Key Performance Indicators

TSSA's Key Performance Indicators (KPIs) and targets for each fiscal year (FY) have been approved by the Minister of Public and Business Service Delivery and Procurement, formerly Government and Consumer Services.

Objective	Performance Measure	FY21 Target	FY21 Actual	FY 22 Target	FY 22 Actual	FY 23 Target	FY 23 Actual	FY 24 Target	FY24 Actual	FY25 Target	FY25 Actual	FY26 Target	FY26 Actual	FY27 Target
Active Regulatory Compliance	Per cent High Risk Inventory	0.5% decrease based on a 5-year rolling average (2.68%)	2.0%	2.67% (1.0% decrease based on a 5-year rolling average)	1.9%	2.66% (1.50% decrease based on a 5-year rolling average)	1.9%	2.65% (2% decrease based on a 5-year rolling average)	1.87%	2.64% (2.5% decrease based on a 5-year rolling average)	1.70%	2% (25% decrease based on a 5-year rolling average and a 2020 baseline)	1.67%	(2%) 0% reduction given that it was reduced significantly in FY26
Reduced Health Impacts	Number of Permanent Injuries and Fatalities combined per million people	4.31 by FY25 (5% decrease based on a 5-year rolling average)	3.44	4.31 by FY25 (5% decrease based on a 5-year rolling average)	2.83	4.31 by FY25 (5% decrease based on a 5-year rolling average)	2.60	4.31 by FY25 (5% decrease based on a 5-year rolling average)	2.34	4.31 by FY25 (5% decrease based on a 5-year rolling average)	2.33	3.88 by FY30 (10% decrease based on a 5-year rolling average and a 2020 baseline)	2.34	3.88 by FY30 (10% decrease over five years based on 5-year rolling average)
Efficiency of Safety Service Delivery	Cost per Regulated Entity	$399 (Per cent increase no more than rate of inflation)	$310.59	$404.98 (Per cent increase no more than rate of inflation)	$355.33	$453.62 (Per cent increase no more than rate of inflation)	$309.7	$452.9 (Per cent increase no more than rate of inflation)	$332.03	$436.87 (Per cent increase no more than rate of inflation)	$345.9	$443.44 (% increase no more than rate of inflation)	$344.26	$401.34 (% increase no more than rate of inflation)
Customer Service	Number of External Processes and Services Digitized	One new process digitized in fiscal year 2021	One process digitized	One process digitized	One process digitized	One process digitized	One process digitized	Five processes digitized	Customer portal	With the launch of the customer portal, there are no digitization efforts planned for FY25.	N/A	N/A	N/A	N/A
	Customer Service Standard Attainment	Defined standards attained to 95%	67%	95%	97%	95%	89%	95%	95%	95%	88%	1. Average turnaround time for all Public Information requests: 30 days 2. Calls to the contact centre answered within 30 sec 80% of the time 3. Average turnaround time for all contractor registrations: 40 days	19 days 89% 33 days	1. Average turnaround time for all Public Information requests: 30 days 2. Calls to the contact centre are answered within 30 sec 80% of the time 3. Average turnaround time for all contractor registrations: 40 days 4. Average turnaround time for exam

Objective	Performance Measure	FY21 Target	FY21 Actual	FY 22 Target	FY 22 Actual	FY 23 Target	FY 23 Actual	FY 24 Target	FY24 Actual	FY25 Target	FY25 Actual	FY26 Target	FY26 Actual	FY27 Target
														applications without a practical – 54 days 5. Average turnaround time for engineering applications – 30 days (three-year target)
Safety Services	Auditor General Recommended Actions Fully Implemented	67%	67%	71%	76%	83% (Recommendations Closed)	90.5%	91% (Recommendations closed)	90%	91% (Recommendations closed)	91%	91% (Recommendations closed)	91%	91% (Recommendations closed)
	Implementation of Safety Risk Officer (SRO) Recommendations	Per cent of SRO accepted recommendations planned for implementation 100%	100% 1 Recommendation completed as planned	100% Recommendations planned for implementation	133% (includes recommendation completed a year early)	100% Recommendations planned for implementation	133% (includes recommendation completed a year early)	100% Recommendations planned for implementation	100%	100%	100%	100%	100%	100%

HIGH RISK INVENTORY:

Baseline	2.7	5-year rolling average as of FY20 Q4 (new model introduced in FY 21 following peer review)
Change	0.0135	reduction of 0.5% from 2.7
FY21	2.6865	change in FY21
FY22	2.673	keep same annual reduction target of 0.5% which is equal to 1.0% reduction from FY20 baseline, target is a five-year rolling average
FY23	2.6595	keep same annual reduction target of 0.5% which is equal to 1.5% reduction from FY20 baseline, target is a five year rolling average