



For Immediate Release

March 2, 2026

Town launches Development Tracking System to enhance service delivery and support growth

Georgina, ON – The Town of Georgina is launching a new Development Tracking System (DTS). This modern, end-to-end digital solution is designed to streamline development processes, improve transparency and enhance the customer experience for residents, builders and developers.

“Launching the Development Tracking System is a significant milestone for the Town as we continue to modernize our services and invest in technology that better serves our community,” said Mayor Margaret Quirk. “This innovative platform will improve transparency, reduce processing times and help ensure we are well-positioned to support sustainable growth.”

Built on the Salesforce platform, the system automates and supports the full lifecycle of development-related services, including planning applications, building permits, engineering reviews, inspections, invoicing and payment of fees, securities and development charges.

This initiative was funded in part through the Canada Mortgage and Housing Corporation (CMHC) Housing Accelerator Fund (HAF), supporting the Town’s commitment to implementing new technologies that speed up development approvals, accelerate the supply of new housing and improving service delivery.

“Our government is committed to supporting communities as they build practical, locally driven responses to housing pressures and homelessness. The launch of the Development Tracking System is an important step forward for the Town of Georgina, reflecting our shared dedication to modernizing services and investing in technology that truly supports our communities.” The Honourable Gregor Robertson, Minister of Housing and Infrastructure and Minister responsible for Pacific Economic Development Canada

The system includes a public-facing, self-service Applicant Portal that enables users to submit applications and documents, track the status and receive updates in real time, and manage projects more efficiently. An internal staff portal provides enhanced tools to support collaboration, workflow management and faster processing times.

“The implementation of the Development Tracking System reflects our commitment to continuous improvement and digital transformation,” said CAO Ryan Cronsberry. “This cutting-edge solution positions the Town to respond more effectively to development-related activity while maintaining high standards of service and accountability.”

The DTS integrates with the Town’s Geographic Information System (GIS) and payment processor, while offering robust reporting capabilities and interactive dashboards. These features will enable data-driven decision-making and provide Town staff with valuable information that supports planning and operational excellence.

By replacing legacy systems and reducing manual, redundant processes, the DTS will increase efficiency, strengthen service delivery, and create a more seamless experience for applicants and staff. The launch of the DTS marks another step forward in the Town's efforts to leverage technology to build a more responsive, innovative, and future-ready organization.

To learn more about the DTS or access the Applicant Portal, visit georgina.ca/DevelopmentPortal.

-30-

Media Contact: Tanya Thompson | Communications Manager | Corporate Services
Phone: 905-476-4305, ext. 2446 | Email: tathompson@georgina.ca | georgina.ca