

2016-2017 Scorecard

<u>Functional Area</u>	<u>Strategic Performance Metric</u>	<u>Performance Assessment</u>
Division overall	User Satisfaction	Mixed
	Efficiency & effectiveness versus G6	Good
Financial Affairs	Bond Rating AA-	Improved AA stable
	Debt Policy Ratios met	Achieved
	Investment Performance tier 1 or 2	Achieved
Infrastructure & Operations	Deliver services @ cost equal to G6 or better	Achieved in most respects
	Meet KPIs	Improving performance post Mosaic
	Major Projects: successful implementation	Achieved
Human Resources	Employer Of Choice	Achieved regionally
	Collective Bargaining Mandates met	Achieved
	Engagement Index Divisional	Improved 2.6% 66% of drivers > Sector
	TMG Staff Turnover	Better than G6
	Employment Equity progress	To be developed
Internal Audit & Risk	Index of Audit Findings	Deteriorating v. 4 yr avg
	Measure of Cyber-Risk	Early stage: improving
Community	AVP/Director Engagement	Achieved
	Student Project Engagement	70 projects
Business Management	\$4.5 million contribution	Achieved
	Student Satisfaction Survey	Stable/improved