We are a network of Canadian municipalities using data to continuously improve the way we deliver services to our communities.
1998 - 2002
- 5 CAO/CM consider benchmarking municipal data; conduct review of other benchmarking programs
- OMB becomes a reality; establish Project Office and Project Chart; develop foundation and data warehouse
- Collect data for five service areas (EMS, Fire, Long-Term Care, Waste Management, Water and Wastewater; presented without municipality being identified

2003 - 2005
- OMBI Data Warehouse wins award for Data Warehouse Technology
- Data collection for 25 services areas is piloted in 7 municipalities
- Members agree to collect data for piloted service areas; PLUS add 8 more service areas for a total of 33 service areas

2006
- OMBI goes public – Municipalities are identified
- Annual Performance Measurement Report available to public
Evolution

2008 - 2009
- NEW Tangible Capital Asset (TCA) accounting comes into affect
- Cost measures not reported in 2009 due to TCA
- Brant County leaves OMBI
- City of Barrie joins OMBI
- City of Calgary joins OMBI (1st out-of-province member)

2010 - 2011
- New Program Manager appointed
- Region of Peel leaves OMBI
- City of Winnipeg joins OMBI

2012 - 2013
- Management Structure Review (MSR) results in establishing the OMBI Board
- Program Manager responsible for overall program Municipal Leads focus on expert panels and measures
- Measure Review and Reduction Exercise begins
<table>
<thead>
<tr>
<th>Evolution</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2014</strong></td>
</tr>
<tr>
<td>Measure Review and Reduction Exercise results - number of measures go from 900 to 765</td>
</tr>
<tr>
<td><strong>2015</strong></td>
</tr>
<tr>
<td>City of Greater Sudbury leaves OMBI</td>
</tr>
<tr>
<td><strong>2016</strong></td>
</tr>
<tr>
<td>OMBI rebrands - Municipal Benchmarking Network Canada</td>
</tr>
</tbody>
</table>
About MBNCanada

Partnership of 16 municipalities across Canada.

Creates new ways to measure, share and compare data performance statistics and operational practices.

Credible data source that measures municipal performance.

Used to assist Council, staff and citizens to understand how their municipality is performing over time and in relation to others.

Our common goal to foster a culture of service excellence in municipal government.
About MBNCANada

6 provinces

37 service areas

16 partners

670 measures
### 6 Provinces - 16 Partners

<table>
<thead>
<tr>
<th>Partner</th>
<th>Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calgary</td>
<td>1,149,522</td>
</tr>
<tr>
<td>Durham Region</td>
<td>650,895</td>
</tr>
<tr>
<td>Halifax Regional Municipality</td>
<td>410,414</td>
</tr>
<tr>
<td>Halton Region</td>
<td>518,311</td>
</tr>
<tr>
<td>Hamilton</td>
<td>540,000</td>
</tr>
<tr>
<td>London</td>
<td>373,730</td>
</tr>
<tr>
<td>Montreal</td>
<td>1,650,000</td>
</tr>
<tr>
<td>Niagara Region</td>
<td>445,350</td>
</tr>
<tr>
<td>Ottawa</td>
<td>943,258</td>
</tr>
<tr>
<td>Regina</td>
<td>230,000</td>
</tr>
<tr>
<td>Thunder Bay</td>
<td>108,859</td>
</tr>
<tr>
<td>Toronto</td>
<td>2,771,770</td>
</tr>
<tr>
<td>Region of Waterloo</td>
<td>563,000</td>
</tr>
<tr>
<td>Windsor</td>
<td>210,891</td>
</tr>
<tr>
<td>Winnipeg</td>
<td>699,346</td>
</tr>
<tr>
<td>York Region</td>
<td>1,130,400</td>
</tr>
</tbody>
</table>
37 Service Areas

**Direct Services (23)**
- Building
- By-law
- Child Care
- Culture
- EMS
- Fire
- Hostels
- Libraries
- Licensing
- Long Term Care
- Parking
- Parks
- POA (Court Services)
- Planning
- Police
- Roads
- Social Assistance
- Social Housing
- Sports & Recreation
- Transit
- Waste Management
- Wastewater
- Water

**Indirect (Support) Services (14)**
- Accounts Payable
- Clerks
- Customer Service (new)
- Facilities
- Fleet
- General Government
- General Revenue
- Human Resources
- Information Services
- Investment
- Legal Services
- Payroll
- Purchasing
- Taxation
Our mission:
To enhance municipal service delivery by leading the development and application of municipal performance measurement and benchmarking.
Why MBNCanada?

1. Objectively measures progress
2. Identifies efficiencies through collaboration
3. Supports continuous improvement
4. Improves accountability and transparency
5. Creates a trusted environment using fact-based data
6. Supports informed decision-making
7. Fosters innovation
8. Brings experts together to pursue better or best practices in the industry
9. Provides a forum where staff with expertise in like services can exchange ideas
Collaboration

Share ideas about new processes, systems and technologies.

Look at creative solutions to improve performance.

Help guide decisions about the allocation of resources.
We all need the right data to answer questions, measure results, compare outcomes with others, and show whether or not we are improving.
Why Measure?

- Set goals and evaluate your progress
- Know exactly where you stand
- Identify key aspects you want to refine
- See the results of your refinements
- Trouble shoot your problems

Meaningful measurement is required to perform better and/or accomplish more.
What Is The Data Used For?

- Public reports
- Council reports
- Policy setting
- Service Level Reviews and Evaluations
- Annual budgets
- Business Plans and Strategic Plans
- Year-over-year trending
- Additional analysis / case studies