



REPORT TO: Co-Chairs and Members of the
Integrated Community Planning and
Public Works Committee

SUBJECT: 2008 Municipal Performance
Measurement Program (MPMP) Report

RECOMMENDATION

That this Committee recommend to Regional Council:

This report be received for information.

EXECUTIVE SUMMARY

- The 2008 Municipal Performance Measurement Program (MPMP) results presented in the report comply with the definitions provided by the Ministry of Municipal Affairs and Housing (MMAH) and are provided along with trends and relevant commentary.
- The MPMP results form one component of Niagara's Performance Measurement Framework that also includes Ontario Municipal CAO's Benchmarking Initiative (OMBI), Federation of Canadian Municipalities (FCM) Quality of Life Reporting System, Living in Niagara, BMA Tax Study, Quality of Work Life and departmental accreditation initiatives.
- Additional and more detailed performance reporting is included in regular operational reports to standing committee, the Region's Annual Report as well as in budget documents.
- Consistent with past practice, this report will be posted on the Regional Municipality of Niagara Internet site to comply with the requirement of the Municipal Performance Measurement Program (MPMP) regarding the publication of Niagara Region's 2008 performance measurement information.

FINANCIAL IMPLICATIONS

There are no direct financial implications as a result of this report. Results are used as the basis for identification of service delivery improvements which can result in cost reductions.

PURPOSE

This report presents the 2008 MPMP results for Niagara and places them in the context of an overall performance measurement framework. The posting of this report on the Region's website meets the public reporting requirements in *The Municipal Act (Section 299 and associated regulations)*.

BACKGROUND

The MPMP program was introduced in 2000 by the Ministry of Municipal Affairs and Housing (MMAH) and requires the submission of performance information in select service areas as part of the annual Financial Information Return (FIR) by May 31st each year. Final results are to be reported publicly by September 30th each year. This report contains trend data for prior years where applicable, in addition to the current reporting year and comparisons to recently finalized 2008 OMBI results.

The MPMP measures are determined by the MMAH each year. Refinements to the indicators are made based on feedback from municipal experts or municipal organizations such as the Association of Municipalities of Ontario (AMO), Association of Municipal Clerks and Treasurers of Ontario (AMCTO) and the Ontario Municipal CAO's Benchmarking Initiative (OMBI).

REPORT

Table 1 provides a summary of Niagara's 2008 results along with those for prior years where applicable. Details and explanations for year-over-year changes and significant issues that could affect results are contained in Appendix A. The summary table provides a quick assessment of the raw data. It is important that the issues identified in Appendix A are reviewed and considered prior to making assessments as to the effectiveness or efficiency of the services measured. These measures are intended to serve as a public accountability tool. The measures are typically not well suited for use as the sole basis for programming decisions, they are quite useful for prompting discussion and further analysis that could support program decisions.

When making meaningful comparisons of performance measurement results from one municipality to another it is important to consider that every municipality has unique factors that should be taken into consideration when examining the performance measurement results.

These factors impact each municipality differently and include but are not limited to:

- services provided in some localities by a single tier of municipal government versus two tiers in other regions
- MPMP measures do not account for differences in service levels and standards
- differences in the age of infrastructure and the intensity of use of that infrastructure
- different socio-demographic composition and related service needs. (i.e., income or age profiles)
- different urban and rural forms and the related impact on services
- different organizational forms such as centralized or de-centralized administration and support
- different financial policies such as the dollar threshold established for capital expenditures
- Where appropriate data is available, an average result of other OMBI municipalities is presented.

Niagara's Performance Measurement Framework is based on a balanced scorecard that draws on a variety of sources of data including the Ontario Municipal CAO's Benchmarking Initiative, Federation of Canadian Municipalities, Quality of Work Life Surveys and Citizen Satisfaction Measures. More recently a number of local initiatives, (e.g. Living in Niagara, Early Year, Full day Junior Kindergarten/Senior Kindergarten), have focused on developing community indicators at a neighbourhood level which will assist in supporting more detailed analysis of the trends and questions prompted by the high level results presented in this report.

TABLE 1 - Summary of 2008 MPMP Results

	2004 Result	*2005 Result	*2006 Result	*2007 Result	*2008 Result	2008 OMBI Average***
Local Government						
Operating Costs for Governance and Corporate Management as a percentage of total Municipal Operating Costs	2.60%	2.70%	2.80%	2.90%	2.80%	4.00%
Police Services						
Operating costs for police services per person	\$211.84	\$225.27	*\$238.62	*\$250.13	\$265.95	\$239.22
Violent Crime rate per 1,000 persons	7.44	7.43	*6.16	*5.68	10.60	7.52
Property Crime rate per 1,000 persons	42.50	41.52	*32.89	*31.40	41.39	28.46
Total Crime rate per 1,000 persons (Criminal Code offences, excl traffic)	71.03	61.87	57.17	*54.93	61.29	52.34
Number of Youths Charged per 1,000 youths	n/a	69.00	*51.74	*55.71	73.50	60.67
Roads						
Operating cost for paved (hardtop) roads per lane kilometre	\$752.41	\$671.93	*\$643.71	*\$1,341.05	\$1,115.78	\$1,790.57
Operating costs for winter maintenance of roadways per lane kilometre maintained in winter	\$4,081.22	\$5,066.28	*\$3,431.02	*\$5,094.33	\$4,714.61	\$4,554.15
Percentage of paved lane kilometres where the condition is rated as good to very good	63.0%	64.0%	68.0%	61.8%	64.4%	59.2%
Percentage of winter events where the response met or exceeded locally determined municipal service levels for road maintenance	100.0%	100.0%	100.0%	100.0%	100.0%	99.5%
Wastewater (Sewage)						
Operating costs for the treatment and disposal of wastewater per megalitre treated	\$294.22	\$292.54	\$304.63	*\$390.08	\$311.10	\$304.92
Operating costs for the treatment/disposal and collection/conveyance per km of pipe	n/a	n/a	n/a	n/a	\$373.68	\$449.94
Operating cost of wastewater collection/conveyance per km of pipe	n/a	n/a	n/a	n/a	\$19,735.82	\$9,398.28
Percentage of wastewater estimated to have by-passed treatment	3.42%	1.96%	1.32%	2.61%	1.48%	0.55%
Drinking Water						
Operating costs for the treatment of drinking water per megalitre treated.	\$161.78	\$171.06	\$220.84	*\$228.14	\$226.03	\$280.41
Operating costs for the treatment/distribution/transmission of drinking water per megalitre treated	n/a	n/a	n/a	n/a	\$294.74	\$555.07
Operating costs for the distribution/transmission per km of water distribution pipe	n/a	n/a	n/a	n/a	\$14,373.73	\$10,039.50
Weighted number of days of Boil Water Advisories**	0	0	0	0	0	0
Solid Waste Management (Garbage)						
Operating costs for garbage collection per tonne	n/a	\$96.55	\$97.81	\$93.25	\$100.80	\$121.98
Operating costs for garbage disposal per tonne	n/a	\$70.63	\$62.27	\$66.17	\$68.90	\$76.68
Operating costs for Solid waste diversion (recycling) per tonne	n/a	\$116.86	\$112.96	\$109.02	\$141.73	\$145.68
Average operating costs for solid waste management per tonne	n/a	*\$114.46	*\$98.87	*\$108.41	*\$119.61	\$131.65
Number of complaints received per 1,000 households	24.71	37.55	39.88	40.93	46.70	40.70
Total number of solid waste management facilities owned by the municipality	15	17	17	18	18	n/a
Number of days per year when a Ministry of Environment compliance order was in effect	0	365	365	365	365	n/a
Percentage of residential solid waste diverted for recycling	40.1%	44.3%	45.1%	43.3%	42.5%	43.7%
Land Use Planning						
Percentage of agricultural land not redesignated for other uses during the reporting year	100.0%	100.0%	99.9%	100.9%	100.0%	100.0%
Percentage of agricultural land not redesignated since 2000	99.2%	99.2%	99.1%	100.0%	100.0%	98.8%
Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses during the reporting year	3	56	128.8	-1130	-8.2	n/a
Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses since January 1, 2000	1008	1065	1193	63	55	n/a

* Please note some figures have been restated from prior years for various reasons including: to reflect changes in definitions, PSAB requirements, updated Statistics Canada data and changes in MPMP definitions

** The Boil Water Advisory result refers only to the Regional portion of the system. Advisories affecting local systems would not be captured, nor would advisories affecting private water systems.

*** The 2008 OMBI Averages are based on data available as of August 15, 2009

SUMMARY

This report provides Council with the results of the 2008 MPMP program. The results are placed within the context of a number of other related performance measurement initiatives that are currently taking place at the Niagara Region.

More specific performance information is available on the Region's web site (<http://www.niagararegion.ca/government/mpmp.aspx>).

Submitted by:

Approved by:

Patrick Robson
Commissioner
Integrated Community Planning

Mike Trojan
Chief Administrative Officer

This report was prepared by Richard Bendell, Financial Analyst with input and review from Kirk Weaver, Director Community and Corporate Planning, and Mike DiPaola, Senior Transportation Project Engineer; Brad Whitelaw, Program Manager, Waste Management Services Division; Rich Miller, Planner; Paul Divers, Niagara Regional Police Services; Deanna Barrow, Manager of Quality and Compliance Water

Appendix

Appendix A The Regional Municipality of Niagara
Municipal Performance Measurement Program
– 2008 Results

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The Regional Municipality of Niagara
Municipal Performance Measurement Program – 2008 Results

Local Government	2008	2007	2006	2005	2004
Operating costs for governance and corporate management as a percentage of total municipal operating costs	2.8%	2.9%	2.8%	2.7%	2.6%

NOTES & KEY FACTORS FOR UNDERSTANDING RESULTS

- The average result among the 15 OMBI Municipalities in 2008 was 4.0%.
- Niagara’s five-year average is 2.76%.
- The Region of Niagara provides corporate business support services through the Corporate Administration and Corporate Services Departments.
- A number of other business support services are provided by operational support units within some larger departments; these costs are not captured by this measure.
- It should be noted that the percentage can be reduced through either a decline in General government expenditures or an increase in total municipal expenditures or a combination of both. Niagara’s results are consistently below the average.

CONTACT PERSON

Police Services	2008	*2007	*2006	2005	2004
Operating costs for police services per person	\$265.95	*\$250.13	*\$238.62	\$225.27	\$211.84
Violent crime rate per 1,000 persons	10.602	*5.677	*6.158	7.43	7.44
Property crime rate per 1,000 persons	41.389	*31.404	*32.886	41.52	42.5
Total crime rate per 1,000 persons (Criminal Code offences, excluding traffic)	61.287	*54.933	57.166	61.87	71.03
Youth crime rate per 1,000 youths	73.497	*55.71	*51.735	69.00	

*** Please note these figures have been restated from prior years to reflect changes in definitions and updated Statistics Canada data**

NOTES & KEY FACTORS FOR UNDERSTANDING RESULTS

- Niagara has a significant tourist population that places pressure on policing costs.
- The Region's geographic proximity to several major border crossings can also influence policing costs.
- The large geographic area of the regional municipality can also impact on the cost of policing.
- Year-over-year change can be influenced by changes in the number of crime incidents, but also by changes in population.
- Crime rates can be influenced by a number of factors including economic, social, demographic and political. Reporting policies and practices can also influence these results.
- The five year average total crime rate per 1,000 people is 61.257.
- Compared to our OMBI partners, Niagara has higher than average violent crime rates and above average property crime rates. Despite the spike in 2008, Niagara's 3-year average rate of violent crime remains near the 3-year average of our OMBI partners.
- Niagara's 5 year average cost per capita is \$238.36.
- Niagara's policing costs per capita are above the OMBI average of \$239.22 in 2008.
- The low volume of charges in the youth crime category means that relatively small changes in the number of charges significantly impact the result; 2008 is above the OMBI average.

CONTACT PERSON

Roads	2008	*2007	*2006	2005	2004
Operating costs for paved (hard top) roads per lane kilometre	\$1,115.78	*\$1,341.05	*\$643.71	\$671.93	\$752.41
Operating costs for winter maintenance of roadways per lane kilometre maintained in winter	\$4,714.61	*\$5,094.33	*\$3,431.02	\$5,066.28	\$4,081.22
Percentage of paved lane kilometres where the condition is rated as good to very good	64.4%	61.8%	68%	64%	63%
Percentage of winter events where the response met or exceeded locally determined municipal service levels for road maintenance	100%	100%	100%	100%	100%

*** Please note these figures have been restated from prior years to reflect our move towards PSAB requirements**

NOTES & KEY FACTORS FOR UNDERSTANDING RESULTS

Road Maintenance

- The Region maintains 1,658 lane kilometres of paved roads throughout the municipality.
- A number of factors that can influence road maintenance costs including:
 - the number of underground utility cuts requiring restoration
 - the cost of asphalt, concrete, fuel or other materials
 - service levels approved by municipal councils
 - municipal accounting standards
- In preparation for the implementation of new capital asset account requirements, a significant portion of road maintenance costs previously recorded as a capital expenditure has become part of operating costs for 2008 thereby increasing the apparent cost per lane kilometre.
- The Road condition measure is impacted directly by approved budget for operating and capital expenditures related to road maintenance and construction. Roads are rated using the Pavement Condition Index (PCI) developed by the Ontario Good Roads Association (OGRA).
- In comparison to OMBI members Niagara's cost per lane kilometre remains below the 2008 average of \$1,790.57. Our five year average cost per lane kilometre is \$904.98.
- Relative OMBI members our Road Condition index is above the average of 59.2%.

Winter Maintenance

- The operating costs for winter control maintenance can be influenced by:
 - the frequency and severity of winter events
 - the extent of the road network located in urban areas
 - the municipality's service threshold for responding to a winter storm event
 - the municipality's service standard for road conditions after a storm event
- Our 2008 operating cost per lane kilometre of \$4,714.61 is above the OMBI average cost of \$4,554.15.
- The Region of Niagara provides winter control maintenance in an area that is subject to diverse winter storm events. The southern section of the Niagara Peninsula is within the northern boundary of the Lake Erie snow belt. Winter control operations are a demanding task in this area. Snowfall amounts can be substantial and occur within a short period of time. Areas along the Niagara Escarpment are also particularly challenging, as steep road profiles require continual attention during winter storm events.

CONTACT PERSON: Mike DiPaola, P. Eng, Senior Transportation Project Engineer

Wastewater (Sewage)	2008	*2007	2006	2005	2004
Operating costs for the treatment and disposal of wastewater per megalitre	\$311.10	*\$390.08	\$304.63	\$292.54	\$294.22
Operating costs for treatment/disposal and collection/conveyance per megalitre treated	\$373.68	–	–	–	–
Operating cost of wastewater collection/conveyance per km of pipe	\$19,735.82	–	–	–	–
Percentage of wastewater estimated to have by-passed treatment	1.483%	2.608%	1.32%	1.96%	3.42%

*** Please note this figure has been restated from the prior year to reflect new MPMP definitions**

NOTES & KEY FACTORS FOR UNDERSTANDING RESULTS

- There are 11 wastewater treatment systems in total which include 9 mechanical treatment plants, 1 physical / chemical treatment lagoon and 1 facultative lagoon systems. The wastewater treatment capacity of these area facilities range from 2.3 ML per day to 68 ML per day. In addition, Niagara owns and operates a centralized biosolids storage facility.
- Niagara operates under a split jurisdiction where the wastewater services are provided through a two-tier arrangement, Niagara Region provides for treatment and major conveyance while 11 local area municipalities have responsibility for the local collection system, services and customer billing. It is estimated that in the order of 75% of treatment and related costs are fixed while the balance are variable and highly dependent on flow rates and other variables.
- The year-to-year change in the costs can be attributed to factors such as change in annual flow, and therefore impacting directly the unit cost, chemical and energy costs, and bio-solids management and related contingency cost increases.
- In 2008 MPMP definitions changed to include two measures for costs for those upper tier municipalities responsible for treatment and conveyance (Niagara, York and Waterloo). One measure for treatment/disposal costs only and the second measure a combined cost for treatment/disposal and conveyance. Treatment/disposal costs reported by Niagara prior to 2008 included costs for collection/conveyance.
- Our Cost per megalitre treated is above the OMBI average cost of \$304.92.
- Operating costs for wastewater collection/conveyance per km of pipe was not reported prior to 2008.
- The percentage of wastewater estimated to have by-passed treatment can be influenced by the following factors:
 - whether or not the sanitary and storm sewer systems are connected
 - the number and severity of storm events
 - the method used to calculate the percentage
- Niagara has a significant number of combined sewer systems that are subject to overflows during peak wet weather events and older sewers systems that are subject to high rates of inflow/infiltration. Niagara Region has for over a decade, and continues to undertake steps, which should mitigate the release of untreated or partially treated sewage. This includes significant investment individually or in concert with the area municipalities, in works such as storage facilities, high rate treatment (HRT) and increased capacities at pumping stations and treatment facilities which mitigate the volume of untreated sewage released into the environment.
- Our percentage of Wastewater bypass is above the OMBI average of 0.55%.

CONTACT PERSON: Deanna Barrow, P. Eng, Manager of Quality and Compliance Water

Drinking Water	2008	*2007	2006	2005	2004
Operating costs for the treatment of drinking water per megalitre	\$226.03	*\$228.14	\$220.84	\$171.06	\$161.78
Operating costs for treatment/distribution/transmission of drinking water per megalitre treated	\$294.74	–	–	–	–
Operating costs for distribution/transmission per km of water distribution pipe	\$14,373.73	–	–	–	–
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	0	0	0	0	0

* Please note this figure has been restated from the prior year to reflect updated MPMP definitions

NOTES & KEY FACTORS FOR UNDERSTANDING RESULTS

- The operating costs for water treatment can be influenced by the following factors:
 - source of raw water (lake vs. stream vs. wells)
 - quality of the raw water
 - distance of raw water to the treatment plants
 - number and capacity of water treatment plants
- Niagara's urban serviced areas are geographically dispersed, and Niagara operates several treatment facilities. There are 6 surface water treatment plants ranging in size from 36 ML/d to 227 ML/d. The flows have a direct impact on cost per unit and contribute to the change in the result. Other major causes for the change in unit cost include energy and chemical costs.
- Niagara operates under a split jurisdiction where the water services are provided through a two-tier arrangement, Niagara Region provides for treatment and major transmission while 11 local area municipalities have responsibility for the local distribution, services and customer billing. It is estimated that in the order of 70% to 90% of treatment and related costs are fixed.
- The year-over-year change can be influenced both by changes in costs and changes in amount of water treated.
- In 2008 MPMP definitions changed to include two measures for costs for those upper tier municipalities responsible for treatment and transmission (Niagara, York and Waterloo). One measure for treatment costs only and the second measure a combined cost for treatment and transmission. Treatment costs reported by Niagara prior to 2008 included costs for transmission.
- Operating costs for water distribution/transmission per km of pipe was not reported prior to 2008. The year-over-year change can be influenced both by changes in costs and changes in amount of water treated.
- Our cost per megalitre treated is below the OMBI average of \$280.41.
- The number of boil water advisories can be influenced by the following factors:
 - the source of drinking water (lake vs. stream vs. well)
 - the number of self contained water systems
 - extent of the municipality's cleaning and flushing program
- In 2004, 2005, 2006, 2007 and 2008 there were no boil water advisories related to municipal water supply in Niagara.
- The Boil Water Advisory result refers only to the Regional portion of the system. Advisories affecting local systems would not be captured, nor would advisories affecting private water systems, such as the current advisory in place in parts of Wainfleet.

CONTACT PERSON: Deanna Barrow, P. Eng, Manager of Quality and Compliance Water

Solid Waste Management (Garbage)	*2008	*2007	*2006	*2005	2004
Operating costs for garbage collection per tonne	\$100.80	\$93.25	\$97.81	\$96.55	
Operating costs for garbage disposal per tonne	\$68.90	\$66.17	\$62.27	\$70.63	
Operating costs for solid waste diversion (recycling) per tonne	\$141.73	\$109.02	\$112.96	\$116.86	
Average operating costs for solid waste management (collection, disposal and diversion) per tonne	*\$119.61	*\$108.41	*\$98.87	*\$114.46	
Number of complaints received in a year concerning the collection of garbage and recycled materials per 1,000 households	46.703	40.927	39.879	37.55	24.71
Total number of solid waste management facilities owned by the municipality with a Ministry of Environment Certificate of Approval	18	18	17	17	15
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 municipally owned solid waste management facility, by facility (Elm Street Landfill & Composting Site)	365	365	365	365	0
Percentage of residential solid waste diverted for recycling.	42.5%	43.3%	45.1%	44.3%	40.1%

- Beginning in the 2005 reporting year there was a change in the definition for the cost per tonne measures. As a result trend data prior to 2005 has not been included.

* Please note these figures have been restated to include Revenues from Sale of Recyclables per MPMP definitions

NOTES & KEY FACTORS FOR UNDERSTANDING RESULTS

Waste Collection

- Niagara's operating costs per tonne for waste collection are below the OMBI average of \$121.98.
- The major factors, which contributed to Niagara's 2008 operating cost per tonne for waste collection being higher than the previous year, included:
 - Higher collection contract costs associated with the annual rate adjustments;
 - A decrease of 2,990 waste tonnes collected in 2008 than 2007.
- The Region provides waste collection services to all twelve of the area municipalities using contracted services.
- Waste collection service was generally uniform across the Region, beginning on April 1, 2001. Curbside collection of regular solid waste is provided once per week, subject to specified container limits.
- There are significant variations in the cost of providing these services to predominantly urban municipalities and to predominantly rural municipalities. As one of the largest Regional Municipalities in Ontario in terms of total land base, significant direct haul distances also add to the cost of collection.

Waste Disposal

- Niagara's disposal cost per tonne is below to OMBI average of \$76.68.
- In the year 2008 the Region operated 5 active landfill facilities (some of which have ancillary facilities such as public drop-off areas, compost sites, and in one case a permanent HHW depot) three composting operations (Niagara Road 12, Bridge Street and Elm Street) and maintained 9 closed landfill sites.

Waste Diversion

- Niagara diversion cost per tonne is below the OMBI average of \$145.68.
- There were several factors, which contributed to Niagara's 2008 diversion cost per tonne increasing from the previous year, including:
 - Additional one-time costs of approximately \$3 million associated with the Green Bin Relaunch, and;
 - Higher collection contract costs associated with the annual rate adjustments.
- The Region is responsible for the provision of all waste diversion services to the twelve area municipalities. These services include:
 - Alternating weekly curbside collection of recycling (container stream/fibre stream) for low-density residential units and multi-residential buildings with less than six units, with the exception of every other week collection (both streams) in Wainfleet and West Lincoln;
 - Weekly recycling cart collection is provided to some multi-unit residential buildings;
 - Recyclable materials collected include: cardboard, boxboard, newspaper & catalogues, fine paper, clear & coloured glass bottles & jars, steel and aluminum cans & foil, spiral-wound containers, polycoat beverage cartons, #1 PET, #2 HDPE, #4 LDPE, #5 Polypropylene and #6 Polystyrene plastic bottles, jars, tubs & lids, and plastic bags;
 - Weekly curbside collection of organics (food and leaf/yard materials) for low-density residential units and multi-residential buildings with less than six units, in all municipalities with the exception of Wainfleet and West Lincoln;
 - Seasonal brush and Christmas tree collection in all municipalities except for Wainfleet;
 - Seasonal leaf & yard waste collection in Smithville, West Lincoln;
 - Drop-off depots at regional landfill facilities accept a range of material for diversion, including recyclables, organics and reusable materials from residential and commercial sectors – a subset of this material is also accepted at the Recycling Centre;
 - Household Hazardous Waste services at one permanent location and mobile HHW event days;

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- Operation of a Re-use Centre at one landfill facility;
 - Electronics Product Recycling;
 - Backyard Composting Program, including subsidized composter sales and promotion;
 - Smart Gardening program,
 - Promotion and education programs.
 - Niagara Region has one of the most comprehensive recycling programs. The additional tonnes collected result in increased costs for processing.
 - Niagara's diversion rate is below the OMBI average of 43.7%. This may be the result of a partial garbage container limits that are in place, as well as a comprehensive recycling and organics programs.
 - There were several factors, which contributed to a decrease in Niagara's 2008 diversion rate from the previous year. Some of these factors included:
 - In 2008, there was 4,839 fewer tonnes diverted than the previous year. In 2007, additional diversion from residential shingles was reported, but was not included in 2008.
 - Excludes any Ontario Deposit/Return Stewardship tonnages, which are not recognized by OMBI.
 - The Green Bin relaunch did not occur until September 2008, so its full impact won't be realized until 2009.
 - Niagara's complaint rate per 1,000 households is slightly higher than the OMBI average of 40.7%.
 - Niagara's 2008 complaint rate increased from the previous year. One reason was due to the relaunch of the Green Bin program in 2008, which generated additional calls from residents.
 - In addition, the complaint rate for garbage and recyclable material collections can be influenced by *Who receives the complaint; Weather conditions* that could impede planned collection activities; *Implementation of New Programs*.
 - A MOE Air Compliance Order was issued at the Elm Street Landfill and Composting facility on December 29, 2004. Niagara Region has complied with all conditions in the Order.

CONTACT PERSON: Brad Whitelaw, BA, CIM, CPM, Program Manager Waste Management Services Division

Land Use Planning	2008	2007	2006	2005	2004
Percentage of land designated for agricultural purposes which was not re-designated for other uses during the reporting year	100%	100.9%	99.9%	100%	100%
Percentage of land designated for agricultural purposes which was not re-designated for other uses relative to the base year of 2000	100%	100%	99.1%	99.2%	99.2%
Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses during the reporting year	-8.2	-1,130	128.8	56	3
Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses since January 1, 2000	55	63	1193	1065	1008

NOTES & KEY FACTORS FOR UNDERSTANDING RESULTS

- The land designated agricultural includes lands shown in the Regional Policy Plan as “Good Tender Fruit Areas”, “Good Grape Areas”, and “Good General Agricultural Areas”.
- However, the estimate of the amount of agricultural land included various hamlets throughout Niagara, many non-farm uses, and some lands designated “Environmental Areas” in the Regional Policy Plan.
- In 2007, the large adjustment of -1,130 to the number of hectares of land of originally designated for agricultural purposes was the result of the Updated Agricultural and Rural Policies which expanded the Agricultural area to be consistent with the Greenbelt. Thus, the adjustment decreased the running total of the Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses since January 1, 2000 to 63 hectares.

CONTACT PERSON: Rich Miller, Planner
