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# Introduction

Volume II contains a business plan and budget for each of the City's 13 service areas, and one for Corporate Transactions. Also included in Volume II is a section about Financial Policies. The service area business plans and budgets are provided in alphabetical order.

Each business plan uses narrative, financial tables, photos, charts/graphs, and infographics to convey its proposed 2025 budget, forecasted budgets for 2026–2028, and 10-year capital plan.

Each business plan and budget provides an overview of the service area and outlines the key objectives that will be the focus of its work to accomplish service goals in the four-year period. The relationship of key objectives to the [City's Strategic Plan](#) is indicated via the inclusion, just above each Key Objectives section title, of the Strategic Plan pillar icons that most closely align to the objectives:



**move** - developing a transit-oriented city



**belong** - ensuring youth, older adults and new immigrants thrive



**connect** - completing our neighbourhoods



**prosper** - cultivating creative and innovative businesses



**green** - living green

The key objectives relate to the overall goals of service for each service area, which are listed in the Goals of Service section.

In addition to the City's Strategic Plan, there are master plans, strategies and action plans that guide and inform business planning and budgeting. The Guiding Plans section of each business plan and budget lists any master plans, strategies or action plans directly related to the service area that have been approved by Council.

The Key Services infographic highlights the key services within the service area's purview, and gives the reader a sense at a glance of the area's core business. The most recent full year's statistics are included in the infographic (in this case, 2023).

The Service Area section visually lays out the functions included in the service area and names the City department accountable for the service area. Also included in this section is a description of the types of roles that make up the service area workforce.

The Key Performance Measures section provides highlights of service area performance measures that track and forecast the extent to which goals and objectives are met once budgeted plans are implemented.