

Appendix A - 2024 inventory of Key Performance Indicators

Indicator	2023 Data	2024 Data
# of non-profit organizations in receipt of funding through the Milton Community Fund	46	44
# of residents/resident groups in receipt of funding through the Milton Community Connections Grant	27	18
# of volunteers engaged to support the delivery of programs and services	390	375
# of Community Centre visits	2,623,663	2,816,441
# of community members supported by financial assistance to access recreation and culture programming	1,290	1,200
# of trees planted	1,000	2,015
Per capita Greenhouse Gas Emissions (GHG)	0.041	
Achievement of annual Provincial housing target	126%	129%
% of development applications processed within the prescribed Planning Act timelines (or voluntarily negotiated timelines)	100%	100%
% of development applications that are subject to OLT appeal	1%	1.00%
Total number of Development Applications	137	120
Acreage of land available for future development (residential & mixed-use)	1112	2472
Acreage of land available for future development (ICI)	1174	1455
Sq. Ft of ICI building permits issued	3.8 Million Sq. Ft	2.8 Million Sq Ft.
Total ICI Construction Value	\$ 407,097,227	\$ 424,664,819
Industrial vacancy rate	10.40%	18.70%
Number of jobs within the municipality	38,600	40,000+
Number of businesses with employees within the municipality	4,210	4,328
# of purchasing awards	306	306
\$ value of purchasing awards	\$88,072,259	\$65,344,316
% of property tax collected	95.69%	94.80%
% of variance against Gross Budget	-0.10%	3.00%
# of Fire Dept. calls for service	2,448	2,843
# of Inspection and re-inspections (Proactive inspection program)	590	478
# of orders issued to high risk settings	5	9
Number of orders brought to compliance	98	23
% of false alarm calls	10.40%	10.31%
# of regular service passenger trips	619,927	1,066,254
Hours of service operated per capita	0.41	0.48
Cost per hour of service operated	\$170.22	\$163.27
Number of By-Law complaints received	4329	4630
Average number of days to attend inquiry	1.59	1.07
% of community standard complaints resolved through education (no enforcement required)	64%	66%
Number of FOI requests received	65	73
Permanent voluntary employee turnover rate	4.51%	3.53%
# of visits to Let's Talk Milton	25,395	39,722
# of customer inquiries submitted through the Towns website	16,131	14,578
# of webpage views on the website	4,026,522	3,113,262