

External Service Standards: 2012-13 Performance Results

2012-13 Service Standards Annual Performance Report

Performance Summary

Category	Total Standards	% of Standards that achieved 90% or more of target	Achievement of Standards (by number of standards)		
			90% or more of target	75% to 89% of target	Below 75% of target
Customer Service	7	100%	7	0	0
Information	5	100%	5	0	0
Approvals and Decisions	0	N/A	0	0	0
Permits and Licenses	0	N/A	0	0	0
Funding	22	86%	19	3	0
Total	34	91%	31	3	0

Performance Results by Category, Program and Service Standard

Ministry Name	Program / Service	Category	Service Standard	Target (measure of expected achievement) (%)	Actual (measure of performance result) (%)	Notes
Research and Innovation / Economic Development, Trade and Employment	Invest Ontario	Customer Service	Enquires received via the 1-800 telephone line are answered or referred to the appropriate organization within 1 business day.	100	100	
Research and Innovation / Economic Development, Trade and Employment	Invest Ontario	Customer Service	Calls referred to divisions of the Ministry of Economic Development & Innovation are contacted or provided advice within 4 business days.	100	100	
Research and Innovation / Economic Development, Trade and Employment	Invest Ontario	Customer Service	For qualified leads, a business proposal is provided to the client within 10 business days.	100	100	
Research and Innovation / Economic Development, Trade and Employment	Invest Ontario	Customer Service	Clients are contacted within 10 days of the ministry providing the business proposal.	100	100	
Research and Innovation / Economic Development, Trade and Employment	Communities in Transition	Funding	Applicants are provided confirmation that their application has been received within 2 business days.	90	100	

External Service Standards: 2012-13 Performance Results

Ministry Name	Program / Service	Category	Service Standard	Target (measure of expected achievement) (%)	Actual (measure of performance result) (%)	Notes
Research and Innovation / Economic Development, Trade and Employment	Communities in Transition	Funding	Applicants are advised whether their application is complete within 3 business days.	90	100	
Research and Innovation / Economic Development, Trade and Employment	Communities in Transition	Funding	Applicants are advised of the ministry's decision within 60 business days of the application being confirmed as complete.	90	100	
Research and Innovation / Economic Development, Trade and Employment	Communities in Transition	Funding	The initial disbursement of funds is processed within 10 business days of the contract being signed and all pre-disbursement conditions being met.	90	100	
Research and Innovation / Economic Development, Trade and Employment	Communities in Transition	Funding	Interim and final project reports are reviewed with the client within 10 business days of being received by the ministry.	90	100	
Research and Innovation / Economic Development, Trade and Employment	Eastern Ontario Development Fund	Funding	Applicants are provided confirmation that their application has been received within 2 business days.	90	100	
Research and Innovation / Economic Development, Trade and Employment	Eastern Ontario Development Fund	Funding	Applicants are advised whether their application is complete within 3 business days.	90	88	
Research and Innovation / Economic Development, Trade and Employment	Eastern Ontario Development Fund	Funding	Applicants are advised of the ministry's decision within 60 business days of the application being confirmed as complete.	90	78	
Research and Innovation / Economic Development, Trade and Employment	Eastern Ontario Development Fund	Funding	The initial disbursement of funds is processed within 10 business days of the contract being signed and all pre-disbursement conditions being met.	90	69	

External Service Standards: 2012-13 Performance Results

Ministry Name	Program / Service	Category	Service Standard	Target (measure of expected achievement) (%)	Actual (measure of performance result) (%)	Notes
Research and Innovation / Economic Development, Trade and Employment	Eastern Ontario Development Fund	Funding	Interim and final project reports are reviewed with the client within 10 business days of being received by the ministry.	90	100	
Research and Innovation / Economic Development, Trade and Employment	Southwest Ontario Development Fund	Funding	Applicants are provided confirmation that their application has been received within 2 business days.	-	-	New Standard
Research and Innovation / Economic Development, Trade and Employment	Southwest Ontario Development Fund	Funding	Applicants are advised whether their application is complete within 3 business days.	-	-	New Standard
Research and Innovation / Economic Development, Trade and Employment	Southwest Ontario Development Fund	Funding	Applicants are advised of the ministry's decision within 60 business days of the application being confirmed as complete.	-	-	New Standard
Research and Innovation / Economic Development, Trade and Employment	Southwest Ontario Development Fund	Funding	The initial disbursement of funds is processed within 10 business days of the contract being signed and all pre-disbursement conditions being met.	-	-	New Standard
Research and Innovation / Economic Development, Trade and Employment	Southwest Ontario Development Fund	Funding	Interim and final project reports are reviewed with the client within 10 business days of being received by the ministry.	-	-	New Standard
Research and Innovation / Economic Development, Trade and Employment	Business Advisory Services	Customer Service	Enquiries are responded to within 1 business day.	100	100	
Research and Innovation / Economic Development, Trade and Employment	Business Advisory Services	Customer Service	Companies requesting business advisory services are contacted or provided advice within 5 business days.	100	100	

External Service Standards: 2012-13 Performance Results

Ministry Name	Program / Service	Category	Service Standard	Target (measure of expected achievement) (%)	Actual (measure of performance result) (%)	Notes
Research and Innovation / Economic Development, Trade and Employment	Regulatory Registry	Information	Public comments on Regulatory Registry postings are forwarded to the proponent ministry within 1 business day.	100	100	
Research and Innovation / Economic Development, Trade and Employment	Regulatory Registry	Information	Enquiries are responded to within 1 business day.	100	100	
Research and Innovation / Economic Development, Trade and Employment	Regulatory Registry	Information	E-mail alert subscribers are notified of new postings on the Regulatory Registry within 1 business day.	100	100	
Research and Innovation / Economic Development, Trade and Employment	Ontario Research Fund - Research Excellence	Funding	Applicants are provided confirmation that their application is complete within 20 business days of the application deadline.	100	100	
Research and Innovation / Economic Development, Trade and Employment	Ontario Research Fund - Research Excellence	Funding	Applicants are advised of the ministry's decision within 132 business days of the application deadline.	100	100	
Research and Innovation / Economic Development, Trade and Employment	Ontario Research Fund - Research Infrastructure	Funding	Applicants are provided confirmation that their application is complete within 22 business days of the application deadline.	100	100	
Research and Innovation / Economic Development, Trade and Employment	Ontario Research Fund - Research Infrastructure	Funding	Applicants are advised of the ministry's decision within 66 business days of the ministry's receipt of the Canada Foundation for Innovation's (CFI) expert panel reports.	100	100	
Research and Innovation / Economic Development, Trade and Employment	Early Researcher Award	Funding	Applicants are provided confirmation that their application is complete within 20 business days of the application deadline.	100	100	

External Service Standards: 2012-13 Performance Results

Ministry Name	Program / Service	Category	Service Standard	Target (measure of expected achievement) (%)	Actual (measure of performance result) (%)	Notes
Research and Innovation / Economic Development, Trade and Employment	Early Researcher Award	Funding	Applicants are advised of the ministry's decision within 154 business days of the application deadline.	100	100	
Research and Innovation / Economic Development, Trade and Employment	Innovation Demonstration Fund	Funding	Applicants are advised whether their application is complete within 5 business days.	100	96	
Research and Innovation / Economic Development, Trade and Employment	Innovation Demonstration Fund	Funding	Applicants are advised of the ministry's decision within 60 business days of the application being confirmed as complete.	100	78	
Research and Innovation / Economic Development, Trade and Employment	Ontario Tax Exemption for Commercialization	Information	Applicants are advised whether their application is complete within 2 business days.	100	100	
Research and Innovation / Economic Development, Trade and Employment	Ontario Tax Exemption for Commercialization	Information	Applicants are advised of the ministry's decision within 45 business days of the application being confirmed as complete.	100	100	
Research and Innovation / Economic Development, Trade and Employment	Summer Company	Funding	Applicants are provided confirmation that their application inquiry has been received within 1 business day.	100	100	
Research and Innovation / Economic Development, Trade and Employment	Summer Company	Funding	Applicants are advised whether their application is complete within 5 business days.	95	98	
Research and Innovation / Economic Development, Trade and Employment	Summer Company	Funding	Applicants are advised of the ministry's decision within 15 business days of the application being confirmed as complete.	95	96	
Research and Innovation / Economic Development, Trade and Employment	Summer Company	Funding	The initial disbursement of funds is processed within 10 business days of the ministry decision and all pre-disbursement requirements being met.	100	100	

External Service Standards: 2012-13 Performance Results

Ministry Name	Program / Service	Category	Service Standard	Target (measure of expected achievement) (%)	Actual (measure of performance result) (%)	Notes
Research and Innovation / Economic Development, Trade and Employment	Summer Company	Customer Service	General Summer Company inquiries are responded to within 2 business days.	100	100	