

**TO: Mayor J. Lehman and Members of General Committee**

**FROM: C. Ladd, Chief Administrative Officer**

**RE: Withdrawal from Ontario Municipal Benchmarking Initiative**

**DATE: April 28, 2014**

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After careful consideration, EMT has decided to withdraw from the Ontario Municipal Benchmarking Initiative (OMBI). This decision was based on several factors. The first was the sheer number of data required for annual reporting, many of which were not of value to the City. The second was the time and level of effort required to collect the OMBI data did not leave sufficient opportunity to capitalize on one of the key benefits of participation which was to improve our service and service levels by comparing ourselves to other municipalities. While we could look at the raw data supplied by OMBI, we did not have the time or the tools to properly analyze the data to understand the differences in services between municipalities thereby making meaningful comparisons difficult.

Measuring performance is extremely important to the City and we will continue to use performance measures to ensure we continue to make progress on services and initiatives. In this regard, through 2014, we will undertake the development of a management and accountability framework including pertinent and meaningful performance measures and key performance indicators (KPI's) that are specific to the goals and objectives of Council and the Corporation. Through the implementation of the management framework, which will be launched in 2015, we will measure our progress, create the opportunity for staff to analyze and use results to improve our services and communicate this progress more effectively to Council and our community on an annual basis. This will improve transparency by monitoring a consistent set of data over many years to show trend lines, successes and areas for improvement.

It is important to note that the City will continue to report on the Municipal Performance Measurement Program results (MPMP) as that is a provincial requirement. We will also continue to participate in other national benchmarking initiatives that have been beneficial to the City such as those relating to Water, Wastewater and Transit services.



C. Ladd  
Chief Administrative Officer