



Staff Report for Committee of the Whole Meeting

Date of Meeting: February 5, 2025

Report Number: SRCM.25.02

Department: Office of the City Manager
Division: Strategy and Transformation

Subject: **SRCM.25.02 - 2024 Strategic Plan Progress Report and Implementation Plan**

Purpose:

The purpose of this report is to provide Committee of the Whole with an update on the City's progress on the 2024-2027 Strategic Plan.

Recommendation(s):

- a) That staff report SRCM.25.02 be received;
- b) That the 2024-2027 Strategic Plan - 2024 Annual Report and Implementation Plan, attached as Appendix 1 to SRCM.25.02, be posted on the City's website for public information.

Contact Person(s):

- Lise Conde, Manager, Strategy and Government Relations 416-458-7254
- Anthony Iannucci, Director of Transformation & Strategic Planning 416-399-2687

Report Approval:

All reports are electronically reviewed and/or approved by the Division Director, Treasurer (as required), City Solicitor (as required), Commissioner, and City Manager. Details of the reports approval are attached.

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Background:

In February 2024, Council approved [Richmond Hill's 2024-2027 Strategic Plan](#), which sets out our vision as “A Vibrant and Inclusive City of Neighbours” and priorities under three pillars: Growing a Livable Sustainable Community, Focusing on People and Strengthening our Foundations.

As part of the strategic planning process, the City set out to report on our progress annually and update and refine our plans toward achieving the priorities for the remainder of the term of this Strategic Plan.

This Plan, and this Annual Report, are not intended to include everything that the City does, but rather those things that are anticipated to enable progress toward the Vision, Pillars and Priorities. While we know from the very recent past that circumstances can change which necessitate re-prioritization of work (such as with the COVID-19 pandemic), this Annual Report sets out how the City plans to continue the journey that began in 2024.

Discussion:

With its approval a year ago, the 2024-2027 Strategic Plan is used as the guiding framework for decisions by Council and staff, and to identify organizational goals, create workplans and make resource decisions for 2025.

In operational terms, this has resulted in a number of key successes in 2024, which represent both a continuation of previous years activities with a renewed focus enabled by the Strategic Plan, as well as new items that have or are expected to contribute to realization of the Priorities. Further detail is in the 2024 Annual Report, attached as Appendix 1. Highlights include:

- Approving planning applications representing **4,437 new residential units**, adopting the *Affordable Housing and Sustainable Design Community Improvement Plan*, amending the zoning by-law to **minimize and streamline required approvals** and working on implementing the City's agreement with the Federal government under the **Housing Accelerator Program**.
- Implementing traffic calming measures that **reduced speeding in neighborhoods by up to 22%** and decreased traffic volume by up to 17%.
- Provided support to business through the Richmond Hill Small Business Centre (SBEC) that directly resulted in the creation of **104 jobs and 81 businesses**.
- Establishing **Bird-Safe Design Standards** for new development and **planting 12,067 trees**.
- Engaging **over 8,000 participants** in community consultation and welcoming **over 75,000 attendees** at City Events.
- Hosting an exhibit from one of the City's **Treaty Partners, Mississaugas of the Credit First Nation (MCFN)** called “Outcome of the War of 1812: First Nations Betrayed” which shared the long-term consequences of the war and the impact on MCFN.

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- Receiving **over \$5 million in grant funding** from other levels of government to support capital projects and other community priorities, as well as an additional **\$599,472 from advertising and sponsorships**.
- Launching 24-hour service for community standards complaints and **attending to 73% of after-hours complaints within 1 hour or less**.
- Launching the **City's first Service Charter** to outline responsibilities and expectations when obtaining City services.

Financial Implications:

There are no financial implications to the recommendations in this report. The items in the report identified for 2025 have been included in the operating and capital budgets already approved by Council. Plans beyond 2025 that are listed may be subject to Council approval and future budget deliberations.

Relationship to Strategic Plan 2024-2027:

The 2024 Strategic Plan Progress Report and Implementation Plan, attached as Appendix 1 to this staff report, outlines how the City has worked toward the pillars and priorities contained in the 2024-2027 Strategic Plan under all three Pillars and their priorities.

More specifically, this report aligns and delivers on Pillar 3, Priority 2, and the direction to “align new and existing policies and approaches to the priorities outlined in the 2024-2027 Strategic Plan to enable reporting back to the community on progress.”

Attachments:

The following attached documents may include scanned images of appendixes, maps and photographs. All attachments have been reviewed and made accessible. If you require an alternative format please call the contact person listed in this document.

- Appendix 1: 2024-2027 Strategic Plan – 2024 Annual Report and Implementation Plan

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Report Approval Details

Document Title:	SRCM.25.02 - 2024 Strategic Plan Progress Report and Implementation Plan.docx
Attachments:	- SRCM.25.02 Appendix 1 Strat Plan Annual Report 2024.pdf
Final Approval Date:	Jan 23, 2025

This report and all of its attachments were approved and signed as outlined below:

Anthony Iannucci - Jan 23, 2025 - 7:30 AM

Darlene Joslin - Jan 23, 2025 - 3:07 PM