

2012 Report to the Citizens



by Regional Chair Gary Carr

Every day Halton Region delivers cost-effective, quality programs and services to residents, businesses and visitors. These programs and services include providing clean drinking water, waste collection and recycling, public health programs, housing and social assistance, paramedic services,

wastewater collection and treatment, safe regional roads, economic development and tourism, and programs for parents, youth and seniors.

Halton Region continues to focus on delivering value to taxpayers. A recent survey of residents found that we have achieved impressive results. The survey found that 97% of residents are satisfied with the overall services provided by the Region and 98% rate the quality of life in Halton as very high. These findings are also consistent with the results of a recent Halton MVP (my ViewPoint) survey which showed that residents were extremely satisfied with both the level and quality of Halton's services. These citizen satisfaction scores are important as they provide an annual measure to report back to Council and residents about our progress on the Citizens' Priorities Action Plan.

To identify the many opportunities for continuous improvement over the 2011 to 2014 term of Council, Halton worked closely with residents and businesses to develop the Citizens' Priorities Action Plan. The priorities, key initiatives and key actions identified in the Plan are specific and measurable. Progress on key actions and initiatives is regularly reviewed by Regional Council and staff and major accomplishments are reported annually in the *Report to the Citizens*. The 2012 Report to the Citizens can be viewed online at www.halton.ca/actionplan.

Through initiatives identified in the Citizens' Priorities Action Plan, Halton Region aims to meet the service demands of our growing community while minimizing the impact on taxpayers and maintaining the Region's strong financial position. The *2012 Report to the Citizens* highlights many accomplishments related to the Action Plan priorities. Reporting back to residents ensures transparency and demonstrates Halton's commitment to accountability and the public engagement process.

Some of the highlights from the *2012 Report to the Citizens* are listed below and illustrate how Halton continues to deliver value to taxpayers.

In 2012, Moody's Investors Service and Standard and Poor's both reaffirmed the highest credit rating, AAA, for Halton. The AAA credit rating is an indicator of Halton's strong financial management. This is important for residents because it means that the Region and its Local

Municipalities are able to borrow money at the lowest possible rates, minimizing the long-term cost of capital. The Region's lower costs can then be passed on to taxpayers through reduced tax increases and/or reinvestment in core services.

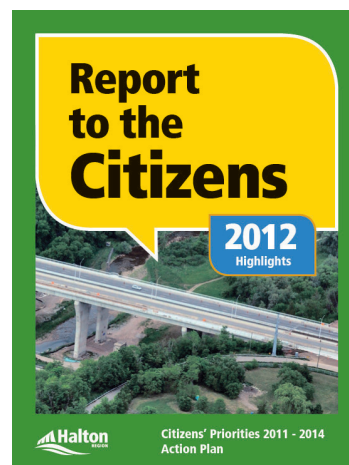
Halton's infrastructure plan, Building a Better Halton, supports growth across the Region to the year 2031. The Region is investing in upgrading, expanding and rehabilitating infrastructure to ensure the safety of regional roads, improve commute times and provide expanded, high-quality water and wastewater services that meet all provincial standards. The completion of the Sixteen Mile Creek Bridge on Dundas Street and the Canadian National Railway Overpass on James Snow Parkway are two examples of new infrastructure projects that are helping to keep Halton moving.

Halton Region has also focused on strategically reinvesting in core Health and Social Services to ensure appropriate Emergency Medical Services response times, supply new affordable/assisted housing units and assist low income residents. Delivering cost effective, quality programs helps to ensure that Halton remains a healthy, prosperous and vibrant community.

Halton Region strives to provide exceptional customer service to residents. In 2012, Access Halton, our customer call centre, responded to 286,857 calls with a 92 per cent overall customer satisfaction rate. Accessing Halton government services has never been easier for residents as the Region has concentrated on providing services through the 311 telephone line and online at www.halton.ca. Focusing on 311 and www.halton.ca has streamlined communications and made it easier for residents to access Regional information, programs and services.

At Halton, our people are one of our greatest assets. Halton is proud to have been recognized as one of the Top Employers in Greater Toronto Area.

By focusing on innovation, continuous improvement, excellent customer service and top quality people, Halton Region is well positioned to continue to deliver high taxpayer value to our growing, healthy and prosperous community.



Citizens' Priorities Action Plan – Priorities

- Financial Responsibility
- Attracting and Retaining Jobs
- Promoting Tourism
- Emergency Preparedness
- Public Engagement
- Customer Service
- Advocacy
- Partnerships
- Be an Employer of Choice
- Safe Communities
- Transportation
- Infrastructure
- Planning Sustainable Communities
- Environmental Protection and Conservation of Water
- Waste Management
- Agriculture
- Defining and Preserving our Natural Heritage
- Corporate Sustainability
- Assisting Halton's Low Income Residents
- Affordable and Assisted Housing
- Children and Youth Development
- Seniors
- Protecting Public Health
- Promoting Healthy Living
- Air Quality

Meetings at Halton Region Headquarters

- Apr. 9, 9:30 a.m.** Health & Social Services Cttee.
 - Apr. 10, 9:30 a.m.** Planning & Public Works Cttee.
 - Apr. 10, 1:30 p.m.** Administration & Finance Cttee.
 - Apr. 17, 9:30 a.m.** Regional Council
 - Apr. 30, 9:30 a.m.** Health & Social Services Cttee.
- Meetings can be viewed at www.halton.ca.



Please contact us as soon as possible, if you have any accessibility needs at Halton Region events or meetings.