

Attachment #2: Council Term Snapshot



Planned Community Growth

Delivered

- New Official Plan (Phase 1) approved (January 2026), establishing the growth framework to 2051
- Priority growth areas advanced into delivery:
 - Britannia Secondary Plan approved (January 2025)
 - Trafalgar Tertiary Plan adopted (December 2025)
 - Agerton Secondary Plan advanced to adoption
- Growth-enabling infrastructure delivered, including \$28M Nipissing Road reconstruction underway, supported by \$10.5M in provincial funding

Key Results

- 133% of Provincial housing target achieved (2025)
- 100% of development applications processed within Planning Act timelines
- Approximately 1% OLT appeal rate
- 8.4M sq. ft. of industrial, commercial, and institutional space permitted (2023-2025)
- Approximately \$1.1B in development value approved



Connected Transit and Mobility

Delivered

- Transportation Master Plan Update completed and endorsed
- Transit service expanded:
 - Sunday service introduced
 - Weekday evening service extended
 - Coverage expanded in growth areas
- Transit fleet expanded with 15 growth buses and 3 OnDemand/specialized vehicles to support service growth and reduce wait times.
- Electric bus conversion completed (pilot)
- Land secured for a future Transit Maintenance Facility

Key Results

- 83,585 transit service hours delivered in 2025 (+21% year-over-year)
- Transit hours per capita increased from 0.41 (2023) to 0.57 (2025)
- +45% growth in specialized transit ridership



Quality Facilities and Amenities

Delivered

- Next Generation 9-1-1 implemented
- 24/7 Fire Platoon Chief coverage introduced
- 2026 Fire Master Plan adopted and Community Risk Assessment completed
- Civic Square land acquisition completed
- New neighbourhood parks delivered in growth areas, including Walker Neighbourhood Park, Bowes Neighbourhood Park, and Apple Village Square, along with park redevelopments and new trails.

Key Results

- Approximately 4,250 fire calls handled in 2025
- Winter maintenance response approximately 35% faster than comparable municipalities at a lower cost per lane-kilometre
- Approximately 2.9 million annual community centre visits
- Library visits projected to exceed pre-pandemic levels by 200,000+



Innovate in Technology and Process

Delivered

- End-to-end digital residential building permits implemented
- Enterprise phone and customer service systems modernized
- AI-enabled phone agent piloted and extended to after-hours Operations support
- License Plate Recognition deployed for parking enforcement
- Modern workplace and cloud platforms implemented

Key Results

- 435 calls handled through AI pilot, with approximately 50% resolved without staff intervention
- Average By-law inquiry response time of approximately 1.5 days
- 60-66% of community standards complaints resolved through education



Invest in People

Delivered

- Strategic Workforce Development Plan completed
- Employee Value Proposition enhancements implemented
- Training, engagement, and recognition programs modernized

Key Results

- Permanent voluntary turnover maintained near 4% (low by municipal standards)
- 600+ youth and young adults employed through Recreation & Culture
- 74% of part-time Recreation & Culture staff under age 25



LOOKING AHEAD

Planned Community Growth

- Final adoption of the Official Plan and implementation of the Zoning By-law Review
- Continued secondary and tertiary planning and coordinated infrastructure sequencing

Connected Transit and Mobility

- Phased transit service expansion and fleet growth
- Advancement of the Transit Maintenance Facility
- Implementation of priority projects identified in the Transportation Master Plan

Quality Facilities and Amenities

- Completion of the Parks and Recreation Master Plan update
- Planning and delivery of new recreation, fire, and library facilities in growth areas
- Continued investment in youth services and community safety

Innovate in Technology and Process

- Expansion of online permitting and digital service delivery
- Implementation of new corporate tax and financial management systems
- Website renewal and digital records management rollout
- Responsible scaling of automation and artificial intelligence

Invest in People

- Implementation of the Strategic Workforce Development Plan
- Proactive workforce capacity, recruitment, and succession planning
- Continued focus on employee programs that support engagement, retention, and organizational resilience