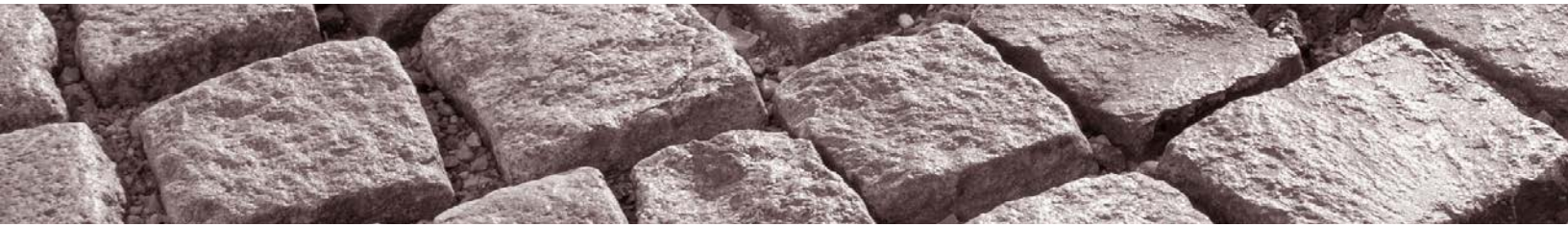




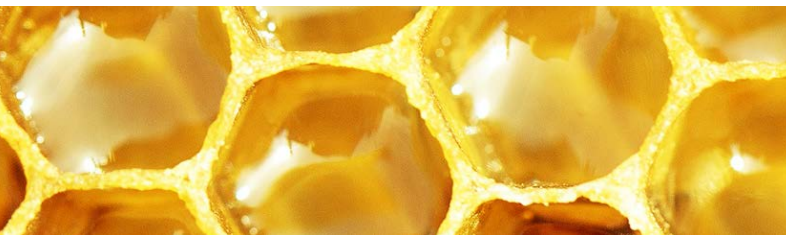
# 2016 Town of Oakville

Accomplishments





4 Message from the Mayor

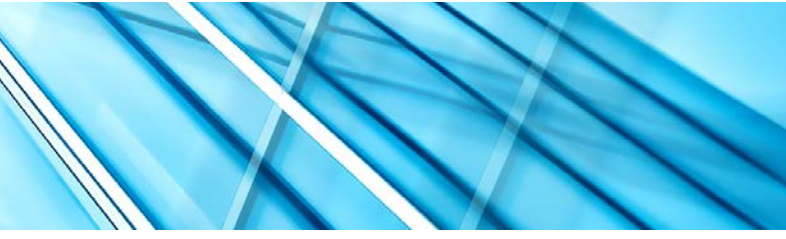


5 2015–2018 Strategic Plan



7 Good governance

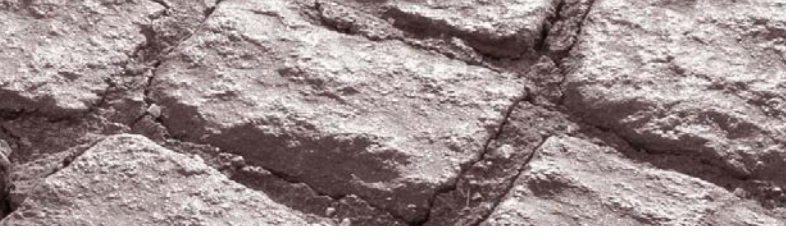
11 Environmental leadership



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## Message from the Mayor

*“Oakville closer than ever to becoming Canada’s most livable town.”*

**Mayor Rob Burton, BA, MS**  
Head of Council and CEO

## Each year, we find ourselves one step closer to our vision of being Canada’s most livable town.

We reflect this vision in our efforts to control growth, protect greenspace, invest in infrastructure and community facilities, and keep our finances strong, stable and healthy.

This year has been no different, and I am happy to report that — under the direction of Council — we are seeing continued success on all fronts.

This year, we made great steps in our efforts to make our historic downtown the cultural, social and economic heart of Oakville, to be enjoyed by residents from across town. Our efforts this year to revitalize the streetscape will improve traffic and make the area friendlier to pedestrians and small businesses.

Council is also working to expand and improve Oakville’s community facilities. This year we approved final plans to redevelop the Oakville Arena and Trafalgar Park into a dynamic community centre alongside a new Fire Hall on the corner of Kerr and Rebecca. Meanwhile, we have seen tremendous progress with our plans to redevelop the former hospital site with a new park and community centre.

We are doing all this while keeping Oakville’s finances the best in the province. Working with our partners at Halton Region, Council has once again set and met the goal of keeping overall property tax increases at or below inflation. We will continue working to make sure Oakville’s annual tax increases are predictable, and predictably low.

Under our Livable Oakville Plan, Council is continuing to control growth to what fits and preserve our established neighbourhoods. We are also working to protect and grow Oakville’s natural heritage system, and preserving Oakville’s green canopy with a new private tree by-law.

Oakville’s economic outlook has never been better, our greenspace is protected, and we are continuing to provide high-quality services that meet the needs of our residents.

Thanks to the dedication of our staff, the support of our residents, and the vision Council has brought to the table, 2016 has been a banner year. On behalf of Oakville’s Town Council, I encourage you to read through this booklet to learn more about how your local government is working for you.

Together, we will continue to make Oakville a more livable town today and for years to come.

## Vision

To be the most livable town in Canada.

## Mission

We create and preserve Canada's most livable community that enhances the natural, cultural, social and economic environments. We achieve this by continuously improving programs and services that are both accessible and environmentally and fiscally sustainable.

We are highly valued and widely celebrated due to the innovative and outstanding way we satisfy the needs of our residents, businesses and employees. As a result, the process is as fulfilling as the outcome.

We ensure our staff receives the same level of respect, commitment and caring that they are expected to deliver to the community.

## Values

**Accountability** – We deliver what we promised. We are accountable of our own actions and results. We are accountable for the efficient and effective use of public funds.

**Dedication** – We willingly take on responsibility. We are committed to serving our community. We take initiative and we take on our share of the work.

**Honesty** – Each of us demonstrates personal integrity, truthfulness and honesty in how we do our job. We inspire public confidence and trust in our government.

**Innovation** – We pursue innovation by being creative, showing initiative and taking risks. We encourage employees to exercise judgment in meeting customer needs.

**Respect** – We value open, respectful and inclusive governance. We value the cultural and social diversity of our community. We make it possible for every resident to participate in our community, and in our government.

**Teamwork** – We act as a team. We demonstrate high levels of trust and cooperation. We collaborate across departments to achieve our goals. We work in partnership with our community.

## Work Plan

For our mission, vision and values to have significant impact, they must be accompanied by a deliberate plan of action. The town's work plan for 2015-2018 details clear objectives and key measures of success within Council's five areas of focus:

1. Good governance
2. Environmental leadership
3. Economic growth
4. Fiscal sustainability
5. Outstanding service to residents

# 2015–2018 Strategic Plan





**Good  
governance**

to be accountable and  
honest in everything  
we do

## First two phases of the Former Hospital Site redevelopment project completed

Since taking possession of the Former Hospital Site property in February 2016, a number of structural, heritage and environmental studies on the buildings and land have been completed. Demolition of the existing buildings will begin in late 2017, and will take nine to 12 months to complete. Public input will help shape the future use for the site including plans for a new community centre, park, and potential future housing. Public comments were also collected on the proposed amenities at the new community centre including an indoor pool, gymnasium, youth space, active living space, multi-purpose space and community rooms. A study is also underway by the Mississauga-Halton Local Health Integration Network to determine the need and possibilities for a community health hub.

## Interim Control By-Law passed

Town Council put in place an Interim Control By-law that restricts Glen Abbey Golf Course to its current land use until January 31, 2018. That will allow time for a number of studies to be completed including an Urban Structure Review, a Land Use Economic and Impact Analysis Study, and a Cultural Heritage Landscapes Assessment and Implementation. ClubLink, the owner of Glen Abbey, has filed an appeal against the town's Interim Control By-law with the Ontario Municipal Board. The hearing will take place beginning January 30, 2017 at Town Hall.

## New councillor for Ward 2

A by-election was held on April 11, 2016 to replace the vacant seat for Ward 2. Eleven candidates ran in the by-election, and Ray Chisholm was elected Town Councillor to represent the owners and residents of Ward 2. Visit [elections.oakville.ca](http://elections.oakville.ca) to view full election results, statistics and more.

## Oakville app offers even more!

Easy access to three new features have been added to the Oakville mobile app — an enhanced mobile friendly coyote reporting tool that allows users to geo-locate their coyote sighting, upload photos and share their sighting through social media; PlowOakville, a new snow plow tracker that shows real-time snow clearing progress and road/traffic conditions during snow events; and a mobile friendly request form for temporary on-street parking permits, that allows users to sign up right from their phone. The mobile app is available from iTunes and Google Play.

## New online Public Engagement Hub

Over the summer, we asked residents, businesses and community organizations how they like to be informed and engage with the town. Almost 2,000 respondents told us that, overall they prefer the town's social media channels, website, and the Oakville Beaver. They also asked that we make it easier to learn about engagement opportunities. So, in September, we launched *Public Engagement Hub* at [oakville.ca](http://oakville.ca), a listing of current and upcoming public meetings, open houses, surveys, and events in one easy-to-use location, with quick links to the Council calendar, social media, town e-newsletter sign-up page and the Oakville mobile app. It's easier than ever to get involved at [oakville.ca](http://oakville.ca).

## Livable Oakville Plan review may lead to Official Plan amendments

A number of reviews of the Livable Oakville Plan began in 2016 including: the town-wide Urban Structure Review; Technical Analysis of Supply and Demand (part of the Employment and Commercial Review); and Main Street Reviews for Bronte Village, Kerr Village and Downtown Oakville. Any required Official Plan amendments will be developed following further public consultation in 2017.

## Did You Know?

Council has approved a by-law to increase Oakville's ward boundaries from six to seven, changing all existing ward boundaries, except Ward 3. The new Ward 7 will include neighbourhoods north of Dundas Street, with Burlington as the boundary to the west and Eighth Line as the boundary to the east. A by-law was also passed to increase Town Council from 12 to 14 councillors, plus the Mayor. These changes will be in place for the 2018 municipal election.



## Open Data project grows

In 2016, we added eight new datasets to our Open Data Catalogue including new financial data, and the library's community and social services listing. In addition, we updated existing datasets and added a new file type to almost all datasets in response to requests from local users of our data. The town also sponsored and participated as a judge at Sheridan College's HackHalton event organized by Code Beyond (a community of local coders) where our data was featured and used by the participants.

## Annual Report highlights strong financial position

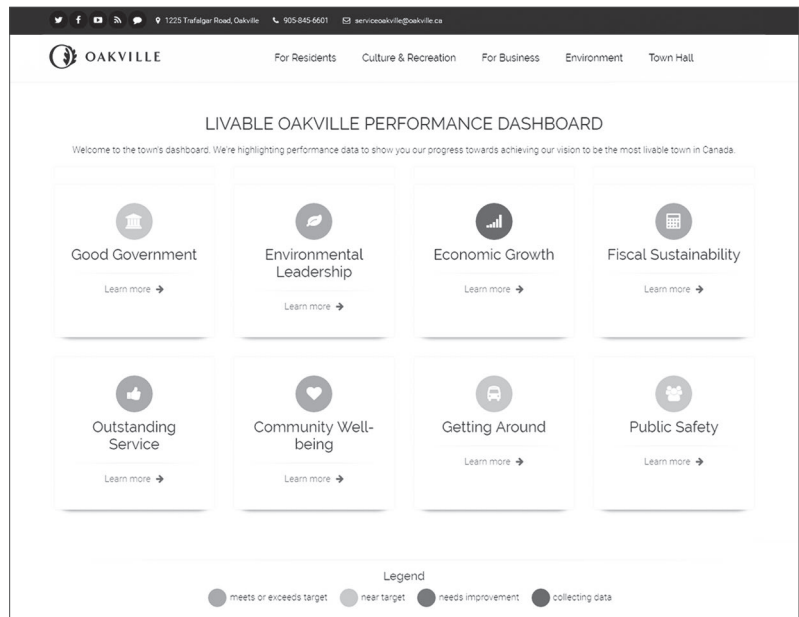
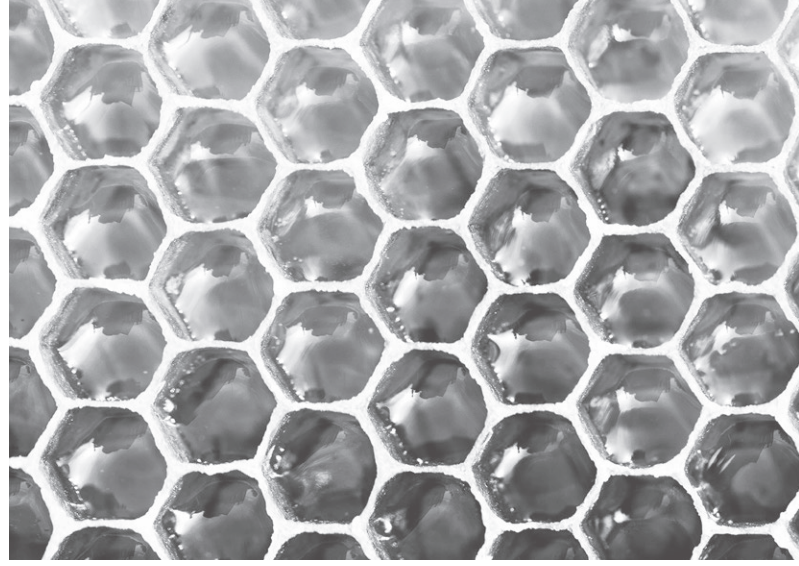
The town's 2015 annual report, published in July, presented the strong financial position of the town and its consolidated entities for the 2015 fiscal year. The town's external auditors, KPMG, provided an unqualified (clean) audit opinion on the Consolidated Financial Statements. The financial statements attest to Oakville's continued solid financial position which allows the town to be well positioned to face future economic and growth challenges.

## New site design and development standards proposed for Livable by Design Manual

The town has developed a standards and technical design direction document as part of the Livable by Design Manual, which will be applied mostly through the Site Plan Process. Our goal? Achieving the best possible site development results. The draft document was made available for public review last summer. The final document will be presented to Council in early 2017.

## New performance dashboard launched

Accountability is central to good government. To see the progress we're making in key performance areas, check out the new Livable Oakville Performance Dashboard on oakville.ca. The dashboard presents 29 key performance indicators in an interactive format, providing an easy-to-access snapshot of the town's progress towards achieving our vision to be the most livable town in Canada.





## **Environmental leadership**

to enhance our natural environment and to have programs and services that are environmentally sustainable

## The future of Oakville's harbours

Following public workshops and consultant interviews with various key stakeholders and community groups, a draft of nine key directions has been developed for the Harbours Master Plan. This is the town's first Harbours Master Plan addressing both harbours under one vision and strategy. The plan will focus on meeting four key objectives: improved access, connectivity, recreational amenities and priorities for both harbours; determining the future use of the Bronte Marina Building; updating the Oakville Harbours Strategic Business Plan; and completing Phase 2 of the Recreational Boating Feasibility and Capacity Study including investigating potential locations for a new marina. Our goal is to establish a long-term strategy for harbour development that supports the changing and growing nature of the Oakville community.

## Active Transportation Master Plan update

Since the Active Transportation Master Plan was first introduced in 2009, the town has adopted supportive policies and implemented over 185 kilometres of bike lanes, multi-use trails, signed bike routes and sidewalks. Last year, we began a plan update to assess what's been done, what still needs to be done, and set priorities for the future to expand the network, and promote cycling and walking in Oakville. Public input helped shape draft recommendations covering a number of areas including safety, environmental benefits, outreach and education, infrastructure and design standards. A final updated Active Transportation Master Plan will be ready in early 2017.

## Oakville's Wildlife Strategy

Education is the key to living peacefully with coyotes and other wildlife. Staff were out at a number of outreach events throughout the year, providing information to residents on reducing conflicts with wildlife. We held three public information nights for residents to learn more about how to avoid attracting coyotes and what to do if one is spotted in your neighbourhood. We also partnered with Oakvillegreen Conservation Association to provide additional school presentations. And we've made it easier for you to report coyote sightings through an enhanced online reporting form that uses GIS tracking to ensure a faster response and smartphone compatibility.

## Decreasing the risk of flooding in Oakville

The town's new Stormwater Master Plan — *Be Rain Ready* — initiated Phase 2 last year, which involved modelling the drainage network to identify areas at risk of flooding and those in need of attention. Members of the community were invited to share their experiences and ideas to improve Oakville's stormwater management system. In 2017, we'll wrap up Phase 2 and move forward with Phase 3 which focuses on funding strategies to implement the final plan.

## Enhancing Oakville's tree canopy

The results of an i-Tree study published in 2016 show that despite the damaging impact of Emerald Ash Borer (EAB) and the 2013 ice storm, Oakville increased its tree canopy by 1.3 per cent in the last 10 years to a total canopy coverage of 27.8 per cent. We continue to manage EAB in our urban forest and have successfully treated over 3,800 healthy ash trees to save them from the destructive insect. The Hazard Abatement program to remove over 10,500 untreatable dead and dying ash trees from streets and active parks, for public safety, was completed last October, two years ahead of schedule. The town also began Year 2 of its Woodlands Hazard Abatement program, and it, too, is expected to be completed ahead of its projected 10-year completion date. Over 14 hectares (34.6 acres) of woodland properties have been regenerated to date through intensive plantings. Last year, we also initiated positive changes to the town's private tree protection by-law to curb the unnecessary removal of healthy trees. Property owners who wish to remove a private tree will now require a permit and may also be required to plant a new tree on their property to compensate for the canopy loss.

## Doing more for the environment

The town's Environmental Sustainability Status 2016 report detailed several corporate initiatives including recycling programs for K-cups, office supplies, corporate and residential batteries, corporate cell phones, and compact fluorescent lightbulbs. In addition, the town has phased out disposable water bottles from its facilities, is using a fleet AVL (automatic vehicle location) tracking system, has adopted a dustless, waterless street sweeper standard, and is continuing to add electric vehicles into its fleet.

## Town switching to high-efficiency LED streetlights

Phase 1 of the LED Streetlight Program saw the conversion of all town-owned cobra or square head streetlight fixtures. Phase 2 will involve the conversion of decorative streetlight fixtures which will start in 2017. There will be a total of 16,200 town-owned streetlights converted to LEDs by the end of 2017. LED streetlights use less energy and last four times longer than existing high pressure sodium light bulbs. The new lighting system will reduce the town's annual electricity consumption for streetlights by an estimated 40 to 50 per cent. A full conversion to LED fixtures will result in an estimated \$1.37 million in annual hydro and maintenance savings.

## Oakville on track for environmentally sustainable future

The implementation update on the town's Environmental Strategic Plan (ESP) (2012–16) showcased how Oakville is making great strides towards improving our environment. The ESP is a comprehensive master plan that provides a clear guide for staff and the community spurring the development of many town programs such as the fleet greening, sustainable purchasing policies, green building standards, and an Energy Conservation and Demand Management Plan. At the end of 2015, 109 of the 121 actions (90 per cent) in the ESP were either underway or complete. The town is also committed to protecting residents and improving local air quality through the Health Protection Air Quality By-law that requires the tracking and regulation of emissions from local facilities.

## Energy and greenhouse gas emission management

Energy management initiatives completed in 2016 include: implementing facility audit recommendations for Central Operations, Oakville Transit, Joshua's Creek Arenas and Sixteen Mile Sports Complex, energy management training for more than 100 town staff, Save On Energy incentives, LED streetlight conversion, an update to the Sustainable Design Guidelines, and continued implementation of the corporate greenhouse gas emission reduction program.

## Adapting to climate change

We completed the second year of implementation of approximately 300 actions related to the Oakville Climate Change Strategy. Last fall, we presented our work to date at the Livable Cities Forum in Halifax, Nova Scotia. The town received Milestone 5 (of 5) of the Building Adaptive and Resilient Communities program for having a Council-endorsed strategy with over one full year of implementation, as well as recognition by the Federation of Canadian Municipalities for achieving Milestones 4 and 5 of the Partners for Climate Protection program. We also hosted our second *Keep Calm and Adapt* community event to educate residents on climate change impacts, extreme weather and emergency preparedness.

## Noise from leaf blowers

A report to Council on noise issues related to leaf blowers found that Oakville's regulations are consistent with most jurisdictions worldwide, although some areas have instituted partial or complete bans. It is estimated that 10,000 households in Oakville have leaf blowers which produce only a small number of noise complaints. Health concerns related to noise and air quality have been assessed by the Halton health department who identified no specific risks to the public. As a result, no changes to the current leaf blower noise regulations were recommended by staff.

## Did You Know?

Oakville's Crosstown Heritage Trail will be receiving a significant upgrade thanks to funding through the Canada 150 Community Infrastructure Program. The program is designed to give back to Canadians and create a lasting legacy as Canada celebrates its 150th anniversary. Learn more about the Crosstown Heritage Trail project at [oakville.ca](http://oakville.ca).



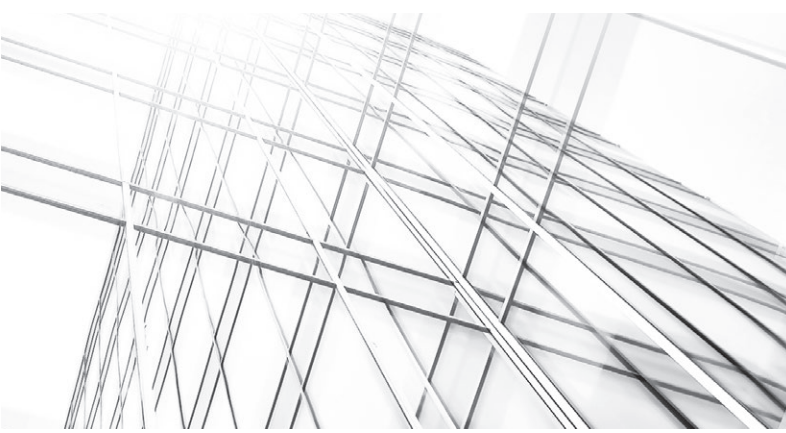
# **Economic growth**

to enhance our economic  
environment



## **Innovative Health Sciences and Technology District takes a step forward**

After reviewing the 2016 application, Council asked Oakville Green Developments Inc. to further redefine their development proposal for a new Health Sciences and Technology District on a 15.32 hectare piece of land at the northeast corner of Third Line and Dundas Street West, just east of the new hospital. The proposed work-live business park would be the first of its kind in Oakville and is expected to attract health science industries as well as research and technology firms and post-secondary institutions in a compact urban hub. The proposal is for 4.5 million square feet of leasable area with buildings of various heights accommodating about 12,000 jobs and 3,500 residents. The next steps in the application process include more technical studies and a review of the infrastructure needed to support the proposed development with Council in future considering amendments to its Official Plan and Zoning By-law.



## **Brownfield Redevelopment Strategy underway**

A Request for Proposal (RFP) was issued in December 2015 for a consultant to prepare an application for funding from the Federation of Canadian Municipalities (FCM). The funding request was made to support the development of a Brownfield Redevelopment Strategy and Community Improvement Plan for privately owned lands in Oakville. The town's application was approved in September 2016, with the funding agreement finalized in November. Town staff continue to work with the consultant on the strategy which is expected to be complete by fall 2017 and will include an analysis of potential incentives for the redevelopment of Brownfields.



## **Town strengthens tourism support**

Council approved a three-year service agreement with Visit Oakville, a nonprofit organization that works with the town and local organizations to promote tourism in Oakville. The agreement will provide annual funding of \$50,000 to support Visit Oakville's activities including: the Visit Oakville website, BIA event marketing support, the student ambassador program, Visitor Information display and seasonal staffing at Town Hall, town event and facilities support, tourism and visitor-related research, and production of the Visitor's Guide.



## **New opportunities for trade and investment between Oakville and China**

Town staff held meetings with the Oakville-Chinese Business Association and neighbouring municipalities to identify opportunities for engagement with the local business community and new investment leads. A China Business Forum is being planned for spring 2017 in partnership with the Oakville-Chinese Business Association.

## **Employment and Commercial review in support of Livable Oakville Plan**

A summary report on the Employment and Commercial Review was completed in October with technical analysis on the supply and demand of lands to accommodate jobs and retail uses, and preliminary policy directions. This information was made available on the town's website and through a series of public open houses held in November. Staff will be developing a final report on the review, including proposed Official Plan and Zoning By-law amendments to present to Council by late spring 2017.

## **Downtown Cultural Hub**

A telephone and online survey of more than 800 residents found that overall 91 per cent of respondents support municipal investments in downtown facilities such as the theatre, outdoor event space, library and art gallery, and riverfront park and trail. Staff will be reporting back to Council in 2017 with an implementation plan to support the revised timeline adopted by Council on November 30, 2016.

## **Marketing initiatives support office campaign**

To support business development in Oakville, the Economic Development department launched a new Twitter account for Invest Oakville, to increase exposure and engagement with real estate and business communities. A campaign to market office opportunities was also implemented as a way to attract professional and financial service companies. Ongoing activities to support the office campaign include a re-design of website information to be available at InvestOakville.ca, and continued engagement through social media engagement.

## **Retail action plans for BIAs**

Continued partnership between the town and Oakville's three BIAs to assist them in implementing retail action plans saw the development of the patio and parking strategy implemented this year. The process to expand the boundaries for the Downtown BIA was initiated and completed in 2016. Looking ahead to 2017, town staff will continue to work with the Downtown BIA to develop mitigation strategies for business owners related to the Lakeshore Road Reconstruction and Streetscape Project.

## **Did You Know?**

Tourism services are essential for attracting visitors to Oakville's events, entertainment and outdoor areas, and retail and commercial districts. But they also benefit local residents and businesses. In fact, about 25 to 30 per cent of tourism-related inquiries handled by Visit Oakville come from local residents.

Visit Oakville receives over 100,000 website hits in a year, making it a go-to resource for anyone interested in what's happening in Oakville.



## **Fiscal sustainability**

to have programs and  
services that are fiscally  
sustainable

## Annual budget keeps taxes in line with inflation

Town Council met its goal to keep overall tax increases in line with inflation with the approval of the 2017 Budget in December 2016. The approved 3.21 per cent increase to the town's portion of the tax bill creates an overall 1.99 per cent tax increase when combined with the expected Halton Region increase and estimated education tax rates. The Toronto Consumer Price Index shows a 2.3 per cent annual increase as of October 2016. The 2017 budget will result in residential property taxes increasing by \$16.49 per \$100,000 of assessment. The budget also positions Oakville to keep overall tax increases in line with inflation out to 2020.

## Nearly \$123 million in capital funding for 2017

Council approved the 2017-2026 Capital Budget and Forecast with \$122.3 million of funding for 2017 and just over \$1 billion for capital requirements over the next 10 years. Funding will focus on transportation, infrastructure renewal and other elements related to growth.

## Small increase to town rates and fees

Every year, as part of the annual budget process, the Budget Committee reviews the town's rates and fees charged for programs and services offered to the community as well as the estimated costs of administering and enforcing the *Building Code Act* and the *Planning Act*. These programs and services include transit fares and fees for recreational and cultural programs. The majority of the changes to the 2017 Rates and Fees are between two and three per cent. The increase will generate more than \$1.34 million in revenue for town services and programs.

## Council approves \$310 million operating budget for 2017

The approved \$310 million operating budget will provide a wide range of programs and services including the maintenance of roads and community facilities, fire services, transit, parks and trails, recreation and culture, senior services, and libraries, along with a variety of other valued services. Planned program enhancements include improvements to by-law enforcement, implementation of changes to the private tree by-law to strengthen tree protection, and funding for Visit Oakville tourism, the Heritage Grant program and cultural programs and grants.

## Oakville is top of the list for municipal fiscal health

Oakville's budgeting system and commitment to fiscal sustainability was recognized in the book, *Is Your City Healthy? Measuring Urban Fiscal Health*, authored by Enid Slack, director, Institute on Municipal Finance and Governance at the University of Toronto. The book looks at elements of fiscal health for cities, listing Oakville as the number one municipality in the province with the highest level of fiscal health—which is 32 per cent stronger than the second-place city. Some of the findings outlined in the book that led to the town's first place ranking include: low debt-to-tax ratios, low tax arrears, high revenue raising capacity and estimates of a low fiscal gap.

## Did You Know?

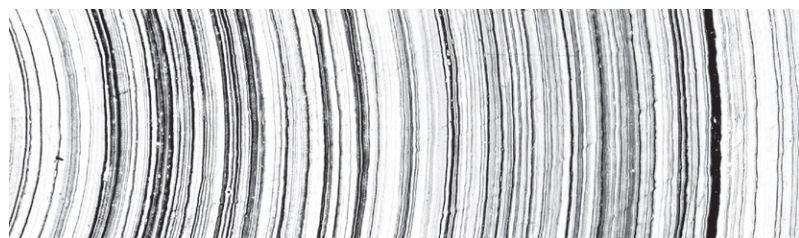
Council has approved funding for several significant capital projects moving forward in 2017. These include: the revitalization of Trafalgar Park; the reconstruction of Lakeshore Road Bridge at Sixteen Mile Creek; demolition of the former Oakville-Trafalgar Memorial Hospital; Phase 2 of the LED streetlight conversion project; widening and grade separation on Kerr Street; and widening of Speers Road from the Bronte GO Station to Fourth Line. Funding has also been earmarked for road resurfacing and preservation, the purchase of expansion buses for Oakville Transit, and the Emerald Ash Borer Management Program.

## Town approves creation of a Municipal Development Corporation

Last year, Council adopted a business case outlining the advantages of creating a Municipal Development Corporation (MDC) to oversee development of the town's former public works site on Trafalgar Road, and potentially other surplus lands. The MDC would manage development, ensure the town's vision for the site is achieved and maximize value to the community. Public consultation took place at an Open House last September and a recommendation to proceed with the incorporation of the MDC was approved by Council in December. Initially, the MDC will operate under an Interim Board consisting of the Mayor, the town CAO and the Commissioner of Corporate Services. The Interim Board will be reporting back to Council on recommendations for a final board structure, shareholder direction, initial budget and other governance-related matters.

## Grant applications for funding opportunities

In 2016, the town applied for funding through various Infrastructure Canada and Ontario 150 grant programs, as they provide an opportunity to advance projects that are not currently funded for 2017. Grant funding from the provincial and federal governments will help the town to move ahead with upgrades and repairs earlier than planned due to limited funding available from towns sources. These projects range from transit initiatives, stormwater infrastructure projects to park upgrades. The town also took steps to maintain eligibility requirements in order to receive provincial and federal gas tax funding on an annual basis.





## **Outstanding service to residents**

to be highly valued and  
widely celebrated for the  
innovative and outstanding  
way we satisfy the needs  
of our residents

## **Oakville Transit — closer than you think!**

As part of its five-year service plan to increase ridership, Oakville Transit introduced improved routes, more frequent service and better connections. The goal is shorter wait times and better connections to GO trains and Burlington and Mississauga bus routes. The service plan is based on a comprehensive review of transit services and programs as well as significant public consultation. By reallocating funding and resources to higher demand routes, the town is ensuring transit service remains affordable for riders and taxpayers.

## **Real-time bus tracking comes to Oakville**

Real-time bus tracking is a web-based tool that uses GPS data to predict the arrival time of buses. Customers can use a computer or smartphone to access the Bus Finder tool at [oakvilletransit.ca](http://oakvilletransit.ca) or download the Oakville Transit app from iTunes or Google Play. The Track-by-Text feature allows riders to text their bus stop number to find out when the next bus will arrive. They can also sign up to receive personalized bus arrival information alerts via email or text. Real-time bus tracking is a feature of Oakville Transit's new Intelligent Transportation System (ITS) designed to make riding the bus easier and more accessible for everyone. Other improvements include digital signs inside buses displaying next stop information, automated voice announcements telling passengers which stop is coming up next and large digital signs displaying real-time departure information at four key transit hubs – Oakville and Bronte GO stations, Sheridan College and the Uptown Core terminal.

## **TownTV moves to YouTube**

Viewers now have access to all town video content from one place that is easily accessible from desktop and mobile devices. The Town of Oakville YouTube channel offers the latest live feed and archived coverage of Council meetings with closed captioning and other customizable accessibility features. Subscribe today!

## **Oakville Arena rehabilitation project ready to go**

The \$41 million redevelopment plan for Oakville Arena and Trafalgar Park will include a new fire hall on the corner of Kerr and Rebecca Street with a fire safety education and heritage room, and a new community centre. The project will expand the existing arena to a 65,500 square foot community centre while retaining the arena's wooden roof trusses recognized as a heritage feature. The community centre will include an NHL-size ice pad, a seniors' centre, public meeting space, fitness centre, full-size gymnasium, and an indoor running track. Trafalgar Park will feature a fully accessible playground with a shade structure, a double tennis court that will be converted into an artificial outdoor rink in the winter, and exterior washroom facilities. The fire hall is expected to open in November of 2017 and the arena and community centre in the fall of 2018 to coincide with the start of the ice season.

## **Oakville residents like traditional style for Downtown Oakville**

Following extensive public consultation, Council approved a traditional furniture style for Downtown Oakville, moving one step closer to revitalizing Lakeshore Road. The style will be applied to the new streetscape furnishings (streetlights, benches, bike rings and bollards) as part of the Lakeshore Road East Reconstruction and Streetscape Project. More than 1,400 residents participated in the selection process with more than 60 per cent preferring a traditional style. The preferred choice for the actual furnishings will be presented to Council in early 2017. The Lakeshore Road project is scheduled to start in 2019.



## More support available through ServiceOakville

ServiceOakville continues to expand to provide residents with easy, one-stop access to services. New call handling services provided in 2016 include by-law enforcement and licensing, development engineering, and engineering and construction. Simply call 905-845-6601 if you need help accessing town programs or services.

## Becoming the most connected community in the GTA

A new Digital Strategy has been developed that will help us understand the needs of residents, businesses and the global community better; use data to build, deliver and manage programs; embrace a new digital culture in the workplace; and attract private, public and academic partners to help make Oakville the GTA's most connected community. Engagement with citizens lies at the core of the town's new digital strategy – creating more effective opportunities for involvement, so that you can be an active participant in what and how your local government operates. In 2017, we'll be launching an official web-based "beta" test site so you can see the new digital services that are under development and provide feedback at different stages.



## More opportunities for active transportation

As part of the 2016 Active Transportation Capital Program, 18 kilometres were added to the existing 185 kilometres of pedestrian and cycling paths in town during 2016. These include on-road cycle lanes, off-road multi-use trails, sidewalks and signed bike routes. In addition, the town initiated an increase in the number of bike racks on the side streets in Downtown Oakville and completed the bike corral pilot project. New public education and outreach projects included an updated *Cycle, Walk Oakville* web-based and hard copy map, participation in the Active and Sustainable School Transportation program, a new cycling handbook produced in five languages, and new cycling education videos.

## Oakville Public Library embraces technology

The project design has been approved and contract awarded for the new Iroquois Ridge Library Technology Hub including a digital creation centre, creation pods, enlarged quiet study area, and accessibility based on the town's Oakville Universal Design Standards. Construction will begin in January 2017. In addition, the library began implementing RFID (radio-frequency identification) technology in its branches last year including inventory wands, self-checkout kiosks, self-check book drops with internal sorters and security gates.

## New Youth Centre opens in Glen Abbey

The Nottinghill Youth Centre provides a fully accessible, supervised and safe environment for Oakville youth ages 13 to 18. One of three town-managed youth centres in Oakville, Nottinghill offers a variety of free activities and services including computers and iPads with WiFi, video games, an on-site library, pool and foosball tables, movie nights, homework help, resume writing and job search resources, and opportunities to earn volunteer hours.

## New support for events simplify procedures and access to information

New tools and resources make it easier to host or attend an event in Oakville. Event producers can find all support resources online and have one point of contact for assistance and applications. On the town's website, you'll find an updated Special Events User Guide, and a regularly-updated events calendar. Even the internal accounting process has been simplified for providing service quotes, tracking charges and work hours, and billing event clients.

## Road resurfacing

The town undertakes an annual road resurfacing and preservation program aimed at rehabilitating and improving the driving surfaces of Oakville's roadways. In addition to the asphalt paving, localized repairs to both curbs and sidewalks are completed. In 2016, the town resurfaced 22 kilometres of roadways.

## Did You Know?

As part of the town's new Municipal Enforcement Strategy, Council approved a new 24/7, centralized by-law enforcement model that aims to enhance customer service for residents. In the past, by-law enforcement services were only available on weekdays from 8 a.m. to 5 p.m., with the exception of 24/7 parking enforcement. The new service delivery model will make it faster and easier for you to get in touch with enforcement staff so issues can be addressed in a timely manner. The new service model will be phased in over a five-year period, starting in 2017 with one additional by-law enforcement officer and an emergency after-hours call response. Municipal Enforcement Services combines by-law and licensing enforcement, parking operations and parking strategy into one town department.

A high-speed photograph of water splashing, creating a dynamic and energetic background. The water is captured in mid-air, with numerous droplets and a central column of water falling. The lighting is bright, highlighting the clarity and texture of the water.

## **Other major initiatives**

## **Creating a community where culture thrives**

Council approved an updated Cultural Plan that sets a clear direction for how we will ensure that creativity and culture continue to grow and evolve in Oakville. The Cultural Plan 2016–2021 builds on the significant progress of the original plan developed in 2009 and expands on its vision of creating a community where culture inspires, engages and thrives. The updated plan will see the town implement several key initiatives including developing a public art strategy, creating new programs to engage the community, developing public sector partnerships and increasing private sector engagement to support the arts in Oakville.

## **Cultural Heritage Landscape study**

The town's Cultural Heritage Landscapes Strategy is a three-phase process which identifies, inventories, assesses and protects significant cultural heritage landscapes. Phase 1 (identification and inventory of potential cultural heritage landscapes) was completed last year. High priority projects, including Glen Abbey, have been identified for further assessment in Phase 2, with recommendations to be presented to Council in spring 2017. Phase 3 is expected to begin in spring 2017.

## **Age-Friendly Oakville**

Building on the World Health Organization's framework for Age-Friendly Communities, the town is taking steps to become a community where all residents can be active and engaged at every stage of life. According to 2011 census data, residents aged 50 or older make up about 33 per cent of Oakville's total population. In support of seniors' initiatives and age-friendly planning, the town established an Age-Friendly Oakville Committee in 2015 and conducted a needs assessment last summer. The assessment provided a baseline of the town's current 'age-friendliness' and the report will be presented to Council in 2017.

## **Phase 1 of Recreation and Culture Strategic Plan implemented**

The Recreation and Culture department developed a Strategic Plan with a vision of an Oakville where all residents are engaged in meaningful, diverse and accessible recreation and cultural experiences that foster individual, family and community well-being. Phase one included a reorganization that would support and enhance a better understanding of Oakville's neighbourhoods, develop targeted community outreach services and engage underserved populations that may face barriers to accessing services. Phase one also saw the creation of Community Hubs — a clustering of facilities and services within a geographic area to serve the specific needs of the neighbourhood. Going forward, the department will be creating community plans that will guide recreation and culture services and initiatives for each community and will continue to leverage the invaluable work of community organizations through partnerships and new initiatives.

## **Redevelopment of former Brantwood and Chisholm school sites**

Development is moving ahead on the sites of two former Ward 3 public schools that the Halton District School Board sold to the town in 2012 due to declining enrollment. Options for the future use of the properties were evaluated and endorsed through the South Central Public Lands Study in 2013. The town is currently reviewing proposals to develop the former Chisholm Public School site in accordance with the draft plan of subdivision approved in 2015. A new cul-de-sac, nine detached residential lots and an expansion to Charnwood Park will be created. In early 2017, the town will be seeking development interest for the former Brantwood Public School site that achieve the conservation of the heritage portion of the building with four to eight residential units, and the creation of seven detached lots on Douglas Avenue. The existing playground area will be relocated to a parkette at the corner of Douglas Avenue and Palmer Avenue. An environmental site assessment and structural and building condition assessment have been completed.





**2016  
awards**

## **Oakville's Shell Park recognized by North American landscape design competition**

Thanks to the creative efforts of the town's horticulture staff, Oakville's Shell Park is now home to an award-winning garden recently recognized by All-America Selections, an independent, non-profit organization that donates and tests new garden seed varieties. Shell Park received second place in the category of display gardens attracting 10,001 to 100,000 visitors per year. To reflect the competition's theme of "pollinator education," horticulture staff created a garden that came to life with birds, bees, and butterflies. By using all recycled materials, staff were able to add an insect nesting area which became home to many different insects and a place for bee larvae to hatch. Gardens were judged on their overall attractiveness, creativity of design, promotion to local media and visitors, quality of photos, and the quantity of AAS winning plants incorporated into the design. Shell Park is located at 3307 Lakeshore Road West.

## **Project of the Year Award from the Ontario Public Works Association**

Oakville's Parks and Open Space department received the 2015 Project of the Year Award from the Ontario Public Works Association (OPWA) for its efforts on the Glenorchy Trail Slope Stabilization Project. The project was aimed at preventing further valley erosion into Sixteen Mile Creek and damage to the trail, using an innovative product known as Envirolok to create a slope stabilization system. Established in 2001, the OPWA award promotes excellence in the management and administration of public works projects by recognizing the alliance between the managing agency, the consultant/architect/engineer and the contractor.

## **2016 United Way Spirit Award**

The town was the winner of the United Way of Oakville's Spirit Award in the Public Sector and Education category. Town staff has supported the United Way's annual campaign for more than 25 years, raising more than \$84,600 in 2016. We were recognized at the Community Celebration Night, along with many other local companies and volunteers committed to making a difference in Oakville.

## **2016 Sports Turf Manager of the Year**

Town of Oakville sports field operator Greg Lampman won the Sports Turf Manager of the Year award. This prestigious honour recognizes an individual's professional ability and contribution to the Canadian sports turf industry and shows appreciation for his or her proactive and progressive efforts within the profession. Mr. Lampman oversees 20 town fields including two all-weather turf fields. He facilitated the open communication that was required to manage a challenging situation affecting user groups with the closure of a premier field. Through Greg's efforts an agreement was reached with all stakeholders resulting in the realization of better, safer sports turf.

## **2016 Canadian Regional Design Awards**

Jeff Smalley, creative services advisor and Kimberley Fabiano, graphic designer, were recognized by the 2016 Canadian Regional Design Awards known as the Redgees. In the Ontario Horseshoe/Outdoor Advertising category, Mr. Smalley's work on the Town Hall historical mural took top spot and Ms. Fabiano's work on Oakville Transit's real-time bus tracking campaign received an honourable mention. Competition is tough for the Redgees which feature nationwide submissions from marketing and design agencies, in-house designers and freelancers.

## **Award of Merit from the Canadian Parks and Recreation Association**

Nina de Vaal, the town's director of Recreation and Culture, received the Award of Merit from the Canadian Parks and Recreation Association (CPRA) for championing recreation, parks and culture throughout her career, particularly for her visionary efforts around the development of HIGH FIVE, Canada's quality standard for children's programs. CPRA recognizes individuals and organizations that have demonstrated a high level of commitment, passion and leadership on a national level to the parks and recreation sector. The Award of Merit is given to individuals that have provided significant leadership provincially and nationally, contributing to the public good through the sphere of recreation and parks.

## **Town of Oakville recognized by Tarion Warranty**

The Building Services department received an award for participating in Tarion's pilot project to stop illegal building, an effort to identify unregistered builders who are building and selling homes. Town permit and inspection staff provided information on specific building permit applications and reported on suspected illegal sites to support Tarion's enforcement activities.

## **Milestone Award for Building Adaptive and Resilient Communities**

The town received Milestone 5 of ICLEI's national 5-Milestone Building Adaptive and Resilient Communities program at the Livable Cities Forum in Halifax this past September. The Town of Oakville and the City of Windsor are the first two of 19 participating municipalities that have reached Milestone 5, demonstrating the town's environmental leadership nationally and placing the town at the forefront of municipalities in Canada that are working to address climate change.

## **Town harbours receive Platinum Eco-Rating**

As part of the Clean Marine program, the town undergoes an independent third-party environmental audit every four years. In 2016, the town's harbours increased their eco-rating from Diamond to Platinum, the only municipally-owned harbours to receive such a high designation, and only one of two harbours in Canada with a Platinum rating. Town staff was invited to be a panelist at the 2016 Boating Ontario Conference in Collingwood Ontario last November, as leaders in operating environmentally sustainable marinas.



# Town of Oakville

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