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and Housing

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August 31, 2011

Regional Municipality of Peel  
Office of the Regional Chair

11-4123

SEP 14 2011

RECEIVED

Dear Heads of Council:

The Municipal Performance Measurement Program (MPMP) continues to contribute to improved delivery of municipal services in Ontario by providing a standardized set of performance measures for efficiency and effectiveness in key service areas. I am pleased to provide you with the 2011 reporting requirements for municipalities.

By reporting MPMP results to the public, Ontario municipalities are achieving a level of transparency and accountability, which has gained both national and international recognition. In 2010, the MPMP team at the Ministry of Municipal Affairs and Housing was selected by an independent committee to receive the prestigious Amethyst Award for its role in building a culture of performance measurement in the municipal sector over the past 10 years.

The attached material details the current program requirements and, as announced last year, includes new performance measures for buildings services. The new measures for buildings services were developed in partnership with municipal-service-area experts and senior-level representatives of municipalities and professional associations.

Program data is used by the Ontario Municipal Knowledge Network (OMKN) as a starting point to identify innovative municipal practices that are then shared among municipalities. The OMKN is a partnership funded by the Province and administered by the Association of Municipalities of Ontario (AMO) with a mandate to enable information sharing to improve municipal services. To benefit from the work of OMKN, I encourage you to visit the website at [www.omkn.ca](http://www.omkn.ca).

I also invite municipalities to subscribe to the Municipal Information Data and Analysis System (MIDAS) – AMO's web-based software tool for the municipal sector. MIDAS provides municipalities with free access to MPMP and Financial Information Return (FIR) data to enable staff to perform year-over-year comparisons of your municipality's data and to generate comparisons with other municipalities of your choice.

MIDAS has boosted municipal capacity to use MPMP data for making more-informed decisions regarding municipal management. Please email AMO directly at [MIDASadmin@amo.on.ca](mailto:MIDASadmin@amo.on.ca) to receive your MIDAS password.

REFERRAL TO \_\_\_\_\_  
RECOMMENDED \_\_\_\_\_  
DIRECTION REQUIRED \_\_\_\_\_  
RECEIPT RECOMMENDED

LEGISLATIVE SERVICES	
COPY TO:	FOR:
Chair	<input checked="" type="checkbox"/> Committee
CAO	<input checked="" type="checkbox"/>
Corporate Services	Council
Public Works	
Employee and Business Services	<input checked="" type="checkbox"/> Oct. 27/11
Health Services	File
Human Services	
Peel Living	

Heads of Council

Thank you for your ongoing work to build safe and strong communities in Ontario – by participating in municipal performance measurements and by reporting municipal performance results to the public.

Sincerely,

A handwritten signature in black ink, appearing to read "Rick Bartolucci". The signature is written in a cursive style with a large initial "R".

Rick Bartolucci, MPP, Sudbury  
Minister

Enclosure

## List of Measures for 2011 Reporting Year

### CHART

#### 2011 Measures

#### Municipal Performance Measurement Program (MPMP)

#### GENERAL GOVERNMENT

##### 1.1

a) Operating costs for governance and corporate management as a percentage of total municipal operating costs.

b) Total costs for governance and corporate management as a percentage of total municipal costs.\*

#### PROTECTION

##### Fire

##### 2.1

a) Operating costs for fire services per \$1,000 of assessment.

b) Total costs for fire services per \$1,000 of assessment.\*

2.2 Number of residential fire related civilian injuries per 1,000 persons.

2.3 Number of residential fire related civilian injuries averaged over 5 years per 1,000 persons.

2.4 Number of residential fire related civilian fatalities per 1,000 persons.

2.5 Number of residential fire related civilian fatalities averaged over 5 years per 1,000 persons.

2.6 Number of residential structural fires per 1,000 households.

## **Police**

### 3.1

a) Operating costs for police services per person.

b) Total costs for police services per person.\*

3.2 Violent crime rate per 1,000 persons.

3.3 Property crime rate per 1,000 persons.

3.4 Total crime rate per 1,000 persons (Criminal Code offences, excluding traffic).

3.5 Youth crime rate per 1,000 youths.

## **Building Services**

### 4.1

a) Operating costs for building permits and inspections services per \$1,000 of construction activity (based on permits issued)

b) Total costs for building permits and inspections services per \$1,000 of construction activity (based on permits issued)

### 4.2

Median number of days to review a complete building permit application and issue a permit or not issue a permit, and provide all reasons for refusal:

a) Category 1: Houses (houses not exceeding 3 storeys/600 square metres)

*Reference: provincial standard is 10 working days*

b) Category 2: Small Buildings (small commercial/industrial not exceeding 3 storeys/600 square metres)

*Reference: provincial standard is 15 working days*

c) Category 3: Large Buildings (large residential/commercial/industrial/ institutional)

*Reference: provincial standard is 20 working days*

d) Category 4: Complex Buildings (post disaster buildings, including hospitals, power/water, fire/police/EMS, communications)

*Reference: provincial standard is 30 working days*

## TRANSPORTATION

### Roadways

#### 5.1

- a) Operating costs for paved (hard top) roads per lane kilometre.
- b) Total costs for paved (hard top) roads per lane kilometre.\*

#### 5.2

- a) Operating costs for unpaved (loose top) roads per lane kilometre.
- b) Total costs for unpaved (loose top) roads per lane kilometre.\*

#### 5.3

- a) Operating costs for bridges and culverts per square metre of surface area.
- b) Total costs for bridges and culverts per square metre of surface area.\*

#### 5.4

- a) Operating costs for winter control maintenance of roadways, excluding sidewalks and parking lots, per lane kilometre.
- b) Total costs for winter control maintenance of roadways, excluding sidewalks and parking lots, per lane kilometre.\*

5.5 Percentage of paved lane kilometres where the condition is rated as good to very good.

5.6 Percentage of bridges and culverts where the condition is rated as good to very good.

5.7 Percentage of winter events where the response met or exceeded locally determined municipal service levels for road maintenance.

**Transit**

6.1

- a) Operating costs for conventional transit per regular service passenger trip.
- b) Total costs for conventional transit per regular service passenger trip.\*

6.2 Number of conventional transit passenger trips per person in the service area in a year.

**ENVIRONMENT**

**Wastewater**

7.1

- a) Operating costs for the collection/conveyance of wastewater per kilometre of wastewater main.
- b) Total costs for the collection/conveyance of wastewater per kilometre of wastewater main.\*

7.2

- a) Operating costs for the treatment and disposal of wastewater per megalitre.
- b) Total costs for the treatment and disposal of wastewater per megalitre.\*

7.3

- a) Operating costs for the collection/conveyance, treatment, and disposal of wastewater per megalitre (integrated system).
- b) Total costs for the collection/conveyance, treatment, and disposal of wastewater per megalitre (integrated system).\*

7.4 Number of wastewater main backups per 100 kilometres of wastewater main in a year.

7.5 Percentage of wastewater estimated to have by-passed treatment.

**Storm water**

8.1

a) Operating costs for urban storm water management (collection, treatment, disposal) per kilometre of drainage system.

b) Total costs for urban storm water management (collection, treatment, disposal) per kilometre of drainage system.\*

8.2

a) Operating costs for rural storm water management (collection, treatment, disposal) per kilometre of drainage system.

b) Total costs for rural storm water management (collection, treatment, disposal) per kilometre of drainage system.\*

**Drinking water**

9.1

a) Operating costs for the treatment of drinking water per megalitre.

b) Total costs for the treatment of drinking water per megalitre.\*

9.2

a) Operating costs for the distribution/transmission of drinking water per kilometre of water distribution/transmission pipe.

b) Total costs for the distribution/transmission of drinking water per kilometre of water distribution/transmission pipe.\*

9.3

a) Operating costs for the treatment and distribution/transmission of drinking water per megalitre (integrated system).

b) Total costs for the treatment and distribution/transmission of drinking water per megalitre (integrated system).\*

9.4 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.

9.5 Number of water main breaks per 100 kilometres of water distribution pipe in a year.

### **Solid Waste**

10.1

a) Operating costs for garbage collection per tonne or per household.

b) Total costs for garbage collection per tonne or per household.\*

10.2

a) Operating costs for garbage disposal per tonne or per household.

b) Total costs for garbage disposal per tonne or per household.\*

10.3

a) Operating costs for solid waste diversion per tonne or per household.

b) Total costs for solid waste diversion per tonne or per household.\*

10.4

a) Average operating costs for solid waste management (collection, disposal and diversion) per tonne or per household.

b) Average total costs for solid waste management (collection, disposal and diversion) per tonne or per household.\*

10.5 Number of complaints received in a year concerning the collection of garbage and recycled materials per 1,000 households.

10.6 Total number of solid waste management facilities owned by the municipality with a Ministry of Environment certificate of approval.



10.7 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.

10.8 Percentage of residential solid waste diverted for recycling.

10.9 Percentage of residential solid waste diverted for recycling (based on combined residential and ICI tonnage).

## **PARKS AND RECREATION**

11.1

a) Operating costs for parks per person.

b) Total costs for parks per person.\*

11.2

a) Operating costs for recreation programs per person.

b) Total costs for recreation programs per person.\*

11.3

a) Operating costs for recreation facilities per person.

b) Total costs for recreation facilities per person.\*

11.4

a) Operating costs for recreation programs and recreation facilities per person (Subtotal).

b) Total costs for recreation programs and recreation facilities per person (Subtotal).\*

11.5 Total kilometres of trails and total kilometres of trails per 1,000 persons.

11.6 Hectares of open space and hectares of open space per 1,000 persons (municipally owned).

11.7 Total participant hours for recreation programs per 1,000 persons.

11.8 Square metres of indoor recreation facilities and square metres of indoor recreation facilities per 1,000 persons (municipally owned).

11.9 Square metres of outdoor recreation facility space and square metres of outdoor recreation facility space per 1,000 persons (municipally owned).

## **LIBRARY SERVICES**

12.1

a) Operating costs for library services per person.

b) Total costs for library services per person.\*

12.2

a) Operating costs for library services per use.

b) Total costs for library services per use.\*

12.3 Library uses per person.

12.4 Electronic library uses as a percentage of total library uses.

12.5 Non-electronic library uses as a percentage of total library uses.

## **LAND USE PLANNING**

13.1 Percentage of new residential units located within settlement areas.

13.2 Percentage of land designated for agricultural purposes which was not re-designated for other uses during the reporting year.

13.3 Percentage of land designated for agricultural purposes which was not re-designated for other uses relative to the base year of 2000.

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13.4 Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses during the reporting year.

13.5 Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses since January 1, 2000.

\* Total costs means operating costs as defined by MPMP plus interest on long term debt and amortization on tangible capital assets as reported in the Financial Information Return.