

# Headline Performance Measures LEGEND

DEPARTMENT

Division

DEPARTMENT LINK to Online Service Profile



## Sub-Service Area - Headline Performance Measure

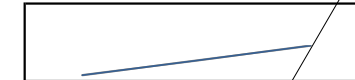
Year	2019	2020	2021	2022
	10	20	30	40

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%

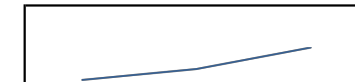
## Sub-Service Area - Headline Performance Measure

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



### YOY (%) of Change

↑ 50%

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).

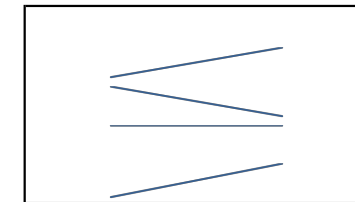
## Sub-Service Area - Headline Performance Measure

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



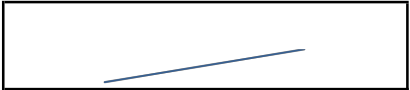
#### Capital Services - (%) of projects planned to start vs projects started

Year	2022	2023	2024	2025
(%) Projects Planned Start vs Started			88%	96%

#### Notes & Context

		43/49 projects planned to start in 2024 have started.	44/46 projects planned to start in 2025 have started
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#### Trend Line



#### YOY (%) of Change

↑ 9%

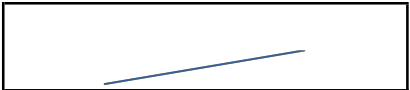
#### Capital Services - (%) of projects progressing on schedule

Year	2022	2023	2024	2025
(%) Projects on Schedule			73%	85%

#### Notes & Context

		35/49 projects are progressing on schedule.	39/46 projects are progressing on schedule.
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#### Trend Line



#### YOY (%) of Change

↑ 16%

#### Capital Services - (%) of projects on budget

Year	2022	2023	2024	2025
(#) of Projects on Budget			90%	98%

#### Notes & Context

		44/49 projects are on budget.	43/44 projects are on budget.
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#### Trend Line



#### YOY (%) of Change

↑ 9%

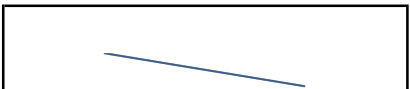
#### Capital Services - (\$) Spent

Year	2022	2023	2024	2025
Project Dollars Spent			\$ 35,490,639.29	\$ 27,018,278.98

#### Notes & Context

		Total \$ spent in 2024 by Capital Services	Total \$ spent in 2025 by Capital Services
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#### Trend Line



#### YOY (%) of Change

↓ -24%

# Headline Performance Measures (HPMs)

## PUBLIC WORKS

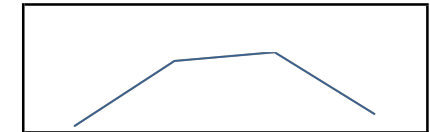
### Capital Services



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

Year	2022	2023	2024	2025
(#) of customer cases	49	71	74	53
Notes and Context				

#### Trend Line



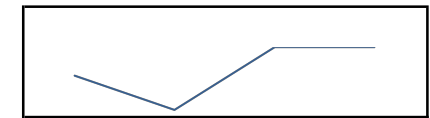
#### YOY (%) of Change

↓ -28%

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

Year	2022	2023	2024	2025
(%) of customer cases	67%	27%	100%	100%
Notes and Context	33/49	19/71	74/74	53/53

#### Trend Line



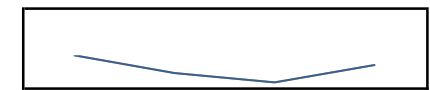
#### YOY (%) of Change

→ 0%

#### Capital Services - (#) of servicing request applications processed for Water, Storm and Sanitary Connections

Year	2022	2023	2024	2025
(#) Water and Sanitary Connection	41	30	24	35
Notes / Context				

#### Trend Line



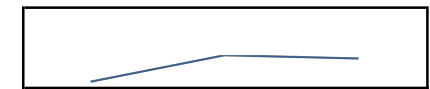
#### YOY (%) of Change

↑ 46%

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

Year	2022	2023	2024	2025
(%) Water and Sanitary Connection		76%	100%	97%
Notes / Context		23/30	24/24	34/35

#### Trend Line



#### YOY (%) of Change

↓ -3%

#### Capital Services - (#) of Complete Traffic Safety Requests (Petitions) Received

Year	2022	2023	2024	2025
(#) Complete Petitions Received				30

#### Trend Line



#### YOY (%) of Change

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# Headline Performance Measures (HPMs)

## PUBLIC WORKS



### Capital Services

Notes & Context

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#### Capital Services - (%) of Traffic Safety Requests (Peititions) Accepted (i.e. % of Roads Studied)

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
(%) of Roads Studied				100%

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Notes & Context

			30/30
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#### Capital Services - (%) of Studies that Result in a Traffic Safety Device Implementation

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
(%) Studies that Result in Implementation				94%

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Notes & Context

			15/16
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# Headline Performance Measures (HPMs)

## PUBLIC WORKS

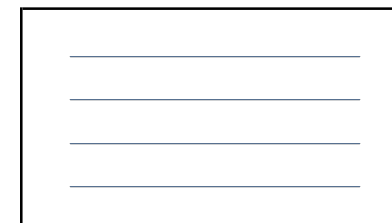
### Transportation Services



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

Year	2022	2023	2024	2025
Class 3 Roads	100%	100%	100%	100%
Class 4 Roads	100%	100%	100%	100%
Class 5 Roads	100%	100%	100%	100%
<b>AVERAGE</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

#### Trend Line



#### YOY (%) of Change

→	0%
→	0%
→	0%
→	0%

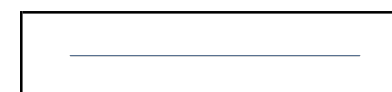
#### Notes & Context

	1500 potholes detected and repaired	767 potholes detected and repaired	629 potholes detected and repaired
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#### Winter Maintenance - (%) of SSR properties completed within service level standard (>10cm snowfall = 24hr turnaround)

Year	2022	2023	2024	2025
(%) Senior Snow Removal completed	100%	100%	100%	100%

#### Trend Line



#### YOY (%) of Change

→	0%
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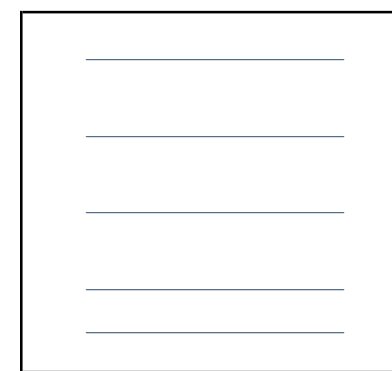
#### Notes & Context

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	2022	2023	2024	2025
Class 3 Roads (8cm depth within 12hrs)		100	100	100
Class 4 Roads (8cm depth within 16hrs)		100	100	100
Class 5 Roads (10cm depth within 24 hours)		100	100	100
Sidewalks (8cm depth within 48hrs)		100	100	100
<b>AVERAGE</b>		<b>100</b>	<b>100</b>	<b>100</b>

#### Trend Line



#### YOY (%) of Change

→	0%
→	0%
→	0%
→	0%
→	0%

# Headline Performance Measures (HPMs)

## PUBLIC WORKS

### Transportation Services



Notes & Context

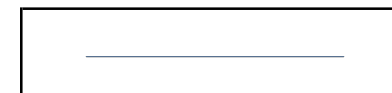
	Service Standard during significant weather events only applicable once declared the event has ended.		
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#### Summer Maintenance - (%) of total Township operated roads streetswept within defined service standards (end of Q2)

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
(%) of hard surface roads		100	100	100



⇒ 0%

Notes & Context

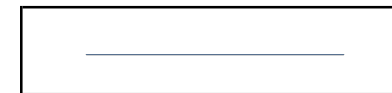
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#### Summer Maintenance - (%) of gravel roads with dust suppressant applied within service level standard (end of Q2)

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
(%) of gravel roads		100	100	100



⇒ 0%

Notes & Context

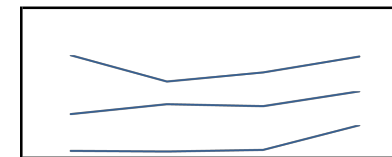
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#### Permitting, Consents and Requests - (#) of permits, consents and request applications processed

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
Municipal Consent	140	99	113	138
Road Occupancy Requests	236	275	267	324
<b>TOTAL</b>	<b>376</b>	<b>374</b>	<b>380</b>	<b>462</b>



↑↑↑ 22%  
↑↑ 21%  
↑ 22%

Notes / Context

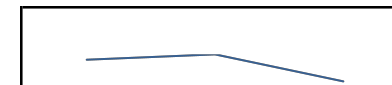
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#### Permitting, Consents and Requests - (%) of permits, consents and requests processed within service level standard (10 business days)

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
Municipal Consent		96%	97%	92%



↓ -5%

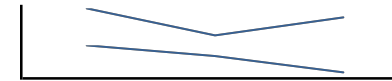
# Headline Performance Measures (HPMs)

## PUBLIC WORKS



### Transportation Services

Road Occupancy Requests		99%	96%	98%
<b>AVERAGE</b>		<b>98%</b>	<b>97%</b>	<b>95%</b>



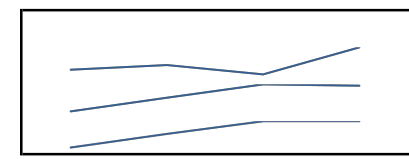
↑ 2%  
↓ -2%

<b>Notes / Context</b>	MC - 95/99 ROP - 271/275 W&S Connections - 23/30	MC - 110/113 ROP - 256/267	MC - 127/138 ROP - 318/324
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### Utility Maintenance - (#) of locate stakeout requests

Year	2022	2023	2024	2025
Emergency Locates	91	99	83	129
Standard Locates	1,631	2,122	2,589	2,541
<b>TOTAL Locates</b>	<b>1,722</b>	<b>2,221</b>	<b>2,672</b>	<b>2,674</b>

#### Trend Line



#### YOY (%) of Change

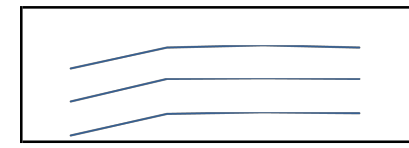
↑ 55%  
↓ -2%  
↑ 0%

<b>Notes &amp; Context</b>				
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### Utility Maintenance - (%) of locates completed meeting legislated standards (emergency - 24hrs; standard - 5 days)

Year	2022	2023	2024	2025
(%) Emergency Locates	90%	99%	100%	99%
(%) Standard Locates	63%	98%	99%	98%
<b>AVERAGE</b>	<b>77%</b>	<b>99%</b>	<b>100%</b>	<b>99%</b>

#### Trend Line



#### YOY (%) of Change

↓ -1%  
↓ -1%  
↓ -1%

<b>Notes &amp; Context</b>	Emergency - 82/91	Emergency - 98/99	Emergency - 83/83	Emergency - 128/129
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# Headline Performance Measures (HPMs)

## PUBLIC WORKS

### Parks Operations



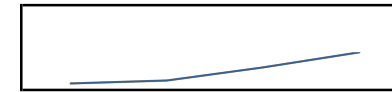
#### Forestry and Trees Management + Parks, Trails and Horticulture Maintenance - (#) of customer service requests received

Year	2022	2023	2024	2025
Customer service requests	431	491	743	1034

#### Notes & Context

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#### Trend Line



#### YOY (%) of Change

↑ 39%

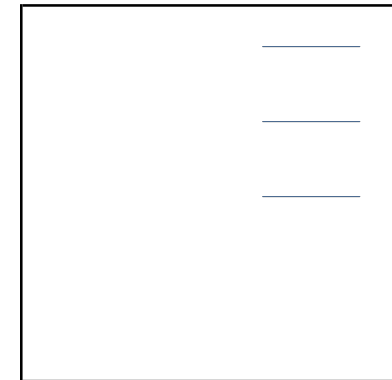
#### Partial Data Under Development Parks, Trails and Horticulture Operations - (%) of rotations and maintenance completed within defined standard

Year	2022	2023	2024	2025
Active Space (April - October) (5 business days)			100%	100%
Active Space Off Season (8 business days)			100%	100%
Passive Space (8 business days)			100%	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.	Baseball, Soccer Fields and Trail maintenance data under development.
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#### Trend Line



#### YOY (%) of Change

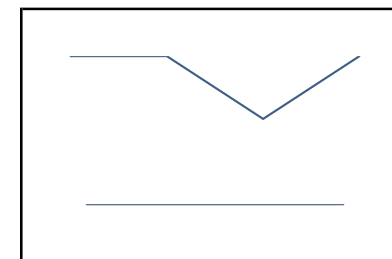
→ 0%  
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→ 0%  
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#### Partial Data Under Development Parks, Trails and Horticulture Operations - (%) compliance with provincial standards for inspections

Year	2022	2023	2024	2025
(%) Playground Inspections Met (monthly)	100%	100%	99%	100%
(%) Splashpad Inspections Met (daily)				97%
(%) of Inspection Standard Met	100%	100%	100%	100%

#### Notes & Context

#### Trend Line



#### YOY (%) of Change

↑ 1%  
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→ 0%

# Headline Performance Measures (HPMs)

## PUBLIC WORKS



### Parks Operations

Notes & Context

All playground inspections requirement met for 2023.	All playground inspections requirement met for 2024.
Splashpad inspections data collection method being identified	Splashpad inspections data collection method identified. Baseline to be formed in 2025

#### 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	2022	2023	2024	2025
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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#### Data Under Development Forestry and Trees Management + Parks, Trails and Horticulture Maintenance - (% of Scheduled Maintenance Activities Completed)

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
(%) of Scheduled Maintenance Completed on Time				

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Notes & Context

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#### Data Under Development Forestry and Trees Management + Parks, Trails and Horticulture Maintenance - (% of Routine Customer Request E-mails Acknowledged within Standard (2 Business Days))

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
(%) CRM E-mails Acknowledged to Standard				

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# Headline Performance Measures (HPMs)

## PUBLIC WORKS



### Parks Operations

Notes & Context

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**Data Under Development** - Forestry and Trees Management + Parks, Trails and Horticulture Maintenance - (%) of Routine Customer Request Phone Calls Acknowledged within Standard (24 hours)

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
(%) CRM Phone Calls Acknowledged to Standard				

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Notes & Context

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# Headline Performance Measures (HPMs)

## PUBLIC WORKS

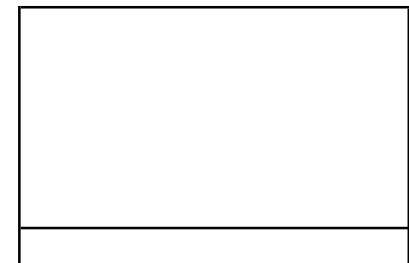
### Environmental Services



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

Year	2022	2023	2024	2025
King City			100	100
Nobleton			100	100
Schomberg			100	100
Ansnorveldt			100	100
Inspection Rating			100	100
<b>AVERAGE</b>			<b>100</b>	<b>100</b>

#### Trend Line



#### YOY (%) of Change

→	0%
→	0%
→	0%
→	0%
→	0%
→	0%

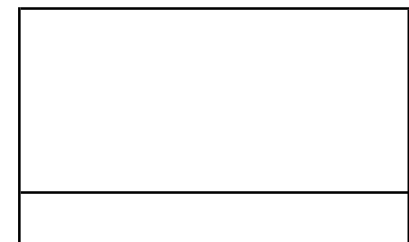
#### Notes & Context

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#### Water Operations, Maintenance and Repair - (#) of Water Complaints by System

Year	2022	2023	2024	2025
King City				2
Nobleton				18
Schomberg				3
Ansnorveldt				-
<b>Total</b>				<b>23</b>

#### Trend Line



#### YOY (%) of Change

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#### Notes & Context

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#### Water Operations - (%) of Water Complaints Attributed to Home Plumbing

Year	2022	2023	2024	2025
All Drinking Water System				86

#### Trend Line



#### YOY (%) of Change

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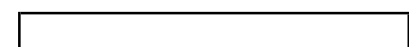
#### Notes & Context

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#### Water Operations - (%) Back-Flow Inspection Report Compliance Rate

Year	2022	2023	2024	2025

#### Trend Line



#### YOY (%) of Change

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# Headline Performance Measures (HPMs)

## PUBLIC WORKS



### Environmental Services

(%) Compliance Rate	100			
Notes & Context				

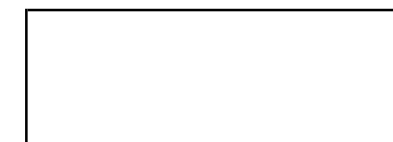
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### Water Operations, Maintenance and Repair - (%) Water Quality Complaints Responded to within Standard (2 business days)

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
(%) of Complaint Responses within Standard				97%



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Notes & Context

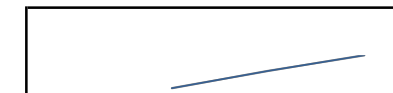
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### Utility Maintenance - (#) of Sensus Customer Portal Users

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
(#) Sensus Customer Portal Users		199	377	541



↑ 44%

Notes & Context

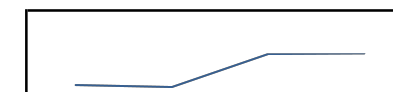
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### Utility Maintenance - (#) of locate stakeouts completed

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
Locates/Stakeouts	1,130	1,035	2,700	2,731



↑ 1%

Notes & Context

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### Stormwater Operations, Maintenance and Repair - (#) of Stormwater Ponds Inspected

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
(#) of SW Ponds Inspected				30



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Notes & Context

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

Trend Line

YOY (%) of Change

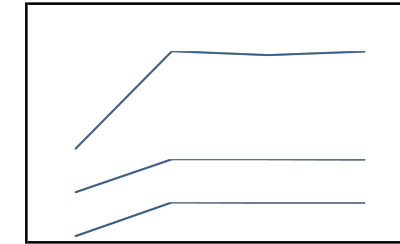
# Headline Performance Measures (HPMs)

## PUBLIC WORKS

### Environmental Services



Year	2022	2023	2024	2025
(%) Emergency Locates	31%	99%	97%	99%
(%) Standard Locates	75%	99%	100%	99%
<b>AVERAGE</b>	<b>53%</b>	<b>99%</b>	<b>99%</b>	<b>99%</b>



↑ 3%

↓ 0%

→ 0%

# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES

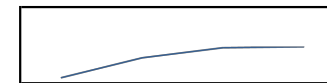


### King Township Public Library - Administrative and Branch Services

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

Year	2022	2023	2024	2025
Visits	57,832	80,254	91,900	93,072

#### Trend Line



#### YOY (%) of Change

↑ 1%

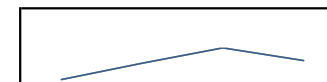
#### Notes & Context

--	--	--	--

#### Administrative and Branch Services - (#) of Library Card Holders / KTPL Members

Year	2022	2023	2024	2025
Card Holders / Members	4,953	5,250	5,539	5,303

#### Trend Line



#### YOY (%) of Change

↓ -4%

#### Notes & Context

			Performed upkeep of database, removing redundant records from e-users. Also seeing trend in fewer junior cards with parents controlling borrowing on one card.
--	--	--	--

#### ALL Divisons - (%) of KTPL survey respondents satisfied with overall KTPL services

Year	2022	2023	2024	2025
(%) Respondents	93%			

#### Trend Line



#### YOY (%) of Change

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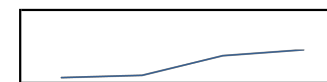
#### Notes & Context

Strategic Plan Community Consultation Survey. <b>Metric to be reported every (4) years.</b>	N/A	N/A	N/A
---	-----	-----	-----

#### Content and Collections - (#) of visits to digital branch (website)

Year	2022	2023	2024	2025
Visits	54519	55711	66731	70083

#### Trend Line



#### YOY (%) of Change

↑ 5%

#### Notes & Context

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#### Content and Collections - (#) of physical items borrowed

#### Trend Line

#### YOY (%) of Change

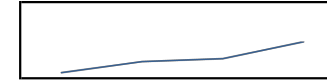
# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES



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

Year	2022	2023	2024	2025
Physical Items	67,525	78,801	81,553	99,123



↑ 22%

#### Notes & Context

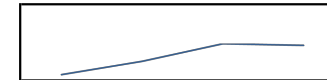
--	--	--	--	--

### Content and Collections - (#) of digital items borrowed

#### Trend Line

#### YOY (%) of Change

Year	2022	2023	2024	2025
Digital Items	33,651	39,301	46,912	46,127



↓ -2%

128,465 0.13066  
145,250

#### Notes & Context

				9% increase in e-books tempered by reduction in Tumblebooks, PressReader & streaming
--	--	--	--	--

### Content and Collections - Average (#) of materials borrowed per user

#### Trend Line

#### YOY (%) of Change

Year	2022	2023	2024	2025
Average (#)				27



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**Updated as part of 2024 Debrief Sessions**  
Previous:  
Year over year (%) increase in physical collection borrowed from available collections / content

#### Notes & Context

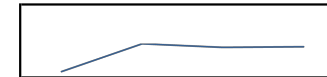
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### Community Engagement and Marketing - (#) of KTPL programs offered

#### Trend Line

#### YOY (%) of Change

Year	2022	2023	2024	2025
Programs	645	985	941	946



↑ 1%

#### Notes & Context

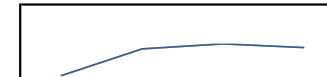
		Some planned programs cancelled consequent to unplanned staff vacancies	# of programs capped associated to Mat Leave vacancy	
--	--	---	--	--

### Community Engagement and Marketing - (#) of program participants

#### Trend Line

#### YOY (%) of Change

Year	2022	2023	2024	2025
Programs	6,115	10,408	11,261	10,634



↓ -6%

#### Notes & Context

				Lost full day of summer programming due to Canada Day Holiday on weekday
--	--	--	--	--

# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES

King Township Public Library - Administrative and Branch Services

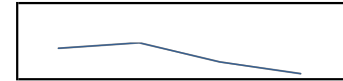


### Community Engagement and Marketing - (#) of social media engagements

#### Trend Line

#### YOY (%) of Change

Year	2022	2023	2024	2025
Engagements	108,983	120,562	81,199	57,379



↓ -29%

#### 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))	Social media activity reduced in Q4 may be consequent to unplanned staff vacancies.	Engagements reflect reduction of # of social media posts in 2025 associated to maternity leave vacancy. Of note, Instagram engagements increased by 48% in reach vs 2024
--	--	---	--

# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES

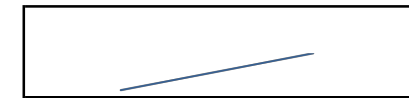
### Business Services



#### Business Services - # of affiliated partners

Year	2022	2023	2024	2025
(#) of partners			18	19

#### Trend Line



#### YOY (%) of Change

↑ 6%

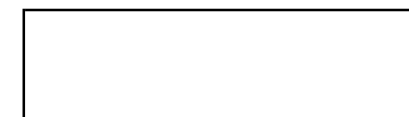
#### Notes & Context

		Accounts for all Affiliated partners as of January 31, 2024	
--	--	---	--

#### Rentals and Bookings - (#) of rental applications received through website

Year	2022	2023	2024	2025
(#) of rental applications received through website				209

#### Trend Line



#### YOY (%) of Change

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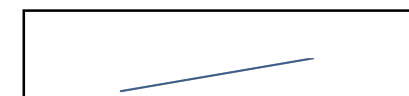
#### Notes & Context

			*This number represents one-off request for facility rentals received through the website. It does not include season contracts or rental inquires received through phone or email correspondence
--	--	--	---

#### Business Services - (\$) of community assistance program funds distributed

Year	2022	2023	2024	2025
(\$) of CAP Funds			33,870	37,075

#### Trend Line



#### YOY (%) of Change

↑ 9%

#### Notes & Context

		Summer Camp Inclusion Subsidy - \$29,670 -- CAP Family Application Subsidy \$4200	Summer Camp Subsidy - \$32,562 (Inclusion support workers for 47 Campers) & CAP Family Applications - \$4513
--	--	---	--

#### Business Services - (\$) of affiliated groups subsidies

Year	2022	2023	2024	2025
Community Grants Program			\$16,371.00	33,000
Request for Donation Program			\$18,621.00	\$78,330.00

#### Trend Line



#### YOY (%) of Change

↑ 378%  
↑ 3118%

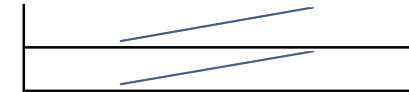
# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES



### Business Services

Affiliated Group Subsidies			\$473,693.00	\$599,269.80
<b>TOTAL</b>			<b>\$508,685.00</b>	<b>\$710,599.80</b>



↑ 27%  
↑ 40%

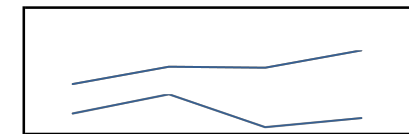
#### Notes & Context

		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)

Year	2022	2023	2024	2025
Total Hours (excluding lease hours)	16643	24367	23796	31522
Total Hours (including lease hours)	41089	51269	33785	38690

#### Trend Line



#### YOY (%) of Change

↑ 32%  
↑ 15%

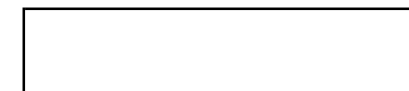
#### Notes & Context

		*Laskay hall was closed for facility structural repair from Jan-Jun 2024. This closure accounted for an approximate loss of 215 hours of rental time.	*Zancor Centre opening Jan 8, 2025
--	--	---	------------------------------------

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

Year	2022	2023	2024	2025
Rental and Bookings				

#### Trend Line



#### YOY (%) of Change

#DIV/0! #DIV/0!

#### Notes & Context

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### DATA DEVELOPMENT AGENDA - Rentals and Bookings - Average rental / booking user satisfaction score

Year	2022	2023	2024	2025

#### Trend Line



#### YOY (%) of Change

#DIV/0! #DIV/0!

# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES



### Business Services

Notes & Context

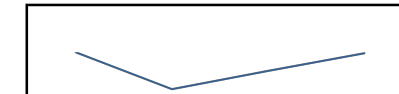
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#### ServiceKING - (#) of customer cases opened

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
CRM Cases Opened	18,467	17,515	17,988	18,445



↑ 3%

Notes & Context

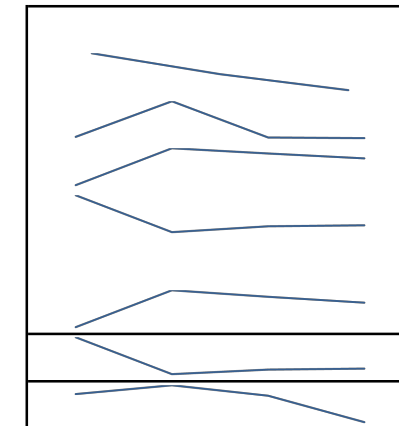
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#### ServiceKING - (#) of ServiceKING Associate community interactions

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
In-Person (Municipal Centre Only)		1,121	492	12
Online	567	1,098	555	546
Calls	23,100	36,337	34,484	32,656
Emails	48,054	33,800	36,048	36,441
Kingsley Chat Bot				
<b>TOTAL Direct (Person) Interactions</b>	<b>23,100</b>	<b>37,458</b>	<b>34,976</b>	<b>32,668</b>
<b>TOTAL Digital Interactions</b>	<b>48,621</b>	<b>34,898</b>	<b>36,603</b>	<b>36,987</b>
<b>TOTAL INTERACTIONS</b>	<b>71,721</b>	<b>72,356</b>	<b>71,579</b>	<b>69,655</b>



↑ 0%  
 ↓ -98%  
 ↓ -2%  
 ↓ -5%  
 ↑ 1%  
 #DIV/0! #DIV/0!  
 ↓ -7%  
 ↑ 1%  
 ↓ -3%

Notes & Context

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).	E-mail metric captures all e-mails to serviceking@king.ca  *Note: Issue with in person counting in 2026 - metric does not reflect reality
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#### ServiceKING - (%) of cases closed (annual)

Trend Line

YOY (%) of Change

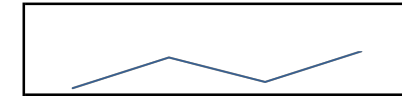
# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES



### Business Services

Year	2022	2023	2024	2025
CRM Cases Closed	93%	98%	94%	99%



↑ 5%

Notes & Context

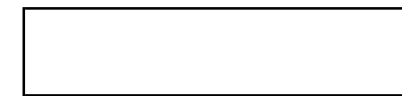
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### ServiceKING - (%) of Customer Satisfaction with Kingsley Interactions

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
				82



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Notes & Context

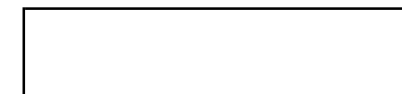
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### ServiceKING - (#) of Kingsley interactions

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
				1,097



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Notes & Context

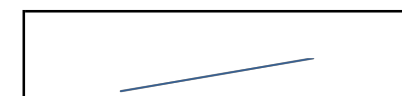
--	--	--	--	--

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

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
(%) of Cases			80	94



↑ 17%

Notes & Context

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

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

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
Type 1				
Type 2				



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# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES



### Business Services

Type 3
Type 4


--

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#DIV/0! #DIV/0!

Notes & Context

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

Trend Line

YOY (%) of Change

Year

2022	2023	2024	2025

--

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Notes & Context

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# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES

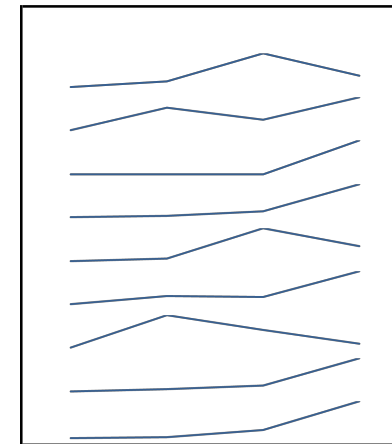
### Recreation, Active Living and Aquatics



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

Year	2022	2023	2024	2025
Camps	127	132	157	137
Cold Creek	61	76	68	83
Aquatics	0	0	0	1318
Active Living	38	41	51	113
Inclusion	65	73	171	113
Heritage and Culture	19	34	32	79
General	51	285	178	79
Drop In	14	22	35	132
<b>TOTAL</b>	<b>310</b>	<b>356</b>	<b>692</b>	<b>2,054</b>

#### Trend Line



#### YOY (%) of Change

↓	-13%
↑	22%
#DIV/0!	#DIV/0!
↑	122%
↓	-34%
↑	147%
↓	-56%
↑	277%
↑	197%

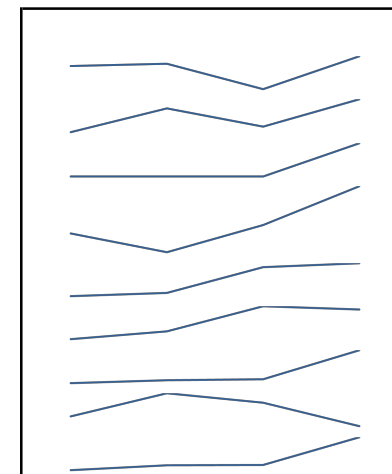
#### Notes & Context

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

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

Year	2022	2023	2024	2025
Camps	1623	1660	1273	1772
Cold Creek	2374	3175	2560	3483
Aquatics	0	0	0	1803
Active Living (excluding Fitness & Seniors Programs)	192	12	273	643
Inclusion	12	20	82	91
General	442	635	1252	1169
Drop In	676	3002	3869	27135
Heritage and Culture	953	2154	1657	437
<b>TOTAL</b>	<b>6,272</b>	<b>10,658</b>	<b>10,966</b>	<b>36,533</b>

#### Trend Line



#### YOY (%) of Change

↑	39%
↑	36%
#DIV/0!	#DIV/0!
↑	136%
↑	11%
↓	-7%
↑	601%
↓	-74%
↑	233%

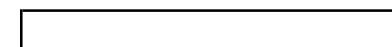
#### Notes & Context

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

Year	2022	2023	2024	2025
------	------	------	------	------

#### Trend Line



#### YOY (%) of Change

--	--

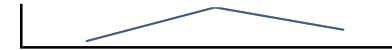
# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES



### Recreation, Active Living and Aquatics

Total League Participants		331	447	370
---------------------------	--	-----	-----	-----



↓ -17%

Notes & Context

--	--	--	--

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

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
Memberships	809	714	798	1,627



↑ 104%

Notes & Context

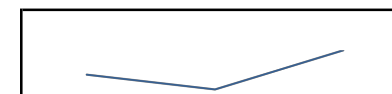
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### Active Living and Fitness - (%) of Township League participants satisfied with programming

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
(%) of Participants		70%	67%	75%



↑ 12%

Notes & Context

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# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES



### Events

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

Year	2022	2023	2024	2025
Events			15	15

#### 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.	Mayor's Pancake Breakfast was combined with the Zancor Centre Grand Opening event
--	--	--	---

#### Trend Line



#### YOY (%) of Change

➔ 0%

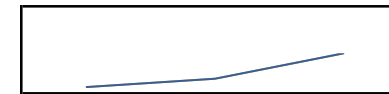
#### Township Events - (#) total event attendees

Year	2022	2023	2024	2025
Total		8,985	9,870	12,573

#### Notes & Context

	Mayors Gala Not Held in 2023 (bi-annual event)		Mayor's Gala was not held in 2025 (bi-annual event)
--	--	--	---

#### Trend Line



#### YOY (%) of Change

↑ 27%

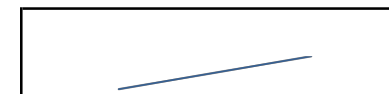
#### Events - (%) of vendors satisfied with event

Year	2022	2023	2024	2025
(%) vendors			86	90

#### Notes & Context

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#### Trend Line



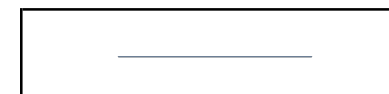
#### YOY (%) of Change

↑ 5%

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

Year	2022	2023	2024	2025
Visitors			90	90

#### Trend Line



#### YOY (%) of Change

➔ 0%

# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES



### Events

Notes & Context

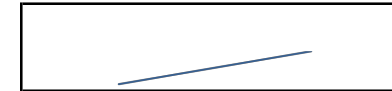
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#### Events - (\$) event sponsorships

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
(\$) sponsorships			93,250	99,950



↑ 7%

Notes & Context

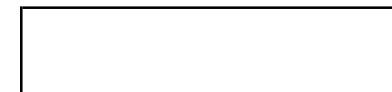
			Metric reported does not include Mayor's Gala or Mayor's Golf Tournament. Additionally, funds raised for Nobleton Victoria Day Fireworks are included in this total in 2025
--	--	--	---

#### Events - (lbs.) of event waste diverted

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
Lbs. of waste				133



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Notes & Context

		In 2024, total waste collected was tracked to create a benchmark for waste diversion for 2025.	Waste Champion Staff did not attend all events in 2025
--	--	--	--

# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES

### Sustainability and Environmental Outreach

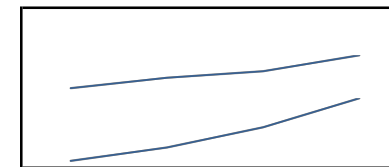


#### Environmental Stewardship & Climate Change - (#) of plantings & invasive species removal (m2) through environmental stewardship

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
(#) Trees, shrubs and wildflowers	3595	6799	8912	13831
Invasive Species Removed (m2)	297	1,290	2,781	4,925



↑ 55%  
↑ 77%

Notes & Context

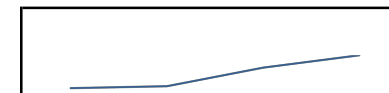
	We are going to report on invasive species in msqd (meters squared) now to get a more accurate representation of what we are removing.		
--	--	--	--

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

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
Initiatives	39	40	49	55



↑ 12%

Notes & Context

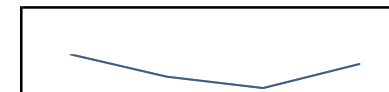
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#### Environmental Stewardship & Climate Change - (#) of Corporate GHG Emissions (in KGs of CO2e)

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
Emission Rate (KG of CO2e)	811235.64	675643.87	605682.17	752650



↑ 24%

# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES

### Sustainability and Environmental Outreach

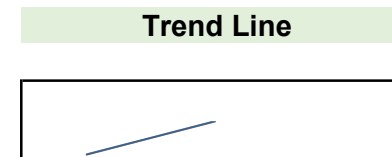


#### Notes & Context

			building only emissions are captured in this calculation. increase as a result of Zancor coming online
--	--	--	--

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

Year	2022	2023	2024	2025
Emissions Rate (Tonnes of CO2e)		238227	240,236.00	



YOY (%) of Change

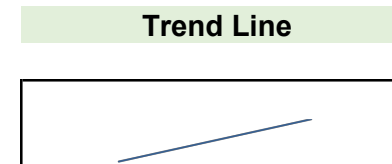
↑ 1%

#### Notes & Context

			Reporting is 1 year behind for this metric - numbers not available until may of each reporting year*
--	--	--	--

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

Year	2022	2023	2024	2025
(#) initiatives			2	4



YOY (%) of Change

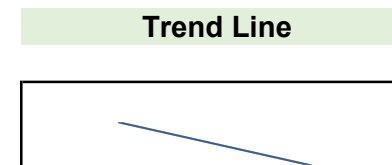
↑ 100%

#### Notes & Context

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

Year	2022	2023	2024	2025
Visitors			14,740	14,261



YOY (%) of Change

↓ -3%

# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES

### *Sustainability and Environmental Outreach*



Notes & Context

			Trail counter malfunction error required data to be obtain from Events division
--	--	--	---

# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES

### Heritage and Culture



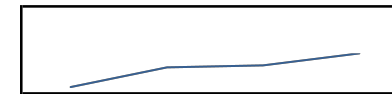
#### Heritage & Culture - (#) of exhibitions per year

Year	2022	2023	2024	2025
Exhibitions	5	15	16	22

#### Notes & Context

	Increase in popup exhibitons for 2022		Includes pop-up, library, and travelling exhibits.
--	---------------------------------------	--	--

#### Trend Line



#### YOY (%) of Change

↑ 38%

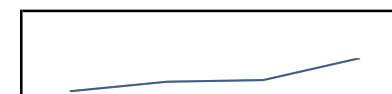
#### Heritage & Culture - (#) indigenous initiatives

Year	2022	2023	2024	2025
Indigenous Initiatives	3	9	10	24

#### Notes & Context

Established new partnreship with York Region Indigenous Action Committee			The introduction of the Indigenous mural and garden, as well as new partnerships, has allowed for an increase in #.
--	--	--	---

#### Trend Line



#### YOY (%) of Change

↑ 140%

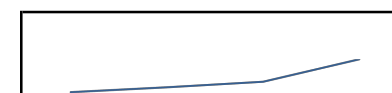
#### Heritage & Culture - (#) of KHCC / Museum visitors

Year	2022	2023	2024	2025
Visitors	4,814	5,123	5,461	6,875

#### Notes & Context

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#### Trend Line



#### YOY (%) of Change

↑ 26%

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

Year	2022	2023	2024	2025
Citizens Engaged	7,525	8,632	10,214	21,034

#### Notes & Context

--	--	--	--

#### Trend Line



#### YOY (%) of Change

↑ 106%

# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES

### Heritage and Culture



Notes & Context

		Metric includes Outreach, programs, partnered events, social media and rentals	Includes outreach events and travelling exhibit attendees, King175 Events
--	--	--	---

# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES



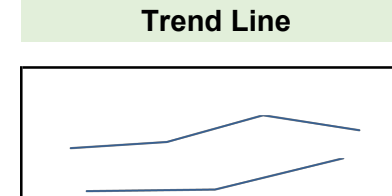
### Facility Operations

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

Year	2022	2023	2024	2025
(#) service requests	549	805	1,902	1,292
(#) hrs. spent		983	1,032	2,048

#### Notes & Context

			Resolved - 996 On-going/Active - 116 Cancelled - 180 Hrs spent in 2025 includes administrative time tied to cases, not just technical work
--	--	--	---



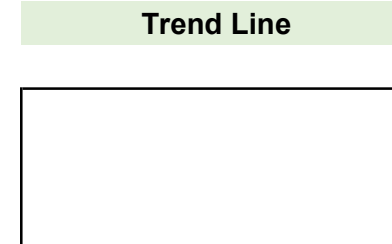
YOY (%) of Change	
↓	-32%
↑	98%

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

Year	2022	2023	2024	2025
Urgent (1 hr)				
Priority (3 business days)				
Routine (10 business days)				

#### Notes & Context

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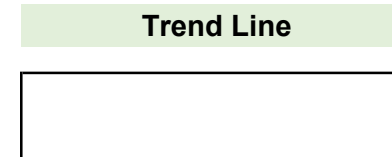
YOY (%) of Change	
#DIV/0!	#DIV/0!
#DIV/0!	#DIV/0!
#DIV/0!	#DIV/0!

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

Year	2022	2023	2024	2025
TOTAL VISITOR COUNT				269,731

#### Notes & Context

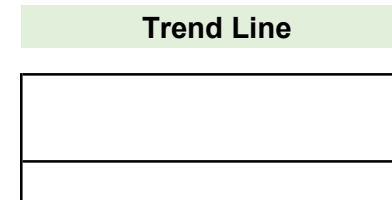
			*People counters installed in July 2025 and only at Nobleton Arena, Trisan Centre, Zancor Centre, KTMC
--	--	--	--



YOY (%) of Change	
#DIV/0!	#DIV/0!

#### Facility Maintenance and Operations - (#) of inspections

	2022	2023	2024	2025
Routine Facilities Cleaning Activities				3,174
Facilities Snow Removal & Treatment				60
Opening & Closing Inspections				108



YOY (%) of Change	
#DIV/0!	#DIV/0!
#DIV/0!	#DIV/0!

# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES



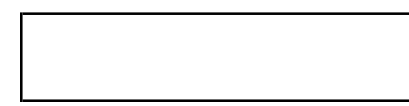
Notes & Context				
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### Facility Maintenance and Operations - (#) of facility repairs resulting in unexpected closures

Trend Line

YOY (%) of Change

	2022	2023	2024	2025
Jan-00			3	6



↑ 100%

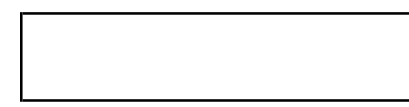
Notes & Context			(Laskay Hall, Schomberg Hall Water Leak, Schomberg Hall HVAC)	
-----------------	--	--	---	--

### Data Under Development Facility Maintenance and Operations - (%) of facilities that have achieved a "fair" condition rating

Trend Line

YOY (%) of Change

	2022	2023	2024	2025
(%) of facilities				



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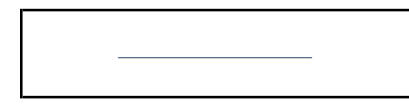
Notes & Context		Building Condition Assessment (BCA) not conducted in 2023.	Building Condition Assessment (BCA) not conducted in 2024.	Building Condition Assessment (BCA) not conducted in 2025.
-----------------	--	--	--	--

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

Trend Line

YOY (%) of Change

	2022	2023	2024	2025
(%) of facilities			100	100



→ 0%

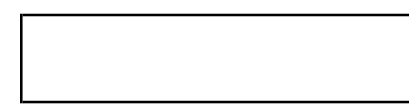
Notes & Context				
-----------------	--	--	--	--

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

Trend Line

YOY (%) of Change

	2022	2023	2024	2025
(%) of facilities			67	75



↑ 13%

Notes & Context			Zancor came online and Nobleton Community Hall came offline. Chruch Renos	
-----------------	--	--	---	--

# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES



### Facility Maintenance and Operations - Average electric vehicle charging ports available for public use across all Facilities

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
Ratio			3.3	3.3



→ 0%

Notes & Context

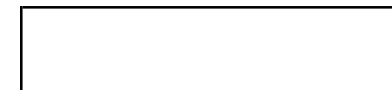
--	--	--	--	--

### Facility Maintenance and Operations - (#) of Zancor Visitors

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
(#) Visits				143,593



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Notes & Context

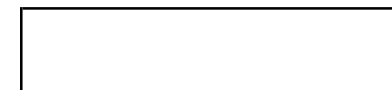
			*Data collection began in June 2025
--	--	--	-------------------------------------

### Facility Maintenance and Operations - (#) of Trisan Visitors

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
(#) Visits				51,801



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Notes & Context

			*Data collection began in June 2025
--	--	--	-------------------------------------

### Facility Maintenance and Operations - (#) of William Lacey Arena Visitors

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
(#) Visits				47,746



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Notes & Context

			*Data collection began in June 2025
--	--	--	-------------------------------------

# Headline Performance Measures (HPMs)

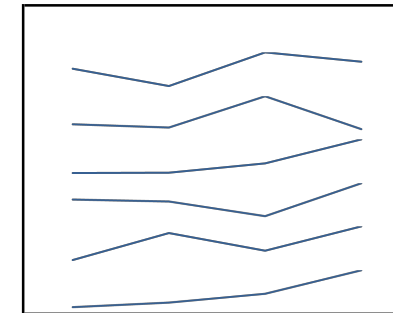
## COMMUNITY SERVICES

### Fire and Emergency Services

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

Year	2022	2023	2024	2025
Fire	121	104	137	128
Alarm	201	183	357	174
Rescue	324	325	349	412
Medical	546	537	466	625
Other	189	340	242	377
<b>TOTAL</b>	<b>1,457</b>	<b>1,489</b>	<b>1,551</b>	<b>1,716</b>

#### Trend Line



#### YOY (%) of Change

↓	-7%
↓	-51%
↑	18%
↑	34%
↑	56%
↑	11%

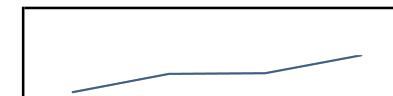
#### Notes & Context

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

Year	2022	2023	2024	2025
Total (#) Inspections	569	679	683	791

#### Trend Line



#### YOY (%) of Change

↑	16%
---	-----

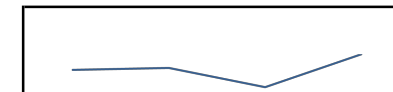
#### Notes & Context

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

Year	2022	2023	2024	2025
Total (#) Investigations	30	31	21	38

#### Trend Line



#### YOY (%) of Change

↑	81%
---	-----

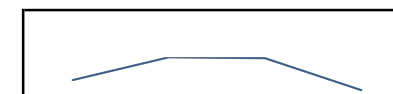
#### Notes & Context

			This number only refers to number of fire
--	--	--	---

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

Year	2022	2023	2024	2025
Smoke Alarm Checks - Total	40	90	88	18

#### Trend Line



#### YOY (%) of Change

↓	-80%
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#### Notes & Context

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#### Community Risk Reduction - (#) of engagement opportunities by type

#### Trend Line

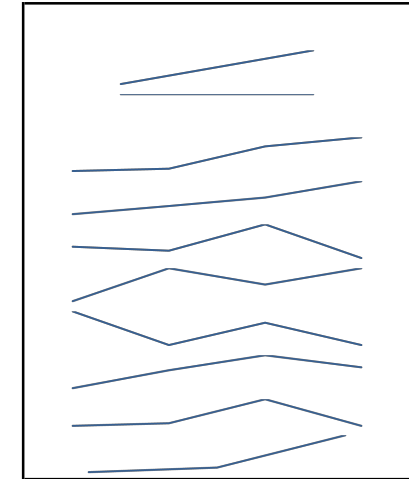
#### YOY (%) of Change

# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES

### Fire and Emergency Services

Year	2022	2023	2024	2025
Community Event (King)			34	38
Community Event (External)			2	2
<b>Total Community Events</b>	<b>25</b>	<b>26</b>	<b>36</b>	<b>40</b>
School Visit	8	9	10	12
Firehouse Visit	8	7	14	5
Resident Training	1	5	3	5
Employee Training	7	4	6	4
Camps	2	8	13	9
Media PSA's (social media engagement)	0	17	167	-
<b>TOTAL Engagements</b>	<b>51</b>	<b>76</b>	<b>249</b>	<b>75</b>



- ↑ 12%
- 0%
- ↑ 11%
- ↑ 20%
- ↓ -64%
- ↑ 67%
- ↓ -33%
- ↓ -31%
- ↓ -100%
- ↓ -70%

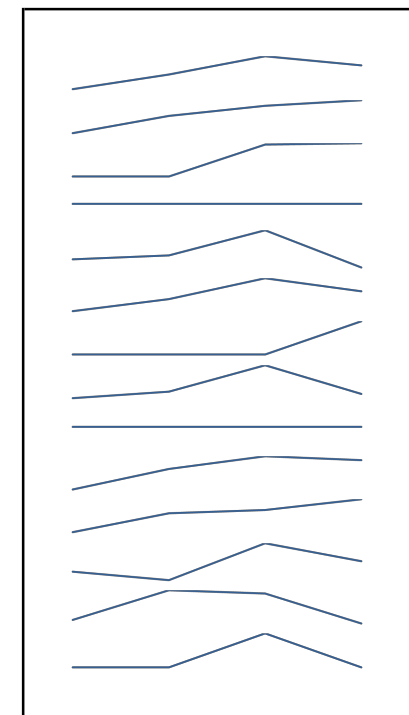
#### Notes & Context

			Communications took over FES social posts, which is why there is no data to report on in this section
--	--	--	---

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

Year	2022	2023	2024	2025
School Visit - Preschool	90	152	228	190
School Visit - Elementary	100	420	610	710
School Visit - Secondary	0	0	24	25
School Visit - Post Secondary	0	0	0	0
Fire Station Visit - Preschool	8	12	37	0
Fire Station Visit - Elementary	35	85	173	118
Fire Station Visit - Secondary	0	0	0	24
Fire Station Visit - Adult	20	34	92	29
Fire Station Visit - Older Adult	0	0	0	0
Community Event	0	3,760	6,107	5,391
Training (Resident)	20	48	53	69
Training (Employee)	46	15	149	84
Camp - Elementary	33	319	287	0
Camp - Secondary	0	0	138	0
Training - Business Owners				80

#### Trend Line



#### YOY (%) of Change

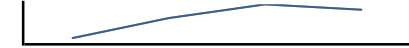
- ↓ -17%
- ↑ 16%
- ↑ 4%
- #DIV/0! #DIV/0!
- ↓ -100%
- ↓ -32%
- #DIV/0! #DIV/0!
- ↓ -68%
- #DIV/0! #DIV/0!
- ↓ -12%
- ↑ 30%
- ↓ -44%
- ↓ -100%
- ↓ -100%

# Headline Performance Measures (HPMs)

## COMMUNITY SERVICES

### Fire and Emergency Services

TOTAL	352	4,845	7,898	6,720
-------	-----	-------	-------	-------



↓ -15%

Notes & Context

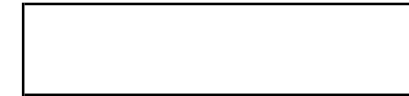
--	--	--	--	--

### Inspections and Investigations - (#) of Volunteer hours spent

Year	2022	2023	2024	2025
Total (#) volunteer hours				70,000

Trend Line

YOY (%) of Change



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Notes & Context

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# Headline Performance Measures (HPMs)

## GROWTH MANAGEMENT SERVICES

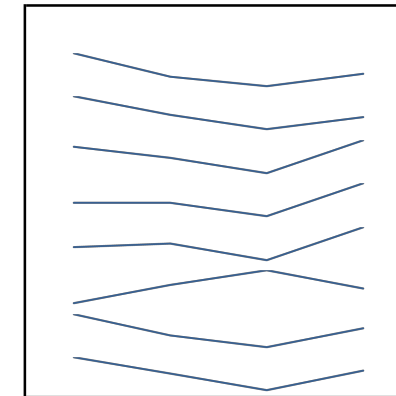
### Development Engineering Services



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

Year	2022	2023	2024	2025
Pool Permits Received	127	67	43	75
Pool Permits Issued	105	62	29	57
Entrance Permits Files Opened	30	25	18	33
Entrance Permits Issued	19	19	10	32
Site Alteration Files Opened	26	27	22	32
Site Alteration Permits Issued	6	11	15	10
<b>TOTAL FILES OPENED/RECIEVED</b>	<b>183</b>	<b>119</b>	<b>83</b>	<b>140</b>
<b>TOTAL FILES ISSUED</b>	<b>130</b>	<b>92</b>	<b>54</b>	<b>99</b>

#### Trend Line



#### YOY (%) of Change

↑	74%
↑	97%
↑	83%
↑	220%
↑	45%
↓	-33%
↑	69%
↑	83%

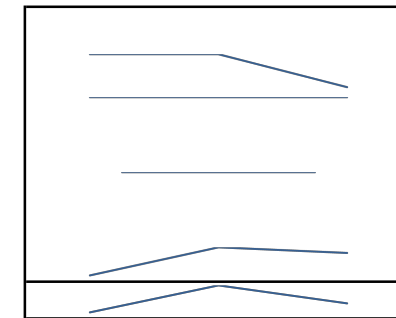
#### Notes & Context

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

Year	2022	2023	2024	2025
(%) Pool Permits (5 business days)		100%	100%	95%
(%) Minor Site Alteration Permits (3 weeks)		100%	100%	100%
(%) Major Site Alteration Permits (5 weeks)			100%	100%
(%) Entrance Permits (5 business days)		90%	100%	98%
<b>AVERAGE</b>		<b>97%</b>	<b>100%</b>	<b>98%</b>

#### Trend Line



#### YOY (%) of Change

↓	-5%
→	0%
→	0%
↓	-2%
↓	-2%

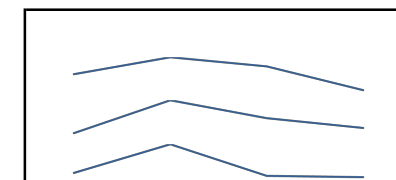
#### Notes & Context

	Excludes Major Site Alteration Permits. Will be available for reporting in 2024.		Service level not meeting 100% is because of incomplete or additional info required by Owner/Consultant
--	--	--	---

#### Permits - (#) of permit inspections completed

Year	2022	2023	2024	2025
Single Family Dwelling Permits	38	55	46	22
Addition/Accessory Structure Permits	30	74	50	37
Pool Permits	66	139	58	55

#### Trend Line



#### YOY (%) of Change

↓	-52%
↓	-26%
↓	-5%

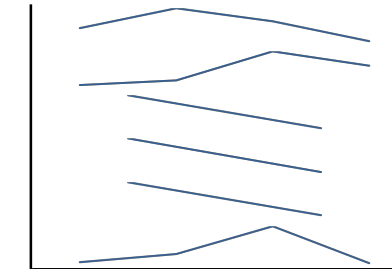
# Headline Performance Measures (HPMs)

## GROWTH MANAGEMENT SERVICES



### Development Engineering Services

Site Alteration Permits	3	6	4	1
Entrance Permits	6	7	13	10
Erosion & Sediment Control/Drainage			159	3
Site Plan, ORM, Minor Variance			60	5
Decks, HLEP			17	4
<b>TOTAL</b>	<b>143</b>	<b>203</b>	<b>407</b>	<b>137</b>



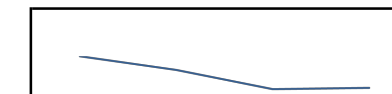
↓ -75%  
 ↓ -23%  
 ↓ -98%  
 ↓ -92%  
 ↓ -76%  
 ↓ -66%

#### Notes & Context

			Overall, the total number of permit application is down
--	--	--	---

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

Year	2022	2023	2024	2025
Inspections	33	23	9	10



#### Trend Line

YOY (%) of Change

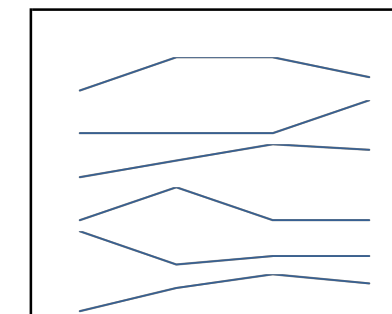
↑ 11%

#### Notes & Context

			With the low permit applications, the no of inspections is lower
--	--	--	--

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

Year	2022	2023	2024	2025
Draft Plan	0	5	5	2
Design Total	14	14	14	16
Construction Total	7	10	13	12
Maintenance Total	1	2	1	1
Assumption Total	4	0	1	1
<b>TOTAL Developments</b>	<b>26</b>	<b>31</b>	<b>34</b>	<b>32</b>



#### Trend Line

YOY (%) of Change

↓ -60%  
 ↑ 14%  
 ↓ -8%  
 → 0%  
 → 0%  
 ↓ -6%

#### Notes & Context

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# Headline Performance Measures (HPMs)

## GROWTH MANAGEMENT SERVICES



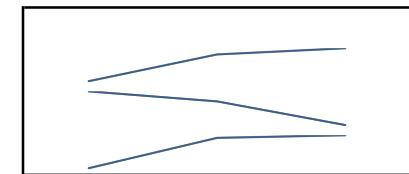
### By-law Enforcement

Types of cases to be hidden when publishing

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

Year	2022	2023	2024	2025
Customer (CRM) Cases Total		1921	2612	2767
By-law Files (LM) Cases Total		867	823	720
<b>Total Cases</b>		<b>2788</b>	<b>3435</b>	<b>3487</b>

#### Trend Line



#### YOY (%) of Change

↑ 6%  
↓ -13%  
↑ 2%

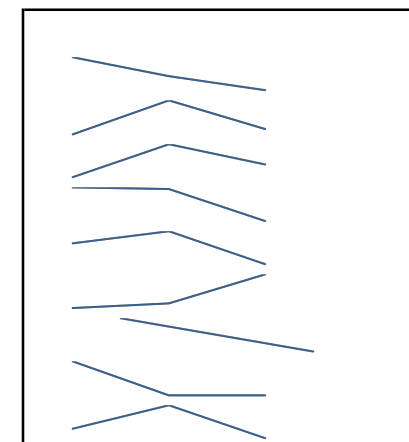
#### Notes & Context

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

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

Year	2022	2023	2024	2025
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

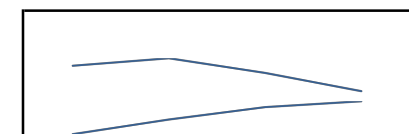
#### Notes & Context

	Part 1's and 3's lower due to AMPS being in place.	We no longer manually track this information and are unable to pull the information from Cityview at this time.
--	--	---

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

Year	2022	2023	2024	2025
Warnings	140	165	115	53
Tickets Issued	1,222	1,963	2,592	2898

#### Trend Line



#### YOY (%) of Change

↓ -54%  
↑ 12%

# Headline Performance Measures (HPMs)

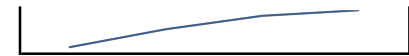
## GROWTH MANAGEMENT SERVICES



### By-law Enforcement

Types of cases to be hidden when publishing

TOTAL	1,362	2,128	2,707	2951
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↑ 9%

#### Notes & Context

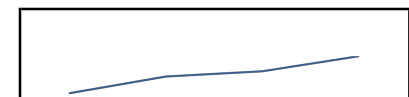
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### Permits and Programs - (#) of sign permit applications processed

#### Trend Line

#### YOY (%) of Change

Year	2022	2023	2024	2025
Sign Permits	122	194	217	282



↑ 30%

#### Notes & Context

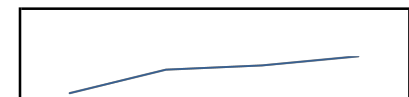
			195- Special Event Permits/ 87- Paid Permits	
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### Permits and Programs - (%) of completed sign permit applications processed within standard (5 business days)

#### Trend Line

#### YOY (%) of Change

Year	2022	2023	2024	2025
(%) within standard	44%	70%	75%	85%



↑ 13%

#### Notes & Context

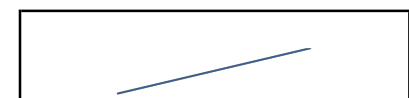
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### Municipal Law Enforcement - (#) of bag signs removed

#### Trend Line

#### YOY (%) of Change

Year	2022	2023	2024	2025
Bag Signs Removed			538	655



↑ 22%

#### Notes & Context

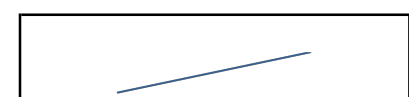
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### Municipal Law Enforcement - (#) of AMPs (Admin Monetary Penalties) issued for non-parking offenses

#### Trend Line

#### YOY (%) of Change

Year	2022	2023	2024	2025
(#) of AMPs			58	265



↑ 357%

#### Notes & Context

			Metric reflects AMPS non-parking offences only.	
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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 closed

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
Total Cases				624

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Types of cases to be hidden when publishing

Notes & Context

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# Headline Performance Measures (HPMs)

## GROWTH MANAGEMENT SERVICES

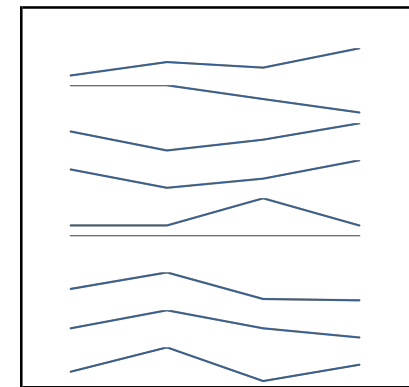
### Land Use and Development Planning



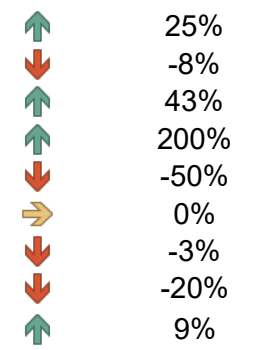
#### Planning Applications and Approvals - (#) of Planning applications received / type

Year	2022	2023	2024	2025
Site Plan (SPC/ORM/GB/CC)	72	86	80	100
Collaborative Application Preparation	52	52	48	44
Zoning By-law Amendment	17	10	14	20
Plan of Subdivision / CDM	2	0	1	3
Official Plan Amendment	2	2	4	2
Part Lot Control	1	1	1	1
Minor Variance	78	99	65	63
Consent	5	7	5	4
<b>Application Total</b>	<b>229</b>	<b>257</b>	<b>218</b>	<b>237</b>

#### Trend Line



#### YOY (%) of Change



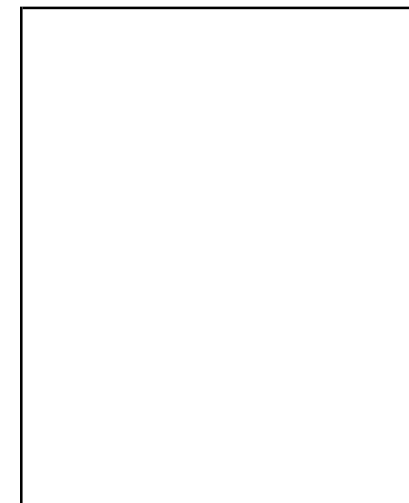
#### Notes & Context

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

Year	2022	2023	2024	2025
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

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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.	This information remains under development. The roll out of the City View software in 2025 has enabled tracking of new information for this data. We are currently
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#### Planning Applications and Approvals - Time (hrs.) spent on inquiries

#### Trend Line

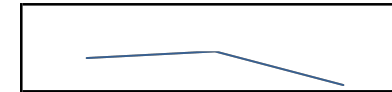
#### YOY (%) of Change

# Headline Performance Measures (HPMs)

## GROWTH MANAGEMENT SERVICES



Year	2022	2023	2024	2025
ASK Planning		279	287	246



↓ -14%

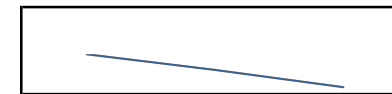
Notes & Context	2022	2023	2024	2025
		Based on approximation of 30 minutes per inquiry (prep and service time)	Based on approximation of 30 minutes per inquiry (prep and service time)	Based on approximation of 30 minutes per inquiry (prep and service time)

### Planning Applications and Approvals - (%) of available ASK Planning inquiry slots booked

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
(%) of available slots booked		67	59	50



↓ -15%

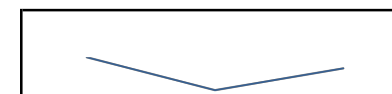
Notes & Context	2022	2023	2024	2025
		Based on 4 time slots available per day (Service was introduced in March 2023. 2023 data is for March to December only)	Based on 4 time slots available per day	Based on 4 time slots available per day. Note, in the past this was reported based on 6 time slots per day. That has been found to be incorrect. This HPM has been adjusted it to be based on 4 times slots per day, and corrected it for 2023 and 2024 also based on 4 slots per day.

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

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
(%) satisfied		95	86	92



↑ 7%

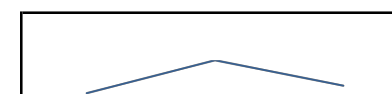
Notes & Context	2022	2023	2024	2025
		This is based only on the total respondents to the feedback survey. Not all customers respond. 78 new responses in 2023.	This is based only on the total respondents to the feedback survey. Not all customers respond. 89 new responses in 2024.	This is based only on the total respondents to the feedback survey. Not all customers respond. 78 new responses in 2025.

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

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
(#) of certificates		339	406	354



↓ -13%

# Headline Performance Measures (HPMs)

## GROWTH MANAGEMENT SERVICES



<b>Notes &amp; Context</b>	The information for 2023 is from April to December 2023 due to the ZCs process being introduced mid-year.		
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### DATA DEVELOPMENT AGENDA - Planning Applications and Approvals - (%) of zoning certificate applications processed

Year	2022	2023	2024	2025
(%) of certificate applications				

Trend Line

YOY (%) of Change

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<b>Notes &amp; Context</b>		This information remains under development. The roll out of the City View software will enable tracking of this information.	This information remains under development. The roll out of the City View software in 2025 has enabled tracking of new information for this data.
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### Zoning - (%) of available ASK Zoning inquiry slots booked

Year	2022	2023	2024	2025
(%) of available slots booked				24%

Trend Line

YOY (%) of Change

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<b>Notes &amp; Context</b>			
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### DATA DEVELOPMENT AGENDA - Zoning - (%) of available ASK Zoning users satisfied with service received

Year	2022	2023	2024	2025
(%) satisfied				

Trend Line

YOY (%) of Change

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<b>Notes &amp; Context</b>			
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# Headline Performance Measures (HPMs)

## GROWTH MANAGEMENT SERVICES

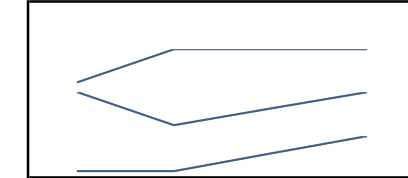


### Policy Planning

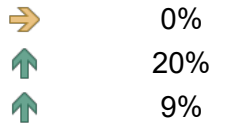
Policy Planning - (#) of active policy planning projects per year / type

Year	2022	2023	2024	2025
Major Projects Active	4	6	6	6
Minor Projects Active	6	4	5	6
<b>Total</b>	<b>10</b>	<b>10</b>	<b>11</b>	<b>12</b>

Trend Line



YOY (%) of Change



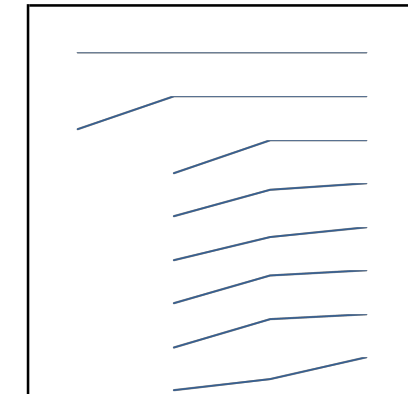
Notes & Context

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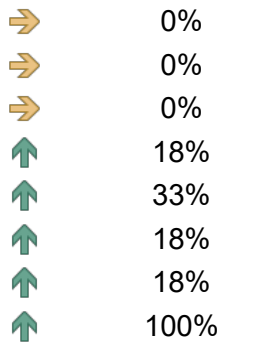
Policy Planning - (%) of progress on active projects (\*Active projects subject to change YOY)

Year	2022	2023	2024	2025
Rural Zoning By-law	100%	100%	100%	100%
Urban Design Guidelines	63%	100%	100%	100%
Green Development Standards		75%	100%	100%
Highway 11 Corridor Study		25%	85%	100%
Neighbourhood Plans		10%	45%	60%
Employment Lands Strategy		5%	85%	100%
Growth Management Strategy		0%	85%	100%
Official Plan Review		15%	30%	60%
Green Development Incentives Program				35%

Trend Line



YOY (%) of Change



# Headline Performance Measures (HPMs)

## GROWTH MANAGEMENT SERVICES

### Policy Planning

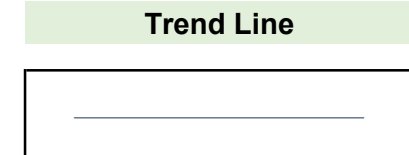


**Notes & Context**

<p>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.</p> <p>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.</p>	<p>Due to budget constraints, the Employment Lands Strategy was put on hold pending the 2024 Budget.</p> <p><b>All projects are advancing. The % identified above captures % complete within the entire project lifecycle.</b></p>	<p>All projects listed are advancing with three that are completed.</p>	<p>The <b>Highway 11 Corridor Study</b> and implementing Official Plan Amendment and Zoning By-law Amendment were completed. The <b>Growth Management Strategy and Employment Lands Strategy</b>, plus an Addendum were completed in June 2025. The <b>Neighbourhood Plans</b> have continued to advance through the Official Plan Review with updated Concept Plans, 3D Visualizations, and consultation through the Official Plan Review Public Open Houses. On October 28, 2025, Council generally endorsed the concept plans and directed Staff to prepare Official Plan policies to enable a future Community Planning Permit System (CPPS) for the study areas. The Official Plan Review continued to advance with the release of 16 Discussion and Policy Direction Papers, six open houses (three in January 2025 and three in September 2025), and a report to Council in October 2025 seeking direction on policy directions. The Development of a Green Development Incentives Program advanced with research, internal consultations, and Council direction to develop non-financial incentives.</p>
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Policy Planning - (%) of annual projects where the Township met statutory public engagement standards

Year	2022	2023	2024	2025
(%) of projects	100	100	100	100



**YOY (%) of Change**  
 → 0%

# Headline Performance Measures (HPMs)

## GROWTH MANAGEMENT SERVICES



### Policy Planning

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

Trend Line

YOY (%) of Change

Year	2022	2023	2024	2025
(%) of projects				100
Notes & Context				Example: Official Plan Review Engagement included: total of 6 dedicated Public Open Houses; booth at the Transportation Master Plan Public Open House; Community Pop-Up Engagement @ the Zncor Centre Grand Opening; Survey; Laserfiche Comment Form; Comment Response Matrix.

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# Headline Performance Measures (HPMs)

## GROWTH MANAGEMENT SERVICES

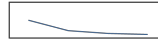


### Building

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

Year	2022	2023	2024	2025
Permit Applications	735	540	491	473

#### Trend Line



#### YOY (%) of Change

↓ -4%

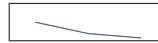
#### Notes & Context

Permit applications are always higher than issued permits as additional correspondence may be required from permit applicants or application are deemed incomplete.			Less applications for Single Family dwellings specifically in KCE community due to Ministry revocation of Archeological reports. Also reduced number of Single Family Dwelling applications in new subdivisions as a result of slower market conditions.
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#### Building Permits - (# of building permits issued)

Year	2022	2023	2024	2025
Permits Issued	676	528	471	438

#### Trend Line



#### YOY (%) of Change

↓ -7%

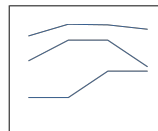
#### Notes & Context

Phase 2 contract 3 of the Nobleton Sewer connection program helped increase the number of permits issued for 2022	Nobleton sewer project mostly completed therefore less permits were received.		Number of permits issued reflects a correlation of reduced number of applications.
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#### Building Permits - (%) of complete building permit applications processed within defined standards

Year	2022	2023	2024	2025
House (10 business days)	88%	96%	95%	92%
Small Building (15 business days)	87%	100%	100%	83%
Large Building (20 business days)	96%	96%	100%	100%
Complex Building (30 business days)				

#### Trend Line



#### YOY (%) of Change

↓ -3%  
 ↓ -17%  
 → 0%  
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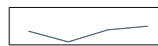
#### Notes & Context

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 there's 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	10 Days - Total of 341 15 Days - Total of 6 20 Days - Total of 1 30 Days - Total of 0 House - Experienced an influx of reviews in Q1/Q2 to address recertification of pre-certified models for subdivisions to reflect OBC 2024 updates. Review timelines also reflect staff training and familiarity with OBC 2024 changes, reviews take longer. Small - Data misleading due to low number of applications. 5 of the 6 reviewed under the stat time frame, only 1 exceeded (22 days vs 20 days)
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#### Building Inspections - (# of inspections completed)

Year	2022	2023	2024	2025
Inspections	3,186	2,685	3,249	3,439

#### Trend Line



#### YOY (%) of Change

↑ 6%

#### Notes & Context

			Increased inspections a result of individual unit occupancy inspections for King Terrace condo.
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#### Building Inspections - (%) of passed septic program inspections

Year	2022	2023	2024	2025
(%) of passed inspections	82%	65%	81%	0%

#### Trend Line



#### YOY (%) of Change

↓ -100%

#### Notes & Context

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%			No properties scheduled for inspection in 2025. New cycle of inspection program to commence in 2026
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# Headline Performance Measures (HPMs)

## FINANCE

### *Purchasing & Risk*

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

Year	2022	2023
RFTs	19	9
RFPs	7	4

Notes & Context

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

Year	2022	2023
RFTs	82,528,886	12,722,914
RFPs		

Notes & Context

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#### Risk - (#) of claims assessed

Year	2022	2023
Claims		

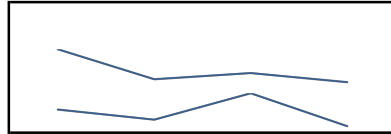
Notes & Context

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2024	2025
11	8
12	2

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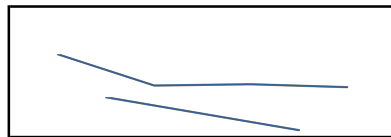
**Trend Line**



2024	2025
\$16,124,518.10	\$9,308,576.60
\$2,076,055.44	\$395,500.00

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**Trend Line**



2024	2025
	31

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**Trend Line**





**YOY (%) of Change**

↓ -27%  
↓ -83%

**YOY (%) of Change**

↓ -42%  
↓ -81%

**YOY (%) of Change**

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# Headline Performance Measures (HPMs)

## FINANCE

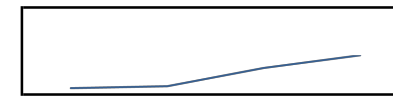


### Revenue and Taxation

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

Year	2022	2023	2024	2025
Tax bills issued	10,085	10,123	10,454	10,684

#### Trend Line



#### YOY (%) of Change

↑ 2%

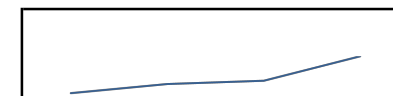
#### Notes & Context

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

Year	2022	2023	2024	2025
(%) in arrears	9%	9.6%	9.9%	12.3%

#### Trend Line



#### YOY (%) of Change

↑ 25%

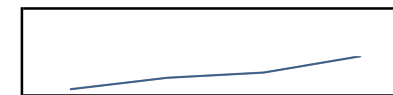
#### Notes & Context

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

Year	2022	2023	2024	2025
Utility bills issued	5,257	5,388	5,449	5,635

#### Trend Line



#### YOY (%) of Change

↑ 3%

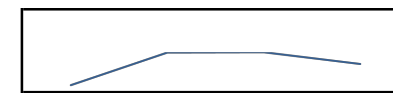
#### Notes & Context

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

Year	2022	2023	2024	2025
(%) increase	0.8%	4.95%	4.98%	3.49%

#### Trend Line



#### YOY (%) of Change

↓ -30%

#### Notes & Context

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#### Revenue and Taxation - (#) of water meter reading concerns

#### Trend Line

#### YOY (%) of Change

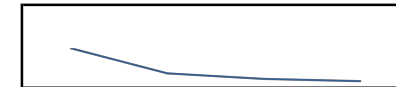
# Headline Performance Measures (HPMs)

## FINANCE

### Revenue and Taxation



Year	2022	2023	2024	2025
(#) malfunctions/concerns	122	36	17	9



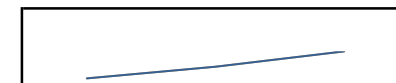
↓ -47%

#### Notes & Context

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

Year	2022	2023	2024	2025
(#) users		250	377	541



#### Trend Line

#### YOY (%) of Change

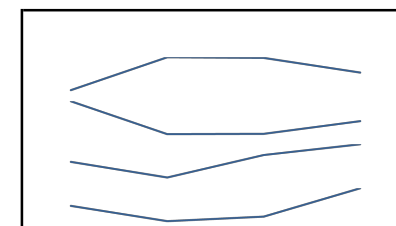
↑ 44%

#### Notes & Context

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

Year	2022	2023	2024	2025
Online & Electronic Funds Transfer	63.14%	83.39%	82.92%	74.00%
Cheque	34.46%	14.73%	14.96%	22.50%
Cash	0.35%		0.51%	0.75%
Credit Card	2.05%	1.44%	1.62%	2.75%



#### Trend Line

#### YOY (%) of Change

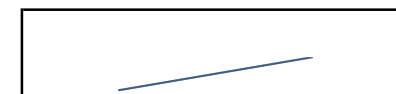
↓ -11%  
 ↑ 50%  
 ↑ 47%  
 ↑ 70%

#### Notes & Context

Full 2022 data				
----------------	--	--	--	--

### Revenue and Taxation - (#) of e-billing users

Year	2022	2023	2024	2025
(# of) eBilling Users			660	1,155



#### Trend Line

#### YOY (%) of Change

↑ 75%

#### Notes & Context

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# Headline Performance Measures (HPMs)

## FINANCE

### Budget and Financial Reporting



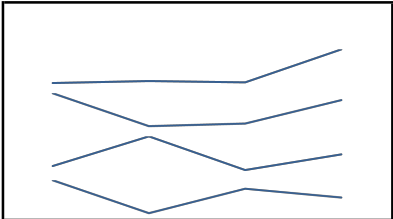
**Budget and Financial Reporting - (#) of Accounts Receivable aging over 30, 60 and 90 days (at year end)**

Year	2022	2023	2024	2025
Current	967,503	1,005,842	976,408.00	1,570,835.00
30 days	151,173	33,449	42,522.00	126,636.00
60 days	49,290	119,660	40,083.00	77,165.00
90 days	1,086,870	457,293	923,228.00	758,822.00

Notes & Context

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**Trend Line**



**YOY (%) of Change**

- ↑ 61%
- ↑ 198%
- ↑ 93%
- ↓ -18%

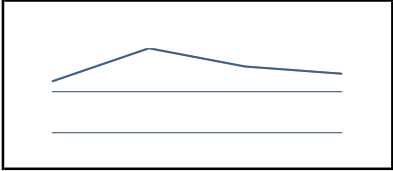
**Debt limits and total Township debt (\$)**

Year	2022	2023	2024	2025
Township Debt Ratio (%)	5.55%	6.90%	6.15%	5.86%
Township Limit (%)	10%	10%	10%	10%
Provincial Limit (%)	25%	25%	25%	25%

Notes & Context

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**Trend Line**



**YOY (%) of Change**

- ↓ -5%

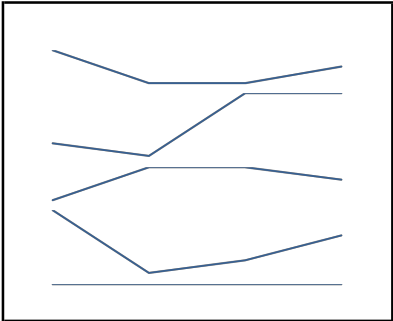
**Reserve ratio (%)**

Year	2022	2023	2024	2025
Res Fund for New Infrastructure (%)	14%	10%	10%	12%
Res Funds for Existing Infrastructure Stability (%)	58%	57%	62%	62%
Res Funds for Special Purpose (%)	8%	16%	16%	13%
Res Funds for Stabilization & Contingencies (%)	19%	14%	15%	17%
Res Funds for Library Board (%)	1%	1%	1%	1%

Notes & Context

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**Trend Line**



**YOY (%) of Change**

- ↑ 520%
- 0%
- ↓ -19%
- ↑ 13%
- 0%

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

**Trend Line**

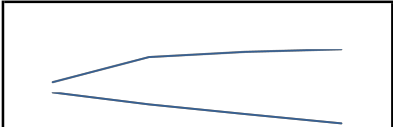
**YOY (%) of Change**

# Headline Performance Measures (HPMs)

## FINANCE



Year	2022	2023	2024	2025
EFT	2,464	3,152	3,297	3,368
Cheque	2,077	1,526	1,072	634



↑ 2%  
↓ -41%

Notes & Context

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# Headline Performance Measures (HPMs)

## CORPORATE SERVICES



### Communications

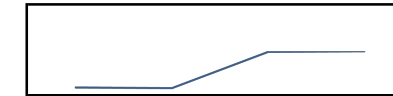
#### Communications and Public Engagement - (#) of media releases

Year	2022	2023	2024	2025
Media Releases	36	35	100	101

#### Notes & Context

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#### Trend Line



#### YOY (%) of Change

↑ 1%

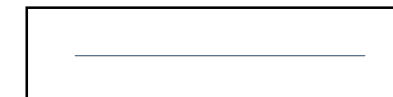
#### Communications and Public Engagement - (%) of media releases that get media pickup

Year	2022	2023	2024	2025
(%) of Releases	100	100	100	100

#### Notes & Context

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#### Trend Line



#### YOY (%) of Change

→ 0%

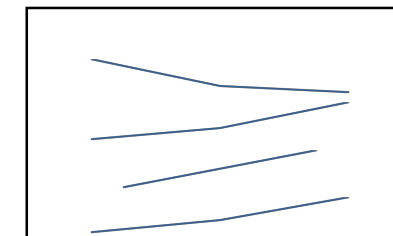
#### Communications and Public Engagement - (#) of Reach

Year	2022	2023	2024	2025
X Post Impressions		156,700	66,896	46,207
Facebook Reach		135,200	1,121,655	3,463,344
Instagram Reach			1,222,929	2,963,947
<b>TOTAL Reach / Impressions</b>		<b>291,900</b>	<b>2,411,480</b>	<b>6,473,498</b>

#### Notes & Context

	Instagram centralized to corporate in 2024. Reporting baseline in 2024.		
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#### Trend Line



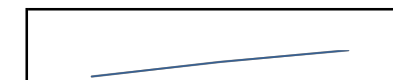
#### YOY (%) of Change

↓ -31%  
 ↑ 209%  
 ↑ 142%  
 ↑ 168%

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

Year	2022	2023	2024	2025
Audience (#) for All Social Platforms		4,733	9,341	12,999

#### Trend Line



#### YOY (%) of Change

↑ 39%

# Headline Performance Measures (HPMs)

## CORPORATE SERVICES



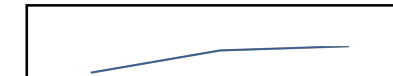
Notes & Context

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

Year	2022	2023	2024	2025
(#) of Posts for All Social Platforms		1,803	2,842	3,042

Trend Line



YOY (%) of Change

↑ 7%

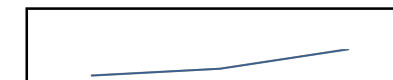
Notes & Context

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

Year	2022	2023	2024	2025
(#) of All Social Media Impressions		1,008,331	2,411,480	6,473,498

Trend Line



YOY (%) of Change

↑ 168%

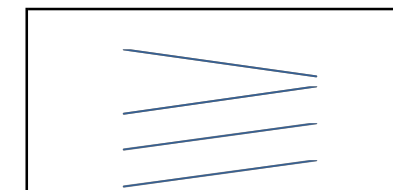
Notes & Context

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

Year	2022	2023	2024	2025
X			36	19
Facebook			29	823,021
Instagram			236,436	411,057
<b>Total (#) of Video Views</b>			<b>265,669</b>	<b>1,234,097</b>

Trend Line



YOY (%) of Change

↓ -47%  
 ↑ 2837903%  
 ↑ 74%  
 ↑ 365%

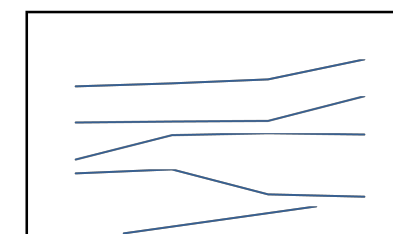
Notes & Context

			The YOY stat percentage doesn't equate to the growth - can you please verify?
--	--	--	---

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

Year	2022	2023	2024	2025
Facebook (Total Followers)	1,962	2,284	2,663	4,678
Facebook (New Followers)	262	322	379	1,997
X (Total Followers)	2,772	2,984	3,001	2,989
X (New Followers)	180	212	17	(2)
Instagram (Total Followers)			3,933	5,332

Trend Line



YOY (%) of Change

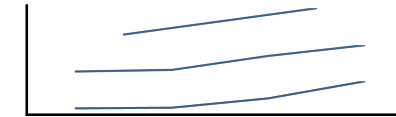
↑ 76%  
 ↑ 427%  
 ↓ 0%  
 ↓ -112%  
 ↑ 36%

# Headline Performance Measures (HPMs)

## CORPORATE SERVICES



Instagram (New Followers)			1,211	1,603
<b>TOTAL Followers</b>	<b>4,734</b>	<b>5,268</b>	<b>9,597</b>	<b>12,999</b>
<b>TOTAL NEW Followers</b>	<b>442</b>	<b>534</b>	<b>1,607</b>	<b>3,600</b>



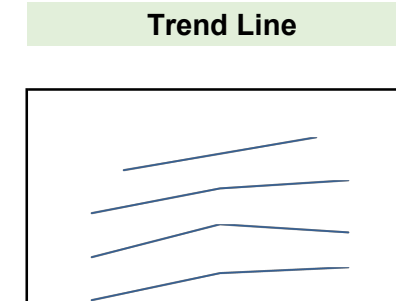
↑ 32%  
 ↑ 35%  
 ↑ 124%

### 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.	X trending downward is a common theme among municipalities with YR partners questioning our presence and preferring to close out accounts. Status quo for now given that Meta blocks Canadian news, making X the only channel for sharing of news stories published by local media outlets. February 2026.
--	---	---	--

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

Year	2022	2023	2024	2025
Instagram Posts			31,785	34,214
Facebook		1,834	49,848	65,727
X		285	2,130	1,667
<b>TOTAL</b>		<b>2,119</b>	<b>83,763</b>	<b>101,608</b>



**Trend Line**      **YOY (%) of Change**

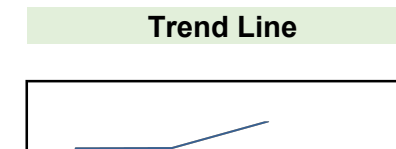
↑ 8%  
 ↑ 32%  
 ↓ -22%  
 ↑ 21%

### 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.	
--	---	--	--

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

Year	2022	2023	2024	2025
Visits	609,986	611,538	710,993	



**Trend Line**      **YOY (%) of Change**

# Headline Performance Measures (HPMs)

## CORPORATE SERVICES



Notes & Context

			Caveat: there is a global downward trend due to AI mode in Google search, which currates web content and results in less direct website visits and page views. This KPI needs to be monitored and goal changed to SEO and focus on conversions and impact.
--	--	--	--

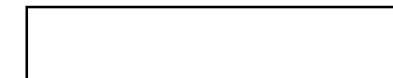
### Communications and Community Engagement - (#) of Visits to SpeaKING

Year	2022	2023	2024	2025
Engagements (Total)				22,047

Notes & Context

			Visits: 21,743 Contributions: 272 Registrations: 32
--	--	--	---

Trend Line



YOY (%) of Change

#DIV/0! #DIV/0!

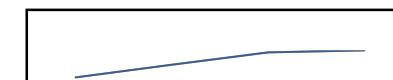
### Communications and Community Engagement - (#) of engagements on SpeaKING

Year	2022	2023	2024	2025
Engagements	8,783	10,494	12,163	12,452

Notes & Context

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Trend Line



YOY (%) of Change

↑ 2%

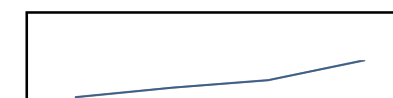
### Communications and Community Engagement - (#) King Bulletin subscribers

Year	2022	2023	2024	2025
Subscribers	704	787	853	1,026

Notes & Context

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Trend Line



YOY (%) of Change

↑ 20%

# Headline Performance Measures (HPMs)

## CORPORATE SERVICES



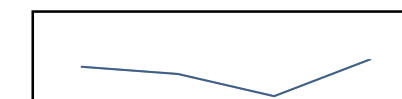
**Notes & Context**

Promotional campaign in 2022/2023.		In June 2025, Communications transitioned from Cyberimpact to Constant Contact and rebranded the Bulletin to King News, increasing the frequency of distribution from monthly to bi weekly and enabling website integration with subscription-based real-time email notifications for news/alerts, events, Council meetings and agendas, and Public Planning and Heritage Act notices. This modernization aligns with industry best practices, supports resident preferences and helps reduce information only inquiries by delivering proactive, data-driven email communications. An integrated marketing campaign supported awareness and drove subscriptions. with
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**Communications and Community Engagement - (%) King News open rate**

Year	2022	2023	2024	2025
Open Rate (%)	72%	71%	68%	73%

**Trend Line**



**YOY (%) of Change**



7%

**Notes & Context**

		Change the reference of King Bulletin to King News
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# Headline Performance Measures (HPMs)

## CORPORATE SERVICES

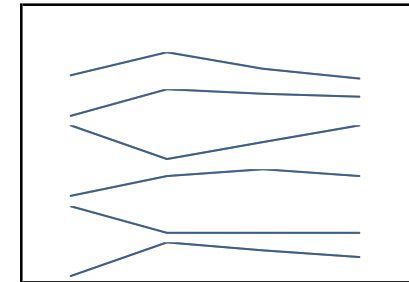
### Clerks



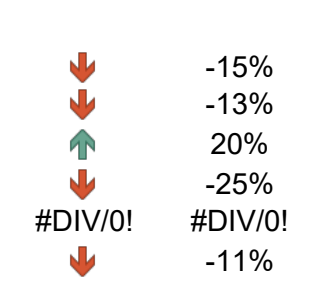
#### Council, Governance and Elections - (#) of Council, Public Planning and COW Meetings Held

Year	2022	2023	2024	2025
Council	18	25	20	17
Council Closed	0	18	15	13
Council Public Planning	6	4	5	6
Council Working	0	3	4	3
Audit	1	0	0	0
<b>TOTAL</b>	<b>25</b>	<b>50</b>	<b>44</b>	<b>39</b>

#### Trend Line



#### YOY (%) of Change



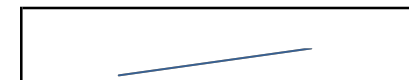
#### Notes & Context

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.		Council amended its procedural by-law in October 2025 allowing for some meetings, previously held separately, to be held within one Council meeting.
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#### Council, Governance and Elections - (#) of deputations

Year	2022	2023	2024	2025
(#) of deputations			77	96

#### Trend Line



#### YOY (%) of Change



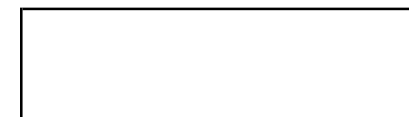
#### Notes & Context

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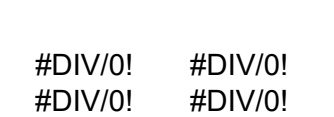
#### DATA DEVELOPMENT AGENDA - Council, Governance and Elections - (#) of public engagements (live stream views, in-person attendance)

Year	2022	2023	2024	2025
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

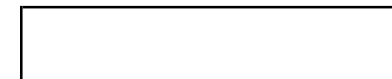
# Headline Performance Measures (HPMs)

## CORPORATE SERVICES



### Clerks

Year	2022	2023	2024	2025
(#) engagement with council materials				



#DIV/0! #DIV/0!

#### Notes & Context

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

#### Trend Line

#### YOY (%) of Change

Year	2022	2023	2024	2025
(%) of Council Agendas		100%	100%	100%



→ 0%

#### Notes & Context

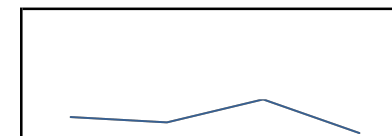
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### Legislative and Legal Services - (#) of by-laws executed by the Clerk

#### Trend Line

#### YOY (%) of Change

Year	2022	2023	2024	2025
Corporate Policies				0
By-laws Executed	95	92	105	86



↓ -18%

#### Notes & Context

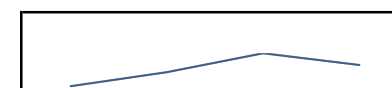
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### Legislative Services & Legal - (#) of accountability and transparency regulatory requests received

#### Trend Line

#### YOY (%) of Change

Year	2022	2023	2024	2025
TOTAL	72	78	86	81



↓ -6%

#### Notes & Context

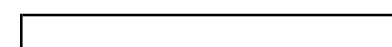
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### Legislative Services & Legal - (%) of accountability and transparency regulatory requests in compliance with provincial standards

#### Trend Line

#### YOY (%) of Change

Year	2022	2023	2024	2025



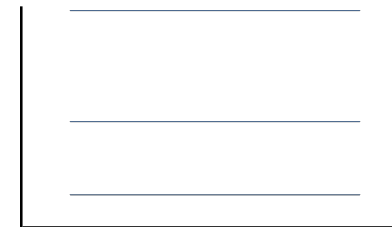
# Headline Performance Measures (HPMs)

## CORPORATE SERVICES



### Clerks

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



⇒ 0%

⇒ 0%

⇒ 0%

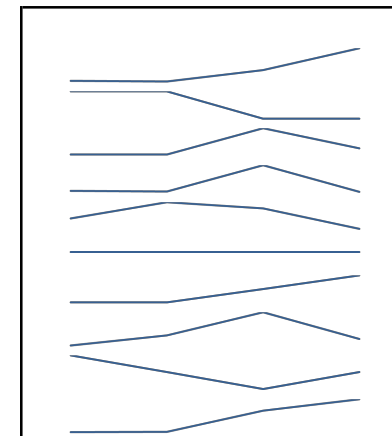
#### Notes & Context

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

Year	2022	2023	2024	2025
Complete Applications	6	0	127	366
Official Plan Amendment	3	3	0	0
Notice of Passing Holding / ZBA	15	15	147	46
Approval of Plan of Subdivision	2	1	55	0
Clerks Certificate / Dec. / Adopt.	5	13	10	0
Passing / Ext. of Interim Control BYL	0	0	0	0
Public Meeting	11	14	208	412
Heritage Notice	0	3	10	2
LPAT / OLT Appeals	3	2	1	2
<b>TOTAL</b>	<b>45</b>	<b>51</b>	<b>557</b>	<b>828</b>

#### Trend Line



#### YOY (%) of Change

↑ 188%

#DIV/0! #DIV/0!

↓ -69%

↓ -100%

↓ -100%

#DIV/0! #DIV/0!

↑ 98%

↓ -80%

↑ 100%

↑ 49%

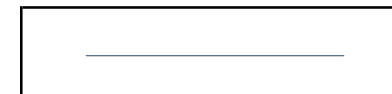
#### Notes & Context

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

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

Year	2022	2023	2024	2025
(%) of Notices		100	100	100

#### Trend Line



#### YOY (%) of Change

⇒ 0%

# Headline Performance Measures (HPMs)

## CORPORATE SERVICES



### Clerks

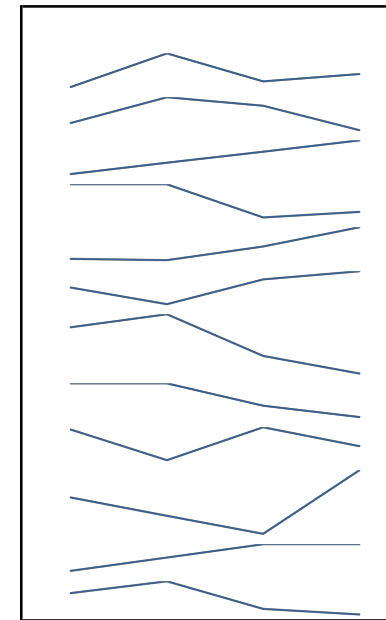
Notes & Context

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

Year	2022	2023	2024	2025
Cemetery Internments	6	24	9	13
Commissioner of Oath	49	89	76	38
Road Occupancy	7	8	9	10
Film	7	7	1	2
Marriage	60	55	115	199
Doggie Day Care / Kennel	14	12	15	16
Cat / Dog Tags (including renewals)	607	777	229	-
Lottery	8	8	6	5
Noise Exemptions	57	44	58	50
Property Identification Signs Applications	28	26	24	31
Municipal Street Address Changes	0	1	2	2
<b>TOTAL</b>	<b>1,050</b>	<b>1,435</b>	<b>544</b>	<b>366</b>

Trend Line



YOY (%) of Change



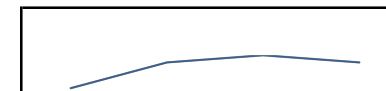
Notes & Context

			Cat & Dog tags are now under the administration of the City of Vaughan, lending to the decrease in the TOTAL (#) for this HPM.
--	--	--	--

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

Year	2022	2023	2024	2025
Ceremonies	11	18	20	18

Trend Line



YOY (%) of Change



Notes & Context

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

Trend Line

YOY (%) of Change

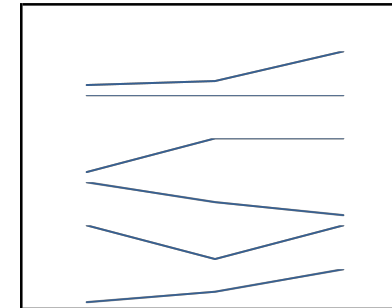
# Headline Performance Measures (HPMs)

## CORPORATE SERVICES



### Clerks

Year	2022	2023	2024	2025
Road Occupancy (60 days)		88%	89%	100%
Film (30 days)		100%	100%	100%
Lottery (30 days)		63%	100%	100%
Doggie Day Care / Kennel (April 30)		75%	66%	60%
Noise Exemption (30 days)		100%	81%	100%
<b>TOTAL (AVERAGE)</b>		<b>85%</b>	<b>87%</b>	<b>92%</b>

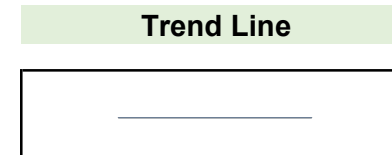


- ↑ 12%
- 0%
- 0%
- ↓ -9%
- ↑ 23%
- ↑ 6%

Notes & Context

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

Year	2022	2023	2024	2025
Total Rate			100	100



- YOY (%) of Change**
- 0%

Notes & Context
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.

# Headline Performance Measures (HPMs)

## OFFICE OF THE CAO

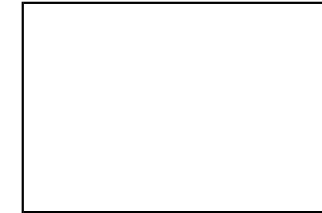
Government Relations and Economic Development



### Business Development - (#) of engagements with Township existing and prospective businesses

Year	2021	2022	2023	2024	2025
Initial Engagement Emails					65
Business Visits					40
Concierge Service					51
Chamber Meetings & Events					26
<b>Total</b>					<b>182</b>

#### Trend Line



#### YOY (%) of Change

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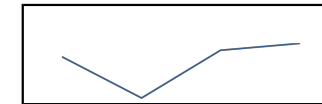
#### Notes & Context

			Reporting to be available in 2025.	
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### Business Development - Net (#) of new businesses in King

Year	2021	2022	2023	2024	2025
Grand Opening Events & New Businesses	24	16	10	17	18

#### Trend Line



#### YOY (%) of Change

↑ 6%

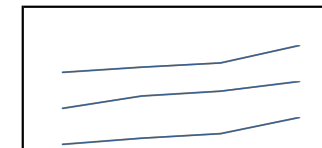
#### Notes & Context

			This figure is based on number of grand opening events requested in 2025.	This figure is based on 10 grand opening requests. Note that not every request was met with a ceremony where issues were present. This figure also includes businesses the Economic Development team is aware of opening, but did not put forward a Grand Opening request. This includes: Barkin' Beauties (Nobleton), Unbreakable Bonds (Nobleton), Nobleton Burger, Reform Room, Royal Griffon, FreshHouse Schomberg, Cookie Crumble, Schomberg Brewery.
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### Business Development - (\$) of property assessment by class

Year	2021	2022	2023	2024	2025
Residential, Farm & Multi-Res.	\$ 10,132,902,479.00	\$ 10,129,067,479.00	\$ 10,224,936,781.00	\$ 10,308,588,107.00	\$ 10,654,205,297.00
Commercial & Industrial	\$ 486,635,311.00	\$ 479,082,496.00	\$ 522,539,794.00	\$ 540,649,359.00	\$ 575,482,311.00
<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>	<b>\$ 11,229,687,608.00</b>

#### Trend Line



#### YOY (%) of Change

↑ 3%  
 ↑ 6%  
 ↑ 4%

#### 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.		A 3.51% increase is realized between in 2025 in the above assessment classes.
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# Headline Performance Measures (HPMs)

## OFFICE OF THE CAO

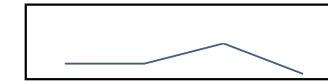
Government Relations and Economic Development



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

Year	2021	2022	2023	2024	2025
Applications	9	6	6	8	5

#### Trend Line



#### YOY (%) of Change

↓ -38%

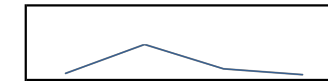
#### Notes & Context

	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.	A total of (8) applications were received. (5) were approved and have been successfully reimbursed.
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### Programs, Plans and Strategies - Total (\$) in CIP Grant funding received by successful applicants

Year	2021	2022	2023	2024	2025
\$ Value	\$ 41,852.26	\$ 25,833.45	\$ 55,953	\$ 30,564	\$ 24,671

#### Trend Line



#### YOY (%) of Change

↓ -19%

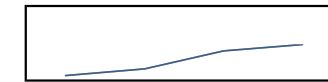
#### Notes & Context

			2024 <b>approved</b> CIP Grants total \$63,929.92. Value reported above has been reimbursed to approved applicants in 2024	2025 approved CIP Grant total
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### Mayor and Council Support - (#) of Council requests triaged

Year	2021	2022	2023	2024	2025
TOTAL	326	318	385	564	630

#### Trend Line



#### YOY (%) of Change

↑ 12%

#### Notes & Context

			Data is not accurate for non-routine. This is because changes were implemented to the previous CRM system when changes to the CRM were implemented that lumped everything under routine.	
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# Headline Performance Measures (HPMs)

## OFFICE OF THE CAO

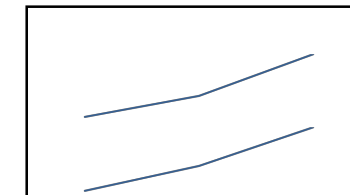
Strategy and Transformation Division



### Strategic Planning + Corporate Performance Management - (#) of operational performance measures reported (with data) /

Year	2022	2023	2024	2025
(#) of volume / demand performance measures reported		66	75	93
(#) of quality / value performance measures reported		72	83	100

#### Trend Line



#### YOY (%) of Change

↑ 24%  
↑ 20%

#### Notes & Context

	First year of operational service reporting		
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### Strategic Planning + Corporate Performance Management - (%) of performance reports published by standard time (Q2)

Year	2022	2023	2024	2025
(%) of reports published to standard	100	100	100	100

#### Trend Line



#### YOY (%) of Change

→ 0%

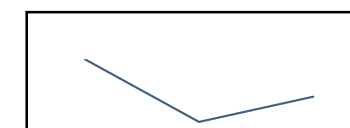
#### Notes & Context

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	1) Annual Corporate Strategic Plan Progress Report 2) Service Performance Report
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### Strategic Planning + Corporate Performance Management - (%) of quality / value operational performance measures trending in the desired direction

Year	2022	2023	2024	2025
(%) of quality / value performance measures		87%	82%	84%

#### Trend Line



#### YOY (%) of Change

↑ 2%

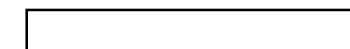
#### Notes & Context

	First year of operational service reporting (58/66) trending in the desired direction	(68/83) trending in the desired direction	(86/103) trending in the desired direction
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### Strategic Planning + Corporate Performance Management - (%) of strategic plan Key Results on track or completed

Year	2022	2023	2024	2025

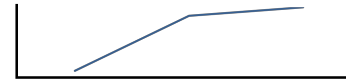
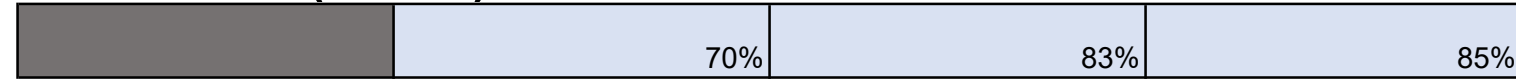
#### Trend Line



#### YOY (%) of Change

# Headline Performance Measures (HPMs)

(%) of Key Results Completed or Proceeding as Planned



Notes & Context

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