

## MUNICIPAL PERFORMANCE MEASUREMENT PROGRAM

### Town of Cobourg 2012 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

	2012
<b>Explanation</b> Operating costs for Governance and Corporate Management as a percentage of total municipal operating costs. <b>Objective</b> Efficient municipal administration.	<b>3.4 %</b>

### Fire Services

	2012
<b>Explanation</b> Operating costs for fire services per \$1,000 of assessment. <b>Objective</b> Efficient municipal fire services.	<b>\$ 1.21</b>

## Police Services

	2012
<b>Explanation</b> Operating costs for police services per person. <b>Objective</b> Efficient municipal police services.	<b>\$ 320.65</b>
	2012
<b>Explanation</b> Total crime rate per 1,000 persons. <b>Objective</b> Safe communities.	<b>54.27</b>

## Operating Costs for Paved Roads

	2012
<b>Explanation</b> Total costs for paved (hard top) roads per lane kilometre. <b>Objective</b> Efficient maintenance of paved roads.	<b>\$ 4,196.55</b>

## Operating Costs for Winter Control

	2012
<b>Explanation</b> Operating costs for winter control maintenance of roadways per lane kilometre. <b>Objective</b> Efficient winter control operation.	<b>\$ 1,088.04</b>

## Winter Event Responses

	2012
<b>Explanation</b> Percentage of winter event responses that met or exceeded municipal road maintenance standards. <b>Objective</b> To provide appropriate winter storm event response to ensure that any inconvenience and disruption in transportation caused by the storm is minimized.	<b>100%</b>

## Condition of Roads

	2012
<b>Explanation</b> Percentage of paved lane kilometres where condition is rated as good to very good. <b>Objective</b> Provide a paved lane system that has a pavement condition that meets municipal standards.	<b>100%</b>

## Transit Services - Operating Costs

	2012
<b>Explanation</b> Total costs for conventional transit per regular service passenger trip. <b>Objective</b> Efficient municipal transit services.	<b>\$ 7.57</b>

## Public Transit Use

	2012
<b>Explanation</b> Number of conventional transit passenger trips per person in the service area in a year. <b>Objective</b> Maximum utilization of municipal transit services.	<b>5.81</b>

## Wastewater - Operating Costs for Collection Treatment and Disposal

	2012
<b>Explanation</b> Operating costs for collection, treatment and disposal of wastewater per megalitre. <b>Objective</b> Efficient wastewater collection services.	<b>\$ 632.07</b>

## Wastewater - Main Backups

	2012
<b>Explanation</b> Number of wastewater main backups per 100 kilometres of wastewater main in a year. <b>Objective</b> Prevention of human and environmental health hazards.	<b>5.94</b>

## Wastewater Treatment Bypass

	2012
<b>Explanation</b> Percentage of wastewater estimated to have by-passed treatment. <b>Objective</b> Effective wastewater and treatment and disposal services.	<b>0%</b>

## Water Services - Operating Costs for Treatment and Distribution

	2012
<b>Explanation</b> Operating costs for the treatment and distribution of water per megalitre (Integrated System). <b>Objective</b> Efficient production and distribution of water.	<b>\$ 1,089.19</b>

## Water Services - Breaks in Water Mains

	2012
<b>Explanation</b> Number of breaks in water mains per 100 kilometres of water main pipe in a year. <b>Objective</b> Improve system reliability and minimize water loss and operational costs.	<b>3.88</b>

## Water Services - Boil Water Advisories

	2012
<b>Explanation</b> 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. <b>Objective</b> Water is safe and meets local needs.	0

## land use Planning - Growth and Settlement Pattern

	2012
<b>Explanation</b> Percentage of new development with final approval which is located within settlement areas. <b>Objective</b> New lot creation is occurring in settlement areas.	100 %

## Parks Operating Costs

	2012
<b>Explanation</b> Operating costs for Parks per person <b>Objective</b> Efficient operation of Parks	\$ 85.85

## Recreation Facilities - Operating Costs

	2012
<b>Explanation</b> Operating costs for recreation facilities per person <b>Objective</b> Efficient operation of recreation facilities	\$ 145.58

## Parks - Open Space

	2012
<b>Explanation</b> Hectares of open space per 1,000 persons <b>Objective</b> Ensure adequate open space for population	<b>3.94</b> <b>Hectares</b>

## Recreation Facilities - Space

	2012
<b>Explanation</b> Square metres of recreation facility space per 1,000 persons <b>Objective</b> Ensure adequate recreation facility space for population	<b>993.30</b> <b>sq mtrs</b>

## Library Services - Operating Costs

	2012
<b>Explanation</b> Operating costs for library services per person <b>Objective</b> Efficient library services	<b>\$38.41</b>

	2012
<b>Explanation</b> Operating costs for library services per use <b>Objective</b> Efficient library services	<b>\$1.11</b>

## Library Services - Users

	2012
<b>Explanation</b> Library uses per person <b>Objective</b> Increased use of Library Services	<b>24.15</b>