



Orangeville Forward

Strategic Plan
Progress Report 2021

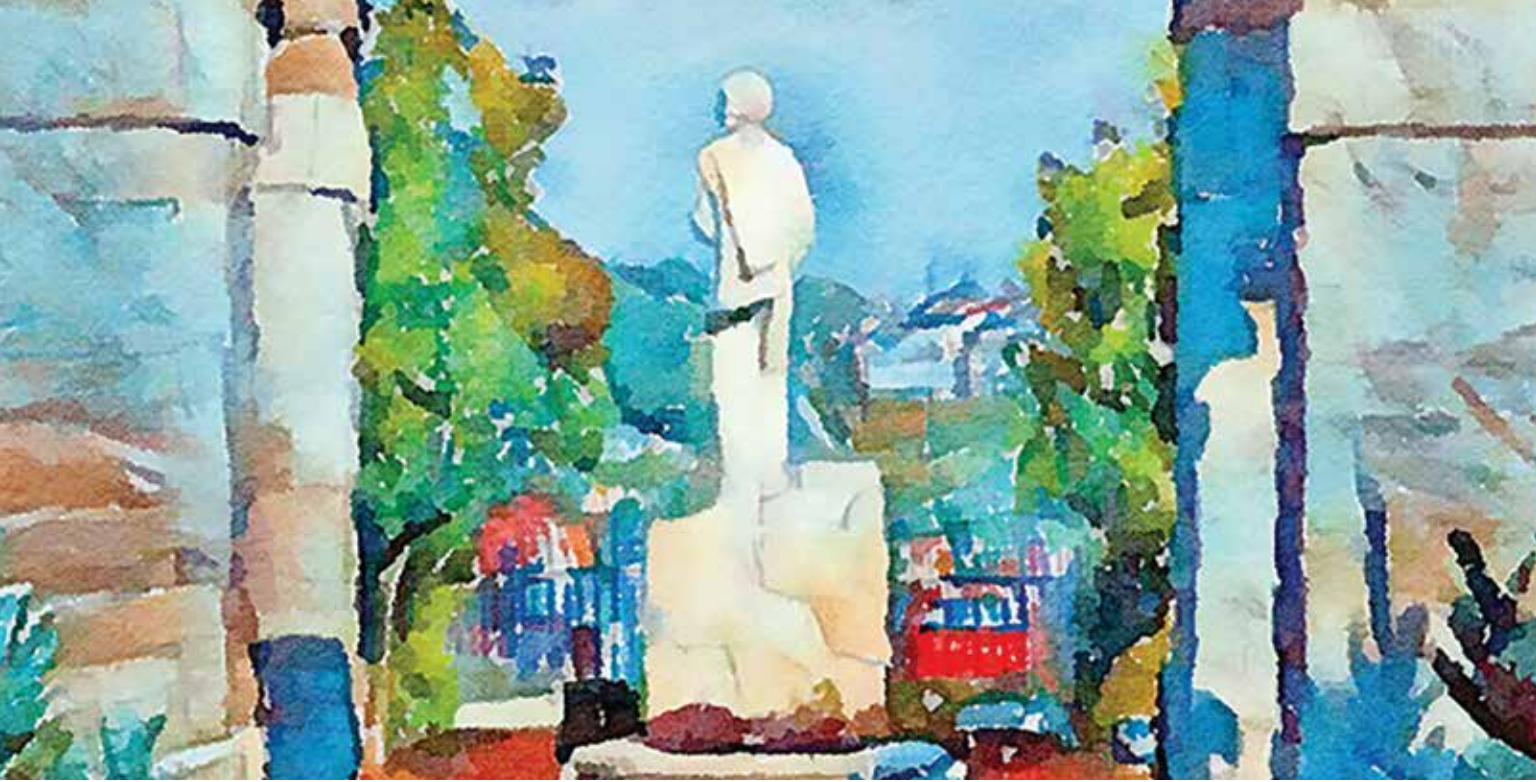
2020 Accomplishments



OUR VISION

Orangeville is an inclusive community that respects its heritage, natural environment and small town appeal while embracing the future with a progressive and innovative spirit.





Contents

- Our Vision 1
- Table of Contents2
- Introduction3
- Five Key Areas4
- Municipal Services 6
- Strong Governance20
- Economic Vitality26
- Community Stewardship30
- Sustainable Infrastructure 40
- Successfully moving towards our vision 44

Introduction

Leadership and financial relief necessary during emergency

The Town of Orangeville's Strategic Plan Progress Report (2020 Accomplishments) shows progress made on the five-year 2017-2022 Strategic Plan during unprecedented times. Many initiatives were completed during a year that brought unexpected challenges, starting with a global pandemic unfolding in Canada in March.

The Town of Orangeville declared a state of emergency in response to the COVID-19 pandemic. For the remainder of 2020, the Town operated under the backdrop of coping with a global pandemic, under federal and provincial restrictions, Public Health orders, and the introduction of some municipal restrictions. It was a time of uncertainty and rapid change as information about the virus grew, case numbers fluctuated, and many deaths occurred. Municipal facilities and businesses closed, community events were cancelled, non-essential services were shut down as the top priority was the health and safety of residents.

While some initiatives were stalled or even halted during shutdown periods and attention was diverted to facility closures, and re-openings, and more closures in 2020, with many facilities and programs being impacted, many services shifted to online platforms, and many initiatives were still advanced. The pandemic also led to some new initiatives, such as the Open Orangeville Recovery Plan and the introduction of smart cameras in some public settings to gauge capacity limits.

Significant progress was made on strategic priorities and objectives outlined in the "Orangeville Forward Strategic Plan", despite the ongoing response to the COVID-19 pandemic. These accomplishments demonstrate the commitment, professionalism and collaboration of staff and elected officials to ensuring services and programs are available, with a forward-thinking approach.

Orangeville Forward, the Town's Strategic Plan, defines a common vision for the municipality, identifying priority areas and providing Council and staff with a framework for decision-making. The plan sets direction for the

completion of departmental plans and budgets. While the plan sets specific objectives, it is also meant to be a fluid document that can be reviewed, adapted, and refined as opportunities change.

Orangeville Council identified five key priorities during the plan's development to drive the municipality forward over several years. These priorities set a framework for the objectives and actions to be pursued in order to maintain and grow Orangeville as a safe, prosperous, and healthy community, and to ensure decisions set a course for the desired future. The plan provides a course of action over the term of Council. It represents the Town's commitment to making progress on five priorities:

- Municipal Services
- Strong Governance
- Economic Vitality
- Community Stewardship
- Sustainable Infrastructure

While the world was in flux in 2020, it was still a year of many achievements for the Town of Orangeville.

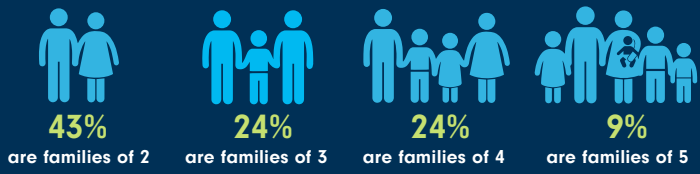
The Five Key Areas

	Municipal Services	Town services will be citizen focused and delivered professionally to ensure quality that meets the needs of the community.
	Strong Governance	Strong governance will result from a transparent and fair decision-making process, fiscal responsibility and communication with the public.
	Economic Vitality	Economic growth will focus on business development, retention and expansion and increased tourism and cultural opportunities.
	Community Stewardship	Our community will embrace our heritage and will be an accessible, inclusive place where residents feel safe, engaged and involved.
	Sustainable Infrastructure	Infrastructure will become sustainable through the well-planned management of Town assets and systems that keep people moving and the town functional.



30,000+

people now call Orangeville home, with the average age just under 39 (provincial average is 41)



The population of the Town of Orangeville has gone up

1,395

from 2016 to 2019



Mayor & Council

Back Row: Councillors Grant Peters, Debbie Sherwood, Lisa Post, Todd Taylor
 Front Row: Deputy Mayor Andy Macintosh, Mayor Sandy Brown, Councillor Joe Andrews



Ed Brennan
 Chief Administrative Officer



Andrea Shaw
 Executive Assistant

Corporate Services



Andrea McKinney
 GM, Corporate Services



Nandini Syed
 Treasurer



Jennifer Gohn
 Human Resources
 Manager



Karen Landry
 Clerk



Sheila Duncan
 Communications
 Manager



Jason Hall
 IT Manager

Community Services



Ray Osmond
 GM, Community Services



Darla Fraser
 CEO, Orangeville
 Public Library



Charles Cosgrove
 Parks & Facilities
 Manager



Ron Morden
 Fire Chief



Sharon Doherty
 Recreation & Events
 Manager

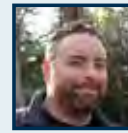


Ruth Phillips
 Economic Development & Culture Manager

Infrastructure Services



Doug Jones
 GM, Infrastructure Services



Brandon Ward
 Planning Manager



Vacant
 Environment Manager



Tara Clayton
 Public Works Manager



Bruce Ewald
 Chief Building Official



John Lackey
 Transportation & Development Manager



Municipal Services



Health and safety practices, protocols & PPE at forefront

When the pandemic began, the Town undertook the task of completing risk assessments of all our services and work functions to identify the level of exposure. Based on these assessments, divisions created specific business continuity plans for their areas of business. Each department and division reviewed how the work would need to be adapted so that we could continue to provide as much service as possible and protect our staff and the public. The Town took its direction from Public Health following recommendations are best practices in the workplace. Some changes included:

- moving office staff to remote work -- IT worked hard to ensure staff had computers and online access to systems that allowed for a mostly seamless transition
- re-organizing essential work sites/tasks to accommodate social distancing requirements and minimizing worker exposure to others -- building capacities were established and ventilation upgraded
- closing facilities as directed by the province
- a safety plan was established as required by the province that outlined the steps taken to keep the workplace safe including documentation of COVID-19 safety protocols
- implementing numerous protocols to protect employees and the public, such as communicating Public Health directives around social distancing, washing hands, wearing face coverings and/or personal protective equipment, as required
- service delivery changes included introducing more

access to self-serve services on the Town website, remote online meetings, courses, appointments; and curbside pick-up -- each change required an assessment of the exposure risks and the appropriate employee training and risk controls to be in place

The evolving pandemic required us to be updating and communicating changes to staff and the public as quickly and effectively as possible. The Town established a COVID-19 information portal on its Sharepoint site for employees to access recent and relevant information. Regular management update meetings helped ensure the message to staff was consistent and clear.



Municipal Services

Digital Transformation & Smart City Planning

Orangeville Council received an update on the status of its Digital First and Smart City initiatives on May 25, 2020. Council identified digital transformation as one of its top priorities in 2019 and as part of the 2020 budget process, with staff giving an initial introduction to the work to be undertaken in 2020 and beyond.

Smart City and Digital First initiatives reflect a future shift to technology and data to improve quality of life for the community. Digital transformation will modernize our experiences in the community while improving service delivery, enhancing collaboration, and sharing data. A Smart City (or

Smart Town) is one that focuses on improving quality of life for the community through the use of data, modern technology and increased engagement. It maximizes the use of limited resources to enable sustainability, livability and resiliency.

The concept of a smart city (or town) continues to evolve, but includes:

- a connected town
- a smart economy
- an innovative government

Corporate Services has worked internally to understand the key business problems from both a smart city and digital transformation

perspective. Staff has worked with external stakeholders and vendors to identify what opportunities other municipalities are pursuing to improve through the use of common platforms, Internet of things devices, sensors and data. Evidence of the success of these investments are being seen now as the Town was able to shift quickly to online and virtual models, remaining open to offer a large number of services during the pandemic, including being one of the first communities in Ontario to offer virtual Council meetings.



Pandemic Recovery Plan

New mobile app launched

The Town introduced a mobile app to keep the community informed and to better serve residents. The app is a location-based discovery tool providing real-time access to news, event calendars, road closures, public notifications, and more. Residents can sign up for the type of news or notifications that they would like to receive.

The app has a “Report a Problem” feature so residents can immediately put in a notice about issues such as a pothole.



Have you subscribed?

A hand holding a smartphone displaying the Orangeville app interface. The screen shows the town logo, a photo of three people at a market, and a bottom navigation bar with icons for Home, Alerts, Contact Us, Notifications & Events, and Report a Problem.

download the Pingstreet app, select Orangeville, & subscribe to notifications

Online Report a Problem launched

The Town contracted with SeeClickFix to bring a user-friendly mobile tool for reporting problems spotted by residents around Town. Issues such as potholes can be quickly documented with a photo and sent to appropriate staff for resolution. Reported issues are easily tracked and the resolution is reported back to the resident.

In addition, the SeeClickFix platform provides Town staff with a centralized issue management system, enabling them to track issues from creation to resolution. Report a Problem is also available on the Town’s website.

The tool will allow residents to submit a photo, have staff look after the issue, and advise when it’s completed. Issues that can

be reported on the app include graffiti, animal complaints, business licences & permits, property issues, littering, COVID-19, general comments and complaints, road damage, sidewalk damage.



Municipal Services

Better, faster, smarter: Orangeville launches new websites

The Town launched two new websites that are better, faster, and smarter than ever before, working with eSolutions Group. With improved navigation and a vibrant new look, the municipal site at orangeville.ca and the library site at orangevillelibrary.ca offer enhanced customer features, with easier to find content and better connections to public information.

Various software programs were integrated into the new website, making for a seamless experience for the end user. Citizens are able to more readily access website information through easy-to-use search functions and menus. The result is improved interaction with

the public and much easier access to current information.

The new Town website features easier navigation with user-focused drop-down menus and filters based on information sought by residents, businesses, and visitors, with fast and accurate search tools. A new vibrant site design focuses on improving usability, with a focus on accessibility. The site integrates various software programs, including a Report a Problem function, online forms for easier request submissions, Data Orangeville GIS apps, a transit app, searchable by-laws, and a meeting agenda system. Registering for recreation programs or applying for jobs is also even easier. Residents can submit events to a new community calendar or check the “I want to” menu.

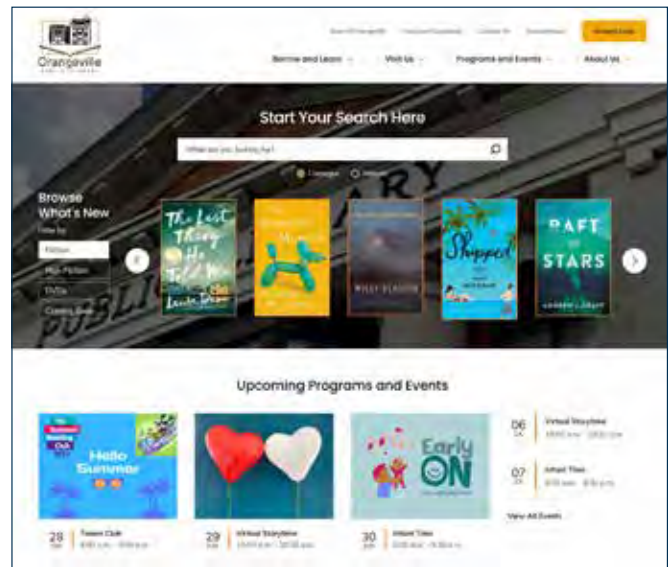
The new library website has a similar look and feel to the Town website, and offers newsfeeds with links to Facebook, Instagram and Twitter; the option of seeing and printing program schedules in a calendar view; has new forms and automated processes for exam proctoring requests, meeting room bookings and purchase requests. The library catalogue is fully integrated with the website, making it easy to find what you are looking for, including placing holds on materials.

Orangeville.ca is the municipality’s primary digital channel and source of information. The website is a living entity; it will continue to evolve and change.

orangeville.ca



orangevillelibrary.ca



NOTICE



This area may be monitored by Video Surveillance Cameras (CCTV)



Smart technology introduced in public spaces to monitor capacity limits

The Town of Orangeville, in partnership with IRIS R&D, an Ontario-based technology start-up company, launched an innovative smart open space pilot in July of 2020. The goal of the pilot was to support the reopening of public places in a way that is in line with Public Health guidelines on social distancing and facility capacity.

As part of the Town's Digital First initiative and COVID-19 recovery efforts, smart cameras were installed at the community garden and Rotary skatepark, giving the Town an opportunity to test the innovative technology in both passive and active spaces.

The cameras, which are artificial intelligence enabled, have a variety of capabilities. Initially programmed with pre-set facility limits, they alert staff if the number of people in a space exceeds the predetermined capacity. If an area is over capacity staff get a notice, and then when it is under capacity staff are re-notified. This enables staff to decide if they need to attend for a staff visit to check the site or not. Given the project's focus is on health and safety in community spaces real time, the project includes the use of technology to redact personally identifiable information on the images. Privacy is ensured with the automatic redaction of personal information at the camera source. No private data is ever captured or stored.

The two test cases demonstrated the effectiveness of this type of

technology in supporting reopening of spaces and facilities.

The two initial test environments were very different:

- a smart garden which is a passive space to see how the equipment performs in terms of reach and quality
- a skatepark which is an active space where there are expected to be more people, and the users will be moving most of the time

The cameras are mobile and once testing was completed and the full capabilities were determined, the Town will move the cameras to new spaces to support the continued reopening and monitoring of public spaces -- and possibly events in future.





Municipal Services

Snowplow app shows status of work on Town streets

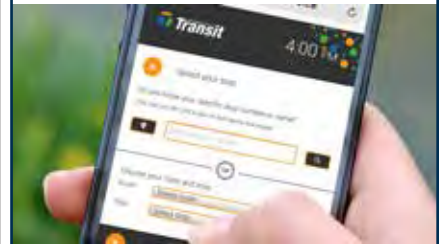
Early in 2020, the Town launched a new mobile app to help residents stay informed about snow clearing activities in the Town.

The snow removal tracker app shows when snowplows, loaders, and sidewalk plows are out and how recently they visited an area on a map. This enables residents to see what has been plowed recently and where the plows are located, real-time.

Additionally, a snow removal dashboard outlines the percentage of streets and sidewalks that have been plowed and sanded during the pre-set 12, 24, 48, and 72-hour time frames.



Track your bus with Orangeville Transit through its new mobile app!



Visit transit.orangeville.ca and find your ride!



Transit app lets users track buses

The Orangeville Bus Tracker app, launched at the beginning of the year, allows Orangeville Transit riders to find out exactly where their bus is and when it will reach their stop.

The new app works through an AVL (Auto Vehicle Location) system to track the live locations of buses. This lets users know exactly how far a bus is from any given stop at any time.

The app asks riders to select their stop, or alternatively, to select their route first, and then loads a list of the stops from which to select. The app will then display how many minutes it will be until the next two buses arrive. A map is displayed which shows where the bus is along its route, real-time.



Municipal Services

Records Management moves forward

In 2020, the Clerk's Division made great strides with respect to records management. As a result of COVID-19, the division spent time working on records, with the assistance of redeployed staff from Community Services. Together, they moved towards the goal of making the Town's critical information easily accessible to staff and the public, including:

- continued digitization, centralization, and indexing of Town records, such as Council reports, Council and committee agendas and minutes, legal agreements, and historical records
- verification of Town by-laws to create a centralized by-law database that is accessible to the public
- the centralization and verification of Town policies
- records centre restructuring and improvements, including collaborating with various divisions (notably Building and Finance) to integrate records into TOMRMS classifications
- transfer of Orangeville Police Service records to the Town
- continued SharePoint integration



“People don't care how much you know until they know how much you care.” ~ Teddy Roosevelt



More than just books!

Fostering a love of literacy and life-long learning



5,000

Curbside Pick-up



200
homebound /porch deliveries



100
in-person programs



200
virtual programs



15
community agency partnerships

550%

increase over the last year in electronic downloads

Enhanced access to online library services

When the province shut down in March, Orangeville Library members continued to access the resources and information they needed through the library's digital collection. An online membership application process was introduced to facilitate easy access from home.

The library saw a 550 percent increase in eResource utilization and almost 52,000 eBooks and audiobooks were downloaded.

The library pivoted to virtual programming as all in-person events were cancelled for the year. Library staff quickly learned new skills to offer storytimes, author readings, the summer

reading program and tech help appointments as live events through Microsoft Teams and YouTube videos. Existing and new community partnerships expanded the number of programs offered.

In partnership with the Ministry of the Attorney General, library facilitated public access to online court proceedings



Municipal Services

Diversity and Inclusion training for Council and staff

The Town initiated diversity and inclusion training for Council and staff in the fall of 2020. There were 12 sessions completed: 'Centred, Connected Communication' and 'Interrupting Patterns, Creating new paths forward – diversity and inclusion'. Management and Council also completed an additional module – 'Outsmarting Unconscious Bias'. This training

provided foundational concepts and opened the door for conversations around this topic. Employees participated in a couple of interactive workshops. Management and Council were provided an additional module to expand the internal knowledge. The training was well received by staff. This training was one part of a larger corporate initiative to support a diverse and inclusive workplace culture.



Wellness surveys initiated for staff

In September of 2020, the Town wanted to check staff's pulse, to see how employees were faring during the pandemic. The goal was to determine how everyone was doing in terms of their work and their mental health – and how they viewed the management response to the pandemic. This survey was extremely well received, with a high level of participation. The results were used to identify areas that needed more attention and support. Pinch points were also identified – high stress areas/issues impacting specific divisions. This allowed management to customize the response. Some of the actions coming out of the survey were:

- employee Wellness SharePoint Site implemented; this site was developed to provide employees better access to resources to support wellness for all aspects of their health – physical, social, personal, occupational, and mental health. This site was developed in-house with IT and Human Resources investment
- virtual team building events – the wellness survey identified the need for staff to have more opportunities to connect. This was a chance for General Managers and Managers to hear and see staff – 'take a pulse' on how everyone was doing, their well-being. Departments set up team meetings with employees beyond just formal meetings. This included 'coffee chats', or informal check-ins, or sometimes an online game.
- activity challenges – this was a physical activity challenge that encouraged employees to track their activities each day and submit the totals to Human Resources. The activity could be anything – walking, playing, jumping on a trampoline, biking, etc. The goal was to see how many kilometres could be accumulated and participants were recognized.

Implementation of the COVID screening app

At the beginning of the pandemic, the Town initially used a paper-based assessment questionnaire based on COVID-19 symptoms identified by Ontario Public Health. Employees were asked to complete the assessment prior to coming into work but were

not required to submit the result. As the pandemic continued, the Ministry of Labour, Training and Skills Development began to provide more direction around the expectations for tracking the assessments. Through discussions with the Corporate Services GM, IT, and Human Resources, an app option was chosen to

track employees' assessment questionnaires. This was an in-house solution with IT developing the app and HR assisting with design and leading the rollout/training for staff. This has been a huge success – improving efficiency and assisting with compliance.



Addition of COVID-related relief

The Town reacted quickly to the COVID-19 pandemic by establishing a new section on the website with web pages containing links to news from all levels of government

and health agencies, local public notices, and impacts to services offered by the Town. A current chronology with live links was also created, allowing users to view, at a glance, the stages throughout the pandemic and documenting

the impacts on residents and businesses. Concurrently, a directory for small business resources was created and kept up to date with relevant government programs.



Municipal Services

Regulatory By-law Review

The ongoing review of the Town's Regulatory By-laws advanced in 2020, per Council's approved work plan, to align with the needs of the community including the co-ordination of public meetings, and stakeholder engagement. The following by-laws were reviewed:

- pet shop licensing
- animals – hens
- taxi licensing
- COVID-19 – Social Distancing
- COVID-19 – Face Coverings
- Council Procedural By-law – Emergency – Electronic Meetings
- Council Procedural By-law – Electronic Meetings/Electronic Participation/Proxy
- sidewalk Merchandise Display

The Clerk's Division plays a lead role in the review of regulatory by-laws and/or provides input from a statutory and enforcement perspective.



By-law Enforcement expanded

Enhancements were made to the by-law enforcement program for the efficient and effective delivery and tracking of services to the community. Those changes included:

- increased by-law enforcement and administrative support with respect to COVID-19 related measures
- introduction of after-hours parking enforcement
- establishment of a tracking system with respect to regulatory by-law complaints



More Achievements

- recreation offered virtual training
- additional online forms, online payments, licensing and permit applications, Freedom of Information (FOI) requests, delegation requests, marriage licence online applications, building permit applications, etc.
- new recruitment software implementation
- online fire permits
- library & recreation pivoted to virtual/online programming
- library offered online membership application process
- strategic capital partnership exploration
- BIA digital downtown marketplace
- organizational structure updated in 2019 and review ongoing
- new policies adopted
- diversity and inclusion mandatory training for staff
- employee wellness sharePoint site implemented
- virtual team building events and activity challenges
- expanded Data Orangeville – COVID-19 Business Resiliency Maps, new transit app, snowplow app, planning applications dashboard and search
- 2020 budget document transitioned into a performance-based model
- bean stalk chronology of COVID-19 pandemic



Strong Governance

COVID financial relief provided to community

2020 was not a typical year. On March 20, the Town of Orangeville declared a State of Emergency in response to COVID-19. The Town continued to provide essential services to the community. Many services remained available to the community throughout the pandemic, although some programs and facilities were affected by provincial closures.

As early as March 23, 2020, the Town announced a COVID-19 relief package for residents, as well as property and business owners. After declaring an emergency in

on March 20, Council voted, in a special meeting, to waive all fees and interest related to late payment of property taxes (on all tax classes) for a three-month period, in response to COVID-19. That relief was later extended for the remainder of 2020.

Orangeville Transit fees were also waived, initially for 90 days, and then for the remainder of the year (and finally until end of March 2021).

Penalties on overdue water fees were waived by the Town, initially for 90 days and subsequently extended until end of the year.

A motion passed to transfer \$100,000 from a contingency reserve to community grants, and to provide \$10,000 to the Orangeville Food Bank.

The Town's e-services were promoted and an interactive question and answer page on the Town's website was initiated at the beginning of the pandemic. A special COVID-19 section was created on the Town's website with evolving information and links to provincial and federal government and public health sites.



Community COVID Support



Town projects recognized for marketing and communications excellence

The Town of Orangeville was the recipient of a gold award in the category of strategic communications, in the international MarCom competition, for its COVID-19 Recovery Plan “Open Orangeville”. The 2020 budget document, which redesigned how the budget is presented, received an Honourable Mention. This recognized the focus on both the quality of content as well as the design and creativity of the documents as the Town seeks to provide meaningful, relevant information in a way that is easy to understand and to access.

The COVID-19 Recovery Plan is available in both Community and Business versions, in both

digital and print formats. The budget document took a huge step forward in 2020 by modernizing the approach, providing more details to the community on the services the Town provides and what’s being achieved.

The Recovery Plan subsequently won a Platinum Award in the international AVA Digital Awards in the category of digital marketing/ COVID-19 digital response. The 2020 Budget document won a Gold Award in the AVA Digital Awards, in the category of digital marketing/ content marketing e-annual report. Plus the website, launched in 2020, received an Honourable Mention in the AVA Awards, in the category of web-based production/government website.

The 2020 Recovery Plan also won a Platinum Award in the Hermes Creative Awards, in the category of communications/strategic programs, pandemic response.

Joint Accessibility Advisory Committee formed with County of Dufferin

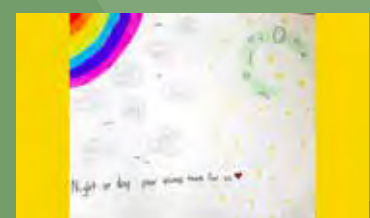
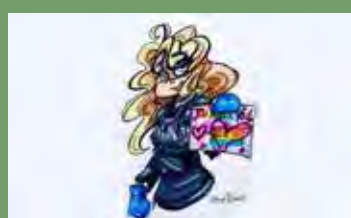
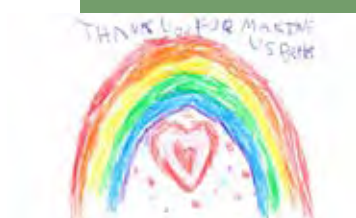
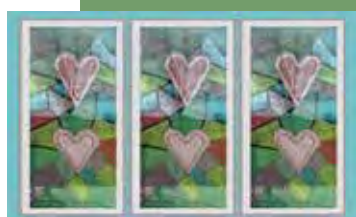
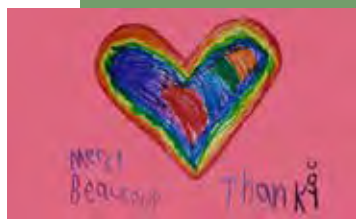
In early 2020, the Joint Accessibility Advisory Committee was formed with the Town of Orangeville and the County of Dufferin to create greater

representation across Dufferin County to address accessibility issues. The committee continues to address citizen concerns and discussions include accessible parking, accessible businesses and the review of planning documents to provide comments related to accessibility.



Inspiration from Gratitude

Area children thank health care workers through art



Online communication ...



Today's Town Coffee Chat

Library e Services
Small Business Help
Education
Earth Day

Food Supply & Distribution
Sports
Inclusive Community
Parks & Trails

Ask an Expert

Small Business Resources & Guidance
Workforce Issues Reopening Protocols



Gratitude Videos

A series of 'Thank You Essential Workers' videos from Mayor Sandy Brown, Deputy Mayor Andy Macintosh and Councillors Lisa Post, Joe Andrews, Grant Peters, Todd Taylor and Debbie Sherwood.

< Local children thank our health care workers through art



Strong Governance

Jean Hamlyn Day Care gets a new life with the YMCA

The Town entered into a three-year lease agreement with the YMCA for the Jean Hamlyn Day Care at 65 McCarthy Street. The childcare centre received retrofitting and

building upgrades including a new roof, cabinets, cupboards and other building upgrades.

YMCA was selected following the procurement process, as it demonstrated measurable evidence that the organization has the philosophy and extensive

experience that reflects best practices in early childcare and education in accordance with the Child Care and Early Years Act. As a not-for-profit charity, the YMCA values working within the community and supporting families who require its services.



More Achievements

- new Ontario Small Business Support Grant
- Orangeville Fire receives Lifesaving Equipment Grant
- public transit infrastructure
- safe Restart Funding
- Town received total of \$4,511,934.47 in grant funding in 2020
- library offered online membership application process
- Council meeting streamed live through YouTube and was one of the first, if not the first, municipality to hold virtual Council meetings after the start of the pandemic
- significant increase in messaging to the public such as Mayor's COVID emergency messages to citizens
- video conference to assist businesses access relief funding
- Mayor's Coffee Chat series featuring topics such as small business, arts & culture, health care, emergency management, enforcement and pandemic regulations, and library e-services, parks & trails and Earth Week and sustainability
- "Thank You Essential Workers" awareness campaign featuring children's art submissions for murals at the hospital
- new websites completed for Town and Library
- mobile app introduced
- continuation of by-law review workplan, in 2020 the pet shop by-law was amended after public consultation and an online survey to only permit dogs, cats or rabbits to be sold in a pet shop if they are sourced through a municipal animal shelter, registered humane society, registered shelter, or a recognized animal rescue group
- animal control, sign installers, taxis and limos, display of merchandise on sidewalks bylaw updates and implementation
- plus additional bylaws in response to the pandemic and emergency declarations such as the COVID-19 bylaw to extend enforcement of face coverings to local bylaw and police.
- bylaw added evening bylaw shift
- Town declared emergency and held regular Emergency Control Group Meetings
- County Emergency Management Committee – Dufferin municipalities join forces to navigate through the pandemic
- library offers court proceedings online – COVID:19 related Pilot Partnership: Virtual Court Sessions for Members. Library with the Attorney General's Office, Office of the Regional Senior Justice to assist the self-represented and unrepresented accused in the community by providing remote access into the Virtual [Zoom] Court Rooms.
- community consultation on the development of the Town's EDI committee



Economic Vitality

Attract, retain and expand business

Development of 82-86, 89 Broadway

Led by the Economic Development and Culture office, work was undertaken in 2020 to evaluate potential development options for properties located at 82-86 and 90 Broadway. Following a comprehensive review of the properties, the Town's existing policies and by-laws, and consultation with the community and stakeholders, three potential development scenarios, inclusive of financial considerations, were presented to Council in November. Council directed staff to commence preparations for the eventual sale of the properties for development. The completion of environmental assessments, an Economic Impact Study and a Downtown parking

analysis are three projects that will be completed by the Economic Development and Culture office in 2021.

COVID Business Survey and assistance

To gauge the impact of the COVID-19 pandemic on local Orangeville businesses, the Economic Development & Culture office completed two surveys with the business community in 2020. In March/April, an online survey was completed by 191 businesses. The objective of the survey was to understand the business environment while in the initial stages of the pandemic, demonstrate the municipality's concern for local businesses, identify the most pressing needs of local entrepreneurs, and to help formulate potential ways to provide support as the organization moved

forward with recovery planning. A second round of engagement was undertaken in August/September and focused on targeted, sectoral interviewing of the business community. By reaching out to select businesses across various sectors representing the Town's business make-up, staff were able to ensure representation across all business sectors, sizes and stages of development. This one-to-one contact also enabled staff to obtain more detailed information from participating business owners and to provide immediate, customized assistance and information where possible. In total, 41 business interviews were conducted. Insights gained through this outreach helped to form many of the recommendations included in the Open Orangeville Business Recovery Plan.



Foster Entrepreneurship

Digital Main Street re-introduced

In 2019 and 2020, the Orangeville & Area SBEC partnered with the Business Improvement Areas of Orangeville, Shelburne, and Grand Valley to launch Digital Main Street (DMS), a joint program funded by the Government of Ontario and delivered by the Ontario BIA Association.

The region-wide initiative helped main street businesses enhance and grow their online presence. Initially launched in 2019, the program was re-introduced in

2020 as a recovery effort for small businesses. In both rounds, a DMS Co-ordinator was hired and served as a free resource to business owners as they worked to improve their online presence and digital capabilities. Eligible businesses could apply for grants of \$2,500 to support digital investments such as hiring a website developer, advertising on social media, or purchasing office software, subscriptions, and point-of-sale hardware devices. In Orangeville, 43 businesses participated in DMS and received grants totalling \$107,500 collectively.

Outdoor Boulevard Café /Display of Merchandise By-laws amended

In response to re-opening measures announced in June, the Outdoor Boulevard Café and Display of Merchandise by-laws were amended. Downtown area food and beverage establishments were

able to expand their outdoor dining patios into parking spaces in front of their establishments. The larger space permitted an increased capacity for outdoor dining and helped to support local businesses in their recovery. Downtown retailers were also able to expand their outdoor display of merchandise space to encourage visitation while meeting COVID regulations.



Stimulate tourism & cultural development

New Tourism Strategy and Action Plan finalized

A new Tourism Strategy and Action Plan was developed in 2020 to identify Orangeville's top tourism drivers and to provide insights and actions that will help the Town support and grow this important sector. The process of developing the five-year plan began in May 2020 in response to a recommendation of the Town's

2018 Economic Development Strategy, which identified tourism as a sector of focus for future growth within the community.

The plan identifies specific assets throughout the Town that together, create a compelling draw for tourists. It then defines how these assets can be most effectively utilized or enhanced. The strategy also identifies new and innovative approaches to attracting visitors,

building upon established themes such as arts and culture, nature and the outdoors, and historic, small-town charm. Completion of actions outlined within the Tourism Strategy will be key in the Town's efforts to support the local tourism industry as it manages through the challenges of the COVID-19 pandemic.





Economic Vitality

Work resumes on Official Plan update

The Town's Official Plan (OP) review was reignited in early 2020, following a pause in this exercise due to significant changes in the prevailing provincial planning policy framework that occurred from 2017-2019. With the County of Dufferin now undertaking a Municipal Comprehensive Review (MCR) of its Official Plan, the Town's OP review was split into

two phases. Phase one is focusing on updating policy areas of the plan that are not directly related to growth management direction or land use allocation. Areas of the Plan related to growth management and land use matters are being reviewed in phase two of this exercise because these are items that will be influenced by the outcome of the County's MCR.

A Special Council meeting was held on July 6, 2020 as an

introductory meeting for the OP review to discuss the updates being contemplated for phase one. Following this meeting, background review work was completed and draft policy amendments for the OP have been prepared. It is anticipated that an amendment to the OP will be finalized for Council adoption by the end of 2021 to complete the phase one updates to the OP. Phase two of this exercise is expected to begin later in 2021.



More Achievements

- attract, retain and expand business
- official plan review - Ongoing
- virtual Economic Outlook Breakfast with 205 viewers (increase of 71% over 2019)
- offered 28 workshops/educational events delivered to 745 entrepreneurs
- COVID Business Survey and assistance
- new four season Visitors Guide introduced
- walking tour booklet “Footsteps from our Past” updated
- public art booklet – includes tree sculptures, utility boxes, and wall murals work commenced but is transitioning to an online platform, Driftscape, for 2021 unveiling





Community Stewardship

Town transitions to OPP

Transition to OPP continues in Orangeville

The Town of Orangeville switched to the Ontario Provincial Police on October 1, 2020 – the starting point for a three-year official transition. This was a historical day for the Town, following a previous Council's rejection of an OPP costing proposal, and then the December 2, 2019 acceptance (by the current Council) of a new OPP costing proposal.

On March 5, 2020, the Town submitted the extensive brief and request for disbandment to the Ontario Civilian Police Commission (OCPC). In May, the Ontario Civilian

Police Commission approved the application to disband the Orangeville Police Service.

In early March, the OPP Career Development Bureau held pre-qualification sessions allowing applicants a tour of the OPP General Headquarters in Orillia. The OPP application process for Uniform members closed on March 31, with a higher than anticipated number of transitional applicants.

The OPP transition financials were projected in the 2020 budget as well as the police facility upgrades of \$1.1 million.

Following a recruitment exercise under which Orangeville Police Service members were provided

the first opportunity for new roles, training for the transitional officers took place during October and a graduation ceremony was held October 30 at OPP Headquarters in Orillia.

The first three years of an OPP contract is transitional in nature and covers start-up costs. Significant savings are anticipated with the OPP billing model, estimated to be about \$4 million in the fourth year. In 2019, the average household in Orangeville paid about \$864 in taxes per year for the former police service while about 87 percent of OPP-policed municipalities paid less than \$416.

Recreation events pivot to safe and virtual alternatives

Many programs and events went virtual in 2020, as a safe alternative to public gatherings which were no longer permitted. Or some activities with family members were promoted, or other activities that permitted physical distancing were offered.

Get Active

The Recreation & Events and Orangeville Public Library teams offered an online one-stop shop of "Get Active Winter" activity information with the goal of keeping residents active right in the

community. Coinciding with Family Day, residents were encouraged to participate in outdoor, virtual and online activities. Activities included skating at outdoor rinks, exploring local parks and trails, virtual babysitting training and home alone courses for youth, touring the town and enjoying the public art, and an activity workbook with 25 activities for families to do together. The Orangeville Public Library offered virtual storytime and author talks.

Get Active also included "Let's Light Up For Love", February 12-15, during Valentine's Day and Family Day weekend. Residents were encouraged to turn on their holiday lights or add some new ones and show their love for Orangeville.

Transition of events with COVID protocols

The Town was able to pivot and work with community partners to bring a variety of events to the Town. Due to ongoing Public Health protocols and Provincial regulations, many events went ahead in a different manner.

- Canada Day: July 1 saw residents "painting the Town Red" by decorating their homes with Canadian flags and adding red and white lights and decorations. Live streaming of the National Canada Day celebrations was offered to the community. The MP, MPP and Mayor offered greetings to constituents via video



- Summer Concert Series: Local artists were featured on stage at Rotary Park, providing an entertainment outlet for residents during pandemic. Event won a Festival and Events Ontario Award. The community response was incredible with over \$35,000 in sponsorship from e.Hofmann Plastics, Wightman and media sponsor MyFM 101.5. The event saw over 230 ticket sales totaling close to 600 people attending the event
- Santa Claus in the neighbourhood: The jolly old fellow covered sections of Orangeville with routes announced last-minute (via online map and social media) to provide our youngest residents with an opportunity to see Santa on the 1931 Bickle fire truck and allow for physical

distancing. Orangeville Fire streamed the tour through FaceBook live and Santa was able to bring holiday cheer to children and families across Orangeville

- Holiday Lights Extravaganza: Residents were encouraged to light up their properties for the season. Council approved \$20,000 in funding -- a sum matched by the BIA -- and the Optimist Club also committed to contribute lights, displays and volunteers to assist in lighting up the Town, in addition to the lighting of the trees in KayCee Gardens. The downtown core boasted a variety of light displays at Town Hall, Alexandra Park, the Orangeville Public Library and the Broadway medians, in addition to the Alder Recreation Centre, Tony Rose Memorial

Sports Centre and the Visitor Information Centre. A digital (GIS) map of all locations was available to residents and visitors to view the displays from the comfort of their own vehicles

- Remembrance Day ceremony was streamed live on Facebook. For the first time, the Town streamed an event on Facebook, promoted the opportunity, and thousands tuned in live or afterwards
- Outdoor Movie Nights: two drive-in movies were hosted at Alder Recreation Centre. The first movie night sold out in less than 24 hours. B Social (Community Living Dufferin) provided snack bar services. More than 100 families enjoyed watching Frozen II and Mrs. Doubtfire



Community Stewardship

New Recreation and Parks Master Plan approved

Orangeville Council received the Recreation and Parks Master Plan, by thinc Design Inc., and asked staff to bring back a report setting out a prioritization and implementation plan for recommended projects.

The plan identifies and evaluates current and projected recreation and parks needs and trends, assesses the Town's recreation and parks services, infrastructure, policies and partnerships, provides recommendations for new/improved facilities, parks, programs and events and provides guidance on the potential role of the municipality

as a regional service provider.

The projects approved by Council were set to be included in future budgets and staff will report annually on the implementation progress of the Recreation and Parks Master Plan 2020-2030.



COVID Community Recognition Awards highlight community efforts

The Town launched a COVID-19 Community Recognition Awards program in October of 2020. Nominations were open (and remain open) to recognize residents, businesses and organizations for their outstanding efforts in the community during the unprecedented and challenging COVID-19 pandemic.

Online nomination forms are received on a continuous basis until the end of the pandemic. Criteria will be based on nominees

displaying one or all of the following:

- positive community contribution
- volunteerism
- acts of kindness
- providing an essential service
- leadership and support within the community

All nominated applicants who meet the criteria requested and showed exemplary support and contribution to the community during the pandemic will be recognized. A donation to the Orangeville Food Bank will be made in their name.

In December, the first round of awards were announced. Recipients were 101.5 MyFM Radio, Branching Out Support Service Participants, Cedar Heights Orangeville, Community Response Team, Curry Mantra Restaurant, Heritage Dental, Déjà vu Diner and Boxed Meats, Dufferin Autism Committee, Orangeville Caremongering, Orangeville Minor Hockey, Pita Pit, Marifa MacMullen, Simran Bhamu, Sym Bookkeeping, and Teena Avery. Additional recipients will be announced in 2021.

Everykids Park gets a new look

Everykids Park, originally opened more than two decades ago, unveiled a new look in July of 2020. Redesigned and re-imagined, the park's features, inside the larger Harvey Curry Park, opened for use.

Openspace Solutions Inc. was awarded the contract to replace the Everykids Park play structures and splash pad at Harvey Curry Park

(90 Dawson Road). Work began in September of 2019.

The accessible playground and the splash pad at Everykids Park was completely replaced with features that meet the latest safety and accessibility standards, appropriate for all ages and abilities. Everykids Park was hailed as the first fully accessible playground in Canada when it originally opened.

The original splash pad was

replaced with over 27 exciting, bright and colourful spray and water features including the main feature, the "Lady Bug Soaker". The new pad features toddler, child and youth zones. The play structures were sourced from Canada and Germany to deliver the most innovative and interactive designs, and the safety fall surfaces are fully accessible, including the first artificial turf play surface in Orangeville and a bold coloured rubberized surface.



Library curbside pick-up: a new service is a success story

Curbside pick-up is an innovative way to give the public access to library services while the building remained closed to in-person visits. When the province announced that library material could be picked up in May, Orangeville was one of the first libraries to launch a new contactless curbside service at the

Mill Street Library. With physical distancing and a friendly smile, staff co-ordinated more than 5,000 pick-ups in 2020. Readers' advisory expertise was needed as hundreds of personalized book bags were specially selected for a speedy grab and go pick-up. Even when the library re-opened to the public in August, the popular curbside pick-up continued as an option for those patrons choosing not to enter the building.





Community Stewardship

Municipal Tree Canopy Policy adopted

Presented and adopted by Council in February of 2020, the Municipal Tree Canopy Policy proposes to set a specific numeric canopy goal of 40 percent by 2040, an increase of 10 percent over the current estimated canopy of 30 percent in 2020.

The policy is designed to formalize the existing tree and vegetation maintenance, planting, education and public engagement on the importance of the public tree canopy but also encourages residents, businesses and agencies to be a part of the tree canopy initiative by planting and protecting the environment within their own properties.

The Municipal Tree Canopy Policy is based on the following key objectives:

- to protect and enhance the tree canopy and natural vegetation within the Town of Orangeville
- to align with the goals and strategies of the Town’s Sustainable Neighbourhood Action Plan (SNAP) and Orangeville Forward Strategic Plan
- to maintain and improve environmental quality in the community by conserving and adding to the tree canopy and natural vegetation cover in Orangeville

- to re-affirm the importance to community of having an extensive tree canopy and natural vegetation cover
- to provide guidance to decision-makers when dealing with issues which affect components of the Town’s tree canopy and natural vegetation cover
- to maintain and enhance the safety of the public and Town staff
- to minimize potential for conflicts between trees and services, particularly overhead power lines
- to maximize the impact of maintenance and planting programs in a cost-effective manner
- to enhance the appearance of Orangeville’s streetscape through the retention and increase, where possible, street tree plantings
- to implement the provisions of the Official Plan regarding the planting of street trees to define the character of neighbourhoods

Benefits to having an urban tree canopy and natural vegetation cover are:

- storm water runoff interception
- improved water quality and erosion reduction



- energy conservation
- carbon sequestration and storage
- improved air quality
- increased property and aesthetic values
- lower summer temperatures
- habitat for local and migratory wildlife
- recreation opportunities
- reduction in noise pollution
- stronger social connections

The policy is divided into seven key areas:

- inventory
- plantings
- types of plantings
- maintenance
- open space - conservation areas
- planning and development
- education



Broadway Tree Canopy



Community Stewardship

Emerald Ash Borer Replacement Program continues

The Town of Orangeville's Emerald Ash Borer (EAB) Replacement program continued through 2020. Over 60 trees were selected for removal based on EAB assessments performed in June and July of 2020. The trees selected for removal came from a variety of locations around Orangeville. The following streets are areas in which the removals were most prevalent;

- Scott Drive
- Lisa Marie Drive
- Oakwood Crescent
- Edenwood Crescent
- Diane Drive
- McMaster Drive
- Lakeview Court
- Graham Crescent
- various streets in the west end of town

The effects of infestation and the accelerated rate of decline in the ash trees necessitated three changes to the program.

1. The 67 trees considered for removal as part of the official program this year exhibited more than 80 percent crown loss of which 37 were rated at 100 percent loss. The removals could be planned in

a more efficient and systematic manner instead of staggering them. When the trees reached this state of decline, they were considered an eyesore and residents were happy to have them removed.

2. The goal at the start of the program was to replace all trees during the same year they were removed. By year 2019, the cost of replacement trees had increased 25 percent. There were a variety of contributory factors:

- higher maintenance costs during the warranty period comprised most of the increase. Extreme temperature swings during the winter months when the newly-planted trees were trying to establish root systems caused higher die-off rates. Hot and dry summers required more frequent water scheduling
- increased demand for nursery trees related to tree losses from the EAB. The budget allocation for the replacement trees was insufficient to cover the lost trees. While the practice of delivering notices to affected residents continued, they were revised and timing for planting was no longer specified

3. COVID-19 impacted the availability of replacement trees and only half the trees targeted for replacement were offered to the Town for the fall planting. Lack of migrant workers to dig up and prepare trees for sale in the spring created a backlog of orders at nurseries. The balance of 60 trees to be planted need to be carried over to the spring of 2021.

The Town will continue to monitor and take action to the continuing decline of the ash trees in Orangeville. There are still roughly 260 ash trees remaining in Orangeville and they will continue to be assessed in the coming years.



Backyard hen trial program approved for three years

In November of 2020, the Town announced the start of a three-year

trial to permit back yard hens on single family or semi-detached residential properties. Regulations were released outlining a maximum of three hens per property, with a maximum of 30 permits being

issued annually. Registrations will be issued beginning January 1, 2021 on a first come, first serve basis. The registration fee will be \$110 annually for those applications meeting eligibility requirements.



Town identifies site for new fire station in 2020

The Town of Orangeville plans to construct a new fire station at the corner of Centennial and Commerce Roads, to replace the existing fire hall which was constructed in 1971-1972 on Dawson Road. The 2015 Fire Master Plan identified the need for the replacement of the existing fire hall and associated training grounds.

The approximate 20,000-square-foot fire headquarters will address the growing capacity needs of the fire operations and community service area with particular focus on maintaining industry standards for

response times. The new station will accommodate administrative staff, the fire fighter suppression team, the fire prevention and training divisions, four drive-through fire apparatus bays, living quarters, training/meeting rooms, and the Town's primary emergency operations centre (EOC). A training area will also be incorporated at the rear of the property.

The site was purchased from Metrolinx in the spring of 2021, following negotiations in 2020. Project completion is anticipated in the spring or early summer of 2023.





Community Stewardship

Equity, Diversity and Inclusion Committee work began

Council approved the terms of reference in November of 2020 for the Equity, Diversity and Inclusion (EDI) to provide consultation, advice, report findings, and make recommendations to Council on matters items related to diversity, inclusion and equity.

The intent was to establish a committee that includes representatives from diverse groups (national origin, ethnicity, language, race, colour, sexual orientation, gender identity, age, etc.)

In order to establish a committee that would be set up for success, staff undertook several activities. Staff reached consulted with diversity and inclusion trainers, facilitators and subject matter experts about how to best engage the community in the development and organization of a committee that would be most impactful for the Town and for the members.

Collaboration and proactive engagement was a consistent theme that emerged. Staff consulted with the County on their work and reviewed the EDI work of other municipalities and organizations. The Town also looked at United Nations materials on EDI topics, which can be shared and discussed with the committee. Members of the community were consulted in the process, including an open formal community consultation, to understand driving issues and

opportunities. This consultation was originally scheduled for in-person in March but was moved to virtual in August due to the restrictions of COVID-19.

During public consultation the Town was advised of issues in the community that can be considered by the EDI committee as part of their workplan and complemented through the work of the Town internally. In the process there was an emphasis on discrimination on issues related

to race, ethnicity and to gender. There was also a gap identified as it relates to easily finding information on resources in the community, particularly for those new to the community.

Recognizing there are important initiatives that can be undertaken to move the bar on several fronts the committee may start with broader objectives and identify areas of work as it evolves and based on the needs of the community at large.



More Achievements

- increased Trail Head signage in 2020. One trail head sign installed at Rotary Park (to the east of the entrance along the George Douglas Trail), and another at Fendley park (near the parking lot).
- library and recreation programs transitioned to virtual during the pandemic and are available for all ages
- Council's strategic planning session in 2020 set goals and priorities for the remainder of the term
- 25 proclamations in 2020
- recreation programs continued -- Implementation of COVID restrictions at recreation amenities in accordance with provincial protocols
- AI technology at the community garden and skate park to assist in provincial COVID-19 health and safety protocols
- Family Day recreation activities and events
- parks and trails naturalization adoption
- parks and trails naturalization adoption
- Bee City designation
- fall tree planting event in partnership with CVC
- Seed Library transitioned to porch pick up model
- Litterati App garbage collection tracking introduced
- in partnership with Rotary Club for Let's Make Orangeville Shine Community Clean Up Day
- Orangeville Fire dispatch service switched from the Orangeville Police Service to the Tillsonburg Fire & Rescue Service's communications centre
- Crossing Guard handbook created and implemented
- 40 of the 55 recommendations within the Fire Master Plan completed
- Summer Youth Series program offered. In 2020, summer day camps were not able to operate. The Recreation & Events Division offered an alternative program, Youth Summer Series, to give children an opportunity to get active in a safe and welcoming program. The program was offered for seven weeks and had 261 participants with a 93 percent fill rate.



Sustainable Infrastructure

Maintain existing assets

Municipal Class Environmental Assessment Study undertaken for new water supply

The population of Orangeville is growing and an additional municipal water supply is required to meet projected increases in water demand. To be able to meet future water supply capacity requirements, a new water supply well will need to be connected to the Town's water system.

In preparation for increasing water supply capacity requirements, the Town has been undertaking a Municipal Class Environmental Assessment (MCEA) Study.

The purpose of the MCEA Study is to identify a new drinking water supply, while assessing the potential impacts of the proposed supply on the environment including the natural, cultural, social, built, and economic environments of the area. This involves the completion

of numerous technical studies to evaluate the feasibility and impacts of the proposed project, and several points of public consultation to provide interested parties with opportunities to offer input at key stages of the study.

In 2020, technical work and draft reports summarizing the results of the technical studies were completed. Technical studies completed included a Hydrogeological Study, Natural Heritage and Environment Assessment, Archaeological Assessment, and an Environmental Site Assessment.

Following completion of the draft technical reports, the Town hosted a virtual Public Information Centre (PIC) to provide the public with information on the key findings of the technical studies and solicit feedback from interested parties.

Additional consultation with regulatory agencies including the Ministry of Environment,

Conservation, and Parks (MECP), Ministry of Natural Resources and Forestry (MNRF), and Credit Valley Conservation (CVC) was also completed. Regulatory agencies undertook a detailed review of the draft technical reports and comments were received from numerous agencies. The project team is currently working on addressing agency comments and updating technical reports to incorporate feedback received through the consultation process.

Following the completion of final reports, a Project File summarizing all supporting technical work will be prepared and submitted for a mandatory review by the public, regulatory agencies, and Indigenous communities. This will mark the final step in the formal MCEA consultation process. If all comments or concerns received within this review period can be addressed, the project will be able to proceed to the implementation stage.





Police facility renovations started and completed

The police facility renovation project was started and completed in 2020. The \$1.1 million upgrades were required as OPP is guided by standards from Infrastructure Ontario and specific OPP Facility Guidelines. The OPP use a standardized workspace model for its facilities to allow its employees to be familiar with any detachment they may work in, therefore creating efficiencies. This supports an integrated service delivery model and these renovations are also representative of the OPP's policies, learned experiences to support employees and clients, current legislation, inquiries and inquests.

The Town contracted Formworks, Inc. Architects for the facility design plans and Baker Engineering and Risk Consultants Inc. as the engineers for the safety and security upgrades and W. S. Morgan for the construction project.

OPP assumed control of the facility on October 1, 2020 and the detachment became accessible to the public on November 3, 2020.

Broadway median project improves landscaping and sightlines

A collaboration between the Community Services Department, BIA and service groups resulted in the Broadway Median improvements project being undertaken in 2020.

A large portion of the median improvements were funded by the Main Street Revitalization Program which is administered by the Association of Municipalities of Ontario. The large overgrown mature trees were removed to improve sightlines across Broadway for the visibility of pedestrians and businesses, new plant installation including additional perennials and plant varieties, mulching as well as bench, pathway and lighting

improvements. The pergola in the east median section was rebuilt and the installation of a gathering seating area was installed.

The medians tell tale of Orangeville's evolution. The three medians in the middle of Broadway represent Orangeville's evolution from natural forest to a mill-based village to an urban centre. The most easterly median features a pergola with stone columns and a white cedar roof structure. The most prominent feature is the statue of Orange Lawrence, the founder of the Town, created from magnesium phosphate. The central median features the clock tower, originally built and installed on the old post office in 1936 where it remained until the post office was demolished in 1963. The westerly median features a waterfall, with water falling in four directions representing the fact that Orangeville sits at the headwaters of four river systems.



Sustainable Infrastructure

Plan for Growth

Water Conservation Plan protects municipal water resources

In 2020, Council adopted a Water Conservation Plan for the Town of Orangeville. The plan looks at protecting the long-term viability of the Town's water supply system, eliminating, postponing or deferring the need for capital infrastructure projects and expansions, improving emergency preparedness and increasing the water system's ability to absorb stresses by proactively building water system redundancy and pumping reliability, building climate change resiliency and improving drought preparedness, and improving operating cost efficiency for the delivery of water supply services.

The plan outlines proposed conservation program initiatives aimed at protecting the long-term sustainability of municipal water resources. In support of the plan, the Town embarked upon several initiatives, starting with a multi-year water meter replacement and advanced metering infrastructure project. The project will launch the required replacement of aged water meters across Town and introduce advanced metering technology. The replacement of aged water meters is an important strategy for addressing under-reported meter readings and errors, while the introduction of advanced metering technology will allow the Town to gain greater access and working control of water meter data while providing greater insight into consumption trends, allowing for

better water system understanding and control. Staff are currently in the process of evaluating program proposals, and work is expected to begin in June of 2021.

In further support of water conservation initiatives staff is updating the Official Plan to include water conservation and low impact development polices. The inclusion of water conservation policies will allow the Town to require new developments and redevelopments to provide a high level of water consumption efficiency in their development design, ensuring future increases in water demand are minimized. Low impact development policies will mitigate impacts on groundwater resources by mandating the on-site maintenance and enhancement of groundwater recharge conditions through the use of low impact development infrastructure and other natural infrastructure features which promote infiltration and minimize stormwater runoff.

Wightman investing \$56 million with fibre project

For several years now, Wightman has been a part of the Orangeville community, offering its services, phone and Internet.

In 2020, Wightman announced a significant investment in the Town -- \$56 million to connect each business and home with fibre, a future-proof communications infrastructure. In the fall of 2020, the company successfully constructed fibre in the business park. Construction is expected to start construction in mid-2021 for residential services.

The company is a leader in fibre optic construction and installation. The majority of Wightman customers are served over fibre providing homes and businesses with a future-proof service.

Wightman has established a store location at 95 First Street, Unit B4 (near Walmart), scheduled to open in June of 2021, with an official opening anticipated to follow.



Reconstruction projects:

- Little York Street and Falkner Street were reconstructed
 - Second Avenue, from First Street to Third Street, was reconstructed and with a LID feature to promote ground water infiltration
 - retaining wall at Blind Line and Broadway was completed
 - Centennial Road reconstruction project commenced in 2020, with engineering design. Construction of first phase, from Tideman Drive westerly, is expected to begin in July 2021. Second phase, from Dawson Road to Tideman Drive
- Reconstruction includes all underground services, new sidewalk/trail system and a three-lane road section, with a common left-turn lane
- Hansen Boulevard Bridge design was completed. Tendering of the work is planned for 2021 and construction in 2022

More Achievements

- capital investment in transit fleet and AVL equipment
- capital investment in Parks tractor, 4WD utility vehicle, and top dresser
- boulevard brick replacement (design initiated)
- noise fence replacement
- approval of renovations and updates to the Alder lap and leisure pools
- town hall windows and doors replacement
- finalized generator upgrades – last stage of the Water Pollution Control Plant expansion
- replaced the roof of Digester No. 1 at Water Pollution Control Plant
- metal roof installation and HVAC upgrades at OSPCA building
- LED lighting installed at Tony Rose
- digital radon detectors available to borrow at the library
- transit Transfer Station approved at Broadway site (decision later reversed and now to be built in 2021 at new Centre Street site)
- transit fee relief for riders during much of 2020
- installation of health and safety barriers and protocols for rider and driver safety during the
- new trail head signage -- one sign at Rotary park to the east of the entrance along the George Douglas trail, the other one is at Fendley park just off the parking lot
- continuation of implementation of the Cycling and Trails Master plan recommendations as adopted in 2019. Prepared design and tenders in 2020 for the construction of the Veterans Way Trail and crossing at Blind Line and Broadway. Contract for the construction of phase one was awarded in May 2021 and will be constructed from June to August 2021



Successfully moving towards our Vision

Municipal strategic plans are important. They set a vision for the community. They define goals and aspirations. They shape and direct long-term strategic decisions. They help the corporation continue to deliver services well. They show results.

The challenge with strategic planning is a municipality's ability to move from a future vision to action. Orangeville's Council identified five strategic pillars, with associated goals, which are addressed on an ongoing basis through Council reports, departmental updates, divisional work plans, and budgets. Annually, the Town will report on the progress of Orangeville Forward, the departmental plans, along with tangible projects, and relevant indicators of success. Initiatives will be brought forward for review during the annual budget process.

Monitoring performance is an important stage in the strategic planning process as it demonstrates that the plan has moved beyond development to implementation. A progress report communicates the progress of priority actions to Council and supports the budgeting process.

The Strategic Plan Progress Report shows how Orangeville is successfully moving towards our vision, while remaining on track. It tells the story of success that has positively impacted the community, and keeps the community informed of our progress.



*Historic Charm
Dynamic Future*

www.orangeville.ca

