



2024 COMMUNITY REPORT HIGHLIGHTS

For the year ended December 31, 2024
The Regional Municipality of York
Ontario, Canada

york.ca



York Region



LAND ACKNOWLEDGMENT

We acknowledge that York Region is located on the traditional territory of many Indigenous Peoples including the Anishinaabeg, Haudenosaunee, Huron-Wendat and Métis Peoples and the treaty territories of the Haudenosaunee, Mississaugas of the Credit First Nation and Williams Treaties First Nations. Today this area is home to many diverse Indigenous Peoples, and we recognize their history, spirituality, culture and stewardship of this land. We also acknowledge the Chippewas of Georgina Island First Nation as our closest First Nation community.



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OUR VISION

Strong, Caring, Safe Communities

OUR MISSION

Working together to serve
our thriving communities
– today and tomorrow

OUR VALUES

- Integrity
- Commitment
- Accountability
- Respect
- Excellence

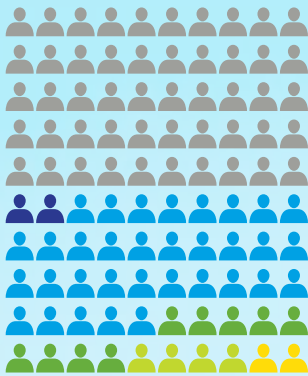
YORK REGION AND OUR COMMUNITIES



DIVERSE

If York Region were a village of

100 PEOPLE

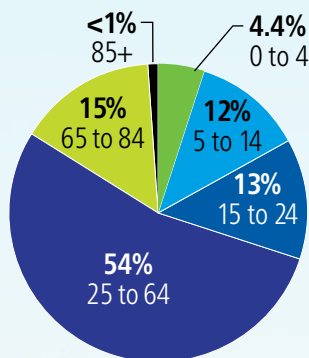


- 50 villagers would be born in Canada
- 2 villagers would be a non-permanent resident

48 villagers would be born outside of Canada, of these:

- 33 would be born in Asia
- 9 would be born in Europe
- 4 would be born in the Americas (including North, South and Central)
- 2 would be born in Africa

Years Old



GROWING

During 2024,
York Region grew by

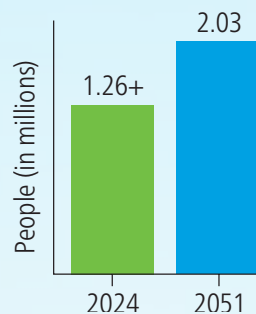
6,280

newly built and occupied homes, contributing to a net population growth of 1.2% for a total estimate population of

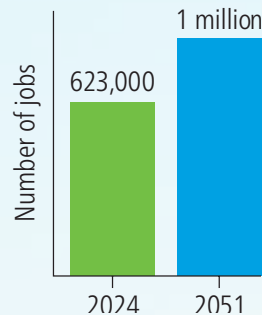
1.27

MILLION RESIDENTS

Population Growth*



Employment Growth*



*Source: Ontario's Growth Plan



EDUCATED

73%

of York Region's population have a post secondary education



The 2nd highest educated population in the Greater Toronto and Hamilton Area



HARD WORKING



57,460

BUSINESSES

623,681

JOB





COMPRISED OF
9 MUNICIPALITIES

Total population estimate

1,279,529

(as of December 31, 2024)



Source: York Region, Corporate Services, Long Range Planning Branch,
based on Statistics Canada data and CMHC Housing completion data

THE REGIONAL MUNICIPALITY OF YORK

One of six regional governments in Ontario, The Regional Municipality of York (York Region) is an upper-tier municipal government that provides common programs and services to residents and businesses in nine cities and towns. The local municipalities are represented by Mayors and Regional Councillors on York Regional Council.

York Region Chairman and Chief Executive Officer

The York Region Chairman and Chief Executive Officer (CEO) is the head of Council. The Chairman and CEO is either elected by members of Regional Council at the first meeting of each term or is appointed by the Province.

The 22-member Council sets policies, direction and budgets for York Region through Committee of the Whole and Council meetings that include the following reports:

- Audit
- Community and Health Services
- Finance and Administration
- Public Works – Environmental Services
- Public Works – Transportation Services

During Committee of the Whole, Council members receive public input, review policies, consider staff reports and have discussions prior to making recommendations to be considered at Regional Council meetings.

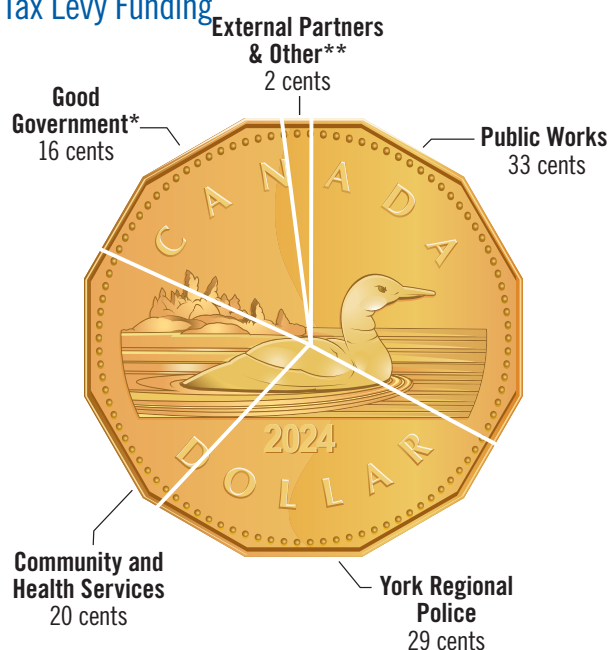
The following boards and corporations oversee and operate with varying degrees of Council oversight:

- York Region Rapid Transit Board of Directors
- York Regional Police Service Board
- Housing York Inc. Board of Directors
- YorkNet Board of Directors

York Region Budget

Each year, Regional Council approves the annual budget in alignment with the multi-year budget process. For 2024, the York Region budget was \$4.2 billion and included \$3.2 billion to maintain and operate York Region services and \$1 billion in capital project funding.

Tax Levy Funding



* Good Government includes Corporate Management and Financial Initiatives

** Other includes York Region Rapid Transit Corporation, YorkNet and Courts and Tribunal Services

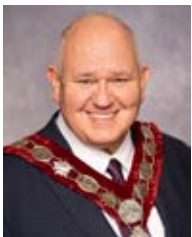


YORK REGIONAL COUNCIL

"The 2024 Community Report reflects the progress we have made together to create a welcoming, inclusive and resilient York Region. I also want to acknowledge York Region's former Chairman and CEO Wayne Emmerson for all his contributions in 2024. Through the continued efforts of York Regional Council, senior government partners, dedicated staff and committed community partners, we are building strong, caring, safe communities where people and businesses can thrive. Thank you to everyone who played a part in this year's achievements.

With a shared purpose and determination, we will keep shaping a York Region that inspires pride today and for generations to come."

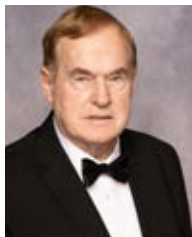
Eric Jolliffe
Chairman and CEO
The Regional Municipality of York



Mayor
Frank Scarpitti
City of Markham



Regional Councillor
Michael Chan
City of Markham



Regional Councillor
Jim Jones
City of Markham



Regional Councillor
Joe Li
City of Markham



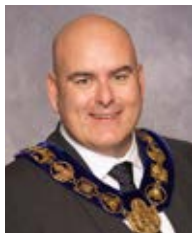
Regional Councillor
Alan Ho
City of Markham



Mayor
John Taylor
Town of Newmarket



Regional Councillor
Tom Vegh
Town of Newmarket



Mayor
Steven Del Duca
City of Vaughan



Regional Councillor
Linda Jackson
City of Vaughan



Regional Councillor
Mario Ferri
City of Vaughan



Regional Councillor
Gino Rosati
City of Vaughan



Regional Councillor
Mario G. Racco
City of Vaughan



Mayor
Margaret Quirk
Town of Georgina



Regional Councillor
Naomi Davison
Town of Georgina



Mayor
David West
City of Richmond Hill



Regional Councillor
Godwin Chan
City of Richmond Hill



Regional Councillor
Joe DiPaola
City of Richmond Hill



Mayor
Tom Mrakas
Town of Aurora



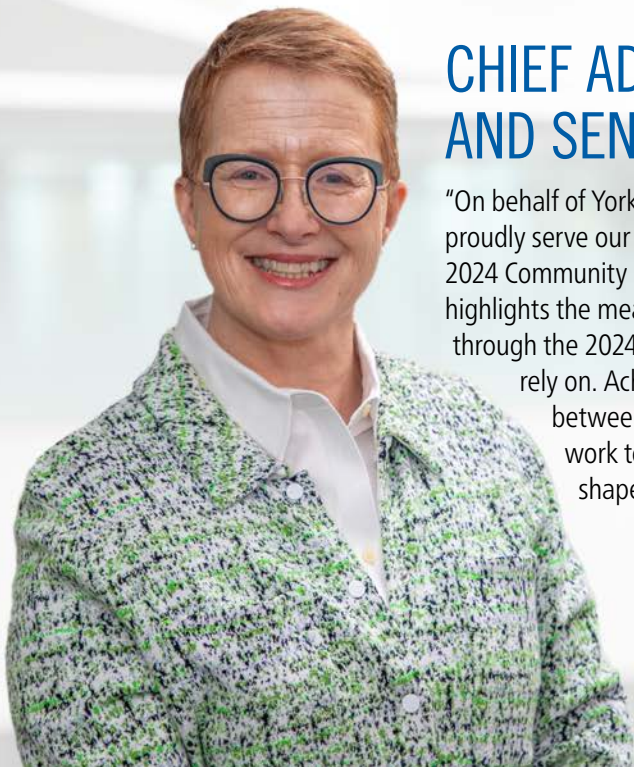
Mayor
Virginia Hackson
Town of East
Gwillimbury



Mayor
Steve Pellegrini
Township of King



Mayor
Iain Lovatt
Town of
Whitchurch-Stouffville

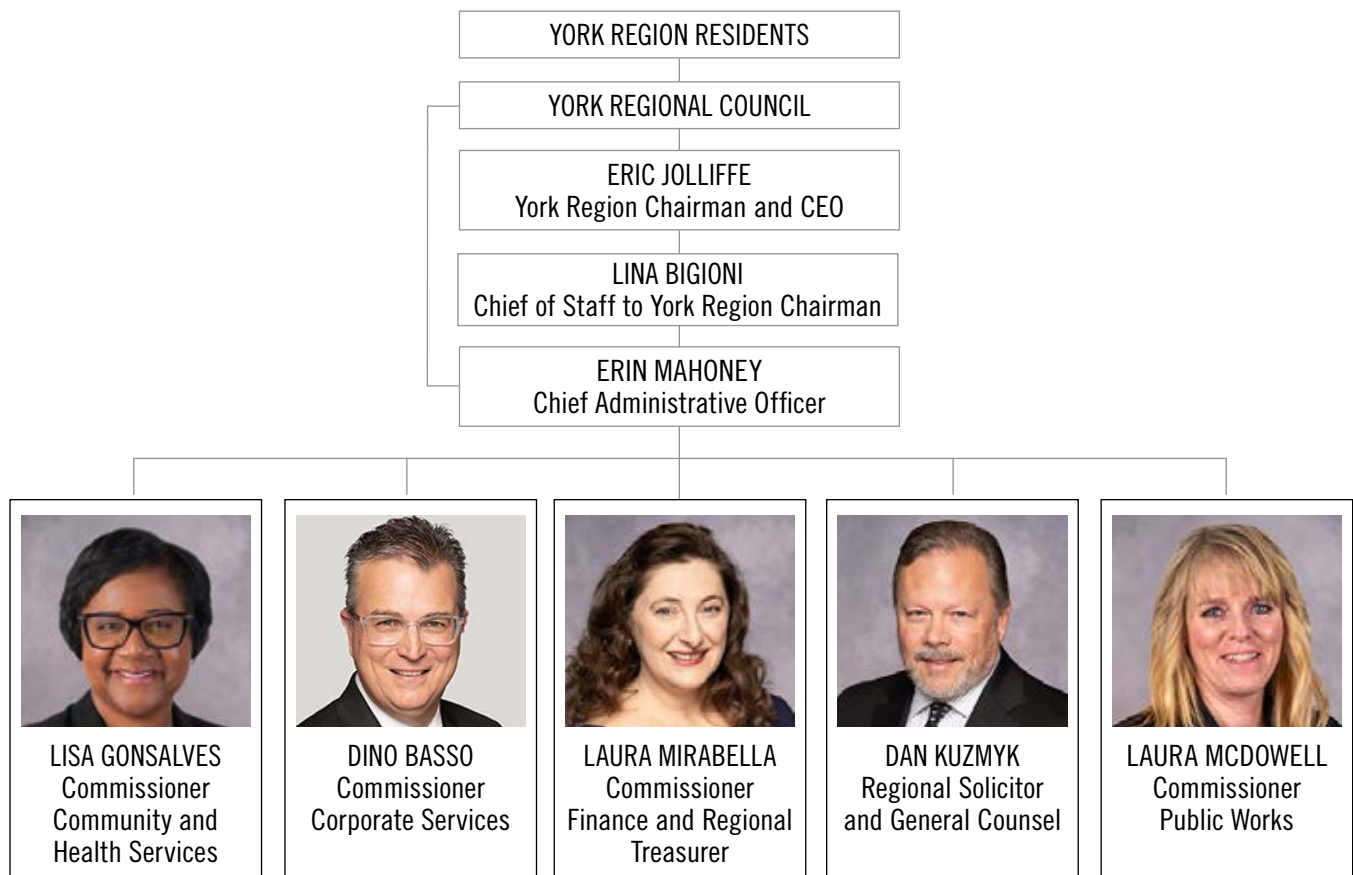


CHIEF ADMINISTRATIVE OFFICER AND SENIOR LEADERSHIP TEAM

"On behalf of York Region's Senior Management Team and more than 5,000 dedicated staff who proudly serve our nine cities and towns, I am pleased to present The Regional Municipality of York's 2024 Community Report. Now in the second year of our 2023 to 2027 Strategic Plan, this report highlights the meaningful progress we have made in advancing Council's priorities, delivering value through the 2024 Budget and maintaining the high-quality services our residents and businesses rely on. Achievements captured in this report are a testament to the strong collaboration between Regional Council, staff, municipal partners and community stakeholders as we work together to deliver on Council's Vision of strong, caring, safe communities and to shape a thriving, inclusive and future-ready York Region."

Erin Mahoney
Chief Administrative Officer
The Regional Municipality of York

YORK REGION ORGANIZATIONAL STRUCTURE







York Region Administration

The Chief Administrative Officer (CAO) oversees the Senior Management Team responsible for providing core services to residents and businesses in addition to providing financial, technical, property, legal and human resource services.

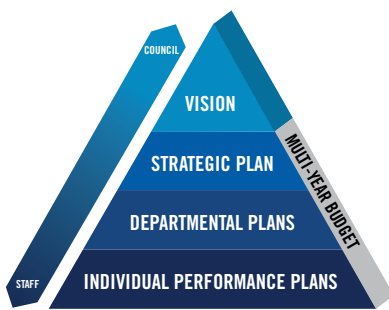
Delivering quality services in 15 core business areas

 Children's Services	 Community Housing	 Court Services	 Economic and Development Services	 Forestry
 Long-Term Care	 Paramedic Services	 Police Services	 Public Health	 Regional Roads
 Social Assistance	 Transit	 Waste Management	 Water	 Wastewater

Core Services: Legislative services provided directly to the public to help maintain a high quality of life for York Region residents.

YORK REGION HAS A NUMBER OF PLANS CONTRIBUTING TO COUNCIL'S VISION OF **STRONG, CARING, SAFE COMMUNITIES**

York Region releases a series of plans, reports and strategies that help Regional Council make decisions, set policies and plan for the future.



Accountability Framework

York Region adheres to an accountability framework focused on turning our plans into action to achieve Council's commitments to our communities. This framework provides clarity on how York Region's Vision, Corporate Strategic Plan, multi-year budget, departmental plans and individual performance plans align.



Vision

In November 2021, Regional Council approved its renewed Vision, reaffirming their commitment to building strong, caring, safe communities. Vision outlines four areas of focus for our communities: Economic Vitality, Healthy Communities, Sustainable Environment and Good Government are community indicators towards achieving this vision. Results are reported once per term to Council.



Corporate Strategic Plan

The 2023 to 2027 Corporate Strategic Plan is a four-year business plan that guides York Region towards Regional Council's Vision. The plan, as approved by Council in early 2023, captures four priorities:

- Foster Economic Prosperity
- Support Community Well-Being
- Drive Environmental Stewardship
- Efficiently Deliver Trusted Services

This plan coincides with the Region's multi-year budgeting process and aligns with the term of Council to ensure the organization continues to make progress on serving our communities. Progress on the Strategic Plan is reported to Council annually, with 2024 performance results outlined on pages 14 to 17 of this report.



Multi-Year Budgets

York Region's multi-year budget outlines the resource allocation and fiscal planning for the Council term in alignment with the Corporate Strategic Plan and department plans.



Departmental Plans

Each of York Region's six departments (Office of the Chief Administrative Officer, Community and Health Services, Corporate Services, Finance Services, Legal and Court Services and Public Works) develop business planning documents that focus on specific areas with the Region. Departmental plans are informed by the Master Plans, Council direction, provincial and federal directives and regulatory legislative requirements.

Individual Performance Plans

Organization-wide, individual staff complete annual performance plans to identify performance objectives and actions in alignment with departmental plans.



Alignment with Environmental, Social and Governance Strategies

Municipal governments around the world have been developing Environmental, Social and Governance (ESG) strategies. This global movement calls on municipal councils to evaluate their decisions through an ESG lens, with the hope of better mitigating risks and identifying opportunities.

York Region began developing its ESG strategy in 2023 to align with the areas of focus of Vision and the Region's Corporate Strategic Plan. Since 2024, work has focused on integrating ESG considerations into longer-term processes such as procurement, external reporting, budget and business planning.

2023 TO 2027 STRATEGIC PLAN YEAR 2 (2024) PROGRESS REPORT

In 2024, 35 of 48 (73%) of the *2023 to 2027 Strategic Plan* performance measures were trending in the desired direction. Performance measures reported on the following pages demonstrate York Region's specific contributions to the well-being of our communities through delivery of 15 core services. Performance measures provide a transparent way to track progress toward the objectives set over this term of Regional Council.



ECONOMIC VITALITY

PRIORITY: Foster Economic Prosperity

Objectives	Performance Measures	Service Areas	Historical Data			Year 1 2023	Year 2 2024	Baseline Trend
			2020	2021	2022			
1. Attract and retain businesses, grow employment opportunities and attract a skilled workforce	1.1. Maintain % of business engagements resulting in business retention, expansion and attraction (Minimum annual threshold of 35%)	Economic and Development Services	61%	52%	46%	41%	50%	○
	1.2. Increase # of kilometres of YorkNet fibre network ¹		115.7	86.3	53.0	190.0	290.0	○
2. Invest in a safe, effective transportation system that connects people, goods and services	2.1. Maintain # of York Region Transit service passenger trips per capita ¹	Transit	9.4	8.9	13.8	17.7	19.5	○
	2.2. Maintain % of on-time performance on all transit routes		94.74%	95.64%	95.09%	94.07%	93.71%	○
	2.3. Increase % of residents satisfied with York Region Transit		73%	70%	64%	64%	59%	●
	2.4. Increase # of people living and jobs within 500 metres of a transit stop ^{1, 2}	Economic and Development Services	265,500	273,200	301,900	308,500	328,600	○
	2.5. Maintain % of traffic signals reviewed and optimized annually	Regional Roads	▲	▲	7%	16%	18%	○
	2.6. Increase % of residents satisfied with Regional roads		72%	65%	63%	61%	52%	●
	2.7. Increase % of Regional roads with sidewalks and / or dedicated bike lanes in urban areas ¹		85%	86%	86%	86%	86%	○
	2.8. Increase % of court services defaulted collection rate (<i>Collection on unpaid Provincial Offences Act (POA) fines</i>)	Court Services	▲	41%	38%	48%	48%	○

○ = Trending in the Desired Direction ● = Not Trending in the Desired Direction ▲ = Data Not Available for Reporting △ = No Trend Information

Note: Performance measure data from 2020 to 2022 may have been impacted due to COVID-19 Pandemic

For more information visit york.ca/stratplan

2023 TO 2027 STRATEGIC PLAN YEAR 2 (2024) PROGRESS REPORT



PRIORITY: Support Community Well-Being

Objectives	Performance Measures	Service Areas	Historical Data			Year 1 2023	Year 2 2024	Baseline Trend
			2020	2021	2022			
1. Protect and promote residents' well-being	1.1. Increase % of 17-year-old students in compliance with <i>Immunization of School Pupils Act</i> among designated cohorts of students	Public Health	▲	▲	▲	35%	51%	△
	1.2. Maintain Paramedic response time for emergency response services to meet Council approved targets (CTAS 1 Patients - Paramedics arriving on scene within target time of 8 minutes) [Council approved target of 75%] ¹	Paramedic Services	76%	75%	74%	76%	75%	○
	1.3. Maintain % of residents satisfied with York Region Paramedic Services		91%	91%	88%	92%	87%	○
	1.4. Maintain % of York Region long-term care (Newmarket and Maple Health Centres) residents overall rating the home as good or better	Long-Term Care	100%	93%	94%	99%	94%	○
	1.5. Increase # of regulated child care spaces in York Region per 1,000 children (12 and under) ¹	Children's Services	337	368	369	372	399	○
	1.6. Increase % of individuals and families remaining stably housed after six months who were at risk of homelessness ¹	Community Housing	81%	74%	81%	79%	82%	○
	1.7. Decrease # of monthly social assistance cases per 100,000 households ¹	Social Assistance	2,087	1,751	2,155	2,605	3,014	●
2. Support safe communities	2.1 Maintain % of residents that rate York Region as a safe place to live	Police Services	96%	95%	93%	91%	87%	●
	2.2 Maintain Police emergency (Priority 1) response time (in minutes) ¹		6:44	6:52	7:06	7:21	7:20	○
	2.3. Maintain % of residents satisfied with York Region Police Services		86%	86%	85%	83%	74%	●
	2.4. Maintain % of municipal drinking water samples meeting Ontario Drinking Water Standards ¹	Water	99.98%	100%	100%	99.98%	100%	○
	2.5. Maintain % of residents satisfied with York Region's drinking water		89%	86%	85%	84%	86%	○
3. Sustain and increase affordable housing choices	3.1 Increase # of community housing units administered by York Region	Community Housing	6,841	6,717	6,717	6,982	6,982	○
	3.2 Increase # of rent benefits administered by York Region to support housing affordability based on household income		5,527	5,610	5,940	6,334	6,598	○
	3.3 % of Housing York Inc. survey respondents satisfied with Housing York Inc.'s services		▲	▲	80%	75%	81%	○
	3.4 Increase # of units in planning and development at a stage ready for implementation based on funding, including Housing York Inc. and non-profit housing providers partnering with the Region		420	443	825	563	675	○

○ = Trending in the Desired Direction ● = Not Trending in the Desired Direction ▲ = Data Not Available for Reporting △ = No Trend Information

Note: Performance measure data from 2020 to 2022 may have been impacted due to COVID-19 Pandemic

For more information visit york.ca/stratplan

2023 TO 2027 STRATEGIC PLAN YEAR 2 (2024) PROGRESS REPORT



PRIORITY: Drive Environmental Stewardship

Objectives	Performance Measures	Service Areas	Historical Data			Year 1 2023	Year 2 2024	Baseline Trend
			2020	2021	2022			
1. Deliver and promote environmentally sustainable services	1.1. Maintain % of wastewater receiving treatment ¹	Wastewater	99.97%	99.99%	99.99%	99.99%	99.99%	○
	1.2. Maintain % of residential solid waste diverted from landfill ¹	Waste Management	93%	92%	94%	94%	92%	○
	1.3. Decrease # of megalitres of treated water consumed per 100,000 population ¹	Water	10,368	10,245	10,596	10,356	10,332	○
	1.4. Decrease # of tonnes of greenhouse gas emissions across Regional operations per capita ^{1,3}	Corporate Leadership	55.80	53.70	57.40	57.10	57.80	●
2. Enhance and preserve green space	2.1 Maintain # of trees and shrubs planted annually through the Regional Greening Strategy Program ¹	Forestry	60,539	92,154	110,391	116,175	123,823	○
	2.2. Increase % of residents satisfied with York Region Forestry		79%	75%	75%	80%	79%	○
	2.3. Increase # of total hectares of environmental lands secured through the land conservation program (since 2001) ¹		1,405	1,547	1,560	1,560	1,628	○

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2023 TO 2027 STRATEGIC PLAN YEAR 2 (2024) PROGRESS REPORT



PRIORITY: Efficiently Deliver Trusted Services

Objectives	Performance Measures	Service Areas	Historical Data			Year 1 2023	Year 2 2024	Baseline Trend
			2020	2021	2022			
1. Improve customer experience by leveraging digital transformation	1.1. Increase % of residents that agree their interaction with York Region was easy	Corporate Leadership	87%	83%	80%	75%	83%	●
	1.2. Increase % of surveyed residents who would speak positively about their experience with York Region staff		77%	73%	69%	69%	78%	○
	1.3. Decrease % of York Region staff reports on revised Council and Committee meeting agendas		10%	11%	16%	8%	6%	○
	1.4. Increase % of contact centre's customer transactions through a digital channel		▲	▲	▲	56%	58%	△
	1.5. Increase # of services that can be completed online (self-serve)		38	44	39	45	49	○
2. Deliver fiscally responsible services	2.1. Maintain comparative dollar of operating cost per unit of service ⁴	Corporate Leadership	-	-	\$1.00	\$1.08	\$1.13	●
	2.2. Maintain % of reserves to net debt ratio (minimum 120%) ¹		126%	157%	193%	211%	249%	○
	2.3. Increase % of invoices paid within 30 days		65.7%	69.5%	73.3%	78.7%	75.8%	○
	2.4. Maintain % of York Region residents rating 'Good' value for taxes		86%	85%	78%	73%	62%	●
	2.5. Maintain % of Regional core assets (Water/Wastewater, Roads) with a condition assessment rating of fair or better condition ¹		86%	86%	91%	89%	Data available in July	▲
	2.6. % of goods and services purchased through a centralized procurement process		20.76%	81.40%	89.40%	56.60%	89.90%	○
3. Attract and retain a skilled workforce	3.1. Maintain % of overall permanent voluntary employee turnover	Corporate Leadership	3.6%	4.6%	5.3%	4.2%	5.2%	○
	3.2. Maintain % of new hire success rate (1-year retention in position)		91%	92%	88%	90%	89%	○
	3.3. Increase % of permanent employees job promotion rate		4.2%	4.4%	5.2%	4.9%	7%	○
	3.4. % of overall job satisfaction		▲	▲	▲	▲	Survey data expected Spring 2025	▲

¹ ESG priority performance measure.

² Historical data has been recalculated using corresponding year data.

³ Historical Data for Sustainable Environment Performance Measure 1.4 was updated retroactively in some years to more accurately reflect provincial electricity grid emissions captured in the National Inventory Report.

⁴ The baseline year is 2022 for this measure, with trend information determined based on comparing to inflation. Data for 2023 has been revised based on finalized figures.

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












ECONOMIC VITALITY



-  **1.3% growth** in population
-  **623,681** jobs and **57,460** employer businesses as of mid-year 2024
-  **6,280** housing completions
-  **50,822** square metres of new retail and office space
-  **423,392** square metres of new industrial, commercial and institutional space
-  Participation in the **2024 Collision Conference**, showcasing York Region's business community on a global stage

-  **\$4.29 billion** total construction value for industrial, commercial, institutional and residential building permits, a 19% increase over 2022
-  Collected more than **\$475 million** in development charges
-  **295,434** people and jobs within major transit station areas
-  **12% increase** in York Region Transit ridership
-  **\$313 million** invested in roads and transportation infrastructure
-  Completed more than **400** traffic signal timing enhancements

-  **86%** of Regional roads with sidewalks and/or dedicated bike lanes in urban areas
-  More than **400** lane-kilometres of roads rehabilitated and resurfaced throughout the Region
-  **296** new kilometres of YorkNet fibre network constructed across York Region for a total of 1,010 kilometres of conduit
-  Added **48** new connections to municipal and Regional facilities for a total of **910** active network connections through YorkNet

Award-Winning Innovation Propels York Region's Transit Future

York Region's cutting-edge automated transit facility inspection program has garnered multiple accolades, including the prestigious Association of Municipalities of Ontario Peter J. Marshall Innovation Award. This program, which leverages AI and smart camera technology, enhances efficiency in inspecting over 6,000 bus stops, contributing to improved service quality. This achievement also earned recognition through the Smart Cities Connect Smart 20 Award, ITS Intelligent Mobility Awards and the MISA ON Municipal Excellence Award. These awards highlight York Region's commitment to innovation, sustainability and economic vitality by creating a reliable, future-ready transit system that supports growth and accessibility.



HEALTHY COMMUNITIES



199,425 customer interactions through Access York



103,524 vaccine doses administered through **1,292** Public Health immunization clinics



York Region paramedics responded to **96,063** incidents and provided **4,688** referrals to agency partners



Provided **4,407** in-person home visits and **2,049** virtual visits through Community Paramedics for Long-Term Care Program



Cared for **404** residents across York Region's two Long-Term Care homes



3 hours and 56 minutes of direct daily care provided to each resident of York Region's two Long-Term Care homes



21,648 residents supported through the Ontario Works program



1,995 residents supported through the Transit Assistance Program



4,475 children with special needs provided with Early Intervention support



12,924 children benefited from EarlyON programs



110 Community and Safety Well-Being actions completed by Community Action Tables with support from the Community Investment Fund and United Way Greater Toronto (UWGT)



5,713 people received support from Homelessness Community Programs



Substantially completed construction of Mosaic House, a new **97-unit** Housing York Inc. building in the Town of Whitchurch-Stouffville



436 households from the Subsidized Housing Wait List housed

Strengthening Community Connection and Collaboration

Built on a strong foundation of collaborative relationships with community partners, York Region's Community Safety and Well-Being Plan focuses on social development, prevention and targeted community-driven actions. It also allows for community safety and well-being strategies to differ between places to reflect specific context and leverage local assets, better addressing the unique needs of each community. Through collective strengths, the plan supports York Region's Vision of strong, caring, safe communities where every person can thrive and reach their full potential.



314 residents and community partners engaged through the Community Safety and Well-Being Plan Community Action Tables



Expanded the Automated Speed Enforcement program to **20** fixed cameras across all nine cities and towns



42 Accessibility for Ontarians with Disabilities Act (AODA) improvements completed at intersections across the Regional road network



Delivered **125** billion litres of clean and safe drinking water



Hired **46** new York Regional Police sworn and civilian officers and **34** new paramedic staff to support community health, safety and well-being



\$5 million capital contribution funding grant to the Canadian Mental Health Association, York Region-South Simcoe for the development of a Mental Health Community Care Hub



Co-lead the 2024 Point in Time Count with United Way Greater Toronto to identify how many individuals and families in a community are experiencing homelessness





SUSTAINABLE ENVIRONMENT



Top scores in water quality, with **100%** of samples meeting provincial standards



\$316 million invested in water and wastewater infrastructure



Planted nearly **123,000** trees and shrubs



Acquired **111** hectares of land to further expand the York Regional Forest



Three properties finalized totalling **111 hectares** of land to protect and enhance natural areas



Led **110** outreach events to inspire stewardship and environmental action



Diverted **92.2%** of waste from landfill



Processed over **365,000** tonnes of waste



Treated approximately **133** billion litres of wastewater



Reduced electricity costs for Public Works by **\$1.3 million** by curtailing energy use during peak periods



Installed **22** electric vehicle chargers at Region-owned facilities



Added **11** fully electric vehicles to the corporate fleet


York Region achieves perfect water quality scores

York Region implements a robust approach to protect drinking water and achieve perfect water quality scores in 100% of all Ministry inspections in 2024. Through everyday actions of highly skilled and professional staff, York Region continues to deliver high-quality water and maintain excellent compliance with regulatory requirements. All York Region drinking water systems are monitored 24/7 and meet rigorous quality standards, protecting the health and well-being of our communities.




TRUSTED SERVICES




 **73%** of residents are satisfied with Regional Government and 82% are satisfied with the quality of services provided by York Region

 Delivered **98%** of the 2024 capital budget to deliver new infrastructure and maintain existing assets in a state of good repair

 **91%** of Region's core assets are in 'fair or better' condition

 Successful launch and implementation of the provincial One Fare Program with approximately **7.64 million** cross boundary trips between YRT and TTC

 Named a **Forbes Best Employer** in Canada

 **655.2** million impressions through 1,135 media mentions


 **174,958** subscribers to York Region's digital channels, a 7.7% increase over 2023

 **4,537** subscribers to #yrmatters e-newsletter, a 1.5% increase over 2023


 **5.7 million** visits to york.ca, a 10% increase over 2023


 The Report a Problem service was used **875** times, up 17% from 2023


 **147,485** views of York Region produced videos across social platforms

 Increased number of services that can be completed online by more than **10%**

 **228%** reserve to debt ratio, indicating the Region's strong financial position

 More than **400** staff trained on Level1 GenAI to enhance work and improve efficiencies

 More than **197,000** people sought assistance from Court Services, representing a 23% increase from 2023

 More than **160,000** customer interactions with Court Services delivered through virtual or remote methods

Municipal Collaboration in Action

In December 2024, York Region demonstrated its commitment to municipal collaboration by providing critical support to the Town of Gravenhurst during an unprecedented snowfall that led to a state of emergency. Responding to Gravenhurst's call for assistance, York Region's Road Operations team promptly deployed three tractors equipped with snowblower attachments and operators to aid in clearing heavily obstructed roads. This support facilitated essential access for residents and hydro workers, contributing to the restoration of power and ensuring the safety and mobility of the community during a challenging time.

2024 AWARDS AND RECOGNITIONS

York Region continues to receive recognition for its commitment to innovation, excellence and community service.

The following awards highlight our achievements in municipal services, engineering, transit and communications in 2024:

2024 Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award

GFOA Triple Crown

AAA Credit rating from both Moody's Investors Service and S&P Global

Named to Forbes List of Canada Top Employers 2024

Named one of Canada's Top 20 Locations to Invest by Site Selection Magazine

York Region Automated Transit Facility Inspection Program recognized with:

- PJ Marshall Award for Municipal Innovation
- Smart Cities Connect Smart 20 Award
- ITS Intelligent Mobility Award
- MISA ON Municipal excellence Award
- IPAC Innovation Award
- CUTA Innovation Award
- Municipal World Innovation Award

2024 Municipal Engineers Association Award

Canadian Network of Asset Managers (CNAM) 2024 Tereo Award

Ontario Public Works Association Recognitions

- 2024 Operations Hero Award
- 2024 Technical Innovation Award for the Digital Patrol Tablet
- 2024 Project of the Year for York-Peel Feedermain Repair
- 2024 Supplier and Service Provider Award

Ontario Engineering Projects Awards (OEPA) 2024 for York-Peel Feedermain Repair and Henderson Sewage Pumping Station

Carbon Leadership Forum (CLF) Ontario Embodied Carbon Award for Water and Wastewater Infrastructure Delivery Greenhouse Gas Emissions Quantification and Reduction Framework

Ontario Streams 2024 Stewardship Award

Professional Engineers Ontario (PEO) York Chapter - Engineering Project of the Year Award for Major Mackenzie Drive Reconstruction

Three Hermes Creative Platinum Awards, one Gold Award and four Honourable Mentions for various communications campaigns

Five MarCom Gold Awards for excellence and creativity in marketing and communications

Multiple IABC Gold Quill and IABC Ovation Awards



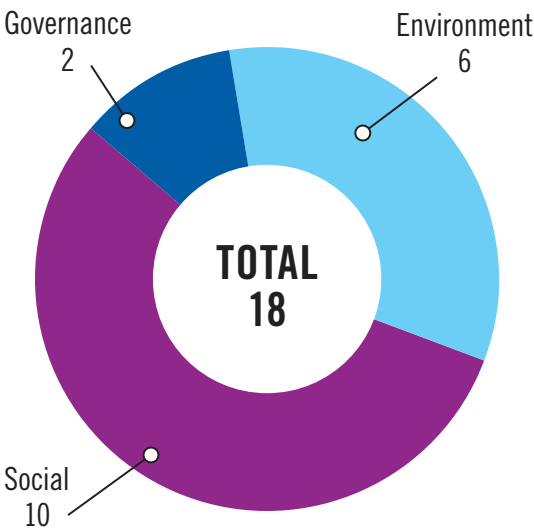
ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) HIGHLIGHTS

York Region began developing its ESG approach in 2023. It has been designed to align closely with the areas of focus of [Vision](#), the [Strategic Plan](#) and other key Regional plans. The Region developed a cross-functional ESG working group dedicated to implementing the ESG roadmap. In 2024, work focused on integrating ESG principles into longer-term processes such as procurement, external reporting and business planning.

Of the 48 Strategic Plan measures, 18 or 38% were identified as being in alignment with ESG principles based on research from ESG thought leaders and emerging industry standards.

The graph below shows how Strategic Plan measures reflect the three ESG principles. The trend indicated by these 18 measures, along with reports from an external rating agency below, show the Region is making progress in ESG.

ESG PRIORITY STRATEGIC PLAN MEASURES



38% of Strategic Plan measures are in alignment with ESG principles

York Region's ESG Scores (September 30, 2024) Numeric scale runs from 1 (positive) to 5 (highly negative)

Area	Score
Environmental	E-2
Social	S-2
Governance	G-1
Credit Impact Score	CIS-2 Neutral to low risk

Source: Moody's Investor Service

The Region's ESG Credit Impact Score of CIS-2 reflects low exposure to ESG risk considerations. The G-1 rating shows strong governance, attributed to a very strong budget, fiscal management practices and strong institutional framework.



Laura Mirabella, FCPA, FCA
Commissioner of Finance and
Regional Treasurer

MESSAGE FROM THE COMMISSIONER OF FINANCE AND REGIONAL TREASURER

To the members of York Regional Council, residents and ratepayers of
The Regional Municipality of York:

I am pleased to present this report on York Region's financial performance for the year ended December 31, 2024.

It discusses our financial results for the year and includes highlights of our consolidated financial statements contained in the 2024 Community Report that can be found at york.ca/annualreports

The consolidated financial statements have been prepared in compliance with legislation and on a basis consistent with Canadian Public Sector Accounting Standards. York Region's external auditors, KPMG, have expressed their unmodified opinion that the financial statements fairly present the financial position of York Region as of December 31, 2024.



May 28, 2025



STRATEGIC FRAMEWORK

For the 2024 fiscal year, the main elements guiding the Region’s financial management were:

- [Vision](#) and the [2023-2027 Strategic Plan](#)
- [Regional Fiscal Strategy](#)
- [Multi-year Budget](#)



COMPARING ACTUAL RESULTS TO THE BUDGET

The budget is prepared on what is called the “modified accrual basis” of accounting. This approach looks mainly at expected cash inflows and outflows and uses the property tax levy to achieve a balance between them. This is different from the full accrual treatment used for the Consolidated Financial Statements, which are prepared in accordance with the standards set by the Public Sector Accounting Board.

Transfers from reserves and the proceeds of borrowings are sources of cash, not revenues under full accrual accounting. Similarly, transfers and contributions into reserves and debt repayments are uses of cash, not expenses, under full accrual accounting. In the budget approved by Council, these inflows and outflows are taken into account in balancing the budget as required by provincial statute. In the [Accrual Budget Presentation](#) chapter, the 2024 budget book included a detailed reconciliation between the budget prepared for Council approval and the same budget presented on a full accrual basis.



2024 HIGHLIGHTS

CHANGES IN FINANCIAL POSITION

The Consolidated Statement of Financial Position shows the Region’s balance sheet on December 31, 2024. The table below provides a summary.

Consolidated Statement of Financial Position

(\$ Millions)	2024 Actual	2023 Actual	Variance	% Change
Financial Assets	7,713.6	6,861.4	852.3	12.4%
Liabilities	5,953.1	5,539.7	413.5	7.5%
Net Financial Assets	1,760.5	1,321.7	438.8	33.2%
Tangible Capital Assets	9,779.8	9,364.6	415.2	4.4%
Other Non-Financial Assets	35.5	57.1	(21.6)	(37.9%)
Accumulated Surplus	11,575.7	10,743.4	832.3	7.7%

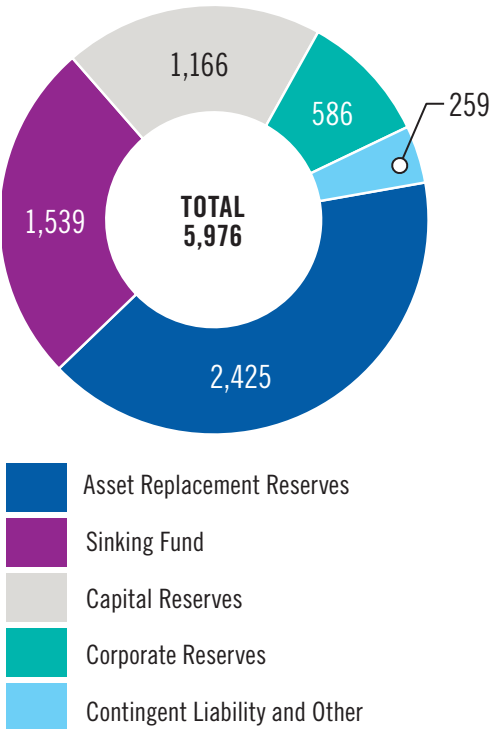
Note: numbers may not add due to rounding

ACCUMULATED SURPLUS

The accumulated surplus is the total of past annual surpluses. It represents the difference between the Region's assets, including tangible capital assets and its obligations, including debt. As such, it represents the net resources the Region has to provide future services.

The accumulated surplus includes amounts the Region has identified for specific future needs. These amounts are called reserves and reserve funds and at 2024 year-end they totalled \$6.0 billion, up from \$5.4 billion a year earlier. The pie chart below provides a breakdown by reserve type.

RESERVE BREAKDOWN
\$(MILLIONS)



FINANCIAL ASSETS

The Region's financial assets include cash and cash equivalents, investments and amounts owed to the Region by third parties, including debt issued by the Region on behalf of local municipalities.

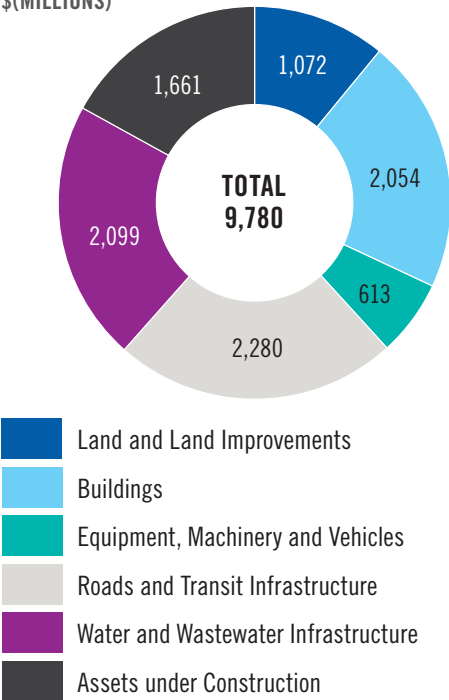
These assets totalled \$7.7 billion at the end of 2024, up by \$852.3 million or 12.4% from the previous year, largely reflecting the Region's commitment to building reserves through the [Fiscal Strategy](#).

TANGIBLE CAPITAL ASSETS

Net book value, as reported in the Consolidated Statement of Financial Position, is the historical cost of an asset less its accumulated amortization.

The net book value of the Region's assets rose by \$415.2 million, taking the total to \$9.8 billion at the end of 2024. The following chart shows the breakdown in the net book value of assets by category.

NBV OF TANGIBLE CAPITAL ASSETS
BY CATEGORY
\$(MILLIONS)



LIABILITIES

The Region’s liabilities include accounts payable and accrued liabilities, employee benefit liabilities, deferred revenue, asset retirement obligation and total debt.

Liabilities other than debt increased by \$285.7 million, ending the year at \$2.2 billion.

Total debt, which is reported in the Consolidated Statement of Financial Position as gross long-term liabilities, increased by \$127.8 million to reach \$3.8 billion by the end of 2024.

OPERATING RESULTS

The Region achieved an annual surplus of \$832.3 million in 2024, representing \$3.7 billion in revenues less expenses of \$2.8 billion. The table below summarizes results from the 2024 Consolidated Statement of Operations.

Consolidated Statement of Operations					
(\$ Millions)	2024 Budget	2024 Actual	2023 Actual	Budget to Actual Variance	Year over Year Variance
Revenues	3,881.2	3,680.3	3,510.4	(200.9)	169.9
Expenses	2,935.9	2,848.0	2,743.8	(87.9)	104.2
Annual Surplus, Full Accrual Basis	945.3	832.3	766.6	(113.0)	65.7

Note: numbers may not add due to rounding

REVENUES

At \$3.7 billion, actual 2024 revenues were \$200.9 million lower than expected in the 2024 budget and \$169.9 million higher than actual 2023 revenues.

The table below provides a summary of the revenues from the 2024 Consolidated Statement of Operations with comparisons to the accrual-based budget and the previous year.

Revenues					
(\$ Millions)	2024 Budget	2024 Actual	2023 Actual	Budget to Actual Variance	Year Over Year Variance
Net taxation	1,421.1	1,431.7	1,357.1	10.5	74.5
Government transfers	850.7	908.7	869.0	57.9	39.6
User charges	410.4	415.1	394.8	4.7	20.4
Development charges	631.1	371.5	466.6	(259.6)	(95.1)
Investment income	223.0	243.4	186.4	20.4	57.1
Fees and services	184.6	205.1	179.8	20.5	25.3
Other	160.2	104.8	56.7	(55.4)	48.1
	3,881.2	3,680.3	3,510.4	(200.9)	169.9

Note: numbers may not add due to rounding

- Net taxation revenues were consistent with plan, at \$1.4 billion. The increase over 2023 was \$74.5 million or 5.5%, which was in line with the approved tax levy increase of 3.75%, assessment growth of 1.46% and year-over-year increase in supplementary taxes of 0.28%.
- At \$908.7 million, revenue from provincial and federal transfers was \$57.9 million higher than budget. The Canada-Wide Early Learning and Child Care grant, which is designed to reduce daycare fees to an average \$10 a day by 2026, was \$30.1 million above the budgeted amount, with the funds flowing through to daycare providers. In addition, the Region received higher social assistance transfers to support increased demand for basic needs and shelter allowances as Ontario Works cases continue to increase. Government transfers increased by \$39.6 million or 4.6%, year over year, mainly for the reasons outlined above.
- The budgeted projection for water and wastewater user charges was based on user rates approved by [Regional Council in September 2021](#) for the period April 1, 2022, to March 31, 2028, with the goal of ensuring rates cover all costs of providing the services and a forecast of consumption. Actual 2024 results were consistent with the budget at \$415.1 million with a year-over-year increase of \$20.4 million or 5.2%.
- Development charges are recognized as revenue when they are drawn down from deferred revenue-obligatory reserve funds to support growth-related projects and to service debt issued for growth projects. This revenue was \$259.6 million lower than budgeted in 2024 and \$95.1 million or 20.4% lower than in 2023. Less capital spending was funded directly from obligatory reserve funds compared to the budget, largely because of lower development charge collections. As noted above, the Region issued additional debt to help fund projects.
- At \$243.4 million, interest income and other earnings on investments were \$20.4 million above budget, reflecting a continued trend from 2023 of better-than-expected performance in a highly uncertain market environment. Despite a series of interest rate cuts by the Bank of Canada, revenue from this source increased by \$57.1 million or 30.6% from the previous year, largely because of higher annualized returns on fixed income securities and increased balances in high interest-bearing saving accounts.
- Fees and service revenue was \$20.5 million higher than budgeted. Significantly higher transit ridership compared to budget forecast contributed \$9.7 million to the increase. Other factors behind the increase included unbudgeted land sale revenues and higher blue box revenue as prices for recyclables were higher than expected. Compared to 2023, revenues were \$25.3 million higher for the same reasons.
- Other revenue was \$55.4 million lower than budgeted, mainly because of capital project rescheduling to accommodate developer financing timelines. Despite the change from budget, the year-over-year increase was \$48.1 million or 84.8%.

EXPENSES

Total expenses were \$2.8 billion. This was a decrease of \$87.9 million from the 2024 budget and a \$104.2 million increase from 2023.

The table below provides a summary of the expenses from the 2024 Consolidated Statement of Operations with comparisons to the accrual-based budget and the previous year.

Expenses

(\$ Millions)	2024 Budget	2024 Actual	2023 Actual	Budget to Actual Variance	Year Over Year Variance
Expenses					
Community and Health Services ²	1,057.9	1,069.9	1,008.8	12.0	61.2
Transportation Services ³	610.3	572.2	541.1	(38.1)	31.1
Environmental Services	574.3	515.3	533.7	(59.0)	(18.3)
Protection to Persons and Property ⁴	511.8	508.5	475.6	(3.4)	32.8
Other ⁵	181.5	182.1	184.6	0.6	(2.5)
	2,935.9	2,848.0	2,743.8	(87.9)	104.2

1. Numbers may not add due to rounding
2. Community and Health Services comprises Health and Emergency Services, Community Services and Social Housing (including Housing York Inc.) from the Consolidated Statement of Operations
3. Transportation Services including York Region Rapid Transit Corporation
4. Protection to Persons and Property comprises York Regional Police, the Police Services Board, Court Services and conservation authorities
5. Other comprises General Government and Economic and Development Services (including YorkNet) from the Consolidated Statement of Operations

The variances by service area and largest contributing factors are outlined below.

- In Community and Health Services, spending was \$12.0 million higher than budget. This was driven mainly by an increase in senior government funding received after the 2024 budget was approved, most of it relating to Canada-Wide Early Learning and Child Care funding. Public Sector Accounting Standards require comparison against the original budget which did not include this funding or related expenditure.
Spending rose by \$61.2 million year-over-year. A major factor was the flow through of Canada-Wide Early Learning and Child Care funding. In addition, Ontario Works caseload grew from 2023. This spending was offset by higher funding from senior levels of government.
- Overall spending by Transportation Services was \$38.1 million less than expected mainly because of more costs accounted for as tangible capital assets than anticipated, reduced winter maintenance needs and savings from employee vacancies.
The year-over-year increase was \$31.1 million or 5.7%. The increase is due mainly to operating a growing transportation network and increased amortization expense related to a growing asset base.
- Spending by Environmental Services was \$515.3 million. This was \$59.0 million lower than planned due to savings from employee vacancies, continued strengthening of business practices and integration of asset management practices to reduce unplanned repair and maintenance work.
Compared to 2023, expenses were \$18.3 million lower for the reasons discussed above.
- Spending on Protection to Persons and Property was close to budget with an underspend of \$3.4 million. York Regional Police accounts for the majority of spending in this category, and had a slight overspend which was offset by underspending by the other groups within this category.
Spending was up \$32.8 million year-over-year because of expanded service needs for a growing population.
- Spending in the "Other" category (which comprises General Government and Economic and Development Services) was close to budget with an overspend of \$0.6 million. On a year-over-year basis, spending was \$2.5 million lower than 2023.

OUTLOOK AND RISK MANAGEMENT

This section lists the Region's significant risks and uncertainties. For more information on how the Region manages these risks see the 2024 Community Report that can be found at york.ca/annualreports

- Development charge collections and forecast
- Capital plan
- Economic outlook
- A changing population
- Housing affordability
- The impacts of climate change
- Workforce changes
- Cyber-security



THE REGIONAL MUNICIPALITY OF YORK

Consolidated Statement of Financial Position

As at December 31, 2024¹

	2024 \$	2023 \$
Financial assets²		
Cash and cash equivalents	1,846,706,833	717,801,571
Accounts receivable	502,753,244	377,364,352
Investments	5,157,077,195	5,598,735,171
Debt amounts recoverable from local municipalities	207,100,456	167,451,038
Total	7,713,637,728	6,861,352,132
Liabilities³		
Accounts payable and accrued liabilities	977,916,660	908,542,377
Employee benefits liabilities	390,757,083	367,313,176
Deferred revenue-general	136,349,222	67,040,367
Deferred revenue-obligatory reserve funds	634,400,263	513,344,736
Gross long-term liabilities	3,798,791,314	3,671,014,953
Asset retirement obligation	14,927,952	12,413,279
Total	5,953,142,494	5,539,668,888
Net financial assets⁴	1,760,495,234	1,321,683,244
Non-financial assets⁵		
Tangible capital assets	9,779,781,190	9,364,626,720
Inventory	8,778,804	28,857,755
Prepaid expenses	26,678,398	28,230,052
Total	9,815,238,392	9,421,714,527
Contractual rights and contingent assets		
Contractual obligations and commitments		
Contingent liabilities		
Accumulated surplus⁶	11,575,733,626	10,743,397,771

1. The Consolidated Statement of Financial Position shows the Region's financial position, which includes the assets, liabilities, and accumulated surplus, at a specific point in time. It provides information on what the municipality owns and owes to creditors.
2. Financial assets: assets easily accessible in the form of cash, cash deposits, checks, loans, accounts receivable and marketable securities.
3. Liabilities: amounts owed to creditors.
4. Net financial asset: the difference between financial assets and liabilities.
5. Non-financial assets: assets that are owned and will be utilized for future services, including tangible capital assets, inventory and prepaid expenses. Non-financial assets are not easily convertible to cash.
6. Accumulated surplus: this is an indicator of the Region's overall financial health. It is the difference between the assets (financial and non-financial assets) as compared to the liabilities.

THE REGIONAL MUNICIPALITY OF YORK

Consolidated Statement of Operations and Accumulated Surplus Year ended December 31, 2024¹

	Budget	2024	2023
	\$	\$	\$
Revenues			
Net taxation	1,421,117,235	1,431,663,731	1,357,117,850
Government transfers	850,743,987	908,692,817	869,046,118
User charges	410,408,568	415,130,179	394,762,972
Development charges	631,137,033	371,496,292	466,592,601
Investment income	223,000,000	243,435,323	186,352,141
Fees and services	184,615,409	205,099,901	179,830,925
Other	160,206,017	104,823,406	56,715,119
Total revenues	3,881,228,249	3,680,341,649	3,510,417,726
Expenses			
Community services	678,747,045	716,271,777	658,114,023
Transportation services	610,338,516	572,216,867	541,104,147
Environmental services	574,337,107	515,344,159	533,687,713
Protection to persons and property	511,816,832	508,465,703	475,646,906
Health and emergency services	233,878,436	234,181,425	236,278,832
General government	153,353,101	162,863,231	166,079,662
Social housing	145,267,976	119,468,847	114,370,104
Economic and development services	28,153,333	19,193,785	18,487,228
Total expenses	2,935,892,346	2,848,005,794	2,743,768,615
Annual surplus²	945,335,903	832,335,855	766,649,111
Accumulated surplus, beginning of year	10,743,397,771	10,743,397,771	9,976,748,660
Accumulated surplus, end of year	11,688,733,674	11,575,733,626	10,743,397,771

Notes:

1. The Consolidated Statement of Operations and Accumulated Surplus shows the sources of revenues and expenses, the annual surplus or deficit, and the change in the accumulated surplus over a period of time.
2. Annual surplus: the difference between revenues and expenses; the "income" earned over a period of time.

HOW TO CONTACT US

For information on York Region services and programs,
please call Access York 1-877-464-9675

Accessible formats or communication supports are available upon request.

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