



The Corporation of the Township of King Report to Council

From: Office of the CAO – Strategy and Transformation

Report Number: OCAO-ST-2024-004

Date: Monday, September 9, 2024

Title: **Celebrating King’s Accomplishments – 2023-2026 Mid-Term Achievements Report**

Recommendation

1. That Council receive Report OCAO-ST-2024-004; and
2. That Council receive the companion presentation to this report as information.

1. Report Highlights

- The 2023-2026 Mid-Term Achievements Report is a special publication providing Council with a review of Township accomplishments from the start of the current term to date.
- The 2023-2026 Mid-Term Achievements Report compliments annual reporting to Council on Corporate Strategic Plan progress and, on the performance of municipal services.
- King continues to make significant progress in areas of utmost importance to citizens including fiscal responsibility, climate change and sustainability, municipal planning and operations, economic vitality and community safety, as well as community and customer services and experience.
- King is being externally recognized and awarded for its efforts to make life better for all those who live, work and visit the municipality.

2. Purpose

The purpose of this report is to present Council with a mid-term update, the 2023-2026 Mid-Term Achievements Report, highlighting top accomplishments for the municipality and its citizenry from the start of the current term to date.

3. Background

Being transparent and accountable is critical in maintaining Council and community trust. The Township reports annually on progress against its [Corporate Strategic Plan](#) (CSP), and on the [performance of operational services](#). Additionally, each term of Council, the Township prepares a comprehensive [Community Report](#) which brings together strategic and service data (both quantitative and qualitative) to publicly communicate about how King is making life better for citizens today and the future. The 2023-2026 Mid-Term Achievements Report is a somewhat condensed preview of the upcoming Community Report (to be published early

2026), providing a high-level overview of accomplishments from the start of the current term to date.

4. Analysis

The 2023-2026 Mid Term Achievements Report highlights key accomplishments that resonate most with citizens, and positively influences their daily lives or experiences with King. Key accomplishment areas and achievements are detailed throughout this Council report. The report publication (**Attachment 1**) summarizes these achievements and uses infographics / visuals to make the content visually appealing and easy to consume. It also includes hyperlinks to referenced documents or webpages, making additional details easily accessible for readers looking for more information.

Fiscal Responsibility, Accountability and Transparency

King maintains a **tax rate of 0.86%**, which is the 12th lowest among 30 GTA municipalities. The rate reflects King's accountability to responsible allocation of tax dollars, ensuring a balanced approach between efficient governance and the provision of quality services, programs and experiences.

Being transparent about how King invests these dollars back into the community, through regular progress and performance reporting, strengthens citizen trust in government. Since the start of 2024, King has published two new interactive online dashboards that give direct insight into top priority strategic projects and the delivery of everyday municipal services:

- **Service Performance Dashboard:** Accessible at king.ca/serviceperformance, this dashboard provides real-time data on operational services.
- **Corporate Strategic Plan Dashboard:** Available at king.ca/strategicplan, it outlines strategic objectives and key results, allowing residents to track the township's progress.

Recognition and Awards

King's effort and commitment to making life better for its citizenry continues to be recognized and awarded.

- **Government Finance Officers Association Budget Presentation Award:** For the third consecutive year, King has been recognized for its excellence in budget presentation.
- **Government Finance Officers Association Award for Financial Reporting:** For the second consecutive year, King has been recognized for its spirit of transparency and full disclosure, going beyond the minimum requirements in financial reporting.
- **National Architecture Award:** Awarded to the King City Public Library for its innovative design and community focus.

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- **Zero Carbon Building Design Certification:** The new Zancor Center is the first in Canada to receive this certification from the Canada Green Building Council, reflecting King's commitment to sustainable development.
- **Green Standards Development Program:** NRU Publishing recognized King's SustainableKING program as an industry benchmark for best practices in sustainability.
- **Bird Friendly City Certification:** Awarded by Nature Canada, affirming an ongoing dedication to environmental stewardship.
- **Ontario Junior A Team Relocation:** The team, renamed "King Rebellion," will use Zancor Center as their home arena for the 2024/2025 season.
- **Superior Tanker Shuttle Service 5-Year Accreditation:** Recognizing King's Fire and Emergency Services equipment availability, training and continuous access to approved alternative water supplies to deliver tanker shuttle service.

Greening and Environmental Sustainability

Green and sustainable programs, practices and initiatives are essential to protect the environment, enhance community resilience to climate change and ensure resource efficiency for future generations. Council declared a climate emergency in 2019 and set goals of reducing community emissions by 35% by 2030 and becoming a net-zero community by 2050. In response, King continues to prioritize efforts aimed at achieving these targets.

- **Reduction in Corporate Emissions:** Achieved a 17% decrease in Township corporate emissions from 2022, demonstrating the corporation's contribution to the community target set by Council.
- [Draft Community Climate Action Plan](#): Extensive public engagement was conducted for the draft plan, which was presented to Council on April 15, 2024. Feedback is being incorporated, with an updated draft expected this fall.
- **King Environmental Action:** This team, with the support of the community and municipal partners has led over 80 greening initiatives, planting over 12,500 trees and shrubs, and removing over 1500 lbs. of invasive species since the start of this term.
- [Green Yards Program](#): Launched to promote sustainable gardening practices by selling wildflower kits, rain barrels, and composters to residents.
- **Waste Diversion:** A 26% increase in waste diversion from township landfills since 2022, contributing to the regional council's waste diversion target of 94%.

Planning for Tomorrow, Building for Today

King continues to focus on creating a sustainable and thriving municipality, where the existing design and infrastructure meets current needs while anticipating future impacts. Prioritizing

forward looking plans and policies, and immediate community improvements, the municipality enhances the quality of life for its citizens, service users and visitors.

- [2023 Citizen Survey](#): Conducted to gather insights on local issues, service satisfaction, and community priorities. The survey results are informing current and future initiatives.
- [Non-Core Asset Management Plan](#): Approved by Council, this plan ensures the long-term management (both financial and physical) of non-core assets such as sidewalks, pathways, signs, fleet, equipment, facilities, and parks.
- [ThinKING Green Metrics](#): Sustainable evaluation metrics for Site Plan and Draft Plan of Subdivision applications will be in effect from September 1, 2024.
- [Village Urban Design Guidelines](#): New guidelines established to shape and enhance new developments in King.
- [Highway 11 Corridor Discussion Paper](#): Created to inform future uses, developments, and expansions along the corridor with input from community stakeholders.
- [Official Plan Update Kickoff](#): An open house on the Growth Management Strategy was held to help shape the Official Plan review, assessing future residential growth, density patterns, housing types, and land needs up to 2051.
- **Public Private Partnership** established to restore the **Schomberg Community Barn**: with Trisan Construction over the next 2-3 years for continued community use (i.e., events).
- **Major Construction Projects Completed:**
 - (7) Park / Park Amenity Improvements and Upgrades
 - 18.3 lane KMs of road improvements
 - Toll Road Metrolinx Crossing Improvements
 - Township Sidewalk Repair Program
 - (8) Culvert and Bridge Rehabilitations
 - King City Southeast Watermain Replacement

Economic Vitality and Community Safety

In 2023, 94% of Township residents reports that King is a safe place to raise a family, and 8 of 10 noted that the community is economically vibrant. The municipality takes pride in maintaining this quality of life and community for its citizens and investing in economic development and safety efforts to do so.

- **Sidewalkable Saturday Campaigns**: Promoted local businesses every Saturday in July.
- **Taste of Main Street Campaigns**: Held in February to boost local commerce.

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- **(27) NEW Businesses** opened in King and over **\$70,000** awards in [Community Improvement Plan Grants](#) for local business improvements.
- **Digital "ExperienceKING" Kiosks:** Installed in the community to promote local businesses, events, and activities.
- **Expansion of AMPS:** The Administrative Monetary Penalty System (AMPS) has been expanded to streamline enforcement and fines for Site Alteration By-law infractions. This helps resolve dispute cases faster and more flexibly at the municipal level, with increased fines for repeat offenders.
- **Automated Speed Enforcement Cameras:** Two cameras are set to be installed on a rotating schedule in Community Safety Zones to reduce speeding and curb collisions. These cameras will be able to enforce and process tickets via AMPS

Community and Customer Services, Experiences and Transformation

Providing quality services, along with positive end user experiences, directly influences citizen satisfaction and trust in local government. King continues to ensure its services are accessible, efficient and responsive to the needs and expectations of citizens. The Township also continues to transform and modernize service delivery to improve citizen experiences while realizing opportunities to save costs by streamlining processes.

- **[EnrichKING Program](#):** Launched to streamline the process for residents, businesses, and community groups to obtain funding, donations, and in-kind services. The first round of funding awarded \$7,000 to community groups.
- **[Inclusive Programming](#):** New adaptive gymnastics and para-ice hockey programs have been introduced to ensure inclusive recreational opportunities for all residents.
- **Ask KING Planning Tool:** A self-serve booking tool for planning inquiries is now available at king.ca/askkingplanning.
- **Real-time Water Consumption Monitoring:** Residents can now monitor their water usage in real-time at king.ca/waterbilling.
- **[By-law Investigations Map](#):** Provides self-serve status updates on by-law complaints.
- **Digital Transformation Framework & NEW Online Chat Bot Kingsley:** Launched to continue guiding King in modernizing service delivery. Introduced a 24/7 AI powered virtual assistant, "Kingsley," available on king.ca to enhance customer service.
- **Whistle Cessation By-law:** Passed to reduce noise at three GO Transit rail level crossings in King City (Station Road, Dufferin Street, and 15th Sideroad). Safety enhancements, including signage, gates, and markings, have been completed to meet cessation requirements.

5. Financial Considerations

All costs associated with the accomplishments outlined within the 2022-2023 Mid Term Achievements Report are included within the approved Township Operating and Capital budgets.

6. Alignment to Strategic Plan

The 2023-2026 Corporate Strategic Plan (CSP) was adopted by Council on June 12, 2023. The CSP reflects the priorities of upmost importance to the community and defines the obligations and commitments of the Township of King to its citizens and to the public. The CSP is aligned with the Townships long-term vision defined in the “Our King” Official Plan. The CSP also aims to ensure that staff initiatives focus on and work towards supporting King’s Vision, Mission and Values.

This report is in alignment with the CSP’s Priority Area(s), and/or associated Objective(s) and/or Key Results(s):

Priority Area: Service Excellence

Objective: Increase data-driven decision making to improve organizational performance.

Key Result: Develop and evolve a Corporate Performance Accountability Program by 2026.

The 2023-2026 Mid Term Achievements Report, and the information contained therein, highlights King’s accountability to delivering on its commitments. This report informs citizens on how their tax dollars are being invested back into the municipality that serves them, while celebrating the Township’s performance and recognition.

7. Conclusion

The 2023-2024 Mid-Term Achievements Report highlights significant progress in fiscal responsibility, environmental sustainability, community and customer services and experiences. Key accomplishments include maintaining a low tax rate, receiving multiple awards and recognition for programs and projects, and implementing a range service delivery enhancement. These achievements reflect King’s commitment to enhancing the quality of life for its citizens and ensuring a sustainable future for generations to come.

8. Attachments

Attachment 1 - 2023-2026 Mid Term Achievements Report

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