

PERFORMANCE MEASURES - TOWN OF RENFREW							
For Year Ended December 31, 2004							
EFFECTIVENESS MEASURE IN WORDS	DESCRIPTION OF NUMERATOR AND DENOMINATOR	2004 DATA	2003 DATA	2004 MEASURE	2003 MEASURE	DIFFERENCE	UNITS
GENERAL GOVERNMENT							
EFFICIENCY							
Operating costs for governance and corporate management as a % of total municipal operating costs	Operating costs for governance and Corporate Management	988,680	1,076,099	12.00%	13.90%	-1.90%	of total municipal operating costs
	Total Municipal Operating Costs	8,229,613	7,737,494				
PLANNING AND DEVELOPMENT: LAND USE PLANNING							
EFFECTIVENESS							
Percentage of new lots approved which are located in settlement areas	Number of new lots approved which are located in settlement areas	44	38	100%	100%	0.00%	of approved new lots are located in settlement areas
	Number of new lots approved	44	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	0	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	0				
PROTECTION SERVICES: FIRE							
EFFICIENCY							
Operating costs for fire services per \$1,000 of assessment	Operating costs for fire services	\$940,352.00	\$846,898.00	\$2.19	\$2.14	\$0.05	per \$1,000 of assessment
	Total assessment/1000	430,082	395,058				
PROTECTION SERVICES: POLICE							
EFFICIENCY							
Operating costs for police services per household	Operating costs for police services	\$1,216,201.00	\$1,071,691.00	\$328.08	\$293.21	\$34.87	per Household
	Total Households	3,707	3,655				
EFFECTIVENESS							
Percentage of cases cleared for the following Statistics Canada crime categories:							
Violent crime	Total number of actual incidents	70	72	9.21	9.52	-0.31	Violent crimes per 1,000 persons
	Total Population /1,000	7.603	7.565				
Property crime	Total number of actual incidents	185	185	24.33	24.45	-0.12	Property crimes per 1,000 persons
	Total Population /1,000	7.603	7.565				
Other Criminal Code offences (excluding traffic)	Total number of actual incidents	239	236	31.43	31.20	0.23	Other Criminal Code Crimes, excluding traffic per 1,000 persons
	Total Population /1,000	7.603	7.565				
Total Crime Rate per 1,000 persons excluding traffic	Total number of actual violent, property and other crime excluding traffic	494	493	64.97	65.17	-0.20	Total crimes per 1,000 persons
	Total Population /1,000	7.603	7.565				
Number of youths charged per 1,000 youths	Total number of youths charged	12	26	N/A			Youths charged per 1,000 youths
	Youth Population / 1,000	N/A	N/A				

PERFORMANCE MEASURES - TOWN OF RENFREW							
For Year Ended December 31, 2004							
TRANSPORTATION SERVICES: ROADWAYS							
EFFICIENCY							
Operating costs for paved (hard top) roads per lane kilometer	Operating costs for paved (hard top) roads	\$1,008,262.00	\$855,947.00	\$8,691.91	\$7,378.85	\$1,313.06	per paved lane kilometer
	Total lane kilometers	116	116				
Operating costs for unpaved (loose top) roads per lane kilometer	Operating costs for unpaved (loose top) roads per lane kilometer	\$9,619.00	\$22,257.00	\$4,809.50	\$11,128.50	-\$6,319.00	per unpaved lane kilometer
	Total lane kilometers	2	2				
Operating costs for winter control maintenance of roadways per lane kilometer	Operating costs for winter control	\$317,094.00	\$300,060.00	\$2,687.24	\$2,542.88	\$144.36	per lane kilometer maintained in winter
	Total lane km maintained in winter	118	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						

PERFORMANCE MEASURES - TOWN OF RENFREW

For Year Ended December 31, 2004

ENVIRONMENTAL SERVICES: WASTEWATER SYSTEM

EFFICIENCY

Operating costs for wastewater treatment and disposal per megalitre

Operating costs for wastewater treatment and disposal	\$1,004,804.00	\$487,237.00	\$339.35	\$160.65	\$178.70	per megalitre
Total megalitres of Wastewater Treated	2,961	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	\$165.00	\$4,135.00	\$6.35	\$159.04	-\$152.69	per km of drainage system
Total km drainage system	26	26				

EFFECTIVENESS

Number of Wastewater main backups per 100 km of wastewater main in a year

Total number of backed up wastewater connections	n/a	37	n/a	0.4868	n/a	wastewater main backups per 100 km of wastewater main in a year
Total km wastewater main /100	76	76				

Percentage of wastewater estimated to have by-passed treatment

Estimated megalitres of untreated wastewater	40,960	3,400	1.36%	0.11%	1.25%	of wastewater is estimated to have by-passed treatment
Total megalitres of treated wastewater plus total megalitres of untreated wastewater	3,001.96	3,036.40				

WATER SYSTEM

EFFICIENCY

Operating costs for water treatment and distribution per megalitre treated

Operating costs for drinking water treatment and distribution	\$1,599,310.00	\$1,275,234.00	\$709.86	\$590.66	\$119.20	per megalitre
Total megalitres treated	2,253	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	zero			days a year boil water advisories were in effect
Total connections in the service area	3,600	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	n/a	18	n/a	0.2647	n/a	breaks in water mains per 100 km of water main pipe in a year
Total kilometers of water distribution pipe /100	68.00	68.00				

SOLID WASTE MANAGEMENT

EFFICIENCY

Operating costs for waste collection per household

Operating costs for waste collection	\$156,284.00	\$175,432.00	\$42.16	\$48.00	-\$5.84	per household
Total households	3,707	3,655				

Operating costs for waste disposal per ton or per household

Operating costs for waste disposal	\$152,769.00	\$143,701.00	\$41.21	\$39.32	\$1.89	per household
Total households	3,707	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	2	3	0.54	0.83	-0.29	Number of complaints received in a year concerning the collection of garbage and recycled materials, per 1,000 households
Total households/1000	4	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	1	0	0	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	ZERO				

RECYCLING

EFFICIENCY

Operating costs for recycling per household

Operating costs for recycling	\$138,995.00	\$138,015.00	\$37.50	\$37.76	-\$0.27	per household
Total Households	3,707	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	\$448,048.00	\$457,148.00	\$120.87	\$125.07	-\$4.20	per household
Total Households	3,707	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
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PERFORMANCE MEASURES - TOWN OF RENFREW
For Year Ended December 31, 2004

RECREATION

EFFICIENCY

Operating costs for recycling per household

Operating costs for recreation	\$1,062,018.00	n/a	\$139.68	n/a	n/a	per household
Total Population	7,603	7,565				

EFFECTIVENESS

Square metres of recreation facility space per 1,000 persons

Square meters of recreation facility space	63,159	n/a	8307.116	n/a	n/a	square metres of recreation facility space per 1,000 persons
Total Population/1000	7,603	7,565				

LIBRARY SERVICES

EFFICIENCY

Operating costs for library services per person

Operating Costs for Library Services	\$346,746.00	n/a	\$45.61	n/a	n/a	per person
Total Population	7,603	7,565				

EFFECTIVENESS

Library uses per person

Total library uses	\$236,096.00	n/a	\$31.05	n/a	n/a	library uses per person
Total Population	7,603	7,565				