

		London		
		2011	2012	2013
Managed and Balanced Growth				
Percentage of new development with final approval which is located within settlement areas and the number of new lots, blocks and or units.	Measure Definition	To report new residential units in new detached houses, semi-detached houses, row houses and apartments/condos. Settlement areas means areas within cities, towns, villages or hamlets which have been designated for development in an approved municipal official plan. This measures the new lot creation occurring in settlement areas.		
	Municipal Comparator	100.0%	99.9%	99.7%
	London Data Comments			
	Additional Notes	1229 new units	1558 new units	1868 new units
		London		
		2011	2012	2013
Managed and Balanced Growth				
Percentage of land designated for agricultural purposes, which was preserved and number of hectares of land originally designated for agricultural purposes which was re-designated for other uses	Measure Definition	This measures the hectares of land specifically designated as agricultural land or bearing any other designation intended to preserve agricultural land in an Official Plan at the end of the year and determines the hectares of land designated agricultural at the beginning of the year to determine the changes. This measures the preservation of agricultural land.		
	Municipal Comparator	100%	100%	100%
	London Data Comments			
	Additional Notes	264.1 hectares	264.1 hectares	264.7 hectares
		London		
		2011	2012	2013
Infrastructure Renewal and Expansion				
Operating costs for paved (hard top) roads per lane kilometre	Measure Definition	This measure for paved roads captures only a portion of the activities that a municipality completes in the maintenance of a road system. A complete list of the maintenance activities has been developed by the Ontario Good Roads Association (OGRA). This measure reflects the OGRA definition of hardtop maintenance, but also include administration, direct overhead, interfunctional adjustments and allocation of program support. This measures efficiency of road maintenance services. This has made the prior years comparatives ineffective.		
	Municipal Comparator	\$5,066.57	\$4,634.37	\$4,829.66
	London Data Comments	Increase reflects actual lane km's serviced which is less than lane km within the City. For example: Colonel Talbot Rd. south of Glanworth is owned and maintained by MTO, Southminster Bourne west of Colonel Talbot is owned and maintained by Elgin County.		
	Additional Notes			
		London		
		2011	2012	2013
Infrastructure Renewal and Expansion				
Operating costs for unpaved (loose top) roads per lane kilometre	Measure Definition	This measure for unpaved roads captures only a portion of the activities that a municipality completes in the maintenance of a road system. A complete list of the maintenance activities has been developed by the Ontario Good Roads Association (OGRA). This measure reflects the OGRA definition for loasetop maintenance, but also include administration, direct overhead, interdepartmental transfers and allocation of program support. This measures efficiency of road maintenance services.		
	Municipal Comparator	\$14,416.17	\$14,913.08	\$14,167.65
	London Data Comments			
	Additional Notes			

		London		
		2011	2012	2013
Infrastructure Renewal and Expansion				
Operating costs for winter control maintenance of roadways per lane kilometre	Measure Definition	Winter control includes continuous and spot: snow plowing, ice control, combination plowing/salting/sanding, winging back snow. It also includes administration, ice blading, salting, sanding including spot sanding, snow fencing, snow removal, spring clean-up, winter drainage, winter patrol, winter standby, but not clearing sidewalks and parking lots. This measure is to determine efficient winter control services.		
	Municipal Comparator	\$3,221.34	\$2,318.45	\$3,379.22
	London Data Comments	Severe winter with greater than expected winter events and snowfall amounts.		
		London		
		2011	2012	2013
Infrastructure Renewal and Expansion				
Percentage of paved lane kilometres rated as good to very good	Measure Definition	Adequacy of roads is determined by using a Pavement Condition Index (PCI) or the Ministry of Transportation's Road Inventory Management System (RIMS) or other similar rating system used by the municipality. The Ontario Good Roads Association (OGRA) has a PCI method that includes a decision matrix for determining which roads are rated as good to very good and which roads require repair. This measures that the paved road system has a pavement condition that meets municipal objectives.		
	Municipal Comparator	52.7%	61.5%	54.0%
	London Data Comments	The evaluation of this effectiveness measure has been changed for 2013 to better fit the MPMP definition. The measure is now based entirely on pavement surface distresses. Previous evaluations included consideration of road classification and ride quality.		
		London		
		2011	2012	2013
Infrastructure Renewal and Expansion				
Number of breaks in water mains per 100 kilometre of water main pipe in the year	Measure Definition	Record the number of breaks/leaks in municipal water mains which require digging to repair. This measures the improvement in system reliability.		
	Municipal Comparator	7.65	6.66	9.49
	London Data Comments	Higher breaks due to severe winter.		
		London		
		2011	2012	2013
Infrastructure Renewal and Expansion				
Percentage of winter event responses that met or exceeded municipal road maintenance standards	Measure Definition	A winter event is a weather condition, affecting roads such as snow fall, windblown snow, sleet, freezing rain, frost, black ice, etc. A response to a winter event is a series of winter control activities related to one winter event. This measures the appropriate response to winter storm events.		
	Municipal Comparator	100.00%	100.00%	98.90%
	London Data Comments			

		London		
		2011	2012	2013
Infrastructure Renewal and Expansion				
Hectares of open space per 1,000 persons	Measure Definition	Open space includes all outdoor open spaces that provide opportunities and benefits for active, passive and programmed community recreation and leisure; contribute to preservation and protection of open space and the environment and are generally accessible to the public. Open space will include areas designated as "open space" in the official plan, as well as other areas which may not be designated by the municipality but which are included in the FIR definition of parks. This measures if open space is adequate for the population.		
	Municipal Comparator	6.67	6.86	6.85
	London Data Comments	The figure is based on population assessed every 5 years and for 2013, while the area of Open Space increased over 2012, the population also increased.		
		London		
		2011	2012	2013
Infrastructure Renewal and Expansion				
Number of wastewater main backups per 100 kilometres of sewer in the year	Measure Definition	A backup in a wastewater connection is an obstruction or hydraulic overload in a municipal system which results in a backup of wastewater which may enter a house. Do not include an obstruction in a lateral line from a house to the wastewater main which results in a backup. Does not include mains on private property. This measures municipal sewage management practices to prevent environmental and human health hazards.		
	Municipal Comparator	0.36	0.23	0.30
	London Data Comments			
		London		
		2011	2012	2013
Infrastructure Renewal and Expansion				
Total collection, treatment and disposal cost of wastewater per megalitre	Measure Definition	This measure applies to separate sanitary sewer systems and to combined sanitary/storm sewer systems. Separate storm sewer systems are not included. Collection includes pumping (lift station), cleaning and maintenance of pipes and emergency operations, connections. Treatment and disposal includes, treatment, sludge disposal, operating and maintaining the discharge/effluent system and includes service operating agreements with the Ontario Clean Water Agency and other contractors/suppliers. This is to measure efficiency in the wastewater systems.		
	Municipal Comparator	\$334.13	\$408.39	\$366.27
	London Data Comments	Decrease is related to the wet year that was experienced in 2013. Flows were significantly higher in 2013 (76,170 megalitres) than 2012 (67,865 megalitres). Costs were down only slightly (about \$400K on approx. \$26M).		
		London		
		2011	2012	2013
Infrastructure Renewal and Expansion				
Median number of working days to review a complete building permit application and issue a permit or not issue a permit - Houses	Measure Definition	This measure applies to houses not exceeding 3 storeys/600 square metres and includes: A detached house, semi-detached house, townhouse, or row house where no dwelling unit is located above another dwelling unit. A detached structure that serves a building listed above, that does not exceed 55 square metres in building area. This is to measure that complete building permits are processed quickly and accurately.		
	Municipal Comparator	5.70	11.00	9.00
	London Data Comments			

		London		
		2011	2012	2013
Infrastructure Renewal and Expansion				
Median number of working days to review a complete building permit application and issue a permit or not issue a permit - Small Building	Measure Definition	This measure applies to small buildings having three or fewer stories in building height, not exceed 600 square metres in building area and which are used for major occupancies such as residential occupancies, business and personal services occupancies, mercantile occupancies, medium hazard industrial occupancies and low hazard industrial occupancies and farm buildings that do not exceed 600 square metres in building area. This is to measure that complete building permits are processed quickly and accurately		
	Municipal Comparator	8.50	9.00	14.00
	London Data Comments			
		London		
		2011	2012	2013
Infrastructure Renewal and Expansion				
Median number of working days to review a complete building permit application and issue a permit or not issue a permit - Large Building	Measure Definition	This measure applies to large buildings (large residential/commercial/industrial/institutional) which includes all buildings used for major occupancies classified as: Assembly occupancies; care or detention occupancies, or high hazard industrial occupancies. It also includes buildings exceeding 600 square metres in building area or exceeding three stories in building height and used for major occupancies as well as farm buildings that exceed 600 square metres in building area. This is to measure that complete building permits are processed quickly and accurately		
	Municipal Comparator	10.60	17.00	17.00
	London Data Comments			
		London		
		2011	2012	2013
Infrastructure Renewal and Expansion				
Median number of working days to review a complete building permit application and issue a permit or not issue a permit - Complex Building	Measure Definition	This measure applies to complex buildings such as post disaster buildings, including hospitals, power/water, fire/police/EMS, communications stations and complex buildings with mezzanines. This is to measure that complete building permits are processed quickly and accurately.		
	Municipal Comparator	15.70	23.00	29.50
	London Data Comments	A total of six "Complex Buildings - 30-day permit applications" were received as complete and "on the clock". Two of those resulted in a permit being issued in 12 and 15 days respectively. The others were issued at 29 and 30 days. The two that exceeded the 30-day limit were issued in 31 and 33 days respectively. Six permits are clearly not an absolute key performance indicator in this case as the majority of 30-day permit applications did not qualify to be considered "on the clock".		
		London		
		2011	2012	2013
Infrastructure Renewal and Expansion				
Total Percentage of completed building permit applications	Measure Definition	Municipalities monitor the number and percentage of building permit applications which are submitted and accepted by the municipality, by category. The categories include houses, small buildings, large buildings and complex buildings. To be considered a complete application, a permit application must meet the requirements of sentence 5 in article 1.3.1.3 of Division C of the Building Code.		
	Municipal Comparator	n/a	n/a	80.0%
	London Data Comments	A significant number of building permits are being submitted as incomplete and are accepted by the Building Division in light of a customer service initiative. A contributing factor is also related to the number of permit applications that are submitted for phased-in work. For example, the majority of new ICI building permit applications are submitted for issuance of a permit to allow for the foundation or building shell only.		

		London		
		2011	2012	2013
Infrastructure Renewal and Expansion				
Total treatment and distribution cost of water per mega litre	Measure Definition	Treatment of drinking water is defined as all activities from supply source(s) to the completion of treatment (the point where water leaves the treatment plant). Include administration costs and service operating agreements with the Ontario Clean Water Agency and other contractor/suppliers. Include other waterworks system expenditures that pertain to the treatment of drinking water. Distribution is defined as all activities from the point where water leaves the treatment plant and reaches private property lines. Include the costs of connections and hydrant leads. This measures efficiency of water services.		
	Municipal Comparator	\$548.52	\$667.44	\$614.55
	London Data Comments	The decrease reflects a return to more "normal" expected levels. As noted on last year's MPMP, there were a number of unforeseen one-time costs, including crop loss compensations incurred by the Lake Huron Primary Water Supply System and deficiency repair costs on the Southeast Reservoir project (which are being recovered through insurance). These costs were not incurred to the same degree in 2013.		
		London		
		2011	2012	2013
Community Vitality				
Total crime rate as defined by statistics (per 1,000 persons)	Measure Definition	Includes actual incidents of violent crimes, these include homicide, attempted murder, sexual assault, non-sexual assault, other sexual offences, abduction and robbery. Includes property crime, these involve unlawful acts with the intent of gaining property which does not involve the use or threat of violence against an individual, breaking and entering, motor vehicle theft, fraud, and having stolen goods. Includes criminal code offences, including prostitution, gaming and betting, offensive weapons, arson, bail violations, counterfeiting currency, disturbing the peace, escaping custody, indecent acts, kidnapping, public morals, others, all are including actual incidents involving youths. This measures safety in communities.		
	Municipal Comparator	69.07	66.29	61.40
	London Data Comments	London's total reported crime rate decreased by 7% from 2012 to 2013 primarily due to a decrease in certain crime categories including: Break and Enters, Mischief (general), Thefts, Assaults and Robberies. Reported crimes statistics have been steadily declining and is a consistent trend across the country.		
		London		
		2011	2012	2013
Community Vitality				
Residential structural fires (per 1,000 households)	Measure Definition	Total number of residential fires and explosions reported by the Fire Department to the Office of the Fire Marshall in the OFM standard incident report. This measures safety in communities.		
	Municipal Comparator	1.03	0.99	0.77
	London Data Comments	The Department has focused it's efforts in education to help prevent fires. There was a significant drop in structure fires in 2013. Experience is showing that 2014 is trending higher.		
		London		
		2011	2012	2013
Community Vitality				
Total kilometres of trails per 1,000 persons	Measure Definition	Total kilometres of trails should include the length of all trails that fall under municipal responsibility or control. Include leased trails if there is a formal lease agreement and the trail is managed and controlled by the municipality and made available for public use. Trails should be land dedicated to trail use, be mapped and have signage. This measures trails providing recreation opportunities.		
	Municipal Comparator	0.54	0.56	0.57
	London Data Comments	Trails are London's most used recreation amenity and available to all Londoner's with no fee for use. Trails support active transportation and active living and are a high priority for investment.		
		London		
		2011	2012	2013
Community Vitality				

		Measure Definition	Participant hours must be an activity taking place in a municipally owned or leased facility or area, involving municipal staff in the planning or delivery of the program. Recreation programs may be directly operated by the municipality or operated through partnerships with community partners. This measures that the programs are meeting the needs of residents.		
	Total participant hours for recreation programs per 1,000 persons	Municipal Comparator	12,404.54	12,932.51	12,396.79
		London Data Comments	Participation in recreation programs can fluctuate year over year and there are many reasons for these fluctuations. The City of London strives to ensure the changing recreation needs of the City continue to be met.		

		London		
		2011	2012	2013
Community Vitality				
Square metres of recreation facility space per 1,000 persons	Measure Definition	Recreation facilities include built or enclosed structures used for the purposes of community recreation and leisure. Recreation facilities usually include some form of operating function and some form of controlled access. This measures that the recreation facility space is adequate for the population.		
	Municipal Comparator	413.75	433.65	429.25
	London Data Comments	The amount of recreation facility space has not changed in the last two years. The declining measure year over year is due to the increasing population. A new multi-purpose recreation centre will be added in the South West in the next few years.		
		London		
		2011	2012	2013
Progressive Transportation System				
Number of conventional transit passenger trips per person in the service area	Measure Definition	Conventional transit is defined as all regular public transport services as opposed to specialized transit services for persons with disabilities who are unable to access regular public transit services. Conventional transit does not include GO transit. Regular service trips are defined as all passenger trips where the fare system is applicable, including regular fare, reduced fare, free trips, passes and tickets. This measures maximum utilization of conventional transit services.		
	Municipal Comparator	61.47	63.48	63.07
	London Data Comments	Ridership growth began to level off in 2012 as system capacity was unable to accommodate demands. While rides per capita increased, the increase is marginal and reflects that ridership growth did not keep pace with population growth.		
		London		
		2011	2012	2013
Environmental Leadership				
Percentage of wastewater estimated to have by-passed treatment	Measure Definition	Wastewater which by-passes treatment refers to sewage which is untreated and has by-passed any form of municipal treatment. Note that untreated effluents may occur when the influent exceeds the capacity of the treatment plant. This measures the municipal sewage management practices to prevent environmental and human health hazards.		
	Municipal Comparator	0.44%	0.01%	0.33%
	London Data Comments			
		London		
		2011	2012	2013
Environmental Leadership				
Weighted number of days when a boil water advisory issued by the Medical Officer of Health, applicable to municipal water supply was in effect.	Measure Definition	The number of boil water days refers to the number of days when a boil water advisory issued by the Medical Officer of Health was in effect for part or all of the municipal water supply. Include communal or satellite systems when calculating the number of boil water days because municipalities are ultimately responsible for the on-going operation and maintenance of these systems. This measures that the water is safe and meets local needs.		
	Municipal Comparator	0.00	0.00	0.00
	London Data Comments			

		London		
		2011	2012	2013
Infrastructure Renewal and Expansion				
Total number of solid waste sites owned by the municipality	Measure Definition	Solid waste management facilities means facilities owned by a municipality for which there is a Certificate of Approval from the Ministry of Environment (MOE). Solid waste management facilities include transfer stations, composting sites, material recovery facilities, household hazardous waste facilities and open or closed landfill sites. This measure puts into context the number of solid waste management compliance.		
	Municipal Comparator	6	6	6
	London Data Comments			
		London		
		2011	2012	2013
Environmental Leadership				
Number of complaints received in a year concerning the collection of solid waste and recycled material per 1,000 households	Measure Definition	Complaints are defined as the total number of formally recorded complaints concerning the collection of garbage and recycled materials when a customer does not receive the prescribed level of service. Record complaints about curb side related service, e.g. garbage not picked up, spilled garbage, lack of courteous service, damaged garbage cans and blue boxes. Complaints concerning municipal policy, such as service levels and pilot projects should not be included. Include complaints from all users, e.g. residential, commercial, industrial, institutional, landfills, etc. It is recognized that municipalities have their own procedures for recording and tracking complaints. This measure improved collection of garbage and recycled materials.		
	Municipal Comparator	33.42	33.11	32.84
	London Data Comments			
		London		
		2011	2012	2013
Environmental Leadership				
Percentage of residential solid waste diverted	Measure Definition	Total Tonnes of residential solid waste diverted for recycling refers to total tonnes diverted from disposal to recycling. This measures the solid waste reduction programs diverting waste from landfill and/or incinerators.		
	Municipal Comparator	42.4%	43.9%	44.1%
	London Data Comments			
		London		
		2011	2012	2013
Creative, Diverse and Innovative City				
Library uses per person	Measure Definition	Total library uses. To measure the increased use of library services.		
	Municipal Comparator	40.63	40.35	37.48
	London Data Comments	Results impacted mostly by decrease in electronic use of databases. Count of databases reliant on vendors (non-federated vs. federated searches) so accurate data can be challenging to obtain.		

		London		
		2011	2012	2013
Creative, Diverse and Innovative City				
Electronic uses as a percentage of total library uses	Measure Definition	The number of electronic uses. To gain better information on library usage.		
	Municipal Comparator	42.5%	44.5%	44.2%
	London Data Comments			
		London		
		2011	2012	2013
Creative, Diverse and Innovative City				
Non-electronic uses as a percentage of total library uses	Measure Definition	The number of non-electronic uses. To gain better information on library usage.		
	Municipal Comparator	57.5%	55.5%	55.8%
	London Data Comments			
		London		
		2011	2012	2013
Financial Stability				
Operating costs for general government as a percentage of total municipal costs	Measure Definition	Operating costs for governance and corporate management as a percentage of total municipal costs, including financial expenses, designed to monitor efficient municipal government.		
	Municipal Comparator	4.3%	4.2%	3.9%
	London Data Comments	Corporate governance and management costs continue to decline as a percentage of the overall expenses of the Corporation due to continued review and monitoring of those expenses.		
		London		
		2011	2012	2013
Financial Stability				
Operating costs for fire services for \$1000 of assessment	Measure Definition	This measure is for Fire Services expenditures for administration, auxiliary services, equipment, fire-fighting force, fire halls, fire prevention and inspection and other. Designed to monitor efficient Fire Services.		
	Municipal Comparator	\$1.62	\$1.60	\$1.56
	London Data Comments	Combination of focusing on efficient delivery of service and increase in assessment has resulted in a lower cost per \$1,000 of assessment.		

		London		
		2011	2012	2013
Financial Stability				
Operating costs for building permits and inspection per \$1,000 of construction activity	Measure Definition	This measure is for Building permit and inspection services which includes activities undertaken by the building department that relate to the issuance of permits for the construction, renovation or demolition of buildings. These services include administration, assessment of applicable law compliance, enforcement activities including issuing orders, permits, prosecutions, plans review, record keeping and reporting obligations, site inspections, staff training and other. Designed to monitor efficient Building Services.		
	Municipal Comparator	\$4.27	\$5.71	\$5.41
	London Data Comments			
		London		
		2011	2012	2013
Financial Stability				
Operating costs of police services per person	Measure Definition	This measure is for Police Services expenditures for administration, Police services board, equipment, garages, lock-ups, offices, payment for OPP services, Police animals, Police communication systems, Police service and other. Designed to monitor efficient Police Services.		
	Municipal Comparator	\$263.89	\$265.91	\$263.84
	London Data Comments			
		London		
		2011	2012	2013
Financial Stability				
Operating costs for conventional transit per regular service passenger trip	Measure Definition	Conventional transit is defined as all regular public transport services as opposed to specialized transit services for persons with disabilities who are unable to access regular public transit services. Conventional transit does not include GO transit. Conventional transit expenditures are developed by the Canadian Urban Transit Association and are to be reported net of recoveries and rebates. This measures the efficiency of conventional transit services.		
	Municipal Comparator	\$2.34	\$2.27	\$2.35
	London Data Comments	Shows a balance of cost containment and ridership return on added (limited) service hour growth.		
		London		
		2011	2012	2013
Financial Stability				
Operating costs for collection per kilometre of urban storm drainage system	Measure Definition	An urban stormwater system is one where stormwater is conveyed primarily through closed conduits located in roadways with an urban cross section (curb and gutter) which are located in areas defined as urban in municipal official plans. An urban storm water system consists primarily of closed drains but may include ditches, especially where the urban area has grown up around a rural area. This measures efficiency in storm water systems.		
	Municipal Comparator	\$4,887.70	\$6,809.43	\$6,411.67
	London Data Comments	2013 costs are approx. \$800K lower than 2012. The lower costs are being driven primarily by lower spending on capital projects classified as non-TCA, which are ultimately reflected in operating expenses. The decrease appears to be purely timing related, with a greater amount of capital spending written off as non-TCA in 2012 than 2013.		

		London		
		2011	2012	2013
Financial Stability				
Operating costs for collection per kilometre of rural storm drainage system	Measure Definition	A rural stormwater system is one where stormwater is conveyed primarily along side of roadways with a rural cross section (open ditches) located in areas defined as rural in municipal official plans. A rural system may include covered drains. This measures efficiency in storm water systems.		
	Municipal Comparator	\$118.87	\$136.37	\$132.35
	London Data Comments	Fairly consistent with 2012 - 3%		
		London		
		2011	2012	2013
Financial Stability				
Average operating costs for solid waste management per tonne (disposed & recycled)	Measure Definition	Solid waste management consists of solid waste collection, disposal and diversion. This measures efficiency in solid waste management.		
	Municipal Comparator	\$67.20	\$85.71	\$74.02
	London Data Comments			
		London		
		2011	2012	2013
Financial Stability				
Operating costs for parks, recreation programs and recreation facilities per person	Measure Definition	Parks are outdoor open spaces that provide opportunities and benefits for active, passive and programmed community recreation and leisure; contribute to the preservation and protection of open space and the environment and are generally accessible to the public all of the time, or when programs are not taking place. Recreation programs include a broad range of programs, service and activities. A recreation program involves some form of activity taking place in a municipally owned or leased facility or area. Recreation programs include both registered and unregistered drop-in programs. Recreation facilities include built or enclosed structures used for the purposes of community recreation and leisure. Recreation facilities usually involve some form of operating function and some form of controlled access. This measures the efficient operation of parks, recreation programs and recreation facilities.		
	Municipal Comparator	\$100.86	\$104.59	\$109.70
	London Data Comments			
		London		
		2011	2012	2013
Financial Stability				
Operating costs for library use per person	Measure Definition	Administration, contributions to regional library boards, library boards, other. This measures the efficiency of library services.		
	Municipal Comparator	\$51.67	\$50.13	\$49.49
	London Data Comments			

		London		
		2011	2012	2013
Financial Stability				
	Measure Definition	Administration, contributions to regional library boards, library boards, other. This measures the efficiency of library services.		
	Municipal Comparator	\$1.27	\$1.24	\$1.32
	London Data Comments	Increase due to the decrease in the number of uses, which fell mainly due to lower database use count. Costs per person has actually decreased.		
	Operating costs for library services per use			

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0	0	1	Economic Prosperity		
			Percentage of new development with final approval		
34	100	1	which is located within settlement areas and the number of new lots, blocks and or units.		
34	101	1			
34	102	1			
34	103	1			
			Percentage of land designated for agricultural purposes, which was preserved and number of hectares of land originally designated for agricultural purposes which was re-designated for other uses		
35	104	1			
35	105	1			
35	106	1			
35	107	1			
0	0	2	Core Infrastructure Sustainability		
5	13	2	Operating costs for paved (hard top) roads per lane kilometre		
5	14	2			
5	15	2			
6	16	2	Operating costs for unpaved (loose top) roads per lane kilometre		
6	17	2			
6	18	2			
7	19	2	Operating costs for winter control maintenance of roadways per lane kilometre		
7	20	2			
7	21	2			
8	22	2	Percentage of paved lane kilometres rated as good to very good		
8	23	2			
8	24	2			
18	52	2	Number of breaks in water mains per 100 kilometre of water main pipe in the year		
18	53	2			
18	54	2			
25	73	3	Hectares of open space per 1,000 persons		
25	74	3			
25	75	3			
0	0	3	Community Vitality		
4	10	3	Total crime rate as defined by statistics (per 1,000 persons)		

4	11	3	
4	12	3	
26	76	3	Total kilometres of trails per 1,000 persons
26	77	3	
26	78	3	
27	79	3	Total participant hours for recreation programs per 1,000 persons
27	80	3	
27	81	3	
28	82	3	Square metres of recreation facility space per 1,000 persons
28	83	3	
28	84	3	
0	0	4	Environmental Responsibility
12	34	4	Total collection, treatment and disposal cost of wastewater per megalitre
12	35	4	
12	36	4	
13	37	4	Number of sewer main backups per 100 kilometres of sewer in the year
13	38	4	
13	39	4	
14	40	4	Percentage of wastewater estimated to have by-passed treatment
14	41	4	
14	42	4	
19	55	4	Weighted number of days when a boil water advisory issued by the Medical Officer of Health, applicable to municipal water supply was in effect.
19	56	4	
19	57	4	
21	61	4	Total number of solid waste sites owned by the municipality
21	62	4	
21	63	4	
23	67	4	Percentage of residential solid waste diverted
23	68	4	
23	69	4	
0	0	5	Enriched Cultural identity
31	91	5	Library uses per person
31	92	5	
31	93	5	
32	94	5	Electronic uses as a percentage of total library uses
32	95	5	
32	96	5	

33	97	5	Non-electronic uses as a percentage of total library uses
33	98	5	
33	99	5	
0	0	6	Financial Stability
2	4	6	Operating costs for fire services for \$1000 of assessment
2	5	6	
2	6	6	
3	7	6	Operating costs of police services per household
3	8	6	
3	9	6	
10	28	6	Operating costs for conventional transit per regular service passenger trip
10	29	6	
10	30	6	
15	43	6	Operating costs for collection per kilometre of urban storm drainage system
15	44	6	
15	45	6	
16	46	6	Operating costs for collection per kilometre of rural storm drainage system
16	47	6	
16	48	6	
17	49	6	Total treatment and distribution cost of water per megalitre
17	50	6	
17	51	6	
20	58	6	Average operating costs for solid waste management per tonne (disposed & recycled)
20	59	6	
20	60	6	
24	70	6	Operating costs for parks, recreation programs and recreation facilities per person
24	71	6	
24	72	6	
29	85	6	Operating costs for library use per person
29	86	6	
29	87	6	
30	88	6	Operating costs for library services per use
30	89	6	
30	90	6	
0	0	7	Enhanced Service Attitude
9	25	7	Percentage of winter event responses that met or exceeded municipal road maintenance standards
9	26	7	

9	27	7	
11	31	7	Number of conventional transit passenger trips per person in the service area
11	32	7	
11	33	7	

22	64	7	Number of complaints received in a year concerning the collection of solid waste and recycled material per 1,000 households
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22	65	7	
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22 66 7

0 0 8 **Increased Service Capacity**

0 0 9 **Supportive Work Place Culture**

0 0 10 **Leadership and Accountability**

1 1 10 **Operating costs for general
government as a percentage of total
municipal costs**

1 2 10

1 3 10



London

2003

2004

Measure Definition

Municipal Comparator
London Data Interpretation comment

Additional Notes

Measure Definition

Municipal Comparator
London Data Interpretation comment

Additional Notes

Measure Definition

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Measure Definition

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Measure Definition

Municipal Comparator

London Data Interpretation comment

Complaints are defined as the total number of formally recorded complaints concerning the collection of garbage and recycled materials when a customer does not receive the prescribed level of service. Record complaints about curbside related service, e.g. garbage not picked up, spilled garbage,

Measure Definition

Municipal Comparator

London Data Interpretation comment

In 2004, London's number does not include the number of complaints for recycling (curbside or apartment programs) or the collection of garbage from apartment buildings. An improved comparator number for 2004 would be 25 (not 9.83). These additional numbers will be reported in 2005.

Measure Definition

Municipal Comparator
London Data Interpretation comment

	Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston
2005	2005	2005	2005	2005	2005	2005	2005	2005
100%	97.88%	100%	100%	100%	39.50%			
4,425.0 new lots	1,705	N/A	N/A	N/A				
99.30%	99.92%	100%	100%	100%	99.30%			
99.0 hectares	43	0	8.0*	0	62			
\$1,339.59	\$2,193.76	\$972.22	\$537.66	\$3,860.04	\$1,715.94			
\$6,020.88	\$1,271.38	\$205.38	\$1,541.03	\$3,860.00	N/A			
\$2,465.95	\$3,829.40	\$1,196.39	\$649.54	\$1,583.55	\$1,016.39			
58.01%	58%	38.60%	70%	69.80%	48.60%			
11.47	16-49	11.23	9.54	33.65	18.125			
5.23	4.72	5.27	2.35	7.49	6.917			

82.31	64.51	110.57	77.19	68.99	67.33
0.33	0.11	0.41	0.21	2.02	0.67
11,906.60	471.29	38,531.86	2,299	22,394.98	20,127
350.59	219.37	187.34	536	2,365.67	849.06
\$288.04	\$196.07	\$178.48	\$387.03	\$200.57	\$488.32
1.54	1.35	0.6	5.89	0.57	2.86
0.48%	0.68%	2.48%	0.01%	2.32%	N/A
0	Less than 0.01 days	0.12	Less than 0.2 days	0.0005	0
3	18	2	10	0	N/A
37.10%	26.90%	35.20%	27.50%	47.70%	37.50%
27.67	23.13	18.29	20.35	22.04	N/A
17.00%	18.00%	22.00%	28.30%	1.00%	N/A

83.00%	82.00%	78.00%	71.70%	99.00%	N/A
\$ 1.56	\$ 1.47	\$ 2.16	\$ 1.15	\$ 2.72	\$ 2.23
\$426.22	\$531.16	\$678.57	\$430.92	\$469.17	\$467.56
\$2.46	\$2.59	\$3.28	\$3.56	\$3.17	\$4.20
\$2,215.45	\$2,786.39	N/A	N/A	\$3,024.97	\$1,279.45
\$367.86	N/A	N/A	N/A	N/A	N/A
\$367.41	\$309.73	\$163.21	\$522.56	\$9,267.08 *Distribution only	\$377.73
\$52.21	\$106.92	\$136.78	\$117.95	\$147.98	\$32.01 (collection) \$94.07 (recycling)
\$80.88	\$83.69	\$121.97	\$93.04	\$65.16	\$75.42
\$46.13	\$47.06	\$36.98	\$29.77	\$44.67	N/A
\$1.67	\$2.03	\$2.02	\$1.46	\$2.11	N/A
90.91%	100%	100%	100%	98%	70.00%

53.1

47.31

26.8

5.84

9.12

13.78

9.83

48.86

56.58

9.95

14.31

71.12

5.01%

2.71%

3.80%

2.50%

1.10%

5.00%

Ottawa	Sudbury	Thunder Bay	Brantford
2005	2005	2005	2005