

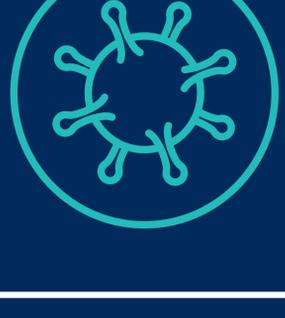


2020

A Year of Change, Challenge, And Opportunity



DEMONSTRATING COMPASSION AND AGILITY THROUGH THE COVID-19 PANDEMIC



Over the past year, despite operating remotely for an extended period of time, the work did not stop and we safely maintained a large number of services and programs to residents by focusing on remaining agile and keeping the overall well-being of the community top of mind.

- 11,000 views.** 230 activities posted on the Rec at Home webpage with 11,000 views.
- 1,700** activity bags distributed for stay-at-home fun for all ages.
- 46,000** Resident calls responded to by Access Aurora from March 2020 to March 2021.
- 10km** Road lanes reconstructed, paved, or resurfaced.
- 5,668** tonnes of source-separated organics diverted.
- 2,674** tonnes of yard waste diverted.
- 4,752** tonnes of Blue Box recyclables diverted.

The Town of Aurora 2011-2031 Strategic Plan lays out three pillars of sustainability: Natural Environment, Economy, and Community. 2020 was a year of change, challenge, and opportunity. The Town's focus in 2020 was on innovation, stability throughout changing circumstances, and health, safety and wellness for residents and employees alike.



NATURAL ENVIRONMENT

- Completed the first phase of the David Tomlinson Nature Reserve.
- Public Consultations throughout 2020 for the creation of a new Community Energy Plan.
- Updated Energy Conservation and Demand Management Plan.
- Implemented new e-billing service for water bills, reducing paper use, creating efficiencies and improving customer service.
- 20** patio extensions granted.
- Aurora Museum & Archives film *Swift & Bold: The Queen's York Rangers*, produced by Mountain Goat Film Company, wins a Telly Award and is selected for the International Veteran's Film Festival.
- Aurora Economic Development Corporation assumed responsibility for ABC Task Force.
- Council endorsed Stable Neighbourhoods Urban Design Guidelines.
- 441** road occupancy permits issued.
- 990** building permits issued.
- Completed construction of Kitimat Crescent sidewalk.
- Maintained service levels while also maintaining a **1.96%** tax levy increase.
- Began our Official Plan Review.
- The Town was instrumental in providing the required support for the opening of the Aurora Farmers' Market and Artisan Fair which was the first Farmers' Market to open in 2020 and was the longest standing. This was a massive success.



COMMUNITY

- Commenced construction of Station 4-5, Central York Fire Services' new headquarters set to open in Spring 2022.
- Named Municipality of the Year by Festivals and Events Ontario for the population category 50,000-100,000.
- Total web page views over **1.2 Million.**
- Launched new Town website to better serve the needs of residents.
- Installed permanent rainbow crosswalk located at Yonge Street and Wellington Street on the south side of the intersection.
- Advanced initiatives from the Sport Plan and introduced more development towards Women and Girls in Sport.
- 12,000** participants in the Seniors' Centre Without Walls Program.
- Town named runner-up for the Provincial Spotlight Award for our Culture Rally and Culture in a Box program distributed free during Culture Days.
- 5** Civil Ceremonies conducted and new COVID-19 friendly process established.
- Launched new Engage Aurora platform for community engagement policy and engagement platform to increase participation.
- New parking management system implemented, creating efficiencies for staff and flexibility for residents with an added feature of Just-In-Time parking permits for occasional requests to accommodate family and guests.
- \$131 million** processed in deposits and payments via Access Aurora.
- Updated Emergency Management Plan.
- OVER 36,000** calls responded to by Access Aurora.
- 119** meetings of Council and Committees to discuss and decide business of the Town.
- Creation of the Anti-Black Racism and Anti-Racism Task Force.



22 Church Street BUILDING FOR THE FUTURE

As a key part of Aurora's exciting Downtown Revitalization Plan, the new facility at 22 Church Street will be home to a vibrant outdoor square, a dynamic cultural facility, and an enclosed pedestrian bridge that leads to multi-purpose programming spaces and a reading garden adjoining the Library.

- Ground-breaking ceremony held to mark the start of construction.
- Project Monitoring Task Force formed to monitor budgetary aspects of the project during the construction phase.
- Large construction equipment moved on-site and construction fencing erected.
- Additional parking, including accessible spaces, created around the site.
- Removal of non-native invasive species to accommodate new facility and the planting of new trees and plants.
- Work began on the Library, including a new facade, elevator access from Yonge St., new program spaces, and a roof top reading garden.



ENGAGEMENT

- Engage Aurora statistics since launching in 2020:**
 - 4,800** total visits.
 - 1,768** Informed Participants (visited multiple pages).
 - 7** project consultations including the Community Energy Plan, Official Plan Review, 2021 Budget, Hartwell Way Park Design.
 - 445** Engaged Participants (performed at least one action).
 - 534** registered participants.
 - 3,279** Aware Participants (visited at least one page).
- Ongoing Communication and Engagement:**
 - 6,954** +269% from 1,887 followers at the beginning of 2019.
 - 5,811** +50.7% from 3,855 followers at the beginning of 2019.
 - 4,160** +71.8% from 2,422 followers at the beginning of 2019.
 - Total published posts from 2019 to March 31, 2021 across all profiles: **7,158** (+22.1% from beginning of 2019).
 - Engagements from 2019 to March 31, 2021 across all profiles: **618,819** from beginning of 2019.

2018 TO 2022 AURORA TOWN COUNCIL



Back row: Deputy Mayor Kim, Councillor Gallo, Councillor Gaertner, Councillor Gilliland, Mayor Mrakas, Councillor Humfries, Councillor Thompson

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