

# Headline Performance Measures LEGEND

DEPARTMENT

Division

DEPARTMENT LINK to Online Service Profile



## Sub-Service Area - Headline Performance Measure

Year	2019	2020	2021	2022
	10	20	30	40

Notes & Context

Notes and Context associated with the reporting for a given year (i.e., external or internal influence factors)

LIGHT BLUE = HOW MUCH (Volume Related Headline Performance Measure)

## Trend Line



Provides a visual trend line of the YOY reporting data

## YOY (%) of Change

↑ 33%

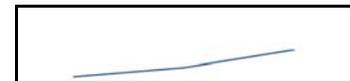
## Sub-Service Area - Headline Performance Measure

Year	2019	2020	2021	2022
		15	20	30

Notes & Context

DARK BLUE = HOW WELL & BETTER OFF (Quality and Value Related Headline Performance Measure)

## Trend Line



Shows the trend from the previous year as a graphic (colored arrow) and (%) of change

NOTE - where no (%) is reported, the previous year reporting is (0).

## YOY (%) of Change

↑ 50%

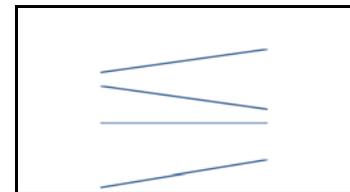
## Sub-Service Area - Headline Performance Measure

BLACK = No data is available for reporting

Year	2019	2020	2021	2022
			25	35
			10	5
			10	10
			0	10

Notes & Context

## Trend Line



## YOY (%) of Change

↑ 40%  
↓ -50%  
→ 0%

# Headline Performance Measures (HPMs)

## PUBLIC WORKS

### Capital Services



#### Capital Services - (%) of projects planned to start vs projects started

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
(%) Projects Planned Start vs Started				88%

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#### Notes & Context

			43/49 projects planned to start in 2024 have started.
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#### Capital Services - (%) of projects progressing on schedule

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
(%) Projects on Schedule				72.92%

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#### Notes & Context

			35/49 projects are progressing on schedule.
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#### Capital Services - (%) of projects on budget

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
(#) of Projects on Budget				90%

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#### Notes & Context

			44/49 projects are on budget.
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#### Capital Services - (\$) Spent

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
Project Dollars Spent				\$ 35,490,639.29

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#### Notes & Context

			Total \$ spent in 2024 by Capital Services
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# Headline Performance Measures (HPMs)

## PUBLIC WORKS



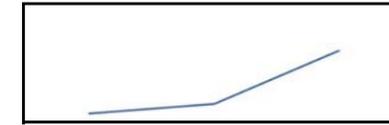
### Capital Services

#### Capital Services - (#) of streetlight service requests

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
(#) of customer cases	45	49	71	74



↑ 4%

Notes and Context

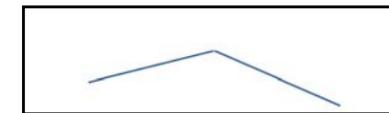
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#### Capital Services - (%) of streetlight service requests coordinated for repair within minimum maintenance standards (10 business days)

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
(%) of customer cases	44%	67%	27%	100%



↑ 270%

Notes and Context

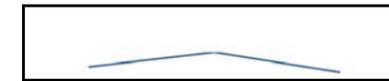
20/45	33/49	19/71	74/74
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#### (#) of servicing request applications processed for Water, Storm and Sanitary Connections

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
(#) Water and Sanitary Connection	33	41	30	24



↓ -20%

Notes / Context

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#### (%) of servicing requests processed within service level standard (10 business days) for Water, Storm and Sanitary Connections

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
(%) Water and Sanitary Connection			76%	100%



↑ 32%

Notes / Context

		23/30	24/24
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# Headline Performance Measures (HPMs)

## PUBLIC WORKS

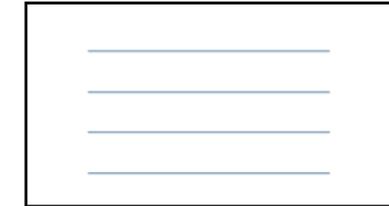
### Transportation Services



#### General Operations - (%) of pothole repairs meeting provincial standards (based on road type)

Year	2021	2022	2023	2024
Class 3 Roads		100%	100%	100%
Class 4 Roads		100%	100%	100%
Class 5 Roads		100%	100%	100%
<b>AVERAGE</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>

#### Trend Line



#### YOY (%) of Change

→	0%
→	0%
→	0%
→	0%

#### Notes & Context

		1500 potholes detected and repaired	767 potholes detected and repaired
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#### Winter Maintenance - (%) of SSR properties completed within service level standard (>10cm snowfall = 24hr turnaround)

Year	2021	2022	2023	2024
(%) completed		100%	100%	100%

#### Trend Line



#### YOY (%) of Change

→	0%
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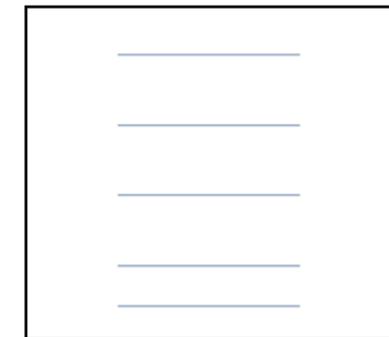
#### Notes & Context

	Service Standard during significant weather events only applicable once declared the event has ended.	SSR Program was triggered once in 2024. Of the 125 SSR participants, 104 cleared the windrow themselves. 21 were cleared by the Township
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#### Winter Maintenance - (%) of roads and sidewalks cleared to provincial standard (by type)

Year	2021	2022	2023	2024
Class 3 Roads (8cm depth within 12hrs)			100	100
Class 4 Roads (8cm depth within 16hrs)			100	100
Class 5 Roads (10cm depth within 24 hours)			100	100
Sidewalks (8cm depth within 48hrs)			100	100
<b>AVERAGE</b>			<b>100</b>	<b>100</b>

#### Trend Line



#### YOY (%) of Change

→	0%
→	0%
→	0%
→	0%
→	0%

#### Notes & Context

		Service Standard during significant weather events only applicable once declared the event has ended.	
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# Headline Performance Measures (HPMs)

## PUBLIC WORKS

### Transportation Services

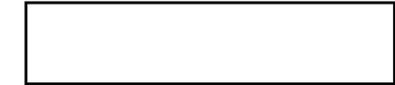


#### Summer Maintenance - (%) of total Township operated roads streetswept within defined service standards (end of Q2)

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
(%) of hard surface roads			100	100



→ 0%

Notes & Context

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#### Summer Maintenance - (%) of gravel roads with dust suppressant applied within service level standard (end of Q2)

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
(%) of gravel roads			100	100



→ 0%

Notes & Context

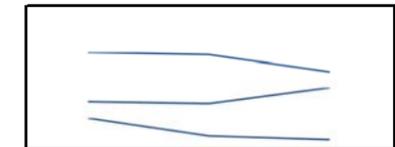
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#### Permitting, Consents and Requests - (#) of permits, consents and request applications processed

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
Municipal Consent	145	140	99	113
Road Occupancy Requests	240	236	275	267
<b>TOTAL</b>	<b>385</b>	<b>376</b>	<b>374</b>	<b>380</b>



↑ 14%  
↓ -3%  
↑ 2%

Notes / Context

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#### Permitting, Consents and Requests - (%) of permits, consents and requests processed within service level standard (10 business days)

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
Municipal Consent			96%	97%
Road Occupancy Requests			99%	96%
<b>AVERAGE</b>			<b>98%</b>	<b>97%</b>



↑ 1%  
↓ -3%  
↓ -1%

# Headline Performance Measures (HPMs)

## PUBLIC WORKS

### Transportation Services



Notes / Context

		MC - 95/99 ROP - 271/275 W&S Connections - 23/30	MC - 110/113 ROP - 256/267
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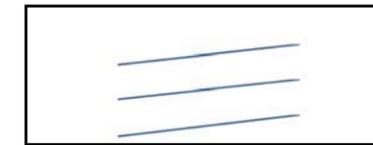
#### Utility Maintenance - (#) of locate stakeout requests

Year	2021	2022	2023	2024
Emergency Locates		91	99	83
Standard Locates		1,631	2,122	2,589
<b>TOTAL Locates</b>		<b>1,722</b>	<b>2,221</b>	<b>2,672</b>

Notes & Context

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#### Trend Line



#### YOY (%) of Change

↓	-16%
↑	22%
↑	20%

#### Utility Maintenance - (%) of locates completed meeting legislated standards (emergency - 24hrs; standard - 5 days)

Year	2021	2022	2023	2024
(%) Emergency Locates		90%	99%	100%
(%) Standard Locates		63%	98%	99%
<b>AVERAGE</b>		<b>77%</b>	<b>99%</b>	<b>100%</b>

Notes & Context

	Emergency - 82/91	Emergency - 98/99	Emergency - 83/83
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#### Trend Line



#### YOY (%) of Change

↑	1%
↑	1%
↑	2%

# Headline Performance Measures (HPMs)

## PUBLIC WORKS

### Parks Operations



#### Forestry and Trees Management + Parks, Trails and Horticulture Maintenance - (#) of customer service requests received

Year	2021	2022	2023	2024
Customer service requests	431	431	491	743

#### Notes & Context

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#### Trend Line



#### YOY (%) of Change

↑ 51%

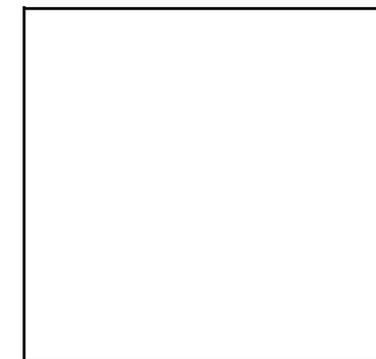
#### Partial Data Under Development Parks, Trails and Horticulture Operations - (%) of rotations and maintenance completed within defined standard

Year	2021	2022	2023	2024
Active Space (April - October) (5 business days)				100%
Active Space Off Season (8 business days)				100%
Passive Space (8 business days)				100%
Baseball Line Painting (weekly)				
Soccer Field Line Painting (weekly)				
Trails Maintenance (bi-annual)				

#### Notes & Context

			Baseball, Soccer Fields and Trail maintenance data under development.
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#### Trend Line



#### YOY (%) of Change

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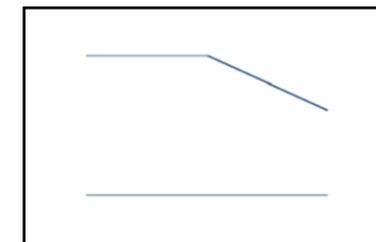
#### Partial Data Under Development Parks, Trails and Horticulture Operations - (%) compliance with provincial standards for inspections

Year	2021	2022	2023	2024
(%) Playground Inspections Met (monthly)		100%	100%	99%
(%) Splashpad Inspections Met (daily)				
(%) of Inspection Standard Met		100%	100%	100%

#### Notes & Context

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#### Trend Line



#### YOY (%) of Change

↓ -1%  
#REF! #REF!  
→ 0%

# Headline Performance Measures (HPMs)

## PUBLIC WORKS

### Parks Operations



Notes & Context

		All playground inspections requirement met for 2023.  Splashpad inspections data collection method being identified	All playground inspections requirement met for 2024.  Splashpad inspections data collection method identified. Baseline to be formed in 2025
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**Data Under Development** Forestry and Trees Management + Parks, Trails and Horticulture Maintenance - (%) of service orders completed within defined standards

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
Emergency (24hrs)				
Minor (5 business days)				
Major (10 business days)				
<b>AVERAGE</b>				

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Notes & Context

			2024 year was used to identify appropriate data collection and tracking methods. Baseline to be formed in 2025.
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# Headline Performance Measures (HPMs)

## PUBLIC WORKS

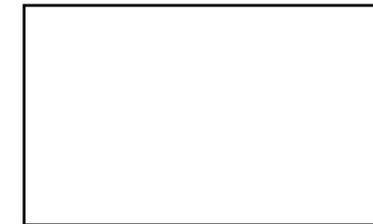
### Environmental Services



#### Water Operations, Maintenance and Repair - Drinking water inspection rating / system

Year	2021	2022	2023	2024
King City				
Nobleton				
Schomberg				
Ansnoeveldt				
Inspection Rating				

#### Trend Line



#### YOY (%) of Change

#DIV/0!	#DIV/0!

#### Notes & Context

			2024 Inspection has not been conducted at time of reporting.
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#### Utility Maintenance - (#) of locate stakeouts completed

Year	2021	2022	2023	2024
Locates/Stakeouts	719	1,130	1,035	2,700

#### Trend Line



#### YOY (%) of Change

↑	161%
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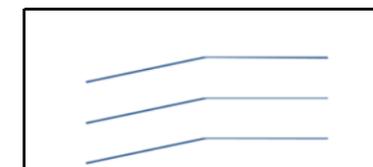
#### Notes & Context

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#### Utility Maintenance - (%) of locates completed meeting legislated standards (emergency - 2hrs; standard - 5 business days)

Year	2021	2022	2023	2024
(%) Emergency Locates		31%	99%	97%
(%) Standard Locates		75%	99%	100%
<b>AVERAGE</b>		<b>53%</b>	<b>99%</b>	<b>99%</b>

#### Trend Line



#### YOY (%) of Change

↓	-3%
↑	0%
↓	0%

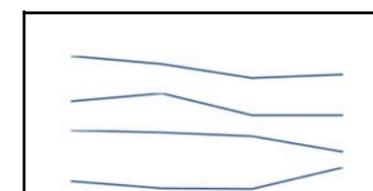
#### Notes & Context

Data now available from One Call as of 2025		Target > 95%	
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#### Waste Management - Tonnage collected (textiles, batteries, garbage, green bin, blue bin, yard waste)

Year	2021	2022	2023	2024
Garbage - tonnes	3030.92	2845.06	2522.86	2607.23
Blue Bin - tonnes	2341.47	2413.85	2214.75	2213.57
Green Bin - tonnes	2585.61	2439.45	2212.91	1227.88
Yard Waste - tonnes	1600.26	1311.94	1277.1	2156.97

#### Trend Line



#### YOY (%) of Change

↑	3%
↓	0%
↓	-45%
↑	69%

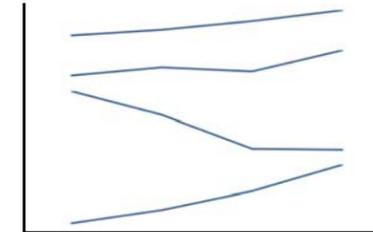
# Headline Performance Measures (HPMs)

## PUBLIC WORKS



### Environmental Services

Textiles - pounds	55182	67197	85,303	108,657
Batteries - pounds	595	1239	914	2568
<b>TOTAL Tonnes (Green, Blue, Yard, Garbage)</b>	<b>9558.26</b>	<b>9010.3</b>	<b>8227.62</b>	<b>8205.65</b>
<b>TOTAL Pounds (Textiles &amp; Battery)</b>	<b>55777</b>	<b>68436</b>	<b>86217</b>	<b>111,225</b>



- ↑ 27%
- ↑ 181%
- ↓ 0%
- ↑ 29%

#### Notes & Context

			Battery Collection by two different companies: 1810lbs (Q1&Q2 Enviro 360 Solutions Ltd.) ( Call2Recycle-344kg (758lbs)
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### Waste Management - (#) of users on the recycle coach application

Year	2021	2022	2023	2024
Users	235	493	664	859

#### Trend Line



#### YOY (%) of Change

- ↑ 29%

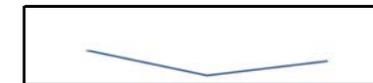
#### Notes & Context

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### Waste Management - Average (#) of GFL weekly waste related complaints per 10000 residents

Year	2021	2022	2023	2024
Complaints		2.4	1.7	2.1

#### Trend Line



#### YOY (%) of Change

- ↑ 24%

#### Notes & Context

Application not in use.	Weekly average for the enitre year. Lowest amongst N6 N6 - Comparables for 22 Aurora - 2.8 East Gwillumbury - 2.8 Georgina - 5 Newmarket 3.3 Whitchurch - Stouffville - 2.9	Weekly average for the enitre year. Lowest amongst N6 N6 - Comparables for 23 Aurora - 2.4 East Gwillumbury - 3.1 Georgina - 3.3 Newmarket Whitchurch - Stouffville - 2.3	Weekly average for the enitre year. Lowest amongst N6 N6 - Comparables for 24 Aurora - 3 East Gwillumbury - 2.9 Georgina - 2.9 Newmarket - 2.8 Whitchurch - Stouffville - 2.9
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# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES

### King Township Public Library - Administrative and Branch Services

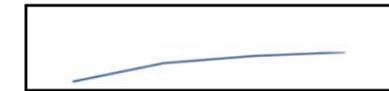


#### Administrative and Branch Services - (#) of in-person branch visits (all branches)

#### Trend Line

#### YOY (%) of Change

Year	2021	2022	2023	2024
Visits	294	57,832	80,254	91,900



↑ 15%

#### Notes & Context

Door counters installed in May. Branches did not open for in-person visits until Q3. Curbside pickup from January - August. Opening starting with Nobleton (8/17) Schomberg (9/21) King
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#### Administrative and Branch Services - (#) of Library Card Holders / KTPL Members

#### Trend Line

#### YOY (%) of Change

Year	2021	2022	2023	2024
Card Holders / Members	4,777	4,953	5,250	5,539



↑ 6%

#### Notes & Context

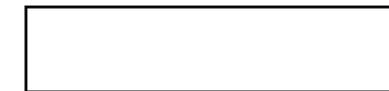
As reported to Ministry/Annual Survey of Public Libraries. Numbers reflect automatic renewal to ensure access to digital services.
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#### ALL Divisions - (%) of KTPL survey respondents satisfied with overall KTPL services

#### Trend Line

#### YOY (%) of Change

Year	2021	2022	2023	2024
(%) Respondents		93%		



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#### Notes & Context

Data unavailable	Strategic Plan Community Consultation Survey. <b>Metric to be reported every (4) years.</b>	N/A	N/A
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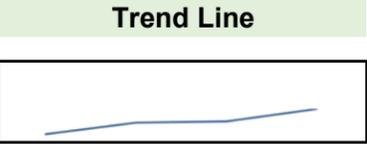
# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES

King Township Public Library - Content and Collections



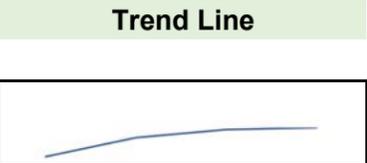
Content and Collections - (#) of visits to digital branch (website)				
Year	2021	2022	2023	2024
Visits	44355	54519	55711	66731
Notes & Context				



YOY (%) of Change

↑ 20%

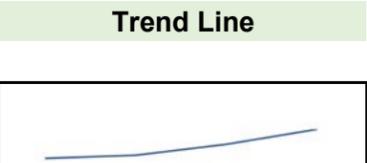
Content and Collections - (#) of physical items borrowed				
Year	2021	2022	2023	2024
Physical Items	40,459	67,525	78,801	81,553
Notes & Context				



YOY (%) of Change

↑ 3%

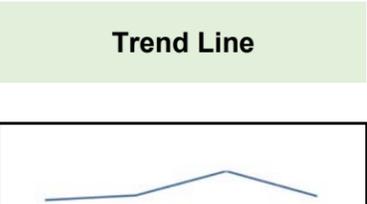
Content and Collections - (#) of digital items borrowed				
Year	2021	2022	2023	2024
Digital Items	32,132	33,651	39,301	46,912
Notes & Context				



YOY (%) of Change

↑ 19%

Content and Collections - Year over year (%) increase in physical collection borrowed from available collections / content				
Year	2021	2022	2023	2024
(%) borrowed	1.20%	4%	17%	4%
Notes & Context			Reopened post pandemic, increased hours of operation	



YOY (%) of Change

↓ -79%

# Headline Performance Measures (HPMs)

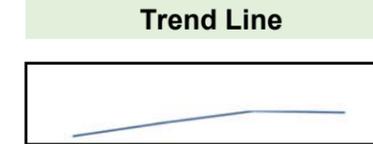
## COMMUNITY SERVICES

King Township Public Library - Community Engagement and Marketing



### Community Engagement and Marketing - (#) of KTPL programs offered

Year	2021	2022	2023	2024
Programs	267	645	985	941



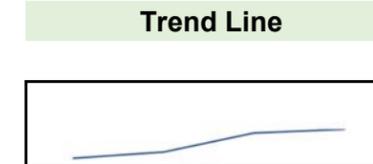
YOY (%) of Change  
 ↓ -4%

Notes & Context

				Some planned programs cancelled consequent to unplanned staff vacancies
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### Community Engagement and Marketing - (#) of program participants

Year	2021	2022	2023	2024
Programs	4,699	6,115	10,408	11,261



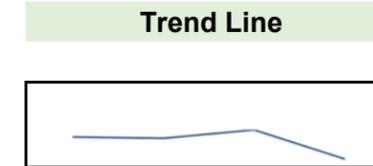
YOY (%) of Change  
 ↑ 8%

Notes & Context

	Due to COVID closures - limited to virtual with a few in-person outdoor programs			
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### Community Engagement and Marketing - (#) of social media engagements

Year	2021	2022	2023	2024
Engagements	110,642	108,983	120,562	81,199



YOY (%) of Change  
 ↓ -33%

Notes & Context

Each platform has different identifiers (reach (FB), impressions (TW) and engagement (IG))	Each platform has different identifiers (reach (FB), impressions (TW) and engagement (IG))	Each platform has different identifiers (reach (FB), impressions (TW) and engagement (IG))	Social media activity reduced in Q4 may be consequent to unplanned staff vacancies.
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# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES

### Business Services



#### Business Services - # of affiliated partners

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
(#) of partners				18

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#### Notes & Context

			Accounts for all Affiliated partners as of January 31, 2024
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#### Business Services - (\$) of community assistance program funds distributed

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
(\$ of CAP Funds)				33,870

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#### Notes & Context

			Summer Camp Inclusion Subsidy - \$29,670 -- CAP Family Application Subsidy \$4200
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#### Business Services - (\$) of affiliated groups subsidies

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
Community Grants Program				\$16,371.00
Request for Donation Program				\$18,621.00
Affiliated Group Subsidies				\$473,693.00

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#### Notes & Context

			Affiliated groups subsidy accounts for only group related discounts. (with most groups receiving a 30% subsidy on rentals) This number does not capture allocations of use of space with a zero charge.
--	--	--	---

#### Rentals and Bookings - Total (#) of booking & rental hours (including & excluding lease hours)

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
------	------	------	------	------

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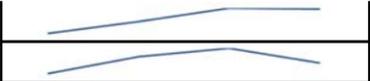
# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES



### Business Services

Total Hours (excluding lease hours)	9846	16643	24367	23796
Total Hours (including lease hours)	21060	41089	51269	33785



↓ -2%  
↓ -34%

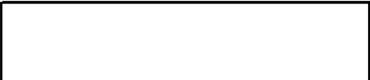
Notes & Context	COVID-19 impacted service offerings and levels.			
-----------------	---	--	--	--

**DATA DEVELOPMENT AGENDA** - Rentals and Bookings - (%) of rental and booking applications processed to standard (10 business days)

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
Rental and Bookings				



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Notes & Context				
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# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES

### ServiceKing



#### ServiceKING - (#) of customer cases opened

Year	2021	2022	2023	2024
CRM Cases Opened	19,281	18,467	17,515	17,988

#### Notes & Context

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#### Trend Line



#### YOY (%) of Change

↑ 3%

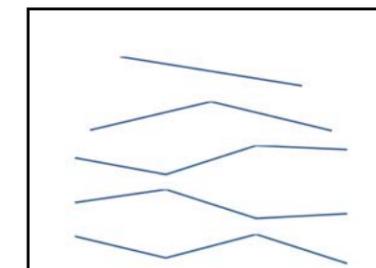
#### ServiceKING - (#) of ServiceKING Associate community interactions

Year	2021	2022	2023	2024
In-Person (Municipal Centre only)			1,121	492
Online		567	1,098	555
Calls	30,614	23,100	36,337	34,484
Emails	41,680	48,054	33,800	36,048
<b>TOTAL</b>	<b>72,294</b>	<b>71,721</b>	<b>72,356</b>	<b>71,579</b>

#### Notes & Context

Metric excludes In-Person interactions	Metric excludes In-Person interactions		Significant challenges in accurately reporting in-person interaction (these numbers are reported with some margin of error as not all in person interactions were recorded).
--	--	--	--

#### Trend Line



#### YOY (%) of Change

↑ 0%  
 ↓ -56%  
 ↓ -49%  
 ↓ -5%  
 ↑ 7%  
 ↓ -1%

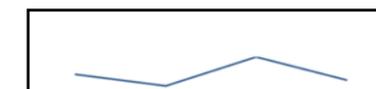
#### ServiceKING - (%) of cases closed (annual)

Year	2021	2022	2023	2024
CRM Cases Closed	95%	93%	98%	94%

#### Notes & Context

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#### Trend Line



#### YOY (%) of Change

↓ -4%

# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES



### ServiceKing

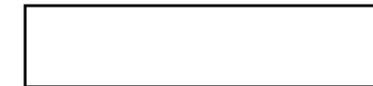
ServiceKING - (%) of customer cases where service level was met

Year	2021	2022	2023	2024
(%) of Cases				80

Notes & Context

			CRM Escalation feature added in July 2024.
--	--	--	--

Trend Line



YOY (%) of Change

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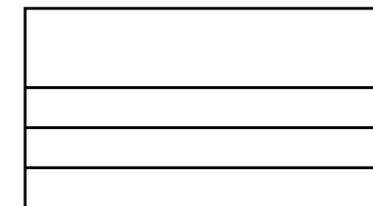
**DATA DEVELOPMENT AGENDA** - ServiceKING - Average time (days) to close case by type

Year	2021	2022	2023	2024
Type 1				
Type 2				
Type 3				
Type 4				

Notes & Context

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Trend Line



YOY (%) of Change

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**DATA DEVELOPMENT AGENDA** ServiceKING - (%) customer satisfaction rating

Year	2021	2022	2023	2024

Notes & Context

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Trend Line



YOY (%) of Change

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# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES

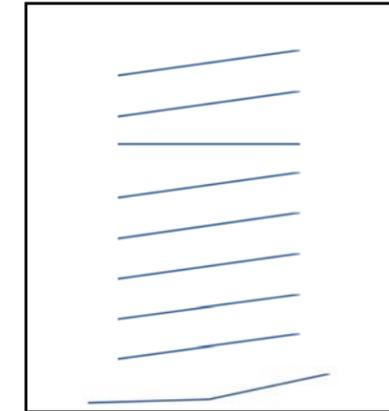
Recreation, Active Living and Aquatics



### Recreational Programs - Total (#) of programs offered

Year	2021	2022	2023	2024
Camps		127	132	157
Cold Creek		61	76	68
Aquatics		0	0	0
Active Living		38	41	51
Inclusion		65	73	171
Heritage and Culture		19	34	32
General		51	285	178
Drop In		14	22	35
<b>TOTAL</b>		<b>310</b>	<b>356</b>	<b>692</b>

### Trend Line



### YOY (%) of Change

- ↑ 4%
- ↑ 25%
- 0%
- ↑ 8%
- ↑ 12%
- ↑ 79%
- ↑ 459%
- ↑ 57%
- ↑ 94%

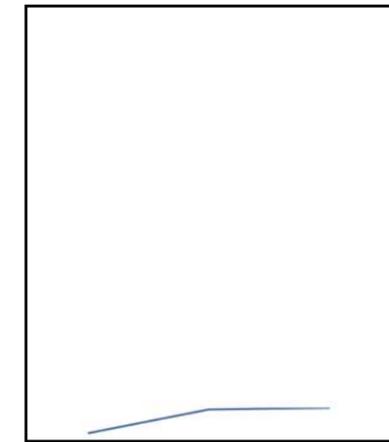
### Notes & Context

			"General" column data includes birthday party numbers.
--	--	--	--

### Recreational Programs - Total (#) of program participants

Year	2021	2022	2023	2024
Camps		1623	1660	1273
Cold Creek		2374	3175	2560
Aquatics		0	0	0
Active Living (excluding Fitness & Seniors Programs)		192	12	273
Inclusion		12	20	82
General		442	635	1252
Drop In		676	3002	3869
Heritage and Culture		953	2154	1657
<b>TOTAL</b>		<b>6,272</b>	<b>10,658</b>	<b>10,966</b>

### Trend Line



### YOY (%) of Change

- ↑ 2%
- ↑ 34%
- 0%
- ↓ -94%
- ↑ 67%
- ↑ 44%
- ↑ 344%
- ↑ 126%
- ↑ 3%

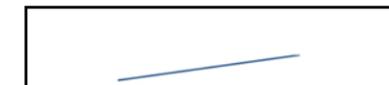
### Notes & Context

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### Active Living and Fitness - (#) Township League Participation

Year	2021	2022	2023	2024
Total League Participants			331	447

### Trend Line



### YOY (%) of Change

- ↑ 35%

# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES

Recreation, Active Living and Aquatics



Notes & Context

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Active Living and Fitness - (#) of active fitness memberships

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
Memberships	541	809	714	798



↑ 12%

Notes & Context

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Active Living and Fitness - (%) of Township League participants satisfied with programming

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
(%) of Participants			70%	67%



↓ -4%

Notes & Context

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# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES



### Events

#### Events - (#) of Township events held

Year	2020	2021	2022	2023	2024
Events					15



**YOY (%) of Change**

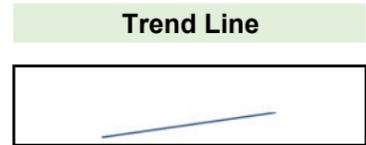
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#### Notes & Context

				2 events Cancelled: "Maple Syrup Fest" was cancelled due to unfavourable weather & "Haunting on King Road" was not held due to construction at the KHCC.
--	--	--	--	--

#### Township Events - (#) total event attendees

Year	2020	2021	2022	2023	2024
Total				8,985	9,870



**YOY (%) of Change**

↑ 10%

#### Notes & Context

			Mayors Gala Not Held in 2023 (bi-annual event)	
--	--	--	--	--

#### Events - (%) of vendors satisfied with event

Year	2020	2021	2022	2023	2024
(%) vendors					86



**YOY (%) of Change**

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#### Notes & Context

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#### Events - (%) of event attendees satisfied

Year	2020	2021	2022	2023	2024
Visitors					90



**YOY (%) of Change**

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#### Notes & Context

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# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES



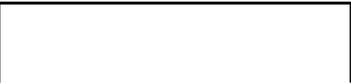
### Events

**Events - (\$) event sponsorships**

Trend Line

YOY (%) of Change

Year	2020	2021	2022	2023	2024
(\$) sponsorships					93,250



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Notes & Context

					Metric reported does not include Mayor's Gala or Mayor's Golf Tournament
--	--	--	--	--	--

**DATA DEVELOPMENT AGENDA - Events - (lbs.) of event waste diverted**

Trend Line

YOY (%) of Change

Year	2020	2021	2022	2023	2024
Lbs. of waste					



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Notes & Context

					In 2024, total waste collected was tracked to create a benchmark for waste diversion for 2025.
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# Headline Performance Measures (HPMs)

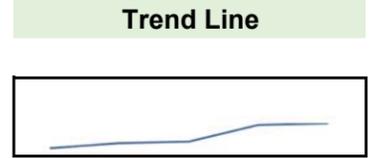
## COMMUNITY SERVICES



### Heritage and Culture

#### Heritage & Culture - (#) of exhibitions per year

Year	2020	2021	2022	2022	2024
Exhibitions	1	4	5	15	16



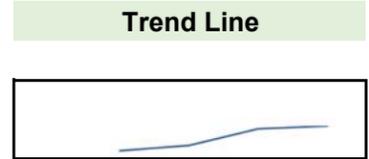
**YOY (%) of Change**  
 ↑ 7%

#### Notes & Context

Closed early and transferred to online due to Covid	(2) exhibitions online due to COVID-19		Increase in popup exhibitons for 2022	
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#### Heritage & Culture - (#) indigenous initiatives

Year	2020	2021	2022	2022	2024
Indigenous Initiatives		1	3	9	10



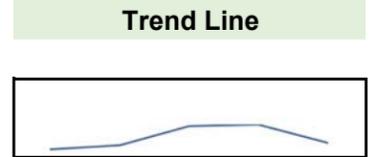
**YOY (%) of Change**  
 ↑ 11%

#### Notes & Context

		Established new partnreship with York Region Indigenous Action Committee		
--	--	--	--	--

#### Heritage & Culture - (#) of KHCC / Museum visitors

Year	2020	2021	2022	2022	2024
Visitors	241	1,024	4,814	5,123	1,576



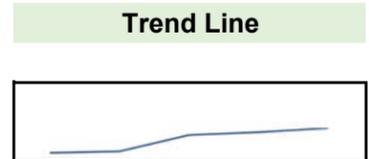
**YOY (%) of Change**  
 ↓ -69%

#### Notes & Context

Closures due to COVID-19	Opened late August due to COVID-19 restruictions			Metric includes general visitorship to the KHCC
--------------------------	--	--	--	---

#### Heritage & Culture - (#) of citizens engaged via KHCC

Year	2020	2021	2022	2022	2024
Citizens Engaged	728	1,365	7,525	8,632	10,214



**YOY (%) of Change**  
 ↑ 18%

#### Notes & Context

Closures due to COVID-19	Opened late August due to COVID-19 restruictions			Metric includes Outreach, programs, partnered events, social media and rentals
--------------------------	--	--	--	--

# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES

### Sustainability and Environmental Outreach

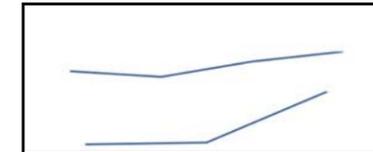


#### Environmental Stewardship & Climate Change - (#) of plantings & invasive species removal (m2) through environmental stewardship

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
(#) Trees, shrubs and wildflowers	4795	3595	6799	8912
Invasive Species Removed (m2)		297	1,290	27,809



↑ 31%  
↑ 2056%

Notes & Context

Several plantings cancelled due to COVID. Did a lot of tall grass prairie restoration that was funded through grants	2022 the team focused mor heavily on tree plantings. we will update this number into msqd for 2022	We are going to report on invasive species in msqd now to get a more accurate representation of what we are removing.	
--	--	---	--

#### Environmental Stewardship & Climate Change - (#) of Township and co-led greening initiatives

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
Initiatives	29	39	40	49



↑ 23%

Notes & Context

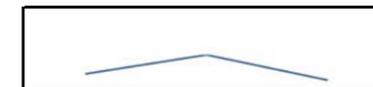
Several initiatives cancelled due to COVID-21 - this includes restoration projects as well.			
---	--	--	--

#### Environmental Stewardship & Climate Change - (#) of Corporate GHG Emissions (in KGs of C02e)

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
Emission Rate (KG of CO2e)	708960	811235.64	675643.87	



↓ -100%

Notes & Context

			Reporting calculation is not made available until April 2025. This metric includes Building emissions only and does not include fleet.
--	--	--	--

# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES

### Sustainability and Environmental Outreach



#### Environmental Stewardship & Climate Change - (#) of Community GHG Emissions (in KGs of CO2e)

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
Emissions Rate (KG of CO2e)				

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Notes & Context

			reporting calculation is not made available until April 2025
--	--	--	--

#### Environmental Stewardship & Climate Change - (#) of community climate change initiatives

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
(#) initiatives				2

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Notes & Context

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#### Environmental Stewardship & Climate Change - (#) Of Cold Creek Visitors

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
				14,740

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Notes & Context

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# Headline Performance Measures (HPMs)

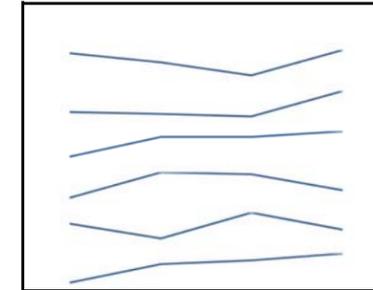
## COMMUNITY SERVICES

### Fire and Emergency Services

#### Rescue and Operations - (#) of emergency responses / type

Year	2021	2022	2023	2024
Fire	133	121	104	137
Alarm	213	201	183	357
Rescue	238	324	325	349
Medical	432	546	537	466
Other	275	189	340	242
<b>TOTAL</b>	<b>1,291</b>	<b>1,457</b>	<b>1,489</b>	<b>1,551</b>

#### Trend Line



#### YOY (%) of Change

↑	32%
↑	95%
↑	7%
↓	-13%
↓	-29%
↑	4%

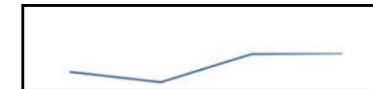
#### Notes & Context

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#### Inspections and Investigations - (#) of inspections completed

Year	2021	2022	2023	2024
(#) Inspections	609	569	679	683

#### Trend Line



#### YOY (%) of Change

↑	1%
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#### Notes & Context

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#### Inspections and Investigations - (#) of investigations completed

Year	2021	2022	2023	2024
(#) Investigations		30	31	21

#### Trend Line



#### YOY (%) of Change

↓	-32%
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#### Notes & Context

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#### Community Risk Reduction - (#) of homes visited for the smoke alarm and home escape program & smoke alarm checks

Year	2021	2022	2023	2024
Smoke Alarm Checks - Total	10	40	90	88

#### Trend Line



#### YOY (%) of Change

↓	-2%
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#### Notes & Context

COVID - program scaled back (due to home entry requirements)			
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#### Community Risk Reduction - (#) of engagement opportunities by type

#### Trend Line

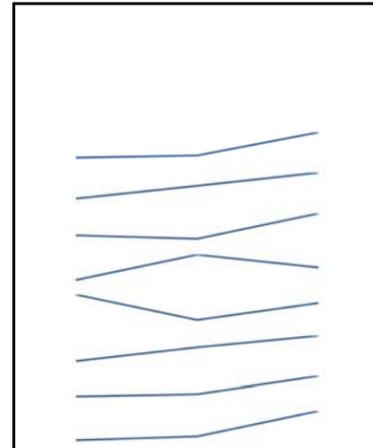
#### YOY (%) of Change

# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES

### Fire and Emergency Services

Year	2021	2022	2023	2024
Community Event (King)				34
Community Event (External)				2
<b>Total Community Events</b>		<b>25</b>	<b>26</b>	<b>36</b>
School Visit		8	9	10
Firehouse Visit		8	7	14
Resident Training		1	5	3
Employee Training		7	4	6
Camps		2	8	13
Media PSA's (social media engagement)		0	17	167
<b>TOTAL Engagements</b>		<b>51</b>	<b>76</b>	<b>249</b>



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↑	38%
↑	11%
↑	100%
↓	-40%
↑	50%
↑	63%
↑	882%
↑	228%

#### Notes & Context

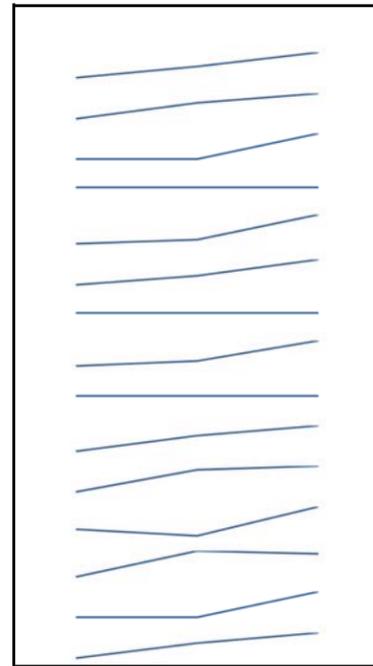
Scaled back opportunities due to COVID physical distancing restrictions



#### Community Risk Reduction - (#) of people engaged / per opportunity type / demographic

Year	2021	2022	2023	2024
School Visit - Preschool		90	152	228
School Visit - Elementary		100	420	610
School Visit - Secondary		0	0	24
School Visit - Post Secondary		0	0	0
Firehouse Visit - Preschool		8	12	37
Firehouse Visit - Elementary		35	85	173
Firehouse Visit - Secondary		0	0	0
Firehouse Visit - Adult		20	34	92
Firehouse Visit - Older Adult		0	0	0
Community Event		0	3,760	6,107
Training (Resident)		20	48	53
Training (Employee)		46	15	149
Camp - Elementary		33	319	287
Camp - Secondary		0	0	138
<b>TOTAL</b>		<b>352</b>	<b>4,845</b>	<b>7,898</b>

#### Trend Line



#### YOY (%) of Change

↑	50%
↑	45%
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↑	208%
↑	104%
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↑	171%
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↑	62%
↑	10%
↑	893%
↓	-10%
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↑	63%

# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES

### *Fire and Emergency Services*

**Notes & Context**

Scaled back opportunities due to COVID physical distancing restrictions			
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# Headline Performance Measures (HPMs)

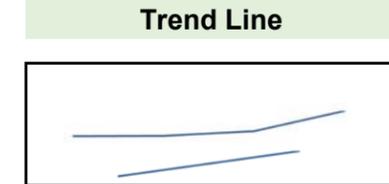
## COMMUNITY SERVICES

### Facility Operations



#### Facility Maintenance and Operations - (#) of service requests received & total hrs spent

Year	2021	2022	2023	2024
(#) service requests	532	549	805	1,902
(#) hrs. spent			983	1,032



YOY (%) of Change

↑	136%
↑	5%

Notes & Context

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#### Data Under Development - Facility Maintenance and Operations - (%) of service requests completed within standards

Year	2021	2022	2023	2024
Urgent (1 hr)				
Priority (3 business days)				
Routine (10 business days)				



YOY (%) of Change

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#DIV/0!	#DIV/0!

Notes & Context

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#### Data Under Development - Facility Maintenance and Operations - (#) of facility visitors (overall)

Year	2021	2022	2023	2024
Vistor Count				



YOY (%) of Change

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Notes & Context

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#### Data Under Development - Facility Maintenance and Operations - (#) of inspections

Year	2021	2022	2023	2024
(#) if inspections				



YOY (%) of Change

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Notes & Context

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# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES



### Facility Maintenance and Operations - (#) of facility repairs resulting in unexpected closures

Trend Line

YOY (%) of Change

	2021	2022	2023	2024
(#) of repairs				3
<b>Notes &amp; Context</b>				(Laskay Hall, Schomberg Hall Water Leak, Schomberg Hall HVAC)

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### Facility Maintenance and Operations - (%) of facilities that have achieved a “fair” condition rating

Trend Line

YOY (%) of Change

	2021	2022	2023	2024
(%) of facilities				N/A
<b>Notes &amp; Context</b>				Building Condition Assessment (BCA) not conducted in 2024.

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### Facility Maintenance and Operations - (%) of staffed facilities that undergo monthly health and safety inspections

Trend Line

YOY (%) of Change

	2021	2022	2023	2024
(%) of facilities				100
<b>Notes &amp; Context</b>				

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### Facility Maintenance and Operations - (%) of public access facilities that meet AODA requirements

Trend Line

YOY (%) of Change

	2021	2022	2023	2024
(%) of facilities				67
<b>Notes &amp; Context</b>				

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### Facility Maintenance and Operations - Ratio of electric vehicle charging ports available for public use to the total number of facilities

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
Ratio				10:33

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# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES



Notes & Context

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# Headline Performance Measures (HPMs)

## GROWTH MANAGEMENT SERVICES



### By-law Enforcement

Types of cases to be hidden when publishing

#### Municipal Law Enforcement - (#) of by-law cases opened

Year	2021	2022	2023	2024
Total Cases	2732	2681	2788	6115

#### Trend Line



#### YOY (%) of Change

↑ 119%

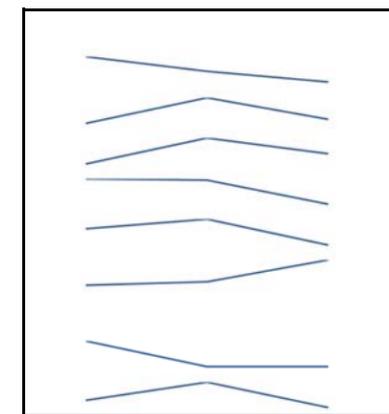
#### Notes & Context

			Animal complaints reported through Vaughan Animal Services	
--	--	--	--	--

#### Municipal Law Enforcement - (#) of orders, pre-summons and notices issued

Year	2021	2022	2023	2024
Orders		206	173	149
Pre-Summons		0	19	3
Cost Recovery- Notice		37	147	80
Notice of Remeidation		40	39	21
Part I & Part III		18	22	11
Title Search & Corporate Search		8	9	15
Injunctions				1
Clean Yards Notice		8	0	0
<b>TOTAL</b>		<b>317</b>	<b>409</b>	<b>280</b>

#### Trend Line



#### YOY (%) of Change

- ↓ -14%
- ↓ -84%
- ↓ -46%
- ↓ -46%
- ↓ -50%
- ↑ 67%
- #DIV/0! #DIV/0!
- #DIV/0! #DIV/0!
- ↓ -32%

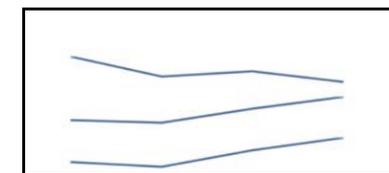
#### Notes & Context

			Part 1's and 3's lower due to AMPS being in place.	
--	--	--	--	--

#### Parking Enforcement - (#) of parking ticket warnings and parking tickets issued

Year	2021	2022	2023	2024
Warnings	234	140	165	115
Tickets Issued	1,352	1,222	1,963	2,592
<b>TOTAL</b>	<b>1,586</b>	<b>1,362</b>	<b>2,128</b>	<b>2,707</b>

#### Trend Line



#### YOY (%) of Change

- ↓ -30%
- ↑ 32%
- ↑ 27%

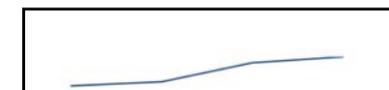
#### Notes & Context

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#### Permits and Programs - (#) of sign permit applications processed

Year	2021	2022	2023	2024
Sign Permits	107	122	194	217

#### Trend Line



#### YOY (%) of Change

↑ 12%

# Headline Performance Measures (HPMs)

## GROWTH MANAGEMENT SERVICES

### By-law Enforcement

Types of cases to be hidden when publishing



Notes & Context

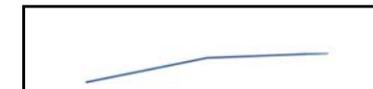
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#### Permits and Programs - (%) of completed sign permit applications processed within standard (5 business days)

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
(%) within standard		44%	70%	75%



↑ 7%

Notes & Context

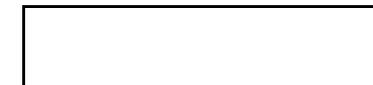
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#### Municipal Law Enforcement - (#) of bag signs removed

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
Bag Signs Removed				538



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Notes & Context

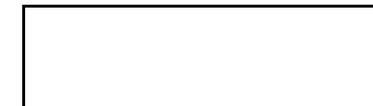
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#### PARTIAL DDA - Municipal Law Enforcement - (#) of AMPs (Admin Monetary Penalties) issued for non-parking offenses and (\$) revenue earned

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
(#) of AMPs				58
(\$ revenue				



#DIV/0! #DIV/0!

Notes & Context

			Metric reflects AMPS non-parking offences only.
--	--	--	---

# Headline Performance Measures (HPMs)

## GROWTH MANAGEMENT SERVICES

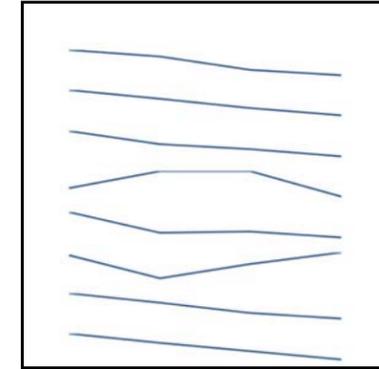
### Development Engineering Services



#### Permits - (#) of permit applications received & (#) of permits issued

Year	2021	2022	2023	2024
Pool Permits Received	157	127	67	43
Pool Permits Issued	145	105	62	29
Entrance Permits Files Opened	43	30	25	18
Entrance Permits Issued	13	19	19	10
Site Alteration Files Opened	43	26	27	22
Site Alteration Permits Issued	14	6	11	15
<b>TOTAL FILES OPENED/RECIEVED</b>	<b>243</b>	<b>183</b>	<b>119</b>	<b>83</b>
<b>TOTAL FILES ISSUED</b>	<b>172</b>	<b>130</b>	<b>92</b>	<b>54</b>

#### Trend Line



#### YOY (%) of Change

↓	-36%
↓	-53%
↓	-28%
↓	-47%
↓	-19%
↑	36%
↓	-30%
↓	-41%

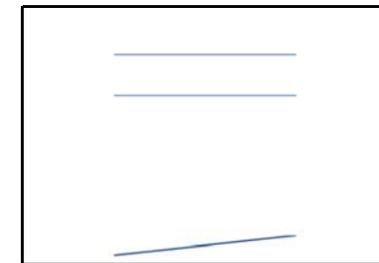
#### Notes & Context

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#### Permits - (%) of complete permit applications meeting service level standards

Year	2021	2022	2023	2024
(%) Pool Permits (5 business days)			100%	100%
(%) Minor Site Alteration Permits (3 weeks)			100%	100%
(%) Major Site Alteration Permits (5 weeks)				100%
(%) Entrance Permits (5 business days)			90%	100%

#### Trend Line



#### YOY (%) of Change

→	0%
→	0%
#DIV/0!	#DIV/0!
↑	11%

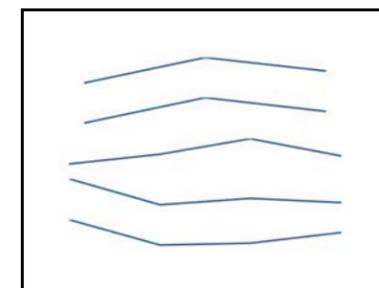
#### Notes & Context

		Excludes Major Site Alteration Permits. Will be available for reporting in 2024.	
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#### Permits - (#) of permit inspections completed

Year	2021	2022	2023	2024
Single Family Dwelling Permits		38	55	46
Addition/Accessory Structure Permits		30	74	50
Pool Permits	20	66	139	58
Site Alteration Permits	15	3	6	4
Entrance Permits	20	6	7	13
Erosion & Sediment Control/Drainage				159

#### Trend Line



#### YOY (%) of Change

↓	-16%
↓	-32%
↓	-58%
↓	-33%
↑	86%
#DIV/0!	#DIV/0!

# Headline Performance Measures (HPMs)

## GROWTH MANAGEMENT SERVICES



### Development Engineering Services

Site Plan, ORM, Minor Variance				60
Decks, HLEP				17
<b>TOTAL</b>	<b>55</b>	<b>143</b>	<b>203</b>	<b>407</b>



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 ↑ 100%

Notes & Context

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### Permit Inspections - (%) of permit inspections resulting in Minor Variance Required OR Hard Landscaping Exemption Permit Required

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
Inspections		33	23	9



↓ -61%

Notes & Context

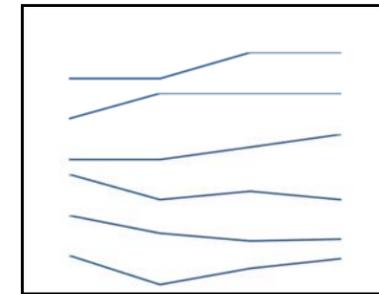
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### Administrative and Construction Management - (#) of developments (by stage at year end)

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
Draft Plan	0	0	5	5
Design Total	11	14	14	14
Construction Total	7	7	10	13
Maintenance Total	4	1	2	1
Assumption Total	13	4	0	1
<b>TOTAL Developments</b>	<b>35</b>	<b>26</b>	<b>31</b>	<b>34</b>



→ 0%  
 → 0%  
 ↑ 30%  
 ↓ -50%  
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 ↑ 10%

Notes & Context

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# Headline Performance Measures (HPMs)

## GROWTH MANAGEMENT SERVICES

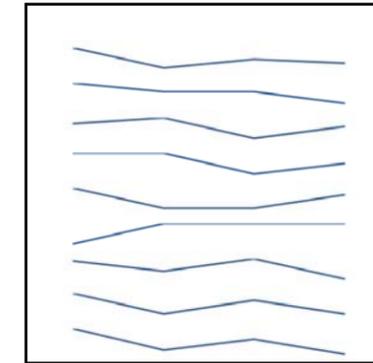


### Land Use and Development Planning

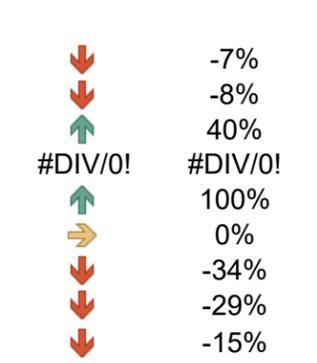
Planning Applications and Approvals - (#) of Planning applications received / type

Year	2021	2022	2023	2024
Site Plan (SPC/ORM/GB/CC)	105	72	86	80
Collaborative Application Preparation	55	52	52	48
Zoning By-law Amendment	15	17	10	14
Plan of Subdivision / CDM	2	2	0	1
Official Plan Amendment	5	2	2	4
Part Lot Control	0	1	1	1
Minor Variance	95	78	99	65
Consent	8	5	7	5
<b>Application Total</b>	<b>285</b>	<b>229</b>	<b>257</b>	<b>218</b>

Trend Line



YOY (%) of Change



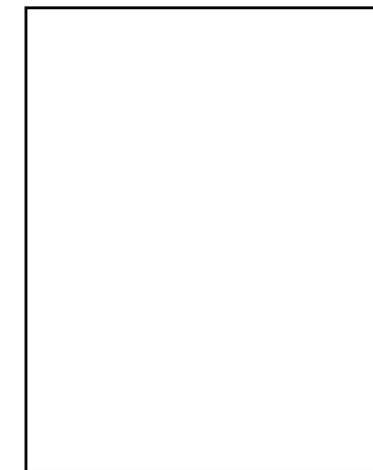
Notes & Context

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DATA DEVELOPMENT AGENDA - Planning Applications and Approvals - (%) of Planning application decisions provided within legislated standards

Year	2021	2022	2023	2024
Official Plan Amendment (120 days)				
Zoning By-law Amendment (90 days)				
PLN of SUB / CD (120 days)				
Major SPA (60 days)				
Minor SPA (60 days)				
Part Lot Control (6 weeks)				
Consent (90 days)				
Minor Variance (6 weeks)				
Heritage Permits (45 days)				

Trend Line



YOY (%) of Change



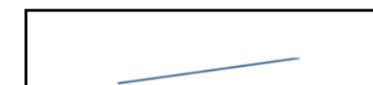
Notes & Context

			This information remains under development. The roll out of the City View software will enable tracking of this information.
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Planning Applications and Approvals - Time (hrs.) spent on inquiries

Year	2021	2022	2023	2024
ASK Planning			279	287

Trend Line



YOY (%) of Change



# Headline Performance Measures (HPMs)

## GROWTH MANAGEMENT SERVICES



<b>Notes &amp; Context</b>			Based on approximation of 30 minutes per inquiry (prep and service time)	Based on approximation of 30 minutes per inquiry (prep and service time)
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### Planning Applications and Approvals - (%) of available ASK Planning inquiry slots booked

Year	2021	2022	2023	2024
(%) of available slots booked			42	40

<b>Trend Line</b>

<b>YOY (%) of Change</b>
↓ -5%

<b>Notes &amp; Context</b>			Based on 6 time slots available per day (Service was introduced in March 2023. 2023 data is for March to December only)	Based on 6 time slots available per day
----------------------------	--	--	---	---

### Planning Applications and Approvals - (%) of ASK Planning users satisfied with service received

Year	2021	2022	2023	2024
(%) satisfied			95	86

<b>Trend Line</b>

<b>YOY (%) of Change</b>
↓ -9%

<b>Notes &amp; Context</b>			This is based only on the respondents to the feedback survey. Not all customers respond. 78 responses.	This is based only on the respondents to the feedback survey. Not all customers respond. 89 responses.
----------------------------	--	--	--	--

### Zoning - (#) of zoning certificates issues

Year	2021	2022	2023	2024
(#) of certificates			339	406

<b>Trend Line</b>

<b>YOY (%) of Change</b>
↑ 20%

<b>Notes &amp; Context</b>			The information for 2023 is from April to December 2022 due to the ZCs	
----------------------------	--	--	--	--

# Headline Performance Measures (HPMs)

## GROWTH MANAGEMENT SERVICES



**DATA DEVELOPMENT AGENDA -**  
 Planning Applications and Approvals -  
 (%) of zoning certificate applications  
 processed within standard

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
(%) of certificate applications				

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Notes & Context

			This information remains under development. The roll out of the City View software will enable tracking of this information.
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# Headline Performance Measures (HPMs)

## GROWTH MANAGEMENT SERVICES

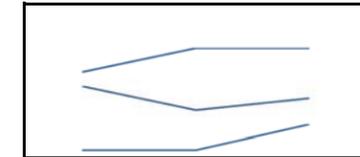


### Policy Planning

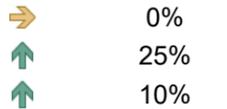
Policy Planning - (#) of active policy planning projects per year / type

Year	2021	2022	2023	2024
Major Projects Active		4	6	6
Minor Projects Active		6	4	5
<b>Total</b>		<b>10</b>	<b>10</b>	<b>11</b>

Trend Line



YOY (%) of Change



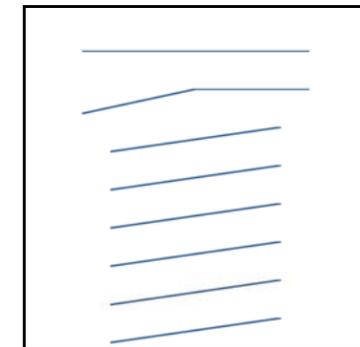
#### Notes & Context

	Major Active Projects included the Rural Zoning By-law Review; Urban Design Guideline Review; King Official Plan Appeals; and the Green Development Standards Review. Minor Active Projects included: York Region MCR Review & Commenting; Bill 109 Review & Commenting; Bill 23 Review & Commenting; Development of the Collaborative Application Preparation Process (CAPP); ZBL Review for Pervious Surfaces; and Updating the Site Plan Control By-law.	Major: OLT Defence of Countryside ZBL, 2051 Official Plan Review, Green Development Standards, Highway 11 Corridor Study, Neighbourhood Block Plans/CPPS, Employment Lands Strategy Minor: ZBLA for Pervious Surface, ORMCP ZBL Updates & Defence at OLT, Monitoring Provincial Chances to YROP;	Major: Growth Management Strategy, Employment Lands Strategy, 2051 Official Plan Review, Green Development Standards Incentives, Highway 11 Corridor Study, Neighbourhood Block Plans/CPPS Minor: ZBL Housekeeping Updates, Defence at OLT, Monitoring Provincial Policy Changes, Supporting Master Plans, Supporting Licencing Review
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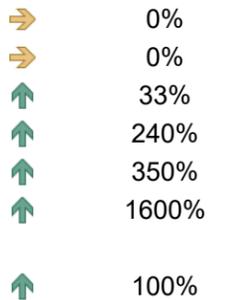
Policy Planning - (%) of progress on active projects (\*Active projects subject to change YOY)

Year	2021	2022	2023	2024
Rural Zoning By-law		100%	100%	100%
Urban Design Guidelines		63%	100%	100%
Green Development Standards			75%	100%
Highway 11 Corridor Study			25%	85%
Neighbourhood Plans			10%	45%
Employment Lands Strategy			5%	85%
Growth Management Strategy			0%	85%
Official Plan Review			15%	30%

Trend Line



YOY (%) of Change



#### Notes & Context

	Due to Provincial Bills 109 and 23, the Urban Design Guidelines Project was placed on hold. As such, the project schedule has been adjusted and some of the project milestones have been pushed into 2023.  The scope of the Rural ZBL was extended at the request of Council to include additional Public Consultation over the summer of 2022. The Project Team was in a position to present the Final ZBL for adoption in June 2022; however to allow additional public consultation the milestone for adoption was moved to September 2022. Overall, all project milestones were completed in 2022.	Due to budget constraints, the Employment Lands Strategy was put on hold pending the 2024 Budget.  <b>All projects are advancing. The % identified above captures % complete within the entire project lifecycle.</b>	All projects listed are advancing with three that are completed.
--	---	---	--

# Headline Performance Measures (HPMs)

## GROWTH MANAGEMENT SERVICES



### Policy Planning

Policy Planning - (%) of annual projects where the Township met statutory public engagement standards

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
(%) of projects		100	100	100



→ 0%

Notes & Context

	Statutory requirements are required to be met. Many of Policy Planning's Major Projects go above and beyond the Statutory Requirements.	Statutory requirements are required to be met. Policy Planning's Major Projects go above and beyond the Statutory Requirements.	Statutory requirements are required to be met. Policy Planning's Major Projects go above and beyond the Statutory Requirements with additional public open houses, surveys, interviews and notifications/marketing.
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# Headline Performance Measures (HPMs)

## GROWTH MANAGEMENT SERVICES



### Building

#### Building Permits - (#) of building permit applications received

Year	2021	2022	2023	2024
Permit Applications	644	735	540	491

#### Notes & Context

Pool permits removed from scope of Building division in April 2021	Permit applications are always higher than issued permits as additional correspondance may be required from permit applicants or application are demed incomplete.		
--	--	--	--

#### Trend Line



#### YOY (%) of Change

↓ -9%

#### Building Permits - (#) of building permits issued

Year	2021	2022	2023	2024
Permits Issued	637	676	528	471

#### Notes & Context

Pool permits removed from scope of Building division in April 2021	Phase 2 contract 3 of the Nobelton Sewer connection program helped increase the number of permits issued for 2022	Nobelton sewer project mostly completed therefor less permits were received.	
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#### Trend Line



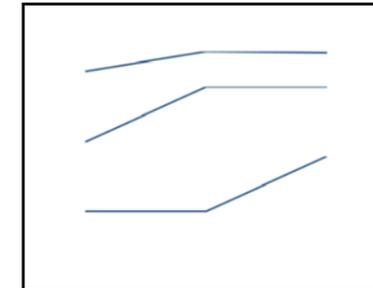
#### YOY (%) of Change

↓ -11%

#### Building Permits - (%) of complete building permit applications processed within defined standards

Year	2021	2022	2023	2024
House (10 business days)		88%	96%	95%
Small Building (15 business days)		87%	100%	100%
Large Building (20 business days)		96%	96%	100%
Complex Building (30 business days)				

#### Trend Line



#### YOY (%) of Change

↓ -1%  
 → 0%  
 ↑ 4%  
 #DIV/0! #DIV/0!

# Headline Performance Measures (HPMs)

## GROWTH MANAGEMENT SERVICES



Building

<b>Notes &amp; Context</b>	10-Days- Total of 604 (Average time 5 days) 15-Days- Total of 8 permits (Average time 7 days) 20-Days- Total of 55 permits (Average time 4 days) 30-Days- Total of 0 permits	10-Days- Total of 475 permits 15-Days- Total of 11 permits 20-Days- Total of 24 permits 30-Days- Total of 0 permits  IMPORTANT NOTE FOR 2024: This HPM may be low in the first 6 months of 2024 as we are getting a new building code and theres a lot of changes to adapt to.	10-Days- Total of 422 permits 15-Days- Total of 14 permits 20-Days- Total of 15 permits 30-Days- Total of 0 permits
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### Building Inspections - (#) of inspections completed

Year	2021	2022	2023	2024
Inspections	3,169	3,186	2,685	3,249

<b>Notes &amp; Context</b>			
----------------------------	--	--	--

### Trend Line YOY (%) of Change



### Building Inspections - (%) of passed septic program inspections

Year	2021	2022	2023	2024
(%) of passed inspections		82%	65%	81%

<b>Notes &amp; Context</b>		Out of 153 Inspections 99 passed and 8 failed. 46 properties did not have access and were included in the failed portion of the calculation.If the no access homes were not included the pass rate would be 93%	
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### Trend Line YOY (%) of Change



# Headline Performance Measures (HPMs)

## FINANCE

### Revenue and Taxation

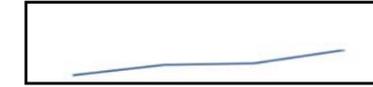


#### Revenue and Taxation - (#) of tax bills issued

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
Tax bills issued	9,830	10,085	10,123	10,454



↑ 3%

Notes & Context

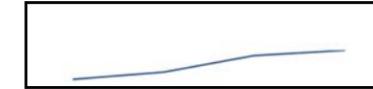
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#### Revenue and Taxation - (%) of tax receivables in arrears

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
(%) in arrears	8.28%	9%	9.6%	9.9%



↑ 3%

Notes & Context

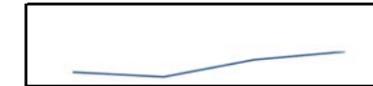
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#### Revenue and Taxation - (#) of utility bills issued

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
Utility bills issued	5,293	5,257	5,388	5,449



↑ 1%

Notes & Context

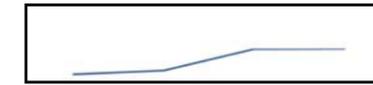
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#### Revenue and Taxation - Tax (%) increase

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
(%) increase	0.0%	0.8%	4.95%	4.98%



↑ 1%

Notes & Context

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#### Revenue and Taxation - (#) of water meters with no-read errors

Trend Line

YOY (%) of Change

# Headline Performance Measures (HPMs)

## FINANCE

### Revenue and Taxation



Year	2021	2022	2023	2024
(#) errors	145	132	39	26



↓ -33%

Notes & Context

--	--	--	--	--

### Revenue and Taxation - (#) of water portal users

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
(#) users			250	377



↑ 51%

Notes & Context

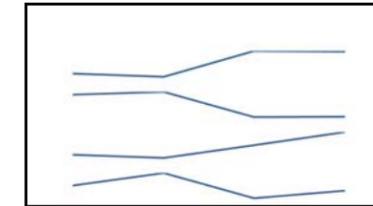
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### Revenue and Taxation - (%) of payments made / type

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
Online & Electronic Funds Transfer	65.68%	63.14%	83.39%	82.92%
Cheque	32.20%	34.46%	14.73%	14.96%
Cash	0.37%	0.35%	0.43%	0.51%
Credit Card	1.75%	2.05%	1.44%	1.62%



↓ -1%  
 ↑ 2%  
 ↑ 19%  
 ↑ 13%

Notes & Context

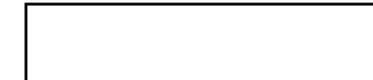
	Full 2022 data		
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### Revenue and Taxation - (#) of e-billing users

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
(# of) eBilling Users				660



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Notes & Context

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# Headline Performance Measures (HPMs)

## FINANCE

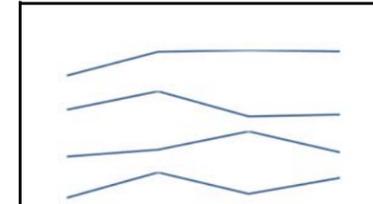
### Budget and Financial Reporting



#### Budget and Financial Reporting - (#) of Accounts Receivable aging over 30, 60 and 90 days (at year end)

Year	2021	2022	2023	2024
Current	353,182	967,503	1,005,842	976,408.00
30 days	66,186	151,173	33,449	42,522.00
60 days	23,192	49,290	119,660	40,083.00
90 days	349,266	1,086,870	457,293	923,228.00

#### Trend Line



#### YOY (%) of Change

↓	-3%
↑	27%
↓	-67%
↑	102%

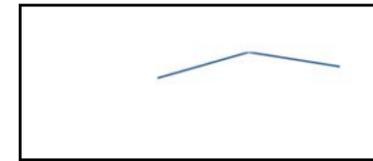
#### Notes & Context

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#### Debt limits and total Township debt (\$)

Year	2021	2022	2023	2024
Township Debt Ratio (%)		5.55%	6.90%	6.15%
Township Limit (%)		10%	10%	10%
Provincial Limit (%)		25%	25%	25%

#### Trend Line



#### YOY (%) of Change

→

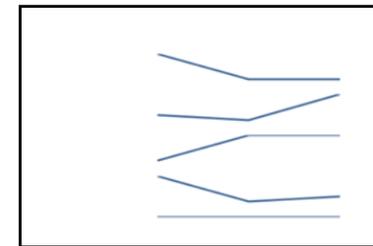
#### Notes & Context

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#### Reserve ratio (%)

Year	2021	2022	2023	2024
Res Fund for New Infrastructure (%)		14%	10%	10%
Res Funds for Existing Infrastructure Stability (%)		58%	57%	62%
Res Funds for Special Purpose (%)		8%	16%	16%
Res Funds for Stabilization & Contingencies (%)		19%	14%	15%
Res Funds for Library Board (%)		1%	1%	1%

#### Trend Line



#### YOY (%) of Change

→	0%
↑	9%
→	0%
↑	7%
→	0%

#### Notes & Context

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#### (#) of invoices paid / type

Year	2021	2022	2023	2024

#### Trend Line



#### YOY (%) of Change

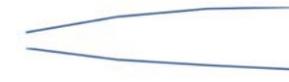
# Headline Performance Measures (HPMs)

## FINANCE

EFT	1,082	2,464	3,152	3,297
Cheque	3,249	2,077	1,526	1,072

Notes & Context

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↑ 5%  
↓ -30%

# Headline Performance Measures (HPMs)

## FINANCE

### Procurement



#### Procurement - (#) of procurements by type

Year	2021	2022	2023	2024
RFTs	22	19	9	11
RFPs	-	7	4	12

Notes & Context

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#### Procurement - (\$) value of procurements

Year	2021	2022	2023	2024
RFTs	9,075,334	82,528,886	12,722,914	\$16,124,518.10
RFPs				\$2,076,055.44

Notes & Context

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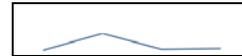
Trend Line



YOY (%) of Change

↑ 22%  
↑ 200%

Trend Line



YOY (%) of Change

↑ 27%

# Headline Performance Measures (HPMs)

## CORPORATE SERVICES

### Communications



#### Communications and Public Engagement - (#) of media releases

Year	2021	2022	2023	2024
Media Releases	33	36	35	100

#### Notes & Context

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#### Trend Line



#### YOY (%) of Change

↑ 186%

#### Communications and Public Engagement - (%) of media releases that get media pickup

Year	2021	2022	2023	2024
(%) of Releases	85	100	100	100

#### Notes & Context

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#### Trend Line



#### YOY (%) of Change

→ 0%

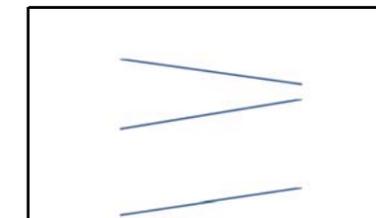
#### Communications and Public Engagement - (#) of Reach

Year	2021	2022	2023	2024
X Post Impressions			156,700	66,896
Facebook Reach			135,200	1,121,655
Instagram Reach				1,222,929
<b>TOTAL Reach / Impressions</b>			<b>291,900</b>	<b>2,411,480</b>

#### Notes & Context

		Instagram centralized to corporate in 2024. Reporting baseline in 2024.	
--	--	---	--

#### Trend Line



#### YOY (%) of Change

↓ -57%  
 ↑ 730%  
 #DIV/0! #DIV/0!  
 ↑ 726%

#### Communications and Community Engagement - Social Media Audience (#)

Year	2021	2022	2023	2024
Audience (#) for All Social Platforms			4,733	9,341

#### Trend Line



#### YOY (%) of Change

↑ 97%

# Headline Performance Measures (HPMs)

## CORPORATE SERVICES



Notes & Context

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### Communications and Community Engagement - (#) of Social Media Posts Published

Year	2021	2022	2023	2024
(#) of Posts for All Social Platforms			1,803	2,842

Trend Line



YOY (%) of Change

↑ 58%

Notes & Context

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### Communications and Community Engagement - (#) of Social Media Impressions

Year	2021	2022	2023	2024
(#) of All Social Media Impressions			1,008,331	2,411,480

Trend Line



YOY (%) of Change

↑ 139%

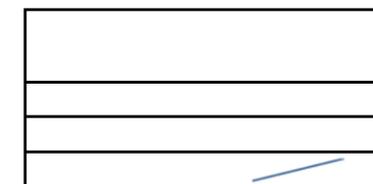
Notes & Context

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### Communications and Community Engagement - (#) of Video Views

Year	2021	2022	2023	2024
X				36
Facebook				29
Instagram				236,436
<b>Total (#) of Video Views</b>			12,584	<b>265,669</b>

Trend Line



YOY (%) of Change

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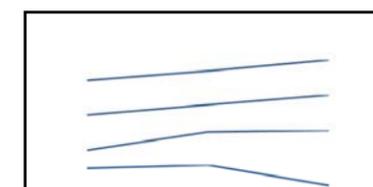
Notes & Context

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### Communications & Community Engagement - (#) of social followers and new followers

Year	2021	2022	2023	2024
Facebook (Total Followers)		1,962	2,284	2,663
Facebook (New Followers)		262	322	379
X (Total Followers)		2,772	2,984	3,001
X (New Followers)		180	212	17

Trend Line



YOY (%) of Change

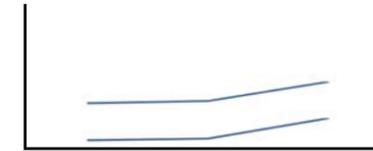
↑ 17%  
↑ 18%  
↑ 1%  
↓ -92%

# Headline Performance Measures (HPMs)

## CORPORATE SERVICES



Instagram (Total Followers)				3,933
Instagram (New Followers)				1,211
<b>TOTAL Followers</b>		<b>4,734</b>	<b>5,268</b>	<b>9,597</b>
<b>TOTAL NEW Followers</b>		<b>442</b>	<b>534</b>	<b>1,607</b>



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#DIV/0!	#DIV/0!
↑	82%
↑	201%

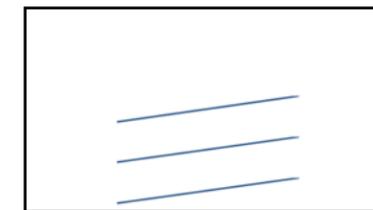
### Notes & Context

		Instagram centralized to corporate in 2024. Reporting baseline in 2024.	Instagram was transitioned from Community Services and handle changed to corporate on March 1, 2024. Following was 2.5K in 03.01.24 In 01.01.24 it was app. 2.4K.
--	--	---	---

### Communications and Community Engagement - (#) of social media engagements

Year	2021	2022	2023	2024
Instagram Posts				31,785
Facebook			1,834	49,848
X			285	2,130
<b>TOTAL</b>			<b>2,119</b>	<b>83,763</b>

### Trend Line



### YOY (%) of Change

#DIV/0!	#DIV/0!
↑	2618%
↑	647%
↑	3853%

### Notes & Context

		Captures post LIKES only. Will capture shares, comments and saves in 2024 and beyond.	Removed "reels" from this HPM and added a new HPM re: video views.
--	--	---	--

### Communications and Community Engagement - (#) of website visits

Year	2021	2022	2023	2024
Visits	673,265	609,986	611,538	710,993

### Trend Line



### YOY (%) of Change

↑	16%
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### Notes & Context

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### Communications and Community Engagement - (#) of engagements on SpeaKING

Year	2021	2022	2023	2024
Engagements	6,381	8,783	10,494	12,163

### Trend Line



### YOY (%) of Change

↑	16%
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### Notes & Context

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# Headline Performance Measures (HPMs)

## CORPORATE SERVICES

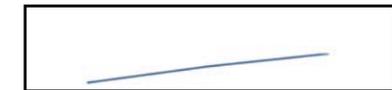


### Communications and Community Engagement - (#) King Bulletin subscribers

#### Trend Line

#### YOY (%) of Change

Year	2021	2022	2023	2024
Subscribers	492	704	787	853



↑ 8%

#### Notes & Context

	Promotional campaign in 2022/2023.		
--	------------------------------------	--	--

### Communications and Community Engagement - (%) King Bulletin open rate

#### Trend Line

#### YOY (%) of Change

Year	2021	2022	2023	2024
Open Rate (%)	68%	72%	71%	68%



↓ -4%

#### Notes & Context

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# Headline Performance Measures (HPMs)

## CORPORATE SERVICES

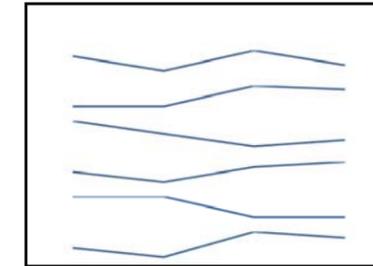
### Clerks



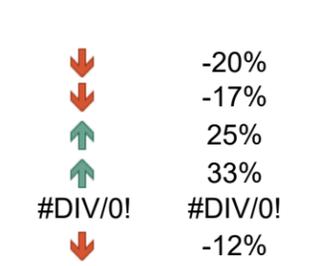
#### Council, Governance and Elections - (#) of Council, Public Planning and COW Meetings Held

Year	2021	2022	2023	2024
Council	23	18	25	20
Council Closed	0	0	18	15
Council Public Planning	8	6	4	5
Council Working	2	0	3	4
Audit	1	1	0	0
<b>TOTAL</b>	<b>34</b>	<b>25</b>	<b>50</b>	<b>44</b>

#### Trend Line



#### YOY (%) of Change



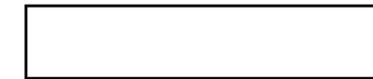
#### Notes & Context

	Less meetings in 2022 due to the 2022 Municipal Elections (October 2022) (*COW discontinued as of April, 2023)	Council transitioned to a "Council" only meeting model in April 2023 whereby the Committee of the Whole meeting structure was eliminated to streamline and make Council's meeting governance more efficient. This has resulted in less Committee of the Whole meetings in 2023 and will result in 0 Committee of the Whole meetings in 2024 and beyond.
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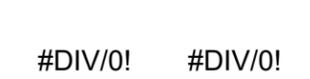
#### Council, Governance and Elections - (#) of deputations

Year	2021	2022	2023	2024
(#) of deputations				77

#### Trend Line



#### YOY (%) of Change



#### Notes & Context

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#### DATA DEVELOPMENT AGENDA - Council, Governance and Elections - (#) of public engagements (live stream views, in-person attendance)

Year	2021	2022	2023	2024
Live Stream Views				
In Person Attendance				

#### Trend Line



#### YOY (%) of Change



#### Notes & Context

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#### DATA DEVELOPMENT AGENDA - Council, Governance and Elections - (#) of Engagements with Council Meeting Materials

#### Trend Line

#### YOY (%) of Change

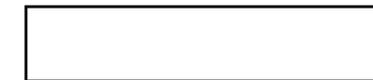
# Headline Performance Measures (HPMs)

## CORPORATE SERVICES

### Clerks



Year	2021	2022	2023	2024
(#) engagement with council materials				



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Notes & Context				(# of views on council agenda and minutes)

#### Council, Governance and Elections - (%) of Council agendas published in accordance with Procedural By-law

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
(%) of Council Agendas			100%	100%



→ 0%

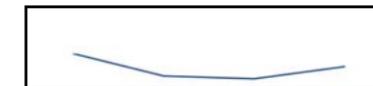
Notes & Context				

#### Legislative and Legal Services - (#) of by-laws executed by the Clerk

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
By-laws Executed	119	95	92	105



↑ 14%

Notes & Context				

#### Legislative Services & Legal - (#) of accountability and transparency regulatory requests received

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
TOTAL	43	72	78	86



↑ 10%

Notes & Context				

#### Legislative Services & Legal - (%) of accountability and transparency regulatory requests in compliance with provincial standards

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024



# Headline Performance Measures (HPMs)

## CORPORATE SERVICES



### Clerks

% of Formal Complaints completed in 30 business days		100%	100%	100%
% of FOI Requests completed in 30 days (or extended where applicable)		100%	100%	100%
<b>TOTAL (Average)</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>



→ 0%  
→ 0%  
→ 0%

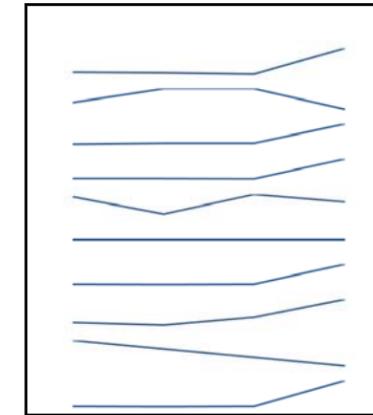
#### Notes & Context

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### Legislative Services & Legal - (#) of households receiving planning circulations

Year	2021	2022	2023	2024
Complete Applications	9	6	0	127
Official Plan Amendment	1	3	3	0
Notice of Passing Holding / ZBA	8	15	15	147
Approval of Plan of Subdivision	2	2	1	55
Clerks Certificate / Dec. / Adopt.	12	5	13	10
Passing / Ext. of Interim Control BYL	0	0	0	0
Public Meeting	15	11	14	208
Heritage Notice	1	0	3	10
LPAT / OLT Appeals	4	3	2	1
<b>TOTAL</b>	<b>52</b>	<b>45</b>	<b>51</b>	<b>557</b>

#### Trend Line



#### YOY (%) of Change

#DIV/0! #DIV/0!  
↓ -100%  
↑ 880%  
↑ 5400%  
↓ -23%  
#DIV/0! #DIV/0!  
↑ 1386%  
↑ 233%  
↓ -50%  
↑ 992%

#### Notes & Context

			In 2024 Clerks began tracking the number of households notified instead of the number of items for which notice was provided
--	--	--	--

### Legislative Services & Legal - (%) of public planning notices issued within legislated standards (20 days)

Year	2021	2022	2023	2024
(%) of Notices			100	100

#### Trend Line



#### YOY (%) of Change

→ 0%

#### Notes & Context

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# Headline Performance Measures (HPMs)

## CORPORATE SERVICES

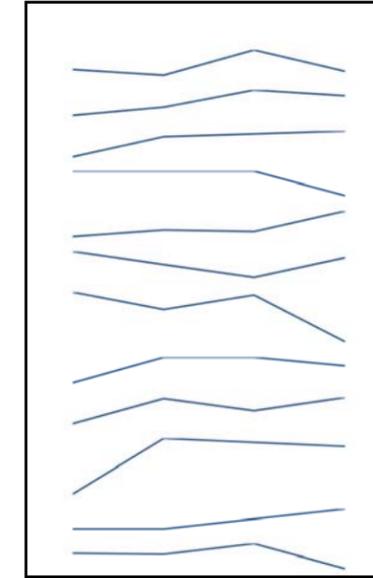
### Clerks



#### Permits, Licenses and Programs - (#) of permits, licenses and applications processed

Year	2021	2022	2023	2024
Cemetery Internments	10	6	24	9
Commissioner of Oath	30	49	89	76
Road Occupancy	0	7	8	9
Film	7	7	7	1
Marriage	40	60	55	115
Doggie Day Care / Kennel	16	14	12	15
Cat / Dog Tags (including renewals)	811	607	777	229
Lottery	2	8	8	6
Noise Exemptions	30	57	44	58
Property Identification Signs Applications	0	28	26	24
Municipal Street Address Changes	0	0	1	2
<b>TOTAL</b>	<b>1,087</b>	<b>1,050</b>	<b>1,435</b>	<b>544</b>

#### Trend Line



#### YOY (%) of Change

↓	-63%
↓	-15%
↑	13%
↓	-86%
↑	109%
↑	25%
↓	-71%
↓	-25%
↑	32%
↓	-8%
↑	100%
↓	-62%

#### Notes & Context

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#### Permits, Licenses and Programs - (#) of marriage ceremonies

Year	2021	2022	2023	2024
Ceremonies	2	11	18	20

#### Trend Line



#### YOY (%) of Change

↑	11%
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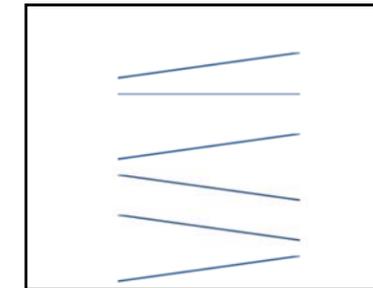
#### Notes & Context

COVID-19			
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#### Permits, Licenses and Programs - (%) of permits, licenses and applications processed within defined standard

Year	2021	2022	2023	2024
Road Occupancy (60 days)			88%	89%
Film (30 days)			100%	100%
Lottery (30 days)			63%	100%
Doggie Day Care / Kennel (April 30)			75%	66%
Noise Exemption (30 days)			100%	81%
<b>TOTAL (AVERAGE)</b>			<b>85%</b>	<b>87%</b>

#### Trend Line



#### YOY (%) of Change

↑	2%
→	0%
↑	60%
↓	-12%
↓	-19%
↑	3%

# Headline Performance Measures (HPMs)

## CORPORATE SERVICES

### Clerks



Notes & Context

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Permits, Licenses and Programs - (%) of Large Scale Event Permits Issued within Defined Standard

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
Ceremonies				100

--

↑ 11%

Notes & Context

COVID-19			1 Large Scale Event Permit issued in 2024 for The Schomberg Mug Run. The details are noted in the tracker, with a 100% defined standard.
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# Headline Performance Measures (HPMs)

## OFFICE OF THE CAO

Strategy and Transformation Division



Strategic Planning + Corporate Performance Management - (%) of performance reports published by standard time (Q2)

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
(%) of reports published to standard	100	100	100	100



⇒ 0%

**Notes & Context**

1) Annual Corporate Strategic Plan Progress Report 2) 2019-2022 Community Report	1) Annual Corporate Strategic Plan Progress Report 2) Term of Council Strategic Progress Report	1) Annual Corporate Strategic Plan Progress Report 2) Citizen Survey	1) Annual Corporate Strategic Plan Progress Report 2) Service Performance Report
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# Headline Performance Measures (HPMs)

## OFFICE OF THE CAO

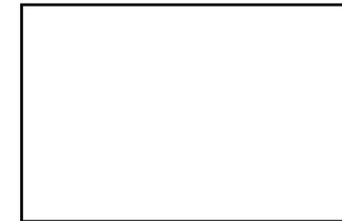
Government Relations and Economic Development



### DATA DEVELOPMENT AGENDA - Business Development - (#) of engagements with prospective business owners, existing business owners and related stakeholders

Year	2021	2022	2023	2024
Kick Off Emails				
Business Visits				
Meetings				
Chamber Meetings & Events				
<b>Total</b>				

#### Trend Line



#### YOY (%) of Change

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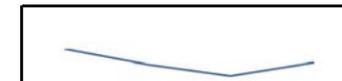
#### Notes & Context

			Reporting to be available in 2025.
--	--	--	------------------------------------

### Business Development - Net (#) of new businesses in King

Year	2021	2022	2023	2024
New Businesses	24	16	10	17

#### Trend Line



#### YOY (%) of Change

↑ 70%

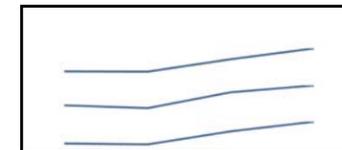
#### Notes & Context

			This figure is based on number of grand opening events hosted in 2024. <b>Note:</b> The 2025 York Region Survey is being developed which may lead to an increase in this figure. This may include businesses that are members of the Chamber of Commerce, ones that are not members and some businesses may not be captured for various reasons (e.g. home-based).
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### Business Development - (\$) of property assessment by class

Year	2021	2022	2023	2024
Residential, Farm & Multi-Res.	\$ 10,132,902,479.00	\$ 10,129,067,479.00	\$ 10,224,936,781.00	\$ 10,308,588,107.00
Commercial & Industrial	\$ 486,635,311.00	\$ 479,082,496.00	\$ 522,539,794.00	\$ 540,649,359.00
<b>TOTAL</b>	<b>\$ 10,619,537,790.00</b>	<b>\$ 10,608,149,975.00</b>	<b>\$ 10,747,476,575.00</b>	<b>\$ 10,849,237,466.00</b>

#### Trend Line



#### YOY (%) of Change

↑ 1%  
 ↑ 3%  
 ↑ 1%

# Headline Performance Measures (HPMs)

## OFFICE OF THE CAO

Government Relations and Economic Development



### Notes & Context

		In 2023, residences account for 95.14% of taxes, while businesses account for 4.86%. For non-residential taxes, the township collects approximately 25% for commercial/industrial, 27% for York Region and 48% for school boards. Be sure to include language about what residential property value is as a percentage and breakdown of what we collect of the commercial levy.	
--	--	---	--

### Programs, Plans and Strategies - (#) of successful Community Improvement Plan (CIP) grant applicants

Year	2021	2022	2023	2024
Applications	9	6	6	8

### Trend Line



### YOY (%) of Change

↑ 33%

### Notes & Context

	Decline in quotes from contractors/labour shortages and inflationary costs of building materials are impacting business / property owner investments in improving properties.	Figure includes three businesses that received pop-up patio funding through the CIP program. A total of (8) applications received, of which (6) were successful.	A total of (11) applications received. (6) have been successfully reimbursed. (2) remain active and ongoing into 2025 for final executed agreements and reimbursement.
--	---	--	--

### Programs, Plans and Strategies - Total (\$) in CIP Grant funding received by successful applicants

Year	2021	2022	2023	2024
\$ Value	\$ 41,852.26	\$ 25,833.45	\$55,953	\$30,564

### Trend Line



### YOY (%) of Change

↓ -45%

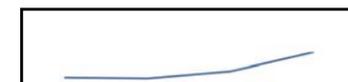
### Notes & Context

			2024 <b>approved</b> CIP Grants total \$63,929.92. Value reported above has been reimbursed to approved applicants in 2024
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### Mayor and Council Support - (#) of Council requests triaged

Year	2021	2022	2023	2024
TOTAL	326	318	385	564

### Trend Line



### YOY (%) of Change

↑ 46%

### Notes & Context

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