

SEGUIN TOWNSHIP
Municipal Performance Measurement Program (MPMP) • 2013 RESULTS

Questions about MPMP results should be addressed to:

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Local Government

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

1.1 GENERAL GOVERNMENT - EFFICIENCY

	2013	2012	2011	2010	2009
1.1 a) Operating costs for governance and corporate management as a percentage of total municipal operating costs.	2.5%	2.6%	1.9%	2.8%	2.0%
1.1 b) Total costs for governance and corporate management as a percentage of total municipal costs.	2.6%	2.7%	2.3%	3.3%	

OBJECTIVE:

Efficient local government.

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.

Fire Services

CONTACT PERSON FOR FIRE SERVICES: Don Hood, Fire Chief

2.1 FIRE SERVICES – EFFICIENCY

	2013	2012	2011	2010	2009
2.1 a) Operating costs for fire services per \$1,000 of assessment.	\$ 0.23	\$ 0.24	\$ 0.23	\$ 0.19	\$ 0.24
2.1 b) Total costs for fire services per \$1,000 of assessment.	\$ 0.28	\$ 0.29	\$ 0.28	\$ 0.25	

OBJECTIVE:

Efficient fire 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.

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2.2 & 2.3 CIVILIAN FIRE RELATED INJURIES – EFFECTIVENESS					
	2013	2012	2011	2010	2009
2.2 Number of residential fire related civilian injuries per 1,000 persons.	0.000	0.000	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	0.000	0.000
OBJECTIVE: Minimize the number of civilian injuries in residential fires.					

2.4 & 2.5 CIVILIAN FIRE RELATED FATALITIES - EFFECTIVENESS					
	2013	2012	2011	2010	2009
2.4 Number of residential fire related civilian fatalities per 1,000 persons.	0.000	0.000	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	0.000	0.000
OBJECTIVE: Minimize the number of civilian fatalities in residential fires.					

2.6 NUMBER OF RESIDENTIAL STRUCTURAL FIRES – EFFECTIVENESS					
	2013	2012	2011	2010	2009
2.6 Number of residential structural fires per 1,000 households.	6.507	1.678	1.638	2.950	2.107
OBJECTIVE: Minimize the number of residential structural fires.					

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Police Services

CONTACT PERSON FOR POLICE SERVICES: Don Hood, Fire Chief

3.1 POLICE SERVICES – EFFICIENCY

	2013	2012	2011	2010	2009
3.1 a) Operating costs for police services per person.	\$ 152.72	\$ 150.66	\$ 144.22	\$ 151.34	\$ 149.43
3.1 b) Total costs for police services per person.	\$ 152.72	\$ 150.66	\$ 144.22	\$ 151.34	

OBJECTIVE:
Efficient police 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.

3.2 VIOLENT CRIME RATE – EFFECTIVENESS

	2013	2012	2011	2010	2009
3.2 Violent crime rate per 1,000 persons.	6.3	5.6	6.8	6.8	6.3

OBJECTIVE:
Safe communities.

3.3 PROPERTY CRIME RATE – EFFECTIVENESS

	2013	2012	2011	2010	2009
3.3 Property crime rate per 1,000 persons.	23.2	23.4	27.1	27.8	28.1

OBJECTIVE:
Safe communities.

3.4 TOTAL CRIME RATE – EFFECTIVENESS

	2013	2012	2011	2010	2009
3.4 Total crime rate per 1,000 persons (<i>Criminal Code</i> offences, excluding traffic).	30.6	31.6	36.7	38.6	37.2

OBJECTIVE:
Safe communities.

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3.5 YOUTH CRIME RATE – EFFECTIVENESS					
	2013	2012	2011	2010	2009
3.5 Youth crime rate per 1,000 youths.	17.1	30.4	39.8	29.6	27.3
OBJECTIVE: Safe communities.					

Building Permits & Inspection Services

CONTACT PERSON FOR BUILDING PERMITS & INSPECTION SERVICES: Ernie Vankoughnett, CBO

4.1 BUILDING PERMITS & INSPECTION SERVICES – EFFICIENCY		
	2013	
4.1 a) Operating costs for building permits and inspection services per \$1,000 of construction activity, averaged over three years (based on permits issued).	\$ 21.28	
Total costs, net of interest on long term debt, for building permits and inspection services per \$1,000 of construction activity, averaged over three years, (based on permits issued).	\$ 21.36	
OBJECTIVE: Efficient building permits and inspection services.		
REFERENCE: <ul style="list-style-type: none"> • In 2013, the formula for the denominator of the MPMP efficiency measures for building permits and inspection services was changed to a three year average for total construction activity, divided by \$1,000. 		

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4.2 REVIEW OF COMPLETE BUILDING PERMIT APPLICATIONS – EFFECTIVENESS				
	2013	2012	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.	5	5	6	
b) Category 2: Small Buildings (small commercial/industrial not exceeding 3 storeys/600 square metres). Reference: provincial standard is 15 working days.	7	9	7	
c) Category 3: Large Buildings (large residential/commercial/ industrial/ institutional). Reference: provincial standard is 20 working days.	7	0	0	
d) Category 4: Complex buildings (post disaster buildings, including hospitals, power/water, fire/police/EMS, communications). Reference: provincial standard is 30 working days.	5	0	0	
OBJECTIVE: Complete building permit applications are processed quickly and accurately.				
REFERENCE: <ul style="list-style-type: none"> • The effectiveness measure reporting the number of working days to review complete building permit applications was introduced in 2011. 				

4.3 Building Permits and Inspection Services - Effectiveness		
Category 1: Houses		
(houses not exceeding 3 storeys/600 square metres)		
		2013
4.3 a) The number and percentage of building permit applications which are submitted and accepted by the municipality as complete applications .	#	225
4.3 a) The number and percentage of building permit applications which are submitted and accepted by the municipality as complete applications .	%	81%
4.3 b) The number and percentage of building permit applications which are submitted and accepted by the municipality as incomplete applications .	#	52
4.3 b) The number and percentage of building permit applications which are submitted and accepted by the municipality as incomplete applications .	%	19%
4.3 c) The subtotal for the number of complete and incomplete building permit applications.	#	277
REFERENCE: <ul style="list-style-type: none"> • In 2013, effectiveness measures were introduced that record the number and percentage of complete and incomplete building permit applications, by category. 		

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4.3 Building Permits and Inspection Services - Effectiveness		
Category 2:		
Small Buildings (small commercial/industrial not exceeding 3 storeys/600 square metres)		
		2013
4.3 a)	The number and percentage of building permit applications which are submitted and accepted by the municipality as complete applications .	# 0
4.3 a)		% 0%
4.3 b)	The number and percentage of building permit applications which are submitted and accepted by the municipality as incomplete applications .	# 5
4.3 b)		% 100%
4.3 c)	The subtotal for the number of complete and incomplete building permit applications.	# 5
REFERENCE:		
<ul style="list-style-type: none"> • In 2013, effectiveness measures were introduced that record the number and percentage of complete and incomplete building permit applications, by category. 		

4.3 Building Permits and Inspection Services - Effectiveness		
Category 3:		
Large Buildings (large residential/commercial/ industrial/ institutional)		
		2013
4.3 a)	The number and percentage of building permit applications which are submitted and accepted by the municipality as complete applications .	# 0
4.3 a)		% 0%
4.3 b)	The number and percentage of building permit applications which are submitted and accepted by the municipality as incomplete applications .	# 3
4.3 b)		% 100%
4.3 c)	The subtotal for the number of complete and incomplete building permit applications.	# 3
REFERENCE:		
<ul style="list-style-type: none"> • In 2013, effectiveness measures were introduced that record the number and percentage of complete and incomplete building permit applications, by category. 		

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4.3 Building Permits and Inspection Services - Effectiveness Category 4: Complex buildings (post disaster buildings, including hospitals, power/water, fire/police/EMS, communications)

		2013	
4.3 a)	The number and percentage of building permit applications which are submitted and accepted by the municipality as complete applications .	#	0
4.3 a)		%	0%
4.3 b)	The number and percentage of building permit applications which are submitted and accepted by the municipality as incomplete applications .	#	1
4.3 b)		%	100%
4.3 c)	The subtotal for the number of complete and incomplete building permit applications.	#	1

REFERENCE:

- In 2013, effectiveness measures were introduced that record the number and percentage of complete and incomplete building permit applications, by category.

		2013	
4.4	The total number of building permit applications submitted and accepted by the municipality (all categories)		286

REFERENCE:

- Introduced in 2013.

Roads

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

5.1 PAVED ROADS – EFFICIENCY

		2013		2012		2011		2010	
5.1 a)	Operating costs for paved (hard top) roads per lane kilometre. ¹	\$ 1,511.37		\$ 2,178.35		\$ 1,916.44		\$ 2,300.85	
5.1 b)	Total costs for paved (hard top) roads per lane kilometre.	\$ 5,870.14		\$ 6,465.64		\$ 5,680.18		\$ 6,606.03	

OBJECTIVE:

Efficient maintenance of paved roads.

REFERENCE:

- 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.

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5.2 UNPAVED ROADS – EFFICIENCY					
	2013	2012	2011	2010	2009
5.2 a) Operating costs for unpaved (loose top) roads per lane kilometre.	\$ 2,258.60	\$ 2,495.19	\$ 2,637.48	\$ 3,283.53	\$ 3,406.24
5.2 b) Total costs for unpaved (loose top) roads per lane kilometre.	\$ 2,517.41	\$ 2,755.04	\$ 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. 					

5.3 BRIDGES AND CULVERTS – EFFICIENCY					
	2013	2012	2011	2010	2009
5.3 a) Operating costs for bridges and culverts per square metre of surface area.	\$ 97.94	\$ 160.54	\$ 198.73	\$ 118.51	\$ 141.52
5.3 b) Total costs for bridges and culverts per square metre of surface area.	\$ 142.68	\$ 205.28	\$ 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. 					

5.4 WINTER MAINTENANCE OF ROADS – EFFICIENCY					
	2013	2012	2011	2010	2009
5.4 a) Operating costs for winter maintenance of roadways per lane kilometre maintained in winter.	\$ 1,060.67	\$ 808.48	\$ 744.76	\$ 769.19	\$ 785.46
5.4 b) Total costs for winter maintenance of roadways per lane kilometre maintained in winter.	\$ 1,165.81	\$ 913.62	\$ 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. 					

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5.5 ADEQUACY OF PAVED ROADS – EFFECTIVENESS					
	2013	2012	2011	2010	2009
5.5 Percentage of paved lane kilometres where the condition is rated as good to very good. ¹	83%	59%	55%	54%	72%
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). 					

5.6 ADEQUACY OF BRIDGES AND CULVERTS – EFFECTIVENESS					
	2013	2012	2011	2010	2009
5.6 Percentage of bridges and culverts where the condition is rated as good to very good. ¹	91%	83%	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 as being 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. 					

5.7 WINTER EVENT RESPONSES – EFFECTIVENESS					
	2013	2012	2011	2010	2009
5.7 Percentage of winter events where the response met or exceeded locally determined municipal service levels for road maintenance.	100%	100%	100%	100%	100%
OBJECTIVE: Response to winter storm events meets locally determined service levels for winter road maintenance.					

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Solid Waste Management (Garbage)

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

10.1 GARBAGE COLLECTION – EFFICIENCY

	2013	2012	2011	2010	2009
10.1 a) Operating costs for garbage collection per household.	\$ 98.67	\$ 104.15	\$ 99.14	\$ 118.32	\$ 97.33
10.1 b) Total costs for garbage collection per household.	\$ 106.60	\$ 106.11	\$ 118.84	\$ 152.31	

OBJECTIVE:

Efficient municipal garbage collection 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.

10.2 GARBAGE DISPOSAL – EFFICIENCY

	2013	2012	2011	2010	2009
10.2 a) Operating costs for garbage disposal per household.	\$ 43.14	\$ 48.11	\$ 39.69	\$ 36.04	\$ 29.69
10.2 b) Total costs for garbage disposal per household.	\$ 48.27	\$ 49.03	\$ 40.59	\$ 37.47	

OBJECTIVE:

Efficient municipal garbage disposal 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.

10.3 SOLID WASTE DIVERSION (RECYCLING) – EFFICIENCY

	2013	2012	2011	2010	2009
10.3 a) Operating costs for solid waste diversion per household.	\$ 56.79	\$ 44.22	\$ 41.04	\$ 35.31	\$ 36.28
10.3 b) Total costs for solid waste diversion per household.	\$ 56.79	\$ 53.60	\$ 50.19	\$ 49.86	

OBJECTIVE:

Efficient solid waste diversion (recycling) 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.

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10.4 SOLID WASTE MANAGEMENT (INTEGRATED SYSTEM) – EFFICIENCY					
	2013	2012	2011	2010	2009
10.4 a) Average operating costs for solid waste management (collection, disposal and diversion) per household.	\$ 198.60	\$ 196.48	\$ 179.87	\$ 189.67	\$ 163.29
10.4 b) Average total costs for solid waste management (collection, disposal and diversion) per household.	\$ 211.65	\$ 208.74	\$ 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. 					

10.5 COMPLAINTS – COLLECTION OF GARBAGE AND RECYCLED MATERIALS EFFECTIVENESS					
	2013	2012	2011	2010	2009
10.5 Number of complaints received in a year concerning the collection of garbage and recycled materials per 1,000 households.	0.0	0.0	0.0	3.2	4.2
OBJECTIVE: Improved collection of garbage and recycled materials.					

10.6 NUMBER OF MUNICIPAL SOLID WASTE MANAGEMENT FACILITIES EFFECTIVENESS					
	2013	2012	2011	2010	2009
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	8
OBJECTIVE: Context for solid waste management facility compliance measure.					

10.8 DIVERSION OF RESIDENTIAL SOLID WASTE EFFECTIVENESS					
	2013	2012	2011	2010	2009
10.8 Percentage of residential solid waste diverted for recycling.	18%	19%	19%	18%	19%
OBJECTIVE: Municipal solid waste reduction programs divert waste from landfills and/or incinerators.					

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Parks and Recreation

CONTACT PERSON FOR PARKS AND RECREATION: Dominique O'Brien, Acting Manager of Community Services

11.1 PARKS – EFFICIENCY

	2013	2012	2011	2010	2009
11.1 a) Operating costs for parks per person.	\$ 33.39	\$ 27.37	\$ 18.37	\$ 24.94	\$ 17.86
11.1 b) Total costs for parks per person.	\$ 52.60	\$ 47.75	\$ 41.60	\$ 41.49	

OBJECTIVE:
Efficient operation of parks.

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.

11.2 RECREATION PROGRAMS – EFFICIENCY

	2013	2012	2011	2010	2009
11.2 a) Operating costs for recreation programs per person.	\$ 37.64	\$ 39.52	\$ 34.90	\$ 30.74	\$ 24.83
11.2 b) Total costs for recreation programs per person.	\$ 40.11	\$ 41.99	\$ 37.71	\$ 33.56	

OBJECTIVE:
Efficient operation of recreation programs.

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.

11.3 RECREATION FACILITIES – EFFICIENCY

	2013	2012	2011	2010	2009
11.3 a) Operating costs for recreation facilities per person.	\$ 255.06	\$ 220.77	\$ 238.70	\$ 211.27	\$ 170.56
11.3 b) Total costs for recreation facilities per person.	\$ 301.25	\$ 264.40	\$ 277.45	\$ 251.57	

OBJECTIVE:
Efficient operation of recreation facilities.

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.

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11.4 RECREATION PROGRAMS AND RECREATION FACILITIES (SUBTOTAL) EFFICIENCY

	2013	2012	2011	2010	2009
11.4 a) Operating costs for recreation programs and recreation facilities per person (Subtotal).	\$ 292.70	\$ 260.29	\$ 273.60	\$ 242.02	\$ 195.40
11.4 b) Total costs for recreation programs and recreation facilities per person (Subtotal).	\$ 341.36	\$ 306.39	\$ 315.16	\$ 285.13	

OBJECTIVE:

Efficient operation of recreation programs and facilities.

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.

11.5 TRAILS – EFFECTIVENESS

	2013	2012	2011	2010	2009
11.5 Total kilometres of trails.	85	75	75	75	67
11.5 Total kilometres of trails per 1,000 persons.	19.88	17.54	17.54	17.54	15.67

OBJECTIVE:

Trails provide recreation opportunities.

11.6 OPEN SPACE – EFFECTIVENESS

	2013	2012	2011	2010	2009
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	110.9	110.9

OBJECTIVE:

Open space is adequate for population.

11.7 PARTICIPANT HOURS FOR RECREATION PROGRAMS EFFECTIVENESS

	2013	2012	2011	2010	2009
11.7 Total participant hours for recreation programs per 1,000 persons.	5,729.7	5,261.9	5,204.9	5,204.9	1,870.9

OBJECTIVE:

Recreation programs serve needs of residents.

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11.8 INDOOR RECREATION FACILITY SPACE – EFFECTIVENESS					
	2013	2012	2011	2010	2009
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	1,101.5	1,101.5
OBJECTIVE: Indoor recreation facility space is adequate for population.					

11.9 OUTDOOR RECREATION FACILITY SPACE – EFFECTIVENESS					
	2013	2012	2011	2010	2009
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	88,868.1	88,868.1
OBJECTIVE: Outdoor recreation facility space is adequate for population.					

Libraries

CONTACT PERSON FOR LIBRARIES: Rosemary Rae, CEO, Seguin Public Library

12.1 LIBRARY COSTS PER PERSON – EFFICIENCY					
	2013	2012	2011	2010	2009
12.1 a) Operating costs for library services per person.	\$ 37.41	\$ 33.61	\$ 44.84	\$ 32.15	\$ 31.59
12.1 b) Total costs for library services per person.	\$ 40.76	\$ 37.27	\$ 48.77	\$ 36.42	
OBJECTIVE: Efficient library 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. 					

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12.2 LIBRARY COSTS PER USE – EFFICIENCY

	2013	2012	2011	2010	2009
12.2 a) Operating costs for library services per use. ¹	\$ 4.38	\$ 4.58	\$ 6.04	\$ 4.69	\$ 5.03
12.2 b) Total costs for library services per use.	\$ 4.77	\$ 5.08	\$ 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.

12.3 LIBRARY USES – EFFECTIVENESS

	2013	2012	2011	2010	2009
12.3 Library uses per person. ¹	8.54	7.34	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.

12.4 ELECTRONIC LIBRARY USES – EFFECTIVENESS

	2013	2012	2011	2010	2009
12.4 Electronic library uses as a percentage of total library uses. ¹	54%	40%	31%	30%	30%

OBJECTIVE:

Better information on library usage.

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.

12.5 NON - ELECTRONIC LIBRARY USES – EFFECTIVENESS

	2013	2012	2011	2010	2009
12.5 Non-electronic library uses as a percentage of total library uses. ¹	46%	60%	69%	70%	70%

OBJECTIVE:

Better information on library usage.

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.

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Municipal Performance Measurement Program (MPMP) • 2013 RESULTS

Land Use Planning

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13.1 LOCATION OF NEW RESIDENTIAL DEVELOPMENT – EFFECTIVENESS

	2013	2012	2011	2010	2009
13.1 Percentage of new residential units located within settlement areas.	0%	9%	10%	6%	5%

OBJECTIVE:

New residential development is occurring within settlement areas.