

MUNICIPALITY
Municipal Performance Measurement Program - 2010 RESULTS

Local Government

1.1 GENERAL GOVERNMENT – EFFICIENCY							
	2010	2009	2008	2007	2006	2005	2004
	20.2%	20.4%	22.2%	21.1%	22.2%	21.5%	22%
<p>Efficiency Measure Operating costs for governance and corporate management as a percentage of total municipal operating costs.</p> <p>Objective Efficient municipal government.</p>							
<p>Notes</p>							
SLC 91 0206 13 Financial Information Return.							

Fire Services

2.1 FIRE SERVICES – EFFICIENCY								
	2010	2009	2008	2007	2006	2005	2004	2003
	\$0.42	\$0.52	\$0.64	\$0.57	\$0.56	\$0.53	\$0.58	\$0.63
<p>Efficiency Measure Operating costs for fire services per \$1,000 of assessment.</p> <p>Objective Efficient fire services.</p>								
<p>Notes</p>								
SLC 91 1103 13 Financial Information Return.								

MUNICIPALITY
Municipal Performance Measurement Program - 2010 RESULTS

Police Services

3.1 POLICE SERVICES – EFFICIENCY								
	2010	2009	2008	2007	2006	2005	2004	
	\$131.17	\$102.49	\$90.07	\$98.90	\$111.04	\$100.99	\$157.86	
<p>Efficiency Measure Operating costs for police services per household.</p> <p>Objective Efficient police services.</p>								
<p>Notes</p>								
SLC 91 1204 13 Financial Information Return.								
3.2 VIOLENT CRIME RATE								
	2010	2009	2008	2007	2006	2005	2004	
	11.15	5.03	7.70	6.42	8.49	3.42	3.93	
<p>Effectiveness Measure Violent crime rate per 1,000 persons.</p> <p>Objective Provide Safe communities.</p>								
<p>Notes</p>								
SLC 92 1258 07 Financial Information Return.								
3.3 PROPERTY CRIME RATE								
	2010	2009	2008	2007	2006	2005	2004	
	28.11	19.29	17.98	17.55	17.40	18.40	13.09	
<p>Effectiveness Measure Property crime rate per 1,000 persons.</p> <p>Objective Provide Safe communities.</p>								
<p>Notes</p>								
SLC 92 1259 07 Financial Information Return.								

MUNICIPALITY
Municipal Performance Measurement Program - 2010 RESULTS

Police Services

3.4 TOTAL CRIME RATE							
	2010	2009	2008	2007	2006	2005	2004
	48.19	38.57	37.67	48.80	38.20	27.38	26.19
<p>Effectiveness Measure Total crime rate per 1,000 persons (Criminal Code offences excluding traffic).</p> <p>Objective Provide Safe Communities.</p>							
<p>Notes</p>							
<p>SLC 92 1263 07 Financial Information Return.</p>							
3.5 YOUTHS CHARGED							
	2010	2009	2008	2007	2006	2005	2004
	76.14	86.96	21.74	36.23	11.77	7.84	17.65
<p>Effectiveness Measure Number of youths charged per 1,000 youths.</p> <p>Objective Provide Safe Communities.</p>							
<p>Notes</p>							
<p>SLC 92 1265 07 Financial Information Return.</p>							

MUNICIPALITY
Municipal Performance Measurement Program - 2010 RESULTS

Roads

4.1 PAVED ROADS – EFFICIENCY						
2010	2009	2008	2007	2006	2005	2004
\$688.43	\$632.71	\$274.59	\$199.43	\$163.68	\$148.72	\$119.92
<p>Efficiency Measure Operating costs for paved (hard top) roads per lane kilometer.</p> <p>Objective Efficient maintenance of paved roads.</p>						
<p>Notes</p>						
SLC 91 2111 13 Financial Information Return.						
4.2 UNPAVED ROADS – EFFICIENCY						
2010	2009	2008	2007	2006	2005	2004
\$1,536.36	\$1,806.74	\$1,952.39	\$1,475.78	\$1,210.02	\$1,094.60	\$929.42
<p>Efficiency Measure Operating costs for unpaved (loose top) roads per lane kilometer.</p> <p>Objective Efficient maintenance of unpaved roads.</p>						
<p>Notes</p>						
SLC 91 2110 13 Financial Information Return.						
4.3 WINTER MAINTENANCE OF ROADS – EFFICIENCY						
2010	2009	2008	2007	2006	2005	2004
\$658.89	\$590.23	\$534.21	\$850.01	\$695.94	\$624.83	\$513.11
<p>Efficiency Measure Operating costs for winter maintenance of roadways per lane kilometer maintained in winter.</p> <p>Objective Efficient winter maintenance of roads.</p>						
<p>Notes</p>						
SLC 91 2205 13 Financial Information Return.						

MUNICIPALITY
Municipal Performance Measurement Program - 2010 RESULTS

4.4 ADEQUACY OF PAVED ROADS									
	2010	2009	2008	2007	2006	2005	2004	2003	
	100%	100%	100%	100%	100%	100%	100%	61.5%	
<p>Effectiveness Measure Percentage of paved lane kilometers where the condition is rated as good to very good.</p> <p>Objective Pavement condition meets municipal objectives.</p>									
<p>Notes</p>									
<p>SLC 92 2152 07 Financial Information Return.</p>									
4.5 WINTER EVENT RESPONSES									
	2010	2009	2008	2007	2006	2005	2004	2003	2002
	100%	100%	100%	100%	100%	100%	100%	100%	100%
<p>Effectiveness Measure Percentage of winter events where the response met or exceeded locally determined municipal service levels for road maintenance.</p> <p>Objective Appropriate response to winter storm events.</p>									
<p>Notes</p>									
<p>SLC 92 2251 07 Financial Information Return. Description of measure has changed, but not its calculation.</p>									

MUNICIPALITY
Municipal Performance Measurement Program - 2010 RESULTS

Wastewater (Sewage)

6.1 WASTEWATER COLLECTION – EFFICIENCY									
	2010	2009	2008	2007	2006	2005			
	N/A	N/A	N/A	N/A	N/A	N/A			
<p>Efficiency Measure Operating costs for the collection of wastewater per kilometers of wastewater main.</p> <p>Objective Efficient municipal wastewater collection services.</p>									
SLC 91 3111 13 Financial Information Return.									
6.2 WASTEWATER TREATMENT AND DISPOSAL – EFFICIENCY									
	2010	2009	2008	2007	2006	2005	2004	2003	
	\$1,148.34	\$1,293.71	\$931.42	\$994.82	\$858.93	\$999.63	\$166.56	\$303.00	
<p>Efficiency Measure Operating costs for the treatment and disposal of wastewater per megalitre.</p> <p>Objective Efficient municipal wastewater treatment and disposal services.</p>									
Notes: 2004 was incorrectly recorded as cubic yards rather than megalitres									
One megalitre equals 1,000,000 litres or 1,000 cubic metres.									
SLC 91 3112 13 Financial Information Return.									
6.3 WASTEWATER INTEGRATED SYSTEM – EFFICIENCY									
	2010	2009	2008	2007	2006	2005	2004	2003	
	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
<p>Efficiency Measure Operating costs for the collection, treatment and disposal of wastewater per megalitre (Integrated System).</p> <p>Objective Efficient wastewater system (Integrated System).</p>									
SLC 91 3113 13 Financial Information Return									

MUNICIPALITY
Municipal Performance Measurement Program - 2010 RESULTS

6.4 WASTEWATER MAIN BACKUPS									
	2010	2009	2008	2007	2006	2005	2004	2003	
	0	0	0	0	0	0	0	0	
<p>Effectiveness Measure Number of wastewater main backups per 100 kilometres of wastewater main in a year.</p> <p>Objective Municipal sewage management practices prevent environmental and human health hazards.</p>									
Notes									
SLC 92 3154 07 Financial Information Return.									
6.5 WASTEWATER BYPASSES TREATMENT									
	2010	2009	2008	2007	2006	2005	2004	2003	
	0%	0%	0%	0%	0%	0%	0%	0%	
<p>Effectiveness Measure Percentage of wastewater estimated to have by-passed treatment.</p> <p>Objective Municipal sewage management practices prevent environmental and human health hazards.</p>									
Notes									
SLC 92 3155 07 Financial Information Return.									

MUNICIPALITY
Municipal Performance Measurement Program - 2010 RESULTS

Drinking Water

8.1 DRINKING WATER TREATMENT – EFFICIENCY

	2010	2009	2008	2007	2006	2005	2004	2003
	4.04	\$5.05	\$5.59	\$4.97	\$4.87	\$4.72		

Efficiency Measure

Operating costs for the treatment of drinking water per megalitre.

Objective

Efficient municipal water treatment services.

Notes

1 megalitre equals 1,000,000 litres or 1,000 cubic metres.
SLC 91 3311 13 Financial Information Return.

8.2 DRINKING WATER DISTRIBUTION – EFFICIENCY

	2010	2009	2008	2007	2006	2005	2004
	1.32	-	-	-	-	-	-

Efficiency Measure

Operating costs for the distribution of drinking water per kilometer of water distribution pipe.

Objective

Efficient municipal water distribution services.

Notes -

SLC 91 3312 13 Financial Information Return.

8.3 DRINKING WATER INTEGRATED SYSTEM – EFFICIENCY

	2010	2009	2008	2007	2006	2005	2004	2003
	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Efficiency Measure

Operating costs for the treatment and distribution of drinking water per megalitre.
(Integrated System)

Objective

Efficient municipal water system (Integrated System).

Notes

1 megalitre equals 1,000,000 litres or 1,000 cubic metres.
SLC 91 3305 13 Financial Information Return.

MUNICIPALITY
Municipal Performance Measurement Program - 2010 RESULTS

8.4 BOIL WATER ADVISORIES									
	2010	2009	2008	2007	2006	2005	2004	2003	
	0	0	0	0	0	0	0	0	
<p>Effectiveness Measure Weighted number of days when a boil water advisory issued by the Medical Officer of Health, applicable to a municipal water supply, was in effect.</p> <p>Objective Water is safe and meets local needs.</p>									
Notes									
SLC 92 3355 07 Financial Information Return.									
8.5 BREAKS IN WATER MAINS									
	2010	2009	2008	2007	2006	2005	2004	2003	
	0	0	0	0	0	0	0	0	
<p>Effectiveness Measure Number of water main breaks per 100 kilometres of water distribution pipe in a year.</p> <p>Objective Improve system reliability.</p>									
Notes									
SLC 92 3356 07 Financial Information Return.									

MUNICIPALITY
Municipal Performance Measurement Program - 2010 RESULTS

Solid Waste Management (Garbage)

9.1 GARBAGE COLLECTION – EFFICIENCY									
	2010	2009	2008	2007	2006	2005	2004	2003	
	\$10.24	\$9.22	\$10.36	\$13.73	\$12.98	\$14.29	\$19.87	\$20.94	
<p>Efficiency Measure Operating costs for garbage collection per household.</p> <p>Objective Efficient municipal garbage collection services.</p>									
<p>Notes</p> <p>SLC 91 3404 13 Financial Information Return.</p>									
9.2 GARBAGE DISPOSAL – EFFICIENCY									
	2010	2009	2008	2007	2006	2005	2004	2003	
	\$193.73	\$124.38	\$97.17	\$119.78	\$105.22	\$99.63	\$123.38	\$96.48	
<p>Efficiency Measure Operating costs for garbage disposal per household.</p> <p>Objective Efficient municipal garbage disposal services.</p>									
<p>Notes</p> <p>SLC 91 3504 13 Financial Information Return.</p>									
9.3 SOLID WASTE DIVERSION (RECYCLING) – EFFICIENCY									
	2010	2009	2008	2007	2006	2005	2004	2003	
	\$45.13	-	-	-	-	-	-	-	
<p>Efficiency Measure Operating costs for solid waste diversion (recycling) per household.</p> <p>Objective Efficient municipal solid waste diversion (recycling) services.</p>									
<p>Notes</p> <p>SLC 91 3607 13 Financial Information Return.</p>									

MUNICIPALITY
Municipal Performance Measurement Program - 2010 RESULTS

9.4 SOLID WASTE MANAGEMENT (INTEGRATED SYSTEM) – EFFICIENCY								
	2010	2009	2008	2007	2006	2005	2004	2003
	\$249.10							

Efficiency Measure

Average operating costs for solid waste management (collection, disposal and diversion) per household.

Objective

Efficient municipal solid waste management (Integrated System).

Notes

SLC 91 3603 13 Financial Information Return.

9.5 COMPLAINTS — COLLECTION OF GARBAGE AND RECYCLED MATERIALS								
	2010	2009	2008	2007	2006	2005	2004	2003
	0.608	0	0	0	1.257	0	1.2862	0.6361

Effectiveness Measure

Number of complaints received in a year concerning the collection of garbage and recycled materials per 1,000 households.

Objective

Improved garbage collection of garbage and recycled materials.

Notes

SLC 92 3452 07 Financial Information Return.

MUNICIPALITY
Municipal Performance Measurement Program - 2010 RESULTS

9.6 NUMBER OF MUNICIPAL SOLID WASTE MANAGEMENT FACILITIES								
	2010	2009	2008	2007	2006	2005	2004	2003
	3	3	3	3	3	3	3	3

Effectiveness Measure

Total number of solid waste management facilities owned by municipality with a Ministry of Environment Certificate of Approval.

Objective

Context for solid waste management facility compliance measure.

Notes

SLC 92 3552 07 Financial Information Return.

9.7 FACILITY COMPLIANCE							
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Effectiveness Measure

Number of days per year when a Ministry of Environment compliance order for remediation concerning an air or groundwater standard was in effect for a municipally owned solid waste management facility, by facility.

Objective

Municipal solid waste services do not have an adverse impact on environment.

Facility Name	Days 2010	Days 2009	Days 2008	Days 2007	Days 2006	Days 2005	Days 2004
Red Rock Waste Disposal Site	0	0	0	0	0	0	77
Round Lake Waste Disposal Site	0	0	0	0	0	0	77
Killaloe Waste Disposal Site	0	0	0	0	0	0	77

Notes

Facility Name: SLC 92 3553 03 to SLC 92 3560 03
Days: SLC 92 3553 07 to SLC 92 3560 07

MUNICIPALITY
Municipal Performance Measurement Program - 2010 RESULTS

9.8 DIVERSION OF RESIDENTIAL SOLID WASTE									
	2010	2009	2008	2007	2006	2005	2004	2003	
	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
<p>Effectiveness Measure Percentage of residential solid waste diverted for recycling.</p> <p>Objective Municipal solid waste reduction programs divert waste from landfills and/or incinerators.</p>									
<p>Notes</p>									
SLC 92 3655 07 Financial Information Return.									
9.9 DIVERSION OF RESIDENTIAL SOLID WASTE (Based on Combined Residential and Industrial, Commercial, Institutional Tonnage)									
	2010	2009	2008	2007	2006	2005	2004	2003	
	39.0%	39.1%	33.0%	21.2%	34.6%	16.1%	15.2%	27%	
<p>Effectiveness Measure Percentage of residential solid waste diverted for recycling (based on combined residential and Industrial/Commercial/Institutional tonnage.)</p> <p>Objective Municipal solid waste reduction programs divert waste from landfills and/or incinerators.</p>									
<p>Notes: Better record keeping and education programs for recycling. New items introduced into collection. Introduction of \$1.00 per bag household garbage, incentive to the public to recycle more.</p>									
SLC 92 3656 07 Financial Information Return.									

MUNICIPALITY
Municipal Performance Measurement Program - 2010 RESULTS

Parks and Recreation

10.1 PARKS – EFFICIENCY						
	2010	2009	2008	2007	2006	2005
	N/A	N/A	N/A	N/A	N/A	N/A
<p>Efficiency Measure Operating costs for parks per person.</p> <p>Objective Efficient operation of parks.</p>						
<p>Notes</p> <p>SLC 91 7103 13 Financial Information Return.</p>						
10.2 RECREATION PROGRAMS – EFFICIENCY						
	2010	2009	2008	2007	2006	2005
	\$1.47	\$3.33	\$1.93	\$0.67	\$1.54	\$1.02
<p>Efficiency Measure Operating costs for recreation programs per person.</p> <p>Objective Efficient operation of recreation programs.</p>						
<p>Notes</p> <p>SLC 91 7203 13 Financial Information Return. This measure is based on total population, not the population participating in recreation programs.</p>						
10.3 RECREATION FACILITIES – EFFICIENCY						
	2010	2009	2008	2007	2006	2005
	\$23.76	\$20.43	\$26.15	\$25.70	\$18.43	\$15.03
<p>Efficiency Measure Operating costs for recreation facilities per person.</p> <p>Objective Efficient operation of recreation facilities.</p>						
<p>Notes</p> <p>SLC 91 7306 13 Financial Information Return.</p>						

MUNICIPALITY
Municipal Performance Measurement Program - 2010 RESULTS

10.4 PARKS, RECREATION PROGRAMS AND RECREATION FACILITIES (SUBTOTAL) – EFFICIENCY

2010	2009	2008	2007	2006	2005
\$25.23	\$23.76	\$28.08	\$26.36	\$19.97	\$16.04

Efficiency Measure

Operating costs for parks, recreation programs and recreation facilities per person (Subtotal).

Objective

Efficient operation of parks, recreation programs and recreation facilities.

Notes

SLC 91 7321 13 Financial Information Return. This measure represents a subtotal and is automatically completed when a municipality reports one or more efficiency measures for parks and recreation.

10.5 PARTICIPANT HOURS FOR RECREATION PROGRAMS

2010	2009	2008	2007	2006	2005
160.643	0.000	77.055	77.055	76.401	77.022

Effectiveness Measure

Total participant hours for recreation programs per 1,000 persons.

Objective

Recreation programs serve needs of residents.

Notes

SLC 92 7255 07 Financial Information Return.

The denominator of this measure is total population divided by 1,000 and does not represent the number of participants in recreation programs.

MUNICIPALITY
Municipal Performance Measurement Program - 2010 RESULTS

10.6 OPEN SPACE						
	2010	2009	2008	2007	2006	2005
	10	10	10	10	10	10
<p>Effectiveness Measure Hectares of open space.</p> <p>Objective Open space is adequate for population.</p> <p>SLC 92 7155 05 Financial Information Return.</p>						
	2010	2009	2008	2007	2006	2005
	4.462	4.193	4.281	4.281	4.244	4.279
<p>Effectiveness Measure Hectares of open space per 1,000 persons municipally owned.</p> <p>SLC 92 7155 07 Financial Information Return.</p>						
<p>Notes</p>						

MUNICIPALITY
Municipal Performance Measurement Program - 2010 RESULTS

10.7 TRAILS						
	2010	2009	2008	2007	2006	2005
	0	0	0	0	0	0
<p>Effectiveness Measure Total kilometers of trails.</p> <p>Objective Trails provide recreation opportunities.</p> <p>SLC 92 7152 05 Financial Information Return.</p>						
	2010	2009	2008	2007	2006	2005
	0	0	0	0	0	0
<p>Effectiveness Measure Total kilometers of trails per 1,000 persons.</p> <p>SLC 92 7152 07 Financial Information Return.</p>						
<p>Notes</p>						

MUNICIPALITY
Municipal Performance Measurement Program - 2010 RESULTS

10.8 RECREATION FACILITY SPACE							
2010	2009	2008	2007	2006	2005		
1,242,749	1,167.715	1,360,017	1,3600.017	1,348.472	1,359.435		
<p>Effectiveness Measure Square <u>meters</u> of municipally owned recreation facility space per 1,000 persons municipally owned</p> <p>Objective Recreation facility space is adequate for population.</p> <p>SLC 92 7359 05 Financial Information Return.</p>							
	2010	2009	2008	2007	2006	2005	
	4.462	4.193	4.281	4.281	4.244	4.279	
<p>Effectiveness Measure Total hectares of open space, municipally owned per 1,000 persons.</p> <p>SLC 92 7155 07 Financial Information Return.</p>							
<p>Notes</p>							

MUNICIPALITY
Municipal Performance Measurement Program - 2010 RESULTS

Library Services

11.1 LIBRARY COSTS PER PERSON – EFFICIENCY						
	2010	2009	2008	2007	2006	2005
	\$28.80	\$20.83	\$21.21	\$22.07	\$20.48	\$15.89

Efficiency Measure

Operating costs for libraries per person.

Objective

Efficient library services.

Notes

SLC 91 7405 13 Financial Information Return.

11.2 LIBRARY COSTS PER USE – EFFICIENCY						
	2010	2009	2008	2007	2006	2005
	\$1.70	\$1.12	\$0.88	\$1.46	\$1.80	\$1.55

Efficiency Measure

Operating costs for libraries per use.

Objective

Efficient library services

Notes

SLC 91 7406 13 Financial Information Return.

MUNICIPALITY
Municipal Performance Measurement Program - 2010 RESULTS

11.3 LIBRARY USES						
	2010	2009	2008	2007	2006	2005
	16.925	18.520	24.020	15.104	11.412	10.221

Effectiveness Measure

Library uses per person.

Objective

Increased use of library services.

Notes

SLC 92 7460 07 Financial Information Return.

11.4 ELECTRONIC LIBRARY USES						
	2010	2009	2008	2007	2006	2005
	11.0%	27%	2.0%	5.0%	5.0%	6.0%

Effectiveness Measure

Electronic library uses as a percentage of total library uses.

Objective

Increased use of library services.

Notes

SLC 92 7463 07 Financial Information Return.

11.5 NON-ELECTRONIC LIBRARY USES						
	2010	2009	2008	2007	2006	2005
	89%	73%	98%	95%	95%	94%

Effectiveness Measure

Non-electronic library uses as a percentage of total library uses.

Objective

Better information on library usage.

Notes

SLC 92 7462 07 Financial Information Return.

MUNICIPALITY
Municipal Performance Measurement Program - 2010 RESULTS

Land Use Planning

12.1 LOCATION OF NEW DEVELOPMENT									
	2010	2009	2008	2007	2006	2005	2004	2003	
	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
<p>Effectiveness Measure Percentage of new lots, blocks and/or units with final approval which are located within settlement areas.</p> <p>Objective New lot creation is occurring in settlement areas.</p>									
<p>Notes</p>									
SLC 92 8170 07 Financial Information Return.									
12.2 PRESERVATION OF AGRICULTURAL LAND DURING 2004									
	2010	2009	2008	2007	2006	2005	2004	2003	
	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
<p>Effectiveness Measure Percentage of land designated for agricultural purposes which was not re-designated for other uses during the reporting year.</p> <p>Objective Preservation of agricultural land.</p>									
<p>Notes</p>									
SLC 92 8163 07 Financial Information Return.									
12.3 PRESERVATION OF AGRICULTURAL LAND RELATIVE TO 2000									
	2010	2009	2008	2007	2006	2005	2004	2003	
	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
<p>Effectiveness Measure Percentage of land designated for agricultural purposes which was not re-designated for other uses relative to the base year of 2000.</p> <p>Objective Preservation of agricultural land.</p>									
<p>Notes</p>									
SLC 92 8164 07 Financial Information Return.									

MUNICIPALITY
Municipal Performance Measurement Program - 2010 RESULTS

12.4 CHANGE IN NUMBER OF AGRICULTURAL HECTARES DURING 2006									
	2010	2009	2008	2007	2006	2005	2004	2003	
	n/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
<p>Effectiveness Measure Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses during the reporting year.</p> <p>Objective Preservation of agricultural land.</p>									
<p>Notes</p>									
SLC 92 8165 07 Financial Information Return.									
12.5 CHANGE IN NUMBER OF AGRICULTURAL HECTARES SINCE 2002									
	2010	2009	2008	2007	2006	2005	2004	2003	
	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
<p>Effectiveness Measure Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses since January 1, 2000.</p> <p>Objective Preservation of agricultural land.</p>									
<p>Notes</p>									
SLC 92 8166 07 Financial Information Return.									