

CLERKS

SNAPSHOT MEDIAN FOR 2016



41 FOI REQUESTS RECEIVED

CLKS270 (SERVICE LEVEL)

COST PER FOI request

CLKS370 (EFFICIENCY)

\$779

86% of formal FOI requests are handled within 30 days

CLKS470 (CUSTOMER SERVICE)

FOI = FREEDOM OF INFORMATION

KEEP IN MIND:

Influencing Factors

Influencing factors can create variances in comparison data from year-to-year and from municipality-to-municipality.



Citizen Engagement

State of interaction with citizens



Complexity

Type and number of Freedom of Information (FOI) requests



Contentious Issues

Prevailing major issues in the municipality



Nature of Requests

Media, special interest groups, individuals and businesses



Organizational Form

Centralized vs. decentralized functions, organizational culture and the training of staff



Political Climate

Availability of information from elected officials



Policy & Practices

Responsiveness to requests and number of routine disclosure policies



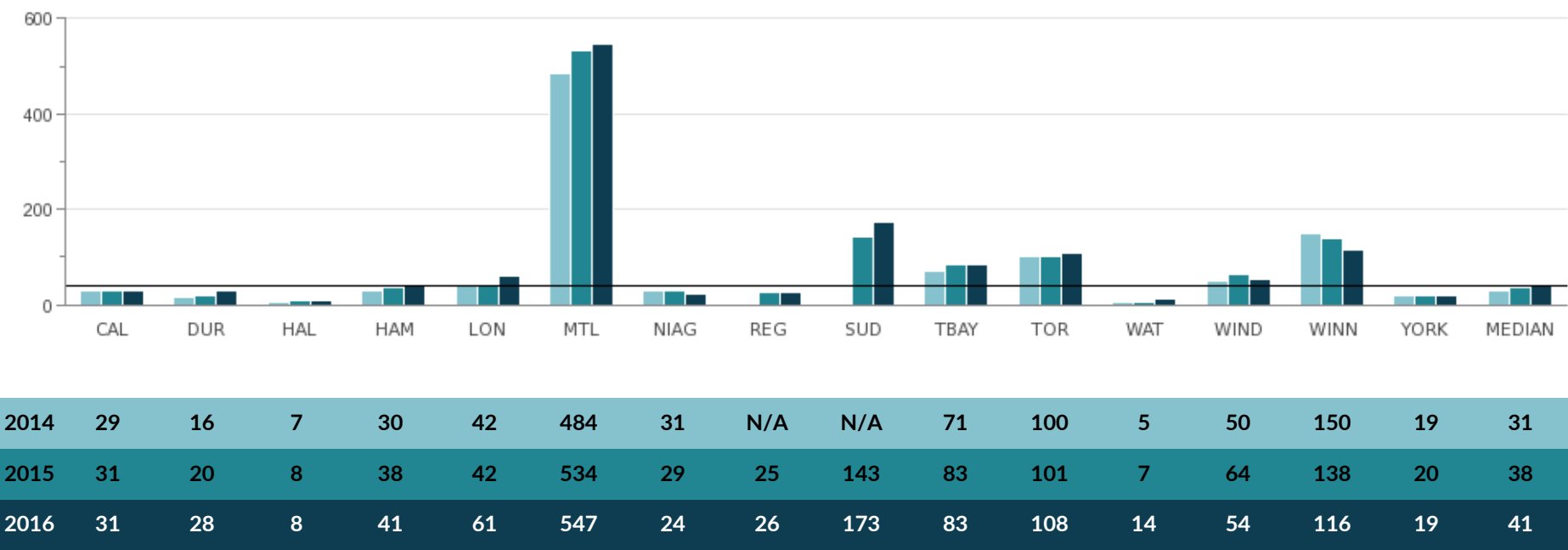
Privacy Protection

Growing trend to access and address privacy concerns

For a full description of influencing factors, please go to: www.mbnccanada.ca

Fig. 5.1 Number of Formal Freedom of Information Requests per 100,000 Population

This measure identifies the number of legislated freedom of information (FOI) requests, including Councillor requests that have gone through the FOI process in the reporting year.



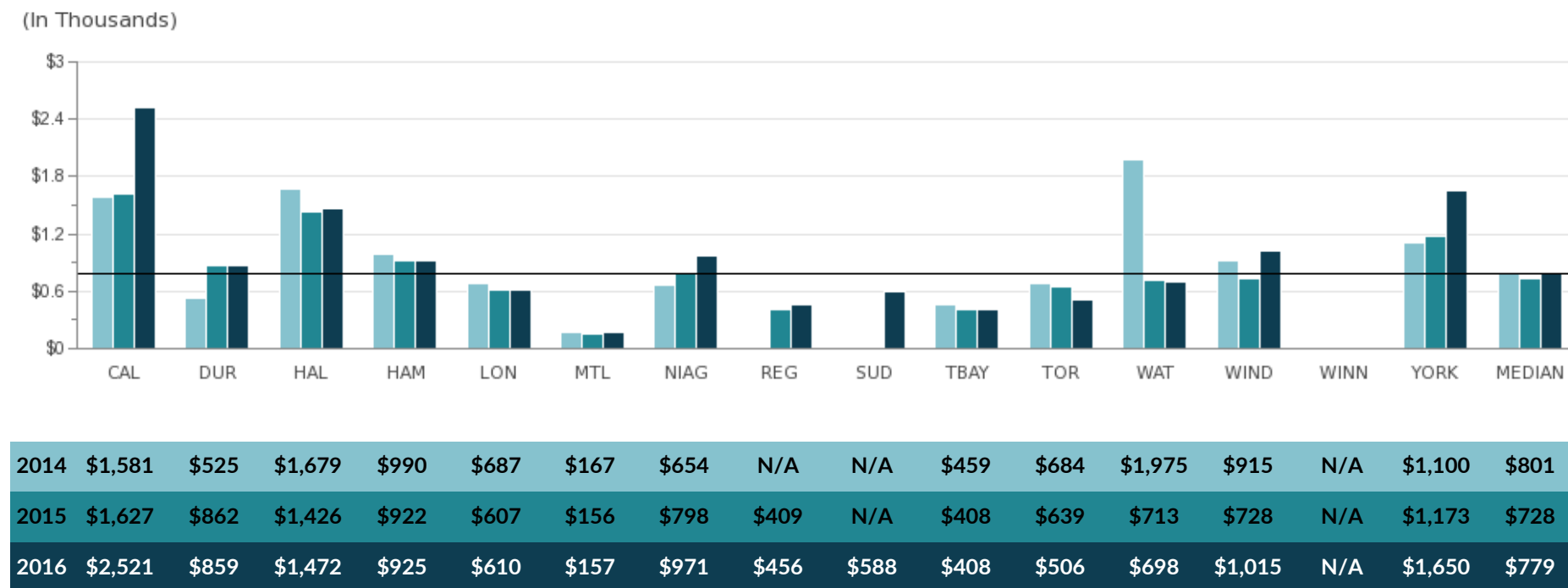
Source: CLKS270 (Service Level)

Comment:

The City of Montreal reports on 19 boroughs, which significantly increases the number of requests.

Fig. 5.2 Operating Cost for Freedom of Information Program per Formal Request

The complexity and number of requests varies from municipality to municipality.



Source: CLKS370 (Efficiency)

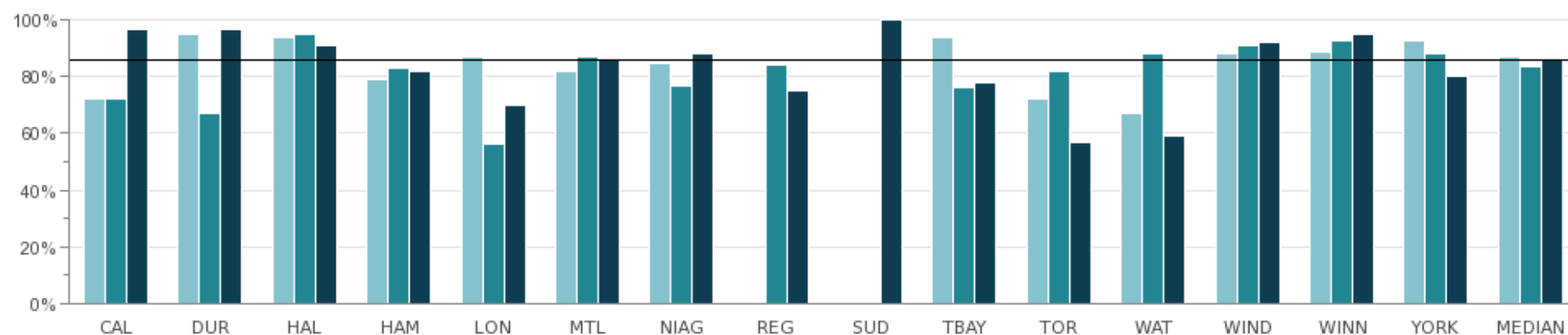
Comments:

In 2016, The City of Calgary created a new Freedom of Information and Privacy Protection (FOIP) division. While the structure has increased costs, it has allowed for a more fulsome accounting of the costs associated with administering the FOIP Program.

The City of Winnipeg does not report on this measure because it uses a decentralized model and there is no tracking system in place.

Fig. 5.3 Percent of Formal Freedom of Information Requests Handled within 30 Days

The number of formal freedom of information (FOI) requests, including Councillor requests that have gone through the FOI process, and were handled within 30 days.

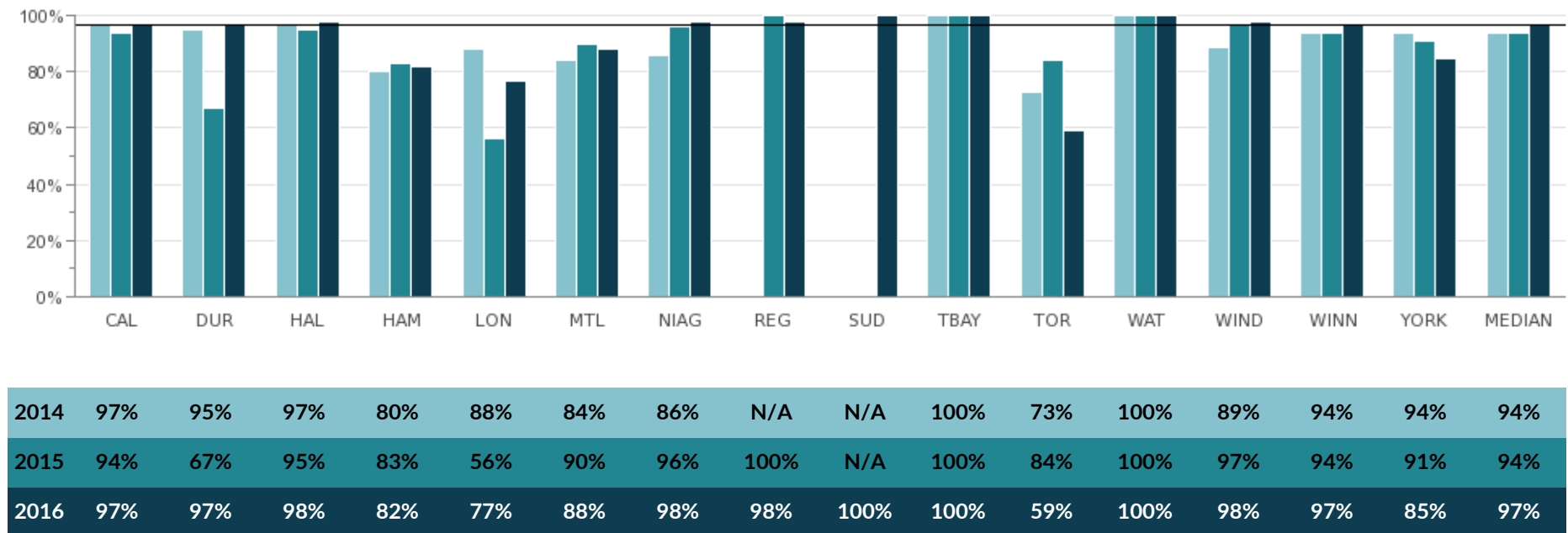


2014	72%	95%	94%	79%	87%	82%	85%	N/A	N/A	94%	72%	67%	88%	89%	93%	87%
2015	72%	67%	95%	83%	56%	87%	77%	84%	N/A	76%	82%	88%	91%	93%	88%	84%
2016	97%	97%	91%	82%	70%	86%	88%	75%	100%	78%	57%	59%	92%	95%	80%	86%

Source: CLKS470 (Customer Service)

Fig. 5.4 Percent of Formal Freedom of Information Requests, Extensions and 3rd Party Notices Handled within Legislated Timelines

The number of formal freedom of information (FOI) requests, including Councillor requests that have gone through the FOI process, and were handled within the legislated timelines applicable to the municipality.



Source: CLKS475 (Service Level)

CULTURE SNAPSHOT MEDIAN FOR 2016



\$25.05
PER PERSON
cost to provide
cultural services

CLTR205T (SERVICE LEVEL)

\$7.63
PER PERSON
*to operate
cultural services*

CLTR200 (SERVICE LEVEL)

KEEP IN MIND:

Influencing Factors

Influencing factors can create variances in comparison data from year-to-year and from municipality-to-municipality.



In-kind Services

Non-reported or non-quantifiable services



Municipal Policy

Whether a municipality has adopted a cultural policy or plan, i.e. public art, special events, etc. and how the municipality has defined its roles and responsibilities, may affect the way programs and services are delivered and the size of funding invested in the community



Non-Resident Use or Tourism

Tourism vs. per capita denominator



Provincial Policy

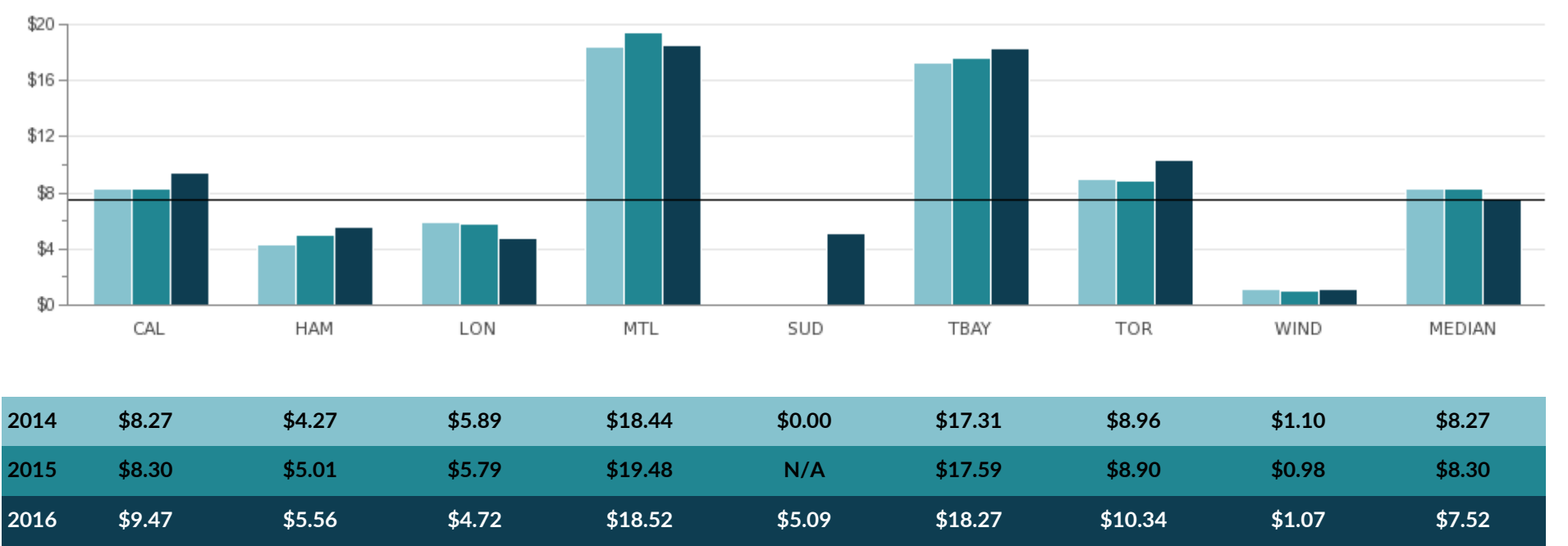
How the provincial government has defined its roles and responsibilities and has integrated or not its operations with municipalities may affect the size of funding invested in the community, and the way programs and services are delivered

For a full description of influencing factors, please go to: www.mbnccanada.ca

Fig. 6.1 Funding Dollars provided for Arts, Heritage & Festival Grants Only per Capita

The measure represents the funding dollars provided for Arts, Heritage and Festivals grants only. The grants provided are influenced by the funding envelope and size of arts community.

The direct municipal investment in arts funding is relative to a city's service delivery model, size of its arts community and its funding envelope. For example, some municipalities provide funding to their "anchor" organizations, e.g. art gallery, community auditorium, theatre and symphony via grants versus municipally owned/operated facilities.



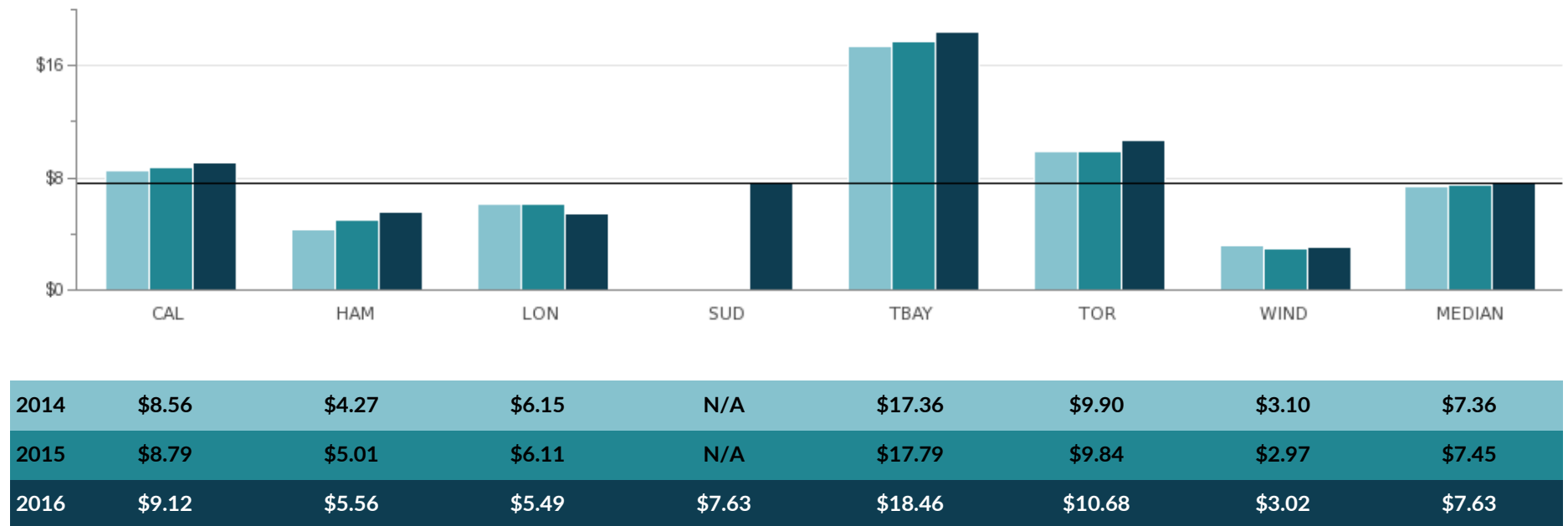
Source: CLTR125 (Community Impact)

Comments:

The City of Montreal's result is impacted by contributions from the Provincial government, as well as a large heritage project for Montreal's 375th anniversary.

Fig. 6.2 Operating Cost for Arts, Heritage and Festival Grants Only per Capita

This measure reflects the operating cost for arts, heritage and festival grants only.



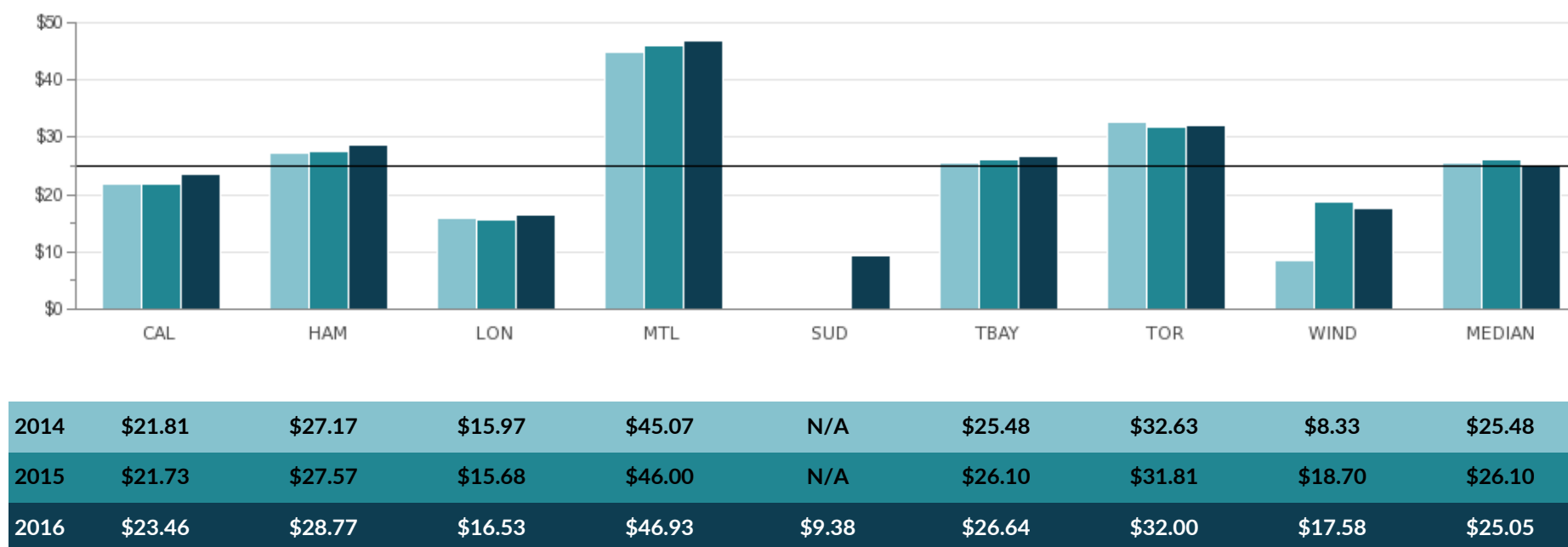
Source: CLTR200 (Service Level)

Comment:

The City of Montreal does not track this data.

Fig. 6.3 Total Cost for Culture Services per Capita

This measure represents the total cost of providing cultural services including grants and the funding of cultural venues, e.g. art galleries, historical sites, cultural centres and museums per person.



Source: CLTR205T (Service Level)

Comment:

The City of Montreal's result is impacted by contributions from the Provincial government, as well as a large heritage project for Montreal's 375th anniversary.

EMERGENCY HOSTELS

SNAPSHOT MEDIAN FOR 2016

 **9.6**
DAYS

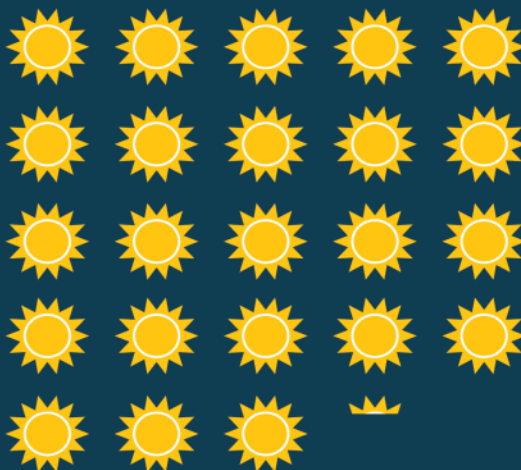
Average length of stay
per admission to Emergency
Shelters (singles)

HSTL110 (COMMUNITY IMPACT)

**OPERATING
COSTS:**
\$581,621
PER 100,000 RESIDENTS

HSTL310 (EFFICIENCY)

**FAMILIES STAY
23.2 DAYS**



**ON AVERAGE,
AT EMERGENCY SHELTERS**

HSTL115 (COMMUNITY IMPACT)

KEEP IN MIND:

Influencing Factors

Influencing factors can create variances
in comparison data from year-to-year
and from municipality-to-municipality.



Economic Impacts

*Employment and unemployment
impact demand*



Funding Model

Per diem vs. block funding models



Immigration

*Federal policies and processing times
for Refugee claims*



Information Systems

*Database systems used can impact
reporting capabilities*



Migration within Canada

*Population shifts between
provinces/municipalities*



Other Housing Services

Availability of housing types and support services



Political Climate

*Policies and support for homelessness
can impact service levels*



Supply vs. Demand

*Individuals in need may decide not to
accept offers of shelter*



Vacancy Rates in Rental Markets

Housing availability and affordability



Weather Conditions

*Increase or decrease in occupancy and
length of stay*

For a full description of influencing factors,
please go to: www.mbncanada.ca

Fig. 7.1 Average Length of Stay in Days per Admission to Emergency Shelters

Adult and Child Count

	DUR	HAL	HAM	LON	NIAG	SUD	TOR	WAT	WIND	YORK	MEDIAN
2014	12.7	18.8	8.9	38.0	10.1	N/A	19.4	10.0	7.5	12.3	12.3
2015	13.0	23.3	8.7	41.0	10.8	N/A	19.2	10.8	6.9	12.6	12.6
2016	10.5	21.1	8.8	41.0	12.0	10.9	19.9	9.5	6.8	15.0	11.5

Source: HSTL105 (Community Impact)

Singles Count

	DUR	HAL	HAM	LON	NIAG	SUD	TOR	WAT	WIND	YORK	MEDIAN
2014	10.3	14.4	6.9	38.0	8.5	N/A	15.2	8.9	8.3	11.3	10.3
2015	10.3	10.8	6.6	41.0	8.5	N/A	15.1	9.7	8.1	11.1	10.3
2016	9.3	11.7	6.9	41.0	9.5	9.7	16.6	8.6	8.2	14.1	9.6

Source: HSTL110 (Community Impact)

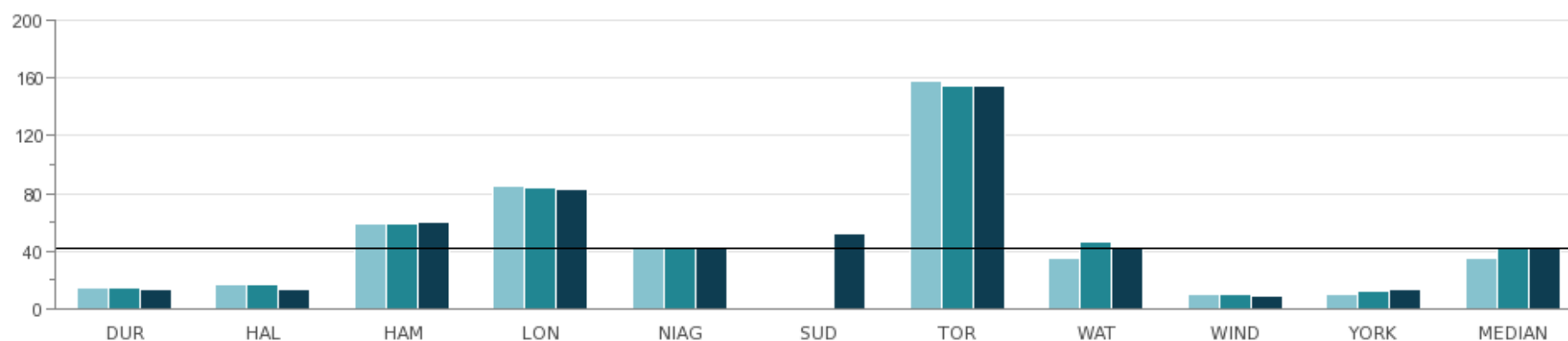
Families – Head of Household Count

	DUR	HAL	HAM	LON	NIAG	SUD	TOR	WAT	WIND	YORK	MEDIAN
2014	24.5	31.1	54.3	38.0	19.2	N/A	104.1	27.6	6.2	22.4	27.6
2015	26.2	35.7	59.3	41.0	22.9	N/A	97.0	27.8	9.3	25.5	27.8
2016	20.7	36.5	52.9	41.1	22.7	18.9	98.9	23.6	10.2	22.1	23.2

Source: HSLT115 (Community Impact)

Fig. 7.2 Average Nightly Number of Emergency Shelter Beds Available per 100,000 Population

Results reflect various approaches to providing emergency shelter beds as well as how motel rooms are counted when they are used as part of the service delivery model.

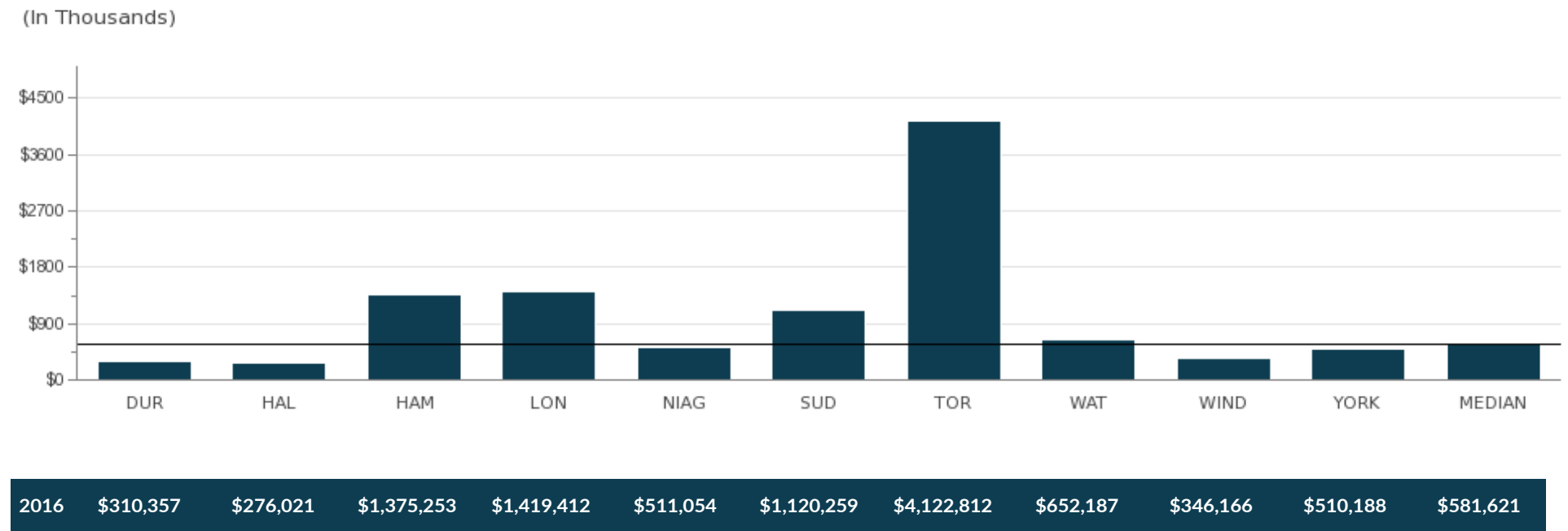


2014	14.2	17.0	59.4	84.8	43.0	N/A	158.6	35.2	9.5	10.0	35.2
2015	14.1	16.6	59.0	83.9	42.8	N/A	154.9	46.6	9.5	12.3	42.8
2016	13.8	13.3	60.3	83.1	42.3	52.6	155.2	41.6	9.3	13.3	42.0

Source: HSTL205 (Service Level)

Fig. 7.3 Operating Cost of Emergency Shelter Program per 100,000 Population

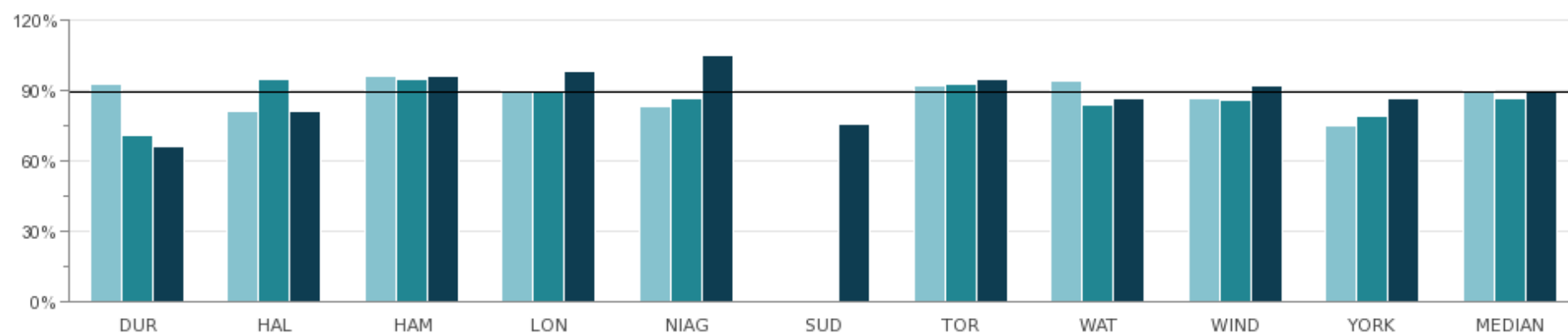
The types of operating costs incurred by municipalities vary based on the service delivery models they use to provide emergency shelters. Depending on the service delivery model, operating costs could include municipal shelter staff and building maintenance costs; and/or payments made to third party operators and hotels/motels. This is a new measure therefore only one year of data is available.



Source: HSTL310 (Efficiency)

Fig. 7.4 Average Nightly Bed Occupancy Rate of Emergency Shelters

Rooms can be occupied at less than 100% capacity depending on the family size. A result of greater than 100% is possible through the use of overflow spaces.



2014	93%	81%	96%	90%	83%	N/A	92%	94%	87%	75%	90%
2015	71%	95%	95%	90%	87%	N/A	93%	84%	86%	79%	87%
2016	66%	81%	96%	98%	105%	76%	95%	87%	92%	87%	90%

Source: HSTL410 (Customer Service)

