

# MUNICIPALITY OF CHATHAM-KENT

## CORPORATE SERVICES

## FINANCIAL SERVICES

## INFORMATION REPORT

**TO:** Mayor and Members of Council

**FROM:** Gord Quinton, BA, CGA  
Supervisor, Accounting Operations

**DATE:** September 15, 2009

**SUBJECT:** 2008 Municipal Performance Measurement Program

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This report is for the information of Council.

### **BACKGROUND**

The Municipal Performance Measurement Program (MPMP), now in its ninth year, is a key component of the Province's effort to improve accountability to the citizens of Ontario and to provide councils and municipal staff with a tool to set targets and assess performance.

Specifically, the MPMP requires municipalities to measure service delivery performance on core municipal services and report to the Province and to its constituents on the results. The Municipality's performance measures will be posted on Chatham-Kent's website by September 30<sup>th</sup> to meet the Ministry of Municipal Affairs and Housing reporting requirements.

This program was first introduced for the 2000 reporting year. Every year refinements and improvements are made to the program as a result of feedback from municipalities and other organizations.

Performance Measures are important for municipalities for the following reasons:

- Performance Measurement helps improve performance by identifying ways for municipalities to provide high-quality, efficient and effective services.
- Performance Measurement strengthens accountability by demonstrating to taxpayers how they are being served and the value they are receiving for their tax dollars.
- Performance Measurement stimulates productivity and creativity as staff directly involved in the service activity can see the improvements in the annual measurements.

- Performance Measurement improves the budget process by measuring whether the expected service levels are being met.

For the 2008 reporting year, the MPMP consists of approximately fifty performance measures in the following twelve core municipal services:

- |                    |  |
|--------------------|--|
| - Local Government | - Wastewater (Sanitary and Combined Sewage)      |
| - Fire             | - Storm Water                                    |
| - Police           | - Drinking Water                                 |
| - Roadways         | - Solid Waste Management (Garbage and Recycling) |
| - Transit          | - Parks and Recreation                           |
| - Library Services | - Land-Use Planning                              |

## **COMMENTS**

### Changes to the Program

Over the years, the measurement program has improved, more measures have been added, and some calculations are altered to better demonstrate the desired result. While the improvements and additions are important to ensure the program is comparable across municipalities, these changes make it harder to compare results year over year. As the need for refinements diminishes, the year over year internal comparisons will provide municipalities with better information. For 2008 there were no significant changes in the program.

### Analyzing Results

#### 1. Internal Comparisons

Year over year comparison of Chatham-Kent's results is provided in Appendix A. These results will be posted on the web site following Provincial guidelines. Some of the prior year measures have been excluded due to comparison difficulties caused by significant changes in prescribed calculation formulas.

#### 2. External Comparisons

Chatham-Kent's measures may be compared against those of other similar municipalities. Results from other municipalities will be available after September 30 on their websites. The BMA Study that administration presents to Council in December/January compares many significant measures from a large cross section of municipalities.

### 3. Municipal Information & Data Analysis System (MIDAS)

The Ministry of Municipal Affairs and Housing has partnered with the Association of Municipalities of Ontario to develop the MIDAS program. This web based query and analysis tool makes it possible for municipalities to extract and analyze both MPMP and Financial Information Return (FIR) results. As a result municipalities can see how they compare with others, and this can lead to constructive dialogue and the exchange of valuable information.

### 4. Ontario Centre for Municipal Best Practices

The Ontario Centre for Municipal Best Practices (OCMBP) is a partnership, formed in 2002, between the Association of Municipalities of Ontario and the Ministry of Municipal Affairs and Housing. The purpose of the OCMBP is to analyze performance data including MPMP results, Ontario Municipality Benchmarking Initiative (OMBI) data, and other benchmarks, to identify 'best practices' and to prepare reports offering guidance for municipalities interested in applying these best practices. To date the OCMBP has identified, verified, and published numerous municipal best practices in areas of winter control, solid waste diversion, transit, water and wastewater, and energy management. The findings are available on the OCMBP website [www.ocmbp.ca](http://www.ocmbp.ca).

## **COMMUNITY STRATEGIC PLAN**

The recommendation in this report supports the following objective and strategic direction:

B: Economy – We are a prosperous community

B1: Promote and market Chatham-Kent

### **Desired Outcomes/Proposed Activities**

- Chatham-Kent to be recognized as a municipal leader in responsible fiscal management through manageable tax rate changes and sustainable fiscal planning.

The recommendation will not adversely impact on the remainder of the Community Strategic Plan.

**CONSULTATION**

All applicable departments were initially contacted to provide the required statistical information to calculate the 2008 performance measures. Financial figures are pulled directly from the information included in the Financial Information Return filed with the Ministry of Municipal Affairs and Housing.

**FINANCIAL IMPLICATIONS**

There are no financial implications resulting from the recommendations. The use of standardized performance measures is intended to improve decision making, resulting in improved operations and lower costs.

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Attachment: Appendix A – 2008 MPMP Results

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