

Hastings County Municipal Report Card

2014 2013 2012 2011 2010

Long Term Care Facilities

Hastings Manor Occupancy Rate	98.29%	98.48%	99.08%	98.68%	99.21%
Hastings Manor Time (days) from vacancy to filled	8.73	6.54	6.81	7.38	5.36

Centennial Manor Occupancy Rate	97.12%	98.11%	98.71%	98.94%	99.41%
Centennial Manor Time (days) from vacancy to filled	11.66*	16	7.23	6.95	7.54

*Outbreaks delayed filling beds March-April and July-August, lost 280+ assessed days

POA

Average Wait Time (Ticket to Court Date)	4-6 weeks	6-8 weeks	8 weeks	8 weeks	8 weeks
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Collections

Collections as a Percentage of Total Revenue	37.12%	33.31%	37.54%	35.47%	27.48%
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EMS

Average Call Response Times (Total - Code 4 Life threatening)	8:08	8:06	8:15	8:20	8:27
Bancroft	4:32	5:12	5:42	5:10	5:21
Belleville	6:16	6:14	6:36	6:43	6:43
Centre Hastings	9:07	8:20	8:49	8:21	9:00
Quinte West	7:31	7:23	7:48	7:52	7:49
Prince Edward County	12:30	12:36	9:24	10:10	10:26
Formal Complaint Rate as a Percentage of Total Calls	0.03%	0.03%	0.04%	0.02%	0.015%

Human Resources

Average Attendance (Full-Time)	94.75%	95.14%	95.27%	95.41%	98.33%
Retention Rate (Full-Time)	97.13%	98.75%	96.33%	96.08%	97.16%
Retention Rate (Part-Time)	88.84%	88.46%	94.91%	94.64%	93.84%

I.T.

% of Uptime for Server	99.90%	99.90%	99.90%	99.90%	99.90%
% of Uptime for Network	99.90%	99.90%	99.90%	99.90%	99.90%
Average Response Time for Urgent Help-Desk Requests (Est.)	45 minutes	45 minutes	47 minutes	48 minutes	49 minutes

Social Services Department

Ontario Works

% of General Population Receiving Assistance	5.40%	5.37%	5.92%	6.22%	6.42%
% of Caseload Reporting Earned Income (4th highest in Ont)	14.60%	14.22%	13.52%	14.69%	18.26%
Average Monthly Income Reported	\$896.57	\$844.19	\$882.92	\$819.22	\$628.07
Employment Connection Initiative	1454	1760	2055	2200	2146

Housing Programs Branch

Average Days Vacant Between Tenants in a Unit (Seniors)	22.59 days	24.52 days	22.82 days	21.37 days	28.11 days*
Average Days Vacant Between Tenants in a Unit (Families)	32.79 days	39.12 days	27.56 days	41.48 days	32.38 days*

Intake Access Centre

Average Answer Time (min)	1:13	1:07	1:16	1:06	1:05
Average Daily Contacts	53.2	48.9	54.3	56.9	64.1
% Calls Booked to Local Interview	56.50%	50.30%	49.80%	48.80%	53.40%
Average Talk Time (min)	8:49	9:57	9:45	9:28	9:24

Planning

Pre-Consultations - Individual (Land development enquiries)

Bancroft	5	2	8	8	13
Carlow/Mayo	1	6	5	5	8
Centre Hastings	20	32	12	14	37
Deseronto	1	4	2	2	4
Faraday	10	11	19	4	19
Hastings Highlands	4	14	30	22	33
Limerick	0	6	2	6	6
Madoc	9	21	14	13	25
Marmora & Lake	20	43	13	14	43
Stirling-Rawdon	36	21	14	11	32
Tudor & Cashel	2	4	11	2	12
Tweed	8	22	24	26	42
Tyendinaga	16	20	36	23	30
Wollaston	4	3	8	3	13
Other - General	3		12	4	3
TOTAL	139	209	210	157	320

Pre-Consultations - Local Councils (Land development enquiries)

Type of Application Received (Total Numbers Received)					
Official Plan Amendments	1	2	2	1	4
Plan of Subdivision/Condominium	4	3	2	0	8
Zoning By-law Amendments	33	40	35	31	65
Minor Variances	15	29	14	21	31
Site Plans	3	4	3	1	3
TOTAL	56	78	56	54	111

Average Time Between Submission and Decision (Severances) in Days	107.45	102.83	122.41	97.83	88
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Geographic Information System (GIS)

Average Number of Daily Online Users	137	125	100.61	99.44	46.5
Total Number of Maps Produced Online	10,194	11,105	11,608	9,908	6521
Average Number of Daily Map Requests	28	30.4	31.8	27.14	17.87

Economic Development

New Businesses	38	20	19	29	53
Successful leveraging of \$ through senior levels of government	31,920	35,950	187,532	185,237	195,633
Number of producers (agriculture) impacted by County's efforts - farms listed at HarvestHastings.ca	232	260	181	170	130
Enterprise Facilitation - # of clients	94	29	71	78	72
Enterprise Facilitation - # of new businesses started	22	10	13	18	18
Enterprise Facilitation - # of businesses retained	8	33	12	7	17
Enterprise Facilitation - # of new employees	39	13	30	42	21
Number of businesses/employees trained through our workshops/seminars	75	242	N/A	N/A	120
Number of attendees at our County sponsored and coordinated networking meetings	156	265	600	50	120
Net number of businesses according to Business Patterns Data (excluding 2 Cities)	3178*	2,381	2,674	2,699	2,495
Facebook Followers	783	500	367	N/A	
Twitter Followers	3,543	2,500	1,945	N/A	
New Programs & Resources	New Economic Development Actino Plan; I Left the City	; VisitHastings.ca launched	Cultural Plan, Wellness Committee,	Premier-ranked HOT Working Group	Enterprise Facilitation Introduced

*Note: increase is in Crop Production; Specialty Trade Contractors; Misc Store Retailers; Professional, scientific & technical services; Ambulatory health care services; Food services and drinking places