

**July 31, 2013**



## **City Council Committee Report**

**To: Mayor Canfield & Members of Council**

**Fr: Lauren D'Argis**

**Re: Municipal Performance Measurement Program**

### **Recommendation:**

That Council hereby accepts the Municipal Performance Measurement Program (MPMP) 2012 results for the Corporation of the City of Kenora.

### **Background:**

In 2000, Ontario municipalities began participating in a new program of performance measurement. All municipalities are required to annually provide to the Ministry of Municipal Affairs and Housing performance measurement information. The information is collected as part of the annual Financial Information Return (FIR). Municipalities must also publish results for local taxpayers by September 30th using a format of their own choosing in accordance with Section 299 of the Municipal Act.

The MPMP requires Ontario municipalities to measure and report to taxpayers on approximately 50 performance measures in 12 core municipal service areas. The Provincial objectives of the MPMP are to:

- Promote better local services, continuous improvements in service delivery and clear government accountability;
- Improve taxpayer awareness of municipal service delivery; and
- Compare costs and level of performance of municipal services both internally, year to year, and externally among municipalities

These objectives are shared by the City of Kenora. The City of Kenora is seeking to meet the expectations of its citizens by improving service levels within the resources available.

Attached are two MPMP reports.

- A. The first is the Summary of 2009 & 2010 Results from Ontario Municipalities. This report is 330 pages long and available on the MMAH website for the public.
- B. The second report is the 2012 MPMP results for the City of Kenora.

### **A. MPMP – SUMMARY OF 2009 & 2010 RESULTS FROM ONTARIO MUNICIPALITIES**

MPMP results from Municipalities across Ontario are collected and categorized by geographic location and population by the Ministry of Municipal Affairs and Housing. A

2009 & 2010 MPMP report has been published and while it is somewhat dated, provides an opportunity to compare individual results against similar Municipalities in Ontario. There are 13 municipalities, including Kenora, that are from the North with a population between 5,000 and 19,999.

- Cochrane
- Dryden
- Elliot Lake
- Espanola
- Fort Frances
- Kapuskasing
- Kenora
- Kirkland Lake
- Oliver Paipoonge
- Parry Sound
- Sioux Lookout
- Temiskaming Shores
- West Nipissing

The annual MPMP results are a work in-progress and the formulas and key factors continue to be adapted and changed to provide more accurate and relevant data for comparison and trend purposes. Some of the core services have only one or two year comparisons because of changes to formulas while other core services have a full 5 year history.

When comparing individual municipal results, a median calculation is provided representing the middle value within a group. This means that half the measurements will be above and half the measurements will be below. The attached report is provided for your information.

#### **B. MPMP – 2012 MPMP results for the City of Kenora**

The 2012 MPMP Report includes prior year results from 2008 up to 2011 in some cases. Where there are fewer than 5 years of comparisons, either the criteria has been changed or it is a new measure introduced by the Province. This version includes the 2010 median result for all municipalities and the 2010 median result for all of the Northern Municipalities with populations between 5,000 and 19,999. These numbers were gleaned from the Summary of 2009 & 2010 Results from Ontario Municipalities.

There is some level of interpretation in the inputs that each Municipality provides to the Province. This must be considered when comparing Municipalities.

An overview of each category follows:

#### **Local Government**

- Kenora's efficiency of governance and management costs shows consistency in results from 2009 to 2012.
- The Kenora reported results are better than the median for all other Municipalities and for the comparable Northern Municipalities.

**Fire Services**

- Kenora's operating costs results are similar to the comparable Northern Municipalities but substantially higher than the median of all Municipalities.

**Police Services**

- Cost for Police Services is showing a reduction over time but is substantially higher in Kenora than other Municipalities.
- Crime rates reported in Kenora are also higher than other municipalities.

**Building Permits & Inspections**

- These are new measures in the MPMP. Kenora is reporting a rise in the costs for these services in 2012 over 2011.

**Roads**

- The maintenance costs for paved and unpaved roads in Kenora are unsurprisingly higher than the median of all Municipalities in Ontario. They are the same or slightly lower than the median of all comparable Northern Municipalities.
- The operating costs of the bridges are showing fluctuation year over year in Kenora.
- Winter maintenance costs for Kenora seem to be showing a downward trend. They are higher, on average, than most other Municipalities.
- Kenora's roads and bridges are scoring much lower than other municipalities when their adequacy of meeting service levels is considered.

**Conventional Transit**

- The cost of Conventional Transit per passenger trip is rising in Kenora since 2009. It seems to be in line with other Municipalities' results in 2010.

**Wastewater**

- The costs reported by Kenora for Wastewater collection are on average higher than those reported by other Municipalities. Treatment costs, however, are lower.
- The integrated system costs for Kenora seem to have peaked in 2011.

**Storm Water**

- The costs reported by Kenora for Storm Water collection, treatment and disposal are higher than those reported by other Municipalities but they are on a downward trend.

**Drinking Water**

- Drinking Water treatment costs reported by Kenora are lower than other Municipalities, but the distribution costs are higher.
- The integrated system costs have been steadily rising since 2009.

**Solid Waste Management**

- The integrated system costs for Kenora show fluctuations over the years but they are on par or lower than the medians of other Municipalities.

**Parks**

- Reported costs of Kenora's parks per person are higher than the median of all other Municipalities' reports.
- These results vary with the census results for population. This impacts and dilutes any trends that could be attributed to efficiencies in spending.
- One measure where Kenora's results were dramatically different from other Municipalities were in "Outdoor Recreation Facility Space". Because the requirements for this measure indicated that the space must be serviced, Kenora responded that we have 0 square meters. It appears that other Municipalities have different definitions of "serviced".

**Libraries**

- Library costs per person for Kenora are in line with the comparable Northern Municipalities. These results are also very dependent on the census results.

Please let me know if you have any questions.

cc: Karen Brown  
Colleen Neil  
Warren Brinkman  
Sharen McDowall

Rick Perchuk  
Charlotte Edie  
Charlotte Caron  
Dave Lucas