

INTRODUCTION

WHAT IS OMBI?

The Ontario Municipal Benchmarking Initiative (OMBI) is a groundbreaking collaboration of 15 Ontario municipalities that represent 9.3 million citizens or 73% of the population of Ontario. The initiative is led by the Chief Administrative Officers (CAOs) and City Managers in each participating municipality. OMBI fosters a culture of service excellence in municipal government. It does this by creating new ways to measure, share and compare performance statistics and allows experts in participating municipalities to share ideas on operational practices.

For information on the evolution of OMBI please see Appendix A, page 89.

WHO ARE THE MEMBERS OF OMBI?

OMBI members can be grouped into two categories of municipal government structure. It is important to recognize that each category has different responsibilities for service delivery.

The OMBI member municipalities are comprised of:

Single-tier Municipalities

City of Greater Sudbury
 City of Hamilton
 City of London
 City of Ottawa
 City of Thunder Bay
 City of Toronto
 City of Windsor
 County of Brant

Upper-tier Municipalities

District of Muskoka
 Regional Municipality of Durham
 Regional Municipality of Halton
 Regional Municipality of Niagara
 Regional Municipality of Peel
 Regional Municipality of Waterloo
 Regional Municipality of York

Single-tier municipalities have only one level of municipal government within their geographic area and are responsible for delivering all services to their residents. For purposes of reporting, the County of Brant has been included as a single-tier municipality.

In many parts of this province there can be two levels of municipal government delivering service to the residents. Upper-tier municipalities are districts or regional governments delivering services such as police and social services while the lower-tiers or local municipalities deliver services such as fire and parks. Services delivered by local municipalities within these regions are not included in this report.

Additional statistical information on the partners is provided in Appendix C, page 91.

WHY IS OMBI IMPORTANT?

OMBI is important because it:

- ▶ Promotes a sharing of information and ideas between municipalities
- ▶ Fosters a culture of service excellence in municipal government
- ▶ Provides information to assist Council, staff and citizens to understand how their municipality is performing over time and in relation to others
- ▶ Provides a credible source for comparative municipal performance data