

## 2015 to 2019 Strategic Plan Final Year 4 (2018) Progress Report

### **Key Regional Performance Measures**

#### Exception Report Summary

Seven (7) of 45 (15 per cent) of the Strategic Plan's performance measures' baseline trends were not trending in the desired direction (see Attachment 1):

- Number of households that receive housing assistance
- Maintain per capita investment of the Community Investment Fund
- Number of long term care residents transported to hospital
- Number of mental health crisis calls to 911
- Percentage of new non-residential (commercial office) development located in Regional Centres and Corridors
- Number of transit ridership per capita
- Number of visits to Regional websites

Contributing factors for the performance of each of these measures detailed below.

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### **HEALTHY COMMUNITIES**

#### **Number of households that receive housing assistance**

The number of households that receive housing assistance has declined since 2014. York Region's Community and Health Services Department delivers a range of programs and services for individuals and families who are homeless, at risk of becoming homeless, or need affordable rent. Rent subsidies help with housing affordability because they bridge the gap between rent that a low income household pays (generally 30 per cent of gross household income), and actual market rent for a unit. Demand for these programs is impacted by the cost of housing, incomes increasing at a slower rate than the cost of living and changes in employment.

Programs delivered include:

- Rent Subsidy Programs
- Housing Stability Program
- Homelessness Prevention Program
- CHPI Rent and Energy
- Emergency Housing and Housing with Supports

## **Maintain per capita investment of the Community Investment Fund**

The per capita investment in the Community Investment Fund is a key Regional performance measure in the *2015 to 2019 Strategic Plan* to measure strengthening the Region's network of human services to support people in achieving their potential.

The 2018 budget for the Community Investment Fund was \$5,683,711, which is a per capita investment of \$4.75. The reduction in per capita investment funding compared to 2014 was a result of an increasing York Region population (estimated at 1,196,559 as of December 2018).

## **Number of long term care residents transported to hospital**

There are a number of reasons the number of long term care residents transported to hospitals has increased. A rapidly aging population and higher acuity level of residents impacts the number of long term care residents transported to hospital by paramedics. As a result of long wait times for long term care beds, many residents admitted into long term care are frail, elderly, and more likely to require acute care.

This measure includes all 46 long term care homes in the Central Local Health Integration Network (CLHIN); not just the two homes operated by the York Region. Paramedic Services have little to no control over this performance measure.

As identified in the *Ambulance Act*, which governs the provision of Emergency Health Services in Ontario, paramedics are largely restricted to stabilizing patients and transporting them to the nearest hospital emergency department. Under the current framework, there is little paramedics can do to reduce the volume of emergency department transports.

## **Number of mental health crisis calls to 911**

Mental health crisis calls for services to York Regional Police include calls for emotionally disturbed persons and attempt suicides. The data is based on reports where mental health was the primary issues. Reports where there was a criminal offence or other factors may not be included.

Over the past few years, there has been an increasing awareness on the part of society regarding the prevalence of mental health issues. The enormous impact of mental health issues on society, families and the economy is becoming better understood, increasingly talked about, and a higher priority for governments.

A *2015 to 2019 Strategic Plan* performance measure guiding the objective of protecting public health is the number of mental health crisis calls to 911. The number of mental health crisis calls to 911 has continued to rise. Factors contributing to the increase in mental health crisis calls include population growth, aging population, increasing public awareness, and increasing number of residents with more complex mental health needs. As emergency responders, police respond to persons in crisis around the clock when other supporting services may not be available.

To address this, York Region and York Regional Police have worked together to develop new mental health initiatives:

- **Mental Health Matters** is an initiative that creates awareness and better integrates services to meet client needs. Mental Health Matters builds capacity among staff to identify mental health issues and connect clients in crisis to the right service. To support better coordinated services for residents

experiencing mental health and/or addictions crisis, York Region, York Regional Police and community stakeholders have taken the following steps:

- Implemented a Rapid Response Table provides support to residents who are at increased risk of crisis, primarily because of mental health and/or addictions crisis. This table is comprised of representatives from multiple community agencies such as Canadian Mental Health Association, York Support Services Network, Children’s Aid Society, Streamline Access, Southlake Health Centre, LOFT and Addiction Services of York Region.
- Working on a Mental Health and Addictions Hub that will serve as an alternative to hospital emergency departments for people in mental health and/or addictions crisis by providing crisis and stabilization beds; rapid access to psychiatry, rapid addictions management, withdrawal management beds; physical health supports and connections to community mental health and/or addictions supports.
- **Mental Health Support Teams** are York Regional Police mobile outreach units consisting of a plain clothes police officer and a mental health crisis worker. The teams provide crisis assessments, crisis intervention, support and referrals to affected individuals and/or their families.

These initiatives help to better link efforts, coordinate services and achieve better outcomes for clients with mental health challenges.



## SUSTAINABLE ENVIRONMENT

### **Percentage of new non-residential (commercial office) development located in Regional Centres and Corridors**

This measure identifies the percentage of new non-residential development (commercial office development) located in Regional Centres and Corridors. York Region’s Centres include Newmarket Centre, Richmond Hill / Langstaff Gateway Centre, Vaughan Metropolitan Centre and Markham Centre. York Region’s Corridors include Highway 7, Yonge Street, and portions of Davis Drive and Green Lane.

The percentage of new office development in Regional Centres and Corridors fluctuates from year-to-year. In 2017 and 2018, no new office commercial development permits were issued in Regional Centres and Corridors, however two new buildings were completed accounting for 175,000 square feet of new office commercial space. The Regional Office Market Attraction campaign will be reflected in future reporting years. External factors that affect this curve are macro economic trends, cost of development, and financial viability.

Despite the lack of new permits for 2017 and 2018, Centres and Corridors employment rose by over 5,000 jobs for the second straight year. From 2017 to 2018, over 5,280 new jobs were added in the centres and corridors, representing a 4.3 per cent increase which is higher than the 2.4 per cent job increase observed Region-wide. Many of these added jobs moved into existing and recently constructed office buildings, including the KPMG building in Vaughan Metropolitan Centre which is now fully leased.

## **Number of transit ridership per capita**

The number of transit ridership per capita decreased in 2018. Ridership was impacted by construction happening on the Region's busiest corridors. The number of transit riders across the York Region Transit system remained stable in 2018 reaching 22.2 million riders.

In 2018, an additional 3.4 million riders at stations on the TTC Line 1 Subway extension in York Region.

York Region Transit routes servicing the TTC Line 1 Subway extension carried an additional 37,000 travellers throughout the year. High ridership routes operating in key Regional corridors under construction, such as Yonge Street, Bathurst Street and Highway 7 West, saw a reduction of 730,735 trips, or approximately 285,443 revenue riders. A similar trend was experienced along Highway 7 East and Davis Drive during rapidway construction. Experience shows that ridership returns within one year following construction completion, and growth occurs in the second year and beyond.

The Regional road network continues to be under pressure due to significant growth across York Region. To manage this demand on our Regional roads, highways and transit system, the Region is continuing to focus providing mobility for all modes of travel (walking, cycling, transit as well as auto uses) through improved transit services, development of complete and walkable communities, improved network infrastructure as well as promoting active transportation through the provision of cycling infrastructure.



## **Number of visits to Regional websites**

A 2015 to 2019 *Strategic Plan* performance measure guiding the objective of making it easier to access Regional information and services is the number of visits to Regional websites. To be consistent with the Municipal Benchmarking Network Canada (MBNCanada) definition, data for this measure is reported by total pageviews to: [york.ca](http://york.ca), [yrt.ca](http://yrt.ca) and [vivanext.com](http://vivanext.com).

The number of website pageviews has been decreasing since 2014. For each of the three municipal websites, growth is not anticipated based on industry trends. The goal for each of the websites is to maintain current web traffic as introduction of social media channels, real-time alerts and mobile applications continue to gain traction. Residents can easily access York Region information through York Region's mobile app and the YRT/Viva mobile app.

To better reflect measuring ease in access to Regional information and services, the Region also tracks the number of social media followers (see Attachment 1), which has shown steady growth in audience and engagement since 2014.