

# MUNICIPALITY

Municipal Performance Measurement Program (MPMP) • 2010 RESULTS

Questions about MPMP results should be addressed to:

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## Local Government

1.1 GENERAL GOVERNMENT - EFFICIENCY					
	2010	2009	2008	2007	2006
1.1 a) Operating costs for governance and corporate management as a percentage of total municipal operating costs.	3.0%	3.3%	NA	NA	NA
1.1 b) Total costs for governance and corporate management as a percentage of total municipal costs.	2.7%	3.0%			
<b>OBJECTIVE:</b> Efficient local government.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b> Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore, numbers for years prior to 2009 have not been included as they are not comparable.					
<b>REFERENCE:</b> <ul style="list-style-type: none"> <li>The total costs efficiency measure is new for 2009. Total costs means operating costs as defined in MPMP plus amortization and interest on long-term debt.</li> <li>The 2009 &amp; 2010 formulas for operating costs and total costs were changed to net out payments to the Municipal Property Assessment Corporation (MPAC) and tax write-offs &amp; allowances reported in Schedule 40, Consolidated Statement of Operations: Expenses.</li> <li>Financial Information Return: 91 0206 35 (Operating costs measure) and 91 0206 45 (Total costs measure).</li> </ul>					

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## Fire Services

<b>2.1 FIRE SERVICES – EFFICIENCY</b>						
	2010	2009	2008	2007	2006	
2.1 a) Operating costs for fire services per \$1,000 of assessment.	\$ 1.74	\$ 1.74	NA	NA	NA	
2.1 b) Total costs for fire services per \$1,000 of assessment.	\$ 1.78	\$ 1.77				
<b>OBJECTIVE:</b> Efficient fire services.						
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b> Operating costs per thousand dollars of assessment for fire services includes firefighters, fire halls, fire prevention and inspection, emergency responses, equipment, and administration.  Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore, numbers for years prior to 2009 have not been included as they are not comparable.						
<b>REFERENCE:</b> <ul style="list-style-type: none"> <li>• The efficiency measure based on total costs is new for 2009. Total costs means operating costs as defined in MPMP plus amortization and interest on long-term debt.</li> <li>• Financial Information Return: 91 1103 35 (Operating costs measure) and 91 1103 45 (Total costs measure).</li> </ul>						
<b>Line number for 2009 &amp; 2010 and prior years:</b> If amounts for unfunded liabilities are not material for fire services and there are no changes in what are deemed to be capital expenses, then, <ul style="list-style-type: none"> <li>• The efficiency measure based on operating costs for fire services in 91 1103 35 for 2009 &amp; 2010 is comparable to the efficiency measure in 91 1102 13 for the years 2005 to 2008.</li> </ul>						

<b>2.2 &amp; 2.3 CIVILIAN FIRE RELATED INJURIES – EFFECTIVENESS</b>						
	2010	2009				
2.2 Number of residential fire related injuries per 1,000 persons.	0.047	0.016				
2.3 Number of residential fire related injuries averaged over 5 years per 1,000 persons.	0.031	0.020				
<b>OBJECTIVE:</b> Minimize the number of civilian injuries in residential fires.						
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b>						
<b>REFERENCE:</b> <ul style="list-style-type: none"> <li>• The effectiveness measures for fire services are new for 2009.</li> <li>• Measures 2.2 and 2.3 refer to the number of civilian injuries.</li> <li>• Financial Information Return: 92 1151 07 (2.2) and 92 1152 07 (2.3).</li> </ul>						

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Fire Services - Continued

2.4 & 2.5 CIVILIAN FIRE RELATED FATALITIES - EFFECTIVENESS			
	2010	2009	
2.4 Number of residential fire related fatalities per 1,000 persons.	0.000	0.008	
2.5 Number of residential fire related fatalities averaged over 5 years per 1,000 persons.	0.008	0.008	
<b>OBJECTIVE:</b> Minimize the number of civilian fatalities in residential fires.			
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b>			
<b>REFERENCE:</b>			
<ul style="list-style-type: none"> <li>• The effectiveness measures for fire services are new for 2009.</li> <li>• Measures 2.4 and 2.5 refer to the number of civilian fatalities.</li> <li>• Financial Information Return: 92 1155 07 (2.4) and 92 1156 07 (2.5).</li> </ul>			

2.6 NUMBER OF RESIDENTIAL STRUCTURAL FIRES – EFFECTIVENESS			
	2010	2009	
2.6 Number of residential structural fires per 1,000 households.	0.935	1.630	
<b>OBJECTIVE:</b> Minimize the number of residential structural fires.			
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b>			
<b>REFERENCE:</b>			
<ul style="list-style-type: none"> <li>• The effectiveness measures for fire services are new for 2009.</li> <li>• Financial Information Return: 92 1160 07.</li> </ul>			

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## Roads

4.1 PAVED ROADS – EFFICIENCY					
	2010	2009	2008	2007	2006
4.1 a) Operating costs for paved (hard top) roads per lane kilometre.	\$ 18,087.96	\$ 19,125.78	NA	NA	NA
4.1 b) Total costs for paved (hard top) roads per lane kilometre.	\$ 21,578.98	\$ 22,578.82			
<b>OBJECTIVE:</b> Efficient maintenance of paved roads.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b> Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore, numbers for years prior to 2009 have not been included as they are not comparable.					
<b>REFERENCE:</b> <ul style="list-style-type: none"> <li>The efficiency measure based on total costs is new for 2009. Total costs means operating costs as defined in MPMP plus amortization and interest on long-term debt.</li> <li>Financial Information Return: 91 2109 35 (Operating costs measure) and 91 2109 45 (Total costs measure).</li> </ul>					
<b>Line numbers for 2009 &amp; 2010 and prior years:</b> If amounts for unfunded liabilities are not material for paved roads and there are no changes in what are deemed to be capital expenses, then, <ul style="list-style-type: none"> <li>The efficiency measure based on operating costs for paved roads in 91 2109 35 for 2009 &amp; 2010 is comparable to the measure in 91 2107 13 for 2005 to 2008.</li> </ul>					

4.2 UNPAVED ROADS – EFFICIENCY					
	2010	2009	2008	2007	2006
4.2 a) Operating costs for unpaved (loose top) roads per lane kilometre.	NA	NA	NA	NA	NA
4.2 b) Total costs for unpaved (loose top) roads per lane kilometre.	NA	NA			
<b>OBJECTIVE:</b> Efficient maintenance of unpaved roads.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b>					
<b>REFERENCE:</b> <ul style="list-style-type: none"> <li>The efficiency measure based on total costs is new for 2009. Total costs means operating costs as defined in MPMP plus amortization and interest on long-term debt.</li> <li>Financial Information Return: 91 2110 35 (Operating costs measure) and 91 2110 45 (Total costs measure).</li> </ul>					
<b>Line numbers for 2009 &amp; 2010 and prior years:</b> If amounts for unfunded liabilities are not material for unpaved roads and there are no changes in what are deemed to be capital expenses, then, <ul style="list-style-type: none"> <li>The efficiency measure based on operating costs for unpaved roads in 91 2110 35 for 2009 &amp; 2010 is comparable to the measure in 91 2108 13 for 2005 to 2008.</li> </ul>					

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## Roads - Continued

<b>4.3 BRIDGES AND CULVERTS – EFFICIENCY</b>			
	2010	2009	
4.3 a) Operating costs for bridges and culverts per square metre of surface area.	NA	NA	
4.3 b) Total costs for bridges and culverts per square metre of surface area.	NA	NA	
<b>OBJECTIVE:</b> Efficient maintenance of bridges and culverts.			
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b>			
<b>REFERENCE:</b>			
<ul style="list-style-type: none"> <li>• The efficiency measures for bridges and culverts are new for 2009. Total costs means operating costs as defined in MPMP plus amortization and interest on long-term debt.</li> <li>• Financial Information Return: 91 2130 35 (Operating costs measure) and 91 2130 45 (Total costs measure).</li> </ul>			

<b>4.4 WINTER MAINTENANCE OF ROADS – EFFICIENCY</b>					
	2010	2009	2008	2007	2006
4.4 a) Operating costs for winter maintenance of roadways per lane kilometre maintained in winter.	\$ 1,077.80	\$ 1,318.15	NA	NA	NA
4.4 b) Total costs for winter maintenance of roadways per lane kilometre maintained in winter.	\$ 1,533.91	\$ 1,765.14			
<b>OBJECTIVE:</b> Efficient winter maintenance of roads.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b>					
Operating costs include snow ploughing, salting, sanding, and snow removal. Costs vary depending on the severity and frequency of winter storms.					
Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore, numbers for years prior to 2009 have not been included as they are not comparable.					
<b>REFERENCE:</b>					
<ul style="list-style-type: none"> <li>• The total costs efficiency measure is new for 2009. Total costs means operating costs as defined in MPMP plus amortization and interest on long-term debt.</li> <li>• Financial Information Return: 91 2205 35 (Operating costs measure) and 91 2205 45 (Total costs measure).</li> </ul>					
<b>Line numbers for 2009 &amp; 2010 and prior years:</b>					
If amounts for unfunded liabilities are not material for winter maintenance of roadways and there are no changes in what are deemed to be capital expenses, then,					
<ul style="list-style-type: none"> <li>• The efficiency measure based on operating costs for winter maintenance of roads in 91 2205 35 for 2009 &amp; 2010 is comparable to the efficiency measure in 91 2204 13 for the years 2005 to 2008.</li> </ul>					

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## Roads - Continued

4.5 ADEQUACY OF PAVED ROADS – EFFECTIVENESS					
	2010	2009	2008	2007	2006
4.5 Percentage of paved lane kilometres where the condition is rated as good to very good. <sup>1</sup>	70.2%	65.9%	44.2%	43.3%	43.3%
<b>OBJECTIVE:</b> Pavement condition meets municipal objectives.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b> Increase in 2009 and 2010 relates to the Infrastructure Stimulus program (Cambridge road rehabilitation). In 2006, a survey was conducted in partnership with neighbouring municipalities using Stantec's Pavement Quality Index (PQI) as the basis for evaluation. This method in which a road with a rating greater or equal to 7.0 is considered good to very good has been used since 2006.					
<b>REFERENCE:</b>					
<ul style="list-style-type: none"> <li><sup>1</sup>Pavement condition is rated using a Pavement Condition Index (PCI) such as the Index used by the Ontario Good Roads Association (OGRA) or the Ministry of Transportation's Roads Inventory Management System (RIMS).</li> <li>Financial Information Return: 92 2152 07.</li> </ul>					

4.6 ADEQUACY OF BRIDGES AND CULVERTS – EFFECTIVENESS			
	2010	2009	
4.6 Percentage of bridges and culverts where the condition is rated as good to very good. <sup>1</sup>	100%	100%	
<b>OBJECTIVE:</b> Safe bridges and culverts.			
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b>			
<b>REFERENCE:</b>			
<ul style="list-style-type: none"> <li>The effectiveness measure for bridges and culverts is new for 2009.</li> <li><sup>1</sup>A bridge or culvert is rated in good to very good condition if distress to the primary components is minimal, requiring only maintenance. Primary components are the main load carrying components of the structure, including the deck, beams, girders, abutments, foundations, etc.</li> <li>Financial Information Return: 92 2165 07.</li> </ul>			

4.7 WINTER EVENT RESPONSES – EFFECTIVENESS					
	2010	2009	2008	2007	2006
4.7 Percentage of winter events where the response met or exceeded locally determined municipal service levels for road maintenance.	100%	100%	100%	100%	NA
<b>OBJECTIVE:</b> Response to winter storm events meets locally determined service levels for winter road maintenance.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b> There were no winter events in 2006.					
<b>REFERENCE:</b>					
<ul style="list-style-type: none"> <li>Financial Information Return: 92 2251 07.</li> </ul>					

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## Wastewater (Sewage)

6.1 WASTEWATER COLLECTION/CONVEYANCE – EFFICIENCY					
	2010	2009	2008	2007	2006
6.1 a) Operating costs for the collection/conveyance of wastewater per kilometre of wastewater main.	\$ 34,854.85	\$ 37,581.17	NA	NA	NA
6.1 b) Total costs for the collection/conveyance of wastewater per kilometre of wastewater main.	\$ 37,226.75	\$ 40,792.12			
<b>OBJECTIVE:</b> Efficient municipal wastewater collection/conveyance.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b> Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore, numbers for years prior to 2009 have not been included as they are not comparable.					
<b>REFERENCE:</b>					
<ul style="list-style-type: none"> <li>• The efficiency measure based on total costs is new for 2009. Total costs means operating costs as defined in MPMP plus amortization and interest on long-term debt.</li> <li>• Financial Information Return: 91 3111 35 (Operating costs measure) and 91 3111 45 (Total costs measure).</li> </ul>					
<b>Line numbers for 2009 &amp; 2010 and prior years:</b> If amounts for unfunded liabilities are not material for wastewater collection/conveyance and there are no changes in what are deemed to be capital expenses, then,					
<ul style="list-style-type: none"> <li>• The efficiency measure based on operating costs for wastewater collection/conveyance in 91 3111 35 for 2009 &amp; 2010 is comparable to the measure in 91 3110 13 for 2006 to 2008.</li> </ul>					

6.2 WASTEWATER TREATMENT AND DISPOSAL – EFFICIENCY					
	2010	2009	2008	2007	2006
6.2 a) Operating costs for the treatment and disposal of wastewater per megalitre.	NA	NA	NA	NA	NA
6.2 b) Total costs for the treatment and disposal of wastewater per megalitre.	NA	NA			
<b>OBJECTIVE:</b> Efficient municipal wastewater treatment and disposal.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b>					
<b>REFERENCE:</b>					
<ul style="list-style-type: none"> <li>• The efficiency measure based on total costs is new for 2009. Total costs means operating costs as defined in MPMP plus amortization and interest on long-term debt.</li> <li>• Financial Information Return: 91 3112 35 (Operating costs measure) and 91 3112 45 (Total costs measure).</li> </ul>					
<b>Line numbers for 2009 &amp; 2010 and prior years:</b> If amounts for unfunded liabilities are not material for wastewater treatment and disposal and there are no changes in what are deemed to be capital expenses, then,					
<ul style="list-style-type: none"> <li>• The efficiency measure based on operating costs for the treatment and disposal of wastewater in 91 3112 35 for 2009 &amp; 2010 is comparable to the measure in 91 3108 13 for 2005 to 2008.</li> </ul>					

## Wastewater (Sewage) - Continued

<b>6.3 WASTEWATER INTEGRATED SYSTEM – EFFICIENCY</b>					
	2010	2009	2008	2007	2006
6.3 a) Operating costs for the collection/conveyance, treatment, and disposal of wastewater per megalitre (integrated system).	NA	NA	NA	NA	NA
6.3 b) Total costs for the collection/conveyance, treatment, and disposal of wastewater per megalitre (integrated system).	NA	NA			
<b>OBJECTIVE:</b> Efficient municipal wastewater system (integrated system).					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b>					
<b>REFERENCE:</b> <ul style="list-style-type: none"> <li>• The efficiency measure based on total costs is new for 2009. Total costs means operating costs as defined in MPMP plus amortization and interest on long-term debt.</li> <li>• Financial Information Return: 91 3113 35 (Operating costs measure) and 91 3113 45 (Total costs measure).</li> </ul>					
<b>Line numbers for 2009 &amp; 2010 and prior years:</b> If amounts for unfunded liabilities are not material for an integrated wastewater system and there are no changes in what are deemed to be capital expenses, then, <ul style="list-style-type: none"> <li>• The efficiency measure based on operating costs for the integrated wastewater system in 91 3113 35 for 2009 &amp; 2010 will be comparable to the measure in 91 3109 13 for 2005 to 2008.</li> </ul>					

<b>6.4 WASTEWATER MAIN BACKUPS – EFFECTIVENESS</b>					
	2010	2009	2008	2007	2006
6.4 Number of wastewater main backups per 100 kilometres of wastewater main in a year.	2.61	2.45	6.71	3.56	0.46
<b>OBJECTIVE:</b> Municipal sewage management practices prevent environmental and human health hazards.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b> Increase in 2008 was a result of identifying a greater number of backups through a new preventive maintenance program. The decrease in 2009 is relating to the new CCTV and flushing program which has prevented major backups from occurring.					
<b>REFERENCE:</b> <ul style="list-style-type: none"> <li>• Financial Information Return: 92 3154 07.</li> </ul>					

<b>6.5 WASTEWATER BYPASSES TREATMENT – EFFECTIVENESS</b>					
	2010	2009	2008	2007	2006
6.5 Percentage of wastewater estimated to have by-passed treatment.	NA	NA	NA	NA	NA
<b>OBJECTIVE:</b> Municipal sewage management practices prevent environmental and human health hazards.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b>					
<b>REFERENCE:</b> <ul style="list-style-type: none"> <li>• Financial Information Return: 92 3155 07.</li> </ul>					

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## Storm Water

7.1 URBAN STORM WATER MANAGEMENT – EFFICIENCY					
	2010	2009	2008	2007	2006
7.1 a) Operating costs for urban storm water management (collection, treatment, disposal) per kilometre of drainage system.	\$ 2,777.01	\$ 2,398.99	NA	NA	NA
7.1 b) Total costs for urban storm water management (collection, treatment, disposal) per kilometre of drainage system.	\$ 6,356.00	\$ 4,975.28			
<b>OBJECTIVE:</b> Efficient urban storm water management.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b> Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore, numbers for years prior to 2009 have not been included as they are not comparable.					
<b>REFERENCE:</b>					
<ul style="list-style-type: none"> <li>The efficiency measure based on total costs is new for 2009. Total costs means operating costs as defined in MPMP plus amortization and interest on long-term debt.</li> <li>Financial Information Return: 91 3209 35 (Operating costs measure) and 91 3209 45 (Total costs measure).</li> </ul>					
<b>Line numbers for 2009 &amp; 2010 and prior years:</b> If amounts for unfunded liabilities are not material for the urban storm water system and there are no changes in what are deemed to be capital expenses, then,					
<ul style="list-style-type: none"> <li>The efficiency measure based on operating costs for urban storm water management in 91 3209 35 for 2009 &amp; 2010 is comparable to the measure in 91 3207 13 for 2006 to 2008.</li> </ul>					

7.2 RURAL STORM WATER MANAGEMENT – EFFICIENCY					
	2010	2009	2008	2007	2006
7.2 a) Operating costs for rural storm water management (collection, treatment, disposal) per kilometre of drainage system.	NA	NA	NA	NA	NA
7.2 b) Total costs for rural storm water management (collection, treatment, disposal) per kilometre of drainage system.	NA	NA			
<b>OBJECTIVE:</b> Efficient rural storm water management.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b>					
<b>REFERENCE:</b>					
<ul style="list-style-type: none"> <li>The efficiency measure based on total costs is new for 2009. Total costs means operating costs as defined in MPMP plus amortization and interest on long-term debt.</li> <li>Financial Information Return: 91 3210 35 (Operating costs measure) and 91 3210 45 (Total costs measure).</li> </ul>					
<b>Line numbers for 2009 &amp; 2010 and prior years:</b> If amounts for unfunded liabilities are not material for the rural storm water system and there are no changes in what are deemed to be capital expenses, then,					
<ul style="list-style-type: none"> <li>The efficiency measure based on operating costs for rural storm water management in 91 3210 35 for 2009 &amp; 2010 is comparable to the measure in 91 3208 13 for 2006 to 2008.</li> </ul>					

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## Drinking Water

<b>8.1 DRINKING WATER TREATMENT – EFFICIENCY</b>					
	2010	2009	2008	2007	2006
8.1 a) Operating costs for the treatment of drinking water per megalitre.	NA	NA	NA	NA	NA
8.1 b) Total costs for the treatment of drinking water per megalitre.	NA	NA			
<b>OBJECTIVE:</b> Efficient municipal water treatment services.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b>					
<b>REFERENCE:</b>					
<ul style="list-style-type: none"> <li>• The efficiency measure based on total costs is new for 2009. Total costs means operating costs as defined in MPMP plus amortization and interest on long-term debt.</li> <li>• Financial Information Return: 91 3311 35 (Operating costs measure) and 91 3311 45 (Total costs measure).</li> </ul>					
<b>Line numbers for 2009 &amp; 2010 and prior years:</b>					
If amounts for unfunded liabilities are not material for drinking water treatment and there are no changes in what are deemed to be capital expenses, then, <ul style="list-style-type: none"> <li>• The efficiency measure based on operating costs for drinking water treatment in 91 3311 35 for 2009 &amp; 2010 will be comparable to the measure in 91 3307 13 for 2005 to 2008.</li> </ul>					

<b>8.2 DRINKING WATER DISTRIBUTION/TRANSMISSION – EFFICIENCY</b>					
	2010	2009	2008	2007	2006
8.2 a) Operating costs for the distribution/transmission of drinking water per kilometre of water distribution pipe.	\$ 35,829.62	\$ 35,923.71	NA	NA	NA
8.2 b) Total costs for the distribution/transmission of drinking water per kilometre of water distribution pipe.	\$ 37,204.72	\$ 37,337.94			
<b>OBJECTIVE:</b> Efficient municipal water distribution/transmission services.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b>					
Costs increased in 2009 due to new regulations related to monitoring and sampling along with increased costs for materials and labour.					
Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore, numbers for years prior to 2009 have not been included as they are not comparable.					
<b>REFERENCE:</b>					
<ul style="list-style-type: none"> <li>• The efficiency measure based on total costs is new for 2009. Total costs means operating costs as defined in MPMP plus amortization and interest on long-term debt.</li> <li>• Financial Information Return: 91 3312 35 (Operating costs measure) and 91 3312 45 (Total costs measure).</li> </ul>					
<b>Line numbers for 2009 &amp; 2010 and prior years:</b>					
If amounts for unfunded liabilities are not material for drinking water distribution/transmission and there are no changes in what are deemed to be capital expenses, then, <ul style="list-style-type: none"> <li>• The efficiency measure based on operating costs for drinking water distribution/transmission in 91 3312 35 for 2009 &amp; 2010 is comparable to the measure in 91 3310 13 for 2006 to 2008.</li> </ul>					

## Drinking Water - Continued

<b>8.3 DRINKING WATER INTEGRATED SYSTEM – EFFICIENCY</b>					
	2010	2009	2008	2007	2006
8.3 a) Operating costs for the treatment and distribution/transmission of drinking water per megalitre (integrated system).	NA	NA	NA	NA	NA
8.3 b) Total costs for the treatment and distribution/transmission of drinking water per megalitre (integrated system).	NA	NA			
<b>OBJECTIVE:</b> Efficient municipal water system (integrated system).					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b>					
<b>REFERENCE:</b>					
<ul style="list-style-type: none"> <li>• The efficiency measure based on total costs is new for 2009. Total costs means operating costs as defined in MPMP plus amortization and interest on long-term debt.</li> <li>• Financial Information Return: 91 3313 35 (Operating costs measure) and 91 3313 45 (Total costs measure).</li> </ul>					
<b>Line numbers for 2009 &amp; 2010 and prior years:</b>					
<p>If amounts for unfunded liabilities are not material for an integrated drinking water system and there are no changes in what are deemed to be capital expenses, then,</p> <ul style="list-style-type: none"> <li>• The efficiency measure based on operating costs for the integrated drinking water system in 91 3313 35 for 2009 &amp; 2010 is comparable to the measure in 91 3309 13 for 2005 to 2008.</li> </ul>					

<b>8.4 BOIL WATER ADVISORIES – EFFECTIVENESS</b>					
	2010	2009	2008	2007	2006
8.4 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.	NA	NA	NA	NA	NA
<b>OBJECTIVE:</b> Water is safe and meets local needs.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b>					
<b>REFERENCE:</b>					
<ul style="list-style-type: none"> <li>• Financial Information Return: 92 3355 07.</li> </ul>					

<b>8.5 BREAKS IN WATER MAINS – EFFECTIVENESS</b>					
	2010	2009	2008	2007	2006
8.5 Number of water main breaks per 100 kilometres of water distribution pipe in a year.	3.91	8.91	7.02	10.95	3.91
<b>OBJECTIVE:</b> Improve system reliability.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b> Frost penetration in the ground has a significant bearing on the number of water main breaks.					
<b>REFERENCE:</b>					
<ul style="list-style-type: none"> <li>• Financial Information Return: 92 3356 07.</li> </ul>					

## Parks and Recreation

10.1 PARKS – EFFICIENCY					
	2010	2009	2008	2007	2006
10.1 a) Operating costs for parks per person.	\$ 49.68	\$ 46.68	NA	NA	NA
10.1 b) Total costs for parks per person.	\$ 52.22	\$ 49.12			
<b>OBJECTIVE:</b> Efficient operation of parks.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b> The denominator of this measure is total population.  Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore, numbers for years prior to 2009 have not been included as they are not comparable.					
<b>REFERENCE:</b> <ul style="list-style-type: none"> <li>The efficiency measure based on total costs is new for 2009. Total costs means operating costs as defined in MPMP plus amortization and interest on long-term debt.</li> <li>Financial Information Return: 91 7103 35 (Operating costs measure) and 91 7103 45 (Total costs measure).</li> </ul>					
<b>Line numbers for 2009 &amp; 2010 and prior years:</b> <ul style="list-style-type: none"> <li>If amounts for unfunded liabilities are not material for parks and there are no changes in what are deemed to be capital expenses, then, The efficiency measure based on operating costs for parks in 91 7103 35 for 2009 &amp; 2010 is comparable to the measure in 91 7102 13 for 2005 to 2008.</li> </ul>					

10.2 RECREATION PROGRAMS – EFFICIENCY					
	2010	2009	2008	2007	2006
10.2 a) Operating costs for recreation programs per person.	\$ 24.86	\$ 22.87	NA	NA	NA
10.2 b) Total costs for recreation programs per person.	\$ 26.25	\$ 24.55			
<b>OBJECTIVE:</b> Efficient operation of recreation programs.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b> The denominator of this measure is total population and does not represent the population participating in recreation programs.  Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore, numbers for years prior to 2009 have not been included as they are not comparable.					
<b>REFERENCE:</b> <ul style="list-style-type: none"> <li>The efficiency measure based on total costs is new for 2009. Total costs means operating costs as defined in MPMP plus amortization and interest on long-term debt as reported in the FIR.</li> <li>Financial Information Return: 91 7203 35 (Operating costs measure) and 91 7203 45 (Total costs measure).</li> </ul>					
<b>Line numbers for 2009 &amp; 2010 and prior years:</b> If amounts for unfunded liabilities are not material for recreation programs and there are no changes in what are deemed to be capital expenses, then, <ul style="list-style-type: none"> <li>The efficiency measure based on operating costs for recreation programs in 91 7203 35 for 2009 &amp; 2010 will be comparable to the measure in 91 7202 13 for 2005 to 2008.</li> </ul>					

## Parks and Recreation - Continued

10.3 RECREATION FACILITIES – EFFICIENCY					
	2010	2009	2008	2007	2006
10.3 a) Operating costs for recreation facilities per person.	\$ 64.92	\$ 68.85	NA	NA	NA
10.3 b) Total costs for recreation facilities per person.	\$ 74.52	\$ 78.19			
<b>OBJECTIVE:</b> Efficient operation of recreation facilities.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b> The denominator of this measure is total population.  Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore, numbers for years prior to 2009 have not been included as they are not comparable.					
<b>REFERENCE:</b> <ul style="list-style-type: none"> <li>• The efficiency measure based on total costs is new for 2009. Total costs means operating costs as defined in MPMP plus amortization and interest on long-term debt.</li> <li>• Financial Information Return: 91 7306 35 (Operating costs measure) and 91 7306 45 (Total costs measure).</li> </ul>					
<b>Line numbers for 2009 &amp; 2010 and prior years:</b> If amounts for unfunded liabilities are not material for recreation facilities and there are no changes in what are deemed to be capital expenses, then, <ul style="list-style-type: none"> <li>• The efficiency measure based on operating costs for recreation facilities in 91 7306 35 for 2009 &amp; 2010 is comparable to the measure in 91 7303 13 for 2005 to 2008.</li> </ul>					

10.4 RECREATION PROGRAMS AND RECREATION FACILITIES (SUBTOTAL) EFFICIENCY					
	2010	2009	2008	2007	
10.4 a) Operating costs for recreation programs and recreation facilities per person (Subtotal)	\$ 89.78	\$ 91.72	NA	NA	
10.4 b) Total costs for recreation programs and recreation facilities per person (Subtotal)	\$ 100.77	\$ 102.74			
<b>OBJECTIVE:</b> Efficient operation of recreation programs and facilities.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b> The denominator of this measure is total population. This measure represents a subtotal and is automatically completed when a municipality reports one or more efficiency measures for parks and recreation.  Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore, numbers for years prior to 2009 have not been included as they are not comparable.					
<b>REFERENCE:</b> <ul style="list-style-type: none"> <li>• The efficiency measure based on total costs is new for 2009. Total costs means operating costs as defined in MPMP plus amortization and interest on long-term debt.</li> <li>• Financial Information Return: 91 7320 35 (Operating costs measure) and 91 7320 45 (Total costs measure).</li> </ul>					
<b>Line numbers for 2009 &amp; 2010 and prior years:</b> If amounts for unfunded liabilities are not material for recreation programs and recreation facilities and there are no changes in what are deemed to be capital expenses, then, <ul style="list-style-type: none"> <li>• The efficiency measure based on operating costs for recreation programs and recreation facilities in 91 7320 35 for 2009 &amp; 2010 is comparable to the measure in 91 7305 13 for 2007 to 2008.</li> </ul>					

## Parks and Recreation - Continued

<b>10.5 TRAILS – EFFECTIVENESS</b>					
	2010	2009	2008	2007	2006
10.5 Total kilometres of trails	66	55	53	49	48
10.5 Total kilometres of trails per 1,000 persons	0.51	0.43	0.42	0.39	0.39
<b>OBJECTIVE:</b> Trails provide recreation opportunities.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b> The denominator of this measure is total population divided by 1,000.					
<b>REFERENCE:</b> • Financial Information Return: 92 7152 05 and 92 7152 07.					

<b>10.6 OPEN SPACE – EFFECTIVENESS</b>					
	2010	2009	2008	2007	2006
10.6 Hectares of open space	444	444	402	397	395
10.6 Hectares of open space per 1,000 persons	3.44	3.44	3.19	3.18	3.19
<b>OBJECTIVE:</b> Open space is adequate for population.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b> The denominator of this measure is total population divided by 1,000.					
<b>REFERENCE:</b> • Financial Information Return: 92 7155 05 and 92 7155 07.					

<b>10.7 PARTICIPANT HOURS FOR RECREATION PROGRAMS EFFECTIVENESS</b>					
	2010	2009	2008	2007	2006
10.7 Total participant hours for recreation programs per 1,000 persons.	11,711.9	11,480.5	12,011.4	11,681.2	12,330.1
<b>OBJECTIVE:</b> Recreation programs serve needs of residents.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b> The denominator of this measure is total population divided by 1,000 and does not represent the population participating in recreation programs.					
<b>REFERENCE:</b> • Financial Information Return: 92 7255 07.					

# MUNICIPALITY

Municipal Performance Measurement Program (MPMP) • 2010 RESULTS

## Parks and Recreation - Continued

10.8 INDOOR RECREATION FACILITY SPACE – EFFECTIVENESS					
	2010	2009	2008	2007	2006
10.8 Square metres of indoor recreation facilities (municipally owned)	40,072	40,072	40,072	40,072	40,072
10.8 Square metres of indoor recreation facilities per 1,000 persons (municipally owned)	310.6	310.6	318.0	320.6	323.2
<b>OBJECTIVE:</b> Indoor recreation facility space is adequate for population.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b> The denominator of this measure is total population divided by 1,000.					
<b>REFERENCE:</b> • Financial Information Return: 92 7356 05 and 92 7356 07.					

10.9 OUTDOOR RECREATION FACILITY SPACE – EFFECTIVENESS					
	2010	2009	2008	2007	2006
10.9 Square metres of outdoor recreation facility space (municipally owned)	3,057	3,057	3,057	3,057	3,057
10.9 Square metres of outdoor recreation facility space per 1,000 persons (municipally owned)	23.7	23.7	24.3	24.5	24.7
<b>OBJECTIVE:</b> Outdoor recreation facility space is adequate for population.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b> The denominator of this measure is total population divided by 1,000.					
<b>REFERENCE:</b> • Financial Information Return: 92 7359 05 and 92 7359 07.					

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## Libraries

<b>11.1 LIBRARY COSTS PER PERSON – EFFICIENCY</b>					
	2010	2009	2008	2007	2006
11.1 a) Operating costs for library services per person.	\$ 46.24	\$ 47.05	NA	NA	NA
11.1 b) Total costs for library services per person.	\$ 48.34	\$ 49.16			
<b>OBJECTIVE:</b> Efficient library services.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b>  The denominator of this measure is total population divided by 1,000 and does not represent the population utilizing the library.  Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore, numbers for years prior to 2009 have not been included as they are not comparable.					
<b>REFERENCE:</b> <ul style="list-style-type: none"> <li>• The efficiency measure based on total costs is new for 2009. Total costs means operating costs as defined in MPMP plus amortization and interest on long-term debt as reported in the FIR.</li> <li>• Financial Information Return: 91 7405 35 (Operating costs measure) and 91 7405 45 (Total costs measure).</li> </ul>					
<b>Line numbers for 2009 &amp; 2010 and prior years:</b> If amounts for unfunded liabilities are not material for library services and there are no changes in what are deemed to be capital expenses, then, <ul style="list-style-type: none"> <li>• The efficiency measure based on operating costs for library services in 91 7405 35 for 2009 &amp; 2010 is comparable to the measure in 91 7403 13 for 2005 to 2008.</li> </ul>					

<b>11.2 LIBRARY COSTS PER USE – EFFICIENCY</b>					
	2010	2009			
11.2 a) Operating costs for library services per use.	\$ 1.95	\$ 1.94			
11.2 b) Total costs for library services per use.	\$ 2.04	\$ 2.03			
<b>OBJECTIVE:</b> Efficient library services.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b>					
<b>REFERENCE:</b> <ul style="list-style-type: none"> <li>• The efficiency measure based on total costs is new for 2009. Total costs means operating costs as defined in MPMP plus amortization and interest on long-term debt.</li> <li>• The calculation of electronic library uses was updated in 2009 to include the number of people using the public library wireless connection. Therefore, the efficiency measure based on operating costs for library services per use is not comparable with prior years.</li> <li>• Financial Information Return: 91 7406 35 (Operating costs measure) and 91 7406 45 (Total costs measure).</li> </ul>					
<b>Line numbers for 2009 &amp; 2010 and prior years:</b> If amounts for unfunded liabilities are not material for the service area measured and there are no changes in what are deemed to be capital expenses, then, <ul style="list-style-type: none"> <li>• The efficiency measure based on operating costs for library services per use in 91 7406 35 for 2009 &amp; 2010 may be compared to the efficiency measure in 91 7404 13 for the years 2005 to 2008, but only if the number of people using the library wireless connection is included in the calculation of library uses in the denominator. Note that this data may not be available.</li> </ul>					

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Municipal Performance Measurement Program (MPMP) • 2010 RESULTS

## Libraries - Continued

11.3 LIBRARY USES – EFFECTIVENESS			
	2010	2009	
11.3 Library uses per person.	23.74	24.24	
<b>OBJECTIVE:</b> Increased use of library services.			
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b>			
<b>REFERENCE:</b>			
<ul style="list-style-type: none"> <li>In the 2009 FIR, the definition of library uses was changed to add the number of people using the library's wireless connection. Therefore, this effectiveness measure, library uses per person, is not comparable to prior years.</li> </ul>			
<ul style="list-style-type: none"> <li>Financial Information Return: 92 7460 07.</li> </ul>			
<b>Line numbers for prior years:</b>			
<ul style="list-style-type: none"> <li>The FIR reference for the measure, library uses per person, was 92 7460 07 for 2005 to 2008.</li> </ul>			

11.4 ELECTRONIC LIBRARY USES – EFFECTIVENESS			
	2010	2009	
11.4 Electronic library uses as a percentage of total library uses.	21.1%	20.3%	
<b>OBJECTIVE:</b> Better information on library usage.			
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b>			
<b>REFERENCE:</b>			
<ul style="list-style-type: none"> <li>In the 2009 FIR, the definition of library uses was changed to add the number of people using the library's wireless connection. Therefore, the effectiveness measure for the percentage of electronic library uses is not comparable to prior years.</li> </ul>			
<ul style="list-style-type: none"> <li>Financial Information Return: 92 7463 07.</li> </ul>			
<b>Line numbers for prior years:</b>			
<ul style="list-style-type: none"> <li>The FIR reference for the measure, electronic library uses as a percentage of total library uses, was 92 7463 07 in 2009 &amp; 2010 and 92 7261 07 for 2005 to 2008.</li> </ul>			

11.5 NON - ELECTRONIC LIBRARY USES – EFFECTIVENESS			
	2010	2009	
11.5 Non-electronic library uses as a percentage of total library uses.	78.9%	79.7%	
<b>OBJECTIVE:</b> Better information on library usage.			
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b>			
<b>REFERENCE:</b>			
<ul style="list-style-type: none"> <li>Financial Information Return: 92 7462 07.</li> <li>In the 2009 FIR, the definition of electronic library uses was changed to add the number of people using the library's wireless connection. Therefore, the effectiveness measure for the percentage of non-electronic library uses is not comparable to prior years.</li> </ul>			
<b>Line numbers for prior years:</b>			
<ul style="list-style-type: none"> <li>The FIR reference for the measure, non-electronic library uses as a percentage of total library uses, was 92 7262 07 for 2005 to 2008.</li> </ul>			

# MUNICIPALITY

Municipal Performance Measurement Program (MPMP) • 2010 RESULTS

## Land Use Planning

12.1 LOCATION OF NEW DEVELOPMENT – EFFECTIVENESS					
	2010	2009	2008	2007	2006
12.1 Percentage of new residential units located within settlement areas	99.7%	99.7%	100.0%	100.0%	100.0%
<b>OBJECTIVE:</b> New residential development is occurring within settlement areas.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b>					
<b>REFERENCE:</b> • Financial Information Return: 92 8170 07.					

12.2 PRESERVATION OF AGRICULTURAL LAND DURING REPORTING YEAR EFFECTIVENESS					
	2010	2009	2008	2007	2006
12.2 Percentage of land designated for agricultural purposes which was not re-designated for other uses during the reporting year.	100%	100%	97.1%	100%	100%
<b>OBJECTIVE:</b> Preservation of agricultural land.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b> Land re-designated for Conestoga College expansion in 2008.					
<b>REFERENCE:</b> • Financial Information Return: 92 8163 07.					

12.3 PRESERVATION OF AGRICULTURAL LAND RELATIVE TO 2000 EFFECTIVENESS					
	2010	2009	2008	2007	2006
12.3 Percentage of land designated for agricultural purposes which was not re-designated for other uses relative to the base year of 2000.	95.4%	95.4%	97.1%	100.0%	100.0%
<b>OBJECTIVE:</b> Preservation of agricultural land.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b> Land re-designated for Conestoga College expansion in 2008. The decrease in 2009 is relating to a redefining of agricultural land that no longer includes lands designated as open space and residential classes 2 and 3.					
<b>REFERENCE:</b> • Financial Information Return: 92 8164 07.					

MUNICIPALITY

Municipal Performance Measurement Program (MPMP) • 2010 RESULTS

Land Use Planning - Continued

12.4 CHANGE IN NUMBER OF AGRICULTURAL HECTARES DURING REPORTING YEAR EFFECTIVENESS					
	2010	2009	2008	2007	2006
12.4 Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses during the reporting year.	0	0	83	0	0
<b>OBJECTIVE:</b> Preservation of agricultural land.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b> Land re-designated for Conestoga College expansion in 2008.					
<b>REFERENCE:</b> • Financial Information Return: 92 8165 07.					

12.5 CHANGE IN NUMBER OF AGRICULTURAL HECTARES SINCE 2000 EFFECTIVENESS					
	2010	2009	2008	2007	2006
12.5 Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses since January 1, 2000.	83	83	83	0	0
<b>OBJECTIVE:</b> Preservation of agricultural land.					
<b>NOTES &amp; KEY FACTORS FOR UNDERSTANDING RESULTS:</b> Land re-designated for Conestoga College expansion in 2008.					
<b>REFERENCE:</b> • Financial Information Return: 92 8166 07.					