

Appendix 1

Indicators – 2008 Summary of Access, Equity and Human Rights Action Plans and Achievements

Indicator	Status/Service/Activity Level	Appendix2 page reference
INTRODUCTION TO INDICATORS		1
HIGHLIGHTS OF 2008 ACHIEVEMENTS		2 to 8
A. CITY AS AN EMPLOYER		
<p>The goal of the City of Toronto is to achieve a workforce that reflects the diversity of the community. Indicators will address representation of designated groups, advancement of designated groups, mentoring and internship programs, youth employment, and workplace culture.</p>		
Response – Workforce Survey		
A1	Response rate-Non-union employees	Increased 9
A2	Response rate-New hires of all union and non-union employees	Action required 9
A3	Union employees-survey to be conducted	Action required 9
Representation		
A4	Representation of designated groups among non-union employees by employment status (i.e. permanent, contract, part-time, temporary) corporately	Action required 9
Advancement		
A5	Participation rates of designated groups in promotion process	Action required 10
A6	Retention and exit rates of designated groups	Action required 10
A7	Executive Development Program-Number of all participants	Increased 11
A8	Executive Development Program-Participation of employees from designated groups	Increased 11
A9	Designated groups that require increased outreach	Action required 11
A10	Black/African Canadian Toronto Public Service-Number of employees in career mentoring program	Increased 11
A11	Participation rates of designated groups in corporate and external training programs	Action required 11
A12	Participation rate of designated groups in tuition reimbursement programs	Action required 11
Youth Employment		
A13	Youth hired-Total number corporately, including recreation workers, permanent, temporary and part-time	Increased 12
A14	Youth hired-Percentage from priority neighbourhoods-by division	Increased 12
External Mentoring/Internship Programs		
A15	Participation rate of mentors and International Training Professionals (ITP) in Profession to Profession (PTP) mentoring immigrants	Increased 12
A16	Participation rate of Divisions in PTP	Increased 12
A17	Number of professions included in PTP	Increased 12
A18	Success rate of ITPs hired in professional fields or related fields	Stable 12
A19	Success rate of ITPs in paid or unpaid internships or placements	Stable 12
A20	Career Bridge Internship program for ITP's-Number of intern	Action required 13

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A21	Career Bridge Internship program for ITP's-Success rate of ITP's in competitions for City positions after intership	Action required	13
A22	Number of internships and placements provided to high school, college and university students	Stable	13
Employment Accommodation			
A23	Policies and procedures to address accommodation for people with disabilities, religious accommodation and supportive family policies	Stable	13
Workplace Culture			
A24	Equity and Diversity Training-Participation in corporate and divisional programs	Increased	14
A25	Human Rights Training-non-union staff participation in corporate program	Increased	14
A26	Human Rights Training-staff participation in divisional human rights training	Stable	14
A27	Human Rights Training-Participation by union shop stewards	Increased	14
A28	Human Rights complaints-Shift in consultations from complaints	Increased	14
A29	Human Rights complaints-Patterns of grounds cited in complaints	Stable	14
A30	Grievances-Patterns of grounds filed on human rights grounds	Action rquired	15
A31	Ontario Human Rights Commissions complaints filed	Stable	15
A32	Resolution of Ontario Human Rights Commission complaints	Action required	15
A33	Development of training programs to respond to requirements under the Accessibility for Ontarians with Disabilities Act(AODA) 2005	Action required	15
A34	Participation in training programs to respond to AODA requirements	Action required	15
B. LEADERSHIP, GOVERNANCE , BUILDING COMMUNITY CAPACITY			
The goal of the City of Toronto is to promote open and accessible City government which connects with diverse communities, increases participation in the decision making, develops capacity to address racism and discrimination and provides funding support.			
LEADERSHIP			
B35	Leadership initiative to increase women's political participation in the Regional Champion Campaign-Number of mentors	Increased	16
B36	Leadership initiative to increase women's political participation in the Regional Champion Campaign-Number of women participants	Increased	16
B37	Leadership in establishing the Canadian Coalition of Municipalities Against Racism and Discrimination-Number of municipalities as Coalition members	Increased	16
ABCCs Outreach and Appointment			
B38	ABCC applications and appointments-Number of applications	Increased	16
B39	ABCC applications and appointments-Increased appointments from priority groups	Increased	17
B40	Priority groups targeted for increased outreach-Aboriginal people, People with disabilities, Seniors, LGBTT	Action required	17

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Communications			
B41	Number of translation and interpretation projects processed by Multilingual Services	Increased	17
B42	Number of City programs that use the Language Line Service to provide information and deliver services	Stable	17
B43	Number of news advisory and ads in ethno-specific media	Increased	17
B44	Availability of <i>Our Toronto</i> in languages other than English	Increased	18
B45	Number of visits to accessible PDF and translated Web pages of <i>Our Toronto</i>	Increased	18
Community Partnerships			
B46	Number of community organizations supported by Community Partnership and Investment Programs (CPIP)	Increased	18
B47	Number of individuals participating in CPIP programs	Increased	18
B48	Funding leverage of CPIP programs	Increased	18
C. ECONOMIC PARTICIPATION			
<p>The goal of the City of Toronto is to achieve the full participation of all communities in the economic life of the City and to position the diversity advantage in the global economy. Programs which support this goal address poverty reduction, transition to work, provision of affordable housing, provision of services through Enterprise Toronto and access to city procurement.</p>			
Poverty Reduction			
C49	Investing in Families Project - Number of Ontario Works (OW) and Ontario Disability Support Program (ODSP) clients and families assisted in improving self sufficiency and employability	Increased	19
C50	Investing in Neighbourhoods Project-Number of positions offered by this project filled by OW and ODSP clients and families in addressing employment and employability	Increased	19
C51	People with lived experience of homelessness trained and hired by the City- Total number	Increased	19
C52	Number of people with lived experience of homeless hired with support of Transition to Work project	Increased	20
C53	People with lived experience of homelessness trained and hired by the City- Number hired to work in cooling centres	Increased	20
C54	People with lived experience of homelessness trained and hired by the City- Number of homeless people of priority group status (women, Aboriginal people, people with disability) hired to work in cooling centres	Increased	20
C55	Number of clients in Transition to Work Project (TWP) who participate in volunteer programs	Increased	20
C56	Percentage of clients in TWP volunteer programs by priority group status	Increased	20
C57	Number of clients who receive Transition to Work services	Increased	20
C58	Percentage of clients who receive TWP by priority group status	Increased	21

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C59	Toronto Enterprise Fund's support to local economic development projects-Total amount of funding	Increased	21
C60	Toronto Enterprise Fund-Number of enterprises funded	Increased	21
C61	Toronto Enterprise Fund-Number of people employed	Increased	21
C62	Toronto Enterprise Fund-Percentage of people from priority groups employed	Increased	21
C63	Toronto Enterprise Fund-Percentage of people connected to employment or returned to school	Increased	21
Homelessness Initiatives			
C64	Homelessness Partnership Initiative (HPI) -Amount of funding to support local Aboriginal economic development	Increased	22
C65	HPI-Percentage allocated to Aboriginal Community	Increased	22
Affordable Housing			
C66	Number of new affordable homes created through Toronto's allocated Canada-Ontario Affordable Housing Program Rental and Supportive Funding as of December 31, 2008	Increased	22
C67	Households housed through all social housing projects, rent supplement and housing allowance programs-Total number housed from priority groups	Stable	22
C68	Percentage from priority groups housed through all social housing projects, rent supplement and housing allowance programs	Stable	23
C69	Numbers of households housed in social housing by priority group status from social housing projects and the centralized waiting list	Stable	23
C70	Numbers of households by priority group status that receive provincially funded rent supplement and rent allowance programs	Stable	23
C71	Transitional housing units completed for priority groups	Increased	23
C72	Residential Rehabilitation Assistance Program-Number of privately owned rental affordable units funded for modification for people with disabilities	Stable	24
Access to City Contracts			
C73	Access to City contracts-Number of information outreach sessions held	Action required	24
C74	Access to City contracts-Number and percentage of firms owned by designated groups that obtained City's purchasing contracts	Action required	24
C75	Access to City contracts-Value of City contracts obtained by designated groups	Action required	24
D. COMMUNITY PROGRAMS AND SERVICE DELIVERY			
The goal of the City of Toronto is to provide programs and services that respond to the needs of a diverse population, to involve communities in setting policies and priorities for service delivery, to develop capacity and skills among youth and to become a barrier free city.			
Engaging and involving Aboriginal and diverse communities in the City's decision-making process			
D76	Number of divisional advisory bodies included in the City's Public Appointments Policy (Attachment)	Stable	25

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D77	Numbers and percentages of priority group members in the advisory bodies, included in the City's Public Appointment Policy (Survey to be conducted)	Action required	25
D78	Number of other community advisory committees and working groups not included in the City's Public Appointments Policy	Stable	25
Accessibility for People with Disabilities			
D79	Number of retrofitting and renovations based on the City's Accessibility Design Guidelines in civic buildings and facilities	Increased	25
D80	Number of retrofitting and renovations by divisions	Increased	25
D81	Number of divisions that have initiated or completed accessibility audit of their facilities	Stable	26
Supporting youth and Communities to Develop Capacity to Address Community Issues			
D82	Identify 'N Impact Investment Fund to support youth engagement and leadership and skills development in priority neighbourhoods-Number of projects funded	Increased	26
D83	Identify 'N Impact Investment Fund-Number of youth participating in the funded projects	Increased	26
D84	Identify 'N Impact Investment Fund-Number of youth panel members trained to review funding applications	Increased	26
D85	Number of youth outreached to and participating in divisional youth engagement and involvement programs	Increased	27
D86	Number of mentors to youth in arts projects	Increased	27
Service Delivery to Priority Neighbourhoods			
D87	Services and programs delivered in priority neighbourhoods-Number and types of services and programs as reported by Divisions	Increased	27
D88	Services and programs delivered in priority neighbourhoods-Number of children and youth served as reported by Divisions	Increased	27
Service Delivery to Diverse Communities and Residents			
D89	Numbers and types of programs and initiatives planned and delivered specifically to priority groups as reported by Divisions	Increased	27
D90	Heritage and diversity educational programs delivered to ESL classes-Number of programs	Increased	28
D91	Heritage and diversity educational programs delivered to ESL classes-Number of immigrant students served	Increased	29
D92	Number of intersections equipped with accessible pedestrian signals	Increased	29