



## **Staff Report for Committee of the Whole Meeting**

**Date of Meeting:** February 4, 2026

**Report Number:** SRCM.26.03

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

**Subject:** **SRCM.26.03 - 2024-2027 Strategic Plan - 2025 Annual Report**

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### **Purpose:**

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

### **Recommendation(s):**

- a) That staff report SRCM.26.03 be received;
- b) That the 2024-2027 Strategic Plan - 2025 Annual Report, attached as Appendix 1 to SRCM.26.03, be posted on the City's website for public information.

### **Contact Person(s):**

- Lise Conde, Manager, Strategy and Government Relations
- Jasleen Manhas, Director, Strategy, Transformation and Operational Performance

### **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.

### Discussion:

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.

In operational terms, this has resulted in a number of key successes in 2025, which represent both a continuation of 2024 activities, as well as new items that have or are expected to contribute to realization of the Priorities. Further detail is in the 2025 Annual Report, attached as Appendix 1. Highlights include:

#### Pillar 1: Growing a Livable, Sustainable Community

- Supported by City's Housing Accelerator Fund grant from the federal government, awarded incentive funding to three projects representing up to 209 new affordable rental units to be built in Richmond Hill.
- Launched the Affordable Housing Concierge Pilot Program to prioritize application processing and support intergovernmental coordination of development that brings new affordable housing to Richmond Hill.
- Approved the City's first Electric Vehicle Charging Strategy and Micromobility Strategy to enable and guide a greater diversity of transportation options.
- Initiated a partnership with the Toronto and Region Conservation Authority to deliver a Climate Ready Homes Program to empower Richmond Hill residents to improve the climate resilience of their properties and reduce costs.
- Planted 1,780 trees, including at the Richmond Hill David Dunlap Observatory as part of long-term ecological restoration efforts. Over 13,000 trees were planted in Richmond Hill overall in 2025.

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### Pillar 2: Focusing on People

- Engaged with over 7,000 participants in activities to understand community needs and support effective decision making on behalf of the community.
- Continued to build relationships with the City's Treaty Partners and Indigenous Communities by unveiling signs that recognize the Ojibway names of Richmond Hill's waterways, and partnering with Miskwaadesi Studio to create five Indigenous medicine gardens.
- Hosted 23 events, which drew over 90,000 attendees to support the unique character and sense of community in Richmond Hill.
- Opened a new Cultural Centre in Richmond Hill's original post office building to enable creative connection and support the City's cultural groups.
- Launched a New Leaders Program and created 33 learning opportunities attended by over 700 participants enhancing team performance and service delivery, ultimately improving the service quality and efficiency, strengthening organizational stability.

### Pillar 3: Strengthening our Foundations

- Approving the 2025 Asset Management Plan to support informed decision making and long-term financial sustainability.
- Received \$1,714,587 in grant funding, including from the federal and provincial governments, to support projects that improve accessibility, safety, customer service and make our infrastructure more resilient.
- Continued to expand the City's Water Billing Portal and associated infrastructure which improves efficiency and enhances the customer experience.
- Achieved 673 hours of staff time saved through Lean process improvements and tools.
- Approved a new, modern, and easy-to-understand Responsible Pet Ownership and Animal Regulation By-law that responds to community and stakeholder input regarding animal welfare, responsible pet ownership and public safety.

## Financial Implications:

There are no financial implications to the recommendations in this report. The items in the report identified for 2026 have been included in the operating and capital budgets already approved by Council. Plans beyond 2026 that are listed may be subject to Council approval and future budget deliberations.

## Relationship to Strategic Plan 2024-2027:

The 2025 Strategic Plan Progress Report, 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.

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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.

- Attachment - Richmond Hill Strategic Plan 2025 Annual Report

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### Report Approval Details

Document Title:	SRCM.26.03 - 2024-2027 Strategic Plan - 2025 Annual Report.docx
Attachments:	- Strat Plan Annual Report 2025 [X501]-Jan 13_web.pdf
Final Approval Date:	Jan 14, 2026

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

**Lise Conde - Jan 13, 2026 - 2:17 PM**

**Jasleen Manhas - Jan 14, 2026 - 1:57 PM**

**Darlene Joslin - Jan 14, 2026 - 3:29 PM**