

Kris Croskery-Hodgins

From: Chris Johnston
Sent: March 28, 2026 2:46 PM
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Cc: admin@nipissingtownship.com
Subject: Inquiry Regarding Resolution R2026-09 and Landfill Electronic Card System Implementation

Dear Mayor and Councilors,

I am writing to you regarding **Resolution R2026-09**, which mandated the implementation of an electronic card use system for our Township Landfill Sites with an effective date of April 1, 2026.

I want to begin by acknowledging the significant time and effort you all dedicate to our community. Serving as a councilor is often a thankless role, and I truly appreciate the work you do to navigate the complex needs of the Township of Nipissing.

However, after speaking with landfill staff recently, I was informed that this project has been delayed until September. Given the importance of modernizing our infrastructure, I would appreciate clarity on the following:

- **Status Verification:** Is it accurate that the April 1st effective date has been postponed to September?
- **Timeline Expansion:** Since this was presented as a three-month project, why is a five-month extension necessary? How did the complexity and timeframe nearly triple in scope? Will this add additional costs to the taxpayers, given the selling point of moving to this system was less work (ie. cost savings) by the staff?
- **Project Governance & Lessons Learned:** My concern stems from our history with technology projects. Specifically, **Resolution R2022-92** initiated a software transition that, according to **Resolution R2025-153**, ultimately failed after three years of effort and was terminated in late 2025.
 - What specific "lessons learned" from the TownSuite experience are being applied to the current landfill project?
 - What structural changes are being made to project governance to ensure that future technology initiatives are scoped and delivered more reliably?
- **Communication & Transparency:** Since the original resolution named a specific start date, why has a formal update not yet returned to a public Council meeting? It is concerning that residents must rely on informal conversations with staff to receive updates on Council-mandated resolutions.

I believe that firm resolve regarding project deadlines and transparent communication are essential for maintaining public trust. To be quite frank, if this level of incompetence was repeatedly shown in the private sector, jobs would be lost. Yet, here, I feel like it goes unnoticed. As the representatives of our community, I encourage you to follow up and seek answers to why these projects consistently are not

completed within the expected timelines, or not completed at all. I request diligence in ensuring that communication is proactive when projects do require timeline shifts or other changes in scope. I look forward to your response and to seeing our municipal initiatives cross the finish line successfully.

Thank you for your time and for your continued service to our Township.

Sincerely,

Chris Johnston