

Perth County
Cultivating Opportunity

2024

ANNUAL REPORT

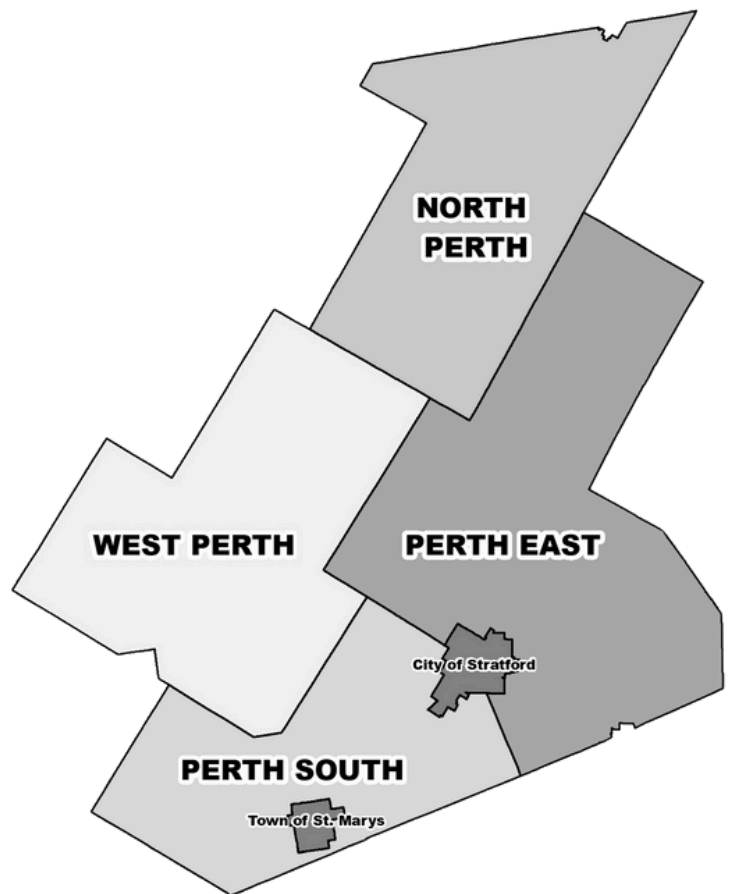


ABOUT US



Perth County is an Upper-Tier Municipality home to a regional population of 81,565 residents. The region is comprised of four Lower-Tier Municipalities: The Municipality of North Perth, Township of Perth South, Township of Perth East, and Municipality of West Perth.

Partner Municipalities include The City of Stratford and The Town of St. Marys who are located in geographic Perth County, but are not part of the two-tier system. The County works with Stratford and St. Marys to deliver shared services including Archives, Paramedic Services, Provincial Offences Administration, Social Services (Ontario Works, Childcare, Housing), and Long-Term Care through Spruce Lodge.





MISSION

Perth County is an innovative and entrepreneurial region that successfully competes on the world stage. We celebrate community and enjoy an exceptional quality of life that offers everything from rural landscapes and small towns to urban centres.

VISION

Perth County aspires to be a self-reliant and fiscally responsible region known for exceptional service delivery and client-service focus. The County will strive to enable the region to grow responsibly, innovate successfully and experience excellent quality of life.

VALUES

Innovative

We strive to improve our services, processes, and practices and embrace change that makes a difference in our work.

Dedicated

We enjoy dedicated staff who are capable, skilled, and educated and are proud to work for Perth County.

Committed

We value the opportunity to do work that makes a difference and has a real impact on people's lives.

Service Oriented

We strongly embrace customer service and our ability to serve the residents, businesses, and municipalities of the County.

Collaborative

We are a collaborative culture where people support and work well together and with member municipalities.

Responsible

We are fiscally responsible; we enjoy a stable financial position and strive to responsibly spend the resources entrusted to us.

COUNTY COUNCIL

Perth County Council is made up of representatives from the four Lower-Tier member municipalities within the County's boundaries. The Head of County Council is known as the Warden and is elected from among the Council members in December of each year by a vote at Council.



Photo of County Council in front of the Perth County Courthouse in Stratford. From left to right: Councillor Jerry Smith, Councillor Sue Orr, Councillor Matt Duncan, Councillor Walter McKenzie, Councillor Dean Trentowsky, Warden Rhonda Ehgoetz, Councillor Todd Kasenberg, Councillor Jim Aitcheson, Councillor Hugh McDermid, Deputy Warden Doug Kellum*

**Note: Jim Aitcheson passed away on November 21, 2024. Not pictured, Bob Wilhelm (Councillor, Perth South) who has stepped into his seat on County Council.*



STRATEGIC PLAN

In 2023, the County updated its Corporate Strategic Plan. This Annual Report highlights the achievements in each of the five goal categories of the Corporate Strategic Plan. The goals are as follows:



GROWTH & ECONOMIC DEVELOPMENT

- Perth County is recognized as a Leader in Agricultural Productivity in Ontario
- Perth County Growth is Responsible and Strategic to Enhance Economic Viability
- Flexible and Affordable Transportation Options Exist within the County
- Flexible and Affordable Connectivity Options Exist within the County



REGIONALIZATION & SERVICE EFFECTIVENESS

- Services and Service Expectations are Clearly Defined and Communicated
- Services are Efficiently, Effectively, and Equitably Delivered on a Regional Basis



CUSTOMER SERVICE EXCELLENCE

- Perth County Demonstrates Service Excellence
- The Culture of Perth County Accepts and Embraces Change



COMMUNITY DEVELOPMENT & PLANNING

- Perth County Planning Policy Supports the Aspirations and Goals of the County as a Whole
- Perth County Minimizes Greenhouse Emissions and Climate Change Impact
- Perth County is an Attractive Destination for Residents and Visitors
- Perth County Residents Enjoy and Exceptional Quality of Life



CORPORATE SUSTAINABILITY

- Perth County is an Attractive Employer and Staff are Knowledgeable, Capable, and Supported in Their Roles
- Facilities and Infrastructure are Well Maintained and Responsibly Managed
- Technology is Embraced as a Means of Enabling Culture and Effectively Delivery Services

COUNTY DIVISIONS



OFFICE OF THE CAO



CAO & Corporate Communications



Human Resources



Economic Development & Tourism



Emergency Management



Planning

CORPORATE SERVICES



Court Services



Finance



Legislative Services



Stratford-Perth Archives



Technology Services

PARAMEDIC SERVICES



Paramedic Services

PUBLIC WORKS








Public Works

GROWTH & ECONOMIC DEVELOPMENT



ECONOMIC DEVELOPMENT & TOURISM

-  Expanded Business Retention and Expansion (BR&E) program to include additional marketing efforts such as business features, video, and photography initiatives
-  Participated in workforce development initiatives including regional job fairs, hosting the Employer/Educator Roundtable, and the “People of Perth County” marketing campaign
-  Showcased Perth County to over 150 investors at 7 major tradeshows representing the Ontario Food Cluster, Ontario Manufacturing Communities Alliance, and the Southwestern Ontario Marketing Alliance
-  Increased participation in the Discover More Flavour and Discover More Adventures experience programs
-  Secured a total of \$253,765 in funding



REGIONALIZATION & SERVICE EFFECTIVENESS



HUMAN RESOURCES



Supported community partners, Spruce Lodge and Medavie Health Services, by consulting on a variety of human resources topics including labour relations and investigations on a cost recovery basis

EMERGENCY MANAGEMENT



Expanded Emergency Management Public Education



Provided Emergency Reception Centre Management Training

TECHNOLOGY SERVICES



Developed and built new processes and GIS data structures for the County's asset management and the emergency management program used by the County and Lower Tiers

COURT SERVICES



Conducted analysis related to outsourcing of collections activities to streamline and create efficiencies

STRATFORD-PERTH ARCHIVES



Raised public awareness of services and resources available at Stratford-Perth Archives through exhibits, staff presentations, newspaper articles and collaboration with organizations like the Stratford and District Historical Society

PARAMEDIC SERVICES



Launched a refresh of the Public Access Defibrillation (PAD) program, including upgrading older units, training, and creating an inventory for increased accessibility, standardization, and accountability

CUSTOMER SERVICE EXCELLENCE



CAO & CORPORATE COMMUNICATIONS



Launched a coyote information and reporting portal on the County's website

LEGISLATIVE SERVICES



Remediated web content for accessibility while creating internal resources



Updated and rolled-out training for accessible documents specific to website content



Increased accessibility through initiatives launched through the Accessibility Working Group (StopGap and PC Connect Bus Stops)



Created repository of common resolutions and accessible by-law templates to ensure consistency

COURT SERVICES



Reduced scheduling backlog resulting from multiple court closures



Balanced increased caseload, while maintaining existing standards of service



Ensured proper and timely data entry, court scheduling and processing of payments



CUSTOMER SERVICE EXCELLENCE



STRATFORD-PERTH ARCHIVES



Provided timely access to historical records for staff and public researchers via the reading room and website, to support transparent and accountable governance across six municipalities



Increased staff capacity to undertake monetary appraisals of community records donated to collections

PARAMEDIC SERVICES



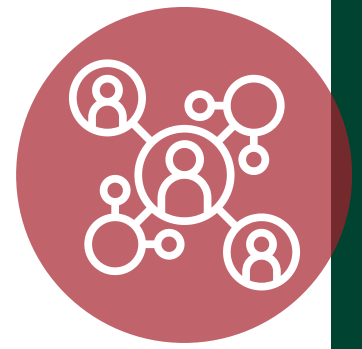
Continued innovation through the provision of the Mobile Integrated Health (MIH) program through ongoing needs assessments with other community providers, flexible training, and service



Responded to requests with the community and worked with funding providers to ensure data reports are both accurate and timely



COMMUNITY DEVELOPMENT & PLANNING



PLANNING



Completed the Draft Official Plan and submitted it to the Province



Undertook Housekeeping Amendments for 4 lower tier Zoning By-laws

TECHNOLOGY SERVICES



Delivered GIS data, maps, online tools and the resulting updates to data layers required to complete the new County Official Plan project

PUBLIC WORKS



Launched the County Stewardship Program with 44 total applications distributing \$75,000 with a total project value of \$269,699



CORPORATE SUSTAINABILITY



CAO & CORPORATE COMMUNICATIONS



Advanced the completion of numerous major service agreements with municipal partners and vendors to ensure seamless business continuity of operations



Completed the review of the County's Corporate Policy Manual, updating key policies to support a modern operating environment



Advanced the development of succession plans for key positions to support business continuity of operations

HUMAN RESOURCES



Updated corporate HR and health and safety policies to comply with legislation, enhance clarity and reflect best practices

LEGISLATIVE SERVICES



Created of routine (quarterly) records destruction list process and launched process improvements through the use of workflows embedded into records management software

FINANCE



Completed of Audit RFP with selection of new Auditor for 2023 Fiscal Year end



Supported Public Works with the updated 2024 Asset Management Plan



CORPORATE SUSTAINABILITY



TECHNOLOGY SERVICES



Completed the final design and setup of all technology and systems required for the new administration office construction project (areas included data cabling, telecommunications, audio-visual, office equipment setups, Wi-Fi access, building access, and video camera systems)

STRATFORD-PERTH ARCHIVES



Retained and preserved permanent records transferred or donated by the public to Stratford-Perth Archives in a secure and accessible manner

PARAMEDIC SERVICES



Prepared for the Provincial Ambulance Service Review as required every three years in accordance with the Ambulance Act to ensure compliance and readiness for certification



Initiated and Employee Engagement and Wellbeing work plan and continued work on peer support by intaking new support members and providing ongoing training with partners at Breakwater

PUBLIC WORKS



Continued work on Courthouse Campus construction project to create a future home for County Staff




Reached sustainable solution for the redevelopment and repurposing of 24 St. Andrew Street facility in partnership with Here for Now Theatre Company



CONNECT WITH US

The County of Perth and its Lower-Tier municipalities work in partnership to provide effective quality services to residents, businesses and visitors, fostering strong communities across the County.

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