

<b>TO:</b>	<b>CHAIR AND MEMBERS FINANCE AND ADMINISTRATIVE SERVICES COMMITTEE MEETING ON JANUARY 16, 2012</b>
<b>FROM:</b>	<b>MARTIN HAYWARD, CITY TREASURER, CHIEF FINANCIAL OFFICER</b>
<b>SUBJECT</b>	<b>ONTARIO MUNICIPAL BENCHMARKING INITIATIVE (OMBI) 2010 PERFORMANCE BENCHMARKING REPORT</b>

<b>RECOMMENDATION</b>
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That, on the recommendation of the City Treasurer, Chief Financial Officer the Ontario Municipal Benchmarking Initiative (OMBI) 2010 Performance Benchmarking Report **BE RECEIVED** for information.

<b>BACKGROUND</b>
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The Ontario Municipal Benchmarking Initiative (OMBI) is collaboration between 16 municipalities - 14 from Ontario, 1 from Manitoba and 1 from Alberta with a common goal of fostering a culture of service excellence in municipal government by creating new ways to measure, share and compare performance statistics and operational practices. It is led by the Chief Administrative Officers (CAO's) and City Managers in each participating municipality.

Every year, OMBI prepares an annual performance benchmarking report that compares the results of performance measures collected by the participating municipalities. The 2010 Performance Benchmarking Report includes measures from 28 of the 37 service areas for which data is collected by OMBI. Since OMBI is comprised of single tier and upper tier municipalities, some data is not applicable to all municipalities and, therefore, not provided for all service areas.

OMBI has developed standardized methodologies to collect the performance information in an effort to make the data as consistent and comparable as possible. However, since there are many explanations for the variability in the results obtained, each service area section of the report identifies influencing factors that should be considered when reviewing the results. Questions regarding any specific measure included in the OMBI Performance Benchmarking Report are best addressed by the staff in the respective service areas.

The attached Appendix to this report provides a summary of the City of London 2010 results by service area compared to:

- the median of municipalities that participated in each respective service area
- the City of London results reported in the 2009 OMBI Performance Benchmarking Report.

The 2010 OMBI Performance Benchmarking Report can be found and downloaded from the OMBI website at <http://www.ombi.ca/resources/?did=22> . If a hardcopy of the report is required, it may be obtained from Business Planning.

<b>PREPARED BY:</b>	<b>RECOMMENDED BY:</b>
<b>DON IKENO, BUSINESS PLANNING PROCESS MANAGER</b>	<b>MARTIN HAYWARD, CITY TREASURER, CHIEF FINANCIAL OFFICER</b>

**2010 OMBI RESULTS**  
**City of London – Performance Benchmarking Report Summary<sup>1</sup>**

- OMBI 2010 Performance Benchmarking Report released in November, 2011
- On balance, the results indicate that the City of London ranks above average in terms of overall performance when compared to other OMBI municipalities
- Compared to the OMBI median
  - 24 of 28 (86%) areas ranked equivalent to or above the median of the comparator municipalities
  - 4 of 28 (14%) areas ranked below the average
- Compared to our 2009 results
  - 26 of 28 (93%) areas remained the same/within 5% or showed an overall improvement over last year's results
  - 2 of 28 (7%) areas showed a decreased result

Public Report Page Reference	Service Area	Did we improve from 2009?	How do we compare to others (2010)?
<b>City Manager</b>			
26	Culture	↔	↔
46	Information Technology	↑	↑
51	Legal	↔	↑
<b>Community Services</b>			
22	Child Care	↔	↔
28	Emergency Hostels	↔	↑
35	Fire	↔	↔
58	Long-term Care	↔	↓
81	Social Assistance	↔	↔
85	Social Housing	↔	↑
88	Sports & Recreation	↑	↓
<b>Planning Engineering and Environmental Services</b>			
15	Bldg Permits & Inspections	↑	↔
18	By-law	↔	↑
62	Parking	↔	↑
65	Parks	↔	↑
69	Planning	↓	↔
77	Roads	↑	↔
99	Waste Management	↑	↑
104	Waste Water	↔	↑
108	Water	↔	↔
<b>Finance</b>			
13	Accounts Payable	↔	↑
40	General Government	↔	↔
42	General Revenue	↑	↑
49	Investment Management	↑	↓
92	Taxation	↔	↔
<b>Boards and Commissions</b>			
31	Emergency Medical Svces	↔	↑
54	Library Services	↑	↑
72	Police	↔	↓
95	Transit	↓	↑

↑ Positive or increased result   ↔ Results stayed the same (+/- 5%)   ↓ Negative or decreased result

<sup>1</sup> Public report includes only 28 of the 37 service area. The excluded service areas primarily pertain to internal services (Clerks, Facilities, Fleet, Human Resources, Licensing, Payroll, POA Courts, Public Health or Purchasing). Comparative data continues to be collected for these service areas, however, they are not included in the OMBI Performance Benchmarking Report as only the public-facing service areas are reported.