

THE CORPORATION OF THE TOWNSHIP OF SEGUIN
Municipal Performance Measurement Program (MPMP) • 2011 RESULTS

Questions about MPMP results should be addressed to:

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Municipality: The Corporation of the Township of Seguin	
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Local Government

CONTACT PERSON FOR LOCAL GOVERNMENT: Michele C. Fraser, CFO/Treasurer

1.1 GENERAL GOVERNMENT - EFFICIENCY			
	2011	2010	2009
1.1 a) Operating costs for governance and corporate management as a percentage of total municipal operating costs.	1.9%	2.8%	2.0%
1.1 b) Total costs for governance and corporate management as a percentage of total municipal costs.	2.3%	3.3%	
OBJECTIVE: Efficient local government.			
REFERENCE: <ul style="list-style-type: none"> The formulas for efficiency measures were revised in 2009 to reflect changes in the reporting of expenses consistent with accrual accounting concepts. New total cost measures were introduced and revised in 2010. Total costs mean operating costs as defined in MPMP, plus amortization and interest on long-term debt, less revenue received from other municipalities for tangible capital assets. Financial Information Return: 91 0206 35 (Operating costs measure) and 91 0206 45 (Total costs measure). 			

Fire Services

CONTACT PERSON FOR FIRE SERVICES: David Thompson, Fire Chief

2.1 FIRE SERVICES – EFFICIENCY			
	2011	2010	2009
2.1 a) Operating costs for fire services per \$1,000 of assessment.	\$ 0.23	\$ 0.19	\$ 0.24
2.1 b) Total costs for fire services per \$1,000 of assessment.	\$ 0.28	\$ 0.25	
OBJECTIVE: Efficient fire services.			
REFERENCE: <ul style="list-style-type: none"> The formulas for efficiency measures were revised in 2009 to reflect changes in the reporting of expenses consistent with accrual accounting concepts. New total cost measures were introduced and revised in 2010. Total costs mean operating costs as defined in MPMP, plus amortization and interest on long-term debt, less revenue received from other municipalities for tangible capital assets. Financial Information Return: 91 1103 35 (Operating costs measure) and 91 1103 45 (Total costs measure). 			

2.2 & 2.3 CIVILIAN FIRE RELATED INJURIES – EFFECTIVENESS			
	2011	2010	2009
2.2 Number of residential fire related civilian injuries per 1,000 persons.	0.000	0.000	0.000
2.3 Number of residential fire related civilian injuries averaged over 5 years per 1,000 persons.	0.000	0.000	0.000
OBJECTIVE: Minimize the number of civilian injuries in residential fires.			
REFERENCE: <ul style="list-style-type: none"> Financial Information Return: 92 1151 07 (2.2) and 92 1152 07 (2.3). 			

2.4 & 2.5 CIVILIAN FIRE RELATED FATALITIES - EFFECTIVENESS			
	2011	2010	2009
2.4 Number of residential fire related civilian fatalities per 1,000 persons.	0.000	0.000	0.000
2.5 Number of residential fire related civilian fatalities averaged over 5 years per 1,000 persons.	0.000	0.000	0.000
OBJECTIVE: Minimize the number of civilian fatalities in residential fires.			
REFERENCE: <ul style="list-style-type: none"> Financial Information Return: 92 1155 07 (2.4) and 92 1156 07 (2.5). 			

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2.6 NUMBER OF RESIDENTIAL STRUCTURAL FIRES – EFFECTIVENESS					
		2011	2010	2009	
2.6	Number of residential structural fires per 1,000 households.	1.638	2.950	2.107	
OBJECTIVE: Minimize the number of residential structural fires.					
REFERENCE: • Financial Information Return: 92 1160 07.					

Police Services

CONTACT PERSON FOR POLICE SERVICES:
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3.1 POLICE SERVICES – EFFICIENCY					
		2011	2010	2009	
3.1 a)	Operating costs for police services per person. ¹	\$ 144.22	\$ 151.34	\$ 149.43	
3.1 b)	Total costs for police services per person.	\$ 144.22	\$ 151.34		
OBJECTIVE: Efficient police services.					
REFERENCE: <ul style="list-style-type: none"> • The formulas for efficiency measures were revised in 2009 to reflect changes in the reporting of expenses consistent with accrual accounting concepts. New total cost measures were introduced and revised in 2010. Total costs mean operating costs as defined in MPMP, plus amortization and interest on long-term debt, less revenue received from other municipalities for tangible capital assets. • ¹ As of 2009, the efficiency measures for police services do not include expenses for prisoner transportation or court security since expenses for these services are being uploaded to the Province over a number of years. The efficiency measures for police services align with effectiveness measures based on crime rates. 					
• Financial Information Return: 91 1204 35 (Operating costs measure) and 91 1204 45 (Total costs measure).					

3.2 VIOLENT CRIME RATE – EFFECTIVENESS					
		2011	2010	2009	
3.2	Violent crime rate per 1,000 persons. ¹	6.8	6.8	6.3	
OBJECTIVE: Safe communities.					
REFERENCE: <ul style="list-style-type: none"> • ¹ Statistics Canada has expanded the definition of violent crime. Therefore, prior years are not comparable unless restated. 					
• Financial Information Return: 92 1258 07.					

3.3 PROPERTY CRIME RATE – EFFECTIVENESS					
		2011	2010	2009	
3.3	Property crime rate per 1,000 persons. ¹	27.1	27.8	28.1	
OBJECTIVE: Safe communities.					
REFERENCE: <ul style="list-style-type: none"> • ¹ Statistics Canada has expanded the definition of property crime. Therefore, prior years are not comparable unless restated. 					
• Financial Information Return: 92 1259 07.					

3.4 TOTAL CRIME RATE – EFFECTIVENESS						
		2011	2010	2009	2008	2007
3.4	Total crime rate per 1,000 persons (<i>Criminal Code</i> offences, excluding traffic).	36.7	38.6	37.2	54.1	71.6
OBJECTIVE: Safe communities.						
REFERENCE: • Financial Information Return: 92 1263 07.						

3.5 YOUTH CRIME RATE – EFFECTIVENESS						
		2011	2010	2009	2008	2007
3.5	Youth crime rate per 1,000 youths.	39.8	29.6	27.3	5.7	6.1
OBJECTIVE: Safe communities.						
REFERENCE: • Financial Information Return: 92 1265 07.						

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Building Permits & Inspection Services

CONTACT PERSON FOR BUILDING PERMITS &
INSPECTION SERVICES: Debbie Swim, CBO

4.1 BUILDING PERMITS & INSPECTION SERVICES – EFFICIENCY	
	2011
4.1 a) Operating costs for building permits and inspection services per \$1,000 of construction activity (based on permits issued).	\$ 18.09
4.1 b) Total costs for building permits and inspection services per \$1,000 of construction activity (based on permits issued).	\$ 18.20
OBJECTIVE: Efficient building permits and inspection services.	
REFERENCE: <ul style="list-style-type: none"> • MPMP measures for building permits and inspection services were introduced in 2011. • Financial Information Return: 91 1301 35 (Operating costs measure) and 91 1301 45 (Total costs measure). 	

4.2 REVIEW OF COMPLETE BUILDING PERMIT APPLICATIONS – EFFECTIVENESS	
	2011
4.2 Median number of days to review a complete building permit application and issue a permit or not issue a permit, and provide all reasons for refusal:	
a) Category 1: Houses (houses not exceeding 3 storeys/600 square metres) Reference: provincial standard is 10 working days.	6
b) Category 2: Small Buildings (small commercial/industrial not exceeding 3 storeys/600 square metres) Reference: provincial standard is 15 working days.	7
c) Category 3: Large Buildings (large residential/commercial/ industrial/ institutional) Reference: provincial standard is 20 working days.	0
d) Category 4: Complex buildings (post disaster buildings, including hospitals, power/water, fire/police/EMS, communications) Reference: provincial standard is 30 working days.	0
OBJECTIVE: Complete building permit applications are processed quickly and accurately.	
REFERENCE: <ul style="list-style-type: none"> • MPMP measures for building permits and inspection services were introduced in 2011. • Financial Information Return: (a) 91 1351 07, (b) 91 1352 07, (c) 91 1353 07, (d) 91 1354 07. 	

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Roads

CONTACT PERSON FOR ROADS: Peter Koppisch, Director of Public Works

5.1 PAVED ROADS – EFFICIENCY			
	2011	2010	
5.1 a) Operating costs for paved (hard top) roads per lane kilometre. ¹	\$ 1,916.44	\$ 2,300.85	
5.1 b) Total costs for paved (hard top) roads per lane kilometre.	\$ 5,680.18	\$ 6,606.03	
OBJECTIVE: Efficient maintenance of paved roads.			
REFERENCE: <ul style="list-style-type: none"> ¹ The formulas for efficiency measures for paved roads were revised in 2010 to net out revenue received from utilities for utility cut repairs. The Total cost measure was also revised in 2010. Total costs mean operating costs as defined in MPMP, plus amortization and interest on long-term debt, less revenue received from other municipalities for tangible capital assets. 			
• Financial Information Return: 91 2111 35 (Operating costs measure) and 91 2111 45 (Total costs measure).			

5.2 UNPAVED ROADS – EFFICIENCY			
	2011	2010	2009
5.2 a) Operating costs for unpaved (loose top) roads per lane kilometre.	\$ 2,637.48	\$ 3,283.53	\$ 3,406.24
5.2 b) Total costs for unpaved (loose top) roads per lane kilometre.	\$ 2,897.01	\$ 3,551.35	
OBJECTIVE: Efficient maintenance of unpaved roads.			
REFERENCE: <ul style="list-style-type: none"> The formulas for efficiency measures were revised in 2009 to reflect changes in the reporting of expenses consistent with accrual accounting concepts. New total cost measures were introduced and revised in 2010. Total costs mean operating costs as defined in MPMP, plus amortization and interest on long-term debt, less revenue received from other municipalities for tangible capital assets. 			
• Financial Information Return: 91 2110 35 (Operating costs measure) and 91 2110 45 (Total costs measure).			

5.3 BRIDGES AND CULVERTS – EFFICIENCY			
	2011	2010	2009
5.3 a) Operating costs for bridges and culverts per square metre of surface area.	\$ 198.73	\$ 118.51	\$ 141.52
5.3 b) Total costs for bridges and culverts per square metre of surface area.	\$ 242.43	\$ 161.18	
OBJECTIVE: Efficient maintenance of bridges and culverts.			
REFERENCE: <ul style="list-style-type: none"> The formulas for efficiency measures were revised in 2009 to reflect changes in the reporting of expenses consistent with accrual accounting concepts. New total cost measures were introduced and revised in 2010. Total costs mean operating costs as defined in MPMP, plus amortization and interest on long-term debt, less revenue received from other municipalities for tangible capital assets. 			
• Financial Information Return: 91 2130 35 (Operating costs measure) and 91 2130 45 (Total costs measure).			

5.4 WINTER MAINTENANCE OF ROADS – EFFICIENCY			
	2011	2010	2009
5.4 a) Operating costs for winter maintenance of roadways per lane kilometre maintained in winter.	\$ 744.76	\$ 769.19	\$ 785.46
5.4 b) Total costs for winter maintenance of roadways per lane kilometre maintained in winter.	\$ 840.81	\$ 863.46	
OBJECTIVE: Efficient winter maintenance of roads.			
REFERENCE: <ul style="list-style-type: none"> The formulas for efficiency measures were revised in 2009 to reflect changes in the reporting of expenses consistent with accrual accounting concepts. New total cost measures were introduced and revised in 2010. Total costs mean operating costs as defined in MPMP, plus amortization and interest on long-term debt, less revenue received from other municipalities for tangible capital assets. 			
• Financial Information Return: 91 2205 35 (Operating costs measure) and 91 2205 45 (Total costs measure).			

5.5 ADEQUACY OF PAVED ROADS – EFFECTIVENESS					
	2011	2010	2009	2008	2007
5.5 Percentage of paved lane kilometres where the condition is rated as good to very good. ¹	55%	54%	72%	62%	61%
OBJECTIVE: Pavement condition meets municipal objectives.					
REFERENCE: <ul style="list-style-type: none"> ¹ Pavement condition is rated using a Pavement Condition Index (PCI) such as the Index used by the Ontario Good Roads Association (OGRA) or the Ministry of Transportation's Roads Inventory Management System (RIMS). 					
• Financial Information Return: 92 2152 07.					

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5.6 ADEQUACY OF BRIDGES AND CULVERTS – EFFECTIVENESS				
	2011	2010	2009	
5.6 Percentage of bridges and culverts where the condition is rated as good to very good. ¹	83%	78%	78%	
OBJECTIVE: Safe bridges and culverts.				
REFERENCE: <ul style="list-style-type: none"> The effectiveness measure for bridges and culverts was introduced in 2009. ¹ A bridge or culvert is rated in good to very good condition if distress to the primary components is minimal, requiring only maintenance. Primary components are the main load carrying components of the structure, including the deck, beams, girders, abutments, foundations, etc. Financial Information Return: 92 2165 07. 				

5.7 WINTER EVENT RESPONSES – EFFECTIVENESS					
	2011	2010	2009	2008	2007
5.7 Percentage of winter events where the response met or exceeded locally determined municipal service levels for road maintenance.	100%	100%	96%	94%	97%
OBJECTIVE: Response to winter storm events meets locally determined service levels for winter road maintenance.					
REFERENCE: <ul style="list-style-type: none"> Financial Information Return: 92 2251 07. 					

Solid Waste Management (Garbage)

CONTACT PERSON FOR SOLID WASTE MANAGEMENT: Peter Koppisch, Director of Public Works

10.1 GARBAGE COLLECTION – EFFICIENCY			
	2011	2010	2009
10.1 a) Operating costs for garbage collection per household.	\$ 99.14	\$ 118.32	\$ 97.33
10.1 b) Total costs for garbage collection per household.	\$ 118.84	\$ 152.31	
OBJECTIVE: Efficient municipal garbage collection services.			
REFERENCE: <ul style="list-style-type: none"> The formulas for efficiency measures were revised in 2009 to reflect changes in the reporting of expenses consistent with accrual accounting concepts. New total cost measures were introduced and revised in 2010. Total costs mean operating costs as defined in MPMP, plus amortization and interest on long-term debt, less revenue received from other municipalities for tangible capital assets. Financial Information Return: 91 3404 35 (Operating costs measure) and 91 3404 45 (Total costs measure). 			

10.2 GARBAGE DISPOSAL – EFFICIENCY			
	2011	2010	2009
10.2 a) Operating costs for garbage disposal per household.	\$ 39.69	\$ 36.04	\$ 29.69
10.2 b) Total costs for garbage disposal per household.	\$ 40.59	\$ 37.47	
OBJECTIVE: Efficient municipal garbage disposal services.			
REFERENCE: <ul style="list-style-type: none"> The formulas for efficiency measures were revised in 2009 to reflect changes in the reporting of expenses consistent with accrual accounting concepts. New total cost measures were introduced and revised in 2010. Total costs mean operating costs as defined in MPMP, plus amortization and interest on long-term debt, less revenue received from other municipalities for tangible capital assets. Financial Information Return: 91 3504 35 (Operating costs measure) and 91 3504 45 (Total costs measure). 			

10.3 SOLID WASTE DIVERSION (RECYCLING) – EFFICIENCY			
	2011	2010	2009
10.3 a) Operating costs for solid waste diversion per household.	\$ 41.04	\$ 35.31	\$ 36.28
10.3 b) Total costs for solid waste diversion per household.	\$ 50.19	\$ 49.86	
OBJECTIVE: Efficient solid waste diversion (recycling) services.			
REFERENCE: <ul style="list-style-type: none"> The formulas for efficiency measures were revised in 2009 to reflect changes in the reporting of expenses consistent with accrual accounting concepts. New total cost measures were introduced and revised in 2010. Total costs mean operating costs as defined in MPMP, plus amortization and interest on long-term debt, less revenue received from other municipalities for tangible capital assets. Financial Information Return: 91 3606 35 (Operating costs measure) and 91 3606 45 (Total costs measure). 			

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10.4 SOLID WASTE MANAGEMENT (INTEGRATED SYSTEM) – EFFICIENCY				
	2011	2010	2009	
10.4 a) Average operating costs for solid waste management (collection, disposal and diversion) per household.	\$ 179.87	\$ 189.67	\$ 163.29	
10.4 b) Average total costs for solid waste management (collection, disposal and diversion) per household.	\$ 209.62	\$ 239.63		
OBJECTIVE: Efficient solid waste management (integrated system).				
REFERENCE: <ul style="list-style-type: none"> The formulas for efficiency measures were revised in 2009 to reflect changes in the reporting of expenses consistent with accrual accounting concepts. New total cost measures were introduced and revised in 2010. Total costs mean operating costs as defined in MPMP, plus amortization and interest on long-term debt, less revenue received from other municipalities for tangible capital assets. Financial Information Return: 91 3607 35 (Operating costs measure) and 91 3607 45 (Total costs measure). 				

10.5 COMPLAINTS – COLLECTION OF GARBAGE AND RECYCLED MATERIALS EFFECTIVENESS					
	2011	2010	2009	2008	2007
10.5 Number of complaints received in a year concerning the collection of garbage and recycled materials per 1,000 households.	0.0	3.2	4.2	5.3	5.3
OBJECTIVE: Improved collection of garbage and recycled materials.					
REFERENCE: <ul style="list-style-type: none"> Financial Information Return: 92 3452 07. 					

10.6 NUMBER OF MUNICIPAL SOLID WASTE MANAGEMENT FACILITIES EFFECTIVENESS					
	2011	2010	2009	2008	2007
10.6 Total number of solid waste management facilities owned by the municipality with a Ministry of Environment certificate of approval.	8	8	8	8	7
OBJECTIVE: Context for solid waste management facility compliance measure.					
REFERENCE: <ul style="list-style-type: none"> Financial Information Return: 92 3552 07. 					

10.8 DIVERSION OF RESIDENTIAL SOLID WASTE EFFECTIVENESS					
	2011	2010	2009	2008	2007
10.8 Percentage of residential solid waste diverted for recycling.	19%	18%	19%	18%	22%
OBJECTIVE: Municipal solid waste reduction programs divert waste from landfills and/or incinerators.					
REFERENCE: <ul style="list-style-type: none"> Financial Information Return: 92 3655 07. 					

Parks and Recreation

CONTACT PERSON FOR PARKS AND RECREATION: Kelly Krist, Director of Community Services

11.1 PARKS – EFFICIENCY				
	2011	2010	2009	
11.1 a) Operating costs for parks per person.	\$ 18.37	\$ 24.94	\$ 17.86	
11.1 b) Total costs for parks per person.	\$ 41.60	\$ 41.49		
OBJECTIVE: Efficient operation of parks.				
REFERENCE: <ul style="list-style-type: none"> The formulas for efficiency measures were revised in 2009 to reflect changes in the reporting of expenses consistent with accrual accounting concepts. New total cost measures were introduced and revised in 2010. Total costs mean operating costs as defined in MPMP, plus amortization and interest on long-term debt, less revenue received from other municipalities for tangible capital assets. Financial Information Return: 91 7103 35 (Operating costs measure) and 91 7103 45 (Total costs measure). 				

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11.2 RECREATION PROGRAMS – EFFICIENCY				
	2011	2010	2009	
11.2 a) Operating costs for recreation programs per person.	\$ 34.90	\$ 30.74	\$ 24.83	
11.2 b) Total costs for recreation programs per person.	\$ 37.71	\$ 33.56		
OBJECTIVE: Efficient operation of recreation programs.				
REFERENCE: <ul style="list-style-type: none"> The formulas for efficiency measures were revised in 2009 to reflect changes in the reporting of expenses consistent with accrual accounting concepts. New total cost measures were introduced and revised in 2010. Total costs mean operating costs as defined in MPMP, plus amortization and interest on long-term debt, less revenue received from other municipalities for tangible capital assets. Financial Information Return: 91 7203 35 (Operating costs measure) and 91 7203 45 (Total costs measure). 				

11.3 RECREATION FACILITIES – EFFICIENCY				
	2011	2010	2009	
11.3 a) Operating costs for recreation facilities per person.	\$ 238.70	\$ 211.27	\$ 170.56	
11.3 b) Total costs for recreation facilities per person.	\$ 277.45	\$ 251.57		
OBJECTIVE: Efficient operation of recreation facilities.				
REFERENCE: <ul style="list-style-type: none"> The formulas for efficiency measures were revised in 2009 to reflect changes in the reporting of expenses consistent with accrual accounting concepts. New total cost measures were introduced and revised in 2010. Total costs mean operating costs as defined in MPMP, plus amortization and interest on long-term debt, less revenue received from other municipalities for tangible capital assets. Financial Information Return: 91 7306 35 (Operating costs measure) and 91 7306 45 (Total costs measure). 				

11.4 RECREATION PROGRAMS AND RECREATION FACILITIES (SUBTOTAL) EFFICIENCY				
	2011	2010	2009	
11.4 a) Operating costs for recreation programs and recreation facilities per person (Subtotal)	\$ 273.60	\$ 242.02	\$ 195.40	
11.4 b) Total costs for recreation programs and recreation facilities per person (Subtotal)	\$ 315.16	\$ 285.13		
OBJECTIVE: Efficient operation of recreation programs and facilities.				
REFERENCE: <ul style="list-style-type: none"> The formulas for efficiency measures were revised in 2009 to reflect changes in the reporting of expenses consistent with accrual accounting concepts. New total cost measures were introduced and revised in 2010. Total costs mean operating costs as defined in MPMP, plus amortization and interest on long-term debt, less revenue received from other municipalities for tangible capital assets. Financial Information Return: 91 7320 35 (Operating costs measure) and 91 7320 45 (Total costs measure). 				

11.5 TRAILS – EFFECTIVENESS					
	2011	2010	2009	2008	2007
11.5 Total kilometres of trails	75	75	67	67	67
11.5 Total kilometres of trails per 1,000 persons	17.54	17.54	15.67	19.59	19.34
OBJECTIVE: Trails provide recreation opportunities.					
REFERENCE: <ul style="list-style-type: none"> Financial Information Return: 92 7152 05 and 92 7152 07. 					

11.6 OPEN SPACE – EFFECTIVENESS					
	2011	2010	2009	2008	2007
11.6 Hectares of open space (municipally owned)	474	474	474	474	474
11.6 Hectares of open space per 1,000 persons (municipally owned)	110.9	110.9	110.9	138.6	136.8
OBJECTIVE: Open space is adequate for population.					
REFERENCE: <ul style="list-style-type: none"> Financial Information Return: 92 7155 05 and 92 7155 07. 					

11.7 PARTICIPANT HOURS FOR RECREATION PROGRAMS EFFECTIVENESS					
	2011	2010	2009	2008	2007
11.7 Total participant hours for recreation programs per 1,000 persons.	5,204.9	5,204.9	1,870.9	2,265.0	2,143.0
OBJECTIVE: Recreation programs serve needs of residents.					
REFERENCE: <ul style="list-style-type: none"> Financial Information Return: 92 7255 07. 					

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11.8 INDOOR RECREATION FACILITY SPACE – EFFECTIVENESS					
	2011	2010	2009	2008	2007
11.8 Square metres of indoor recreation facilities (municipally owned).	4,710	4,710	4,710	4,710	4,710
11.8 Square metres of indoor recreation facilities per 1,000 persons (municipally owned).	1,101.5	1,101.5	1,101.5	1,376.8	1,359.7
OBJECTIVE: Indoor recreation facility space is adequate for population.					
REFERENCE: • Financial Information Return: 92 7356 05 and 92 7356 07.					

11.9 OUTDOOR RECREATION FACILITY SPACE – EFFECTIVENESS					
	2011	2010	2009	2008	2007
11.9 Square metres of outdoor recreation facility space (municipally owned).	380,000	380,000	380,000	380,000	380,000
11.9 Square metres of outdoor recreation facility space per 1,000 persons (municipally owned).	88,868.1	88,868.1	88,868.1	111,078.0	109,700.0
OBJECTIVE: Outdoor recreation facility space is adequate for population.					
REFERENCE: • Financial Information Return: 92 7359 05 and 92 7359 07.					

Libraries

CONTACT PERSON FOR LIBRARIES: Arvind Singh, CEO - Seguin Public Library
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12.1 LIBRARY COSTS PER PERSON – EFFICIENCY			
	2011	2010	2009
12.1 a) Operating costs for library services per person.	\$ 44.84	\$ 32.15	\$ 31.59
12.1 b) Total costs for library services per person.	\$ 48.77	\$ 36.42	
OBJECTIVE: Efficient library services.			
REFERENCE: • The formulas for efficiency measures were revised in 2009 to reflect changes in the reporting of expenses consistent with accrual accounting concepts. New total cost measures were introduced and revised in 2010. Total costs mean operating costs as defined in MPMP, plus amortization and interest on long-term debt, less revenue received from other municipalities for tangible capital assets. • Financial Information Return: 91 7405 35 (Operating costs measure) and 91 7405 45 (Total costs measure).			

12.2 LIBRARY COSTS PER USE – EFFICIENCY			
	2011	2010	2009
12.2 a) Operating costs for library services per use. ¹	\$ 6.04	\$ 4.69	\$ 5.03
12.2 b) Total costs for library services per use.	\$ 6.57	\$ 5.31	
OBJECTIVE: Efficient library services.			
REFERENCE: • The formulas for efficiency measures were revised in 2009 to reflect changes in the reporting of expenses consistent with accrual accounting concepts. New total cost measures were introduced and revised in 2010. Total costs mean operating costs as defined in MPMP, plus amortization and interest on long-term debt, less revenue received from other municipalities for tangible capital assets. • ¹ The calculation of electronic library uses was updated in 2009 to include the number of people using the public library wireless connection. In 2011 three additional categories of reference transactions were added to the definition of library uses. This may affect the comparability of 2011 results with earlier years. • Financial Information Return: 91 7406 35 (Operating costs measure) and 91 7406 45 (Total costs measure).			

12.3 LIBRARY USES – EFFECTIVENESS			
	2011	2010	2009
12.3 Library uses per person. ¹	7.42	6.86	6.28
OBJECTIVE: Increased use of library services.			
REFERENCE: • ¹ The calculation of electronic library uses was updated in 2009 to include the number of people using the public library wireless connection. In 2011 three additional categories of reference transactions were added to the definition of library uses. This may affect the comparability of 2011 results with earlier years. • Financial Information Return: 92 7460 07.			
Line numbers for prior years: • The FIR reference for the measure, library uses per person, did not change in 2009.			

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12.4 ELECTRONIC LIBRARY USES – EFFECTIVENESS				
	2011	2010	2009	
12.4 Electronic library uses as a percentage of total library uses. ¹	31%	30%	30%	
OBJECTIVE: Better information on library usage.				
REFERENCE:				
<ul style="list-style-type: none"> ¹ The calculation of electronic library uses was updated in 2009 to include the number of people using the public library wireless connection. In 2011 three additional categories of reference transactions were added to the definition of library uses. This may affect the comparability of 2011 results with earlier years. 				
<ul style="list-style-type: none"> Financial Information Return: 92 7463 07. 				

12.5 NON - ELECTRONIC LIBRARY USES – EFFECTIVENESS				
	2011	2010	2009	
12.5 Non-electronic library uses as a percentage of total library uses. ¹	69%	70%	70%	
OBJECTIVE: Better information on library usage.				
REFERENCE:				
<ul style="list-style-type: none"> ¹ The calculation of electronic library uses was updated in 2009 to include the number of people using the public library wireless connection. In 2011 three additional categories of reference transactions were added to the definition of library uses. This may affect the comparability of 2011 results with earlier years. 				
<ul style="list-style-type: none"> Financial Information Return: 92 7462 07. 				

Land Use Planning

CONTACT PERSON FOR LAND USE PLANNING: Chris Madej, Director of Planning
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13.1 LOCATION OF NEW RESIDENTIAL DEVELOPMENT – EFFECTIVENESS					
	2011	2010	2009	2008	2007
13.1 Percentage of new residential units located within settlement areas.	10%	6%	5%	13%	n/a
OBJECTIVE: New residential development is occurring within settlement areas.					
REFERENCE:					
<ul style="list-style-type: none"> Financial Information Return: 92 8170 07. 					