

2021 BUDGET HIGHLIGHTS



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CAO's Message



Unprecedented. Pivot. New normal. Challenging. These are words that have become commonplace and been used numerous times to describe what we've been experiencing over the past 11 months as a community, nation and world. It's certainly been a very different time.

Here in Whitby, the COVID-19 pandemic has impacted every single person who lives, works or does business in our Town. The pandemic has also had a significant impact on the Town's finances. The impacts of our emergency response to COVID-19 to date is estimated to be \$3.7 million dollars. This is the result of important actions taken to support our community. You can read about just a few of these within the pages of this report. These include increased operating costs, like securing personal protective equipment for frontline workers who have continued to deliver essential services to our community throughout the pandemic. Our top priority has been and continues to be the safety and well-being of our staff and residents.

We are also focused on making things as easy as possible for our community during this time. That's why, we are keeping taxes low during this continued state of emergency, while at the same time protecting and continuing the delivery of the essential services our community relies on. This is what our community expects and needs of us right now. It is the best way we can continue to support our residents and businesses.

I would like to thank Council, staff, our residents, committees and community organizations for all they have done over the past year to support our Town during this very different time. I invite you to take a read through this report and see how despite, or in some cases because of the pandemic we are working more closely together than ever to keep Whitby a great place to call home.



Matt Gaskell | Chief Administrative Officer

Senior Leadership Team

Matt Gaskell

Chief Administrative Officer

Chris Harris

Director of Legislative Services and Town Clerk

Dave Speed

Fire Chief

Jacqueline Long

Head, Organizational Effectiveness

John Romano

Commissioner, Community Services

Fuwing Wong

Commissioner, Financial Services and Treasurer

Rhonda Jessup

Chief Executive Officer, Whitby Public Library

Roger Saunders

Commissioner, Planning and Development

Sarah Klein

Director of Strategic Initiatives

Suzanne Beale

Commissioner, Public Works

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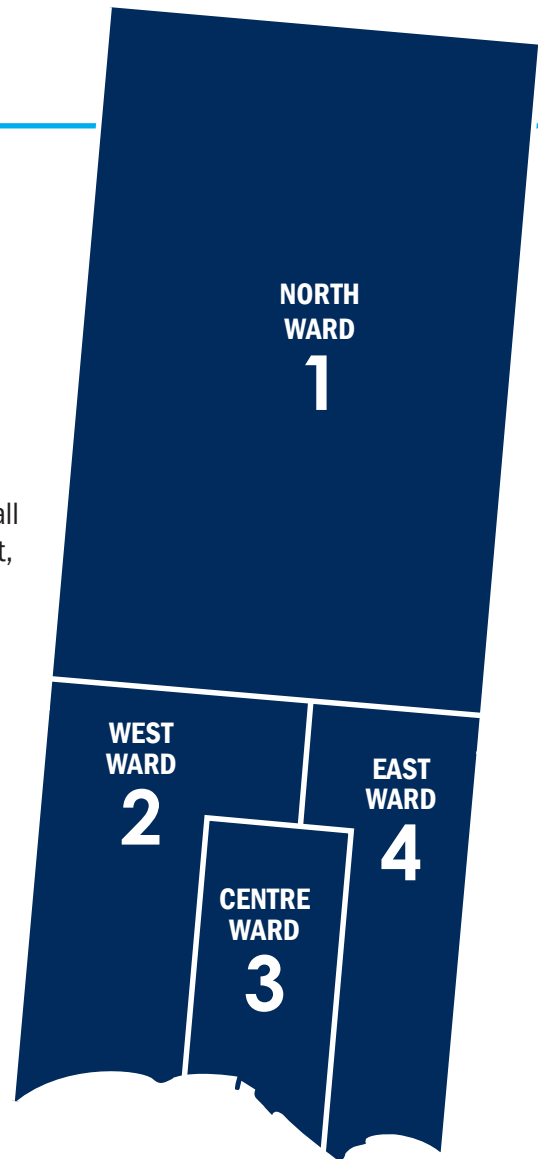


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Council's Goals

2018 to 2022

- 1** To build a strong, respectful Council team with a positive shared vision and four-year action plan; to ensure all municipal affairs are conducted with professionalism and integrity.
- 2** To enhance the transparency and accessibility of Town Hall and ensure effective public consultation and engagement, including greater opportunities for voter engagement through the municipal election process.
- 3** To deliver local jobs and prosperity through strategic planning and promotion that builds resilience and economic diversity.
- 4** To make workplace morale a priority by building a collaborative, inclusive, respectful and creative work environment that engages the abilities of all staff to solve problems, accomplish new things and deliver the best outcomes to residents.
- 5** To continue the Whitby tradition of responsible financial management and respect for taxpayers; and to understand the importance of affordability and sustainability to a healthy, balanced community.
- 6** To ensure Whitby is clearly seen by all stakeholders to be business and investment friendly and supportive; and to continuously improve the customer experience and the effectiveness and efficiency of communications, service delivery and approvals.
- 7** To accelerate the pedestrian focus of our historic downtown cores; to leverage municipal tools and resources to generate downtown supportive investments; to facilitate the continued growth of our Innovation District; and to gain care and control of Baldwin Street through downtown Brooklin.
- 8** To make our streets and neighbourhoods safer through innovative and best-practice design standards and traffic calming measures that reduce traffic speeds; to increase citizen involvement in building Complete Streets; to effectively manage parking on residential streets and in our downtowns; and to reduce the traffic impact of new developments on existing neighbourhoods.
- 9** To remain the community of choice for families and become the community of choice for seniors and job creators; and to focus new growth around the principles of strong, walkable and complete neighbourhoods that offer mobility choices.
- 10** To become the destination of choice for visitors; to realize the economic, cultural and social potential of our downtowns, waterfront, green spaces and major attractions; to support and facilitate new community events and increase recreational opportunities along our waterfront.



Corporate Strategic Plan Overview



Mission

Together we deliver services that make a difference in our community.

Vision

Inspiring excellence through a culture where everyone is valued and respected.

Strategic Priorities

People: We will foster an inclusive environment where employees can experience job satisfaction and rewarding careers.

Organization: We will be a high performing, innovative, effective and efficient organization.

Customer: We will provide a consistent, optimized and positive customer service experience.

Core Values

“WE CARE” | Whitby Employees C.A.R.E.



Delivering Services to Our Community



2020 Key Accomplishments and Successes

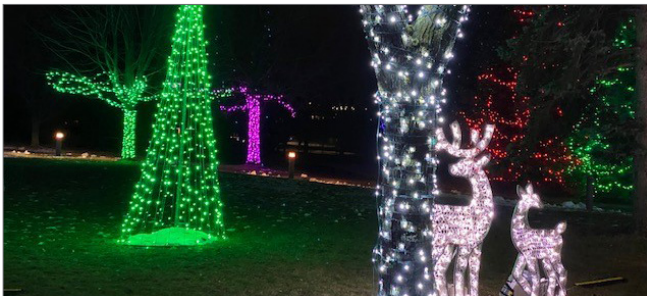
Community Building

Zoning for the Future

The Town initiated a town-wide Comprehensive Zoning By-law Review to develop a new Zoning By-law that aligns with the Town's updated Official Plan, reflects current zoning practices and serves the best interests of residents today and in the future. The review will look at all properties and land uses in Whitby, including residential, commercial and industrial properties. In 2021, Phase Two of the project will include extensive community engagement.

2020 Virtual Special Events

Due to the pandemic and need to practice safe physical distancing, the Town pivoted some of its 2020 special events and delivered virtual events and community engagement experiences for residents. From Whitby Lights' the Night to the Whitby Live virtual concert series to Doors Open Whitby the virtual events and community engagement experiences reached over 200,000 views.



Whitby Lights the Night

New Trail Connection

Resurfacing and widening of the Waterfront Trail (from South Blair Street to Intrepid Park) was a key focus in 2020. The work will be completed in 2021. New trails were also constructed through the open spaces linking the Heathwood development to Cullen Central Park and Heber Down Conservation Area.

Feed the Need Inter-Municipal Challenge

The Town raised nearly \$9,500 in funds and 130 pounds of food, enabling Feed the Need to collect and distribute more than \$65,000 worth of food to those in need in the community.



Funds raised by the Town for the Feed the Need Challenge

Park Improvements

A number of park improvements were made to support our active community. The Town partnered with Schlegel Villages to design and build the new Valleywood Park. Lupin Park also received a significant upgrade including reconstruction of the tennis courts, replacement of the playground and new walkways. Work will be completed in 2021. Drainage improvements were also made to a number of sports fields. Additional park renewal work that will continue into 2021 includes the replacement of five playgrounds, refurbishment of two shade structures, renovation of Grass Park, and the resurfacing and renewal of 15 tennis courts and one basketball court.

Support for Local Organizations

Each year, through the Mayor's Community Development Fund and the Performing Arts Community Development Fund, the Town is proud to support a number of local organizations that have a positive impact on the community. In 2020, these Community Development Funds provided over \$207,000 in grants to more than 50 local community organizations. Over \$73,600 of these funds were to support organizations responding to community needs as a result of COVID-19.

2020 Key Accomplishments and Successes

Connecting Seniors from Home

During the Pandemic

The Town launched the new Whitby Seniors Connection Line program and expanded its Seniors' Centre Without Walls program to help keep seniors connected socially from home during the pandemic. Through both programs, seniors could connect via telephone to access information, support and friendly conversation. More than 1,000 seniors have participated in the program to date.

Virtual Camp and Recreation Programming

The majority of the Town's camp and recreation programming was offered virtually in 2020 due to the pandemic. In June, the Town launched a new "Fun in a Box" program to offer creative activities children ages 3 to 18 could do from home. More than 1,425 children have participated in the program to date. From June to August 2020, the Town also ran eight weeks of virtual summer camp, which saw more than 150 participants. Virtual programs offered ranged from Kidz Camp, babysitting programs and Kids Great Minds online gaming and coding camps.

"The camp was the highlight of Madison's week. The enthusiasm and organization of the camp leaders was inspiring during this challenging time."

- Parent

Whitby Public Library

The Library continued to advance their Strategic Plan priorities as they found new ways to connect with the community, such as moving programs online, offering Library To-Go Kits and adding LiveChat service on their website.

Libraries

3 Public Libraries

1 Virtual Branch (whitbylibrary.ca)

285,000+ physical items available + **millions** of digital items

1 million+ items checked out

470,000+ in-person and virtual visits

14,500+ people attended **360+** in person and virtual programs

4,600+ new members in 2020

Lynde House Museum

800+ virtual program participants

450+ in-person visitors

Station Gallery

100+ virtual and in-person programs

900+ virtual program participants

3,900+ in-person visitors

Supporting Diversity and Inclusion at Whitby Fire

In 2020, Whitby Fire and Emergency Services (WFES) held virtual sessions for both the community and staff aimed at continuing to support and build an inclusive culture that celebrates diversity. WFES held virtual community information sessions to introduce a career in Fire and Emergency Services to community groups and cultures who may not have traditionally considered it as a viable option.

2020 Key Accomplishments and Successes



More than 16,000 people have visited the Town's new digital engagement platform – Connect Whitby.

Community Engagement and Communications

Launch of Connect Whitby

The Town launched its new **Connect Whitby** digital engagement platform. Connect Whitby makes it easy for residents to learn more about and participate in all of the Town's engagement opportunities, enabling residents to be part of the municipal decision-making process. As of January 2021, more than 16,000 people have visited the site, participating in 13 projects. In 2021, the platform will continue to be utilized to listen, learn and involve the community in Town projects.

Citizen Budget Tool

In October 2020, the Town launched a new interactive budget simulator, "Citizen Budget", an easy-to-use platform that shows the financial impacts of participants' choices in real time, educating them about the process and gaining an understanding of priorities. To date, nearly 700 people have participated in the tool.

2020 Community Survey

The 2020 Community Survey was the second biennial survey conducted by the Town to measure resident satisfaction with its programs and services. More than 1,650 people participated in the survey, 86 per cent of which reported their quality of life in Whitby is either good (56%) or excellent (30%), while 84 per cent felt they are getting good (74%) or very good value (10%) for their tax dollars.

[View the full results.](#)

2020 Community Survey: Highlights

1,650 participants

86% reported quality of life as excellent or good

82% are proud to say they are from Whitby

84% believe they are getting good or very good value for their tax dollars

80% of those who work in Whitby are proud to say they do

2020 Key Accomplishments and Successes

Community Safety and Transportation

Building a More Connected Community

The Town is finalizing the Environmental Assessment for a new and major east-west roadway through south Brooklin: the Mid-Arterial Roadway. The proposed future roadway will connect Cochrane Street at Winchester Road to Britannia Avenue in the City of Oshawa, helping to support new economic development opportunities and imminent growth expected in the area. The Environmental Assessment for the project is nearing completion. As a next step, detail design has been initiated for the section between Ashburn Road and east of Baldwin Street with construction expected to begin in late 2021/early 2022.

Road Reconstruction and Resurfacing

Two major road reconstruction projects were undertaken within Downtown Whitby on Centre Street South (from Trent Street to Dunlop Street) and Gilbert Street (from King Street to Byron Street) in 2020. In addition, 11 lane kilometres of roads were resurfaced in various locations throughout Whitby.

A Well-Planned Community

More than 1,000 people visited the virtual Community Open Houses held for the Environmental Assessment Study process and evaluation of alternative routes for a new Highway 7/12 in north Whitby. An alternate route will help accommodate future traffic demand and better achieve the Town's vision of Brooklin as a pedestrian and cycling friendly, well-planned community. Community engagement will continue to be an important part of the study.



The Town's active transportation network includes a number of multi-use paths, trails and bike lanes.

Supporting an Active Community

The Town's new Active Transportation Plan will serve as a long-term guide for how Whitby will build a convenient, comfortable and safe network for people to move through the community. After the plan is finalized in 2021 action items from the plan will begin to be implemented.

Whitby Fire and Emergency Services Annual Report

Whitby Fire and Emergency Services (WFES) released its 2019 annual report. In 2019, WFES received and responded to 5,997 emergency calls – the highest number of calls ever received by the department. Other highlights contained in the report include the 5,234 visits firefighters made to homes as part of the Ever Alert Public Education program and 38,200 hours of training undertaken by firefighters to ensure they are prepared to respond to any situation.

An Active Community

90+
Playgrounds

125+
Parks



2020 Key Accomplishments and Successes



Downtown Whitby

Economic Development

Supporting Businesses Through the Pandemic

COVID-19 created significant and unexpected challenges for Whitby businesses. That's why, in 2020, the Town took a number of actions to support local businesses. These included: the What's Open Whitby portal to help encourage residents to #ShopLocal; free business development webinars and virtual events to share best practices and help keep businesses connected virtually; tax relief measures to defer payments; free parking and 15-minute parking spaces in our downtowns to support safe curbside pick-up; and a fast-tracked outdoor patio permit process. The Town will continue to focus on supporting local businesses in 2021.

A Local Economic Recovery Plan

Council unanimously approved a local Economic Recovery Plan aimed at supporting Whitby business through the pandemic to the end of 2021. The five-point plan identifies 58 action items to help minimize the ongoing impacts of mandated COVID-19 shutdowns and restrictions on local businesses. Examples include grants for renovations related to reopening requirements for

properties in Downtown Whitby and Downtown Brooklin, and skills training programs for new and in-demand job opportunities. To read the full Economic Recovery Plan, visit whitby.ca/businessresources

Partnering to Support Local

The Town worked collaboratively with the Downtown Whitby Business Improvement Area (BIA) and Whitby Chamber of Commerce on a number of initiatives and events aimed at supporting local businesses through the pandemic. This included parking supports, the digital 12 Days of Local Holiday Shopping campaign and What's Open Whitby portal.

Growing Our Local Economy

Whitby is home to a growing number of world-class delivery, entertainment, technology and tourism related businesses. In 2020, despite the pandemic, more than 15 businesses opened in Whitby, generating more local jobs and demonstrating the strength of the local businesses community. Amazon announced the opening of a new delivery station in Whitby, while the Oshawa Clinic announced its planned expansion to the Town in 2024.

2020 Key Accomplishments and Successes

Effective Government

Supporting a Virtual Workforce

To help keep people safe, in 2020 the Town shifted a number of staff to work-from-home measures. More than 350 staff were set up with secure technologies to support remote working arrangements enabling them to continue to serve and stay connected with the community through phone, email and web applications.

People Strategy

Work began on the implementation of the Town's new People Strategy that focuses on attracting and retaining top talent to work for the Town. The strategy identifies policies, programs and a culture that support Whitby as a great place to work for an increasingly diverse workforce.

Talent Management

Developed and began implementing the Town's Talent Management framework that articulates the employee experience at the Town, and creates processes and initiatives that attract, integrate and develop employees across the organization. The focus in 2020 was the creation of an enhanced recruitment process to increase the Town's presence in the market for top talent, a formalized leadership development program and commitments, and new Employee Service Awards.



Environmental Sustainability

Whitby Green Standard

Council unanimously approved the Whitby Green Standard. This multi tiered planning tool is a major step toward creating more complete and sustainable communities and ensuring that the Town meets its goal of reducing greenhouse gas emissions 80% by the year 2050. The standard encourages developers to integrate sustainable design criteria when planning and developing new areas of the community.



LEAF Backyard Tree Planting Program

LEAF Backyard Tree Planting Program

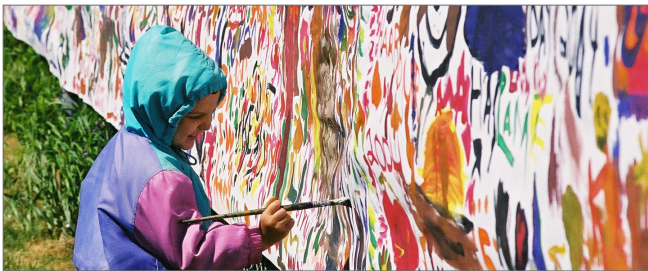
The Town partnered with the Region of Durham to bring the LEAF Backyard Planting Program to Whitby. LEAF is a subsidized tree planting program available to property owners across the community. The program aims to increase the Town's tree canopy and associated community benefits by ensuring the right tree is planted in the right place. In 2020, more than 125 Whitby residents participated in the tree planting program and will be receiving a tree by this summer.

2021 Priorities

Community Building

Whitby's First Culture Plan

This plan will provide strategic direction for the provision of arts and culture programs, services and facilities in the Town of Whitby. More than 1,000 people provided feedback to help inform the plan's development. In 2021, pilot projects and short term action items of the plan will begin to be implemented.



Planning for a New Whitby Sports Complex

The Town will launch a community engagement campaign related to the amenities being considered for the proposed new Whitby Sports Complex. The need for the new recreation facility was identified as part of the Town's 2015 Sports Facility Strategy. Proposed amenities for the new complex include an aquatics centre, twin pad arena with walking track and cultural/recreational programming spaces. The facility will help to ensure the Town can continue to serve the growing community of Whitby.

Customer Service Strategy

Development will continue on a new Customer Service Strategy to ensure the Town continues to provide excellent customer service and meets the needs of residents both now and in the future. The strategy is exploring ways to improve the consistency and quality of the service received by residents, including opportunities to centralize front-line customer

service functions. The strategy is also focused on leveraging technology to better track, manage and continue to ensure a timely response to resident inquiries.

A New Hospital in Whitby

Lakeridge Health is planning for a new full-service hospital to be located in Durham Region and is considering potential locations. The Whitby Hospital Task Force, formed in 2019, will continue to work to develop an evidence-based proposal to present Whitby as the preferred site.

Supporting Diversity and Inclusion

Work will continue on initiatives and programs that celebrate and support diversity and inclusion. In 2021, the Town will work with its Diversity and Inclusion Committee to implement an online survey to seek resident feedback on barriers and recommendations related to diversity and inclusion. The Town will also deliver training for staff, webinars and execute a current state study on workforce demographics and inclusivity.

New Trail Connections

New trails planned for construction in 2021 include trails in the West Whitby development area following the Lynde Creek between Dundas Street and Taunton Road, connecting Florence Drive to Garden Street, and connecting Longwood Park to Thickson Road through the Hydro Corridor.



2021 Priorities

Park Improvements

Two new district parks are planned for construction in West Whitby in 2021.

Other projects to be undertaken include: the replacement of the Kiwanis Heydenshore splash pad, the resurfacing of the basketball court and the installation of a picnic shelter at Ashburn Park, and refurbishment of the play area at Greenfield Park. New lighting will also be installed at Rotary Centennial Park, as well as on select baseball fields and the soccer field at Iroquois Park Sports Centre.

Cullen Central Park Master Plan

Development of a new master plan for Cullen Central Park will begin. Community engagement will be an important part of the plan's development to ensure community needs are being met now and in the future. Existing park amenities including the log cabin, former cottage, bocce and pickleball courts, picnic shelter and parking will be part of the assessment and review, with the goal to consider uses for the remaining lands within the park.

A Well-Planned Downtown

The Town will continue the review and update of its Downtown Whitby Secondary Plan – a framework for development and land use in the area. There have been significant changes in land use planning policies since the Secondary Plan was first introduced in 1989. The review and update will help ensure the Secondary Plan remains current, plans for future growth and development, and reflects and implements the changes to other land use planning policies, while preserving the historical character of Downtown Whitby. The project will continue to include extensive public, agency and stakeholder consultation.

Community Engagement and Communications

Digital Engagement

Connect Whitby will continue to serve as a centralized tool to coordinate and promote all of the Town's engagement opportunities while also enabling safe physical distancing during the pandemic.

Building Whitby's Budget

Opportunities for residents, businesses and community partners to be part of the municipal budget planning process will continue to be promoted through Connect Whitby and other channels.

Increased Voter Engagement

To help meet Council's Goal of enhancing the transparency and accessibility of Town Hall and ensuring effective public consultation and engagement, in 2021 the Town will continue to explore ways to improve voter engagement in the 2022 Whitby Municipal Election, including identification of community partners to help support engagement opportunities.



2021 Priorities

Community Safety and Transportation

Parking Master Plan

The Parking Master Plan provides strategic directions and an implementation plan to best manage parking systems within the Downtowns. Community engagement was undertaken and the final plan presented to Council in 2020. The plan is anticipated to receive final approval in 2021 at which time action items will begin to be implemented.

Whitby Autonomous Vehicle (WAV) Project

The Town, in partnership with other government and private agencies, will bring an autonomous (or self-driving) shuttle pilot project to Whitby in 2021. The project will showcase the Town as an innovation leader, while garnering key learnings about the future of autonomous technologies in public transit.

Road Resurfacing

Ten lane kilometres of roads will be resurfaced in various locations throughout Whitby in 2021.



Short-term Rental Regulations

Options for regulating short-term rentals (ex. Airbnb, VRBO) will be explored in 2021. Community and stakeholder engagement will be an important part of the development of the proposed regulations that will be presented to Council.

Economic Development

Economic Development Strategy

The Town will develop a new, 5-year economic development strategy focused on supporting and growing local businesses, and attracting new investment to Whitby. The strategy will also focus on marketing the Town as a great place to invest and do business. In addition, plans include a focus on enhanced business support to attract, retain and grow local businesses and employment opportunities and streamline business processes.

1855 Landing Pad

In spring 2019, Whitby's new innovation accelerator, "1855," opened. To help retain 1855 companies locally and create more local jobs, the Town is working with the accelerator to secure office space in Downtown Whitby for graduating 1855 businesses.



“1855 is very proud and thankful for our partnership with the Town of Whitby. The support of the Town has gone a long way to making this initiative a true success.”

– Dennis Croft, CEO, 1855 Whitby

2021 Priorities



Community Tourism Strategy and Action Plan

The Town will begin the development of a Community Tourism Strategy that recognizes the value and economic impact of tourism not only in COVID-19 recovery, but going forward. The strategy will identify how Whitby's unique natural assets and business ecosystem can be leveraged to serve as economic drivers and enhance the quality of life of residents.

“We export all over the globe. Our products are in 53 countries. We have a ready ability to ship our products anywhere they need to go from right here in Whitby.”

– Jodi Glover, CEO, Real Tech Inc.

Growing Our Local Economy

Whitby is home to a growing number of technology, world-class entertainment and tourism related businesses. In spring-2021, construction is anticipated to be completed on the new Le Nordik Spa, a development that is expected to generate numerous local jobs and attract more than 150,000 visitors to the Town.

Effective Government

Organizational Effectiveness Project

The Town will continue to focus on increasing organizational effectiveness through the strategic alignment of processes, resources, and effort to ensure achievement of the Town's strategic priorities. A greater emphasis on Talent Management, continuous improvement, health and wellness, and culture will realize higher productivity and performance, increased positive customer service experiences, and, an all-around better experience for staff and the community.

Employee and Labour Relations

Facilitating effective employee and labour relations are critical to the Town and its diverse working environment comprised of approximately 1,000 employees. Collective Bargaining for all three of the Town's unions will continue/begin in 2021. Effective labour relations and the collective bargaining process works to ensure a safe, healthy, fair and harmonious workplace and supports the delivery of services that make a difference in the community.

Enterprise Resource Planning (ERP) System

Enterprise Resource Planning (ERP) software is a system of integrated applications that facilitate the flow of information across a corporation. At the Town, the system will enable staff to have a more holistic view of the organization to better support informed and timely decision-making as it relates to financial, asset and human resource management. The full implementation of the technology is a multi-year process that will kick-off in 2021.

2021 Priorities



Long Term Financial Planning

The Long Range Financial Plan (LRFP) model facilitates comprehensive decision making regarding service level planning and future funding needs. The LRFP will provide the Town with a financial strategy that balances the needs identified in strategic plans with the principles of sustainability and affordability. The Town will update its Growth Plan studies to mitigate the tax impact of growth as much as possible under the new Development Charges, Parkland Cash in Lieu and Community Benefits Charge legislation.

Modernizing Our Service Delivery

Work will begin on the development of a new Corporate Information Technology and Digital Strategic Plan (CITDSP) to identify key technology investments and initiatives required to modernize various Town's services. The strategy is expected to be presented to Council in late 2021.

Environmental Sustainability

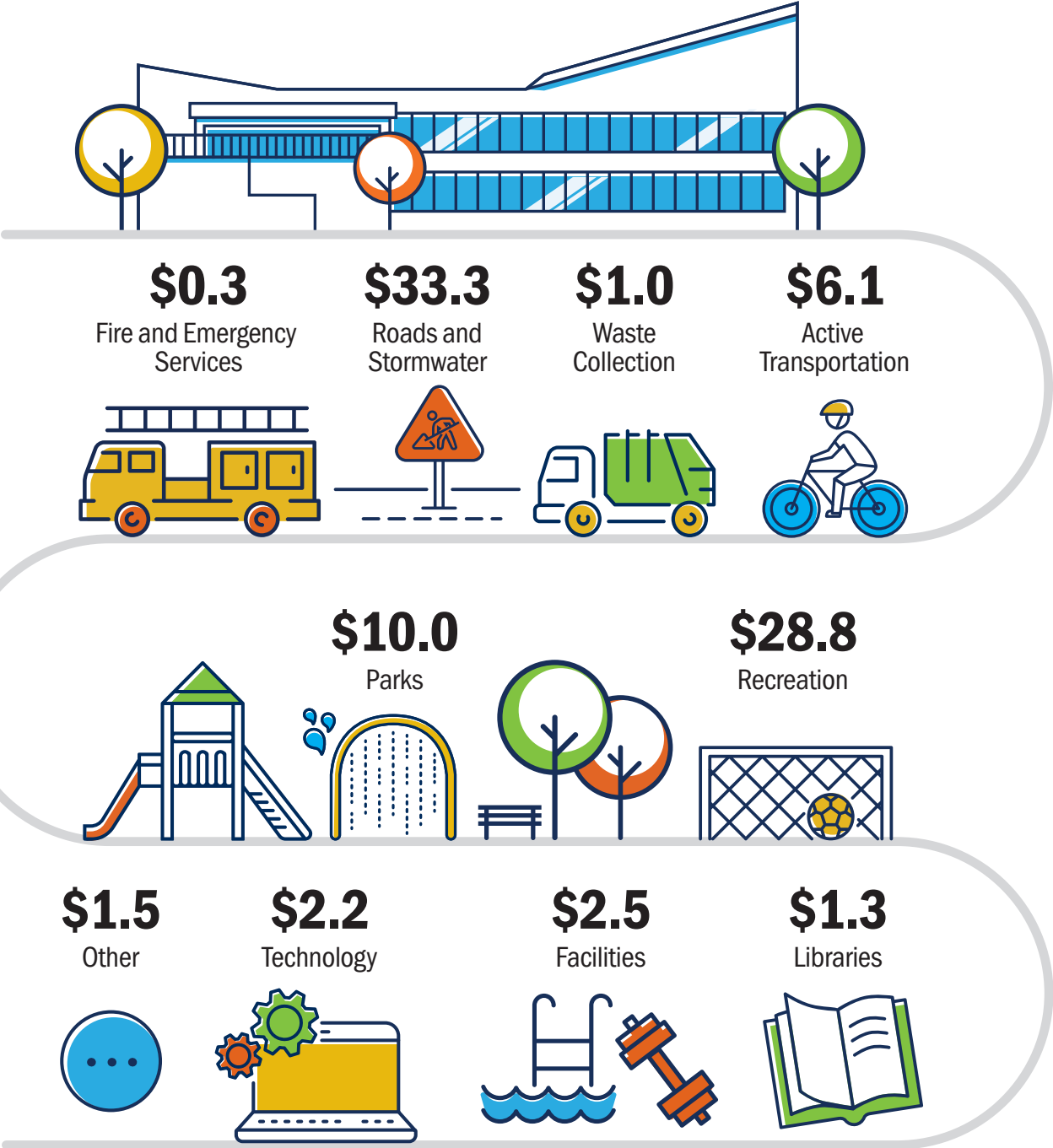
Climate Change Plan

The Town will initiate the development of Whitby's first Climate Change Plan to provide a framework to address both climate change mitigation and adaptation. The outcomes of the Plan will outline how Whitby will work towards the Council endorsed greenhouse gas reduction of 80% by the year 2050. As well, it will include a comprehensive Risk and Vulnerability Assessment utilizing scientific climate projection models to identify and ensure that the corporation and the community can remain resilient and continue to function in the face of near future climate change events. This plan will also enable the Town to meet its requirements as a member of the Global Covenant of Mayors as well as part of its commitment with the Partners for Climate Protection Program.

Financial Highlights

2021 Capital Investments – Dollars (\$) in Millions

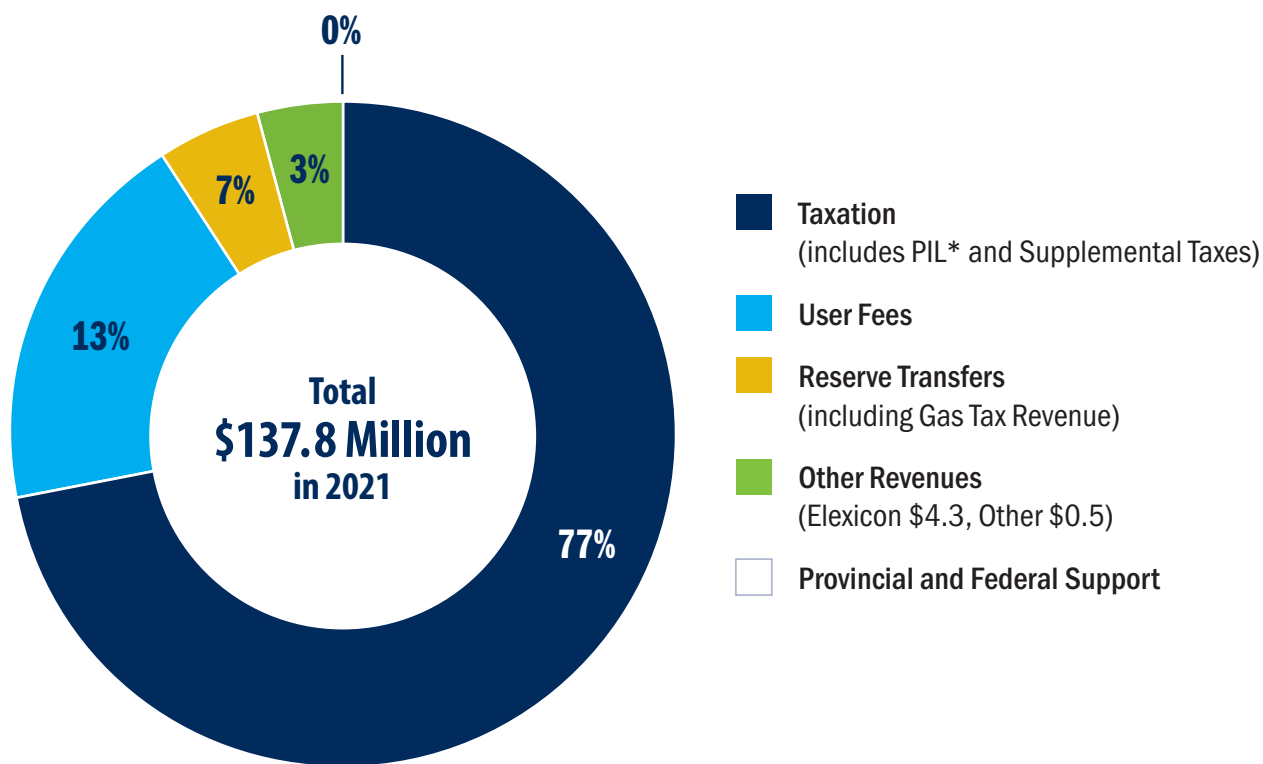
The financial highlights below provide an overview of the 2021 Capital Investments in community infrastructure.



Financial Highlights

Where does the money come from?

The Town's primary funding source is property tax which represents one-third of the total residential property tax bill. Other funding sources include user fees from various recreation programs, licensing fees, funding from other levels of government and investments.



Funding Source	%	\$ (Million)
Taxation (includes PIL* and Supplemental Taxes)	77%	\$105.9
User Fees	13%	\$17.4
Reserve Transfers (including Gas Tax Revenue)	7%	\$9.6
Other Revenues (Elexicon \$4.3, Other \$0.5)	3%	\$4.8
Provincial and Federal Support	0%	\$0.1
Total	100%	\$137.8

Note: Values have been rounded to the nearest percentage and dollar amounts.

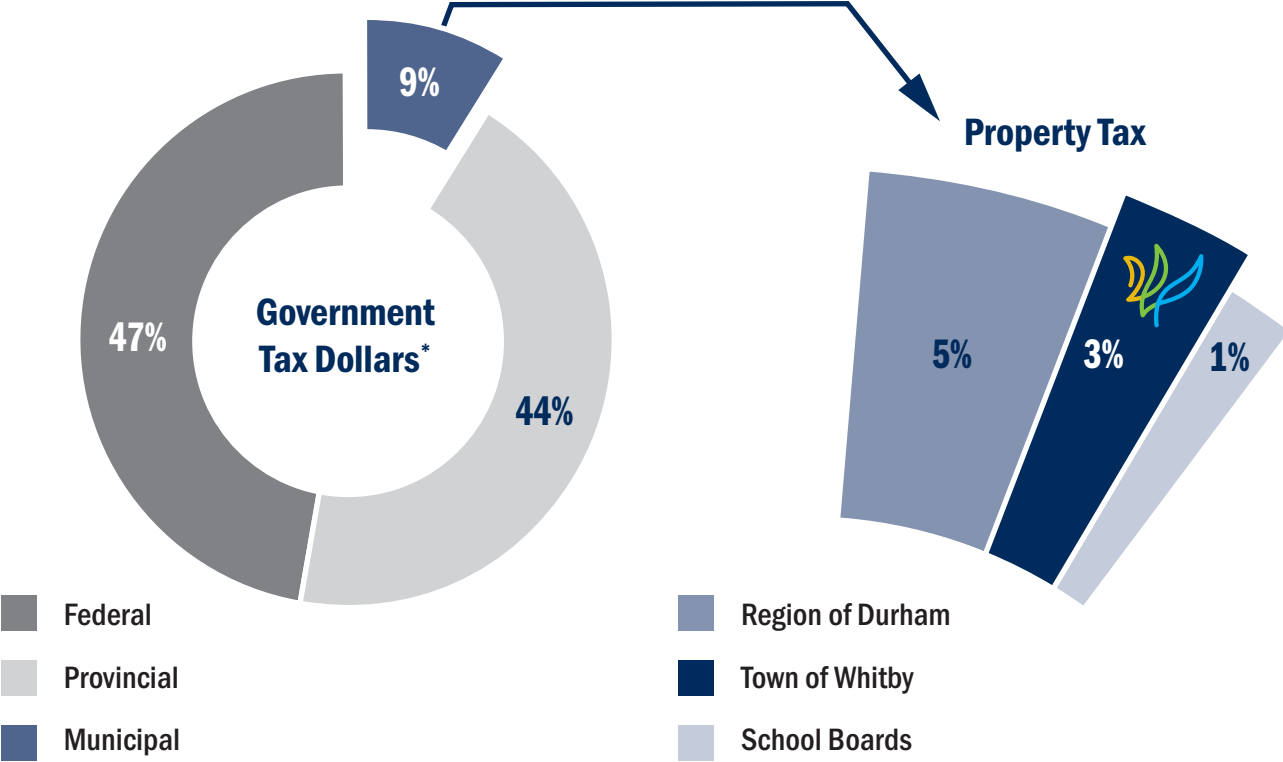
*PIL: Payments in Lieu

Reflects Draft 2021 Budget.

Financial Highlights

Property Tax

The Town is responsible for collecting property taxes on behalf of the Region of Durham and the School Boards.



Government Tax Dollars	%
Federal	47%
Provincial	44%
Municipal	9%
Total*	100%

Property Tax	%	\$
Region of Durham	52%	\$2,938
Town of Whitby	34%	\$1,940
School Boards	14%	\$770
Total**	100%	\$5,648

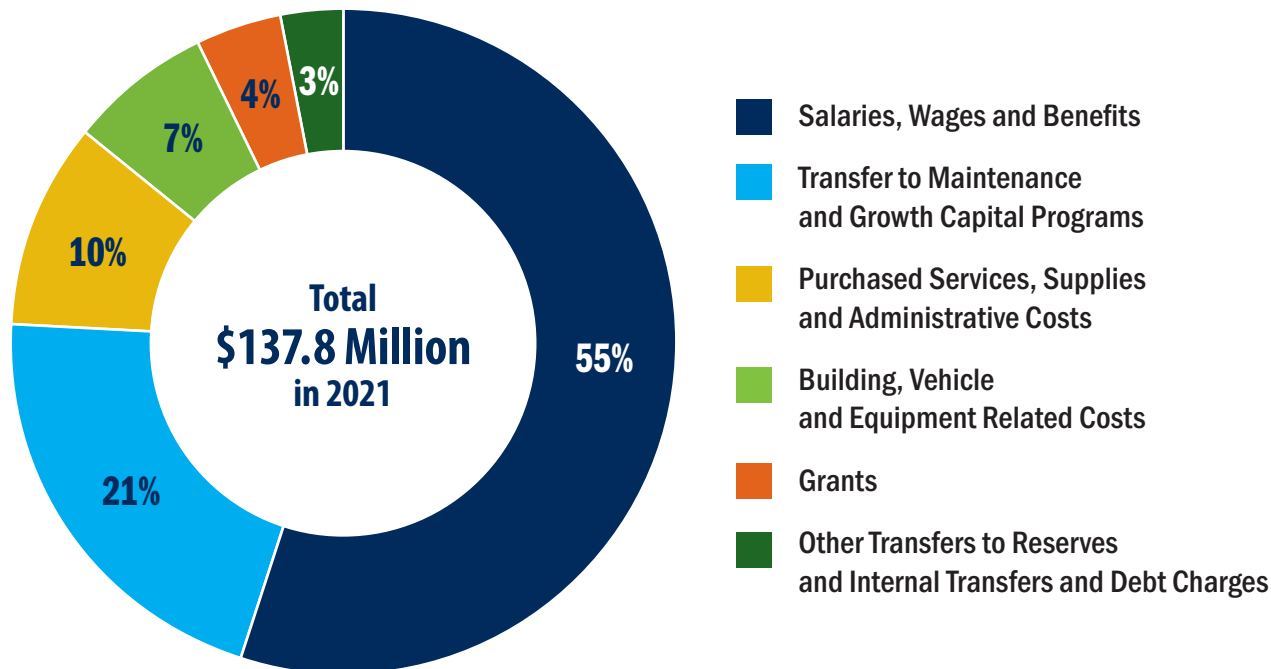
**Based on the 2020 average residential assessment value of \$503,000 as identified by MPAC Property Notice Assessment (January 1, 2016). Reflects Town’s Draft 2021 Budget, Region of Durham 2% guideline and assumed as 0% for the provincial education rate.

*Source: Association of Ontario Municipalities: What’s Next Ontario? – Ontario Sustainability Project 2015

Financial Highlights

How We Are Investing in Our Community

Town funding supports a number of municipal services including fire services, parks and trails and library services. This also includes tangible capital assets such as land, buildings, vehicles and equipment, roads, bridges, sidewalks, sewers and stormwater.



Expenditure Categories	%	\$ (Million)
Salaries, Wages and Benefits	55%	\$76.4
Transfer to Maintenance and Growth Capital Programs	21%	\$28.3
Purchased Services, Supplies and Administrative Costs	10%	\$13.2
Building, Vehicle and Equipment Related Costs	7%	\$9.2
Grants	4%	\$6.1
Other Transfers to Reserves and Internal Transfers and Debt Charges	3%	\$4.6
Total	100%	\$137.8

Note: Values have been rounded to the nearest percentage and dollar amounts. Reflects Draft 2021 Budget.

2020 Community Survey Results



86%

reported overall quality of life as excellent (30%) or good (56%)



84%

feel they are getting good (74%) or very good value (10%) for their tax dollars



82%

are proud to say they are from Whitby



80%

are proud to work in Whitby

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