

# 2019 TO 2023 STRATEGIC PLAN YEAR 3 (2021) PROGRESS REPORT



SUMMARY: 23 of 31 = 74% of Performance Measures Trending in the Desired Direction

Result Area	Performance Measure	Historical Data					Baseline Trend
		2017	2018	YEAR 1 2019	YEAR 2 2020	YEAR 3 2021	
Economic Vitality	Increase % of business engagements resulting in business retention, expansion and attraction	45%	37%	53%	61%	52%	●
	Maintain # of transit ridership per capita	20.8	20	19.8	9.5	8.9	●**
	Increase # of kilometres of bus rapidways	12.30	12.30	27.30	33.70	33.70	●
	Increase # of people and employment within 500 metres of transit	Data not available for reporting	241,000	257,000	265,000	272,300	●
	Maintain % of on-time performance on all transit routes	94.14%	91.45%	91.48%	94.74%	95.64%	●
	Increase # of road lane kilometres	4,229.70	4,265.12	4,293.00	4,318.00	4,382.00	●
Healthy Communities	Maintain % of residents that rate York Region as a safe place to live	96%	94%	95%	96%	95%	●
	Maintain police emergency (Priority 1) response time in minutes	7:06	7:00	6:50	6:44	6:52	●
	Maintain % of municipal drinking water samples meeting Ontario Drinking Water Standards	99.93%	99.89%	100.00%	99.98%	100.00%	●
	Increase % of regional roads with sidewalks and/or dedicated bike lanes in urban areas	Data not available for reporting	88%	84%	85%	86%	●
	Increase % of 17-year-old students in compliance with Immunization of School Pupils Act	86.43%	91.83%	92.00%	Data not available for reporting	Data not available for reporting	▲**
	Increase % of food service premises with a certified food handler at all times	52%	68%	77%	Data not available for reporting	Data not available for reporting	▲**
	Increase % of York Region clients receiving help to improve their housing stability	Data not available for reporting					▲
	Maintain paramedic response time for emergency response services to meet Council approved targets	78%	76%	76%	76%	75%	●
	Increase # of advocacy activities related to long-term care beds	Data not available for reporting	3	13	10	21	●
	Decrease # of days to determine York Region residents' eligibility for social assistance	9	8	8	3	5	●
	Decrease # of children with an immediate need waiting for subsidized childcare	1,258	1,575	2,152	1,855	421	●
	Increase % of individuals and families remaining stably housed after six months who were homeless or at risk of homelessness	Data not available for reporting		83%	81%	74%	●**
Sustainable Environment	Maintain % of wastewater receiving treatment	99.97%	99.99%	100.00%	99.97%	99.99%	●
	Maintain % of residential solid waste diverted from landfill	93%	94%	94%	93%	92%	●
	Decrease # of megalitres of treated water consumed per 100,000 population	9,605	9,855	10,004	10,368	10,245	●
	Decrease # of per capita greenhouse gas emissions across Regional operations in tonnes	64.80	65.20	65.40	55.50	53.70	●
	Increase % of growth occurring within the built-up areas	46.9%	59.3%	75.0%	59.0%	58.0%	●
	Increase % of development applications meeting timeline commitments	Data not available for reporting		100%	100%	100%	●
	Maintain # of trees and shrubs planted annually through the Regional Greening Strategy Program	85,464	101,122	102,332	60,539	92,154	●
Good Government	Maintain / Improve comparative \$ of operating cost per unit of service*	0.91	1.00	1.01	0.95	1.04	●
	Increase % of public-facing transactions that can be completed online or with a mobile device	Data not available for reporting	60%	73%	75%	75%	●
	Increase % of reserve-to-debt ratio	86%	99%	111%	126%	147%	●
	Maintain % of regional assets with a condition assessment rating of fair or better condition	91%	90%	87%	86%	86%	●
	Maintain % of York Region residents that are satisfied with Regional government	78%	75%	81%	87%	80%	●
	Increase # of open data sets	177	214	228	228	228	●

\*NOTE: 2018 as baseline year and considered trending in the right direction compared to inflation. 2021 data may be subject to change based on finalized FIR data.

**LEGEND** ● = Trending in the desired direction ● = Not trending in the desired direction ▲ = Data Not Available for Reporting  
\*\*Performance measures negatively impacted due to the COVID-19 pandemic.