



MUNICIPAL PERFORMANCE MEASUREMENT PROGRAM

TOWNSHIP OF RAMARA

MUNICIPAL PERFORMANCE MEASURES

FOR THE YEAR ENDING DECEMBER 31, 2001

Effective for the 2000 reporting year, the Ministry of Municipal Affairs and Housing, pursuant to Section 83.1 of the Municipal Act, required all Ontario municipalities to provide information to their taxpayers on specific performance related measures.

2001 represents the second year of the Municipal Performance Measurement Program. There have been some additions, changes and refinements made to the measures to be reported on.

The 2001 results are presented in the attached report. Where comparables are available, they are noted in the "Notes" section of each measure. Some 2000 measures have been recalculated where necessary and possible to provide a comparison. Some measures have no comparable, as they were either not reported in 2000, or reported in another format.

The Township of Ramara has used the Province's standard report form to release the Performance Measure information.

Further information on the Province's Municipal Performance Measurement Program may be obtained from the Ministry of Municipal Affairs and Housing website at <http://www.mah.gov.on.ca>.

Questions regarding the Township of Ramara reported measures may be directed to the Treasurer as follows:

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Township of Ramara • Year 2001 Report

Local Government

Fire Services

1. OPERATING COSTS General government support
$\frac{\text{Operating costs for general government support}}{\text{Total Municipal Operating Costs}} \times 100$
10.03% of total municipal operating costs
<p>Efficiency Measure General government support as a percentage of total municipal operating costs.</p> <p>Objective Efficient municipal administration.</p>
<p>Notes The Township of Ramara provides centralized corporate support for services such as payroll, accounting and information technology for all departments and boards. A centralized support model may result in a higher measurement result than a decentralized model where more costs are allocated directly to service areas. The 2000 comparable for this measure was 13.17%.</p>

2. OPERATING COSTS
$\frac{\text{Operating costs for Fire Services}}{\text{(Total assessment / 1,000)}}$
\$0.43 per \$1,000 of assessment
<p>Efficiency Measure Operating costs for fire services per \$1,000 of assessment.</p> <p>Objective Efficient municipal fire services.</p>
<p>Notes Factors that can influence these results include:</p> <ul style="list-style-type: none"> a) Size of the municipality and its mix of urban and rural coverage. The Township of Ramara has mainly rural areas with several urban clusters spread throughout the Township. b) Composition of fire services – use of paid or volunteer firefighters. The Township of Ramara provides fire protection through a volunteer firefighting force. c) Service level decisions made by local councils on response time and other services can affect the number of firefighters on staff and the number of fire halls and equipment levels. There are currently three fire halls servicing the Township of Ramara and approximately 50 volunteer firefighters. The firefighting force also responds to medical emergency calls and ambulance assistance requests. <p>The 2000 comparable for this measure was \$0.39 per \$1,000 of assessment.</p>

Township of Ramara • Year 2001 Report

Police Services

3. OPERATING COSTS	4. TOTAL CRIME RATE / 1,000
<p style="text-align: center;"><u>Operating costs for Police Services</u> Total households</p>	<p style="text-align: center;">Total # of actual incidents for violent crime, <u>property crime and other</u> <u>Criminal Code offences</u> Population / 1,000</p>
<p style="text-align: center;">\$106.27 per household</p>	<p style="text-align: center;">47.51 crimes per 1,000 persons</p>
<p>Efficiency Measure <i>Operating costs for police services per household.</i></p> <p>Objective <i>Efficient municipal police services.</i></p>	<p>Effectiveness Measure <i>Total crime rate per 1,000 persons</i> <i>(Criminal Code, excluding traffic).</i></p> <p><i>Note that the Statistics Canada definition used refers to</i> <i>Criminal Code crimes, excluding traffic.</i></p> <p>Objective <i>Safe communities.</i></p>
<p>Notes Police services are provided on a non-contract basis by the Ontario Provincial Police. The measure for this category reported in 2000 was based on \$1,000 of assessment. As a result, there is no comparable available.</p>	<p>Notes There was no comparable measure reported in 2000. In 2000 the measure reported was based on cases cleared, not total crimes committed.</p>

Township of Ramara • Year 2001 Report

Road Services

5. OPERATING COSTS FOR PAVED ROADS	6. OPERATING COSTS FOR UNPAVED ROADS
$\frac{\text{Operating costs for paved roads}}{\text{Total paved lane kilometres}}$	$\frac{\text{Operating costs for unpaved roads}}{\text{Total unpaved lane kilometres}}$
<p>\$539.97 per paved lane kilometre</p>	<p>\$1,157.32 per unpaved lane kilometre</p>
<p>Efficiency Measure <i>Operating costs for paved (hard top) roads per lane kilometre.</i></p> <p>Objective <i>Efficient maintenance of paved roads.</i></p>	<p>Efficiency Measure <i>Operating costs for unpaved (loose top) roads per lane kilometre.</i></p> <p>Objective <i>Efficient maintenance of unpaved roads.</i></p>
<p>Notes This measure is a new reporting requirement for 2001. There are 234 paved lane kilometres that must be maintained in the Township of Ramara. Costs included in this measure include: pavement patching, street sweeping and shoulder maintenance.</p>	<p>Notes This measure is a new reporting requirement for 2001. There are 532 loose top lane kilometres that must be maintained in the Township of Ramara. Costs included in this measure include: gravel patching and minor resurfacing, grading and scarifying and dust control.</p>

Township of Ramara • Year 2001 Report

Road Services (cont'd)

7. OPERATING COSTS FOR WINTER CONTROL	8. CONDITION OF ROADS
$\frac{\text{Operating costs for winter control maintenance of roadways}}{\text{Total lane kilometres maintained in winter}}$	$\frac{\text{Number of paved lane kilometres rated as good to very good} \times 100}{\text{Total number of paved lane kilometres tested}}$
<p>\$456.09 per lane kilometre</p>	<p>54.05% of lane kilometres</p>
<p>Efficiency Measure <i>Operating costs for winter control maintenance of roadways per lane kilometre.</i></p> <p>Objective <i>Efficient winter control operation.</i></p>	<p>Effectiveness Measure <i>Percentage of paved lane kilometres where condition is rated as good to very good.</i></p> <p>Objective <i>Provide a paved lane system that has a pavement condition that meets municipal standards.</i></p>
<p>Notes Factors that can influence these results include: a) The maintenance standard set by the Municipality. The Township of Ramara has a standard of plowing, sanding or salting when snow accumulations two to four inches or more. b) The number of lane kilometres of unpaved roads versus paved roads. Of the total lane kilometres within the Township of Ramara, 30.55% of them are paved. c) The amount of snowfall each season and/or the number of winter events. There were 55 winter events in 2001. The 2000 comparable for this measure was \$283.81 per lane kilometre. However, the 2000 data did not include a cost for municipal equipment rental. If this cost had been included, the 2000 comparable would have been \$416.70 per lane kilometre.</p>	<p>Notes This measure is a new reporting requirement for 2001. The information for this measure is based on data from a Road Needs Study completed in 1994.</p>

9. WINTER EVENT RESPONSES
$\frac{\text{Number of winter event responses that met or exceeded municipal road maintenance standards} \times 100}{\text{Total number of winter events}}$
<p>100.0% of winter event responses</p>
<p>Effectiveness <i>Percentage of winter event responses that met or exceeded municipal road maintenance standards.</i></p> <p>Objective <i>Provide appropriate winter response.</i></p>
<p>Notes The Township of Ramara was successful in meeting or exceeding its winter maintenance standards for each winter event in 2001. The 2000 comparable for this measure was 100.0%.</p>

Township of Ramara • Year 2001 Report

Wastewater

12. OPERATING COSTS FOR COLLECTION TREATMENT AND DISPOSAL	13. MAIN BACKUPS
$\frac{\text{Operating costs for wastewater collection, treatment and disposal}}{\text{Total megalitres of wastewater treated}}$	$\frac{\text{Total number of backed up wastewater mains}}{\text{Total kilometres of wastewater mains /100}}$
\$738.78 per megalitre	0 per 100 kilometres of main
<p>Efficiency Measure <i>Operating costs for collection, treatment, and disposal of wastewater per megalitre.</i></p> <p><i>A megalitre equals 1,000,000 litres or 1,000 cubic metres.</i></p> <p>Objective <i>Efficient wastewater services.</i></p>	<p>Effectiveness Measure <i>Number of wastewater main backups per 100 kilometres of wastewater main in a year.</i></p> <p>Objective <i>Prevention of human and environmental health hazards.</i></p>
<p>Notes The Township is responsible to operate and maintain two area specific sewage collection and treatment systems. The cost to operate and maintain these two systems is combined to derive the above cost per megalitre. The measure for this category reported in 2000 was based on \$ per cubic metre, therefore, the 2000 comparable for this measure was \$331.73 per megalitre, or \$0.33 per cubic metre. From 2000 to 2001, flows were reduced by 31.24%. This reduction, affects the comparability of 2000 and 2001 measures.</p>	<p>Notes There were no wastewater main backups reported in 2001. The 2000 result for this measure was also 0 main backups per 100 kilometres of main.</p>

14. TREATMENT BYPASS
$\frac{\text{Estimated megalitres of untreated wastewater}}{\text{Total megalitres of wastewater, including treated and untreated}} \times 100$
0.0% of wastewater
<p>Effectiveness Measures <i>Percentage of wastewater estimated to have by-passed treatment.</i></p> <p><i>A megalitre equals 1,000,000 litres or 1,000 cubic metres.</i></p> <p>Objective <i>Effective wastewater and treatment and disposal services.</i></p>
<p>Notes There were no instances in 2001 or 2000 where sanitary wastewater by-passed treatment.</p>

Township of Ramara • Year 2001 Report

Water Services

15. OPERATING COSTS FOR TREATMENT AND DISTRIBUTION

Operating costs for treatment and distribution of water
Total megalitres treated

\$721.74 per megalitre

Efficiency Measure

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

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

Objective

Efficient production and distribution of water.

Notes

The Township of Ramara is responsible to operate and maintain eight area specific water treatment and distribution systems. The cost to operate and maintain these eight systems is combined to derive the above cost per megalitre.

The 2000 comparable for this measure was \$394.24 per megalitre. Total megalitres treated increased by 20.19% in 2001.

16. BREAKS IN WATER MAINS

Number of breaks in water mains
Total kilometres of water main pipe / 100

6.92 breaks per 100 kilometres of main

Effectiveness Measure

Number of breaks in water mains per 100 kilometres of water main pipe in a year.

Objective

Improve system reliability and minimize water loss and operational costs.

Notes

The 2000 comparable for this measure was 7.19 breaks per 100 kilometres. There was 28.9 kilometres of water main within the eight area specific water systems in 2001 (27.8 in 2000). Two breaks in water mains were reported in both 2001 and 2000.

17. BOIL WATER ADVISORIES

Summation of: number of boil water advisory days
times the number of affected connections
Total connections in service area

0 days a year

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

There were no boil water advisories issued in either 2000 or 2001.

Township of Ramara • Year 2001 Report

Solid Waste

20. OPERATING COSTS FOR INTEGRATED SYSTEM
$\frac{\text{Operating costs for solid waste management}}{\text{Total tonnes disposed of and total tonnes diverted OR total households}}$
\$100.92 per tonne
<p>Efficiency Measure Average operating costs for solid waste management (collection, disposal and diversion) per tonne or per household.</p> <p>Objective <i>Efficient solid waste management programs.</i></p>
<p>Notes Factors that can influence these results include:</p> <p>a) The number of bags permitted per household per week. Ramara allowed four bags per household in 2001 and 2000.</p> <p>b) Population density – Ramara has both rural and urban areas. The more spread out the population is, collection costs could be effectively higher.</p> <p>c) The supply of contractors in the area who are available to tender on the collection contract.</p> <p>The 2000 comparable for this measure was \$65.27 per tonne.</p>

22. COMPLAINTS FOR SOLID WASTE AND RECYCLING COLLECTION
$\frac{\text{Number of Complaints}}{\text{Total Households / 1,000}}$
11.49 complaints per 1,000 households
<p>Effectiveness Measure <i>Number of complaints received in a year concerning the collection of solid waste and recycled materials per 1,000 households.</i></p> <p>Objective <i>Effective waste management services.</i></p>
<p>Notes This measure was reported on the # of complaints per tonne of waste collected in 2000. If the measure had been reported on the same basis the comparable result for 2000 was 13.61.</p>

23a. DIVERSION OF SOLID WASTE (RESIDENTIAL)	23b. DIVERSION OF SOLID WASTE (RESIDENTIAL AND OTHER)
$\frac{\text{Total tonnes of residential waste diverted}}{\text{Total tonnes of residential solid waste disposed of and total tonnes diverted}} \times 100$	$\frac{\text{Total tonnes of solid waste diverted from all property classes}}{\text{Total tonnes of solid waste disposed of and total tonnes diverted from all property classes}} \times 100$
27.80% of solid waste	26.08% of solid waste
<p>Effectiveness Measure <i>Percentage of residential solid waste diverted.</i></p> <p>Objective <i>Municipal waste programs divert garbage from landfills and incinerators.</i></p>	<p>Effectiveness Measure <i>Percentage of residential solid waste diverted (based on combined residential, industrial, commercial and institutional tonnage).</i></p> <p>Objective <i>Municipal waste programs divert garbage from landfills and incinerators.</i></p>
<p>Notes Given the difficulty in finding and obtaining approval for new landfill sites, and to prolong the lifespan of the existing sites, the Township of Ramara and the County of Simcoe began measuring and identifying ways of diverting waste from landfills.</p> <p>The 2000 comparable for this measure was 12.11%.</p>	<p>Notes An addition 30 tonnes of waste was diverted from other property classes, however, an additional 481 tonnes of waste were generated. Therefore, the percentage of solid waste diverted is decreased by the inclusion of the other property classes.</p> <p>No comparable was reported in 2000.</p>

Township of Ramara • Year 2001 Report

Land Use Planning

24. GROWTH AND SETTLEMENT PATTERN
$\frac{\text{Number of new lots, blocks and / or units with final approval which are located within the settlement area}}{\text{Total number of new lots, blocks and / or units with final approval within entire municipality}} \times 100$
5.88% of new development
<p>Effectiveness Measure <i>Percentage of new development with final approval which is located within settlement areas.</i></p> <p>Objective <i>New lot creation is occurring in settlement areas.</i></p>
<p>Notes Seventeen (17) new lots, blocks or units were created in 2001, one of which was within a settlement area.</p>

25a. PRESERVATION OF AGRICULTURAL LAND IN REPORTING YEAR	25b. CHANGE IN NUMBER OF DESIGNATED HECTARES IN REPORTING YEAR
$\frac{\text{Hectares of land designated for agricultural purposes in the Official Plan as of December 31, 2001}}{\text{Hectares of land designated for agricultural purposes in the Official Plan as of January 1, 2001}} \times 100$	Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses during 2001.
100.0% of agricultural land (reporting year)	0.0 hectares
<p>Effectiveness Measure <i>Percentage of land designated for agricultural purposes which was preserved during 2001.</i></p> <p>Objective <i>Preserve agricultural land.</i></p>	<p>Effectiveness Measure <i>Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses during 2001.</i></p> <p>Objective <i>Preserve agricultural land.</i></p>
<p>Notes There is currently 14, 063.4 hectares of agricultural land within the Township of Ramara. No agricultural lands were redesignated in 2001. The 2000 comparable for this measure was 100.0%.</p>	<p>Notes The 2000 comparable for this measure was 0.5 hectares.</p>

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Land Use Planning (cont'd)

25c. AGRICULTURAL LAND RELATIVE TO BASE YEAR	25d. REDESIGNATED AGRICULTURAL LAND
$\frac{\text{Hectares of land designated for agricultural purposes in the Official Plan as of December 31, 2001}}{\text{Hectares of land designated for agricultural purposes in the Official Plan as of January 1, 2000}} \times 100$	Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses relative to base year.
99.996% of agricultural land (relative to base year)	0.5 hectares
<p>Effectiveness Measure Percentage of land designated for agricultural purposes which was preserved relative to base year of 2000.</p> <p>Objective Preserve agricultural land.</p>	<p>Effectiveness Measure Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses since January 1, 2000.</p> <p>Objective Preserve agricultural land.</p>
<p>Notes No comparable for this measure was reported in 2000. Since 2000 (the base year), 0.5 hectares out of a total of 14,063.9 hectares of agricultural land has been redesignated.</p>	<p>Notes No comparable for this measure was reported in 2000.</p>