

TSSA's Key Performance Indicators (KPI) and targets for each fiscal year (FY) have been approved by the Minister of Public and Business Service Delivery.

Objective	Performance Measure	FY 2021 Target	FY 2021 Actual	FY 22 Target	FY 22 Actual	FY 23 Target	FY23 Actual	FY24 Target
Active Regulatory Compliance	Per cent High Risk Inventory	2.68% (0.5% decrease)	2.0%	2.67% (1.0% decrease)	1.9%	2.66% (1.5% decrease)	1.9%	2.65% (2% decrease)
Reduced Health Impacts	Number of Permanent Injuries and Fatalities combined per million people	4.31 by FY25 (5% decrease over five years)	3.44	4.31 by FY25 (5% decrease over five years)	2.8	4.31 by FY25 (5% decrease over five years)	2.60	4.31 by FY25 (5% decrease over five years)
Efficiency of Safety Service Delivery	Cost per Regulated Entity	\$399 (Per cent increase no more than rate of inflation)	\$331.7	\$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	\$452.90 (Per cent increase no more than rate of inflation)
Customer Service	Number of External Processes and Services Digitized	One new process digitized	One process digitized	One new process digitized	One process digitized	One new process digitized	One new process digitized	Five processes digitized
	Customer Service Standard Attainment	95%	67%	95%	97%	95%	89%	95%
Safety Services	Auditor General Recommended Actions Fully Implemented	67%	67%	71%	76%	83% (Recommendations closed)	90% (Recommendations closed)	91% (Recommendations closed)
	Implementation of Safety Risk Officer (SRO) Recommendations	100% recommendations planned for implementation	100% 1 Recommendation completed as planned	100% recommendations planned for implementation	133% (includes recommendations completed a year early)	100% recommendations planned for implementation	133% (includes recommendations completed a year early)	100%