-23	Lighting Situation in houses where residents are installing lights into soffit that light other residents properties	Benotto		Denyse replied that Steve Wever is looking at it as it has to be embedded in the development process, it's on Staff's list to consult about, will be included in updated By-laws. It's fairly robust, triggers by-law implications, requires education and development awareness	ongoing	
23-Jan-23	Request time away from Fire Board	Benotto		Deputy Mayor Hall volunteered to replace Councillor Benotto on the Fire Board	Completed	13-Feb-23
23-Jan-23	Concerns being voiced about Shelburne Minor Baseball and the Out of Town Fees - what are the issues and how are Staff responding	Hall		Denyse and Carey replied that information had been sent to the organizer. He will be coming to do a deputation to Council on March 27, 2023, Email will be sent to Council in future	completed	27-Mar

23-Jan-23	Concern for elderly residents on Simon St. getting to new shopping plaza, can there be additional stops in the area	Benotto	Staff cannot put bus stops on unassumed roads, weekend transit report coming in future to Council. Report came on march 13, 2023	Completed	13-Mar-23
13-Feb-23	Coverage in News about Shelburne District Fire Board - HR Issue and Board is taking allegations seriously.	Hall	More information will be provided as available. SDFD Board resolved all internal issues	completed	6/1/2024
27-Feb-23	Question as to when the new community members would be chosen for committees	Wegener	Some appointments have been completed but interviews are needed, due to resignations opened back up and 2nd by-law brought to Council	completed	6/26/2023
27-Mar-23	Walkway and trails needed from Greenwood Park to Commercial area at 124 and 89	Benotto	Future parks and recreation blocks and the master plan will help develop this/Centerville Development pedestrian bridge construction with the development.	ongoing	
3-Apr-23	Snow melting so when will streets and sidewalks start to be cleaned	Benotto	RFP for street sweeping is out, plan is to start mid month for street sweeping	completed	6/9/2023
24-Apr-23	what is the projected completion date for Sandhill Court? Robert St numerous complaints can it get fixed as well	Wegener/Benotto	contractor was met with and site meeting was held and mobilization has started. Plan is to be finished soon	completed	7/26/2023
24-Apr-23	When will the public washrooms open, more garbage cans put around town, picnic tables out at park	Wegener	Washrooms usually wait a little longer so the water doesn't freeze in pipes, all will happen shortly	completed	
24-Apr-23	Splash pad has fence around it will it be open in time for summer	Wegener	Work is continuing, plan is to have it open by late June	completed	7/5/2023
24-Apr-23	Sewage Treatment plant and increase in smell	Mills	smell is more intense every spring as ponds are surge ponds, spring thaw and rain doesn't help, OCWA bringing back through treatment and will get done as quick as can	ongoing	
24-Apr-23	Fiddle park laneway and water flooding through area all the time when wet	Sample	will be looked at with Parks Master Plan and Fiddle park Plan. Drainage comes across city rd. 11 with no culverts, will be looked at. Parks Master Plan adopted Sept 25 2023	completed	9/25/2023
8-May-23	Question as to whether or not netting would be put up by soccer fields and splash pads to prevent balls going into the sewage pond.	Sample	Jim responded that Staff would monitor and if necessary would put up netting but do not feel it is necessary at this time.	completed	5/8/2023
29-May-23	Smoking for Pickin in the Park can it be allowed in designated areas such as campsites	Benotto	By-law can attend as necessary	completed	5/29/2023
29-May-23	Is the Splash pad near completion and what is the surface that is going to be at the splash pad	Benotto	Work is still being done, features need to be placed in concrete, Staff will confirm the surfacing that is purchased	completed	Jul-23
29-May-23	Trees that are cut down along the boulevards are they being replaced Eg. Along Greenwood	Benotto	Jim responded that as close to the spot that Staff can get a tree will be replaced	completed	5/29/2023
29-May-23	Large trailers and work vehicles parking on roads and creating parking issues as they take up 2-3 parking spots	Benotto	Denyse requested that complaints come through residents to Town Staff so that By-law can address	completed	5/29/2023
29-May-23	weeds in parks, specifically soccer fields looks like white field instead of green field, divots still in soccer field and baseball diamond	Sample	Environment friendly weed control 3 times per year/ Complete.	completed	8/30/2023

29-May-23	Are Street sweepers coming again as not satisfied with work done so far	Sample		Jim indicated that street sweeping was going to happen a second time in a week or so. Street sweeping was completed a second time	completed	6/9/2023
12-Jun-23	Staff please direct people where they can of for updates on Splash Pad, know it is on Facebook, size, when is it going to be finished etc.	Benotto		Denyse indicated that the Town Project Page has all the major projects including the Splash Pad including all requested details. Splash Pad Grand Opening is scheduled for July 29, 2023	completed	7/29/2023
12-Jun-23	Bike Lanes - when will painting start on the bike lane	Benotto	7/1/2023	Mayor Wills replied that a report is still coming in regard to other alternatives for bike lanes, Denyse replied might be July, might get information on June 26 as part of Parks and Recreation Master Plan. Parks Master Plan adopted Sept. 25 2023	completed	
12-Jun-23	Has the UGDSB been invited to a Council Meeting as per request at last meeting	Benotto		Jennifer replied that an email request had been sent but haven't received response from school board, will follow up again. School board came to July 24, 2023 Council meeting	completed	7/24/2023
12-Jun-23	Committee members being appointed to the EDC, wondering about news on the library board?	Wegener		Deputy Mayor Hall responded committee had met and report will be coming to next Council meeting. New by-law appointing new members came to the June 26, 2023 Council meeting	completed	6/26/2023
26-Jun-23	Question as to whether it is possible for Canada Day bus service on weekend schedule to take people to fiddle park	Wegener		Denyse replied that according to the agreement there is no service on statutory holidays	completed	6/26/2023
26-Jun-23	Property just north of Stella Jones and East of Highland Village, can it get cleaned up	Fegan		Ongoing matter for by-law enforcement	completed	6/26/2023
26-Jun-23	There is new fencing at the ball diamonds and there needs to be some sort of way for individuals to get around the fence to access the balls that go over	Sample		An opening was created in the fence at the high school ball diamonds	completed	
10-Jul-23	641 Canfield was allotted a back entrance for an apartment and wants to know why he is no longer allowed to continue	Benotto		Steve W. indicated a building department issue and he will follow up. Jennifer provided email update	completed	7/24/2023
10-Jul-23	541 Fiddle Park Lane vehicles parked on both sides of the road, bylaw and traffic issue	Benotto		By-law complaints need to be forwarded to by-law at time of issue.	completed	7/10/2023
10-Jul-23	2 large dogs in splash pad on weekend	Benotto		Denyse responded that it would be helpful to get specific details so Staff can follow up. Mayor Mills indicated wife and son saw no dogs at splash pad while they visited	completed	7/10/2023
10-Jul-23	number 1 pick up point for grey transit outside of Office would benefit from a bench	Guchardi		Denyse responded we would narrow it down and look at what is available	completed	7/14/2023
24-Jul-23	Sidewalk at high school - the curb is not cut so cannot access with a stroller, was going to be fixed before the new year	Sample		Jim responded that it is being looked into with a contractor, it is a step level with the curb, have to match the sidewalks	completed	10/20/2023
24-Jul-23	Staff provide an update on Brigands Field	Mills		Jim responded issue with field that it has been very wet and has been closed down and fenced off, irrigation had issue that has been repaired. Field was reopened July 25	completed	7/25/2023
28-Aug-23	Parking spots on Greenwood St. are now creating a dangerous situation on the street itself, need to put dividing line on road	Benotto		Centerline painting when Main and Owen Sound are painted in spring 2024	Completed	

28-Aug-23	Franklin St. property behind housing has tall grasses and creatures and neighbors are concerned, needs to be cut more often	Benotto	Jim responded the this is town property and will be cut a couple times a year	completed	8/28/2023
28-Aug-23	Would like to see councillors get a copy of municipal world magazine	Benotto	Denyse responded that subscriptions have been purchased for Council.	completed	8/28/2023
28-Aug-23	Backyard house parties have happened multiple times at one particular property and nothing has been done with complaints	Guchardi	Jennifer responded that some complaints have been received, residents can reach out to OPP directly, Staff does not have authority to shut them down	completed	8/28/2023
28-Aug-23	Parking situation on Jane St, ongoing issue	Guchardi	Owner provided insurance and signed agreement with the Town spring 2023	completed	3/31/2023
25-Sep-23	Parks and Recreation Committee would like to return to in person meetings	Sample	Jennifer responded that it would require a resolution from the committee to request permission from Council to have in person meetings	completed	9/25/2023
16-Oct-23	Greenwood Village lane - issue with sight line between Robert St and Olde Village lane difficult to see traffic coming as a tree on Greenwood in the way	Benotto	Sightline checked Oct 17, 2023 and no obstructions/Council emailed.	completed	11/17/2024
16-Oct-23	Request for more disabled parking in downtown core, looking for one, if not more on east side of stop lights going towards Victoria and William	Benotto	A review of parking planned for the spring of 2024. Report to come to Council in early 2025	ongoing	
16-Oct-23	line painting on Greenwood St for bicycle lanes, narrow the street down will slow traffic down and give more opportunity to bicycles, paint a line to separate where bicycles go	Benotto	Same as Aug 28, 2023 inquiry/Centerline painting when Main and Owen Sound are painted in spring 2024	completed	Jun-24
16-Oct-23	request for stop sign at Park and Robert St - 3 way stop sign there as blind person lives in area	Benotto	Reviewed Oct 17, 2023 with the Stop Sign Policy and did not meet criteria.	completed	11/17/2023
16-Oct-23	The stove at Fiddle Park and the hot plate are deteriorated and beat up, needs new stove and BBQs for rental, kitchen needs work	Sample	Stove and hot plate stripped and refurbished in Fall 2023	completed	10/30/2023
13-Nov-23	O'Reilly house damaged after fire taking a long time for cleanup, concerns for dumping and safety	Wegener	Property cleanup completed Fall 2023	completed	11/13/2023
13-Nov-23	Beasley Drain between greenwood and Main (behind Petro Canada) has lots of garbage and fallen trees in the drain, is it going to be cleaned up, is fencing possible to keep more from going back in	Benotto	Staff has completed a spring garbage cleanup.	completed	3/11/2024
27-Nov-23	Accessible parking spot at TD bank is being used by those without permit and so parking is not available	Sample	The parking spot is being monitored and tickets are being issued	completed	11/27/2023
27-Nov-23	crosswalk at Park and Robert, can we reevaluate putting a crossing guard at this location	Sample	School Crossing Signs and post installed in February.	completed	2/26/2024
27-Nov-23	unassumed roads in town can we ticket?	Sample	Unassumed roads can have tickets issued on them as Town maintains roads	completed	11/27/2023
11-Dec-23	Update on well 3 and it's revitalization	Fegan	It is progressing intended completion is first quarter 2024	completed	
11-Dec-23	fencing blocking trails at well 3 area, when will trail be opened	Benotto	Still active construction site, it is a seasonal trail, will be expected to be open again in Spring	completed	
11-Dec-23	Streets in Fieldgate subdivision, have we assumed them, when are street signs going up	Benotto	Street Signs installed Fall of 2023, South end Streets start maintenance Oct 2023/North section still unassumed	completed	3/22/2024

8-Jan-24	Complaints about access to Red Brick Lane - side entrance to 121 Adelaide, driveway expansion, cement pad, eavestrough right out to lane, when work trucks parked makes turn difficult, are they in compliance	Guchardi	Staff have approached home owner, asked for proposal to Town Engineers before driveway was done, and that was not done but it has been cut back, back laneway it is not easy to find property line, it is on property line, construction is almost wrapped up so vehicles should be non-issue in future	completed	
8-Jan-24	Exemptions to street parking overnight during holiday season, other municipalities (Georgina and New Tecumseth) have this option, all other regulations still apply	Guchardi	Some history to this in past. Staff to look into, could use community lots as options, logistic issue with respect to what is a snow event. MMS requires certain responses. Staff report will follow before next holiday season.	completed	Nov-24
8-Jan-24	Second Ave concern with sunken walkway on street (email sent previously) same property with pole issue, it has not been repaired. Can some marking (pylon or something) put there so people are aware.	Sample	Developer filled the sunken walkway and lawn/poles still to be removed	completed	3/1/2024
12-Feb-24	Still have a by-law about mobile trailers being parked on driveways in winter time?	Benotto	Yes in the zoning by-law, response is complaint driven, please submit complaint through website	completed	
12-Feb-24	theft of vehicles in town, can we have inspector come and say what police are doing, would like to know what police are doing in community.	Benotto	There is foot patrol and unmarked cars in town, engage public with education, provincial problem not just Shelburne problem, maybe a zoom information session that could also be recorded. OPP coming to Council in April 2024.	completed	Apr-24
12-Feb-24	U-Haul trucks parked in Main St. Parking lot, not sure why they are parked in public spots, now in municipal lot in back of Town Hall	Benotto	Has been addressed by Staff, Owners are aware they cannot park there, they are in process of finding new location	completed	2/12/2024
11-Mar-24	Can Street Sweeping start earlier since weather is warmer earlier	Sample	RFP for street sweeping closes March 22,2024 and Town would not want to start too early as we can experience extended winter weather	completed	
11-Mar-24	There are no speed limit signs on Franklin St and vehicles are perceived to be speeding	Sample	Speed Sign installed March 18, 2024 to track speed compliant/Staff have not received these complaints, please have residents submit them, speed signs are only on streets that access of 89, 10, 11 or 124. Staff will look at putting up speed recording sign in next rotation	completed	3/20/2024
11-Mar-24	Cyber attack in Hamilton, are preparations made to limit attack here	Sample	The Town works with our IT service provider which is the County, and we have many layers of security to ensure risk is minimized and to ensure we are resilient	completed	3/11/2024
11-Mar-24	can we enforce parking by-law in new subdivision as people are parking with part of vehicle sticking onto the road or overnight on road	Benotto	parking is being enforced in that subdivision	completed	3/11/2024
11-Mar-24	When will Fiddle Park construction begin this year and will it affect Canada Day event?	Guchardi	Hard surfacing of pole barn floor will not affect Canada Day 2024, other work to potentially commence in fall 2024.	completed	3/11/2024

25-Mar-24	Fixing of edges of lawns alongside sidewalks	Benotto	This is an issue every year, will be scheduled as weather cooperates, timelines will be provided.	completed	3/25/2024
25-Mar-24	Cleaning and sweeping of sidewalks	Benotto	Will most likely be in the next couple of weeks, need security of no more snow or ice. Sidewalk sweeping started week of April 15, 2024	completed	3/25/2024
22-Apr-24	The walkway by Canfield has a lot of garbage on it and the fence is broken. When will this be cleaned up and when will the fence be repaired	Benotto	Staff will clean up and take a look at the fence	completed	May-24
22-Apr-24	Parking downtown vehicles are parked longer than 3 hours and accessibility spots being used by those without proper permit	Guchardi	Enforcement is in place, Now an evening shift with enforcement and targeted spots will be campaigned. Painting of lines will help	completed	4/22/2024
13-May-24	Facebook post indicated dog became ill after eating garbage in Fiddle Park, remind residents of requirements for leashes outside of off leash dog park.	Mills	Staff will monitor area and remind residents of requirements for leashes	completed	5/13/2024
13-May-23	Residents saying Docupet is not as easy as expected, upcharge for different tags and fees for using Credit Cards. Phone calls to Docupet are not being answered.	Sample	items were noted in staff report that went to Council pertaining to Docupet. Staff will share information with Docupet that phone calls are not being answered.	completed	5/13/2024
27-May-24	issues with grass cutting at ball diamonds, and Cricket patch at KTH is putting ruts in the field, can the cricket pitch be moved further out	Sample	The location for the Cricket pitch is in the best location and is being monitored	completed	5/27/2024
3-Jun-24	individuals walking on Cty. Rd. 124 to the plaza, there is no trail can we look at sidewalk or trail to improve safety for pedestrians	Benotto	As this is a County Road it is out of the Town's jurisdiction. It is hoped that this will be addressed in the Traffic Management Plan.	completed	6/3/2024
3-Jun-24	Greenwood parking near splash pad, when are lines going to be painted	Benotto	Street sweeping needs to be finished first and it is running behind	completed	
3-Jun-24	When is the street sweeping on the sidewalks going to be done	Benotto	Sidewalk street sweeping has started is ongoing with staff shortages	completed	
3-Jun-24	CWOSSA girls from the high school can they be invited to Council for recognition of their achievements this season	Benotto	Councillor Guchardi will coordinate with the school and staff	Completed	7/8/2024
3-Jun-24	Signs for speed limits being moved around, is there anything that can be done on James St.	Sample	OPP needs to be informed as enforcement issue. Speed reader is not going to be a deterrent. Staff will contact OPP. Community is also welcome to contact OPP directly.	Completed	6/4/2024
3-Jun-24	Clean Yards by-law fine of \$135 did I miss something? Thought it was just education?	Sample	This is a reinspection fee for clean yards by-law that have had one inspection and need a follow up. This is not related to front yard parking.	Completed	6/3/2024
3-Jun-24	construction for park in Highland Village - on west end, what is the timeline for the development of the park, when is it going to be completed and whose responsibility is it	Wegener	have not assumed development yet due to issues, part of that is the park lot, there is also a paved trail that is to come through the park to give continuity into subdivision, still underway. Is in budget for 2026.	ongoing	
8-Jul-24	How long will road line painting take, when will it be completed	Wegener	The contractor has started, painting is weather dependent, it should be completed in a month to a month and a half	completed	Aug-24

8-Jul-24	Can we run a rain barrel program like in the past	Wegener	This had been a County run program, there is not a budget for it for 2024 but Staff can look into it and explore options for a potential program. In 2025 budget	completed	
8-Jul-24	Bench near bus stop at town hall was removed during paving and has not yet been put back, when will it be put back?	Guchardi	bench was not actually on Town property and needs to be on Town property. A new location is still being determined.	completed	
22-Jul-24	motorized vehicles are showing up at the parks and on back lanes, can we put up more signs saying they can't be used at parks	Guchardi	there is signage that is up already. Staff can do a social media campaign reminding residents	completed	
22-Jul-24	Grass in front of property at old Pete's Donuts location needs to be cut, who is responsible for cutting it	Sample	Staff have been in contact with the property owner, have received clean yards notification, in addition to yellow house across road, constantly patrolled, notices issued, have to send reminder, Town can cut after 4th notification	Completed	7/22/2024
26-Aug-24	Residents have approached asking if speed cushions and stands can be put between Park and Greenwood and a speed sign in that area as well	Benotto	Speed signs are rotated every few months, Staff will look at further options for that area in the future. ASE implemented in Q3 2025.	completed	
9-Sep-24	What is happening with the construction of the townhouses on Main St and why does the sign say Centennial?	Benotto	the sanitary sewers are in but the stormwater retention pond still needs some work, sign for Centennial is indicating that the entrance is off Centennial	completed	9/9/2024
9-Sep-24	can the stop line on Hwy 10 where it meets Hwy 89 be repainted	Guchardi	stop line painting is part of the town's responsibility, once the construction is complete the line painting will be redone as well	completed	
23-Sep-24	can the sign for no left turn from William to Main st be made larger	Guchardi	blinking light put over sign to draw more attention.	completed	Oct-24
23-Sep-24	Signage for welcome sign are they still in process	Guchardi	Staff are still working on getting permission from MTO and the County to complete the signs. Approval 2024, install Spring 2025	completed	Dec-24
23-Sep-24	lots of stakes where trees were cut down on boulevard of resident's properties, when will the trees be replanted	Benotto	should be this fall, trees will not be put back in exactly the same spot, we have a list of what trees will be put in the areas, will not put in trees that have been getting infestations. Trees planted in fall 2024	completed	24-Nov
7-Oct-24	the noise by-law there are a noise complaints and loud mufflers do we need to update the by-law	Benotto	don't have a decibel reader, currently in the process of purchasing one, current noise by-law does note loud mufflers. OPP and Town of Orangeville are doing joint enforcement, we are looking at combining forces with OPP for future	ongoing	
7-Oct-24	Can the parking by-law be revisited before it goes into effect on Dec. 1	Sample	was revised via notice of motion	completed	24-Nov
7-Oct-24	Jake brakes on Owen Sound St and vibrations they cause are loud can we do something about that	Sample	we have asked MTO in the past, MTO won't condone sign for not using a proper CSA approved device so they won't allow signage but Staff will follow up again to see if there is something more we can do	ongoing	

28-Oct-24	Robert St and William is only a 2-way stop, witnessed almost a few potential accidents, can it be changed to a 4-way stop	Wegener	Typically we don't just change intersections to a 4-way stop but it can be looked into	completed	
4-Nov-24	are Staff working on collecting leaves yet? They are pretty horrible in the north end along streets, catch basins are full of leaves	Benotto	Operations have been out they have covered some areas, leaves are coming off late this year but they are still circulating. Zones 1 and 2 in the north end are priority	completed	
4-Nov-24	sidewalks, main street south side has been done, so inquiries are being received about sidewalks from main st going south on east side of Victoria as a number of areas are irregular and different sizes	Guchardi	we do have a roads need study that is done, it is a priority basis, Victoria south of Andrew is on the list but not for this year, should be next year	completed	
28-Nov-24	leaf build up on Canfield walkway, are Staff going to be cleaning it up, it's piling up on sides	Benotto	now that public leaf collection is up we can catch up with those areas	completed	
28-Nov-24	with rains in the last few days, there is puddling on sunken sidewalks on Greenwood St and Canfield by the mailboxes, becomes skating rink in winter when it freezes. When snow comes people don't realize ice underneath, can something be done to drain water away from sunken sidewalks	Benotto	Staff will have to look at it and confirm that residents are not using sidewalk areas to access back yards	completed	11/29/2024
28-Nov-24	Are trails still being paved or are they done for the winter	Benotto	The temperatures are no longer conducive for paving so it is going to be held off until next spring and trails will not be open this winter except for the one used by the kids	completed	11/28/2024
9-Dec-24	the subdivision over by Foodland, can by-law issue tickets over there, specifically for cars parking over the sidewalks or on the road	Sample	By-law can only issue tickets related to winter parking as the Town is responsible for snow removal only until the subdivision is assumed. Tickets can and are being issued	completed	12/9/2024
9-Dec-24	There is lots of large pieces of garbage in that subdivision as well that needs to be picked up	Sample	Residents are being told to contact GFL to arrange for large item garbage pick up	completed	12/9/2024
9-Dec-24	snowmobiles travelling on sidewalks can we put up signs saying no snowmobiles or 4x4's on sidewalks	Benotto	Those types of signs are not typical signs and would have to be ordered, we have done social media posts in the past so those can be posted again. By-law staff can enforce on town property	completed	12/9/2024