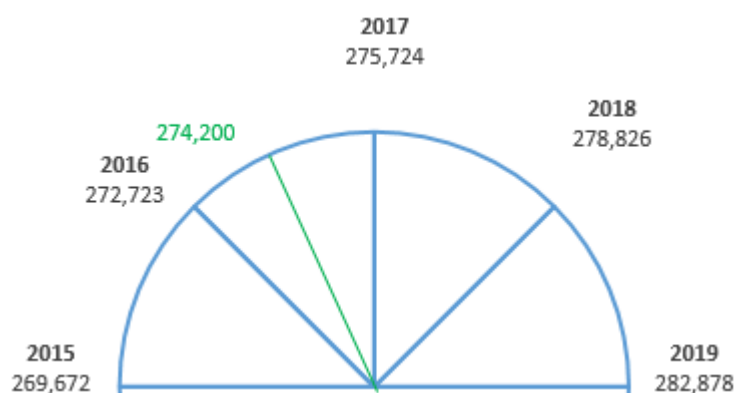




## Strategic Plan 2016-2019 Dashboard

### Key Performance Indicators

#### Example: Open Hours



2016 Activities that will move the dial	Status
Sunday service expanded to create year-round service at 6 District and 2 R & R branches, and added to 6 neighbourhood branches to provide seasonal Sunday service	

Measure	Baseline (2015)	Current (Dec. 2016)	Target (2019)	% change
Total open hours	269,672 hours	274,397 hours	281,878 hours	+ 4.5%