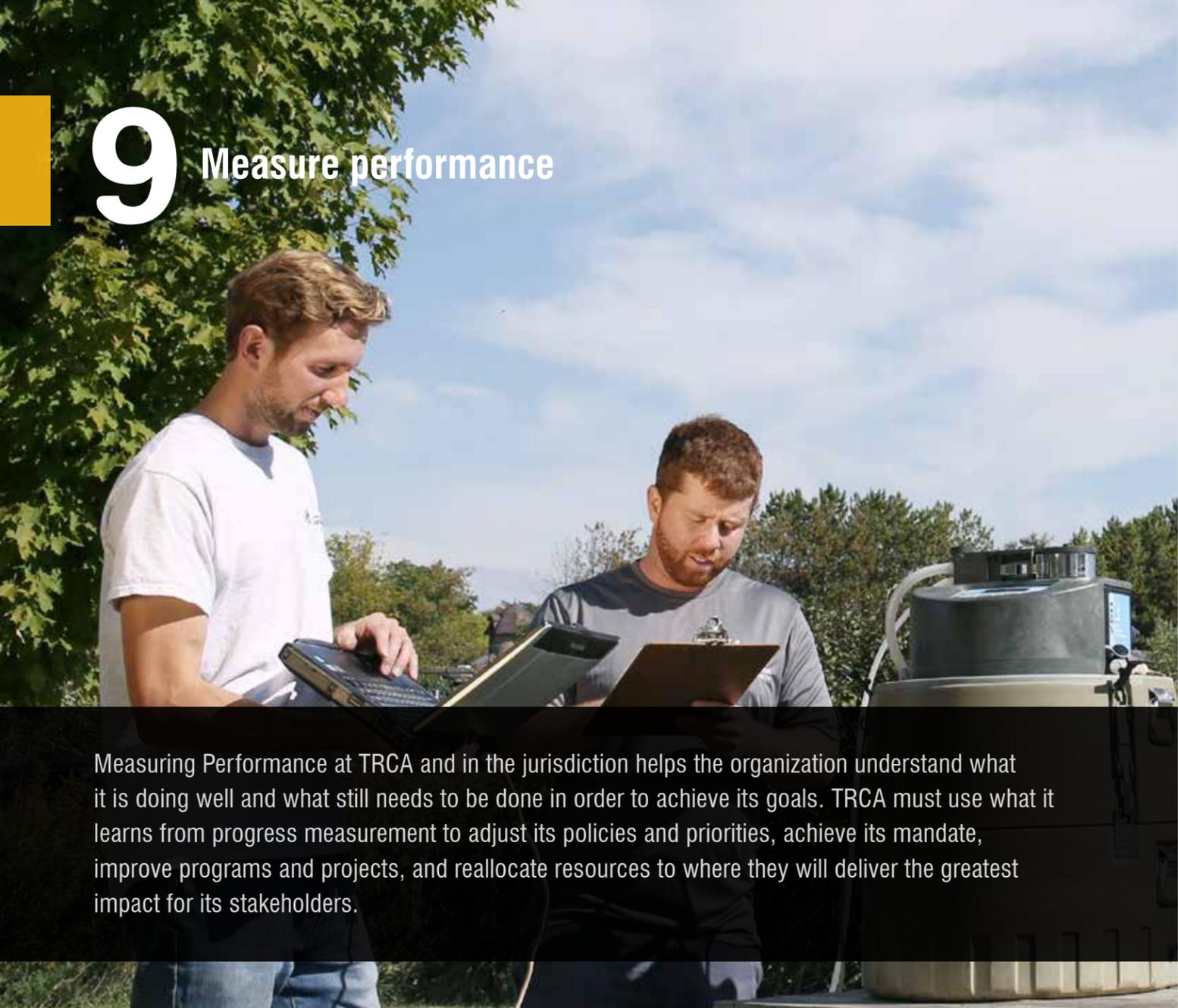


9 Measure performance



Measuring Performance at TRCA and in the jurisdiction helps the organization understand what it is doing well and what still needs to be done in order to achieve its goals. TRCA must use what it learns from progress measurement to adjust its policies and priorities, achieve its mandate, improve programs and projects, and reallocate resources to where they will deliver the greatest impact for its stakeholders.

DESIRED OUTCOMES

1. Decision making about planning, growth, development and redevelopment in the jurisdiction is evidence-based and draws on indicators of environmental, social, and economic well-being.
2. All TRCA programs and major projects are designed using the best possible monitoring measures to ensure that program activities will help realize desired strategic outcomes.
3. A common understanding about environmental and sustainability goals, targets and measurements in the jurisdiction that facilitates collaboration and collective action.

STRATEGIC PRIORITIES

ACCOMPLISHMENTS ACHIEVED (2013 – 2017)

- Built and implemented an internal database, Centralized Planning and Reporting (CPR), that tracks all programs and projects, including deliverables, performance metrics and strategic alignment.
- Produced the set of 2013 and 2018 Watershed Report Cards which reported on the state of health of terrestrial and aquatic ecosystems in all TRCA watersheds and the waterfront.
- Produced the 2016 update to The Living City Report Card, which tracks progress on the environmental health and sustainability performance in the jurisdiction, delivered using new and creative communication methods.

PROJECTED ACCOMPLISHMENTS (2018 – 2022)

- Invest in digital technologies which will allow the organization to better measure and communicate TRCA's value proposition.
- Improve and enhance the CPR database by developing consistent reporting measures including key performance indicators and targets to measure progress towards strategic outcomes and to report on the impact of TRCA work.
- Produce updated Watershed and Living City Report Cards on a regular basis and support community-led reporting to ensure stakeholders and community members understand the environmental health of TRCA watersheds.
- Work with industry, government, academic institutions and partners to highlight successful and innovative projects in journals and publications.

MEASURING PERFORMANCE

TRCA Business Intelligence Tool “Centralized Planning and Reporting” (CPR) is central to TRCA’s planning and decision-making, while providing the information necessary to manage and allocate resources for the greatest potential benefit. TRCA will continue to enhance and expand the value and role of the CPR database. CPR will inform questions such as what is the potential scale of impact for a project, what is the importance of funding a project at any given time, does it make sense for the organization to fund a project, along with indicators and data that can trace outcomes and indicators to the investment in a project or program. TRCA will work with its member municipalities to standardize and integrate environmental and sustainability data across the jurisdiction, to make decisions informed by the best evidence, and report on progress in ways that are meaningful to stakeholders.