



ECONOMIC VITALITY

PRIORITY: FOSTER ECONOMIC PROSPERITY

Objective	Performance Measure	Service Area	Historical Data		Year 1	Year 2	Year 3	Baseline Trend
			2021	2022	2023	2024	2025	
1. Attract and retain businesses, grow employment opportunities and attract a skilled workforce	1.1. Maintain % of business engagements resulting in business retention, expansion and attraction (Minimum annual threshold of 35%)	Economic and Development Services	52%	46%	41%	50%	44%	
	1.2. Increase # of kilometres of YorkNet fibre network ¹		86.3	53	190	290	270	
2. Invest in a safe, effective transportation system that connects people, goods and services	2.1. Maintain # of York Region Transit service passenger trips per capita ¹	Transit	8.9	13.8	17.7	19.5	19.3	
	2.2. Maintain % of on-time performance on all transit routes		95.65%	95.09%	94.07%	93.71%	94.09%	
	2.3. Increase # of people living and jobs within 500 metres of a transit stop ¹	Economic and Development Services	273,200	301,900	308,500	328,600	330,160	
	2.4. Maintain % of traffic signals reviewed and optimized annually	Regional Roads	N/A	7%	16%	18%	23%	
	2.5. Increase % of residents satisfied with Regional roads		65%	63%	61%	52%	61%	
	2.6. Increase % of residents satisfied with York Region Transit	Transit	70%	64%	64%	59%	69%	
	2.7. Increase % of Regional roads with sidewalks and / or dedicated bike lanes in urban areas ¹	Regional Roads	86%	86%	86%	86%	87%	
	2.8. Increase % of court services defaulted collection rate (Collection on unpaid Provincial Offences Act (POA) fines)	Court Services	41%	38%	48%	48%	47%	
















¹ Environmental, Social and Governance (ESG) priority performance measure

= Trending in the Desired Direction


= Not Trending in the Desired Direction


= Data Not Available for Reporting

= No Trend Information








Objective	Performance Measure	Service Area	Historical Data		Year 1	Year 2	Year 3	Baseline Trend
			2021	2022	2023	2024	2025	
1. Protect and promote residents' well-being	1.1. Increase % of 17-year-old students in compliance with Immunization of School Pupils Act among designated cohorts of students	Public Health	N/A	N/A	35%	51%	81%	
	1.2. Maintain paramedic response time for emergency response services to meet Council approved targets (CTAS 1 Patients - Paramedics arriving on scene within target time of 8 minutes) ¹	Paramedic Services	75%	74%	76%	75%	78.5%	
	1.3. Maintain % of residents satisfied with York Region Paramedic Services		91%	88%	92%	87%	89%	
	1.4. Maintain % of York Region long-term care (Newmarket and Maple Health Centres) residents overall rating the home as good or better	Long-Term Care	93%	94%	99%	94%	97%	
	1.5. Increase # of regulated child care spaces in York Region per 1,000 children (12 and under) ¹	Children's Services	368	369	372	399	413	
	1.6. Increase % of individuals and families remaining stably housed after six months who were experiencing homelessness or were at risk of homelessness ¹	Community Housing	74%	81%	79%	82%	85%	
	1.7. Decrease # of monthly social assistance cases per 100,000 households ¹	Social Assistance	1,751	2,155	2,065	3,014	3,176	
2. Support safe communities	2.1. Maintain % of residents that rate York Region as a safe place to live	Police Services	95%	93%	91%	87%	83%	
	2.2. Maintain Police emergency (Priority 1) response time (in minutes) ¹		6:52	7:06	7:21	7:20	6:34	
	2.3. Maintain % of residents satisfied with York Region Police Services		86%	85%	83%	74%	78%	
	2.4. Maintain % of municipal drinking water samples meeting Ontario Drinking Water Standards ¹	Water	100%	100%	99.98%	100%	100%	
	2.5. Maintain % of residents satisfied with York Region's drinking water		86%	85%	84%	86%	88%	
3. Sustain and increase affordable housing choices	3.1. Increase # of community housing units administered by York Region	Community Housing	6,717	6,717	6,982	6,982	7,079	
	3.2. Increase # of rent benefits administered by York Region to support housing affordability based on household income		5,610	5,940	6,334	6,598	6,639	
	3.3. % of Housing York Inc. survey respondents satisfied with Housing York Inc.'s services		N/A	80%	75%	81%	80%	
	3.4. Increase # of units in planning and development at a stage ready for implementation based on funding, including Housing York Inc. and non-profit housing providers partnering with the Region		443	825	563	675	1,318	

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			2021	2022	2023	2024	2025	
1. Deliver and promote environmentally sustainable services	1.1. Maintain % of wastewater receiving treatment ¹	Wastewater	99.99%	99.99%	99.99%	99.99%	99.99%	
	1.2. Maintain % of residential solid waste diverted from landfill ¹	Waste Management	92%	94%	94%	92%	90%	
	1.3. Decrease # of megalitres of treated water consumed per 100,000 population ¹	Water	10,245	10,596	10,356	10,332	10,416	
	1.4. Decrease # of tonnes of greenhouse gas emissions across Regional operations per capita ^{1,2}	Corporate Leadership	55.0	59.2	60.1	60.8	64.7	
2. Enhance and preserve green space	2.1. Maintain # of trees and shrubs planted annually through the Regional Greening Strategy Program ¹	Forestry	92,154	110,391	116,175	123,823	150,320	
	2.2. Increase % of residents satisfied with York Region Forestry		75%	75%	80%	79%	83%	
	2.3. Increase # of total hectares of environmental lands secured through the land conservation program (since 2001) ¹		1,547	1,560	1,560	1,628	1,629	

² Historical Data was updated retroactively in some years to more accurately reflect provincial electricity grid emissions captured in the National Inventory Report

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			2021	2022	2023	2024	2025	
1. Improve customer experience by leveraging digital transformation	1.1. Increase % of residents that agree their interaction with York Region was easy	Corporate Leadership	83%	80%	75%	83%	85%	
	1.2. Increase % of residents who would speak positively about their experience with York Region staff		73%	69%	69%	78%	78%	
	1.3. Decrease % of York Region staff reports on revised Council and Committee meeting agendas		11%	16%	8%	6%	12%	
	1.4. Increase % of contact centre's customer transactions through a digital channel		N/A	N/A	56%	58%	56%	
	1.5. Increase # of services that can be completed online (self-serve)		44	39	45	49	49	
2. Deliver fiscally sustainable services	2.1. Maintain comparative dollar of operating cost per unit of service ³	Corporate Leadership	N/A	\$1	\$1.08	\$1.13	\$1.08	
	2.2. Maintain % of reserves to net debt ratio (minimum 120%) ¹		157%	193%	211%	249%	263%	
	2.3. Increase % of invoices paid within 30 days		69.5%	73.3%	78.7%	75.8%	77%	
	2.4. Maintain % of York Region residents rating 'Good' value for taxes		85%	78%	73%	62%	71%	
	2.5. Maintain % of Regional core assets (Water/Wastewater, Roads) with a condition assessment rating of fair or better condition ^{1, 4}		86%	91%	89%	87%	Data Available July 2026	
	2.6. Increase % of goods and services purchased through a centralized procurement process ⁵		81.4%	89.4%	58.8%	24%	40%	
3. Attract and retain a skilled workforce	3.1. Maintain % of overall permanent voluntary employee turnover	Corporate Leadership	4.6%	5.3%	4.2%	5.2%	4.54%	
	3.2. Maintain % of new hire success rate (1-year retention in position)		92%	88%	90%	89%	90%	
	3.3. Increase % of permanent employees job promotion rate		4.4%	5.2%	4.9%	7%	6.31%	
	3.4. % of overall job satisfaction		N/A	N/A	N/A	N/A	15.2 Net Promoter Score	

³ Historical data adjusted based on finalized figures

⁴ Trend information is based on data from previous year due to reporting lag for this performance measure

⁵ Historical data adjusted to align with MBNC data submission

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