

# Appendix A

Name	2013 Response Time Standard		
Greater Sudbury, City of	Plan in Minutes	Plan in Percentage	Performance in Percentage Submitted March 31, 2014
SCA	6	70%	67.0%
CTAS 1	8	80%	73.0%
CTAS 2	10	85%	87.0%
CTAS 3	15	85%	97.0%
CTAS 4	15	85%	97.0%
CTAS 5	15	85%	97.0%

Name	2014 Response Time Standard		
Greater Sudbury, City of	Plan in Minutes	Plan in Percentage	Performance in Percentage Submitted March 31, 2015
SCA	6	70%	65.0%
CTAS 1	8	80%	80.0%
CTAS 2	10	85%	86.0%
CTAS 3	15	85%	97.0%
CTAS 4	15	85%	98.0%
CTAS 5	15	85%	97.0%

Name	2015 Response Time Standard		
Greater Sudbury, City of	Plan in Minutes	Plan in Percentage	Performance in Percentage Submitted March 31, 2016
SCA	6	70%	73.0%
CTAS 1	8	80%	81.0%
CTAS 2	10	85%	86.0%
CTAS 3	15	85%	97.0%
CTAS 4	15	85%	98.0%
CTAS 5	15	85%	97.0%

Name	2016 Response Time Standard		
Greater Sudbury, City of	Plan in Minutes	Plan in Percentage	Performance in Percentage
SCA	6	70%	Due March 31, 2017
CTAS 1	8	80%	
CTAS 2	10	85%	
CTAS 3	15	85%	
CTAS 4	15	85%	
CTAS 5	15	85%	