

## For Information Only

### 2008 Performance Measurement Information

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Only

### Recommendation

For Information Only

## Policy Implications

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this line and the title above.]

## Background

The Municipal Performance Measurement Program (MPMP) was first introduced by the Province in the year 2000 and provides citizens with information about the efficiency and effectiveness of municipal services. For 2008, the City of Greater Sudbury reported on 49 measures in 12 core service areas.

Multi-year results are included in the report, to provide the reader with a sense of the trends.

### Signed By

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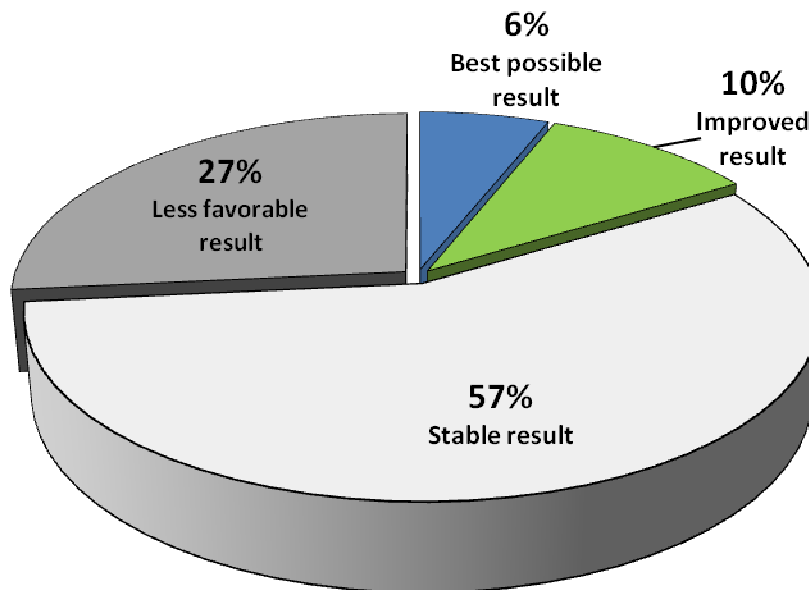
Doug Nadorozny  
Chief Administrative Officer  
*Digitally Signed Sep 16, 09*

## Introduction

### 2008 Ontario Municipal Performance Measurement Program Results for the City of Greater Sudbury:

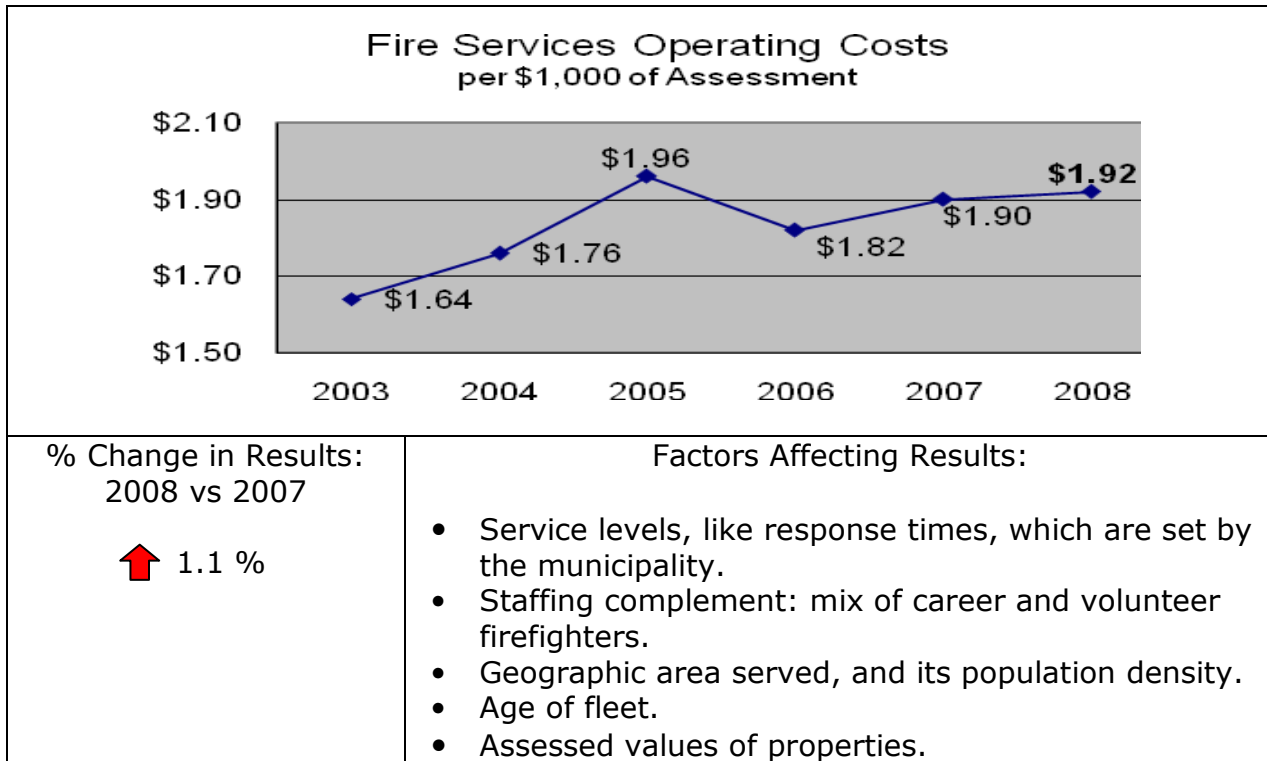
This 8<sup>th</sup> annual Report to Citizens provides an overview of the City of Greater Sudbury's Municipal Performance Measurement Program (MPMP) results. The MPMP program was implemented by the Ontario Government in 2000 and is designed "to provide taxpayers with useful information on service delivery" and to provide municipalities "with a tool to improve those services over time". Municipalities collect data to measure their performance in 12 core service areas.

Of the 49 MPMP measures applicable to Greater Sudbury in 2008, 73% had results that were either the best possible result, an improved result or a stable result relative to 2007. These results are summarized in the chart below.

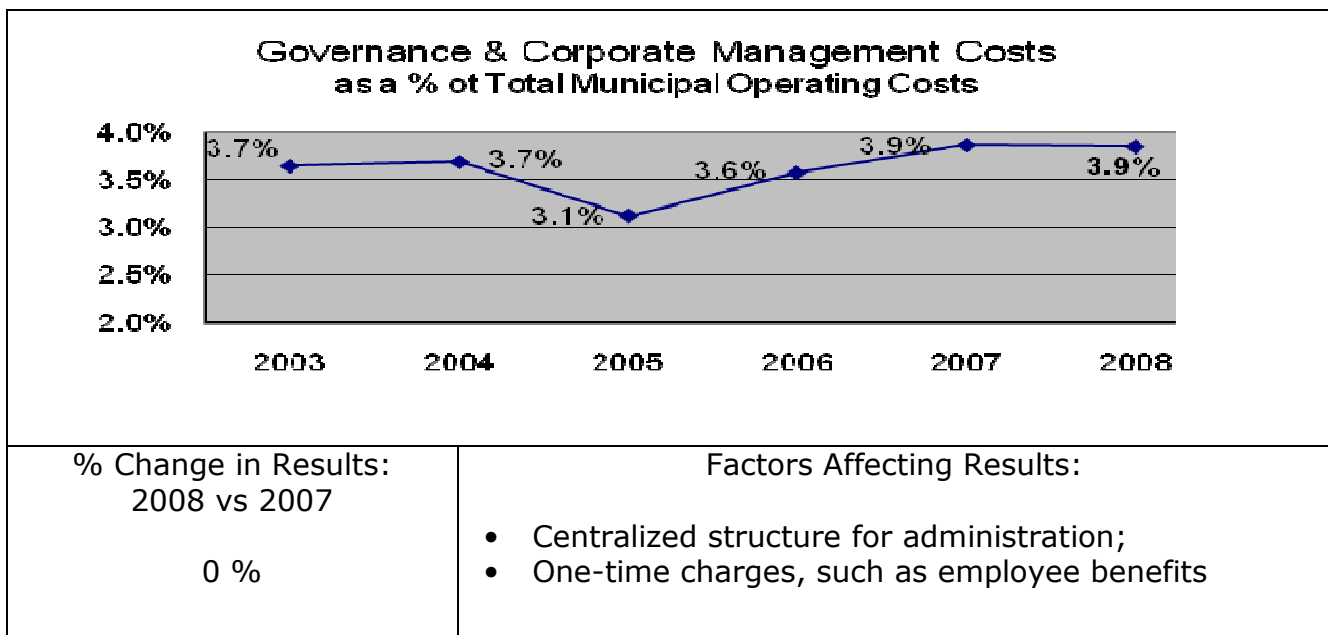


The City of Greater Sudbury is committed to using performance measurement tools such as MPMP to identify opportunities for improvement in the delivery of municipal services.

## Fire



## General Government



## Land Use Planning

Percentage of new residential units located within settlement areas.

Year	# within Settlement Area	Total new residential units	%
2008	468	560	83.6
2007	574	662	86.7

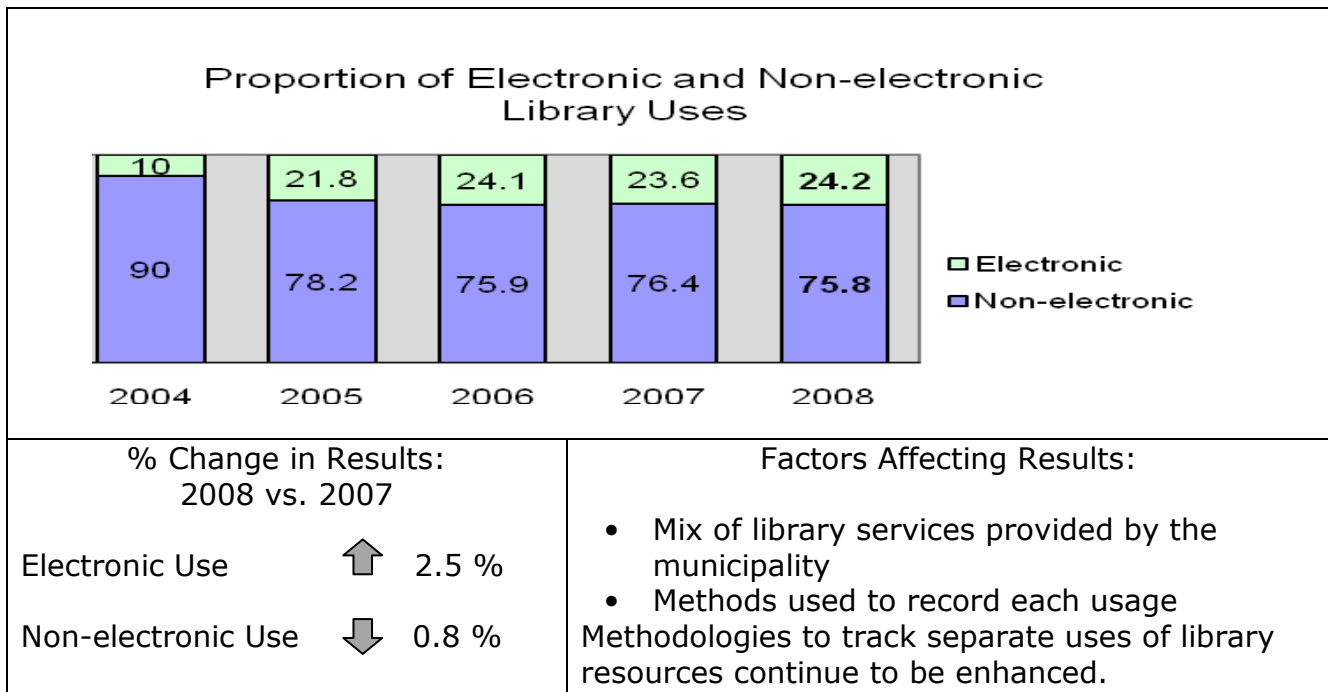
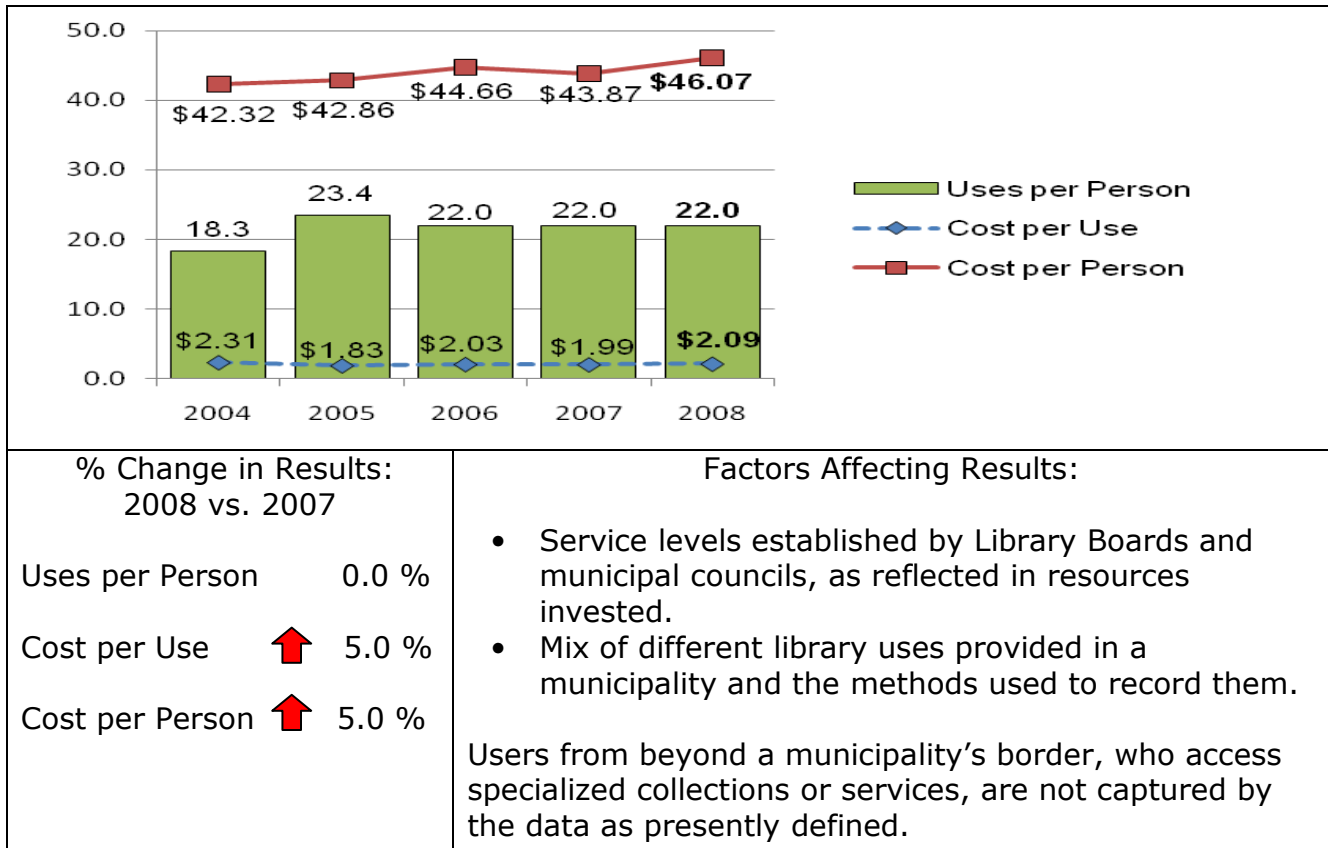
No data is reported for the years prior to 2007, since the Ontario government changed its reporting requirements for this measure in 2007.

With the final approval, in April 2008, of the new and first Official Plan for the amalgamated City, the number of hectares designated for agricultural use was revised from 35,098 hectares to 5,827 hectares. For this reason, the City did not report in 2008 on the Ministry measures pertaining to hectares of land designated for agricultural purposes and changes thereto.

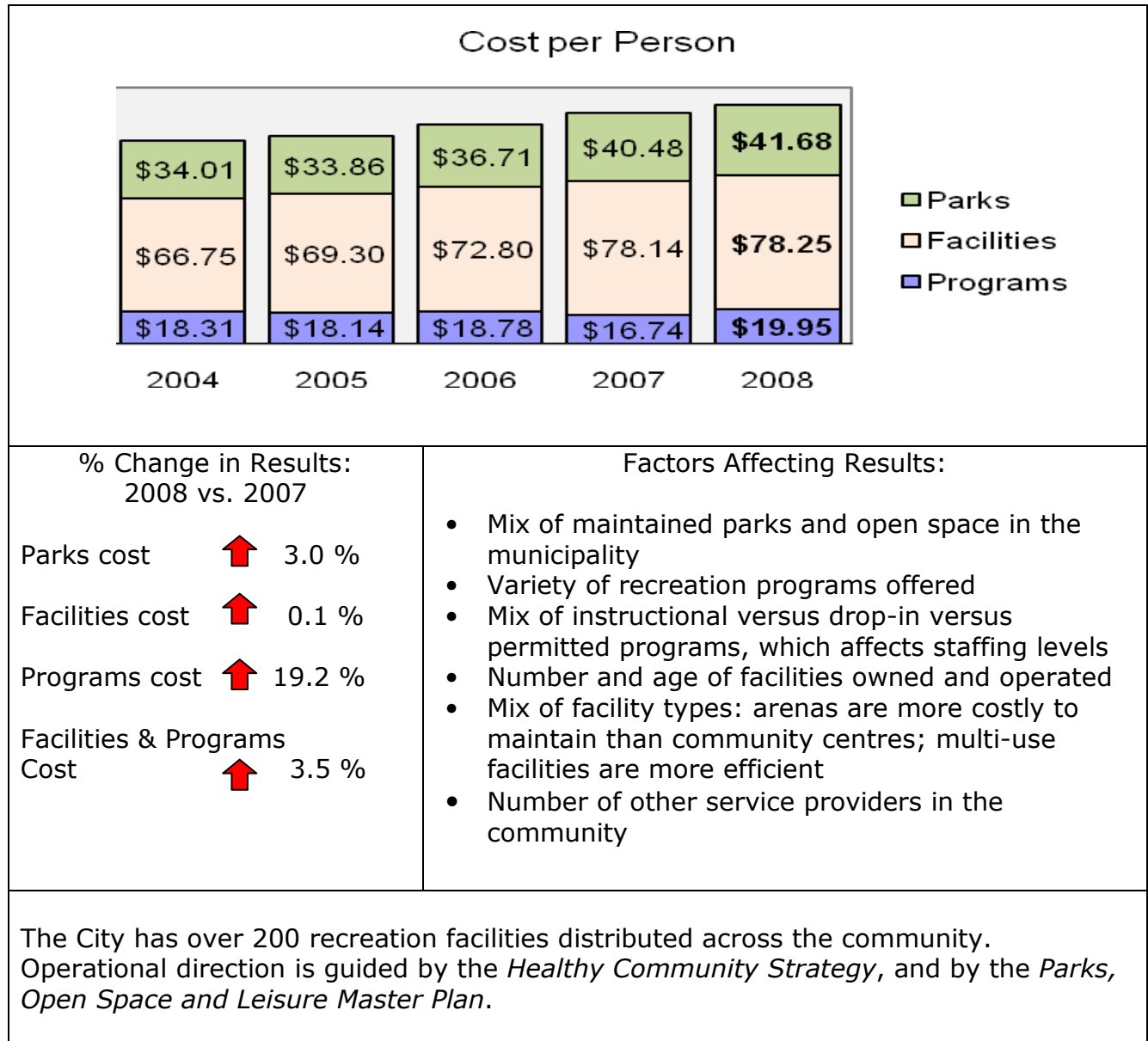
The City had previously reported to MPMP that, of the 35,062 hectares designated for agricultural purposes on January 1, 2000, virtually all remained so designated.

Year	Hectares re-designated for other uses	Cumulative number of hectares re-designated
2003	0	19
2004	0	19
2005	1	20
2006	3	23
2007	13	36

## Library Services



## Parks and Recreation



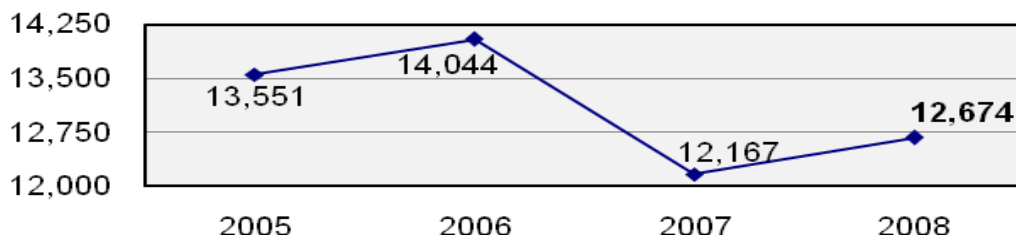
<p>Kilometres of trails:</p> <p>2004 through 2006: 156</p> <p>2007 &amp; 2008: 168.5</p>	<p>Total kilometres of trails per 1,000 persons: 1.</p>
<p style="text-align: center;"><b>Factors Affecting Results:</b></p> <ul style="list-style-type: none"> <li>• Priority attached by local Councils regarding development of trails</li> <li>• Availability of other service providers</li> </ul>	

## Parks and Recreation

Hectares of open space (municipally owned) per 1,000 persons: 4.

Due to the challenges inherent in measuring open space in a municipality of our size (Ontario's largest, at 3,627 square kilometers), open space has been estimated at 621 hectares for MPMP reporting purposes, and represents open space in urban areas only.

Participant Hours per 1,000 Persons



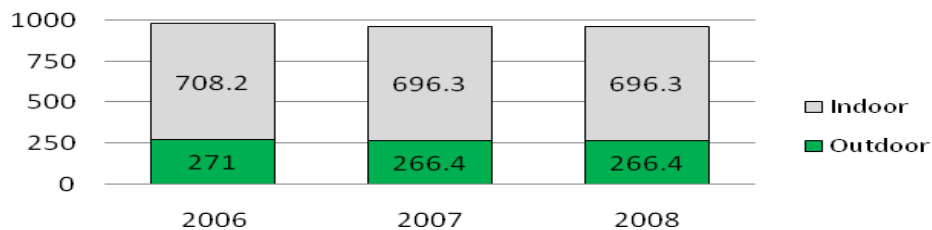
% Change in Results:  
2008 vs. 2007

↑ 4.2 %

Factors Affecting Results:

- Ability of tracking system to accurately capture all uses.
- Availability of facilities and their hours of operation.
- Variety of recreational program types offered.
- Weather conditions, which can affect the length of season (i.e. skating, skiing in winter).

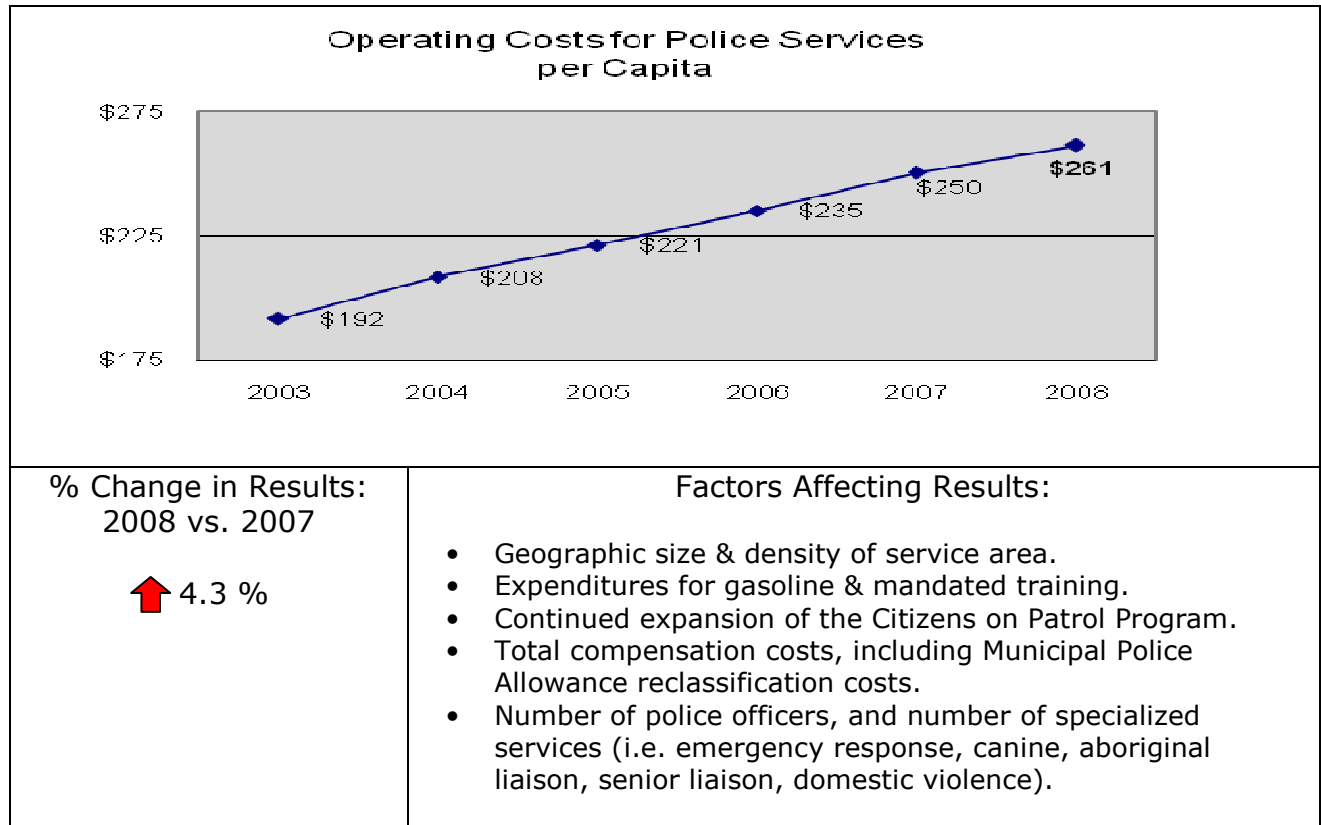
Municipally Owned Recreation Facilities  
per 1,000 Persons, in Square Metres



Other Information:

- Amount of recreation facilities has remained static for the 3 years of MPMP reporting.
- Indoor: 111,899 square metres
- Outdoor: 42,810 square metres

## Police





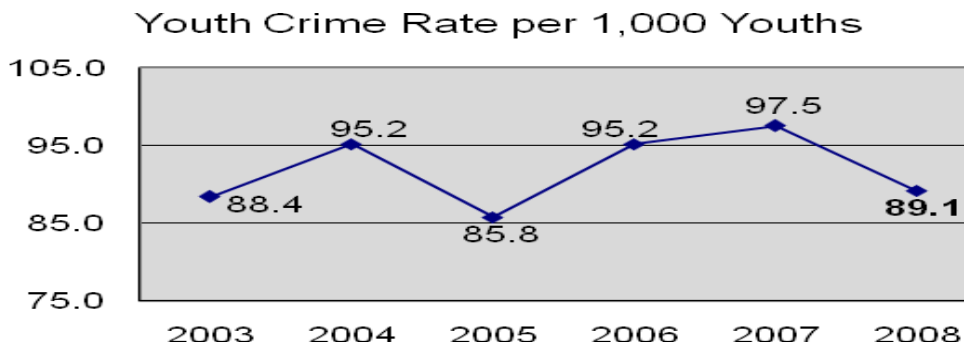


**% Change in Results:  
2008 vs. 2007**

Violent	↓	5.2 %
Property	↑	1.4 %
Total Crime (excl. Traffic)	↓	1.9 %

**Other Information:**

- Crime categories are defined by Statistics Canada.
- Offences included are those recorded by Greater Sudbury Police Service and by the RCMP in our jurisdiction.
- Total crime rate does not include traffic offences or offences under other federal statutes such as the *Controlled Drug and Substances Act* and the *Youth Criminal Justice Act*.



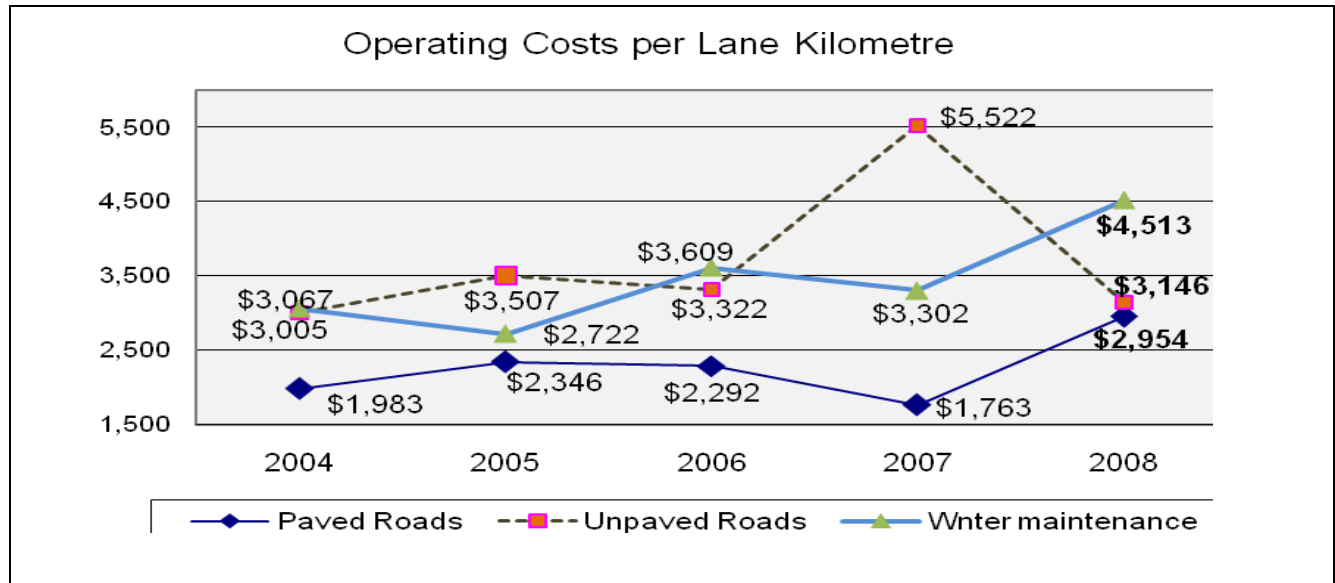
**% Change in  
Results:  
2008 vs. 2007**

↓ 8.6 %

**Other Information:**

- Youths are defined as persons aged 12- 17.
- Youth population did not change between 2007 & 2008.
- Crime rate includes youths who were formally charged or who were dealt with using extrajudicial (non-court) measures such as being issued a warning or referral to a community program.
- Youth Crime does not include the number of youths who committed crimes but were not apprehended for their crimes.

## Roads



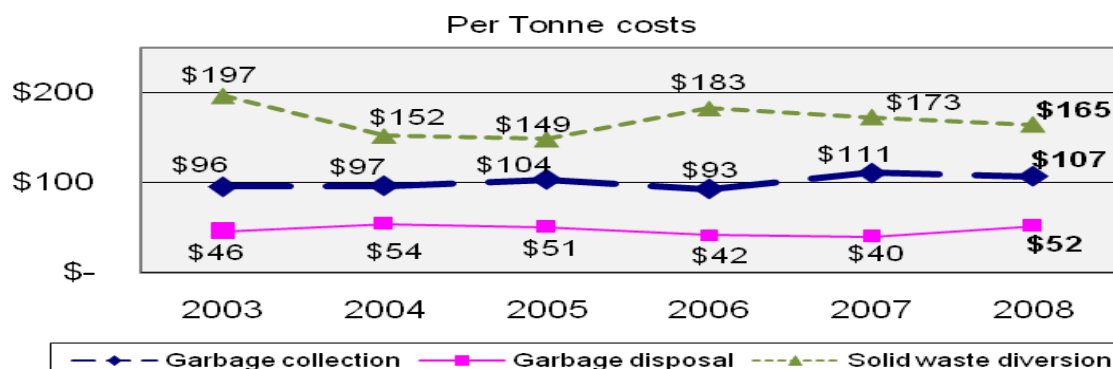
% Change in Results: 2008 vs. 2007		Factors Affecting Results:
Paved	<span style="color: red;">↑</span> 67.6 %	
Unpaved	<span style="color: green;">↓</span> 43.0 %	
Winter Maintenance	<span style="color: red;">↑</span> 36.7 %	

- Climate, especially freeze/thaw cycles
- Capital funding available for roads
- Volume, type of traffic on roads
- Budget and service levels approved by Council
- Maintenance schedule and allocation of work between paved vs. unpaved roads in the year
- Number, severity of winter events
- Age and type of equipment used for maintenance of roads
- Snowfall temperature, which can impact salt effectiveness

Percentage of paved lane kilometers where the condition is rated as good to very good.			
2005: 52.7%	2006: 52.7%	2007: 51.2%	2008: 51.3%

Percentage of winter events where response met or exceeded locally determined municipal service levels for road maintenance.
100% compliance to local standard, for each year of MPMP reporting.

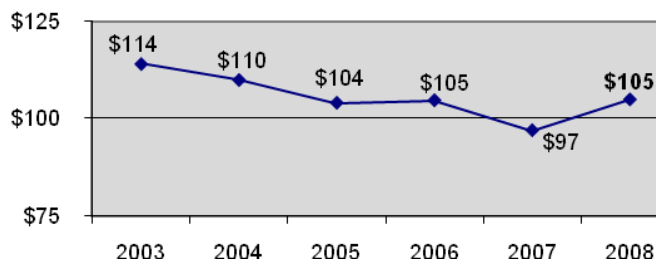
## Solid Waste



### % Change in Results: 2008 vs. 2007

Collection cost	↓ 3.6 %
Disposal cost	↑ 30.0 %
Diversion cost	↓ 4.6 %
Average cost, all services	↑ 8.2 %

### Average operating costs for solid waste management (collection, disposal, diversion)



### Factors Affecting Results:

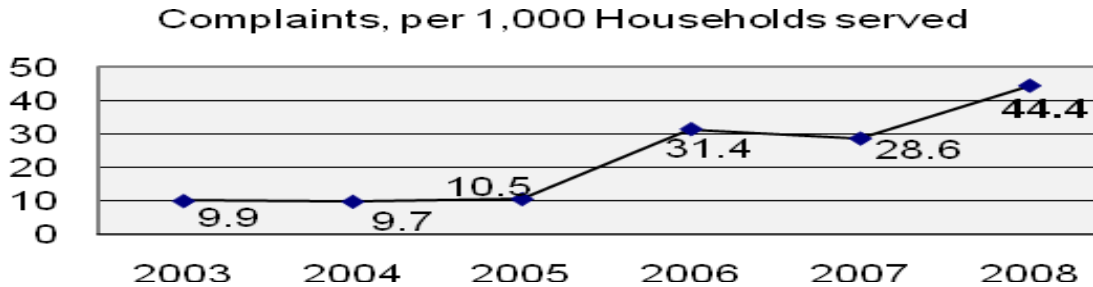
- Frequency of pick-up, urban vs. rural area service, residential vs. commercial and industrial service
- Distance between pick-ups and amount collected at each stop
- Distance to disposal and transfer sites
- Precipitation, which impacts weight of waste collected
- Nature and extent of municipality's recycling efforts
- Number of materials included in recycling program
- Promotion and enforcement of recycling program

### Other Information:

- All collection services are provided by private contract, except in the former City of Sudbury (municipal employees).
- See Appendix at end of report regarding the City's recycling program.

Note: Certain prior year tonnage figures have been restated.

## Solid Waste

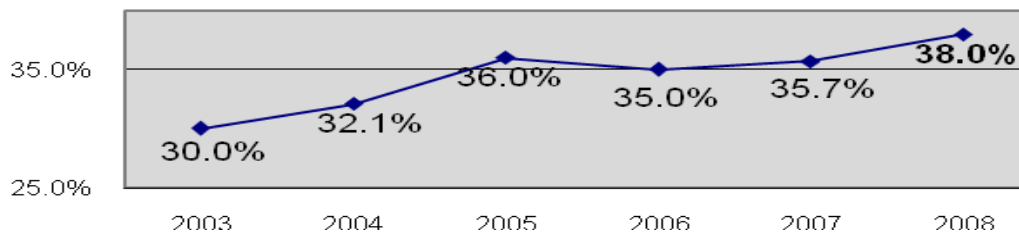


### Factors affecting Results:

- Methods used to track complaints
- Citizens' understanding of municipality's programs
- Number of new or changed programs (i.e. leaf & yard trimming collection, bag limits, items included in recycling program)

Note: The method used to tabulate citizens' complaints has been refined over the past two years, to now better and more efficiently reflect the actual issues, such as recycling or collection problems.

### Diversion rate, residential



% Change in Results:  
2008 vs. 2007

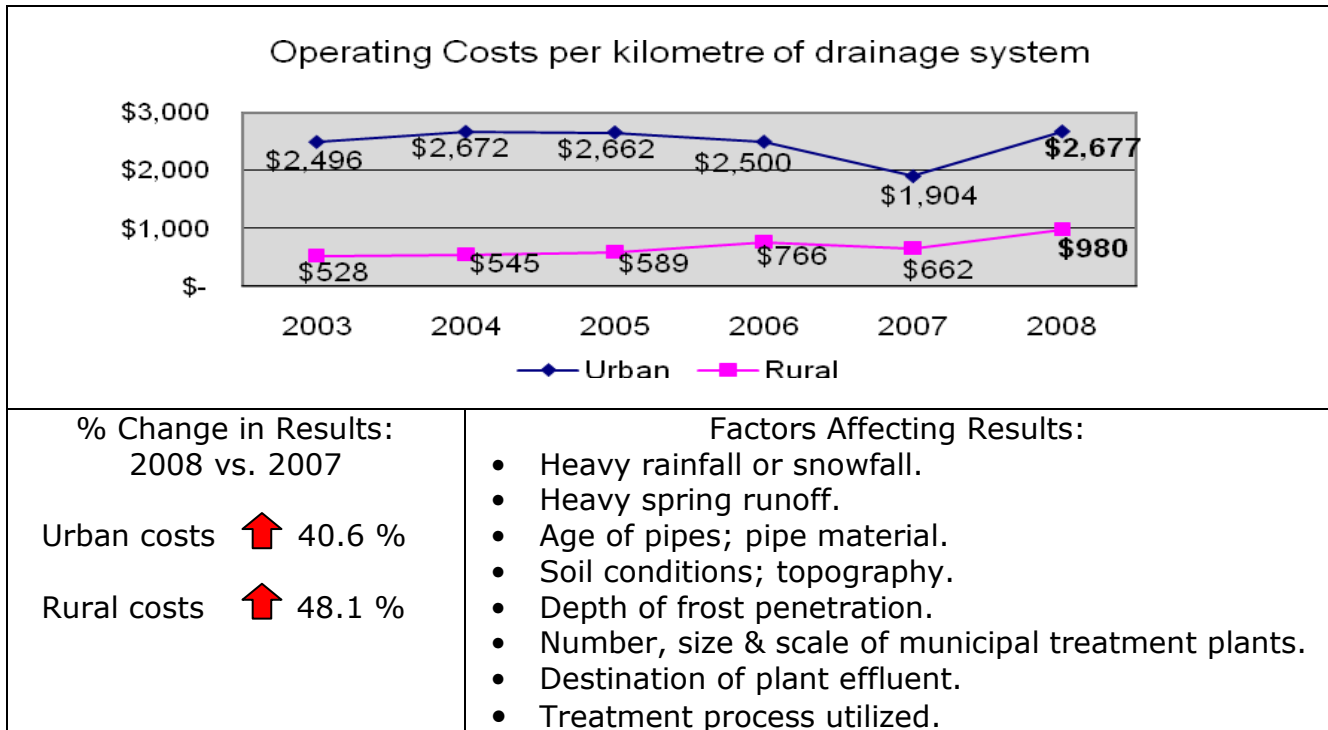
↑ 6.4 %

### Factors affecting Results:

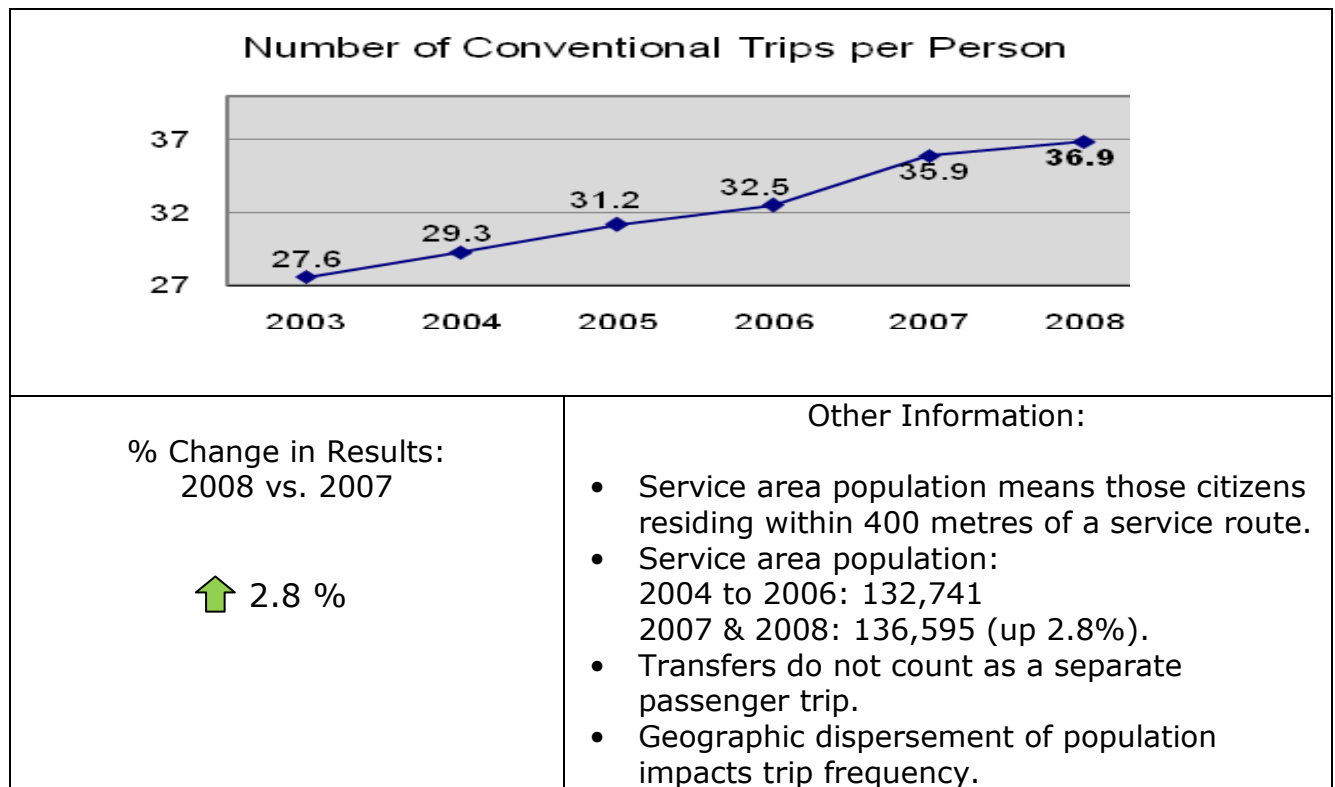
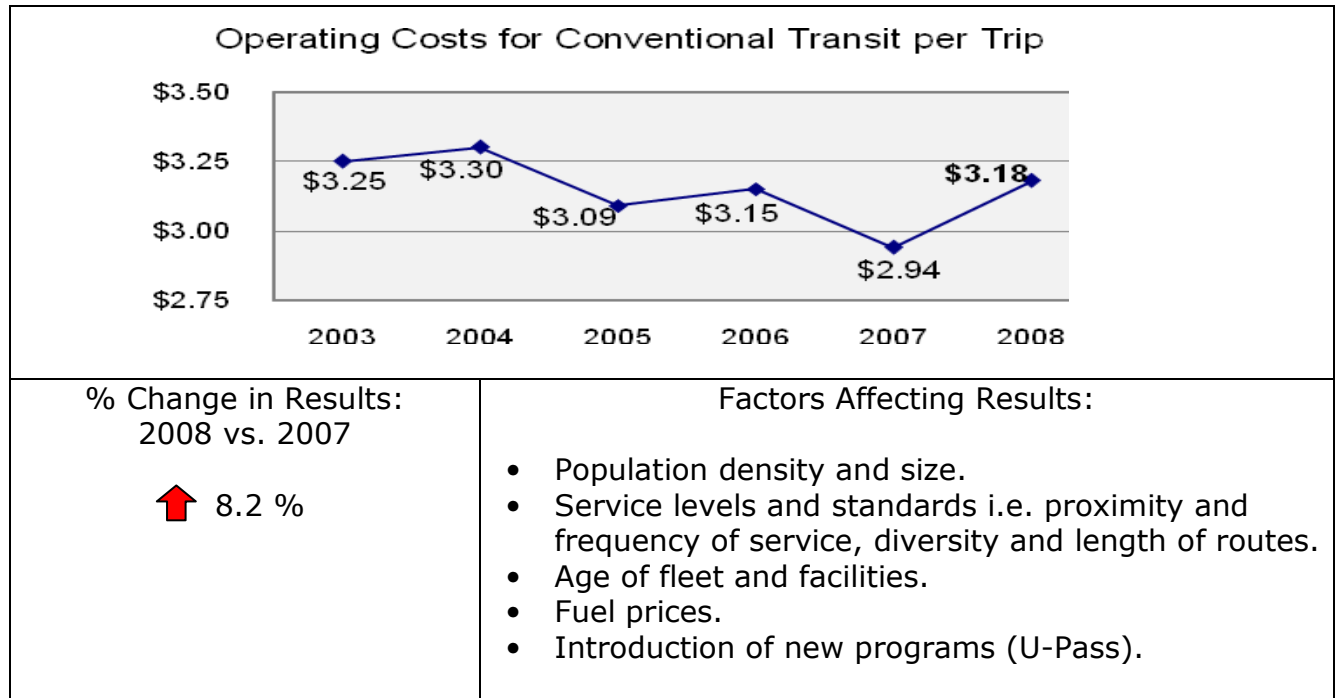
- Number of materials included in the recycling program (see Appendix)
- Efforts expended to promote and enforce the recycling program

Note: The reported diversion rate is subject to annual verification by Waste Diversion Ontario (WDO). Rates may be restated following such reviews.

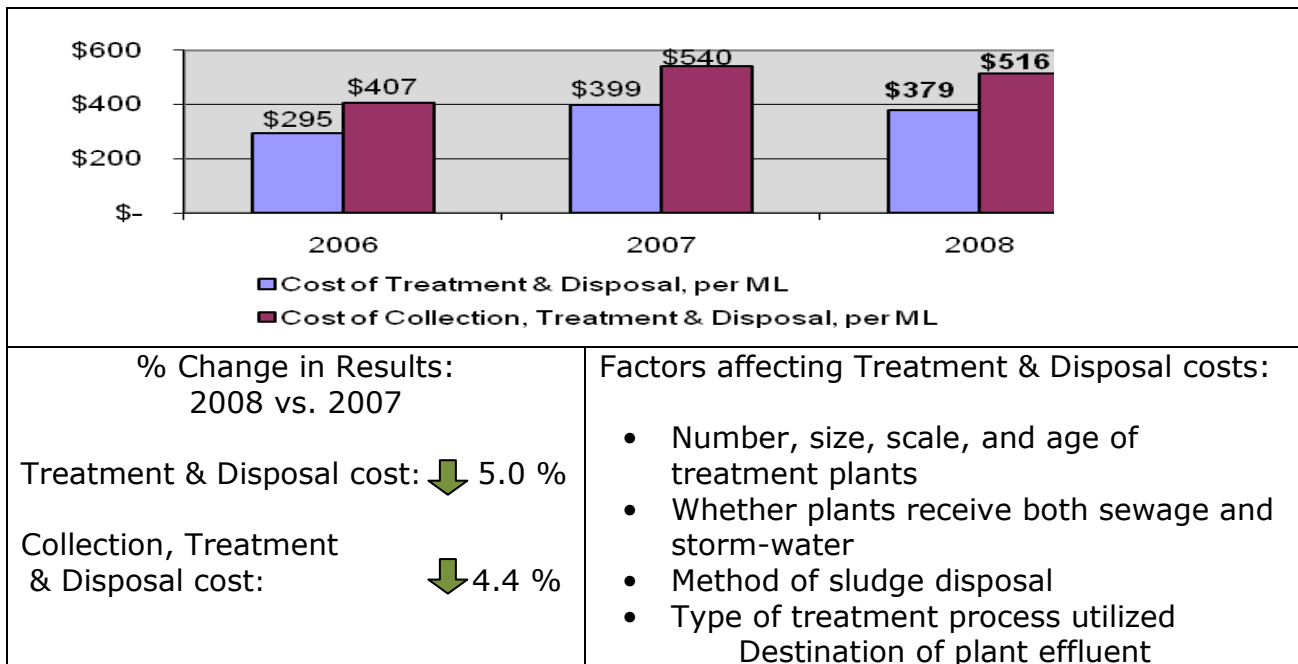
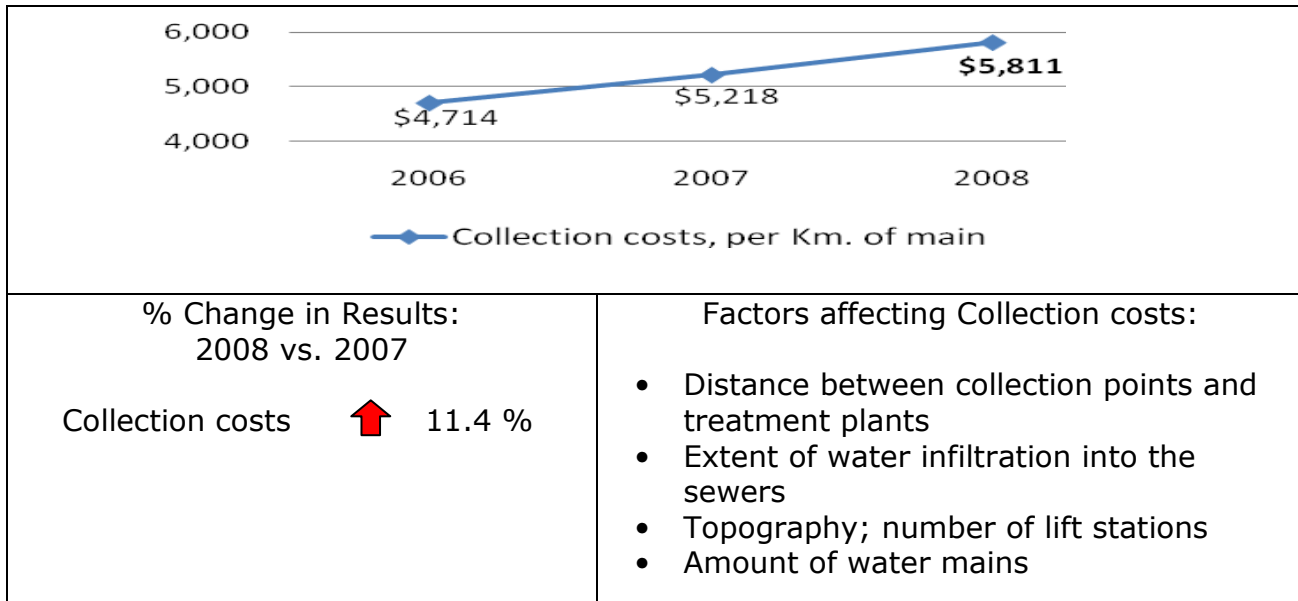
## Storm Water

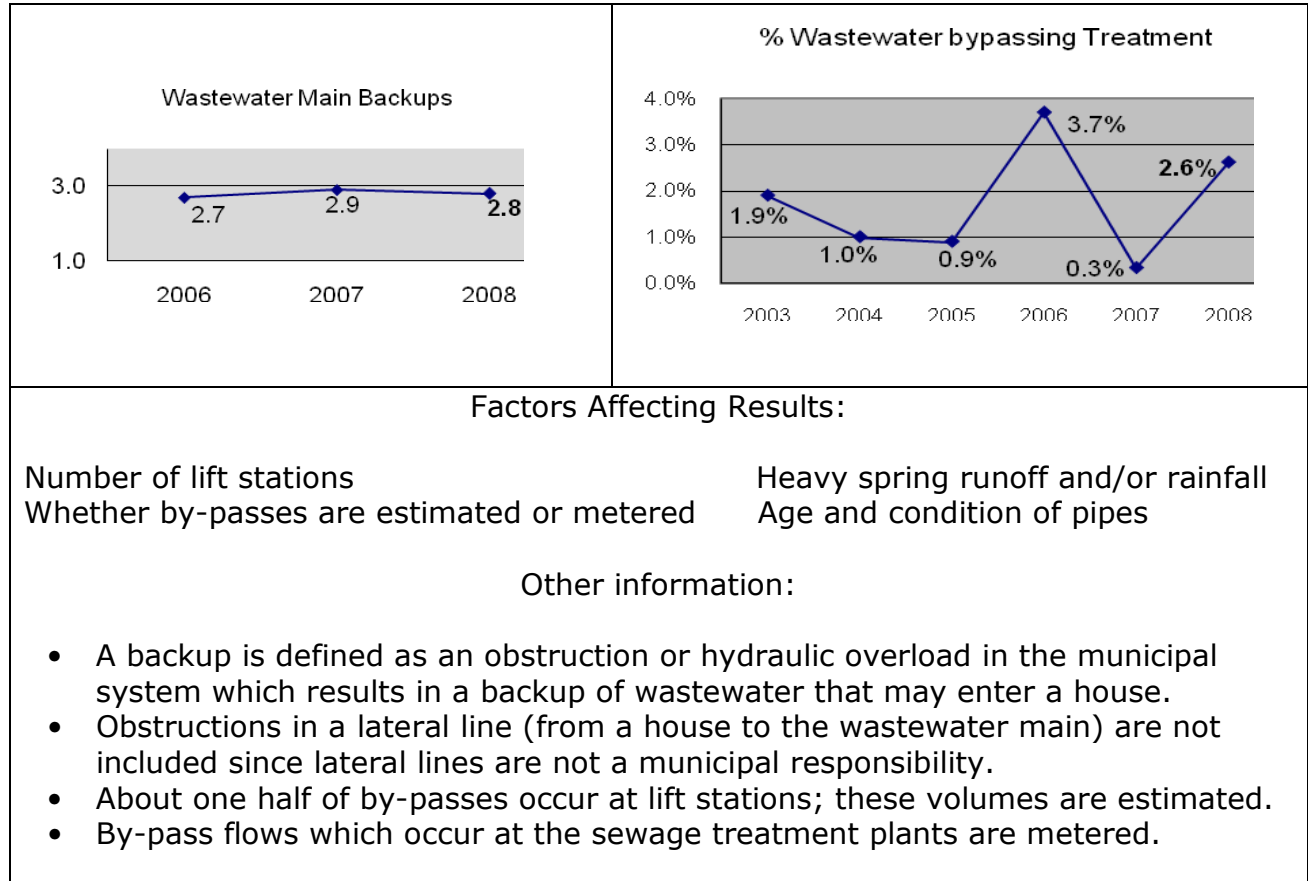


## Transit



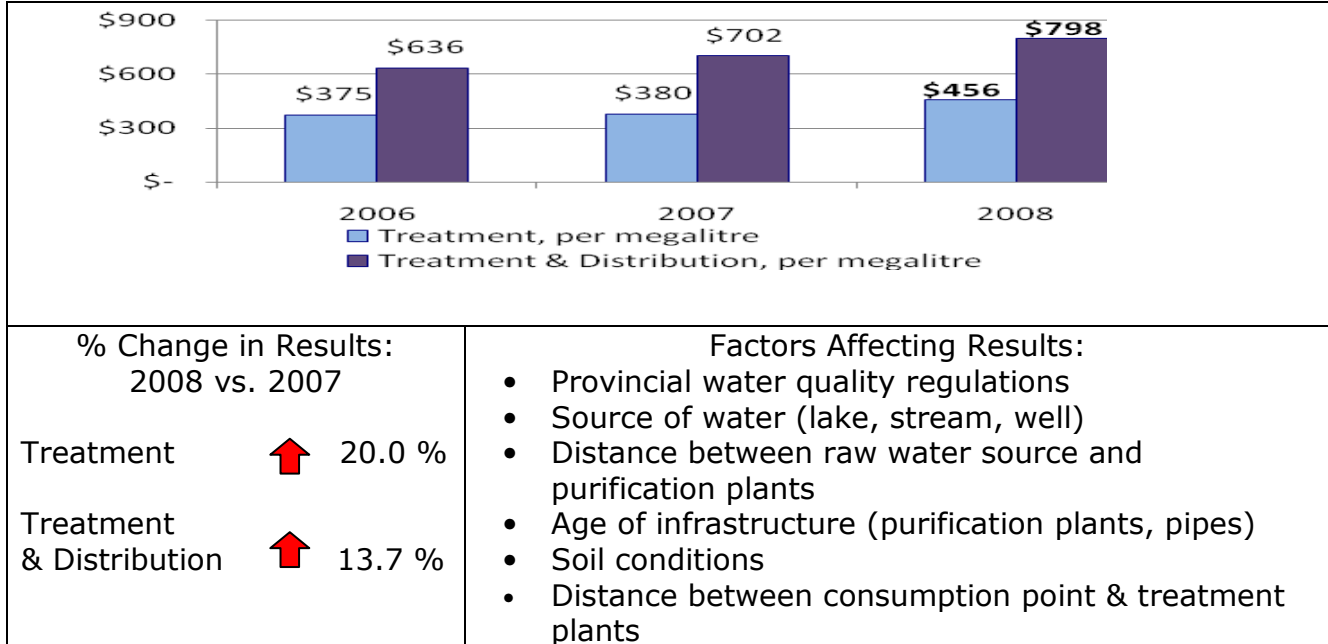
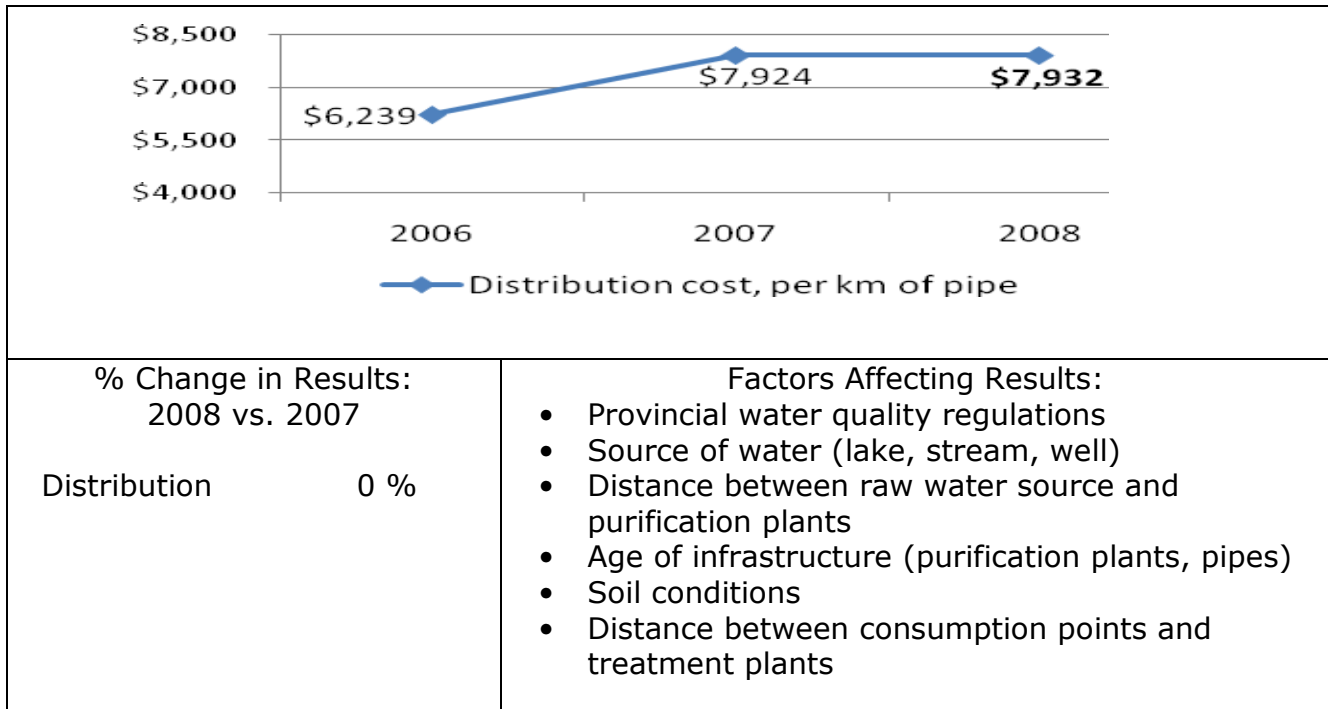
## Wastewater





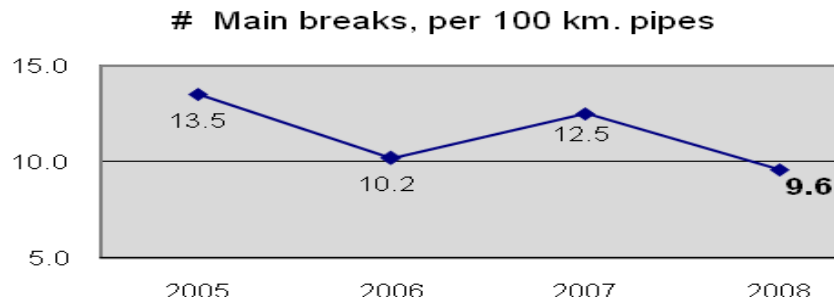


## Water



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.

No boil water advisories were issued in the years 2003 through 2008.



Kilometres of distribution pipe:

2005: 886

2006 thru 2008: 919 (revision)

Factors Affecting Results:

- Age and depth of pipes.
- Pipe material.
- Severity of winter, particularly the extent of frost penetration.

## Appendix

### Common Definitions contained in Report

Term, Reference	Common Definition within Report
Population; Per Person	2008: 160,700                      2007: 160,700 2006: 158,000                    2005: 155,339 2004: 155,000                    2003: 155,000
Land Mass	3,627 square kilometres (largest in Ontario)
Lane Kilometre	A continuous lane of road which conveys traffic in one direction.
Megalitre	1,000,000 litres or 1,000 cubic metres
Tonne	A metric tonne equals 2,205 pounds or 1,000 kilograms.
Conventional transit	All regular public transportation services as opposed to specialized transit services for persons with disabilities who are unable to access regular public transportation services.
Assessment	Raw assessment for all property classes, which includes: taxable properties; 'payments-in-lieu of taxation' properties; & exempt properties.

### Other Information:

1. No new service areas were added to MPMP in 2005 through 2008.
2. The definitions of some measures have been altered from that of previous years, in accordance with the Ministry's directive. In these situations and where possible, previous year's results have been restated in order to provide data that is comparable.
3. In 2008 the City owned 16 waste management facilities for which a Ministry of Environment Certificate of Approval applied (2003 through 2007: 8 facilities).
4. No compliance orders have been issued by the Ministry of Environment, for remediation concerning an air or groundwater standard, for any municipally owned solid waste facility in the years 2003 through 2008.
5. Details about the City's blue box recycling program can be found at:  
[http://www.greatersudbury.ca/cms/index.cfm?app=div\\_wastemanagement&lang=en&currID=1130](http://www.greatersudbury.ca/cms/index.cfm?app=div_wastemanagement&lang=en&currID=1130)
6. All data within the Report is current as at July 8, 2009.