

## Key Performance Measures



Measure	2022	2023	2024 Estimate	2025 Plan
Property tax collection rate	97%	96%	97%	97%
311 Citizen Contact Centre engagements across all channels	358,131	386,073	387,000	400,000
Freedom of Information requests completed within 30 days	74%	92%	90%	95%
Investment portfolio net yield	2.99%	3.21%	3.25%	3.00%