



Budget 10
Operating

Performance Measurements

Performance Measurement At the City of Greater Sudbury

OVERVIEW

Over the past nine years, the City of Greater Sudbury has participated in two comprehensive benchmarking initiatives. Both the Municipal Performance Measurement Program (MPMP) and Ontario Municipal CAOs Benchmarking Initiative (OMBI) are based upon well developed methodologies that cover all stages of the process, from the data gathering, including quality assurance checks of the data, through to analysis of results in order to determine opportunities for performance improvement. Accordingly, CGS focuses its corporate performance measurement efforts on these two programs and does not participate in other multi-jurisdictional benchmarking initiatives.

Municipal Performance Measurement Program (MPMP):

- Provincially mandated;
- Covers twelve (12) service areas, with more than 50 separate effectiveness and efficiency measures.
- Report to Citizens is posted annually on the City's website:

Ontario Municipal CAOs Benchmarking Initiative (OMBI):

- A voluntary collaboration of 15 Ontario municipalities representing 75% of Ontario's population;
- Covers thirty-seven (37) service areas, with in excess of 700 measures collected (and includes the MPMP measures);
- OMBI's annual Public Reports are posted on City's website:

Both MPMP and OMBI reports are made available to citizens on the City's website (<http://www.greatersudbury.ca>).

In addition to MPMP and OMBI, the City belongs to several industry-specific organizations, who collaboratively compile and analyze benchmarking data to determine where service improvements can be made. Among these: Ontario Good Roads Association (OGRA), Ontario Community Transport Association (OCTA), and Ontario Association of Chiefs of Police (OACP).

WHAT IS BENCHMARKING?

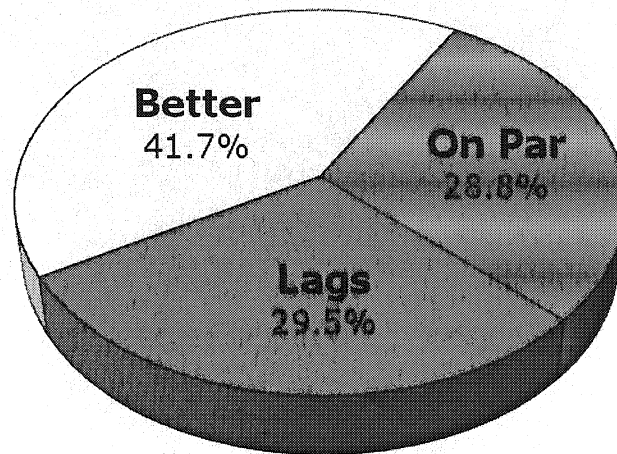
Benchmarking provides an objective, measurable way to determine how well a municipality is performing. It provides an established point of reference against which performance can be measured and compared. Results can be examined over several years and compared to other municipalities' results, to gain a better understanding of the information and identify best or better practices to enhance service delivery to citizens.

CGS CORPORATE-WIDE RESULTS:

The graph below compares the 2008 results for the City of Greater Sudbury against the median results of OMBI municipalities, for OMBI measures profiled within the 2010 Budget document that are designated as priority measures by the OMBI participants.

Corporate Profile: 2008

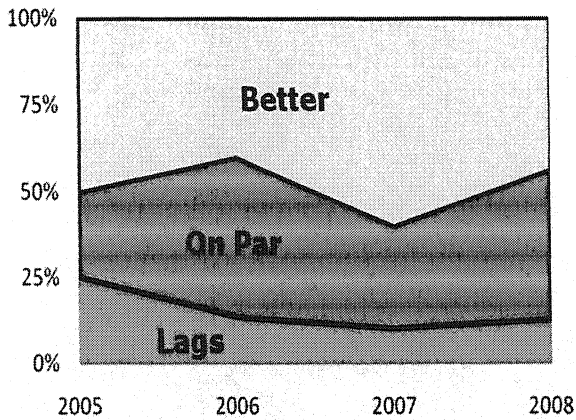
CGS result compared to OMBI median of 132 measures.



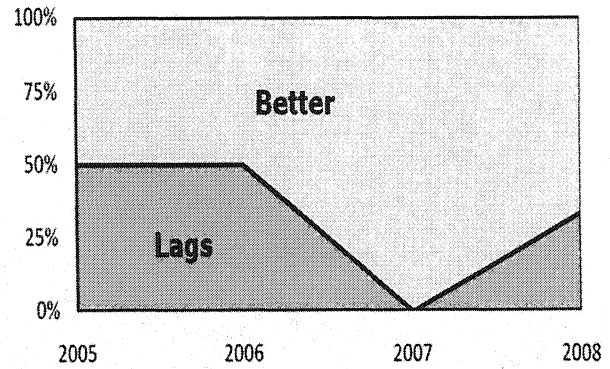
Performance measurement results can provide valuable insights, and translate into 'rewards' for our citizens, when that data is comprehensively analyzed. Service experts compare their results, and exchange ideas about service delivery methodologies, in order to determine where viable service improvement processes can be adopted locally.

Comparative results are graphed for each department/ division, showing multi-year trends in results, as compared to the OMBI medians. Please note: the number of measures available to be profiled varies considerably among the departments/divisions; a status change in one measure alone can be very significant to the department/division's overall results, depending on the total measures used.

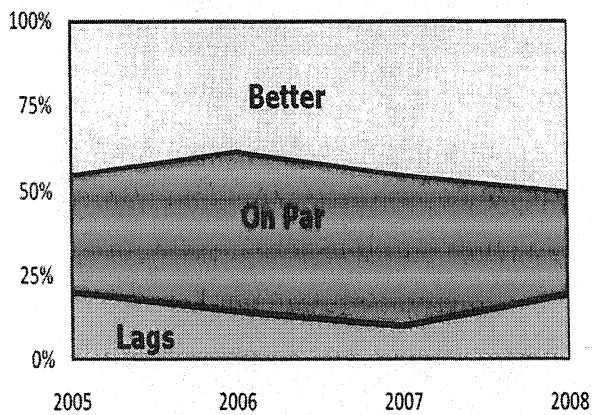
Administrative Services (16 measures in 2008)



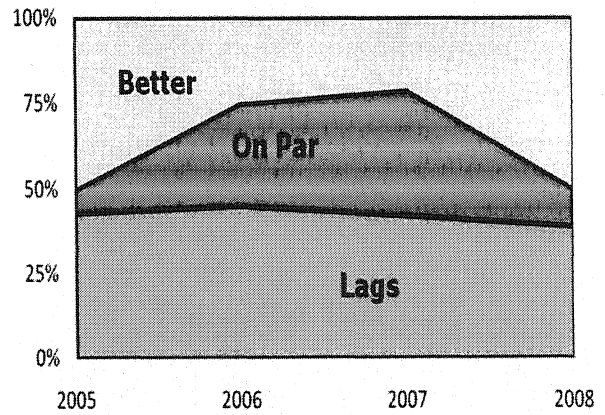
Human Resources & Organizational Development (3 measures in 2008)



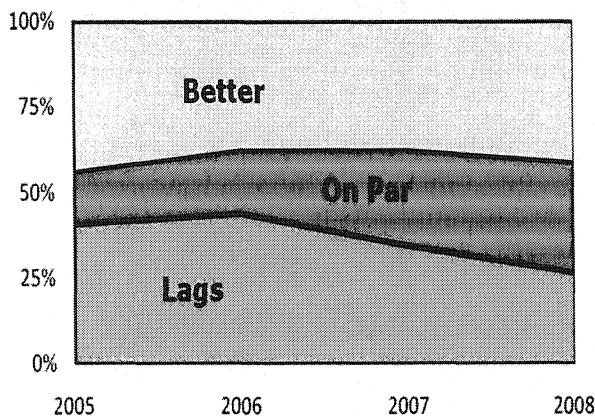
Growth & Development (26 measures in 2008)



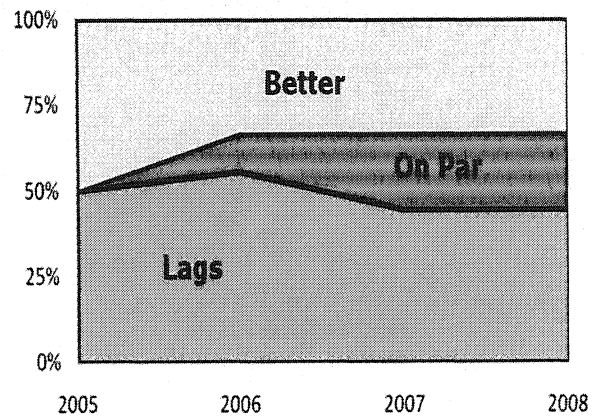
Financial Services (18 measures in 2008)

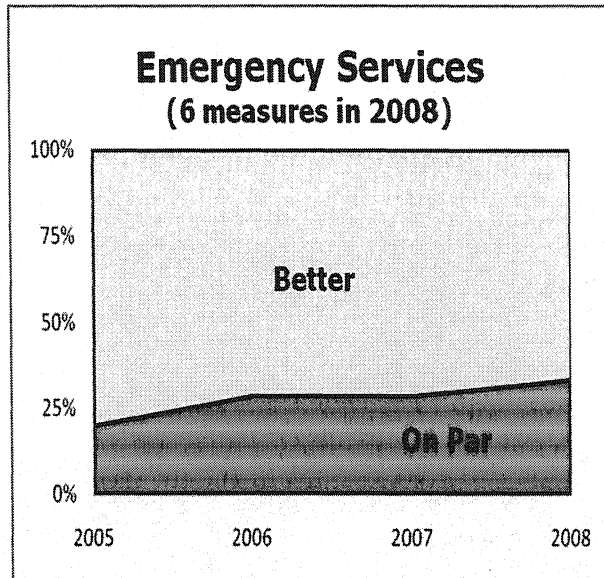
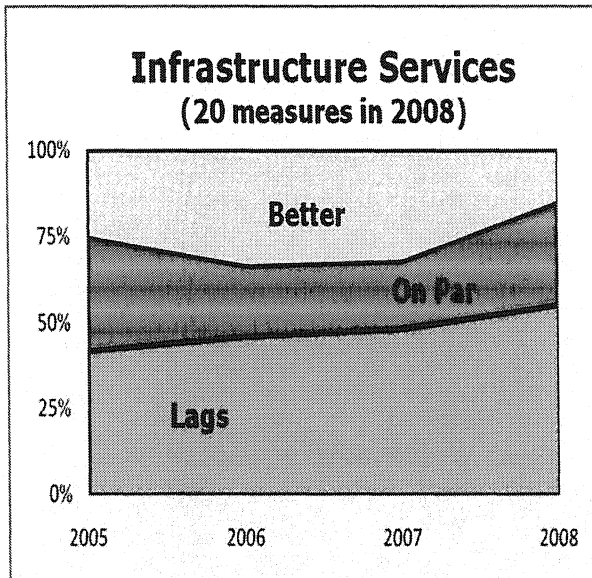


Community Development (34 measures in 2008)



Fire Services (9 measures in 2008)





PERFORMANCE MEASURES IN 2009 BUDGET DOCUMENT:

Performance measurement data is located in the Supplementary pages of many cost centres. Multi-year OMBI data is provided, along with the median results, for those measures which are publicly reportable.

All OMBI performance measurement data quoted in the 2010 Budget document is current as of July 8, 2009.

Unique environmental and policy factors exist in each municipality that can impact the results. While performance measures can enhance understanding of service outcomes and aid the determination of where resources should be applied to improve service levels, caution should be exercised when drawing conclusions based only upon the measures or when comparing results between municipalities.

For further information about OMBI and MPMP, contact:
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