

CORPORATION OF THE CITY OF ST. THOMAS  
Municipal Performance Measurement Program • 2011 RESULTS

## Local Government

1.1 GENERAL GOVERNMENT – EFFICIENCY					
	2011	2010	2009	2008	2007
	.4%	.4%	.9%	1.0%	.9%
<b>Efficiency Measure</b> Operating costs for governance and corporate management as a percentage of total municipal operating costs.					
<b>Objective</b> Efficient municipal government.					
<b>Notes</b>					
SLC 91 0206 45 Financial Information Return.					

## Fire Services

2.1 FIRE SERVICES – EFFICIENCY					
	2011	2010	2009	2008	2007
	\$2.98	\$3.19	\$3.08	\$3.24	\$3.02
<b>Efficiency Measure</b> Operating costs for fire services per \$1,000 of assessment.					
<b>Objective</b> Efficient fire services.					
<b>Notes</b>					
a) St. Thomas covers 35.75 square kilometres with a population base of 37,905 essentially consisting of urban coverage. b) The St. Thomas Fire Department consists of full-time Firefighters. c) The mission of the St. Thomas Fire Department is to minimize the loss of life and property resulting from fire, medical emergencies, and other disasters. We will accomplish our mission through prevention, education, fire suppression, medical services, and other related emergency and non-emergency activities. We will actively participate in our community, serve as role models, and strive to effectively and efficiently utilize all the resources at our command to provide an efficient, effective service for our citizens.					
SLC 91 1103 45 Financial Information Return.					



CORPORATION OF THE CITY OF ST. THOMAS  
Municipal Performance Measurement Program • 2011 RESULTS

2.2 FIRE SERVICES – EFFECTIVENESS					
	2011	2010	2009		
	.053	.111	0		
<b>Effectiveness Measure</b> Number of residential fire related civilian injuries per 1,000 persons					
<b>Objective</b> Minimize the number of civilian injuries in residential fires.					
New reporting measure in 2009					
SLC 92 1151 7 Financial Information Return.					

2.3 FIRE SERVICES – EFFECTIVENESS					
	2011	2010	2009		
	.185	.194	.194		
<b>Effectiveness Measure</b> Number of residential fire related civilian injuries averaged over 5 years per 1,000 persons					
<b>Objective</b> Minimize the number of civilian injuries in residential fires.					
New reporting measure in 2009					
SLC 92 1152 7 Financial Information Return.					

2.4 FIRE SERVICES – EFFECTIVENESS					
	2011	2010	2009		
	0.00	.000	.028		
<b>Effectiveness Measure</b> Number of residential fire related civilian fatalities per 1,000					
<b>Objective</b> Minimize the number of civilian fatalities in residential fires					
New reporting measure in 2009					
SLC 92 1155 7 Financial Information Return.					

CORPORATION OF THE CITY OF ST. THOMAS  
Municipal Performance Measurement Program • 2011 RESULTS

2.5 FIRE SERVICES – EFFECTIVENESS					
	2011	2010	2009		
	.026	.028	.028		
<b>Effectiveness Measure</b> Number of residential fire related civilian fatalities averaged over 5 years per 1,000 persons					
<b>Objective</b> Minimize the number of civilian fatalities in residential fires					
New reporting measure in 2009					
SLC 92 1156 7 Financial Information Return.					

2.6 FIRE SERVICES – EFFECTIVENESS					
	2011	2010	2009		
	1.708	2.430	1.970		
<b>Effectiveness Measure</b> Number of residential structural fires per 1,000 persons					
<b>Objective</b> Minimize the number of residential structural fires					
New reporting measure in 2009					
SLC 92 1160 7 Financial Information Return.					



## Police Services

3.1 POLICE SERVICES – EFFICIENCY					
	2011	2010	2009	2008	2007
	\$281.85	\$290.08	\$280.68	\$260.62	\$238.50
<b>Efficiency Measure</b> Operating costs for police services per person.					
<b>Objective</b> Efficient police services.					
<b>Notes</b>  <p><b>While</b> this data reflects the cost of police resources for our community, it is not necessarily comparable with other police services for a variety of reasons e.g. Each municipal police service has its own unique characteristics and levels of service based on community expectations. The costs included in police operating and capital budgets differ considerably from one municipality to another.</p> <p><b>With</b> the aforementioned in mind, the cost of policing in St. Thomas includes all police operational costs, all business office and administrative costs, and all court services, security operations and associated costs. Includes: the purchase of all police vehicles, marked and unmarked cruisers, prisoner van, community service vehicle, bicycles; fuel, insurance and maintenance of the fleet; all equipment for the business and court office, as well as the equipment for the officers e.g. Use of force options, etc.; uniforms, training, communication equipment and facilities, all technology for the forensic identification lab, computers and computer support, business office technology; all salaries, overtime, court time, benefits for all employees.</p> <p><b>Primary</b> focus of the Service continues to focus on crime prevention, crime detection and apprehension, traffic safety, positive community relations and education, the use of current technology to effectively analyse trends and appropriately deploy resources to address relevant issues/concerns in our community.</p>					
SLC 91 1204 45 Financial Information Return.					
3.2 VIOLENT CRIME RATE					
	2011	2010	2009	2008	2007
	6.89	7.09	7.56	8.83	9.61
<b>Effectiveness Measure</b> Violent crime rate per 1,000 persons.					
<b>Objective</b> Safe communities.					
<b>Notes</b>					
SLC 92 1258 07 Financial Information Return.					



CORPORATION OF THE CITY OF ST. THOMAS  
Municipal Performance Measurement Program • 2011 RESULTS

3.3 PROPERTY CRIME RATE					
	2011	2010	2009	2008	2007
	28.55	36.86	41.76	46.30	45.56
<b>Effectiveness Measure</b> Property crime rate per 1,000 persons.					
<b>Objective</b> Safe communities.					
<b>Notes</b>					
SLC 92 1259 07 Financial Information Return.					

3.4 OTHER CRIMINAL CODE CRIME RATE					
	2011	2010	2009		
	4.06	5.622	7.173		
<b>Effectiveness Measure</b> Total crime rate per 1,000 persons (Other Criminal Code offences excluding traffic).					
<b>Objective</b> Safe Communities.					
<b>Notes</b>					
SLC 92 1262 07 Financial Information Return.					

3.5 CRIMINAL CODE CRIME RATE					
	2011	2010	2009	2008	2007
	39.49	49.57	56.49	63.25	66.05
<b>Effectiveness Measure</b> Total crime rate per 1,000 persons (Criminal Code offences excluding traffic).					
<b>Objective</b> Safe Communities.					
<b>Notes</b>					
SLC 92 1263 07 Financial Information Return.					

CORPORATION OF THE CITY OF ST. THOMAS  
Municipal Performance Measurement Program • 2011 RESULTS

3.6 YOUTH CRIME					
	2011	2010	2009	2008	2007
	73.51	71.43	98.01	108.80	112.10
<b>Effectiveness Measure</b> Number of youths charged per 1,000 youths.					
<b>Objective</b> Safe communities.					
<b>Notes</b>					
SLC 92 1265 07 Financial Information Return.					

CORPORATION OF THE CITY OF ST. THOMAS  
Municipal Performance Measurement Program • 2011 RESULTS

4.1 BUILDING PERMITS AND INSPECTIONS SERVICES					
	2011				
	\$2.04				
<b>Effectiveness Measure</b> Costs per \$1,000 of Construction Activity (based on permits issued)					
<b>Objective</b> Efficient delivery service.					
<b>Notes</b>					
SLC 91 1301 45 Financial Information Return.					

4.2 BUILDING PERMITS AND INSPECTIONS-HOUSES					
	2011				
	5				
<b>Effectiveness Measure</b> Median number of working days to review a complete building permit application, issue or not issue a permit and provide all reasons of refusal.					
<b>Objective</b> Efficient delivery service.					
<b>Notes</b>					
SLC 92 1351 07 Financial Information Return.					

4.3 BUILDING PERMITS AND INSEPCTIONS-SMALL BUILDINGS					
	2011				
	10				
<b>Effectiveness Measure</b> Median number of working days to review a complete building permit application, issue or not issue a permit and provide all reasons of refusal					
<b>Objective</b> Efficient delivery service.					
<b>Notes</b>					
SLC 92 1352 07 Financial Information Return.					

CORPORATION OF THE CITY OF ST. THOMAS  
Municipal Performance Measurement Program • 2011 RESULTS

4.4 BUILDING PERMITS AND INSPECTIONS-LARGE BUILDINGS					
	2011				
	16				
<b>Effectiveness Measure</b> Median number of working days to review a complete building permit application, issue or not issue a permit and provide all reasons of refusal.					
<b>Objective</b> Efficient delivery service.					
<b>Notes</b>					
SLC 92 1353 07 Financial Information Return.					

4.5 BUILDING PERMITS AND INSPECTIONS-COMPLEX BUILDINGS					
	2011				
	22				
<b>Effectiveness Measure</b> Median number of working days to review a complete building permit application, issue or not issue a permit and provide all reasons of refusal.					
<b>Objective</b> Efficient delivery service.					
<b>Notes</b>					
SLC 92 1354 07 Financial Information Return.					



CORPORATION OF THE CITY OF ST. THOMAS  
Municipal Performance Measurement Program • 2011 RESULTS

## Roads

5.1 PAVED ROADS – EFFICIENCY					
	2011	2010	2009	2008	2007
	\$8,076.54	\$8,656.05	\$8,696.92	\$5,888.94	\$5,348.87
<b>Efficiency Measure</b> Total costs for paved (hard top) roads per lane kilometre.					
<b>Objective</b> Efficient maintenance of paved roads.					
<b>Notes</b> Addition of amortization in 2009. Bridges and Culverts reported separately in 2009 Prior to Work Manager Integration, costs were split on a % basis, now we have more reliable splits.					
SLC 91 2111 45 Financial Information Return.					
5.2 UNPAVED ROADS – EFFICIENCY					
	2011	2010	2009	2008	2007
	\$8,677.40	\$11,141.00	\$9,959.00	\$5,889.00	\$5,348.60
<b>Efficiency Measure</b> Total costs for unpaved (loose top) roads per lane kilometre.					
<b>Objective</b> Efficient maintenance of unpaved roads.					
<b>Notes</b> City has 5km of unpaved road. Bridges and Culverts reported separately in 2009 Prior to Work Manager Integration, costs were split on a % basis, now we have more reliable splits.					
SLC 91 2110 45 Financial Information Return.					
5.3 BRIDGES & CULVERTS					
	2011	2010	2009		
	\$12.30	\$13.57	\$11.29		
<b>Efficiency Measure</b> Total costs for bridges and culverts per sq. metre of surface area					
<b>Objective</b> Efficient maintenance of bridges and culverts					
<b>Notes</b> Prior to Work Manager Integration, costs were split on a % basis, now we have more reliable splits.					
SLC 91 2130 45 Financial Information Return.					



CORPORATION OF THE CITY OF ST. THOMAS  
Municipal Performance Measurement Program • 2011 RESULTS

5.4 WINTER MAINTENANCE OF ROADS-EFFICIENCY					
	2011	2010	2009	2008	2007
	\$1,590.08	\$1,195.46	\$1,046.31	\$1,289.10	\$1,113.22
<b>Effectiveness Measure</b> Total costs for winter maintenance of roadways per lane kilometre maintained in winter					
<b>Objective</b> Efficient winter maintenance of roads.					
<b>Notes</b>  Sidewalks & parking lots excluded starting in 2009 Prior to Work Manager Integration, costs were split on a % basis, now we have more reliable splits.					
SLC 91 2205 45 Financial Information Return.					
5.5 ADEQUACY OF PAVED ROADS					
	2011	2010	2009	2008	2007
	81.9%	82.3%	81.9%	73.8%	71.8%
<b>Effectiveness Measure</b> Percentage of paved lane kilometres where the condition is rated as good to very good.					
<b>Objective</b> Pavement condition meets municipal objectives.					
<b>Notes</b>					
SLC 92 2152 07 Financial Information Return. Description of measure has changed, but not its calculation.					
5.6 ADEQUACY OF BRIDGES AND CULVERTS					
	2011	2010	2009		
	58.3%	58.3%	56.5%		
<b>Effectiveness Measure</b> Percentage of bridges and culverts where the condition is rated as good to very good					
<b>Objective</b> Bridge and culvert conditions meet municipal objectives.					
<b>Notes</b>					
SLC 92 2165 07 Financial Information Return.					



CORPORATION OF THE CITY OF ST. THOMAS  
Municipal Performance Measurement Program • 2011 RESULTS

5.7 WINTER EVENT RESPONSES					
	2011	2010	2009	2008	2007
	100%	100%	100.%	100.%	100.%
<b>Effectiveness Measure</b> Percentage of winter events where the response met or exceeded locally determined municipal service levels for road maintenance.					
<b>Objective</b> Appropriate response to winter storm events.					
<b>Notes</b>					
SLC 92 2251 07 Financial Information Return. Description of measure has changed, but not its calculation.					

## Conventional Transit

6.1 CONVENTIONAL TRANSIT – EFFICIENCY					
	2011	2010	2009	2008	2007
	\$5.84	\$4.76	\$4.87	\$3.53	\$3.06
<b>Efficiency Measure</b> Total costs for conventional transit per regular service passenger trip.					
<b>Objective</b> Efficient conventional transit services.					
<b>Notes</b> Addition of amortization in 2009. Ridership down 6% in 2011					
SLC 91 2303 45 Financial Information Return.					
6.2 CONVENTIONAL TRANSIT RIDERSHIP					
	2011	2010	2009	2008	2007
	7.04	7.87	8.09	8.84	9.33
<b>Effectiveness Measure</b> Number of conventional transit passenger trips per person in the service area in a year.					
<b>Objective</b> Maximum utilization of municipal transit services.					
<b>Notes</b>					
SLC 92 2351 07 Financial Information Return.					



## Wastewater (Sewage)

7.1 WASTEWATER COLLECTION – EFFICIENCY					
	2011	2010	2009	2008	2007
	\$10,766.04	\$16,603.72	\$13,357.21	\$1,678.62	\$1,549.92
<b>Efficiency Measure</b> Total costs for the collection of wastewater per kilometre of wastewater main.					
<b>Objective</b> Efficient municipal wastewater collection services.					
<b>Notes:</b> Addition of amortization in 2009					
SLC 91 3111 45 Financial Information Return.					
7.2 WASTEWATER TREATMENT AND DISPOSAL – EFFICIENCY					
	2011	2010	2009	2008	2007
	\$291.58	\$410.18	\$286.55	\$160.03	\$173.03
<b>Efficiency Measure</b> Operating costs for the treatment and disposal of wastewater per mega litre.					
<b>Objective</b> Efficient municipal wastewater treatment and disposal services.					
<b>Notes:</b> Addition of amortization exp. in 2009, less megalitres of wastewater treated in 2010					
One mega litre equals 1,000,000 litres or 1,000 cubic metres. SLC 91 3112 45 Financial Information Return					
7.3 WASTEWATER INTEGRATED SYSTEM – EFFICIENCY					
	2011	2010	2009	2008	2007
	\$554.84	\$918.70	\$659.12	\$205.17	\$222.01
<b>Efficiency Measure</b> Operating costs for the collection, treatment and disposal of wastewater per mega litre (Integrated System).					
<b>Objective</b> Efficient wastewater system (Integrated System).					
<b>Notes:</b> Addition of amortization exp. in 2009, less megalitres of wastewater treated in 2010					
One mega litre equals 1,000,000 litres or 1,000 cubic metres. SLC 91 3113 45 Financial Information Return.					



CORPORATION OF THE CITY OF ST. THOMAS  
Municipal Performance Measurement Program • 2011 RESULTS

7.4 WASTEWATER MAIN BACKUPS					
	2011	2010	2009	2008	2007
	1.0204	1.0811	1.6760	1.5873	3.7037
<b>Effectiveness Measure</b> Number of wastewater main backups per 100 kilometres of wastewater main in a year.					
<b>Objective</b> Municipal sewage management practices prevent environmental and human health hazards.					
<b>Notes</b>					
SLC 92 3154 07 Financial Information Return.					
7.5 WASTEWATER BYPASSES TREATMENT					
	2011	2010	2009	2008	2007
	4.922%	1.730%	4.77%	5.19%	1.119%
<b>Effectiveness Measure</b> Percentage of wastewater estimated to have by-passed treatment.					
<b>Objective</b> Municipal sewage management practices prevent environmental and human health hazards.					
<b>Notes</b>					
SLC 92 3155 07 Financial Information Return.					



## Storm Water

8.1 URBAN STORM WATER MANAGEMENT – EFFICIENCY					
	2011	2010	2009	2008	2007
	\$8,813.88	\$10,832.27	\$9,587.14	\$8,462.89	\$8,583.27,
<b>Efficiency Measure</b> Total costs for urban storm water management (collection, treatment, and disposal) per kilometre of drainage system.					
<b>Objective</b> Efficient urban storm water management.					
<b>Notes</b> Addition of amortization expense in 2009 Reported by municipalities with a separate storm water system. SLC 91 3209 45 Financial Information Return.					
8.2 RURAL STORM WATER MANAGEMENT – EFFICIENCY					
	2011	2010	2009	2008	2007
	\$x.xx	\$x.xx	\$x.xx	\$x.xx	\$x.xx
<b>Efficiency Measure</b> Operating costs for rural storm water management (collection, treatment, disposal) per kilometre of drainage system.					
<b>Objective</b> Efficient rural storm water management.					
<b>Notes</b> City does not track.					
Reported by municipalities with a separate storm water system. SLC 91 3210 45 Financial Information Return.					



## Drinking Water

9.1 DRINKING WATER TREATMENT – EFFICIENCY					
	2011	2010	2009	2008	2007
	\$x.xx	\$x.xx	\$x.xx	\$x.xx	\$x.xx
<b>Efficiency Measure</b> Operating costs for the treatment of drinking water per megalitre.					
<b>Objective</b> Efficient municipal water treatment services.					
<b>Notes</b> The City purchases all treated water from the Elgin Area Primary Water Supply System, of which the City is a Joint Board member. This water is pumped from the Lake Erie Water Treatment Plant to the Edgeware Road reservoir in St. Thomas.					
1 mega litre equals 1,000,000 litres or 1,000 cubic metres. SLC 91 3311 45 Financial Information Return.					
9.2 DRINKING WATER DISTRIBUTION – EFFICIENCY					
	2011	2010	2009	2008	2007
	\$20,604.19	\$21,343.66	\$26,482.51	\$18,300.24	\$18,590.02
<b>Efficiency Measure</b> Operating costs for the distribution of drinking water per kilometre of water distribution pipe.					
<b>Objective</b> Efficient municipal water distribution services.					
<b>Notes</b> Addition of amortization expense in 2009					
SLC 91 3312 45 Financial Information Return.					
9.3 DRINKING WATER INTEGRATED SYSTEM – EFFICIENCY					
	2011	2010	2009	2008	2007
	\$x.xx	\$x.xx	\$x.xx	\$x.xx	\$x.xx
<b>Efficiency Measure</b> Operating costs for the treatment and distribution of drinking water per megalitre. (Integrated System)					
<b>Objective</b> Efficient municipal water system (Integrated System).					
<b>Notes</b>					
1 megalitre equals 1,000,000 litres or 1,000 cubic metres. SLC 91 3313 45 Financial Information Return.					



CORPORATION OF THE CITY OF ST. THOMAS  
Municipal Performance Measurement Program • 2011 RESULTS

9.4 BOIL WATER ADVISORIES					
	2011	2010	2009	2008	2007
	.0000	.0003	7.6667	.0000	.0000
<b>Effectiveness Measure</b> 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.					
<b>Objective</b> Water is safe and meets local needs.					
<b>Notes</b>					
SLC 92 3355 07 Financial Information Return.					
9.5 BREAKS IN WATER MAINS					
	2011	2010	2009	2008	2007
	8.6777	7.5949	14.6119	14.4796	15.8658
<b>Effectiveness Measure</b> Number of water main breaks per 100 kilometres of water distribution pipe in a year.					
<b>Objective</b> Improve system reliability.					
<b>Notes</b>					
SLC 92 3356 07 Financial Information Return.					



## Solid Waste Management (Garbage)

10.1 GARBAGE COLLECTION – EFFICIENCY					
	2011	2010	2009	2008	2007
	\$106.47	\$80.43	\$81.41	\$43.03	\$38.79
<b>Efficiency Measure</b> Total costs for garbage collection per tonne or per household. <b>(Per tonne)</b>					
<b>Objective</b> Efficient municipal garbage collection services.					
<b>Notes</b>  2009 numbers reinstated. Previous year's numbers included diverted tonnes. Collection down 26% in 2011					
SLC 91 3404 45 Financial Information Return.					
10.2 GARBAGE DISPOSAL – EFFICIENCY					
	2011	2010	2009	2008	2007
	\$114.66	\$86.62	\$86.58	\$84.46	\$84.44
<b>Efficiency Measure</b> Total costs for garbage disposal per tonne or per household. <b>(Per tonne)</b>					
<b>Objective</b> Efficient municipal garbage disposal services.					
<b>Notes</b>  Disposal down 26% in 2011					
SLC 91 3504 45 Financial Information Return.					
10.3 SOLID WASTE DIVERSION (RECYCLING) – EFFICIENCY					
	2011	2010	2009	2008	2007
	\$215.87	\$269.15	\$175.79	\$205.38	\$179.90
<b>Efficiency Measure</b> Total costs for solid waste diversion (recycling) per tonne or per household. <b>(Per Tonne)</b>					
<b>Objective</b> Efficient municipal solid waste diversion (recycling) services.					
<b>Notes</b>  31% more solid waste diversion in 2011.					
SLC 91 3606 45 Financial Information Return.					



CORPORATION OF THE CITY OF ST. THOMAS  
Municipal Performance Measurement Program • 2011 RESULTS

10.4 SOLID WASTE MANAGEMENT (INTEGRATED SYSTEM) – EFFICIENCY					
	2011	2010	2009	2008	2007
	\$218.60	\$201.48	\$171.13	\$175.33	\$163.84
<b>Efficiency Measure</b> Average operating costs for solid waste management (collection, disposal and diversion) per tonne or per household. <b>(Per Tonne)</b>					
<b>Objective</b> Efficient municipal solid waste management (Integrated System).					
<b>Notes</b>					
SLC 91 3607 45 Financial Information Return.					
10.5 COMPLAINTS — COLLECTION OF GARBAGE AND RECYCLED MATERIALS					
	2011	2010	2009	2008	2007
	16.026	18.259	29.163	N/A	6.568
<b>Effectiveness Measure</b> Number of complaints received in a year concerning the collection of garbage and recycled materials per 1,000 households.					
<b>Objective</b> Improved garbage collection of garbage and recycled materials.					
<b>Notes</b>					
Contractor did not track this information in 2008					
SLC 92 3452 07 Financial Information Return.					

CORPORATION OF THE CITY OF ST. THOMAS  
Municipal Performance Measurement Program • 2011 RESULTS

10.6 NUMBER OF MUNICIPAL SOLID WASTE MANAGEMENT FACILITIES					
	2011	2010	2009	2008	2007
	N/A	N/A	N/A	N/A	N/A
<b>Effectiveness Measure</b> Total number of solid waste management facilities owned by municipality with a Ministry of Environment Certificate of Approval.					
<b>Objective</b> Context for solid waste management facility compliance measure.					
<b>Notes</b> The City of St. Thomas does not own any solid waste management facilities					
SLC 92 3552 07 Financial Information Return.					
10.7 FACILITY COMPLIANCE					
<b>Effectiveness Measure</b> 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.					
<b>Objective</b> Municipal solid waste services do not have an adverse impact on environment.					
Facility Name	Days 2011	Days 2010	Days 2009	Days 2008	
	X	X	X	X	
<b>Notes</b>					
Facility Name: SLC 92 3553 03 to SLC 92 3560 03 Days: SLC 92 3553 07 to SLC 92 3560 07 List facilities in the order they appear in the 2004 FIR.					



CORPORATION OF THE CITY OF ST. THOMAS  
Municipal Performance Measurement Program • 2011 RESULTS

10.8 DIVERSION OF RESIDENTIAL SOLID WASTE					
	2011	2010	2009	2008	2007
	48.2%	36.6%	45.8%	39.6%	42.5%
Notes					
SLC 92 3655 07 Financial Information Return.					
10.9 DIVERSION OF RESIDENTIAL SOLID WASTE (Based on Combined Residential and Industrial, Commercial, Institutional Tonnage)					
	2011	2010	2009	2008	2007
	48.2%	36.6%	44.9%	N/A%	N/A %
<b>Effectiveness Measure</b> Percentage of residential solid waste diverted for recycling (based on combined residential and Industrial/Commercial/Institutional tonnage.)  <b>Objective</b> Municipal solid waste reduction programs divert waste from landfills and/or incinerators.					
Notes					
2009 numbers recalculated					
SLC 92 3656 07 Financial Information Return.					

CORPORATION OF THE CITY OF ST. THOMAS  
Municipal Performance Measurement Program • 2011 RESULTS

## Parks and Recreation

11.1 PARKS – EFFICIENCY					
	2011	2010	2009	2008	2007
	\$51.37	\$62.19	\$55.52	\$44.46	\$40.37
<b>Efficiency Measure</b> Operating costs for parks per person.					
<b>Objective</b> Efficient operation of parks.					
<b>Notes</b> Addition of amortization expense in 2009					
SLC 91 7103 45 Financial Information Return.					
11.2 RECREATION PROGRAMS – EFFICIENCY					
	2011	2010	2009	2008	2007
	\$13.45	\$10.82	\$10.19	\$11.50	\$10.06
<b>Efficiency Measure</b> Operating costs for recreation programs per person.					
<b>Objective</b> Efficient operation of recreation programs.					
<b>Notes</b>					
SLC 91 7203 45 Financial Information Return. This measure is based on total population, not the population participating in recreation programs.					
11.3 RECREATION FACILITIES – EFFICIENCY					
	2011	2010	2009	2008	2007
	\$58.20	\$58.27	\$58.01	\$39.29	\$39.18
<b>Efficiency Measure</b> Operating costs for recreation facilities per person.					
<b>Objective</b> Efficient operation of recreation facilities.					
<b>Notes</b> Addition of amortization expense in 2009					
SLC 91 7306 45 Financial Information Return.					



CORPORATION OF THE CITY OF ST. THOMAS  
Municipal Performance Measurement Program • 2011 RESULTS

11.4 PARKS, RECREATION PROGRAMS AND RECREATION FACILITIES (SUBTOTAL) – EFFICIENCY					
	2011	2010	2009	2008	2007
	\$123.02	\$131.28	\$123.72	\$95.25	\$89.62
<b>Efficiency Measure</b> Operating costs for parks, recreation programs and recreation facilities per person (Subtotal).					
<b>Objective</b> Efficient operation of parks, recreation programs and recreation facilities.					
<b>Notes</b> Addition of amortization expense in 2009					
SLC 91 7321 45 Financial Information Return. This measure represents a subtotal and is automatically completed when a municipality reports one or more efficiency measures for parks and recreation.					
11.5 PARTICIPANT HOURS FOR RECREATION PROGRAMS					
	2011	2010	2009	2008	2007
	9,250	9,705	9,985	9,985	10,291
<b>Effectiveness Measure</b> Total participant hours for recreation programs per 1,000 persons.					
<b>Objective</b> Recreation programs serve needs of residents.					
<b>Notes</b>					
SLC 92 7255 07 Financial Information Return.  The denominator of this measure is total population divided by 1,000 and does not represent the number of participants in recreation programs.					

CORPORATION OF THE CITY OF ST. THOMAS  
Municipal Performance Measurement Program • 2011 RESULTS

11.6 OPEN SPACE					
	2011	2010	2009	2008	2007
	653	653	653	653	653
<b>Effectiveness Measure</b> Hectares of open space. 2007 includes ravines and gullies <b>Objective</b> Open space is adequate for population.					
SLC 92 7155 05 Financial Information Return.					
	2011	2010	2009	2008	2007
	17.227	18.084	18.084	18.084	18.084
<b>Effectiveness Measure</b> Hectares of open space per 1,000 persons.					
SLC 92 7155 07 Financial Information Return.					
<b>Notes</b>					



CORPORATION OF THE CITY OF ST. THOMAS  
Municipal Performance Measurement Program • 2011 RESULTS

11.7 TRAILS					
	2011	2010	2009	2008	2007
	77	77	71	71	71
<b>Effectiveness Measure</b> Total kilometres of trails.					
<b>Objective</b> Trails provide recreation opportunities.					
SLC 92 7152 05 Financial Information Return.					
	2011	2010	2009	2008	2007
	2.031	2.132	1.966	1.966	1.966
<b>Effectiveness Measure</b> Total kilometres of trails per 1,000 persons.					
SLC 92 7152 07 Financial Information Return.					
<b>Notes</b>					

CORPORATION OF THE CITY OF ST. THOMAS  
Municipal Performance Measurement Program • 2011 RESULTS

11.8 RECREATION FACILITY SPACE-INDOOR					
	2011	2010	2009	2008	2007
	12,459	12,459	12,459	12,459	12,459
<b>Effectiveness Measure</b> Square metres of indoor recreation facility space.					
<b>Objective</b> Recreation facility space is adequate for population.					
SLC 92 7356 05 Financial Information Return.					
	2011	2010	2009	2008	2007
	329	345	345	345	345
<b>Effectiveness Measure</b> Square metres of recreation facility space per 1,000 persons.					
SLC 92 7356 07 Financial Information Return.					
<b>Notes</b> 2006-2009 restated in sq. metres					

11.9 RECREATION FACILITY SPACE-OUTDOOR					
	2011	2010	2009	2008	2007
	59,270	59,270	59,270	59,270	59,270
<b>Effectiveness Measure</b> Square metres of outdoor recreation facility space.					
<b>Objective</b> Recreation facility space is adequate for population.					
SLC 92 7359 05 Financial Information Return.					
	2011	2010	2009	2008	2007
	1,564	1,641	1,641	1,641	1,641
<b>Effectiveness Measure</b> Square metres of recreation facility space per 1,000 persons.					
SLC 92 7359 07 Financial Information Return.					
<b>Notes</b> 2006-2009 restated in sq. metres					



CORPORATION OF THE CITY OF ST. THOMAS  
Municipal Performance Measurement Program • 2011 RESULTS

## Library Services

12.1 LIBRARY COSTS PER PERSON – EFFICIENCY					
	2011	2010	2009	2008	2007
	\$55.53	\$60.04	\$57.22	\$53.48	\$50.72
<b>Efficiency Measure</b> Operating costs for libraries per person.					
<b>Objective</b> Efficient library services.					
<b>Notes</b>					
SLC 91 7405 45 Financial Information Return.					
12.2 LIBRARY COSTS PER USE – EFFICIENCY					
	2011	2010	2009	2008	2007
	\$2.96	\$2.34	\$2.25	\$2.37	\$2.31
<b>Efficiency Measure</b> Operating costs for libraries per use.					
<b>Objective</b> Efficient library services					
<b>Notes</b>					
SLC 91 7406 45 Financial Information Return.					

CORPORATION OF THE CITY OF ST. THOMAS  
Municipal Performance Measurement Program • 2011 RESULTS

12.3 LIBRARY USES					
	2011	2010	2009	2008	2007
	18.777	25.654	25.473	22.608	21.975
<b>Effectiveness Measure</b> Library uses per person.  <b>Objective</b> Increased use of library services.					
<b>Notes</b>  Due to relocation of library for renovations, only 30% of collection was available in 2011, as well as fewer programs and internet stations.					
SLC 92 7460 07 Financial Information Return.					
12.4 ELECTRONIC LIBRARY USES					
	2011	2010	2009	2008	2007
	13.5%	12.0%	11.0%	5.8%	8.9%
<b>Effectiveness Measure</b> Electronic library uses as a percentage of total library uses.  <b>Objective</b> Increased use of library services.					
<b>Notes</b>  Increase in computer workstation usage					
SLC 92 7463 07 Financial Information Return.					
12.5 NON-ELECTRONIC LIBRARY USES					
	2011	2010	2009	2008	2007
	86.5%	88.0%	89.0%	94.2%	91.1%
<b>Effectiveness Measure</b> Non-electronic library uses as a percentage of total library uses.  <b>Objective</b> Better information on library usage.					
<b>Notes</b>					
SLC 92 7462 07 Financial Information Return.					



## Land Use Planning

13.1 LOCATION OF NEW DEVELOPMENT					
	2011	2010	2009	2008	2007
	N/A	N/A	N/A	N/A	N/A
<b>Effectiveness Measure</b> Percentage of new lots, blocks and/or units with final approval, which are located within settlement areas.					
<b>Objective</b> No longer measured.					
<b>Notes</b>					
SLC 92 8154 08 Financial Information Return.					
13.2 PRESERVATION OF AGRICULTURAL LAND DURING 2004					
	2011	2010	2009	2008	2007
	100%	61.6%	100%	100%	100%
<b>Effectiveness Measure</b> Percentage of land designated for agricultural purposes, which was not re-designated for other uses during the reporting year.					
<b>Objective</b> Preservation of agricultural land.					
<b>Notes</b>					
SLC 92 8163 07 Financial Information Return.					
13.3 PRESERVATION OF AGRICULTURAL LAND RELATIVE TO 2000					
	2011	2010	2009	2008	2007
	114.9%	114.9%	186.5%	186.5%	194.4%
<b>Effectiveness Measure</b> Percentage of land designated for agricultural purposes, which was not re-designated for other uses relative to the base year of 2000.					
<b>Objective</b> Preservation of agricultural land.					
<b>Notes</b>					
SLC 92 8164 07 Financial Information Return.					

CORPORATION OF THE CITY OF ST. THOMAS  
Municipal Performance Measurement Program • 2011 RESULTS

13.4 CHANGE IN NUMBER OF AGRICULTURAL HECTARES DURING 2004					
	2011	2010	2009	2008	2007
	0	245	0	0	0
<b>Effectiveness Measure</b> Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses during the reporting year.  <b>Objective</b> Preservation of agricultural land.					
<b>Notes</b>					
SLC 92 8165 07 Financial Information Return.					
13.5 CHANGE IN NUMBER OF AGRICULTURAL HECTARES SINCE 2000					
	2011	2010	2009	2008	2007
	-51	-51	+296	+296	+323
<b>Effectiveness Measure</b> Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses since January 1, 2000.  <b>Objective</b> Preservation of agricultural land.					
<b>Notes</b>					
SLC 92 8166 07 Financial Information Return.					