

SERVICE	PERFORMANCE MEASURE	2008 RESULTS	COMMENTS
<b>General Government</b>	Operating costs for governance and corporate management as a percentage of total municipal operating costs	14.06%	General Government includes the costs related to the Members of Council, the Office of the CAO, Human Resources, Municipal Information Systems, Clerk's Department, and the Treasury Department. Operating costs include legal fees, consulting fees and consolidated telephone costs which are not allocated to the various departments and/or functions
<b>Fire</b>	Operating costs for fire services per \$1,000 of assessment	\$1.16	The Town of Whitby Fire Emergency Services Department staff five (5) fire stations staffed with full-time firefighters. The Department also participates in a number of fire prevention initiatives such as Learn Not to Burn, In-service Inspections, Alarmed for Life, The Junior Fire Department, Risk Watch, Preplanning, and Community Safety Day.
<b>Roadways</b>	Operating costs for paved (hard top) roads per lane kilometer	\$443.61	Paved (hard top) roads are defined as road with an asphalt surface, composite pavement, portland cement or surface treatment. Maintenance includes frost heave/base/utility cut repair, cold mix patching, hot mix patching, shoulder maintenance, surface maintenance, surface sweeping, and surface flushing
	Operating costs for unpaved (loose top) roads per lane kilometer	\$16,369.57	Unpaved (loose top) roads are defined as roads with a gravel, stone or other loose traveling surface. Maintenance includes dust suppression, loose top grading, loose top gravelling, spot base repair and washout repair
	Operating costs for winter maintenance of roadways per lane kilometer maintained in winter	\$2,696.95	In addition to plowing, sanding and salting of Town roads and municipal paid parking lots, the Town of Whitby provides sanding and snow clearing for all Town sidewalks and windrow and driveway clearing for seniors and persons with disabilities.
	Percentage of paved lane kilometers rates as good to very good	77.02%	Roads with a Paving Conditions Index (PCI) rating of 50% or greater are rated "good to very good" by definition. Roads in this category have minimal surface distress and no maintenance or rehabilitation action is required.
	Percentage of winter event where the response met or exceeded locally determined - municipal service levels for road maintenance	100.00%	Based on our records, the Town did not experience a "winter event" in which staff were unable to meet or exceed road maintenance standards
<b>Storm Water</b>	Operating costs for urban storm water management (collection, treatment, disposal) per kilometer of drainage system	\$668.36	Urban storm water management includes the maintenance of all storm water pipe, manholes, catch basins, storm outfalls, storm water ponds and pumping stations in the urban areas
	Operating cost for rural storm water management (collection, treatment, disposal) per kilometer of drainage system	\$1,281.08	Rural storm water management includes maintenance associated with ditches and culverts on both rural and semi-urban roads

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Solid Waste	Operating costs for garbage collection per tonne per household	\$81.18	The Town of Whitby provides solid waste collection services to approximately 38,000 residential households and 400 commercial businesses with a full time staff compliment of sixteen (16) full time collectors. A contracted bulk-lift service is provided to approximately 3900 multi-residential units and fourteen (14) municipal facilities. The level of service and programs provided to all households in 2008 remained the same.
	Number of complaints received in a year concerning the collection of garbage and recycled materials per 1,000 households	276.53	The Town of Whitby's Operations Centre received a total of 16,286 calls relating to Solid Waste Management. Of those calls received 10,929 were related to complaints. The major categories of complaints were in garbage, organics, yard waste, calendar and special collections. The nature of complaints ranged from curb side related services such as garbage not collected, spilled garbage and damaged bins and blue boxes.
Parks and Recreation	Operating costs for parks per person	\$27.80	Parks are outdoor spaces generally accessible to the public all of the time, or when programs are not taking place. Parks provide opportunities and benefits for active, passive and programmed community recreation and leisure.
	Operating costs for recreation programs per person	\$9.24	Recreation programs include a broad range of programs, services and activities to registered and unregistered/drop-in participants as well as clubs. Recreation facilities include built or enclosed structures used for the purpose of community recreation and leisure (excluding marinas).
	Operating costs for recreation facilities per person	\$78.41	Operating costs include costs related to salaries, wages and employee benefits, materials, contracted services, rents and financial expenses, interfunctional adjustments and the allocation of program support less any revenues received from other municipalities.
	Operating costs for parks, recreation programs and recreation facilities	\$115.45	
	Total participant hours for recreation programs per 1,000 persons	20,268.12	Consist of the sum of participant hours for registered, drop-in and permitted programs. This is solely based on the number of active registrants or participants in a program (does not include spectators or observers). The activity must take place in a municipality owned or leased facility or area and must involve municipal staff in the planning or delivery of the program.
	Hectares of open space per 1,000 persons	3.59	All outdoor open spaces that provide opportunities and benefits for passive recreation uses. Parks, which provide opportunities for active and programmed community recreation and leisure uses are not included in this measure. Conservation areas are also not included in this measure.
	Total kilometers of trails per 1,000 persons	0.19	Includes the length of all trails that fall under municipal responsibility or control as well as any leased trails that are managed and controlled by the Town of Whitby and made available for public use.
	Square meters of indoor recreational facility space per 1,000 persons	365.90	Recreation facility includes arenas, community centers and halls, gymnasiums, indoor pools, etc. which involve some form of operating function and some form of controlled access.
Square meters of outdoor recreational facility space per 1,000 persons	182.92	Outdoor recreational facilities include batting cages, tennis courts, lacrosse boxes, and lawn bowling facilities. No new facilities were built for these categories in 2007.	

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Library Services	Operating costs for libraries per person	\$36.79	Operating costs include costs related to salaries, wages and employee benefits, library materials and supplies, contracted services, rents and financial expenses.
	Operating costs for libraries per use	\$1.64	
	Library uses per person	22.44	Library uses include circulations and in-house use of library materials, program attendance, questions answered, visits to the library and its website, use of computers, and use of library databases
	Electronic library uses as a percentage of total library uses	25%	Electronic library uses include use of computers, use of electronic subscription databases, questions answered electronically, visits to the library website, and remote use of library databases
	Non-electronic uses as a percentage of total library uses	75%	Non-electronic library uses include circulations and in-house use of library materials, program attendance, questions answered in person and by telephone, and visits to the library
Land Use Planning	Percentage of new lots, blocks and/or units with final approval which are located within settlement areas	100%	Settlement area means areas within the Town of Whitby which include hamlets, villages, and urban areas that have been designated for development in an approved municipal official plan. This would also include areas designated for seasonal or shoreline development, as well as severances which create new lots for any use involving the construction of new buildings or structures but does not include new lots or units approved in any rural or agricultural area. The resulting percentage measures new development in settlement areas relative to new development within the entire municipality
	Percentage of land designated for agricultural purposes which was not re-designated for other use during the reporting year	100%	The determination of the total amount of land designated "agricultural" in the Town of Whitby is an approximation. The Official Plan schedule was digitized in 2004