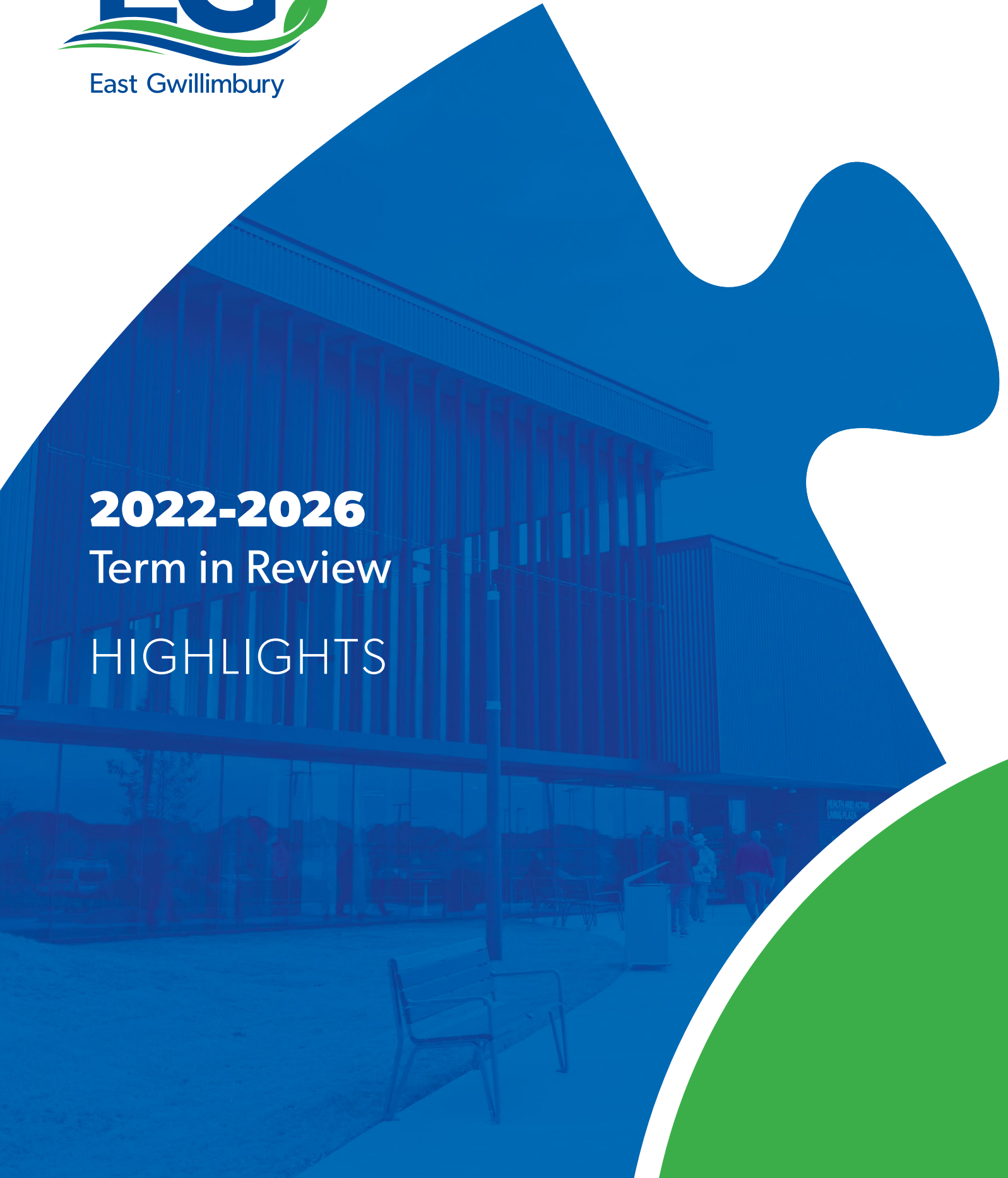




2022-2026
Term in Review
HIGHLIGHTS



Supporting a Growing and Evolving Community



Between 2023 and 2026, the East Gwillimbury Public Library (EGPL) experienced a transformative period of growth, modernization, and expanded community impact. Guided by its Strategic Plan priorities; Building Healthy Communities, Expanding Access, and Providing Exceptional Experiences, alongside the 2024 Library Services Growth Plan, EGPL strengthened its role as a vital community hub for learning, connection, and inclusion.

A key milestone during this period was the opening of the Queensville Branch in 2025, a purpose-built, 18,400 square foot facility that significantly expanded service capacity across the community. This work was complemented as EGPL strengthened its organizational capacity through updated service delivery models, refreshed branch spaces, and ongoing staff development.

EGPL demonstrated a strong commitment to community well-being through inclusive and

responsive programming. Initiatives such as English language learning supports, Indigenous-led learning opportunities, environmental education, and continued partnerships like the Holland Landing Food Pantry reinforced the Library's role in fostering belonging. At the same time, modernization efforts, including a redesigned accessible website, upgraded technology infrastructure, expanded digital collections, and a growing "Library of Things", removed barriers and broadened opportunities for engagement.

This term has positioned the Library as a forward-thinking, people-centered institution. With strong foundations, modern infrastructure, and a clear vision for the future, EGPL is well equipped to continue delivering innovative, inclusive, and responsive library services that support a thriving East Gwillimbury community.

2022-2026 Strategic Plan

The Town of East Gwillimbury's (EG's) planning and decision-making framework is guided by the vision and priorities of Council, as defined through the 2022-2026 Strategic Plan. The Strategic Plan was informed by the community through consultation and engagement with residents, and provides overall direction that guides the decisions and actions undertaken during Council's four-year term. The Strategic Plan focuses on building a sustainable future for the municipality, while supporting and responding to the current and evolving needs of the community.

The Strategic Plan is organized by five strategic priorities, which guide all municipal planning and service delivery.





Quality Programs and Services

Providing value for tax dollars through delivery of programs and services that support our economic, environmental, and social goals.



Completed **11 initiatives** between 2023 and 2025 through the *Safer Streets Program*.



Completed a comprehensive *Fire and Emergency Service Review*, identifying **24 opportunities for improvement** which were addressed over the term.



Increased full-time firefighting staffing from **18 to 28**.



Assessed **58 buildings** in 2025 through the new *Fire Safety Assessment Program*. Conducted nearly **3,600 home visits** through the *Smoke and Carbon Monoxide Alarm Program*.



Responded to over **3,500 by-law complaints** and conducted nearly **6,000 inspections**.



Expanded *online service delivery and payment options*, introducing over **200 digital forms** and dashboards and processing over **17,000 online payments**.



Implemented a new online *Customer Service Portal*, resulting in over **500 requests** since 2023.



Redesigning the Town website to improve the online experience for residents.



Implemented new *Active EG Memberships*, with over **3,400 issued**.



Redesigned the *Health and Active Living Guide* to an enhanced digital format.



Expanded a wide range of *events and recreation programs*, attracting over **10,000 event participants** in 2025, delivering **155 Town-run events** by the end of 2026, and **increasing recreation program participation by 200%** to more than **11,000 participants** across **1,800 registered programs**.



Developed an *Events Strategy* to support the growth, enhancement, and long-term sustainability of community events.



Hosted the Inaugural *Newcomer Welcoming Week* (220 participants), *Black History Month Community Celebration* (200 participants), *Emancipation Day* flag raising ceremony (60 participants), and *Red Dress Day* installation (100 participants) for the first time.



Implemented indoor and outdoor *public art installations*, including Holding Hope at Children of Peace Park.



Installed the *"Lest We Forget"* themed *crosswalk* at the Civic Centre entrance.



Refreshed the *Engaged EG Volunteer Program* which includes over **100 volunteers** annually.



Delivered two *Asset Management Plans*.



Rehabilitated **25 kilometres** of roads through the *Road Rehabilitation Program*.



Completed the design and construction of a *new 250 metre concrete sidewalk* along Highway 48.



Updated an implemented a *Multi-Year Accessibility Plan*, with **58% of initiatives underway or complete**.



Responsible Growth

Ensuring responsible and balanced growth management.

-  Submitted a *Housing Pledge* to the province, committing to facilitate the construction of **4,300 new homes by 2031**. Awarded **\$1.05 million** through this commitment for achieving 92% of the 2024 housing target, breaking ground on **328 new homes**.
-  Issued over **1,000 building permits** and **800 residential occupancy permits**, and completed over **20,000 building inspections**, resulting in over **\$750 million** in construction value.
-  Received over **\$200 million in capital investments** since 2024 for industrial, commercial, and institutional developments.
-  Reached **18,264 local jobs** in 2025 – already surpassing the 2031 employment projection of 16,500 set out in York Region’s Official Plan for the Town.
-  Launched a *refreshed AdvantageEG.ca website* to better support both local businesses and prospective investors.
-  Developed a comprehensive investment package to support business and investment attraction, including the *Loblaw’s distribution centre* which represents the largest private sector investment in the Town’s history and the largest facility ever built in the community.



Led project management for *Metrus Properties’ industrial development* at Highway 404 and Green Lane.



Undertook a *review and update of the Official Plan* and the *Complete Communities Secondary Plan* to align with current legislation and guide long-term development and growth.



Completed updates to the *Water and Wastewater Master Plan*, the *Transportation Master Plan*, and the *Active Transportation and Trails Plan*.



Completed **200 capital projects**.



Developed and implemented a *Built Heritage Strategy* and designated the historic community of Sharon as *East Gwillimbury’s first Heritage Conservation District*.



On April 27, 2026, the Town joined the province, regional and local partners, and Southlake Health to announce the future location of a *new acute care hospital in East Gwillimbury*, marking a major milestone in expanding regional health care capacity and improving access to care for residents.









Environmental Stewardship



Preserving and protecting our natural environment as we grow.

-  In 2023, *Council declared a Climate Emergency*, formally recognizing the need for urgent action on climate change and reinforcing the Town’s commitment to advancing environmental initiatives.
-  Developed and implemented the *Thinking Green Environmental Strategy*, providing a comprehensive framework to guide environmental protection, restoration, and sustainability efforts across the organization and community. Implementation is well underway, with **25 of 45 actions completed**.
-  Delivered **57 environmental-related community engagement activities** with over **1,800 participants**, with more planned for 2026.
-  Developed a *Corporate Energy Plan* which includes 15 key actions and sets per-capita **emission reduction targets of 30% by 2030**, 56% by 2040, and 79% by 2050. Without action, corporate emissions were projected to increase by 174%.

-  Advanced the development of a *Community Energy Plan* and a *Climate Adaptation Plan*.
-  Adopted a *Green Fleet Strategy*, recognizing that the fleet accounts for approximately 33% of corporate greenhouse gas emissions.
-  Undertook a comprehensive update of the *Site Alteration By-law*.
-  Registered **7,882 accounts** for e-billing, representing a **180% increase**.
-  Transitioned the *Blue Box Recycling Program* to a province-mandated system, and worked with neighbouring municipalities to extend the cooperative *Waste Management Contract*.
-  Consistently achieved a **70% waste diversion rate** this term through active community participation in curbside diversion.
-  Diverted over **16,000 tonnes of waste** and over **75 tonnes of textiles** from landfills.
-  Initiated a multi-year *LED Streetlight Conversion Strategy* to transition all municipal streetlights to LED technology. Of the Town’s **864 steel streetlight poles**, 64 are scheduled for replacement, with the remainder being recoated to extend their service life.
-  Enacted the Town’s first *Tree Protection By-law* to regulate the removal or injury of trees on private property.
-  Grew the Town’s urban tree count to just over **19,000 trees**, effectively doubling in ten years.
-  Advanced updates to the *Thinking Green! Development Standards*, a set of guidelines that shape how new buildings and neighbourhoods are designed, built, and evaluated.



Build Complete Communities

Building complete communities that support the ability for residents to connect to amenities, services, employment, and each other.



Opened the *Health and Active Living Plaza (HALP)*, an **80,000+ sq. ft. community hub** bringing recreation, library, and cultural spaces together under one roof, with the surrounding park and event street opening in 2026.



Progressed the early stages of the *Civic Centre Site Revitalization* project through the development of **three conceptual design options**.



Initiated a one-year *On-street Parking Pilot* to provide residents with more flexible options and gather data to support future parking improvements.



Completed the Town's first *Housing Needs Assessment Study* to better understand current and future housing needs in the community.



Advanced the *Holland Landing and Mount Albert Downtown Revitalization* projects with substantial completion anticipated by the end of 2026. These projects will strengthen the Town's downtown cores, improve connectivity and economic vitality, and enhance the overall public realm experience for residents and visitors.



Constructed or improved over **40 park and trail amenities**, with an additional **four expected to be completed** by the end of 2026. This includes:

- Redevelopment of *Emily Park, Brown Hill Park, King Street Park, and North Union Park, and Harvest Hills Park*
- Extensions to *Simcoe Trail* and *Radial Line Trail*
- Two new outdoor volleyball courts at *Mount Albert Lions Park*
- Reconstructed tennis courts and two new pickleball courts at *Sharon Hills Park*



Looking ahead, additional 2026 projects include:

- Two new pickleball courts at *Anchor Park*
- Replacement of tennis courts at *Holland Landing Community Centre Park*



Advanced the *Broadband Expansion Program* to support efforts to ensure full community access to competitive, affordable, and reliable internet service.





Culture of Municipal Excellence

Fostering a culture of service excellence, engagement, and transparency.



Developed and implemented the *IIDEA (Indigeneity, Inclusion, Diversity, Equity, and Accessibility) Action Plan* which identifies 73 internal- and external-facing initiatives, with **58% underway or complete**.



Published the Town's first report on overall progress towards the *Truth and Reconciliation Commission's 94 Calls to Action*.



Launched the Town's *Instagram* channel, reaching nearly **4,000 followers** to-date.



Grew the online community by 92% with over **24,000 followers** across the Town's digital communications channels.



Developed a *Service Experience Strategy* with a 10-point action plan to enhance service delivery across the organization.



Managed over **7,000 service requests**.



Expanded customer service access points to three locations – the Civic Centre, Sports Complex, and Health and Active Living Plaza – including extended service hours, improving access, flexibility, and convenience for residents.



Engaged in over **130,000 customer service interactions**, including more than **77,000 calls**, **34,000 emails**, and **18,000 in-person counter visits**.



Implemented the *EG – You Belong Employee Experience Strategy* to foster a culture of belonging, engagement, and growth.



Supported the launch and operation of the HALP by recruiting over **150 part-time staff** to support expanded recreation programming.



Recruited a new *Integrity Commissioner*, bringing extensive expertise in municipal governance, including code of conduct compliance and conflict of interest guidance for Council.



Implemented a range of new and updated policies, including a *Translation Policy*, *Accessibility Policy*, *Respectful Public Spaces Policy*, new *Naming Rights and Sponsorship Policies*, various new and updated by-laws, a *Backyard Hens Program*, among others.



Built meaningful and reciprocal relationships with the *Williams Treaties First Nations*, including through engagements and consultations.



Established strong *partnerships* over various disciplines with York Region, neighbouring municipalities, the building and development industries, community organizations, governance networks, and others to leverage shared expertise, achieve cost efficiencies, strengthen service delivery, and support coordinated regional growth and community well-being.



Connect with EG.

TOWN OF EAST GWILLIMBURY

-  @TownofEastGwillimbury
-  @EastGwillimbury
-  @TownofEG
-  @TownofEastGwillimbury
-  eastgwillimbury.ca/eNews
-  eastgwillimbury.ca
-  905-478-4282
-  customerservice@eastgwillimbury.ca

EAST GWILLIMBURY PUBLIC LIBRARY

-  @EastGwillimburyLibrary
-  @EG_Public_Library
-  egpl.ca
-  905-836-6492

Prepared by the Town of East Gwillimbury's Office of the Chief Administrative Officer, in collaboration with all Town departments and the East Gwillimbury Public Library.

Designed by the Town of East Gwillimbury's Communications Branch.