

SCHEDULE “M” – PERFORMANCE MEASURES

Technical Standards and Safety Authority

This Schedule outlines the protocol related to performance measures, recognizing that the Technical Standards and Safety Authority (the Corporation) shall respond in a reasonable time to all requests made by the Ministry, including as it relates to:

- (a) establishing and amending performance measures and targets for the Corporation,
- (b) assessing the Corporation’s performance against performance measure targets;
- (c) taking corrective action as necessary.

Unless specifically outlined in this Schedule, when making performance measure-related requests to the Corporation, the Ministry shall inform the Corporation of the timeframe in which the information is to be provided.

Roles and Responsibilities

Description	Responsibility	
	Ministry	Corporation
Establishing and amending performance measures	<p>The ministry may direct the Corporation to develop or amend performance measures from time to time but shall not do so more frequently than on an annual basis.</p> <p>Such development or changes to the performance measures is subject to the approval of the Minister.</p>	<p>The Corporation shall supply the ministry with proposed newly established or amended performance measures for the Minister’s approval as requested.</p> <p>The Corporation shall provide the ministry with calculations used to establish or amend performance measures.</p> <p>No development or amendments to the performance measures will be implemented until it has been reviewed and approved by the Minister.</p>

Description	Responsibility	
	Ministry	Corporation
Target setting	The ministry may direct the Corporation from time to time to develop targets to be used to assess the relevant performance measures from the Corporation.	<p>The Corporation shall supply the ministry with targets as it relates to the applicable performance measures for the Minister's approval as requested.</p> <p>Each fiscal year, the Corporation shall set targets that drive strong performance for each of the Corporation's performance measures.</p> <p>The Corporation shall provide the ministry with its proposed annual targets, along with rationale, no more than 60 days following the commencement of the Corporation's fiscal year.</p> <p>For all other requests made to the Corporation relating to establishing targets, the Corporation shall provide the ministry with its proposed targets, along with a rationale, no more than 60 days after receiving the request.</p>
Assessing the Corporation's performance against performance measure targets	The ministry will request the Corporation to undertake an assessment of performance measures against applicable targets and to provide the ministry a report of this assessment on a quarterly basis, in accordance with the Corporation's fiscal calendar.	<p>The Corporation shall supply the ministry with an assessment of performance measures against applicable targets on a quarterly basis in accordance with the Corporation's fiscal calendar. This information shall be provided:</p> <ul style="list-style-type: none"> • no more than 45 days following the end of each quarter per the Corporation's fiscal calendar. • no more than 90 days following the end of the Corporation's fiscal year.

Description	Responsibility	
	Ministry	Corporation
Assessment Follow-up and Corrective Actions	Upon reviewing the Corporation's quarterly performance measure assessment and in situations where it's determined that the Corporation may not meet its annual performance measure targets, the ministry may request additional information from the Corporation, including to determine the cause and develop a plan so that the Corporation is better able to achieve its annual performance measure targets.	The Corporation shall supply the ministry with an analysis and action plan to address situations where the Ministry has determined that the Corporation may not meet its annual performance measure targets. This information shall be provided within 60 days of the Corporation receiving the request.

Performance Measures & Target Structures

Performance Measure	Additional Information	Target Structure
Percentage of High-Risk Inventory	Addresses the portion of high-risk, non-compliant devices that the Corporation regulates and aligns with the Corporation's outcomes-based regulator model.	Percentage point decrease using a 5-fiscal-year rolling average.
Number of Permanent Injuries and fatalities Per million people	Focuses on the consequences of incidents in sectors the Corporation regulates and the safety impact on the general population in the province.	Percentage point decrease using a 5-fiscal-year rolling average.
Cost Per Regulated Entity	Showcases the Corporation's ability to reach economies of scale as it improves financial efficiency and reduces burden on business.	Percentage point increase cumulative rate of inflation.
Number of External Services Digitized	Describes the effort by the Corporation to improve the services it provides to regulated entities by making the processes more efficient and providing digital service offerings.	The number of external services planned for digitization in the fiscal year.
Percentage of Customer Service Standard Attainment	Reflects the Corporation's commitment to a modern regulatory approach that is customer centric and leverages digital transformation to improve efficiency and increase flexibility.	The Corporation's customer service standards.
Implementation of Chief Safety and Risk Officer (CSRO) Recommendations	Leverages and demonstrates compliance with the recommendations of the CSRO to verify that the Corporation is providing accurate and complete public safety reporting.	Percentage of CSRO recommendations accepted by the Corporation for implementation in the fiscal year.
Percentage of Fully Implemented	Provides additional ministry oversight to track implementation of	Percentage of Auditor General recommended actions planned for

Performance Measure	Additional Information	Target Structure
Auditor General Recommended Actions	recommendations stemming from the 2019 Office of the Auditor General Value-for-Money Audit of the Corporation.	full implementation in the fiscal year.

Technical Standards and Safety Authority

As originally signed by RJ Falconi

Chair of the Board

Date: April 25, 2022

Her Majesty the Queen in right of Ontario

As originally signed by The Honourable Minister Ross Romano

Minister of Government and Consumer Services

Date: April 28, 2022