

# 2022 Q4 Performance

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## 2019-2027 Strategic Plan Priorities



# Employee Perspective



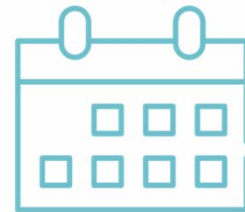
**0.5%** (Q3 – 0.7%)

Training expenditures as a percentage of wages and benefits



**2%** (Q3 – 2%)

Employee turnover rate



**26** (Q3 – 29)

Average days to hire (union)

**27** (Q3 – 25)

Average days to hire (non-union)



**4.67** (Q3 – 18.29)

Average days lost due to injury



**75%** (Q2 – 75%)

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



# Financial Performance



**1,053,490 trips**

Transit ridership up 36% from Q4 2021



**3.1%**

Property taxes remain receivable

(Q3 – 3.1%)



**AA+, Stable**

Credit rating



**1.94**

Debt : Reserve ratio

(Q3 – 1.97)



**\$2.5M**

Value of competitive  
bid process

(Q3 - \$4.6M)



# Customer Service



**81%**

Callbacks within two days

(Q3 – 73%)



**87%**

Transit on-time performance

(Q3 – 90%)



**140%**

Online service availability

(Q3 – 139%)



**89%**

Development applications  
processed within provincial  
benchmarks

(Q3 – 85%)



**78%** (Q3 – 77%)

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



**8:07** (Q3 – 7:53)

Full-time Fire Response Time

**14:00** (Q3 – 13:15)

Volunteer Fire Response Time



# Internal Business Processes



**58%** (Q3 – 58%)

Asset Management Plan  
availability



**88%** (Q3 – 77%)

Rate of “Key Projects” on  
time and on budget



**3.1** (Q3 – 3.4)

Average bids per bid call



**85%** (Q3 – 90%)

Rate of payments made by  
electronic fund transfer

