



2023-2026 Corporate Strategic Plan

Year 2 Annual Progress Report

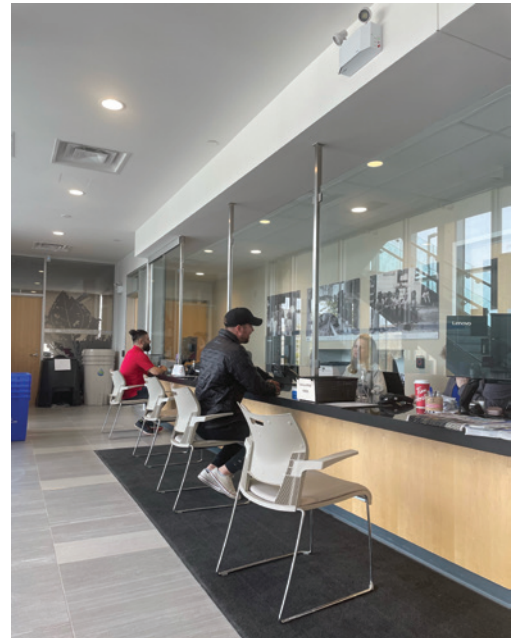


king.ca/StrategicPlan

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Township Priorities



A GREENER FUTURE

Planning for a green and sustainable future means finding ways to adapt to climate change pressures while also offsetting the effects that it has already had. It means focusing on protecting and enhancing our environment and natural lands, while maintaining future sustainability.



SUSTAINABLE ASSET MANAGEMENT

Making investments in the Township's infrastructure, ranging from transportation assets and environmental assets to facilities and parks, will allow the municipality to maintain its existing infrastructure while planning for new growth and development. We will strive to implement asset funding strategies for continued infrastructure investments and improvement of capital assets.



COMPLETE COMMUNITIES

Strengthening the capacity of the Township and its citizens will enable continued collaboration to resolve challenges and maximize on opportunities to build stronger, safer communities. It is a commitment to continuous improvement in fostering prosperous communities where all citizens have a sense of belonging.



SERVICE EXCELLENCE

Exploring and implementing innovative methods for communicating with the community and delivering services through technology, modernization, process improvements and data-driven decision making, matched with the creation of strong guiding frameworks and empowered staff, will allow the Township to work towards exceeding service expectations and surpassing customer service standards to meet the needs of citizens.

Highlights

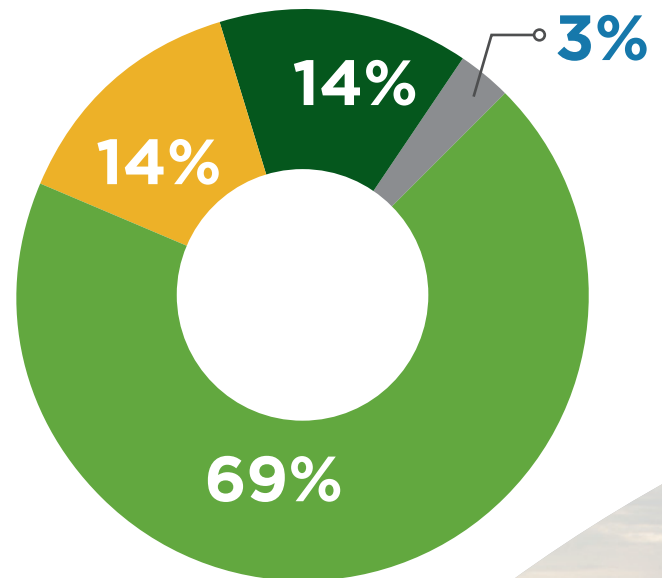
Planning and preparing for the future through the strategic planning process puts the Township in a position to effectively respond and address various challenges and opportunities relating to climate change and the natural environment, municipal asset management, infrastructure and funding, regulatory changes, community enrichment, and service excellence. The **2023-2026 Corporate Strategic Plan (CSP)** outlines a detailed course of action for the current term of Council.

This report provides an overview of progress made against the term of Council Corporate Strategic Plan (CSP) in Year Two (2024). The **Year Two (2024) Annual Progress Report** evidences quantitative (% complete) and qualitative (actions completed) progress made on all 29 Key Results included in the plan. Overall, (20) Key Results (69%) are proceeding as planned, (1) Key Result (3%) is not scheduled to start until 2026, (4) Key Results (14%) are being monitored, and (1) Key Result (3%) has been completed.

2023-2026 Corporate Strategic Plan

(29 KEY RESULTS)

- ✓ Completed
- Proceeding as Planned
- Being Monitored
- Not Started
- Under Review





PRIORITY AREA: A GREENER FUTURE

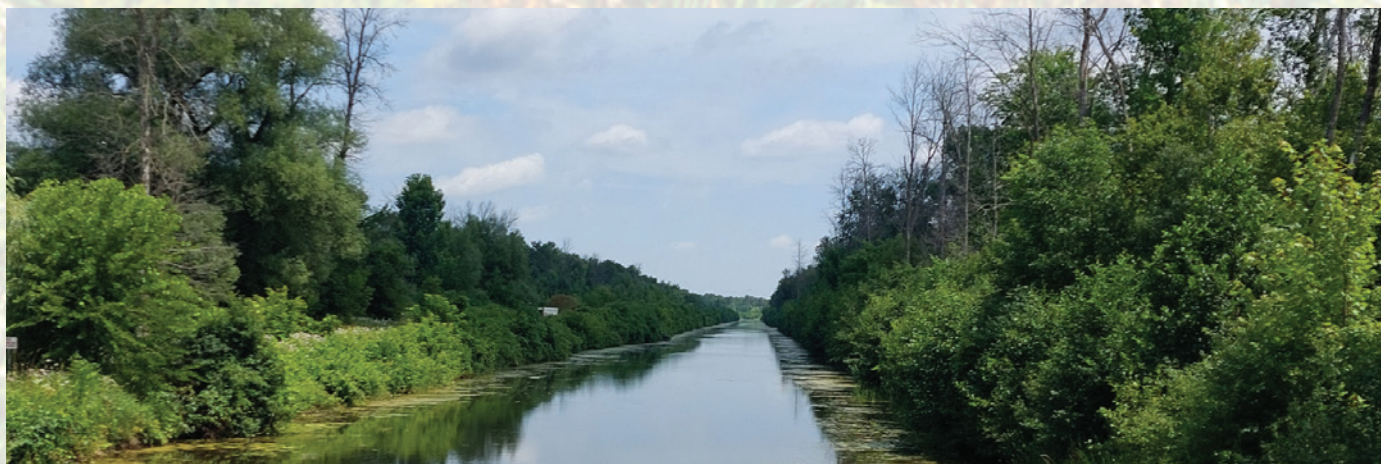
✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

OBJECTIVE 1: Develop environmentally sustainable solutions that reduce King's footprint and mitigate against the impacts of climate change



KEY RESULT 1: Adopt and Begin Implementation of Climate Change Action Plan by **2026**

Status	Progress	Key Actions	Status Comments
●	80%	<ul style="list-style-type: none">Finalized the Draft Action Plan (including feedback received via public engagement).Presented the Draft Action Plan to Council.Obtained Council approval for the Final Action PlanPublished the King Community Climate Action Plan to king.ca in September 2024.	<ul style="list-style-type: none">Key result proceeding according to updated forecasted schedule in 2023.





PRIORITY AREA: A GREENER FUTURE

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

KEY RESULT 2: Reduce corporate emissions by **140 Tco2E** (tonnes of carbon dioxide)

Status	Progress	Key Actions	Status Comments
▲	97%	<ul style="list-style-type: none"> Initiated the draft update for King's Corporate Energy Management and Conservation Plan (CEMCP). Brought the updated CEMCP to the Senior Leadership Team for review and feedback, with intent to bring forward to Council in 2025. 	<ul style="list-style-type: none"> Corporate emissions data is unavailable for the 2024 reporting year due to the federal government of Canada having not released their emissions factors by the time of the release of this annual progress report. These factors are critical for accurate reporting as they consider things like climate change trends, which impact how corporate emissions are calculated.

KEY RESULT 3: Develop a Green Development Standards Incentive Program by **2026**

Status	Progress	Key Actions	Status Comments
●	70%	<ul style="list-style-type: none"> Received council endorsement for the ThinkKING Green Program in May 2024. Launched the newly updated ThinkKING Green Program to king.ca in September 2024. Released the applicant information guide. Began a jurisdictional review of incentive opportunities in other local municipalities Held consultations with stakeholders in the development industry 	<ul style="list-style-type: none"> Key Result proceeding according to forecasted schedule.



PRIORITY AREA: A GREENER FUTURE

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

OBJECTIVE 2: Promote Tree Canopy Growth and Enhance Natural Lands



KEY RESULT 1: Inventory Township natural assets by 2026

Status	Progress	Key Actions	Status Comments
●	60%	<ul style="list-style-type: none">Completed a Benchmark analysis of other Natural Asset Inventories (NAI) to inform King's approach.Applied and secured funding through Greenbelt to offset project costs.Procured a consultant to inform the development and production of project deliverables.Identified natural asset GIS data and completed a detailed analysis of their current state in King.	<ul style="list-style-type: none">Key Result proceeding according to forecasted schedule.





PRIORITY AREA: A GREENER FUTURE

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

KEY RESULT 2: Develop an Invasive Species Management Plan by 2026

Status	Progress	Key Actions	Status Comments
●	50%	<ul style="list-style-type: none">Completed a benchmark analysis of other Invasive Species Strategies to inform King's approach.Identified funding opportunities to support the invasive species management strategy.Engaged with potential consultants and obtained quotes.Obtained a consultant from the Invasive Species Management Center.Initiated internal and external stakeholder consultations	<ul style="list-style-type: none">Key Result proceeding according to forecasted schedule.



PRIORITY AREA: A GREENER FUTURE

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

KEY RESULT 3: Plant 50,000 trees, shrubs, and wildflowers

Status	Progress	Key Actions	Status Comments
▲	32%	<ul style="list-style-type: none"> Planted (9,045) trees, shrubs & potted wildflowers. Planted 6401sq feet of wildflowers seeds. Identified and secured grant fundings to support restoration and plantings for 2024. Conducted community outreach and education sessions to encourage stakeholders to plant trees and pollinator gardens. Identified 2024/2025 priority planting locations, quantities and dates. Initiated and submitted applications for 2025 funding opportunities Began to develop the internal Community Tree Planting and Maintenance Procedure. 	<ul style="list-style-type: none"> Term to Date Planting = 15,834. Volume of tree plantings in 2024 slightly below forecasted target for mid-term (25,000). Expecting plantings in 2025-2026 to account for variances in the first half of the term (2023-2024).



PRIORITY AREA: A GREENER FUTURE

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

KEY RESULT 4: Achieve the York Region minimum canopy cover recommendation for King of **36%**

Status	Progress	Key Actions	Status Comments
●	95%	<ul style="list-style-type: none">• Planted (8250) trees & shrubs, and (795) potted wildflowers.• Identified new restoration opportunities to enhance the canopy cover.• Revised and Presented the Final Draft of the King Forest Study with Toronto Region Conservation Authority to Senior Leadership.• Published the King Forest Study on king.ca.• Developed internal processes for the Sustainability and Environmental Outreach Division to provide comment on all development applications	<ul style="list-style-type: none">• Canopy cover currently at 34% at the end of 2023.



PRIORITY AREA: SUSTAINABLE ASSET MANAGEMENT

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

OBJECTIVE 1: Develop asset funding strategies which ensure long term fiscal sustainability.



KEY RESULT 1: Implement a Stormwater Charge by 2023

Status	Progress	Key Actions	Status Comments
✓	100%	<ul style="list-style-type: none">Not Applicable	<ul style="list-style-type: none">This Key Result was completed to target in the 2023 reporting year.No further actions will be taken against this Key Result.

KEY RESULT 2: Finalize and Implement the Asset Management Program by 2025

Status	Progress	Key Actions	Status Comments
●	70%	<ul style="list-style-type: none">Updated the Corporate Asset Management Policy.Completed the Final Report and presentations on Phase I of the non-core Asset Management Program (AMP) (O.Reg 588-17)Continued asset inventory and condition assessments.Continued the Level of Service and 10-year forecast to develop a fully funded comprehensive Asset Management Program.	<ul style="list-style-type: none">Key Result proceeding according to forecasted schedule.



PRIORITY AREA: SUSTAINABLE ASSET MANAGEMENT

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

KEY RESULT 3: Develop an Asset Management Funding Strategy by 2025

Status	Progress	Key Actions	Status Comments
●	70%	<ul style="list-style-type: none"> Conducted financial workshops for the Asset Management Program Financial Data Review. Initiated a financial strategy for current, medium, and high Levels of Service (LOS), along with a 10-year expenditure and revenue forecast. 	<ul style="list-style-type: none"> Key Result proceeding according to forecasted schedule.





PRIORITY AREA: SUSTAINABLE ASSET MANAGEMENT

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

OBJECTIVE 2: Improve our capital assets (transportation, environmental, facilities and parks) for continued community use and enjoyment.



KEY RESULT 1: Develop and Implement a Stormwater Monitoring and Maintenance Strategy by **2026**.

Status	Progress	Key Actions	Status Comments
●	40%	<ul style="list-style-type: none">Completed a stormwater asset draft inspection, maintenance, and prioritization internal report.Completed initial staff training on stormwater infrastructure.Initial stormwater modelling completed.Initiated the draft of the Operations and Maintenance Manual for the Township.	<ul style="list-style-type: none">Key Result proceeding according to forecasted schedule.



PRIORITY AREA: SUSTAINABLE ASSET MANAGEMENT

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

KEY RESULT 2: Establish the levels of service for all capital assets by 2025.

Status	Progress	Key Actions	Status Comments
●	70%	<ul style="list-style-type: none">Finalized the lifecycle management strategy, which expands on the existing 2021 AMP for core assets, including Levels of Service (LOS) targets and a 10-year forecast for non-core assets.Conducted levels of service workshops for core assets, building on the existing 2021 Asset Management Program (AMP).	<ul style="list-style-type: none">Key Result proceeding according to forecasted schedule.



PRIORITY AREA: SUSTAINABLE ASSET MANAGEMENT

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

KEY RESULT 3: Update (5) asset-related Master Plans & Strategies by 2025.

Status	Progress	Key Actions	Status Comments
●	45%	Parks & Trails Master Plan <ul style="list-style-type: none"> • Procured external consulting to support the development of the Plan. • Gathered background information such as by-laws and previous master plans. • Initiated the collection of statistics updates and field data. • Held internal Technical Advisory Committee meetings to gain cross-functional inputs from relevant divisions (Planning, Policy, Transportation Operations, Park Operations, Facility Operations, Development Services). • Received Growth Forecasts from the Growth Management Services Department. • Began to conduct Internal and External Stakeholder Interviews. • Launched a Project SpeaKING online public engagement page and project survey. • Began to conduct gap analysis. • Initiated an update to the trails master plan to run concurrently with parks and facilities. 	<ul style="list-style-type: none"> • Minor schedule variances experienced due to unforeseen delays in receiving growth forecasts resulting from Council requested changes/updates. • W/WW MP – Considerable turnover experienced with consulting firm procured leading to unforeseen delays in progress. Issue has now been stabilized. • Facilities MP – Due to unforeseen facility delays with commissioning of the Zancor Centre, delays experienced with TAC meetings. Situation is now stabilized. • Master Plan Project teams implemented mitigation efforts to get the projects back on track to meet the defined targets.



PRIORITY AREA: SUSTAINABLE ASSET MANAGEMENT

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

Status	Progress	Key Actions	Status Comments
		Facilities Master Plan <ul style="list-style-type: none">• Procured external consultants to support the development of the Plan.• Collected background information such as by-laws, previous master plans, etc.• Initiated collection of statistics updates and field data.• Held internal Technical Advisory Committee meetings to gain cross-functional inputs from relevant divisions (Planning, Policy, Transportation Operations, Park Operations, Facility Operations, Development Services).• Received Growth Forecasts from the Growth Management Services Department.• Conducted internal and external Stakeholder Interviews.• Launched a Project SpeakING online public engagement page and project survey.• Initiated a gap analysis to understand requirements needed to be addressed in this plan.	



PRIORITY AREA: SUSTAINABLE ASSET MANAGEMENT

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

Status	Progress	Key Actions	Status Comments
		Transportation Master Plan & Active Transportation Strategy <ul style="list-style-type: none">• Procured a consultant to support the development of the plan.• Issued a Notice of Study Commencement.• Held internal Technical Advisory Committee meetings to gain cross-functional inputs from relevant divisions (Planning, Policy, Transportation Operations, Development Services).• Defined Problems and/or Opportunity Statements and conducted public engagement (Open House #1).• Completed Phase 1: Background informational review, jurisdictional scan, gap analysis, the emerging directions report).• Completed Phase 2: Policy framework and vision report.	



PRIORITY AREA: SUSTAINABLE ASSET MANAGEMENT

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

Status	Progress	Key Actions	Status Comments
		Water/Wastewater Master Plan <ul style="list-style-type: none"> • Procured a consultant to support the development of the Plan. • Gap Analysis Undertaken. • Held internal Technical Advisory Committee meetings to gain cross-functional inputs from relevant divisions. • Received partial Growth Forecasts from Growth Management Services. • Completed Baseline Model updates. • Flow meter data analyses completed 	

KEY RESULT 4: Develop an Asset Disposition Strategy by 2025.

Status	Progress	Key Actions	Status Comments
▲	25%	<ul style="list-style-type: none"> • Initiated Draft Inventory of Lands and Document Reviews. • Began development of a GIS layer map of all available properties. • Initiated the development of Master plans, Capital plans & Asset Management Plans, which will be used as inputs to inform disposition opportunities. 	<ul style="list-style-type: none"> • Conflicting information over municipal parcel assets also contributing to delay; project team has now identified accurate information on available properties. • Key result is under review and being evaluated if baseline target requires adjustment.



PRIORITY AREA: COMPLETE COMMUNITIES

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

OBJECTIVE 1: Implement regulatory changes to manage growth which best serves King's unique landscape.



KEY RESULT 1: Complete the Official Plan review and update (to 2051) by **2025**.

Status	Progress	Key Actions	Status Comments
●	25%	<ul style="list-style-type: none">Advanced the Growth Management and Employment Land Strategies.Conducted a virtual open house in May 2024.Conducted stakeholder interviews in June 2024 to inform the Employment Land StrategyConducted an in-person open house September 2024.Presented a Report to Council in September 2024.Completed Phase I – Retained consulting services.Completed Phase II –Project Initiation and Data Exchange.Initiated Phase III – Growth Review and Directions.Held an internal Technical Advisory Committee meeting.Held a Senior Leadership Team meeting and Council Education Sessions	<ul style="list-style-type: none">Key Result proceeding according to forecasted schedule.Minor schedule variances experienced. Unforeseen delays in receiving growth forecasts resulting from Council requested changes /updates.Project team implemented mitigation efforts to get the project back on track to meet the defined targets.



PRIORITY AREA: COMPLETE COMMUNITIES

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

KEY RESULT 2: Update Urban Zoning By-law **within 1 year** of the OP update.

Status	Progress	Key Actions	Status Comments
●	0%	<ul style="list-style-type: none">Not applicable	<ul style="list-style-type: none">Key Result forecasted for initiation upon completion of the Official Plan review and update.Key Result expected to begin in 2026.

KEY RESULT 3: Conduct the Blue Box Transition by **2025**.

Status	Progress	Key Actions	Status Comments
●	85%	<ul style="list-style-type: none">Determined non-eligible site locations.Established an option for ineligible sites to continue receiving recycling services post-transition, with full cost recovery, and obtained pricing.	<ul style="list-style-type: none">Key Result proceeding according to forecasted schedule.



PRIORITY AREA: COMPLETE COMMUNITIES

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

KEY RESULT 4: Explore Opportunities for Commercial Licensing and If Approved, Implement Programs by **2025**

Status	Progress	Key Actions	Status Comments
●	45%	<ul style="list-style-type: none"> Reviewed current business license model/tools & conducted business inventory / profiles across the Township. Procured consulting services to develop a discussion paper and options for a licensing framework in King. Initiated internal by-law, clerks and economic development data sharing with consultants. 	<ul style="list-style-type: none"> Key Result proceeding according to forecasted schedule.





PRIORITY AREA: COMPLETE COMMUNITIES

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

OBJECTIVE 2: Enrich community well-being and make King the ideal place to live, work and play.



KEY RESULT 1: Develop and implement a streamlined program that consolidates all existing municipal funding, grant programs, donations, and in-kind contribution requests by **2024**.

Status	Progress	Key Actions	Status Comments
✓	100%	<ul style="list-style-type: none">Launched the NEW Program Intake Streams & Eligibility Criteria.Launched new funding and grant programs.Launched the In-Kind request component on the EnrichKING website portal.	<ul style="list-style-type: none">This Key Result was completed to target in 2024.No further actions will be taken against this Key Result.

KEY RESULT 2: Develop an Action Plan and begin implementation to become an “Age-Friendly Community” by **2026**.

Status	Progress	Key Actions	Status Comments
▲	25%	<ul style="list-style-type: none">Procured a consultant to oversee the Age Friendly Community (AFC) Plan development and implementation.Established the AFC steering committee and defined roles and responsibilities.Initiated community engagement and consultation.	<ul style="list-style-type: none">Key Result schedule variance is slightly behind forecast for 2024.Delays experienced with consultant completion of background report to initiate the needs assessment and analysis.



PRIORITY AREA: COMPLETE COMMUNITIES

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

KEY RESULT 3: Represent King's interest in major external developments within the Township.

Status	Progress	Key Actions	Status Comments
●	50%	<ul style="list-style-type: none">Contributed to the development of major Policy Planning Studies (OP Review, Employment Land Study, Hwy 11 Study).Continued monitoring and advocating for King through the development of highway 413, the Bradford by-pass & GO Train (2) way service.Maintaining regular touchpoints with the Ministry of Transportation staff.Highlighted employment opportunities with the Ministry of Economic Development.Ongoing development of Marketing and Communications Materials.Collaborated with the Ministry of Agriculture, Farming, and Rural Affairs to identify opportunities for medium and large-scale farming in King.Implemented a new concierge service for businesses looking to move operations into King.Prioritized major development interests and educated prospective businesses about King.	<ul style="list-style-type: none">Key Result proceeding according to forecasted schedule.



PRIORITY AREA: COMPLETE COMMUNITIES

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

KEY RESULT 4: Develop and implement an annual Traffic-Safety campaign that runs for **(1) month annually.**

Status	Progress	Key Actions	Status Comments
●	50%	<ul style="list-style-type: none">• Researched strategies and actions of surrounding municipalities.• Created and launched the Safe Streets Campaign.• Ran the project for 4 weeks.• Collaborated with York Regional Police and hosted a school event that educated students in traffic safety.• Began to plan and coordinate initiatives for the 2025 traffic safety campaign	<ul style="list-style-type: none">• Key Result proceeding according to forecasted schedule.





PRIORITY AREA: SERVICE EXCELLENCE

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

OBJECTIVE 1: Increase data-driven decision making to improve organizational performance.



KEY RESULT 1: Develop and evolve a Corporate Performance Accountability Program by **2026**.

Status	Progress	Key Actions	Status Comments
●	50%	<ul style="list-style-type: none">Reported the Corporate Strategic Plan Annual Progress for Year One (2023) to Council.Reported the Inaugural Annual Service Performance for 2023 to Council (based on divisional Headline Performance Measures).Rolled out the Monthly Internal Corporate Strategic Plan Status Reporting & Dashboard to ensure timely progress on deliverables.Launched the External Strategic Progress Dashboard on king.ca.Launched the External Service Performance Dashboard on king.caLaunched divisional Service Profiles on king.ca.Began Draft 1 of the Performance Accountability Program Administrative Policy.	<ul style="list-style-type: none">Key Result proceeding according to forecasted schedule.



PRIORITY AREA: SERVICE EXCELLENCE

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

KEY RESULT 2: Develop a Digital Transformation Framework and implement Phase 1 by **2025**

Status	Progress	Key Actions	Status Comments
●	90%	<ul style="list-style-type: none">Developed and launched the Digital Transformation Framework.Developed and launched Quick Win projects and tools.Launched Co-pilot for staff use internally.Launched “Kingsley” (Co-Pilot) for Public Use on king.ca.Established the internal Leveraging Technology Steering Committee and implemented the Technology Review Intake Form.Launched AI prompting and AI fundamentals training.Developed over 10 internal data dashboards, including Corporate Strategic Plan, Project, Healthy & Safety dashboards, & more.Launched the first AI automation for invoice processing.Created dynamic appointment booking for marriage licensing and commissioner of oaths.Completed Draft 1 of Data Privacy Policy.Completed Draft 1 of Data Steward List.Completed Draft 1 of Data Cleansing Procedure.Completed Draft 1 of Data Forms Procedure.Completed Draft 1 of the Responsible Artificial Intelligence Guideline.Completed Draft 1 of the Responsible AI roadmap.Began Draft 1 of the Data Governance Policy.	<ul style="list-style-type: none">Key Result proceeding according to forecasted schedule.



PRIORITY AREA: SERVICE EXCELLENCE

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

KEY RESULT 3: Publish (4) new open-data sets.

Status	Progress	Key Actions	Status Comments
✓	100%	<ul style="list-style-type: none">Published new open data-sets to king.ca for:<ul style="list-style-type: none">(1) planning applications(2) building permits(3) fire response(4) by-law Inspections	<ul style="list-style-type: none">This Key Result was completed to target in 2024.No further actions will be taken against this Key Result.





PRIORITY AREA: SERVICE EXCELLENCE

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

OBJECTIVE 2: Enhance citizen service experience.



KEY RESULT 1: Develop and implement Customer Experience (CX) Framework and Action Plan 2025.

Status	Progress	Key Actions	Status Comments
●	35%	<ul style="list-style-type: none">• Procured consultants to help inform the development of the Strategy and associated action plan.• Completed project initiation, planning, and formally kicked off the project.• Engaged in customer service data discovery and data assessments.• Determined and validated the customer experience “focus areas” in the projects scope.• Developed an internal stakeholder interview schedule and initiated the scheduling of meetings.	<ul style="list-style-type: none">• Key Result proceeding according to forecasted schedule.



PRIORITY AREA: SERVICE EXCELLENCE

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

KEY RESULT 2: Launch (2) new ServiceKING locations for expanded community use and access.

Status	Progress	Key Actions	Status Comments
●	80%	<ul style="list-style-type: none"> Developed a training manual for ServiceKING staff. Purchased and installed ServiceKing software and licenses for Trisan Center staff. Completed training at Trisan for full time and part time staff. Recruited and onboarded ServiceKING Associates for the Zancor Center. Purchased and installed software at Zancor. Recruited and trained Zancor staff on ServiceKing software. Initiated a communications plan for the launch of ServiceKing at the Trisan and Zancor centers. 	<ul style="list-style-type: none"> Key Result proceeding according to forecasted schedule. Minor schedule variance experienced due to unforeseen delays with Zancor Center commissioning. Project remained on track despite circumstances and continues to progress towards defined target by the end of term.





PRIORITY AREA: SERVICE EXCELLENCE

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

KEY RESULT 3: Reduce “Information Only” Customer Cases by 30%.

Status	Progress	Key Actions	Status Comments
●	78%	<ul style="list-style-type: none">Updated the ServiceKING knowledge base articles regarding the Financial Services Department.Posted 2024 social media content, videos, and email communications, including:<ul style="list-style-type: none">100 media releases2842 social media posts83,762 social media engagementsPublished newspaper ads, social media posts, and reels in 2024 based on the weekly Top 5 ServiceKING inquiries.Increased e-newsletter distribution from monthly to bi-monthlyExecuted over 50 integrated communication campaigns.Began drafting the Communications Policy.Initiated research and completed a jurisdictional scan to inform the development of King’s Communications Policy.Conducted research, completed a jurisdictional scan, and completed a current state analysis to inform the development of King’s Public Engagement Guideline.	<ul style="list-style-type: none">2023 Information Only Customer Cases = 53%2024 Information Only Customer Cases = 52%Decrease of 1.79% of Information Only Customer Cases from 2023 (representing a decrease of over 200 cases).



PRIORITY AREA: SERVICE EXCELLENCE

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

Status	Progress	Key Actions	Status Comments
		<ul style="list-style-type: none">• Began internally centralizing corporate communications to enhance external communication campaigns• Launched Building Self-Serve Appointment Systems• Launched the Virtual Assistant “Kingsley” on king.ca for resident use• Rolled-out Performance Dashboards such as:<ul style="list-style-type: none">• Headline Performance Measures, Corporate Strategic Plan, Procurement and more.• Enabled online bookings for marriage licensing and Commissioner of Oath appointments.• Released three informational videos on the 2024 Service-Based Budget, Whistle Cessation, and the Zancor Center opening.	



PRIORITY AREA: SERVICE EXCELLENCE

✓ Completed ● Proceeding as Planned ▲ Being Monitored ● Not Started

KEY RESULT 4: 90% of all Township application, requests and registration forms can be submitted through an automated online form.

Status	Progress	Key Actions	Status Comments
✓	100%	<ul style="list-style-type: none">Engaged with Township divisions regarding their manual or PDF forms to explore automation opportunities.Transitioned various external facing forms to be fully automated where feasible and legislatively possible.Key form transitions in 2024 include:<ul style="list-style-type: none">Clerks marriage appointmentCommissioner of oathEcDev support servicesDeclaration of Pecuniary InterestPre-Authorized Debit Program Enrollment and CancellationChange of Mailing AddressWater meter inspection, installation and repair requests	<ul style="list-style-type: none">2022 External Forms Automated = 76%2023 External Forms Automated = 86%2024 External Forms Automated = 91%





2023-2026 Corporate Strategic Plan

Year 2 Annual Progress Report

Contact Information

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KingTownship   

 KING