

-- APPENDIX A --

Municipal Performance Measurement Program



CITY OF PETERBOROUGH

Municipal Performance Measurement For the year ending December 31, 2004

The Ministry of Municipal Affairs and Housing, pursuant to Section 299 of *The Municipal Act, 2001* requires all Ontario municipalities to provide information to their taxpayers on specific performance-related measures each year based on the previous year's activities.

The 2004 results for the City of Peterborough are provided herein. Where appropriate, the previous year's results have been included for comparison purposes. It should be noted that while it is the City of Peterborough's goal to improve upon the measures and to provide the highest quality of services in the most efficient and effective manner, some may have changed negatively compared to a year ago. Readers are cautioned that financial measures alone may not provide sufficient information to make an accurate assessment or comparison to either prior year results or other municipalities.

Questions concerning the City of Peterborough reported measures should be directed to the Chief Accountant as follows:

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Local Government		Fire Services	
1.1 OPERATING COSTS		2.1 OPERATING COSTS	
Governance and political support, and corporate management support			
$\frac{\text{Operating costs for governance and political support, and corporate management and support}}{\text{Total Municipal Operating Costs}} \times 100$		$\frac{\text{Operating Costs for Fire Services}}{(\text{Total Assessment} / 1,000)}$	
2.1% of total municipal operating costs		\$1.84 per \$1,000 of assessment	
<p>Efficiency Measure <i>Governance and corporate management as a percentage of total municipal operating costs.</i></p> <p>Objective <i>Efficient municipal administration.</i></p>		<p>Efficiency Measure <i>Operating costs for fire services per \$1,000 of assessment.</i></p> <p>Objective <i>Efficient municipal management.</i></p>	
<p>Notes</p> <p>The 2003 comparative result for this measure was 2.1%.</p>		<p>Notes</p> <p>The 2003 comparative result for this measure was \$2.01 per \$1,000 of property assessment.</p> <p>The City's Fire Department provides response personnel that are fully trained, equipped and positioned to provide fire safety education and prompt, professional assistance in the event of a fire, medical emergency or other emergency within the Department's coverage area.</p>	

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<h1>Police Services</h1>	
3.1 OPERATING COSTS	3.2 VIOLENT CRIME RATE
<u>Operating costs for Police Services</u> Total households	<u>Total # of actual incidents for violent crime</u> Population / 1,000
\$449.96 per household	10.62 violent crimes per 1,000 persons
<p>Efficiency Measure <i>Operating costs for police services per household.</i></p> <p>Objective <i>Efficient municipal police services.</i></p>	<p>Efficiency Measure <i>Violent crime rate per 1,000 persons.</i></p> <p>Objective <i>Safe communities.</i></p>
<p>Notes</p> <p>The 2003 comparative result for this measure was \$407.76 per household.</p> <p>For more information or to download the 2004 Annual Report, visit the Peterborough Lakefield's Community Police Service's web site at www.peterboroughpolice.com</p>	<p>Notes</p> <p>The 2003 comparative result for this measure was 10.23.</p> <p>In 2004 there were a total of 807 incidents of violent crime compared to 772 in 2003.</p>
3.3 PROPERTY CRIME RATE / 1,000	3.4 TOTAL CRIME RATE / 1,000
<u>Total # of actual incidents for property crime</u> Population / 1,000	<u>Total # of actual incidents for violent crime, property crime and other Criminal Code offences</u> Population / 1,000
42.74 property crimes per 1,000 persons	78.41 crimes per 1,000 persons
<p>Efficiency Measure <i>Property crime rate per 1,000 persons.</i></p> <p>Objective <i>Safe communities.</i></p>	<p>Efficiency Measure <i>Total crime rate per 1,000 persons (Criminal Code, excluding traffic.)</i></p> <p><i>Note that the Statistics Canada definition used refers to Criminal Code crimes, excluding traffic.</i></p> <p>Objective <i>Safe communities</i></p>
<p>Notes</p> <p>The 2003 comparative result for this measure was 44.11 property crimes per 1,000 persons.</p> <p>In 2004 there were a total of 3,248 incidents of property crime compared to 3,330 in 2003.</p>	<p>Notes</p> <p>The 2003 comparative result for this measure was 79.01 crimes per 1,000 persons.</p> <p>In 2004 there were a total of 5,959 actual incidents of violent crime, property crime, and other Criminal Code offences, excluding traffic compared to 5,965 in 2003.</p>

Police Services (continued)

3.5 YOUTH CRIME RATE / 1,000

Total # of actual incidents for youth crime
Population / 1,000

152.00 youth crimes per 1,000 youths

Efficiency Measure

Youth crime rate per 1,000 youths.

Objective

Safe communities

Notes

The 2003 comparative result for this measure was 152.00 youth charged per 1,000 youth.

As in 2003, there were a total of 874 youths charged in 2004. Youth population is estimated at 5,750 youths and is based on information provided by Statistics Canada, 2001 Census.

<h1>Road Services</h1>	
4.1 OPERATING COSTS FOR PAVED ROADS	4.2 OPERATING COSTS FOR UNPAVED ROADS
<u>Operating costs for paved roads</u> Total paved lane kilometres	<u>Operating costs for unpaved roads</u> Total unpaved lane kilometres
\$842.00 per paved lane kilometre	Not applicable
<p>Efficiency Measure <i>Operating costs of paved (hard top) roads per lane kilometre.</i></p> <p>Objective <i>Efficient maintenance of paved roads.</i></p>	<p>Efficiency Measure <i>Operating costs for unpaved (loose top) roads per lane kilometre.</i></p> <p>Objective <i>Efficient maintenance of unpaved roads.</i></p>
<p>Notes</p> <p>The 2003 comparative result for this measure was \$976.51 per paved lane kilometre.</p> <p>Paved (hard top) roads are defined as roads with an asphalt, concrete or composite pavement surface. Maintenance includes items such as frost heave repair, cold mix patching, hot mix patching, surface maintenance, sweeping, flushing, sealing, patching as well as shoulder maintenance, curb and gutter repairs.</p>	<p>Notes</p> <p>There are no unpaved lane kilometres of roads in the City.</p>
4.3 OPERATING COSTS FOR WINTER CONTROL	4.4 CONDITION OF ROADS
<u>Operating costs for winter control maintenance of roadways</u> Total lane kilometres maintained in winter	<u>Number of paved lane kilometres rated as good to very good</u> x 100 Total number of paved lane kilometres tested
\$1,852.91 per lane kilometre	70.00% of lane kilometres
<p>Efficiency Measure <i>Operating costs for winter control maintenance of roadways per lane kilometre.</i></p> <p>Objective <i>Efficient winter control operation.</i></p>	<p>Efficiency Measure <i>Percentage of paved lane kilometres where condition is rated as good to very good.</i></p> <p>Objective <i>Provide a paved lane system that has a pavement condition that meets municipal standards.</i></p>
<p>Notes</p> <p>The 2003 comparative result for this measure was \$2,278.09 per lane kilometre.</p> <p>Public Works provides services 24 hours per day, 7 days a week. The types of activities included in the winter maintenance costs are; snow plowing, de-icing (sanding and salting), snow removal, sidewalk snow clearing, winging back snow, winter drainage (unclogging catch-basins), spring clean-up, winter standby and winter patrol.</p>	<p>Notes</p> <p>The above percentage is an estimation base on visual inspection of road conditions. The last detailed analysis of road conditions within the City was completed in 1996.</p> <p>The 2003 comparative result for this measure was estimated at 70% of paved lane kilometres where condition was rated as good to very good.</p>

Road Services (continued)

4.5 WINTER EVENT RESPONSES

$$\frac{\text{Number of winter event responses that met or exceeded municipal road maintenance standards}}{\text{Total number of winter events}} \times 100$$

100.00% of winter event responses

Efficiency Measure

Percentage of winter event responses that met or exceeded municipal road maintenance standards.

Objective

Provide appropriate winter response.

Notes

A winter event is a weather condition affecting roads such as snow fall, wind blown snow, sleet, freezing rain, frost, black ice, etc. A response to a winter event is a series of winter control activities related to one winter event.

The 2003 comparative result for this measure was also 100.00%.

<h1>Transit Services</h1>	
5.1 OPERATING COSTS	5.2 PUBLIC TRANSIT USE
<u>Operating costs for conventional transit</u> Total number of regular service passenger trips	Total number of conventional transit passenger trips <u>in service area in a year</u> Population of service area
\$2.13 per regular service passenger trip	32.02 trips per capita
<p>Efficiency Measure Operating costs for conventional transit per regular service passenger trip.</p> <p>Objective Efficient municipal transit services.</p>	<p>Efficiency Measure Number of conventional transit passenger trips per person in the service area in a year.</p> <p>Objective Maximum utilization of municipal transit services.</p>
<p>Notes</p> <p>The 2003 comparative result for this measure was \$2.06 per regular service passenger trip.</p> <p>Conventional transit is defined as all regular public transport services as opposed to specialized services for persons with disabilities.</p>	<p>Notes</p> <p>The 2003 comparative result for this measure was 30.89 conventional transit trips per person in the service area in a year.</p> <p>In 2004, there were 2,436,900 passenger trips compared to 2,332,400 in 2003.</p>

Environmental Protection/Wastewater	
6.1 OPERATING COSTS FOR COLLECTION OF WASTEWATER	6.2 OPERATING COSTS FOR TREATMENT AND DISPOSAL OF WASTEWATER
<u>Operating costs for wastewater collection</u> Total kilometres of wastewater mains	<u>Operating costs for wastewater treatment and disposal</u> Total megalitres of wastewater treated
\$2,340.82 per kilometre of wastewater main	\$162.75 per megalitre*
<p>Efficiency Measure <i>Operating costs for collection of wastewater per kilometre of wastewater main</i></p> <p>Objective <i>Efficient wastewater collection.</i></p>	<p>Efficiency Measure <i>Operating costs for treatment and disposal of wastewater per megalitre.</i></p> <p><i>*A megalitre equals 1,000,000 litres or 1,000 cubic metres.</i></p> <p>Objective <i>Prevention of human and environment health hazards.</i></p>
<p>Notes There are 338 kilometres of wastewater mains throughout the City.</p> <p>The 2003 comparative result for this measure was \$2,412.55 per kilometre of wastewater main.</p>	<p>Notes The 2003 comparative result for this measure was \$179.64 per megalitre.</p>
6.3 OPERATING COSTS FOR COLLECTION, TREATMENT AND DISPOSAL	6.4 MAIN BACKUPS
<u>Operating costs for wastewater collection, treatment and disposal</u> Total megalitres of wastewater treated	<u>Total number of backed up wastewater mains</u> Total kilometres of wastewater mains / 100
\$201.89 per megalitre *	2.3669 per 100 kilometres of main
<p>Efficiency Measure <i>Operating costs for collection, treatment, and disposal of wastewater per megalitre</i></p> <p><i>* A megalitre equals 1,000,000 litres or 1,000 cubic metres.</i></p> <p>Objective <i>Efficient wastewater services.</i></p>	<p>Efficiency Measure <i>Number of wastewater main backups per 100 kilometres of wastewater main in a year.</i></p> <p>Objective <i>Prevention of human and environment health hazards.</i></p>
<p>Notes The 2003 comparative result for this measure was \$225.87 per megalitre of wastewater treated.</p> <p>In 2004, there were 20,212 megalitres treated compared with 17,640.9 in 2003.</p>	<p>Notes The 2003 comparative result for this measure was 1.1834 backed up wastewater mains per 100 kilometres of mains.</p> <p>There are 338 kilometres of wastewater mains throughout the City. During 2004, there were 8 mains backed up compared with 4 in 2003.</p>

Environmental Protection/Wastewater (continued)

6.5 TREATMENT BYPASS

$$\frac{\text{Estimated megalitres of untreated wastewater}}{\text{Total megalitres of wastewater, including treated and untreated}} \times 100$$

1.044% of wastewater

Efficiency Measure

Percentage of wastewater estimated to have by-passed treatment.

A megalitre equals 1,000,000 litres or 1,000 cubic metres.

Objective

Effective wastewater and treatment and disposal services

Notes

As a result of severe rains on July 15, 2004, it is estimated that 213.255 megalitres by-passed treatment. During 2003, no wastewater by-passed treatment.

Storm Water	
7.1 OPERATING COSTS FOR URBAN STORM WATER MANAGEMENT	7.2 OPERATING COSTS FOR RURAL STORM WATER MANAGEMENT
<u>Operating costs for urban storm water management</u> Total kilometres of urban drainage system	<u>Operating costs for rural storm water management</u> Total kilometres of rural drainage system
\$877.17 per kilometre of drainage system	N/A
<p>Efficiency Measure <i>Operating costs for urban storm water management (collection, treatment, disposal) per km of drainage system.</i></p> <p>Objective <i>Efficient urban storm water management.</i></p>	<p>Efficiency Measure <i>Operating costs for rural storm water management (collection, treatment, disposal) per km of drainage system.</i></p> <p>Objective <i>Efficient rural storm water management.</i></p>
<p>Notes</p> <p>There are 260 kilometres of storm sewer mains throughout the City.</p> <p>The 2003 comparable result for this measure is \$977.94 per kilometre of drainage system.</p>	<p>Notes</p> <p>All storm water management activities within the City are considered to be urban.</p>

Water Services

8.1 OPERATING COSTS FOR TREATMENT OF DRINKING WATER

8.2 OPERATING COSTS FOR DISTRIBUTION OF DRINKING WATER

Operating costs for treatment of drinking water
Total megalitres of drinking water treated

Operating costs for distribution of drinking water
Total kilometres of water main pipe

\$195.88 per megalitre

\$5,818.78 per kilometre of water distribution pipe

Efficiency Measure

Operating costs for the treatment of drinking water per megalitre.

Efficiency Measure

Operating costs for the distribution of drinking water per kilometre of water distribution pipe.

Objective

Efficient treatment of drinking water.

Objective

Efficient distribution of drinking water.

Notes

During the year there were 13,758 megalitres of water treated compared with 14,339 in 2003.

The 2003 comparable result for this measure is \$204.31 per megalitre.

Notes

There are 406 (2003 - 394) kilometres of water distribution pipe within the City of Peterborough.

The 2003 comparable result for this measure was \$4,885.87 per kilometre of water distribution pipe.

8.3 TREATMENT AND DISTRIBUTION OF DRINKING WATER (INTREGATED SYSTEM)

Operating costs for treatment and distribution of drinking water
Total megalitres of drinking water treated

\$367.60 per megalitres

Efficiency Measure

Operating costs for the treatment and distribution of drinking water per megalitre.

Objective

Efficient treatment and distribution of drinking water.

Notes

The 2003 comparative result for this measure was \$338.42 per megalitre of drinking water treated and distributed.

During 2003 there were 13,758 megalitres of water treated compared with 14,339 in 2003.

Water Services

8.4 BOIL WATER ADVISORIES

8.5 BREAKS IN WATER MAINS

Summation of: number of boil water advisory days $\frac{\text{times the number of affected connections}}{\text{Total connections in service area}}$	$\frac{\text{Number of breaks in water mains}}{\text{Total kilometres of water main pipe / 100}}$
0 days a year	7.88 breaks per 100 kilometres of main
<p>Effectiveness Measure <i>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.</i></p> <p>Objective <i>Water is safe and meets local needs.</i></p>	<p>Effectiveness Measure <i>Number of breaks in water mains per 100 kilometres of water main pipe in a year.</i></p> <p>Objective <i>Improve system reliability and minimize water loss and operational costs.</i></p>
<p>Notes</p> <p>For comparative purposes, the number of water boil advisories in 2003 was also nil.</p>	<p>Notes</p> <p>The 2003 comparative result for this measure was 11.69 breaks in water mains per 100 kilometres of water main pipe in a year.</p> <p>During 2004, 32 breaks were recorded compared with 46 during 2003.</p>

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<h1>Solid Waste</h1>	
9.1 SOLID WASTE COLLECTION	9.2 SOLID WASTE DISPOSAL
<u>Operating costs for solid waste collection</u> Total tonnes received from all property classes	<u>Operating costs of solid waste disposal</u> Total tonnes disposed of from all property classes
\$56.49 per tonne	-\$6.22 per tonne
<p>Efficiency Measure <i>Operating costs for solid waste collection per tonne</i></p> <p>Objective <i>Efficient solid waste collection programs.</i></p>	<p>Efficiency Measure <i>Operating costs (revenue) for solid waste disposal per tonne</i></p> <p>Objective <i>Efficient solid waste disposal programs..</i></p>
<p>Notes</p> <p>During 2004, 13,065 (2003 - 12,846) tonnes of residential solid waste was collected.</p> <p>The comparable result for this measure was \$65.11 per tonne for solid waste collected in 2003.</p>	<p>Notes</p> <p>During 2004, 71,607 (2003 - 58,538) tonnes of solid waste was disposed of at the City's landfill facility.</p> <p>The comparable result for this measure was -\$6.18 per tonne of solid waste disposal in 2003.</p>
9.3 SOLID WASTE DIVERSION (RECYCLING)	9.4 SOLID WASTE MANAGEMENT (INTEGRATED SYSTEM)
<u>Operating costs for solid waste diversion (recycling)</u> Total tonnes diverted	<u>Operating costs for solid waste management</u> Total tonnes disposed of, and total tonnes diverted
\$79.21 per tonne	\$17.89 per tonne
<p>Efficiency Measure <i>Operating costs for solid waste diversion (recycling) per tonne</i></p> <p>Objective <i>Effective solid waste diversion.</i></p>	<p>Efficiency Measure <i>Average operating costs for solid waste management (collection, disposal and diversion) per tonne</i></p> <p>Objective <i>Effective solid waste management.</i></p>
<p>Notes</p> <p>During 2004, 16,122 (2003 - 18,140) tonnes of solid waste from all property classes was diverted from the City's landfill facility.</p> <p>The comparable result for this measure was \$79.75 per tonne for solid waste diverted in 2003.</p>	<p>Notes</p> <p>In 2004, 87,729 (2003 – 76,678) tonnes was disposed or diverted from all property classes.</p> <p>The 2003 comparative result for this measure was \$25.06 per tonne of solid waste collected, disposed or diverted.</p>

Solid Waste (continued)

9.5 COMPLAINTS FOR SOLID WASTE AND RECYCLING COLLECTION		9.6 NUMBER OF SOLID WASTE MANAGEMENT SITES	
<u>Number of Complaints</u> Total Households / 1,000		Total number of waste management sites	
41.13 complaints per 1,000 households		4 sites	
<p>Efficiency Measure <i>Number of complaints received in a year concerning the collection of solid waste and recycled materials per 1,000 households.</i></p> <p>Objective <i>Effective waste management services.</i></p>		<p>Efficiency Measure <i>Total number of solid waste management facilities owned by Municipal with a Ministry of Environment (MOE) Certificate of Approval</i></p> <p>Objective <i>Efficient MOE compliance.</i></p>	
<p>Notes</p> <p>The 2003 comparative result for this measure was 52.41 complaints concerning the collection of garbage and recycled materials per 1,000 households.</p>		<p>Notes</p> <p>The City owns 4 facilities. They are:</p> <ul style="list-style-type: none"> - Peterborough County-City Waste Management Facility (ownership is equally shared) - Peterborough Materials Recycling Facility - Harper Road Compost Site - Peterborough Household Hazardous Waste Facility 	
9.7 COMPLIANCE ORDER FOR REMEDIATION		9.8 DIVERSION OF RESIDENTIAL SOLID WASTE	
Days a year an MOE compliance order for remediation was in effect		<u>Total tonnes of residential solid waste diverted</u> Total tonnes of residential solid waste disposed of an total tonnes diverted	
0 days		45.40% of residential solid waste diverted for recycling	
<p>Efficiency Measure <i>Number of days a year an MOE compliance order for remediation was in effect.</i></p> <p>Objective <i>Effective compliance.</i></p>		<p>Efficiency Measure <i>Percentage of residential solid waste diverted for recycling.</i></p> <p>Objective <i>Efficient waste diversion for recycling.</i></p>	
<p>Notes</p> <p>There were no days in either 2004 or 2003 when a compliance order for remediation was in effect.</p>		<p>Notes</p> <p>During 2004, 16,122 (2003 - 18,140) tonnes of residential sold waste was diverted.</p> <p>The 2003 comparative result for this measure was 59.10% of residential solid waste diverted for recycling.</p>	

<h2>Parks and Recreation</h2>	
10.1 PARKS	10.2 RECREATION PROGRAMS
<u>Operating costs for parks</u> Total population	<u>Operating costs of recreation programs</u> Total population
\$23.23 per person	\$11.64 per person
<p>Efficiency Measure <i>Operating costs for parks per person</i></p> <p>Objective <i>Efficient operation of parks.</i></p>	<p>Efficiency Measure <i>Operating costs for parks per person</i></p> <p>Objective <i>Efficient operation of recreation programs.</i></p>
<p>Notes</p> <p>The City's parks provide opportunities and benefits for active, passive and programmed community recreation and leisure; contribute to the preservation and protection of open space and the environment and are generally accessible to the public all of the time, or when programs are not taking place.</p> <p>This is a new measure for 2004. Prior year comparative data is not available.</p>	<p>Notes</p> <p>Recreation programs include a broad range of programs, services and activities. They include both registered and unregistered drop-in programs and clubs.</p> <p>This is a new measure for 2004. Prior year comparative data is not available.</p>
10.3 RECREATION FACILITIES	10.4 PARKS AND RECREATION
<u>Operating costs for recreation facilities</u> Total population	<u>Operating costs for parks, recreation programs and recreation facilities</u> Total population
\$53.72 per person	\$88.59 per person
<p>Efficiency Measure <i>Operating costs for recreation facilities per person</i></p> <p>Objective <i>Efficient operation of recreation facilities.</i></p>	<p>Efficiency Measure <i>Operating costs for parks, recreation programs and recreation facilities per person.</i></p> <p>Objective <i>Efficient operation of parks, recreation programs and recreation facilities.</i></p>
<p>Notes</p> <p>Recreation facilities include built or enclosed structures used for the purposes of community recreation and leisure and include each of the City's arenas as well as the Memorial Centre and the Kingswood Community Centre.</p> <p>This is a new measure for 2004. Prior year comparative data is not available.</p>	<p>Notes</p> <p>This represents a subtotal for measures 10.1 to 10.3. Prior year comparative data is not available</p>

Parks and Recreation	
10.5 PARTICIPANT HOURS FOR RECREATION PROGRAMS	10.6 HECTARES OF OPEN SPACE
$\frac{\text{Total participant hours for recreation programs: registered, drop-in and permitted programs}}{\text{Total population / 1,000}}$	$\frac{\text{Total hectares of open space}}{\text{Total population / 1,000}}$
98,625 participate hours of recreation programs per 1,000 persons	5.263 hectares of open space per 1,000 persons
<p>Effectiveness Measure Total participant hours for recreation programs per 1,000 persons.</p> <p>Objective Recreation programs serve needs of residents.</p>	<p>Effectiveness Measure Hectares of open space per 1,000 persons.</p> <p>Objective Open space is adequate for population.</p>
<p>Notes</p> <p>This is a new measure for 2004. Prior year comparative data is not available.</p>	<p>Notes</p> <p>This is a new measure for 2004. Prior year comparative data is not available.</p>
10.7 TOTAL KILOMETRES OF TRAILS	10.8 RECREATION FACILITY SPACE
$\frac{\text{Total kilometres of trails}}{\text{Total population / 1,000}}$	$\frac{\text{Square metres of recreation facility space}}{\text{Total population / 1,000}}$
.237 kilometres of trails per 1,000 persons	429.526 square metres of recreation space per 1,000 persons
<p>Effectiveness Measure Kilometres of trails per 1,000 persons.</p> <p>Objective Trails provide recreation opportunities.</p>	<p>Effectiveness Measure Square metres of recreation facility space per 1,000 persons.</p> <p>Objective Recreation facility space is adequate for population.</p>
<p>Notes</p> <p>This is a new measure for 2004. Prior year comparative data is not available.</p>	<p>Notes</p> <p>This is a new measure for 2004. Prior year comparative data is not available.</p>

LIBRARY SERVICES	
11.1 COST PER PERSON	11.2 COST PER USE
<u>Operating costs for library services</u> Total population	<u>Operating costs for library services</u> Total uses
\$18.93 per person	\$1.57 per use
<p>Efficiency Measure <i>Operating costs for library services per person</i></p> <p>Objective <i>Efficient library services.</i></p>	<p>Efficiency Measure <i>Operating costs for library services per use</i></p> <p>Objective <i>Efficient library services.</i></p>
<p>Notes The Library has four departments: Childrens Services, Collections Maintenance, Information Services, and Technical Services. For more information about the Library and the services provided, visit their web site at http://www.peterborough.library.on.ca</p> <p>This is a new measure for 2004. Prior year comparative data is not available.</p>	<p>Notes This is a new measure for 2004. Prior year comparative data is not available.</p>
11.3 LIBRARY USES PER PERSON	11.4 ELECTRONIC LIBRARY USES
<u>Total library uses</u> Total population	<u>Electronic library uses</u> Total library uses
12.053 per person	21% of total library uses were electronic
<p>Effectiveness Measure <i>Library uses per person</i></p> <p>Objective <i>Increased use of library services.</i></p>	<p>Effectiveness Measure <i>Electronic library uses as a percentage of total library uses.</i></p> <p>Objective <i>Better information on library usage.</i></p>
<p>Notes There were 916,050 instances of library use during 2004. Library uses include: visits to the library, circulation of materials, program attendance, reference questions, use of electronic workstations and databases as well as accessing the library's website.</p> <p>This is a new measure for 2004. Prior year comparative data is not available.</p>	<p>Notes There were 189,158 electronic uses recorded at the library during the year.</p> <p>Electronic library uses include the number of people using library work-stations, the number of times electronic databases were accessed and the number of electronic reference transactions.</p> <p>This is a new measure for 2004. Prior year comparative data is not available.</p>

LIBRARY SERVICES (continued)

11.5 NON-ELECTRONIC LIBRARY USES

$$\frac{\text{Non-electronic library uses}}{\text{Total library uses}}$$

79% of total library uses were non-electronic

Effectiveness Measure

Non-electronic library uses as a percentage of total library uses.

Objective

Better information on library usage.

Notes

There were 726,892 non-electronic uses recorded at the library in 2004. This is a new measure for 2004. Prior year comparative data is not available.

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Land Use Planning	
12.1 LOCATION OF NEW DEVELOPMENT	12.2 PRESERVATION OF AGRICULTURAL LAND
<p><u>Number of new lots, blocks and/or units with final approval which are located within settlement areas</u> Total number of new lots, blocks and/or units with final approval within the entire municipality</p>	<p><u>Hectares of land designated for agricultural purposes in the Official Plan as of December 31, 2004</u> Hectares of land designated for agricultural purposes in the Official Plan as of January 1, 2004</p>
100% of new development	52.2% of land designated
<p>Efficiency Measure <i>Percentage of new lots, blocks and/or unit with final approval that are located within settlement areas.</i></p> <p>Objective <i>That new lot creation is occurring within settlement areas.</i></p>	<p>Efficiency Measure <i>Percentage of land designated for agricultural purposes that was not re-designated for other uses during the reporting year.</i></p> <p>Objective <i>Preserve agricultural land.</i></p>
<p>Notes</p> <p>All new development within the City is located within settlement areas. During 2005, there were 414 lots, 5 blocks and 86 new units compared with 143 lots, 4 blocks and 197 units in 2003.</p>	<p>Notes</p> <p>During 2004, 110 hectares of land originally designated for agricultural purposes was re-designated for other uses.</p> <p>As of December 31st, the City had 120 hectares of land designated for agricultural purposes in the Official Plan.</p>
12.3 PRESERVATION OF AGRICULTURAL LAND RELATIVE TO BASE YEAR	
<p><u>Hectares of land designated for agricultural purpose in the Official Plan as of December 31, 2004</u> <u>Hectares of land designated for agricultural purposes in the Official Plan as of January 1, 2000</u></p>	
49.4% of land designated	
<p>Efficiency Measure <i>Percentage of land designated for agricultural purposes that was not re-designated for other uses relative to the base year of 2000.</i></p> <p>Objective <i>Preservation of agricultural land.</i></p>	
<p>Notes</p> <p>The 2003 comparative result for this measure was 94.65%.</p>	

Land Use Planning (continued)

12.4 NUMBER OF HECTARES RE-DESIGNATED DURING REPORTING YEAR	12.5 NUMBER OF HECTARES RE-DESIGNATED SINCE JANUARY 1, 2000
110 hectares of land	123 hectares of land
<p>Efficiency Measure <i>Number of hectares of land originally designated for agricultural purposes that was re-designated for other uses during the reporting year.</i></p> <p>Objective <i>Preserve agricultural land.</i></p>	<p>Efficiency Measure <i>Number of hectares of land originally designated for agricultural purpose that was re-designated for other uses since January 1, 2000.</i></p> <p>Objective <i>Preserve agricultural land.</i></p>
<p>Notes</p> <p>During 2004, 110 hectares of land were re-designated from agricultural purposes to other purposes.</p>	<p>Notes</p> <p>Summary of hectares of land re-designated: 2000 – 3 2001 – 10 2002 – 0 2003 – 0 2004 - 110</p>