



## County of Brant Council Report

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**To:** The Mayor and Members of County of Brant Council  
**From:** Halie Gilmore, Project Manager, Corporate Strategy  
**Date:** March 25, 2025  
**Report #:** RPT-0131-25  
**Subject:** 2024 Year in Review  
**Purpose:** For Information

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### Recommendation

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That RPT-0131-25 - 2024 Year in Review be received as information.

### Executive Summary

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Throughout 2024, staff across the County of Brant (the County) have advanced projects, initiatives, and programs to achieve strategic priorities and support the evolving community. In collaboration with staff, the Corporate Strategy team prepared the first-ever corporate wide Year in Review (the review). The review takes stock of accomplishments and sets the tone for a positive year ahead. It is organized by department and includes key data and metrics, stories of success, and initiatives coming in 2025.

### Strategic Plan Priority

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Strategic Priority 4 - Stable and Responsive Governance

### Impacts and Mitigation

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#### Social Impacts

The review highlights successes across the County to foster a stable, transparent, and accountable government.

#### Environmental Impacts

While the review itself does not have any direct environmental impacts, it reflects the foundational efforts made throughout 2024 to advance climate action and sustainability initiatives across the County.

#### Economic Impacts

Although the review itself does not have direct economic impacts, it highlights the positive economic outcomes of initiatives, programs, and policies introduced in 2024. Showcasing these achievements may also help attract potential investors and new residents.

## Report

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### Background

Together, members of Council, County staff, community groups and partners, and residents, advance programs, projects, and initiatives to achieve strategic priorities and meet the evolving needs of the community.

To improve transparency, accountability, and reporting to both Council and residents, staff have prepared the inaugural Year in Review. Conducting an annual review is a practice followed by many municipalities and aims to:

- Reflect on annual progress and prepare for the future
- Drive investment and interest in the municipality
- Recognize staff efforts
- Keep Council and the community informed
- Enhance community understanding of the County's work and scope

The review was prepared by the Corporate Strategy team with input from staff across the organization. The review is organized by department and includes three main sections of information:

- *By the Numbers:* Data and metrics illustrating the work advanced by each department.
- *Stories of Success:* Highlights projects, initiatives, and successes from 2024.
- *Looking Ahead:* Presents upcoming work to be advanced in 2025.

Taking stock of work annually helps the County reflect on achievements and set the tone for a positive and productive future.

### Analysis

The attached Year in Review offers a comprehensive overview of the County's accomplishments. Below is a snapshot of key highlights:

#### *Community Services*

- Supported 1,475 new trees within the County, increased senior (55+) recreation programs by 222%, and processed 1,414 facility permits to book County spaces.
- Revitalized existing outdoor spaces to enhance community use (such as the St. George Parking Lot and the Onondaga Cricket Pitch) and unveiled new parks and play elements (Mile Hill Playground and Soccer Field, Jury Street Park, and Forest Drive Park).
- In 2025, Community Services will finalize important plans and designs for the future including: the Parks and Open Spaces Master Plan, Technical Tree Guidelines, a Community Forestry Strategy, Brant Sports Complex Expansion Design, North of the Nith Plan, and the Community Services Strategic Master Plan.

#### *Corporate Services*

- Managed 3,090 requests for technical support, responded to 42,576 customer inquiries and requests for support (calls, in-person, emails, online chat), and facilitated 33 health and safety training sessions and online courses, including mental health first aid training.

- Led initiatives to support long-term growth and financial stability including, the development of the Non-Core Asset Management Plan, completion of the Development Charges Background Study and Bylaw, and introducing a new Tax Deferral Policy.
- In 2025, the Department will continue to modernize and safeguard digital solutions, advance efforts to encourage financial resiliency, and promote customer service and HR excellence.

#### *Development Services*

- Issued 718 building permits, completed 7,467 building inspections, and processed 19 zoning bylaw amendments.
- Throughout 2024, the Department underwent a successful reorganization to support stability and efficiency moving forward.
- In the coming year, implementing actions outlined in the newly approved Official Plan, such as the Community Planning Permit System and the Growth Tracking Model, will be a core focus.

#### *Emergency and Protective Services*

- Municipal enforcement staff responded to 2,307 service calls and inquiries, paramedic services attended to 34,406 calls, and firefighters responded to 978 emergency incidents.
- Led foundational work to implement Automated Speed Enforcement (ASE), prepare for the new North Paris Fire Station, and introduced new paramedicine programs to support the health of our community.
- In 2025, the Department will continue to support the safety of the growing and changing community, through constructing the Paris North Fire Station, completing a location study for Paris Headquarters and Airport Fire Stations, completing an Optimum Response Model Study for Paramedic Services, moving into the new Paramedic Station when Phase 1 is complete, and expanding the ASE program to enhance road safety.

#### *Office of the CAO – Corporate Strategy*

- Developed two major plans to guide the corporation forward (the Climate Action Plan and refreshed Strategic Plan 2024-2027) and reported on 91 indicators through the WCCD program.
- Led foundational work to support new affordable housing within the County, including the expansion of Russell Heights which will add 35 affordable housing units for seniors in St. George.
- Looking ahead, the team is looking forward to implementing the CAP, fostering improved communication with Council, and exploring new policy areas and priorities to best support the County's strategic priorities (such as affordable housing, parking in Downtown Paris, and more).

#### *Operations*

- One new facility nearing completion (Wilkin Family Community Centre), three bridges and culverts rehabilitated, 270+ sidewalk tripping hazards removed, and approximately 6,500 calls with inquiries, complaints, and requests effectively managed by the operations administration team.

- Supported new, improved, and reliable infrastructure through completing the Cainsville Master Servicing Plan and successfully received over \$44 million in provincial grants to support St. George Water Pollution Control Plant and Grand River Street North Road improvements.
- The Operations Department is looking forward to supporting stable community growth through different projects, such as planning and constructing new water, wastewater and sewer infrastructure, implementing major road reconstruction projects like the Downtown Dig, and completing the Solid Waste Management Master Plan to guide our waste collection program for 25+ years.

### *Strategic Initiatives*

- Issued 70 media releases, facilitated the grand opening of 15 new and expanding businesses, supported 39 special events (with an estimated attendance of 137,000), and completed over 25,000 rides through Brant Transit.
- Improved the accessibility of County facilities, supported tourism and economic resilience through creating the new Locale magazine, and laid the foundation for a successful Downtown Dig project through coordinating a business forum, developing communications, and preparing resources.
- In the coming year, the Department will focus on identifying opportunities to enhance public transportation, developing a Rural Community Improvement Plan (CIP), and seeking Council approval to implement the five-year Diversity, Equity, and Inclusion Strategy and the updated Community Safety and Wellbeing Plan.

### Summary and Recommendations

The Year in Review highlights notable achievements across the County. Through collaboration and innovation, the County continues to evolve to meet the needs of our growing community. Thank you to County staff, Mayor and Council, community partners, and residents, for your dedication and contributions throughout 2024. We are excited for a productive and successful 2025!

### **Attachments**

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2024 Year in Review (PDF)

### **Reviewed By**

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Senior Management Team

### **Copied To**

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Senior Management Team

### **By-law and/or Agreement**

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By-law Required

No

Agreement(s) or other documents to be signed by Mayor and /or Clerk

No