

Local Government

1.1 GENERAL GOVERNMENT – EFFICIENCY					
	2009	2008	2007	2006	
	3.3%	N/A	N/A	N/A	
<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> <p>Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore prior year numbers have not been included as they are not comparable. SLC 91 0206 45 Financial Information Return.</p>					

Fire Services

2.1 FIRE SERVICES – EFFICIENCY					
	2009	2008	2007	2006	
	\$1.74	N/A	N/A	N/A	
<p>Efficiency Measure Operating costs for fire services per \$1,000 of assessment.</p> <p>Objective Efficient fire services.</p>					
<p>Notes</p> <p>Operating costs per thousand dollars of assessment for fire services includes firefighters, fire halls, fire prevention and inspection, emergency responses, equipment and administration.</p> <p>Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore prior year numbers have not been included as they are not comparable. SLC 91 1103 45 Financial Information Return.</p>					

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2.1 FIRE SERVICES – EFFECTIVENESS					
	2009	2008	2007	2006	
	0.02	N/A	N/A	N/A	
<p>Efficiency Measure Number of residential fire related civilian injuries averaged over 5 years per 1,000 persons</p> <p>Objective Effective fire services.</p>					
<p>Notes</p>					
<p>SLC 92 1151 7 Financial Information Return.</p>					

2.1 FIRE SERVICES – EFFECTIVENESS					
	2009	2008	2007	2006	
	0.008	N/A	N/A	N/A	
<p>Efficiency Measure Number of residential fire related civilian fatalities averaged over 5 years per 1,000 persons</p> <p>Objective Effective fire services.</p>					
<p>Notes</p>					
<p>SLC 92 1152 7 Financial Information Return.</p>					

Roads

4.1 PAVED ROADS – EFFICIENCY					
	2009	2008	2007	2006	
	\$19,126	N/A	N/A	N/A	
<p>Efficiency Measure Operating costs for paved (hard top) roads per lane kilometre.</p> <p>Objective Efficient maintenance of paved roads.</p>					
<p>Notes</p>					
<p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. SLC 91 2109 45 Financial Information Return.</p>					
4.2 UNPAVED ROADS – EFFICIENCY					
	2009	2008	2007	2006	
	N/A	N/A	N/A	N/A	
<p>Efficiency Measure Operating costs for unpaved (loose top) roads per lane kilometre.</p> <p>Objective Efficient maintenance of unpaved roads.</p>					
<p>Notes</p>					
<p>Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore prior year numbers have not been included as they are not comparable. SLC 91 2110 45 Financial Information Return.</p>					
4.3 WINTER MAINTENANCE OF ROADS – EFFICIENCY					
	2009	2008	2007	2006	
	\$1,318	N/A	N/A	N/A	
<p>Efficiency Measure Operating costs for winter maintenance of roadways per lane kilometre maintained in winter.</p> <p>Objective Efficient winter maintenance of roads.</p>					
<p>Notes</p> <p>Operating costs include snow ploughing, salting, sanding, and snow removal. Costs vary depending on the severity and frequency of winter storms.</p>					
<p>Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore prior year numbers have not been included as they are not comparable. SLC 91 2205 45 Financial Information Return.</p>					

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4.4 ADEQUACY OF PAVED ROADS - EFFECTIVENESS					
2009	2008	2007	2006	2005	2004
65.9%	44.2%	43.3%	43.3%	N/A	N/A
<p>Effectiveness Measure Percentage of paved lane kilometres where the condition is rated as good to very good.</p> <p>Objective Pavement condition meets municipal objectives.</p>					
<p>Notes Increase in 2009 relating to Infrastructure Stimulus program (Cambridge road rehabilitation.) Survey of roads was not conducted in 2005. 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 was used from 2006 onward. 427 lane km out of 967 lane km had a rating greater or equal to 7.0. Previous assessment values are not comparable.</p>					
SLC 92 2152 07 Financial Information Return.					
4.5 WINTER EVENT RESPONSES- EFFECTIVENESS					
2009	2008	2007	2006	2005	2004
100%	100%	100%	N/A	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 There were no winter events in 2006</p>					
SLC 92 2251 07 Financial Information Return.					

Wastewater (Sewage)

6.1 WASTEWATER COLLECTION – EFFICIENCY					
	2009	2008	2007	2006	
	\$37,581	N/A	N/A	N/A	
<p>Efficiency Measure Operating costs for the collection of wastewater per kilometre of wastewater main.</p> <p>Objective Efficient municipal wastewater collection services.</p>					
<p>Notes</p> <p>Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore prior year numbers have not been included as they are not comparable. SLC 91 3111 45 Financial Information Return.</p>					
6.2 WASTEWATER TREATMENT AND DISPOSAL – EFFICIENCY					
	2009	2008	2007	2006	
	N/A	N/A	N/A	N/A	
<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>					
<p>Notes</p> <p>Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore prior year numbers have not been included as they are not comparable. One megalitre equals 1,000,000 litres or 1,000 cubic metres. SLC 91 3112 13 Financial Information Return.</p>					

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6.3 WASTEWATER INTEGRATED SYSTEM – EFFICIENCY					
	2009	2008	2007	2006	
	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>					
<p>Notes</p> <p>Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore prior year numbers have not been included as they are not comparable. One megalitre equals 1,000,000 litres or 1,000 cubic metres. SLC 91 3309 13 Financial Information Return.</p>					
6.4 WASTEWATER MAIN BACKUPS- EFFECTIVENESS					
2009	2008	2007	2006	2005	2004
2.45	6.71	3.56	0.46	1.43	1.46
<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>					
<p>Notes</p> <p>Increase in 2008 a result of identifying a greater number of backups through a new preventive maintenance program. The Fall in 2009 is relating to the new CCTV and flushing program which has prevented major back-ups from occurring.</p> <p>SLC 92 3154 07 Financial Information Return.</p>					
6.5 WASTEWATER BYPASSES TREATMENT- EFFECTIVENESS					
2009	2008	2007	2006	2005	2004
N/A	N/A	N/A	N/A	N/A	N/A
<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>					
<p>Notes</p> <p>SLC 92 3155 07 Financial Information Return.</p>					

Storm Water

6.1 URBAN STORM WATER MANAGEMENT – EFFICIENCY					
	2009	2008	2007	2006	
	\$2,399	N/A	N/A	N/A	
<p>Efficiency Measure Operating costs for the collection of storm water per kilometre of Urban Drainage System.</p> <p>Objective Efficient municipal Storm Water collection services.</p>					
<p>Notes</p>					
<p>Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore prior year numbers have not been included as they are not comparable. SLC 91 3209 45 Financial Information Return.</p>					
6.2 RURAL STORM WATER MANAGEMENT – EFFICIENCY					
	2009	2008	2007	2006	
	N/A	N/A	N/A	N/A	
<p>Efficiency Measure Operating costs for the treatment and disposal of wastewater per megalitre.</p> <p>Objective Efficient municipal Storm Water Collection Services.</p>					
<p>Notes</p>					
<p>Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore prior year numbers have not been included as they are not comparable. One megalitre equals 1,000,000 litres or 1,000 cubic metres. SLC 91 3210 45 Financial Information Return.</p>					

Drinking Water

8.1 DRINKING WATER TREATMENT – EFFICIENCY					
	2009	2008	2007	2006	
	N/A	N/A	N/A	N/A	
<p>Efficiency Measure Operating costs for the treatment of drinking water per megalitre.</p> <p>Objective Efficient municipal water treatment services.</p>					
<p>Notes</p>					
<p>Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore prior year numbers have not been included as they are not comparable. 1 megalitre equals 1,000,000 litres or 1,000 cubic metres. SLC 91 3311 45 Financial Information Return.</p>					
8.2 DRINKING WATER DISTRIBUTION – EFFICIENCY					
	2009	2008	2007	2006	
	\$35,924	N/A	N/A	N/A	
<p>Efficiency Measure Operating costs for the distribution of drinking water per kilometre of water distribution pipe.</p> <p>Objective Efficient municipal water distribution services.</p>					
<p>Notes</p> <p>Current year change a result of increased costs due to new regulations related to monitoring and sampling along with increased costs for material and labour.</p>					
<p>Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore prior year numbers have not been included as they are not comparable. SLC 91 3312 45 Financial Information Return.</p>					

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8.3 DRINKING WATER INTEGRATED SYSTEM – EFFICIENCY					
	2008	2007	2006	2005	
	N/A	N/A	N/A	N/A	
<p>Efficiency Measure Operating costs for the treatment and distribution of drinking water per megalitre. (Integrated System)</p> <p>Objective Efficient municipal water system (Integrated System).</p>					
Notes					
<p>Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore prior year numbers have not been included as they are not comparable. 1 megalitre equals 1,000,000 litres or 1,000 cubic metres. SLC 91 3313 45 Financial Information Return.</p>					
8.4 BOIL WATER ADVISORIES- EFFECTIVENESS					
2009	2008	2007	2006	2005	2004
N/A	N/A	N/A	N/A	N/A	N/A
<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- EFFECTIVENESS					
2009	2008	2007	2006	2005	2004
8.91	7.02	10.95	3.91	7.77	11.19
<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					
Frost penetration in the ground has a significant bearing on the number of water main breaks.					
SLC 92 3356 07 Financial Information Return.					

Parks and Recreation

10.1 PARKS – EFFICIENCY					
	2009	2008	2007	2006	
	\$45.96	N/A	N/A	N/A	
<p>Efficiency Measure Operating costs for parks per person.</p> <p>Objective Efficient operation of parks.</p>					
Notes					
<p>Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore prior year numbers have not been included as they are not comparable.</p> <p>SLC 91 7103 45 Financial Information Return.</p>					
10.2 RECREATION PROGRAMS – EFFICIENCY					
	2009	2008	2007	2006	
	\$22.52	N/A	N/A	N/A	
<p>Efficiency Measure Operating costs for recreation programs per person.</p> <p>Objective Efficient operation of recreation programs.</p>					
Notes					
<p>Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore prior year numbers have not been included as they are not comparable.</p> <p>This measure is based on total population, not the population participating in recreation programs.</p> <p>SLC 91 7202 13 Financial Information Return.</p>					
10.3 RECREATION FACILITIES – EFFICIENCY					
	2009	2008	2007	2006	
	\$67.80	N/A	N/A	N/A	
<p>Efficiency Measure Operating costs for recreation facilities per person.</p> <p>Objective Efficient operation of recreation facilities.</p>					
Notes					
<p>Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore prior year numbers have not been included as they are not comparable.</p> <p>SLC 91 7306 45 Financial Information Return.</p>					

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10.4 PARKS, RECREATION PROGRAMS AND RECREATION FACILITIES (SUBTOTAL) EFFICIENCY					
	2009	2008	2007	2006	
	\$136.29	N/A	N/A	N/A	
<p>Efficiency Measure Operating costs for parks, recreation programs and recreation facilities per person (Subtotal).</p> <p>Objective Efficient operation of parks, recreation programs and recreation facilities.</p>					
<p>Notes</p> <p>Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore prior year numbers have not been included as they are not comparable.</p> <p>This measure represents a subtotal and is automatically completed when a municipality reports one or more efficiency measures for parks and recreation.</p> <p>SLC 91 7304 45 Financial Information Return.</p>					
10.5 PARTICIPANT HOURS FOR RECREATION PROGRAMS- EFFECTIVENESS					
	2009	2008	2007	2006	
	11,305	12,011.42	11,681.18	12,330.10	
<p>Effectiveness Measure Total participant hours for recreation programs per 1,000 persons.</p> <p>Objective Recreation programs serve needs of residents.</p>					
<p>Notes</p> <p>Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore prior year numbers have not been included as they are not comparable.</p> <p>The denominator of this measure is total population divided by 1,000 and does not represent the number of participants in recreation programs.</p> <p>SLC 92 7255 07 Financial Information Return.</p>					

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10.6 OPEN SPACE- EFFECTIVENESS					
	2009	2008	2007	2006	
	444	402	397	395	
<p>Effectiveness Measure Hectares of open space.</p> <p>Objective Open space is adequate for population.</p>					
SLC 92 7155 05 Financial Information Return.					
	2009	2008	2007	2006	
	3.39	3.19	3.18	3.19	
<p>Effectiveness Measure Hectares of open space per 1,000 persons.</p>					
SLC 92 7155 07 Financial Information Return.					
Notes					
10.7 TRAILS- EFFECTIVENESS					
	2009	2008	2007	2006	
	53	53	49	48	
<p>Effectiveness Measure Total kilometres of trails.</p> <p>Objective Trails provide recreation opportunities.</p>					
SLC 92 7152 05 Financial Information Return.					
	2009	2008	2007	2006	
	0.42	0.42	0.39	0.39	
<p>Effectiveness Measure Total kilometres of trails per 1,000 persons.</p>					
SLC 92 7152 07 Financial Information Return.					
Notes					

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10.8 RECREATION FACILITY SPACE- EFFECTIVENESS					
	2009	2008	2007	2006	
	40,072	40,072	40,072	40,072	
<p>Effectiveness Measure Square metres of recreation facility space.</p> <p>Objective Recreation facility space is adequate for population.</p>					
SLC 92 7356 05 Financial Information Return.					
	2009	2008	2007	2006	
	305.89	318.03	320.57	323.16	
<p>Effectiveness Measure Square metres of recreation facility space per 1,000 persons.</p>					
SLC 92 7356 07 Financial Information Return.					
Notes					

Libraries

11.1 LIBRARY COSTS PER PERSON – EFFICIENCY					
	2009	2008	2007	2006	
	\$48.40	N/A	N/A	N/A	
<p>Efficiency Measure Operating costs for libraries per person.</p> <p>Objective Efficient library services.</p>					
<p>Notes</p>					
<p>Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore prior year numbers have not been included as they are not comparable. SLC 91 7403 45 Financial Information Return.</p>					
11.2 LIBRARY COSTS PER USE – EFFICIENCY					
	2009	2008	2007	2006	
	\$2.03	N/A	N/A	N/A	
<p>Efficiency Measure Operating costs for libraries per use.</p> <p>Objective Efficient library services</p>					
<p>Notes</p>					
<p>Formulas for all efficiency measures were changed in 2009 to incorporate accounting changes for PSAB. Therefore prior year numbers have not been included as they are not comparable. SLC 91 7404 45 Financial Information Return.</p>					

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11.3 LIBRARY USES- EFFECTIVENESS					
	2009	2008	2007	2006	
	23.87	21.73	21.40	21.32	
<p>Effectiveness Measure Library uses per person.</p> <p>Objective Increased use of library services.</p>					
<p>Notes</p>					
<p>SLC 92 7460 07 Financial Information Return.</p>					
11.4 ELECTRONIC LIBRARY USES- EFFECTIVENESS					
	2009	2008	2007	2006	
	20.3%	19.9%	17.6%	15%	
<p>Effectiveness Measure Electronic library uses as a percentage of total library uses.</p> <p>Objective Increased use of library services.</p>					
<p>Notes</p>					
<p>SLC 92 7461 07 Financial Information Return.</p>					
11.5 NON-ELECTRONIC LIBRARY USES- EFFECTIVENESS					
	2009	2008	2007	2006	
	79.7%	80.1%	82.4%	85%	
<p>Effectiveness Measure Non-electronic library uses as a percentage of total library uses.</p> <p>Objective Better information on library usage.</p>					
<p>Notes</p>					
<p>SLC 92 7462 07 Financial Information Return.</p>					

Land Use Planning

12.1 LOCATION OF NEW DEVELOPMENT- EFFECTIVENESS					
2009	2008	2007	2006	2005	2004
99.7%	100%	100%	100%	100%	100%
<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>					
Notes					
SLC 92 8154 07 Financial Information Return.					
12.2 PRESERVATION OF AGRICULTURAL LAND- EFFECTIVENESS					
2009	2008	2007	2006	2005	2004
100%	97.1%	100%	100%	100%	100%
<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>					
Notes					
Land re-designated for Conestoga College expansion in 2008.					
SLC 92 8163 07 Financial Information Return.					
12.3 PRESERVATION OF AGRICULTURAL LAND RELATIVE TO 2000- EFFECTIVENESS					
2009	2008	2007	2006	2005	2004
95.4%	97.1%	100%	100%	100%	100%
<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>					
Notes					
Land re-designated for Conestoga College expansion in 2008. The drop in 2009 is relating to a redefining of agricultural land to no longer include lands designated as open space and residential class 2 and 3 which have previously been included.					
SLC 92 8164 07 Financial Information Return.					

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12.4 CHANGE IN NUMBER OF AGRICULTURAL HECTARES- EFFECTIVENESS					
2009	2008	2007	2006	2005	2004
0	83	0	0	0	0
<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 Land re-designated for Conestoga College expansion in 2008.</p>					
SLC 92 8165 07 Financial Information Return.					
12.5 CHANGE IN NUMBER OF AGRICULTURAL HECTARES SINCE 2000- EFFECTIVENESS					
2009	2008	2007	2006	2005	2004
83	83	0	0	0	0
<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 Land re-designated for Conestoga College expansion in 2008.</p>					
SLC 92 8166 07 Financial Information Return.					