

What is the Performance Measurement Program?

The Performance Measurement Program is a requirement for all Ontario Municipalities to measure and report on an annual basis to the taxpayers on the municipality's performance in service delivery. The program addresses both [efficiency](#) and [effectiveness](#) of municipal services.

Services that were selected by the Province for us to report on reflect major cost areas, areas of a Provincial and Municipal interest, areas of high interest and value to the public, areas where data is easily collected and programs that fall under the municipality's responsibility.

This program is not intended to compare one municipality to another but rather a comparison of the municipality on an annual basis. It is not always an "apples-to-apples" comparison if one was to look at how other municipalities measure up in comparison. Different accounting methodology is used from one municipality to another. One municipality may not account for machine time and man hours when looking at roads while another would. Therefore, when looking at this comparison be advised that you are looking at Augusta only and do not compare us to others as it is not an "apples-to-apples" comparison.

You can see how the Township of Augusta has measured up from the year 2002 to 2003 and subsequently to 2004 in this comparison. The Township of Augusta looks at the following service areas:

- [General Government](#)
- [Protection](#)
- [Roadways](#)
- [Solid Waste](#)

Efficiency

General Government

Efficiency measure - operating costs for governance and corporate management as a % of total municipal operating costs.

2004	2003	2002
15.7%	9%	8.49%

Township of Augusta
Performance Measurement Program – Comparing Our Self Year to Year

Protection

Fire Services

Operating costs for fire services per \$1,000.00 of assessment

2004	2003	2002
\$0.25	\$0.32	\$0.31

Police Services

Operating costs for police services per household

2004	2003	2002
\$215.15	\$194.61	\$183.81

Roadways

Paved Roads

Operating costs for paved (hard top) roads per lane kilometer

2004	2003	2002
\$2,114.47	\$3,363.38	\$5,590.30

Unpaved Roads

Operating costs for unpaved (loose top) roads per lane kilometer

2004	2003	2002
\$4,832.04	\$3,401.12	\$1,405.92

Winter Control

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

2004	2003	2002
\$1,629.20	\$1,005.57	\$1,078.89

Solid Waste

Garbage Disposal

Operating costs for garbage disposal per tonne (or per household)

2004	2003	2002
\$97.13	\$116.87	\$110.45

Solid Waste Diversion

Operating costs for solid waste diversion per tonne (or per household)

2004	2003	2002
\$50.96	\$48.98	\$47.32

Effectiveness

Police

Crime rate

Violent crime rate per 1,000 persons

2004	2003	2002
35	29	42

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Property crime rate per 1,000 persons

2004	2003	2002
75	111	98

Crime rate for other Criminal Code offences, excluding traffic per 1,000 persons

2004	2003	2002
72	111	98

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

2004	2003	2002
182	203	213

Youths Charged

Number of youths charged per 1,000 youths

2004	2003	2002
3	8	N/A

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Transportation Services

Adequacy of roads

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

2004	2003	2002
29.4%	36.6%	28.17%

Effective Snow and Ice Control for Winter Roads

Percentage of winter events where the response met or exceeded locally determined road maintenance standards.

2004	2003	2002
100%	90%	90.91%

Solid Waste Management

Complaints – Garbage and Recycling Collection

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

2004	2003	2002
7	3	4

Diversion of Solid Waste

Total tonnes of solid waste diverted. In 2004 this is based on a combination of residential and ICI tonnes

2004	2003	2002
1039	619	938