

Letter from the Chief Administrative Officers and City Managers

December 2008

We are pleased to present the *2007 Performance Benchmarking Report* prepared by the Ontario Municipal Chief Administrative Officers (CAOs) Benchmarking Initiative (OMBI).

The results presented in this OMBI document reflect the joint efforts of 15 municipalities representing more than 9.3 million residents, or 73 per cent of Ontario's population.

Residents and businesses across Ontario benefit from the broad range of services provided by their municipal governments. For this edition of the report, we have expanded our focus to 22 services delivered by OMBI municipalities.

The results, after taking into consideration the unique characteristics of each municipality, can be used locally to aid in decision making processes in terms of understanding our own municipal performance over time and within a broader context by providing comparable information of other member municipalities. This process is known as 'benchmarking'. Benchmarking enables our expert panels to collaborate and share information assisting us to achieve greater insights, introduce new ideas, and ultimately improve the services we provide to our citizens.

For our employees delivering municipal services to citizens, the opportunity to collaborate, learn and network with peers and exchange information is invaluable. By working together, we pool our knowledge to make optimal use of valuable and limited resources. It strengthens our accountability and improves the level of transparency in the way we provide services and report on our performance, building further support and trust in municipal government.

This summary report is not focused on the results of any one municipality. Should you have further questions about the results of a specific municipality, please contact its municipal representative listed in Appendix F, page 94, of this report.

(please see signatures of City Managers and CAOs on the next page)



2007 Performance Benchmarking Report



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