

THE CORPORATION OF THE TOWNSHIP OF NAIRN AND HYMAN - 2003 RESULT  
Municipal Performance Measurement Program



To the Taxpayers of the Township of Nairn and Hyman

**2003 Municipal Performance Measurement Program Report**

Dear Taxpayer:

The attached represents the year 2003 report for the Corporation of the Township of Nairn and Hyman under the Municipal Performance Measurement Program of the Province of Ontario. This is year four of the Performance Measurement reporting for the municipality.

Municipalities are required to measure and report to taxpayers on their performance in service delivery. The program addresses both efficiency and effectiveness of municipal services. The services selected reflect major cost areas, provincial-municipal interests, areas that have high interest and value to the public, areas where data is relatively easy to collect and programs that fall under municipal responsibility.

For further information on this matter, please contact the municipal office at 705-869-4232 or by e-mail at [nairncentre@personainternet.com](mailto:nairncentre@personainternet.com).

Sincerely yours,  
Robert Deschene, CAO

The Corp. Township of Nairn and Hyman, 64 McIntyre Street, Nairn Centre, Ontario P0M 2L0  
Telephone 705-869-4232

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**LOCAL GOVERNMENT**

<b>1.1 GENERAL GOVERNMENT - EFFICIENCY</b>				
	<b>2003</b>	<b>2002</b>	<b>2001*</b>	
	22.8%	24.67%	18.19%	
<p><b>Efficiency Measure</b> Operating costs for governance and corporate management as a percentage of total municipal operating costs.</p> <p><b>Objective</b> Efficient municipal government.</p> <p><b>Notes</b> Primary costs are attributed to council, general administration, human resources, taxation, finance, legal, information technology, facilities, communications and audit. The municipality provides centralized corporate support for services such as payroll, accounting and information technology for all departments. A centralized support model may result in a higher measurement result than a decentralized model where more costs are allocated directly to service areas.</p> <p>SLC 91 0203 13 Financial Information Return.</p>				

**Fire Services**

<b>2.1 FIRE SERVICES - EFFICIENCY</b>				
	<b>2003</b>	<b>2002</b>	<b>2001</b>	<b>2000</b>
	\$1.94	\$1.87	\$1.98	\$5.57
<p><b>Efficiency Measure</b> Operating costs for fire services per \$1,000 of assessment.</p> <p><b>Objective</b> Efficient fire services.</p> <p><b>Notes</b> All firefighters are volunteer. The total dollar losses due to structural fires averaged over three years equals \$67,166.67. Factors that can influence these results include size of municipality and mix of urban and rural coverage. The municipality operates two fire stations, one in the geographic Township of Nairn and the other in the geographic Township of Hyman.</p> <p>SLC 91 1101 13 Financial Information Return.</p>				

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**Police Services**

<b>3.1 POLICE SERVICES - EFFICIENCY</b>				
	<b>2003</b>	<b>2002</b>	<b>2001</b>	
	\$371.23	\$391.76	\$323.89	
<p><b>Efficiency Measure</b> Operating costs for police services per household.</p> <p><b>Objective</b> Efficient polices services.</p> <p><b>Notes</b> The Ontario Provincial Police provides policing services to the municipality.</p> <p>SLC 91 1202 13 Financial Information Return.</p>				
<b>3.2 VIOLENT CRIME RATE</b>				
	<b>2003</b>	<b>2002</b>	<b>2001</b>	
	11.71	2.34	9.37	
<p><b>Effectiveness Measure</b> Violent crime rate per 1,000 persons.</p> <p><b>Objective</b> Safe communities.</p> <p><b>Notes</b> The Ontario Provincial Police provides policing services to the municipality.</p> <p>SLC 92 1258 07 Financial Information Return.</p>				

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**Police Services**

<b>3.3 PROPERTY CRIME RATE</b>			
	<b>2003</b>	<b>2002</b>	<b>2001</b>
	63.23	49.18	18.74
<p><b>Effectiveness Measure</b> Property crime rate per 1,000 persons.</p> <p><b>Objective</b> Safe communities.</p>			
<p><b>Notes</b> The Ontario Provincial Police provides policing services to the municipality.</p>			
<p>SLC 92 1259 07 Financial Information Return.</p>			
<b>3.4 TOTAL CRIME RATE</b>			
	<b>2003</b>	<b>2002</b>	
	84.31	74.94	
<p><b>Effectiveness Measure</b> Total crime rate per 1,000 persons (Criminal Code offences excluding traffic).</p> <p><b>Objective</b> Safe communities.</p>			
<p><b>Notes</b> The Ontario Provincial Police provides policing services to the municipality.</p>			
<p>Comparison with 2001 is not possible because of formula changes to measure. SLC 92 1263 07 Financial Information Return.</p>			

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**Police Services**

<b>3.5 YOUTHS CHARGED</b>			
	<b>2003</b>	<b>2002</b>	
	0.03	.016	
<p><b>Effectiveness Measure</b> Number of youths charged per 1,000 youths.</p> <p><b>Objective</b> Safe communities.</p>			
<p><b>Notes</b> The Ontario Provincial Police provides policing services to the municipality.</p>			
<p>Comparison with 2001 is not possible because of formula changes to measure. SLC 92 1264 07 Financial Information Return.</p>			

**Roads**

<b>4.1 PAVED ROADS - EFFICIENCY</b>			
	<b>2003</b>	<b>2002</b>	
	\$1,859.44	\$2,145.48	
<p><b>Efficiency Measure</b> Operating costs for paved (hard top) roads per lane kilometre.</p> <p><b>Objective</b> Efficient maintenance of paved roads.</p>			
<p><b>Notes</b> The municipality maintains a total of 24.6 lane kilometres of paved roads. Operating costs include asphalt road patching to eliminate settlements and deficiencies, street sweeping, shoulder maintenance, sign maintenance and installation.</p>			
<p>Formula change in 2002 means comparison with 2001 is not possible. SLC 91 2105 13 Financial Information Return.</p>			

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**Roads**

<b>4.2 UNPAVED ROADS - EFFICIENCY</b>			
	<b>2003</b>	<b>2002</b>	
	\$1,859.31	\$2,133.25	
<p><b>Efficiency Measure</b> Operating costs for unpaved (loose top) roads per lane kilometre.</p>			
<p><b>Objective</b> Efficient maintenance of unpaved roads.</p>			
<p><b>Notes</b> The municipality maintains a total of 32 lane kilometres of unpaved roads. Operating costs include routine grading of existing gravel surfaces, placement of additional gravel where required and the application of liquid calcium chloride for dust control.</p>			
<p>Formula change in 2002 means comparison with 2001 is not possible. SLC 91 2106 13 Financial Information Return.</p>			
<b>4.3 WINTER MAINTENANCE OF ROADS - EFFICIENCY</b>			
	<b>2003</b>	<b>2002</b>	
	\$561.14	\$698.96	
<p><b>Efficiency Measure</b> Operating costs for winter maintenance of roadways per lane kilometre maintained in winter.</p>			
<p><b>Objective</b> Efficient winter maintenance of roads.</p>			
<p><b>Notes</b> The municipality maintains a total of 56.6 lane kilometres of roads. This measure will vary from year to year depending of weather conditions. Rural roadways tend to be widely dispersed which can contribute to higher winter maintenance costs. The municipality has a standard of plowing roads when snow has accumulated to 3 inches.</p>			
<p>Formula change in 2002 means comparison with 2001 is not possible. SLC 91 2203 13 Financial Information Return.</p>			

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Roads

4.4 ADEQUACY OF PAVED ROADS				
	2003	2002	2001	
	100%	100%	100%	
<p><b>Effectiveness Measure</b> Percentage of paved lane kilometres where the condition is rated as good to very good.</p> <p><b>Objective</b> Pavement condition meets municipal objectives.</p> <p>SLC 91 2152 07 Financial Information Return.</p>				
4.5 WINTER EVENTS RESPONSES				
	2003	2002	2001	2000
	96.7%	97.56%	100%	100%
<p><b>Effectiveness Measure</b> Percentage of winter events where the response met or exceeded locally determined road maintenance standards.</p> <p><b>Objective</b> Appropriate response to winter storm events.</p> <p><b>Notes</b> There were a total of 30 winter event responses in 2003 compared to 41 in 2002 and 43 in 2001.</p> <p>SLC 92 2251 07 Financial Information Return.</p>				

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Drinking Water

8.1 DRINKING WATER TREATMENT - EFFICIENCY			
	2003	2002	2001
	\$1,483.95	\$943.84	\$1,003.74
<p><b>Efficiency Measure</b> Operating costs for the treatment of drinking water per megalitre.</p> <p><b>Objective</b> Efficient municipal water treatment services.</p>			
<p><b>Notes</b> Treatment services are managed by the Ontario Clean Water Agency.</p>			
<p>1 megalitre equals 1,000,000 litres or 1,000 cubic metres. SLC 91 3303 13 Financial Information Return.</p>			
8.2 DRINKING WATER DISTRIBUTION - EFFICIENCY			
	2003		
	\$599.17		
<p><b>Efficiency Measure</b> Operating costs for the distribution of drinking water per kilometre of water distribution pipe.</p> <p><b>Objective</b> Efficient municipal water distribution services.</p>			
<p><b>Notes</b> Distribution system is maintained by the Ontario Clean Water Agency. There is a total of 6.518 kilometres of distribution pipe.</p>			
<p>Change in calculation means comparison not possible with earlier years unless results for earlier years are recast. SLC 91 3306 13 Financial Information Return.</p>			



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Drinking Water

**8.3 DRINKING WATER INTEGRATED SYSTEM - EFFICIENCY**

	2003	2002	2001
	\$1,568.05	\$965.64	\$1,003.74

**Efficiency Measure**

Operating costs for the treatment and distribution of drinking water per megalitre.

**Objective**

Efficient municipal water system (Integrated System).

**Notes**

The Ontario Clean Water Agency maintains the treatment plant and distribution system for the municipality. There are a total of 141 connections and 47 fire hydrants on the water system.

1 megalitre equals 1,000,000 litres or 1,000 cubic metres.  
SLC 91 3305 13 Financial Information Return.

**8.4 BOIL WATER ADVISORIES**

	2003	2002	2001
	3	0	0

**Effectiveness Measure**

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

**Objective**

Water is safe and meets local needs.

**Notes**

There was one water break in the water distribution system that resulted in a boil water advisory on February 25, 2003.

SLC 92 3355 07 Financial Information Return.

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Drinking Water

8.5 BREAKS IN WATER MAINS				
	2003	2002	2001	
	17.7999	0	0	
<p><b>Effectiveness Measure</b> Number of water main breaks per 100 kilometres of water distribution pipe in a year.</p> <p><b>Objective</b> Improved system reliability.</p>				
<p><b>Notes</b> There was one water break on February 25, 2003.</p>				
<p>SLC 92 3356 07 Financial Information Return.</p>				

Solid Waste Management (Garbage)

9.1 GARBAGE COLLECTION - EFFICIENCY				
	2003	2002	2001	
	\$36.26	\$32.04	\$32.55	
<p><b>Efficiency Measure</b> Operating costs for garbage collection per tonne.</p> <p><b>Objective</b> Efficient municipal garbage collection services.</p>				
<p><b>Notes</b> Weekly residential garbage collection services are provided by a contractor to residents in the geographic Township of Nairn. The increase in cost for waste collection in 2003 is a result of COLA adjustments.</p>				
<p>SLC 91 3402 13 Financial Information Return.</p>				

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**Solid Waste Management (Garbage)**

<b>9.2 GARBAGE DISPOSAL - EFFICIENCY</b>				
	<b>2003</b>	<b>2002</b>	<b>2001</b>	
	\$59.75	\$52.09	\$23.10	
<p><b>Efficiency Measure</b> Operating costs for garbage disposal per tonne.</p> <p><b>Objective</b> Efficient municipal garbage disposal services.</p>				
<p><b>Notes</b> Costs for garbage disposal include hydro geological testing, maintenance and pest control.</p>				
SLC 92 3502 13 Financial Information Return.				
<b>9.3 SOLID WASTE DIVERSION (RECYCLING) - EFFICIENCY</b>				
	<b>2003</b>	<b>2002</b>	<b>2001</b>	
	\$497.51	\$614.02	\$108.33	
<p><b>Efficiency Measure</b> Operating costs for solid waste diversion (recycling) per tonne.</p> <p><b>Objective</b> Efficient municipal solid waste diversion (recycling) services.</p>				
<p><b>Notes</b> Bi-weekly curb side blue box collection of recyclables is provided by a contractor to the residents of the geographic Township of Nairn. Bins are provided to the residents of the geographic Township of Hyman to drop off recyclables for pickup by the same contractor.</p>				
SLC 91 3602 13 Financial Information Return.				

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**Solid Waste Management (Garbage)**

**9.4 SOLID WASTE MANAGEMENT (INTEGRATED SYSTEM) - EFFICIENCY**

	2003	2002	2001	
	\$113.70	\$100.33	\$47.74	

**Efficiency Measure**

Average operating costs for solid waste management (collection, disposal and diversion) per tonne.

**Objective**

Efficient municipal solid waste management (Integrated System).

SLC 91 3603 13 Financial Information Return.

**9.5 COMPLAINTS - COLLECTION OF SOLID WASTE AND RECYCLED MATERIALS**

	2003	2002	2001	
	3.4965	6.9930	6.9930	

**Effectiveness Measure**

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

**Objective**

Improved garbage collection of garbage and recycled materials.

**Notes**

This figure is based on the number of call received by the municipality.

SLC 92 3452 07 Financial Information Return.

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**Solid Waste Management (Garbage)**

**9.6 NUMBER OF SOLID WASTE MANAGEMENT SITES**

	2003	2002	2001
	1	1	1

**Efficiency Measure**

Total number of solid waste management sites owned by the municipality with a Ministry of Environment Certificate of Approval.

**Objective**

Context for solid waste management facility compliance measure.

**Notes**

The municipality owns and operates one landfill site off of Sand Bay Road in the geographic Township of Nairn.

SLC 92 3552 07 Financial Information Return.

**9.7 FACILITY COMPLIANCE**

**Effectiveness Measure**

Number of days per year when a Ministry of Environment compliance order for remediation concerning an air or groundwater standard was in effect for a municipality owned solid waste management facility, by facility.

**Objective**

Municipal solid waste services do not have an adverse impact on environment.

Facility Name	Days 2003	Days 2002	Days 2001
Municipal Landfill Site, Sand Bay Road	0	0	0

Facility Name: SLC 92 3553 03 to SLC 92 3560 03 Financial Information Return  
Days: SLC 92 3553 07 to SLC 92 3560 07 Financial Information Return

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**Solid Waste Management (Garbage)**

<b>9.8 DIVERSION OF RESIDENTIAL SOLID WASTE</b>			
	<b>2003</b>	<b>2002</b>	<b>2001</b>
	7.4%	4.76%	2.44%
<p><b>Effectiveness Measure</b> Percentage of residential solid waste diverted for recycling.</p>			
<p><b>Objective</b> Municipal solid waste reduction programs divert waste from landfills and/or incinerators.</p>			
<p><b>Notes</b> A total of 14.054 tonnes of residential solid waste was diverted from our landfill site for recycling in 2003.</p>			
SLC 92 3655 07 Financial Information Return.			

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**LAND USE PLANNING**

<b>10.1 LOCATION OF NEW DEVELOPMENT</b>				
	<b>2003</b>	<b>2002</b>	<b>2001</b>	
	0	0	0	
<p><b>Effectiveness Measure</b> Percentage of new lots, blocks and/or units with final approval which are located within settlement areas.</p> <p><b>Objective</b> New lot creation is occurring in settlement areas.</p>				
<b>Notes</b>				
SLC 92 8154 07 Financial Information Return.				
<b>10.2 PRESERVATION OF AGRICULTURAL LAND DURING 2003</b>				
	<b>2003</b>	<b>2002</b>	<b>2001</b>	
	0	0	0	
<p><b>Effectiveness Measure</b> Percentage of land designated for agricultural purposes which was not re-designated for other uses during 2003.</p> <p><b>Objective</b> Preservation of agricultural land.</p>				
<b>Notes</b>				
SLC 92 8163 07 Financial Information Return.				

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**LAND USE PLANNING**

**10.3 PRESERVATION OF AGRICULTURAL LAND RELATIVE TO 2000**

	2003	2002	2001	
	0	0	0	

**Effectiveness Measure**

Percentage of land designated for agricultural purposes which was not re-designated for other uses relative to the base year of 2000.

**Objective**

Preservation of agricultural land.

**Notes**

SLC 92 8164 07 Financial Information Return.

**10.4 CHANGE IN NUMBER OF AGRICULTURAL HECTARES DURING 2003**

	2003	2002	2001	
	0	0	0	

**Effectiveness Measure**

Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses during 2003.

**Objective**

Preservation of agricultural land.

**Notes**

SLC 92 8165 07 Financial Information Return.



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**LAND USE PLANNING**

<b>10.5 CHANGE IN NUMBER OF AGRICULTURAL HECTARES SINCE 2000</b>				
	<b>2003</b>	<b>2002</b>	<b>2001</b>	
	0	0	0	
<b>Effectiveness Measure</b> Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses since January 1, 2000.				
<b>Objective</b> Preservation of agricultural land.				
<b>Notes</b>				
SLC 92 8166 07 Financial Information Return.				