

## BUILDING MARKHAM'S FUTURE TOGETHER 2020-2023 STRATEGIC PLAN MEASURES OF SUCCESS

GOAL 1	Measure of Success	2020
<b>Exceptional Services by Exceptional People</b>  <b>Goal Statement:</b> <i>We embrace a bold and innovative culture that empowers and inspires excellent services within a collaborative and healthy work environment</i>	Overall satisfaction with the delivery of all the services provided within the City of Markham – residents, businesses and other stakeholders (every 2 years)	**N/A
	Overall customer satisfaction (Internal and External Services) from Department Surveys completed this year (annual)	76.3%
	% of transactional services that are provided and received on-line	85+
	Employee satisfaction with the Organization from Current Staff Satisfaction Survey (every even year - Due to Pandemic delayed 2020 staff survey and is schedule Spring 2021)	
<b>GOAL 2 Engaged, Diverse, Thriving and Vibrant City of Markham</b>  <b>Goal Statement:</b> <i>We are an inclusive city, engaging everyone in building a livable, caring and culturally vibrant community while respecting our past. We enable a strong economy; we proactively work to attract investment in our community; and we effectively manage change to meet future needs.</i>	Overall quality of life in Markham (every 2 years)	**N/A
	# of visits to our municipal arts, recreation, library, sporting venues	1,455,803
	Gross sq. ft. of office space constructed in: - Centres, Corridors, - Business Parks (annual)	114 sq. ft. 1,735 sq. ft.
	Total Employment in Markham (biennial)	179,610
<b>GOAL 3- Safe, Sustainable and Complete Community</b>  <b>Goal Statement:</b> <i>We strive to achieve complete communities with an excellent quality of life. We ensure community safety and enhance the natural environment and built form through sustainable integrated planning, infrastructure management, and services.</i>	% of trips by mode of transportation for morning peak period to and from Markham: - Transit - Auto - walk and cycle, - other (every 5 years - last available data 2016 )	
	Maintain or Increase % of residents that rate Markham as a safe place to live (every 2 years)	**N/A
	Amount and % of new affordable rental and ownership housing for single-detached, semi-detached, town house, and apartment by bedroom type (annual)	5%
	Waste Diversion Rate (curbside and depots)	79%
	% reduction of Citywide GHG emissions (goal net zero by 2050) (2-4 years)	32.9%

<b>GOAL 4</b> <b>Safe, Sustainable and Complete Community</b>  <b>Goal Statements:</b> <i>We demonstrate exceptional leadership using sound, transparent and responsible fiscal &amp; resource management, and policy development to mitigate risks while enabling efficient and effective service delivery.</i>	Net City of Markham Operating Cost per Household (annual)	\$1,307
	Non-Residential Property taxes (as a % of total property taxes levied) Due to COVID 19 not available	Not Available
	Adequacy of Lifecycle Reserve Funding Strategy to sustain future rehabilitation/Replacement needs (annual)	25 years
	% residents rating overall programs and services received as Very Good/Fairly Good value for tax dollar paid (every 2 years)	**N/A

**NOTE:** The City did not conduct Citizen Satisfaction Survey in 2020 – data is Not Available (\*\*N/A) at this time