



KING
2023/26
Community Report

Building Our Community

Community building is an important field of practice directed towards the creation or enhancement of community among individuals within a regional area (*such as a neighbourhood*) or with a common interest.



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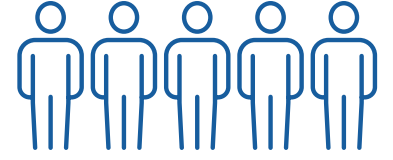



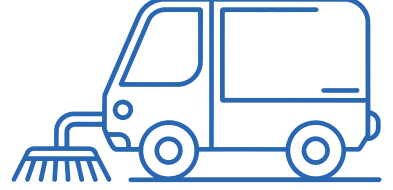
















King at a Glance

The Township of King is a unique and vibrant community, proud of its natural heritage, scenic beauty, agricultural lands, and rich rural and urban history. Located in the heart of the Greater Toronto Area, just 40 kilometers north of downtown Toronto, the Township of King is one of 9 municipalities that form the Regional Municipality of York.

The Township includes the villages and hamlets of Ansnorveldt, Kettleby, King City, Laskay, Lloydtown, Nobleton, Pottageville, Schomberg, Graham Sideroad and Snowball.

King is the most Greenbelt protected municipality in Ontario, with over 98% of King Township within the Greenbelt area, with 65% contained within the Oak Ridges Moraine. More than 60% of the Holland Marsh, also known as Ontario's Salad Bowl, lies within the Township.

-  **9,690** Private dwellings
-  Home to over **1,400** businesses
-  Population surpassing **28,883**
-  Home to over **12,000** jobs
-  Home to **3** post-secondary institutions
-  **90** hectares of parklands
-  **325 km** of roads maintained
-  **8** baseball diamonds
-  **24** soccer fields
-  **65,000** square feet of community gardens
- 337** horticulture baskets and barrels
- 14** heritage cemeteries
-  **37** total facilities managed
-  **28** parks
-  **8** baseball diamonds
-  **24** soccer fields
-  **65,000** square feet of community gardens
- 337** horticulture baskets and barrels
- 14** heritage cemeteries
-  **37** total facilities managed
-  **28** parks
-  **8** baseball diamonds
-  **24** soccer fields
-  **65,000** square feet of community gardens
- 337** horticulture baskets and barrels
- 14** heritage cemeteries
-  **37** total facilities managed



Mayor's Message

It is my honour to share the 2023-2026 Community Report, reflecting a term defined by responsible growth, environmental leadership, and meaningful investment in the amenities and infrastructure that strengthen daily life in King Township. Guided by the Corporate Strategic Plan, Council worked with unwavering commitment to protect what makes King special while preparing for the future.

This term saw considerable progress in managing growth responsibly. Staff advanced major policy planning projects, continued the comprehensive Official Plan Review, and updated key Master Plans to ensure new development enhances community wellbeing while preserving King's unique rural character. The Township also supported new housing starts that respond to community needs, guided by strong design standards and balanced land use planning.

Protecting King's landscape remained a priority. Council took decisive action through legal injunctions and enforcement efforts to safeguard environmentally sensitive lands, prevent unauthorized site alterations, and uphold the integrity of our natural heritage. King continues to support local farmers, through initiatives like the Resilient Agriculture Workshop series, focusing on relevant topics such as Invasive Species Management. These steps reflect a deep responsibility to protect the Greenbelt, Oak Ridges Moraine, and the farmland and natural assets that define King.

This term delivered major accomplishments in parks, recreation, and community amenities. From new and expanded park projects to trail enhancements and revitalized cultural spaces, including the restoration of the King Christian Church and King Railway Station, the Township continued building the facilities residents rely on to stay active, engaged, and connected. The Zancor Centre—Canada's first zero carbon facility combining aquatics and ice sports—proudly opened its doors in 2025 and will serve generations as a state of the art, sustainable community hub.

Infrastructure renewal also remained front and center. Investments across roads, bridges, water systems, and community facilities have modernized essential services and strengthened long term resilience. A standout milestone was the completion of Kettleby Road, a complex and long-awaited project that now provides safer, more reliable travel for residents and visitors.

As we look ahead, I am grateful for the teamwork of Council, staff, community partners, and the residents who continue to shape King's future with pride and purpose. Together, we have laid strong foundations for the next chapter, continuing to honour King's character while embracing growth, innovation, and shared community success.

Mayor Steve Pellegrini





King Township Council & Meetings

The Mayor and Council govern the Township of King to ensure the needs of the community are met. They provide guidance and leadership for the municipality by setting priorities and defining organizational objectives for their term. This includes establishing service level expectations, approving annual budgets, and guiding long-term planning and sustainable growth.

Council Meetings: Members of Council attend regularly scheduled Council and Committee meetings throughout the year, as well as special meetings as needed. All Council meetings are open to the public. For information on meetings, agendas, minutes, or more, check out the Township's Civic Web Meeting Portal.



Members of Council



Mayor Steve Pellegrini
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View Council and Committee meetings, agendas and minutes at king.ca/meetings.



Councillor Jordan Cescolini
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CAO's Message

On behalf of the Senior Leadership Team, it is my privilege to present the 2023-2026 Community Report. This term focused on advancing modern, financially prudent and resident-centered municipal services, supported by strong strategic direction and a commitment to operational excellence across the organization.

Township staff made significant strides in digital transformation and service modernization, most notably through the release of the Customer Experience Strategy, use of Rover for streamlined pothole reporting and Kingsley, the Township's public-facing Artificial Intelligence (AI) Agent. King was also recognized for 5 consecutive years through the Governance Finance Officers Association Distinguished Budget Presentation Award, advanced major Information Technology enhancements, introduced innovative applications of AI and automation, and implemented new technologies that support faster, more transparent, and more reliable service delivery.

King Township was also recognized across the province and beyond for excellence in governance, innovation, and operations. Awards such as the E.A. Danby Award, the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) Excellence Award, and the Geotab Award for the use of intelligent fleet data highlight the dedication and expertise of staff. These achievements, alongside the daily work of departments, reflect a shared commitment to accountability, strong leadership, and high quality service for residents.

Chief Administrative Officer
Daniel Kostopoulos





Corporate Strategic Plan Alignment

In an evolving and dynamic Township, the ability to manage and adapt to change is essential to maintaining the effectiveness and long-term success of local government and the community at large.

The **Corporate Strategic Plan** was developed to reflect Council’s priorities for the current term (2023-2026), and to respond to the changing needs of the community. The Plan outlines how objectives within each priority area will be achieved by identifying the key actions required to deliver meaningful results. The Plan sets strategic direction for the Township during the term of Council and guides appropriate resource allocation to advance what matters most to the community.

The accomplishments highlighted in this report are directly aligned with the Corporate Strategic Plan’s priority areas, which are further supported by the Township’s long-term guiding policy frameworks, including the Integrated Community Sustainability Plan, and the Official Plan.



The Corporate Strategic Plan (CSP) Priority Areas:



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.



Awards, Achievements & Milestones

- Received the **Transparency Challenge Award** from the Ontario Privacy and Integrity Commissioner for exhibiting a high level of accountability and transparency when it comes to reporting both strategic and operational service performance.



King Township is the first and the only municipality in York Region to be radically transparent about what its services are and how well they are delivered. The Township publishes service performance results in a comprehensive, service-based public facing way through the Annual Service Performance Report (in tandem with the Service Inventory) and through the Corporate Strategic Plan Annual Progress Reports.

- Received the **Excellence in Municipal Systems Award from MISA** for innovative use of AI to enhance resident services and internal operations.
- Received the **E.A. Danby Award from AMCTO**, recognizing commitment to innovation, strong governance, and delivering tangible results for the community.
- Received the **Distinguished Budget Presentation Award from GFOA** for the fifth consecutive year, reflecting the Township's commitment to the highest principles of governmental budgeting.
- Received the **Governor General's Medal in Architecture for King City Public Library and Seniors Centre**, celebrating its architectural excellence and community-focused design.
- Received **Zero Carbon Building Design Certification for the Zancor Centre from Canada Green Building Council**, the first in Canada to receive the certification.
- Received the **2026 Age-friendly Community Award from ROMA**, acknowledging King Township's collaborative, strategic approach to supporting seniors and enabling residents to age in place with dignity.
- Received the **2026 Geotab Innovation Award for Productivity (Small-Medium)**.
- Celebrated the **175th Anniversary** of King Township.
- Received the **Bird Friendly City Certification from Nature Canada**.
- Welcomed Ontario Junior A Team **"King Rebellion"** to King.
- Led advocacy efforts on enhanced tools to address **illegal land uses** that resulted in proposed provincial legislative change.





Greening & Environmental Sustainability

GHG Emissions Reduction & Climate Change:

GHG emissions have decreased by

58,585.64
kg CO₂e



textile diversion program (370,865 lbs diverted)



Designed, constructed & opened the **Zancor Centre**, a zero-carbon emissions building throughout **2023-2025**.



290K+
Cold Creek Conservation Area visitors



280
foodcyclers sold (38.4 mt of waste diverted)

Supported **6 large-scale** climate change initiatives



283
greening initiatives for and with the community



5,908
lbs of batteries diverted from landfills



recycled **40,210**
lbs of electronic waste



Greening Initiatives

- In consultation with the community, the Township developed, launched and began implementing the Community Climate Change Action Plan. This plan serves as the Township's roadmap for reducing greenhouse gas (GHG) emissions and advancing sustainability goals, with targets set for 35% emission reductions by 2030 and achieving net zero by 2050.
- Published a publicly available Community Emissions Dashboard.
- Hosted Community Tree Planting Events in Schomberg and Nobleton, as well as at Cold Creek, Osin Lions Park, Dean Plummer Park, Blue Heron Park, Centennial Park, and the Zancor Centre.
- Hosted Invasive Species Management for Farms and Rural Landowners.
- Hosted the **Resilient Agriculture Series**, including 3 workshops to support local agricultural issues.
- Supported Waste Diversion & Circular Economy Initiatives through Electronic Waste Recycling Events, the Battery Recycling Program, Textile Diversion Program, FoodCycler Program, Corporate Compost program, and Repair Café Program.
- The **King Environmental Action Team (KEAT)**, a collaborative group of King residents and Community Services staff committed to making the Township of King more environmentally sustainable, hosted multiple actions and events, including "Powering King: Community Energy Expo" at the Zancor Centre.





- Delivered environmental installations like Solar Panels, Solar Generators, Boot Brushes, and Soil Deposit Sites.
- King Township’s grass maintenance program adopted grass maintenance strategies such as: Weather Delays, Grass Cycling, Pesticide-free Policy.
- King Township’s annual Green Yards program promoted environmental sustainability and pollination, delivering 450 native wildflower kits and 47 rain barrels & backyard composters.
- Every year, the township held Earth Week Environmental Programming, which included the Annual Community Cleanup initiative.
- Healing Our Soils & Climate with Compost Workshop at Laskay Hall.
- Pollinator Restoration Projects at Cold Creek Conservation Area.

- Anointed the Official Bird of King Township (Black-Capped Chickadee).
- Created and launched the ThinKING Green Program.
- Updated King’s Corporate Energy Management and Conservation Plan (CEMCP).
- Created a Community Tree Planting and Maintenance internal procedure to ensure that new seedlings planted can thrive.
- Published the King Forest Study on king.ca.



Fiscal Responsibility, Accountability & Transparency

122
Council and statutory meetings held

245
FOI requests processed on time

+/-175
service performance measures reported publicly each year

3 Service Performance reports published
3 Corporate Strategic Plan Annual Progress reports published

18 Quarterly budget reports published

In 2025 King recorded a tax rate of 0.8876% which is the 9th lowest among 30 Greater Toronto and Hamilton Area (GTHA) municipalities. The rate reflects King's accountability to responsible allocation of tax dollars, ensuring a balanced approach between efficient governance and the provision of quality services, programs and experiences.

Municipal Budgeting: Council introduced Township's first Service-based municipal budget model in 2025, reflecting funds across 6 service areas:

Maintaining King: Road and sidewalk maintenance, snow removal, streetlight operations and public facility maintenance and asset management.

Serving King: Recreation, library, cultural programming and licensing services.

Keeping King Safe: Fire and Emergency, bylaw, traffic calming, and animal services.

Greening King: Parks, trails, garbage, recycling, and climate change initiatives.

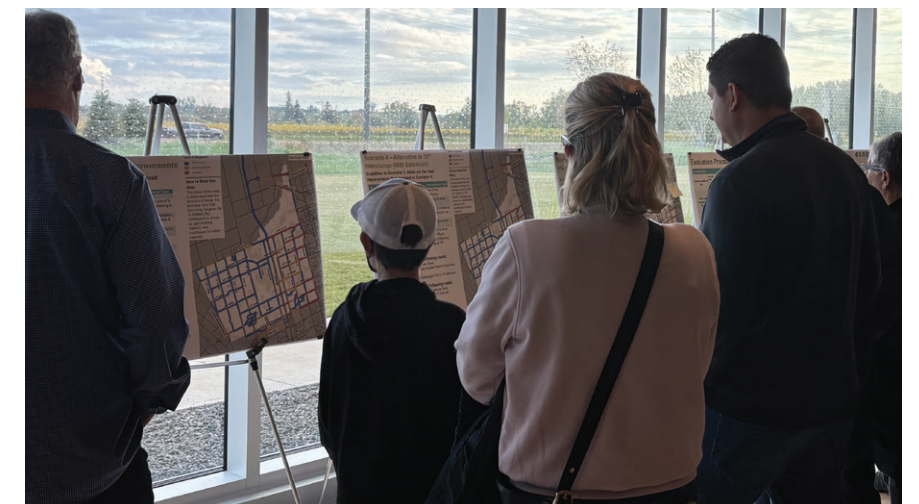
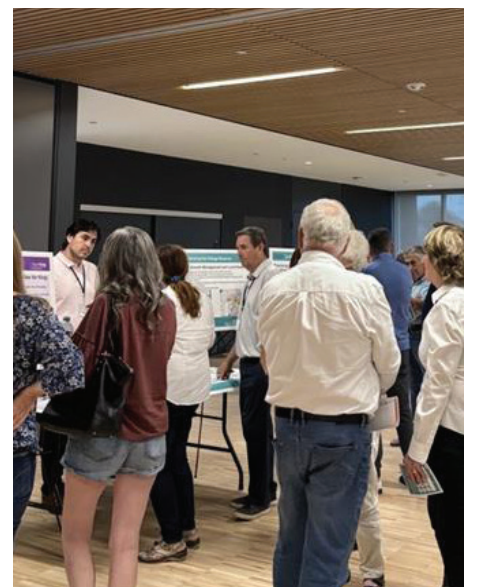
Governing King: Council services, legal, insurance and risk management.

Planning and Growing King: Development support, building permits, Planning, and economic growth initiatives.



Hosted several **Public Engagements and Open Houses** across a range of service areas for project plans and strategies

- 2026 Municipal Budget Open House: November 2025
- Fire Prevention Week Open House: September 2025
- Transportation Master Plan & Waste Collection Open House: September 2025
- 'Age-Friendly Community' Public Open House: September 2025
- 2025 Official Plan Review: August 2025
- Commercial Licensing Framework Public Open House: March 2025
- Updating Facilities, Parks, Trails and Transportation Master Plans Open House: March 2025
- King Township's Official Plan Review Open House: January 2025
- 2025 Municipal Budget Open House: November 2024
- Highway 11 Corridor Study Open House: September 2024
- Growth Management and Employment Land Strategies Open House: September 2024
- Doctors Lane Neighbourhood Open House: August 2024
- Old King Road Neighbourhood Open House: August 2024
- 2024 Municipal Budget Open House: November 2023
- 2023 Municipal Budget Open House: January 2023



- Published 4 Open Data Sets for Development/Planning Applications, Building Permits, Fire Responses and Bylaw Investigations.
- Launched the Service Inventory in 2023, improving transparency by clearly outlining what services the Township provides, why they are delivered, and the standards residents can expect.
- In alignment with the Service Inventory, the Township also launched the Divisional Service Profiles webpages on King’s website. Presenting the same information in a more accessible format by organizing services into dedicated web pages that make it easier for residents to find and understand what the Township delivers.
- Published a publicly accessible Service Performance Reporting Dashboard, which shows year over year service performance metrics, telling staff how much they do and how well they do it, from each of the 6 service areas, aligning to the service-based budget.
- Launched the Corporate Strategic Plan progress dashboard, which is an interactive tool that allows residents to view updates on strategic plan progress annually.



Economic Vitality & Community Safety

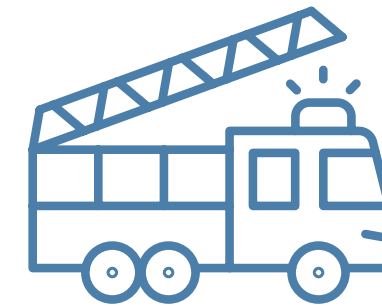
 **9,626**
by-law cases
addressed

2,153 
fire inspections

19k+ residents reached
through safety education

70k fire volunteer
hours (2026)

31k+ 
attendees at
King Township led events



Responded to
4,756
emergencies (including
fire, medical, alarm
& rescue).

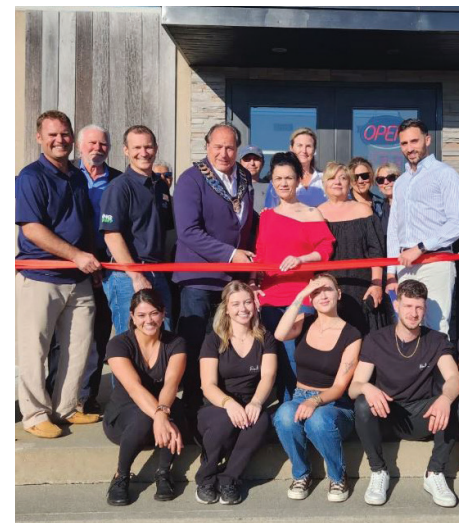
\$111k 
invested in local
business improvements

- King Township has **welcomed 45 new businesses.**
- Raised more than **\$193,000 in sponsorships** through the Term of Council.
- Currently **12,000 jobs in King**, witnessing a 6% increase in jobs from 2023-2026, translating to 725 new jobs created. There were 1,556 businesses in King in 2025, which is a growth of 394 businesses from 2022 (1,162).
- In the month of May 2026 alone, the ExperienceKING social media page had 93,400 views, reached 9,400 accounts and got 92 new followers.
- The new Enhanced Business Concierge Program was launched in 2025 to help support and facilitate business investment and growth within the Township, supporting 51 businesses with navigation of permits, approvals, and municipal processes to reduce barriers and accelerate growth.



- Enrich King launched in 2024, streamlining access to municipal funding by consolidating four funding streams into one centralized online platform, approving over \$300,000 since 2023 to support residents, businesses, and community organizations:

- **Community Grant Program (CGP):** Approximately \$50,000 funded initiatives supporting active living, inclusion, recreation, and community connection.
- **Community Assistance Program (CAP):** Over \$70,000 provided to help residents access programs, activities, and equipment.
- **Community Improvement Plan (CIP):** Approximately \$150,000 awarded to local businesses to support downtown revitalization, business reinvestment, and accessibility improvements, directly strengthening local commercial areas.
- **Heritage Grant Program:** \$12,000 approved to conserve and maintain designated heritage properties.



- From 2023-2026, King Township hosted 9 economic development events to support the business community, including:
 - 6 Taste of Main / Taste of King events, celebrating King’s culinary scene while strengthening connections between agriculture, restaurants and boutique shopping.
 - 3 Sidewalkable Saturday events, bringing Schomberg businesses onto the sidewalk with sales, live music, and activities that boost tourism.
- In 2025, the Mayor’s Annual Golf Tournament raised a record \$49,500, with proceeds reinvested into municipal programs, facilities and community supports.
- In April 2025, the Youth Opportunity Fair at the Zancor Centre connected 138 youth with over 25 businesses and organizations, providing access to employment, volunteer, recreation, and post-secondary opportunities while amplifying youth voices in the community.
- Continued to deliver the Pop-Up Patio Program on Main Street Schomberg, now in it’s 5th year, allowing restaurants on Main Street Schomberg to extend outdoor seating from April through October, enhancing the visitor experience and supporting local dining.
- Launched the Safe Community Project Zero, a coordinated approach focused on education, enforcement, and partnerships to improve community safety outcomes.
- King Township Fire and Emergency Services maintains Superior Tanker Shuttle Service (STSS) Accreditation, supporting fire insurance grading and ensuring effective fire protection in rural and non-hydranted areas.





- Since 2024, the annual **Safe Streets Start Here** traffic safety campaign promotes safer driving behaviours through education, enforcement, and data-driven initiatives aimed at protecting all road users.
- The Township hosted a **Nobleton Community Safety Meeting** with York Regional Police, providing residents with updates, crime-prevention tools, and direct engagement with enforcement partners.
- Since 2023, the annual **Fire Prevention Week** open houses educate residents on fire safety, emergency preparedness, and prevention practices while strengthening community connections with local firefighters.
- Since 2024, Council has been expanding the **Administrative Monetary Penalty System (AMPS)** by-law to include site-alteration penalties, providing stronger enforcement tools to protect natural features, drainage, and community safety.
- King successfully enforced and recouped costs associated with repeated by-law violations via the Ontario Superior Court of Justice.



Planning Tomorrow, Building Today



Policy Planning Projects
Started, Progressed
or Completed in 2025

- Rural Zoning Bylaw
- Urban Design Guidelines
- Green Development Standards
- Highway 11 Corridor Study
- Neighbourhood Plans
- Employment Lands Strategy
- Growth Management Strategy
- Official Plan Review
- Green Development Incentives Program

9,373

building

inspections completed

1,504 building permit applications received
1,437 building permits issued



300k+ **Zancor visitors**
since grand opening



712
planning
applications processed

523 **development**
engineering
files reviewed



\$38M

in funding from other
levels of government



- Council commissioned the Township’s first statistically valid 2023 citizen survey, which captured community priorities and directly informed the development of the 2023-2026 Corporate Strategic Plan, ensuring Council’s term priorities and objectives were grounded in community feedback. The survey insights continued to guide service planning and improvements throughout the term.
- We processed over **3,395 permits, licences, and applications**, helping residents and builders move projects forward efficiently.
- King processed **1,504 building permit applications** and issued 1,437 permits, reflecting a strong level of development activity and service responsiveness.
- King issued **438 residential building permits**, resulting in a total of 722 new units. In 2024, 284 of King’s new units were part of the 6 storey Zancor King Terraces Condominium.
- King advanced its comprehensive **Official Plan Review** to guide responsible growth, protect rural character, and align land-use planning with long-term community goals. The current Official Plan, “Our King,” was adopted by King in September 2019 and approved by York Region in September 2020. This review is an opportunity to update the plan to guide growth in the Township to the year 2051, while preserving its unique characteristics. The review and update is required to align with recent provincial policy and legislative changes; integrate relevant policies and growth targets from the York Region Official Plan, 2022; and ensure the vision, objectives, and policies for King continue to address the evolving needs of the Township and its communities through to 2051. To develop the review responsibly, King hosted a range of open houses across the urban areas to ensure diverse fulsome public input.

- King Township updated many of its Master Plans, hosting a range of open houses across the urban areas to ensure fulsome public input, including:
 - **Transportation Master Plan:** Sets a roadmap for safer, more accessible travel across roads, sidewalks, cycling routes, and transit.
 - **Parks Master Plan:** Sets a roadmap to expand and enhance parkland amenities while promoting accessible community engagement.
 - **Trails Master Plan:** Prioritize localized connectivity and the enhancement of existing trails while advancing strategic expansion and partnerships to improve trail operations, maintenance, and the overall user experience.
 - **Facilities Master Plan:** Optimize facilities for the community’s needs, strengthening service delivery, accessibility, and sustainability.



- Updated the **Corporate Asset Management Policy**, created a Lifecycle Management Strategy, developed an asset inventory, performed asset condition assessments, and drafted and adopted a Comprehensive Asset Management Plan that details the condition, lifecycle strategies, and financial forecasts for both core and non-core assets.
- Adopted the **Village Urban Design Guidelines** in December 2023, to establish clear, community-driven design standards to shape future village development.
- Undertook a **multi-phase study on the Highway 11 Corridor** in 2025 to establish a new planning framework for a key commercial and tourism gateway, supported by Official Plan and Zoning By-law amendments.
- Launched in 2024, **ThinKING Green** is King’s new Development Standards Program that encourages sustainable, energy-efficient, and environmentally responsible new development aligned with the Official Plan.
- In 2024, King launched Ask King Planning Online Booking, allowing residents, businesses, and professionals to book one-on-one meetings with Township planners online, making planning advice more accessible and convenient.
- Launched in 2025, CityView Digital Permitting & Planning Portal allows residents and builders to apply for permits, submit planning applications, track status, and pay fees online; reducing paperwork, costs, and wait times.

- In 2025, King launched **Ask King Zoning Online Booking**, allowing residents, businesses, and professionals to book one-on-one meetings with Township zoning staff online, making zoning support more accessible and convenient.
- In 2026, the Planning Division launched the Innovative Consultant Collaboration Forum, aimed at strengthening partnerships, encouraging innovation and enhancing collaboration across King Township's development planning community.
- In 2026, The Planning Division launched the Development Planning Travelling Roadshow at the Zancor Centre, a new designed to make Planning services more accessible by offering personalized assistance in locations where residents already gather.
- Enhanced road maintenance operations using AI technology to locate potholes and other road failures.



• **Completed the following Capital projects and programs:**

- Sidewalk Repair Program
- Osin Lions Park Redevelopment
- Old Holland Marsh District Christian School Demolition
- 2024 & 2025 Gravel Road Conversion Programs
- 2024 & 2025 Road Improvement Program
- Tasca Park Phase 2
- Alex Campbell Pumping Station
- King City Southeast Watermain Replacement
- Salamander Park Splash Pad
- Schomberg Community Hall Acoustics Upgrade
- Zancor Centre Phase 1
- King Heritage & Cultural Centre Church & Train Station Revitalization
- Toll Road Metrolinx Crossing Safety Improvements
- Bridges and Culverts Rehabilitation Program
- Sidewalk Repair Program
- Nobleton Loop Road Reconstruction
- Kettleby Road Rehabilitation



• **Forecasted Projects to be completed by the end of 2026:**

- 2026 Gravel Road Conversion Program
- 2026 Road Improvement Program
- Bridges and Culverts Rehabilitation Program
- Water Meter Replacement Program: The Township is replacing 159 aging water meters with new, more accurate magnetic models as part of its 2026 replacement program.
- Junior Baseball Diamond (Ansnorveldt)
- Zancor Centre Phase 2
- Nobleton Pond Clean-Outs
- Nobleton Watermain Replacement
- Nobleton Lions Community Park Revitalization







Community Experience

Over the 2023–2026 Term of Council, King Township delivered a wide range of community experiences that brought residents together and supported health, culture, and connection.







 **236 media releases**


Township's corporate social media following grew from **4,733** to **12,999**

 **213,590** Community interactions with **ServiceKing**. **103,477** were managed by phone and **106,289** handled by email

 **increased from 787 to 1,026 subscribers** to the **King e-Bulletin/King News**

Engaged over 47k residents through programming and events at the **King Heritage & Cultural Centre**, delivering **3,400+ recreation programs**

 **550+** camps
 **1,300+** aquatic programs
 **400+** inclusion programs
 **240+** active living programs
 **200+** drop-in programs
 **160+** heritage and culture programs

 **7,687** social media posts
9M impressions

80  heritage and cultural exhibitions and more than **40** Indigenous initiatives

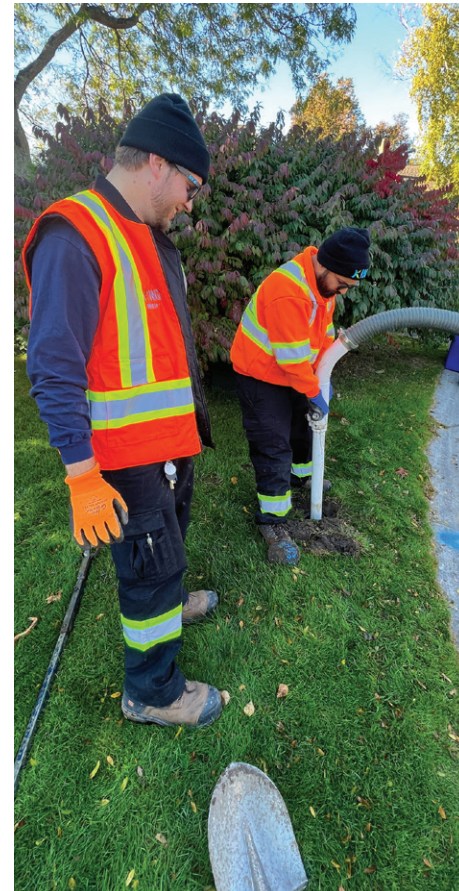
- Launched the **Enrich King program**, which simplified how residents, businesses, and community organizations access municipal funding by bringing multiple grant, assistance, and incentive programs into one centralized online platform, making it easier to support community initiatives, local investment, and inclusive participation across the township.
- Hosted many Signature community events, including the annual Mayor's Golf Tournament, Canada Day celebrations, Hockey Day in King, Kingtoberfest, Victoria Day in Nobleton, Cold Creek Maple Syrup Festival, cultural heritage celebrations, youth arts showcases, and seasonal markets that celebrate King's creativity and community spirit.
- Communication efforts—spanning +200 media releases, thousands of social media posts, and almost 10 million online impressions and reach—were focused on getting timely, accurate information to residents faster, strengthening two-way engagement, and continuously improving how the Township communicates with the community.



- Developed, received council endorsement for, and began implementing the 2026–2030 Multi-Year Accessibility Plan, which includes a website refresh of king.ca.
- King's Digital Transformation Framework launched in 2024 and guides the Township's shift toward seamless, user-centred digital services supported by strong governance, training, and responsible innovation.
- King's Responsible AI Roadmap was released in 2024 and ensures artificial intelligence is adopted ethically, transparently, and in alignment with King's values and Corporate Strategic Plan.



- King launched one of **Ontario’s first municipal AI assistants, Kingsley**, which provides 24/7 answers on king.ca. Kingsley has handled over 1,000 resident inquiries, with nearly half occurring outside business hours and an 88% satisfaction rating.
- Township staff use Copilot to save more than 1,000 hours annually, allowing teams to focus on higher-value work, reduce backlogs, and advance priority projects.
- King leveraged an AI-powered invoice processor automated over 130 invoices, streamlining what was once a manual process.
- **CityRover is AI-vision technology** that King used to identify potholes and road deficiencies, enabling faster repairs and better infrastructure planning while protecting privacy.
- Released the Heritage StoryMap, which is a digital, map-based tool launched in 2025 that allows residents to explore King’s designated and listed heritage properties with historical context.
- Released the By-Law Investigations map, which allows residents to track the status of by-law complaints online, improving transparency and accountability.
- Real-Time Water Monitoring allows property owners to view their daily water usage, track trends, and receive alerts to help manage consumption and costs.
- Introduced in 2023, Hybrid Council meetings allow residents to participate in Council either in-person or remotely.



- King’s Customer Experience Roadmap & Action Plan was developed in partnership with IPSOS and was endorsed by Council in 2025. This plan sets a five-year path to improve service consistency, responsiveness, and resident satisfaction across all departments, beginning with updating the Customer Service Policy and the Customer Relationship Management System.
- Expanded access to in-person municipal services by opening two new ServiceKING Lite locations at the Zancor Centre and Trisan Centre, making it easier for residents to access key services closer to where they live, work, and recreate. These sites extend ServiceKING beyond Town Hall, improving convenience, accessibility, and the overall customer experience.
- Council advanced an **Age-Friendly Community Action Plan** spearheaded by the Age-Friendly Community (AFC) Steering Committee, who heard from more than 450 residents aged 55+ and external consultants, to guide improvements in areas such as accessibility, communication, mobility, housing, and program access, helping residents of all ages age in place and remain connected to community life.
 - Members of the King AFC Steering Committee have assisted Community Services staff with collecting all relevant information to support the development of the King AFC Action Plan. Following its completion, the Committee will remain actively engaged and work alongside Community Services staff to coordinate and monitor the Plan’s implementation.
 - King launched streamlined Senior Membership options to improve access and value for money, including **King Connections 55+ and RecPass 55+**.



- King Township continues to advance AODA accessibility and inclusive programming by embedding accessibility into staff training, recreation, facilities, customer service, and planning; ensuring residents of all abilities can fully participate in community life.

- King has provided **easier Access to Municipal Services:**

- ServiceKING & Hybrid Service Delivery (Residents can access services in-person, online, or virtually; making it easier to connect with the Township in ways that fit their needs).
- Marriage Modernization: Online Marriage Licence Applications
- Online Commissioner of Oaths Booking
- Ask King Planning Online Booking
- Ask King Zoning Online Booking
- Online Recreation Guide



Municipal Advocacy

182

business and partner engagements in 2025

1 legislative and 2 policy initiatives successfully led by the Township, leading to **provincial action**



1,579

Mayor and Council inquiries supported

22

businesses supported through CIP grants

- As the Township’s regional Council representative, Mayor Pellegrini sits on a number of boards including acting as the Chair of the York Regional Police Services Board, and board member for the Federation of Canadian Municipalities and the Toronto Region and Conservation Authority. He is also the Chair of the Region’s Finance and Audit Committee, Vice Chair of YorkNet and member of several others including the Audit, Housing and Homelessness, and Housing York Inc committees. Councillor Eek is the delegated representative for the Golden Horseshoe Food and Farming Alliance, Lake Simcoe Region Conservation Authority and Agriculture and Agri-foods Committee.
- King is an active leader within the **Small Urban Greater Toronto and Hamilton Area (GTHA) Mayors Caucus**, helping shape collective advocacy that strengthens outcomes for residents across the region.
- King successfully led advocacy work for enhanced tools to address illegal land uses. Two of the recommendations made were announced by the province through Bill 119: Protecting Ontario’s Streets and Communities Act, 2026.
- For the first time in King’s history participated in 3 delegation meetings at the 2026 Rural Ontario Municipal Association conference to advocate for several priorities including economic development, climate resilient infrastructure supports in agricultural communities and infrastructure funding for small and rural municipalities without housing targets.
- King engaged with Deputy Premier and Minister of Health Sylvia Jones and Michael A. Tibollo, Associate Minister of Mental Health and Addictions, to support improved access to primary care, mental health services, and youth wellness supports within the community.
- Council continues to champion the importance of expanding employment lands to grow King’s non-residential tax base and reduce pressure on residential taxpayers.
- King continues to advocate for policies and investments that support economic growth, job creation, and a resilient local economy through ongoing engagement with the King Chamber of Commerce and local business leaders.
- King advances innovative public-private partnerships, such as the restoration of the Schomberg Community Farm barn, to enhance community assets while maximizing value for taxpayers.





Making **life better** in **King**

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