

2022-2026
Term in Review





Table of Contents

EG At-A-Glance	3	About this Report	15
Financials At-A-Glance	4	2022-2026 Strategic Plan: Key Deliverables	16
Message from the Mayor	6	Quality Programs and Services	17
Town Council	7	Responsible Growth	27
Message from the Chief Administrative Officer	8	Environmental Stewardship	34
Town Services	9	Build Complete Communities	40
Message from the Library Board Chair	10	Culture of Municipal Excellence	47
Message from the Library CEO	12	Reciprocal Relationship Building Between EG and the Georgina Island First Nation	58
Awards	14		

Land Acknowledgement

The Town of East Gwillimbury recognises and acknowledges the lands originally used and occupied by the First Peoples of the Williams Treaties First Nations and other Indigenous Peoples, and on behalf of the Mayor and Council, we would like to thank them for sharing this land.

We would also like to acknowledge the Chippewas of Georgina Island First Nation as East Gwillimbury’s closest First Nation community and recognize the unique relationship the Chippewas have with the lands and waters of this territory. They are the water protectors and environmental stewards of these lands, and we join them in these responsibilities.

Artwork by Lauri Hoeg



EG At-A-Glance

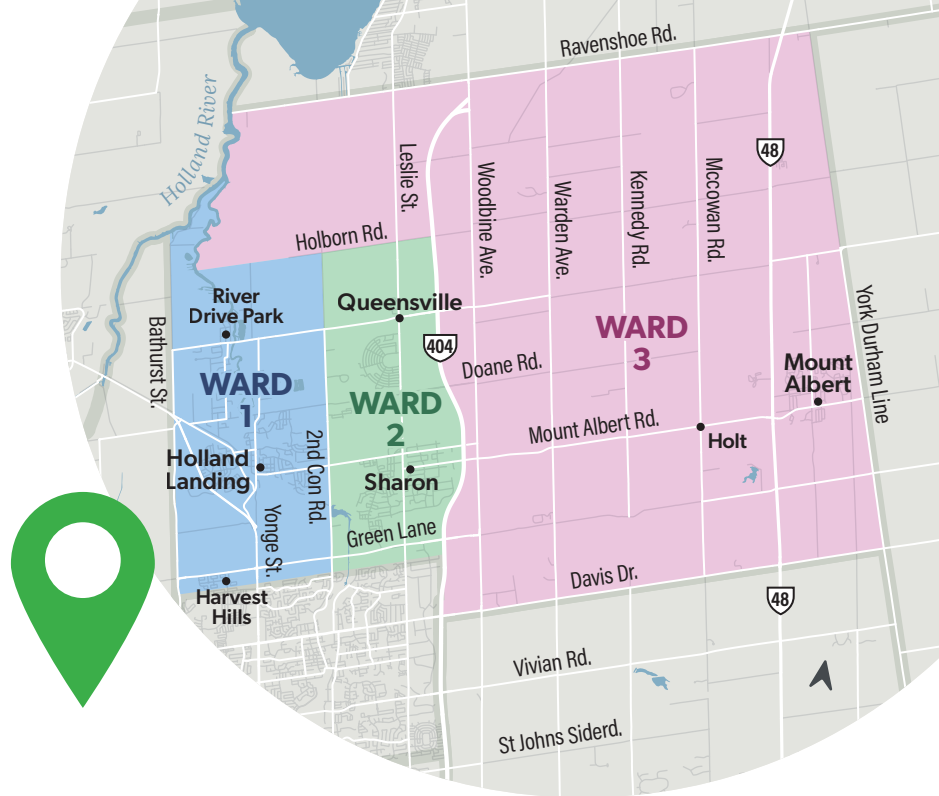
Location and Size

East Gwillimbury (EG) is located in northern York Region, approximately 30 minutes north of Toronto. The Town spans 238 square kilometres and includes approximately 15,000 properties across a mix of urban communities, villages, and rural lands.

Communities and Wards

EG is made up of several key communities, across three wards.

Population and Growth



Approximately
42,000
Residents

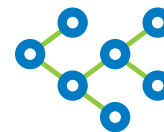
**According to 2021 census data*



Approaching
130,000
Residents by 2051



Fastest growing
municipality in
Canada*



301%
Increase in racialized
population between
2016 and 2021*

Employment and Economy



1,250
Businesses



18,000+
Local jobs



Local job totals
approaching
45,000
By 2051



71.3%
Residents
aged **25-64** with
Post-Secondary
education

Diverse economy including
construction, retail, health care,
and **manufacturing**

Community Character



75% *APPROX.
Green space
and natural
landscapes



50+ km
Active
transportation
and trails

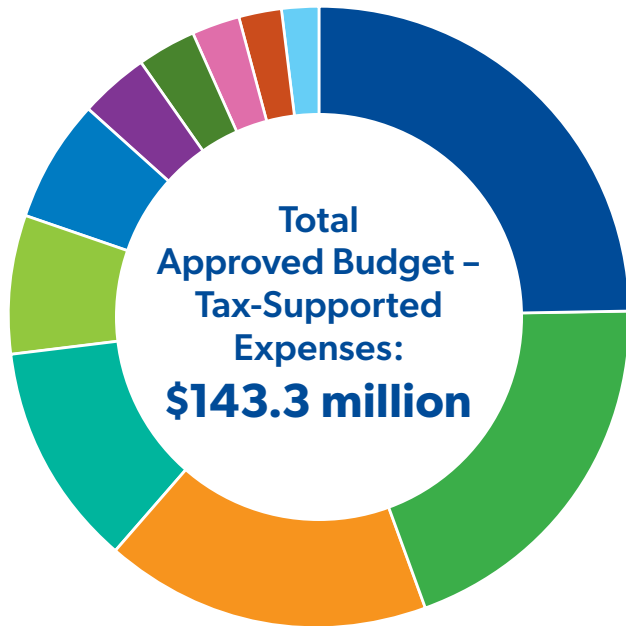


40+
Parks and
open spaces



300+
Acres of
parkland

Financials At-A-Glance



(values are rounded)

Programs and Services (Tax-Supported Expenses)

Day-to-day programs and services
funded through property taxes

2023-2026 Tax-Supported Expenses

1	Parks, Recreation and Culture	\$35.7M	25%
2	Engineering and Public Works	\$28.3M	20%
3	Fire and Emergency Service	\$24.3M	17%
4	Corporate Services	\$16.5M	11%
5	EG Public Library	\$10.3M	7%
6	Finance	\$9.4M	7%
7	Development Services	\$5.0M	4%
8	Legal and Legislative Services	\$4.6M	3%
9	Corporate Wide	\$3.5M	2%
10	Mayor and Council	\$3.1M	2%
11	Office of the CAO	\$2.6M	2%

Amounts are net of corporate allocations.
Fee and rate supported programs not included.

Notable Grants

The following represents a sample of the grants that the Town has successfully secured over this term. Awarded through competitive, application-based processes, these funds have helped enhance local programs and services for the community.

Building Faster Fund **\$1,050,500**

Supports the Mount Albert Downtown Revitalization project and bridge infrastructure

Community Sport and Recreation Infrastructure Fund **\$611,500**

Supports accessibility upgrades to the Sports Complex

Fire Protection Grant **\$74,600**

Supports firefighter health and safety, including specialized equipment

Green Municipal Fund **\$70,000**

Supports the Climate Adaptation Plan

**Total Grant
Funding Awarded
\$6.7 million**

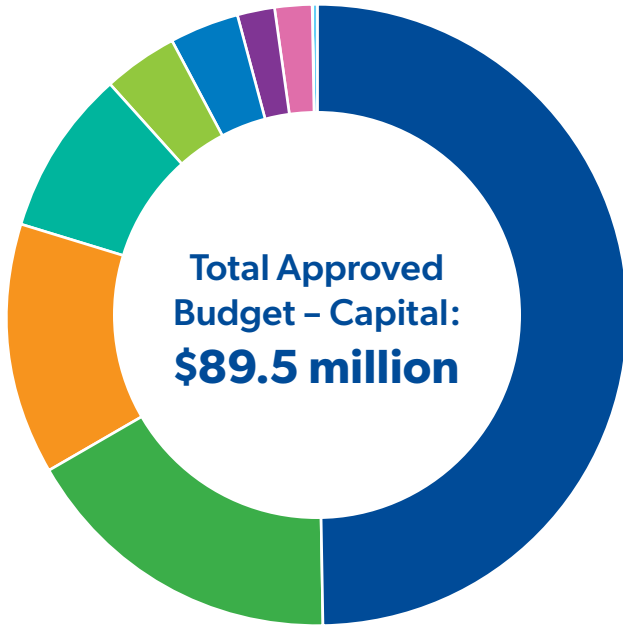
The Atmospheric Fund **\$50,000**

Supports the Thinking Green! Development Standards update

Ontario Community Emergency Preparedness Grant **\$42,600**

Supports emergency response capabilities through critical equipment and training

i Refer to page 9 for a description of Town departments and services.



(values are rounded)

Projects and Initiatives (Capital Projects)

Investments that are one-time or specific in nature

2023-2026 Capital Projects

1	Engineering and Public Works	\$44.7M	50%
2	Parks, Recreation and Culture	\$15M	17%
3	Water and Wastewater	\$11.8M	13%
4	Fire and Emergency Service	\$7.7M	9%
5	Corporate Services	\$3.5M	4%
6	Development Services	\$3.2M	4%
7	Finance	\$1.8M	2%
8	EG Public Library	\$1.6M	2%
9	Office of the CAO	\$0.16M	<1%
10	Legal and Legislative Services	\$0.06M	<1%

i Maintained zero debt status

HEALTH AND ACTIVE LIVING PLAZA

\$100.4 million

Project Budget was approved as part of the 2022 budget, with spending taking place during this term of Council.

Asset Management

Town Assets

Transportation, Stormwater, Water, Wastewater, Fleet, Parks and Land, Fire and Emergency Service, Information Technology, Library



Total Asset Value
\$3.13 Billion
Replacement Cost



Asset Condition
84%
In good or better condition

Message from the Mayor



As we reflect on the 2022-2026 Council Term, I want to thank the residents of East Gwillimbury (EG), my Council colleagues, Town staff, volunteers, local businesses, and community partners for their contributions to our growing and evolving community. The progress highlighted throughout this report reflects our shared commitment and the strength of collaboration.

At the beginning of this term, Council established the 2022-2026 Strategic Plan to guide priorities, investments, and decision-making. Developed with community input, the Strategic Plan set a clear vision for building a vibrant, sustainable, and connected community. Over this term, Council and staff worked to turn that vision into action through investments in municipal services, infrastructure, recreation, environmental sustainability, and economic development.

With a focus on improving accessibility and convenience, new online services, digital tools, and expanded customer service made it easier for residents to access information and engage with municipal programs and services.

As one of Ontario's fastest-growing municipalities, managing growth responsibly was prioritized through the Official Plan update, Complete Communities planning, and master planning projects. Council also advanced important initiatives to protect natural assets, strengthen climate resiliency, and integrate sustainability into planning, infrastructure, and service delivery.

This term marked one of the most significant investments in the Town's history – the opening of the Health and Active Living Plaza – along with continued investments in parks, trails, roads, and community amenities that together support active and connected neighbourhoods. Annual business plans and budgets were aligned with Strategic Plan priorities to ensure resources were directed toward projects and services that deliver value for residents.

I want to recognize the professionalism, dedication, and expertise of Town staff whose work continues to make these accomplishments possible. I also want to acknowledge the importance of collaboration with community organizations, Indigenous communities, York Region, the Federal and Provincial government, and other partners who continue to support EG's success.

There is so much to be proud of as we reflect on how far our community has come over this term. On behalf of Council, thank you to our residents for your trust, engagement, and ongoing support as we continue building a thriving and sustainable community together.

Mayor Virginia Hackson

Town Council



2022-2026 Council
(left to right): Councillor
Terry Foster, Ward 1,
Councillor Lorelea
Carruthers, Ward 1,
Councillor Susan Lahey,
Ward 3, Mayor Virginia
Hackson, Councillor Scott
Crone, Ward 3, Councillor
Tara Roy-DiClemente,
Ward 2, Councillor
Brian Johns, Ward 2.

East Gwillimbury's Municipal Council is comprised of the Mayor, who is elected at large, and six Ward Councillors.

The Mayor and Council provide strategic leadership and governance for the Town through decision-making, budget oversight, community representation, and advocacy. Together, they ensure that municipal programs, services, and policies reflect the needs and priorities of the community, and establish the Town's Strategic Plan to guide long-term priorities. Council operates within the legislative framework of the *Municipal Act, 2001*, and is supported by statutory and advisory committees that provide advice and subject matter input on key municipal matters.

The current term of Council began in November 2022 and ends in November 2026.

During this term, Council meetings have generally been held on the first and third Tuesdays of the month, with adjustments made as required. Council meetings are open to the public and provide opportunities for community participation.

Throughout this term, Council has advanced key strategic priorities through a range of initiatives outlined in this report.

Message from the Chief Administrative Officer



I would like to start by thanking the Mayor and Council for their leadership and support. Representing the interest of constituents, their governance and decision-making has guided EG through a period of significant growth, transformation, and community investment.

Through the 2022-2026 Strategic Plan, the organization focused on delivering tangible outcomes that improve everyday life for the community. From major infrastructure investments and expanded recreation opportunities to enhanced digital services and environmental initiatives, this term demonstrated the Town's ability to translate Council direction into measurable results.

Over the past four years, the Town has achieved significant progress across all areas of municipal service delivery. Staff worked collaboratively across departments to modernize and improve services with a focus on the overall resident experience. Residents can now access more services online than ever before, including permits, payments, and customer service requests, making it easier to navigate municipal offerings.

This term also marked significant capital investments like the opening of the Health and Active Living Plaza, a new community space with a pool, walking track, fitness centre, gymnasium, teaching kitchen, library and more amenities that will serve residents for generations to come. Delivering projects of this scale, on time and on budget, requires tremendous coordination and commitment from staff across the organization, not only in project management but also in ensuring these assets can be sustainably operated and maintained long-term.

As EG continues to grow, the organization remains committed to strong financial stewardship and responsible fiscal management. Through proactive financial planning and strategic asset management, the Town maximized value for taxpayers while maintaining its zero-debt position. In addition, the Town secured \$6.7 million in external grant funding to help offset project costs and support key infrastructure investments.

Most importantly, the accomplishments highlighted throughout this report reflect meaningful benefits for the community. These achievements would not have been possible without the professional expertise and commitment of Town staff combined with support from community partners, volunteers, local businesses, and residents who continue to help shape EG's future.

I am proud of what we have accomplished together during this term and look forward to building on this momentum in the years ahead.

Mark Valcic, Chief Administrative Officer



Civic Centre Courtyard

Town Services

EG delivers a broad range of core municipal services that support daily life, community well-being, and sustainable growth. These services are delivered through key operational departments and include:

Office of the Chief Administrative Officer

Provides corporate leadership, strategic planning, and organization-wide coordination.

Corporate Services

Delivers customer service, communications, information technology, people and belonging services, by-law enforcement, and environmental initiatives.

Development Services

Manages growth, planning, development approvals, building permits, inspections, economic development, and growth management.

Engineering and Public Works

Plans, maintains, and rehabilitates road, water, wastewater, and stormwater networks, and oversees fleet, waste management, transportation and traffic, site alteration, and development engineering.

Finance

Leads budgeting, financial reporting, billing, implementation of fees and charges, payroll, accounting, investments, procurement, asset management and capital financial management.

Fire and Emergency Service

Provides fire protection, emergency management, response, prevention, and public safety education.

Legal and Legislative Services

Provides internal legal counsel and support and oversees insurance, risk management, contracts, property matters, Clerk's services, statutory services, elections, records management, and access/privacy compliance.

Parks, Recreation and Culture

Delivers parks, trails, recreation programs, community events, and facilities.

Town Administration also works closely with the East Gwillimbury Public Library to deliver quality programs and services to residents.

Message from the Library Board Chair



Between 2023 and 2026, the East Gwillimbury Public Library (EGPL) advanced a significant period of growth, modernization, and community impact. Guided by the EGPL Strategic Plan's priorities to Build Healthy Communities, Expand Access, and Provide Exceptional Experiences, the Library strengthened its role as a community hub for literacy, belonging, and discovery.

In parallel, the 2024 Library Services Growth Plan positioned EGPL to respond proactively to rapid population growth, evolving facility needs, and the future of library service delivery. EGPL's facility and service planning were shaped by this expanding community profile and the need to adapt library spaces and operations.

The opening of the Queensville Branch at the Health and Active Living Plaza directly aligned with Growth Plan recommendations

to expand capacity, modernize infrastructure, and ensure equitable service distribution across a growing population. This expansion fulfilled the Strategic Plan's commitment to providing welcoming, accessible spaces that foster connection and community well-being.

Thank you to the EGPL staff and Library Board for their dedication and hard work in delivering exceptional results for the community.

Christine Glenn, Library Board Chair

“

Queensville Branch is one of those community libraries that immediately make you feel relaxed the moment when you walk in. The space isn't large, but it's bright, clean, and very easy to navigate. The staff are incredibly friendly and always patient.



2022-2026 Library Board (left to right):

Vice Chair Kayla Crone, Tim Houlahan, Councillor Tara Roy-DiClemente, Catherine Rae, Kathleen Redmond (non-member), Mayor Virginia Hackson (non-member), Chief Executive Officer Sandra Sydor, Councillor Lorelea Carruthers, Lars Opalinski, Stephen Gill, Chair Christine Glenn, Janelle Ng, Diana Robichaud.



“

I love it here!

“

We love our local library and appreciate all the EG library locations do. Kids growing up with positive memories and experiences with their local libraries is a beautiful thing!

“

The staff at the East Gwillimbury Public Library are always super friendly and helpful. From the pleasant welcome to the kind assistance, when necessary, they all make you feel 'at home.'

“

My kids find the educational activities quite fun and engaging, and the staff provide a positive and supportive environment which encourages them to continue to attend.

“

We had such a great time!! Happy summer EGPL! Never change ♥

Supporting Community Connection Through Growth

The Library Services Growth Plan affirms the Library's role as a centre for learning, exploration, and connection. Library programs and services bring this vision to life by supporting residents in building relationships, sharing knowledge, and staying connected as our community grows. This people centred approach ensures the Library remains a welcoming, inclusive space for everyone.

The Growth Plan also recognizes the importance of evolving alongside residents by adapting to technological change. By embracing new

digital tools, resources, and service models, the Library supports a wide range of learning styles, interests, and access needs while remaining relevant in a rapidly changing environment.

As population growth accelerates, the Growth Plan further emphasizes the need to align staffing, facilities, and services with community expectations. This ensures the continued delivery of high quality, responsive, and accessible library services that reflect the needs and aspirations of a growing and diverse community.

Message from the Library CEO



EGPL's accomplishments from 2023 to 2026 reflect a library system that has strengthened its foundations, modernized its services, and planned responsibly for the future of East Gwillimbury (EG). Guided by the Strategic Plan and the Library Services Growth Plan, we have built a system equipped with the resources, spaces, and services needed to support a growing and evolving community.

A defining milestone of this term was the launch of the Queensville Branch, which added 18,400 square feet of vibrant, purpose-built space, including a 30,000-item collection, dedicated children's area, a makerspace, a design studio, and flexible program and study spaces throughout.

The Library continued to serve residents across EG through a network of accessible service points including the Mount Albert, Holland Landing, and Queensville Branches, the Library Locker, and the Digital Library. Together, these connection points ensure that all residents have easy access to library services, programs, and collections, reinforcing our commitment to exceptional experiences.

We are well positioned to meet our community's changing needs and to continue delivering a public library system that is accessible, inclusive, and future-ready.

Sandra Sydor, CEO

How We're Serving Our Community

We are always working to improve; we measure our impact to help tell the story of how people in our community use and experience library services. Along with feedback and stories from residents, metrics help us understand access, changing needs, and the positive difference the Library makes in everyday lives.

2025 Numbers

Library Circulation



Digital
65,122

Physical
181,058

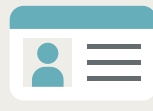
Library Programs



1,229
Programs

15,409
In attendance

Library Cards



3,320 New
registrations

11,306
Active card
holders

Library Visits



In-person
112,649

Virtual
278,960

Food Pantry Use



2,092
Clients



Strengthening Community Through Shared Priorities

Building Healthy Communities

EGPL delivered programs and services that foster community connection, creativity, and social support. The Strategic Plan highlights the Library's role in cultivating curious, connected communities through civic engagement and enriching experiences.

This commitment was demonstrated through:

- Sensory-inclusive programs and English language learning supports
- Indigenous-led Learning Circles to inform Anishinaabe language signage
- Sustainable environmental learning opportunities
- Continued community-focused initiatives at the Holland Landing Food Pantry

Expanding Access Through Modernization and Service Innovation

Grounded in the Strategic Plan's focus on removing barriers and expanding access to information and opportunities, EGPL pursued multiple modernization initiatives. These included:

- A redesigned website with improved accessibility
- Upgraded public internet infrastructure and expanded self-service functions
- Expanded digital literacy opportunities with new technology-focused Library of Things items

Delivering Exceptional Experiences and Strengthening Internal Capacity

The Strategic Plan emphasizes providing empowering experiences rooted in equity, inclusion, and strong relationships. EGPL supported this through:

- Refreshed branch spaces in the Holland Landing children's area and Mount Albert study rooms
- Implementation of a Service Delivery Model and an updated organizational structure to support a three-branch system
- Engagement, evaluation, and professional development initiatives to strengthen staff culture



Awards

Over this term, EG was recognized by various organizations for its achievements. The awards featured on this page highlight some of these accomplishments.

COMMUNICATIONS EXCELLENCE

MarCom Gold Award
Strategic Communications / Public Relations: Strategic Plan (2023)

MarCom Gold Award
Communications: Public Engagement Campaign (2024)

MarCom Gold Award
Branding Refresh: Fall and Winter Health and Active Living Guide (2025)

FINANCIAL EXCELLENCE

Government Finance Officers Association (GFOA) - Canadian Award for Financial Reporting

2021 Annual Financial Report (awarded 2023)

2022 Annual Financial Report (awarded 2024)

2023 Annual Financial Report (awarded 2025)

2024 Annual Financial Report (awarded 2026)

COMMUNITY AND CULTURAL IMPACT

Festivals and Events Ontario – Impact Award
Nature Day 2022 (awarded 2023)

Intercultural Dialogue Institute GTA Public Heroes Award:
Fire and Emergency Service (2024)

READERS' CHOICE DIAMOND AWARDS (2025)

Best Concert Venue
East Gwillimbury Civic Centre

Best Local Festival
Taste of Culture

Best Overall Business
Arts and Culture Committee

Favourite Annual Event
Santa Claus Parade

Best Summer Camps
Town of East Gwillimbury

Best Farm Market
East Gwillimbury Farmers Market

Best Fitness Class/Instruction
Town Fitness Drop-in

Best Recreation Facility
East Gwillimbury Sports Complex

READERS' CHOICE PLATINUM AWARDS (2025)

Best Family Activities
East Gwillimbury Sports Complex

Best Indoor Play Centre
Health and Active Living Plaza

ENVIRONMENTAL LEADERSHIP

Lake Simcoe Region Conservation Authority – Healthy Land Award
Vivian Creek and Queensville Park Wetland Restoration Projects (2025)

WORKPLACE EXCELLENCE

Mediacorp Canada
Greater Toronto's Top 2025 Employers (awarded 2024)

About this Report

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 Town 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 around the following five strategic priorities, which guide all municipal planning and service delivery:



The **2022-2026 Term in Review** report is a key component of the Town’s reporting framework and commitment to transparency and accountability. The Term in Review provides a summary of the activities undertaken over the current Council term and demonstrates the Town’s progress towards achieving the priorities and key deliverables outlined in the Strategic Plan. All 29 key deliverables identified in the Strategic Plan are addressed within this report.

Key Deliverable Progress



24 of 29 key deliverables are complete, with four anticipated to be completed by the end of the term, and one paused due to recent provincial legislation. Throughout this report, each Key Deliverable has been assigned a status indicator, reflecting its current progress.

Note: This report is being developed and published mid-way through 2026 and, while it reflects activity as comprehensively as possible for the full term, the information contained herein, including project descriptions and metrics, is based on results to date, with some projections through to the end of the Council term.

2022-2026 Strategic Plan: Key Deliverables

Quality Programs and Services

- 1 Enhance community safety using measures such as expanded traffic calming and speed mitigation
- 2 Complete a review of Emergency Services to ensure that it meets the needs of our growing community
- 3 Advance modernization of programs and services to support increased efficiency, cost savings, and enhanced online access to services
- 4 Support placemaking and community connection through a wide variety of events and recreation programs that support the diverse needs and interests of our community
- 5 Safely and cost-effectively manage and maintain Town infrastructure and facilities
- 6 Ensure that municipal programs and services are accessible and in accordance with legislation and equity, diversity, and inclusion best practices

Responsible Growth

- 7 Support key development projects that bring investment and jobs
- 8 Strengthen and update policy frameworks (i.e. Official Plan, Allocation Policy, Master Plans) to support intentional, sustainable growth
- 9 Support investment attraction through AdvantageEG initiatives such as streamlining the development process for new business development and expansion

- 10 Work with partners to advance major infrastructure projects that support EG's Complete Community objectives
- 11 Advance heritage conservation through initiatives such as the development of Heritage Conservation Districts

Environmental Stewardship

- 12 Develop and implement an environmental strategy, climate action plan, and updated community energy plan
- 13 Increase EG's waste diversion rate through community-based programs such as curbside recycling and composting
- 14 Initiate a multi-year LED streetlight conversion strategy
- 15 Ensure effective and sustainable stewardship of EG's stormwater and sanitary infrastructure in accordance with emerging legislation
- 16 Strengthen EG's tree preservation and protection program
- 17 Update EG's Thinking Green Development Standards to prioritize the use of sustainable technologies and practices

Build Complete Communities

- 18 Complete the Health and Active Living Plaza as a focal point for recreation, placemaking, and connection
- 19 Update key policies to support development of a variety of housing and employment options

- 20 Complete Holland Landing and Mount Albert Downtown Revitalization Projects
- 21 Complete key parks and trails projects including Emily Park reconstruction, Simcoe Trail extension, Soldiers Bay recreation and education pier, Nokiidaa Trail supplementary parking and Oriole Wilderness Park
- 22 Support efforts to ensure full community access to competitive, affordable, and reliable Broadband

Culture of Municipal Excellence

- 23 Sound financial management through comprehensive business plans and budgets
- 24 Imbed the Equity, Diversity, and Inclusion Framework into all Town programs and services
- 25 Enhance transparency and accountability through regular, resident-friendly communication
- 26 Develop and implement a Customer Service Excellence Strategy featuring a "no wrong door" approach
- 27 Deliver service excellence with a well-trained, highly engaged staff team
- 28 Update policies to support continued good governance
- 29 Maintain strong partnerships with York Region, northern six York Region municipalities, the building and development industries, and other stakeholders regarding best practices and future growth



Quality Programs and Services



1. Enhance community safety using measures such as expanded traffic calming and speed mitigation

✔ **Complete**

The Town advanced community safety through a coordinated approach focused on traffic management, fire safety, and by-law enforcement.

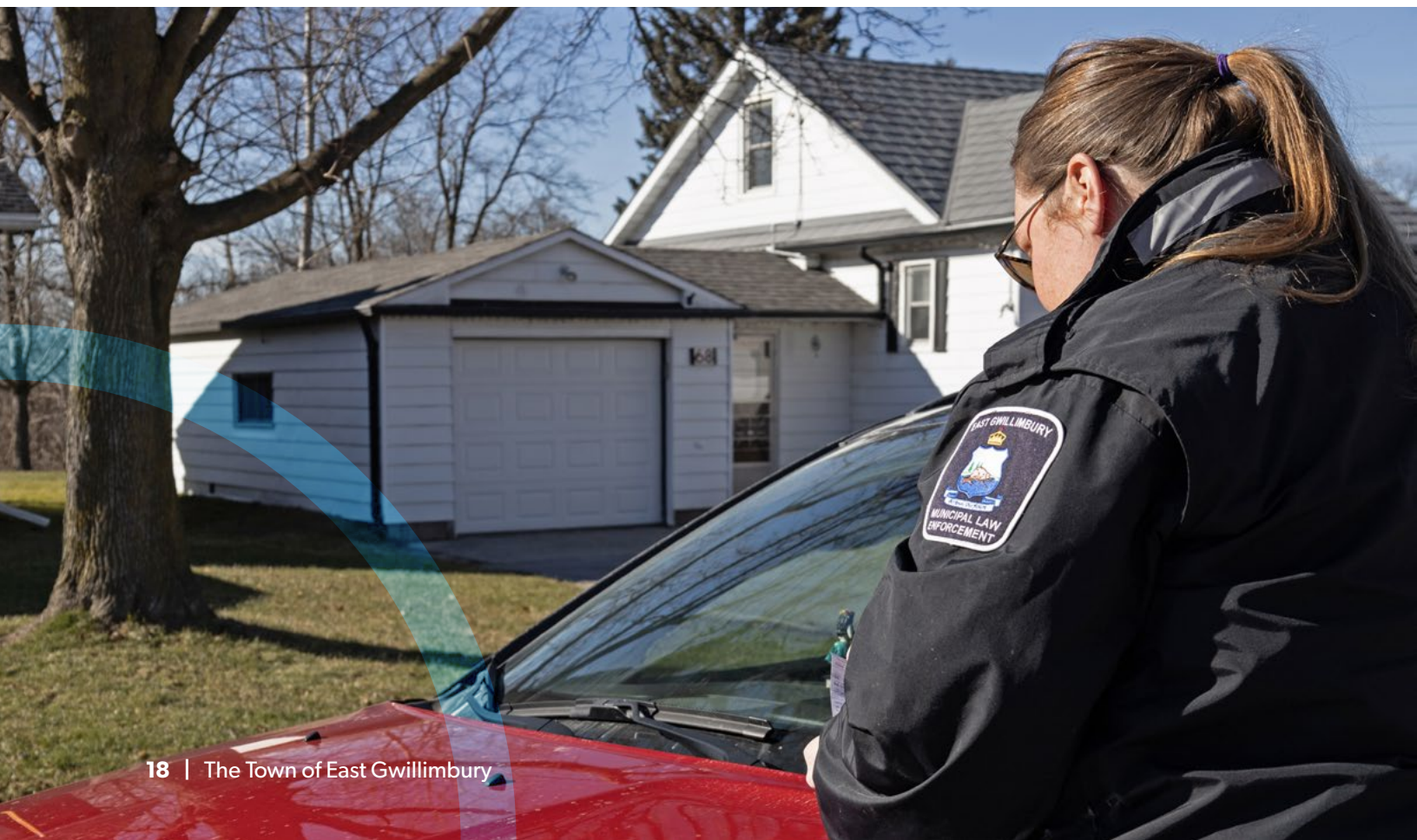
Between 2023 and 2025, **11 initiatives** were completed through the **Safer Streets Program** to enhance road safety, including:

- New traffic policies and traffic calming measures (e.g., bollards, pavement markings – including crocodile teeth and urban shoulders)
- Driver feedback boards (radar boards)
- Pedestrian crossovers at three locations
- Street safety analyses on four key corridors
- Camera radar program

In 2025, the East Gwillimbury Fire and Emergency Service (EGFES) introduced a **Fire Safety Assessment Program** to proactively identify and inspect buildings across the community to strengthen fire prevention efforts. EGFES **assessed 58 buildings in the first year** of the program, with plans to expand inspections in 2026.

EGFES completed a **Community Risk Assessment** to identify and evaluate local fire and safety risks and guide targeted prevention strategies, public education, and resource allocation, supporting residents to better protect their homes and enhancing overall community safety.

By-law Enforcement Services play a key role in maintaining public safety, community standards, and quality of life. By-law officers patrol neighbourhoods, parks, roads, and business areas, respond to public concerns, and provide education to residents and businesses on by-law requirements, including property standards, parking, noise, and zoning. During this term, staff responded to over **3,500 by-law complaints** and conducted **nearly 6,000 inspections**.





2. Complete a review of Emergency Services to ensure that it meets the needs of our growing community

✔ Complete

In 2023, the Town completed a comprehensive *Fire and Emergency Service Review* to assess leadership, service delivery, and workplace culture. The review identified **24 opportunities for improvement**, which were addressed over the term through key actions such as enhanced staff training, recognition initiatives, and a new organizational structure to strengthen service effectiveness. Additional initiatives are outlined below.

To support a growing community, EGFES increased full-time firefighter staffing from 18 to 28 over the term. This investment expands emergency coverage and enhances the Town's ability to respond effectively to fire, rescue, and medical emergencies.

In 2025, EGFES transitioned its firefighter recruit training program from an external third-party provider to an *internal certification program* aligned with National Fire Protection Association standards. This reduced costs, improved quality, and created opportunities for experienced staff to support instruction and knowledge sharing.

EGFES initiated the development of a *Fire Master Plan* to guide operational improvements and long-term planning. The plan will be informed through consultations with staff and community partners, and will establish key objectives, performance measures, and service delivery recommendations, including recruitment and retention.

EGFES updated its *Establishing and Regulating By-law* to align with current legislation and clearly define service levels, service structure, training standards, administrative responsibilities, and the authorities of the Fire Chief. This update strengthens governance, ensures compliance, and provides a foundation for future planning through the Fire Master Plan.

DID YOU KNOW?

🏠 EGFES delivers a Smoke and Carbon Monoxide Alarm Program, offering free in-person and virtual inspections of alarms. Approximately **3,600 home visits** were conducted this term.

🚒 EGFES delivers a variety of fire safety events and demonstrations for residents. Over **600 public education activities** took place this term.



3. Advance modernization of programs and services to support increased efficiency, cost savings, and enhanced online access to services

✔ **Complete**

The Town undertook a number of initiatives to enhance operational effectiveness, improve customer experience, expand digital service delivery, and support long-term cost savings.

The Town expanded **online service delivery and payment options** by transitioning manual and in-person processes to digital formats, including:


- Building permit applications
- Site alteration permits
- Bulk water service purchases
- Property survey requests... and more!


Over the course of the term, the Town processed over **17,000 online payments** and expanded its e-billing program.

A number of new digital forms were introduced, including:

- Online customer service feedback form
- By-law complaint form

DID YOU KNOW?

 You can apply and pay for many Town services online – including burn permits, pet licenses, property taxes, utility bills, recreation programs, marriages licenses, and more – making it easier and more convenient to access services any time.

 The Town maintains approximately 490 km of roads and 145 km of sidewalks – equivalent to plowing a road from here to Montreal or clearing sidewalks all the way to Buffalo, New York.

Over the term, the Town introduced over **200 digital forms, dashboards, and process automations** to improve efficiency and service delivery.

A new Customer Relationship Management system was implemented with a public-facing online **Customer Service Portal**, which allows residents to submit service requests for:

- Streetlights
- Roads and traffic
- Parks and trails
- By-laws
- Waste collection... and more!

Over **500 requests** have been submitted through the Customer Service Portal since 2023.

The Town installed a new **Call Centre phone system** that tracks call volumes across service locations. The Town receives an average of over **23,000 call centre calls each year!**

A **redesign of the Town's website** – eastwillimbury.ca – is underway. Survey feedback was sought to identify priorities for updates and enhancements to improve the online experience, including:

- Refreshed website content
- Improved site navigation
- Enhanced online functionality and service delivery

The **Health and Active Living Guide** was redesigned to improve user experience and accessibility, connecting residents from the online guide directly to the online registration system.

A new **Active EG Memberships** system was implemented to enable card-based access to drop-in recreation programs across Town facilities. Over **3,400 memberships** have been issued to date!

Through the Province's Municipal Modernization Program, the Town developed an in-house **Winter Maintenance Dashboard** that combines real-time data and vehicle tracking technology to monitor winter maintenance activities and road conditions.

The Clerk's Office enhanced the **Council Agenda Management Program** to support the reintroduction of Committee of the Whole (CWC) meetings, establish regular agenda review meetings, enhance tracking of upcoming and outstanding items, and expand the Council Information Package process. Approximately **275 Council, CWC, Workshop, and Closed Meetings** were held during the term.

The Town has completed the planning phase to replace outdated **financial and tax/utility billing systems**. The contract for this project was awarded in 2025, and implementation is expected to take place in 2027.

In 2025, an **Information Technology (IT) Strategy** was developed to prioritize technology projects and investments based on organizational needs, and enhance transparency through ongoing measurement and reporting on progress and outcomes.



4. Support placemaking and community connection through a wide variety of events and recreation programs that support the diverse needs and interests of our community

✔ **Complete**

The Town focused on creating opportunities for residents to come together, engage locally, and participate in programs and experiences that strengthen belonging.

The Town introduced *new and expanded events* to meet the evolving needs of a growing and diverse community. This included:

- International Women’s Day programs
- Birthday party packages
- Licensed events
- Community celebrations, such as the Sam Bennett Stanley Cup celebration

In 2025, Town events attracted over **10,000 participants**, reflecting strong community engagement. By the end of 2026, the Town expects to have delivered **155 Town-run events**.

The Health and Active Living Plaza (HALP) Grand Opening was a major milestone, welcoming more than **10,000 visitors over three days of programming**, with residents participating in free recreation and library activities and engaging with staff and community partners.

Recreation programming expanded into the HALP, including:

- Aquatics (swim lessons, aqua fitness, etc.)
- Tai chi
- Ping pong
- Gym and fitness activities
- Cooking classes

The Town offered over **1,800 registered programs** and participation in recreation programs **increased by 200%**, with more than **11,000 participants**.

An *Events Strategy* was developed and adopted to provide a framework for enhancing existing events, developing new offerings, guiding funding approaches, and strengthening community engagement.

The Town marked *Black History Month* in 2025 and 2026 with partnership-based programming, including:

- Flag raisings
- Educational, artistic, and business workshops
- Authors visits
- Black-owned vendors’ market

The 2026 Black History Month Community Celebration welcomed **200 people**.





Each June, the Town recognized **Pride Month** and **National Indigenous History Month** through:

- Flag raisings
- Participation in the York Pride Parade and Trans Pride March
- Community events at the Farmers Market
- Indigenous learning circles, puppet shows, and drum teachings

In 2025, the **Inclusive Pride Flag** was raised for the first time.

The Town hosted its first **Emancipation Day** flag raising ceremony, recognizing the history of over 200 years of slavery in Canada and its abolition.

The Town observed **Truth and Reconciliation Week 2025** and the **National Day for Truth and Reconciliation (Orange Shirt Day)** through initiatives that recognized the history and ongoing impacts of the residential school system on Indigenous Peoples, and created opportunities for reflection and learning.

In partnership with the East Gwillimbury Public Library (EGPL), the Town hosted its first **Newcomer Welcoming Week** in 2025, which brought **220 people** together through cultural performances, storytelling, and traditional knowledge sharing, reflecting the theme “Stories We Share.” A **\$10,000 grant** from the York Region Community Investment Fund was secured by the EGPL to support the event.

In May 2026, the Town hosted its first **Red Dress Day Installation** to mark the National Day of Awareness for Missing and Murdered Indigenous Women, Girls, and 2SLGBTQIA+ Peoples.

In partnership with the Arts and Culture Advisory Committee of Council, the Recreation Services team implemented public and indoor **art installations** that support local artists and enhance community spaces. This included:

- Rotating installations at the Civic Centre and HALP, resulting in over **10 artwork sales**
- The Holding Hope installation at Children of Peace Park
- A second installation planned for Carnaby Park

In 2025, the Town installed the **“Lest We Forget” themed crosswalk** at the Civic Centre entrance to honour the courage and sacrifice of those who served and gave their lives for Canada.

The **Engaged EG Volunteer Program** was expanded to two streams:

- General stream
- High school stream for students completing community service hours.

The program engages over **100 volunteers annually**.

The Town introduced **Volunteer Awards** in 2025 and 2026 to celebrate volunteerism in the community, including the:

- Bill Potts Volunteer Legacy Award
- Outstanding Youth Volunteer Award

DID YOU KNOW?



Recreation Services hires over 100 youth, ages 14 to 18 years old, to work in various capacities within EG. The Recreation team works with over 75 youth as part of the Engaged EG Volunteer Program.

5. Safely and cost-effectively manage and maintain Town infrastructure and facilities

✔ **Complete**

The Town undertook a range of initiatives this term to ensure safe, reliable, and efficient service delivery for a growing community.

The Town delivered two **Asset Management Plans** which assess the condition of Town assets, outline levels of service, and identify investment needs to maintain and renew infrastructure over time in a cost-effective manner.

The Capital Engineering team managed the annual **Road Rehabilitation Program**, which included road resurfacing, sidewalk and curb repairs, and supporting technical work. Over the term, **25 km of roads were rehabilitated** to extend their lifespan and, in many cases, delay the need for full reconstruction.

The design and construction of a **new 250 metre concrete sidewalk** was completed along Highway 48, from Princess Street to the Foodland site, improving pedestrian safety and connectivity.

Through the **Structure Rehabilitation Program**, the Town:

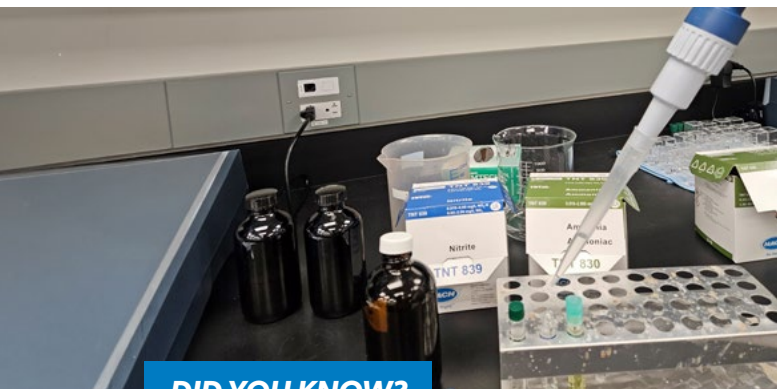
- Performed regular bridge and culvert inspections
- Initiated or completed detailed design work for four bridges
- Implemented two holding strategies and three bridge replacements are well underway
- Enhanced integration with asset management program

Through the **Watermain Rehabilitation Program**, the Town:


- Initiated watermain replacements in Sharon and completed the Yonge Street watermain replacement in Holland Landing, supported by over **\$3.1 million in grant funding**
- Initiated a secondary watermain connection for West Holland Landing


In total, **3 km of watermain replacement** is underway or complete, with an additional **0.25 km in design, benefitting 1,250 properties.**

A Town-wide **water meter replacement** was completed, and data loggers were installed to remotely collect meter reads, supporting improved water use monitoring, early leak detection, and billing accuracy. In addition, the Town piloted and expanded **remote monitoring at sanitary pumping stations**, including flow monitoring at **three sites**, with further installations expected to be completed by the end of 2026.



DID YOU KNOW?

 The Engineering and Public Works team completed approximately **33,000 work orders** this term!

 By timing preventative maintenance based on road conditions, the Town is able to maximize the life of its infrastructure and manage costs effectively.

 The Town inspects bridges and culverts every two years, in accordance with Ontario Regulation 104/97 and corresponding asset management practices.



In partnership with York Region and the Town of Newmarket, the Town initiated a multi-year study to improve **drinking water quality** within Holland Landing, Queensville, and Sharon, with initial findings expected by the end of 2026. In parallel, the Town implemented a **cloud-based system** to centralize water quality and flushing data, with over **25,000 samples collected** during this term.


The Town's Facilities team undertook **building condition, accessibility, and space needs and accommodation assessments** across municipal facilities to guide repairs and upgrades, improve inclusive access, and support more efficient use of space and long-term planning. The Town owns and manages **720,000 square feet of facilities**, including administrative and operations spaces, community centres, and fire halls.


The Town implemented energy-efficient **lighting retrofits** at the Sports Complex and Ross Family Complex to improve energy efficiency, reduce costs, and support corporate sustainability goals.

Renovations at **Fire Station 2-4** in Holland Landing are proceeding to improve operational efficiency, support growth, and enhance accessibility. Completion is anticipated in 2026.

The Town's IT team is **strengthening cybersecurity systems** through a new centralized platform that monitor computers, email, networks, and cloud services in real time, allowing potential threats to be quickly detected and automatically addressed.

The Town expanded its **internal fiber network** to Mount Albert, improving network performance, security, and scalability for public and private wi-fi. This project connects **four municipal facilities** across **8 km of fiber** with **10 GB-capable bandwidth**.

 The Town's new security platform can automatically isolate a compromised computer or disable a suspicious user account within seconds, helping prevent the spread of a cyber attack.

 The Town's internal fiber network allows large amounts of data to be moved between facilities in seconds, supporting critical services like real-time system access, backups, and emergency operations.

6. Ensure that municipal programs and services are accessible and in accordance with legislation and equity, diversity, and inclusion best practices

✔ Complete

The Town advanced accessibility and inclusion through the implementation of its updated **Multi-Year Accessibility Plan**, endorsed by Council in 2023. As of June 2026, approximately **58% of initiatives are underway or complete.**

In 2023, the Town conducted a review and update of its **Accessibility Policy**, and initiated a review of the **Accessible Customer Service Policy**.

In 2024, the Town completed its first **accessibility audit** of the EG Sports Complex through the Rick Hansen Foundation. The results were used by the Town to secure a **\$611,500 provincial grant**, which will be used to implement accessibility retrofits, such as wayfinding signage, bathroom improvements, and an interior ramp construction.

In 2025, the Town developed and implemented a corporate **procedure for creating accessible content**, supported by staff training to ensure AODA compliance.

The Town **updated trail head signage** to integrate accessibility standards, **evaluated Town playgrounds** for AODA compliance, integrated accessibility requirements into **procurement processes**, and made changes to the **Farmers Market layout** to improve accessibility.

The Town introduced and expanded **accessible and inclusive recreation programming**, including:

- Drop-in social programming for children and youth with disabilities
- Drop-in sledge hockey
- Adapted swimming lessons

Staff have been supported through training and resources to better understand inclusive practices and design and deliver programs that are responsive, respectful, and accessible to all participants.





Responsible Growth






In 2023, the Town submitted a *Housing Pledge* to the province, committing to facilitate the construction of 4,300 new homes by 2031. This commitment enabled access to the province's Building Faster Fund, through which the Town was **awarded \$1.05 million** for achieving 92% of its 2024 housing target, breaking ground on **328 new homes**. The Housing Pledge also resulted in the Town being granted *Strong Mayor Powers*, providing the Head of Council with legislative authority to help advance provincial priorities such as housing.

The Building Branch administers and enforces the *Ontario Building Code* to support safe and environmentally efficient building activity, through plan reviews, inspections, and front counter service. So far this term, the Building Branch has issued over **1,000 building permits** and more than **800 residential occupancy permits**, and completed over **20,000 inspections**, resulting in over **\$750 million** in construction value.

In partnership with York University and the Towns of Georgina and Bradford West Gwillimbury, the Town supported the *YSpace Entrepreneurship Program* to help entrepreneurs start and grow their businesses. This term, the Economic Development team relocated to the Doane House, creating a dedicated hub for programming which included workshops, small group and one-on-one support, mentorship opportunities, and training focused on business foundations and growth.

DID YOU KNOW?

 Since its inception in 2022, the YSpace program has hosted over **180 business events**, provided **290 hours of mentorship** to small businesses, and supported over **210 entrepreneurs** in EG.

 EG's business community is growing, now comprising nearly 1,250 companies with at least one employee in addition to the owner, representing a **15% increase** since 2022.

The Town advanced its *Business Retention and Expansion* program through:

- Business visits and celebrations
- YSpace coworking pilot
- Small Business Week/Month programs
- Partnerships to connect businesses with funding and resources
- Biweekly AdvantageEG newsletter
- Business triage process and Customer Relationship Management system

Over **1,100 contacts** were made in the past three years, with over **750 business interactions** annually.

In response to the *introduction of U.S. tariffs* on Canadian goods, the Economic Development team established a dedicated webpage with information and resources, and a "Shop and Support Local" page to promote Canadian suppliers and encourage local purchasing. The Finance team also undertook an analysis to review and mitigate the impacts to Town procurements.

7. Support key development projects that bring investment and jobs

✔ Complete

The Town strengthened its approach to *investment readiness and attraction*, resulting in over **\$200 million in capital investments** for industrial, commercial, and institutional developments since 2024.

The Economic Development team developed a *comprehensive investment package*, including:

- A community profile with demographic and statistical information
- Sector profiles of priority industries
- Local community profiles
- A data dashboard with key economic indicators

The *AdvantageEG.ca website* was refreshed to provide dedicated “Local Business” and “Invest” sections, with a future “Talent” section planned to support workforce development initiatives.

The Town completed an *inventory of available employment lands* in collaboration with landowners, developers, and the real estate community, identifying over **80 acres of serviced or partially serviced employment land** available for sale, along with additional build-to-suit and lease opportunities.

The Town welcomed a range of *prominent industrial investments* over the term, including Loblaw, Witron, Kelson, Convertus Group, TCS Group, Greenworks Tools, Rice Group, Metrus Properties, and Kerbel Group, among others.

With construction beginning on the *Bradford Bypass*, the Town is working with provincial partners to support the planning, design, and infrastructure for the project.



DID YOU KNOW?

📈 The number of jobs across all employers in EG increased by more than 2,100 between 2022 and 2025.

📊 In 2025, EG reached **18,264 local jobs** – already surpassing the 2031 employment projection of 16,500 set out in York Region’s Official Plan for the Town.

🏠 The Loblaw distribution centre represents the largest private sector investment in the Town’s history, generating **more than 700 new jobs**. It is the largest facility ever built in the community; in fact, the Town adjusted its Water and Wastewater Master Plan to enable its development.

8. Strengthen and update policy frameworks (i.e. Official Plan, Allocation Policy, Master Plans) to support intentional, sustainable growth

↗ On Track

The Town developed key planning and financial tools to support well-managed, sustainable growth and ensure infrastructure and policy frameworks remain aligned with long-term community needs.

The Town undertook a **review and update of the Official Plan** to align with current provincial legislation and regional growth plans, guiding long-term development in EG to 2051 across housing, employment, natural areas and green spaces, and more. Following extensive public consultation, the Town is working towards adoption and provincial approval in 2026.

In 2023, the Town initiated the **Complete Communities Secondary Plan** that will inform the preparation of future Community Design Plans for six community areas identified in the Official Plan. The Secondary Plan has been integrated into the Official Plan Review, advancing through the approval process.

Two **Community Design Plans** are underway for Green Earth Village and NW Yonge and Green Lane to set direction for land use, built form, infrastructure, transportation, parks, and environmental considerations. The Town is leading the planning process and coordinating consultation and technical review.

The Town is undertaking a **Zoning By-law Conformity Update** to align with the proposed Official Plan and current legislation, and to incorporate contemporary development standards. Phase 1 is complete, including background reports and technical briefs. The project is scheduled to return to Council in 2027.

The Town updated the **Water and Wastewater Master Plan** and the **Transportation Master Plan** to 2051, incorporating Whitebelt lands, recent infrastructure additions, and the Bradford Bypass. In parallel, a **Water and Wastewater Financial Plan and Rate Study** was completed to support long-term financial sustainability.


In 2024, the Town completed an update to the **Development Charge Background Study and By-law**, developed in consultation with key partners to support infrastructure needs associated with growth. The Town has collected over **\$21.8 million** in development charges so far this term.


The Town updated the **Active Transportation and Trails Plan** to include updated trail mapping, signage, priority routes, and financial analysis to guide implementation of a connected and accessible network.

The Town updated its **Park Development Standards**, revising the 2009 guidelines to reflect current best practices in park, trail, and public realm design.

The Town developed a **Strategic Workforce Plan** to assess current and future workforce needs and ensure the organization is prepared to meet the demands of a growing and diverse community.

DID YOU KNOW?

 The Town's water and wastewater systems are designed to accommodate full build-out of the community, helping avoid future infrastructure upsizing as the Town grows.

 The Town manages 58 km of active transportation and trails, including 7 km of trails added this term.

 The Town maintains almost 50 parks comprising over 300 acres.

9. Support investment attraction through AdvantageEG initiatives such as streamlining the development process for new business development and expansion

✔ **Complete**

Through the AdvantageEG program, the Town supported key institutional, commercial, and industrial (ICI) development projects generating significant employment and economic impact.

The Town successfully led project management for **Metrus Properties' industrial development** at Highway 404 and Green Lane, coordinating approvals under an accelerated timeline, with construction of the buildings now underway.

The Economic Development team acted as a primary point of contact for **high-priority ICI development projects** and the **business community**, providing support on a range of matters including approvals, infrastructure, utilities, development processes, by-laws, and policies.

A series of **business visits with key employers** were conducted, including Loblaw, Skelton Truck Lines, Acushnet, TCS Group, and Greenworks Tools.

An approach to track businesses and entrepreneurs seeking commercial and industrial space was developed to connect them with developers and landowners during pre-construction phases, helping **match businesses with upcoming opportunities**.

A series of **development videos** was created to help business owners and new developers better understand key processes such as land use planning, zoning, site plans, and building permits.



Metrus Properties' Industrial Development




10. Work with partners to advance major infrastructure projects that support EG's Complete Community objectives


✔ Complete

The Town worked with provincial, regional, and local partners to advance major infrastructure projects that support long-term growth and the development of complete, sustainable communities.

On April 27, 2026, the Town welcomed the Premier of Ontario, alongside Ministers, municipal

DID YOU KNOW?

 This term, the province awarded \$139 million through the Housing-Enabling Water Systems Fund to support the North YDSS expansion, enabling the construction of 8,000 new homes in EG, Newmarket, and Aurora.

 The Town completed **200 capital projects** during this term.

and health care leaders, and neighbouring municipalities, to announce the future location of a *new acute care hospital in EG*, as part of Southlake Health's Distributed Health Network. This represents a major milestone in expanding regional healthcare capacity and improving access to care for residents in EG and across northern York Region and southern Simcoe County.

The Town played a key enabling role by supporting site identification, advancing planning work and approvals processes, working closely with external partners, and coordinating internal project readiness, all supported by Council's endorsement of the initiative. The hospital will be supported by planned complementary development within the surrounding community, including a proposed long-term care facility nearby, contributing to the broader vision of a complete, integrated health and community hub.

The Town is working in partnership with York Region and local municipalities to support the expansion of the *York-Durham Sewage System (YDSS)* to deliver the servicing required to support and accommodate future growth. This major regional infrastructure project, estimated at over \$2 billion, will be implemented in three phases between 2026 and approximately 2041.

The Town coordinated and administered grant applications that have *secured millions of dollars in external funding* to support key municipal initiatives and offset costs. This includes working with staff across departments to identify funding opportunities, prepare and submit applications, manage reporting requirements, support project delivery, and facilitate interdepartmental coordination and funding announcements.

11. Advance heritage conservation through initiatives such as the development of Heritage Conservation Districts

✔ Complete

The Town implemented initiatives to protect and enhance EG’s cultural and built heritage assets through the development of policies, plans, and conservation tools that will guide future growth and change.

The Town developed and implemented a **Built Heritage Strategy** to guide how heritage is identified, protected, and celebrated in EG. The Strategy establishes a holistic approach to embed heritage considerations into planning,

decision-making, and capital priorities. Extensive engagement was undertaken throughout 2024 and 2025, including Council and staff interviews, and public consultations, surveys, and input from the Heritage Advisory Committee.

The Town designated the historic community of Sharon as **EG’s first Heritage Conservation District (HCD)**. The Sharon HCD Plan and Guidelines were adopted to help guide future growth and protect the heritage character of Sharon Village. The HCD will provide a place-based framework to guide future change, ensuring that heritage attributes are conserved and enhanced while still allowing for appropriate and context-sensitive development.



Queens Hotel, Queensville, 1880s



Environmental Stewardship



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.

The Town also contributed to the global “**30x30**” **target**, an international agreement to conserve 30% of lands and waters by 2030. As part of this effort, 173 Town-owned properties, representing approximately 372 hectares, were identified for inclusion in the national inventory. This initiative helps formally recognize existing protected lands and strengthens the Town’s contribution to national biodiversity goals.

12. Develop and implement an environmental strategy, climate action plan, and updated community energy plan

↗ On Track

In 2024, the Town’s **Thinking Green Environmental Strategy** was approved, 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**, including:

- Delivery of community cleanup programs
- Enhancements to environmental technologies in facilities and parks
- Salt management practices
- Pollinator protection initiatives...and more!



The Town delivered **57 environmental-related community engagement activities**, with over **1,800 participants**. Additional actions from the Environmental Strategy are in progress or planned, such as:

- A community gardens policy
- Circular economy initiatives
- Sustainable procurement practices

Additional initiatives stemming from the Strategy are outlined below.

The Town's **Corporate Energy Plan** was approved in 2025, establishing a roadmap to reduce greenhouse gas emissions and improve energy efficiency across municipal operations, with implementation underway in 2026. The Plan includes **15 actions** and sets per-capita **emission reduction targets of 30% by 2030, 56% by 2040, and 79% by 2050**, positioning EG to become one of the most energy efficient and environmentally sustainable communities in Canada.



DID YOU KNOW?

⚡ If fully implemented alongside the protection of the Town's natural heritage system, the Community Energy Plan has the potential to achieve net-zero emissions community-wide.

☁️ Proactive climate adaptation is significantly more cost-effective than responding to and repairing damage after climate-related events occur.

↘️ Despite the addition of new facilities and a projected tripling of the population by 2051, total corporate emissions are expected to decrease from 1,503 tonnes to 1,015 tonnes under the Corporate Energy Plan. Without action, emissions were projected to increase by 174%.

The Town is advancing the development of the **Community Energy Plan** in collaboration with residents, local businesses, utility companies, and regional partners, with Council consideration anticipated in mid-2026 and implementation beginning in 2027. The Plan proposes per-capita emission reduction targets of **35% by 2030, 70% by 2040, and 91% by 2050**.

The Town is developing a **Climate Adaptation Plan** to help prepare residents and municipal services and infrastructure for the impacts of climate change. Council consideration is anticipated in mid-2026. The project is supported by a **\$70,000 grant** from the Green Municipal Fund.

The Town adopted its **Green Fleet Strategy** in 2024 to guide the transition of municipal vehicles and equipment toward lower-emission and alternative energy solutions, recognizing that the fleet accounts for approximately 33% of corporate greenhouse gas emissions.

The Town undertook a comprehensive update of its **Site Alteration By-law**, which was successfully adopted and implemented in 2026. The update, supported by the Engineering and Public Works and Legal Services teams, expanded the scope of the by-law to better align with provincial legislation, strengthening the regulation of fill movement within the Town. In partnership with the Lake Simcoe Region Conservation Authority, the Town identified by-law infractions and successfully pursued enforcement action to achieve compliance at the affected properties.

A total of **7,882** accounts are now registered for e-billing, representing a **180% increase** over the term, and supporting paperless options.

13. Increase EG’s waste diversion rate through community-based programs such as curbside recycling and composting

✓ Complete

The Town worked collaboratively with municipal partners and service providers to enhance waste management systems and support increased waste diversion through efficient, sustainable, and coordinated service delivery.

As mandated, the Town transitioned its *Blue Box Recycling Program* to the province. This change has expanded the range of acceptable recyclable materials for residents, introduced cart-based collection, and reduced costs to the Town by transferring service delivery responsibility.

The Town worked with the Northern Six (N6) municipalities to extend the cooperative *Waste Management Contract* through a two-year renewal to ensure the continued delivery of waste collection services. The extension also enables the Town and its N6 partners to advance planning for a long-term waste management contract beginning in the next term of Council, while continuing to promote waste diversion and service excellence.

Over the term, the Town diverted over **16,000 tonnes** of waste and over **75 tonnes of textiles** from landfills.



14. Initiate a multi-year LED streetlight conversion strategy

✓ Complete

This term, the Town initiated a multi-year *LED Streetlight Conversion Strategy* to transition all municipal streetlights to LED technology. Implementation is proceeding in phases:

- Detailed inspections and assessments of existing steel streetlight poles are complete
- Remediation, replacement, and recoating activities are underway
- Town-wide design of the future LED network

Of the Town’s **864 steel streetlight poles**, 64 are scheduled for replacement, with the remainder being recoated to extend their service life.



The vast majority of contract drafting and other legal services the Town needs is provided internally by the Legal Services team.



The Town has been able to consistently achieve a **70% waste diversion** rate through active community participation in curbside diversion.



All new development since 2013 requires the installation of LED streetlights.



15. Ensure effective and sustainable stewardship of EG’s stormwater and sanitary infrastructure in accordance with emerging legislation

✔ Complete

The Town advanced the effective management and long-term sustainability of its stormwater and sanitary systems through regulatory compliance, partnerships, and proactive infrastructure planning.

The Town is developing its first **Consolidated Linear Infrastructure Environmental Compliance Approvals (CLI-ECA)** framework for both the sanitary collection and stormwater management systems, following a provincial transfer of the program. The CLI-ECA will enhance the Town’s ability to maintain infrastructure in a state of good repair, improve operational and maintenance processes, and strengthen environmental protection.

The Town partnered with the Lake Simcoe Region Conservation Authority to support the inspection, monitoring, and capital planning of assets for the **stormwater management system**. This partnership supports the Town in meeting its inspection and monitoring requirements under the CLI-ECA framework, while also informing the development of a maintenance and repair program.

The Town retained a drainage superintendent and drainage engineer to support the network of **municipal drains**. This work prepared the Town for pending drainage works petitions for the Holland Marsh and the Colbar Marsh. Staff are undertaking a holistic review of the Town’s legacy **Municipal Drain Network** to assess current conditions, state of repair, and ongoing community need aligned with existing land use and long-term infrastructure requirements.

16. Strengthen EG's tree preservation and protection program

✔ Complete

The Town undertook a number of initiatives this term to support informed planning and protection of the tree canopy.

In 2024, Council enacted the Town's first **Tree Protection By-law** to regulate the removal or injury of trees on private property. The implementation of the by-law has strengthened the Town's tree protection efforts, helps safeguard tree canopy targets, and reinforces the environmental, social, and economic benefits that trees provide.

The Town worked with the Lake Simcoe Region Conservation Authority and York Region to complete a comprehensive **Urban Tree Canopy Study** to better understand the condition and distribution of the Town's canopy. The findings provide a baseline for monitoring changes in tree canopy over time and will inform future planning, including species selection, replacement strategies, and actions required to support alignment with regional canopy targets.

In 2025, the Parks team coordinated a comprehensive update to the Town's urban **Tree Inventory**. The updated inventory allows Parks staff to identify how many urban trees have been planted over the past decade and provides a tree health assessment that identifies risks that can be promptly addressed.



17. Update EG's Thinking Green Development Standards to prioritize the use of sustainable technologies and practices

|| Paused

The Town undertook an update of its **Thinking Green! Development Standards**, a set of guidelines that shape how new buildings and neighbourhoods are designed, built, and evaluated to support more sustainable and resilient community growth. Revisions to the Standards are intended to reflect evolving best practices in sustainable planning and development and to better align with current environmental and climate-related priorities. Recent legislative changes have impacted the Town's proposed approach, requiring a pause to the update while the Town clarifies expectations and explores alternative approaches.

DID YOU KNOW?



Since the last inventory in 2013, the Town's urban tree count has grown from 8,300 to just over 19,000 trees, effectively doubling in ten years.



Municipal drains are privately owned in many instances, but are maintained by the Town with recovery from the benefiting landowners.



The Town manages 69 storm ponds, 19 oil grit separators (which prevent contaminants from infiltrating water courses), and 212 km of linear storm sewers.



Build Complete Communities





The Town undertook a range of initiatives to support the development of complete communities that connect residents to housing, amenities, infrastructure, and services, including:

Advancing a **land acquisition** strategy to secure property for future parks, facilities, and corporate needs.

Advancing the assumption of **14 new subdivisions** over the past four years, supporting complete communities through the delivery of connected infrastructure such as roads, trails, watermains, and sanitary and storm servicing networks.

Progressing the early stages of the **Civic Centre Site Revitalization** project through the development of three conceptual design options which have been shared with the public for input.

Initiating an **On-Street Parking Pilot Program** to test flexible parking strategies and inform future by-law updates and service improvements.

DID YOU KNOW?

P The Town is testing a one-year on-street parking pilot to provide residents with more flexible options and gather data to support future parking policy improvements.



18. Complete the Health and Active Living Plaza as a focal point for recreation, placemaking, and connection

✔ **Complete**

In October 2025, the Town opened the doors to the *Health and Active Living Plaza (HALP)* facility, establishing a new community hub that serves as a focal point for recreation, placemaking, and connection. As the Town's largest recreation and cultural facility at over **80,000 square feet**, the HALP brings together a wide range of services, programs, and community spaces under one roof, enhancing access and convenience for residents. The *HALP Park and Events Street* will be opening in 2026.

DID YOU KNOW?



The HALP is open and operating over **100 hours per week**, welcoming an average of approximately **5,000 visits weekly**, reflecting strong community uptake and demand.



The HALP is the largest capital project in the Town's history and was funded through development charges and reserves, with no cost to taxpayers.

The *facility* features:

- The Town's first aquatic centre
- A full gymnasium with a walking track
- Multi-purpose program spaces
- An indoor play structure
- The Queensville Library branch with a makerspace and design studio.

The facility also incorporates modern and sustainable design elements, including energy-efficient systems and infrastructure that support long-term operational efficiency.

Since opening, the HALP has hosted a wide range of *programs, events, and services*, including drop-in programs and activities, camps, workshops, and community events, contributing to increased participation and community engagement.

The development of an **8-acre community park** is underway, and will include:

- Teaching and reading gardens
- Outdoor cooking space
- A playground, splash pad, skate park, and pump track
- Sports courts (pickleball, basketball, beach volleyball) and field space
- Flexible events area with an event street and pavilion.

The Town undertook *financial and operational planning* to support the HALP's long-term success, including:

- Developing a multi-year financial strategy
- Integrating the project into the Town's Development Charge framework
- Establishing sustainable reserve and revenue approaches to support operations

In parallel, the Town coordinated a complex, multi-stage *procurement process* for the design, construction, and outfitting of the facility and park, ensuring all components – from major construction contracts to furnishings and equipment – were delivered in a transparent and accountable manner in accordance with municipal policies.



19. Update key policies to support development of a variety of housing and employment options

✓ Complete

In addition to the work undertaken this term to update the Official Plan, secondary plans, associated by-laws, and other policy frameworks, the Town undertook targeted policy updates and studies to support diverse development opportunities.

The Town completed its first ***Housing Needs Assessment Study*** to better understand current and future housing needs in the community and support evidence-based planning and strategic investments in housing-enabling infrastructure. The Study positions the Town to access critical federal funding and strengthens its ability to plan for sustainable, well-aligned housing and infrastructure investment.

The Town updated its ***Municipal Design Criteria*** to align with current provincial and regional engineering specifications. Key updates include:

- Enhanced sanitary sewer construction requirements
- Updated stormwater management standards
- Revised road cross-sections

Building on lessons learned from recent growth, these updates help ensure a consistent and modern approach to infrastructure design for new development.



DID YOU KNOW?



The previous ***Municipal Design Criteria*** was implemented in 2012.

20. Complete Holland Landing and Mount Albert Downtown Revitalization Projects

↗ On Track

The Town initiated and is nearing completion on two of the largest road infrastructure projects in its history, which will renew and elevate the downtown communities of Holland Landing and Mount Albert. Scheduled for completion by the end of 2026, these projects will strengthen downtown cores, improve connectivity and economic vitality, and enhance the overall public realm experience for residents and visitors.

The Town advanced the *Holland Landing Downtown Revitalization* project to renew and enhance the Yonge Street area between Mount Albert Road and Doane Road. The project includes:

- **1.7 km** of full road reconstruction and storm sewer replacement
- **900 metres** of watermain replacement
- Parking and environmental sustainability improvements
- Enhanced LED lighting and landscaping
- Improved accessibility and safety features, including a **1.7 km multi-use path**

This funding was supported by **\$3.78 million** through the federal Active Transportation Fund.

The Town advanced the *Mount Albert Downtown Revitalization project* to renew and enhance *Centre Street* (from Main Street to Mill Street), Main Street, and Bank Street. The project includes:

- **885 metres** of road rehabilitation and reconstruction
- **1,100 metres** of concrete sidewalk replacement
- **520 metres** of LED street lighting upgrades
- Storm sewer improvements

The Town coordinated a *procurement process* to support the design, project management, and construction of the Downtown Revitalization projects, in accordance with the Town's policies, Procurement By-law, and grant funding requirements.

The Town developed *streetscape and urban design* elements for the Downtown Revitalization projects, helping to shape a cohesive and functional public realm design approach for both communities by integrating considerations such as accessibility, safety, placemaking, and overall community character.

The Economic Development team implemented a dedicated stream of programming through the *YSpace Entrepreneurship Program* to support businesses within the Mount Albert and Holland Landing revitalization areas.



21. Complete key parks and trails projects including Emily Park reconstruction, Simcoe Trail extension, Soldiers Bay recreation and education pier, Nokiidaa Trail supplementary parking and Oriole Wilderness Park

↗ On Track

Over **40 park and trail amenities** were constructed or improved this term, with an additional four expected to be completed by the end of 2026.

In 2025, the Town completed the redevelopment of **Emily Park**, including a new playground, upgraded safety surfacing, and accessible asphalt walkways that meet current standards, along with a new access point from Thompson Drive to improve connectivity.

In 2025, the Town completed the **Simcoe Trail** extension in Holland Landing, delivering 290 metres of wooden boardwalk and asphalt paving, linking the pedestrian bridge at Stonehill Boulevard to Oakridge Court and the recently redeveloped Emily Park.

With construction beginning in 2026, the Town is advancing the **Soldiers Bay** redevelopment project, which will provide a new recreational and educational waterfront access point along the Holland River. The project includes a new boardwalk, a wooden ramp with floating dock, and formalized parking spaces.

In 2025, the Town completed the **Nokiidaa Trail** parking lot expansion to support trail users during peak seasons.



Additional park and trail projects were delivered across the Town this term to enhance recreational opportunities and community amenities. Key projects included:

- The reconstruction of tennis courts at **Sharon Hills Park** and the addition of two dedicated pickleball courts, as well as the construction of two new outdoor volleyball courts at **Mount Albert Lions Park**.
- The redevelopment of **Brown Hill Park, Harvest Hills Park, King Street Park, and North Union Park**, including the installation of new playground equipment and associated amenities.
- Enhanced trail connectivity through an extension of the **Radial Line Trail** to the Nokiidaa trailhead parking lot on Green Lane, and the design and construction of a new trail system in Queensville was approved.
- Environmental enhancements at **Queensville Park and Vivian Creek Park** through improvements to wetland features.

Looking ahead, additional projects planned for 2026 include the construction of two new pickleball courts at **Anchor Park** and replacement of tennis courts at **Holland Landing Community Centre Park**.



22. Support efforts to ensure full community access to competitive, affordable, and reliable Broadband

✓ Complete

This term, the Town advanced its **Broadband Expansion Program** to support efforts to ensure full community access to competitive, affordable, and reliable internet service. While the Town does not own or operate broadband infrastructure, it plays an active advocacy and coordination role with industry partners to support service expansion and improvement across EG.

The Town launched an **EG-specific speed test portal**, in partnership with the Canadian Internet Registration Authority, to help identify service gaps and strengthen advocacy efforts.

The Town served as the **primary point of contact** for resident and business inquiries related to internet speed, availability, and service timelines, ensuring consistent communication and support.

The Town partnered with YorkNet to provide **updates on broadband expansion progress**, and communicated service improvements through corporate channels, including the Advantage EG newsletter.

DID YOU KNOW?



Approximately 96% of homes in EG have access to broadband service that meets federal speed standards.



Culture of Municipal Excellence





23. Sound financial management through comprehensive business plans and budgets

✓ Complete

The Town developed and led the annual **Business Planning** process to align departmental priorities with the Strategic Plan and annual budget. In 2024, the process was updated and enhanced to strengthen the connection between planning and budgeting, supporting informed decision-making and the successful delivery of Council's priorities.

The annual **Budget development** process took place under new Strong Mayor legislation, with the Mayor providing budget direction, with input from staff, the public, and Council. Annual budgets were prepared for tax-supported services, water and wastewater operations, fee-supported programs, and capital requirements. These efforts have supported the Town in maintaining one of the lowest relative tax positions in York Region.

The Town prepared **Annual Financial Reports**, providing clear and accessible summaries of the annual financial statements, key financial highlights, and a five-year review of statistical trends. Each year during the term, the Town received the Government Finance Officers Association (GFOA) **Award for Excellence in Financial Reporting** in recognition of the quality and transparency of its reporting.

The Town prepared and published **Strategic Plan Annual Reports**, highlighting year-over-year activities, accomplishments, and progress toward Strategic Plan priorities and deliverables.



DID YOU KNOW?

Annual budgets are available on the Town's website.

Fewer than 20 of Ontario's 444 municipalities receive the GFOA Award for Excellence in Financial Reporting annually.



24. Embed the Equity, Diversity, and Inclusion Framework into all Town programs and services

✔ Complete

Council approved the **2024-2027 IIDEA (Indigeneity, Inclusion, Diversity, Equity, and Accessibility) Action Plan** which identifies 73 internal- and external-facing initiatives to guide the Town's work. As of June 2026, approximately **58% of the initiatives identified are underway or complete.**

The Town established the EG **Dismantling Anti-Black Racism Working Group** in 2025 to provide advice on issues related to anti-Black racism and oversight and consultation on the implementation of the IIDEA Action Plan.

On July 10, 2025, the **Chippewas of Georgina Island First Nation (GIFN) flag** was permanently installed in Council Chambers at the Civic Centre with a ceremony that included remarks provided by Chief Donna Big Canoe.

The Health and Active Living Plaza (HALP) grand opening featured:

- An Indigenous drumming social and smudging ceremony
- Artwork by GIFN member Lauri Hoeg installed and unveiled on the HALP pylon sign
- The Event Street gifted the Anishinaabemowin name "**Mino Bimoseyaang**," meaning "we are walking well," by GIFN member Kelsey Trivett

In 2025, the Town published its first report on its progress on the **Truth and Reconciliation Commission's 94 Calls to Action.**

The Town introduced **Women's-Only Swim** and **Trans Positive Swim** to support more inclusive and responsive recreation opportunities.

Town staff participated in **training on Indigenous consultation and engagement**, supporting consultations with the Willams Treaty First Nations on the Town's Official Plan, Complete Communities Secondary Plan, and Zoning By-law Conformity Update.

The Town began working with an **Indigenous Consultant** and GIFN member Kerri Ann Charles through Ontario Nature to deepen Indigenous engagement practices and actions. The Town also hired GIFN member Hannah Big Canoe as an environmental steward.

The Town established the **EG Truth and Reconciliation Working Group** in 2026 to provide guidance on the implementation of national and international reconciliation calls and frameworks, as well as IIDEA Action Plan initiatives.

25. Enhance transparency and accountability through regular, resident-friendly communication

✔ **Complete**

The Town created opportunities for residents to engage with municipal services, projects, and decision-making through a range of improved communication and outreach initiatives. Engagement activities included over **20 community surveys** and over **50 public consultations and open houses** related to Town projects and initiatives.

In 2023, the Town launched *Instagram* to share news, information, and events in a more engaging and accessible format. Since the launch, the Town has seen significant growth across all social media platforms, with Instagram reaching over **4,000 followers**.

The Town updated its *Social Media Policy* to provide clear guidance for staff and support consistent and effective corporate communications. Over the course of the term, the online community has **grown by 92%** with over **24,000 followers** across the Town's digital communications channels.

The Town delivered enhanced, high-impact communications to strengthen awareness, engagement, and understanding of Town initiatives. This included:

- Targeted **Communications Strategies** for the Health and Active Living Plaza Grand Opening and 2026 Election.
- Activating strategic storytelling and outreach to support Downtown Revitalization efforts in Mount Albert and along Yonge Street through the "**Enhance EG**" program.
- A comprehensive **Communications and Community Engagement** review, modernizing protocols to strengthen reach, consistency, and effectiveness.
- Designing and launching an **Employee Engagement Strategy** to strengthen internal connection, clarity, and culture.

DID YOU KNOW?



The Communications team has incorporated reels and videography to showcase program offerings, services, and events in a more dynamic and engaging format. This approach has enabled the Town to connect with residents in a more authentic, timely, and accessible way.



Strategic, campaign-based communications were used to support some of the Town's most significant initiatives this term, helping to increase community awareness and resident participation in shaping community priorities.



The Town's website receives over **1 million visits** annually.



Over the term, the Town managed more than **7,000 service requests**, with the most common related to streetlights, trees, new subdivisions, and water services. The Town also responded to a high volume of general inquiries related to taxes, water and utilities, recreation, waste collection, and by-law services.

The Town installed new **digital signage** across municipal facilities, improving the delivery of timely information to residents and visitors at public-facing locations. This included the launch of four internal and four external digital screens to strengthen awareness of Town programs, services, and updates.

26. Develop and implement a Customer Service Excellence Strategy featuring a “no wrong door” approach

✔ Complete

The Town developed and began implementing a *Service Experience Strategy (SES)* to enhance service delivery across the organization.

Approved in 2025, the SES establishes guiding principles and actions to meet the diverse needs of the community while fostering a culture of service excellence across all departments.

The SES includes a 10-point action plan developed to guide implementation. As a long-term framework, the SES is already informing related initiatives, including the development of an Engagement Strategy, accessibility policies and standards, and the website replacement project.

In addition to the SES, the Town *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.

The *Civic Centre counter* was retrofitted to enhance the customer and staff experience, and By-law services were integrated on-site to further improve service access.

Over the term, the Town had over **130,000 customer service interactions**, including more than **77,000 calls**, **34,000 emails**, and **18,000 in-person counter visits**.



27. Deliver service excellence with a well-trained, highly engaged staff team

✔ **Complete**

The Town invested in its people, culture, and service delivery models through a range of initiatives that strengthened employee engagement, enhanced operational capacity, and supported the successful delivery of expanded community programs and services.

In 2023, the Town implemented the *EG – You Belong Employee Experience Strategy*, to foster a culture of belonging, engagement, and growth. Key actions included:

- Over **9,000 hours of corporate training**
- A new Career Development Review program
- Succession and strategic workforce planning
- Strengthened internal communication through Staff Town Halls
- Employee recognition initiatives... and more!

These efforts have contributed to a highly engaged workforce, reflected in a **94% response rate** to the most recent employee survey and recognition as one of the Greater Toronto Area's Top Employers.

The Town developed and delivered *customized financial training* for staff involved in budgeting, analysis, and reporting to cost-effectively build financial literacy and support effective decision-making.

Fire and Emergency Service implemented a suite of initiatives to strengthen operational readiness, enhance emergency response, and support firefighter health and safety, including:

- An *Officer Training Program* to build leadership capacity through structured training, competency-based evaluation, and mentorship opportunities.
- An in-house *Emergency Medical Responder (EMR) Program* to certify firefighters and integrate EMR protocols into operational response.
- A *Cancer Prevention Program* to reduce exposure to carcinogens through improved decontamination practices and upgraded equipment and gear.



The Town implemented **Engaged EG Staff Memberships** to support employee health, wellness, and engagement by providing access to recreation amenities, programs, and wellness opportunities.

The Town supported the launch and operation of the Health and Active Living Plaza by recruiting **over 150 part-time staff** to support expanded recreation programming, with targeted **training provided in customer service, program delivery, and inclusion** to ensure consistent, welcoming service across all offerings.

In winter 2024, the Town responded to an encampment on municipal property by working collaboratively with regional partners to support individuals in securing alternate housing and to safely clear the site. The Town developed an **Encampment Response Protocol** to guide staff and partners in responding to future encampments, which has been recognized as a best practice and presented to neighbouring municipalities to support knowledge sharing.

The Town recruited a new **Integrity Commissioner** with extensive municipal governance expertise, who led the development of a new **Council Code of Conduct** to strengthen governance and support ethical decision-making.

The Town restructured its Legislative Services branch to establish a dedicated **Access and Privacy** function to improve service delivery and support legislative compliance. During the term, over **400 Freedom of Information requests** were processed.

The Town advanced **Business Continuity Planning** in collaboration with regional partners to deliver training to staff and support the development of individual departmental business continuity plans.





28. Update policies to support continued good governance

✓ Complete

The Town implemented a range of policy updates this term to support continuous improvement, ensure legislative compliance, and promote consistent and transparent decision-making across municipal operations.

The Town updated, developed, and implemented:

- A **Translation Policy** with an accompanying procedure to guide the translation of municipal programs and service information.
- **Naming Rights and Sponsorship Policies** to establish clear guidelines for partnerships, recognition, and financial contributions.
- An **Affiliated Community Group Policy** to support emerging and established groups by ensuring the fair and equitable allocation of facility space.
- New corporate policies, including the **Staff Code of Conduct**, **Respectful Public Spaces Policy**, **Pregnancy and Parental Leave Policy**, and **Staff Compensation Policy**, among others.
- New IT policies, including a **Technology Use Policy** and **Cyber Security Policy**, with an **Artificial Intelligence Policy** currently in development and anticipated for completion later in 2026.
- The **Crisis Communications Plan** and **Media Relations Policy**, along with media training and improved media relations protocols, to ensure that the organization is better prepared for high-pressure communications situations.
- A Fire and Emergency Service **Policy and Procedure** framework that consolidated standard operating guidelines and procedures and added updates to align with legislative requirements and best practices.



- Its **Facility Permitting Policy** to include a fee exemption for meetings and events hosted by Williams Treaties First Nations, supporting reconciliation efforts and reducing barriers to participation in community and municipal spaces.
- The **Procurement By-law** and key financial policies, including signing authority, purchase orders, reserve funds, property tax adjustments, and financial transaction processing.

By-law Enforcement Services updated and implemented a number of new by-laws, including:

- The **Firearm By-law** to reduce risks associated with firearm use near residential areas, parks, trails, and roadways, while addressing noise and safety concerns.
- A new **Sign By-law** to improve clarity and consistency in signage regulations, strengthen enforcement, modernize provisions to support local economic activity, and introduce regulated electronic signage and third-party advertising through a permit process.
- A new **Noise By-law** to support community well-being, enhance livability, and provide clearer, more effective noise regulations and enforcement aligned with modern urban needs.

The Town advanced the implementation of an **Administrative Penalty System (APS)** to enable the Town to issue and manage penalties for by-law violations through a municipally administered process. Since its launch in mid-2025, **41 APS penalties** have been issued.

A **Holiday Parking Exemption** was introduced to provide residents relief from overnight and three-hour parking restrictions during the holiday period.

A 24-month **Backyard Hens Pilot Program** was implemented, allowing residents to keep up to four hens on residential properties. In 2026, Council approved its transition to a permanent program and since launch, **28 licences** have been issued.

The Town initiated updates to **Site Plan and Draft Plan of Subdivision legal agreements** to reflect current best practices and strengthen the protection of municipal interests in the development approvals process. The Town also advanced work to update the **Site Plan Control By-law** following legislative changes that altered municipal site plan control authority.

The Town's Planning and Finance staff initiated a review of **Planning Application Fees** to conform with legislation and industry best practices, and maximize cost recovery while balancing affordability.

Non-resident rates were implemented for programs and services, recognizing the contributions of local taxpayers while establishing fair cost recovery from those residing outside the municipality. This will allow the Town to offset program and operational costs, reinvest in service improvements, and maintain the quality and accessibility of program offerings.

Following the implementation of **Strong Mayor Powers**, the Legal Services team provided guidance to Council on governance impacts and worked with Finance to update corporate processes to align with the new framework, including changes to budget development and decision-making authority.

DID YOU KNOW?



The Town issued over **500 purchase orders** and **400 new contracts** over the term.



The APS allows municipalities to issue and resolve penalties without court involvement, significantly speeding up the enforcement process.



29. Maintain strong partnerships with York Region, northern six York Region municipalities, the building and development industries, and other stakeholders regarding best practices and future growth*

✔ Complete

Collaboration with key partners played an important role in the development and delivery of many initiatives outlined in this report, including engagement, consultation, and joint efforts, with additional key partnerships outlined below.

DID YOU KNOW?

✔ This year, the Clerk's Office will lead and oversee the 2026 Municipal and School Board Election, taking place on October 26, 2026.

Infrastructure partnerships with York Region supported cooperative delivery of key capital projects, including the Yonge Street and Highway 11 multi-use path and lighting project, as well as ongoing participation on regional transportation and traffic safety committees.

Recreation, community events, and programming partnerships include collaboration with private fitness providers and concession operators, the East Gwillimbury Public Library, Sharon Museum and Gardens, as well as the Youth Advisory Committee and Arts and Culture Advisory Committee. In addition, the Active Transportation and Trails Advisory Committee supported integrated planning for sustainable mobility and trail development.

The Town works closely with community partners and organizations to **advance the IDEA Action Plan**, including the Municipal Diversity and Inclusion Group, Municipal Connections Circle, Black York Region Youth, York Region Alliance of African Canadian Communities, Newmarket African Caribbean Canadian Association, York Pride, Pflag York Region, York Region Food Network, and the Diversity and Inclusion Advisory Committee.

The Town has developed **learning and development partnerships** with York Region and neighbouring local municipalities to deliver joint staff learning events on IIDEA-related topics.

The Town maintains strong relationships with the **development industry** through ongoing consultation on capital projects and landowner group engagement, and works closely with organizations such as the Central York Chamber of Commerce and Economic Development Advisory Committee to support local economic growth, as well as the Heritage Advisory Committee to provide guidance on heritage conservation and planning matters.

The Town undertook **joint election-related initiatives** with York Region municipalities, including participation in a Joint Compliance Audit Committee and a collaborative procurement process for an online voting vendor.

The Town partnered with York Region and the Towns of Whitchurch-Stouffville, Newmarket, and Georgina to deliver a **Pavement Management Program** to support coordinated asset management and capital planning, and achieve economies of scale.

The Town participated in regional **Insurance Pool Program** with local municipalities, with the proposed model anticipated to achieve **cost savings of up to 20%** over a five-year term.

Fire and Emergency Service entered into a **service and repair agreement** with the Town of Georgina to support fire apparatus maintenance, improving efficiency, turnaround times, and fleet reliability through a shared service model.

Intergovernmental and sector partnerships also include engagement with and participation in:

- **Leadership and intergovernmental networks** (N6 and Regional CAO groups, Strategic Planning Network, Municipal Government Relations Network)
- **IT and governance networks** (Chief Information Officers groups, YorkInfo, and artificial intelligence and cybersecurity working groups)
- **Finance and procurement** collaborations (York Region Purchasing Co-op, Ontario Public Buyers Association, Area Treasurers' Working Group, Development Finance Working Group)
- **Environmental groups** (Ontario Resource Centre for Climate Adaptation, Lake Simcoe Region Conservation Authority, and the Environmental Advisory Committee)

Through these partnerships, the Town continues to leverage shared expertise, achieve cost efficiencies, strengthen service delivery, and support coordinated regional growth and community well-being.

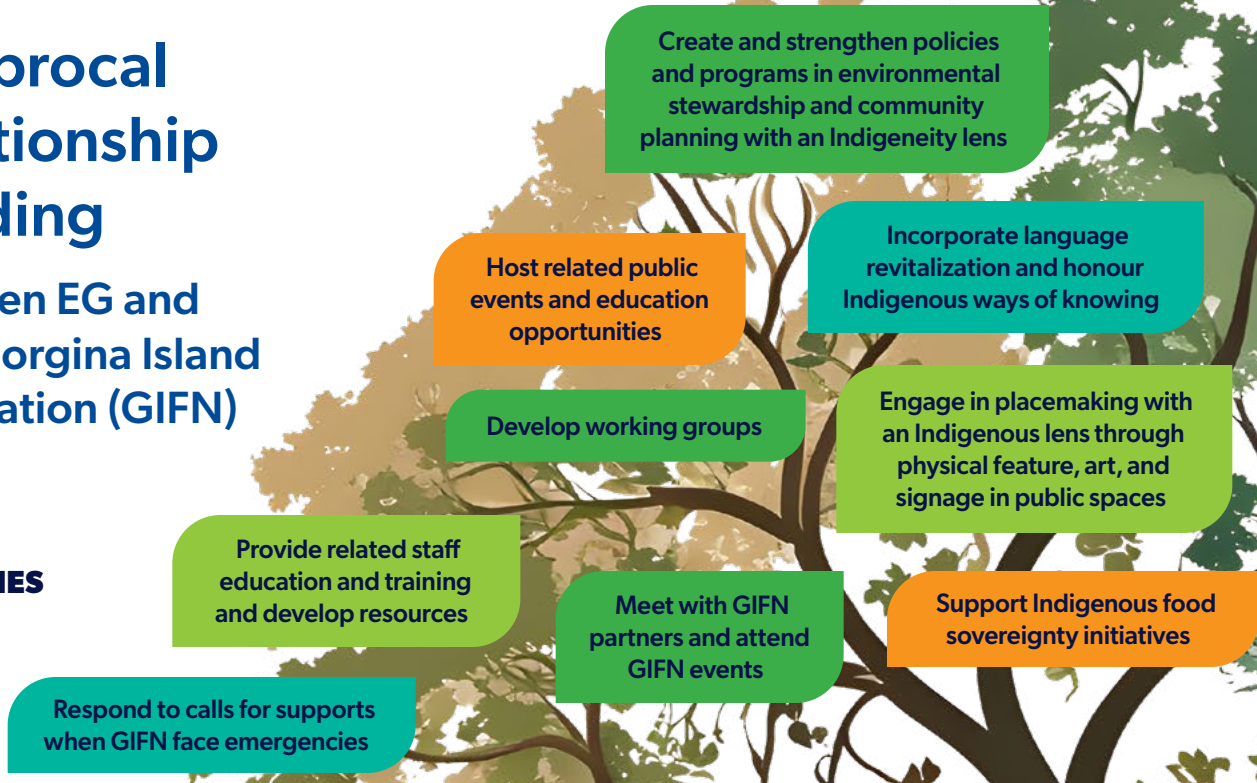
The Town recognizes the importance of upholding treaty responsibilities and ensuring a respectful and collaborative relationship with the seven Williams Treaties First Nations. The following two pages highlight ongoing efforts to strengthen this partnership, recognizing that Truth and Reconciliation is an ongoing journey requiring sustained commitment.

*The terminology used in this report aligns with the Town's approved Strategic Plan. This includes the term "stakeholder," which is increasingly understood to have colonial origins. The Town acknowledges the impact of language and is committed to ongoing learning and reflection to ensure communications are respectful and inclusive. The Town recognizes that the Williams Treaties First Nations are land rights holders and respects their treaty rights. Future documents will seek to adopt more accurate and culturally responsive terminology.

Reciprocal Relationship Building

Between EG and the Georgina Island First Nation (GIFN)

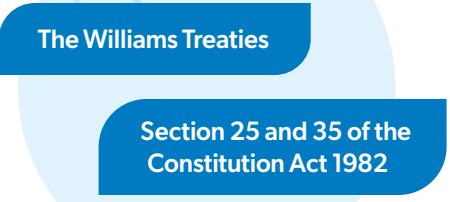
BRANCHES



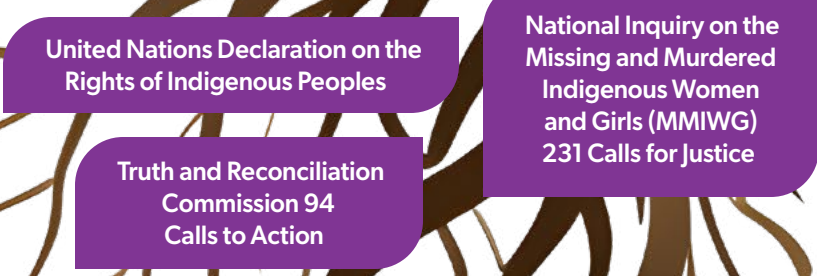
TRUNK



SEEDS



ROOTS



Branches to Resulting Fruit

Host related public events and education opportunities

Red Dress Day Installation: *Whispering Spirits* (2026), Orange Shirt Day Exhibit (2025), National Indigenous History Month events (2024 to 2026), National Day for Truth and Reconciliation events, and nature hike with teachings led by GIFN Member Jared Big Canoe (2026)

Provide related staff education and training and develop resources

Indigenous Consultation and Engagement training (2026)

Three-Part Residential Schools Training by the National Commission for Truth and Reconciliation (2025)

Indigenous Cultural Awareness Training (2026)

Joining the Municipal Connections Circle (2026)

Meet with GIFN partners and attend GIFN events

Visit to GIFN Biindigen Wellness Centre (2026)

Attend Manoomin (Wild Rice) Workshops (2024-2025), annual Pow Wow in Sutton hosted by the Chippewas of Georgina Island (2025), and GIFN water ceremony (2025)

Incorporate language revitalization and honour Indigenous ways of knowing

Incorporating smudging ceremonies led by Indigenous Knowledge Carriers at events and offering Semah (Ongoing)

Work with EGPL to engage GIFN members to advise on Anishinaabemowin names for meeting rooms, install Biindigen (Welcome) signage, and Indigenous Learning Circles led by GIFN members (2025-2026)

Receive gift of an Anishinaabemowin term by GIFN (Mino Bimoseyaang) for the event street of the Health and Active Living Plaza (2025)

Engage in placemaking with an Indigenous lens through physical feature, art, and signage in public spaces

Engage Donald C. Chretien and GIFN member/writer Lauri Hoeg to design the Signature Planter and Interpretive Sign at the Nokiidaa Trail Head on Yonge Street (2022)

Name Town street after Indigenous General (Kenneth Blackbird Way) (2025)

GIFN approval of Town initiatives, including Indigenous content added to Town Tour for new staff (2025), Orange Shirt Day Crosswalk (2025 - installation 2026), and Holland Marsh Dock Educational Signage (2026)

Unveil GIFN member Lauri Hoeg's artwork reflecting the theme of Mino-Bimaadiziwin, installed on Health and Active Living Plaza signage (2025)

Support Indigenous food sovereignty initiatives

Develop a travelling Manoomin Exhibit (2024)

Adopt York Region Food Charter (2026)

Explore Ways to Support Indigenous Harvesting Rights (2025-2026)

Create and strengthen policies and programs in environmental stewardship and community planning with an Indigeneity lens

Assess lands within EG to have them counted towards the 30x30 target in collaboration with Ontario Nature (2025)

Access an Indigenous Consultant who is a GIFN member through Ontario Nature (2026)

Develop working groups

Facilitate engagement and consultation with Indigenous communities

Provide Adequate Compensation (2024-2026)

Convene the Truth and Reconciliation Working Group (2026)

Create a Framework for hiring GIFN Member through the GIFN Band Office

Incorporate OCAP in agreement regarding Indigenous sovereignty of collected data (2025)

Hire GIFN member as EG's Environmental Steward through the GIFN Band Office (2026)

Respond to calls for supports when GIFN face emergencies

Respond to calls for supports after the GIFN declare a state of emergency following an ice storm (2025)

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.