

PROTECTION SERVICES		Description	Data	Effectiveness Measure	Units
FIRE SERVICES		Column 3 / Column 4	Column 5 / Column 6	7	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	31	0.033	per 1,000 persons
		Total population / 1,000	935.073		
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 2007 + 2008 + 2009 + 2010 + 2011) / 5	33	0.035	per 1,000 persons
		Total population / 1,000	935.073		
1155	Residential Fire Related Civilian Fatalities: Number of residential fire related civilian fatalities per 1,000 persons	Total number of residential fire related civilian fatalities	2	0.002	per 1,000 persons
		Total population / 1,000	935.073		
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 2007 + 2008 + 2009 + 2010 + 2011) / 5	3	0.003	per 1,000 persons
		Total population / 1,000	935.073		
1160	Number of Residential Structural Fires: Number of residential structural fires per 1,000 households	Total number of residential structural fires	336	0.898	per 1,000 households
		Total households / 1,000	387.732		

POLICE			5,069	5.421	violent crimes per 1,000 persons
1258	Crime Rate: Violent crime rate per 1,000 persons	Total number of actual incidents of violent crime			
		Total population / 1,000	935.073		
1259	Crime Rate: Property crime rate per 1,000 persons	Total number of actual incidents of property crime	27,356	29.255	property crimes per 1,000 persons
		Total population / 1,000	935.073		
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	4,209	4.501	other Criminal Code crimes, excluding traffic, per 1,000 persons
		Total population / 1,000	935.073		
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	36,634	39.178	total crimes per 1,000 persons (Criminal Code offences, excluding traffic)
		Total population / 1,000	935.073		
1265	Youth Crime : Youth crime rater per 1,000 youths	Total number of youths cleared by charge or cleared otherwise	1,375	21.295	Youth crimes per 1,000 youths
		Youth population / 1,000	64.570		
BUILDING PERMITS AND INSPECTIONS				Effectiveness Measure 7	Units 8
1351	a) Category 1: Houses (houses not exceeding 3 storeys/600 square metres) Reference: provincial standard is 10 working days			8	working days
1352	b) Category 2: Small Buildings (small commercial/industrial not exceeding 3 storeys/600 square metres) Reference: provincial standard is 15 working days			10	working days
1353	c) Category 3: Large Buildings (large residential/commercial/industrial/institutional) Reference: provincial standard is 20 working days			10	working days
1354	d) Category 4: Complex Buildings (post disaster buildings, including hospitals, power/water, fire/police/EMS, communications) Reference: provincial standard is 30 working days			10	working days

TRANSPORTATION SERVICES		Description	Data	Effectiveness Measure	Units
ROADWAYS		Column 3 / Column 4	Column 5 / Column 6	7	8
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	7,593	71.3%	of paved lane kilometres were rated as good to very good
		Total number of paved lane kilometres	10,644		
Data for Adequacy of Bridges and Culverts			DATA	DATA	
		Number of structures where the condition of primary components is rated as good to very good, requiring only repair	Total Number		
2161	Bridges		Column 5	Column 6	
2162	Culverts		350	472	
2164			53	107	
	Subtotal		403	579	
Bridges and Culverts		Description	Data	Effectiveness Measure	Units
		Column 3 / Column 4	Column 5 / Column 6	7	8
2165	Adequacy of Bridges and Culverts: Percentage of bridges and culverts where the condition is rated as good to very good	Number of bridges and culverts where the condition of primary components is rated as good to very good, requiring only maintenance	403	69.6%	of bridges and culverts were rated in good to very good condition
		Total number of bridges and culverts	579		
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	47	95.9%	of winter events where response met or exceeded locally determined municipal service levels for road maintenance
		Total number of winter events	49		

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	100,982,358	107.99	conventional transit trips per person in the service area in a year
		Population of service area	935,073		
ENVIRONMENTAL SERVICES		Description	Data	Effectiveness Measure	Units
WASTEWATER SYSTEM		Column 3 / Column 4	Column 5 / Column 6	7	8
3154	Wastewater Main Backups: Number of wastewater main backups per 100 kilometres of wastewater main in a year	Total number of backed up wastewater mains	23	0.8367	wastewater main backups per 100 kilometres of wastewater main in a year
		Total kilometres of wastewater mains / 100	27.49		
3155	Wastewater Bypasses Treatment: Percentage of wastewater estimated to have by-passed treatment	Estimated megalitres of untreated wastewater	267.000	20.200%	of wastewater is estimated to have bypassed treatment
		Total megalitres of treated wastewater PLUS Estimated megalitres of untreated wastewater	132,027.000		
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	1,950	0.0092	weighted days a year when boil water advisories were in effect in the service area
		Total connections in the service area	211,631		

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	253	8.5705	water main breaks per 100 kilometres of water distribution/transmission pipe in a year
		Total kilometres of water distribution/transmission pipe / 100			
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	18,731	48.309	complaints were received in a year concerning the collection of garbage and recycled materials per 1,000 households
		Total households / 1,000			
Solid Waste Management Facility Compliance				Effectiveness Measure f 7	
3552	Total number of Solid Waste Management facilities owned by Municipality with a Ministry of Environment (MOE) Certificate of Approval				
Solid Waste		Description	Data	Effectiveness Measure	Units
		Column 3 / Column 4	Column 5 / Column 6	7	8
3655	Diversion of Residential Solid Waste: Percentage of residential solid waste diverted for recycling	Total tonnes of residential solid waste diverted	130,324.0	39.4%	of residential solid waste was diverted for recycling
		Total tonnes of residential solid waste disposed of and total tonnes diverted	330,717.0		

PARKS AND RECREATION					
7152	Trails: Total kilometres of trails per 1,000 persons	Total kilometres of trails (owned by municipality and third parties)	235	0.251	kilometres of trails per 1,000 persons
		Total population / 1,000			
7155	Open Space: Hectares of open space per 1,000 persons (municipally owned)	Total hectares of open space (municipally owned)	3,039	3.250	hectares of open space per 1,000 persons (municipally owned)
		Total population / 1,000			
Participant Hours for Recreation Programs:				Hectares	
7154	Total kilometres of trails (owned by third parties)			235	
7156	Hectares of open space (owned by third parties)			3,039	
7357	Square metres of indoor recreation facilities (owned by third parties)			375,479	
7360	Square metres of outdoor recreation facility space with controlled access and electrical or mechanical functions (owned by third parties)			2,920,200	
Participant Hours for Recreation Programs:				Participant Hours7	
7251	Total hours for registered programs			4,842,991	
7252	Total hours for drop-in programs			788,151	
7253	Total hours for permitted programs			7,691,940	
7254	Subtotal			13,323,082	
		Description	Data	Effectiveness Measure	Units
		Column 3 / Column 4	Column 5 / Column 6	7	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)	13,323,082	14,248.173	participant hours of recreation programs per 1,000 persons
		Total population / 1,000			
7356	Indoor Recreation Facilities: Square metres of indoor recreation facilities per 1,000 persons (municipally owned)	Square metres of indoor recreation facilities (municipally owned)	375,479	401.550	square metres of indoor recreation facilities (municipally owned)
		Total population / 1,000			
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	3,122.965	square metres of outdoor recreation facility space (municipally owned)
		Total population / 1,000			
				Data	Units

LIBRARY SERVICES			f 7	f 8
7451	Total library uses for your municipality only		32,659,565	library uses
7452	Total population (Copy entry from SLC 91 7405 31)		935,073	persons
		Description	Data	Effectiveness Measure
		Column 3 / Column 4	Column 5 / Column 6	7
				Units
				8
7460	Library services: Library uses per person	Total library uses	32,659,565	34.927
		Total population	935,073	library uses per person
7463	Electronic library uses as a percentage of total library uses		44.7%	electronic library uses
7462	Non-electronic library uses as a percentage of total library uses		55.3%	non-electronic library uses
PLANNING AND DEVELOPMENT			Residential Units within Settlement Areas	Total Residential Units
			5	7
8171	Number of residential units in new detached houses (using building permit information)		13,191	1,474
8172	Number of residential units in new semi-detached houses (using building permit information)		350	347
8173	Number of residential units in new row houses (using building permit information)		1,700	2,116
8174	Number of residential units in new apartments/condo apartments (using building permit information)		3,171	2,140
8175	Subtotal		6,612	6,077
		Description	Data	Effectiveness Measure
		Column 3 / Column 4	Column 5 / Column 6	7
				Units
				8
8170	Location of New Residential Units: Percentage of new residential units located within settlement areas	Number of new residential units located within settlement areas	6,612	108.8%
		Total number of new residential units within the entire municipality	6,077	

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, 2011	93,765	100.0%	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, 2011	93,806		
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, 2011	93,765	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			41	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			685	hectares were re-designated from agricultural purposes to other uses since January 1, 2000
8167	Size of Settlement Area: Hectares of land in the settlement area as of December 31 of the reporting year			43,993	hectares of land in the settlement area as of December 31st of reporting year