

Local Government

CONTACT PERSON : Diane G. Charlebois-Howard

1.1 GENERAL GOVERNMENT – EFFICIENCY

	2008	2007			
	15.7%	23.2%			

Efficiency Measure

Operating costs for governance and corporate management as a percentage of total municipal operating costs.

Objective

Efficient municipal government.

Notes & Key Factors for Understanding Results

The formula for the local government measure was changed in 2007.
SLC 91 0205 13 Financial Information Return.

Fire Services

CONTACT PERSON : Royal Lafleur, Fire Chief

2.1 FIRE SERVICES – EFFICIENCY

	2008	2007	2006	2005	
	\$.96	\$1.12	\$1.12	\$1.41	

Efficiency Measure

Operating costs for fire services per \$1,000 of assessment.

Objective

Efficient fire services.

Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.
SLC 91 1102 13 Financial Information Return.

Police Services

CONTACT PERSON :

3.1 POLICE SERVICES – EFFICIENCY

	2008	2007	2006	2005	
	\$123.38	\$164.00	\$167.10	\$173.03	

Efficiency Measure

Operating costs for police services per person.

Objective

Efficient police services.

Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.
SLC 91 1203 13 Financial Information Return.

MUNICIPALITY OF ST.-CHARLES
Municipal Performance Measurement Program • 2008 RESULTS

3.2 VIOLENT CRIME RATE - EFFECTIVENESS					
	2008	2007	2006	2005	2004
	9.788	9.7	x.x	12.138	x.x

Effectiveness Measure

Violent crime rate per 1,000 persons.

Objective

Safe communities.

Notes & Key Factors for Understanding Results

SLC 92 1258 07 Financial Information Return.

3.3 PROPERTY CRIME RATE - EFFECTIVENESS					
	2008	2007	2006	2005	2004
	24.47	21.9	x.x	8.501	x.x

Effectiveness Measure

Property crime rate per 1,000 persons.

Objective

Safe communities.

Notes & Key Factors for Understanding Results

SLC 92 1259 07 Financial Information Return.

3.4 TOTAL CRIME RATE - EFFECTIVENESS					
	2008	2007	2006	2005	2004
	38.336	37.3	x	29.366	x

Effectiveness Measure

Total crime rate per 1,000 persons (Criminal Code offences, excluding traffic).

Objective

Safe Communities.

Notes & Key Factors for Understanding Results

SLC 92 1263 07 Financial Information Return.

MUNICIPALITY OF ST.-CHARLES
Municipal Performance Measurement Program • 2008 RESULTS

3.5 YOUTH CRIME RATE - EFFECTIVENESS					
	2008	2007	2006	2005	
	X.X	X.X	X.X	X.X	
<p>Effectiveness Measure Youth crime rate per 1,000 youths.</p> <p>Objective Safe Communities.</p>					
<p>Notes & Key Factors for Understanding Results</p>					
<p>The formula for youth crime was changed in 2005 to include youths who receive pre-charge resolutions such as warnings and cautions. SLC 92 1265 07 Financial Information Return.</p>					

Roads

CONTACT PERSON : Royal Lafleur, Director of Public Works

4.1 PAVED ROADS – EFFICIENCY					
	2008	2007	2006	2005	
	\$158.54	\$204.70	\$200.41	\$115.24	
<p>Efficiency Measure Operating costs for paved (hard top) roads per lane kilometre.</p> <p>Objective Efficient maintenance of paved roads.</p>					
<p>Notes & Key Factors for Understanding Results</p>					
<p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. SLC 91 2107 13 Financial Information Return.</p>					

MUNICIPALITY OF ST.-CHARLES
Municipal Performance Measurement Program • 2008 RESULTS

4.2 UNPAVED ROADS – EFFICIENCY

	2008	2007	2006	2005	
	\$312.57	\$355.83	\$384.38	\$265.93	

Efficiency Measure

Operating costs for unpaved (loose top) roads per lane kilometre.

Objective

Efficient maintenance of unpaved roads.

Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.
SLC 91 2108 13 Financial Information Return.

4.3 WINTER MAINTENANCE OF ROADS – EFFICIENCY

	2008	2007	2006	2005	
	\$235.08	\$166.55	\$230.94	\$187.07	

Efficiency Measure

Operating costs for winter maintenance of roadways per lane kilometre maintained in winter.

Objective

Efficient winter maintenance of roads.

Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.
SLC 91 2204 13 Financial Information Return.

MUNICIPALITY OF ST.-CHARLES
Municipal Performance Measurement Program • 2008 RESULTS

4.4 ADEQUACY OF PAVED ROADS - EFFECTIVENESS					
	2008	2007	2006	2005	2004
	100%	100%	100%	100%	100%

Effectiveness Measure

Percentage of paved lane kilometres where the condition is rated as good to very good.

Objective

Pavement condition meets municipal objectives.

Notes & Key Factors for Understanding Results

SLC 92 2152 07 Financial Information Return.

Pavement condition is rated using a Pavement Condition Index (PCI) such as the Index used by the Ontario Good Roads Association or the Ministry of Transportation's Roads Inventory Management System (RIMS).

4.5 WINTER EVENT RESPONSES - EFFECTIVENESS					
	2008	2007	2006	2005	2004
	100.0%	.41%	.48%	100%	x%

Effectiveness Measure

Percentage of winter events where the response met or exceeded locally determined municipal service levels for road maintenance.

Objective

Appropriate response to winter storm events.

Notes & Key Factors for Understanding Results

SLC 92 2251 07 Financial Information Return.

Wastewater (Sewage)

CONTACT PERSON :

6.1 WASTEWATER COLLECTION – EFFICIENCY

	2008	2007	2006		
	\$549.00	\$x.xx	\$x.xx		

Efficiency Measure

Operating costs for the collection of wastewater per kilometre of wastewater main.

Objective

Efficient municipal wastewater collection services.

Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.
SLC 91 3110 13 Financial Information Return.

In 2006, the definition of kilometres of wastewater main was redefined; connections were eliminated.

6.2 WASTEWATER TREATMENT AND DISPOSAL – EFFICIENCY

	2008	2007	2006	2005	
	\$162.33	\$x.xx	\$x.xx	\$x.xx	

Efficiency Measure

Operating costs for the treatment and disposal of wastewater per megalitre.

Objective

Efficient municipal wastewater treatment and disposal services.

Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.

One megalitre equals 1,000,000 litres or 1,000 cubic metres.

SLC 91 3108 13 Financial Information Return.

MUNICIPALITY OF ST.-CHARLES
Municipal Performance Measurement Program • 2008 RESULTS

6.3 WASTEWATER INTEGRATED SYSTEM – EFFICIENCY					
	2008	2007	2006	2005	
	\$195.32	\$x.xx	\$x.xx	\$x.xx	

Efficiency Measure

Operating costs for the collection, treatment and disposal of wastewater per megalitre (Integrated System).

Objective

Efficient wastewater system (Integrated System).

Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.

One megalitre equals 1,000,000 litres or 1,000 cubic metres.

SLC 91 3109 13 Financial Information Return.

6.4 WASTEWATER MAIN BACKUPS - EFFECTIVENESS					
	2008	2007	2006	2005	2004
	x.xx	x.xx	x.xx	x.xx	x.xx

Effectiveness Measure

Number of wastewater main backups per 100 kilometres of wastewater main in a year.

Objective

Municipal sewage management practices prevent environmental and human health hazards.

Notes & Key Factors for Understanding Results

SLC 92 3154 07 Financial Information Return.

MUNICIPALITY OF ST.-CHARLES
Municipal Performance Measurement Program • 2008 RESULTS

6.5 WASTEWATER BYPASSES TREATMENT - EFFECTIVENESS					
	2008	2007	2006	2005	2004
	x.xxx%	x.xxx%	x.xxx%	x.xxx%	x.xxx%
<p>Effectiveness Measure Percentage of wastewater estimated to have by-passed treatment.</p>					
<p>Objective Municipal sewage management practices prevent environmental and human health hazards.</p>					
<p>Notes & Key Factors for Understanding Results</p>					
<p>SLC 92 3155 07 Financial Information Return.</p>					

Solid Waste Management (Garbage)

CONTACT PERSON :

9.1 GARBAGE COLLECTION – EFFICIENCY

	2008	2007	2006	2005	
	\$16.22	\$13.78	\$13.82	\$18.22	

Efficiency Measure

Operating costs for garbage collection per household.

Objective

Efficient municipal garbage collection services.

Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.

SLC 91 3403 13 Financial Information Return.

MUNICIPALITY OF ST.-CHARLES
Municipal Performance Measurement Program • 2008 RESULTS

9.2 GARBAGE DISPOSAL – EFFICIENCY					
	2008	2007	2006	2005	
	\$79.12	\$97.43	\$79.59	\$75.21	

Efficiency Measure

Operating costs for garbage disposal per household.

Objective

Efficient municipal garbage disposal services.

Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.
SLC 91 3503 13 Financial Information Return.

9.3 SOLID WASTE DIVERSION (RECYCLING) – EFFICIENCY					
	2008	2007	2006	2005	
	\$54.86	\$x.xx	\$x.xx	\$x.xx	

Efficiency Measure

Operating costs for solid waste diversion (recycling) per household.

Objective

Efficient municipal solid waste diversion (recycling) services.

Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.
SLC 91 3604 13 Financial Information Return.

MUNICIPALITY OF ST.-CHARLES
Municipal Performance Measurement Program • 2008 RESULTS

9.4 SOLID WASTE MANAGEMENT (INTEGRATED SYSTEM) – EFFICIENCY

	2008	2007	2006	2005	
	\$150.20	\$x.xx	\$x.xx	\$x.xx	

Efficiency Measure

Average operating costs for solid waste management (collection, disposal and diversion) per household.

Objective

Efficient municipal solid waste management (Integrated System).

Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.
SLC 91 3605 13 Financial Information Return.

9.5 COMPLAINTS — COLLECTION OF GARBAGE AND RECYCLED MATERIALS EFFECTIVENESS

	2008	2007	2006	2005	2004
	53.03	0	1.06	2.281	x.x

Effectiveness Measure

Number of complaints received in a year concerning the collection of garbage and recycled materials per 1,000 households.

Objective

Improved garbage collection of garbage and recycled materials.

Notes & Key Factors for Understanding Results

SLC 92 3452 07 Financial Information Return.

MUNICIPALITY OF ST.-CHARLES
Municipal Performance Measurement Program • 2008 RESULTS

9.6 NUMBER OF MUNICIPAL SOLID WASTE MANAGEMENT FACILITIES EFFECTIVENESS					
	2008	2007	2006	2005	2004
	1	1	1	1	1
<p>Effectiveness Measure</p> <p>Total number of solid waste management facilities owned by the municipality with a Ministry of Environment Certificate of Approval.</p> <p>Objective</p> <p>Context for solid waste management facility compliance measure.</p>					
<p>Notes & Key Factors for Understanding Results</p>					
<p>SLC 92 3552 07 Financial Information Return.</p>					

MUNICIPALITY OF ST.-CHARLES
Municipal Performance Measurement Program • 2008 RESULTS

**9.8 DIVERSION OF RESIDENTIAL SOLID WASTE
EFFECTIVENESS**

	2008	2007	2006	2005	2004
	23.7%	.12%	x%	x%	x%

Effectiveness Measure

Percentage of residential solid waste diverted for recycling.

Objective

Municipal solid waste reduction programs divert waste from landfills and/or incinerators.

Notes & Key Factors for Understanding Results

SLC 92 3655 07 Financial Information Return.

**9.9 DIVERSION OF RESIDENTIAL SOLID WASTE
(Based on Combined Residential and Industrial/Commercial/Institutional Tonnage)
EFFECTIVENESS**

	2008	2007	2006	2005	2004
	x%	x%	x%	x%	x%

Effectiveness Measure

Percentage of residential solid waste diverted for recycling
(based on combined residential and Industrial/Commercial/Institutional tonnage).

Objective

Municipal solid waste reduction programs divert waste from landfills and/or incinerators.

Notes & Key Factors for Understanding Results

SLC 92 3656 07 Financial Information Return.

Parks and Recreation

CONTACT PERSON : Claude Roy, Arena Manager

10.1 PARKS – EFFICIENCY

	2008	2007	2006	2005	
	\$12.04	\$13.25	\$13.74	\$11.87	

Efficiency Measure

Operating costs for parks per person.

Objective

Efficient operation of parks.

Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.
SLC 91 7102 13 Financial Information Return.

10.2 RECREATION PROGRAMS – EFFICIENCY

	2008	2007	2006	2005	
	\$177.30	\$193.50	\$182.84	\$10.51	

Efficiency Measure

Operating costs for recreation programs per person.

Objective

Efficient operation of recreation programs.

Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.
This measure is based on total population, not the population participating in recreation programs.
SLC 91 7202 13 Financial Information Return.

MUNICIPALITY OF ST.-CHARLES
Municipal Performance Measurement Program • 2008 RESULTS

10.3 RECREATION FACILITIES – EFFICIENCY					
	2008	2007	2006	2005	
	\$x.xx	\$x.xx	\$x.xx	\$165.11	

Efficiency Measure

Operating costs for recreation facilities per person.

Objective

Efficient operation of recreation facilities.

Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.
SLC 91 7303 13 Financial Information Return.

10.4 RECREATION PROGRAMS AND RECREATION FACILITIES (SUBTOTAL) EFFICIENCY					
	2008	2007			
	\$177.30	\$193.50			

Efficiency Measure

Operating costs for recreation programs and recreation facilities per person (Subtotal).

Objective

Efficient operation of recreation programs and recreation facilities.

Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.
This measure represents a subtotal and is automatically completed when a municipality reports one or more efficiency measures for parks and recreation.
SLC 91 7305 13 Financial Information Return.

MUNICIPALITY OF ST.-CHARLES
Municipal Performance Measurement Program • 2008 RESULTS

10.5 TRAILS - EFFECTIVENESS					
	2008	2007	2006	2005	2004
	3	X	X	X	X

Effectiveness Measure
Total kilometres of trails.

SLC 92 7152 05 Financial Information Return.

	2008	2007	2006	2005	2004
	2.447	X.X	X.X	X.X	X.X

Effectiveness Measure
Total kilometres of trails per 1,000 persons.

Objective
Trails provide recreation opportunities.

SLC 92 7152 07 Financial Information Return.

Notes & Key Factors for Understanding Results

10.6 OPEN SPACE - EFFECTIVENESS					
	2008	2007	2006		
	9	X	X		

Effectiveness Measure
Hectares of open space (municipally owned).

SLC 92 7155 05 Financial Information Return.

	2008	2007	2006		
	7.341	X.X	X.X		

Effectiveness Measure
Hectares of open space per 1,000 persons (municipally owned).

Objective
Open space is adequate for population.

SLC 92 7155 07 Financial Information Return.

Notes & Key Factors for Understanding Results

MUNICIPALITY OF ST.-CHARLES
Municipal Performance Measurement Program • 2008 RESULTS

**10.7 PARTICIPANT HOURS FOR RECREATION PROGRAMS
EFFECTIVENESS**

	2008	2007	2006	2005	
	7,336.052	64.88	x.x	x.x	

Effectiveness Measure

Total participant hours for recreation programs per 1,000 persons.

Objective

Recreation programs serve needs of residents.

Notes & Key Factors for Understanding Results

This measure was redefined in 2005 to exclude special events.

The denominator of this measure is total population divided by 1,000 and does not represent the number of participants in recreation programs.

SLC 92 7255 07 Financial Information Return.

10.8 INDOOR RECREATION FACILITIES - EFFECTIVENESS

	2008	2007	2006		
	3340	3340	x		

Effectiveness Measure

Square metres of indoor recreation facilities (municipally owned).

SLC 92 7356 05 Financial Information Return.

	2008	2007	2006		
	2724.307	2708	x.x		

Effectiveness Measure

Square metres of indoor recreation facility space per 1,000 persons (municipally owned).

Objective

Recreation facility space is adequate for population.

In 2006, the measure for recreation facilities was split into a measure of indoor recreation facilities and a measure of outdoor recreation facility space. The new measures are defined as municipally owned facilities.

SLC 92 7356 07 Financial Information Return.

Notes & Key Factors for Understanding Results

MUNICIPALITY OF ST.-CHARLES
Municipal Performance Measurement Program • 2008 RESULTS

10.9 OUTDOOR RECREATION FACILITY SPACE - EFFECTIVENESS					
	2008	2007	2006		
	X	X	X		
Effectiveness Measure					
Square metres of outdoor recreation facility space (municipally owned).					
SLC 92 7359 05 Financial Information Return.					
	2008	2007	2006		
	X.X	X.X	X.X		
Effectiveness Measure					
Square metres of outdoor recreation facility space per 1,000 persons (municipally owned).					
Objective					
Recreation facility space is adequate for population.					
In 2006, the measure of recreation facilities was split into a measure of indoor recreation facilities and a measure of outdoor recreation facility space. The new measures are defined as municipally owned facilities.					
SLC 92 7359 07 Financial Information Return.					
Notes & Key Factors for Understanding Results					

Libraries

CONTACT PERSON : Nicole Lafontaine, Chief Librarian

11.1 LIBRARY COSTS PER PERSON – EFFICIENCY

	2008	2007	2006	2005	
	\$50.91	\$45.69	\$40.82	\$36.40	

Efficiency Measure

Operating costs for library services per person.

Objective

Efficient library services.

Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.
SLC 91 7403 13 Financial Information Return.

11.2 LIBRARY COSTS PER USE – EFFICIENCY

	2008	2007	2006	2005	
	\$5.86	\$4.70	\$14.85	\$4.34	

Efficiency Measure

Operating costs for library services per use.

Objective

Efficient library services.

Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.
SLC 91 7404 13 Financial Information Return.

MUNICIPALITY OF ST.-CHARLES
Municipal Performance Measurement Program • 2008 RESULTS

11.3 LIBRARY USES - EFFECTIVENESS					
	2008	2007	2006	2005	2004
	8.689	9.7	2.75	8.388	x.x

Effectiveness Measure

Library uses per person.

Objective

Increased use of library services.

Notes & Key Factors for Understanding Results

SLC 92 7460 07 Financial Information Return.

11.4 ELECTRONIC LIBRARY USES - EFFECTIVENESS					
	2008	2007	2006	2005	2004
	16.8%	x%	x%	x%	x%

Effectiveness Measure

Electronic library uses as a percentage of total library uses.

Objective

Better information on library usage.

Notes & Key Factors for Understanding Results

SLC 92 7461 07 Financial Information Return.

11.5 NON-ELECTRONIC LIBRARY USES - EFFECTIVENESS					
	2008	2007	2006	2005	2004
	83.2%	x%	x%	x%	x%

Effectiveness Measure

Non-electronic library uses as a percentage of total library uses.

Objective

Better information on library usage.

Notes & Key Factors for Understanding Results

SLC 92 7462 07 Financial Information Return.

Land Use Planning

CONTACT PERSON :

12.1 LOCATION OF NEW DEVELOPMENT - EFFECTIVENESS

	2008	2007			
	0%	x%			

Effectiveness Measure

Percentage of new residential units located within settlement areas.

Objective

New residential development is occurring within settlement areas.

Notes & Key Factors for Understanding Results

SLC 92 8170 07 Financial Information Return.

In 2007, the measure for the location of new development was redefined for greater accuracy.

12.2 PRESERVATION OF AGRICULTURAL LAND DURING REPORTING YEAR EFFECTIVENESS

	2008	2007	2006	2005	2004
	x%	x%	x%	x%	x%

Effectiveness Measure

Percentage of land designated for agricultural purposes which was not re-designated for other uses during the reporting year.

Objective

Preservation of agricultural land.

Notes & Key Factors for Understanding Results

SLC 92 8163 07 Financial Information Return.

MUNICIPALITY OF ST.-CHARLES
Municipal Performance Measurement Program • 2008 RESULTS

**12.3 PRESERVATION OF AGRICULTURAL LAND RELATIVE TO 2000
EFFECTIVENESS**

	2008	2007	2006	2005	2004
	x%	x%	x%	x%	x%

Effectiveness Measure

Percentage of land designated for agricultural purposes which was not re-designated for other uses relative to the base year of 2000.

Objective

Preservation of agricultural land.

Notes & Key Factors for Understanding Results

SLC 92 8164 07 Financial Information Return.

**12.4 CHANGE IN NUMBER OF AGRICULTURAL HECTARES DURING REPORTING YEAR
EFFECTIVENESS**

	2008	2007	2006	2005	2004
	0	x	x	x	x

Effectiveness Measure

Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses during the reporting year.

Objective

Preservation of agricultural land.

Notes & Key Factors for Understanding Results

SLC 92 8165 07 Financial Information Return.

MUNICIPALITY OF ST.-CHARLES
Municipal Performance Measurement Program • 2008 RESULTS

12.5 CHANGE IN NUMBER OF AGRICULTURAL HECTARES SINCE 2000 EFFECTIVENESS					
	2008	2007	2006	2005	2004
	0	x	x	x	x
<p>Effectiveness Measure</p> <p>Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses since January 1, 2000.</p> <p>Objective</p> <p>Preservation of agricultural land.</p>					
<p>Notes & Key Factors for Understanding Results</p>					
<p>SLC 92 8166 07 Financial Information Return.</p>					