

DESCRIPTION OF MEASURE	2011 RESULT	2010 RESULT	VARIANCE	EXPLANATION OF VARIANCE
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**EFFICIENCY MEASURES**

<b>PROTECTION</b>				
Operating cost for fire services per \$1,000 of assessment	\$1.14	\$1.13	0.88%	
Building Permits & Inspection services : Operating costs/Total costs for building permits and inspection services per \$1000 of construction activity	20.95	N/A		New measurement no prior comparison
<b>ROADWAYS</b>				
Paved roads: Operating cost for paved roads per lane km	\$8,052.20	\$8,041.93	0.13%	
Unpaved roads: Operating cost for unpaved roads per lane km	\$74,114.45	\$71,797.64	3.23%	
Bridges and culverts: Operating costs for square metre of surface area	266.60	\$297.27	-10.32%	Some assets were fully amortized in 2011. Decrease in costs due to fall in amortization as some of the culverts have net book value as zero as of 2011.
Winter control: Operating costs for winter maintenance of roadways per lane km maintained in winter	\$1,927.63	n/a	n/a	No prior year comparator is available. Comparative results will be available for 2012. The cost of winter sand and salt that was purchased in 2010 and prior years, but not actually used & was stock-piled, was transferred from the 2010 expenses to a new inventory acct as an asset on the balance sheet, as required by PSAB.
<b>WASTEWATER</b>				
Wastewater collection: Operating costs for collection of wastewater per km of wastewater main	\$15,865.35	\$17,223.43	-7.89%	Net amortization decreased for wastewater assets. Some assets were fully amortized in 2011
<b>WATER</b>				
Distribution of Drinking Water: Operating costs for the distribution of drinking water per km of water distribution pipe	\$14,148.44	\$13,157.36	7.53%	

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<b>SOLID WASTE</b>				
Solid Waste Collection: Operating costs for solid waste per tonne	\$20.40	\$22.84	-10.68%	Marginal increase in tonnage of garabage collected 2011 - 19,648 2010 - 16,331
Solid Waste Diversion(Recycling): Operating costs for solid waste diversion per tonne	\$108.93	\$117.75	-7.49%	Marginal increase in tonnage of garabage diverted 2011 -10,278 2010 - 8,977
<b>PARKS AND RECREATION</b>				
Parks: Operating costs for parks per person	\$67.24	\$54.66	23.02%	Increase as a result of increase in amortization expense
Subtotal: Recreation Programs and Recreation Facilities: Operating costs per person	\$138.11	\$128.06	7.85%	
Subtotal: Parks, Recreation Programs and Recreation Facilities: Operating cost per person	205.34	\$182.72	12.38%	
<b>LIBRARY SERVICES</b>				
Library Services: Operating costs for library services per person	\$38.74	\$41.19	-5.95%	2010 increase due to legal fees incurred
Operating costs for library services per use	\$2.25	\$1.55	45.16%	Total library uses : 2011 - 852,000 2010 - 1,362,000

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**EFFECTIVENESS MEASURES**

<b>FIRE SERVICES</b>				
Residential Fire Related Civilian Injuries: Number of residential fire related injuries per 1,000 persons	0.04	0.107	-62.62%	Number of injuries :  2011 - 2 2010 - 5
Residential Fire Related Civilian Fatalities: Number of residential fire related civilian fatalities per 1,000 persons	0.00	0.043	-100.00%	Number of fatalities:  2011 - 0 2010 - 2
Number of Residential Structural Fires: Number of residential structural fires per 1,000 households	1.903	3.241	-41.28%	Number of structural fires:  2011 - 35 2010 - 59
<b>ROADWAYS</b>				
Adequacy of Roads: Percentage of paved lane kms where the condition is rated as good to very good	55.50%	56.70%	-2.12%	
Effective Snow and Ice Control for Winter Roads: Percentage of winter events where the response met or exceeded locally determined road maintenance standards	100.00%	100.00%	0.00%	

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<b>WASTEWATER SYSTEM</b>				
Wastewater Main Backups: Number of wastewater main backups per 100 km of wastewater main in a year	8.889	5.556	60.00%	Number of backed up connections: 2011 - 16 2010 - 10
<b>WATER</b>				
Boil Water Advisories: Weighted number of days when a boil water advisory issued by the Medical Officer of Health was in effect	0	0	0.00%	
Water Main Breaks: Number of water main breaks per 100 km of water distribution pipe in a year	2.551	2.041	24.99%	Number of breaks: 2011 - 5 2010 - 4
<b>SOLID WASTE MANAGEMENT</b>				
Complaints-Garbage and Recycling Collection: Number of complaints received in a year concerning the collection of garbage and recycled materials per 1,000 households	43.060	60.04	-28.28%	Residents are becoming more knowledgeable with the three-stream collection process thereby reducing the number of complaints and queries.
Diversion of Residential Solid Waste: Percentage of residential solid waste diverted for recycling	52.30%	55.00%	-4.91%	

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<b>PARKS AND RECREATION</b>				
Trails: Total kilometres of trails per 1,000 persons	0.364	0.363	0.28%	
Open Space: Hectares of open space per 1,000 persons	3.375	3.565	-5.33%	
Participant Hours for Recreation Programs: Total participant hours for recreation programs per 1,000 persons	612,467.45	2,935,946.00	-79.14%	Calculation has changed in 2011 therefore no comparison is available.
Indoor Recreation Facilities: Square metres of indoor recreation facilities per 1,000 persons	1,643.77	1,736.13	-5.32%	
<b>LIBRARY SERVICES</b>				
Library uses per person	17.213	29.082	-40.81%	Total library uses: 2011 - 852,000 2010 - 1,362,000
<b>LAND USE PLANNING</b>				
Location of New Development: Percentage of new residential units located within settlement areas	100.00%	100.00%	0.00%	
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	100.00%	100.00%	0.00%	
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	97.90%	97.90%	0.00%	