

**2009 Municipal Performance Measurement Program Results**

<b>General Government Performance Measure</b>			
<b>Performance Measure</b>	<b>2009 Result</b>	<b>2008 Result</b>	<b>Notes</b>
Operating costs for governance and corporate management as a percentage of the total municipal operating costs	3.30%	5.1%	
Total costs for governance and corporate management as a percentage of total municipal costs.	3.50%		New measure for 2009

<b>Fire Services Performance Measure</b>			
<b>Performance Measure</b>	<b>2009 Result</b>	<b>2008 Result</b>	<b>Notes</b>
Operating costs for fire services per \$1,000 of assessment	\$0.54	\$0.54	
Total Costs for fire services per \$ 1,000 of assessment	\$0.63		New measure for 2009
Number of residential fire related civilian injuries per 1,000 persons	\$0.03		New measure for 2009
Number of fire related civilian injuries averaged over 5 years per 1,000 persons	\$0.03		New measure for 2009
Number of residential related civilian fatalities per 1,000 persons.	\$0.00		New measure for 2009
Number of fire related civilian fatalities averaged over 5 years per 1,000 persons	\$0.00		New measure for 2009
Number of residential structural fires per 1,000 households	\$2.11		New measure for 2009

<b>Police Services Performance Measure</b>			
<b>Performance Measure</b>	<b>2009 Result</b>	<b>2008 Result</b>	<b>Notes</b>
Operating costs for police services per person	\$194.25	\$191.41	
Total costs for police services per person	\$194.25		New measure for 2009
Violent crime rate per 1,000 persons	6.987	5.119	
Property crime rate per 1,000 persons	33.603	26.201	
Total crime rate per 1,000 persons (Criminal Code offences, excluding traffic)	44.275	45.28	
Number of youths charged per 1,000 youths	29.851	23.151	

Roads Performance Measure			
Performance Measure	2009 Result	2008 Result	Notes
Operating costs for paved (hard top) roads per lane kilometer	\$3,209.69	\$3,296.68	
Total Costs for paved (hard top) roads per lane kilometer	\$5,184.21		New measure for 2009
Operating Costs for unpaved (loose top) roads per lane kilometer	\$2,180.56	\$ 2,171 .62	
Total costs for unpaved (loose top) roads per lane kilometer	\$2,769.30		New measure for 2009
Operating costs for Bridges and Culverts per square Meter of Surface area on Bridges and Culverts	\$10.16		New measure for 2009
Total costs for Bridges and Culverts per square Meter of Surface area on Bridges and Culverts	\$20.18		New measure for 2009
Operating costs for winter maintenance of roadways, excluding sidewalks and parking lots per lane kilometer maintained in winter	\$879.74		New measure for 2009
Total costs for winter maintenance of roadways, excluding sidewalks and parking lots per lane kilometer maintained in winter	\$882.58		New measure for 2009
Percentage of paved lane kilometers where the condition is rated as good to very good	54.30%	55.30%	
Percentage of bridges and culverts where the condition is rated as good to very good	80.50%		New measure for 2009
Percentage of winter events where the response met or exceeded locally determined municipal service levels for road maintenance	100%	100%	12 winter events 2008, 7 in 2009

Wastewater Performance Measure			
Performance Measure	2009 Result	2008 Result	Notes
Operating Costs for the collection and conveyance' of wastewater per kilometer of wastewater main	\$3,158.42		New measure for 2009
Total for the collection and conveyance' of wastewater per kilometer of wastewater main	\$7,276.32		New measure for 2009
Operating Costs for the treatment and disposal of wastewater per mega liter treated	\$747.35	\$564.49	
Total Costs for the treatment and disposal of wastewater per mega liter treated	\$1,724.77		New measure for 2009
Operating Costs for collection/conveyance treatments and disposal of wastewater per mega liter Treated	\$ 892.48	\$816.06	
Total Costs for collection/conveyance treatments and disposal of wastewater per mega liter	\$2,059.08		New measure for 2009
Number of wastewater main back-ups per 100 kilometers of wastewater main in the year	0	0	
Percentage of wastewater estimated to have by-passed treatment	0.00%	0.00%	

Solid Waste Management Performance Measure			
Performance Measure	2009 Result	2008 Result	Notes
Operating costs for garbage collection per household	\$71.98	\$83.23	
Total costs for garbage collection per household	\$73.09		New measure for 2009
Operating costs for garbage disposal per household	\$82.10	\$62.46	
Total costs for garbage disposal per household	\$82.10		New measure for 2009
Operating costs for solid waste diversion per household	\$89.81	\$85.29	
Total costs for solid waste diversion per household	\$89.81		New measure for 2009
Operating costs for solid waste management(collection, disposal and diversion) per household	\$243.90	\$230.97	
Total costs for solid waste management (collection, disposal and diversion) per household	\$245.01		New measure for 2009
Number of complaints received in a year concerning collection of garbage and recycling materials per 1,000 households	19.513	42.662	Complaints lower in 2009 as 2008 was the first year of a new contract with the current garbage and recycling collector as well as the first year of several program changes. These changes resulted in more complaints during 2008, which was not representative of the status quo
Total number of solid waste management facilities owned by the municipality with a Ministry of Environment certificate of approval	3	3	
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 - BIGGARS LANE Landfill Site	0 days	0 days	
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 - PARIS Landfill Site	0 days	0 days	
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 - BURFORD Landfill Site	0 days	0 days	
Percentage of residential solid waste diverted for recycling		37.00%	2008 data is for residential only. 2009 info includes ICI therefor the numbers are not
Percentage of residential solid water diverted for recycling (based on combined residential and ICI tonnage)	24.40%		

Water Performance Measure			
Performance Measure	2009 Result	2008 Result	Notes
Operating costs for the treatment of drinking water per mega liter of drinking water treated	\$394.87	\$296.31	Increases due to pumping station, watermain, connection, meter upgrades / maintenance
Total costs for the treatment of drinking water per mega liter of drinking water treated	\$538.15		New measure for 2009
Operating costs for the distribution/Transmission of drinking water per kilometer of water distribution/transmission pipe	\$14,146.13	\$15,092.21	
Total costs for the distribution/Transmission of drinking water per kilometer of water distribution/transmission pipe	\$16,921.87		New measure for 2009
Operating Costs for the treatment and distribution/Transmission of drinking water per mega liter of drinking water treated	\$1,290.72	\$1,163.30	
Total Costs for the treatment and distribution/Transmission of drinking water per mega liter of drinking water treated	\$1,609.84		New measure for 2009
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.	0	0	
Number of water main break per 100 kilometer of water main pipe in a year	8.2803	5.0955	Number of watermain breaks increased from 9 the previous year to 13 in 2008.

Storm Water Management Performance Measure			
Performance Measure	2009 Result	2008 Result	Notes
Operating costs for urban storm water management (collection, treatment, disposal) per km of drainage system	\$630.50	\$1,398.08	Less maintenance demand by system
Total costs for urban storm water management (collection, treatment, disposal) per km of drainage system	\$3,392.70		New measure for 2009

Parks & Recreation Performance Measure			
Performance Measure	2009 Result	2008 Result	Notes
Operating costs for parks per person	\$21.09	\$42.13	decrease due to salary re-allocation
Total costs for parks per person	\$23.24		New measure for 2009
Operating Cost for recreation programs per person	\$18.21	\$14.21	
Total Cost for recreation programs per person	\$18.80		New measure for 2009
Operating costs for recreation facilities per person	\$83.49	\$56.25	Increase due to reallocation of salary costs
Total Costs for recreation facilities per person	\$90.05		New measure for 2009
Operating Costs for Recreation Programs and Recreation Facilities	\$101.71		New measure for 2009
Total Costs for Recreation Programs and Recreation Facilities	\$108.85		New measure for 2009
Total kilometers of trails per 1,000 persons	2.255	2.925	
Hectares of open space per 1,000 persons (Municipally owned)	26.838		
Total participant hours for recreation programs per 1,000 persons	346.197		New measure for 2009
Square meters of indoor recreation facility space (municipally owned) per 1,000 persons	514.15	486.82	
Square meters of outdoor recreation facility space (municipally owned) per 1,000 persons	n/a		

Library Performance Measure			
Performance Measure		2008 Result	Notes
Operating Costs for library services per person	\$43.86	\$47.73	
Total Cost for library services per person	\$56.27		New measure for 2009
Operating costs for library services per use	\$1.64	\$2.18	
Total costs for library services per use	\$2.11		
Library use per person	27	21.9	
Electronic library uses	168,300	116,084	
Non-electronic library uses	671,251	573,653	

Land Use Planning Performance Measure			
Performance Measure	2009 Result	2008 Result	Notes
Percentage of new lots, blocks and/or units with final approval which are located within settlement areas	100%	100%	
Percentage of land designated for agricultural purposes which was not re-designated for other uses during the reporting year	100.00%	100.00%	
Percentage of land designated for agricultural purposes which was not re-designated for other uses relative to the base year of 2000.	107.40%	107.40%	Preservation of agricultural land relative to the base year
Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses during the reporting year	2 hectares	1 hectare	Change in number of hectares designated for agricultural purposes during 2008
Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses since January 1,2000.	-5,173.00	-5,174.00	Change in number of hectares designated for agricultural purposes relative to the base year
Number of hectares of land in the settlement areas as of December 31	9,114	9,114	
Percentage change in the size of settlement are relative to the base year of 2004	0.40%	0.40%	Changes in settlement area