




Summary of
Service Levels (MBNCanada 2020)

City Service		Performance Measure	Applied	City of Thunder Bay	MBNC Median	Below / Above Median	Rank (High to Low)
<p><i>The Municipal Benchmarking Network Canada (MBNCanada) encompasses 174 performance measures across 36 municipal service areas in Regional (Durham, Halton, Niagara, Waterloo, York); Single Tier (Calgary, Hamilton, London, Montreal, Regina, Greater Sudbury, Thunder Bay, Toronto, Windsor and Winnipeg)</i></p>							
Accounts Payable (FINV 325)	1.	Number of invoices processed	Per AP staff member	12,469	12,549	↓	9 th (out of 15)
Accounts Receivable (GREV210)	2.	Percent of Revenue Billed	% of General revenue	6%	36%	↓	10 th (out of 10)
Building Inspection (BLDG801)	3.	Number of building permits issued	Per building	1,337	4,265	↓	10 th (out of 10)
By-law Enforcement (BYLW226)	4.	Total Number of Inspections	Per By-Law complaint	3.34	1.25	↑	1 st (out of 9)
Clerks (CLKS 270)	5.	Number of Formal Freedom of Information (MFIPPA) Requests	Per 100,000 population	38	31	↑	5 th (out of 15)
Culture	6.	N/A	N/A	N/A	N/A	N/A	N/A
Emergency Medical Services (EMDS 229)	7.	Total EMS Responses	Per 1,000 population	248	122	↑	1 st (out of 12)
Facilities	8.	N/A	N/A	N/A	N/A	N/A	N/A
Fire (FIRE230)	9.	Number of Staffed Fire In-service Vehicle Hours	Per capita (Urban & Rural)	1.29	0.55	↑	1 st (out of 10)
Fleet	10.	N/A	N/A	N/A	N/A	N/A	N/A
General Government	11.	N/A	N/A	N/A	N/A	N/A	N/A
Human Resources	12.	N/A	N/A	N/A	N/A	N/A	N/A
Information Technology (INTN 205)	13.	Number of Information Technology Devices	Per municipal employee FTE	0.57	1.14	↓	15 th (out of 15)
Legal	14.	N/A	N/A	N/A	N/A	N/A	N/A

 Above Medium (13)
 Below Medium (9)
 Medium (0)

Summary of
Service Levels (MBNCanada 2020)

City Service		Performance Measure (Cost Related)	Applied	City of Thunder Bay Cost	MBNC Median	Below / Above Median	Rank (High to Low)
<p><i>The Municipal Benchmarking Network Canada (MBNCanada) encompasses 168 performance measures across 36 municipal service areas in Regional (Durham, Halton, Niagara, Waterloo, York); Single Tier (Calgary, Halifax, Hamilton, London, Montreal, Regina, Greater Sudbury, Thunder Bay, Toronto, Windsor and Winnipeg)</i></p>							
Libraries (PLIB105)	15.	Annual Library Uses	Per capita	17.9	19.0	↓	6th (out of 9)
Licensing (LICN215)	16.	Number of Licenses Issued	Per 100,000	666	1,145	↓	8th (out of 9)
Long Term Care (LTCR219)	17.	LTC Facility Bed Days	Per 100,000	5.04	4.56	↑	5th (out of 11)
Parking (PRKG205)	18.	Number of Paid Parking Spaces Managed per 100,000 Population	Per 100,000	3,193	1,236	↑	1st (out of 10)
Parks (PRKS205)	19.	Hectares of (Maintained) Parkland	Per 100,000	1,741	504	↑	2nd (out of 10)
Payroll (FPRL318)	20.	Number of Payroll Direct Deposits and Cheques processed	Per Payroll FTE	21,474	23,436	↓	9th (out of 15)
Planning	21.	N/A	N/A	N/A	N/A	N/A	N/A
POA (Court Services) (PCRT816)	22.	Number of Provincial Offenses (excludes parking)		13,135	36,049	↓	9th (out of 10)
Police (PLCE120)	23.	Reported Number of Total (Non-Traffic) Criminal Code Incidents	Per 100,000	6,729	6,353	↑	3rd (out of 10)
Purchasing	24.	N/A	N/A	N/A	N/A	N/A	N/A
Recreation (SREC110)	25.	Number of Participant Visits - Directly Provided Registered Programs	Per capita	0.40	0.30	↑	2nd (out of 9)
Roads (ROADS114)	26.	Vehicle Km Traveled	Per lane km (in thousands)	499	1,102	↓	10th (out of 13)

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↓ Below Medium (9)
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Taxation	27.	N/A	N/A	N/A	N/A	N/A	N/A
Transit (TRNT106)	28.	Number of Regular Service Passenger Trips (Bus Only)	Per capita	19.2	16.5	↑	3 rd (out of 8)
Waste Management (SWST205)	29.	Tonnes of all Material Collected - Residential	Per household	0.95	0.90	↑	5 th (out of 15)
Waste Water (WWTR210)	30.	Megalitres of Treated Waste Water	Per 100,000	24,308	16,601	↑	3 rd (out of 12)
Water (WATR210)	31.	Megalitres of Treated Water	Per 100,000	13,701	12,351	↑	3 rd (out of 12)