



2025 Service Performance Report

April 27, 2026

The Corporation of the Township of King

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Agenda

- **Results Based Accountability Framework Overview**
- **Performance Summary & Highlights by Service Area**
- **Communications Plan**
- **Interactive Online Dashboard**





Results Based Accountability (RBA) Framework

- Headline Performance Measures (**HPMs**) are developed by asking...

1) How Much Did We Do?

Volume of Service Provided / Demand for Service Delivery

Examples:

- # of permits issued
- # of customer cases triaged & actioned

**Volume/Demand
HPMs**

2) How Well Did We Do It?

Quality of Service in Achieving its Objectives and Meeting Service Standards

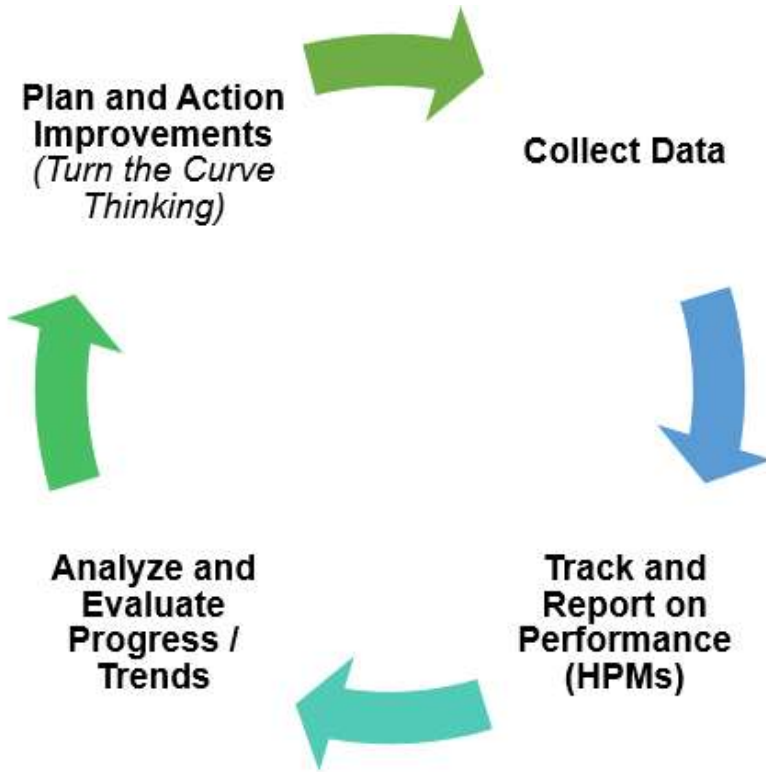
Examples:

- (%) of permits processed within standard time
- (%) of customer cases resolutions within standard time

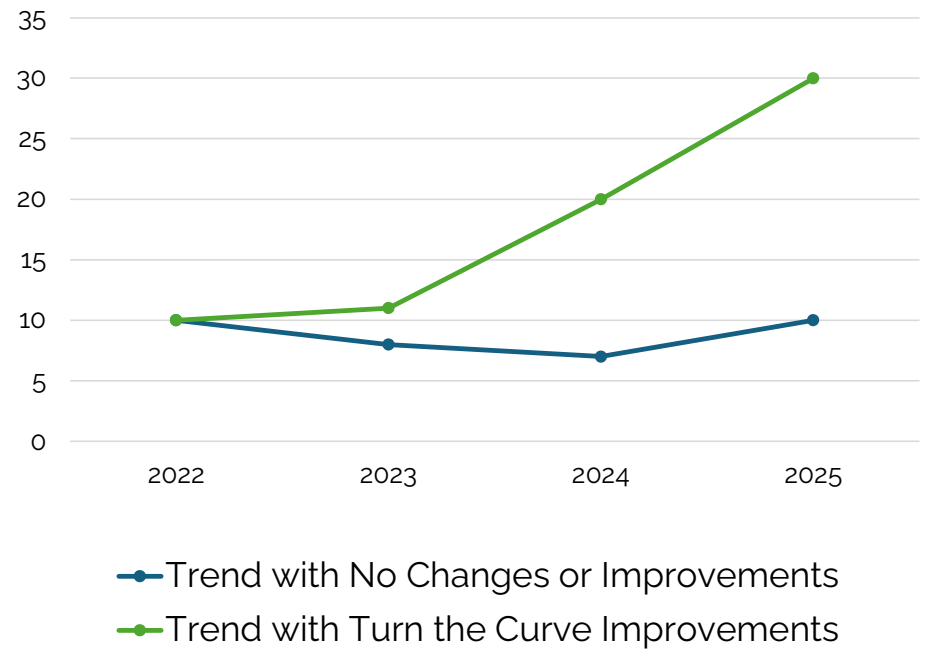
**Quality
HPMs**



Turn the Curve Thinking



Turn the Curve Visual Example





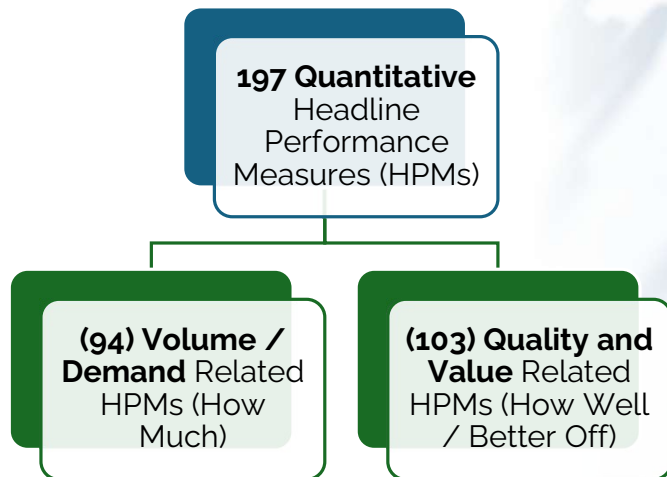
2025 Service Performance Report Results

2026-04-27

The Corporation of the Township of King



Service Performance Report Summary

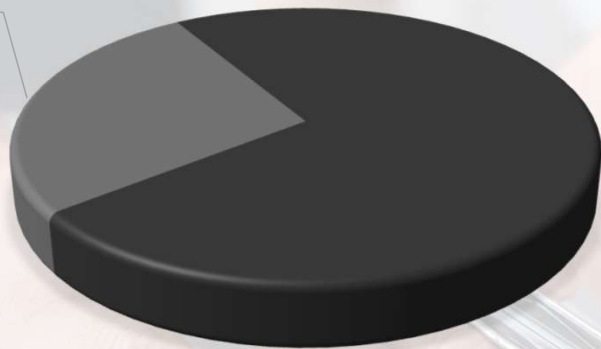




Service Performance Summary

Volume / Demand (How Much)

Decrease
27% (25/94)



Increase
73% (69/94)

(94) HPMs
Reported with Data

197
Performance
Measures
Reported with
Data

Quality and Value (How Well and Better Off)

Being Monitored
16% (17/103)



Trending in the
Desired Direction
84% (86/103)

(103) HPMs
Reported with Data



Highlights by Service Area

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PLANNING & GROWING



2024-04-27

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Planning & Growing KING

Land-Use & Policy Planning

- **Policy Planning** Projects Started, Progressed or Completed in 2025:
 - Green Development Incentives Program
 - Highway 11 Corridor Study
 - Neighbourhood Plans
 - Employment Lands Strategy
 - Official Plan Review
 - Growth Management Strategy

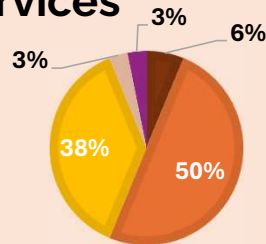


- **92%** of **Ask Planning** users were satisfied with the service.

Development Services

Developments by Stage (year-end)

- Draft Plan
- Design
- Construction
- Maintenance
- Assumption



- **140** development applications received and **99** permits issued

Building Standards

3,439 Building Inspections completed!



100% of large building permits processed within defined standards



473 Building Permit applications received & **438** permits issued

Capital & Economic Development

- **18** net new businesses in King
- **182 engagements** with Township existing and prospective businesses.



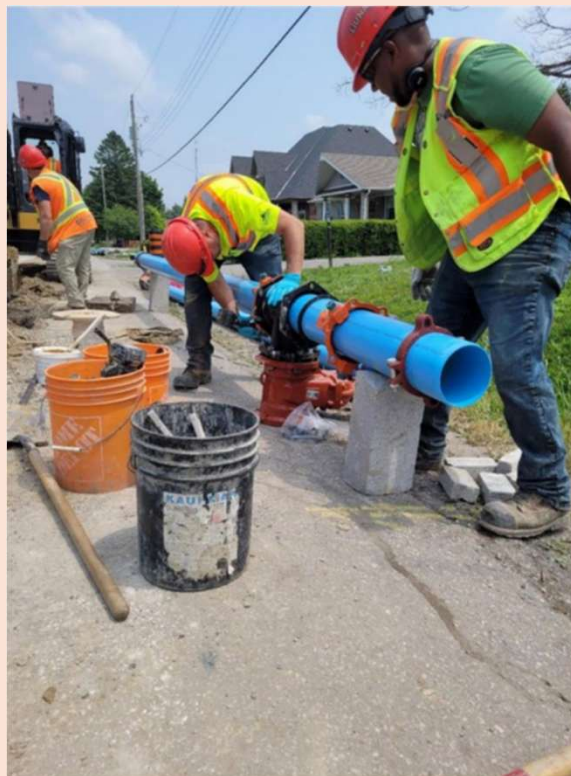
- **96%** of all infrastructure projects began on schedule
- **85%** of capital projects progressing as planned
- **98%** of capital projects on budget

Improvement Actions

- ❖ Enhance Application Support
- ❖ Implement NEW 5-Year Septic Program
- ❖ Create a NEW CIP Marketing Campaign
- ❖ Streamlining of CIP Application Process

Planning & Growing **KING**

2025 Nobleton Watermain Replacement



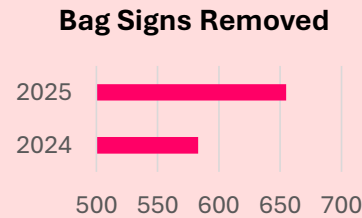
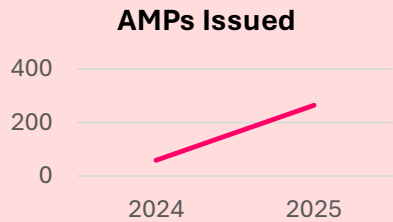


KEEPING KING SAFE

Keeping KING Safe


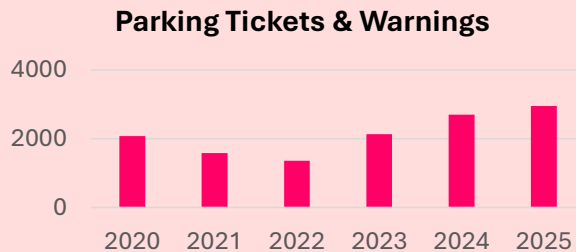
By-law Services

▲ Actioned **3487** cases and processed **282** Sign Permit Applications



▲ **265** Administrative Monetary Penalties issued
 ▲ **655** bag signs removed

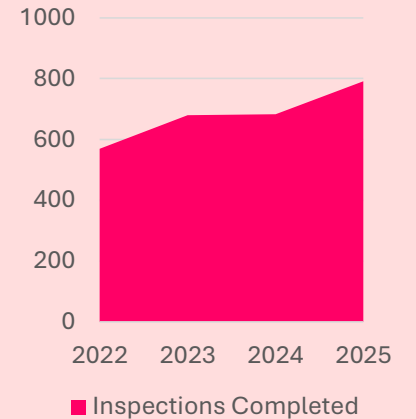
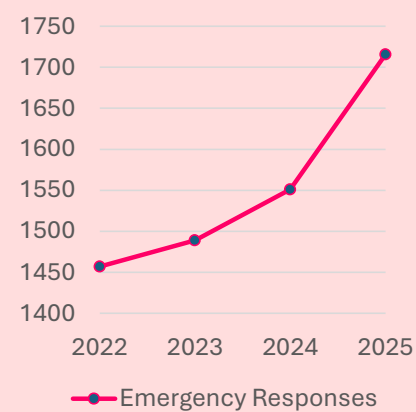
▲ **2951** Parking Tickets & Warnings Issued

Fire and Emergency Services



▲ Responded to **1716** Emergencies
 ▲ **791** Inspections & **38** Investigations completed
 • **70,000** volunteer hours spent by FES staff



Improvement Actions

❖ Develop & Refine the Fire Master Plan

Keeping KING Safe

Safe Communities Project Zero



2024-04-27

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MAINTAINING KING



Maintaining KING

Roads & Transportation

- **100%** of **potholes** repaired within standard.
- All **Senior Snow Removal** properties cleared within standard
- All Township-operated roads street-swept and dust suppressed by **Q2**
- **30** traffic calming petitions received, **30** roads studied for speeds, and **94%** of roads studied received implemented **traffic calming devices** in 2025



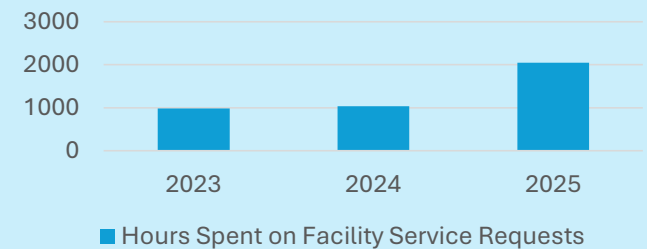
Utilities (Streetlights and Locates)

- **35** servicing request applications received for water, storm and sanitary connections, with **97%** completed to standard
- **100%** of streetlight service requests coordinated for repair within provincial standards.
- **2731** utility locates requests received and actioned
- **99%** of utility locates completed within standard time.



Facility Services

- **143,593** visitors to Zancor Center
- **51,801** visitors to Trisan Center
- **47,746** visitors to William Lacey Community Center & Arena



Business Services

- **\$37,075** in CAP funds distributed
- **\$710,599** in affiliated group subsidies provided

2025 Snow Removal Reel





SERVING KING

Serving KING

Recreation & Active Living

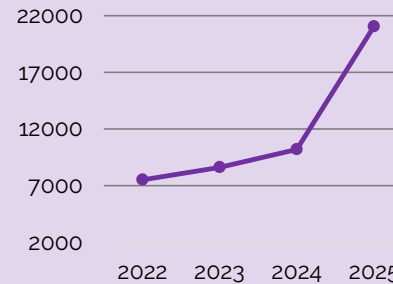
- **2,054** recreational **programs offered**
- **36,533** program **participants**
- **75%** of township league participants were **satisfied** with programming
- **1,672** active **fitness memberships**



Heritage, Culture & Events

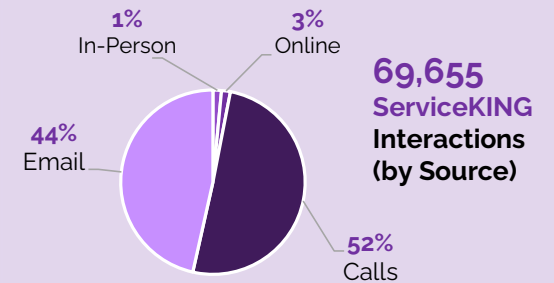
- **20,000** citizens engaged through the KHCC
- **6,875** museum visits
- **12,573** official Township **event attendees**
- **\$99,950** in **sponsorship funding** raised for events
- **90%** of event attendees and vendors **satisfied** with King Township led events

Residents Engaged with the KHCC & Museum



ServiceKING

- **94%** of customer cases met service level standards in 2025
- Opened **18,444** customer cases and closed **99%** of them.
- **1,097** Kingsley interactions complete with **82%** of customers satisfied



Improvement Actions

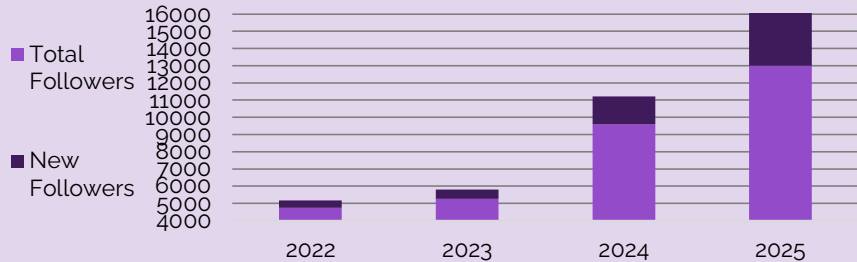
- ❖ Create Customer Service Metrics and Deploy Customer Satisfaction Surveys

2025 Youth Opportunity Fair



Serving KING

Communications & Public Engagement



- **3,600 new** social media followers
- **101,608** social media engagements
- **3,042** social media posts published
- **1.2 million** social media video views
- **22,047** visits to SpeakING
- **101** media releases (all received media pickup)
- **6.4 million** social media impressions



Permits & Licensing

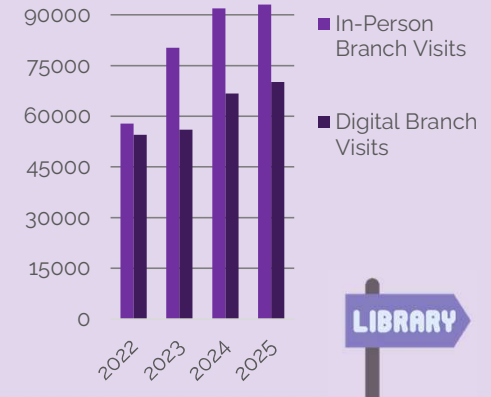
- **366** Legislative permits, licenses and applications processed (Commissioner of Oath, Film, Marriage, Property Identification)
- **92%** of Legislative Permit & License Applications Processed to Standard (Noise Exemptions, Film, Lottery, Doggie Daycare, and Road Occupancy)
- **18** of Marriage Ceremonies performed

Improvement Actions


- ❖ Explore Options for Integrated Communications

King Township Public Library

- **70,083** digital branch visits & **+46,127** digital items borrowed
- **93,072** in person branch visits & **+99,123** physical items borrowed
- **946** programs offered



2025 Most Engaged Social Post – FES Recruitment



kingtownship • Follow
King Township

kingtownship 26w
👤 Ready to answer the call? King Fire and Emergency Services is now recruiting paid, on call firefighters to serve our communities across King City, Schomberg, and Nobleton.

🇺🇸 Join a crew of 150 firefighters who play a vital role in emergency response across King's three fire stations, covering 333 km2 and serving approximately 29,800 residents. Learn new skills, work within a close-knit team, and contribute directly to community safety and resilience.

Fire Station locations:

- 📍 Fire Station 3-4 in King City
- 📍 Fire Station 3-6 in Schomberg
- 📍 Fire Station 3-8 in Nobleton

👍 450 💬 6 📌

October 20, 2025

[Log in](#) to like or comment.

Views: 259,503
Likes: 523



GREENING KING

2026-04-27

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Greening KING

Sustainability and Environmental Outreach

- **4,925** m2 of invasive species removed
- **59** Township & co-community led **greening** initiatives
- **14,261** visitors to cold creek conservation area



Garbage and Recycling

- **870** Recycle Coach application users
- **129,565 lbs.** of textiles, batteries and e-waste diverted
- **7993 tonnes** of waste collected and disposed



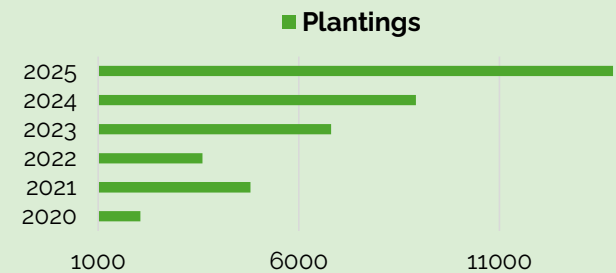
Water & Wastewater Services

- **97%** of complaints responded to within standards, though **86%** of these complaints were due to home plumbing issues
- **541** water use portal users.
- **2731** water locate stakeouts undertaken, **99%** of which were completed within standards.



Parks, Forestry and Horticulture

- **13,831** wildflower, trees & shrub plantings.



- **100%** of playground inspections in compliance provincial standards.
- **1,034** parks, forestry & horticulture service requests actioned & closed

Future Actions

- ❖ Evaluate Framework to Calculate GHG Emissions that Factors Township Growth

Greening KING

2025 Repair Café at the Zancor Center & 2025 Compost Workshop



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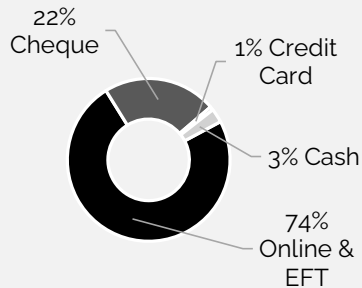
GOVERNING



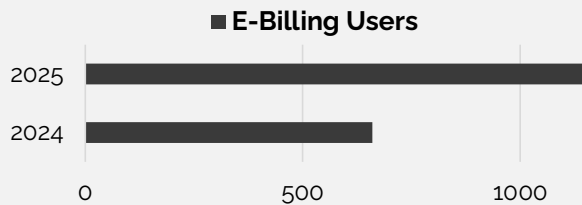
Revenue, Tax & Budget

Payments by Type

- Online & EFT
- Cheque
- Cash
- Credit Card



- Only **9** water meter reading concerns
- **10,684** tax bills issued
- **1,175** e-billing users



Council & Legislative Services

- **86** bylaws executed by the clerk
- **39** Council and Public Planning meetings held
- **96** deputations
- **81** transparency requests received
- **828** households received planning circulations
- **100%** of all regulatory requests and public planning circulations meeting and exceeding provincial standard timelines

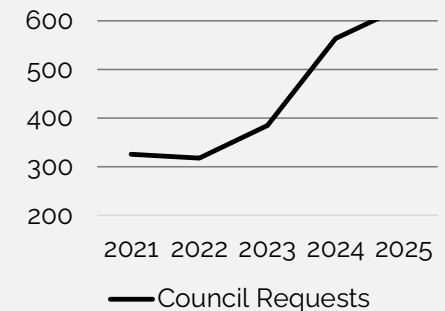


Strategy & Transformation

- All performance accountability reports published by Q2
 - Corporate Strategic Plan Year 2 Annual Progress Report
 - Second Annual Service Performance Report

Council Liaison Services

- Over **630** Council requests triaged, actioned and resolved.



Improvement Actions

- ❖ Trigger Investigations, Payment Plans, Mortgage Search Initiations and Tax Registration for Accounts 2 Years in Arrears

2025 GFOA Distinguished Budget Presentation Award





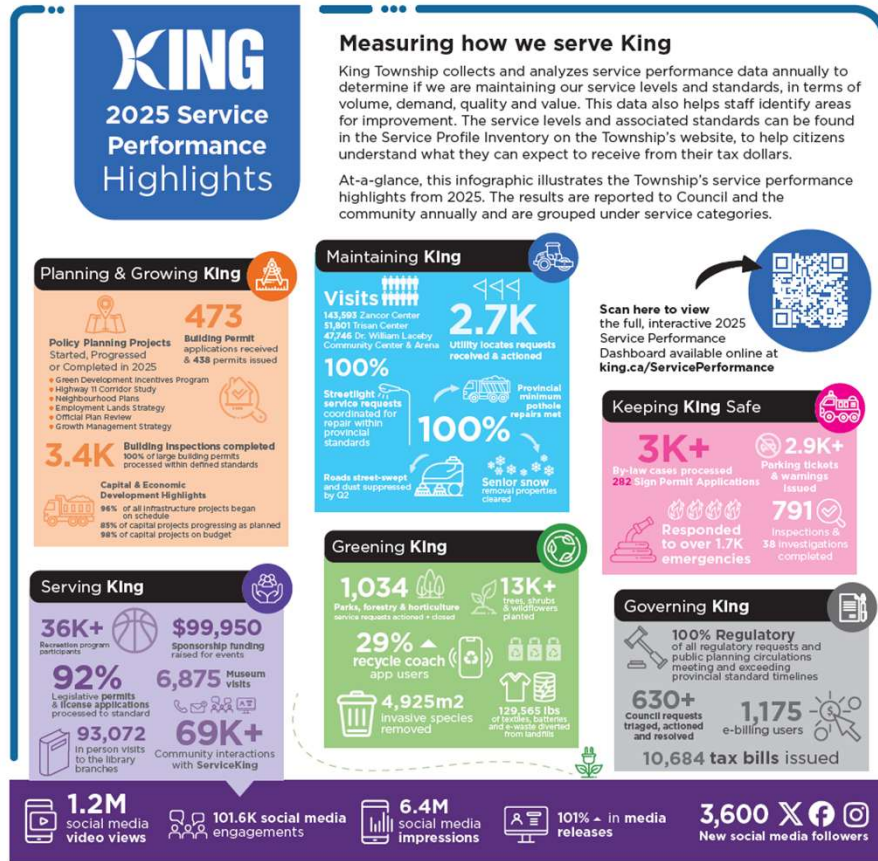
Communications Plan

NEWSPAPER FULL PAGE AD

SOCIAL MEDIA

MEDIA RELEASE

KING.CA





Service Performance Report by Service Area

Online Interactive Dashboards



2026-04-27



Planning and Growing King	Maintaining King	Serving King
Serving King (Continued)	Keeping King Safe	Greening King
Governing King		

A photograph of a live music performance on an outdoor stage. A large Canadian flag is prominently displayed in the background. A band is performing, including a guitarist and a singer. In the foreground, the back of a person's head and shoulders is visible, looking towards the stage.

Concluding Remarks