

For Information

DATE: November 12, 2009

SUBJECT: **OMBI 2008 PERFORMANCE BENCHMARKING REPORT**

FROM: David Szwarc, Chief Administrative Officer

OBJECTIVE

This report provides Regional Council with a summary of the Ontario Municipal CAO's Benchmarking Initiative (OMBI) report titled, *2008 Performance Benchmarking Report*, (see Appendix I which is provided under a separate cover). Specific results of the OMBI performance measures which include the data for the Region of Peel are presented in Appendix II provided to Council.

REPORT HIGHLIGHTS

- The 15 OMBI member municipalities have collaborated in preparing, *2008 Performance Benchmarking Report*, the results of which represent transparency to citizens.
- Peel has been and continues to be an active member in OMBI and uses OMBI information to gain detailed insight about municipal services to make informed decisions on service quality, quantity and cost.
- This year four new areas of service were added to the report, which are Accounts Payable, General Revenues, Investment Management, and Legal Services

DISCUSSION**1. OMBI Benchmarking Report**

The voluntary public reporting of benchmarking results by OMBI represents a significant development that has helped place OMBI at the leading edge of performance reporting in the public sector. The sharing of information with the public also indicates the commitment of the OMBI members to reporting results in an open and transparent manner to citizens. The report titled, *2008 Performance Benchmarking Report* represents OMBI's fourth annual release of benchmarking results.

The 2008 version of the OMBI report builds on many of the strengths of the prior years' report, namely meaningful performance measures which are based on standardized definitions that facilitate the reporting of municipal results on a consistent and comparable basis.

The report contains measures from 26 program/service areas that have been selected from the body of available programs examined through OMBI, 16 of which apply to the Region of Peel. The report also includes influencing factors which help explain differences in

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performance results between municipalities (e.g. different service levels and standards; age of infrastructure or intensity of its use; socio-demographic factors; urban form and its impact on services; etc.).

Additional information of the 2008 OMBI performance measures for Peel, aside from those contained in the report, have been included in the 2010 Regional budget documents. The review of these results contributes to informed decision-making about service quality, quantity and costs across a range of services.

Appendix II provides a detailed breakdown of the OMBI measures which are included in the *2008 Performance Benchmarking Report*. Each program/service area has provided comments and insights which pertain to the ranking of their performance relative to the other OMBI members. As well comments have been provided as to whether investments through the 2010 budget may impact performance going forward. The review of the performance ranking in Appendix II should bear in mind the influencing factors contained in the OMBI report which helps to account for differences in municipal performance. Approximately 28 per cent of the Peel results are ranked in the top quartile 44 percent around the median and 28 per cent in the bottom quartile of the measures indicating good overall performance.

2. Direct Benefits from OMBI Involvement

The OMBI initiative is a partnership project that strives for service excellence in municipal government. The current 15 member municipalities represent 73 per cent of Ontario's population. A number of expert panels have been created to allow staff to collect and analyze data in a consistent way for the purpose of identifying benchmarking information that can help to improve service delivery. OMBI continues to lever the co-operation and expertise of other organizations (e.g. Ontario Good Roads Association, National Water and Wastewater Benchmarking Institute and Ontario Association of Non-Profit Homes and Services for Seniors) to ensure the meaningfulness of the measures and data quality. The OMBI network is led by the OMBI CAO Steering Committee of which Peel has been an active member.

OMBI member municipalities have noted a number of advantages from the use of the benchmarking information attained through their direct involvement in OMBI. First and foremost the information provides the CAOs and senior management with a valuable tool to better understand municipal services and programs, specifically in regards to service levels among municipalities, which greatly assists budget preparation and also is useful in helping to set priorities for pursuing service improvement. The high degree of collaboration among municipal experts allows staff to identify best practices and examine and exchange new ideas about changes to business practices and service improvement in a spirit of innovation for the benefit of all members. The review of specific business processes or best practices that help leading municipalities excel benefits OMBI members by leveraging the proven experience of leaders to help improve services.

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CONCLUSION

OMBI has extended its contribution to municipal benchmarking by releasing *2008 Performance Benchmarking Report* which is a collaboration among its 15 municipality membership, including the Region of Peel. The overall results of the 2008 OMBI report indicate that the Region continues to provide quality services on a cost effective basis. OMBI performance reporting demonstrates one example of how the Region of Peel and its OMBI partners exhibit openness and transparency to the public.

Approved for Submission:



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