

**Ministry of
Municipal Affairs
and Housing**

Office of the Minister

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13-4377

Dear Head of Council:

I am pleased to provide you with the requirements for the 2013 Municipal Performance Measurement Program (MPMP) in the attached list of measures and schedule. The program contributes to improved delivery of municipal services across Ontario by providing a standardized set of efficiency and effectiveness measures for key service areas. 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.

All municipalities are required to report data for 2013 MPMP measures to the Ministry by May 31, 2014 and to the public by September 30, 2014. Municipalities are asked to notify their regional Municipal Services Office of the date when and method how they reported their MPMP results to the public. Municipalities determine the best way to report to the public and can use the reporting templates provided by the Ministry.

For the 2013 reporting year, MPMP measures are the same as those for 2012 – with the exception of measures for Building Permits and Inspection Services. After reviewing historical MPMP data, and in consultation with municipal experts, the Ministry has revised these measures so that they provide a clearer picture of municipal practices.

The MPMP is a tool for comparison of results, which can help start a dialogue and advance local government priorities of efficiency and effectiveness in service delivery and accountability to the public. All MPMP data submitted by municipalities in previous years are available to the public on the Internet at: <http://csconramp.mah.gov.on.ca/fir/ViewSchedules.htm>.

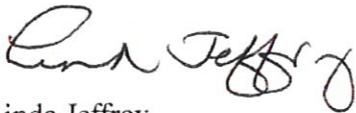
Program data are also used by the Ontario Municipal Knowledge Network (OMKN) as a starting point to identify innovative municipal practices that are then shared among municipalities. The OMKN is administered by the Association of Municipalities of Ontario (AMO), with a mandate to enable information sharing to improve municipal services.

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 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. Please email AMO directly at *MIDASadmin@amo.on.ca* to receive your MIDAS password.

As you may be aware, the Ministry is making adjustments to how the MPMP is administered. The Ministry will be working closely with the municipal sector as we move forward.

Thank you for your on-going work to achieve greater efficiency and effectiveness in providing public services through your participation in measuring and reporting municipal performance.

Sincerely,

A handwritten signature in black ink, appearing to read "Linda Jeffrey", with a stylized flourish at the end.

Linda Jeffrey
Minister

Attachments

c: Chief Administrative Officer
Municipal Treasurer/Clerk-Treasurer
MPMP Advisory Committee Members

List of Measures for 2013 Reporting Year

CHART

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 PERMITS AND INSPECTION SERVICES

4.1

- a) Operating costs for building permits and inspection services per \$1,000 of construction activity, averaged over three years (based on permits issued)
- b) Total costs for building permits and inspection services per \$1,000 of construction activity, averaged over three years (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, by category:

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

Reference: provincial standard is 10 working days

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

Reference: provincial standard is 15 working days

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

Reference: provincial standard is 20 working days

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

Reference: provincial standard is 30 working days

4.3

- a) The number and percentage of building permit applications which are submitted and accepted by the municipality as complete applications, by

category, and

b) The number and percentage of building permit applications submitted and accepted by the municipality as incomplete applications, by category, and

c) The subtotal for the number of complete and incomplete building permit applications, by category:

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

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

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

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

4.4

The total number of building permit applications submitted and accepted by the municipality (all categories).

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

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.

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.

Schedule for 2013 Reporting Year

SCHEDULE

MUNICIPAL PERFORMANCE MEASUREMENT

**Designated by the Minister under Section 299 of the *Municipal Act, 2001*
(the "Act")**

PROVISION AND PUBLICATION OF DESIGNATED MUNICIPAL INFORMATION

Performance measurement information

1. (1) A municipality shall in respect of each municipal fiscal year provide to the Minister and publish for the taxpayers of the municipality the performance measurement information designated in the attached chart (the "chart"). The chart forms part of this Schedule.

(2) The information provided by a municipality under subsection (1) shall include performance measurement information for any local board of the municipality that provides a public utility, and any planning board, transit commission or police services board of the municipality.

(3) This section does not require an entity described in clause (a), (b), (c) or (d) of subsection 299 (1) of the Act to provide performance measurement information directly to the Minister or to taxpayers.

Timing for provision and publication of information

2. (1) A municipality shall provide the information required by section 1 to the Minister not later than five months after the last day of the fiscal year to which the information relates.

(2) A municipality shall publish the information required by section 1 not later than nine months after the last day of the fiscal year to which the information relates.

Included information, publication and notice to ministry

3. (1) A municipality at a minimum shall include with the information published under section 1,

(a) the name of each performance measure in the chart and the fiscal year to which it relates; and

(b) the result generated for the measure by the electronic financial information return software of the Ministry, after the municipality submits the relevant performance measure information to the Minister.

(2) A municipality shall publish the information referred to in subsection (1) through one or more of the following methods,

- (a) a direct mailing to taxpayers or households;
- (b) an insert with the property tax bill;
- (c) in local newspapers or advertising periodicals; or
- (d) posting the information on the Internet.

(3) A municipality shall, as soon as reasonably possible after publishing the information under subsection (2), provide the following to the Municipal Services Office of the Ministry for the region that includes the municipality:

1. The date of publication.
2. The method or methods of publication that the municipality used.

Financial information return

4. A municipality shall provide to the Minister the information required by section 1 by reporting that information in those schedules or lines in the municipality's financial information return for the relevant municipal fiscal year that correspond

to the service or function performance measurement categories designated in the chart.

Board or commission

5. (1) A board or commission of a municipality shall make available for review by a municipality any performance measurement information designated in the chart related to services or functions supplied in respect of the municipality by the board or commission in a fiscal year.

(2) In this subsection, "board or commission" means a local board that provides a public utility, and a planning board, transit commission or police services board.

Service or function not supplied

6. Despite section 1, if a municipality does not supply a service or function at any time in a fiscal year, the municipality is not required to provide or publish information related to that service or function designated in the chart for the fiscal year.

Definitions

7. In this Schedule,

"Minister" means the Minister of Municipal Affairs and Housing;

"Ministry" means the Ministry of Municipal Affairs and Housing;

"supply" means supply pursuant to a statute, bylaw or resolution or an arrangement or agreement with any person or municipality, and "supplied" has a corresponding meaning.

In force

8. This Schedule comes into force January 1, 2014 for the 2013 fiscal year.