

PERFORMANCE MEASURES - TOWN OF RENFREW

For Year Ended December 31, 2003

EFFECTIVENESS MEASURE IN WORDS	DESCRIPTION OF NUMERATOR AND DENOMINATOR	DATA	MEASURE	UNITS
<u>GENERAL GOVERNMENT</u>				
EFFICIENCY				
Operating costs for governance and corporate management as a % of total municipal operating costs	Operating costs for governance and Corporate Management	1,076,099	13.90%	of total municipal operating costs
	Total Municipal Operating Costs	7,737,494		
<u>PLANNING AND DEVELOPMENT: LAND USE PLANNING</u>				
EFFECTIVENESS				
Percentage of new lots approved which are located in settlement areas	Number of new lots approved which are located in settlement areas	38	100%	of approved new lots are located in settlement areas
	Number of new lots approved	38		
Percentage of designated agricultural land preserved during the year	Hectares of designated agricultural land in an Official Plan as of December 31st	0	0	of designated agricultural land in an Official Plan was preserved during the year
	Hectares of designated agricultural land in an Official Plan as of January 1st	0		

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For Year Ended December 31, 2003

PROTECTION SERVICES: FIRE

EFFICIENCY

Operating costs for fire services per \$1,000 of assessment

Operating costs for fire services	846,898	\$2.14	per \$1,000 of assessment
Total assessment/1000	395,058		

PROTECTION SERVICES: POLICE

EFFICIENCY

Operating costs for police services per household

Operating costs for police services	1,071,691	\$293.21	per Household
Total Households	3,655		

EFFECTIVENESS

Percentage of cases cleared for the following Statistics Canada crime categories:

Violent crime	Total number of actual incidents	72	9.52	Violent crimes per 1,000 persons
	Total Population /1,000	7.565		
Property crime	Total number of actual incidents	185	24.45	Property crimes per 1,000 persons
	Total Population /1,000	7.565		
Other Criminal Code offences (excluding traffic)	Total number of actual incidents	236	31.20	Other Criminal Code Crimes, excluding traffic per 1,000 persons
	Total Population /1,000	7.565		
Total Crime Rate per 1,000 persons excluding traffic	Total number of actual violent, property and other crime excluding traffic	493	65.17	Total crimes per 1,000 persons
	Total Population /1,000	7.565		
Number of youths charged per 1,000 youths	Total number of youths charged	26	N/A	Youths charged per 1,000 youths
	Youth Population / 1,000	N/A		

PERFORMANCE MEASURES - TOWN OF RENFREW
For Year Ended December 31, 2003

TRANSPORTATION SERVICES: ROADWAYS

EFFICIENCY

Operating costs for paved (hard top) roads per lane kilometer	Operating costs for paved (hard top) roads	855,947	\$7,378.85	per paved lane kilometer
	Total lane kilometers	116		
Operating costs for unpaved (loose top) roads per lane kilometer	Operating costs for unpaved (loose top) roads per lane kilometer	22,257	\$11,128.50	per unpaved lane kilometer
	Total lane kilometers	2		
Operating costs for winter control maintenance of roadways per lane kilometer	Operating costs for winter control	300,060	\$2,542.88	per lane kilometer maintained in winter
	Total lane km maintained in winter	118		

EFFECTIVENESS

Percentage of paved lane kilometers rated adequate	Number of paved lane kilometers rated adequate	Information Not Available		of paved lane kilometers were rated adequate
	Total number of paved lane kilometers tested			
Percentage of winter event responses that met or exceeded municipal road maintenance standards	Number of winter event responses that met or exceeded municipal road maintenance standards	Information Not Available		of winter event responses that met or exceeded municipal road maintenance standards
	Total number of winter event responses			

ENVIRONMENTAL SERVICES: WASTEWATER SYSTEM

EFFICIENCY

Operating costs for wastewater treatment and disposal per megalitre	Operating costs of collection for wastewater treatment and disposal	487,237	\$160.65	per megalitre
	Total megalitres of Wastewater Treated	3,033		

EFFICIENCY

Operating costs for collection, treatment and disposal of storm water per km of drainage system	Operating costs for collection, treatment and disposal of storm water	4,135	\$159.04	per km of drainage system
	Total km drainage system	26		

EFFECTIVENESS

Number of Wastewater main backups per 100 km of wastewater main in a year	Total number of backed up wastewater connections	37	0.4868	wastewater main backups per 100 km of wastewater main in a year
	Total km wastewater main /100	76		
Percentage of wastewater estimated to have by-passed treatment	Estimated megalitres of untreated wastewater	3.400	0.00112	of wastewater is estimated to have by-passed treatment
	Total megalitres of treated wastewater plus total megalitres of untreated wastewater	3,036.40		

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For Year Ended December 31, 2003

WATER SYSTEM

EFFICIENCY

Operating costs for water treatment and distribution per megalitre treated

Operating costs for drinking water treatment and distribution	1,275,234	590.66	per megalitre
Total megalitres treated	2,159		

EFFECTIVENESS

Number of days when a boil water advisory issued by the Medical Officer of Health, applicable to a municipal water supply, was in effect

Summation of: Number of boil water days times the number of connections affected	zero	zero	days a year boil water advisories were in effect
Total connections in the service area	3,600		

Number of breaks in water mains per 100 km of water main pipe in a year

Number of breaks in water mains in a year	18	0.2647	breaks in water mains per 100 km of water main pipe in a year
Total kilometers of water distribution pipe /100	68.00		

SOLID WASTE MANAGEMENT

EFFICIENCY

Operating costs for waste collection per household

Operating costs for waste collection	175,432	\$48.00	per household
Total households	3,655		

Operating costs for waste disposal per ton or per household

Operating costs for waste disposal	143,701	\$39.32	per household
Total households	3,655		

EFFECTIVENESS

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

Number of complaints received in a year concerning the collection of garbage and recycled materials	3	0.83	Number of complaints received in a year concerning the collection of garbage and recycled materials, per 1,000 households
Total households/1000	4		

Total number of solid waste management sites owned by the municipality with a MOE Certificate of Approval

Total number of solid waste management sites	1	0	number of days a year an MOE order for remediation was in effect
Number of days in a year an MOE compliance order for remediation was in effect	ZERO		

PERFORMANCE MEASURES - TOWN OF RENFREW
For Year Ended December 31, 2003

**RECYCLING
EFFICIENCY**

Operating costs for recycling per household	Operating costs for recycling	138,015	\$ 37.76	per household
	Total Households	3,655		
Percentage of residential solid waste diverted for recycling	Total tons of residential solid waste diverted for recycling	Information Not Available		of residential solid waste was diverted for recycling
	Total tons of residential solid waste collected, including recycled materials			
Average operating costs for waste management (collection, disposal and diversion) per household	Operating Costs for Solid Waste Management	457,148	\$ 125.07	per household
	Total Households	3,655		
Percentage of industrial, commercial and institutional solid waste diverted for recycling	Total tons of industrial, commercial and institutional solid waste diverted for recycling	Information Not Available		of industrial, commercial and institutional solid waste were diverted for recycling
	Total tons of industrial, commercial and institutional solid waste collected, including recycled materials			
Percentage of residential solid waste diverted for recycling		Information Not Available		tons of residential solid waste diverted for recycling in a year