

Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009												
<b>Managed and Balanced Growth</b>														
34	To report new lots, blocks and units which received final approval or final consent with the year and which are intended for industrial, commercial, institutional or residential use involving the construction of new buildings or structures. 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.													
34	Municipal Comparator	99.8%	99.9%	100.0%										
34	London Data Comments													
34	Additional Notes	2706 new units	1409 new units	1882 new units										
Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
<b>Managed and Balanced Growth</b>														
35	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.													
35	Municipal Comparator	100.0%	100.0%	98.3%										
35	London Data Comments													
35	Additional Notes	1.0 hectares	1.0 hectares	264.0 hectares										

Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
<b>Infrastructure Renewal and Expansion</b>														
5	<p>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.</p>													
5	Operating costs for paved (hard top) roads per lane kilometre		\$2,214.08	\$3,847.95	\$4,144.26									
5	<p>These 2009-10 measures have changed from an estimated cost provided departmentally excluding administration costs, to an all in cost that is based upon the FIR Schedule 40 entirely. In addition the new PSAB format 2009 measure includes certain operating expenditures that were budgeted in capital and were never previously included in this measure. This makes 2008 comparatives ineffective.</p>													
Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
<b>Infrastructure Renewal and Expansion</b>														
6	<p>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 loose top maintenance, but also include administration, direct overhead, interdepartmental transfers and allocation of program support. This measures efficiency of road maintenance services.</p>													
6	Operating costs for unpaved (loose top) roads per lane kilometre		\$7,053.27	\$14,795.64	\$13,688.58									
6	<p>These 2009-10 measures have changed from an estimated cost provided departmentally excluding administration costs, to an all in cost that is based upon the FIR Schedule 40 entirely. In addition the new PSAB format 2009 measure includes certain operating expenditures that were budgeted in capital and were never previously included in this measure. This makes 2008 comparatives ineffective.</p>													

Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009												
<b>Infrastructure Renewal and Expansion</b>														
7	<p>Winter control includes continuous and spot snow plowing, ice control, combination plowing/salting/sanding, winging back snow. It also includes administration, ice bleeding, 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.</p>													
7	Municipal Comparator	\$3,280.77	\$3,643.15	\$3,410.53										
7	<p>These 2009-10 measures have changed from an estimated cost provided departmentally excluding administration costs, to an all in cost that is based upon the FIR Schedule 40 entirely. In addition the new PSAB format 2009 measure includes certain operating expenditures that were budgeted in capital and were never previously included in this measure. This makes 2008 comparatives ineffective.</p>													
Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
<b>Infrastructure Renewal and Expansion</b>														
8	<p>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.</p>													
8	Municipal Comparator	56.4%	50.2%	53.0%										
8	<p>While the overall condition rating has remained consistent each of these years, the pavement condition for major roads has marginally improved, while local roads have dropped.</p>													

Measure	Infrastructure Renewal and Expansion										Thunder Bay	Brantford	
	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston			Ottawa
	2008	2009	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
18	Record the number of breaks/leaks in municipal water mains which require digging to repair. This measures the improvement in system reliability.												
18	Number of breaks in water mains per 100 kilometre of water main pipe in the year		7.86	7.25	8.24								
18	London Data Comments												
Measure	Infrastructure Renewal and Expansion										Thunder Bay	Brantford	
	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston			Ottawa
	2008	2009	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
9	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.												
9	Percentage of winter event responses that met or exceeded municipal road maintenance standards		97.81%	100.00%	98.30%								
9	London Data Comments												

Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009												
<b>Infrastructure Renewal and Expansion</b>														
25	<p>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.</p>													
25	Hectares of open space per 1,000 persons		6.50	6.52	6.61									
25	London Data Comments													
Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
<b>Infrastructure Renewal and Expansion</b>														
13	<p>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.</p>													
13	Number of sewer main backups per 100 kilometres of sewer in the year		0.60	0.36	0.51									
13	London Data Comments													

Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009												
<b>Infrastructure Renewal and Expansion</b>														
12	<p>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.</p>													
12	\$318.73	\$413.83	\$369.35											
12	<p>These 2009-10 measures have changed to the new PSAB format, the measure includes certain operating expenditures that were budgeted in capital and were never previously included in this measure. This makes 2008 comparatives ineffective.</p>													
Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
<b>Infrastructure Renewal and Expansion</b>														
17	<p>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.</p>													
17	\$421.60	\$522.89	\$481.40											
17	<p>London purchases its water pretreated from two Joint Boards of Management (Huron and Elgin). London pays a flat fee per cubic metre of water purchased which covers the cost to treat and distribute the water to London. Cost allocation adjustments between treatment/distribution vs. capital along with increased costs due to new regulations (lead, DWQMS, etc.) have increased this comparator cost. These 2009-10 measures have changed to the new PSAB format, the measure includes certain operating expenditures that were budgeted in capital and were never previously included in this measure. This makes 2008 comparatives ineffective.</p>													

Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009												
<b>Community Vitality</b>														
4	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.													
4	Municipal Comparator	80.53	79.80	72.72										
4	London Data Comments	There was a slight decrease in Total Crime rate from 2009-2010. However, there was a wide variance within the categories of various crime types. "Robberies" increased by 17%. "Break and Enters" and "Mischief" incidents both increased by 8% while "Motor Vehicle Thefts" decreased by 13%.												
Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
<b>Community Vitality</b>														
36	Total number of residential fires and explosions reported by the Fire Department reported to the Office of the Fire Marshall on the OFM standard incident report. This measures safety in communities.													
36	Municipal Comparator	N/A	1.00	1.07										
36	London Data Comments	This is a new measure for 2009, there are also measures on civilian injuries and fatalities for the year and those 5 year averages that are part of the FIR.												

Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009												
<b>Community Vitality</b>														
26	<p>Measure Definition</p> <p>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.</p>													
26	Municipal Comparator		0.51	0.52	0.53									
26	London Data Comments													
Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009												
<b>Community Vitality</b>														
27	<p>Measure Definition</p> <p>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.</p>													
27	Municipal Comparator		13,480.75	12,529.25	12,224.24									
27	London Data Comments													
27	<p>Measure Definition</p> <p>Total participant hours for recreation programs per 1,000 persons</p>													



Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009												
<b>Community Vitality</b>														
28	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.													
28	Municipal Comparator	267.03	380.67	414.83										
28	London Data Comments Restated in 2009 to reflect North London Soccer Stadium and Labatt Park more accurately.													
Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009												
<b>Progressive Transportation System</b>														
11	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.													
11	Municipal Comparator	63.10	53.76	58.54										
11	London Data Comments 2009 Ridership was negatively impacted due to a 33 day service disruption.													

Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
<b>Environmental Leadership</b>														
14	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.													
14	Municipal Comparator	0.28%	0.21%											
14	Wastewater by-pass events occur mainly during heavy rain events due to part of the sewer system being comprised of combination storm/sanitary sewers.													
Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
<b>Environmental Leadership</b>														
19	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.													
19	Municipal Comparator	0.00	0.00	0.00										
19	London had no Boil Water Advisories issued by the Medical Officer of Health.													

Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
<b>Infrastructure Renewal and Expansion</b>														
21	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.													
21	5	5	5											
21	These sites have an MOE Certificate of Approval													
Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
<b>Environmental Leadership</b>														
22	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, 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.													
22	33.88	34.39	33.95											
22	Based on about 1/3 of the incoming contacts are considered a valid complaint.													

Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
<b>Environmental Leadership</b>														
23	<p>Measure Definition</p> <p>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.</p>													
23	Municipal Comparator		40.7%	42.5%	40.9%									
23	<p>London Data Comments</p> <p>The City of London does not have a Green Bin Program, on the comparator list, the following cities have a Green Bin Program: Hamilton, St. Thomas, Guelph, Kingston, Ottawa and Sudbury.</p>													
Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
<b>Creative, Diverse and Innovative City</b>														
31	<p>Measure Definition</p> <p>Total library uses. To measure the increased use of library services.</p>													
31	Municipal Comparator		34.39	36.51	39.56									
31	<p>London Data Comments</p>													

Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009												
<b>Creative, Diverse and Innovative City</b>														
32	Measure Definition The number of electronic uses. To gain better information on library usage.													
32	Electronic uses as a percentage of total library uses		38.3%	40.0%	42.9%									
32	London Data Comments													
Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
<b>Creative, Diverse and Innovative City</b>														
33	Measure Definition The number of non-electronic uses. To gain better information on library usage.													
33	Non-electronic uses as a percentage of total library uses		61.7%	60.0%	57.1%									
33	London Data Comments													

Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
<b>Financial Stability</b>														
1	<p>Measure Definition</p> <p>Operating costs for governance and corporate management as a percentage of total municipal costs, including financial expenses, designed to monitor efficient municipal government.</p>													
1	Municipal Comparator		4.80%	4.00%	4.00%									
1	London Data Comments													
Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
<b>Financial Stability</b>														
2	<p>Measure Definition</p> <p>This measure is for Fire Services expenditures for administration, alarm system, auxiliary services, equipment, fire-fighting force, fire halls, fire prevention and inspection, hydrant rental and other. Designed to monitor efficient Fire Services.</p>													
2	Municipal Comparator		\$1.65	\$1.63	\$1.60									
2	<p>London Data Comments</p> <p>These 2009-10 measures have changed to the new PSAB format, the measure includes certain operating expenditures that were budgeted in capital and were never previously included in this measure. This makes 2008 comparatives ineffective.</p>													

Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009												
<b>Financial Stability</b>														
3	This measure is for Police Services expenditures for administration, police services board, conveyance of prisoners, equipment, garages, lock-ups, offices, payment for OPP services, Police animals, Police communication systems, police service and other. Designed to monitor efficient Police Services.													
3	Municipal Comparator	\$233.93	\$232.55	\$246.66										
3	Operating costs of police services per person	<p>It is important to note that the 2008 measure include expenditures for Court Security and Prisoner Transportation whereas the 2009 measure does not. Therefore, the result for 2009 (\$232.55) is lower than 2008 (233.93).</p>												
Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
<b>Financial Stability</b>														
10	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.													
10	Operating costs for conventional transit per regular service passenger trip	\$2.35	\$2.31	\$2.50										
10	These 2009-10 measures have changed to the new PSAB format, the measure includes certain operating expenditures that were budgeted in capital and were never previously included in this measure. This makes 2008 comparatives ineffective.													

Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009												
<b>Financial Stability</b>														
15	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.													
15	Operating costs for collection per kilometre of urban storm drainage system	\$2,436.37	\$8,139.62	\$3,947.36										
15	London Data Comments These 2009-10 measures have changed from an estimated cost provided departmentally excluding administration costs, to an all in cost that is based upon the FIR Schedule 40 entirely. In addition the new PSAB format 2009 measure includes certain operating expenditures that were budgeted in capital and were never previously included in this measure. This makes 2008 comparatives ineffective.													
Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
<b>Financial Stability</b>														
16	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.													
16	Operating costs for collection per kilometre of rural storm drainage system	\$494.84	\$99.17	\$113.70										
16	London Data Comments These 2009-10 measures have changed to the new PSAB format, the measure includes certain operating expenditures that were budgeted in capital and were never previously included in this measure. This makes 2008 comparatives ineffective.													



Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
<b>Financial Stability</b>														
20	Solid waste management consists of solid waste collection, disposal and diversion. This measures efficiency in solid waste management.													
20	\$56.52	\$64.17	\$60.54											
20	These 2009-10 measures have changed to the new PSAB format, the measure includes certain operating expenditures that were budgeted in capital and were never previously included in this measure. This makes 2008 comparatives ineffective.													
Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010
<b>Financial Stability</b>														
24	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.													
24	\$85.27	\$87.25	\$97.98											
24	These 2009-10 measures have changed to the new PSAB format, the measure includes certain operating expenditures that were budgeted in capital and were never previously included in this measure. This makes 2008 comparatives ineffective.													

Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009												
<b>Financial Stability</b>														
29	Administration, contributions to regional library boards, library boards, other. This measures the efficiency of library services.													
29	Municipal Comparator		\$51.55	\$47.92	\$47.09									
29	These 2009-10 measures have changed to the new PSAB format, the measure includes certain operating expenditures that were budgeted in capital and were never previously included in this measure. This makes 2008 comparatives ineffective.													
Measure	London		Hamilton	Windsor	Chatham	St. Thomas	Sarnia	Barrie	Guelph	Kingston	Ottawa	Sudbury	Thunder Bay	Brantford
	2008	2009												
<b>Financial Stability</b>														
30	Administration, contributions to regional library boards, library boards, other. This measures the efficiency of library services.													
30	Municipal Comparator		\$1.50	\$1.31	\$1.19									
30	These 2009-10 measures have changed to the new PSAB format, the measure includes certain operating expenditures that were budgeted in capital and were never previously included in this measure. This makes 2008 comparatives ineffective.													

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0	0	1	<b>Economic Prosperity</b>		
			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	<b>Core Infrastructure Sustainability</b>		
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	<b>Community Vitality</b>		
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	<b>Environmental Responsibility</b>
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	<b>Enriched Cultural identity</b>
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	<b>Financial Stability</b>
2	4	6	<b>Operating costs for fire services for \$1000 of assessment</b>
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	<b>Enhanced Service Attitude</b>
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	<b>Number of complaints received in a year concerning the collection of solid waste and recycled material per 1,000 households</b>
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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**

**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%

<b>Ottawa</b>	<b>Sudbury</b>	<b>Thunder Bay</b>	<b>Brantford</b>
2005	2005	2005	2005