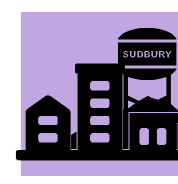
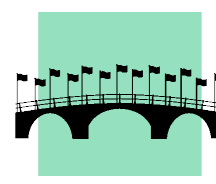
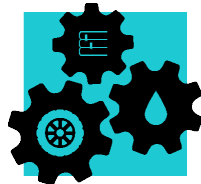


# 2021 Q1 Performance

April 20, 2021

Ed Archer, Chief Administrative Officer

## 2019-2027 Strategic Plan Priorities



# Financial Performance



**485,635 trips**

Transit ridership down from Q1 2020



**3.2%**

Property taxes remain receivable



**AA, Stable**

Credit rating



**1.68**

Debt : Reserve ratio



**\$0.4M**

Value of competitive  
bid process



# Customer Service



**91%**

Callbacks within two days



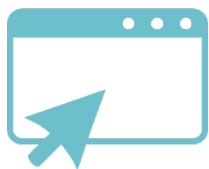
**96%**

Transit on-time performance



**79%**

Online service availability



**70%**

Development applications  
processed within provincial  
benchmarks



**84%**

CTAS-1 call responses take  
less than 8 minutes,  
80% of the time



**5:07**

Full-time Fire Response Time

**10:12**

Volunteer Fire Response Time



# Employee Perspective



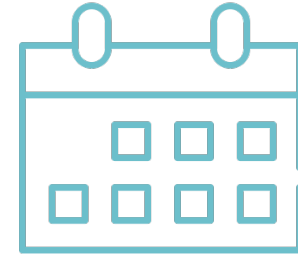
**0.46%**

Training expenditures as a percentage of wages and benefits



**1.34%**

Employee turnover rate



**27**

Average days to hire (union)

**23**

Average days to hire (non-union)



**3.3**

Average days lost due to injury

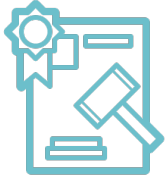


**75%**

First-call resolution rate in 311 exceeds the public sector standard



# Internal Business Processes



**36%**

Asset Management Plan  
availability



**71%**

Rate of "Key Projects" on  
time and on budget



**4.3**

Average bids per bid call













**82.5%**

Rate of payments made by  
electronic fund transfer



# Key Projects

	Status
Customer Relationship Management System	
Customer Service Strategy Implementation	
Enhanced Communications	
Communication Review	
Strengthening Development Services	
AMR/AMI – Water Meter replacement	
Transit Action Plan	
Strategic Plan	
Indigenous Relations	
Library Governance	











Proceeding as anticipated





Progress, but not proceeding as anticipated



# Key Projects











	Status
Land Management Information System (LMIS)	
Sign By-law	
Paris-Notre Dame Bikeway	
Complete Streets Guidelines	
Pavement Condition Assessment (Complete)	
Pothole Material Patching Project	
Large Spreader Laid Patches	
Official Plan – Phase 2	

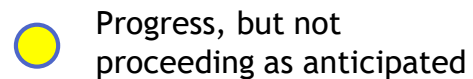
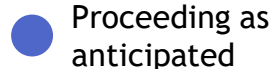
 Proceeding as anticipated

 Progress, but not proceeding as anticipated



# Key Projects

	Status
Community Energy and Emissions Plan	
Development Charge Background Study	
Feasibility Review for New Organic Processing Options	
Solid Waste Management Plan	
Construction & Demolition Material Recycling Site Update	
Waste Collection Services	
Waste Diversion	
Paquette-Whitson Municipal Drain	
Gatchell Outfall Sewer	
Falconbridge Highway Overpass (Complete)	





# Key Projects

	Status
MR 35 from Notre Dame East to Notre Dame West	●
Maley Drive	●
Greater Sudbury Housing Corporation Transition	●
Homeless Shelter Review & Modernization	●
Playground Revitalization	●
Population Health, Safety, and Well-Being	●
Social Housing Revitalization	●
Therapeutic Pool	●
Core Service Review (added Q2, 2019)	●
Employment Land Strategy (added Q3, 2019)	●










Proceeding as anticipated





Progress, but not proceeding as anticipated



# Key Projects

	Status
IT Strategy	
Parking	
Security Enhancements at Tom Davies Square	
Time and Activity Reporting	
Centralized Facility Management	
Incident Management System process in the Emergency Operations Centre	
Modern Employee Experience IT improvements	

 Proceeding as anticipated

 Progress, but not proceeding as anticipated



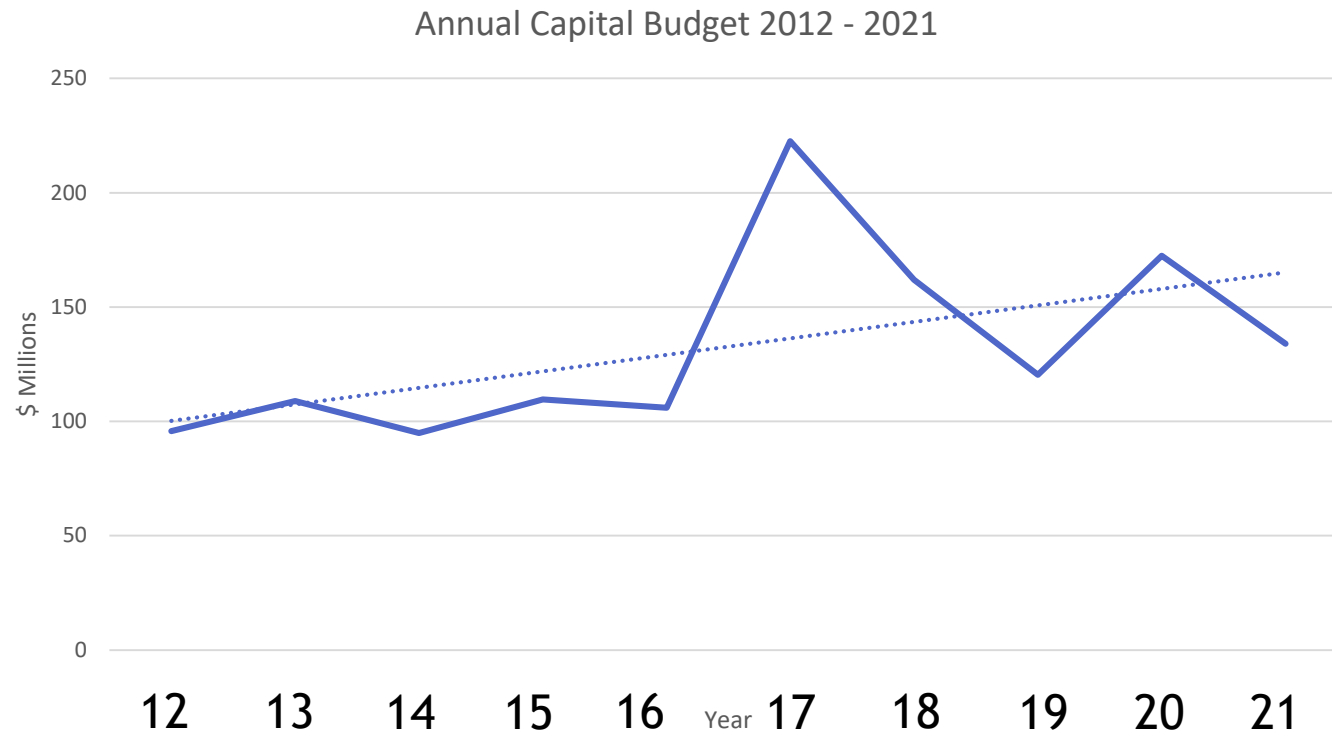
# Greater Sudbury's Supervisor:Staff Ratio Reflects Sector Norms

Greater  
Sudbury  
**1:9**  
Supervisors to  
FTE

Average of 7  
Municipalities  
**1:10**  
Supervisors  
to FTE



# We Are Producing More, and Better



The 2017-2021 capital budgets are, on average, 33% higher than the previous five year average.



# We Are Accountable and Transparent

## 2018 Benchmarking Results Greater Sudbury Compared to MBNCan Median



### Employee Perspective

 <b>0.4%</b> Training expenditures as a percentage of wages and benefits	 <b>1.25%</b> Employee turnover rate	 <b>21.5</b> Average days to hire (union)
 <b>3.7</b> Average days lost due to injury	 <b>74%</b> First-call resolution rate in 311 exceeds the public sector standard	<b>34</b> Average days to hire (non-union)