

YEAR 2

KEY RESULTS

2018-2022 Term of Council

Service Excellence Strategic Plan



Moving Toward the Vision

Each four-year term of Council Strategic Plan incrementally contributes toward the achievement of the Vaughan Vision.

March 19, 2019 approval of 2018-2022 Term of Council Service Excellence Strategic Plan

Informed by:

- City's Vision, Mission and Values
- 2018 Citizen Satisfaction Survey Results
- 2018 Business Sector Survey Results
- 2018 Employee Engagement Survey results
- Business plans from each portfolio, office and department
- 2019 Budget and 2020-2022 Financial Plan
- Priorities identified by the Mayor and Members of Council

Strategic Planning Levels



Term of Council Service Excellence Strategic Plan 2018-2022

Mission

Citizens first
through Service
Excellence.

Vision

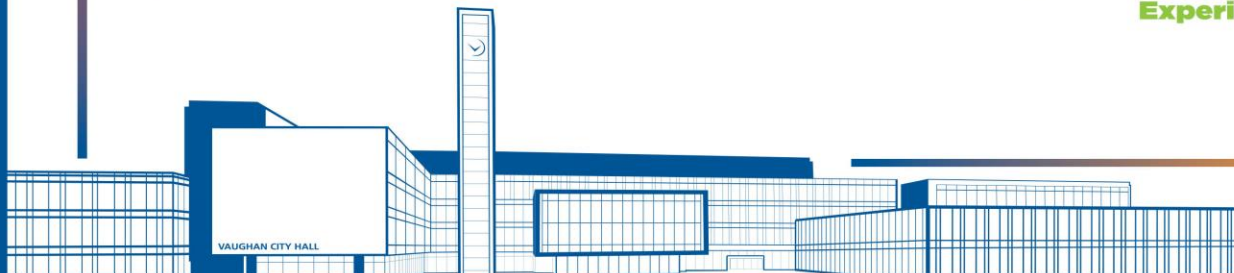
A city of choice that promotes diversity,
innovation and opportunity for all citizens,
fostering a vibrant community life that is
inclusive, progressive, environmentally
responsible and sustainable.

Values

Respect
Accountability
Dedication

The 2018-2022 Term of Council Service Excellence Strategic Plan reinforces the City of Vaughan's mission, vision and values, representing the core of how the administration will go above and beyond to deliver on Council's priorities through Service Excellence.

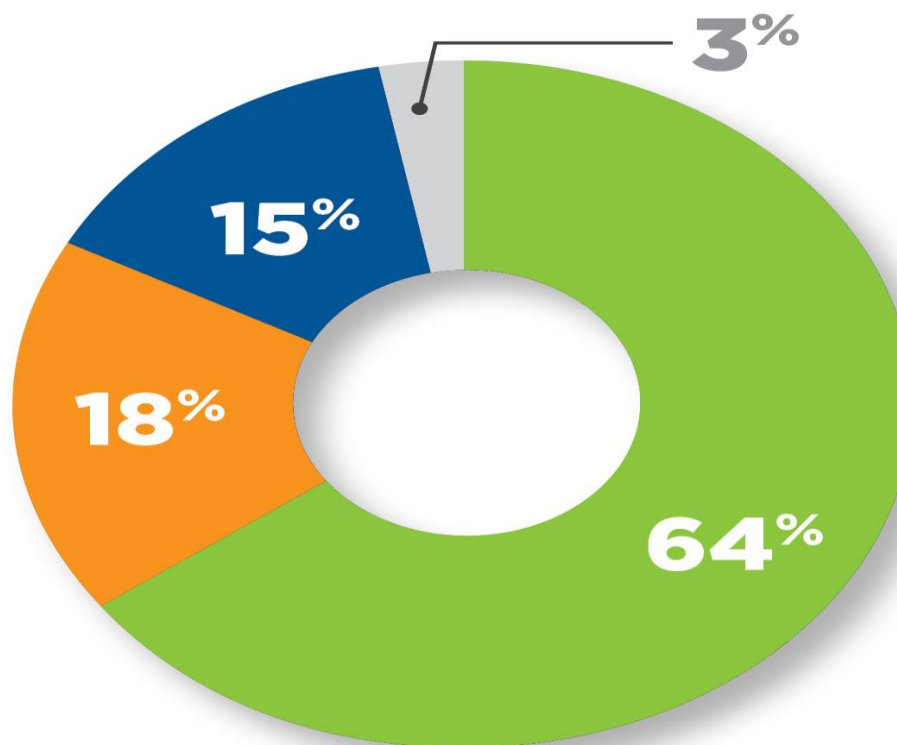
The Strategic Plan identifies the strategic priorities that the administration will focus on to support the City of Vaughan in being a City of Choice for both residents and businesses.



2020 Overall Progress

2018-2022 Term of Council Service
Excellence Strategic Plan Key Activities
(106 KEY ACTIVITIES)

- Proceeding as planned, 68 (64%)
- Monitoring progress, 19 (18%)
- Complete, 16 (15%)
- Not yet started/On hold, 3 (3%)



Transportation and Mobility



2020 Key Results



**NEW BIKE PATH
INSTALLED**
along Clark Avenue

**Major
Mackenzie -
Hospital Precinct**
road widening supported



ADVANCED
the VAUGHAN
TRANSPORTATION
PLAN



KIRBY ROAD
(DUFFERIN STREET TO BATHURST STREET)
environmental assessment completed

**HUNTINGTON
ROAD**
widening design commenced

MOU with Metrolinx:
NEW Maple GO Station
vicinity City-Owned
infrastructure



**DRAFTS
COMPLETED:**

- Humber Trail Feasibility Study
- Vaughan Super Trail Program expansion

**Projects
initiated** for
TRAFFIC ALLEVIATION

City Building



2020 Key Results

150+
Capital
Projects
ADVANCED



- **3,269** NEW residential units occupied
- **6,473** NEW citizens
- **32,382** total VMC residential units
- **64,116** total VMC citizen population

259 development applications
valued at more than
\$10.6 million
(IN DEVELOPMENT FEES)
WERE RECEIVED

928 residential units
APPROVED ✓
by Committee of the Whole
INCLUDING:

- **112** apartments
- **410** townhouses
- **404** single homes
- **2** semi-detached homes



Cortellucci
Vaughan Hospital
occupancy permit received

MORE THAN
2,955
BUILDING PERMITS
issued valued at
\$1.15
BILLION



43,315
BUILDING
INSPECTIONS
CONDUCTED



Environmental Stewardship



2020 Key Results



ZERO
carbon
emission
retrofit for
FIRE STATION 7-1



22,000
streetlights
converted to LED

**ClimateWise
Business Network**
energy use tracking in
commercial/industrial
sectors contract
COMPLETE

CITY OF VAUGHAN'S
URBAN ASSETS PROGRAM
DEVELOPMENT TENDER
AWARDED



COUNCIL
ENDORSEMENT
RECEIVED:
**Residential Energy
Retrofit Program
for homeowners**



**Temporary
Bin Exchange
Program**
IMPLEMENTED

Active, Safe & Diverse Communities



2020 Key Results




MORE THAN
730,000
borrowed items through
**VPL Curbside
Pick-up Program**

MORE THAN
5,000
FOLLOWERS/SUBSCRIBERS
on **Recreation** social channels



TEMPORARY
**OUTDOOR
PATIO BY-LAW
ENACTED**



BI-WEEKLY
COVID-19
RESEARCH REPORTS
conducted by VPL

**EMERGENCY
MEASURES
BY-LAW
ENACTED**

**EOC DATA
ANALYTICS
AND LESSONS
learned team
DEVELOPED**

MORE THAN
750
staff responses to
**INTERNAL
SURVEYS**



5 NEW
**VIRTUAL ART
GALLERIES**
launched with more than
1,260 views

Work commenced:
Garnet A. Williams
Community Centre
Revitalization Project

Carville Community
Centre, Library and
District Park Project

North Maple Regional
Park Phase 2



MORE THAN
480
EOC DATA REPORTS
informed evidenced
based decisions

MORE THAN
300
STAFF INTERVIEWS
captured pandemic
lessons learned



MORE THAN
108,608
**ARTS AND CULTURE
SOCIAL REACH**
AND MORE THAN
1,870
ENGAGEMENTS

Economic Prosperity, Investment and Social Capital



2020 Key Results

LAUNCHED

Vaughan Business Action Plan and
Vaughan Business Resilience Plan


Grow with
VAUGHAN SPONSORSHIP PROGRAM
MORE THAN
50 locations
City-wide

LAUNCHED NEW
Economic Development and Tourism microsites
with **over**
58,000
VIEWS

LEVERAGED EXPERTISE from
Council-led TASK FORCES:



- **Economic Prosperity TASK FORCE**
- **Smart City TASK FORCE**

MORE THAN
800
LOCAL BUSINESS ADVISORY CONSULTATIONS
facilitated



SMALL BUSINESS RESILIENCE PROGRAM

- **100** workshops
- more than **1,300** attendees

Good Governance

2020 Key Results

INTERNAL AUDIT
WORKPLAN
COMPLETE

**Ward
Boundary
Review
INITIATED**

MORE THAN
50
ENTERPRISE PROJECT &
CHANGE MANAGEMENT
OFFICE TEMPLATES
created


MORE THAN
108
STAFF
trained on
**PROJECT
MANAGEMENT**

RRR
**Ready, Resilient,
Resourceful
Committee
CREATED**
Provide key objectives
and framework for the
City's response and recovery
during the pandemic

MORE THAN
81 
electronic
**COMMITTEE
and COUNCIL
MEETINGS
FACILITATED**

**\$6.2
MILLION**
in **Federal
Government's
Safe Restart
Agreement funding**
SECURED

FCA
of the City
COMPLETE

**UPDATED
POLICIES &
FRAMEWORKS**

- City's Fiscal Framework
- Key Fiscal Policies
- Debt Policy
- Development Charge Interest Policy
- Development Charge Deferral and Policy
- Letter of Credit Policy

2022
**MUNICIPAL
ELECTION**
voting technology
review
COMPLETE

Citizen Experience



2020 Key Results

12 Digital Strategy achievements launched:

- permitting portal
- Municipal Water Back-flow Prevention Program
- audio/visual system upgrade in Council Chambers
- e-Paystubs and T4 Slips
- CRM Public Works communication tracking
- Service Request Portal for Environmental Services
- cloud migration of employee H drives to OneDrive
- Cyber Security Awareness Program
- Short-Term Rental License Applications
- e-Forms for IT Services and IT Service Catalogue
- media management solution
- transition City payroll services from Alectra

PUBLIC WORKS
**Service
Level
Review**
INITIATED



MORE THAN
5 million
views on
vaughan.ca

Operational Experience



2020 Key Results

**Modernizing and
transforming the City's
COUNTER SERVICE DELIVERY
COMMENCED**

Contract Management
and Administrative
Framework review

INITIATED



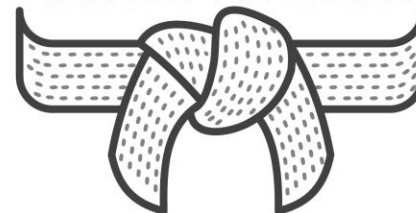
**VPL Contactless
Checkout launched**

59 staff
received their
GREEN BELT LEAN
CERTIFICATION



 MORE THAN
161
innovations
and process
improvements
IMPLEMENTED

63 staff
received
WHITE BELT LEAN
CERTIFICATION



NEW

**online building
permit portal**
LAUNCHED

Staff Engagement



2020 Key Results



Alternative Work Arrangements

POLICY AND PROCEDURES DEVELOPED

**Succession
Planning
Framework**
APPROVED ✓



**Telework Resources
and Support**
provided to staff



**Corporate
Wellness
Strategy**

IMPROVEMENTS



**Virtual learning
and development
courses** introduced



Thank You.

