

PROTECTION SERVICES FIRE SERVICES		Description Column 3 / Column 4	Data Column 5 / Column 6	Effectiveness Measure 7	Units 8
1151 Residential Fire Related Civilian Injuries: Number of residential fire related civilian injuries per 1,000 persons	Total number of residential fire related civilian injuries	223	943.258	0.236	per 1,000 persons
	Total population / 1,000				
1152 Residential Fire Related Civilian Injuries -- 5 Year Average: Number of residential fire related civilian injuries averaged over 5 years per 1,000 persons	(Total number of residential fire related civilian injuries for 2009 + 2010 + 2011 + 2012 + 2013) / 5	30.000	943.258	0.032	per 1,000 persons
	Total population / 1,000				
1155 Residential Fire Related Civilian Fatalities: Number of residential fire related civilian fatalities per 1,000	Total number of residential fire related civilian fatalities	3.000	943.258	0.003	per 1,000 persons
	Total population / 1,000				
1156 Residential Fire Related Civilian Fatalities -- 5 Year Average: Number of residential fire related civilian fatalities averaged over 5 years per 1,000 persons	(Total number of residential fire related civilian fatalities for 2009 + 2010 + 2011 + 2012 + 2013) / 5	15	943.258	0.016	per 1,000 persons
	Total population / 1,000				
1160 Number of Residential Structural Fires: Number of residential structural fires per 1,000 households	Total number of residential structural fires	3	392.704	0.008	per 1,000 households
	Total households / 1,000				
POLICE		Description Column 3 / Column 4	Data Column 5 / Column 6	Effectiveness Measure 7	Units 8
1258 Crime Rate: Violent crime rate per 1,000 persons	Total number of actual incidents of violent crime	5,508	943.258		violent crimes per 1,000 persons
	Total population / 1,000				
1259 Crime Rate: Property crime rate per 1,000 persons	Total number of actual incidents of property crime	22,887	943.258	24.264	property crimes per 1,000 persons
	Total population / 1,000				

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for the year ended December 31, 2013

1262 Crime Rate: Crime Rate for Other Criminal Code offences, excluding traffic, per 1,000 persons	Total number of actual incidents of other Criminal Code offences, excluding traffic	4,077	4.322	other Criminal Code crimes, excluding traffic, per 1,000 persons
	Total population / 1,000	943.258		
1263 Crime Rate: Total crime rate per 1,000 persons (Criminal Code offences, excluding traffic)	Total number of actual incidents of violent crime, property crime, and other Criminal Code offences, excluding traffic	32,472	34.425	total crimes per 1,000 persons (Criminal Code offences, excluding traffic)
	Total population / 1,000	943.258		
1265 Youth Crime: Youth crime rate per 1,000 youths	Total number of youths cleared by charge or cleared otherwise	1,079	17.058	youth crimes per 1,000 youths
	Youth population / 1,000	63.253		

		Effectiveness Measure (Median Number of Working Days)	Units
BUILDING PERMITS AND INSPECTIONS working days to review a complete building permit application and issue a permit or not issue a permit, and provide all reasons for refusal (by		7	8
Category 1: Houses (houses not exceeding 3 storeys/600 square metres) 1351 Reference: provincial standard is 10 working days		8	working days
Category 2: Small Buildings (small commercial/industrial not exceeding 3 storeys/600 square metres) 1352 Reference: provincial standard is 15 working days		10	working days
Category 3: Large Buildings (large residential/commercial/industrial/institutional) 1353 Reference: provincial standard is 20 working days		10	working days
1354 Category 4: Complex Buildings (post disaster buildings, including hospitals, power/water, communications)		10	working days

Note: If no complete applications were submitted and accepted for a Category on lines 1351 to 1354, please leave the cell blank and do not enter zero.

Number and Percentage of Building Permit Applications:

- a) The number and percentage of building permit applications which are submitted and accepted by the municipality as complete applications, by category, and
- b) The number and percentage of building permit applications which submitted and accepted by the municipality as incomplete applications, by category, and
- c) The subtotal for the number of complete and incomplete building permit applications, by category.

1356	Category 1 : Houses (houses not exceeding 3 storeys/ 600 square metres)
1357	Category 2 : Small Buildings (small commercial/industrial not exceeding 3 storeys)
1358	Category 3 : Large Buildings (large residential / commercial / industrial / institutional)
1359	power/water, fire/police/EMS,

Note: Zero should be entered on lines 1356 to 1359 in column 5 if no complete

a) MEASURE Complete Applications by Category	
Number of Complete Applications	Percentage
Column 5	Column 6
5,255	95.2%
684	90.6%
972	95.6%
419	96.8%

b) MEASURE Incomplete Applications by	
Number of Incomplete Applications	Percentage
Column 7	Column 9
263	4.8%
71	9.4%
45	4.4%
14	3.2%

c) MEASURE Subtotal
The number of Complete and Incomplete Applications (by category) (Col. 5 + Col. 7)
Column 10
5,518
755
1,017
433

Complete Applications	
Number of Complete Applications	Complete Applications as a Percentage of Total Building Permit Applications
Column 5	Column 6
(lines 1356 to 1359)	(col. 5 / col. 10) =
7,330	94.9%

Incomplete Applications	
Number of Incomplete Applications	Incomplete Applications as a Percentage of Total Building Permit Applications
Column 7	Column 9
(lines 1356 to 1359)	(col. 7 / col. 10) =
393	5.1%

MEASURE
The total number of building permit applications submitted and accepted by the municipality (all categories)
Column 10
7,723

Total Building Permit Applications:

1360	The total number of building permit applications submitted and accepted by the
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TRANSPORTATION SERVICES

ROADWAYS

2152 Adequacy of Roads: Percentage of paved lane kilometres where the condition is rated as good to very good

Number of paved lane kilometres where the condition is rated as good to very good	5,171	47.9%	of paved lane kilometres were rated as good to very good
Total number of paved lane kilometres	10,790		

Data for Adequacy of Bridges and Culverts

2161 Bridges
 2162 Culverts
 2164 Subtotal

DATA Number of structures where the condition of primary components is rated as good to very good, requiring only repair	DATA Total Number
Column 5	Column 6
510	368
143	86
653	454

Description Column 3 / Column 4	Data Column 5 / Column 6	Effectiveness Measure 7	Units 8
2165 Adequacy of Bridges and Culverts: Percentage of bridges and culverts where the condition is rated as good to very good	653		of bridges and culverts were rated in good to very good condition
Total number of bridges and culverts	454		

2251 Effective Snow and Ice Control for Winter Roads: Percentage of winter events where the response met or exceeded locally determined municipal service levels for road maintenance

Number of winter events where the response met or exceeded locally determined municipal service levels for road maintenance	73	100.0%	of winter events where response met or exceeded locally determined municipal service levels for road maintenance
Total number of winter events	73		

TRANSIT				
2351 Conventional Transit Ridership: Number of conventional transit passenger trips per person in the service area in a year	Total number of regular service passenger trips on conventional transit in the service area	97,809,306	103.69	conventional transit trips per person in the service area in a year
	Population of service area	943,258		
ENVIRONMENTAL SERVICES				
3154 WASTEWATER SYSTEM Wastewater Main Backups: Number of wastewater main backups per 100 kilometres of wastewater main in a year	Total number of backed up wastewater mains	38	1.3694	wastewater main backups per 100 kilometres of wastewater main in a year
	Total kilometres of wastewater mains / 100	27.75		
3155 Wastewater Bypasses Treatment: Percentage of wastewater estimated to have by-passed treatment	Estimated megalitres of untreated wastewater	234.000	0.168%	of wastewater is estimated to have bypassed treatment
	Total megalitres of treated wastewater PLUS Estimated megalitres of untreated wastewater	139,412.000		
WATER				
3355 Boil Water Advisories: Weighted number of days when a boil water advisory issued by the Medical Officer of Health, applicable to a municipal water supply, was in effect	Summation of: Number of boil water days times the number of connections affected	2,836	0.0093	weighted days a year when boil water advisories were in effect in the service area
	Total connections in the service area	306,078		
3356 Water Main Breaks: Number of water main breaks per 100 kilometres of water distribution pipe in a year	Number of water main breaks in a year	226	7.5915	water main breaks per 100 kilometres of water distribution/transmission pipe in a year
	Total kilometres of water distribution/transmission pipe / 100	29.77		
SOLID WASTE MANAGEMENT				
3452 Complaints - Garbage and Recycling Collection: Number of complaints received in a year concerning the collection of garbage and recycled materials per 1,000 households	Number of complaints received in a year concerning the collection of garbage and recycled materials	23,024	58.629	complaints were received in a year concerning the collection of garbage and recycled materials per 1,000 households
	Total households / 1,000	392.704		

Solid Waste Management Facility Compliance

3552

Total number of Solid Waste Management facilities owned by Municipality with a Ministry of Environment (MOE) Certificate of Approval

Effectiveness Measure f 7
13

3655 **Diversion of Residential Solid Waste:** Percentage of residential solid waste diverted for recycling

Description Column 3 / Column 4	Data Column 5 / Column 6	Effectiveness Measure 7	Units 8
Total tonnes of residential solid waste diverted	157,928.0		of residential solid waste was diverted for recycling
Total tonnes of residential solid waste disposed of and total tonnes diverted	339,060.0		

PARKS AND RECREATION

7152 **Trails:** Total kilometres of trails per 1,000 persons

Description Column 3 / Column 4	Data Column 5 / Column 6	Effectiveness Measure 7	Units 8
Total kilometres of trails (owned by municipality and third parties)	382	0.405	kilometres of trails per 1,000 persons
Total population / 1,000	943.258		

7155 **Open Space:** Hectares of open space per 1,000 persons (municipally owned)

Total hectares of open space (municipally owned)	4,145	4.394	hectares of open space per 1,000 persons (municipally owned)
Total population / 1,000	943.258		

Calculating Numerator in Line 7255, Column 5		Participant Hours
Participant Hours for Recreation Programs:		f
7250	Total hours for special events	7
7251	Total hours for registered programs	4,615,576
7252	Total hours for drop-in programs	792,163
7253	Total hours for permitted programs	7,723,152
7254	Subtotal	f 13,130,891

Description Column 3 / Column 4	Data Column 5 / Column 6	Effectiveness Measure 7	Units 8
7255 Participant Hours for Recreation Programs: Total participant hours for recreation programs per 1,000 persons	Total participant hours for recreation programs (registered, drop-in and permitted programs) 13,130,891	13,920.784	participant hours of recreation programs per 1,000 persons

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for the year ended December 31, 2013

	Total population / 1,000	943.258		
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7356 Indoor Recreation Facilities: Square metres of indoor recreation facilities per 1,000 persons (municipally owned)	Square metres of indoor recreation facilities (municipally owned)	386,904	410.178	square metres of indoor recreation facilities (municipally owned)
	Total population / 1,000	943.258		
7359 Outdoor Recreation Facility Space: Square metres of outdoor recreation facility space per 1,000 persons (municipally owned)	Square metres of outdoor recreation facility space with controlled access and electrical or mechanical functions (municipally owned)	2,920,200	3,095.866	square metres of outdoor recreation facility space (municipally owned)
	Total population / 1,000	943.258		

LIBRARY SERVICES

Calculating Numerator and Denominator in line 7460. Complete 2 of the following 6 lines.

Single-tier or lower-tier (Not a member of a union public library).

7451 Total library uses for your municipality only

Data	Units
f	f
7	8
31,639,511	library uses

7452	Total population (Copy entry from SLC 91 7405 31)			943,260	persons
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	f Colonne 3 / Colonne 4	f Colonne 5 / Colonne 6		f 7	f 8	f 8	f 8
7460 Library services: Library uses per person	Total library uses	31,639,511		33.543			library uses per person
	Total population	943,260					

Type of uses			Effectiveness Measure f 7	Units f 8
7463 Electronic library uses as a percentage of total library uses			44.8%	electronic library uses
7462 Non-electronic library uses as a percentage of total library uses			55.2%	non-electronic library uses

PLANNING AND DEVELOPMENT

LAND USE PLANNING

Residential Units within Settlement Areas
5

Total Residential Units
7

Calculating Measure in line 8170:

8171	Number of residential units in new detached houses (using building permit information)	1,478	1,585		
8172	Number of residential units in new semi-detached houses (using building permit information)	277	277		
8173	Number of residential units in new row houses (using building permit information)	1,447	1,447		
8174	Number of residential units in new apartments/condo apartments (using building permit information)	1,969	1,969		
8175	Subtotal	5,171	5,278		
		Description Column 3 / Column 4	Data Column 5 / Column 6	Effectiveness Measure 7	Units 8
8170	Location of New Residential Units: Percentage of new residential units	Number of new residential units located within settlement areas	5,171		of new residential units which are located within settlement areas

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for the year ended December 31, 2013

located within settlement areas	Total number of new residential units within the entire municipality	5,278	98.0%	
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	Description Column 3 / Column 4	Data Column 5 / Column 6		Effectiveness Measure 7	Units 8
8163 Preservation of Agricultural Land in Reporting Year: Percentage of land designated for agricultural purposes which was not re-designated for other uses during the reporting year	Hectares of land designated for agricultural purposes in the Official Plan as of December 31, 2013		93,764		of land designated for agricultural purposes in the Official Plan was not re-designated for other uses during the reporting year
	Hectares of land designated for agricultural purposes in the Official Plan as of January 1, 2013		93,764		
8164 Preservation of Agricultural Land Relative to Base Year: Percentage of land designated for agricultural purposes which was not re-designated for other uses relative to the base year of 2000	Hectares of land designated for agricultural purposes in the Official Plan as of December 31, 2013		93,764	99.3%	of land designated for agricultural purposes in the Official Plan was not re-designated for other uses relative to the base year of 2000
	Hectares of land designated for agricultural purposes in the Official Plan as of January 1, 2000		94,450		
8165 Number of hectares re-designated during reporting year: Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses during the reporting year		Effectiveness Measure f <input type="text"/> f 7	Units f 8		0 hectares were re-designated from agricultural purposes to other uses during the reporting year
8166 Number of hectares re-designated since January 1, 2000: Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses since January 1, 2000			686	Hectares f <input type="text"/> f 7	Units f 8

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PERFORMANCE MEASURES: EFFECTIVENESS

for the year ended December 31, 2013

8167 Size of Settlement Area: Hectares of land in the settlement area as of December 31 of the reporting year

43,111

hectares of land in the settlement area as of December 31st of reporting year

8168 Change in Size of Settlement Area: Percentage change in the size of the settlement area relative to the base year of 2004

Description Column 3 / Column 4	Data Column 5 / Column 6	Effectiveness Measure 7	Units 8
Hectares of land in the settlement area as of Dec. 31, 2013 less the number of hectares of land in the settlement area as of Jan. 1, 2004	1,195	2.9%	increase/(decrease) in the size of the settlement area relative to January 1, 2004
Hectares of land in the settlement area as of January 1, 2004	41,916		