

**THE CORPORATION OF THE
CITY OF PETERBOROUGH**

**Municipal Performance Measurement
Program**

December 31, 2010



CITY OF PETERBOROUGH

Municipal Performance Measurement Program For the year ending December 31, 2010

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 2010 results for the City of Peterborough are provided herein. Where appropriate, the previous year's results have been adjusted for comparison purposes. 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 Manager of Financial Services as follows:

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General Government

1.1a OPERATING COSTS Governance and political support, and corporate management support	1.1b TOTAL COSTS Governance and political support, and corporate management support
Operating costs for Governance <u>and Corporate Management</u> Total Municipal Operating Costs	Total costs for Governance <u>and Corporate Management</u> Total Municipal Operating Costs
2.2% of total municipal operating costs	2.3% of total municipal total costs
<p>Efficiency Measure Governance and corporate management operating costs as a percentage of total municipal operating costs.</p> <p>Objective Efficient municipal administration.</p>	<p>Efficiency Measure Governance and corporate management total costs as a percentage of total municipal operating costs.</p> <p>Objective Efficient municipal administration.</p>
<p>Notes</p> <p>The 2009 comparative result for this measure was 2.4%.</p>	<p>Notes</p> <p>The 2009 comparative result for this measure was 2.5%.</p>

Fire Services	
2.1a OPERATING COSTS FOR FIRE SERVICES	2.1b TOTAL COSTS FOR FIRE SERVICES
<u>Operating Costs for Fire Services</u> (Total Assessment / 1,000)	<u>Total Costs for Fire Services</u> (Total Assessment / 1,000)
\$2.06 per \$1,000 of property assessment	\$2.10 per \$1,000 of property assessment
<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>Efficiency Measure <i>Total costs for fire services per \$1,000 of assessment.</i></p> <p>Objective <i>Efficient municipal management.</i></p>
<p>Notes</p> <p>The 2009 comparative result for this measure was \$2.17 per \$1,000 of property assessment. The reduction in this measure compared to the previous year relates to a higher assessment base in 2010.</p> <p>The City's Fire Services 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 Service's coverage area.</p>	<p>Notes</p> <p>The 2009 comparative result for this measure was \$2.21 per \$1,000 of property assessment. The reduction in this measure compared to the previous year relates to a higher assessment base in 2010.</p>
2.2 FIRE RELATED INJURIES	2.3 FIRE RELATED INJURIES OVER 5 YEARS
<u>Total number of residential fire related civilian injuries</u> (Total Population / 1,000)	(Total Number of residential fire related civilian injuries for <u>2005 + 2006 + 2007 + 2008 + 2009</u>) / 5 (Total Population / 1,000)
0.053 per 1,000 persons	0.092 per 1,000 persons
<p>Effectiveness Measure <i>Number of residential fire related injuries per 1,000 persons.</i></p> <p>Objective <i>Effective municipal management.</i></p>	<p>Effectiveness Measure <i>Number of residential fire related injuries averaged over per 1,000 persons.</i></p> <p>Objective <i>Effective municipal management.</i></p>
<p>Notes</p> <p>The 2009 comparative result for this measure was 0.132.</p>	<p>Notes</p> <p>The 2009 comparative result for this measure was 0.105.</p>

Fire Services (continued)

2.4 FIRE RELATED FATALITIES	2.5 FIRE RELATED FATALITIES OVER 5 YEARS
<u>Total number of residential fire related civilian fatalities</u> (Total Population / 1,000)	(Total Number of residential fire related civilian injuries for $\frac{2005 + 2006 + 2007 + 2008 + 2009}{5}$ (Total Population / 1,000))
0 per 1,000 persons	0 per 1,000 persons
<p>Effectiveness Measure Number of residential fire related fatalities per 1,000 persons.</p> <p>Objective Effective municipal management.</p>	<p>Effectiveness Measure Number of residential fire related fatalities averaged over 5 years per 1,000 persons.</p> <p>Objective Effective municipal management.</p>
<p>Notes</p> <p>The 2009 comparative result for this measure was 0.</p>	<p>Notes</p> <p>The 2009 comparative result for this measure was 0.</p>
2.6 RESIDENTIAL STRUCTURAL FIRES	
<u>Total number of residential structural fires</u> (Total households / 1,000)	
1.641 per 1,000 households	
<p>Effectiveness Measure Number of residential structural fires per 1,000 persons.</p> <p>Objective Effective municipal management.</p>	
<p>Notes</p> <p>The 2009 revised comparative result for this measure was 1.603. There were 56 residential fires in 2010 compared to 2009 which has 54 residential fires.</p>	

Police Services

3.1a OPERATING COSTS FOR POLICE SERVICES	3.1b TOTAL COSTS FOR POLICE SERVICES
<u>Operating costs for Police Services</u> Total population	<u>Total costs for Police Services</u> Total population
\$253.22 per person	\$260.42 per person
<p>Efficiency Measure <i>Operating costs for police services per person.</i></p> <p>Objective <i>Efficient municipal police services.</i></p>	<p>Efficiency Measure <i>Total costs for police services per person.</i></p> <p>Objective <i>Efficient municipal police services.</i></p>
<p>Notes</p> <p>The 2009 comparative result for this measure was \$239.10 per person.</p> <p>For more information or to download the 2010 Annual Report, visit the Peterborough Lakefield's Community Police Service's web site at: www.peterboroughpolice.com</p> <p>The 2010 Annual Report will be available online September 2011.</p>	<p>Notes</p> <p>The 2009 comparative result for this measure was \$245.24 per person.</p>
3.2 VIOLENT CRIME RATE	3.3 PROPERTY CRIME RATE / 1,000
<u>Total # of actual incidents of violent crime</u> Population / 1,000	<u>Total # of actual incidents of property crime</u> Population / 1,000
8.513 violent crimes per 1,000 persons	35.211 property crimes per 1,000 persons
<p>Efficiency Measure <i>Violent crime rate per 1,000 persons.</i></p> <p>Objective <i>Safe communities.</i></p>	<p>Efficiency Measure <i>Property crime rate per 1,000 persons.</i></p> <p>Objective <i>Safe communities.</i></p>
<p>Notes</p> <p>The 2009 comparative result for this measure was 9.171 violent crimes per 1,000 persons.</p> <p>In 2010 there were a total of 647 incidents of violent crime compared to 697 in 2009.</p>	<p>Notes</p> <p>The 2009 comparative result for this measure was 37.013 property crimes per 1,000 persons.</p> <p>In 2010 there were a total of 2,676 incidents of property crime compared to 2,813 in 2009.</p>

Police Services (continued)

3.4 TOTAL CRIME RATE / 1,000	3.5 YOUTH CRIME RATE / 1,000
<p>Total # of actual incidents of violent crime, <u>property crime and other Criminal Code offences</u> Population / 1,000</p>	<p>Total # of youths cleared by charge or cleared otherwise Youth Population / 1,000</p>
62.105 crimes per 1,000 persons	69.888 youth crimes per 1,000 youths
<p>Efficiency Measure Total crime rate per 1,000 persons (Criminal Code, excluding traffic.)</p> <p>Note that the definition used refers to Criminal Code crimes, excluding traffic.</p> <p>Objective Safe communities</p>	<p>Efficiency Measure Youth crime rate per 1,000 youths.</p> <p>Objective Safe communities</p>
<p>Notes</p> <p>The 2009 comparative result for this measure was 68.276 crimes per 1,000 persons.</p> <p>In 2010 there were a total of 4,720 actual incidents of violent crime, property crime, and other Criminal Code offences, excluding traffic, compared to 5,189 in 2009.</p>	<p>Notes</p> <p>The 2009 comparative result for this measure was 73.339 youth crimes per 1,000 youths.</p> <p>In 2010, there were a total of 405 youths cleared by charge or cleared otherwise. This number includes 245 cases (2009 – 219 cases) handled by way of Extra Judicial Measures under the <i>Youth Criminal Justice Act</i>.</p> <p>Youth population (ages 12 to 17) is estimated at 5,795 (2009 – 5,795) youths and is based on information provided by Statistics Canada.</p> <p>In 2010 there were a total of 405 incidents of youth crimes per 1,000 youths compared to 426 in 2009.</p>

Road Services

4.1a OPERATING COSTS FOR PAVED ROADS		4.1b TOTAL COSTS FOR PAVED ROADS	
<u>Operating costs for paved roads</u> Total paved lane kilometres		<u>Total costs for paved roads</u> Total paved lane kilometres	
\$2,981.79 per paved lane kilometre		\$7,390.55 per paved lane kilometre	
<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>Total costs of paved (hard top) roads per lane kilometre.</i></p> <p>Objective <i>Efficient maintenance of paved roads.</i></p>	
<p>Notes</p> <p>The 2009 revised comparative result for this measure was \$2,917.42 per paved lane kilometre.</p>		<p>Notes</p> <p>The 2009 revised comparative result for this measure was \$7,231.03 per paved lane kilometre.</p>	
4.2a OPERATING COSTS FOR UNPAVED ROADS		4.2b TOTAL COSTS FOR UNPAVED ROADS	
<u>Operating costs for unpaved roads</u> Total unpaved lane kilometres		<u>Total costs for unpaved roads</u> Total unpaved lane kilometres	
Not applicable		Not applicable	
<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>Efficiency Measure <i>Total 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>There are no unpaved lane kilometres of roads in the City.</p>		<p>Notes</p> <p>There are no unpaved lane kilometres of roads in the City.</p>	

Road Services (continued)

4.3a OPERATING COSTS FOR BRIDGES AND CULVERTS	4.3b TOTAL COSTS FOR BRIDGES AND CULVERTS
<u>Operating costs for Bridges and Culverts</u> Total square metres of surface area on bridges and culverts	<u>Total costs for Bridges and Culverts</u> Total square metres of surface area on bridges and culverts
\$3.52 per Square Metre	\$28.62 per Square Metre
<p>Efficiency Measure <i>Operating costs for bridges and culverts per square metre of surface area.</i></p> <p>Objective <i>Efficient maintenance of bridges and culverts.</i></p>	<p>Efficiency Measure <i>Total costs for bridges and culverts per square metre of surface area.</i></p> <p>Objective <i>Efficient maintenance of bridges and culverts.</i></p>
<p>Notes</p> <p>Operating costs in 2010 were \$63,435 versus \$11,171 in 2009</p> <p>The 2009 comparative result for this measure was \$0.62 per square metre of surface area on bridges and culverts.</p>	<p>Notes</p> <p>Total costs include amortization of bridges along with interest on long term debt.</p> <p>In 2010, amortization expense increased \$240,000 over 2009 due to the significant work completed on bridges in the past 2 to 3 years.</p> <p>The 2009 comparative result for this measure was \$13.33 per square metres of surface area on bridges and culverts.</p>
4.4a OPERATING COSTS FOR WINTER CONTROL	4.4b TOTAL COSTS FOR WINTER CONTROL
<u>Operating costs for winter control maintenance of roadways</u> Total lane kilometres maintained in winter	<u>Total costs for winter control maintenance of roadways</u> Total lane kilometres maintained in winter
\$1,732.14 per lane kilometre	\$1,737.80 per lane kilometre
<p>Efficiency Measure <i>Operating costs for winter control maintenance of roadways per lane kilometre maintained in winter.</i></p> <p>Objective <i>Efficient winter control operation.</i></p>	<p>Efficiency Measure <i>Total costs for winter control maintenance of roadways per lane kilometre maintained in winter.</i></p> <p>Objective <i>Efficient winter control operation.</i></p>
<p>Notes</p> <p>The 2009 comparative result for this measure was \$1,921.61 per lane kilometre.</p>	<p>Notes</p> <p>The 2009 comparative result for this measure was \$1,927.36 per lane kilometre.</p>

Road Services (continued)

4.5 CONDITION OF ROADS	4.6 CONDITION OF BRIDGES AND CULVERTS
$\frac{\text{Number of paved lane kilometres rated as good to very good}}{\text{Total number of paved lane kilometres}} \times 100$	$\frac{\text{Number of bridges and culverts rated as good to very good}}{\text{Total number of paved lane kilometres}} \times 100$
70.00% of lane kilometres	67.3% of bridges and culverts
<p>Efficiency Measure Percentage of paved lane kilometres where condition is rated as good to very good.</p> <p>Objective Provide a paved lane system that has a pavement condition that meets municipal standards.</p>	<p>Efficiency Measure Percentage of bridges and culverts where condition is rated as good to very good.</p> <p>Objective Provide a bridge and culvert system that has a pavement condition that meets municipal standards.</p>
<p>Notes</p> <p>The above percentage is an estimation based on visual inspection of road conditions. The last detailed analysis of road conditions within the City was completed in 1996.</p> <p>The 2009 comparative result for this measure was estimated at 70% of paved lane kilometres where condition was rated as good to very good.</p>	<p>Notes</p> <p>The above percentage is an estimation based on visual inspection of bridges and culverts.</p> <p>The 2009 comparative result for this measure was estimated at 67.3% of bridges and culverts where condition was rated as good to very good.</p>
4.7 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 met or exceeded municipal standards	
<p>Efficiency Measure Percentage of winter event responses that met or exceeded municipal road maintenance standards.</p> <p>Objective Provide appropriate winter response.</p>	
<p>Notes</p> <p>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. In 2010, there were 84 winter events, compared to 56 in 2009.</p> <p>The 2009 comparative result for this measure was also 100%.</p>	

Transit Services

5.1a OPERATING COSTS FOR CONVENTIONAL TRANSIT SERVICES	5.1b TOTAL COSTS FOR CONVENTIONAL TRANSIT SERVICES
<p><u>Operating costs for conventional transit</u> Total number of regular service passenger trips on conventional transit</p>	<p><u>Total costs for conventional transit</u> Total number of regular service passenger trips on conventional transit</p>
\$2.80 per regular service passenger trip	\$3.17 per regular service passenger trip
<p>Efficiency Measure <i>Operating costs for conventional transit per regular service passenger trip.</i></p> <p>Objective <i>Efficient municipal transit services.</i></p>	<p>Efficiency Measure <i>Total costs for conventional transit per regular service passenger trip.</i></p> <p>Objective <i>Efficient municipal transit services.</i></p>
<p>Notes</p> <p>The 2009 comparative result for this measure was \$2.93 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 2009 comparative result for this measure was \$3.29 per regular service passenger trip.</p>
5.2 PUBLIC TRANSIT USE	
<p>Total number of conventional transit passenger <u>trips in service area in a year</u> Population of service area</p>	
39.92 trips per person	
<p>Efficiency Measure <i>Number of conventional transit passenger trips per person in the service area in a year.</i></p> <p>Objective <i>Maximum utilization of municipal transit services.</i></p>	
<p>Notes</p> <p>The 2009 comparative result for this measure was 37.33 conventional transit trips per person in the service area in a year.</p> <p>In 2010, there were 3,033,700 passenger trips compared to 2,836,700 in 2009.</p>	

Environmental Protection/Wastewater

6.1a OPERATING COSTS FOR COLLECTION OF WASTEWATER	6.1b TOTAL COSTS FOR COLLECTION OF WASTEWATER
<u>Operating costs for wastewater collection</u> Total kilometres of wastewater mains	<u>Total costs for wastewater collection</u> Total kilometres of wastewater mains
\$4,778.37 per kilometre of wastewater main	\$7,407.03 per kilometre of wastewater main
<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>Total costs for collection of wastewater per kilometre of wastewater main</i></p> <p>Objective <i>Efficient wastewater collection.</i></p>
<p>Notes</p> <p>The 2009 comparative result for this measure was \$6,346.74. The significant reduction is a result of the sewer relining activity that occurred during 2009.</p> <p>There were 361 kilometres of wastewater mains in the City of Peterborough in 2010 and 356 kilometres in 2009.</p>	<p>Notes</p> <p>The 2009 comparative result for this measure was \$8,396.39.</p> <p>The reason for the decrease is the same as stated in 6.1a.</p>
6.2a OPERATING COSTS FOR TREATMENT AND DISPOSAL OF WASTEWATER	6.2b TOTAL COSTS FOR TREATMENT AND DISPOSAL OF WASTEWATER
<u>Operating costs for wastewater treatment and disposal</u> Total megalitres of wastewater treated	<u>Total costs for wastewater treatment and disposal</u> Total megalitres of wastewater treated
\$301.02 per megalitre*	\$396.70 per megalitre*
<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>Efficiency Measure <i>Total 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</p> <p>The 2009 comparative result for this measure was \$218.66 per megalitre. The increase in this measure relates to the biosolids contract entered into in 2010 along with a decrease in the number of megalitres treated.</p> <p>In 2010, the City treated 15,245 (2009 – 18,875) megalitres of wastewater.</p>	<p>Notes</p> <p>The 2009 comparative result for this measure was \$286.21 per megalitre. The reason for the increase is the same as 6.2a.</p>

Environmental Protection/Wastewater (continued)

6.3a OPERATING COSTS FOR COLLECTION, TREATMENT AND DISPOSAL	6.3b TOTAL COSTS FOR COLLECTION, TREATMENT AND DISPOSAL
<u>Operating costs for wastewater collection, treatment and disposal</u> Total megalitres of wastewater treated	<u>Total costs for wastewater collection, treatment and disposal</u> Total megalitres of wastewater treated
\$414.17 per megalitre *	\$572.10 per megalitre *
<p>Efficiency Measure <i>Operating costs for collection, treatment, and disposal of wastewater per megalitre</i></p> <p>* A megalitre equals 1,000,000 litres or 1,000 cubic metres.</p> <p>Objective <i>Efficient wastewater services.</i></p>	<p>Efficiency Measure <i>Total costs for collection, treatment, and disposal of wastewater per megalitre</i></p> <p>* A megalitre equals 1,000,000 litres or 1,000 cubic metres.</p> <p>Objective <i>Efficient wastewater services.</i></p>
<p>Notes</p> <p>The 2009 comparative result for this measure was \$338.70 per megalitre of wastewater treated.</p> <p>The increase in this measure is a result of the lower volume of water treated. Costs are not entirely dependent on megalitres treated.</p> <p>In 2010, there were 15,245 megalitres treated compared with 18,875 in 2009.</p>	<p>Notes</p> <p>The 2009 comparative result for this measure was \$445.02 per megalitre of wastewater treated.</p>

Environmental Protection/Wastewater (continued)

6.4 MAIN BACKUPS	6.5 TREATMENT BYPASS
$\frac{\text{Total number of backed up wastewater mains}}{\text{Total kilometres of wastewater mains}} / 100$	$\frac{\text{Estimated megalitres of untreated wastewater}}{\text{Total megalitres of wastewater, including treated and untreated}} \times 100$
1.6620 per 100 kilometres of main	0% of wastewater
<p>Efficiency Measure Number of wastewater main backups per 100 kilometres of wastewater main in a year.</p> <p>Objective Prevention of human and environment health hazards.</p>	<p>Efficiency Measure Percentage of wastewater estimated to have by-passed treatment.</p> <p><i>A megalitre equals 1,000,000 litres or 1,000 cubic metres.</i></p> <p>Objective Effective wastewater and treatment and disposal services</p>
<p>Notes</p> <p>The 2009 comparative result for this measure was 2.2409 backed up wastewater mains per 100 kilometres of mains.</p> <p>During 2010, there were 6 mains backed up compared with 8 in 2009.</p>	<p>Notes</p> <p>The 2009 comparative result for this measure was 0.244%.</p> <p>In 2010, 0 megalitres of untreated wastewater was estimated to have by-passed treatment. During 2009, there were 46.25 megalitres of wastewater estimated to have by-passed treatment.</p>

Storm Water

Storm Water	
7.1a OPERATING COSTS FOR URBAN STORM WATER MANAGEMENT	7.1b TOTAL COSTS FOR URBAN STORM WATER MANAGEMENT
<u>Operating costs for urban storm water management</u> Total kilometres of urban drainage system	<u>Total costs for urban storm water management</u> Total kilometres of urban drainage system
\$8,051.00 per kilometre of drainage system	\$10,528.47 per kilometre of drainage system
<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>Total 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>Notes</p> <p>The 2009 comparable result for this measure was \$2,336.16 per kilometre of drainage system.</p> <p>The cost per kilometre increased significantly due to a number of Flood Reduction Master Plan Program costs related to projects completed during the year that were not tangible in nature. If not for these one-time charges, this measure is calculated at \$2,303.89.</p>	<p>Notes</p> <p>The 2009 comparable result for this measure was \$4,935.82 per kilometre of drainage system.</p> <p>The reason for the increase is the same as stated in 7.1a. If not for the onetime charge, this measure is calculated at \$4,779.23.</p>
7.2a OPERATING COSTS FOR RURAL STORM WATER MANAGEMENT	7.2b TOTAL COSTS FOR RURAL STORM WATER MANAGEMENT
<u>Operating costs for rural storm water management</u> Total kilometres of rural drainage system	<u>Total costs for rural storm water management</u> Total kilometres of rural drainage system
N/A	N/A
<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>Efficiency Measure <i>Total 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>All storm water management activities within the City are considered urban.</p>	<p>Notes</p> <p>All storm water management activities within the City are considered urban.</p>

Water Services

8.1a OPERATING COSTS FOR TREATMENT OF DRINKING WATER		8.1b TOTAL COSTS FOR TREATMENT OF DRINKING WATER	
<u>Operating costs for treatment of drinking water</u> Total megalitres of drinking water treated		<u>Total costs for treatment of drinking water</u> Total megalitres of drinking water treated	
\$381.51 per megalitre		\$481.48 per megalitre	
<p>Efficiency Measure <i>Operating costs for the treatment of drinking water per megalitre.</i></p> <p>Objective <i>Efficient treatment of drinking water.</i></p>		<p>Efficiency Measure <i>Total costs for the treatment of drinking water per megalitre.</i></p> <p>Objective <i>Efficient treatment of drinking water.</i></p>	
<p>Notes</p> <p>There were 11,875 megalitres of water treated compared with 11,944 in 2009.</p> <p>The 2009 revised comparable result for this measure was \$336.54 per megalitre.</p>		<p>Notes</p> <p>The 2009 revised comparable result for this measure was \$437.37 per megalitre.</p>	
8.2a OPERATING COSTS FOR DISTRIBUTION OF DRINKING WATER		8.2b TOTAL COSTS FOR DISTRIBUTION OF DRINKING WATER	
<u>Operating costs for distribution of drinking water</u> Total kilometres of water main pipe		<u>Total costs for distribution of drinking water</u> Total kilometres of water main pipe	
\$5,899.75 per kilometre of water distribution pipe		\$14,988.37 per kilometre of water distribution pipe	
<p>Efficiency Measure <i>Operating costs for the distribution of drinking water per kilometre of water distribution pipe.</i></p> <p>Objective <i>Efficient distribution of drinking water.</i></p>		<p>Efficiency Measure <i>Total costs for the distribution of drinking water per kilometre of water distribution pipe.</i></p> <p>Objective <i>Efficient distribution of drinking water.</i></p>	
<p>Notes</p> <p>The 2009 revised comparable result for this measure was \$4,642.47 per kilometre of water main pipe.</p> <p>The increase in 2010 is related to higher amortization and contractual costs.</p> <p>There were 412 kilometres of water distribution pipe in the City of Peterborough in 2010 and 2009</p>		<p>Notes</p> <p>The 2009 comparable result for this measure was \$14,623.21 per kilometre of water main pipe.</p>	

Water Services (continued)

8.3a TREATMENT AND DISTRIBUTION OF DRINKING WATER (INTREGATED SYSTEM)	8.3b TREATMENT AND DISTRIBUTION OF DRINKING WATER (INTREGATED SYSTEM)
<u>Operating costs for treatment and distribution of drinking water</u> Total megalitres of drinking water treated	<u>Total costs for treatment and distribution of drinking water</u> Total megalitres of drinking water treated
\$586.20 per megalitre	\$1,001.50 per megalitre
<p>Efficiency Measure <i>Operating costs for the treatment and distribution of drinking water per megalitre.</i></p> <p>Objective <i>Efficient treatment and distribution of drinking water.</i></p>	<p>Efficiency Measure <i>Total costs for the treatment and distribution of drinking water per megalitre.</i></p> <p>Objective <i>Efficient treatment and distribution of drinking water.</i></p>
<p>Notes</p> <p>The 2009 revised comparable result for this measure was \$551.09 per megalitre.</p> <p>During 2010 there were 11,875 megalitres of water treated compared with 11,994 in 2009.</p>	<p>Notes</p> <p>The 2009 revised comparable result for this measure was \$912.73 per megalitre.</p>

Water Services (continued)	
8.4 BOIL WATER ADVISORIES	8.5 BREAKS IN WATER MAINS
Summation of: number of boil water advisory days times the number of affected connections Total connections in service area	Number of breaks in water mains Total kilometres of water main pipe / 100
0 days a year	7.0388 breaks per 100 kilometres of main
<p>Effectiveness Measure 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.</p> <p>Objective Water is safe and meets local needs.</p>	<p>Effectiveness Measure Number of breaks in water mains per 100 kilometres of water main pipe in a year.</p> <p>Objective Improve system reliability and minimize water loss and operational costs.</p>
<p>Notes</p> <p>The number of water boil advisories in 2009 was also nil.</p>	<p>Notes</p> <p>The 2009 comparative result for this measure was 6.3107 breaks in water mains per 100 kilometres of water main pipe in a year.</p> <p>During 2010, 29 breaks were recorded compared with 26 during 2009.</p>

Solid Waste

9.1a OPERATING COSTS FOR SOLID WASTE COLLECTION	9.1b TOTAL COSTS FOR SOLID WASTE COLLECTION
<u>Operating costs for solid waste collection</u> Total tonnes received from all property classes	<u>Total costs for solid waste collection</u> Total tonnes received from all property classes
\$70.35 per tonne	\$82.55 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>Total costs for solid waste collection per tonne</i></p> <p>Objective <i>Efficient solid waste collection programs.</i></p>
<p>Notes</p> <p>During 2010, 13,188 (2009 - 13,205 tonnes of residential solid waste was collected.</p> <p>The comparable result for this measure was \$67.42 per tonne for solid waste collected in 2009.</p>	<p>Notes</p> <p>The comparable result for this measure was \$79.60 per tonne for solid waste collected in 2009.</p>
9.2a OPERATING COSTS FOR SOLID WASTE DISPOSAL	9.2b TOTAL COSTS FOR SOLID WASTE DISPOSAL
<u>Operating costs of solid waste disposal</u> Total tonnes disposed of from all property classes	<u>Total costs of solid waste disposal</u> Total tonnes disposed of from all property classes
\$41.72 per tonne	\$49.64 per tonne
<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>Efficiency Measure <i>Total 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 2010, 44,042 (2009 – 57,088) tonnes of solid waste was disposed of at the City’s landfill facility.</p> <p>The reason for the increase in this measure is that costs generally stay comparable from year to year, but there were fewer tonnes disposed of in 2010. Also, landfill closure liability costs were \$432,000 higher in 2010.</p> <p>The comparable result for this measure was \$20.67 per tonne of solid waste disposal in 2009.</p>	<p>Notes</p> <p>The comparable result for this measure was \$25.68 per tonne of solid waste disposal in 2009.</p>

Solid Waste (continued)

9.3a OPERATING COSTS FOR SOLID WASTE DIVERSION (RECYCLING)	9.3b TOTAL COSTS FOR SOLID WASTE DIVERSION (RECYCLING)
<u>Operating costs for solid waste diversion (recycling)</u> Total tonnes diverted	<u>Total costs for solid waste diversion (recycling)</u> Total tonnes diverted
\$145.45 per tonne	\$149.17 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>Total costs for solid waste diversion (recycling) per tonne</i></p> <p>Objective <i>Effective solid waste diversion.</i></p>
<p>Notes</p> <p>During 2010, 18,224 (2009 – 19,844) tonnes of solid waste was diverted from the City’s landfill facility.</p> <p>The reason for the increase in this measure relates to lower revenues on sale of recyclables in 2010 vs. the comparable figure in 2009.</p> <p>The 2009 revised comparative result for this measure was \$141.52 per tonne.</p>	<p>Notes</p> <p>The 2009 revised comparative result for this measure was \$144.94 per tonne.</p>
9.4a OPERATING COSTS FOR SOLID WASTE MANAGEMENT (INTEGRATED SYSTEM)	9.4b TOTAL COST FOR SOLID WASTE MANAGEMENT (INTEGRATED SYSTEM)
<u>Operating costs for solid waste management</u> Total tonnes disposed of, and total tonnes diverted	<u>Total costs for solid waste management</u> Total tonnes disposed of, and total tonnes diverted
\$86.98 per tonne	\$96.25 per tonne
<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>Efficiency Measure <i>Average total 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>In 2010, 62,266 (2009 – 76,932) tonnes were disposed of or diverted from all property classes.</p> <p>The 2009 revised comparative result for this measure was \$63.41 per tonne.</p>	<p>Notes</p> <p>The 2009 revised comparative result for this measure was \$70.10 per tonne.</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
73.139 complaints per 1,000 households	4 sites
<p>Efficiency Measure Number of complaints received in a year concerning the collection of solid waste and recycled materials per 1,000 households.</p> <p>Objective Effective waste management services.</p>	<p>Efficiency Measure Total number of solid waste management facilities owned by Municipal with a Ministry of Environment (MOE) Certificate of Approval</p> <p>Objective Efficient MOE compliance.</p>
<p>Notes</p> <p>The 2009 restated comparative result for this measure was 73.139 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	50.1% of residential solid waste diverted for recycling
<p>Efficiency Measure Number of days a year an MOE compliance order for remediation was in effect.</p> <p>Objective Effective compliance.</p>	<p>Efficiency Measure Percentage of residential solid waste diverted for recycling.</p> <p>Objective Efficient waste diversion for recycling.</p>
<p>Notes</p> <p>There were no days in either 2010 or 2009 when a compliance order for remediation was in effect.</p>	<p>Notes</p> <p>During 2010, 17,364 (2009 – 18,819) tonnes of residential sold waste was diverted.</p> <p>During 2010, 36,139 (2009 – 37,005) tonnes of residential solid waste were disposed of and diverted.</p> <p>The 2009 comparative result for this measure was 50.9% of residential solid waste diverted for recycling.</p>

Solid Waste (continued)

9.9 DIVERSION OF RESIDENTIAL SOLID WASTE

Total tonnes of solid waste diverted
Total tonnes of solid waste disposed of and total tonnes diverted from all property classes

29.3% of residential solid waste diverted for recycling

Efficiency Measure

Percentage of solid waste diverted for recycling.

Objective

Efficient waste diversion for recycling.

Notes

During 2010, 18,224 (2009 – 19,367) tonnes of solid waste was diverted – all classes.

During 2010, 62,266 (2009 – 57,088) tonnes of solid waste were disposed of and diverted – all classes.

The 2009 comparative result for this measure was 33.9% of residential solid waste diverted for recycling.

Parks and Recreation

10.1a OPERATING COSTS FOR PARKS		10.1b TOTAL COSTS FOR PARKS	
<u>Operating costs for parks</u> Total population		<u>Total costs for parks</u> Total population	
\$38.93 per person		\$45.34 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>Total costs for parks per person</i></p> <p>Objective <i>Efficient operation of parks.</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>In 2009, the comparative result was \$32.73 per person for the operation of parks.</p>		<p>Notes</p> <p>In 2009, the comparative result was \$38.78 per person for the operation of parks.</p>	
10.2a OPERATING COSTS FOR RECREATION PROGRAMS		10.2b TOTAL COSTS FOR RECREATION PROGRAMS	
<u>Operating costs of recreation programs</u> Total population		<u>Total costs of recreation programs</u> Total population	
\$15.07 per person		\$15.07 per person	
<p>Efficiency Measure <i>Operating costs for recreation programs per person</i></p> <p>Objective <i>Efficient operation of recreation programs.</i></p>		<p>Efficiency Measure <i>Operating costs for recreation programs per person</i></p> <p>Objective <i>Efficient operation of recreation programs.</i></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>In 2009, the comparative result for this measure was \$14.07 per person.</p>		<p>Notes</p> <p>In 2009, the comparative result for this measure was \$14.07 per person.</p>	

Parks and Recreation (continued)

10.3a OPERATING COSTS FOR RECREATION FACILITIES	10.3b TOTAL COSTS FOR RECREATION FACILITIES
<u>Operating costs for recreation facilities</u> Total population	<u>Total costs for recreation facilities</u> Total population
\$107.32 per person	\$143.00 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>Total costs for recreation facilities per person</i></p> <p>Objective <i>Efficient operation of 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 Peterborough Sport and Wellness Centre (PSWC).</p> <p>In 2009, the comparative result for this measure was \$97.60 per person.</p>	<p>Notes</p> <p>In 2009, the comparative result for this measure was \$132.02 per person.</p>
10.4a OPERATING COSTS FOR RECREATION PROGRAMS AND FACILITIES	10.4b TOTAL COSTS FOR RECREATION PROGRAMS AND FACILITIES
<u>Operating costs for recreation programs and recreation facilities</u> Total population	<u>Total costs for recreation programs and recreation facilities</u> Total population
\$122.40 per person	\$158.08 per person
<p>Efficiency Measure <i>Operating costs for recreation programs and recreation facilities per person.</i></p> <p>Objective <i>Efficient operation of recreation programs and recreation facilities.</i></p>	<p>Efficiency Measure <i>Total costs for recreation programs and recreation facilities per person.</i></p> <p>Objective <i>Efficient operation of recreation programs and recreation facilities.</i></p>
<p>Notes</p> <p>This represents a subtotal for measures 10.2a and 10.3a.</p> <p>In 2009, the comparable result for this measure was \$111.67 per person.</p>	<p>Notes</p> <p>This represents a subtotal for measures 10.2b and 10.3b.</p> <p>In 2009, the comparable result for this measure was \$146.09 per person.</p>

Parks and Recreation (continued)

10.5 TOTAL KILOMETRES OF TRAILS	10.6 HECTARES OF OPEN SPACE
$\frac{\text{Total kilometres of trails}}{\text{Total population / 1,000}}$	$\frac{\text{Total hectares of open space}}{\text{Total population / 1,000}}$
0.368 kilometres of trails per 1,000 persons	5.079 hectares of open 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 Hectares of open space per 1,000 persons.</p> <p>Objective Open space is adequate for population.</p>
<p>Notes</p> <p>The 2009 comparative result for this measure was 0.355 km of trails per 1,000 persons.</p> <p>The City has 28 kilometres (2009 – 27 km) of trails.</p>	<p>Notes</p> <p>In 2009, the comparative result was 5.145 hectares of open space per 1,000 persons.</p>
10.7 PARTICIPANT HOURS FOR RECREATION PROGRAMS	10.8 INDOOR RECREATION FACILITY SPACE
$\frac{\text{Total participant hours for recreation programs: registered, drop-in and permitted programs}}{\text{Total population / 1,000}}$	$\frac{\text{Square metres of indoor recreation facility space}}{\text{Total population / 1,000}}$
19,056 participant hours of recreation programs per 1,000 persons	432.2 square metres of indoor recreation facility 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 Square metres of indoor recreation facility space per 1,000 persons.</p> <p>Objective Indoor recreation facility space is adequate for population.</p>
<p>Notes</p> <p>In 2009, the comparative result was 18,567 recreation hours per 1,000 persons.</p>	<p>Notes</p> <p>In 2009, the comparative result for this measure was also 432.2 square metres of indoor recreation facility space per 1,000 persons.</p> <p>The City has a total of 32,846 square metres of indoor recreation facility space.</p>

Parks and Recreation (continued)

10.9 Outdoor Recreation Facility Space

Square metres of outdoor recreation facility space with controlled access and electrical or mechanical functions
Total population / 1,000

468.61 square metres of outdoor recreation facility space per 1,000 persons

Efficiency Measure

Square metres of outdoor recreation facility space per 1,000 persons.

Objective

Outdoor recreation space is adequate for the population

Notes

In 2009, the comparative result for this measure was also 468.61 square metres of outdoor recreation facility space per 1,000 persons.

LIBRARY SERVICES

11.1a OPERATING COST PER PERSON		11.1b TOTAL COST PER PERSON	
<u>Operating costs for library services</u> Total population		<u>Total costs for library services</u> Total population	
\$28.20 per person		\$32.94 per person	
<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>Total costs for library services per person</i></p> <p>Objective <i>Efficient library services.</i></p>	
<p>Notes</p> <p>The Library has four departments: Children’s 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>The revised comparable result for this measure was \$26.06 per person in 2009.</p> <p>The difference from the previous year was as a result of expenditures related to specific projects like the Immigration Portal.</p>		<p>Notes</p> <p>The comparable result for this measure was \$30.44 per person in 2009.</p>	
11.2a OPERATING COST PER USE		11.2b TOTAL COST PER USE	
<u>Operating costs for library services</u> Total uses		<u>Operating costs for library services</u> Total uses	
\$1.15 per use		\$1.35 per use	
<p>Efficiency Measure <i>Operating costs for library services per use</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</p> <p>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>During 2010, there were a total of 1,859,419 (2009 – 1,694,663) uses of library services.</p> <p>The comparable result for this measure was \$1.17 per use in 2009.</p>		<p>Notes</p> <p>The comparable result for this measure was \$1.37 per use in 2009.</p>	

LIBRARY SERVICES (continued)

11.3 LIBRARY USES PER PERSON	11.4 ELECTRONIC LIBRARY USES
$\frac{\text{Total library uses}}{\text{Total population}}$	$\frac{\text{Electronic library uses}}{\text{Total library uses}}$
24.466 per person	31.7% 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</p> <p>The comparable result for this measure was 22.298 library uses per person in 2009.</p>	<p>Notes</p> <p>There were 589,300 (2009 – 535,850) electronic uses recorded at the library during the year.</p> <p>Electronic library uses include the number of people using library workstations, the number of times electronic databases were accessed and the number of electronic reference transactions.</p> <p>In 2009, the comparable result for this measure was 31.6% of total library uses were electronic.</p>
11.5 NON-ELECTRONIC LIBRARY USES	
$\frac{\text{Non-electronic library uses}}{\text{Total library uses}}$	
68.3% of total library uses were non-electronic	
<p>Effectiveness Measure <i>Non-electronic library uses as a percentage of total library uses.</i></p> <p>Objective <i>Better information on library usage.</i></p>	
<p>Notes</p> <p>There were 1,270,119 (2009 – 1,158,813) non-electronic uses recorded at the library in 2010.</p> <p>In 2009, the comparable result for this measure was 68.4% of total library uses were non-electronic.</p>	

Land Use Planning	
12.1 LOCATION OF NEW DEVELOPMENT	12.2 PRESERVATION OF AGRICULTURAL LAND
<p>Number of residential units in new detached houses, semi-detached houses, row houses and new/condo apartments located within settlement areas</p> <p>Total number of new residential units within the entire municipality</p>	<p>Hectares of land designated for agricultural purposes in the Official Plan as of December 31, 2009</p> <p>Hectares of land designated for agricultural purposes in The Official Plan as of January 1, 2009</p>
100% of new development	100.0% of land designated
<p>Efficiency Measure <i>Percentage of new-detached houses, semi-detached houses, row houses and new/condo apartments 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>In previous years, the percentage was based on new lots, blocks and units. This year it is based on residential units in detached, semi-detached and row houses and new apartments or condos.</p> <p>All new development within the City is located within settlement areas for the years 2009 and 2010.</p>	<p>Notes</p> <p>There was no re-designation of agricultural land in 2010.</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, 2009</u></p> <p>Hectares of land designated for agricultural purposes in the Official Plan as of January 1, 2000</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>There was no change from 2009.</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
0 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 2009, there were 0 hectares of land 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 to 2003 – 0 2004 – 110 2005 to 2010 – 0</p>