

MUNICIPALITY OF HIGHLANDS EAST  
Municipal Performance Measurement Program • 2008 RESULTS

**Questions about MPMP results should be addressed to:**

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**Related documents and links**


**Local Government**

CONTACT PERSON
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**1.1 GENERAL GOVERNMENT – EFFICIENCY**

	2008	2007	
	11.6%	11.4%	

**Efficiency Measure**

Operating costs for governance and corporate management as a percentage of total municipal operating costs.

**Objective**

Efficient municipal government.

**Notes & Key Factors for Understanding Results**

The formula for the local government measure was changed in 2007.

SLC 91 0205 13 Financial Information Return.

## Fire Services

CONTACT PERSON

### 2.1 FIRE SERVICES – EFFICIENCY

	2008	2007	2006	2005	
	\$0.51	\$0.50	\$0.53	\$0.70	

#### Efficiency Measure

Operating costs for fire services per \$1,000 of assessment.

#### Objective

Efficient fire services.

#### Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.  
SLC 91 1102 13 Financial Information Return.

## Police Services

CONTACT PERSON

### 3.1 POLICE SERVICES – EFFICIENCY

	2008	2007	2006	2005	
	\$201.68	\$213.93	\$175.96	\$175.41	

#### Efficiency Measure

Operating costs for police services per person.

#### Objective

Efficient police services.

#### Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.  
SLC 91 1203 13 Financial Information Return.

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**3.2 VIOLENT CRIME RATE - EFFECTIVENESS**

	<b>2008</b>	<b>2007</b>	<b>2006</b>	<b>2005</b>	<b>2004</b>
	6.79	11.94	14.17	8.95	7.83

**Effectiveness Measure**

Violent crime rate per 1,000 persons.

**Objective**

Safe communities.

**Notes & Key Factors for Understanding Results**

SLC 92 1258 07 Financial Information Return.

**3.3 PROPERTY CRIME RATE - EFFECTIVENESS**

	<b>2008</b>	<b>2007</b>	<b>2006</b>	<b>2005</b>	<b>2004</b>
	30.54	58.93	60.80	48.12	36.44

**Effectiveness Measure**

Property crime rate per 1,000 persons.

**Objective**

Safe communities.

**Notes & Key Factors for Understanding Results**

SLC 92 1259 07 Financial Information Return.

**3.4 TOTAL CRIME RATE - EFFECTIVENESS**

	<b>2008</b>	<b>2007</b>	<b>2006</b>	<b>2005</b>	<b>2004</b>
	40.38	74.23	80.94	91.38	19.40

**Effectiveness Measure**

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

**Objective**

Safe Communities.

**Notes & Key Factors for Understanding Results**

SLC 92 1263 07 Financial Information Return.

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3.5 YOUTH CRIME RATE - EFFECTIVENESS					
	2008	2007	2006	2005	
	11.63	Not avail.	20.00	44.00	
<p><b>Effectiveness Measure</b> Youth crime rate per 1,000 youths.</p> <p><b>Objective</b> Safe Communities.</p>					
<p><b>Notes &amp; Key Factors for Understanding Results</b></p>					
<p>The formula for youth crime was changed in 2005 to include youths who receive pre-charge resolutions such as warnings and cautions. SLC 92 1265 07 Financial Information Return.</p>					

## Roads

<b>CONTACT PERSON</b>
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4.1 PAVED ROADS – EFFICIENCY					
	2008	2007	2006	2005	
	\$734.17	\$753.83	\$504.71	\$407.38	
<p><b>Efficiency Measure</b> Operating costs for paved (hard top) roads per lane kilometre.</p> <p><b>Objective</b> Efficient maintenance of paved roads.</p>					
<p><b>Notes &amp; Key Factors for Understanding Results</b></p>					
<p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. SLC 91 2107 13 Financial Information Return.</p>					

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**4.2 UNPAVED ROADS – EFFICIENCY**

	2008	2007	2006	2005	
	\$1,012.36	\$1,105.60	\$1,221.83	\$1,279.77	

**Efficiency Measure**

Operating costs for unpaved (loose top) roads per lane kilometre.

**Objective**

Efficient maintenance of unpaved roads.

**Notes & Key Factors for Understanding Results**

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.  
SLC 91 2108 13 Financial Information Return.

**4.3 WINTER MAINTENANCE OF ROADS – EFFICIENCY**

	2008	2007	2006	2005	
	\$703.55	\$413.28	\$592.32	\$614.89	

**Efficiency Measure**

Operating costs for winter maintenance of roadways per lane kilometre maintained in winter.

**Objective**

Efficient winter maintenance of roads.

**Notes & Key Factors for Understanding Results**

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.  
SLC 91 2204 13 Financial Information Return.

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<b>4.4 ADEQUACY OF PAVED ROADS - EFFECTIVENESS</b>					
	<b>2008</b>	<b>2007</b>	<b>2006</b>	<b>2005</b>	<b>2004</b>
	60.0%	60.0%	60.0%	60.0%	60.4%

**Effectiveness Measure**

Percentage of paved lane kilometres where the condition is rated as good to very good.

**Objective**

Pavement condition meets municipal objectives.

**Notes & Key Factors for Understanding Results**

SLC 92 2152 07 Financial Information Return.

Pavement condition is rated using a Pavement Condition Index (PCI) such as the Index used by the Ontario Good Roads Association or the Ministry of Transportation's Roads Inventory Management System (RIMS).

<b>4.5 WINTER EVENT RESPONSES - EFFECTIVENESS</b>					
	<b>2008</b>	<b>2007</b>	<b>2006</b>	<b>2005</b>	<b>2004</b>
	100%	100%	100%	100%	100%

**Effectiveness Measure**

Percentage of winter events where the response met or exceeded locally determined municipal service levels for road maintenance.

**Objective**

Appropriate response to winter storm events.

**Notes & Key Factors for Understanding Results**

SLC 92 2251 07 Financial Information Return.

## Conventional Transit

CONTACT PERSON

### 5.1 CONVENTIONAL TRANSIT – EFFICIENCY

	2008	2007	2006	2005	
	n/a	n/a	n/a	n/a	

**Efficiency Measure**

Operating costs for conventional transit per regular service passenger trip.

**Objective**

Efficient conventional transit services.

**Notes & Key Factors for Understanding Results**

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.  
SLC 91 2302 13 Financial Information Return.

### 5.2 CONVENTIONAL TRANSIT RIDERSHIP - EFFECTIVENESS

	2008	2007	2006	2005	2004
	n/a	n/a	n/a	n/a	n/a

**Effectiveness Measure**

Number of conventional transit passenger trips per person in the service area in a year.

**Objective**

Maximum utilization of municipal transit services.

**Notes & Key Factors for Understanding Results**

SLC 92 2351 07 Financial Information Return.

## Wastewater (Sewage)

CONTACT PERSON

### 6.1 WASTEWATER COLLECTION – EFFICIENCY

	2008	2007	2006	
	\$3,555.14	\$3,285.43	\$2,458.71	

#### Efficiency Measure

Operating costs for the collection of wastewater per kilometre of wastewater main.

#### Objective

Efficient municipal wastewater collection services.

#### Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. SLC 91 3110 13 Financial Information Return.

In 2006, the definition of kilometres of wastewater main was redefined; connections were eliminated.

### 6.2 WASTEWATER TREATMENT AND DISPOSAL – EFFICIENCY

	2008	2007	2006	2005	
	\$34.71	\$32.08	\$32.94	\$31.24	

#### Efficiency Measure

Operating costs for the treatment and disposal of wastewater per megalitre.

#### Objective

Efficient municipal wastewater treatment and disposal services.

#### Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.

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

SLC 91 3108 13 Financial Information Return.

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6.3 WASTEWATER INTEGRATED SYSTEM – EFFICIENCY					
	2008	2007	2006	2005	
	\$282.67	\$263.23	\$200.52	\$189.04	

**Efficiency Measure**

Operating costs for the collection, treatment and disposal of wastewater per megalitre (Integrated System).

**Objective**

Efficient wastewater system (Integrated System).

**Notes & Key Factors for Understanding Results**

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.

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

SLC 91 3109 13 Financial Information Return.

6.4 WASTEWATER MAIN BACKUPS - EFFECTIVENESS					
	2008	2007	2006	2005	2004
	0.00	0.00	0.00	0.00	0.00

**Effectiveness Measure**

Number of wastewater main backups per 100 kilometres of wastewater main in a year.

**Objective**

Municipal sewage management practices prevent environmental and human health hazards.

**Notes & Key Factors for Understanding Results**

SLC 92 3154 07 Financial Information Return.

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<b>6.5 WASTEWATER BYPASSES TREATMENT - EFFECTIVENESS</b>					
	<b>2008</b>	<b>2007</b>	<b>2006</b>	<b>2005</b>	<b>2004</b>
	0.00%	0.00%	0.00%	0.00%	0.00%
<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 &amp; Key Factors for Understanding Results</b>					
SLC 92 3155 07 Financial Information Return.					

## Storm Water

CONTACT PERSON

### 7.1 URBAN STORM WATER MANAGEMENT – EFFICIENCY

	2008	2007	2006	
	n/a	n/a	n/a	

#### Efficiency Measure

Operating costs for urban storm water management (collection, treatment, disposal) per kilometre of drainage system.

#### Objective

Efficient urban storm water management.

#### Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.

In 2006, the definition of kilometres of drainage system was redefined to eliminate connections; catch basins were retained.

Reported by municipalities with a separate storm water system.

SLC 91 3207 13 Financial Information Return.

### 7.2 RURAL STORM WATER MANAGEMENT – EFFICIENCY

	2008	2007	2006	
	n/a	n/a	n/a	

#### Efficiency Measure

Operating costs for rural storm water management (collection, treatment, disposal) per kilometre of drainage system.

#### Objective

Efficient rural storm water management.

#### Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.

In 2006, the definition of kilometres of drainage system was redefined to eliminate connections; catch basins were retained

Reported by municipalities with a separate storm water system.

SLC 91 3208 13 Financial Information Return.

## Drinking Water

CONTACT PERSON

### 8.1 DRINKING WATER TREATMENT – EFFICIENCY

	2008	2007	2006	2005	
	\$577.89	\$448.19	\$614.55	\$447.22	

#### Efficiency Measure

Operating costs for the treatment of drinking water per megalitre.

#### Objective

Efficient municipal water treatment services.

#### Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.

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

SLC 91 3307 13 Financial Information Return.

### 8.2 DRINKING WATER DISTRIBUTION – EFFICIENCY

	2008	2007	2006	
	\$8,133.86	\$6,112.13	\$7,383.86	

#### Efficiency Measure

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

#### Objective

Efficient municipal water distribution services.

#### Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.

In 2006, the definition of distribution pipe was redefined; connections and hydrants were eliminated.

SLC 91 3310 13 Financial Information Return.

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**8.3 DRINKING WATER INTEGRATED SYSTEM – EFFICIENCY**

	2008	2007	2006	2005	
	\$1,542.36	\$1,102.46	\$1,170.73	\$914.61	

**Efficiency Measure**

Operating costs for the treatment and distribution of drinking water per megalitre.  
(Integrated System)

**Objective**

Efficient municipal water system (Integrated System).

**Key Factors for Understanding Performance**

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.

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

SLC 91 3309 13 Financial Information Return.

**8.4 BOIL WATER ADVISORIES - EFFECTIVENESS**

	2008	2007	2006	2005	2004
	4.00	0.0000	14.0000	1.1055	0.0000

**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.

**Objective**

Water is safe and meets local needs.

**Notes & Key Factors for Understanding Results**

SLC 92 3355 07 Financial Information Return.

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8.5 BREAKS IN WATER MAINS - EFFECTIVENESS					
	2008	2007	2006	2005	2004
	42.9	0	0	0	0
<p><b>Effectiveness Measure</b> Number of water main breaks per 100 kilometres of water distribution pipe in a year.</p> <p><b>Objective</b> Improve system reliability.</p>					
<p><b>Notes &amp; Key Factors for Understanding Results</b></p>					
<p>SLC 92 3356 07 Financial Information Return.</p>					

## Solid Waste Management (Garbage)

CONTACT PERSON
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9.1 GARBAGE COLLECTION – EFFICIENCY					
	2008	2007	2006	2005	
	n/a	n/a	n/a	n/a	
<p><b>Efficiency Measure</b> Operating costs for garbage collection per tonne or per household. <b>(Specify)</b></p> <p><b>Objective</b> Efficient municipal garbage collection services.</p>					
<p><b>Notes &amp; Key Factors for Understanding Results</b></p>					
<p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. SLC 91 3403 13 Financial Information Return.</p>					

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9.2 GARBAGE DISPOSAL – EFFICIENCY					
	2008	2007	2006	2005	
	\$106.77	\$95.86	\$106.44	\$143.43	

**Efficiency Measure**

Operating costs for garbage disposal per household.

**Objective**

Efficient municipal garbage disposal services.

**Notes & Key Factors for Understanding Results**

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.  
SLC 91 3503 13 Financial Information Return.

9.3 SOLID WASTE DIVERSION (RECYCLING) – EFFICIENCY					
	2008	2007	2006	2005	
	\$31.86	\$21.99	\$27.60	\$22.86	

**Efficiency Measure**

Operating costs for solid waste diversion (recycling) per household.

**Objective**

Efficient municipal solid waste diversion (recycling) services.

**Notes & Key Factors for Understanding Results**

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.  
SLC 91 3604 13 Financial Information Return.

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**9.4 SOLID WASTE MANAGEMENT (INTEGRATED SYSTEM) – EFFICIENCY**

	2008	2007	2006	2005	
	n/a	n/a	n/a	n/a	

**Efficiency Measure**

Average operating costs for solid waste management (collection, disposal and diversion) per tonne or per household. **(Specify)**

**Objective**

Efficient municipal solid waste management (Integrated System).

**Notes & Key Factors for Understanding Results**

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.  
SLC 91 3605 13 Financial Information Return.

**9.5 COMPLAINTS — COLLECTION OF GARBAGE AND RECYCLED MATERIALS EFFECTIVENESS**

	2008	2007	2006	2005	2004
	0.23	0.00	0.23	0.0	0.0

**Effectiveness Measure**

Number of complaints received in a year concerning the collection of garbage and recycled materials per 1,000 households.

**Objective**

Improved garbage collection of garbage and recycled materials.

**Notes & Key Factors for Understanding Results**

SLC 92 3452 07 Financial Information Return.

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**9.6 NUMBER OF MUNICIPAL SOLID WASTE MANAGEMENT FACILITIES  
EFFECTIVENESS**

	<b>2008</b>	<b>2007</b>	<b>2006</b>	<b>2005</b>	<b>2004</b>
	5	5	5	5	5

**Effectiveness Measure**

Total number of solid waste management facilities owned by the municipality with a Ministry of Environment Certificate of Approval.

**Objective**

Context for solid waste management facility compliance measure.

**Notes & Key Factors for Understanding Results**

SLC 92 3552 07 Financial Information Return.

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**9.7 FACILITY COMPLIANCE - EFFECTIVENESS**

**Effectiveness Measure**

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.

**Objective**

Municipal solid waste services do not have an adverse impact on environment.

Facility Name	Days 2008	Days 2007	Days 2006	Days 2005	Days 2004
Bicroft	0	0	0		
Hwy 28	0	0	0		
Mumford Rd.	0	0	0		
Glamorgan	0	0	0		
Monmouth	0	0	0		
<i>Please delete un-used rows</i>					

**Notes & Key Factors for Understanding Performance**

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 2008 FIR.

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**9.8 DIVERSION OF RESIDENTIAL SOLID WASTE  
EFFECTIVENESS**

	2008	2007	2006	2005	2004
	n/a	n/a	n/a	n/a	n/a

**Effectiveness Measure**

Percentage of residential solid waste diverted for recycling.

**Objective**

Municipal solid waste reduction programs divert waste from landfills and/or incinerators.

**Notes & Key Factors for Understanding Results**

SLC 92 3655 07 Financial Information Return.

**9.9 DIVERSION OF RESIDENTIAL SOLID WASTE  
(Based on Combined Residential and Industrial/Commercial/Institutional Tonnage)  
EFFECTIVENESS**

	2008	2007	2006	2005	2004
	41.1%	25.9%	39.1%	51.0%	33.1%

**Effectiveness Measure**

Percentage of residential solid waste diverted for recycling  
(based on combined residential and Industrial/Commercial/Institutional tonnage).

**Objective**

Municipal solid waste reduction programs divert waste from landfills and/or incinerators.

**Notes & Key Factors for Understanding Results**

SLC 92 3656 07 Financial Information Return.

## Parks and Recreation

CONTACT PERSON

### 10.1 PARKS – EFFICIENCY

	2008	2007	2006	2005	
	\$35.67	\$35.37	\$29.16	\$29.59	

**Efficiency Measure**

Operating costs for parks per person.

**Objective**

Efficient operation of parks.

**Notes & Key Factors for Understanding Results**

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.  
SLC 91 7102 13 Financial Information Return.

### 10.2 RECREATION PROGRAMS – EFFICIENCY

	2008	2007	2006	2005	
	\$5.98	\$6.72	\$6.68	\$7.24	

**Efficiency Measure**

Operating costs for recreation programs per person.

**Objective**

Efficient operation of recreation programs.

**Notes & Key Factors for Understanding Results**

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.  
This measure is based on total population, not the population participating in recreation programs.  
SLC 91 7202 13 Financial Information Return.

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10.3 RECREATION FACILITIES – EFFICIENCY					
	2008	2007	2006	2005	
	\$115.22	\$120.95	\$149.64	\$131.61	

**Efficiency Measure**

Operating costs for recreation facilities per person.

**Objective**

Efficient operation of recreation facilities.

**Notes & Key Factors for Understanding Results**

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.  
SLC 91 7303 13 Financial Information Return.

10.4 RECREATION PROGRAMS AND RECREATION FACILITIES (SUBTOTAL) EFFICIENCY			
	2008	2007	
	\$121.20	\$127.67	

**Efficiency Measure**

Operating costs for recreation programs and recreation facilities per person (Subtotal).

**Objective**

Efficient operation of recreation programs and recreation facilities.

**Notes & Key Factors for Understanding Results**

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.  
This measure represents a subtotal and is automatically completed when a municipality reports one or more efficiency measures for parks and recreation.  
SLC 91 7305 13 Financial Information Return.

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10.5 TRAILS - EFFECTIVENESS					
	2008	2007	2006	2005	2004
	n/a	n/a	n/a	n/a	n/a

**Effectiveness Measure**

Total kilometres of trails.

SLC 92 7152 05 Financial Information Return.

	2008	2007	2006	2005	2004
	n/a	n/a	n/a	n/a	n/a

**Effectiveness Measure**

Total kilometres of trails per 1,000 persons.

**Objective**

Trails provide recreation opportunities.

SLC 92 7152 07 Financial Information Return.

**Notes & Key Factors for Understanding Results**

10.6 OPEN SPACE - EFFECTIVENESS				
	2008	2007	2006	
	n/a	n/a	n/a	

**Effectiveness Measure**

Hectares of open space (municipally owned).

SLC 92 7155 05 Financial Information Return.

	2008	2007	2006	
	n/a	n/a	n/a	

**Effectiveness Measure**

Hectares of open space per 1,000 persons (municipally owned).

**Objective**

Open space is adequate for population.

SLC 92 7155 07 Financial Information Return.

**Notes & Key Factors for Understanding Results**

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**10.7 PARTICIPANT HOURS FOR RECREATION PROGRAMS  
EFFECTIVENESS**

	2008	2007	2006	2005	
	2,261.28	2,485.00	2,418.00	n/a	

**Effectiveness Measure**

Total participant hours for recreation programs per 1,000 persons.

**Objective**

Recreation programs serve needs of residents.

**Notes & Key Factors for Understanding Results**

This measure was redefined in 2005 to exclude special events.

The denominator of this measure is total population divided by 1,000 and does not represent the number of participants in recreation programs.

SLC 92 7255 07 Financial Information Return.

**10.8 INDOOR RECREATION FACILITIES - EFFECTIVENESS**

	2008	2007	2006	
	4,822	4,822.00	4,822.00	

**Effectiveness Measure**

Square metres of indoor recreation facilities (municipally owned).

SLC 92 7356 05 Financial Information Return.

	2008	2007	2006	
	1,636.24	1,798.58	1,798.58	

**Effectiveness Measure**

Square metres of indoor recreation facility space per 1,000 persons (municipally owned).

**Objective**

Recreation facility space is adequate for population.

In 2006, the measure for recreation facilities was split into a measure of indoor recreation facilities and a measure of outdoor recreation facility space. The new measures are defined as municipally owned facilities.

SLC 92 7356 07 Financial Information Return.

**Notes & Key Factors for Understanding Results**

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**10.9 OUTDOOR RECREATION FACILITY SPACE - EFFECTIVENESS**

	<b>2008</b>	<b>2007</b>	<b>2006</b>	
	372	372	372	

**Effectiveness Measure**

Square metres of outdoor recreation facility space (municipally owned).

SLC 92 7359 05 Financial Information Return.

	<b>2008</b>	<b>2007</b>	<b>2006</b>	
	126.23	138.75	138.75	

**Effectiveness Measure**

Square metres of outdoor recreation facility space per 1,000 persons (municipally owned).

**Objective**

Recreation facility space is adequate for population.

In 2006, the measure of recreation facilities was split into a measure of indoor recreation facilities and a measure of outdoor recreation facility space. The new measures are defined as municipally owned facilities.

SLC 92 7359 07 Financial Information Return.

**Notes & Key Factors for Understanding Results**

## Land Use Planning

CONTACT PERSON

### 12.1 LOCATION OF NEW DEVELOPMENT - EFFECTIVENESS

	2008	2007	
	0.00%	9.10%	

#### Effectiveness Measure

Percentage of new residential units located within settlement areas.

#### Objective

New residential development is occurring within settlement areas.

#### Notes & Key Factors for Understanding Results

SLC 92 8170 07 Financial Information Return.

In 2007, the measure for the location of new development was redefined for greater accuracy.