

OVERVIEW

Over the past decade, the City of Greater Sudbury has participated in two comprehensive benchmarking initiatives, the Municipal Performance Measurement Program (MPMP) and Ontario Municipal CAOs Benchmarking Initiative (OMBI). Performance Measurement is more than data gathering; a fully implemented program incorporates analysis of results in order to determine opportunities for performance improvement.

Municipal Performance Measurement Program (MPMP):

- Provincially mandated (mandatory);
- Covers thirteen service areas, with 92 separate effectiveness and efficiency measures.
- Report to Citizens is posted each September on the City's website.

Ontario Municipal CAOs Benchmarking Initiative (OMBI):

- A voluntary collaboration of 14 Ontario municipalities (representing more than 70% of province's population) plus Calgary and Winnipeg;
- Covers thirty-seven (37) service areas, with more than 900 measures collected (includes the MPMP measures);
- OMBI's annual Performance Benchmarking Reports are posted on City's website.

MPMP and OMBI reports are made available to citizens on the City's website, at <http://www.greatersudbury.ca/inside-city-hall/budgetfinancial-reports/performance-measurement/>.

WHAT IS BENCHMARKING?

Benchmarking provides an objective, measurable way to determine how well a municipality is performing. It provides a point of reference against which performance can be measured and compared. By examining trends over several years and as compared to other municipalities' results, the City's stakeholders gain a deeper understanding of relative performance and can identify potential best or better practices to enhance service delivery to citizens.

Benchmark data continues to support efforts to *Rethink, Refocus, Rebalance Initiative on Fiscal Sustainability*. The insights provided, from reviews of OMBI results and from interaction with peers from other municipalities, can support prospective or

ongoing internal process reviews, decision-making, and, in cases of substantive change or opportunities, will inform reports to Council.

PERFORMANCE MEASUREMENT DATA IN 2014 BUDGET DOCUMENT:

Multi-year OMBI results for CGS and the peer medians are provided in graph format in the Supplementary pages of applicable cost centres.

All OMBI performance measurement data quoted in the 2014 Budget document is current as of the date indicated on the individual tables (August 2013).

For further information about OMBI and MPMP, contact:

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