

Key Performance Measures



Measure	2022	2023	2024 Estimate	2025 Plan
Percentage of forestry service requests resolved within service level ¹	76%	52%	71%	75%
Percentage of parks service requests resolved within service level	75%	76%	74%	75%
Corporate greenhouse gas emissions (tonnes of equivalent carbon dioxide) ²	70,556	69,749	69,749	53,913
Percentage of One Million Trees Mississauga completed	50%	55%	60%	65%
Dog waste diverted (metric tonnes) ³	26.2	20.4	37	51
Museum program participants and visitors ⁴	12,000	25,000	30,000	35,000
Public participants engaging in park and culture planning ⁵	3,622	6,793	7,003	7,300

¹Forestry experienced a significant backlog of work orders resulting in increased service requests in 2022 and 2023. This backlog will be addressed throughout 2024 through proactive forestry measures

²2022 data has been updated based on the most current emissions factors; 2023 is estimated and will be updated when new emission factors are published. 2024 is an estimate based on 2023 and 2025 is planned emissions based on current GHG reduction targets (40% reduction by 2030)

³Dog waste pickups from Animal Services was reduced in 2023. Additionally, 10 new waste-diversion units are being added annually, increasing the ability to collect dog waste in future years

⁴Numbers from 2022 previously included the Small Arms Inspection Building. Revised to only include Museum attendance

⁵Numbers to do not include engagement resulting from the Future Directions process