

City of Greater Sudbury

2012 MPMP Report to Citizens

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Introduction

2012 Ontario Municipal Performance Measurement Program Results for the City of Greater Sudbury:

This 12th annual Report to Citizens provides an overview of the City of Greater Sudbury's Municipal Performance Measurement Program (MPMP) results.

The MPMP program is a provincial initiative introduced by the Ministry of Municipal Affairs and Housing, and includes both efficiency and effectiveness measures to demonstrate and evaluate performance in 13 core municipal services. Municipalities are required to report performance information as part of the annual Financial Information Return (FIR).

Efficiency measures indicate how productively staff time and budget monies have been used to deliver a service—essentially a measure of the cost of service delivery.

Effectiveness measures indicate the extent to which a service is achieving its intended purpose. These measures focus primarily on service quality, benefits to citizens and the impacts on the quality of life in the community.

For more information on the Ministry of Municipal Affairs and Housing's MPMP program, go to <http://www.mah.gov.on.ca/Page297.aspx>

This report reports most results graphically, for the years 2009 through 2012 (except for measures in existence less than four years), to provide readers with a sense of the trends in results achieved.

The City of Greater Sudbury is committed to using performance measurement tools, such as MPMP, to identify opportunities for improvement in the delivery of municipal services.

For more information regarding the MPMP results, please contact Sue McCullough sue.mccullough@greatersudbury.ca or by phone 705-674-4455, ext. 2503.

Common Definitions of Terms/References contained in Report

Term, Reference	Common Definition within Report
Population; Per Person	2009: 160,700 2010: 158,900 2011: 160,300 2012: 161,900
Total Costs	The MPMP <u>Total</u> cost measures begin with the Operating Cost amount, to which are added the amounts reported by the municipality for <u>amortization</u> and applicable <u>debt charges</u> for the capital assets used to deliver the indicated service.
Land Mass	3,627 square kilometres (largest in Ontario)
Lane Kilometre	A continuous lane of road which conveys traffic in one direction.
Megalitre	1,000,000 litres or 1,000 cubic metres
Tonne	A metric tonne equals 2,205 pounds or 1,000 kilograms.
Conventional transit	All regular public transportation services as opposed to specialized transit services for persons with disabilities who are unable to access regular public transportation services.
Assessment	Raw assessment for all property classes, which includes: taxable properties; 'payments-in-lieu of taxation' properties; & exempt properties.

All data within the Report is current as at August 28, 2013.

Also included on most graphs, for comparison purposes, is the 2011 Median result for the following group of larger (100,000 + population) single-tier municipalities: Barrie, Chatham-Kent, Greater Sudbury, Guelph, Hamilton, Kingston, London, Ottawa, Thunder Bay, Toronto, and Windsor. The Median results are indicated in blue and/or a dashed blue line, to differentiate it from Greater Sudbury's results.

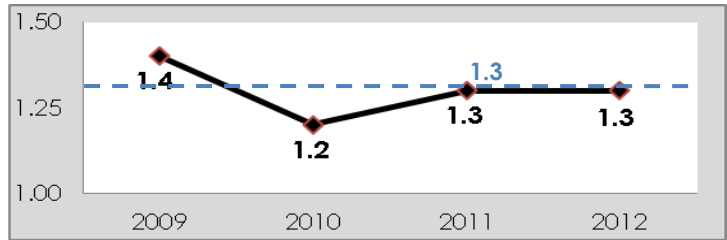
1. General Government

GENERAL GOVERNMENT											
<p>1.1a Operating costs for governance and corporate management as a percentage of total municipal operating costs.</p>	<table border="1"> <caption>Operating costs for governance and corporate management as a percentage of total municipal operating costs</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>4.2%</td> </tr> <tr> <td>2010</td> <td>3.9%</td> </tr> <tr> <td>2011</td> <td>4.2%</td> </tr> <tr> <td>2012</td> <td>4.5%</td> </tr> </tbody> </table>	Year	Percentage	2009	4.2%	2010	3.9%	2011	4.2%	2012	4.5%
Year	Percentage										
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2011	4.2%										
2012	4.5%										
<p>1.1b Total costs for governance and corporate management as a percentage of total municipal costs (includes amortization and debt charges).</p>	<table border="1"> <caption>Total costs for governance and corporate management as a percentage of total municipal costs</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>4.2%</td> </tr> <tr> <td>2010</td> <td>3.7%</td> </tr> <tr> <td>2011</td> <td>3.9%</td> </tr> <tr> <td>2012</td> <td>4.2%</td> </tr> </tbody> </table>	Year	Percentage	2009	4.2%	2010	3.7%	2011	3.9%	2012	4.2%
Year	Percentage										
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2010	3.7%										
2011	3.9%										
2012	4.2%										
<p>The City of Greater Sudbury provides corporate business support services through three divisions: Administrative Services, Financial Services, and Human Resources and Operational Development. The services include Council and Committee support; information technology; legal services; budget preparation and analysis; accounting services; payroll; accounts receivable and payable; health and safety; and human resources, among others.</p> <p>Some support services are provided by operational support units within the Departments; these costs are not captured by this measure.</p>											

2. Protection - Fire

PROTECTION: Fire											
<p>2.1a Operating costs for fire services per \$1,000 of assessment.</p>	<table border="1"> <thead> <tr> <th>Year</th> <th>Operating costs per \$1,000 of assessment</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>\$1.92</td> </tr> <tr> <td>2010</td> <td>\$1.76</td> </tr> <tr> <td>2011</td> <td>\$1.61</td> </tr> <tr> <td>2012</td> <td>\$1.46</td> </tr> </tbody> </table>	Year	Operating costs per \$1,000 of assessment	2009	\$1.92	2010	\$1.76	2011	\$1.61	2012	\$1.46
Year	Operating costs per \$1,000 of assessment										
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2010	\$1.76										
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<p>2.1b Total costs for fire services per \$1,000 of assessment.</p>	<table border="1"> <thead> <tr> <th>Year</th> <th>Total costs per \$1,000 of assessment</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>\$2.05</td> </tr> <tr> <td>2010</td> <td>\$1.88</td> </tr> <tr> <td>2011</td> <td>\$1.71</td> </tr> <tr> <td>2012</td> <td>\$1.56</td> </tr> </tbody> </table>	Year	Total costs per \$1,000 of assessment	2009	\$2.05	2010	\$1.88	2011	\$1.71	2012	\$1.56
Year	Total costs per \$1,000 of assessment										
2009	\$2.05										
2010	\$1.88										
2011	\$1.71										
2012	\$1.56										
<p>2.2 Number of residential fire related civilian injuries per 1,000 persons.</p>	<table border="1"> <thead> <tr> <th>Year</th> <th>Injuries per 1,000 persons</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>0.044</td> </tr> <tr> <td>2010</td> <td>0.057</td> </tr> <tr> <td>2011</td> <td>0.044</td> </tr> <tr> <td>2012</td> <td>0.049</td> </tr> </tbody> </table>	Year	Injuries per 1,000 persons	2009	0.044	2010	0.057	2011	0.044	2012	0.049
Year	Injuries per 1,000 persons										
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2011	0.044										
2012	0.049										
<p>2.3 Number of residential fire related civilian injuries averaged over 5 years per 1,000 persons.</p>	<table border="1"> <thead> <tr> <th>Year</th> <th>Average injuries per 1,000 persons</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>0.080</td> </tr> <tr> <td>2010</td> <td>0.070</td> </tr> <tr> <td>2011</td> <td>0.057</td> </tr> <tr> <td>2012</td> <td>0.052</td> </tr> </tbody> </table>	Year	Average injuries per 1,000 persons	2009	0.080	2010	0.070	2011	0.057	2012	0.052
Year	Average injuries per 1,000 persons										
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<p>2.4 Number of residential fire related civilian fatalities per 1,000 persons. 2.5 Number of residential fire related civilian fatalities averaged over 5 years per 1,000 persons.</p>	<table border="1"> <thead> <tr> <th>Year</th> <th>Fatalities per 1,000 persons</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>0.012</td> </tr> <tr> <td>2010</td> <td>0.006</td> </tr> <tr> <td>2011</td> <td>0.006</td> </tr> <tr> <td>2012</td> <td>0.006</td> </tr> </tbody> </table> <p>The annual and 5-year averages for Greater Sudbury matched in the period. The group Median in 2011 was also the same, .006.</p>	Year	Fatalities per 1,000 persons	2009	0.012	2010	0.006	2011	0.006	2012	0.006
Year	Fatalities per 1,000 persons										
2009	0.012										
2010	0.006										
2011	0.006										
2012	0.006										

2.6
Number of residential fires per 1,000 households.



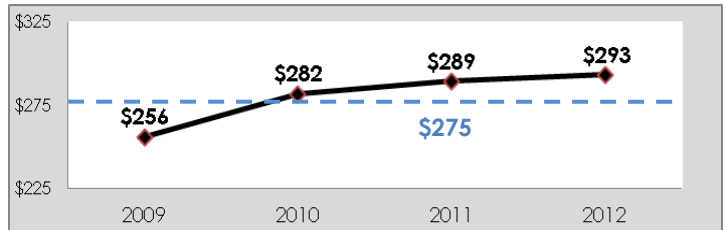
Factor affecting current year Fire results:

- Increases in assessed values of properties.

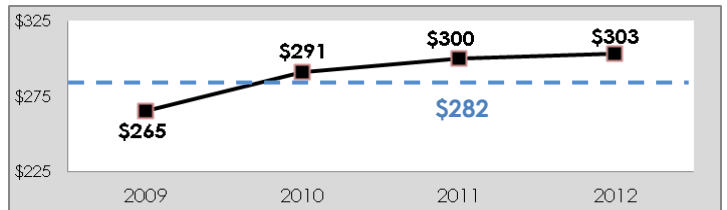
3. Protection – Police

PROTECTION: Police

3.1a
Operating costs for police services per person.



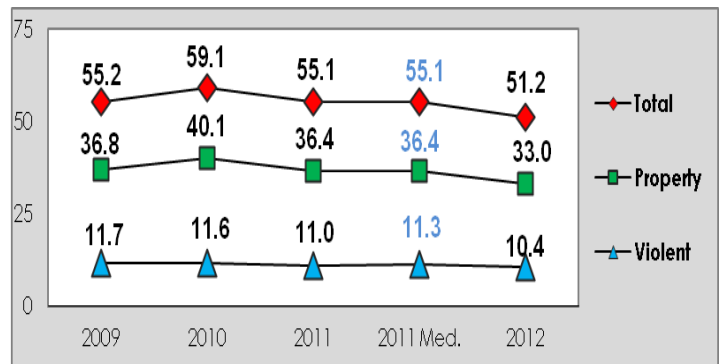
3.1b
Total costs for police services per person.



3.2 Violent crime rate per 1,000 persons.

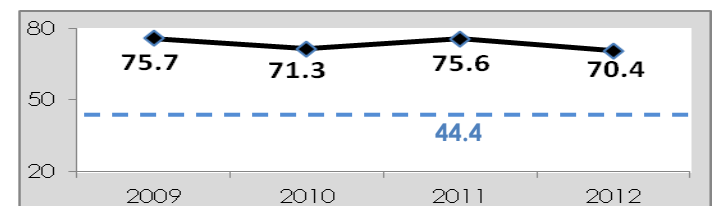
3.3 Property crime rate per 1,000 persons.

3.4 Total crime rate per 1,000 persons (Criminal Code offences, excluding traffic)



3.5 Youth crime rate per 1,000 youths

Youth Population (Statistics Canada)
2009 & 2010: 12,803
2011: 11,755
2012: 11,705



Other information regarding the Police results:

- Crime rates can be influenced by factors including economic, social, demographic and political. Crime rates reflect reported crime and do not include crime that is not reported to police.
- Crime rates include offences recorded by Greater Sudbury Police Service and by the RCMP within our jurisdiction.
- Total crime rates do not include traffic offences or offences under other federal statutes such as the *Controlled Drug and Substances Act* and the *Youth Criminal Justice Act*.
- Youth crime rate includes youths who were formally charged or who were dealt with using extrajudicial (non-court) measures such as being issued a warning or referral to a community program.
- Youth Crime does not include the number of youths who committed crimes but were not apprehended for their crimes.

4. Protection – Building Services

PROTECTION: Building Services

4.1

Operating costs for building permits and inspection services per \$1,000 of construction activity (based on permits issued).

Total costs for building permits and inspection services per \$1,000 of construction activity (based on permits issued).

[Building measures were introduced in 2011.]

	2011 Median	2011	2012
Operating cost	\$ 9.64	\$ 9.67	\$ 14.23
Total cost	\$ 9.69	\$ 9.68	\$ 14.26

In 2012, staffing increases contributed to cost result. Staff levels were increased in anticipation of much higher construction activity by a large local mining sector operator. The anticipated activity was cancelled, so actual construction activity (value) based on permits issued was much lower than expected in 2012.

4.2

Median number of working days to review a complete building permit application and issue a permit or not issue a permit, and provide all reasons for refusal.

Category:		Provincial standard (working days)	2011 Median	2011 Result	2012 Result
1	Houses (not exceeding 3 storeys/600 square metres)	10	6.5	6	7
2	Small Buildings (small commercial/industrial not exceeding 3 storeys/600 square metres)	15	9.5	8	8
3	Large Buildings (large residential or commercial/industrial/institutional)	20	11	10	10
4	Complex Buildings (post disaster buildings, including hospitals, power/water, fire/police/EMS, communications)	30	11.5	9	9

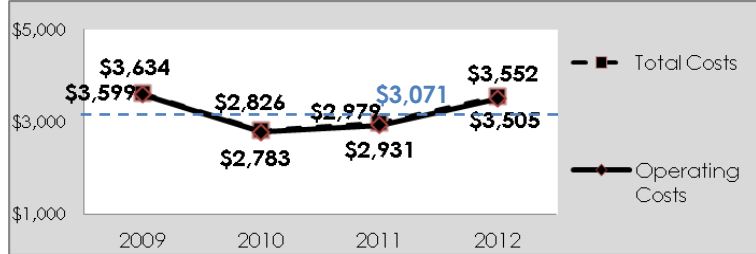
5. Transportation - Roadways

TRANSPORTATION: Roadways																
<p>5.1a Operating costs for paved (hard top) roads per lane kilometre</p>	<table border="1"> <tr><th>Year</th><td>2009</td><td>2010</td><td>2011</td><td>2012</td></tr> <tr><th>Operating Costs</th><td>\$3,435</td><td>\$2,515</td><td>\$3,355</td><td>\$3,234</td></tr> </table>	Year	2009	2010	2011	2012	Operating Costs	\$3,435	\$2,515	\$3,355	\$3,234					
Year	2009	2010	2011	2012												
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<p>5.1b Total costs for paved (hard top) roads per lane kilometre</p>	<table border="1"> <tr><th>Year</th><td>2009</td><td>2010</td><td>2011</td><td>2012</td></tr> <tr><th>Total Costs</th><td>\$11,825</td><td>\$11,290</td><td>\$12,064</td><td>\$11,975</td></tr> </table>	Year	2009	2010	2011	2012	Total Costs	\$11,825	\$11,290	\$12,064	\$11,975					
Year	2009	2010	2011	2012												
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<p>5.2a Operating costs for unpaved (loose top) roads per lane kilometre</p>	<table border="1"> <tr><th>Year</th><td>2009</td><td>2010</td><td>2011</td><td>2012</td></tr> <tr><th>Operating Costs</th><td>\$2,058</td><td>\$1,881</td><td>\$2,568</td><td>\$3,101</td></tr> </table>	Year	2009	2010	2011	2012	Operating Costs	\$2,058	\$1,881	\$2,568	\$3,101					
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<p>5.3 Total costs for bridges and culverts per square metre of surface area</p> <p>Operating costs for bridges & culverts per square metre of surface area</p>	<table border="1"> <tr><th>Year</th><td>2009</td><td>2010</td><td>2011</td><td>2012</td></tr> <tr><th>Total Costs</th><td>\$87</td><td>\$66</td><td>\$67</td><td>\$72</td></tr> <tr><th>Operating Costs</th><td>\$52</td><td>\$29</td><td>\$29</td><td>\$33</td></tr> </table>	Year	2009	2010	2011	2012	Total Costs	\$87	\$66	\$67	\$72	Operating Costs	\$52	\$29	\$29	\$33
Year	2009	2010	2011	2012												
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TRANSPORTATION: Roadways, continued

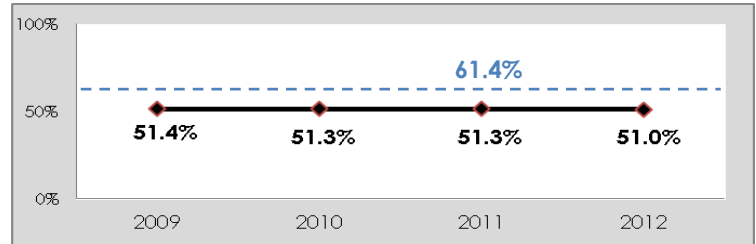
5.4 Total costs for winter maintenance of roadways per lane kilometre maintained in winter

Operating costs for winter maintenance of roadways per lane kilometre maintained in winter

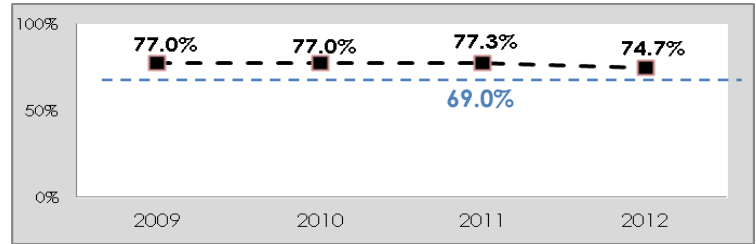


The group Median 2011 result, for both Operating and Total costs, was **\$3,071**.

5.5 Percentage of paved lane kilometres where the condition is rated as good to very good.



5.6 Percentage of bridges and culverts where the condition is rated as good to very good.



5.7 Percentage of winter events where response met or exceeded locally determined municipal service levels for road maintenance

100% compliance
(all years of MPMP reporting)
Group Median for 2011 was also **100%**.

Factors affecting annual Road measures' results:

- Weather conditions: freeze/thaw cycles; number and severity of winter events; snowfall temperature, which can impact salt solution effectiveness
- Volume, type of traffic on roads
- Maintenance schedule and allocation of work between paved vs. unpaved roads in the year
- Age and type of equipment used for maintenance of roads

6. Transportation - Transit

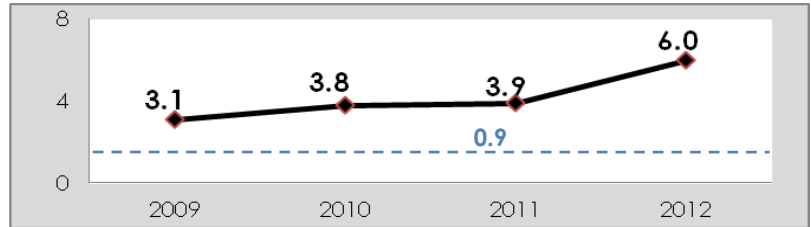
TRANSPORTATION: Transit											
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Year	Cost (\$)										
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<p>6.2 Number of conventional transit passenger trips per person in the service area in a year.</p>	<table border="1"> <caption>Number of conventional transit passenger trips per person in the service area in a year</caption> <thead> <tr> <th>Year</th> <th>Trips per person</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>31.1</td> </tr> <tr> <td>2010</td> <td>31.2</td> </tr> <tr> <td>2011</td> <td>32.4</td> </tr> <tr> <td>2012</td> <td>32.2</td> </tr> </tbody> </table>	Year	Trips per person	2009	31.1	2010	31.2	2011	32.4	2012	32.2
Year	Trips per person										
2009	31.1										
2010	31.2										
2011	32.4										
2012	32.2										
<ul style="list-style-type: none"> • Service area population: those citizens residing within 400 metres of a service route. • Service area population: 2009 & 2010: 136,595 2011 & 2012: 138,000 • Transfers do not count as a separate passenger trip. <p><i>Factors affecting annual Transit measures' results:</i></p> <ul style="list-style-type: none"> • Age of fleet and facilities. • Fuel prices. 											

7. Environment – Wastewater

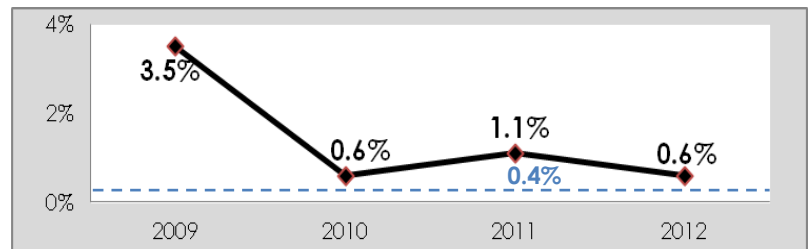
<p>7.1a Operating costs for the collection/conveyance of wastewater per kilometre of wastewater main.</p>	<table border="1"> <thead> <tr> <th>Year</th> <th>Cost (\$)</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>\$12,289</td> </tr> <tr> <td>2010</td> <td>\$9,306</td> </tr> <tr> <td>2011</td> <td>\$8,423</td> </tr> <tr> <td>2012</td> <td>\$7,939</td> </tr> <tr> <td>Target</td> <td>\$9,234</td> </tr> </tbody> </table>	Year	Cost (\$)	2009	\$12,289	2010	\$9,306	2011	\$8,423	2012	\$7,939	Target	\$9,234
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Year	Cost (\$)												
2009	\$431												
2010	\$599												
2011	\$511												
2012	\$535												
Target	\$461												
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Year	Cost (\$)												
2009	\$546												
2010	\$647												
2011	\$530												
2012	\$533												
Target	\$451												
<p>7.3b Total costs for the collection/conveyance, treatment, and disposal of wastewater per megalitre (integrated system).</p>	<table border="1"> <thead> <tr> <th>Year</th> <th>Cost (\$)</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>\$818</td> </tr> <tr> <td>2010</td> <td>\$999</td> </tr> <tr> <td>2011</td> <td>\$844</td> </tr> <tr> <td>2012</td> <td>\$873</td> </tr> <tr> <td>Target</td> <td>\$793</td> </tr> </tbody> </table>	Year	Cost (\$)	2009	\$818	2010	\$999	2011	\$844	2012	\$873	Target	\$793
Year	Cost (\$)												
2009	\$818												
2010	\$999												
2011	\$844												
2012	\$873												
Target	\$793												

ENVIRONMENT: Wastewater, continued

7.4
Number of wastewater main backups per 100 kilometres of wastewater main in a year.



7.5
Percentage of wastewater estimated to have by-passed treatment.



Factors affecting annual Wastewater Collection costs:

- Extent of water infiltration into the sewers

Factors affecting annual Wastewater Treatment & Disposal costs:

- Whether plants receive both sewage and storm-water
- Method of sludge disposal

Factors affecting annual Wastewater Backups and Bypass results:

- Heavy spring runoff and/or rainfall
- Whether by-passes are estimated or metered

A backup is defined as an obstruction or hydraulic overload in the municipal system which results in a backup of wastewater that may enter a house.

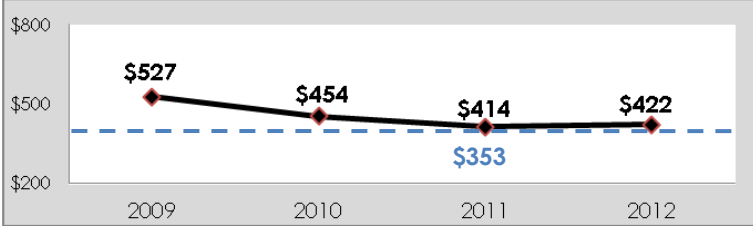
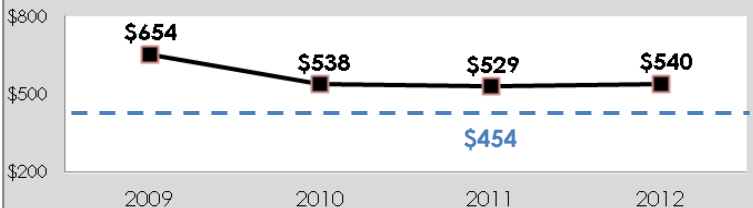
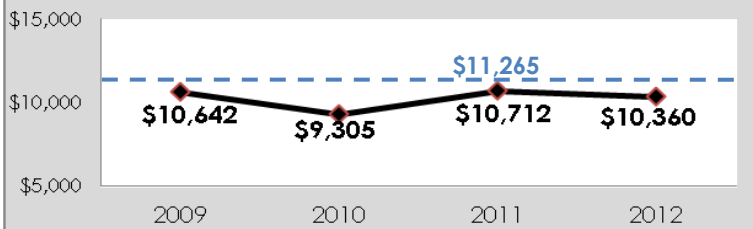
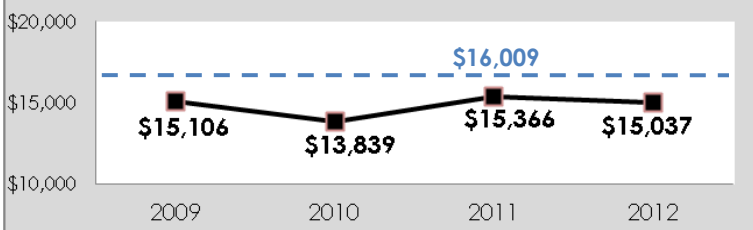
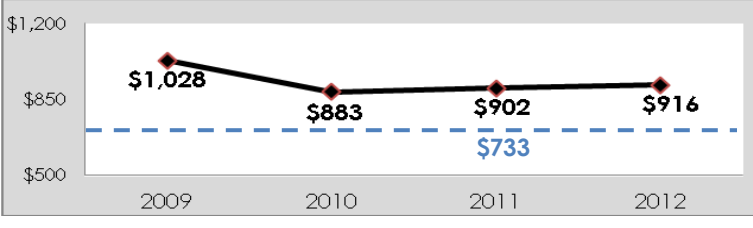
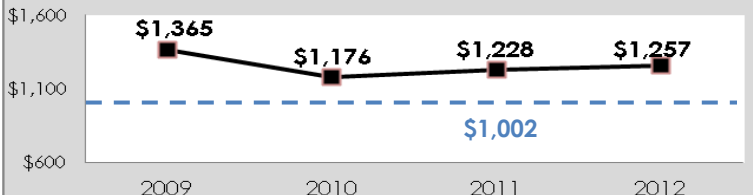
Obstructions in a lateral line (from a house to the wastewater main) are not included since lateral lines are not a municipal responsibility.

About one half of by-passes occur at lift stations; these volumes are estimated. By-pass flows which occur at the sewage treatment plants are metered.

8. Environment – Storm Water

ENVIRONMENT: Storm Water											
<p>8.1 Operating costs for urban storm water management (collection, treatment, and disposal) per kilometre of drainage system.</p>	<table border="1"> <caption>Operating costs for urban storm water management</caption> <thead> <tr> <th>Year</th> <th>Cost (\$)</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>\$2,960</td> </tr> <tr> <td>2010</td> <td>\$3,137</td> </tr> <tr> <td>2011</td> <td>\$2,302</td> </tr> <tr> <td>2012</td> <td>\$2,894</td> </tr> </tbody> </table>	Year	Cost (\$)	2009	\$2,960	2010	\$3,137	2011	\$2,302	2012	\$2,894
Year	Cost (\$)										
2009	\$2,960										
2010	\$3,137										
2011	\$2,302										
2012	\$2,894										
<p>8.1 Total costs for urban storm water management (collection, treatment, and disposal) per kilometre of drainage system.</p>	<table border="1"> <caption>Total costs for urban storm water management</caption> <thead> <tr> <th>Year</th> <th>Cost (\$)</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>\$2,960</td> </tr> <tr> <td>2010</td> <td>\$3,137</td> </tr> <tr> <td>2011</td> <td>\$2,302</td> </tr> <tr> <td>2012</td> <td>\$3,094</td> </tr> </tbody> </table>	Year	Cost (\$)	2009	\$2,960	2010	\$3,137	2011	\$2,302	2012	\$3,094
Year	Cost (\$)										
2009	\$2,960										
2010	\$3,137										
2011	\$2,302										
2012	\$3,094										
<p>8.2 Total costs for rural storm water management (collection, treatment, and disposal) per kilometre of drainage system.</p> <p>Operating costs for rural storm water management (collection, treatment, and disposal) per kilometre of drainage system.</p>	<table border="1"> <caption>Rural storm water management costs</caption> <thead> <tr> <th>Year</th> <th>Cost (\$)</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>\$390</td> </tr> <tr> <td>2010</td> <td>\$433</td> </tr> <tr> <td>2011</td> <td>\$319</td> </tr> <tr> <td>2012</td> <td>\$524</td> </tr> </tbody> </table> <p>Operating and Total costs, in the rural storm management system, are identical, as is the group 2011 Median. See explanation below.</p>	Year	Cost (\$)	2009	\$390	2010	\$433	2011	\$319	2012	\$524
Year	Cost (\$)										
2009	\$390										
2010	\$433										
2011	\$319										
2012	\$524										
<p>The City accounts for most of the Capital Assets related to the Storm water drainage system, under the category of Roads. Therefore, the Total Cost results for Storm Water services are mostly identical to the Operating Costs, as shown on the above graphs.</p>											
<p><i>Factors affecting annual Storm Water results:</i></p>											
<ul style="list-style-type: none"> Weather events (such as heavy rainfall or snowfall, heavy spring runoff, depth of frost penetration) can affect the need for cleaning and maintaining catch basins and manhole covers. 											

9. Environment – Drinking Water

ENVIRONMENT: Drinking Water											
<p>9.1a Operating costs for the treatment of drinking water per megalitre.</p>	 <table border="1"> <thead> <tr> <th>Year</th> <th>Operating Costs (\$)</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>\$527</td> </tr> <tr> <td>2010</td> <td>\$454</td> </tr> <tr> <td>2011</td> <td>\$414</td> </tr> <tr> <td>2012</td> <td>\$422</td> </tr> </tbody> </table>	Year	Operating Costs (\$)	2009	\$527	2010	\$454	2011	\$414	2012	\$422
Year	Operating Costs (\$)										
2009	\$527										
2010	\$454										
2011	\$414										
2012	\$422										
<p>9.1b Total costs for the treatment of drinking water per megalitre.</p>	 <table border="1"> <thead> <tr> <th>Year</th> <th>Total Costs (\$)</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>\$654</td> </tr> <tr> <td>2010</td> <td>\$538</td> </tr> <tr> <td>2011</td> <td>\$529</td> </tr> <tr> <td>2012</td> <td>\$540</td> </tr> </tbody> </table>	Year	Total Costs (\$)	2009	\$654	2010	\$538	2011	\$529	2012	\$540
Year	Total Costs (\$)										
2009	\$654										
2010	\$538										
2011	\$529										
2012	\$540										
<p>9.2a Operating costs for the distribution/transmission of drinking water per kilometre of water distribution pipe.</p>	 <table border="1"> <thead> <tr> <th>Year</th> <th>Operating Costs (\$)</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>\$10,642</td> </tr> <tr> <td>2010</td> <td>\$9,305</td> </tr> <tr> <td>2011</td> <td>\$10,712</td> </tr> <tr> <td>2012</td> <td>\$10,360</td> </tr> </tbody> </table>	Year	Operating Costs (\$)	2009	\$10,642	2010	\$9,305	2011	\$10,712	2012	\$10,360
Year	Operating Costs (\$)										
2009	\$10,642										
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2012	\$10,360										
<p>9.2b Total costs for the distribution/transmission of drinking water per kilometre of water distribution pipe.</p>	 <table border="1"> <thead> <tr> <th>Year</th> <th>Total Costs (\$)</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>\$15,106</td> </tr> <tr> <td>2010</td> <td>\$13,839</td> </tr> <tr> <td>2011</td> <td>\$15,366</td> </tr> <tr> <td>2012</td> <td>\$15,037</td> </tr> </tbody> </table>	Year	Total Costs (\$)	2009	\$15,106	2010	\$13,839	2011	\$15,366	2012	\$15,037
Year	Total Costs (\$)										
2009	\$15,106										
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<p>9.3a Operating costs for the treatment and distribution/transmission of drinking water per megalitre (integrated system).</p>	 <table border="1"> <thead> <tr> <th>Year</th> <th>Operating Costs (\$)</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>\$1,028</td> </tr> <tr> <td>2010</td> <td>\$883</td> </tr> <tr> <td>2011</td> <td>\$902</td> </tr> <tr> <td>2012</td> <td>\$916</td> </tr> </tbody> </table>	Year	Operating Costs (\$)	2009	\$1,028	2010	\$883	2011	\$902	2012	\$916
Year	Operating Costs (\$)										
2009	\$1,028										
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<p>9.3b Total costs for the treatment and distribution/transmission of drinking water per megalitre (integrated system).</p>	 <table border="1"> <thead> <tr> <th>Year</th> <th>Total Costs (\$)</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>\$1,365</td> </tr> <tr> <td>2010</td> <td>\$1,176</td> </tr> <tr> <td>2011</td> <td>\$1,228</td> </tr> <tr> <td>2012</td> <td>\$1,257</td> </tr> </tbody> </table>	Year	Total Costs (\$)	2009	\$1,365	2010	\$1,176	2011	\$1,228	2012	\$1,257
Year	Total Costs (\$)										
2009	\$1,365										
2010	\$1,176										
2011	\$1,228										
2012	\$1,257										

ENVIRONMENT: Drinking Water, continued

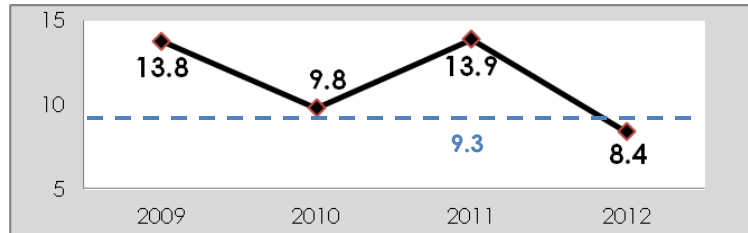
Factors affecting annual Water Treatment and Distribution results:

- Provincial water quality regulations
- Severe weather events (heavy rainfall; spring run-off)

9.4 Weighted number of days when a boil advisory issued by the medical officer of health, applicable to a municipal water supply, was in effect.

None issued in 2011 & 2012.
Boil advisories issued in 2009 and 2010 had no effect, on a weighted basis.
Same results for 2011 group Median.

9.5
Number of water main breaks per 100 kilometres of water distribution pipe in a year.

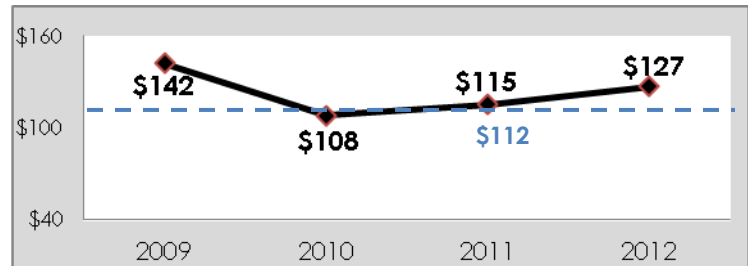


The annual Water Main Break results are affected by the severity of winter, particularly the extent of frost penetration.

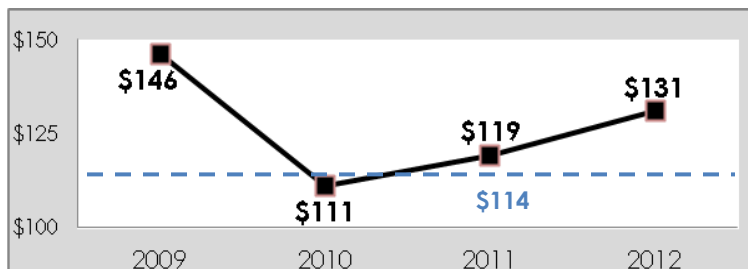
10. Environment: Solid Waste

ENVIRONMENT: Solid Waste

10.1a
Operating costs for garbage collection per tonne.



10.1
Total costs for garbage collection per tonne.



ENVIRONMENT: Solid Waste, continued

<p>10.2a Operating costs for garbage disposal per tonne.</p>	<p>2011 results were affected by an adjustment of the post-closure landfill liability.</p>
<p>10.2b Total costs for garbage disposal per tonne.</p>	
<p>10.3a Total costs for solid waste diversion per tonne. Operating costs for solid waste diversion per tonne.</p>	
<p>10.3b Total costs for solid waste diversion per tonne.</p>	
<p>10.4a Average operating costs for solid waste management (collection, disposal and diversion) per tonne.</p>	
<p>10.4b Average total costs for solid waste management (collection, disposal and diversion) per tonne.</p>	

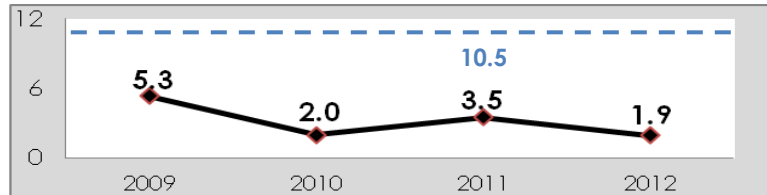
ENVIRONMENT: Solid Waste, continued

Factors affecting annual Solid Waste measures' cost results:

- Precipitation, which impacts weight of waste collected
- Nature and extent of municipality's recycling efforts
- Number of materials included in recycling program
- Promotion and enforcement of recycling program

All collection services are provided by private contract, except in the former City of Sudbury (municipal employees).

10.5
Number of complaints received in a year concerning the collection of garbage and recycled materials per 1,000 households.



Factors affecting annual Complaint results:

- Methods used to track complaints
- Citizens' understanding of municipality's programs
- Number of new or changed programs (i.e. leaf & yard trimming collection, bag limits, items included in recycling program)

Note: The method used to tabulate citizens' complaints has been refined over the past few years, to now better and more efficiently reflect actual issues, such as recycling or collection problems.

10.6 Total number of solid waste management facilities owned by the municipality with a Ministry of Environment certificate of approval.

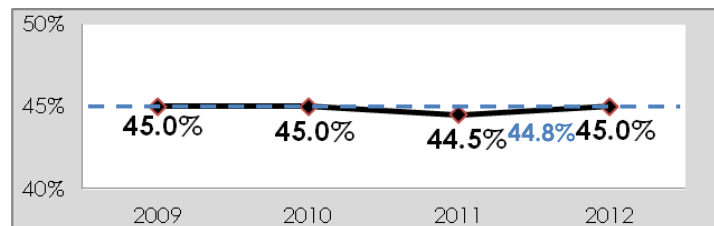
2012: 21 separate sites (20 in 2011), including 3 closed landfills and 13 residential waste transfer stations (12 in 2011)

10.7 Number of days per year when a Ministry of Environment compliance order for remediation concerning an air or groundwater standard was in effect for a municipally owned solid waste management facility, by facility.

No compliance orders were issued for any municipally owned solid waste facility in the years 2009 through 2012.

10.8
Percentage of residential solid waste diverted for recycling.

For details about City's diversion program, see: http://www.greatersudbury.ca/cms/index.cfm?app=div_wastemanagement&lang=en&currID=1130



Diversion rates are subject to verification by Waste Diversion Ontario (WDO).

Factors affecting annual Diversion results:

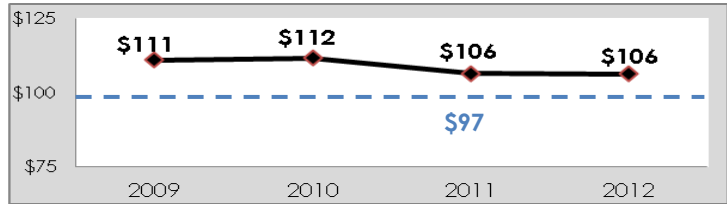
- Changes to materials included in recycling program
- Efforts expended to promote and enforce the recycling program

11. Parks and Recreation

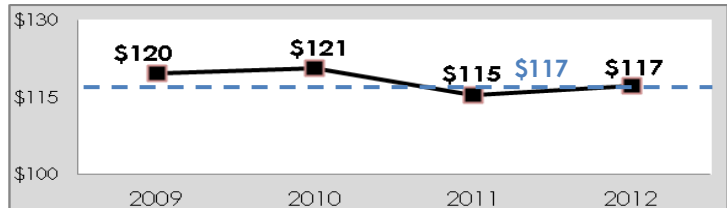
PARKS AND RECREATION											
11.1a Operating costs for parks per person.	<table border="1"> <thead> <tr> <th>Year</th> <th>Operating Costs (\$)</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>\$41</td> </tr> <tr> <td>2010</td> <td>\$55</td> </tr> <tr> <td>2011</td> <td>\$48</td> </tr> <tr> <td>2012</td> <td>\$55</td> </tr> </tbody> </table>	Year	Operating Costs (\$)	2009	\$41	2010	\$55	2011	\$48	2012	\$55
Year	Operating Costs (\$)										
2009	\$41										
2010	\$55										
2011	\$48										
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Year	Total Costs (\$)										
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2010	\$61										
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11.2a Operating costs for recreation programs per person.	<table border="1"> <thead> <tr> <th>Year</th> <th>Operating Costs (\$)</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>\$21</td> </tr> <tr> <td>2010</td> <td>\$26</td> </tr> <tr> <td>2011</td> <td>\$20</td> </tr> <tr> <td>2012</td> <td>\$16</td> </tr> </tbody> </table>	Year	Operating Costs (\$)	2009	\$21	2010	\$26	2011	\$20	2012	\$16
Year	Operating Costs (\$)										
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Year	Total Costs (\$)										
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11.3a Operating costs for recreation facilities per person.	<table border="1"> <thead> <tr> <th>Year</th> <th>Operating Costs (\$)</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>\$90</td> </tr> <tr> <td>2010</td> <td>\$85</td> </tr> <tr> <td>2011</td> <td>\$86</td> </tr> <tr> <td>2012</td> <td>\$90</td> </tr> </tbody> </table>	Year	Operating Costs (\$)	2009	\$90	2010	\$85	2011	\$86	2012	\$90
Year	Operating Costs (\$)										
2009	\$90										
2010	\$85										
2011	\$86										
2012	\$90										
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Year	Total Costs (\$)										
2009	\$98										
2010	\$93										
2011	\$95										
2012	\$100										

PARKS AND RECREATION, continued

11.4a
Operating costs for recreation programs and recreation facilities per person.



11.4b
Total costs for recreation programs and recreation facilities per person.



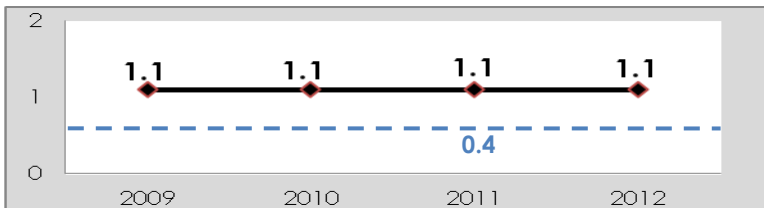
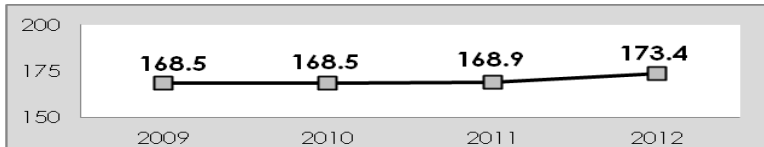
Factors affecting annual Parks and Recreation measures' cost results:

- Variety of recreation programs offered
- Mix of instructional versus drop-in or permitted programs, which affects staffing levels
- Number of other service providers in the community

The City has over 200 recreation facilities located across the community. Operational direction is guided by the *Healthy Community Strategy*, and by the *Parks, Open Space and Leisure Master Plan*.

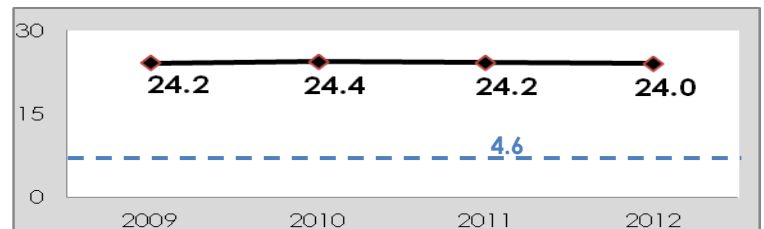
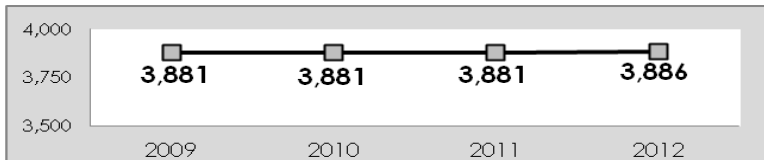
11.5
Total kilometres of trails

Total kilometres of trails per 1,000 persons.



11.6
Hectares of open space

Hectares of open space per 1,000 persons (municipally owned).



The amount reported to MPMP reflects comprehensive data collected for the final report of the Green Space Advisory Panel in June 2010. Given the geographic size of this city (Ontario's largest, at 3,627 square kilometers), identifying all open space, as defined by MPMP, remains challenging.

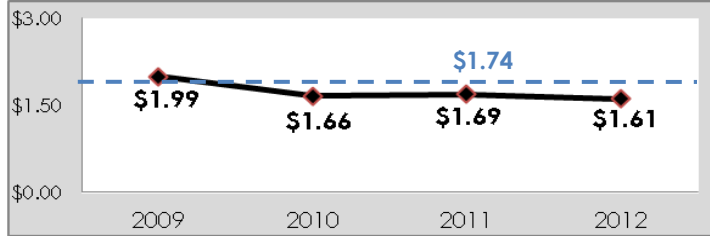
PARKS AND RECREATION, continued																					
<p>11.7 Total participant hours for recreation programs per 1,000 persons.</p>	<table border="1"> <caption>Total participant hours for recreation programs per 1,000 persons</caption> <thead> <tr> <th>Year</th> <th>Hours</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>11,156</td> </tr> <tr> <td>2010</td> <td>14,800</td> </tr> <tr> <td>2011</td> <td>15,172</td> </tr> <tr> <td>2012</td> <td>15,104</td> </tr> </tbody> </table>	Year	Hours	2009	11,156	2010	14,800	2011	15,172	2012	15,104										
Year	Hours																				
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2010	14,800																				
2011	15,172																				
2012	15,104																				
<p>Factors affecting annual Participation results:</p> <ul style="list-style-type: none"> • Ability of tracking system to accurately capture all uses. • Variety of recreational program types offered. • Weather conditions, which can affect the length of season (i.e. skating, skiing). 																					
<p>11.8 Square metres of indoor recreation facilities and square metres of indoor recreation facilities per 1,000 persons (municipally owned).</p> <p>11.9 Square metres of outdoor recreation facility space and square metres of outdoor recreation facility space per 1,000 persons (municipally owned).</p>	<table border="1"> <caption>Indoor recreation facilities per 1,000 persons</caption> <thead> <tr> <th>Year</th> <th>Square metres</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>696</td> </tr> <tr> <td>2010</td> <td>704</td> </tr> <tr> <td>2011</td> <td>708</td> </tr> <tr> <td>2012</td> <td>702</td> </tr> </tbody> </table> <p>Indoor: 113,718 square metres (2012)</p> <table border="1"> <caption>Outdoor recreation facility space per 1,000 persons</caption> <thead> <tr> <th>Year</th> <th>Square metres</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>266</td> </tr> <tr> <td>2010</td> <td>269</td> </tr> <tr> <td>2011</td> <td>267</td> </tr> <tr> <td>2012</td> <td>264</td> </tr> </tbody> </table> <p>Outdoor: 42,810 square metres (2012)</p>	Year	Square metres	2009	696	2010	704	2011	708	2012	702	Year	Square metres	2009	266	2010	269	2011	267	2012	264
Year	Square metres																				
2009	696																				
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2011	708																				
2012	702																				
Year	Square metres																				
2009	266																				
2010	269																				
2011	267																				
2012	264																				

12. Library Services

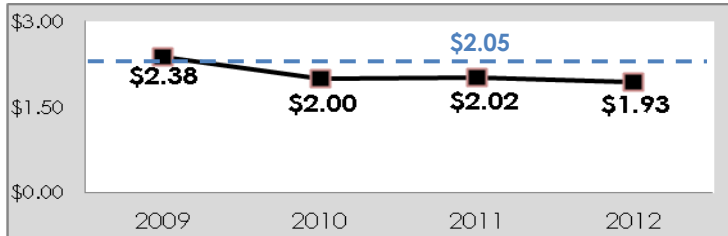
LIBRARY SERVICES											
<p>12.1a Operating costs for library services per person.</p>	<table border="1"> <caption>Operating costs for library services per person</caption> <thead> <tr> <th>Year</th> <th>Cost</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>\$43</td> </tr> <tr> <td>2010</td> <td>\$42</td> </tr> <tr> <td>2011</td> <td>\$44</td> </tr> <tr> <td>2012</td> <td>\$44</td> </tr> </tbody> </table>	Year	Cost	2009	\$43	2010	\$42	2011	\$44	2012	\$44
Year	Cost										
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2011	\$44										
2012	\$44										
<p>12.1b Total costs for library services per person.</p>	<table border="1"> <caption>Total costs for library services per person</caption> <thead> <tr> <th>Year</th> <th>Cost</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>\$52</td> </tr> <tr> <td>2010</td> <td>\$51</td> </tr> <tr> <td>2011</td> <td>\$53</td> </tr> <tr> <td>2012</td> <td>\$53</td> </tr> </tbody> </table>	Year	Cost	2009	\$52	2010	\$51	2011	\$53	2012	\$53
Year	Cost										
2009	\$52										
2010	\$51										
2011	\$53										
2012	\$53										

LIBRARY SERVICES, continued

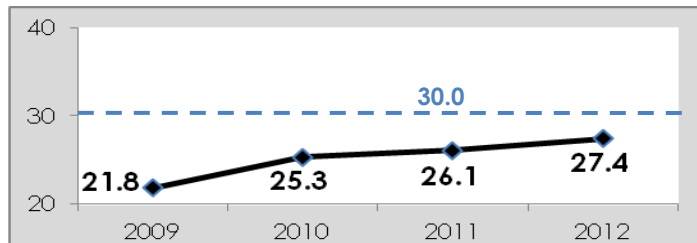
12.2a
Operating costs for library services per use.



12.2b
Total costs for library services per use.

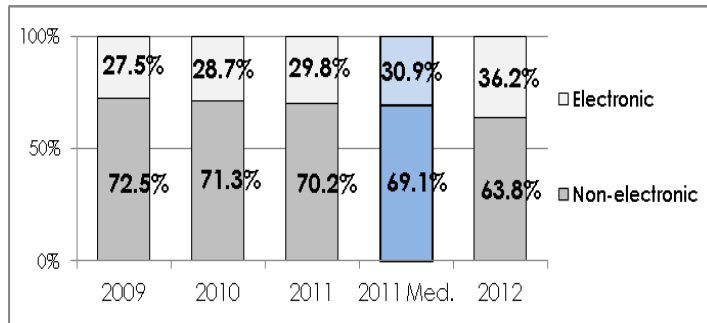


12.3
Library uses per person.



12.4
Electronic library uses as a percentage of total library uses.

12.5
Non-electronic library uses as a percentage of total library uses.



Factors affecting annual Library results:

- Mix of different library resources (for instance, e-readers) provided in a municipality.
- Methods used to record library uses.

Users from beyond a municipality's border (specialized collections or services) are not captured by the data as presently defined.

Methodologies used to track separate uses, especially electronic, of library resources continue to be enhanced.

13. Land Use Planning

LAND USE PLANNING											
<p>13.1 Percentage of new residential units located within settlement areas.</p>	<table border="1"> <caption>Percentage of new residential units located within settlement areas</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2009</td> <td>96.5%</td> </tr> <tr> <td>2010</td> <td>84.6%</td> </tr> <tr> <td>2011</td> <td>89.4%</td> </tr> <tr> <td>2012</td> <td>88.5%</td> </tr> </tbody> </table>	Year	Percentage	2009	96.5%	2010	84.6%	2011	89.4%	2012	88.5%
Year	Percentage										
2009	96.5%										
2010	84.6%										
2011	89.4%										
2012	88.5%										
<p>13.3 Percentage of land designated for agricultural purposes which was not re-designated for other uses relative to the base year of 2000.</p> <p>13.4 Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses during 2012.</p> <p>13.5 Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses since January 1, 2000.</p>	<p>The amalgamated City's first Official Plan was approved in April 2008. That Plan revised the originally reported (under MPMP) number of hectares designated for agricultural use from 35,098 hectares to 5,827 hectares. To date, the City has not re-designated any of the 5,827 hectares from agricultural purposes.</p> <p>Since the MPMP program commenced, in the year 2000, the City re-designated 36 hectares of land from agricultural use.</p>										

End of Report.