REPORT
Chief Administrative Officer

TO: Mayor and Members of Council

FROM: Kristi Honey, CAO

DATE: January 27, 2025

REPORT: **CAO 01-25**   **FILE NO.**

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SUBJECT: **A Year In Review – 2024 Accomplishments by Department**

BACKGROUND:

We are very proud to share the following 2024 accomplishments by Department aligned to our 2023 – 2026 Strategic Plan.

[2024 Accomplishment Video (Video).mp4](#)

DISCUSSION:

Animal Control

Achievement	Strategic Priority	Objective
Animal Shelter Artwork unveiling event and two kitten adoption days	Vibrant and Growing Community	2.3.5
Thank-you cards for donations	Community Engagement	4.1.2
Promote National Pet week, heat safety for pets, adoptions, dog tag renewals	Good Governance	1.1.2
Quarterly and End of Year Animal Control report 2023	Good Governance	1.1.2
Implemented a Foster Program for Dogs requiring behavioural training	Good Governance Collaboration and partnerships	1.5 3.2.1

Achievement	Strategic Priority	Objective
Approval for new Doggie Daycare By-law	Vibrant and Growing Community Good Governance	2.1.2 1.5.1
Amendments to Kennel By-law	Vibrant and Growing Community Good Governance	2.1.2 1.5.1

By-Law

Achievement	Strategic Priority	Objective
Implementation of HotSpot Enforcement Module (RMS/NIC/CRC - Court Disclosure)	Good Governance	1.1.1 1.2.2
Full implementation of the new HotSpot Parking Permit system and the successful transition of existing users to the new system	Good Governance	1.1.1 1.2.2
Implementing new Site Alteration By-law (Fill)	Collaboration and Partnerships Good Governance	3.2.3 1.5.1
Implementing new Boulevard Maintenance By-law	Collaboration and Partnerships Good Governance	3.2.3 1.5.1
Advanced MLEO Training for all Officers – New/Updates on Provincial Legislations	Good Governance Community Well-being	1.2.3 5.3.5 5.1.8
Developed Patrol Tracking System for Statistical Reporting	Good Governance	1.2.1
Creation of paperless Municipal Lot Permit Application and Management System	Good Governance	1.2.2 1.1.1
Public education about Vandalism / Parking / Off Road Vehicles	Community Well Being Good Governance	5.5.6 1.4.1
Quarterly and End of Year By-Law report 2023	Good Governance	1.1.2

Office of the CAO

Achievement	Strategic Priority	Objective
Provided Indigenous awareness training opportunity to staff and Council	Good Governance Community Well Being	1.2.3 5.4.4
Convened 9 all-staff meetings to share operational updates and news	Good Governance	1.2.3 1.3.1
Created briefing material for Provincial Minister's meetings at ROMA and AMO on aggregate fill, Provincial Park, health and infrastructure	Collaboration and Partnerships	3.1.1 5.4.2

Launched the Downtown as a Destination project marketing Downtown Uxbridge as a Destination	A Vibrant and Growing Economy	2.2.2
2023 Strategic Planning report card	Good Governance	1.2.1
13 Certificates of recognition to local businesses celebrating a milestone as part of the Mayor's Recognition Program	Growing Economy Community Engagement	2.1.2 4.2.1
9 Proclamations issued to recognize dates of significance for members of the community	Community Well Being Community Engagement	5.4.4 5.5.3 4.2.1
13 Certifications of recognition issued to residents in recognition of personal milestone or achievement as part of Mayor's Recognition Program	Community Well Being Community Engagement	5.4.4 5.5.3 4.2.1
EDI report Card/ EDI Plan Updates Awareness Campaigns for Seniors Month, Black History Month, Indigenous History Month, AccessAbility Week, Pride Month, Hike for Hospice and various days of significance.	Community Well-Being Good Governance	5.4.4 1.3.3
Placed Ads in 'You are Here' Spring, Summer, Fall and Winder Editions Programmed 50 weekly 'Township Talk' Radio segments in 2024	Community Engagement Community Wellbeing Good Governance Community Engagement	4.1.4 4.1.5 5.3.4 1.1.2 4.1.5
50th Anniversary Celebration/ Acknowledgement Council History Campaign Cosmos Seed Give Away	Good Governance	1.1.2 1.2.3 4.2.1
Support communications for Regional Social Service workshop Support communications for Durham Regional Strategy refresh Support launch of new DRT route Support Blue Box transition through communications program Share information from Durham Immigration Partnership within the community	Community Engagement	4.1.5
Supported planning process and opened Uxbridge Urban Provincial park	Collaboration and Partnerships	3.1.1
Present Long-term service awards to staff	Good Governance	1.3.3
Present Long-term service awards to members of the Fire Service	Good Governance	1.3.3
Provided driver training to all staff that drive a Township Vehicle or their personal vehicle for Township business	Good Governance	1.3.1

Achievement	Strategic Priority	Objective
Provided 6 Wellness Wednesday workshops and a series of Nutrition workshops titled Small Steps, Big Changes throughout the year for staff	Good Governance	1.3.1 1.3.3
Produced the 64th Annual Santa Claus Parade	Community Engagement	4.2.1 5.4.4

Clerks

Achievement	Strategic Priority	Objective
Facility Audits of Town Hall and Arena	Community Well being	5.2.1 5.2.3
LEAD Accessibility training for staff	Community Well being Good Governance	5.2.3 1.3.3
Promoted Civil Ceremony facilities and services, record year for marriages	Good Governance	1.4.3 1.1.2
Updated Fees Bylaw	Good Governance	1.4.2
Confirmed site for new animal shelter and launched planning phase of project	Community Well Being	5.3.7
Issued an RFP for operators to use the Train Station	Vibrant and Growing economy	2.1.5 2.2.1 2.2.2
Prepare files to declare King St Parkette surplus	A Vibrant and Growing Economy	2.3.3
Prepare files to transfer property and declare land surplus in relation to Brookdale Trail	A Vibrant and Growing Economy	2.3.3
Prepare files to accept property and create easements to facilitate trail connection south of Wagg Rd.	A Vibrant and Growing Economy	2.3.3
Hosted Grade 5 class for information about local government services	Good Governance Community Engagement	1.1.2 4.2.1
Hosted a summer student	Good Governance	1.4.1
Presented a successful Mayor's Golf Tournament	Collaboration and Partnerships Enhance Community Liveability	3.1.1 3.1.2 5.5.3
Full implementation of Laserfiche across the organization and associated training	Good Governance	1.2.2
Assisted in securing Inclusive Community Grant for Arena renos	Collaboration and Partnerships	3.1.5
Streamlined process for booking marriage licence appointments	Good Governance	1.1.1 1.1.2
Successfully onboarded two staff into positions in the department	Good Governance	1.3.1
Worked through LEAD program, including organization-wide action items and ongoing goals toward improved accessibility / inclusion	Collaboration and Partnerships	3.1.5

Supported National AccessAbility Week (May 26-June 1) in partnership with AAC	Enhance Community Liveability	5.2.3
Investigated internet voting options	Good Governance Community Engagement	1.2.2 4.2.1
Updated Procedural Bylaw following land division download	Good Governance	1.2.2
Registered for OLT E-file for appeals mgmt	Good Governance	1.2.2
Participated in region-wide Accessible Taxi planning/strategy sessions	Good Governance Collaboration and Partnerships Enhance Community Liveability	1.2.2 3.1.5 5.2.1
Updated confirming by-law template per legal	Good Governance	1.2.2
Prepared a Guide for Delegates, on website	Good Governance	1.1.1
Organized Board /Committee Portfolio and Investigated Board /Committee use of eScribe	Good Governance Vibrant and Growing economy	1.2.2 2.1.3
Issued 820 marriage licences	Good Governance	1.2.2
Conducted 95 civil marriage ceremonies	Good Governance	1.2.2
Investigated new website for 2025	Good Governance	1.1.2 3.1.2

Community Services and Facilities

Achievement	Strategic Priority	Objective
Energy Efficiency Achievement Award for Ice Re-surfacing Project	Good Governance Community Well- Being	1.4 5.1 5.5
Offered Cybersecurity Seminar for Seniors workshops	Community Well- Being Collaboration and Partnerships	5.5.3 5.4.3 3.2.4
Promoted spring programming for recreation and Uxpool on Uxbridge Scugog Life Segment	Community Engagement Good Governance	4.1.4 1.1.2
Campaign to promote information about spring, summer, March Break and uxcamps.	Good Governance	1.1.2
Proposal to amalgamate Zephyr Hall and Zephyr Library	Vibrant and Growing Economy	2.3.3

Community Engagement for Zephyr Library/Zephyr Hall including Open House and Survey	Community Engagement Good Governance	4.2.1 1.5.1
Age Friendly Survey	Community Engagement Good Governance Community Well-being	4.2.1 1.5.1 5.4.3 5.4.4
Presented Senior of the Year Award	Community Engagement Community Wellbeing	4.2.1 5.4.4
Applied and secured an Inclusive Community Grant for Arena renos for accessibility improvements to the Arena	Good governance	1.4.3
Apply for FCM Community Building retrofit grant for the Arena, Library and Uxpool to optimize energy performance	Good governance Community Wellbeing	1.4.3 5.3.7 5.1.2
Complete Music Hall Inspection completed	Vibrant and Growing Economy Community Wellbeing	2.2.5 5.3.7
Music Hall Red book updated and adopted by Council.	Good Governance Community Well-Being	1.1.1 5.5.6
Library Strategic Plan adopted by the Library Board	Good Governance A Vibrant and Growing Economy	1.2.1 1.5.1 2.1.3
Updated Health and Safety binders. (Zephyr, Seniors, Sandford, Goodwood and Music Hall) and reviewed protocols with custodians.	Good Governance Community Well being	1.2.1 1.5.2 5.4.3
3-year Tourism Plan adopted by Council	Good Governance A Vibrant and Growing Economy Collaboration and Partnerships Community Engagement	1.2.1 2.1.3 2.2.1 2.2.2 2.2.3 2.2.4 3.1.1 3.1.4 3.2.1 3.2.2 4.2.2

Risk assessment and opportunities audit completed for the Uxbridge Historical Site	A Vibrant and Growing Economy Community Well-Being	2.1.5 2.2.5 5.3.7
Updated Emergency Plan for Uxbridge Historical Centre	Good Governance Community Well-Being Collaboration and Partnerships	1.5.2 3.1.5 5.3.5
Hosted a Seniors Information Fair at the Seniors Centre	Collaboration and Partnerships Community Engagement Community Well-Being	3.2.4 4.1.2 5.4.3 5.4.4
Promoted National Drowning Prevention Week on Hits 105.5 FM Uxbridge Radio	Community Well-Being	5.3.2
Planted mature trees around the pool to replace trees that had been removed	Community Well-Being	5.1.6
Developed, promoted and implemented Seniors First Aid Awareness Program	Community Well-Being	5.3.2 5.4.3
Upgraded Audio System throughout the Uxbridge Arena	Community Well-Being	5.5.6
Security cameras within the pool area, front door and lobby areas at Uxpool	Good Governance Community Well-Being	1.5.2 5.5.6
Developed, promoted and implemented Youth Safety Awareness Program	Community Well-Being	5.3.2 5.4.3
Developed new fitness program for parents and babies	Community Well-Being	5.4.3
Started swimming lessons on Sundays	Good Governance,	1.1.1 5.4.3
Offered indoor walking trail	Community Well-Being	5.4.3 5.4.4
Changed Pool Lights in public areas to LED from fluorescent lighting	Good Governance Community Well-being	1.4.1 5.1.2
Increase in Pool rentals for birthday parties by 62% over the budget at the end of September 2024	Good Governance	1.4.2
Increase Pool staff numbers from 26 part-time staff to 37 part-time staff and 5 replacement staff	Good Governance	1.3.1
Unveiled new Tree Carving for School House's 100th anniversary, 'Legacy of Learning'	Good Governance A Vibrant and Growing Economy	1.5.2 2.2.2 2.2.5

	Community Engagement	4.2.1
	Community Well-Being	5.1.4
Promoted Museum, Tourism and BIA events on Uxbridge-Scugog Life, as well as Hits 105.5 FM	Good Governance A Vibrant and Growing Economy Community Engagement	1.1.2 2.2.2 4.1.2 4.1.4 4.2.1
Increased social media following (Museum from last year, Tourism)	A Vibrant and Growing Economy Community Engagement	2.2.2 2.2.5 4.1.2 4.1.4 4.2.1 4.2.2
Implemented data analytics tracking on Discover Uxbridge website	Good Governance A Vibrant and Growing Economy	1.2.2 1.5.1 2.2.1 2.2.3
Deaccessioned 300+ artifacts that did not fit the UHC mandate to make space for new ones.	Good Governance A Vibrant and Growing Economy Community Well-Being	1.2.1 1.2.3 1.5.2 2.2.5 5.1.3
UHC and Tourism Collaborated with community partners for the 150th anniversary of Lucy Maud Montgomery's Birthday	Collaboration and Partnerships Community Engagement	3.1.1 3.1.4 3.2.1 3.2.2 3.2.3 3.2.4 4.2.1
Installed new artifact panels for outdoor artifacts at UHC to engage visitors.	Community Engagement Community Well-Being	4.2.1 4.2.2 5.2.1
UHC gardens were revamped, and tidied up for the Herb Harvest event	Collaboration and Partnerships Community Engagement Community Well-Being	3.1.1 3.2.1 3.2.2 4.2.1 4.2.2 5.1.1

		5.1.4
		5.2.1
UHC Barn Quilt was installed – the first barn quilt in Uxbridge on the Durham Region Barn Quilt circuit.	A Vibrant and Growing Economy Collaboration and Partnerships Community Engagement	2.2.1 2.2.2 2.2.4 2.2.5 3.1.1 3.1.5 3.2.1 3.2.4 4.2.1 4.2.2
Goodwood and Zephyr Fire, CO and Defibrillator Monitoring System added	Community Well-Being	5.3
Music Hall Hearing Loop installed	Community Well-Being	5.2
Upgraded electrical and lights to LED at Senior Centre	Good Governance	1.4 1.5
Renovated and Painted Goodwood Hall Kitchen	Good Governance	1.4
Improved and New drainage system outside of Senior Centre	Community Well-Being	5.3
Created janitorial room and improvements to coatroom at Sandford Community Centre	Good Governance	1.4
Updated electrical at Sandford Kitchen Area	Good Governance	1.4 1.5
Additional Security Cameras added to Zephyr, Sandford and Goodwood	Community Well-Being	5.3
New Fee Reduction and Cost Recovery Policy	Good Governance Collaboration and Partnerships	1.4.1 3.1.5
BIA Easter Event, and Spooky Saturday	A Vibrant and Growing Economy Collaboration and Partnerships Community Engagement	2.1.1 2.1.2 2.2.1 2.2.2 2.2.4 3.1.1 3.1.4 3.1.5 3.2.1 3.2.2 3.2.3 3.2.4 4.1.2

		4.1.3 4.1.4 4.2.1
BIA Ladies Night – new event	A Vibrant and Growing Economy Collaboration and Partnerships Community Engagement	2.1.1 2.1.2 2.2.1 2.2.2 2.2.4 3.1.1 3.1.4 3.1.5 3.2.1 3.2.2 3.2.3 3.2.4 4.1.2 4.1.3 4.1.4 4.2.1
BIA as a contributor to Downtown as a Destination events and promotion – LMM Summer Social	Collaboration and Partnerships Community Engagement	3.1.1 3.1.4 3.1.5 3.2.1 3.2.2 3.2.3 3.2.4 4.1.2 4.1.4 4.2.2
BIA as a community sponsor – Springtide, Holiday Trail, Santa Claus Parade	Collaboration and Partnerships	3.1.1 3.1.4 3.2.1 3.2.2 3.2.4
BIA downtown beautification initiatives – ordering winter snowflake light mounts for the downtown poles	Good Governance A Vibrant and Growing Economy	1.1.2 1.2.1 1.4.1 2.1.1 2.1.2 2.2.2 2.2.4 2.2.5 2.3.3
OBIAA Conference attendance	Good Governance Community Engagement	1.3.1 4.1.1 4.1.5

		4.2.2

Development Services Department (Building & Planning)

Achievement	Strategic Priority	Objective
Grant application to promote Downtown development investment	A Vibrant and Growing Economy	1.4.3 2.1.1 2.1.2 2.1.4 2.1.5
Support creation and launch of Growing North Durham economic development strategy	A Vibrant and Growing Economy	2.1.4
Implemented Land Division services as a downloaded new service	Good Governance	1.1.1 1.3.1
Issued new Temporary Patio Policy and permitting system	Vibrant and Growing Economy	2.1.5
Issued supplemental renderings of Downtown Uxbridge in support of revitalization	Vibrant and Growing Economy	2.1.1
Kindred Works Cheque Presentation with Region	Community Well Being Collaboration and Partnerships A Vibrant and Growing Economy Community Engagement	5.5.2 3.1.2 3.1.4 2.1.1 4.1.5

Fire Department

Achievement	Strategic Priority	Objective
Emergency Preparedness week Promotional campaign	Community Well- Being	5.3.4 5.3.2
Staged Emergency Response Training Scenario for staff	Community Well- Being	5.3.3 5.3.4 5.3.5
Agreement with Ajax for reciprocal support for emergency services	Community Well-Being	5.3.5
Held 2023 Recruits Graduation Ceremony	Good Governance	1.3.1
Officers took on leadership roles as of Jan 1. Deputy Chief and Chief Fire Prevention Officer. Promotional process of two Captains and two Acting Captains	Good Governance	1.2.3 1.3.1
Crew assignments reconfigured to role changes and recruitment	Good Governance	1.3.1
Recruitment and training of eight new firefighters.	Good Governance	1.2.3 1.3.1

UFD Pump Course certified by OFM	Good Governance	1.2.3 1.3.1
Added one part-time Public Education Officer	Good Governance	1.3.1 5.3.2
Uxbridge Firefighter Association Memorial Committee met fundraising goal, awarded contract to local company and planning for the unveiling ceremony October 5	Good Governance Community Engagement	1.3.3 4.2.1
Uxbridge Firefighter Association Memorial Committee oversaw the construction of a beautiful plaza, landscaping and memorial statue that was completed in time for the ceremony October 5	Good Governance Community Engagement	1.3.3 4.2.1
Successful in obtaining a Community Emergency Preparedness Grant 43K	A Vibrant and Growing Economy	2.3.4
Memorial Unveiling event on Oct. 5 attended by numerous neighboring fire departments and approximately 1200 guests.	Good Governance Community Engagement	1.3.3 4.2.1

Public Works, Parks and Trails

Achievement	Strategic Priority	Objective
Promoted Plaque Dedications on Trails Promoted Tree and Bench dedications	Good Governance Community Well-being	1.4.2 5.5.3
Guided Trail Walk Programs	Community Well-Being	5.4.3
Earth Day Clean up Sessions Day of Action on Litter	Community Well- Being Collaboration and Partnerships Community Engagement	5.1.4 3.2.1 4.2.1
New Signs in Countryside Preserve	Community Well Being	5.1.1
Provided experience for USS students on trail improvement and maintenance Provided volunteer opportunities for students for litter clean up and trail maintenance	Collaboration and Partnerships	3.1.3
Lucy Maud Poetry Wayfinding Signage on Trails	Collaboration and Partnerships	3.2.4
Garbage Can Receptacle Signage Update	Community Wellbeing	5.1.1 5.5.3
Invasive Species Removal in parks and trail sides	Community Wellbeing	5.1.1 5.1.4
Trail Safety Promotion	Community Well- Being	5.4.3

Planning and Approval to plant 2 mini-forests at FOU	Community Well- Being Collaboration and Partnerships Community Engagement	5.1.1 5.1.4 5.1.6 3.2.1 4.2.1
Tree planting at select locations on boulevards and in parks and on trails Second avenue tree planting and rehabilitation	Community Wellbeing	5.1.6 5.1.1 5.1.4
Negotiated trail reroute and property realignment on Brookdale Trail	Collaboration and Partnerships A Vibrant and Growing Economy	3.1.1 2.3.3
Launched an Adopt a Park program including new policy	Collaboration and Partnerships	3.1 3.2
Trail Improvements to McCutcheon Way, Brookdale and Wooden Sticks Trails	Community Wellbeing	5.1.1 5.1.4
Facilitated temporary Helicopter pad at FOU, supported planning and issued communications	Collaboration and Partnerships	3.1.2
Campbell Dr. Parkette Survey Canada Day Firework Survey Community Garden Survey and Summary Report Zephyr Community Park Swing Set Survey	Community Engagement Good Governance	4.2.1 1.5.1
Canada Day Event and Contest	Community Engagement	4.2.1
Launched project to install new Tennis and Pickleball Courts at FOU	Community Well Being	5.4.3 5.5.6
Communicated to inform residents about watermain work	Good Governance	1.1.2
Crossing Guard Appreciation Day	Good Governance Community Well-Being	1.3.1 1.3.3 5.5.3
Bike to Work Day Bike Month Campaign	Community Well-Being	5.5.4
New Fee Reduction and Cost Recovery Policy	Good Governance	1.4.1

Prepare and Tender Cemetery Rd Reconstruction project	Community Well-being	5.3.8 5.3.7
Installed a sidewalk in Goodwood to support Active Transportation and Improve Accessibility.	Community Well-being	5.2.1
Tendered and Installed a Walkway in Harold Bell Park	Community Well-being	5.2.1
Replaced Wagners Lake Playground and Installed a new accessible walkway	Community Well-being	5.4.3
Creation of a BYOD (Bring your own device) Policy	Good Governance	1.2.2
Full Implementation of WorkTech in the cloud	Good Governance	1.2.2
Facilitated numerous corridor and traffic studies. (Centre Road, Elgin Park Drive, Concession Road 3)	Community Well-being	5.3.8
Arranged for port-a-potties to be installed at all south trailheads under Trail Sustainability.	Community Well-being	5.4.3
Installation of two bike repair stations at Durham Forest and Walker Woods / Towers	Community Well-being	5.4.3
Hosted and assisted with the setup and successful execution of numerous events in Elgin Park, including Autofest, the Fall Fair, Ribfest.	Collaboration and Partnerships	3.1.1
Installed a new fence in Elgin Park to enhance safety during events and manage parking within the park.	Community Well-being	5.3.5
Renovated Works Yard Lunchroom	Good Governance	1.3.3
Purchased and Installed dog waste bins at four trail locations.	Community Well-being	5.4.3
Created and Awarded Approx. 21 Tenders under Roads, Parks and Trails.	Community Well-being	5.1.4
Installed 4 speed boards on Concession 6 between Regional Road 47 and Regional Road 21 as recommended by the safety audit.	Community Well-being	5.3.8
Installed a guide rail around the corner on Concession 7 South of Regional Road #21 to enhance public safety.	Community Well-being	5.3.8
Upgraded all chevrons signs on road corners and bends.	Community Well-being	5.3.8
Updated GPS records for streetlights, catch basins, and downtown furnishings.	Good Governance	1.3.1
Planted trees on the arena berm to restore those lost during the tornado.	Vibrant and Growing Economy Community Well-being	2.1.1 5.1.7

Installed new safety netting at the Uxpool ball diamond and playground.	Community Well-being	5.4.3
Created a new garden and grass area at the Campbell Drive roundabout.	Community Well-being	1.1.4
Developed a grass area at the Lion's Playground in Elgin Park.	Community Well-being	1.1.4
Replaced the "Welcome to Uxbridge" sign close to the intersection of Concession Road 6 and Toronto Street.	Community Well-being	5.5.6
Collaborating with Elexicon to identify a new location for a substation in Uxbridge.	Collaboration and Partnerships Community Well-being	3.1.4 5.3.6
Updated the Volunteer forms and associated sign-offs	Good Governance	1.2.2

Treasury

Achievement	Strategic Priority	Objective(s)
DC Background Study complete – new rates implemented May 2024	Good Governance	1.4.1
Finalize 2024/2025 Budgets	Good Governance	1.4.1
2024 Asset Management Plan Complete	Good Governance	1.4.1 2.3.1
Prepared onboarding material to support integrating new staff members	Good Governance	1.3.1
Fully implemented Diamond (Microsoft Dynamics) in the cloud	Good Governance	1.2.2
Implemented Online Payment via PaySimply for Property Taxes, Accounts Receivable and Special Events	Good Governance	1.2.2
Implementation of certificate tracking through HRISmyWay platform	Good Governance	1.2.2
Expand the eSend capability to email Tax Statements/Certificates to residents	Good Governance	1.2.2
Finalize 2025/2026 Budgets	Good Governance	1.4.1

RECOMMENDATION

THAT Report CAO – 01/2025 Year In Review received for information;

Respectfully Submitted by:

_____
Kristi Honey
Chief Administrative Officer