

MUNICIPAL PERFORMANCE MEASUREMENT PROGRAM

Town of Cobourg 2011 Report

The Ministry of Municipal Affairs and Housing has introduced the Municipal Performance Measurement Program (MPMP) as of the year 2000. The objectives of the program are:

- to provide a tool to assess how well municipal services are delivered;
- to improve performance;
- to strengthen accountability to taxpayers and promote greater understanding of municipal responsibilities by the taxpayer; and,
- to provide a systematic resource that allows municipalities to share information on performance and learn better/new practices from each other.

This program requires all Ontario municipalities to collect data on efficiency and effectiveness performance measurers in nine core service areas and submit the data to the Province through the Financial Information Return. The service areas include: garbage, water, sewer, transportation, police, fire, general government, land-use planning and social services.

Municipal Administration

	2011
Explanation Operating costs for Governance and Corporate Management as a percentage of total municipal operating costs. Increase is a result of significant increase in allowance for uncollectible taxes. Objective Efficient municipal administration.	3.9 %

Fire Services

	2011
Explanation Operating costs for fire services per \$1,000 of assessment. Objective Efficient municipal fire services.	\$ 1.33

Police Services

	2011
Explanation Operating costs for police services per person. Objective Efficient municipal police services.	\$ 312.63
	2011
Explanation Total crime rate per 1,000 persons. Objective Safe communities.	52.16

Operating Costs for Paved Roads

	2011
Explanation Operating costs for paved (hard top) roads per lane kilometre. Objective Efficient maintenance of paved roads.	\$ 4,160.41

Operating Costs for Winter Control

	2011
Explanation Operating costs for winter control maintenance of roadways per lane kilometre. Objective Efficient winter control operation.	\$ 1,087.57

Winter Event Responses

	2011
Explanation Percentage of winter event responses that met or exceeded municipal road maintenance standards. Objective To provide appropriate winter storm event response to ensure that any inconvenience and disruption in transportation caused by the storm is minimized.	100%

Condition of Roads

	2011
Explanation Percentage of paved lane kilometres where condition is rated as good to very good. Objective Provide a paved lane system that has a pavement condition that meets municipal standards.	100%

Transit Services - Operating Costs

	2011
Explanation Operating costs for conventional transit per regular service passenger trip. Objective Efficient municipal transit services.	\$ 8.34

Public Transit Use

	2011
Explanation Number of conventional transit passenger trips per person in the service area in a year. Objective Maximum utilization of municipal transit services.	5.50

Wastewater - Operating Costs for Collection Treatment and Disposal

	2011
Explanation Operating costs for collection, treatment and disposal of wastewater per megalitre. Objective Efficient wastewater collection services.	\$ 748.09

Wastewater - Main Backups

	2011
Explanation Number of wastewater main backups per 100 kilometres of wastewater main in a year. Objective Prevention of human and environmental health hazards.	5.49

Wastewater Treatment Bypass

	2011
Explanation Percentage of wastewater estimated to have by-passed treatment. Objective Effective wastewater and treatment and disposal services.	0%

Water Services - Operating Costs for Treatment and Distribution

	2011
Explanation Operating costs for the treatment and distribution of water per megalitre (Integrated System). Objective Efficient production and distribution of water.	\$ 1,198.56

Water Services - Breaks in Water Mains

	2011
Explanation Number of breaks in water mains per 100 kilometres of water main pipe in a year. Objective Improve system reliability and minimize water loss and operational costs.	7.81

Water Services - Boil Water Advisories

	2011
Explanation 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. Objective Water is safe and meets local needs.	0

land use Planning - Growth and Settlement Pattern

	2011
Explanation Percentage of new development with final approval which is located within settlement areas. Objective New lot creation is occurring in settlement areas.	100 %

Parks Operating Costs

	2011
Explanation Operating costs for Parks per person Objective Efficient operation of Parks	\$ 108.74

Recreation Facilities - Operating Costs

	2011
Explanation Operating costs for recreation facilities per person Objective Efficient operation of recreation facilities	\$ 112.67

Parks - Open Space

	2011
Explanation Hectares of open space per 1,000 persons Objective Ensure adequate open space for population	3.94 Hectares

Recreation Facilities - Space

	2011
Explanation Square metres of recreation facility space per 1,000 persons Objective Ensure adequate recreation facility space for population	993.30 sq mtrs

Library Services - Operating Costs

	2011
Explanation Operating costs for library services per person Objective Efficient library services	\$67.78

	2011
Explanation Operating costs for library services per use Objective Efficient library services	\$2.96

Library Services - Users

	2011
Explanation Library uses per person Objective Increased use of Library Services	22.90