



*Empowered Excellence*

**The Corporation of the Township of King  
Year Four (2022) Detailed Annual Progress Report**

**Granular Report**

# Table of Contents

<b>Key Performance Indicators</b> .....	3
<b>Legend</b> .....	3
<u>Priority Area 1: A Green and Sustainable Future</u> .....	3
Objective 1: Mitigating Climate Change .....	3
Objective 2: Enhancing Natural Heritage .....	6
Objective 3: Promoting Conservation and Reduction .....	9
 <u>Priority Area 2: Investing in Infrastructure</u> .....	 11
Objective 1: Connecting People and Places .....	11
Objective 2: Creating More Inclusive Public Spaces .....	13
Objective 3: Maximizing Financial Capacity to Support Capital Programs .....	16
 <u>Priority Area 3: Cultivating Safe, Healthy and Resilient Communities</u> .....	 17
Objective 1: Promoting Public Safety .....	17
Objective 2: Fostering Healthy, Diverse and Complete Communities .....	22
Objective 3: Strengthening Resilience.....	25
 <u>Priority Area 4: Service Delivery Excellence and Innovation</u> .....	 28
Objective 1: Increasing Community Engagement .....	28
Objective 2: Developing Innovative “King-Centric” Policy Frameworks .....	30
Objective 3: Leverage Technology to Optimize Service Delivery .....	33
Objective 4: Improving Organizational Performance.....	36

# 2022 KEY PERFORMANCE INDICATORS

## Legend:

- **Proceeding** – The Key Action is proceeding as planned or is achieved.
- **Monitoring Progress** – The Key Action has not changed from the previous year.
- **Under Review** – The Key Action is not progressing as planned.
- **No Data Available** – The Key Action does not have available data to report.



## PRIORITY: A GREEN AND SUSTAINABLE FUTURE

### OBJECTIVE: MITIGATING CLIMATE CHANGE

Progress	Key Action	Performance Indicators
<span style="color: green; font-size: 2em;">●</span>	<b>Deliver Climate Change Mitigation and Adaptation Plan</b>	<p><i>In 2019, the Township of King declared a climate emergency and set a 45% GHG emissions reduction target by 2030. Climate change mitigation and adaptation involves planning and undertaking of initiatives designed to reduce and minimize the harmful consequences of rising temperatures and other impacts of climate change. This means responding to existing pressures, identifying new ways/methods to decrease GHG emissions and, working towards continued sustainability of our Township and residents.</i></p> <p><b><u>Progress on Climate Change Action Plan Development</u></b></p> <p>The King Climate Action Plan is a community wide plan to best mitigate, adapt and improve resilience to the effects and impacts of climate change on a local level both in the near and far term. This plan aims to provide a framework of future priorities, actions, studies and pilots. Directing the Township towards a resilient, adapted future allowing King Township to excel as a climate driven municipality in Ontario and Canada. The plan made significant progress throughout 2020, including (2)</p>

virtual public stakeholder webinar events, and a comprehensive **SpeaKING** public engagement page. Throughout 2021, the Draft Plan was completed. In Q1 of 2022 the Draft Plan was presented to council, who then referred it back to staff with the direction to increase community engagement and elicit more feedback from the public. By the end of Q4 2022, staff had created and analyzed a community engagement survey and were also 90% complete with a draft **Engagement Strategy** for garnering feedback for the Climate Change Action Plan.

**(18) Corporate Greening Initiatives**

- **Recommissioning of systems** at Trisan Centre and Nobleton Arena
- Procured energy and emission saving **Software “Enerstar”** for utility billing reporting
- **New EV charging station** location at Parks Depot
- **New EV Charging station** at Tasca Park
- Pilot **REALice system** at Trisan Centre
- Corporate sustainable coffee program
- An **Internal E-waste Collection Program** for all King Township Departments
- **Corporate Clean Up** Event (Earth Week)
- Undertook **Battery Recycling** Program (Internal & External)
- Completed the **Corporate Energy Emissions Report 2019-2022**
- Implemented **Compostable food service program**
- Promoted Internal use of **Smart Commute**
- **Building Retrofit** for Pottageville Pavillion
- **Building Retrofit** for Schomberg Hall
- Implemented the **Mowing Reduction Initiative**
- Attained the **Mayors Monarch Pledge**. In 2022, the Township of King received Leadership Circle recognition, which is awarded to participants who complete eight or more actions.
- Received the **Bee City Certification**
- Received the **Bird City Certification**


**(35) Community Greening Initiatives**



- The **Neighborhood Network Spring Tree Planting** Program with LSRCA
- The **Doris Patton Park Planting** in Partnership with LEAF
- **Tree Planting at Hill Farm Park** with LEAF
- **Cold Creek Conservation Area Planting**



		<ul style="list-style-type: none"> <li>• (2) Cold Creek Conservation Area <b>Tall Grass Prairie Restoration Plantings</b></li> <li>• <b>Pollinator Demonstration Garden</b> Planting at the King Township Municipal Centre (fall)</li> <li>• <b>Doris Patton Park Planting</b> in partnership with the TRCA</li> <li>• <b>Budweth Park Tree Planting</b> in partnership with LEAF</li> <li>• <b>Rafferty's Corner Park Planting</b> in partnership with the TRCA</li> <li>• Cold Creek Conservation Area <b>Buckthorn infill planting</b> with Ontario Streams</li> <li>• <b>Invasive Species Boot brush installation &amp; signage</b></li> <li>• <b>Butterfly box installation &amp; Fruit Tree Planting</b></li> <li>• <b>Spring Green Yards Program</b> (native wildflower kits, rain barrel and backyard composter offerings)</li> <li>• <b>Pollinator Activity Kit</b> distribution in partnership with the King Township Libraries, King Camps and King Heritage &amp; Cultural Centre</li> <li>• <b>Community Electronic Recycling</b></li> <li>• <b>Repair Café</b> at the King City Seniors Centre</li> <li>• <b>Garlic Mustard Removal</b> at Cold Creek Conservation Area</li> <li>• <b>Bee City Certification</b></li> <li>• <b>Mayors Monarch Pledge</b></li> <li>• <b>King City Community Garden</b></li> <li>• <b>Mowing Reduction Initiative</b></li> <li>• Earth Hour Celebration - <b>King Community Clean Up</b></li> <li>• Environmental Stewardship <b>Outreach Booth</b> – Maple Syrup Festival, Horticultural Society Spring Plant Sale at KHCC &amp; (2) Sidewalk-able Saturdays (2)</li> <li>• <b>Partnership Workshop</b> with the TRCA</li> <li>• Waste Reduction Week - <b>Worm Composting Workshop</b></li> <li>• <b>National Pollinator Week</b> Activities</li> <li>• <b>Rain barrel</b> and <b>Backyard Composter</b> Offerings</li> <li>• <b>Textile Diversion Program</b></li> <li>• <b>Battery Recycling Program</b></li> <li>• <b>Compostable Food Service Program</b></li> <li>• <b>Seed Saver Initiative</b></li> <li>• <b>Seed Saving Program &amp; Lending Library</b> in partnership with the King Township Public Library</li> <li>• <b>Burlap Kit Giveaways</b></li> <li>• Dufferin Marsh <b>Spongy Moth/LDD volunteer removal</b></li> <li>• <b>Green Yard Program</b></li> </ul>

	<p><b>Create and Implement a Corporate Energy Management Plan</b></p>	<p><i>Working towards implementing clean energy will further mitigate the impacts of climate change. New investment into energy saving initiatives has the potential to reduce existing costs and reinforce sustainable practices over the long term by taking proactive measures in how we manage energy at the corporate level.</i></p> <p><b><u>Progress on the Corporate Energy Management Plan – TARGET ACHIEVED</u></b></p> <p>This plan sets new targets and goals to reduce the Township’s corporate carbon footprint in the community. The link to the plan can be found here: <a href="#">2019-2023 Corporate Energy Management and Conservation Plan</a>. This 2019-2023 plan was finalized and adopted by Council in the fall of 2019. Throughout 2022, the plan continued in its fourth year of implementation on its “Action Items”. Additionally, a refresh of the plan for the years of 2023-2027 began development, as per O.Reg.507/18.</p> <p><b><u>(6) Corporate Energy Saving Initiatives</u></b></p> <ul style="list-style-type: none"> <li>• Trisan and Nobleton <b>Optimization Project</b></li> <li>• Schomberg Community Hall <b>Retrofit</b></li> <li>• Pottageville Pavilion <b>Retrofit</b></li> <li>• <b>REALice Installation</b></li> <li>• <b>(2) EV Charging Station installations</b> at Parks Depot and Tasca Park</li> </ul>
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**OBJECTIVE: ENHANCING NATURAL HERITAGE**

Progress	Key Action	Performance Indicators
	<p><b>Grow King’s Tree Canopy</b></p>	<p><i>Expanding King’s tree canopy will further enhance the Township’s natural heritage. It is both a cost-efficient and impactful method of removing CO2 out of the atmosphere to help tackle the existing climate crisis. As trees are planted and grow, they absorb and store the carbon dioxide emissions that are driving global heating.</i></p> <p><b><u>Progress on the Tree Management Plan</u></b></p> <p>The Tree Management Plan was adopted by Council in Q2 2022 and subsequently began its implementation. This plan provides the guiding framework for how we manage trees in King, ranging from taking care of the tree canopy all the way to training staff on planting/removal.</p> <p><b><u>(5,795) Trees Planted</u></b></p>

		This indicator accounts for all trees, including shrubs and wildflowers that were planted through both environmental stewardship programming and from replacements.
	<b>Restore Natural Heritage Areas</b>	<p><i>Restoring environments ranging from ponds, forests, wetlands and meadows, is a key component of enhancing and maintaining the Township's natural legacy that we leave for future generations. Natural heritage offers air pollution removal, carbon storage and sequestration, air temperature control and more. Restoring natural areas encourages biological diversity and landscape health which will lead the municipality towards long term sustainability and aid in adapting to the effects of climate change.</i></p> <p><b><u>(15) Restoration Initiatives</u></b></p> <ul style="list-style-type: none"> <li>• <b>Buckthorn Removal</b> at Cold Creek Conservation Area</li> <li>• <b>Phragmites Management</b> in the Dufferin Marsh</li> <li>• <b>Phragmites Management</b> at the KTMC</li> <li>• TRCA <b>Bat Box Installation</b></li> <li>• <b>Mowing Reduction</b> Initiative Implemented at <b>(10) Municipal Park Locations</b></li> </ul>
	<b>Improve Stormwater Management</b>	<p><i>The goal of stormwater management is to maintain the health of streams, lakes and aquatic life, as well as to provide opportunities for human uses of water by mitigating the effects of urban development and climate change. Improving stormwater management will help reduce the risks of flooding, prevent undesirable stream erosion and protect the water quality within the Township.</i></p> <p><b><u>(5) Stormwater Initiatives</u></b></p> <ul style="list-style-type: none"> <li>• Initiated <b>Township-wide Drainage Study.</b></li> <li>• Continued <b>Nobleton culvert 2 improvements.</b></li> <li>• Continued <b>Nobleton culvert 3 improvements.</b></li> <li>• Continued <b>Kinsley Street channel improvements.</b></li> <li>• <b>CLI-ECA</b> application successfully approved by MECP.</li> </ul>
<b>OBJECTIVE: PROMOTING CONSERVATION AND REDUCTION</b>		
<b>Progress</b>	<b>Key Action</b>	<b>Performance Indicators</b>


	<p><b>Expand Waste Diversion Initiatives</b></p>	<p><i>Expanding waste diversion initiatives will help reduce the amount of waste that goes into landfills that cannot decompose and simply fills space. GHG emissions increase, for example, from burning waste and manufacturing new materials that could have been recycled. These initiatives will help move the Township towards a greener and environmentally conscious future.</i></p> <p><b><u>(12) Waste Diversion Initiatives</u></b></p> <ul style="list-style-type: none"> <li>• Launched a <b>communication campaign</b> for educational awareness and to promote diversion and recycling initiatives.</li> <li>• Launched <b>Recycle Coach Mobile and Web Application</b></li> <li>• <b>Hosted (3) Electronic Recycling Events</b> (Diverted a total of 9845 lbs of e-waste)</li> <li>• <b>*Backyard Composter Sales</b></li> <li>• <b>*Rain barrel Sales</b></li> <li>• <b>Composter &amp; Rain barrel giveaway</b> for Waste Reduction Week</li> <li>• <b>*Annual King Community Clean Up</b></li> <li>• <b>*Battery Recycling Program</b> (497 lbs diverted)</li> <li>• <b>*Textile Diversion Program</b> (59,463 lbs diverted from landfills in 2022)</li> <li>• Hosted (1) <b>*Repair Cafe</b></li> </ul> <p><i><b>Note:</b> Items marked with an asterisk (*) represent annual initiatives which require staff efforts year over year.</i></p>
	<p><b>Reduce Reliance on Fossil Fuels</b></p>	<p><i>Reducing reliance on fossil fuels within the municipality will reinforce the movement towards cleaner energy production while also decreasing the amount of GHG emissions released into the atmosphere every year.</i></p> <p><b><u>Increase of (23,988) Litres of Corporate Diesel Used / Decrease of (23,901) Litres of Gasoline Used</u></b></p> <p>This key performance indicator captures an increase or decrease in consumption by analyzing the difference in consumption between the current reporting year and the previous reporting year. In 2022, King experienced an increase in Diesel Consumption by (23,988) Litres. Though, we saw a decrease of (23,901) Litres of <i>Gasoline</i> Consumption between 2021 and 2022.</p> <p><b><u>[0 m3] of Natural Gas Saved</u></b></p> <p>This key performance indicator indicates natural gas saved by analyzing the difference in consumption between the current reporting year and the previous reporting year. There was an increase of (51, 303) m3 of gas used in municipal owned buildings in 2022 than in 2021.</p>





	<b>Increase Water Conservation</b>	<p><i>Promoting water conservation helps reduce the energy consumption required to regularly pump and treat water. Additionally, water conservation will help strengthen our eco-system and help mitigate the effects of rising temperatures, floods or droughts caused by changing climate, which continues to have a significant impact on fresh/clean water supply.</i></p> <p><b><u>(2) Water Conservation Initiatives</u></b></p> <ul style="list-style-type: none"> <li>• <b>*Water Conservation FAQ</b> communication mailed out with quarterly utility billings to homeowners that provide tips and useful information about conserving water and understanding water usage.</li> <li>• <b>*Community Rain Barrel Sales</b></li> </ul> <p><i>Note: Items marked with an asterisk (*) represent annual initiatives which require staff efforts year over year.</i></p>
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## PRIORITY: INVESTING IN INFRASTRUCTURE




<b>OBJECTIVE: CONNECTING PEOPLE AND PLACES</b>		
<b>Progress</b>	<b>Key Action</b>	<b>Performance Indicators</b>
	<b>Increase Active Transportation</b>	<p><i>Increasing active transportation through investments in Township infrastructure will allow for more options to travel within the municipality. It will provide driving alternatives (walking, cycling etc.) and serve a wider range of demographics while being environmentally cognizant.</i></p> <p><b><u>(0.25) KMs of NEW or Added Trails</u></b></p> <p>This indicator considers both trails added as part of assumed subdivisions and those within existing Township parks.</p>




		<p><b><u>(1) KM of NEW Alternative Transportation Opportunities</u></b></p> <p>Alternative transportation opportunities are those that provide a substitute to driving, include trails, bike lanes, and pedestrian walkways. In 2022, (1) KM of sidewalks were developed.</p>
	<p><b>Improve Road Network</b></p>	<p><i>Improving the road network will enhance one of our major asset areas (transportation). Taking a balanced approach, these improvements support King’s commitment to climate change, its objective towards achieving greater fiscal responsibility and cost control, and also keeps communities safe.</i></p> <p><b><u>(8) Improved Culvert/Bridges</u></b></p> <p>There were (0) culverts improved in 2022. Though, (8) Culverts were <b>designed and permitted</b>, and (4) of these culvert projects were <b>tendered</b> for construction in the next term.</p> <p><b><u>(0) KMs of Roads Converted from Gravel to Paved</u></b></p> <p>As part of the <b>Paving Program</b>, three years’ worth of converting roads from Gravel to Paved was completed in the first year of the paving program (2021). Therefore, no roads were converted in 2022. This program is undertaken by the Public Works department. Check out the full <a href="#">2021 Paving Map</a>.</p> <p><b><u>(13.5) KMs of Roads Upgraded or Improved</u></b></p> <p>As part of the <b>2022 Paving Program</b> several local roads received surface replacements and other upgrades due to deterioration over time. Diana Drive and Dr Kay Drive were also reconstructed.</p>
	<p><b>Support the Installation of Broadband, Fibre and Cellular Coverage</b></p>	<p><i>Connecting people and places also means focusing on non-physical connections such as telecommunications or the use of online networking. In 2017, the Township established the goal of getting fibre to every household and business. The Township continues to support private sector companies through installation and maintenance activities to realize the goal of better connecting residents and businesses.</i></p> <p><b><u>(2,174) Properties/Homes with Newly Available Access to Broadband/Fibre</u></b></p> <p>As of 2019, the Township of King had new fibre optics and broadband services installed across the Township as part of the ongoing commitment to bringing more fibre and internet connections to municipal residents/business owners. In the 2022 year, (435) more properties gained access to Broadband/fibre technology. Based on the available data at this time, we can report that in total (2,174) properties have gained newly available access to broadband, fibre and/or cellular coverage since 2019.</p>

		<p><b><u>(50) KMs of New Fibre Installed within the Municipal Right of Way</u></b></p> <p>Over the course of 2022, various utility companies installed fibre within the Township’s municipal right of way. Fibre optics cables are those that can transmit data via fast travelling pulses of light and allow for higher speed transmission of information. This indicator represents the total kilometers of fibre installed in the reporting year from all utility companies. It is important to note that some installations reported may overlap with installations from other utility companies (for example, if two utility companies installed fibre along the same road within the same year).</p>
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**OBJECTIVE: CREATING MORE INCLUSIVE PUBLIC SPACES**

Progress	Key Action	Performance Indicators
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	<p><b>Build and Improve Facilities</b></p>	<p><i>Constructing and upgrading Township facilities can encourage their use more frequently and provides the opportunity to make municipal spaces more accessible, safe, and appealing to citizens, while also capitalizing on opportunities that can help conserve GHG emissions.</i></p> <p><b><u>(5) Newly Constructed/Renovated Facilities</u></b></p> <ul style="list-style-type: none"> <li>• <b>EV Charging Stations</b> have been installed throughout the Township at the following locations: Tasca Park and Township Park’s Operations Depot</li> <li>• The <b>Schomberg Hall Renovation</b> includes a new elevator, new and renovated washrooms, new and renovated kitchens, and new interior finishes. Construction was completed in 2022.</li> <li>• The <b>Township-Wide Recreation Centre</b>, a state of the art, high efficiency, and fully accessible recreation complex broke ground for construction in 2022. The TWRC is forecasted for completion in 2024.</li> <li>• The <b>Pottageville Pavilion Renovation</b>; started construction in 2021 to ensure the facility is compliant with AODA standards and also supports SB-10 Energy efficiency requirements. The renovation was completed in 2022.</li> <li>• The <b>King Heritage Cultural Centre Renovation</b> started in 2021 to comply with AODA standards by converting the facility to 100% fully accessible. The renovation was completed in 2022 and includes a new front lobby, a new reception area, new washrooms, and new operable door.</li> </ul> <p><b><u>(2) Park Amenities Improved</u></b></p> <ul style="list-style-type: none"> <li>• Partial completion of playground replacement at <b>Osin Lions Park</b>; final installations of rubber mattings on playground to be completed by Q2 2023.</li> <li>• Upgrades to the basketball court at <b>Tasca Park</b>.</li> </ul>
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		<p><b><u>(10) Park Amenities Constructed</u></b></p> <ul style="list-style-type: none"> <li>• A new skate park, beach volleyball court, shade structure, paved pathways and site furnishings constructed at <b>Osin Lions Park</b>.</li> <li>• Pump track, dog park, ice rink and additional pathways and lighting, and additional site furnishings constructed at <b>Tasca Park</b>.</li> </ul>
	<b>Update the Township's Urban Design Guidelines</b>	<p><i>Updating the Urban Design Guidelines will allow the Township to set out clear intentions and expectations which encourage a good road network, inclusive public spaces, high quality infrastructure and, sustainable development that protects our heritage while anticipating future needs.</i></p> <p><b><u>Progress on the Urban Design Guidelines Update – TARGET ACHIEVED</u></b></p> <p>The Township's Urban Design Guidelines update was initiated in the 2020 year. In 2022, the Guidelines Update had been <b>adopted by Council</b>.</p>
	<b>Design and Implement Streetscaping Initiatives</b>	<p><i>The design and implementation of streetscaping initiatives within the Township help beautify various urban areas, is used as a tool to improve the public realms in the short term while considering future development and, assists with expanded design into the private property realm.</i></p> <p><b><u>0.6 KMS of Streetscaping Designed, Constructed or Completed</u></b></p> <p>Continued construction of <b>King Road Public Realm Improvement</b> was completed in 2022, between Burns Blvd. and 2585 King Road, including decorative sidewalks, walking/bike paths, benches etc.</p>
<b>OBJECTIVE: MAXIMIZING FINANCIAL CAPACITY TO SUPPORT CAPITAL PROGRAMS</b>		
<b>Progress</b>	<b>Key Action</b>	<b>Performance Indicator</b>
	<b>Develop a Township Fiscal Strategy</b>	<i>A fiscal strategy will provide the framework for managing the integration of the Township's capital budget, reserves and the use of debt to achieve and maintain financial sustainability while striking a balance between the current and long term needs of King.</i>


		<p><b><u>Progress on the Fiscal Strategy – TARGET ACHIEVED</u></b></p> <p>Initiated in 2019, the Township Fiscal Strategy was further enhanced in 2020, 2021 and 2022. The strategy itself includes a range of elements such as associated strategies, policies, forecasting models and plans. In 2022, the 10-year Capital Program, as well as the Reserve Strategy began implementation. As such, the fiscal strategy is now complete.</p>
●	<b>Manage Debt and Reserves</b>	<p><i>The development and adoption of financial by-laws in King will further strengthen how we manage debt and reserve funds by regulating the collection and management of fees or charges that help fund capital projects and new developments.</i></p> <p><b><u>Financial By-laws/Policies Being Updated/Developed – TARGET ACHIEVED</u></b></p> <p>In the previous reporting year (2021), the Key Action target of Managing Debt and Reserves had been achieved. Since the initiation of the Corporate Strategic Plan in 2019, 6 financial policies and bylaws had been updated or developed.</p>
●	<b>Adopt a Multi-Year Budget and Business Plan</b>	<p><i>The adoption of a multi-year budget and business plan will help the municipality achieve its medium-term strategic objectives, allow for short-term operational improvements and flexible allocation of resources over time to accomplish Township goals and objectives through an integrated framework.</i></p> <p><b><u>Adopt a Multi-Year Budget and Business Plan (2019-2022) – TARGET ACHIEVED</u></b></p> <p>The Township of King successfully prepared and adopted a multi-year budget and business plan for the 2019-2022 term. However, the budget is still updated annually to reflect current realities. It is an annual commitment of the Township to maintain and update its multi-year budget on an ongoing basis. In 2022 the Township continued to follow the 2019-2022 business plan and begin to start developing the 2023-2026 Multi-Year Budget and Business Plan.</p>


# PRIORITY: CULTIVATING SAFE, HEALTHY & RESILIENT COMMUNITIES



## OBJECTIVE: PROMOTING PUBLIC SAFETY

Progress	Key Action	Performance Indicators
	<b>Implement Traffic Safety Measures</b>	<p><i>Traffic safety has been a growing concern within the Township and the municipality seeks to promote protection of the public by encouraging and facilitating cautious driving practices to slow traffic and reduce risks of accidents/near misses.</i></p> <p><b><u>(3) Traffic Safety Initiatives Undertaken</u></b></p> <ul style="list-style-type: none"> <li>• The <b>Traffic Calming policy and procedure</b> continued its implementation.</li> <li>• 90m of <b>guiderail</b> was installed on 17<sup>th</sup> Sideroad between Dufferin and Jane.</li> <li>• Implemented a <b>speed limit reduction of 50 km/hr</b> on the 17<sup>th</sup> Sideroad between Dufferin Street and Jane Street.</li> </ul> <p><b><u>(19) Annual Traffic Safety Measures Implemented</u></b></p> <p><b>Speed Hump Installation</b></p> <ul style="list-style-type: none"> <li>• *Elizabeth Grove</li> <li>• *Banner Lane</li> <li>• *Park Heights Trail</li> <li>• *Wellington Street</li> <li>• *Henry Gate</li> <li>• *Ellis Avenue</li> <li>• *Lynwood Crescent</li> <li>• *Norman Avenue</li> <li>• *Hill Farm Road</li> </ul>


		<ul style="list-style-type: none"> <li>• <b>NEW!</b> Nicort Road</li> <li>• <b>NEW!</b> Fairmont Ridge Trail</li> <li>• <b>NEW!</b> Mactaggart Drive</li> </ul> <p><b>Flexible Bollard Installations</b></p> <ul style="list-style-type: none"> <li>• *Burns Boulevard</li> <li>• *Park Heights Trail</li> <li>• *Church Street</li> <li>• *Western Avenue</li> <li>• <b>NEW!</b> 19<sup>th</sup> Sideroad</li> <li>• <b>NEW!</b> 17<sup>th</sup> Sideroad</li> </ul> <p><b>Speed Feedback Signs</b></p> <ul style="list-style-type: none"> <li>• <b>NEW!</b> New King Boulevard (Northbound)</li> </ul> <p><i><b>Note:</b> Measures marked with an asterisk (*) are those implemented on a year over year basis (seasonal installations). Those without, are measures newly installed in the current reporting year.</i></p>
	<p><b>Increase Public Education Opportunities</b></p>	<p><i>Integral to public safety is creating more opportunities for the community to be educated and informed on what it means to be safe within the community and prepared in the event of emergency situations. The Township is committed to expanding the opportunities for education related to public safety to prevent risks from manifesting and being able to respond quickly and safely when they do.</i></p> <p><b><u>(1,450) Joint Public Education Opportunities Held</u></b></p> <p>The Township Fire and Emergency Services has held a range of public education opportunities for diverse demographics which addresses issues such as preventing fire occurrence, the value of smoke and carbon monoxide alarms, home escape planning (40 homes visited), and provided communication materials regarding preparedness to deal with fire related incidents (155 social media posts and 18 newspaper ads). Fire and Emergency Services also partnered with local restaurants to host Fire Prevention Week. Additionally, FES hosted a fire prevention week Public Open House that saw 400 citizens come out to the King City Fire Station. The loss of life and property damage in Ontario has continued to fluctuate over the years, so improving our residents' knowledge on fire safety can help decrease the incidence of fire. Additionally, our By-Law Services division has also been actively involved in public education throughout 2022, through parking warnings (140), winter restriction mobile signage (4), and undertook (1,092) proactive patrols to encourage proactive compliance and communications throughout the year!</p> <p><b><u>(40) Homes Visits for Smoke Alarms and Home Escape Plan Program</u></b></p>



		<p>This program, led by the King Fire and Emergency Services (FES) department has helped educate residents on locating, installing and maintaining working smoke/ carbon monoxide alarms and also helping families with home escape planning activities to help keep residents as safe and prepared as possible.</p>
	<p><b>Manage Organizational &amp; Community Risk</b></p>	<p><i>To increase the promotion of public safety, the Township continues to forecast and actively mitigate risks that can manifest within the municipality, while also ensuring that our regulatory obligations are fulfilled for the purposes of maintaining compliance and maximizing public safety.</i></p> <p><b><u>(4596) Risks Mitigated</u></b></p> <ul style="list-style-type: none"> <li>• <b>(659) Inspections and Investigations</b> completed by the Fire and Emergency Services department which aims to both mitigate and prevent emergency situations for residents</li> <li>• <b>(40) Smoke Alarm and Carbon Monoxide Detectors</b> installed within various homes and businesses in King to mitigate risks to health and safety that can arise as a result of unexpected fires or carbon monoxide incidents.</li> <li>• <b>(607) Dog/Cat Tags</b> issued which ensures animals are free from rabies and have received vaccinations. This type of issuance ensures residents, and their pets feel safe within the community and eliminate the risk of incubation and infection.</li> <li>• <b>(2681 in 2021) By-law Cases</b> received, mitigated and/or attended to by officers who ensure our Township is compliant with all By-laws and eliminate potential safety or health risks that can arise from violations.</li> <li>• <b>(644) Road Complaints Addressed and Resolved</b> including those related to sidewalk repairs, potholes, culvert flooding and/or damage to municipal infrastructure in the ROW, all of which if unattended, could pose significant safety risks for residents and the community.</li> <li>• <b>(191) Water Quality and Watermain Concerns Addressed and Resolved</b> including those related to water odour, color/appearance, taste/smell and watermain infrastructure repairs, all of which if unattended, could pose significant health and safety risks for residents and businesses within the community.</li> </ul> <p><b><u>(43) Regulatory Obligations Fulfilled</u></b></p> <ul style="list-style-type: none"> <li>• <i>MTO Quarterly payments x4 per year</i></li> <li>• <i>FES – Clause 2.(1)(a) of Fire Prevention Act, 1997</i> <ul style="list-style-type: none"> <li>○ <i>Smoke Alarm Program and Home Escape Planning</i></li> <li>○ <i>Distribution of public education materials</i></li> <li>○ <i>Inspections upon complaint or request</i></li> </ul> </li> <li>• <i>Maintenance of Municipal Roadways and Sidewalks MMS O.Reg 239/02 (covering monitoring, winter maintenance, pavement repairs, shoulder repairs, debris pickup, illumination signage, sidewalk repairs, pavement markings, sign reflectivity)</i></li> <li>• <i>DWQMS per O.Reg 170/03</i></li> <li>• <i>Ministry of Environment, Conservation and Parks Annual Inspection</i></li> </ul>



		<ul style="list-style-type: none"> <li>• <i>Internal Drinking Water Quality Management System Audit</i></li> <li>• <i>Hydrant Flushing, Sampling and Pressure Testing</i></li> <li>• <i>Hydrant Painting</i></li> <li>• <i>Annual Drinking Water Quality Report</i></li> <li>• <i>O.Reg 170/03 Monitoring and Sampling Requirements</i></li> <li>• <i>Museum Standards</i></li> <li>• <i>TSSA Compliance with O.Reg 508/18</i></li> <li>• <i>CSA Standards compliance for Playgrounds</i></li> <li>• <i>ACCT Certified Ropes Course</i></li> <li>• <i>Adherence to York Region Public Health Standards for the Nobleton Pool and Splashpads</i></li> <li>• <i>Winter Maintenance Standards</i></li> <li>• <i>Ontario Building Code Compliance for new construction to buildings</i></li> <li>• <i>Compliance with the Accessibility for Ontarians with Disabilities (AODA) Act</i></li> <li>• <i>Ministry of Labour Compliance (including WHIMS, confined space, labour codes, Standard Operating Procedures</i></li> <li>• <i>Ontario Fire Code Compliance</i></li> <li>• <i>Safe Fuel Handling Compliance</i></li> <li>• <i>Planning submissions provincial regulations for comments/approvals + LPAT obligations</i></li> <li>• <i>Compliance with the Ontario Food Premises regulation 493/17 – Safe Food Handlers Certification</i></li> <li>• <i>MTO – Quarterly Reporting and Remittance</i></li> <li>• <i>Disconnect Policy</i></li> <li>• <i>Site Plan Bylaw</i></li> </ul> <p>Compliance regional, provincial and federal legislation/regulations, in relation to Township operations, reinforce the municipality’s commitment to the health, safety and well-being of our citizens and stakeholders. These obligations include (but are certainly not limited to): compliance with minimum maintenance standards for roads, sidewalks and signs, to license renewals for municipal drinking water and more!</p>
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**OBJECTIVE: FOSTERING HEALTHY, DIVERSE AND COMPLETE COMMUNITIES**

Progress	Key Action	Performance Indicators
	<b>Improve Accessibility</b>	<p><i>The Township of King aims to uphold strong standards of accessibility in our facilities, through online communication and by fulfilling format requests for documents wherever possible. Accessibility is key to ensuring that all citizens can access Township services, programs, and spaces.</i></p> <p><b><u>(4) Accessibility Initiatives</u></b></p>

		<p>Accessibility initiatives have been led by various departments including Corporate Services, Community Services, and the Office of the CAO. The 2022 Accessibility Status Report will be brought to Council before the end of Q2 2023 to report annual progress on the Township's 2018-2025 Multi-Year Accessibility Plan.</p>
	<p><b>Promote Active Lifestyles</b></p>	<p><i>The Township continues to promote programs and initiatives that target a range of demographics and are diverse in type, to encourage healthy living and active lifestyles for all citizens.</i></p> <p><b><u>(13) Inclusive Community Program Initiatives</u></b></p> <ul style="list-style-type: none"> <li>• The <b>Exceptionalities Activity Program</b></li> <li>• The <b>Adapted Skate</b> Activity</li> <li>• Try It <b>Para Ice Hockey</b> Events</li> <li>• Try It <b>Wheelchair Basketball</b> Events</li> <li>• <b>(9) Inclusive Summer Camp Offerings</b></li> </ul> <p><b><u>(3606) Program Registrations</u></b></p> <p>There were (3606) Program registration for 2022. This number includes recreation programs, fitness programs, Cold Creek programs, Heritage and Culture Programs, and Summer Camp Programs.</p>
	<p><b>Advance Economic Prosperity</b></p>	<p><i>When considering the healthy, diversity and completeness of communities it is necessary to consider this from an economic development perspective as well. Economic vitality and prosperity is important to ensure retention, growth and attraction of businesses that allow for more options/choices for job seekers, residents and provide an expanded tax base in King.</i></p> <p><b><u>(13) New Businesses in King</u></b></p> <p>King is home to a wide array of small, medium and large businesses across a range of good producing and service producing sectors. From 2021 to 2021 there were 13 new businesses to King. Overall, as of 2022, the Township is home to 1427 businesses, 242 farms and provides approximately 10,750 jobs in King!</p> <p><b><u>(6) Community Improvement Plan Grants Approved</u></b></p> <p>In 2022, 6 Grants totalling \$42,695.00 have been approved and dispersed to King businesses. For every public dollar invested our partners in prosperity business and property owners have invested \$11.10 making physical improvement to their property. These investments contribute to revitalization of King's village commercial cores; and retaining or increasing property values and the retention and expansion of existing business.</p>

**Progress on Economic Development Strategy – TARGET ACHIEVED**

The Economic Development Strategy itself was completed and approved in 2018 and is now in the final year of implementation before being reviewed and updated in early 2023. This strategy aims to transform and enhance the economic fortunes of the Township of King into the future with goals including investment readiness, a commitment to community and sustainability, a culture of entrepreneurship and a strong, innovative rural brand. Of the 33 Action Items, 2022 saw significant progress on the following action items:

**Action Item 4** – Progress was made on developing a Concierge streamlined process for facilitating the intake of CIP Grants using automated fillable intake and application forms. <https://www.king.ca/CIP>

**Action Item 20 and 21** – Participated in a partnership to develop and submit a proposal to FedDev Ontario’s Regional Innovation Ecosystem funding program to develop an Agri-Food Innovation Network in York Region. King Economic Development committed to both financial and in-kind resources for the 4 year initiative. 14 partners pledged cash and in-kind support to this initiative including 4 King based organizations. If supported and funding approved the initiative will commence in 2023.



**Action Items 23 and 30** - An MOU between Kingbridge and the Township was established in September. It focuses on economic development and, in particular, the demonstration of world-class solutions in the sectors of agriculture, food, water, renewable energy, forestry and climate-related solutions and opportunities. The agreement includes direction to: Augment Economic Development, Drive Innovation and Applied Research and Ignite Stakeholder Engagement.

**Action Item 28 and 30** - Participated in Collision 2023 as part of York Region Pavilion and developed the on-line ProsperKING profile: <https://www.king.ca/prosperKING> and a website presence and video showcasing King’s Innovators

**Action Item 31** – Leveraged \$95,000 from the Fed Dev Tourism Relief Fund for tourism development and marketing enhancements including: indigenous art installation at King Heritage and Culture Centre, Frisbee Disc Golf at Cold Creek Conversation Area and winter season/festive installations and programming on Main Street Schomberg as part of Main Street Revitalization project. Also used RED funding to develop and make available both in print and digitally a Main Street Schomberg destination map and business directory.

**Action Item 33** – Prepared the Schomberg Community Profile & Investment and Talent Attraction Brochure for Schomberg Main Street with 50% leveraged funding through Rural Economic Development (RED) grant.

**OBJECTIVE: STRENGTHENING RESILIENCE**


Progress	Key Action	Performance Indicators
	<b>Advance the Township's Asset Management Program</b>	<p><i>Making the necessary advancements to the Township's Asset Management Program is intended to assist with corporate decision making to enable the municipality to achieve the goal of delivering sustainable services, better managing risks and getting the best value for tax dollars.</i></p> <p><b><u>Progress on Development of the Asset Management Program</u></b></p> <p>The Asset Management Program aims to improve and support asset management, which is a business approach to minimizing life cycle costs of owning, operating and maintaining assets at an acceptable level of risk while delivering established levels of service to citizens and stakeholders. In 2021 the Asset Management Program was developed and approved by Council to remain in effect for the next 5 years as per O. Reg 588/17. In 2022, the program included asset additions for facilities, fleet &amp; community service amenities.</p> <p><b><u>(21) Improved Assets</u></b></p> <p>As described in the Township's <a href="#">Asset Management Plan</a>, our municipal physical infrastructure ranges from transportation and environmental, to municipal buildings and fleet. In 2022, the Township undertook (11) <b>Road Improvement</b> segments, (1) segment of <b>Streetscaping</b>, (3) <b>Watermain &amp; Sewermain</b> construction/upgrades, (2) <b>Park Improvements/Constructions</b> and (4) <b>Facility Improvements</b> projects.</p>
	<b>Improve Emergency Preparedness</b>	<p><i>Being prepared for emergency situations that could significantly impact the municipality allows the Township to strengthen its ability to recover when they manifest. This means having controls in place and practicing response mobilization that will allow the Township to respond quickly and efficiently and to further avoid negative impacts to the community.</i></p> <p><b><u>(4) NEW High Level Emergency Controls in Place/Performed</u></b></p> <ul style="list-style-type: none"> <li>• Network equipment firmware update</li> <li>• Security audit and penetration testing performed by 3<sup>rd</sup> party.</li> <li>• 3rd party social engineering test</li> <li>• Cyber Awareness Training</li> </ul> <p><b><u>(12) Emergency Operations Center (EOC) Exercises Undertaken</u></b></p> <p>It is imperative that the Township is prepared for emergency situations and as such, staff has and will continue to undertake exercises such as presentations, workshops, modules etc., that allow the municipality to respond to emergencies/disasters quickly</p>

		and effectively. Under O.Reg 380/04 of the Emergency Management and Civil Protection Act, municipalities are required to establish an Emergency Operations Centre to be used in the event of an emergency. In 2022, the Township went above its annual exercise requirements through the completion of <b>(12)</b> Emergency Management (Integrated Management System) training initiatives in partnership with York Region.
●	<b>Strengthen Water and Wastewater Systems</b>	<p><i>Ensuring safe and sustainable water/wastewater systems in King is a method of ensuring resilience against risks to safety for individuals (safe watermains/drinking water) and the reducing potential environment risks that can arise from septic systems.</i></p> <p><b><u>(12) KMs of New/Replaced Watermains and Sanitary Sewers</u></b></p> <p>In 2022, 900 meters of existing watermains were lined, and 2.5 KMS of watermain had also been designed (but not yet implemented). Also, 5.6KMs of new watermains were installed, and 5.5 KMs of new sanitary sewers were also installed.</p>

**PRIORITY:**  
**SERVICE DELIVERY EXCELLENCE & INNOVATION**






<b>OBJECTIVE: INCREASING COMMUNITY ENGAGEMENT</b>		
<b>Progress</b>	<b>Key Action</b>	<b>Performance Indicators</b>
●		<p><i>Actively communicating with citizens means ensuring a strong online and social media presence is maintained, to better inform residents and visitors of life in the Township of King. The below indicators show performance of efforts to communicate with citizens on various services, information, projects, programs and/or initiatives.</i></p> <p><b><u>(7) New Communication Initiatives</u></b></p>

	<p><b>Actively Communicate with Citizens</b></p>	<ul style="list-style-type: none"> <li>• Installed mobile digital signage throughout King’s Urban Areas as a part of the Winter Storm Response.</li> <li>• Implemented a website redesign for easier user navigation.</li> <li>• Created Kings Major Projects Page, which created more consistency of reporting across projects.</li> <li>• Participated in the King Sentinel Progress Issue Editorial on behalf of the Mayor and CAO to discuss our progress and accomplishments over the years to achieve council and community priorities.</li> <li>• Launched micro-sites for Cold Creek &amp; KHCC.</li> <li>• Created an Insurance Claims Dedicated Website Page.</li> <li>• Undertook the 2022 Municipal Election Communication Campaign.</li> </ul> <p><b><u>(220) NEW Active Website Users</u></b></p> <p>This represents the total of <u>NEW</u> individual users that have utilized the Online Services available on the Township’s website king.ca to show that efforts over the course of 2022 have increased the engagement of users with the website and its online functionalities ranging from payments, application submissions, community program registrations, licenses and more.</p> <p><b><u>(323,863) Social Media Impressions</u></b></p> <p>This indicator represents the total number of social media users who have seen, liked or re-posted items from both the Corporate Township Twitter and Facebook.</p>
	<p><b>Increase Community Outreach Initiatives</b></p>	<p><i>Outreach initiatives within the community are meant to foster more awareness and engagement of the public on Township projects, programs and initiatives, through a range of communications, survey’s, information updates and public information centers/open houses. The aim is to be able to meet Township goals with input from the community as it directly impacts/affects citizens.</i></p> <p><b><u>(1,812) Public Engagement Opportunities</u></b></p> <p>Public engagement opportunities are held across all various departments, both in person and online. These opportunities range from in person Public Information Centres (PICs), Open Houses, community working group meetings, community event booths, and public education events, to online engagements through the SpeaKING website campaigns.</p> <ul style="list-style-type: none"> <li>• <i>Draft 2022-2023 Budget SpeaKING Page + PIC</i></li> <li>• <i>Planning 101 Open House</i></li> <li>• <i>Climate Change Action Plan Public Engagement SpeaKING Page</i></li> <li>• <i>Online Information Session For Municipal Election Candidates</i></li> <li>• <i>Nobleton Sewer Connection Permit Application Open House</i></li> <li>• <i>Kettleby Road Reconstruction PIC</i></li> </ul>

		<ul style="list-style-type: none"> <li>• <i>Western Elmwood and Castlewood Watermain Lining Project PIC</i></li> <li>• <i>Adult Sport League Consultation Survey – Summer Camp Parent Satisfaction Survey</i></li> <li>• <i>Fire Prevention Week Open House</i></li> <li>• <i>Public Education KPI (214 + 1,236) – FES &amp; BYL</i></li> <li>• <i>FES Training, Camp, Community Events, Firehouse Tours &amp; School Visits (352)</i></li> </ul> <p><b><u>(9,400) Active SpeaKING Users (Engaged, Informed and Aware)</u></b></p> <p>Launched in 2018, SpeaKING is the Township’s online public engagement platform. Since its initiation, staff has continued to build content and promote the use of the website to encourage citizen feedback on municipal projects, programs or initiatives. There are several ways to engage with this platform, including directly engaging through surveys, questions etc., as well as subscribing to the website to receive updates/notification and also just accessing the webpage to review content.</p> <p><b><u>Progress on the Community Engagement Plan – NOT COMPLETE</u></b></p> <p>The Community Engagement Plan was still in draft form and not completed by the end of 2022.</p>
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**OBJECTIVE: DEVELOPING INNOVATIVE “KING-CENTRIC” POLICY FRAMEWORKS**

Progress	Key Action	Performance Indicators
	<b>Develop and Improve Master Plans</b>	<p><i>Master plans are dynamic planning documents that provide a conceptual layout to guide future growth and/or development in a particular operational service area. Creating and updating master plans/strategies allows for continued informed decision making while also preserving the community character and produce positive economic and social development.</i></p> <p><b><u>(3) Master Plans Created or Updated</u></b></p> <ul style="list-style-type: none"> <li>• <b>Update from 2021: Comprehensive Stormwater Management Master Plan</b> completed.</li> <li>• <b>Update from 2021: Climate Change Action Plan</b> is still in the draft stage, but a community engagement strategy for the plan was 90% drafted in 2022.</li> <li>• <b>Update from 2021:</b> Continued to refresh the <b>Asset Management Plan</b> by continuing to record township assets.</li> </ul>
		<p><i>The development of innovative public policy frameworks allow the municipality to actively respond to emerging trends and pressures in ways that are unique to King through the legislation of by-laws, policies and procedures.</i></p>


	<p><b>Respond to Emerging Municipal Trends and Pressures</b></p>	<p><b><u>(5) Regulatory By-laws Developed or Amended</u></b></p> <ul style="list-style-type: none"> <li>• 2022-012 – <b>Mandatory Connection to Sanitary Sewer System and Imposition of Capital Charge</b> (Nobleton Sanitary Sewer Contract 3) to Mandate the connection to newly installed sanitary sewer lines in Nobleton and to alleviate environmental risks associated with septic systems (i.e., malfunctions resulting in leaking into ground soil)</li> <li>• 2022-032 – <b>Regulate and Govern the Sale, Use and Display of Fireworks</b> to Promote the health and safety of citizens and to Control of nuisances, particularly danger to persons and property from Fireworks that escape from the property where they are set off . Also to provide Consumer protection against the use of unauthorized Firework.</li> <li>• 2022-040 – <b>Implement an Administrative Monetary Penalty System</b> Provided a system of Administrative Penalties and Administrative Fees for Township by-laws which is faster and more flexible process for payment, appeal and collection of by-law infractions</li> <li>• 2022-038 – <b>Provision of Parkland Designation.</b> As a conditions of development or redevelopment lands, land will be conveyed to the Township for park or other public recreational purposes.</li> <li>• 2022-052 – <b>Establish Site Plan Control Areas.</b> In response to provincial legislations, this by-law regulates where site plan control is in effect where development requires site plan approval from the Township</li> </ul> <p><b><u>(22) NEW or Updated Policies and Procedures</u></b></p> <p>This includes both corporate and administrative policies, as well as departmental procedures and operating guidelines that outline how to undertake actionable tasks while respecting policy frameworks in place. In 2022, 17 procedures, 3 corporate policies and 2 administrative policies were created.</p>
	<p><b>Update the Township’s Long Term Growth Policy Frameworks</b></p>	<p><i>Ensuring the Township’s long term planning documents are up to date is critical to outlining the future vision of King in terms of how we will manage forecasted growth and development that is respective and unique to King.</i></p> <p><b><u>Progress on Our King: Official Plan Update – TAREGT ACHIEVED</u></b>  Adopted by Township Council in 2019, the Our King: Official Plan was also approved by York Region Council in October 2020 and then later re-approved by York Region in 2022, with modifications. To date, the Planning division is actively working through aspects that have been appealed to the Local Planning Appeal Tribunal (LPAT). Eleven appeals were received and forwarded to the Ontario Land Tribunal (OLT) in 2020. As of 2022, only 2 of the 11 appeals remain outstanding, as 6 more appeals were dealt with.</p> <p><b><u>Progress on Integrated Community Sustainability Plan (ICSP) Refresh – ON HOLD INDEFINITELY</u></b>  Despite work completed throughout 2019-2022 for the draft of the ICSP refresh, it was decided by Council that the ICSP refresh will not be moving forward. Since its creation in 2012, other municipal documents have taken its place (the OP, the CSP 2023-2026, and the Climate Action Plan, currently all in draft).</p>





**Progress on Rural Zoning By-law – TARGET ACHIEVED**

In 2020 the Township of King had initiated a review of its zoning for the rural areas and hamlets across the municipality, currently regulated by the Comprehensive Zoning By-law 74-53, as amended. The outcome of this review is a new comprehensive Rural Area Zoning By-law. The rural area encompasses the Countryside and Hamlet designation, as well as the Nobleton Village Reserve Lands. The Rural Zoning By-law Review Project was successfully completed in September 2022 with the adoption of the Zoning By-law for the Countryside 2022-053.

**OBJECTIVE: LEVERAGING TECHNOLOGY TO OPTIMIZE SERVICE DELIVERY**


Progress	Key Action	Performance Indicators
	<p><b>Modernize Service Delivery Methods</b></p>	<p><i>To ensure the needs of citizens are being consistently met, it is necessary to find new ways of exceeding customer service expectations. This means finding innovative and modern methods for delivering services through the use of technology that increases the ways customers and residents can interact with the Township, while also improving workforce effectiveness in customer service.</i></p> <p><b><u>(2) NEW Online Services</u></b></p> <ul style="list-style-type: none"> <li>• Self-Serve By-law Enforcement GIS Map &amp; Case Lookup by Property</li> <li>• Self-Serve Building Permit Inspections Booking</li> </ul> <p><b><u>(56) NEW Automated and/or Paperless Service Initiatives</u></b></p> <ul style="list-style-type: none"> <li>• Review Committee Checklist</li> <li>• Road Occupancy Special Events</li> <li>• Online Inspections Booking</li> <li>• OCAO Attendance</li> <li>• OCAO Management Attendance</li> <li>• Community Bench Tree Program</li> <li>• Approve Position Posting</li> <li>• Civil Ceremony Inquiry</li> <li>• Insurance Claim</li> <li>• FES Fireworks General</li> <li>• FES Fireworks Display</li> <li>• FES Fireworks Consumer</li> </ul>


- *Pool Permit Checklist*
- *FES Invoice Request*
- *FES General Payment*
- *FES Change of Address Request*
- *Mayor's Annual Golf*
- *Leave Request*
- *GMS Management Attendance*
- *GMS EC Dev Attendance*
- *GMS By Law Attendance*
- *GMS Building Attendance*
- *GMS Planning Attendance*
- *GMS Policy Attendance*
- *Community Services Attendance*
- *GMS By Law Specific Attendance*
- *Camp Rec Attendance*
- *Heritage Award Nomination*
- *AR Invoice Payments*
- *Mayor's Annual Gala*
- *By Law Private Property Parking*
- *Marketing Submission Form*
- *Municipal Election Employment Application*
- *SSMIP online*
- *New Expense Form*
- *New User V2*
- *Pet License Renewal, Edits*
- *IT Attendance Auto Approval on Default Approver*
- *Road Occupancy Permit Cleanup Deposit*
- *Election Sign Permit Application*
- *Employee Overtime Form*
- *Marriage License Form*
- *Art Show for International Women's Day*
- *Vote from Home Form*
- *Council Inaugural Ceremony*
- *Tuition Request Form*
- *HR - Course Registration Training*

		<ul style="list-style-type: none"> <li>• Facility Rental Application Form</li> <li>• Mayor's Business Development Lunch</li> <li>• Hydrant Flow Testing Form</li> <li>• Clerks - Training Registration</li> <li>• Damage Claim Form (Snow Sod)</li> <li>• Roads Transport Timesheets</li> <li>• Burn Permit</li> <li>• Entrance Permit V2</li> <li>• Site Alt Permit V2</li> </ul>
	<p><b>Evolve to Become “Mobile Ready”</b></p>	<p><i>Evolving to become mobile ready ensures that the Township is moving forward in modernizing how we delivery services to residents that are more efficient and flexible for ease of access and reference on the go!</i></p> <p><b><u>(6) NEW Functions/Services that can be Completed on a Mobile Device</u></b></p> <ul style="list-style-type: none"> <li>• Hydrant Observation</li> <li>• SSMIP Inspections</li> <li>• Sidewalk inspections</li> <li>• Senior snow removal</li> <li>• Laserfiche Document Repository</li> <li>• Laserfiche Forms</li> </ul>
	<p><b>Build and Launch a New Corporate Website</b></p>	<p><i>An integral part of leveraging technology for improved service delivery is having a centralized website for which all Township information and services are housed. Re-vamping the Township website (king.ca) is expected to help improve customer experiences and better serve their needs (including updated displays, navigation, content and more!).</i></p> <p><b><u>Progress on Website Development – TARGET ACHIEVED</u></b></p> <p>The Key Action of building and launching a new corporate website was complete in 2020. King Township developed and launched the new website that is a one-stop-shop for all things King! The new website, which retains the address of <a href="http://www.king.ca">www.king.ca</a> features a modernized appearance, improved navigation, refreshed content and optimal functionality. The website is also designed to be responsive so that it is easy to view on any type of device, including smartphones and tablets. It meets the accessibility standards required by the province of Ontario. The development of the website was a joint effort between King Township and UpanUp, a Canadian company that specializes in dynamic, accessible government and websites. The website integrates several new functions including:</p>

		<ul style="list-style-type: none"> <li>• New and improved online payment options for tax, water bills, permits, licences and other service</li> <li>• A brand new community and events calendar</li> <li>• The ability to subscribe to email notifications for news and events</li> <li>• An emergency alert banner</li> <li>• The ability to report various service requests online, including potholes and bylaw complaints</li> <li>• Interactive online mapping</li> </ul>
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**OBJECTIVE: IMPROVING ORGANIZATIONAL PERFORMANCE**

Progress	Key Action	Performance Indicators
	<p><b>Achieve and Build on Corporate Accreditations</b></p>	<p><i>Achieving corporate accreditations for best work practices highlights the Township’s commitment to improving performance in how we deliver a wide range of programs and services that exceed citizen standards.</i></p> <p><b><u>(8) Corporate Accreditations/Re-Accreditations Held or Received</u></b></p> <ul style="list-style-type: none"> <li>• <b>American Public Works Association</b> accreditation within the Public Works, Growth Management and Community Services departments. This accreditation formally verifies and recognizes public agencies for compliance with recommended practices set forth in the Public Works Management Practices Manual. This accreditation has been maintained in 2020 as department policies and procedures continue to be developed and enhanced for re-accreditation in 2023!</li> <li>• <b>Fire Underwriters Survey</b> completed for the Fire and Emergency Services (FES) department (FUS formerly the Canadian Fire Underwriters’ Association) which provides a standardized measure of the adequacy of fire protection. Each year the department monitors, collects, maintains all data/information relating to the FUS for purposes of compliant reporting.</li> <li>• <b>Superior Tank Shuttle Service Accreditation</b> within the Fire and Emergency Services Department for both residential and commercial grading, which recognizes the department’s ability to shuttle water by way of tanker trucks to fight fires in areas remote from municipal hydrants. Every year, the department is required to maintain critical flow rates and complete ongoing training of all staff to ensure the accreditation remains in good standing (the service is tested every five years).</li> <li>• <b>Challenge Course Accreditation</b> renewal for Cold Creek Conservation Center by the Association for Challenge Course Technology. This accreditation formally verifies that the municipalities have met the standards for challenge course installation, operation and inspection. <i>Despite many recreational program closures during 2020 due to COVID-19, this accreditation has been maintained by the Township and will be maintained for when the course re-opens pending direction from provincial and regional health units!</i></li> <li>• <b>High Five Accreditation</b> within the Community Services department was awarded in 2021, which is Canada’s quality standard for delivering quality and safe recreation and leisure programs.</li> </ul>

		<ul style="list-style-type: none"> <li>• <b>Bee City Certification</b> awarded from Bee City Canada, which is a part of Pollinator Partnership Canada to help protect pollinators and habitats. A Certified Bee City is a municipality, like King, or First Nations communities partaking in specific actions to protect pollinators.</li> <li>• <b>Mayors Monarch Pledge</b> awarded by the National Wildlife Federation to the Township for taking specific actions to help save the Monarch Butterfly by committing to create habitats for the monarch and pollinators, and to educate residents about how they can make a difference at home and in their community.</li> <li>• <b>NEW! Bird Friendly City Certification</b> is awarded by Nature Canada to the Township for taking specific actions to make our municipality safe havens for birds, instead of threats. Actions such as creating policies to protect birds, as well as creating a Bird Team to oversee bird friendly initiatives.</li> </ul>
	<p><b>Leverage and Strengthen Partnerships and Advocacy</b></p>	<p><i>Taking advantage of partnerships on projects, programs or initiatives can help improve performance by having shared costs, labour and/or resources to deliver municipal services more efficiently and creating mutual benefit for both parties. Increasing our presence/influence on external projects will allow the municipality to advocate on matters of importance to the community and residents.</i></p> <p><b><u>(34) External Projects where King is an Active Participant</u></b></p> <p>This indicator captures ongoing participation, either as a direct partner or active stakeholder, in external projects undertaken by a range of municipal partners, regional and provincial governments, and/or private sector industries.</p> <p><b>Utility Projects</b></p> <ul style="list-style-type: none"> <li>• <i>*Bell Fibre, *Vianet and Rogers Installation</i></li> </ul> <p><b>Provincial (Ontario Ministries)</b></p> <ul style="list-style-type: none"> <li>• <i>Bradford By-Pass; *GTA West Transportation Corridor; *Northwest GTA Transportation Corridor; *Provincial Offences Act Stakeholder; Cawthra Mullock Reserve Project</i></li> </ul> <p><b>Metrolinx Projects</b></p> <ul style="list-style-type: none"> <li>• <i>*King GO Station; *Toll Road Crossing Improvements; *GO Expansion (Barrie Line); Metrolinx Waterline Relocation; Metrolinx and Regional Whistle Cessation.</i></li> </ul> <p><b>York Region Projects</b></p> <ul style="list-style-type: none"> <li>• <i>*By-Law Enforcement COVID-19 Task Group; Water/Wastewater Master Plan Update; *I&amp;I Reduction Design and Construction Standards; Regional Cannabis Working Group; Conference Board of Canada Workplaces for the Future Report; TRCA and York Region Forest Study; Invasive Species Working Group; Single Use Plastic Working Group; Emergency Control Group; Transportation Master Plan; Joint Traveller Safety Plan</i></li> </ul> <p><b>Conservation Authority and LEAF Projects</b></p> <ul style="list-style-type: none"> <li>• <i>*Annual Planting and Habitat Enhancements; Neighbourhood Networks Project</i></li> </ul> <p><b>Community Groups &amp; Municipalities</b></p>

- *Mayors Megawatt Challenge, Mayors Energy Challenge; FCM Partners for Climate Protection; Schomberg Community Farm; Dufferin Marsh Restoration Projects; Communities in Bloom Pilot Project; Diabetes Canada Textile Diversion Program; Arts Society King Timeless Tales Writing Contest; Treasured Inc. & UofT Online Museum Exhibitions; AMPS Implementation Working Group (King, Georgina, Aurora & Newmarket).*

*External Projects marked with an asterisk (\*) are those that have started prior to 2021 but have continued over the course of the current year and those which King continues to actively influence/participate within.*

**(40) Memorandum Of Understanding (MOU) and/or Partnership Agreements**

**York Region:**

- **\*YorkInfo Partnership** with the Regional Municipality of York which allows the Township to ensure it has access to the most up to date information/data that can affect citizens such as pipe and storm water planning in King. Information sharing ensures accurate and consistent information is delivered.
- **\*Parking Agreement** with York Region which ensures every municipality enforces the Regional parking By-law at the municipal level on local roads.
- **\*York Region Winter Maintenance**
  - MOU for Miller Sideroad to the west side of the bridge on Bathurst Street.
  - MOU with York Region and neighbouring municipalities to provide labour support in the event of reduced staff levels due to COVID-19.
- **\*York Region Wastewater and Drinking Water Treatment and Storage Agreements** which enables the Region to treat and store water that is used in homes connected to the watermain.
- **\*York Region Waste Depot Access** that allows residents of the Township to dispose of a range of waste items (i.e. metals, hazardous waste, construction materials, tired etc.)
- **\*York Region and Red Cross Agreement** where the Region agrees to provide Emergency Social Services as well as Red Cross providing reception center services for the Township of King at an established reception center where King Township has activated their Emergency Plan and have opened up our Emergency Operations Centre.
- **\*Emergency Management** MOU with Northern Six (N6) municipalities, for the purposes of preparing Emergency Management services plan for respective FES departments based on pre-determined deliverables, and to provide an overarching collaborative emergency plan that will assist municipalities in achieving their regulatory requirements through innovative and cost-effective service delivery.
- **Encroachment Agreement** allowing placement of signs in the Township Right of Way.
- **NEW! Yorknet Agreement** for fibreoptics.
- **NEW! York Region Data Consortium** is a national program that purchases demographic and socio-economic data from the CDP (Community Data Program) for manipulation and consumption by its 17 members, including King.
- **NEW! York Region Indigenous Action Committee**

- **NEW!** York Region Arts Council

**Government of Ontario:**

- **\*Ontario Early Years** MOU with the provincial government to increase access to child care and make high quality programs more affordable.
- **Metrolinx Single-Site Crossing Agreement**
- **NEW!** Maintenance Agreement with MTO.
- **NEW!** Maintenance Agreement with Metrolinx.
- **NEW!** Parasport Ontario

**School Boards:**

- **\*York Region (Catholic/Public) School Board Agreements** that facilitate the rental/usage of sport fields/complexes for student use.

**Conservation Authorities:**


- **\*Toronto Region Conservation Authority Agreement** for maintenance of Cold Creek Conservation Centre.
- **\*Lake Simcoe Region Conservation Authority** for the technical reviews and approvals for planning applications on LSRCA regulated lands or watercourses.
- **Lake Simcoe Region Conservation Authority** Tyrwhitt Park Tree Planting partnership
- **NEW!** Environmental Triggers and Responses Partnership Agreement

**Utilities Companies:**

- **\*Vianet, Rogers and Enbridge Municipal Access Agreement** that allow works to be completed/installed in the Township Right of Way to provide access to service for residents.

**Municipalities:**

- **\*Northern Six Municipalities Waste Contract and 2025 Uniform Blue Box Transition** that allows for shared waste collection costs and to ensure consistent practices with neighbouring municipalities
- Partnership with the Town of Richmond Hill to foster more **\*accessible programming**.
- **\*Animal Control** partnerships with the City of Vaughan (animal control) and Toronto Wildlife (wildlife services, sick/injured).
- **Boundary Agreements**
  - Town of Caledon
  - Town of East Gwillimbury
  - **NEW!** Town of Bradford West Gwillimbury

		<ul style="list-style-type: none"> <li>○ <b>NEW!</b> City of Vaughan</li> </ul> <p><b>Other:</b></p> <ul style="list-style-type: none"> <li>● <b>Apiary Partnership with Innisfil Creek Honey</b></li> <li>● <b>Seneca College Environmental Landscape Management Program Partnership</b></li> <li>● <b>Easement Agreement with All Saint Anglican Church</b></li> <li>● <b>NEW! Capsian Sports Club</b></li> <li>● <b>NEW! Elevation Athletics</b></li> <li>● <b>NEW! Childrens Treatment Network</b></li> <li>● <b>NEW! Wheelchair Basketball Canada</b></li> <li>● <b>NEW! Cruisers Sport</b></li> <li>● <b>NEW! Canadian Library Project</b></li> </ul> <p><i>MOU or Partnership Agreements marked with an asterisk (*) are those that have been entered into prior to 2019, but have continued to be in effect over the course of the current year.</i></p>
	<p><b>Strive to Become an Employer of Choice</b></p>	<p><i>Attracting and retaining the best talent means recruiting the right individuals with the necessary experience and skills that will further the Township in striving towards continuous improvements for the community in the long and short term.</i></p> <p><b><u>Average of (40) Resumes Received per Job Posting</u></b></p> <p>In 2022, the Township posted 80 employment opportunities and received a total of 3199 resumes.</p> <p><b><u>(4) Action Items Completed/Initiated from Employee Survey 2.0</u></b></p> <p>In Q4 2019, the Township of King's second Employee Survey was completed by staff which aimed to gauge employee feedback in areas relating to work process, work environment, communication and, project management/governance. The goal of the survey was to identify key areas for development/advancement to show how much the Township values the opinions and considerations of its employees.</p> <p>Action Items undertaken in 2022 as a result of the survey results include:</p> <p><u>Action Area: Work Environment</u></p> <ul style="list-style-type: none"> <li>- AWA Policy and Procedure (Program) Implementation for positions with a REMOTE or HYBRID Work Model</li> </ul>



- Hybrid Meeting Room Technology to enable on-site and virtual attendees in meeting with full participation capabilities.
- Assessment of Hotelling Style KTMC layout for hybrid work.

Action Area: Project Management

- Project Management training on roll out of templates, procedures and guides.

**(23) Professional Development Programs and Learning Opportunities Offered to Employees**

These programs include:

- Standard First Aid - Full Cert
- Standard First Aid - Re Cert
- Enhanced Customer Service in the Public Sector
- Health and Safety for Leaders
- Transition into Leadership
- Learning Distributed Teams in the Changing City for People Leaders
- Relationship and Team Building in Virtual Settings
- Thinking Through Stress - Cognitive Restructuring
- Unconscious Bias: Understanding Bias to Unleash Potential
- Leading at the Edge: Steps to Shape the Future of Work
- Creating Accessible Documents Using Office
- Creating Accessible PDF Documents
- Psychological Safety in the Workplace
- Building Resilience to Cope with the Pandemic: Anxiety and Change
- Journaling away STRESS
- 4 Seasons of Reconciliation – Truth & Reconciliation Day Training
- Working from Heights
- Respect in the Workplace
- WHMIS 2015 – E-Learning
- Health & Safety Awareness – E-Learning
- AODA – E-Learning
- COVID-19
- Situational Leadership

These development programs are offered to employees across the corporation, in addition to departmental/role specific programs or courses taken by individual employees.

