Memorandum

Date: July 12, 2022

To: Members of Council

From: Carey Herd, Chief Administrative Officer

Subject: 2018-2022 Town Accomplishments

Overview

In March 2019, Council approved the 2018-2022 Council Work Plan setting its strategic priorities for the term – sustainable growth, connected community, improved service delivery and good governance.

In the last four years, despite the COVID-19 pandemic, Council and staff worked together to support Caledon residents and businesses, bringing positive outcomes for the overall Caledon community. Despite these challenges, collectively the Town advanced the 2018-2022 Council Work Plan. In addition, other notable strategies, projects and initiatives were completed.

This memorandum provides a summary of the Town's key accomplishments throughout the 2018-2022 Term of Council (November 2018-present).

Key accomplishments

Notable projects include:

- Celebrate Caledon (Caledon Day with Cheers Caledon and Velocity)
- Love Local Campaign
- Downtown Bolton Revitalization
- Mayfield and Bolton transit service
- Hybrid/livestream Council meetings
- Joint session of Council with Mississaugas of the Credit First Nation
- Resilient Caledon Community Climate Action Plan
- Asset management policy and plan
- Age Friendly Action Plan
- Fire Master Plan

In addition, staff have been working hard towards the following:

- Create a "made in Caledon plan" for future growth in Caledon
- Prepare for climate change
- Support economic development, tourism and job growth
- Provide access to affordable, quality, mobility options including active transportation
- Enhance community infrastructure including roads, parks and recreation facilities, etc.

- Enhance online communications, engagement and services
- Enforce by-law compliance and land use
- Manage customer service expectations
- Maintain an excellent financial position
- Support pandemic response and recovery
- Strengthen partnerships and collaboration
- Support local community groups and events
- Support community health and safety

For a more detailed list of 2018-2022 Town accomplishments, refer to Schedule A to this memorandum.

Future Strategic Planning

With these accomplishments in mind, the Town has a strong foundation and momentum to continue making progress, prepare for population growth, and realize the long-term vision for the community.

Staff are preparing a plan for future strategic planning at the Town. Staff will outline a work plan for the new term of Council in Q4 2022.

Attachment

Schedule A: 2018-2022 Town of Caledon Accomplishments

2018-2022 Town of Caledon Accomplishments

In March 2019, Council approved a Council Work Plan and vision to make Caledon the most liveable and sustainable rural/urban community in Canada. Council set priorities to advance the vision:

- sustainable growth,
- connected community,
- improved service delivery and
- good governance.

In March 2020, COVID-19 was declared an emergency and Caledon's pandemic response became our top priority. Staff and other resources were redeployed to support the pandemic response which resulted in some planned work efforts on the Council Work Plan being delayed.

Over the last four years, progress has been made collectively by Council, staff and community to advance these priorities while continuing to provide safe facilities and services to the community.

A number of key accomplishments associated with the Council Work Plan, as a result of the pandemic and others are noted below.

Sustainable Growth

Ensure that Caledon grows in a balanced and sustainable manner





Pursue intensification and plan for Caledon's future:

- Completed Phases 1 – 3 of Official Plan Review including Affordable Housing Strategy, Aggregate Rehabilitation Master Plan for Belfountain and Caledon Village and Employment Strategy with Growth Concept approved
- Parks Plan and Parkland Dedication by-law approved

Preparing for climate change:

- Resilient Caledon plan approved for net zero emissions by 2050
- GreenBiz helped 15 businesses reduce their carbon footprint and green their operations
- Reduced facility energy consumption by 12.6% below 2012 levels, exceeding the 9% target established in the 2014-2019 Corporate Energy Management Plan

Support economic developments and jobs:

- Continued supporting small businesses through COVID-19 recovery with 20 new businesses opening
- Supported major industrial projects such as Mars Canada, UPS, Amazon and Beer Store bringing hundreds of full-time jobs
- Implemented Economic Development Strategy including the Downtown Bolton Revitalization and Bolton Community Improvement Plan

Providing access to affordable, quality mobility options:

- Completion of the Caledon Transit Feasibility Study and Caledon Multi Modal Transportation Master Plan
- Initiated local public transit service for Mayfield and Bolton
- Caledon GO Station land secured and included in the Greater Golden Horseshoe (GGH) Transportation Plan

Ensuring traffic safety and operations:

- Completion of Traffic Calming Strategy
- Five traffic signals and 10 community safety zones added
- Implemented traffic safety measures: speed humps, pedestrian crossing, radar speed signs, stop controls, etc. as well as automated speed enforcement and red-light camera on Regional roads
- Working with the Province and Region of Peel to implement traffic safety measures at Highway 10 and Olde Base Line Road
- Developed automated speed enforcement framework for Town roads

Supporting active transportation:

- Increased cycling infrastructure from 40km (in 2018) to 250km (in 2022)
- Maintained Bicycle Friendly Community designation
- Initiated first Active Transportation Master Plan
- Secured the corridor for a 36km north-south extension of the Caledon Trailway

Connected Community

Strengthen the bonds that connect the community







Strengthened partnerships/collaboration:

- Renewed collaboration with the Caledon Chamber of Commerce
- Joint session of Council with Mississaugas of the Credit First Nation
- Established Indigenous Community Engagement Protocol
- Facilitated Golf Canada headquarters relocation to Caledon
- Partnership with Caledon Meals on Wheels providing a permanent kitchen

Successfully executed events:

- Hosted and supported over fifty events annually, including Celebrate Caledon bringing over 13,000 attendees annually
- Cheers Caledon 2019 awarded Guinness World Record largest cider tasting event
- Executed the 2019 Caledon Council Community Golf Tournament with 17 local business partners and 282 participants

Supported local groups:

- $81,907 from 2019 Caledon Council Community Golf Tournament to support Great War Flying Museum and other local groups and awarded Doug and Doreen Beffort Legacy Scholarship
- Donated $40,808 to the United Way of Greater Toronto
- Administered over $1.3M for various grant/fund opportunities such as Municipal Agricultural and Community Grants, Community Green Fund, Designated Heritage Property Grant Program and School Green Fund
- Secured Digital Main Street Grant for local businesses and Community Transportation Grant for Caledon Community Services Transit
- Opened Caledon Sports Hall of Fame

Preserve heritage and natural areas:

- Expanded Designated Heritage Property Grant Program
- Listed hundreds of properties from the Built Heritage Resource Inventory on the Heritage Register
- Introduced the Heritage Property Tax Rebate program
- Completed Alton Village and Bolton Heritage Conservation District Studies

Supported access to high-speed internet:

- Funded public library hot spot program
- Established Internet Grant Program providing over $7,000 to households with poor internet service
- 106km fibre added along Bolton Commercial District, north-east and central Caledon and Caledon Trailway through Caledon-Vianet and SWIFT partnerships

Supported community health and safety:

- Endorsed the Region of Peel's Community Safety and Well-being Plan
- Promoted 2-1-1 Service
- Introduction of Staff-led Diversity Equity and Inclusion Roundtable
- Implemented Fire Master Plan

Improved Service Delivery

Improve service delivery to reflect the changing needs of the community







Enhanced roads:

- $62.7 million invested in major roads maintained, improved and reconstructed including Old School Road, McLaughlin Road, Chinguacousy Road, Centreville Creek Road and Humber Station Road

Improved indoor facilities:

- Opened Southfields Community Centre, Fire Training Facility, Bolton Fire Station, and Bocce Facility
- Expanded Caledon East Community Centre including EarlyOn Centre, Inglewood Community Centre, Rotary Place Seniors Centre, Fire Station, and Yards
- Renovated Albion Bolton Community Centre and Humber River Centre

Improved parks, playgrounds and sports fields:

- Opened Johnson Sports Park, Bolton Camp Ball Diamond, Humberview Turf Field, Caledon East Dog Park, R.J.A. Potts Memorial Park Bandshell, and Mayfield West Phase 1 parks including skate trail
- Maintained and improved Caledon East and Bolton neighborhood parks, hardball diamonds, skatepark, tennis courts, and Bolton Dog Park

Enhanced community infrastructure:

- Maintained and repaired potholes, shouldering, line painting, sidewalk repair, road resurfacing, brushing, etc.
- Operated urban tree replacement, stormwater management and enhanced fleet acquisition programs.
- Launched invasive species management, rural roadside tree management, and snow windrow subsidy programs.

Enhanced digital communications and engagement:

- Created Virtual Reality Cycling Tourism and 'What will the future of Caledon look like?' videos
- Launched Visit Caledon Instagram as well as new Tourism, Economic Development and Town websites
- Launched online community engagement platform 'Have Your Say Caledon'

Enhanced digital services:

- Offered digital forms and services including recreation registration, building permit, development applications, burn permits, road construction permits, and service requests
- Launched mobile building inspections, hybrid/livestream Council and Committee meetings and Lost and Found pet portal

Improved and innovated business processes:

- Implemented improvements to building permit process, utilities process, residential lot grading, standardization of fleet, service feedback management, report a problem process and tree seedling program

Update and standardize by-laws:

- Reviewed and adopted new purchasing by-law, development charges by-law, division fence by-law, encroachment by-law, business licensing by-law, woodland conservation by-law, fireworks by-law, and animal care and control by-law
- Exercised enforcement against illegal land use, particularly illegal trucking operations, to maintain compliance with its zoning by-laws and land uses

Applied diversity lens to service delivery:

- Created a Diversity, Equity & Inclusion Framework including staff training
- Enhanced accessibility of services including inclusive recreation programming
- Launched Age Friendly Action Plan and newsletter
- Worked with local partners to install Pride benches in the soon-to-be-completed gazebo in Downtown Bolton
- Indigenous Engagement Staff Working Group

Managed community expectations:

- Introduction of two community-driven task forces (Downtown Bolton Revitalization and Visitor Management)
- Introduced first contact resolution
- Implemented 3-1-1 Service
- Increased customer service hours of operation and expanded customer service across Town facilities

Good Governance

Steward resources through sensible, prudent budgeting and transparent participatory decision-making





Maintain an excellent financial position:

- Updated Long-term Strategic Financial Plan
- Balanced financial planning for operating and capital budgets
- Implemented Asset Management Policy and Plan
- Introduced Development Charge Interest Policy and by-law to better recover the cost of growth-related infrastructure from developers
- Received over $9M in operating grants and $4.5M in capital grants

Support effective political representation:

- Reviewed Council composition and ward boundaries

Awards received:

- Received two energy saving awards from the Mayor's Megawatt Challenge for the reduction of 32.5% energy usage at the Caledon OPP Detachment and high energy performance at Town Hall
- Received Government Finance Officers Association's Distinguished Budget Award annually
- Received Adapt-Pivot-Evolve Achievement Award from Festivals and Events Ontario for Winterfest 2021

COVID-19 Response and Recovery







Pandemic Response:

- Introduced Property Tax Deferral
- Enhanced online service delivery
- Ensured Safe Facilities
- Participated in Community Responses teams
- Supported and hosted Caledon's vaccination clinic

Pandemic Recovery:

- Reduced recreation rental rates and sports affiliate participant fees
- Expanded public library services
- Launched Love Local Caledon campaign
- Expanded the Municipal Agricultural Community Grant Program increasing funding by $120,000 for two years