

| Measure   | Managed and Balanced Growth  |                |                |                |         |            |        |        |        |          |        |         |             |           |
|---|--|----------------|----------------|----------------|---------|------------|--------|--------|--------|----------|--------|---------|-------------|-----------|
|   | London   |                | Hamilton       | Windsor        | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|   | 2009   | 2010           | 2011           | 2011           | 2011    | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| 34  | 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.                              |                |                |                |         |            |        |        |        |          |        |         |             |           |
| 34  | Municipal Comparator   | 99.9%          | 100.0%         | 100.0%         |         |            |        |        |        |          |        |         |             |           |
| 34  | London Data Comments   |                |                |                |         |            |        |        |        |          |        |         |             |           |
| 34  | Additional Notes   | 1409 new units | 1882 new units | 1229 new units |         |            |        |        |        |          |        |         |             |           |
| Measure   | London   |                | Hamilton       | Windsor        | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|   | 2009   | 2010           | 2011           | 2011           | 2011    | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| <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%         | 98.3%          | 100%           |         |            |        |        |        |          |        |         |             |           |
| 35  | London Data Comments   |                |                |                |         |            |        |        |        |          |        |         |             |           |
| 35  | Additional Notes   | 25.8 hectares  | 264.1 hectares | 264.1 hectares |         |            |        |        |        |          |        |         |             |           |
| <b>Managed and Balanced Growth</b>  |  |                |                |                |         |            |        |        |        |          |        |         |             |           |
| 35  | 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   |                |                |                |         |            |        |        |        |          |        |         |             |           |
| No agricultural lands were re-designated to other uses in 2011. The 238.2 hectares of agricultural lands re-designated in 2010 accounts for agricultural lands that were re-designated to Open Space and Environmental Review through OPA 438 (2006 Official Plan Review). A total of 264.1 hectares of agricultural lands have been re-designated at other uses since the base year of 2000. |  |                |                |                |         |            |        |        |        |          |        |         |             |           |
| 35  | Additional Notes   |                |                |                |         |            |        |        |        |          |        |         |             |           |

| Measure | Infrastructure Renewal and Expansion  |             |             |             |         |            |        |        |        |          |        |         |             |           |
|---------|---|-------------|-------------|-------------|---------|------------|--------|--------|--------|----------|--------|---------|-------------|-----------|
|         | London  |             | Hamilton    | Windsor     | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|         | 2009  | 2010        | 2011        | 2011        | 2011    | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| 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   | \$3,847.95  | \$4,144.26  | \$5,066.57  |         |            |        |        |        |          |        |         |             |           |
| 5       | <p>Actual operating expenditures at the program level has decreased, but overhead and carrying costs have increased.</p>  |             |             |             |         |            |        |        |        |          |        |         |             |           |
| Measure | Infrastructure Renewal and Expansion  |             |             |             |         |            |        |        |        |          |        |         |             |           |
|         | London  |             | Hamilton    | Windsor     | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|         | 2009  | 2010        | 2011        | 2011        | 2011    | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| 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  | \$14,795.64 | \$13,688.58 | \$14,416.17 |         |            |        |        |        |          |        |         |             |           |
| 6       | <p>London Data Comments</p>   |             |             |             |         |            |        |        |        |          |        |         |             |           |

| Measure | Infrastructure Renewal and Expansion   |      |            |            |            |            |        |        |        |          |        |         |             |           |
|---------|--|------|------------|------------|------------|------------|--------|--------|--------|----------|--------|---------|-------------|-----------|
|         | London   |      | Hamilton   | Windsor    | Chatham    | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|         | 2009   | 2010 | 2011       | 2011       | 2011       | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| 7       | <p>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.</p>  |      |            |            |            |            |        |        |        |          |        |         |             |           |
| 7       | Municipal Comparator   |      | \$3,643.15 | \$3,410.53 | \$3,221.34 |            |        |        |        |          |        |         |             |           |
| 7       | Lower than average snow events   |      |            |            |            |            |        |        |        |          |        |         |             |           |
| Measure | London   |      | Hamilton   | Windsor    | Chatham    | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|         | 2009   | 2010 | 2011       | 2011       | 2011       | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
|         | Infrastructure Renewal and Expansion   |      |            |            |            |            |        |        |        |          |        |         |             |           |
| 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   |      | 50.2%      | 53.0%      | 52.7%      |            |        |        |        |          |        |         |             |           |
| 8       | Percentage of paved lane kilometres rated as good to very good   |      |            |            |            |            |        |        |        |          |        |         |             |           |
| 8       | London Data Comments   |      |            |            |            |            |        |        |        |          |        |         |             |           |

| Measure | Infrastructure Renewal and Expansion   |      |          |         |         |            |        |        |        |          |        |         |             |           |
|---------|--|------|----------|---------|---------|------------|--------|--------|--------|----------|--------|---------|-------------|-----------|
|         | London   |      | Hamilton | Windsor | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|         | 2009   | 2010 | 2011     | 2011    | 2011    | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| 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   |      | 7.25     | 8.24    | 7.65    |            |        |        |        |          |        |         |             |           |
| 18      | London Data Comments   |      |          |         |         |            |        |        |        |          |        |         |             |           |
| Measure | Infrastructure Renewal and Expansion   |      |          |         |         |            |        |        |        |          |        |         |             |           |
|         | London   |      | Hamilton | Windsor | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|         | 2009   | 2010 | 2011     | 2011    | 2011    | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| 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   |      | 100.00%  | 98.30%  | 100.00% |            |        |        |        |          |        |         |             |           |
| 9       | London Data Comments   |      |          |         |         |            |        |        |        |          |        |         |             |           |

| Measure | Infrastructure Renewal and Expansion  |      |                      |         |         |            |        |        |        |          |        |         |             |           |
|---------|---|------|----------------------|---------|---------|------------|--------|--------|--------|----------|--------|---------|-------------|-----------|
|         | London  |      | Hamilton             | Windsor | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|         | 2009  | 2010 | 2011                 | 2011    | 2011    | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| 25      | 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. |      |                      |         |         |            |        |        |        |          |        |         |             |           |
| 25      | Hectares of open space per 1,000 persons  |      | Municipal Comparator | 6.52    | 6.61    | 6.67       |        |        |        |          |        |         |             |           |
| 25      | London Data Comments  |      |                      |         |         |            |        |        |        |          |        |         |             |           |
| Measure | London  |      | Hamilton             | Windsor | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|         | 2009  | 2010 | 2011                 | 2011    | 2011    | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| 13      | 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.  |      |                      |         |         |            |        |        |        |          |        |         |             |           |
| 13      | Number of sewer main backups per 100 kilometres of sewer in the year  |      | Municipal Comparator | 0.36    | 0.51    | 0.36       |        |        |        |          |        |         |             |           |
| 13      | London Data Comments  |      |                      |         |         |            |        |        |        |          |        |         |             |           |

| Measure | Infrastructure Renewal and Expansion   |      |          |          |          |            |        |        |        |          |        |         |             |           |
|---------|--|------|----------|----------|----------|------------|--------|--------|--------|----------|--------|---------|-------------|-----------|
|         | London   |      | Hamilton | Windsor  | Chatham  | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|         | 2009   | 2010 | 2011     | 2011     | 2011     | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| 12      | 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. |      |          |          |          |            |        |        |        |          |        |         |             |           |
| 12      | Municipal Comparator   |      | \$413.83 | \$369.35 | \$334.13 |            |        |        |        |          |        |         |             |           |
| 12      | London Data Comments   |      |          |          |          |            |        |        |        |          |        |         |             |           |
| Measure | Infrastructure Renewal and Expansion   |      |          |          |          |            |        |        |        |          |        |         |             |           |
|         | London   |      | Hamilton | Windsor  | Chatham  | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|         | 2009   | 2010 | 2011     | 2011     | 2011     | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| 37      | 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.   |      |          |          |          |            |        |        |        |          |        |         |             |           |
| 37      | Municipal Comparator   |      | N/A      | N/A      | 5.70     |            |        |        |        |          |        |         |             |           |
| 37      | 1st year of measure  |      |          |          |          |            |        |        |        |          |        |         |             |           |

| Measure                                     | London  |      | Hamilton | Windsor | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|---|---|------|----------|---------|---------|------------|--------|--------|--------|----------|--------|---------|-------------|-----------|
|   | 2009  | 2010 | 2011     | 2011    | 2011    | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| <b>Infrastructure Renewal and Expansion</b> |   |      |          |         |         |            |        |        |        |          |        |         |             |           |
| 38  | <p>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 and low hazard industrial occupancies and farm buildings that do next exceed 600 square metres in building area. This is to measure that complete building permits are processed quickly and accurately</p>   |      |          |         |         |            |        |        |        |          |        |         |             |           |
| 38  | Municipal Comparator  | N/A  | N/A      | 8.50    |         |            |        |        |        |          |        |         |             |           |
| 38  | London Data Comments  |      |          |         |         |            |        |        |        |          |        |         |             |           |
|   | 1st year of measure   |      |          |         |         |            |        |        |        |          |        |         |             |           |
| Measure                                     | London  |      | Hamilton | Windsor | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|   | 2009  | 2010 | 2011     | 2011    | 2011    | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| <b>Infrastructure Renewal and Expansion</b> |   |      |          |         |         |            |        |        |        |          |        |         |             |           |
| 39  | <p>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</p> |      |          |         |         |            |        |        |        |          |        |         |             |           |
| 39  | Municipal Comparator  | N/A  | N/A      | 10.60   |         |            |        |        |        |          |        |         |             |           |
| 39  | London Data Comments  |      |          |         |         |            |        |        |        |          |        |         |             |           |
|   | 1st year of measure   |      |          |         |         |            |        |        |        |          |        |         |             |           |

| Measure                                     | London  |          | Hamilton | Windsor | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|---|---|----------|----------|---------|---------|------------|--------|--------|--------|----------|--------|---------|-------------|-----------|
|   | 2009  | 2010     | 2011     | 2011    | 2011    | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| <b>Infrastructure Renewal and Expansion</b> |   |          |          |         |         |            |        |        |        |          |        |         |             |           |
| 40  | <p><b>Measure Definition</b></p> <p>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.</p>  |          |          |         |         |            |        |        |        |          |        |         |             |           |
| 40  | N/A   | N/A      | 15.70    |         |         |            |        |        |        |          |        |         |             |           |
| 40  | <p><b>London Data Comments</b></p> <p>1st year of measure</p>   |          |          |         |         |            |        |        |        |          |        |         |             |           |
| Measure                                     | London  |          | Hamilton | Windsor | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|   | 2009  | 2010     | 2011     | 2011    | 2011    | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| <b>Infrastructure Renewal and Expansion</b> |   |          |          |         |         |            |        |        |        |          |        |         |             |           |
| 17  | <p><b>Measure Definition</b></p> <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  | \$522.89  | \$481.40 | \$548.52 |         |         |            |        |        |        |          |        |         |             |           |
| 17  | <p><b>London Data Comments</b></p>  |          |          |         |         |            |        |        |        |          |        |         |             |           |



| Measure | Community Vitality  |      |          |         |         |            |        |        |        |          |        |         |             |           |
|---------|---|------|----------|---------|---------|------------|--------|--------|--------|----------|--------|---------|-------------|-----------|
|         | London  |      | Hamilton | Windsor | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|         | 2009  | 2010 | 2011     | 2011    | 2011    | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| 4       | <p>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.</p> |      |          |         |         |            |        |        |        |          |        |         |             |           |
| 4       | Municipal Comparator  |      | 79.80    | 72.72   | 69.07   |            |        |        |        |          |        |         |             |           |
| 4       | <p>The Total Crime rate decreased by 5% from 2010 - 2011 mostly due to a decrease in certain crime categories including Frauds (-32%), Thefts (-6%), and Auto Thefts (-7%). However, there were increases in some of the other crime categories, in particular, Break and Enters (+20%).</p>  |      |          |         |         |            |        |        |        |          |        |         |             |           |
| Measure | Community Vitality  |      |          |         |         |            |        |        |        |          |        |         |             |           |
|         | London  |      | Hamilton | Windsor | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|         | 2009  | 2010 | 2011     | 2011    | 2011    | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| 36      | <p>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.</p>  |      |          |         |         |            |        |        |        |          |        |         |             |           |
| 36      | Municipal Comparator  |      | 1.00     | 1.07    | 1.03    |            |        |        |        |          |        |         |             |           |
| 36      | <p>Residential structural fires (per 1,000 households)</p>  |      |          |         |         |            |        |        |        |          |        |         |             |           |
| 36      | <p>London Data Comments</p>   |      |          |         |         |            |        |        |        |          |        |         |             |           |

| Measure                   | London   |           | Hamilton  | Windsor   | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|---------------------------|--|-----------|-----------|-----------|---------|------------|--------|--------|--------|----------|--------|---------|-------------|-----------|
|                           | 2009   | 2010      |           |           |         |            |        |        |        |          |        |         |             |           |
| <b>Community Vitality</b> |  |           |           |           |         |            |        |        |        |          |        |         |             |           |
| 26                        | 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. |           |           |           |         |            |        |        |        |          |        |         |             |           |
| 26                        | Municipal Comparator   | 0.52      | 0.53      | 0.54      |         |            |        |        |        |          |        |         |             |           |
| 26                        | London Data Comments   |           |           |           |         |            |        |        |        |          |        |         |             |           |
| Measure                   | London   |           | Hamilton  | Windsor   | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|                           | 2009   | 2010      |           |           |         |            |        |        |        |          |        |         |             |           |
| <b>Community Vitality</b> |  |           |           |           |         |            |        |        |        |          |        |         |             |           |
| 27                        | 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.   |           |           |           |         |            |        |        |        |          |        |         |             |           |
| 27                        | Municipal Comparator   | 12,529.25 | 12,224.24 | 12,404.54 |         |            |        |        |        |          |        |         |             |           |
| 27                        | London Data Comments   |           |           |           |         |            |        |        |        |          |        |         |             |           |

| Measure                                  | London  |      | Hamilton             | Windsor | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|--|---|------|----------------------|---------|---------|------------|--------|--------|--------|----------|--------|---------|-------------|-----------|
|  | 2009  | 2010 |                      |         |         |            |        |        |        |          |        |         |             |           |
| <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                                       | Square metres of recreation facility space per 1,000 persons  |      | Municipal Comparator | 380.67  | 414.83  | 413.75     |        |        |        |          |        |         |             |           |
| 28                                       | London Data Comments  |      |                      |         |         |            |        |        |        |          |        |         |             |           |
| Measure                                  | London  |      | Hamilton             | Windsor | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|  | 2009  | 2010 | 2011                 | 2011    | 2011    | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| <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                                       | Number of conventional transit passenger trips per person in the service area   |      | Municipal Comparator | 53.76   | 58.54   | 61.47      |        |        |        |          |        |         |             |           |
| 11                                       | London Data Comments  |      |                      |         |         |            |        |        |        |          |        |         |             |           |

| Measure | Environmental Leadership   |      |          |         |         |            |        |        |        |          |        |         |             |           |
|---------|--|------|----------|---------|---------|------------|--------|--------|--------|----------|--------|---------|-------------|-----------|
|         | London   |      | Hamilton | Windsor | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|         | 2009   | 2010 | 2011     | 2011    | 2011    | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| 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      | 0.21%  |      | 0.07%    | 0.44%   |         |            |        |        |        |          |        |         |             |           |
| 14      | London Data Comments   |      |          |         |         |            |        |        |        |          |        |         |             |           |
| Measure | Environmental Leadership   |      |          |         |         |            |        |        |        |          |        |         |             |           |
|         | London   |      | Hamilton | Windsor | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|         | 2009   | 2010 | 2011     | 2011    | 2011    | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| 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      | 0.00   |      | 0.00     | 0.00    |         |            |        |        |        |          |        |         |             |           |
| 19      | London Data Comments   |      |          |         |         |            |        |        |        |          |        |         |             |           |

| Measure                                     | London   |       | Hamilton | Windsor | Chatham | St. Thomas | Sarnia  | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|---|--|-------|----------|---------|---------|------------|---|--------|--------|----------|--------|---------|-------------|-----------|
|   | 2009   | 2010  | 2011     | 2011    | 2011    | 2011       | 2011  | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| <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     | 6        |         |         |            |   |        |        |          |        |         |             |           |
| 21  | London Data Comments   |       |          |         |         |            |   |        |        |          |        |         |             |           |
| Measure                                     | London   |       | Hamilton | Windsor | Chatham | St. Thomas | Sarnia <td>Barrie</td> <td>Guelph</td> <td>Kingston</td> <td>Ottawa</td> <td>Sudbury</td> <td>Thunder Bay</td> <td>Brantford</td> | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|   | 2009   | 2010  | 2011     | 2011    | 2011    | 2011       | 2011  | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| <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.<br>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.<br>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  | 34.39  | 33.95 | 33.42    |         |         |            |   |        |        |          |        |         |             |           |
| 22  | London Data Comments   |       |          |         |         |            |   |        |        |          |        |         |             |           |

| Measure | Environmental Leadership   |      |          |         |         |            |        |        |        |          |        |         |             |           |
|---------|--|------|----------|---------|---------|------------|--------|--------|--------|----------|--------|---------|-------------|-----------|
|         | London   |      | Hamilton | Windsor | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|         | 2009   | 2010 | 2011     | 2011    | 2011    | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| 23      | 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. |      |          |         |         |            |        |        |        |          |        |         |             |           |
| 23      | Municipal Comparator   |      | 42.5%    | 40.9%   | 42.4%   |            |        |        |        |          |        |         |             |           |
| 23      | London Data Comments   |      |          |         |         |            |        |        |        |          |        |         |             |           |
| Measure | Creative, Diverse and Innovative City  |      |          |         |         |            |        |        |        |          |        |         |             |           |
|         | London   |      | Hamilton | Windsor | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|         | 2009   | 2010 | 2011     | 2011    | 2011    | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| 31      | Total library uses. To measure the increased use of library services.  |      |          |         |         |            |        |        |        |          |        |         |             |           |
| 31      | Municipal Comparator   |      | 36.51    | 39.56   | 40.63   |            |        |        |        |          |        |         |             |           |
| 31      | London Data Comments   |      |          |         |         |            |        |        |        |          |        |         |             |           |

| Measure                                      | London   |      | Hamilton | Windsor | Chatham | St. Thomas | Sarnia  | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|--|--|------|----------|---------|---------|------------|---|--------|--------|----------|--------|---------|-------------|-----------|
|  | 2009   | 2010 | 2011     | 2011    | 2011    | 2011       | 2011  | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| <b>Creative, Diverse and Innovative City</b> |  |      |          |         |         |            |   |        |        |          |        |         |             |           |
| 32   | <p>Measure Definition</p> <p>The number of electronic uses. To gain better information on library usage.</p>     |      |          |         |         |            |   |        |        |          |        |         |             |           |
| 32   | Electronic uses as a percentage of total library uses  |      | 40.0%    | 42.9%   | 42.5%   |            |   |        |        |          |        |         |             |           |
| 32   | London Data Comments   |      |          |         |         |            |   |        |        |          |        |         |             |           |
| Measure                                      | London   |      | Hamilton | Windsor | Chatham | St. Thomas | Sarnia <td>Barrie</td> <td>Guelph</td> <td>Kingston</td> <td>Ottawa</td> <td>Sudbury</td> <td>Thunder Bay</td> <td>Brantford</td> | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|  | 2009   | 2010 | 2011     | 2011    | 2011    | 2011       | 2011  | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| <b>Creative, Diverse and Innovative City</b> |  |      |          |         |         |            |   |        |        |          |        |         |             |           |
| 33   | <p>Measure Definition</p> <p>The number of non-electronic uses. To gain better information on library usage.</p> |      |          |         |         |            |   |        |        |          |        |         |             |           |
| 33   | Non-electronic uses as a percentage of total library uses  |      | 60.0%    | 57.1%   | 57.5%   |            |   |        |        |          |        |         |             |           |
| 33   | London Data Comments   |      |          |         |         |            |   |        |        |          |        |         |             |           |

| Measure                    | London   |      | Hamilton | Windsor | Chatham | St. Thomas | Sarnia   | Barrie   | Guelph  | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|----------------------------|--|------|----------|---------|---------|------------|--|--|---|----------|--------|---------|-------------|-----------|
|                            | 2009   | 2010 | 2011     | 2011    | 2011    | 2011       | 2011   | 2011   | 2011  | 2011     | 2011   | 2011    | 2011        | 2011      |
| <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   |      | 4.00%    | 4.00%   | 4.30%   |            |  |  |   |          |        |         |             |           |
| 1                          | London Data Comments   |      |          |         |         |            |  |  |   |          |        |         |             |           |
| Measure                    | London   |      | Hamilton | Windsor | Chatham | St. Thomas | Sarnia <td>Barrie <td>Guelph <td>Kingston</td> <td>Ottawa</td> <td>Sudbury</td> <td>Thunder Bay</td> <td>Brantford</td> </td></td> | Barrie <td>Guelph <td>Kingston</td> <td>Ottawa</td> <td>Sudbury</td> <td>Thunder Bay</td> <td>Brantford</td> </td> | Guelph <td>Kingston</td> <td>Ottawa</td> <td>Sudbury</td> <td>Thunder Bay</td> <td>Brantford</td> | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|                            | 2009   | 2010 | 2011     | 2011    | 2011    | 2011       | 2011   | 2011   | 2011  | 2011     | 2011   | 2011    | 2011        | 2011      |
| <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   |      | \$1.63   | \$1.60  | \$1.62  |            |  |  |   |          |        |         |             |           |
| 2                          | London Data Comments   |      |          |         |         |            |  |  |   |          |        |         |             |           |



| Measure                    | London  |          | Hamilton | Windsor  | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|----------------------------|---|----------|----------|----------|---------|------------|--------|--------|--------|----------|--------|---------|-------------|-----------|
|                            | 2009  | 2010     | 2011     | 2011     | 2011    | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| <b>Financial Stability</b> |   |          |          |          |         |            |        |        |        |          |        |         |             |           |
| 3                          | <p>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.</p> |          |          |          |         |            |        |        |        |          |        |         |             |           |
| 3                          | Municipal Comparator  | N/A      | N/A      | \$4.27   |         |            |        |        |        |          |        |         |             |           |
| 3                          | London Data Comments  |          |          |          |         |            |        |        |        |          |        |         |             |           |
| Measure                    | London  |          | Hamilton | Windsor  | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|                            | 2009  | 2010     | 2011     | 2011     | 2011    | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| <b>Financial Stability</b> |   |          |          |          |         |            |        |        |        |          |        |         |             |           |
| 3                          | <p>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.</p>  |          |          |          |         |            |        |        |        |          |        |         |             |           |
| 3                          | Municipal Comparator  | \$232.55 | \$246.66 | \$263.89 |         |            |        |        |        |          |        |         |             |           |
| 3                          | London Data Comments  |          |          |          |         |            |        |        |        |          |        |         |             |           |

| Measure | Financial Stability   |      |            |            |            |            |        |        |        |          |        |         |             |           |
|---------|---|------|------------|------------|------------|------------|--------|--------|--------|----------|--------|---------|-------------|-----------|
|         | London  |      | Hamilton   | Windsor    | Chatham    | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|         | 2009  | 2010 | 2011       | 2011       | 2011       | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| 10      | <p>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.</p> |      |            |            |            |            |        |        |        |          |        |         |             |           |
| 10      | Municipal Comparator  |      | \$2.31     | \$2.50     | \$2.34     |            |        |        |        |          |        |         |             |           |
| 10      | London Data Comments  |      |            |            |            |            |        |        |        |          |        |         |             |           |
| Measure | Financial Stability   |      |            |            |            |            |        |        |        |          |        |         |             |           |
|         | London  |      | Hamilton   | Windsor    | Chatham    | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|         | 2009  | 2010 | 2011       | 2011       | 2011       | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| 15      | <p>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.</p>                      |      |            |            |            |            |        |        |        |          |        |         |             |           |
| 15      | Municipal Comparator  |      | \$8,139.62 | \$3,947.36 | \$4,887.70 |            |        |        |        |          |        |         |             |           |
| 15      | London Data Comments  |      |            |            |            |            |        |        |        |          |        |         |             |           |

| Measure                    | London   |      | Hamilton | Windsor  | Chatham  | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|----------------------------|--|------|----------|----------|----------|------------|--------|--------|--------|----------|--------|---------|-------------|-----------|
|                            | 2009   | 2010 | 2011     | 2011     | 2011     | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| <b>Financial Stability</b> |  |      |          |          |          |            |        |        |        |          |        |         |             |           |
| 16                         | <p>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.</p> |      |          |          |          |            |        |        |        |          |        |         |             |           |
| 16                         | Operating costs for collection per kilometre of rural storm drainage system  |      |          |          |          |            |        |        |        |          |        |         |             |           |
|                            |  |      | \$99.17  | \$113.70 | \$118.87 |            |        |        |        |          |        |         |             |           |
| 16                         | London Data Comments   |      |          |          |          |            |        |        |        |          |        |         |             |           |
| Measure                    | London   |      | Hamilton | Windsor  | Chatham  | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|                            | 2009   | 2010 | 2011     | 2011     | 2011     | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| <b>Financial Stability</b> |  |      |          |          |          |            |        |        |        |          |        |         |             |           |
| 20                         | <p>Solid waste management consists of solid waste collection, disposal and diversion. This measures efficiency in solid waste management.</p>  |      |          |          |          |            |        |        |        |          |        |         |             |           |
| 20                         | Average operating costs for solid waste management per tonne (disposed & recycled)   |      |          |          |          |            |        |        |        |          |        |         |             |           |
|                            |  |      | \$64.17  | \$60.54  | \$67.20  |            |        |        |        |          |        |         |             |           |
| 20                         | The cost to operate the waste management system in 2011 was similar to 2010, but a reduction in tonnes managed resulted in an increase in the cost per tonne.  |      |          |          |          |            |        |        |        |          |        |         |             |           |

| Measure | Financial Stability  |         |          |          |         |            |        |        |        |          |        |         |             |           |
|---------|--|---------|----------|----------|---------|------------|--------|--------|--------|----------|--------|---------|-------------|-----------|
|         | London   |         | Hamilton | Windsor  | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|         | 2009   | 2010    | 2011     | 2011     | 2011    | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| 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      | Municipal Comparator   | \$87.25 | \$97.98  | \$100.86 |         |            |        |        |        |          |        |         |             |           |
| 24      | London Data Comments   |         |          |          |         |            |        |        |        |          |        |         |             |           |
| Measure | London   |         | Hamilton | Windsor  | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|         | 2009   | 2010    | 2011     | 2011     | 2011    | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| 29      | Administration, contributions to regional library boards, library boards, other. This measures the efficiency of library services.   |         |          |          |         |            |        |        |        |          |        |         |             |           |
| 29      | Municipal Comparator   | \$47.92 | \$47.09  | \$51.67  |         |            |        |        |        |          |        |         |             |           |
| 29      | London Data Comments   |         |          |          |         |            |        |        |        |          |        |         |             |           |

| Measure                    | London  |      | Hamilton | Windsor | Chatham | St. Thomas | Sarnia | Barrie | Guelph | Kingston | Ottawa | Sudbury | Thunder Bay | Brantford |
|----------------------------|---|------|----------|---------|---------|------------|--------|--------|--------|----------|--------|---------|-------------|-----------|
|                            | 2009  | 2010 | 2011     | 2011    | 2011    | 2011       | 2011   | 2011   | 2011   | 2011     | 2011   | 2011    | 2011        | 2011      |
| <b>Financial Stability</b> |   |      |          |         |         |            |        |        |        |          |        |         |             |           |
| 30                         | <p>Measure Definition</p> <p>Administration, contributions to regional library boards, library boards, other. This measures the efficiency of library services.</p> |      |          |         |         |            |        |        |        |          |        |         |             |           |
| 30                         | <p>Municipal Comparator</p> <p>\$1.31      \$1.19      \$1.27</p>   |      |          |         |         |            |        |        |        |          |        |         |             |           |
| 30                         | <p>Operating costs for library services per use</p> <p>London Data Comments</p>   |      |          |         |         |            |        |        |        |          |        |         |             |           |

| asu | re | w | seq | ecti | ve |
|-----|----|---|-----|------|----|
|-----|----|---|-----|------|----|

|    |     |   |  |  |  |
|----|-----|---|--|--|--|
| 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> |
|----|----|---|--|

|    |    |   |  |
|----|----|---|--|
| 22 | 65 | 7 |  |
|----|----|---|--|

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

Municipal Comparator  
London Data Interpretation comment

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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<br>0.01 days | 0.12      | Less than<br>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<br>*Distribution<br>only | \$377.73  |
| \$52.21    | \$106.92   | \$136.78 | \$117.95 | \$147.98                            | \$32.01<br>(collection)<br>\$94.07<br>(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<br/>Bay</b> | <b>Brantford</b> |
| 2005          | 2005           | 2005                   | 2005             |