

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)

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)

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



Provides a visual trend line of the YOY reporting data

YOY (%) of Change



33%

Trend Line

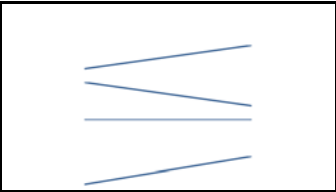


50%

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).

Trend Line



YOY (%) of Change



40%



-50%



0%



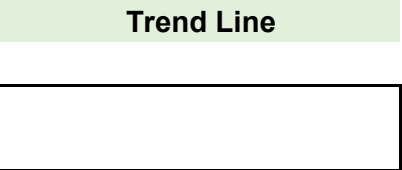
Headline Performance Measures (HPMs)

PUBLIC WORKS

Capital Services



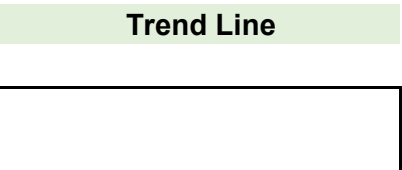
Capital Services - (%) of projects planned to start vs projects started				
Year	2021	2022	2023	2024
(%) Projects Planned Start vs Started				88%
Notes & Context				43/49 projects planned to start in 2024 have started.



YOY (%) of Change

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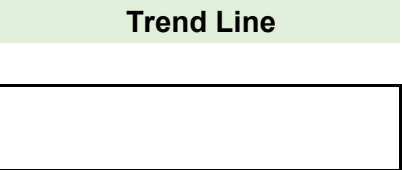
Capital Services - (%) of projects progressing on schedule				
Year	2021	2022	2023	2024
(%) Projects on Schedule				72.92%
Notes & Context				35/49 projects are progressing on schedule.



YOY (%) of Change

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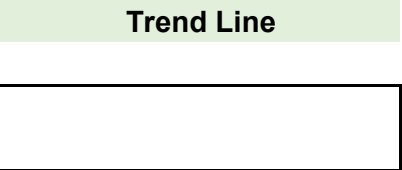
Capital Services - (%) of projects on budget				
Year	2021	2022	2023	2024
(#) of Projects on Budget				90%
Notes & Context				44/49 projects are on budget.



YOY (%) of Change

#DIV/0! #DIV/0!

Capital Services - (\$) Spent				
Year	2021	2022	2023	2024
Project Dollars Spent				\$ 35,490,639.29
Notes & Context				Total \$ spent in 2024 by Capital Services



YOY (%) of Change

#DIV/0! #DIV/0!

Headline Performance Measures (HPMs)

PUBLIC WORKS



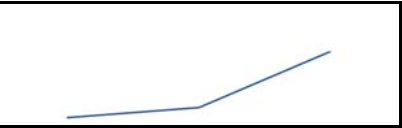
Capital Services

Capital Services - (#) of streetlight service requests

Trend Line

YOY (%) of Change

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



↑ 4%

Notes and Context

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

Trend Line

YOY (%) of Change

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



↑ 270%

Notes and Context

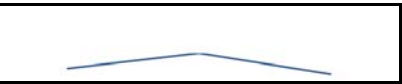
20/45	33/49	19/71	74/74
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(#) of servicing request applications processed for Water, Storm and Sanitary Connections

Trend Line

YOY (%) of Change

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



↓ -20%

Notes / Context

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

Trend Line

YOY (%) of Change

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



↑ 32%

Notes / Context

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

PUBLIC WORKS

Transportation Services



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

Year	2021	2022	2023	2024
Class 3 Roads		100%	100%	100%
Class 4 Roads		100%	100%	100%
Class 5 Roads		100%	100%	100%
AVERAGE		100%	100%	100%

Notes & Context

		1500 potholes detected and repaired	767 potholes detected and repaired
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Trend Line



YOY (%) of Change

➔	0%
➔	0%
➔	0%
➔	0%

Winter Maintenance - (%) of SSR properties completed within service level standard (>10cm snowfall = 24hr turnaround)

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

Notes & Context

	Service Standard during significant weather events only applicable once decalred 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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Trend Line



YOY (%) of Change

➔	0%
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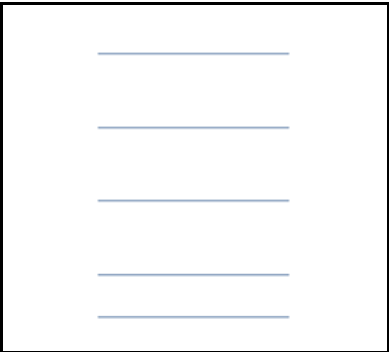
Winter Maintenance - (%) of roads and sidewalks cleared to provincial standard (by type)

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

Notes & Context

		Service Standard during significant weather events only applicable once decalred the event has ended.	
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Trend Line



YOY (%) of Change

➔	0%
➔	0%
➔	0%
➔	0%
➔	0%

Headline Performance Measures (HPMs)

PUBLIC WORKS

Transportation Services



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

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

Trend Line

YOY (%) of Change

➡ 0%

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

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

Trend Line

YOY (%) of Change

➡ 0%

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

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

Trend Line

YOY (%) of Change

⬆ 14%
⬇ -3%
⬆ 2%

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

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

Trend Line

YOY (%) of Change

⬆ 1%
⬇ -3%
⬇ -1%

Headline Performance Measures (HPMs)

PUBLIC WORKS

Transportation Services



Notes / Context

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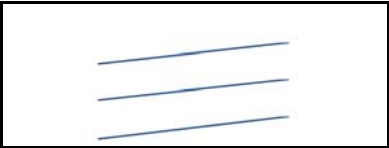
Utility Maintenance - (#) of locate stakeout requests

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

Notes & Context

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Trend Line



YOY (%) of Change

↓	-16%
↑	22%
↑	20%

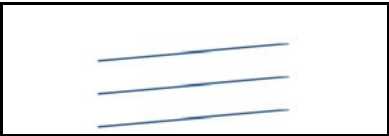
Utility Maintenance - (%) of locates completed meeting legislated standards (emergency - 24hrs; standard - 5 days)

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

Notes & Context

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



YOY (%) of Change

↑	1%
↑	1%
↑	2%

Headline Performance Measures (HPMs)

PUBLIC WORKS

Parks Operations



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

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

Notes & Context

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Trend Line



YOY (%) of Change



51%

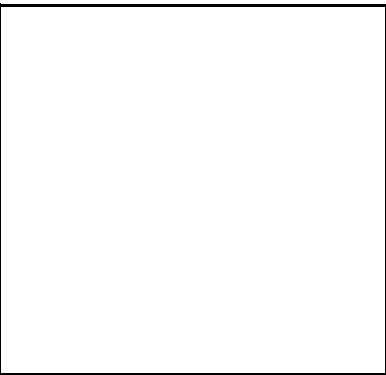
Partial Data Under Development Parks, Trails and Horticulture Operations - (%) of rotations and maintenance completed within defined standard

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

Notes & Context

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



YOY (%) of Change

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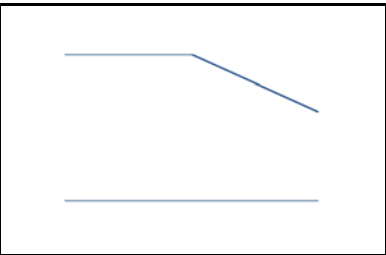
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Partial Data Under Development Parks, Trails and Horticulture Operations - (%) compliance with provincial standards for inspections

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

Trend Line



YOY (%) of Change



-1%

#REF! #REF!



0%

Headline Performance Measures (HPMs)

PUBLIC WORKS



Parks Operations

Notes & Context

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

Trend Line

YOY (%) of Change

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

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Notes & Context

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

PUBLIC WORKS

Environmental Services



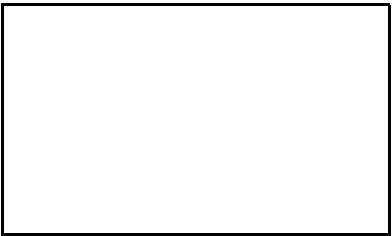
Water Operations, Maintenance and Repair - Drinking water inspection rating / system

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

Notes & Context

			2024 Inspection has not been conducted at time of reporting.
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Trend Line



YOY (%) of Change

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Utility Maintenance - (#) of locate stakeouts completed

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

Notes & Context

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Trend Line



YOY (%) of Change

↑ 161%

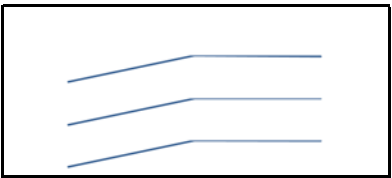
Utility Maintenance - (%) of locates completed meeting legislated standards (emergency - 2hrs; standard - 5 business days)

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

Notes & Context

Data now available from One Call as of 2025		Target > 95%	
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Trend Line



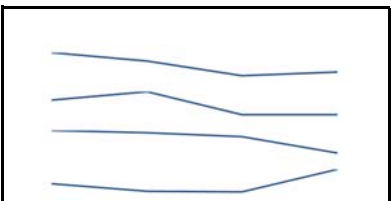
YOY (%) of Change

↓ -3%
↑ 0%
↓ 0%

Waste Management - Tonnage collected (textiles, batteries, garbage, green bin, blue bin, yard waste)

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

Trend Line



YOY (%) of Change

↑ 3%
↓ 0%
↓ -45%
↑ 69%

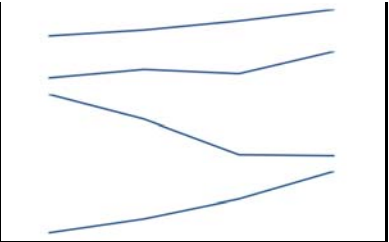
Headline Performance Measures (HPMs)

PUBLIC WORKS



Environmental Services

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



- 27%
- 181%
- 0%
- 29%

Notes & Context

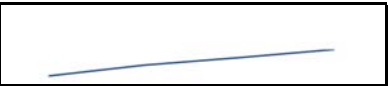
			Battery Collection by two different companies: 1810lbs (Q1&Q2 Enviro 360 Solutions Ltd.) (Call2Recycle-344kg (758lbs)
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Waste Management - (#) of users on the recycle coach application

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
Users	235	493	664	859



- 29%

Notes & Context

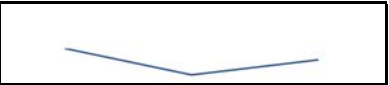
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Waste Management - Average (#) of GFL weekly waste related complaints per 10000 residents

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
Complaints		2.4	1.7	2.1



- 24%

Notes & Context

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

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

Notes & Context

Door counters installed in May. Branches did not open for in-person visits until Q3. Curbside pickup from January - August. Opening starting with Nobleton (8/17) Schomberg (9/21) King				
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Trend Line



YOY (%) of Change



15%

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

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

Notes & Context

As reported to Ministry/Annual Survey of Public Libraries. Numbers reflect automatic renewal to ensure access to digital services.				
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Trend Line



YOY (%) of Change



6%

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

Year	2021	2022	2023	2024
(%) Respondents		93%		

Notes & Context

Data unavailable	Strategic Plan Community Consultation Survey. Metric to be reported every (4) years.	N/A	N/A
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Trend Line



YOY (%) of Change

#DIV/0!

#DIV/0!

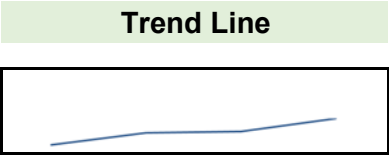
Headline Performance Measures (HPMs)

COMMUNITY SERVICES

King Township Public Library - Content and Collections



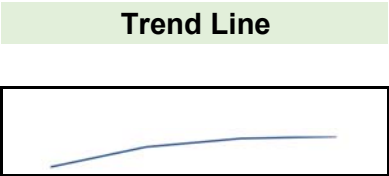
Content and Collections - (#) of visits to digital branch (website)				
Year	2021	2022	2023	2024
Visits	44355	54519	55711	66731
Notes & Context				



YOY (%) of Change

↑20%

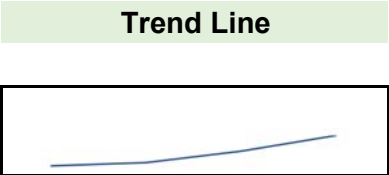
Content and Collections - (#) of physical items borrowed				
Year	2021	2022	2023	2024
Physical Items	40,459	67,525	78,801	81,553
Notes & Context				



YOY (%) of Change

↑3%

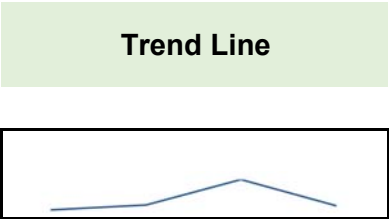
Content and Collections - (#) of digital items borrowed				
Year	2021	2022	2023	2024
Digital Items	32,132	33,651	39,301	46,912
Notes & Context				



YOY (%) of Change

↑19%

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



YOY (%) of Change

↓-79%

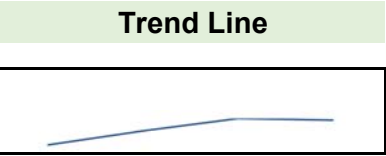
Headline Performance Measures (HPMs)

COMMUNITY SERVICES



King Township Public Library - Community Engagement and Marketing

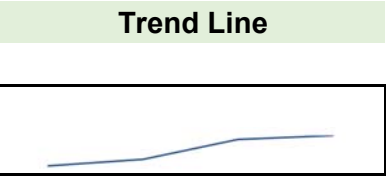
Community Engagement and Marketing - (#) of KTPL programs offered				
Year	2021	2022	2023	2024
Programs	267	645	985	941
Notes & Context				Some planned programs cancelled consequent to unplanned staff vacancies



YOY (%) of Change

↓ -4%

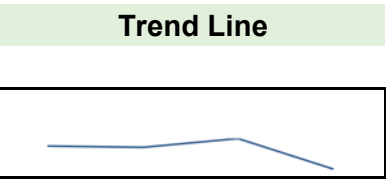
Community Engagement and Marketing - (#) of program participants				
Year	2021	2022	2023	2024
Programs	4,699	6,115	10,408	11,261
Notes & Context	Due to COVID closures - limited to virtual with a few in-person outdoor programs			



YOY (%) of Change

↑ 8%

Community Engagement and Marketing - (#) of social media engagements				
Year	2021	2022	2023	2024
Engagements	110,642	108,983	120,562	81,199
Notes & Context	Each platform has different identifiers (reach (FB), impressions (TW) and engagement (IG))	Each platform has different identifiers (reach (FB), impressions (TW) and engagement (IG))	Each platform has different identifiers (reach (FB), impressions (TW) and engagement (IG))	Social media activity reduced in Q4 may be consequent to unplanned staff vacancies.



YOY (%) of Change

↓ -33%

Headline Performance Measures (HPMs)

COMMUNITY SERVICES



Business Services

Business Services - # of affiliated partners					Trend Line	YOY (%) of Change	
Year	2021	2022	2023	2024		#DIV/0!	#DIV/0!
(#) of partners				18			

Notes & Context

Accounts for all Affiliated patners as of January 31, 2024

Business Services - (\$) of community assistance program funds distributed					Trend Line	YOY (%) of Change	
Year	2021	2022	2023	2024		#DIV/0!	#DIV/0!
(\$) of CAP Funds				33,870			

Notes & Context

Summer Camp Inclusion Subsidy - \$29,670 -- CAP Family Application Subsidy \$4200

Business Services - (\$) of affiliated groups subsidies					Trend Line	YOY (%) of Change	
Year	2021	2022	2023	2024		#DIV/0!	#DIV/0!
Community Grants Program				\$16,371.00			
Request for Donation Program				\$18,621.00			
Affiliated Group Subsidies				\$473,693.00			

Notes & Context

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

Rentals and Bookings - Total (#) of booking & rental hours (including & excluding lease hours)					Trend Line	YOY (%) of Change	
Year	2021	2022	2023	2024			

Headline Performance Measures (HPMs)

COMMUNITY SERVICES



Business Services

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



↓ -2%
↓ -34%

Notes & Context

COVID-19 impacted service offerings and levels.			
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DATA DEVELOPMENT AGENDA - Rentals and Bookings - (%) of rental and booking applications processed to standard (10 business days)

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
Rental and Bookings				



#DIV/0! #DIV/0!

Notes & Context

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Headline Performance Measures (HPMs)

COMMUNITY SERVICES

ServiceKing



ServiceKING - (#) of customer cases opened

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

Notes & Context

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Trend Line



YOY (%) of Change

↑ 3%

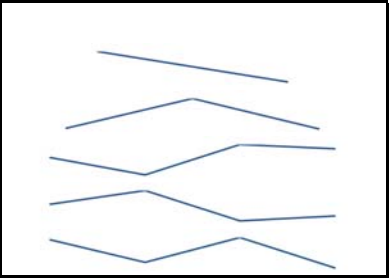
ServiceKING - (#) of ServiceKING Associate community interactions

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

Notes & Context

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

Trend Line



YOY (%) of Change

↑ 0%
↓ -56%
↓ -49%
↓ -5%
↑ 7%
↓ -1%

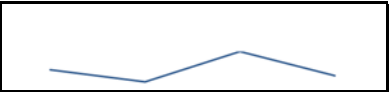
ServiceKING - (%) of cases closed (annual)

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

Notes & Context

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Trend Line



YOY (%) of Change

↓ -4%

Headline Performance Measures (HPMs)

COMMUNITY SERVICES



ServiceKing

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

Year	2021	2022	2023	2024
(%) of Cases				80
Notes & Context				CRM Escalation feature added in July 2024.

Trend Line

YOY (%) of Change

#DIV/0! #DIV/0!

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

Year	2021	2022	2023	2024
Type 1				
Type 2				
Type 3				
Type 4				
Notes & Context				

Trend Line

YOY (%) of Change

#DIV/0! #DIV/0!
#DIV/0! #DIV/0!
#DIV/0! #DIV/0!
#DIV/0! #DIV/0!

DATA DEVELOPMENT AGENDA ServiceKING - (%) customer satisfaction rating

Year	2021	2022	2023	2024
Notes & Context				

Trend Line

YOY (%) of Change

#DIV/0! #DIV/0!

Headline Performance Measures (HPMs)

COMMUNITY SERVICES

Recreation, Active Living and Aquatics



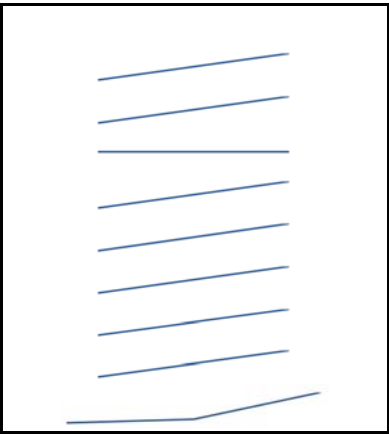
Recreational Programs - Total (#) of programs offered

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

Notes & Context

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

Trend Line



YOY (%) of Change

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

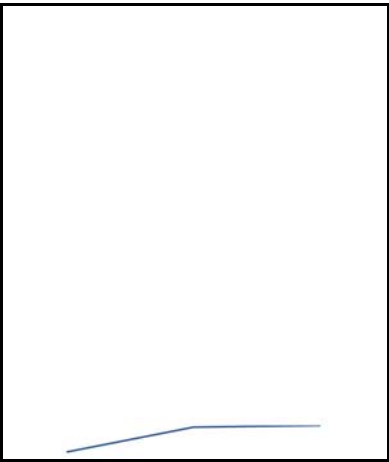
Recreational Programs - Total (#) of program participants

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

Notes & Context

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Trend Line



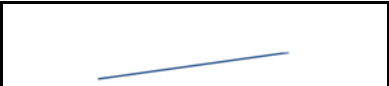
YOY (%) of Change

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

Active Living and Fitness - (#) Township League Participation

Year	2021	2022	2023	2024
Total League Participants			331	447

Trend Line



YOY (%) of Change

↑	35%
---	-----

Headline Performance Measures (HPMs)

COMMUNITY SERVICES

Recreation, Active Living and Aquatics



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

Year	2021	2022	2023	2024
Memberships	541	809	714	798

Trend Line



YOY (%) of Change

↑ 12%

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

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

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

Trend Line



YOY (%) of Change

↓ -4%

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

Headline Performance Measures (HPMs)

COMMUNITY SERVICES



Events

Events - (#) of Township events held						Trend Line	YOY (%) of Change	
Year	2020	2021	2022	2023	2024		#DIV/0!	#DIV/0!
Events					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.			

Township Events - (#) total event attendees						Trend Line	YOY (%) of Change	
Year	2020	2021	2022	2023	2024		↑	10%
Total				8,985	9,870			
Notes & Context				Mayors Gala Not Held in 2023 (bi-annual event)				

Events - (%) of vendors satisfied with event						Trend Line	YOY (%) of Change	
Year	2020	2021	2022	2023	2024		#DIV/0!	#DIV/0!
(%) vendors					86			
Notes & Context								

Events - (%) of event attendees satisfied						Trend Line	YOY (%) of Change	
Year	2020	2021	2022	2023	2024		#DIV/0!	#DIV/0!
Visitors					90			
Notes & Context								

Headline Performance Measures (HPMs)

COMMUNITY SERVICES



Events

Events - (\$) event sponsorships

Trend Line

YOY (%) of Change

Year	2020	2021	2022	2023	2024
(\$) sponsorships					93,250
Notes & Context					Metric reported does not include Mayor's Gala or Mayor's Golf Tournament



#DIV/0! #DIV/0!

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

Trend Line

YOY (%) of Change

Year	2020	2021	2022	2023	2024
Lbs. of waste					
Notes & Context					In 2024, total waste collected was tracked to create a benchmark for waste diversion for 2025.



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Headline Performance Measures (HPMs)

COMMUNITY SERVICES



Heritage and Culture

Heritage & Culture - (#) of exhibitions per year						Trend Line	YOY (%) of Change
Year	2020	2021	2022	2022	2024		<div>↑</div> 7%
Exhibitions	1	4	5	15	16		
Notes & Context	Closed early and transferred to online due to Covid	(2) exhibitions online due to COVID-19		Increase in popup exhibitons for 2022			

Heritage & Culture - (#) indigenous initiatives						Trend Line	YOY (%) of Change
Year	2020	2021	2022	2022	2024		<div>↑</div> 11%
Indigenous Initiatives		1	3	9	10		
Notes & Context			Established new partnreship with York Region Indigenous Action Committee				

Heritage & Culture - (#) of KHCC / Museum visitors						Trend Line	YOY (%) of Change
Year	2020	2021	2022	2022	2024		<div>↓</div> -69%
Visitiors	241	1,024	4,814	5,123	1,576		
Notes & Context	Closures due to COVID-19	Opened late August due to COVID-19 restructions			Metric includes general visitorship to the KHCC		

Heritage & Culture - (#) of citizens engaged via KHCC						Trend Line	YOY (%) of Change
Year	2020	2021	2022	2022	2024		<div>↑</div> 18%
Citizens Engaged	728	1,365	7,525	8,632	10,214		
Notes & Context	Closures due to COVID-19	Opened late August due to COVID-19 restructions			Metric includes Outreach, programs, partnered events, social media and rentals		

Headline Performance Measures (HPMs)

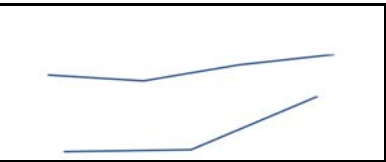
COMMUNITY SERVICES



Sustainability and Environmental Outreach

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

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



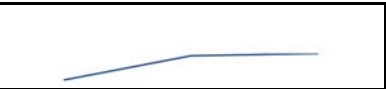
↑ 31%
↑ 2056%

Notes & Context

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

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

Year	2021	2022	2023	2024
Initiatives	29	39	40	49



↑ 23%

Notes & Context

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

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

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



↓ -100%

Notes & Context

			Reporting calculation is not made avaialble until April 2025. This metric includes Building emissions only and does not include fleet.
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Headline Performance Measures (HPMs)

COMMUNITY SERVICES



Sustainability and Environmental Outreach

Environmental Stewardship & Climate Change - (#) of Community GHG Emissions (in KGs of C02e)					Trend Line	YOY (%) of Change	
Year	2021	2022	2023	2024		#DIV/0!	#DIV/0!
Emissions Rate (KG of CO2e)							
Notes & Context				reporting calucation is not made available until April 2025			
Environmental Stewardship & Climate Change - (#) of community climate change initiatives					Trend Line	YOY (%) of Change	
Year	2021	2022	2023	2024		#DIV/0!	#DIV/0!
(#) initiatives				2			
Notes & Context							
Environmental Stewardship & Climate Change - (#) Of Cold Creek Visitors					Trend Line	YOY (%) of Change	
Year	2021	2022	2023	2024		#DIV/0!	#DIV/0!
				14,740			
Notes & Context							

Headline Performance Measures (HPMs)

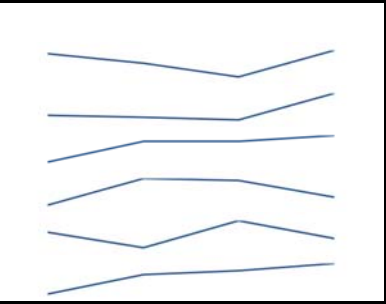
COMMUNITY SERVICES

Fire and Emergency Services

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

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

Trend Line



YOY (%) of Change

↑	32%
↑	95%
↑	7%
↓	-13%
↓	-29%
↑	4%

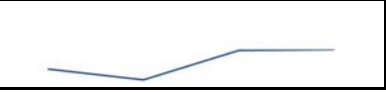
Notes & Context

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Inspections and Investigations - (#) of inspections completed

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

Trend Line



YOY (%) of Change

↑	1%
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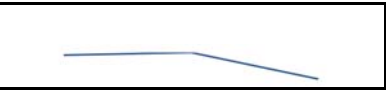
Notes & Context

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Inspections and Investigations - (#) of investigations completed

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

Trend Line



YOY (%) of Change

↓	-32%
---	------

Notes & Context

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

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

Trend Line



YOY (%) of Change

↓	-2%
---	-----

Notes & Context

COVID - program scaled back (due to home entry requirements)			
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►

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

Trend Line

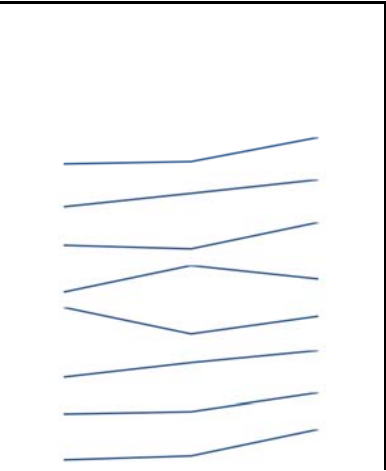
YOY (%) of Change

Headline Performance Measures (HPMs)

COMMUNITY SERVICES

Fire and Emergency Services

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



#DIV/0!	#DIV/0!
#DIV/0!	#DIV/0!
↑	38%
↑	11%
↑	100%
↓	-40%
↑	50%
↑	63%
↑	882%
↑	228%

Notes & Context

Scaled back opportunities due to COVID physical distancing restrictions			
---	--	--	--

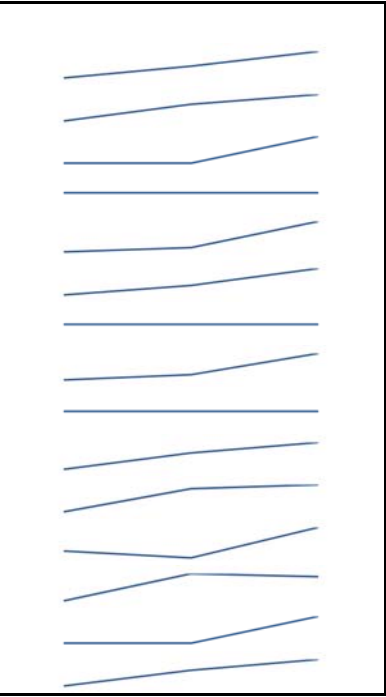


Community Risk Reduction - (#) of people engaged / per opportunity type / demographic

Trend Line

YOY (%) of Change

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



↑	50%
↑	45%
#DIV/0!	#DIV/0!
#DIV/0!	#DIV/0!
↑	208%
↑	104%
#DIV/0!	#DIV/0!
↑	171%
#DIV/0!	#DIV/0!
↑	62%
↑	10%
↑	893%
↓	-10%
#DIV/0!	#DIV/0!
↑	63%

Headline Performance Measures (HPMs)

COMMUNITY SERVICES

Fire and Emergency Services

Notes & Context

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

COMMUNITY SERVICES

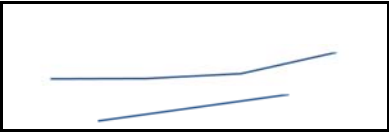


Facility Operations

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

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

Trend Line



YOY (%) of Change

↑	136%
↑	5%

Notes & Context

--	--	--	--

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

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

Trend Line



YOY (%) of Change

#DIV/0!	#DIV/0!
#DIV/0!	#DIV/0!
#DIV/0!	#DIV/0!

Notes & Context

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

Year	2021	2022	2023	2024
Vistor Count				

Trend Line



YOY (%) of Change

#DIV/0!	#DIV/0!
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Notes & Context

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

	2021	2022	2023	2024
(#) if inspections				

Trend Line



YOY (%) of Change

#DIV/0!	#DIV/0!
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Notes & Context

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Headline Performance Measures (HPMs)

COMMUNITY SERVICES



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

	2021	2022	2023	2024
(#) of repairs				3
Notes & Context				(Laskay Hall, Schomberg Hall Water Leak, Schomberg Hall HVAC)

Trend Line

YOY (%) of Change

#DIV/0! #DIV/0!

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

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

Trend Line

YOY (%) of Change

#DIV/0! #DIV/0!

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

	2021	2022	2023	2024
(%) of facilities				100
Notes & Context				

Trend Line

YOY (%) of Change

#DIV/0! #DIV/0!

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

	2021	2022	2023	2024
(%) of facilities				67
Notes & Context				

Trend Line

YOY (%) of Change

#DIV/0! #DIV/0!

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

Year	2021	2022	2023	2024
Ratio				10:33

Trend Line

YOY (%) of Change

#DIV/0! #DIV/0!

Headline Performance Measures (HPMs)

COMMUNITY SERVICES



Notes & Context				
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Headline Performance Measures (HPMs)

GROWTH MANAGEMENT SERVICES

By-law Enforcement

Types of cases to be hidden when publishing



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

Year	2021	2022	2023	2024
Total Cases	2732	2681	2788	6115

Trend Line



YOY (%) of Change



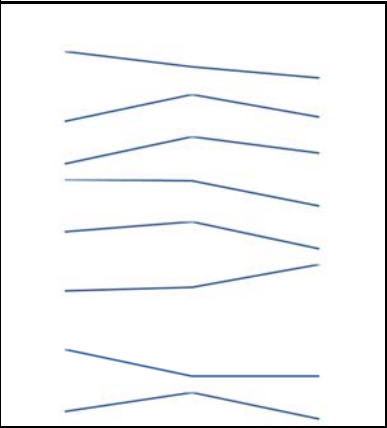
Notes & Context

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

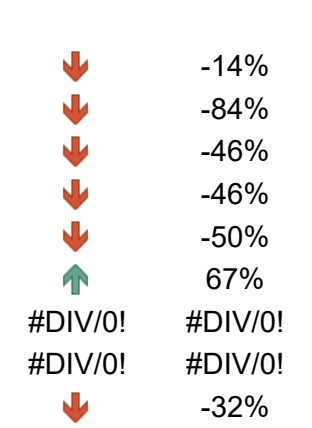
Municipal Law Enforcement - (#) of orders, pre-summons and notices issued

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

Trend Line



YOY (%) of Change



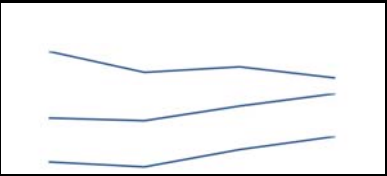
Notes & Context

			Part 1's and 3's lower due to AMPS being in place.
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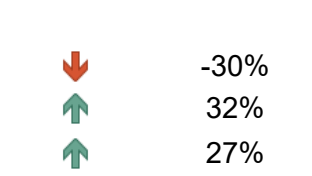
Parking Enforcement - (#) of parking ticket warnings and parking tickets issued

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

Trend Line



YOY (%) of Change



Notes & Context

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

Year	2021	2022	2023	2024
Sign Permits	107	122	194	217

Trend Line



YOY (%) of Change



Headline Performance Measures (HPMs)

GROWTH MANAGEMENT SERVICES

By-law Enforcement



Types of cases to be hidden when publishing

Notes & Context

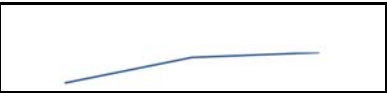
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Permits and Programs - (%) of completed sign permit applications processed within standard (5 business days)

Trend Line

YOY (%) of Change

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



↑ 7%

Notes & Context

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Municipal Law Enforcement - (#) of bag signs removed

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
Bag Signs Removed				538



#DIV/0! #DIV/0!

Notes & Context

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

Trend Line

YOY (%) of Change

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



#DIV/0! #DIV/0!

Notes & Context

			Metric reflects AMPS non-parking offences only.
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Headline Performance Measures (HPMs)

GROWTH MANAGEMENT SERVICES

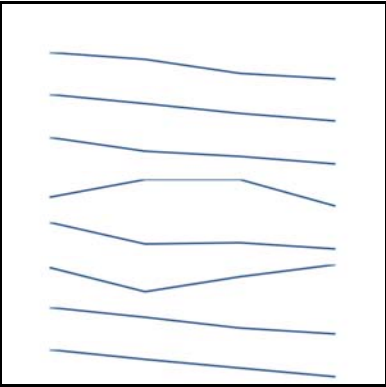


Development Engineering Services

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

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

Trend Line



YOY (%) of Change

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

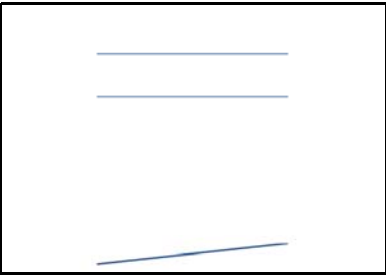
Notes & Context

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

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

Trend Line



YOY (%) of Change

→	0%
→	0%
#DIV/0!	#DIV/0!
↑	11%

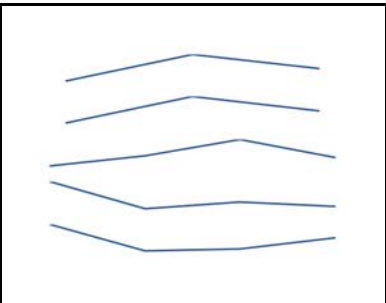
Notes & Context

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

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

Trend Line



YOY (%) of Change

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

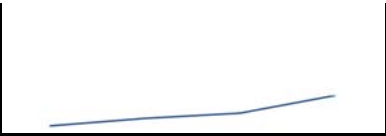
Headline Performance Measures (HPMs)

GROWTH MANAGEMENT SERVICES



Development Engineering Services

Site Plan, ORM, Minor Variance				60
Decks, HLEP				17
TOTAL	55	143	203	407



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↑100%

Notes & Context

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

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
Inspections		33	23	9



↓

-61%

Notes & Context

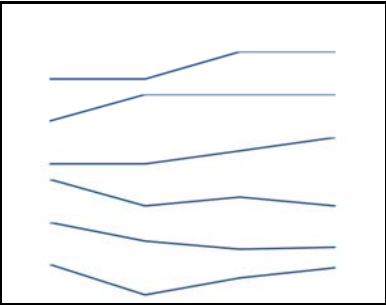
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Administrative and Construction Management - (#) of developments (by stage at year end)

Trend Line

YOY (%) of Change

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



→0%

→0%

↑30%

↓-50%

#DIV/0!#DIV/0!

↑10%

Notes & Context

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Headline Performance Measures (HPMs)

GROWTH MANAGEMENT SERVICES



Land Use and Development Planning

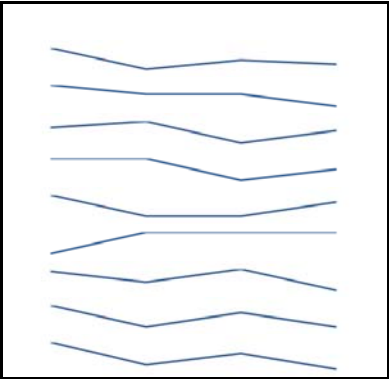
Planning Applications and Approvals - (#) of Planning applications received / type

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

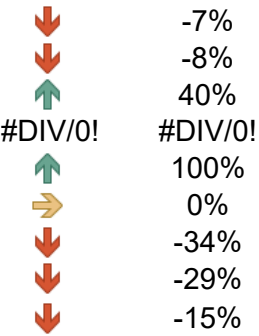
Notes & Context

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Trend Line



YOY (%) of Change



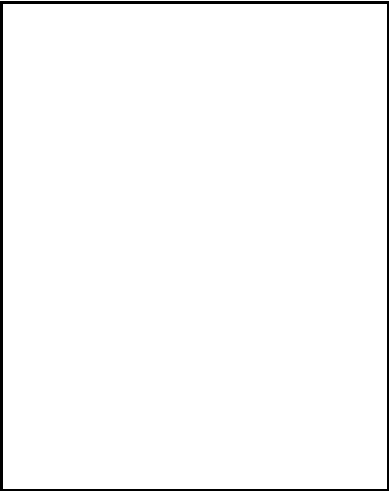
DATA DEVELOPMENT AGENDA - Planning Applications and Approvals - (%) of Planning application decisions provided within legislated standards

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

Notes & Context

			This information remains under development. The roll out of the City View software will enable tracking of this information.
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Trend Line



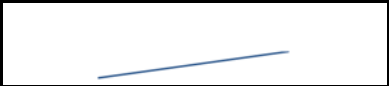
YOY (%) of Change



Planning Applications and Approvals - Time (hrs.) spent on inquiries

Year	2021	2022	2023	2024
ASK Planning			279	287

Trend Line



YOY (%) of Change



Headline Performance Measures (HPMs)

GROWTH MANAGEMENT SERVICES



Notes & Context				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					
Year		2021	2022	2023	2024
(%) of available slots booked				42	40
Notes & Context				Based on 6 time slots available per day (Service was introduced in March 2023. 2023 data is for March to December only)	Based on 6 time slots available per day
Planning Applications and Approvals - (%) of ASK Planning users satisfied with service received					
Year		2021	2022	2023	2024
(%) satisfied				95	86
Notes & Context				This is based only on the respondents to the feedback survey. Not all customers respond. 78 responses.	This is based only on the respondents to the feedback survey. Not all customers respond. 89 responses.
Zoning - (#) of zoning certificates issues					
Year		2021	2022	2023	2024
(#) of certificates				339	406
Notes & Context				The information for 2023 is from April to December 2022 due to the ZCA	

Headline Performance Measures (HPMs)

GROWTH MANAGEMENT SERVICES



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

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
(%) of certificate applications				
Notes & Context				This information remains under development. The roll out of the City View software will enable tracking of this information.



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Headline Performance Measures (HPMs)

GROWTH MANAGEMENT SERVICES

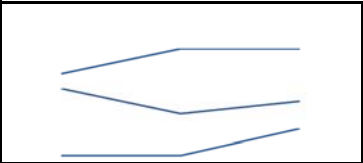


Policy Planning

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

Year	2021	2022	2023	2024
Major Projects Active		4	6	6
Minor Projects Active		6	4	5
Total		10	10	11

Trend Line



YOY (%) of Change

- 0%
- ↑25%
- ↑10%

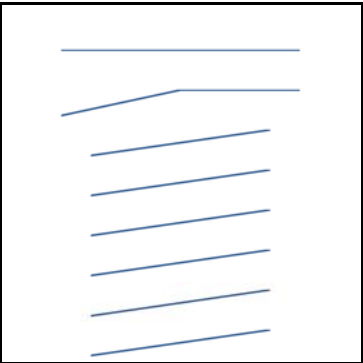
Notes & Context

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

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

Trend Line



YOY (%) of Change

- 0%
- 0%
- ↑33%
- ↑240%
- ↑350%
- ↑1600%
- ↑100%

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>All projects are advancing. The % identified above captures % complete within the entire project lifecycle.</p>	<p>All projects listed are advancing with three that are completed.</p>
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Headline Performance Measures (HPMs)

GROWTH MANAGEMENT SERVICES



Policy Planning

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

Year	2021	2022	2023	2024
(%) of projects		100	100	100
Notes & Context		Statutory requirements are required to be met. Many of Policy Planning's Major Projects go above and beyond the Staturory Requirements.	Statutory requirements are required to be met. Policy Planning's Major Projects go above and beyond the Staturory Requirements.	Statutory requirements are required to be met. Policy Planning's Major Projects go above and beyond the Staturory Requirements with additional public open houses, surveys, interviews and notifications/marketing.



YOY (%) of Change

➡ 0%

Headline Performance Measures (HPMs)

GROWTH MANAGEMENT SERVICES

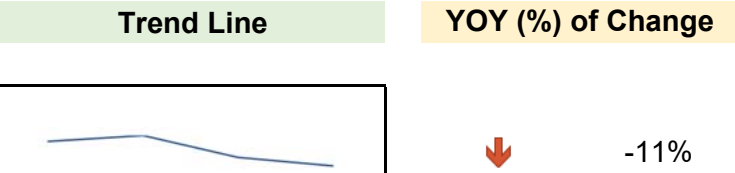


Building

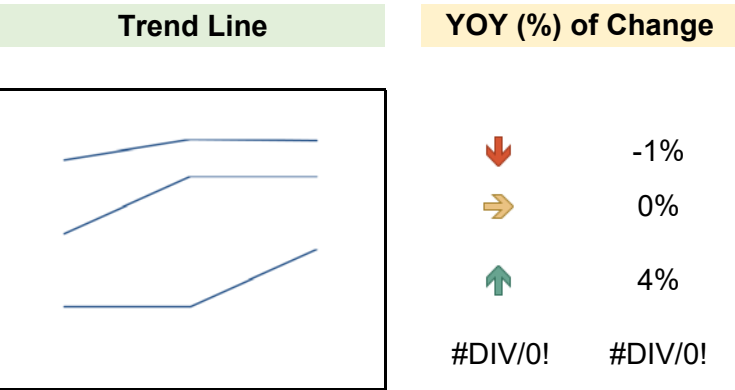
Building Permits - (#) of building permit applications received				
Year	2021	2022	2023	2024
Permit Applications	644	735	540	491
Notes & Context				
	Pool permits removed from scope of Building division in April 2021	Permit applications are always higher than issued permits as additional correspondance may be required from permit applicants or application are demed incomplete.		



Building Permits - (#) of building permits issued				
Year	2021	2022	2023	2024
Permits Issued	637	676	528	471
Notes & Context				
	Pool permits removed from scope of Building division in April 2021	Phase 2 contract 3 of the Nobelton Sewer connection program helped increase the number of permits issued for 2022	Nobelton sewer project mostly completed therefor less permits were received.	



Building Permits - (%) of <i>complete</i> building permit applications processed within defined standards				
Year	2021	2022	2023	2024
House (10 business days)		88%	96%	95%
Small Building (15 business days)		87%	100%	100%
Large Building (20 business days)		96%	96%	100%
Complex Building (30 business days)				



Headline Performance Measures (HPMs)

GROWTH MANAGEMENT SERVICES



Building

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 theres a lot of changes to adapt to.	10-Days- Total of 422 permits 15-Days- Total of 14 permits 20-Days- Total of 15 permits 30-Days- Total of 0 permits
-----------------	--	--	--	--

Building Inspections - (#) of inspections completed

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

Notes & Context

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Trend Line



YOY (%) of Change

↑ 21%

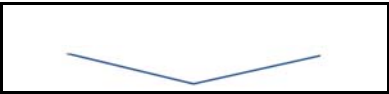
Building Inspections - (%) of passed septic program inspections

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

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%	
--	--	---	--

Trend Line



YOY (%) of Change

↑ 25%

Headline Performance Measures (HPMs)

FINANCE

Revenue and Taxation



Revenue and Taxation - (#) of tax bills issued

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

Notes & Context

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Trend Line



YOY (%) of Change

↑ 3%

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

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

Notes & Context

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Trend Line



YOY (%) of Change

↑ 3%

Revenue and Taxation - (#) of utility bills issued

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

Notes & Context

--	--	--	--	--

Trend Line



YOY (%) of Change

↑ 1%

Revenue and Taxation - Tax (%) increase

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

Notes & Context

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Trend Line



YOY (%) of Change

↑ 1%

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

Trend Line

YOY (%) of Change

Headline Performance Measures (HPMs)

FINANCE



Revenue and Taxation

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



↓ -33%

Notes & Context

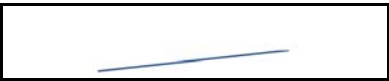
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Revenue and Taxation - (#) of water portal users

Trend Line

YOY (%) of Change

Year	2021	2022	2023	2024
(#) users			250	377



↑ 51%

Notes & Context

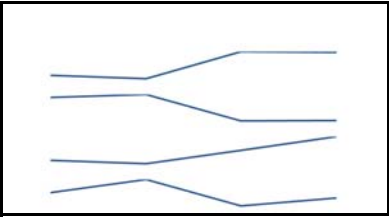
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Revenue and Taxation - (%) of payments made / type

Trend Line

YOY (%) of Change

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



↓ -1%
↑ 2%
↑ 19%
↑ 13%

Notes & Context

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

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

Trend Line

YOY (%) of Change

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



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Notes & Context

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Headline Performance Measures (HPMs)

FINANCE

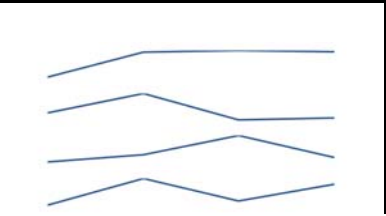
Budget and Financial Reporting



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

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

Trend Line



YOY (%) of Change

↓ -3%
↑ 27%
↓ -67%
↑ 102%

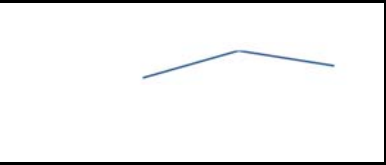
Notes & Context

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Debt limits and total Township debt (\$)

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

Trend Line



YOY (%) of Change

→

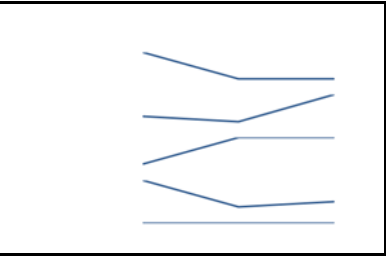
Notes & Context

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Reserve ratio (%)

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

Trend Line



YOY (%) of Change

→ 0%
↑ 9%
→ 0%
↑ 7%
→ 0%

Notes & Context

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(#) of invoices paid / type

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

Trend Line



YOY (%) of Change

Headline Performance Measures (HPMs)

FINANCE

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



5%



-30%

Headline Performance Measures (HPMs)

FINANCE



Procurement

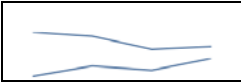
Procurement - (#) of procurements by type

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

Notes & Context

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Trend Line



YOY (%) of Change

↑ 22%
↑ 200%

Procurement - (\$) value of procurements

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

Notes & Context

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Trend Line



YOY (%) of Change

↑ 27%

Headline Performance Measures (HPMs)

CORPORATE SERVICES



Communications

Communications and Public Engagement - (#) of media releases

Year	2021	2022	2023	2024
Media Releases	33	36	35	100

Notes & Context

--	--	--	--

Trend Line



YOY (%) of Change

↑ 186%

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

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

Notes & Context

--	--	--	--

Trend Line



YOY (%) of Change

→ 0%

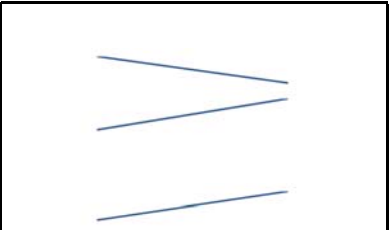
Communications and Public Engagement - (#) of Reach

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

Notes & Context

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

Trend Line



YOY (%) of Change

↓ -57%
↑ 730%
#DIV/0! #DIV/0!
↑ 726%

Communications and Community Engagement - Social Media Audience (#)

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

Trend Line



YOY (%) of Change

↑ 97%

Headline Performance Measures (HPMs)

CORPORATE SERVICES



Notes & Context

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

Trend Line

YOY (%) of Change

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



↑ 58%

Notes & Context

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

Trend Line

YOY (%) of Change

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



↑ 139%

Notes & Context

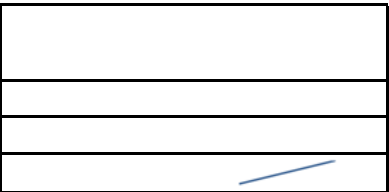
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Communications and Community Engagement - (#) of Video Views

Trend Line

YOY (%) of Change

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



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Notes & Context

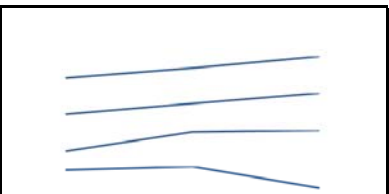
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Communications & Community Engagement - (#) of social followers and new followers

Trend Line

YOY (%) of Change

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



↑ 17%
↑ 18%
↑ 1%
↓ -92%

Headline Performance Measures (HPMs)

CORPORATE SERVICES



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



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#DIV/0!	#DIV/0!
↑	82%
↑	201%

Notes & Context

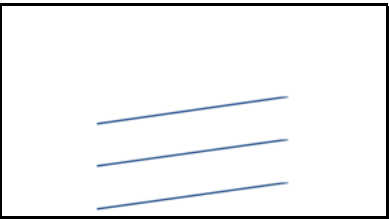
		Instagram centralized to corporate in 2024. Reporting baseline in 2024.	Instagram was transitioned from Community Services and handle changed to corporate on March 1, 2024. Following was 2.5K in 03.01.24 In 01.01.24 it was app. 2.4K.
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Communications and Community Engagement - (#) of social media engagements

Year	2021	2022	2023	2024
Instagram Posts				31,785
Faceboook			1,834	49,848
X			285	2,130
TOTAL			2,119	83,763

Trend Line

YOY (%) of Change



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

Notes & Context

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

Communications and Community Engagement - (#) of website visits

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

Trend Line

YOY (%) of Change



↑	16%
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Notes & Context

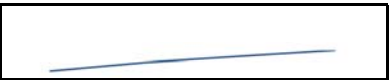
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Communications and Community Engagement - (#) of engagements on SpeaKING

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

Trend Line

YOY (%) of Change



↑	16%
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Notes & Context

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Headline Performance Measures (HPMs)

CORPORATE SERVICES



Communications and Community Engagement - (#) King Bulletin subscribers

Year	2021	2022	2023	2024
Subscribers	492	704	787	853
Notes & Context				
		Promotional campaign in 2022/2023.		

Trend Line



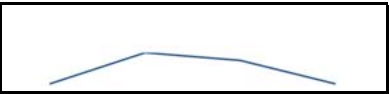
YOY (%) of Change



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

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

Trend Line



YOY (%) of Change



Headline Performance Measures (HPMs)

CORPORATE SERVICES

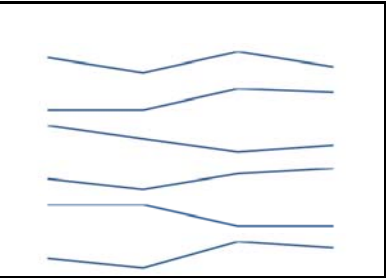


Clerks

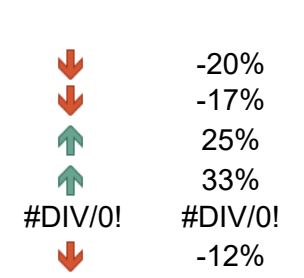
Council, Governance and Elections - (#) of Council, Public Planning and COW Meetings Held

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

Trend Line



YOY (%) of Change



Notes & Context

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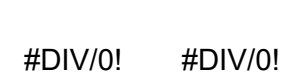
Council, Governance and Elections - (#) of deputations

Year	2021	2022	2023	2024
(#) of deputations				77

Trend Line



YOY (%) of Change



Notes & Context

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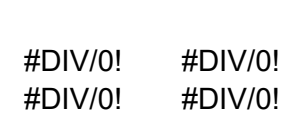
DATA DEVELOPMENT AGENDA - Council, Governance and Elections - (#) of public engagements (live stream views, in-person attendance)

Year	2021	2022	2023	2024
Live Stream Views				
In Person Attendance				

Trend Line



YOY (%) of Change



Notes & Context

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

Trend Line

YOY (%) of Change

Headline Performance Measures (HPMs)

CORPORATE SERVICES



Clerks

Year	2021	2022	2023	2024		#DIV/0!	#DIV/0!
(#) engagement with council materials							
Notes & Context				(# of views on council agenda and minutes)			
Council, Governance and Elections - (%) of Council agendas published in accordance with Procedural By-law					Trend Line	YOY (%) of Change	
Year	2021	2022	2023	2024			
(%) of Council Agendas			100%	100%		➡	0%
Notes & Context							
Legislative and Legal Services - (#) of by-laws executed by the Clerk					Trend Line	YOY (%) of Change	
Year	2021	2022	2023	2024			
By-laws Executed	119	95	92	105		⬆	14%
Notes & Context							
Legislative Services & Legal - (#) of accountability and transparency regulatory requests received					Trend Line	YOY (%) of Change	
Year	2021	2022	2023	2024			
TOTAL	43	72	78	86		⬆	10%
Notes & Context							
Legislative Services & Legal - (%) of accountability and transparency regulatory requests in compliance with provincial standards					Trend Line	YOY (%) of Change	
Year	2021	2022	2023	2024			

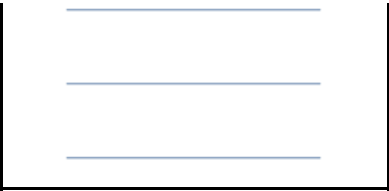
Headline Performance Measures (HPMs)

CORPORATE SERVICES



Clerks

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



➡ 0%

➡ 0%

➡ 0%

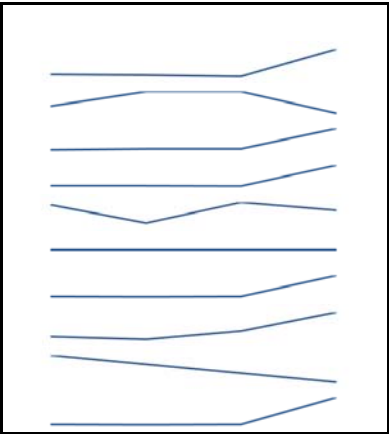
Notes & Context

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

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

Trend Line



YOY (%) of Change

#DIV/0! #DIV/0!

↓ -100%

↑ 880%

↑ 5400%

↓ -23%

#DIV/0! #DIV/0!

↑ 1386%

↑ 233%

↓ -50%

↑ 992%

Notes & Context

			In 2024 Clerks began tracking the number of households notified instead of the number of items for which notice was provided
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Legislative Services & Legal - (%) of public planning notices issued within legislated standards (20 days)

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

Trend Line



➡ 0%

Notes & Context

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Headline Performance Measures (HPMs)

CORPORATE SERVICES

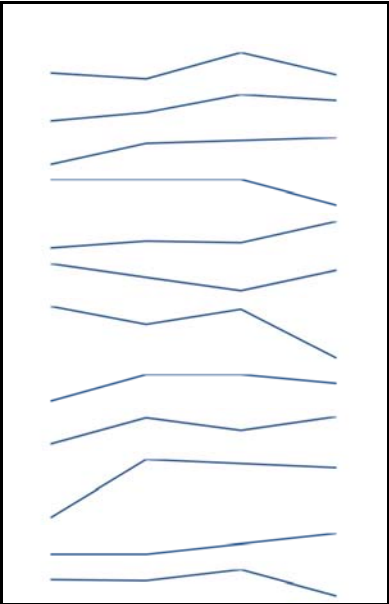


Clerks

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

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

Trend Line



YOY (%) of Change

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

Notes & Context

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

Year	2021	2022	2023	2024
Ceremonies	2	11	18	20

Trend Line



YOY (%) of Change

↑	11%
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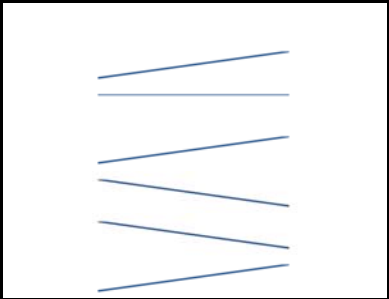
Notes & Context

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

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

Trend Line



YOY (%) of Change

↑	2%
→	0%
↑	60%
↓	-12%
↓	-19%
↑	3%

Headline Performance Measures (HPMs)

CORPORATE SERVICES



Clerks

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

Year	2021	2022	2023	2024
Ceremonies				100

Trend Line

YOY (%) of Change

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11%

Notes & Context

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

OFFICE OF THE CAO

Strategy and Transformation Division



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

Trend Line

YOY (%) of Change

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



⇒ 0%

Notes & Context

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

OFFICE OF THE CAO

Government Relations and Economic Development



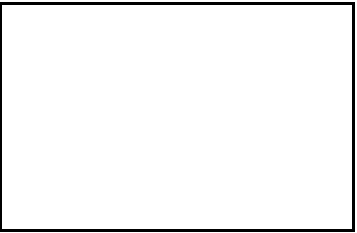
DATA DEVELOPMENT AGENDA - Business Development - (#) of engagements with prospective business owners, existing business owners and related stakeholders

Year	2021	2022	2023	2024
Kick Off Emails				
Business Visits				
Meetings				
Chamber Meetings & Events				
Total				

Notes & Context

			Reporting to be available in 2025.
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Trend Line



YOY (%) of Change

#DIV/0! #DIV/0!
#DIV/0! #DIV/0!
#DIV/0! #DIV/0!
#DIV/0! #DIV/0!
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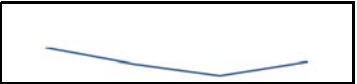
Business Development - Net (#) of new businesses in King

Year	2021	2022	2023	2024
New Businesses	24	16	10	17

Notes & Context

			This figure is based on number of grand opening events hosted in 2024. Note: The 2025 York Region Survey is being developed which may lead to an increase in this figure. This may include businesses that are members of the Chamber of Commerce, ones that are not members and some businesses may not be captured for various reasons (e.g. home-based).
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Trend Line



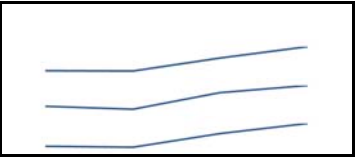
YOY (%) of Change

↑ 70%

Business Development - (\$) of property assessment by class

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

Trend Line



YOY (%) of Change

↑ 1%
↑ 3%
↑ 1%

Headline Performance Measures (HPMs)

OFFICE OF THE CAO

Government Relations and Economic Development



Notes & Context

		In 2023, residences account for 95.14% of taxes, while businesses accountfor 4.86%. For non-residential taxes, the township collects approximately 25% for commercial/industrial, 27% for York Region and 48% for school boards. Be sure to include language about what residential property value is as a percentage and breakdown of what we collect of the commercial levy.	
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Programs, Plans and Strategies - (#) of successful Community Improvement Plan (CIP) grant applicants

Year	2021	2022	2023	2024
Applications	9	6	6	8

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.
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Trend Line



YOY (%) of Change

↑ 33%

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

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

Notes & Context

			2024 approved CIP Grants total \$63,929.92. Value reported above has been reimbursed to approved applicants in 2024
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Trend Line



YOY (%) of Change

↓ -45%

Mayor and Council Support - (#) of Council requests triaged

Year	2021	2022	2023	2024
TOTAL	326	318	385	564

Notes & Context

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Trend Line



YOY (%) of Change

↑ 46%