

CORPORATION OF THE TOWNSHIP OF NORTH FRONTENAC
Municipal Performance Measurement Program • 2010 RESULTS

Questions about MPMP results should be addressed to:

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|--------------|--|-------|-----------------------|
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| 1.1 GENERAL GOVERNMENT – EFFICIENCY | | | | | |
|---|-------|------|------|------|------|
| 2010 | 2009 | 2008 | 2007 | 2006 | 2005 |
| 2.9% | 6.6% | 4.1% | 4.4% | 6.1% | 3.8% |
| 1.1%* | 3.2%* | | | | |
| <p>Efficiency Measure Operating costs for governance and corporate management as a percentage of total municipal operating costs.</p> <p>Objective Efficient municipal government.</p> <p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.</p> <p>* Calculation includes amortization.</p> | | | | | |

Fire Services

| 2.1 FIRE SERVICES – EFFICIENCY | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|
| 2010 | 2009 | 2008 | 2007 | 2006 | 2005 |
| \$0.47 | \$0.97 | \$0.94 | \$1.50 | \$0.85 | \$0.72 |
| \$0.62* | \$1.09* | | | | |
| <p>Efficiency Measure Operating costs for fire services per \$1,000 of assessment.</p> <p>Objective Efficient fire services.</p> <p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. * Calculation includes amortization.</p> | | | | | |

Police Services

| 3.1 POLICE SERVICES – EFFICIENCY | | | | | |
|---|-------------|-------------|-------------|-------------|-------------|
| 2010 | 2009 | 2008 | 2007 | 2006 | 2005 |
| \$115.06 | \$104.18 | \$102.04 | \$143.98 | \$168.93 | \$170.37 |
| \$115.06* | \$104.18* | | | | |
| <p>Efficiency Measure Operating costs for police services per person.</p> <p>Objective Efficient police services.</p> <p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. * Calculation includes amortization.</p> | | | | | |

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| 3.2 VIOLENT CRIME RATE | | | | | |
|------------------------|------|------|------|------|------|
| 2010 | 2009 | 2008 | 2007 | 2006 | 2005 |
| 11.55 | 4.7 | 6.8 | 4.7 | 7.8 | 5.3 |

Effectiveness Measure
Violent crime rate per 1,000 persons.

Objective
Safe communities.

| 3.3 PROPERTY CRIME RATE | | | | | |
|-------------------------|------|------|------|------|------|
| 2010 | 2009 | 2008 | 2007 | 2006 | 2005 |
| 21.0 | 18.4 | 26.8 | 24.2 | 25.9 | 19.3 |

Effectiveness Measure
Property crime rate per 1,000 persons.

Objective
Safe communities.

| 3.4 OTHER CRIMINAL CODE CRIMES | | | | | |
|--------------------------------|------|------|------|------|------|
| 2010 | 2009 | 2008 | 2007 | 2006 | 2005 |
| 2.1 | 2.1 | 3.7 | | | |

Effectiveness Measure
Other criminal code crimes, excluding traffic, per 1,000 persons.

Objective
Safe communities.

| 3.5 TOTAL CRIME RATE | | | | | |
|----------------------|------|------|------|------|------|
| 2010 | 2009 | 2008 | 2007 | 2006 | 2005 |
| 34.64 | 25.2 | 37.3 | 32.0 | 41.0 | 32.7 |

Effectiveness Measure
Total crime rate per 1,000 persons (Criminal Code offences, excluding traffic).

Objective
Safe Communities.

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| 3.6 YOUTH CRIME RATE | | | | | |
|---|-------------|-------------|---------------|-------------|-------------|
| 2010 | 2009 | 2008 | 2007 | 2006 | 2005 |
| 0.0 | 0.0 | 0.0 | Not available | 31.8 | 17.4 |
| Effectiveness Measure Youth crime rate per 1,000 youths. | | | | | |
| Objective Safe Communities. | | | | | |
| The formula for youth crime was changed in 2005 to include youths who receive pre-charge resolutions such as warnings and cautions. | | | | | |

Roads

| 4.1 PAVED ROADS – EFFICIENCY | | | | | |
|---|-------------|------------|------------|------------|------------|
| 2010 | 2009 | 2008 | 2007 | 2006 | 2005 |
| \$2,664.23 | \$1,812.29 | \$1,665.08 | \$1,233.48 | \$1,330.78 | \$1,476.86 |
| \$11,518.72* | \$6,719.67* | | | | |
| <p>Efficiency Measure Operating costs for paved (hard top) roads per lane kilometre.</p> <p>Objective Efficient maintenance of paved roads.</p> <p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. * Calculation includes amortization.</p> | | | | | |
| 4.2 UNPAVED ROADS – EFFICIENCY | | | | | |
| 2010 | 2009 | 2008 | 2007 | 2006 | 2005 |
| \$2,664.23 | \$1,812.29 | \$1,665.09 | \$1,261.23 | \$1,426.46 | \$1,520.19 |
| \$11,068.16* | \$6,719.68* | | | | |
| <p>Efficiency Measure Operating costs for unpaved (loose top) roads per lane kilometre.</p> <p>Objective Efficient maintenance of unpaved roads.</p> <p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. * Calculation includes amortization.</p> | | | | | |
| 4.3 WINTER MAINTENANCE OF ROADS – EFFICIENCY | | | | | |
| 2010 | 2009 | 2008 | 2007 | 2006 | 2005 |
| \$977.53 | \$615.10 | \$601.94 | \$502.34 | \$510.23 | \$527.42 |
| \$977.53* | \$615.10* | | | | |
| <p>Efficiency Measure Operating costs for winter maintenance of roadways per lane kilometre maintained in winter.</p> <p>Objective Efficient winter maintenance of roads.</p> <p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. * Calculation includes amortization.</p> | | | | | |

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| 4.4 ADEQUACY OF PAVED ROADS | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|
| 2010 | 2009 | 2008 | 2007 | 2006 | 2005 |
| 58.9% | 72.6% | 72.6% | 72.6% | 72.6% | 68.2% |
| <p>Effectiveness Measure Percentage of paved lane kilometres where the condition is rated as good to very good.</p> <p>Objective Pavement condition meets municipal objectives.</p> <p>Note: In 2010, based on actual, the number of road kilometres were identified and adjusted.</p> | | | | | |
| 4.5 WINTER EVENT RESPONSES | | | | | |
| 2010 | 2009 | 2008 | 2007 | 2006 | 2005 |
| 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 97.4% |
| <p>Effectiveness Measure Percentage of winter events where the response met or exceeded locally determined municipal service levels for road maintenance.</p> <p>Objective Appropriate response to winter storm events.</p> | | | | | |

Solid Waste Management (Garbage)

| 9.2 GARBAGE DISPOSAL – EFFICIENCY | | | | | |
|---|----------|---------|---------|---------|---------|
| 2010 | 2009 | 2008 | 2007 | 2006 | 2005 |
| \$109.08 | \$67.84 | \$88.04 | \$73.69 | \$59.33 | \$46.51 |
| \$116.32 | \$74.12* | | | | |
| <p>Efficiency Measure Operating costs for garbage disposal per household.</p> <p>Objective Efficient municipal garbage disposal services.</p> <p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. * Calculation includes amortization.</p> | | | | | |
| 9.3 SOLID WASTE DIVERSION (RECYCLING) – EFFICIENCY | | | | | |
| 2010 | 2009 | 2008 | 2007 | 2006 | 2005 |
| \$47.75 | \$45.20 | \$39.78 | \$32.05 | \$41.43 | \$24.55 |
| \$47.75* | \$45.20* | | | | |
| <p>Efficiency Measure Operating costs for solid waste diversion (recycling) per household.</p> <p>Objective Efficient municipal solid waste diversion (recycling) services.</p> <p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. * Calculation includes amortization.</p> | | | | | |
| 9.5 COMPLAINTS — COLLECTION OF GARBAGE AND RECYCLED MATERIALS | | | | | |
| 2010 | 2009 | 2008 | 2007 | 2006 | 2005 |
| 1.8 | 3.6 | 3.6 | 0.6 | 1.5 | 1.2 |
| <p>Effectiveness Measure Number of complaints received in a year concerning the collection of garbage and recycled materials per 1,000 households.</p> <p>Objective Improved garbage collection of garbage and recycled materials.</p> | | | | | |

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| 9.6 NUMBER OF MUNICIPAL SOLID WASTE MANAGEMENT FACILITIES | | | | | |
|---|-------------|-------------|-------------|-------------|-------------|
| 2010 | 2009 | 2008 | 2007 | 2006 | 2005 |
| 7 | 7 | 7 | 7 | 7 | 8 |
| <p>Effectiveness Measure Total number of solid waste management facilities owned by municipality with a Ministry of Environment Certificate of Approval.</p> <p>Objective Context for solid waste management facility compliance measure.</p> | | | | | |
| 9.8 DIVERSION OF RESIDENTIAL SOLID WASTE | | | | | |
| 2010 | 2009 | 2008 | 2007 | 2006 | 2005 |
| 26.8% | 17.4% | 13.3% | 19.1% | 18.7% | 58.2% |
| <p>Effectiveness Measure Percentage of residential solid waste diverted for recycling.</p> <p>Objective Municipal solid waste reduction programs divert waste from landfills and/or incinerators.</p> | | | | | |

Parks and Recreation

| 10.1 PARKS – EFFICIENCY | | | | | |
|--|-----------|---------|---------|---------|---------|
| 2010 | 2009 | 2008 | 2007 | 2006 | 2005 |
| \$108.63 | \$122.76 | \$99.57 | \$86.40 | \$87.13 | \$50.96 |
| \$124.28* | \$137.45* | | | | |
| <p>Efficiency Measure Operating costs for parks per person.</p> <p>Objective Efficient operation of parks.</p> <p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. * Calculation includes amortization.</p> | | | | | |
| 10.2 RECREATION PROGRAMS – EFFICIENCY | | | | | |
| 2010 | 2009 | 2008 | 2007 | 2006 | 2005 |
| \$34.61 | \$32.41 | \$36.03 | \$26.95 | \$2.13 | \$0.97 |
| \$34.61* | \$32.41* | | | | |
| <p>Efficiency Measure Operating costs for recreation programs per person.</p> <p>Objective Efficient operation of recreation programs.</p> <p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. This measure is based on total population, not the population participating in recreation programs. * Calculation includes amortization.</p> | | | | | |
| 10.3 RECREATION FACILITIES – EFFICIENCY | | | | | |
| 2010 | 2009 | 2008 | 2007 | 2006 | 2005 |
| \$64.32 | \$66.46 | \$55.31 | \$49.78 | \$47.65 | \$48.58 |
| \$64.32* | \$66.46* | | | | |
| <p>Efficiency Measure Operating costs for recreation facilities per person.</p> <p>Objective Efficient operation of recreation facilities.</p> <p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. * Calculation includes amortization.</p> | | | | | |

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| 10.4 PARKS, RECREATION PROGRAMS AND RECREATION FACILITIES (SUBTOTAL) EFFICIENCY | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|
| 2010 | 2009 | 2008 | 2007 | 2006 | 2005 |
| \$207.56 | \$221.63 | \$190.91 | \$163.13 | \$136.91 | \$100.51 |
| \$223.21* | \$236.32* | | | | |
| <p>Efficiency Measure Operating costs for parks, recreation programs and recreation facilities per person (Subtotal).</p> <p>Objective Efficient operation of parks, recreation programs and recreation facilities.</p> <p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. This measure represents a subtotal and is automatically completed when a municipality reports one or more efficiency measures for parks and recreation.</p> <p>* Calculation includes amortization.</p> | | | | | |

Libraries

| 11.1 LIBRARY COSTS PER PERSON – EFFICIENCY | | | | | |
|--|-------------|-------------|-------------|-------------|-------------|
| 2010 | 2009 | 2008 | 2007 | 2006 | 2005 |
| \$2.75 | \$1.03 | \$1.44 | \$1.08 | \$0.95 | \$0.97 |
| \$2.75* | \$1.03* | | | | |
| <p>Efficiency Measure Operating costs for libraries per person.</p> <p>Objective Efficient library services.</p> <p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. * Calculation includes amortization.</p> | | | | | |