

Squamish
the corporation



Squamish
the economy



Benchmarking
2010 3rd Quarter Report



Squamish
the environment



Squamish
the community



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The Service Squamish Initiative identified a key performance objective, measuring success. Benchmarking is a key component of measuring success.

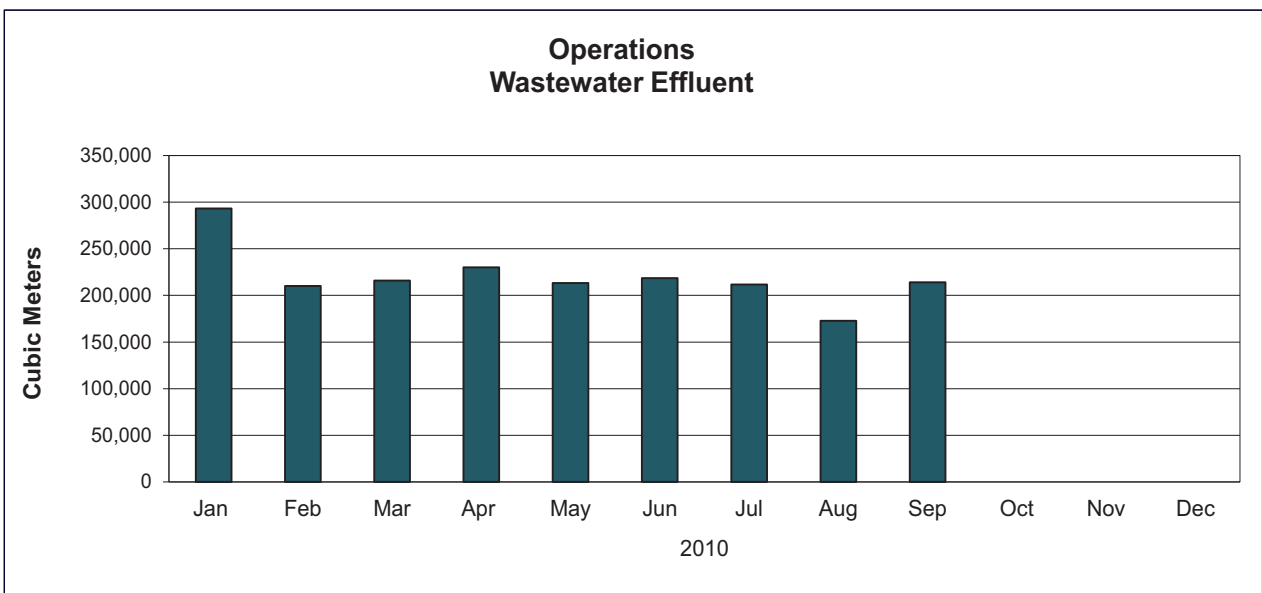
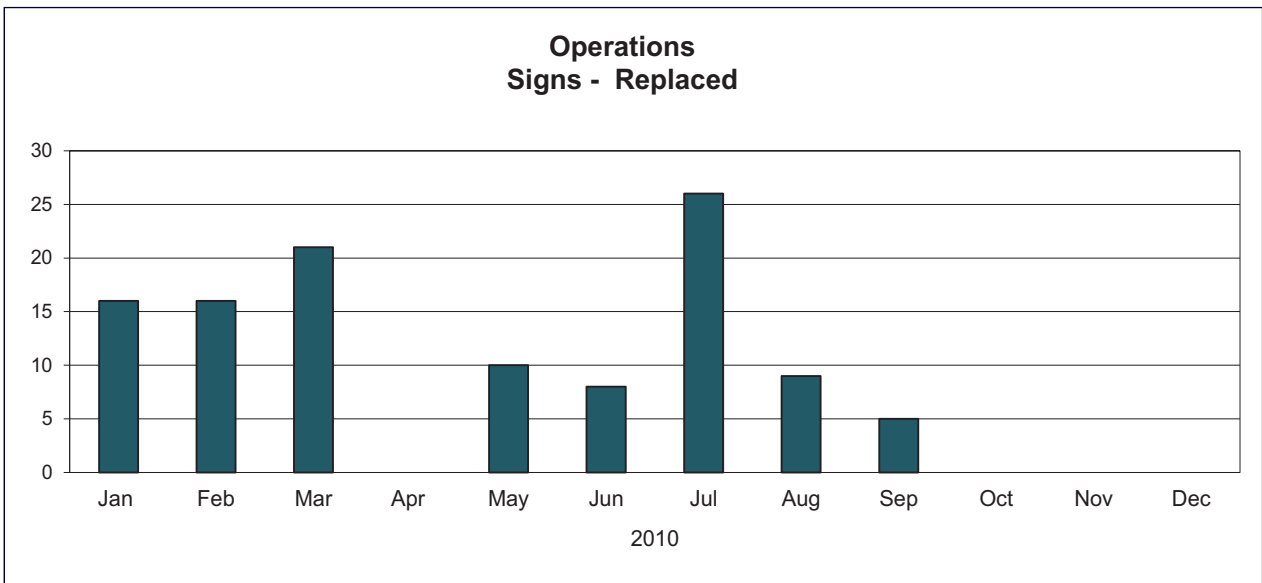
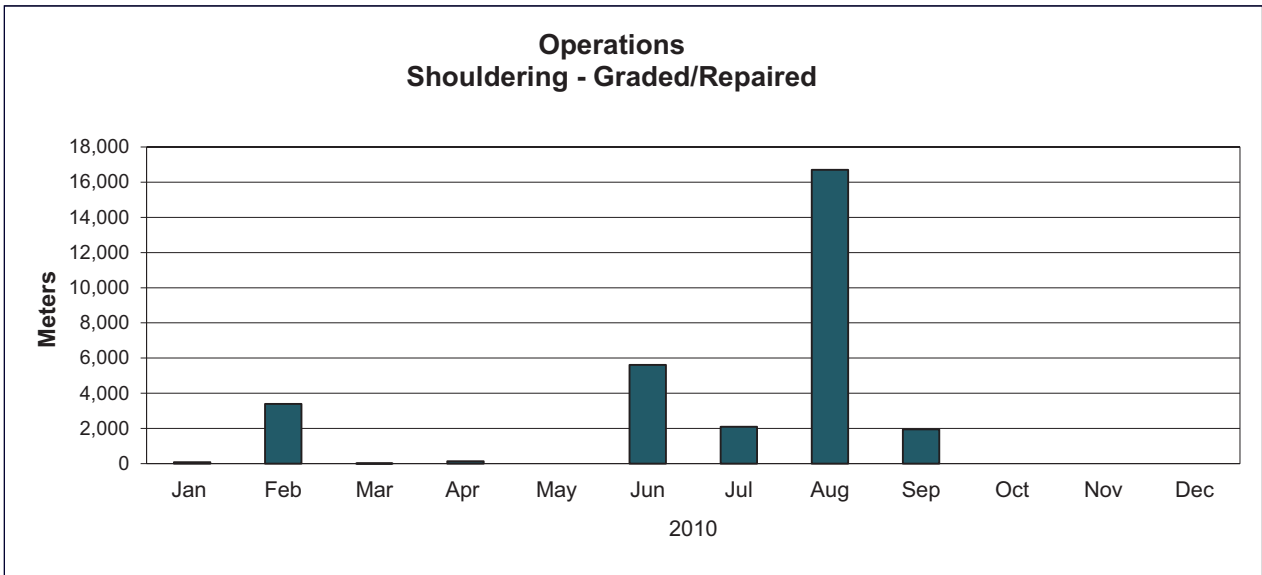
Benchmarking is the process of sharing ideas and discoveries between related services with the goal of optimizing performance. Every department is now tracking deliverables for monthly reports to assist with planning and changing how we process our work.

A dynamic organization is not willing to fall behind. Through continual monitoring of both internal and external satisfaction and by comparing ourself to our peers and relevant to private sector areas, we will be able to track our improvements and success.

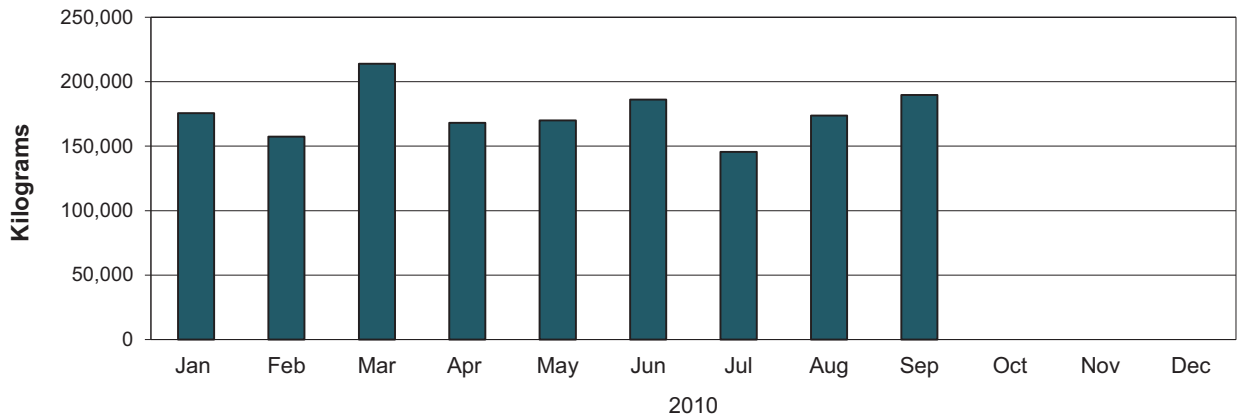
Benchmarking is a management system for developing, implementing, and managing strategy at all levels by linking corporate objectives, initiatives, and measures to Council's priorities and goals and the Community's priorities and goals. Clear benchmarking of corporate goals and necessary associated budget discipline is increasingly a best practice of local government.

The third quarter report is the second comparable figure in the ongoing metrics that will identify trends, indices, and projections that will encourage sound business decisions at the departmental and corporate level. This document is a tool to assist staff in determining the future of the District of Squamish operation.

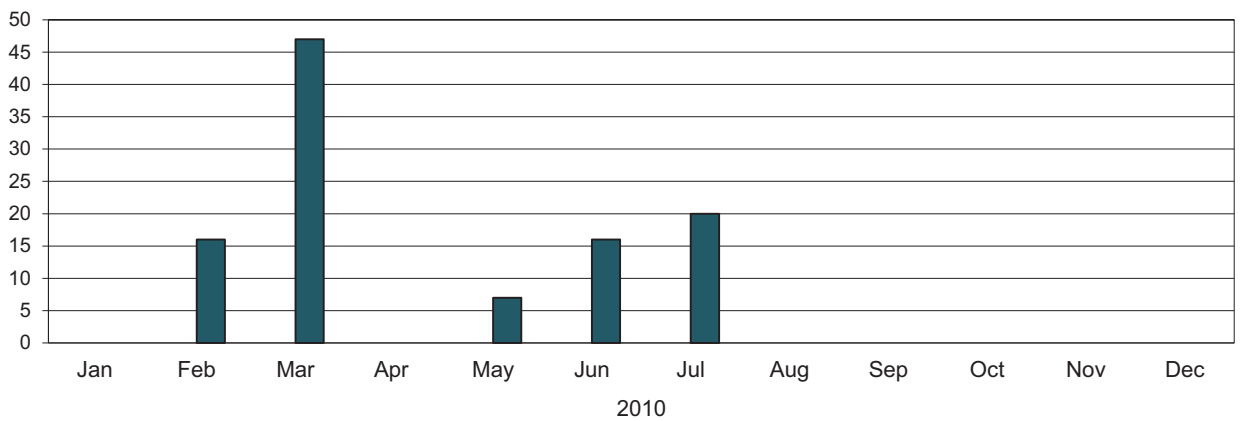
Kevin Ramsay
Chief Administrative Officer



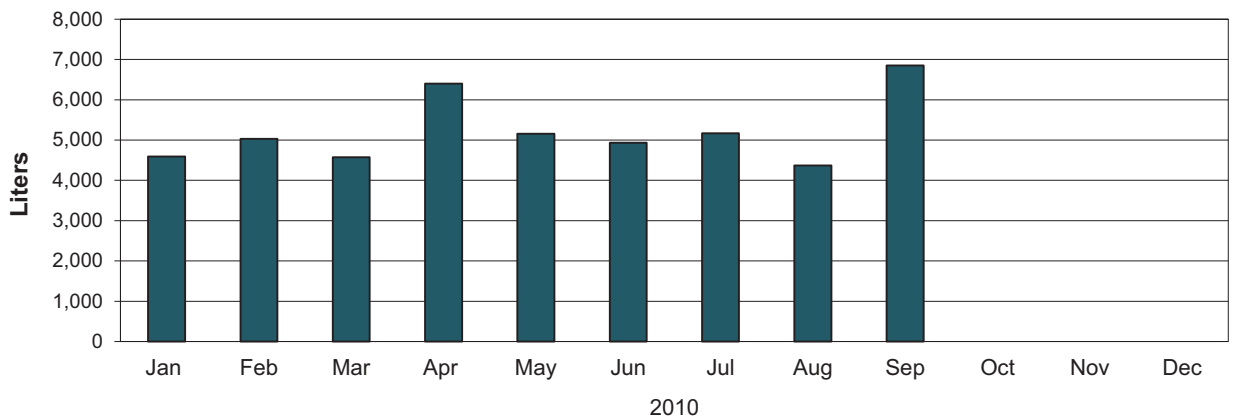
Operations Biosolids Processed



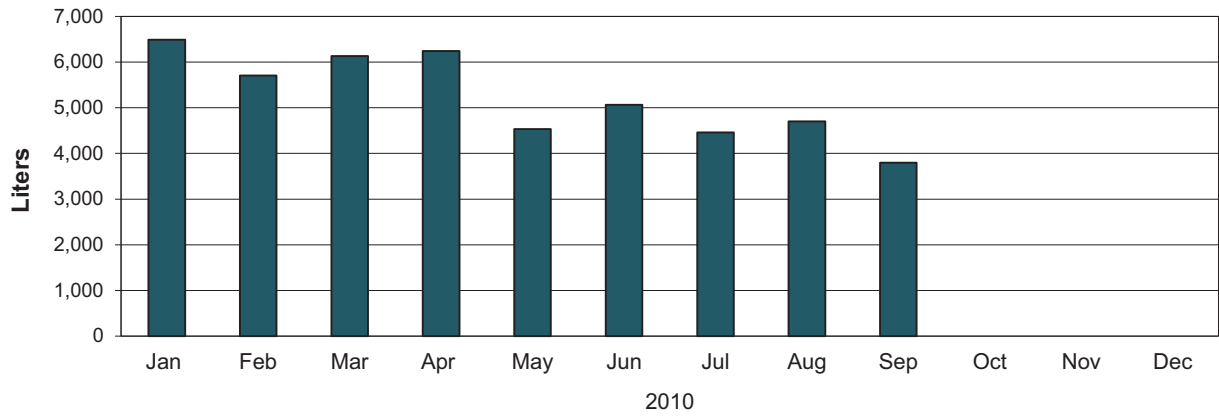
Operations Potholes Repaired



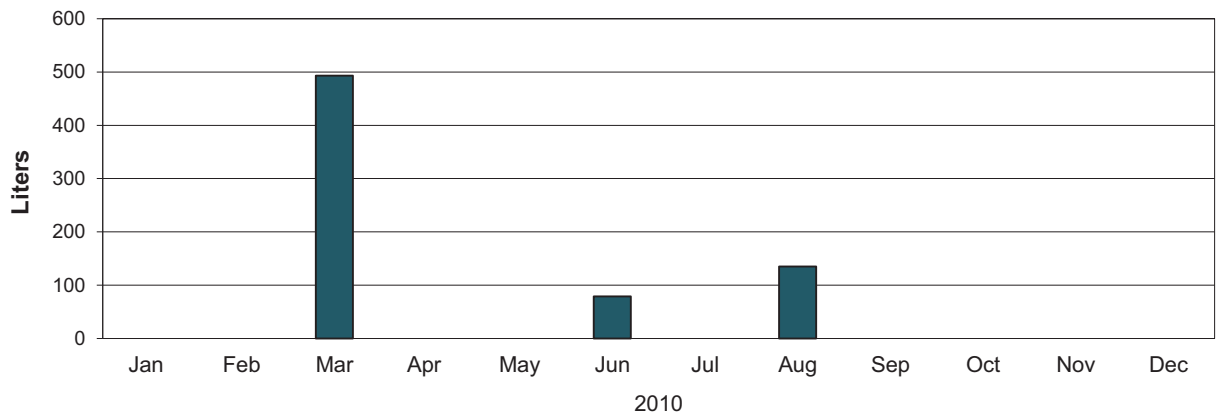
Operations Biodiesel Consumption



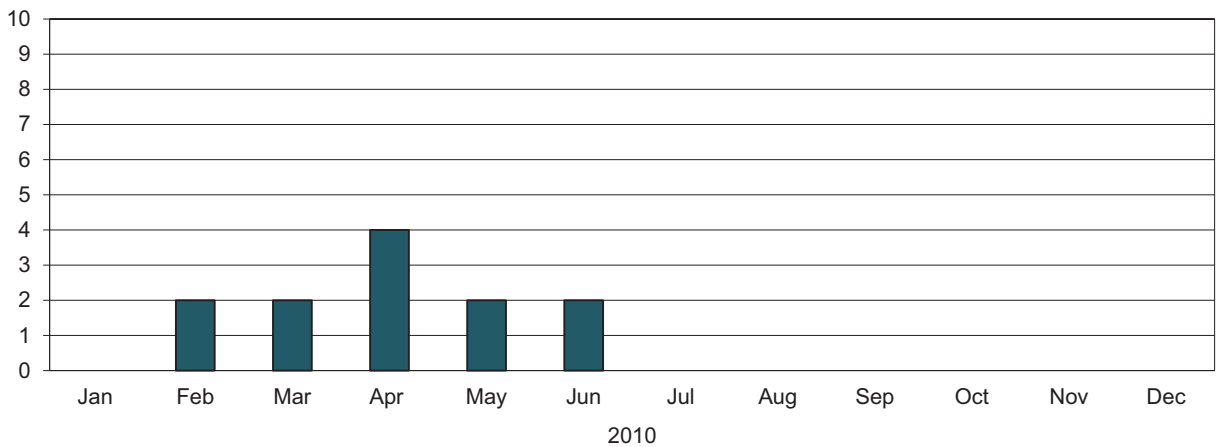
Operations Gasoline Consumption



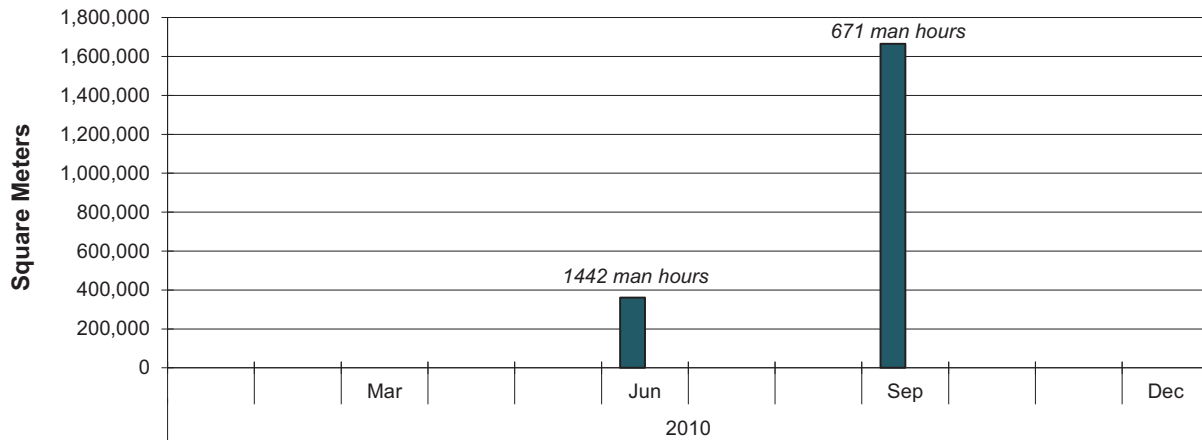
Operations Regular Diesel Consumption (tidy tank)



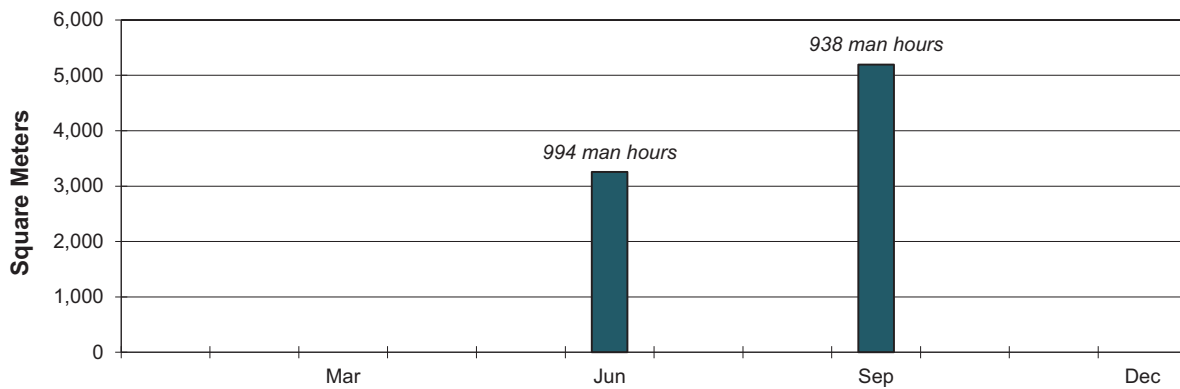
Fleet - Preventable Damage Incidents



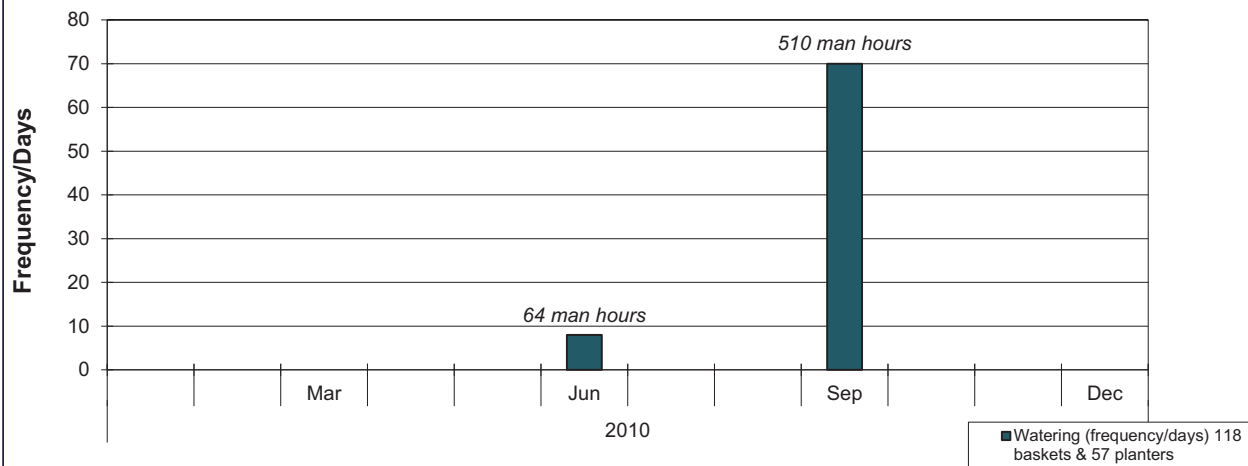
Operations - Mowing 2nd & 3rd Quarter - 2010

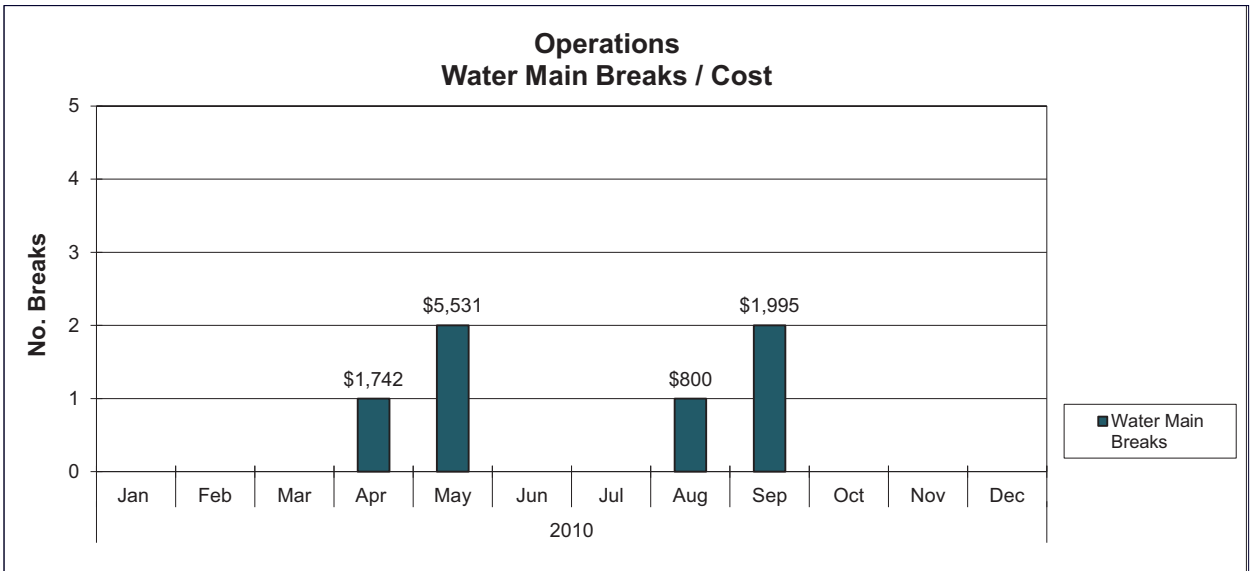
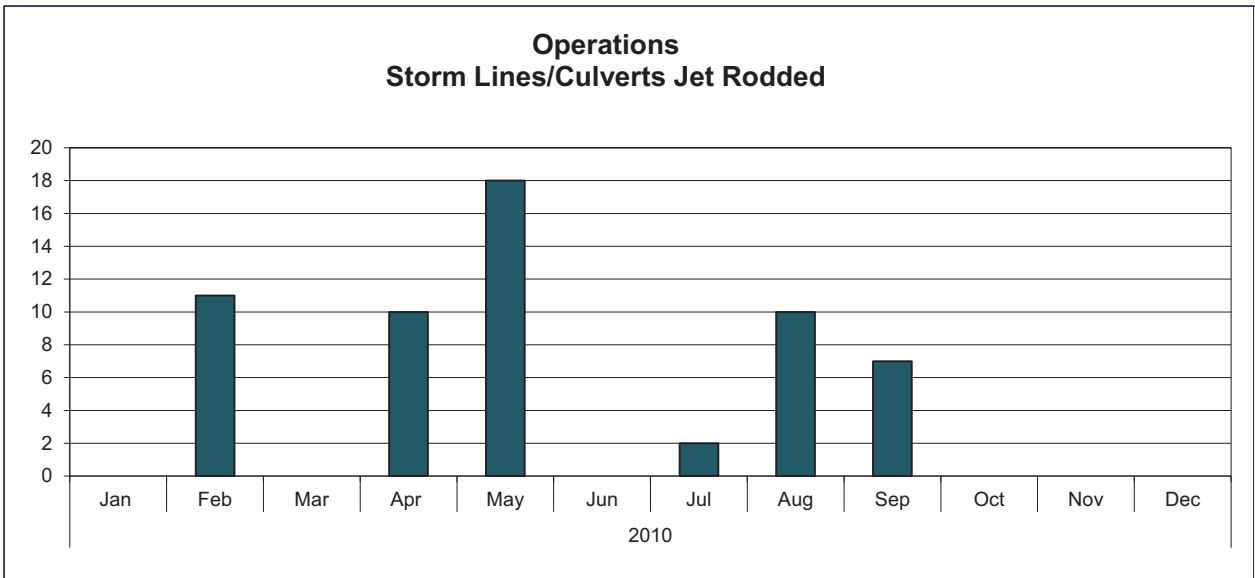
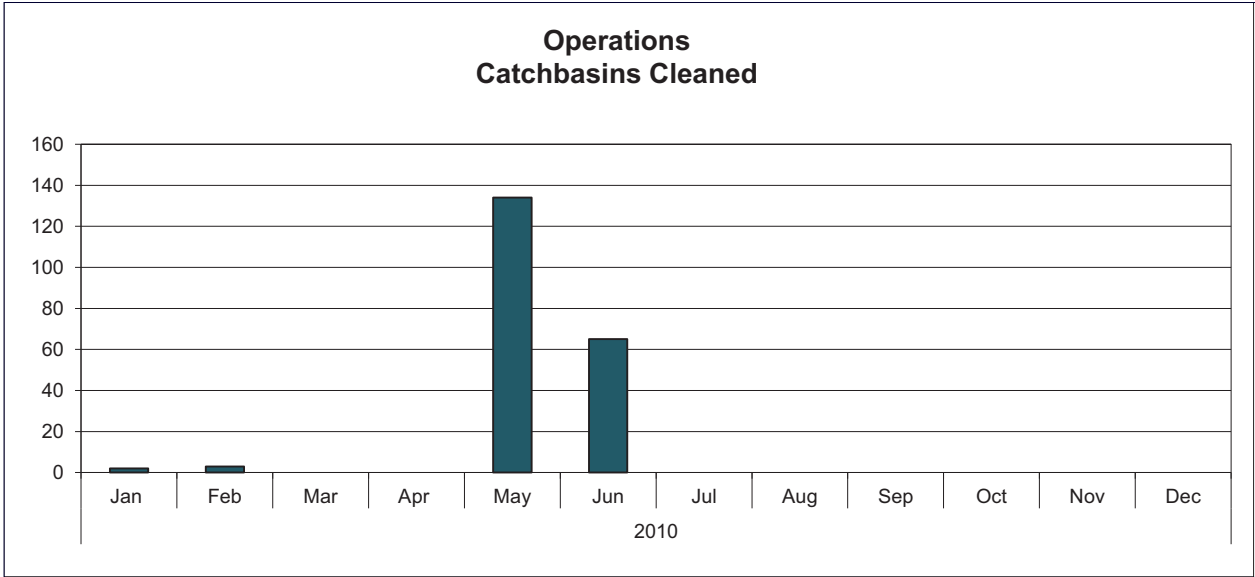


Operations - Weeding 2nd & 3rd Quarter - 2010

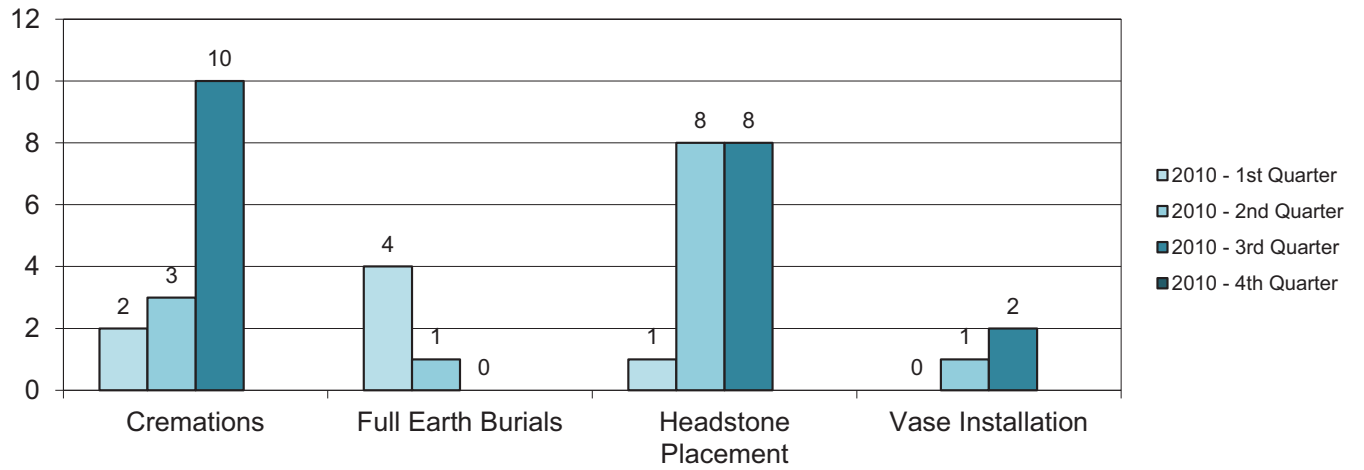


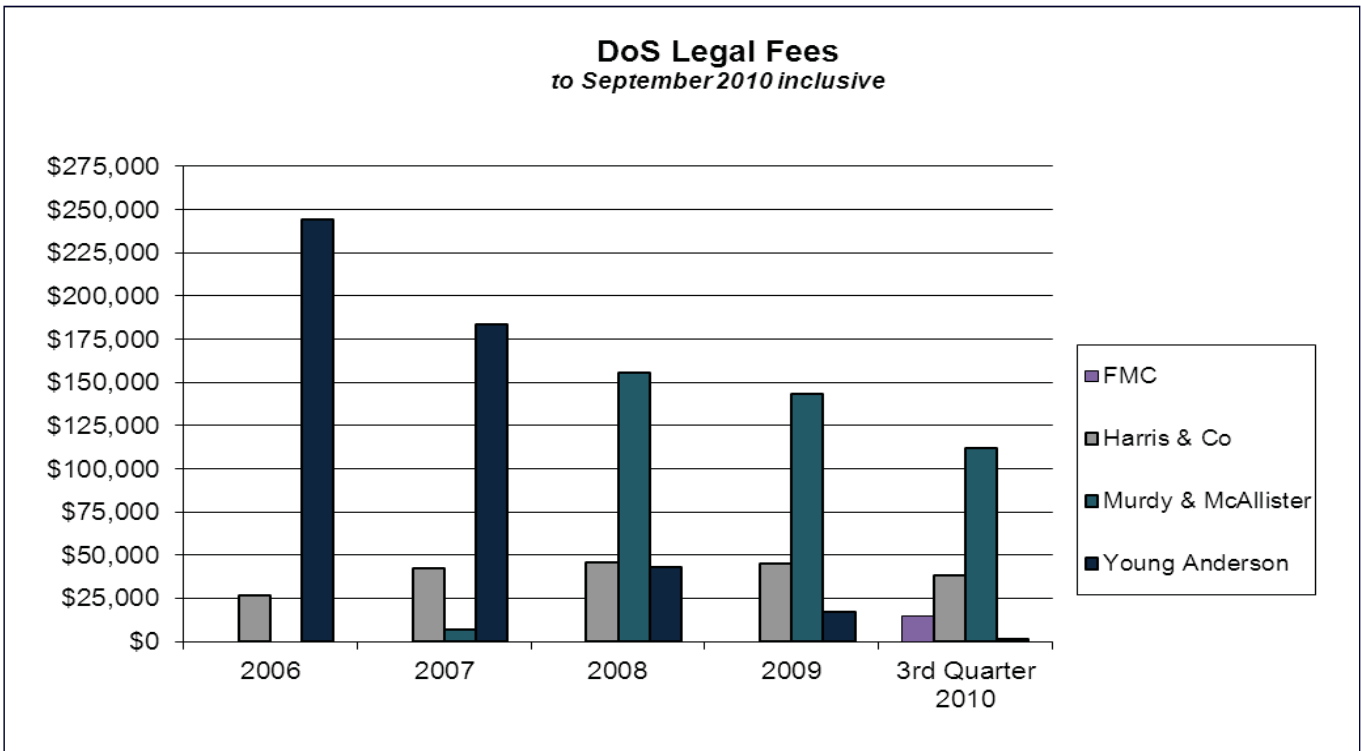
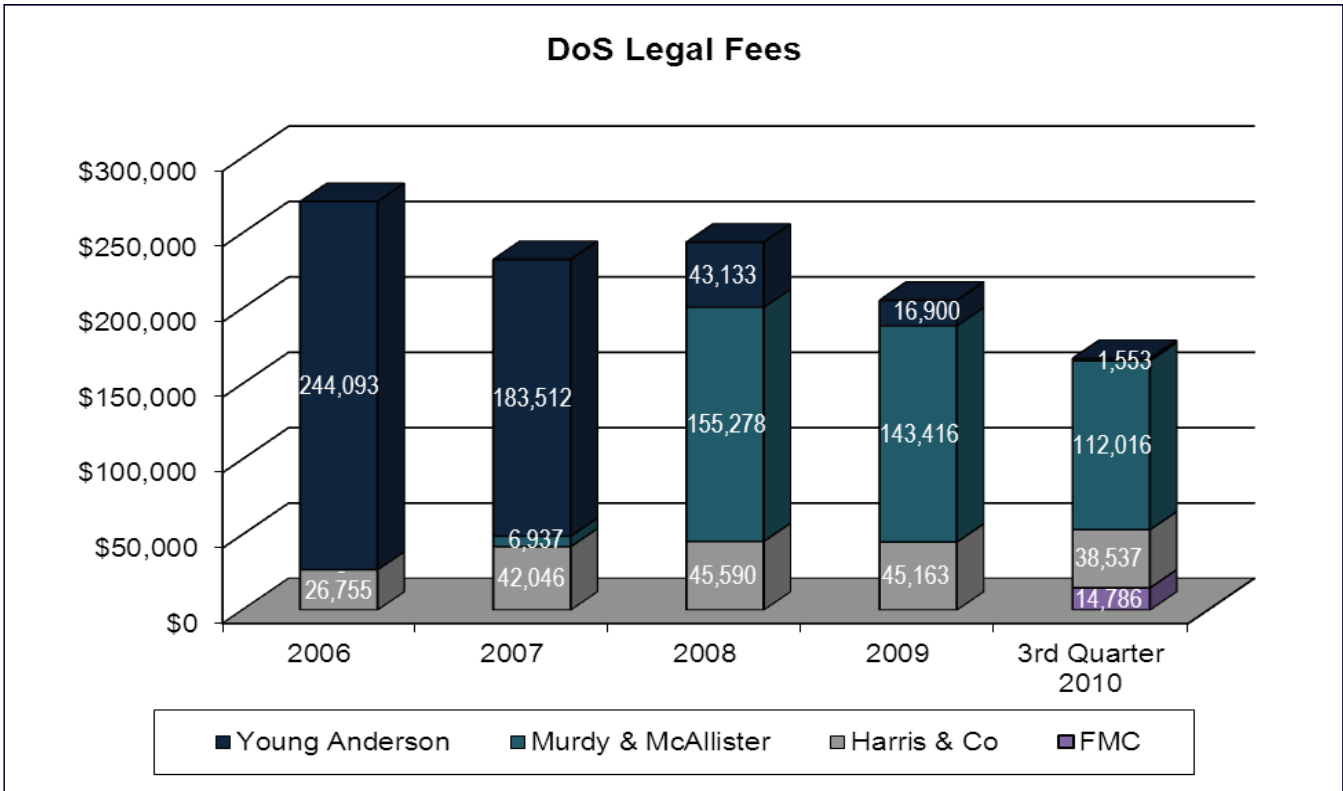
Operations - Watering 2nd & 3rd Quarter - 2010

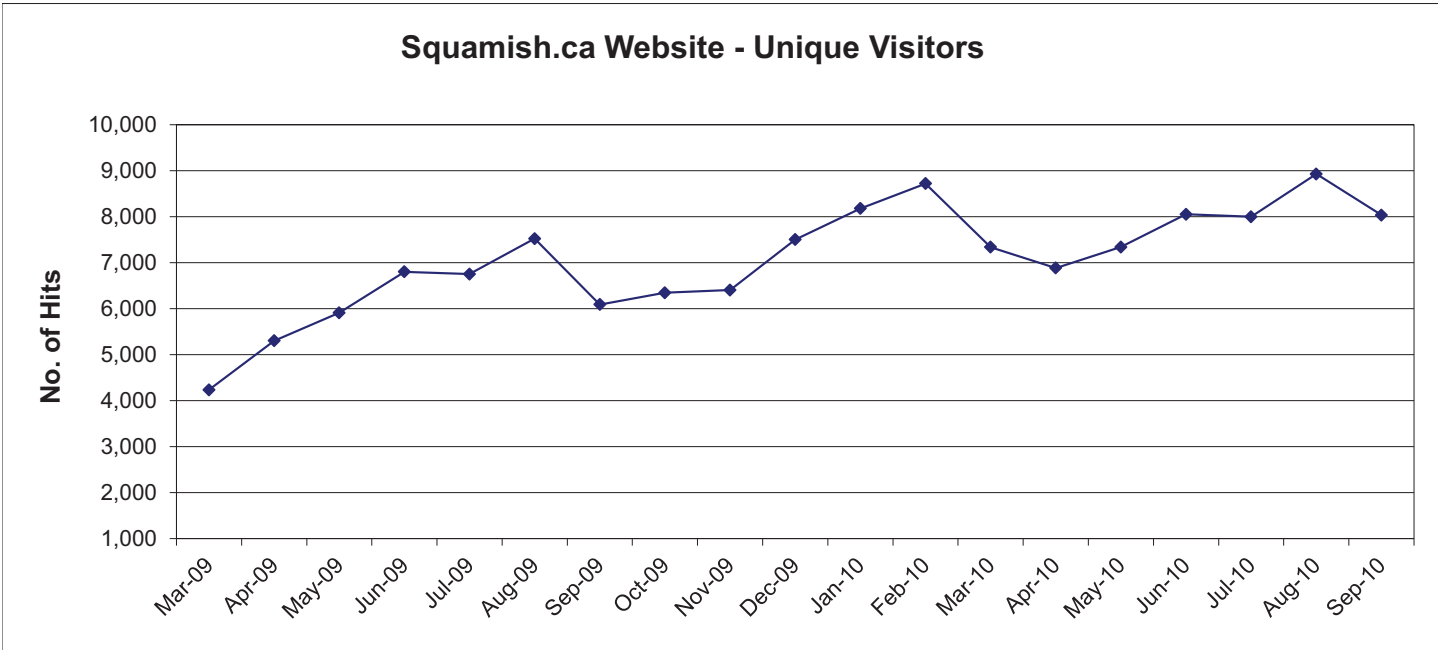
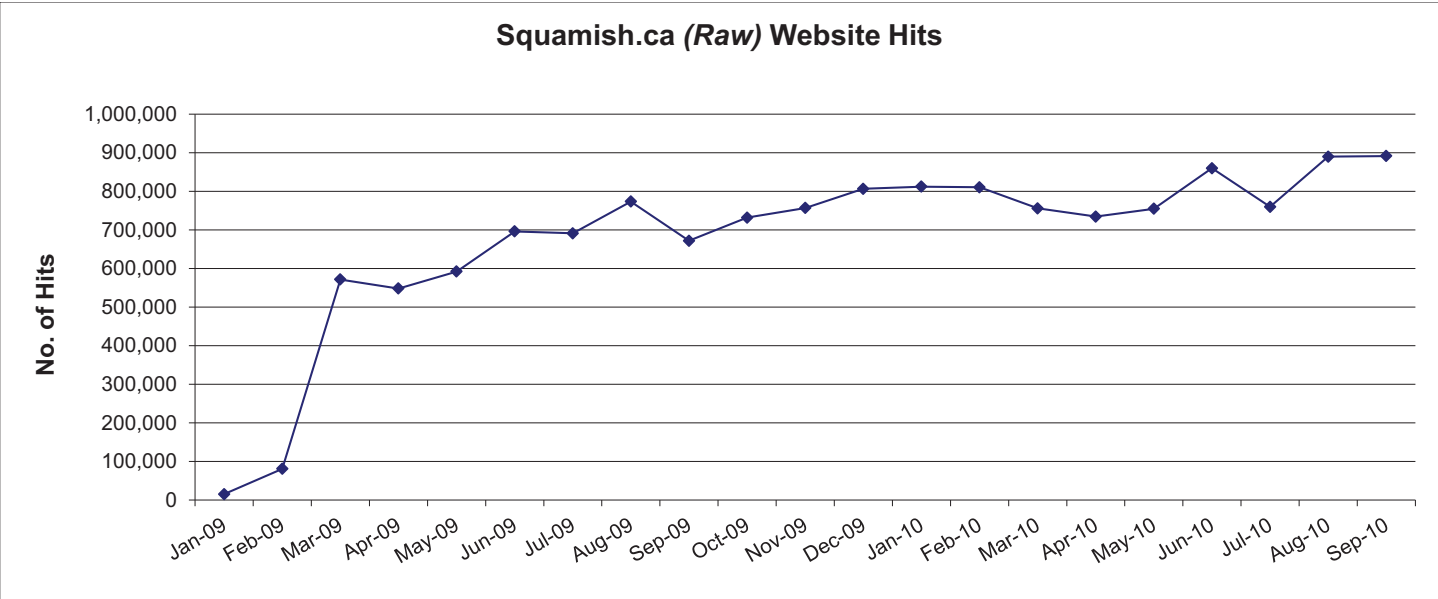




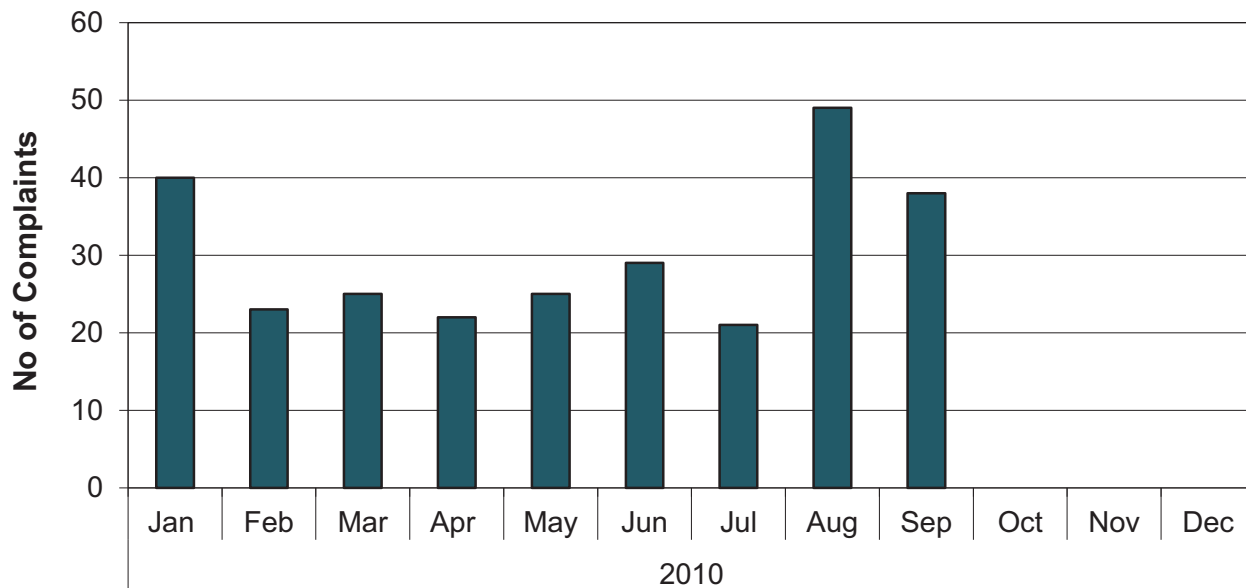
Cemetery Work Summary 1st, 2nd, 3rd Quarter - 2010



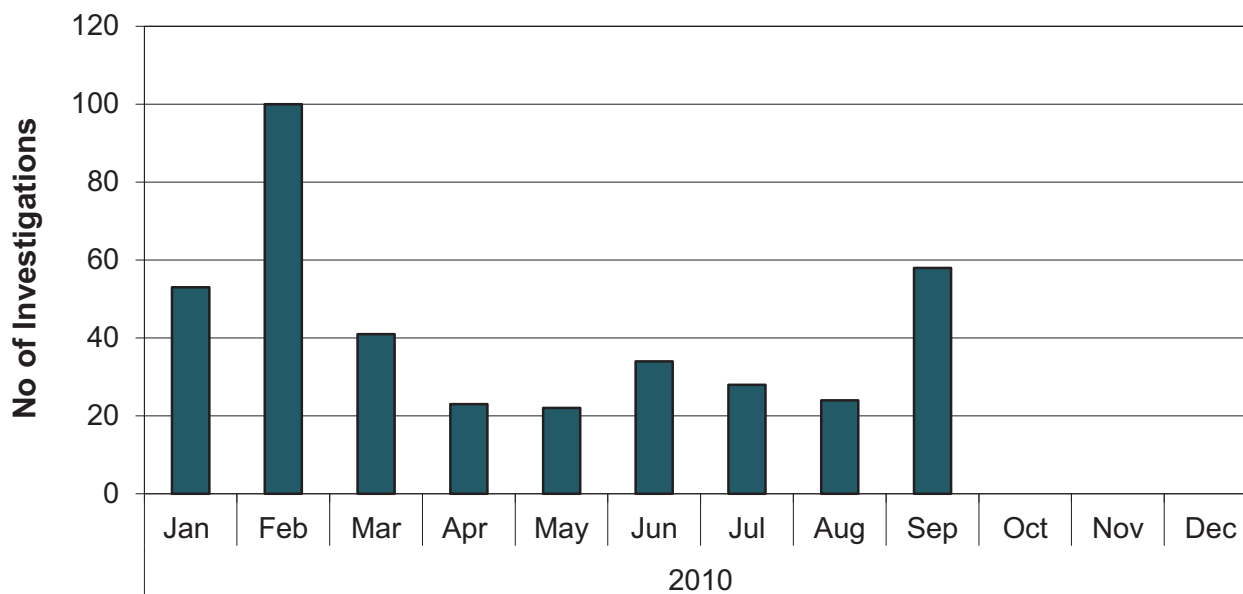




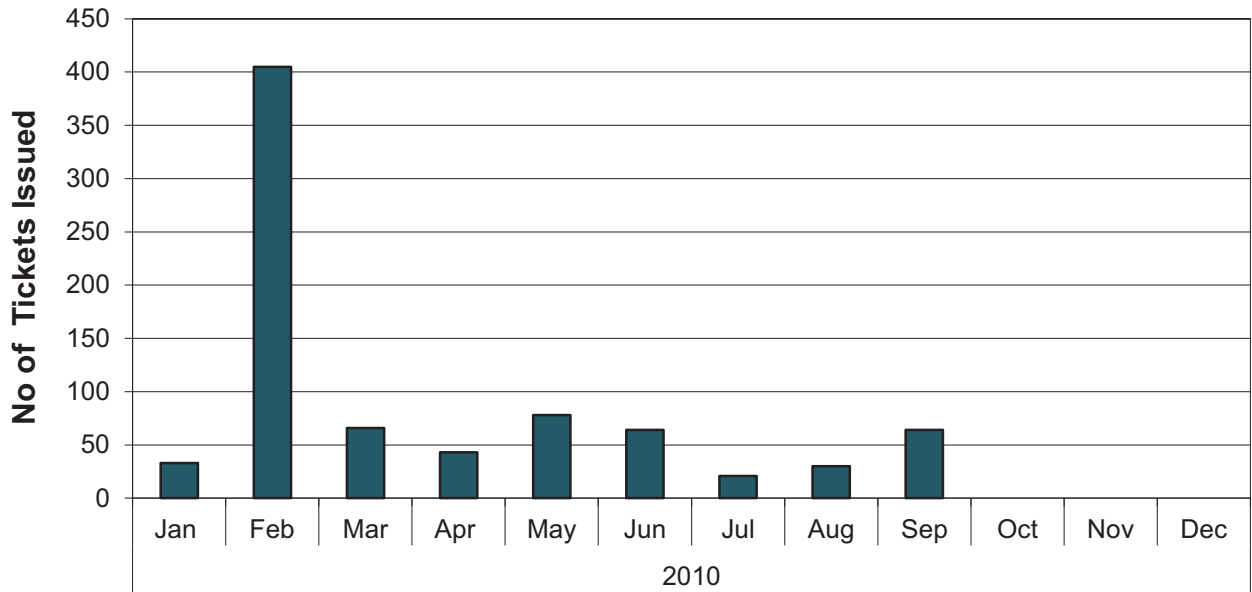
Bylaw Enforcement - Complaints



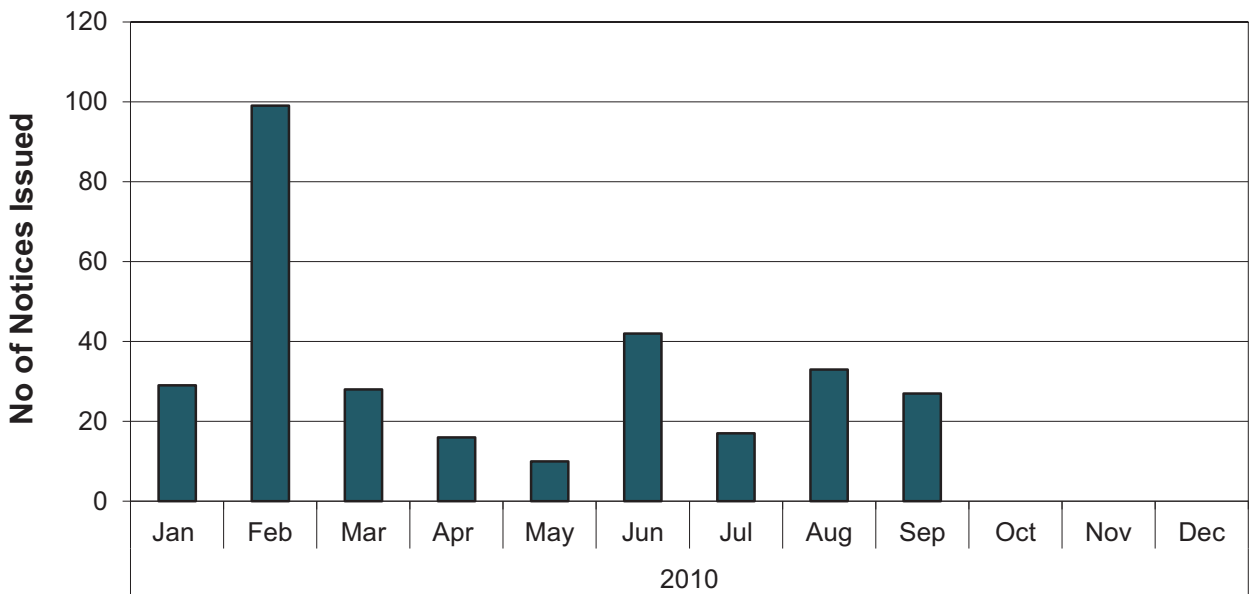
Bylaw Enforcement - Investigations



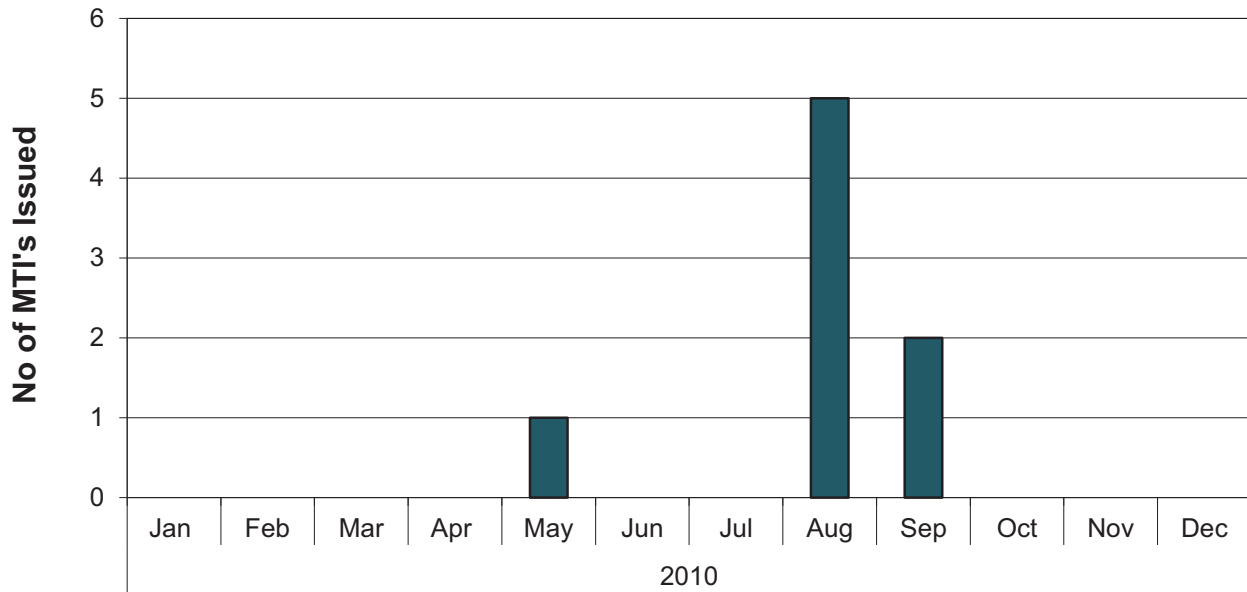
Bylaw Enforcement - Parking Tickets Issued



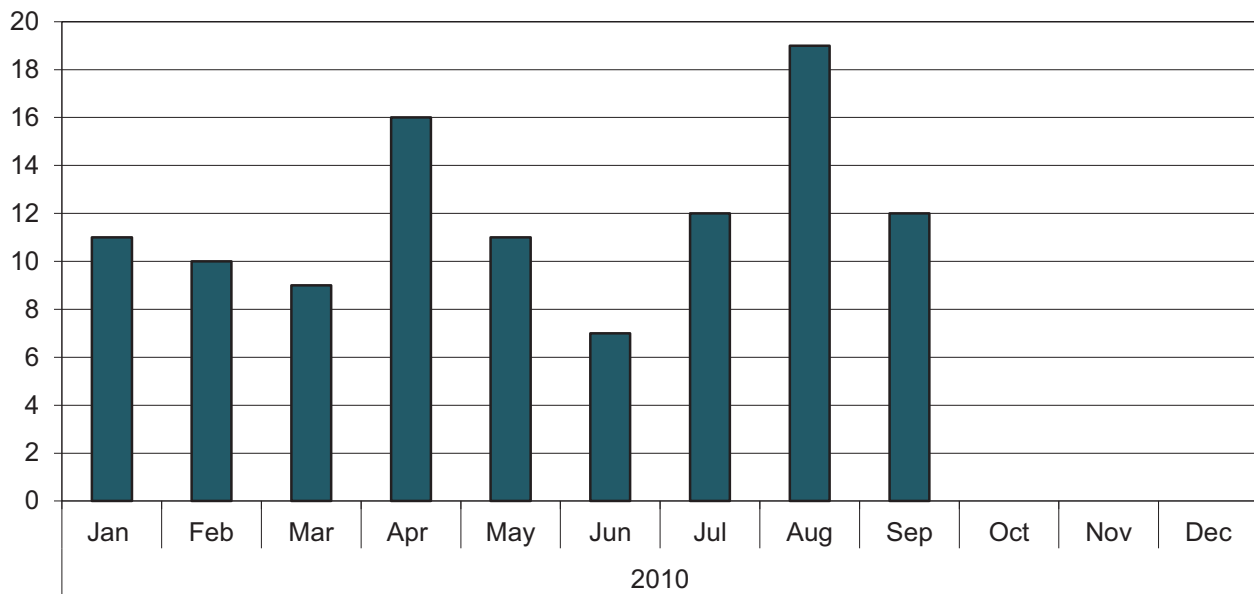
Bylaw Enforcement - Warning Notices Violation



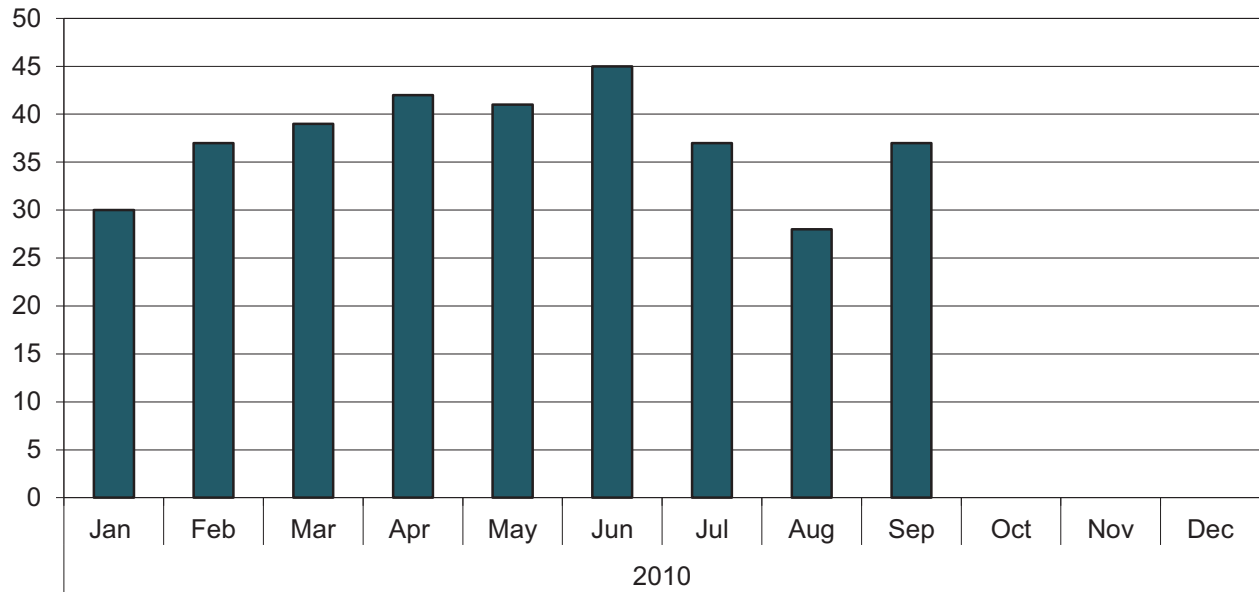
Bylaw Enforcement - MTI's Issued



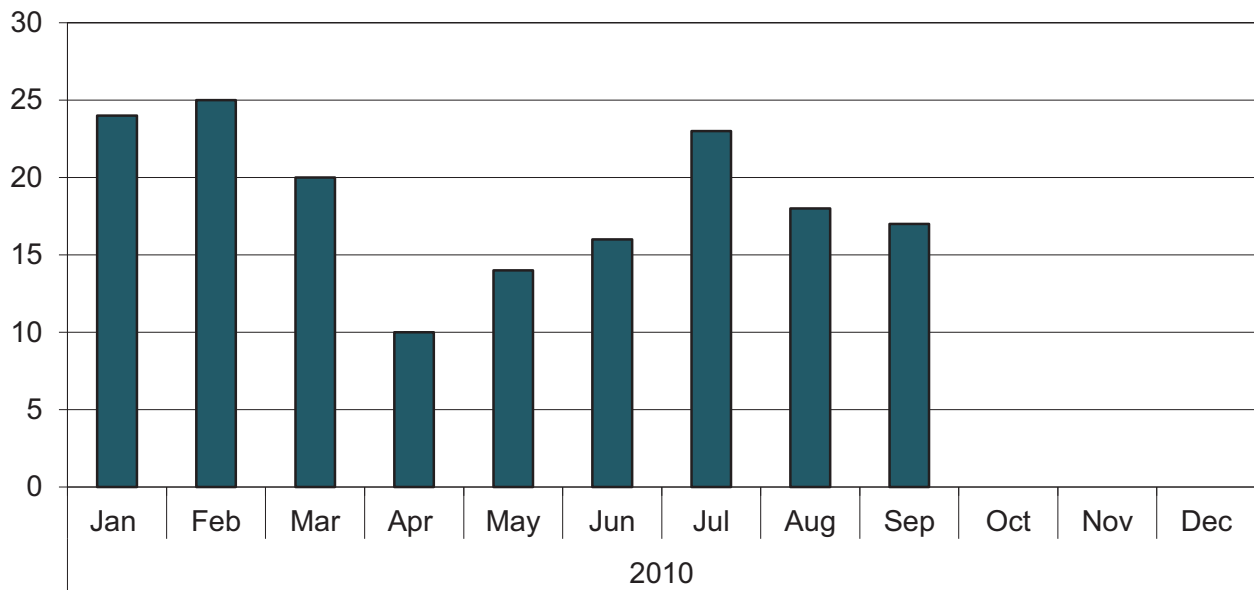
Animal Control - Complaints



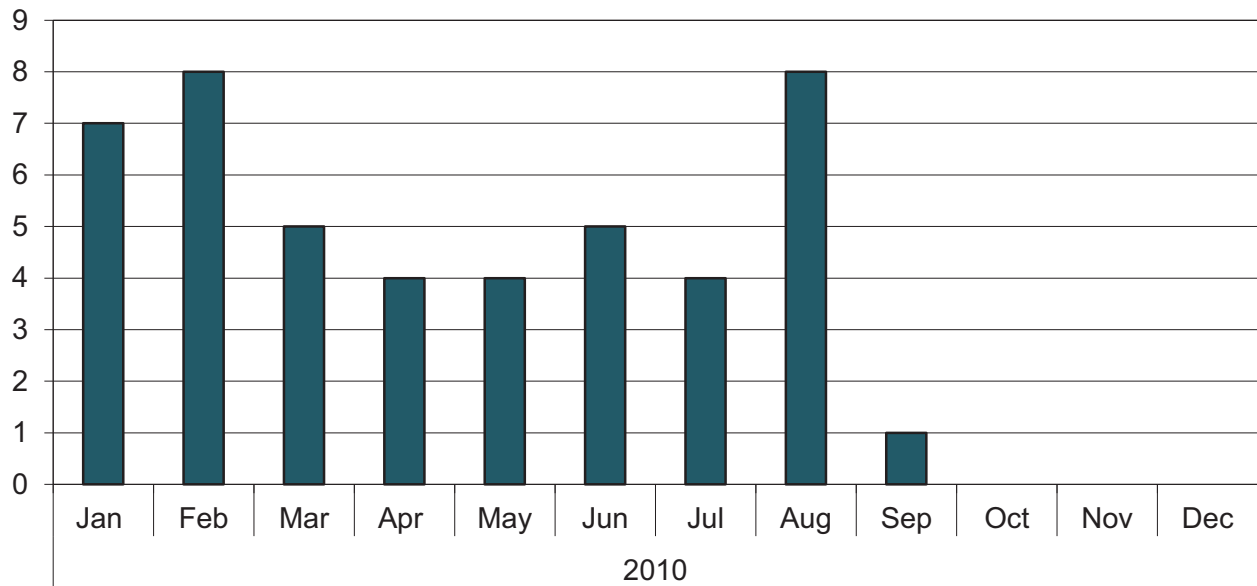
Animal Control - Officer Call Outs



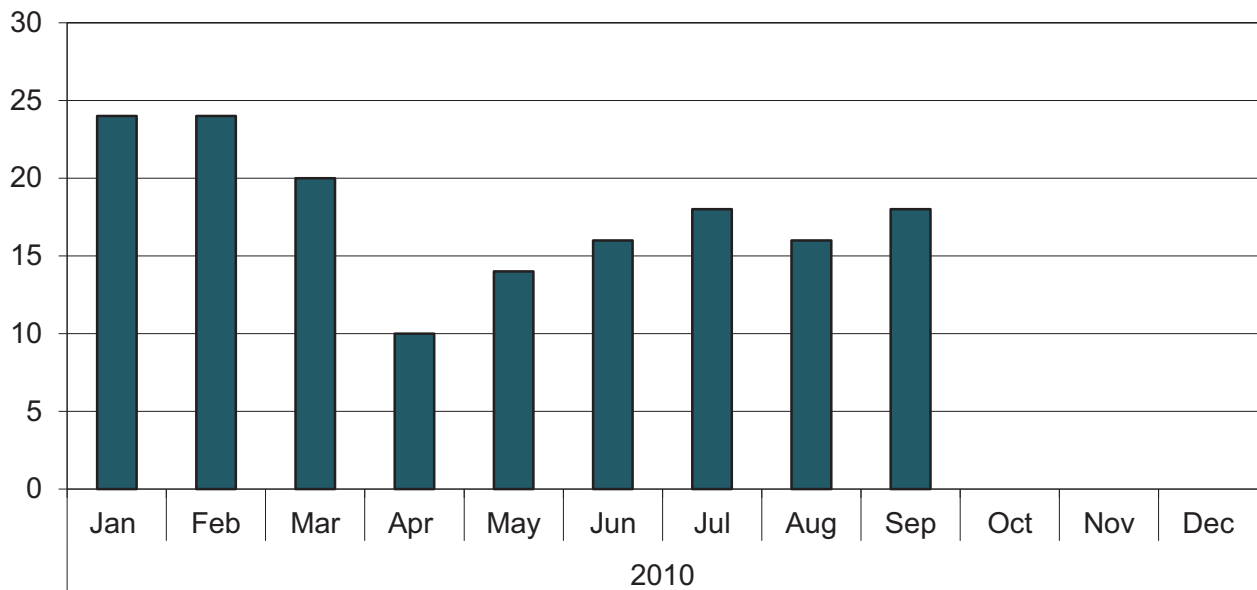
Animal Control - Dogs Impounded



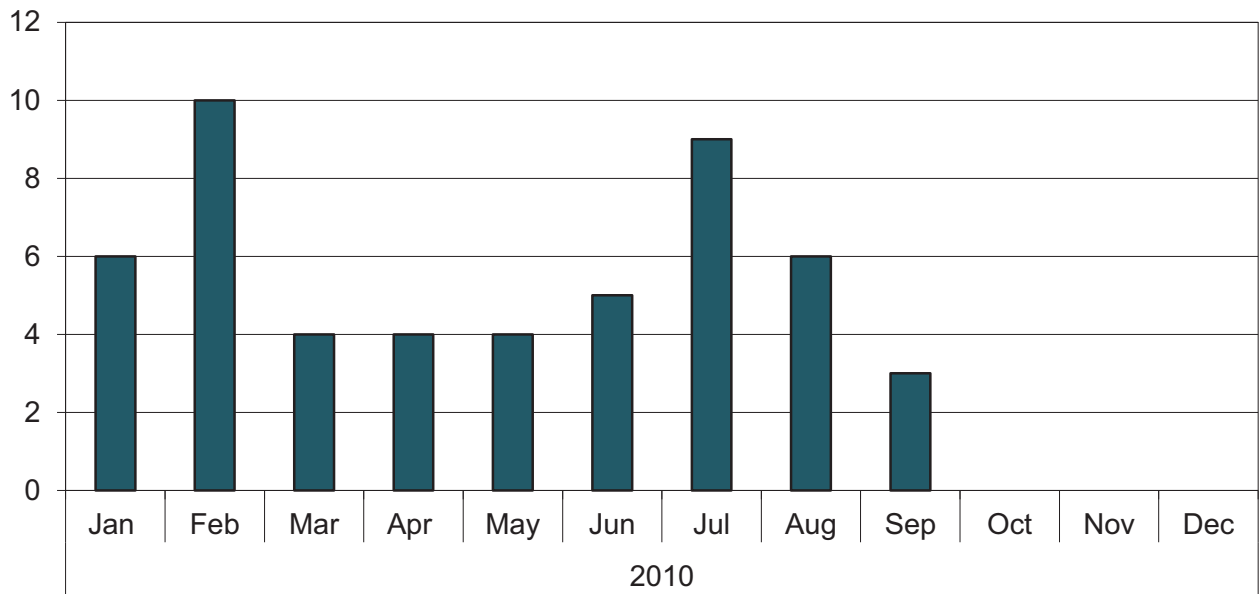
Animal Control - Dogs Surrendered



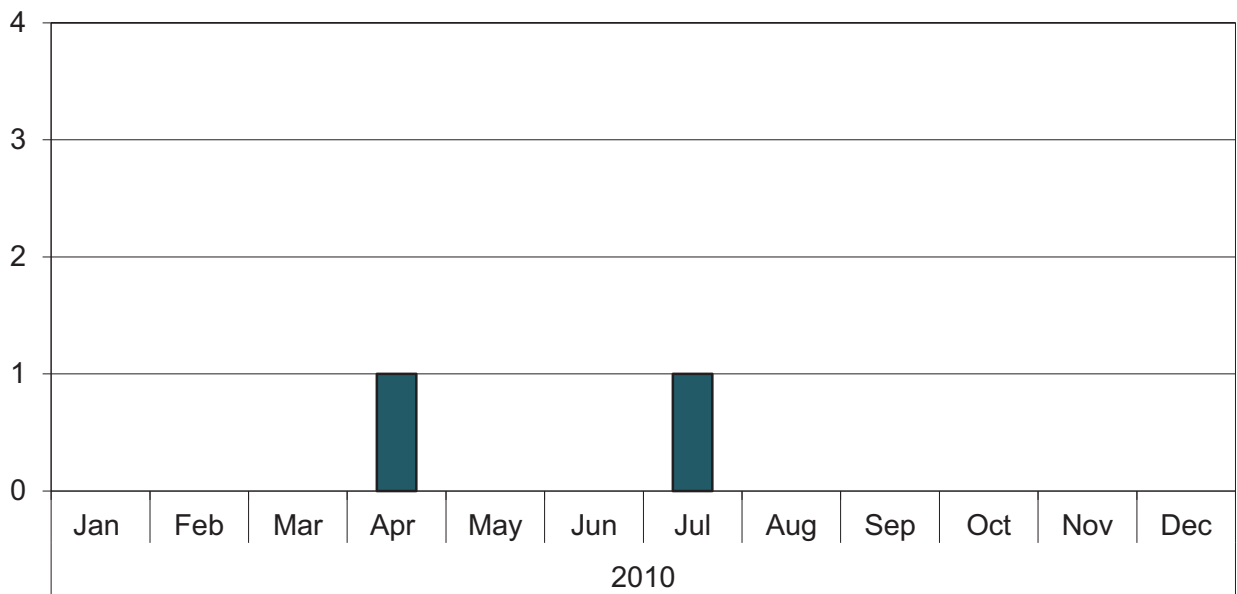
Animal Control - Dogs Claimed



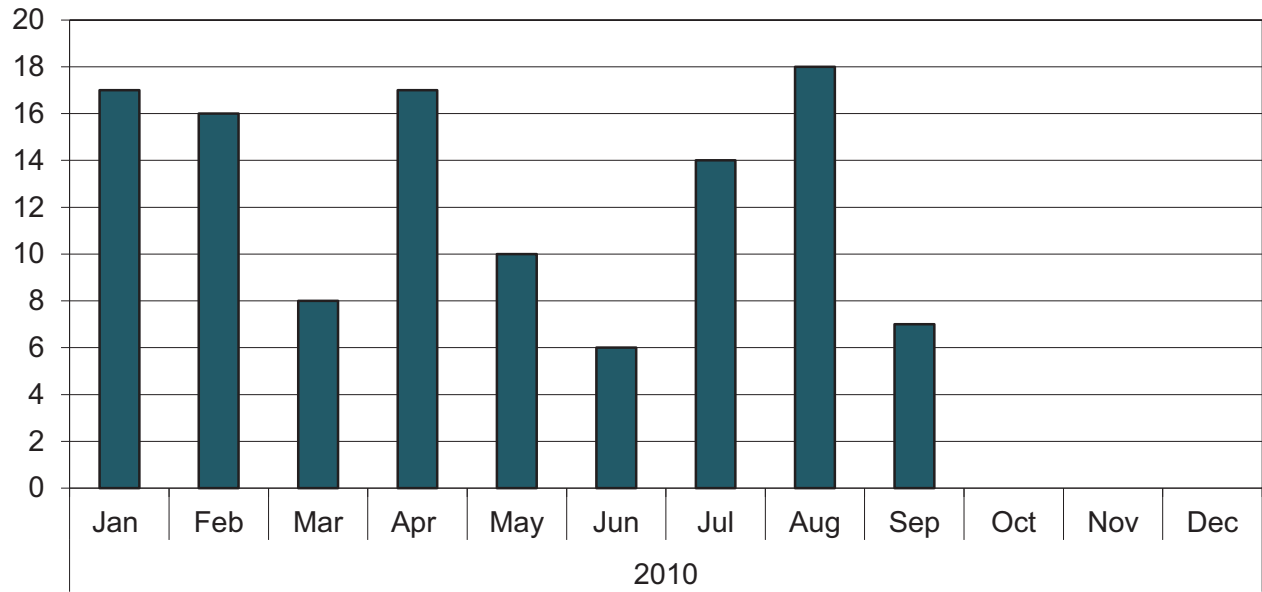
Animal Control - Dogs Adopted



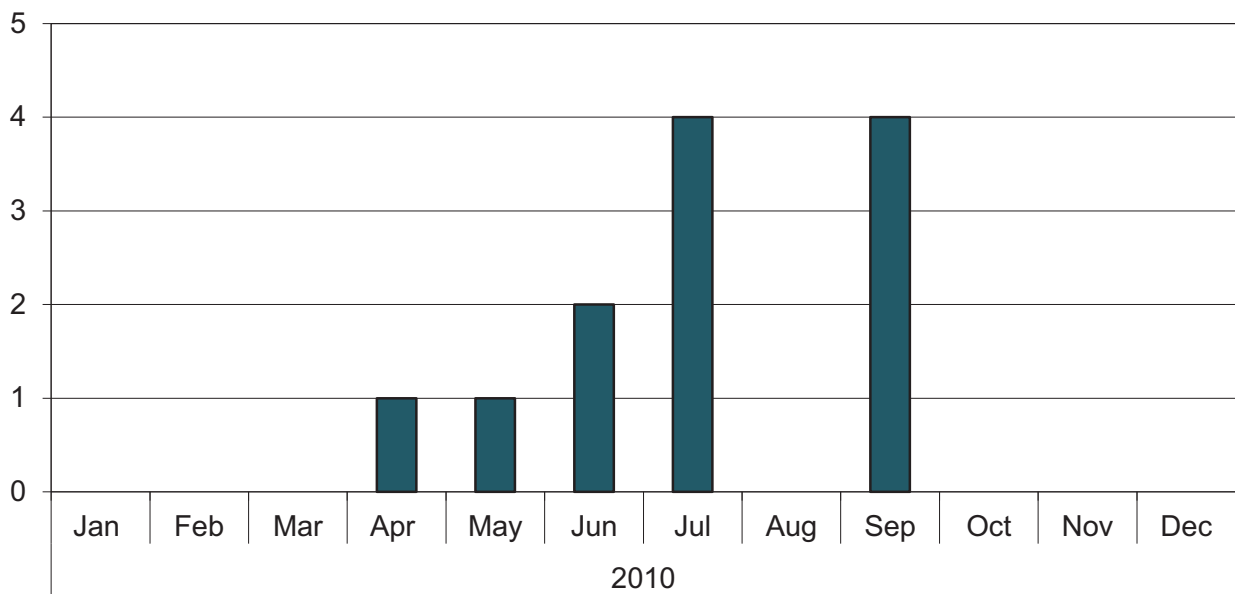
Animal Control - Dogs Euthanized



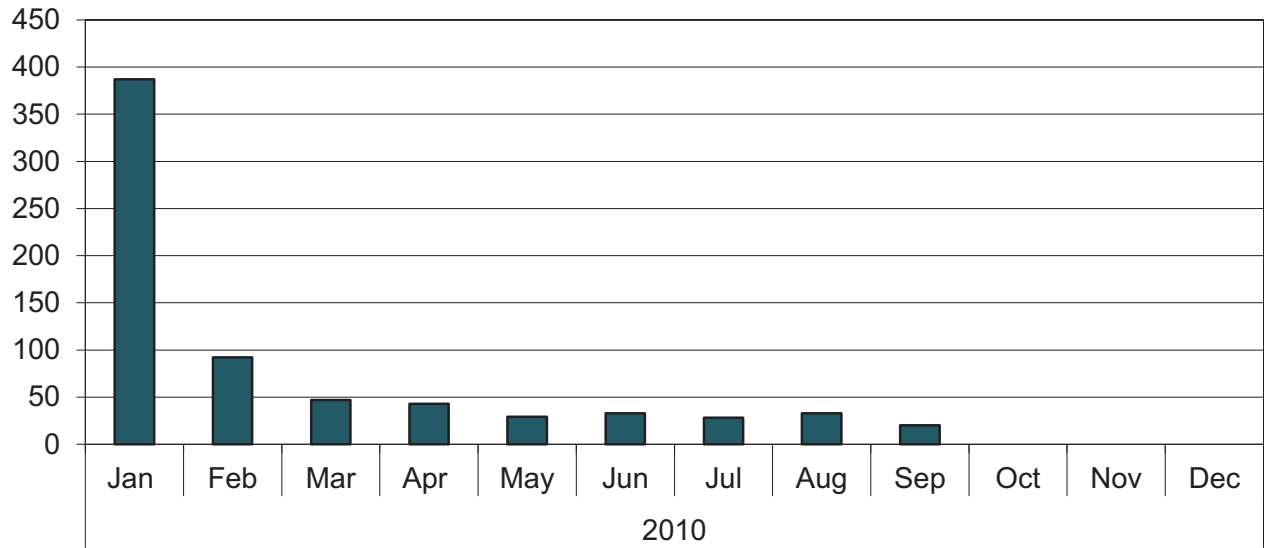
Animal Control - Warnings & Orders Issued



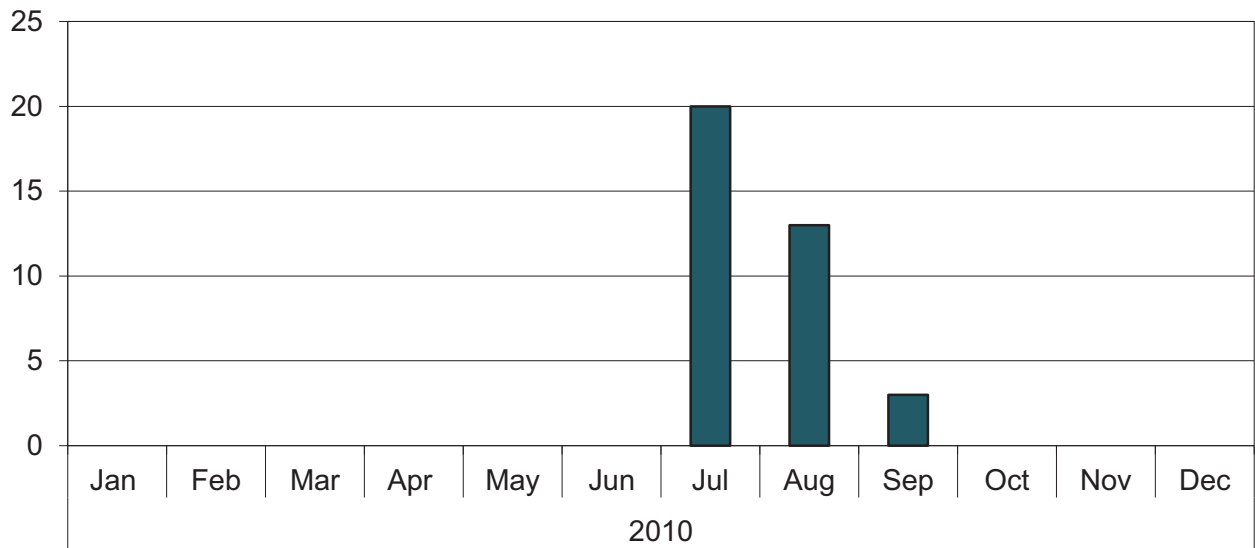
Animal Control - MTI's Issued

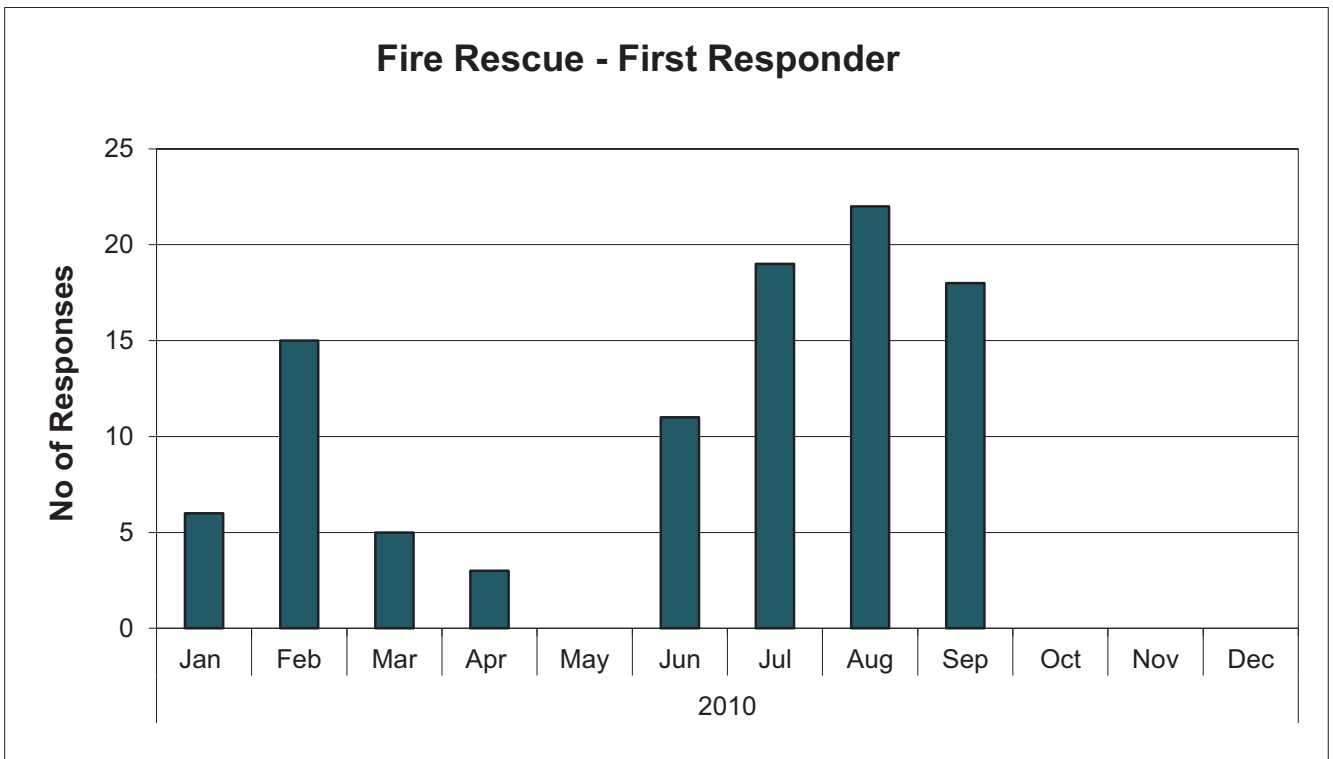
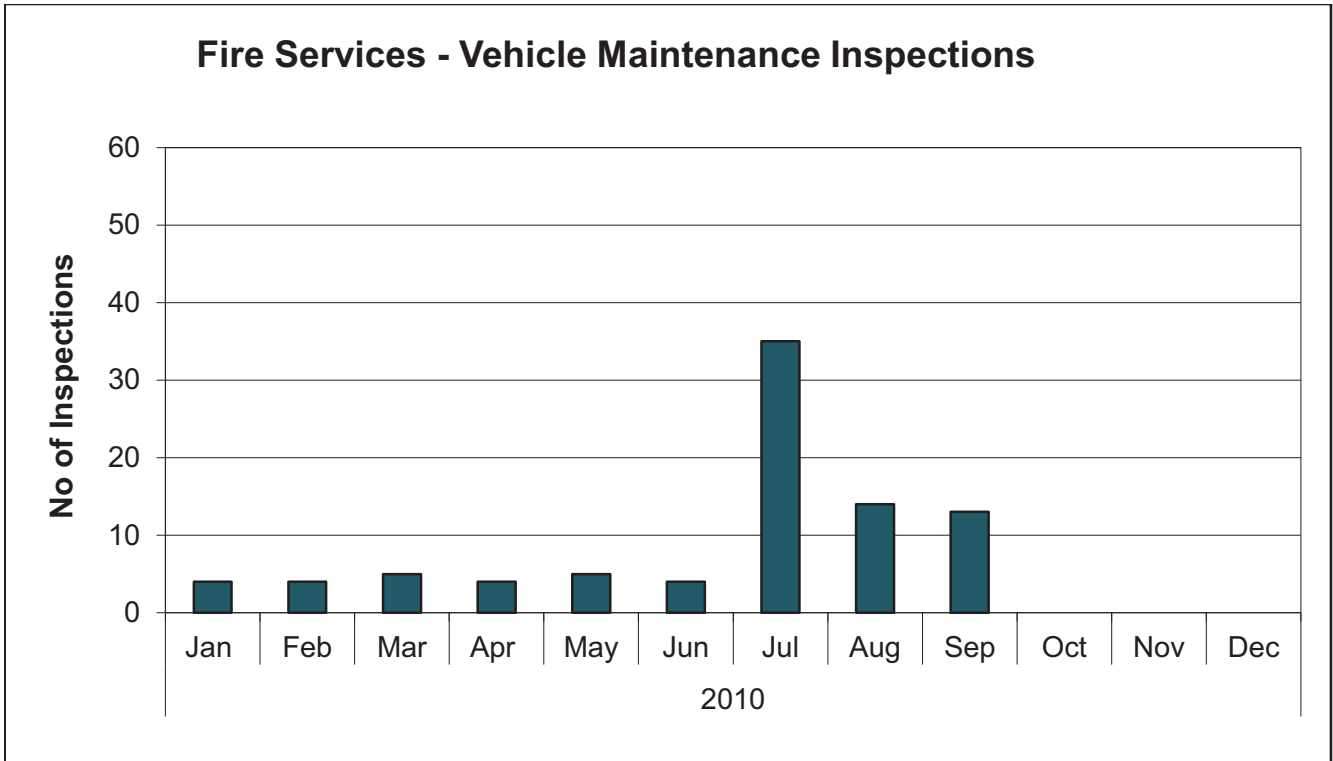


Animal Control Dog Licenses Sold @ Pound

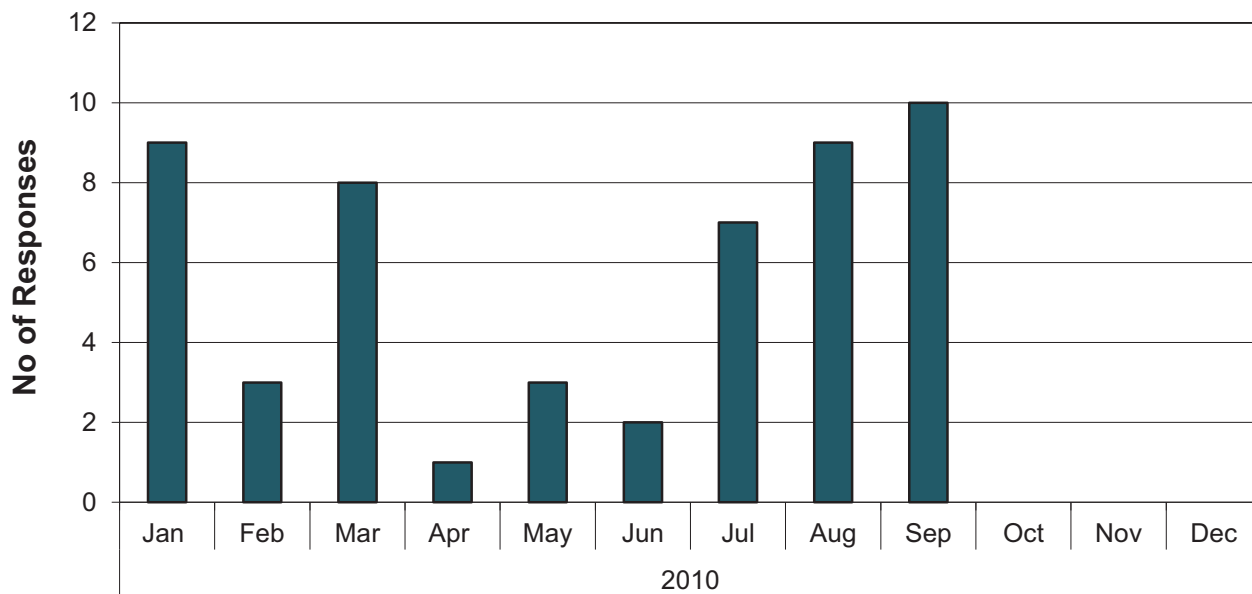


Animal Control Dog Licenses Sold @ Municipal Hall

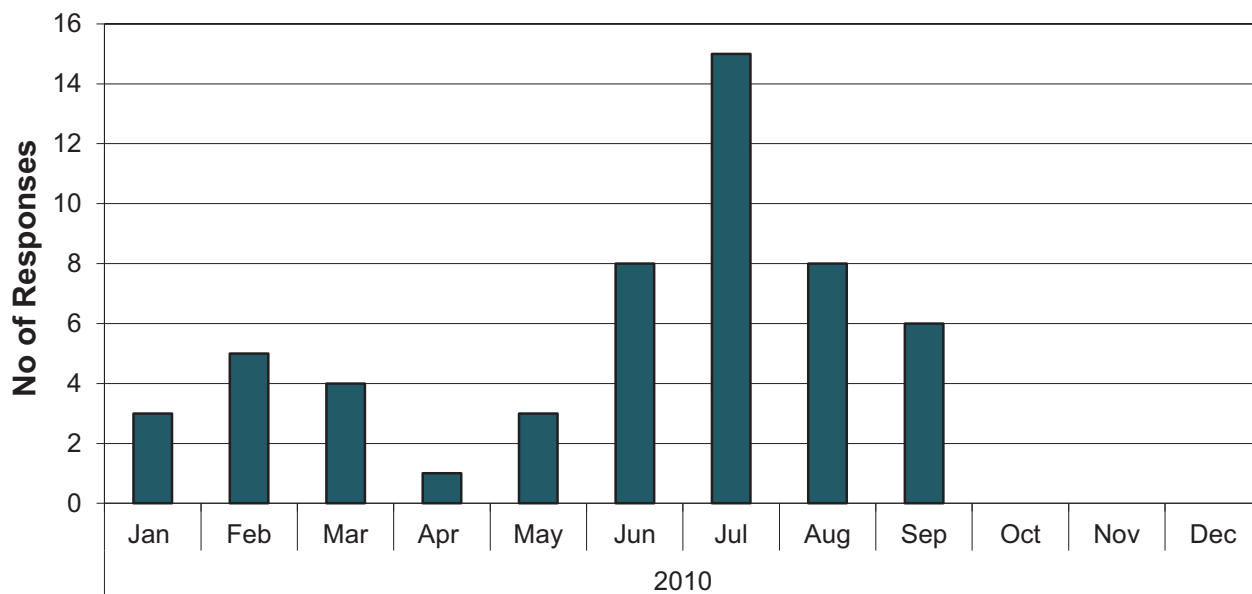




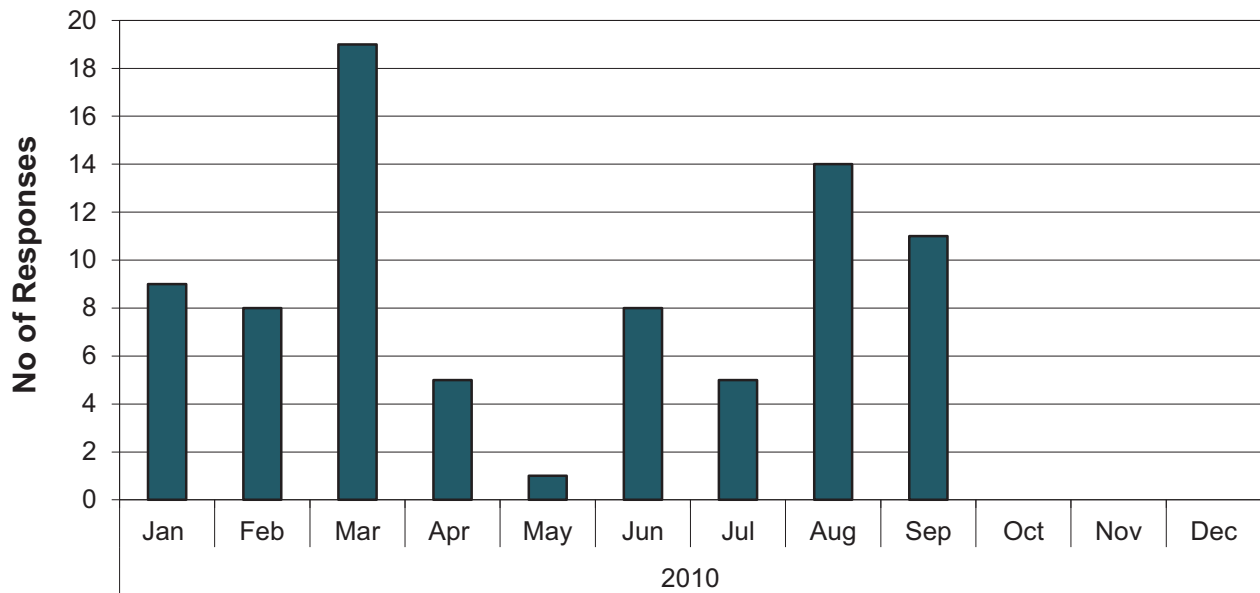
Fire Rescue - MVA



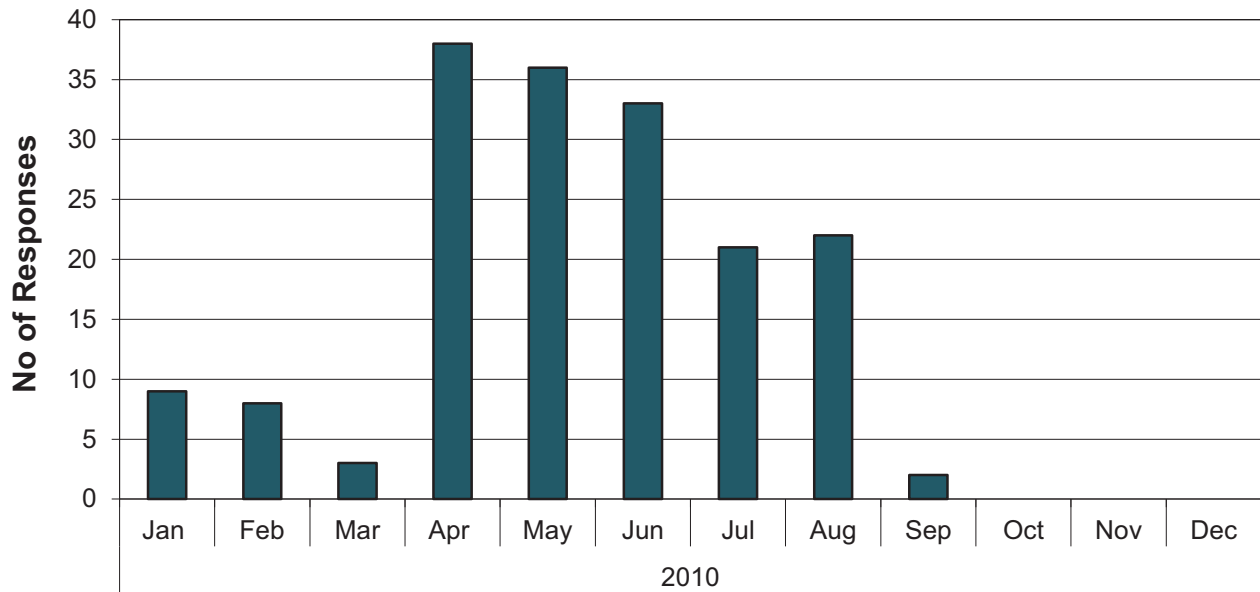
Fire Rescue - Fires



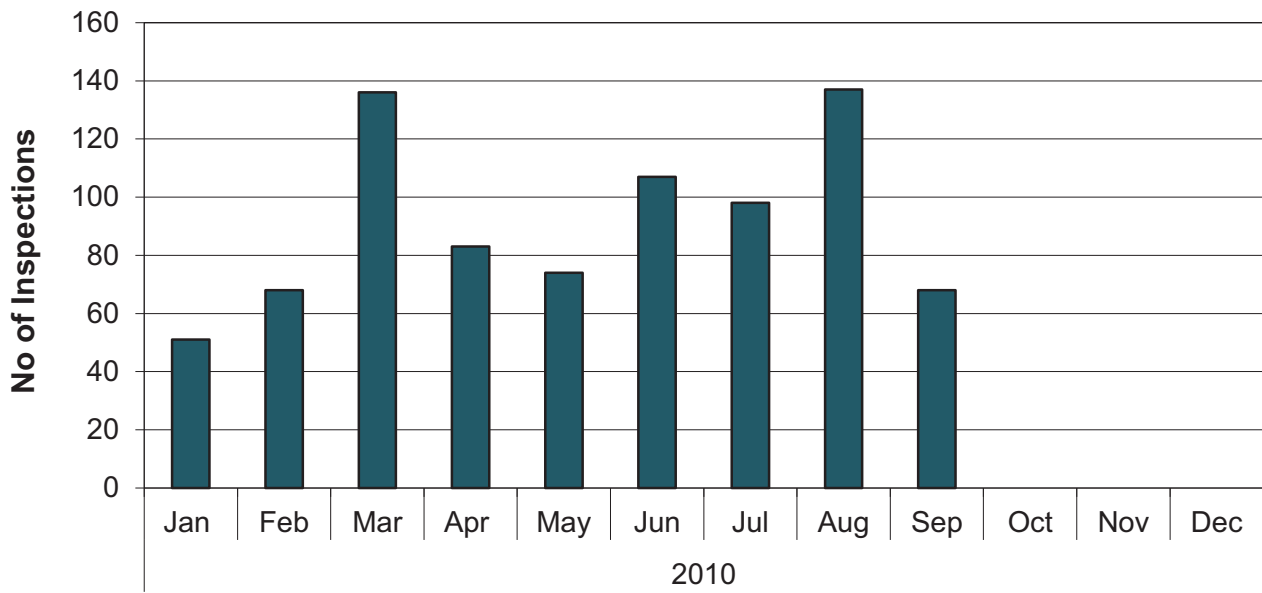
Fire Rescue - Nuisance



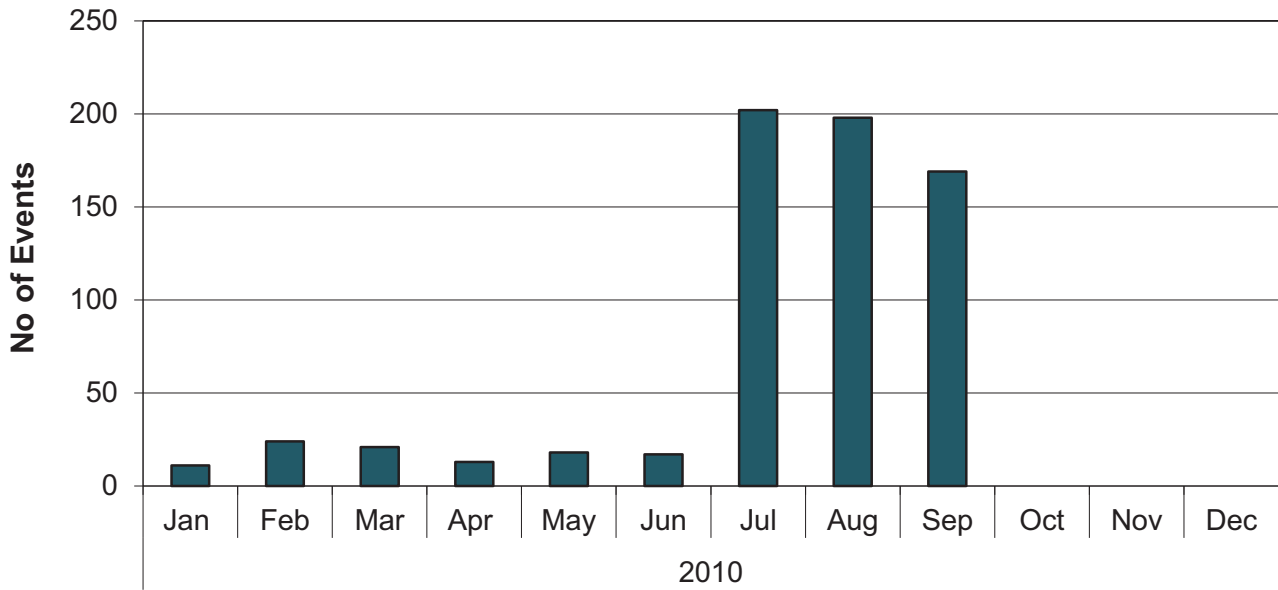
Fire Rescue - Other



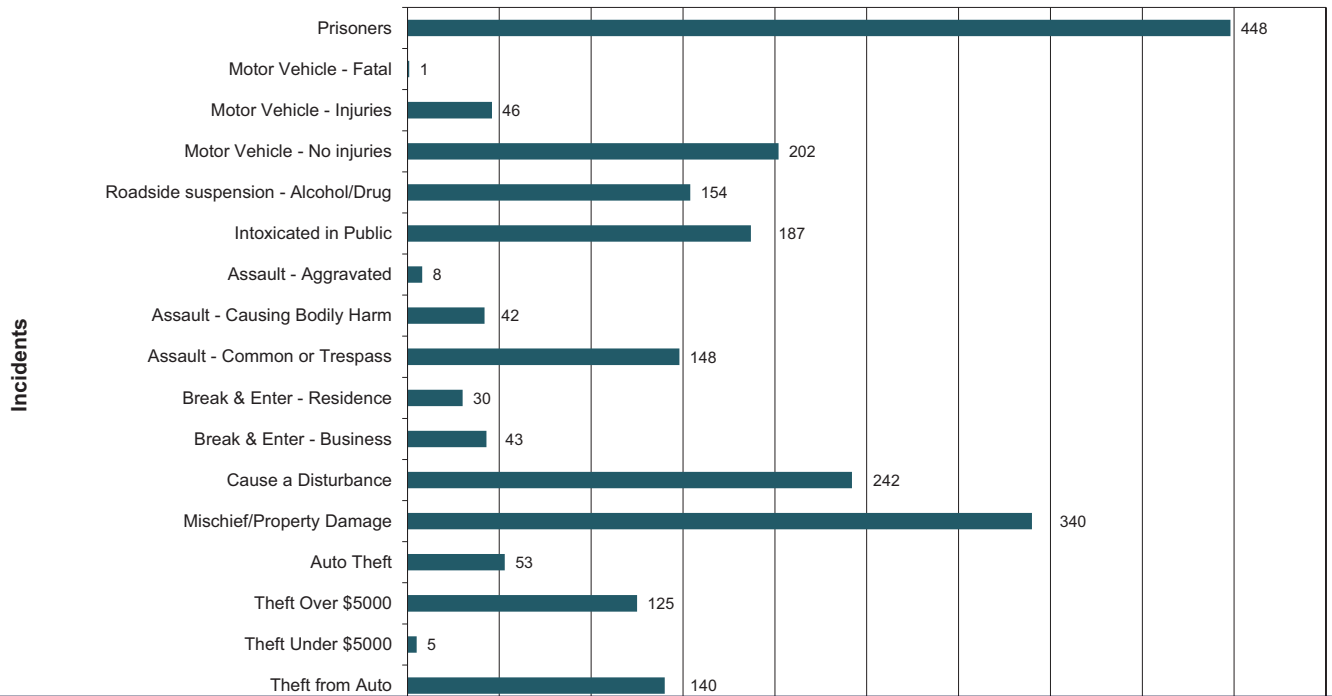
Fire Services - Inspections



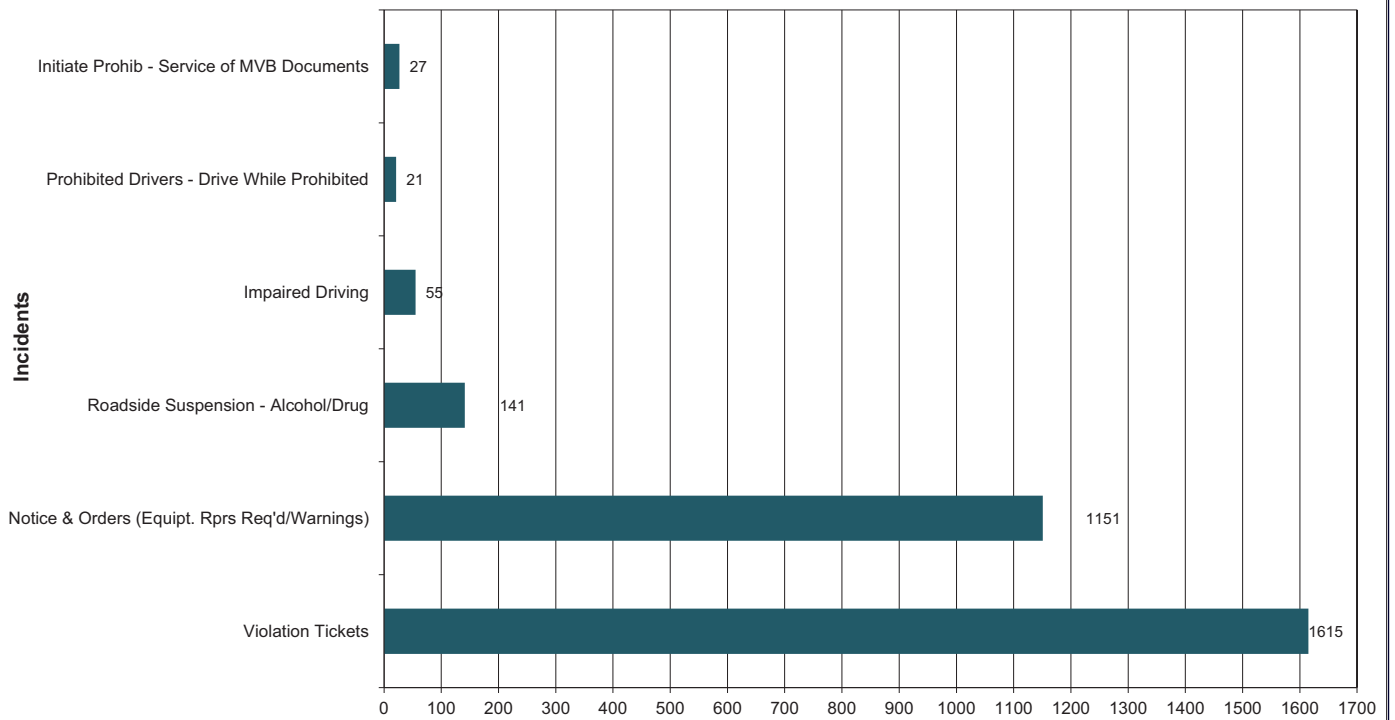
Fire Services - Training Events



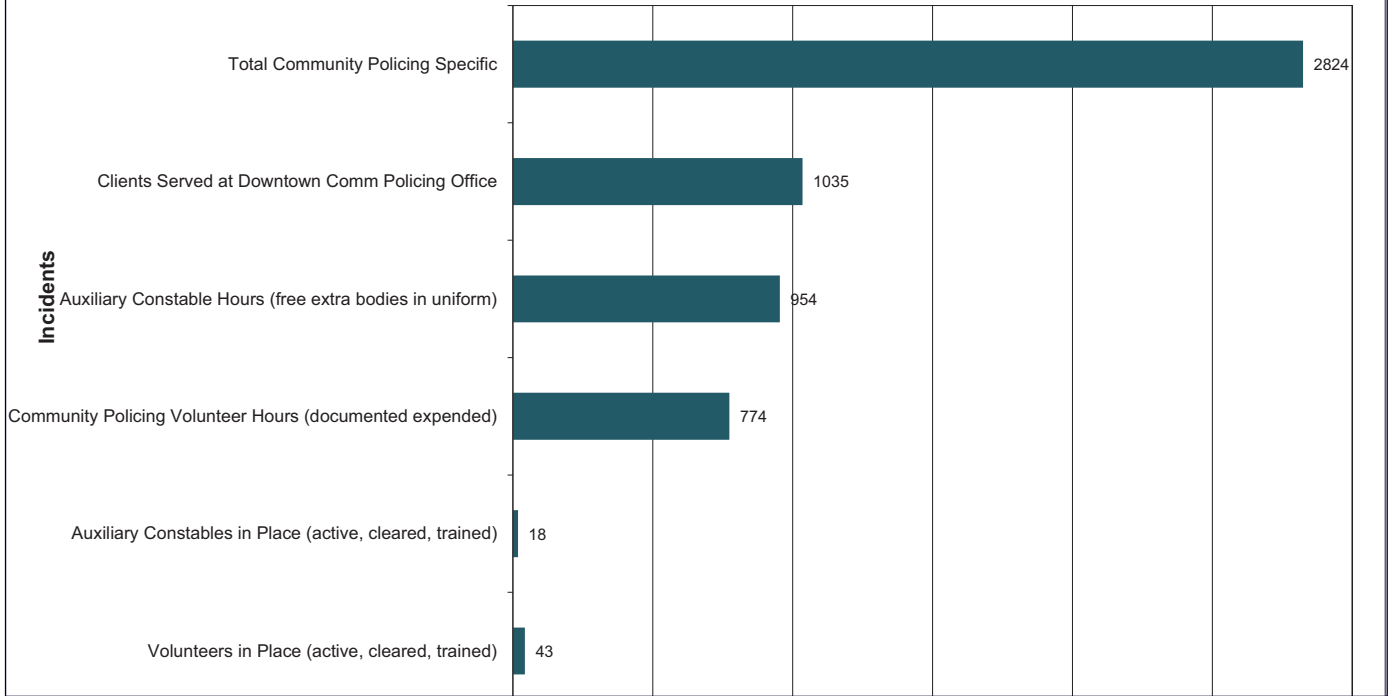
**RCMP - General Duty Policing
1st, 2nd & 3rd Quarter - 2010**



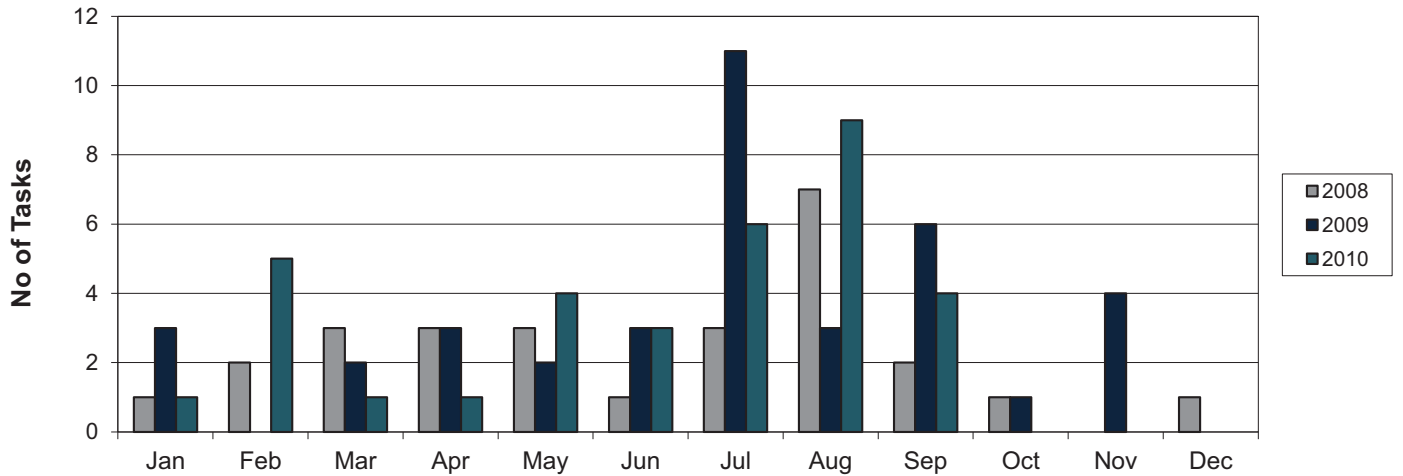
**RCMP - Traffic Specific
1st, 2nd & 3rd Quarter - 2010**



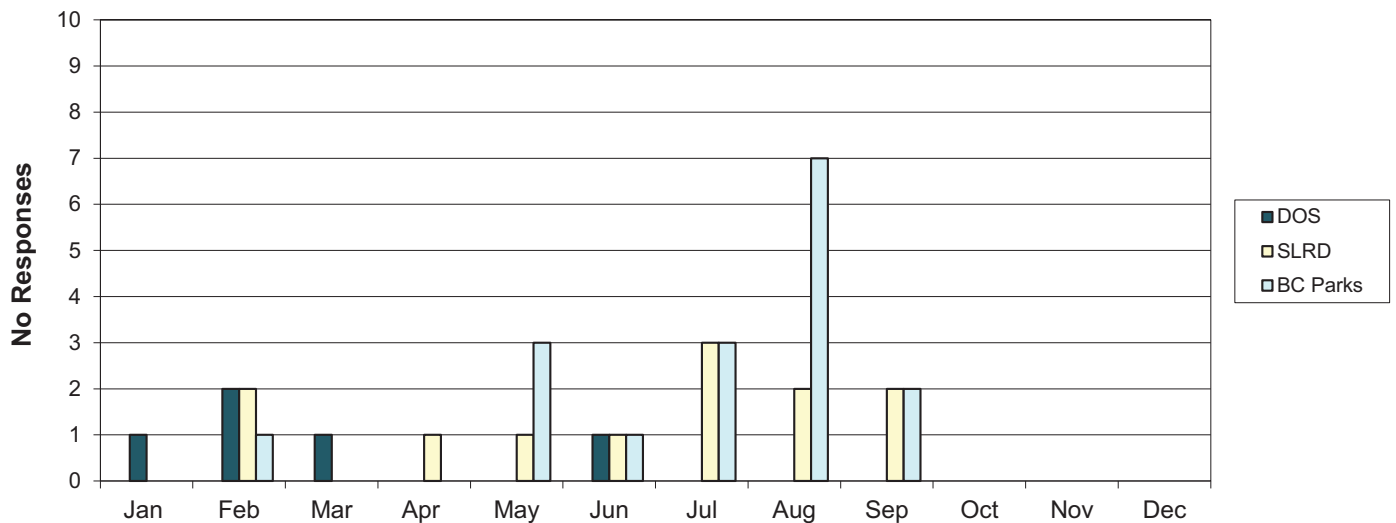
**RCMP - Community Policing
1st, 2nd & 3rd Quarter - 2010**



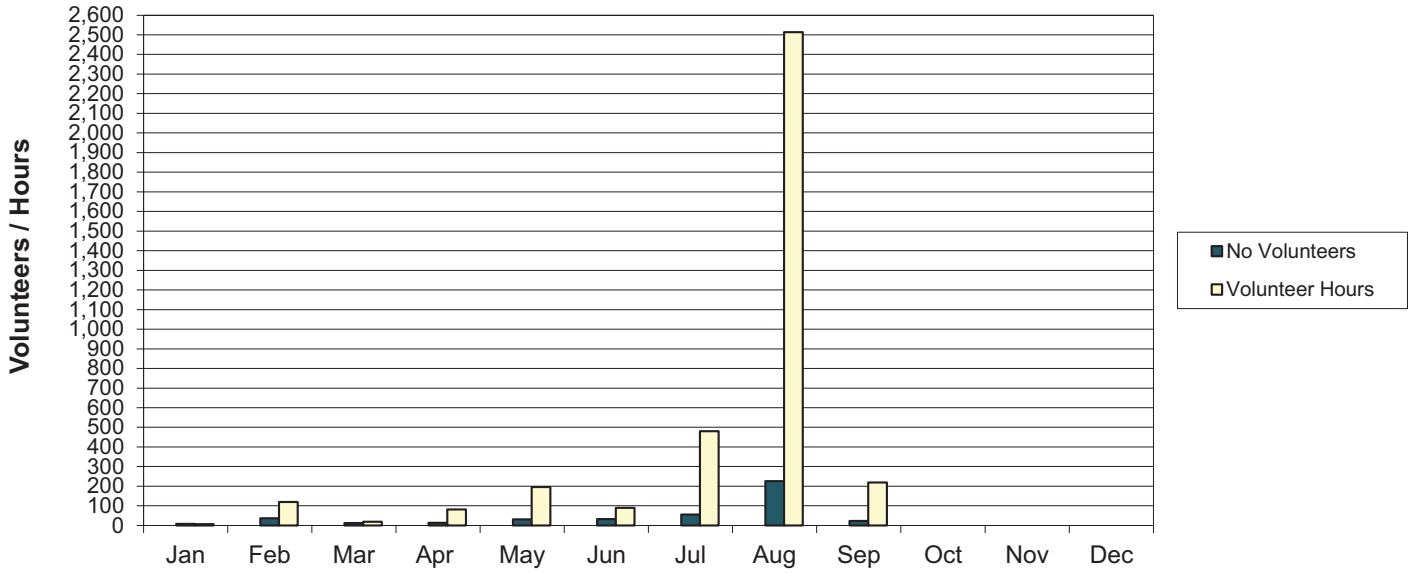
Squamish Emergency Program Tasks
2008 - 2010 Monthly Report



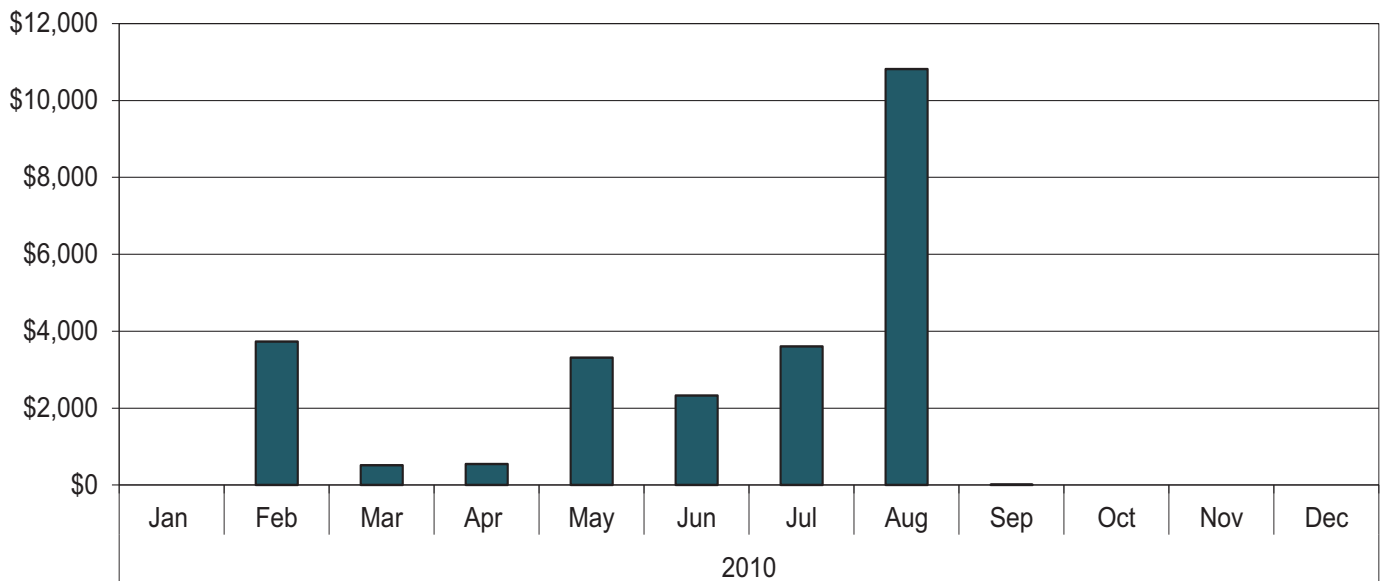
SAR - Area of Response - 2010



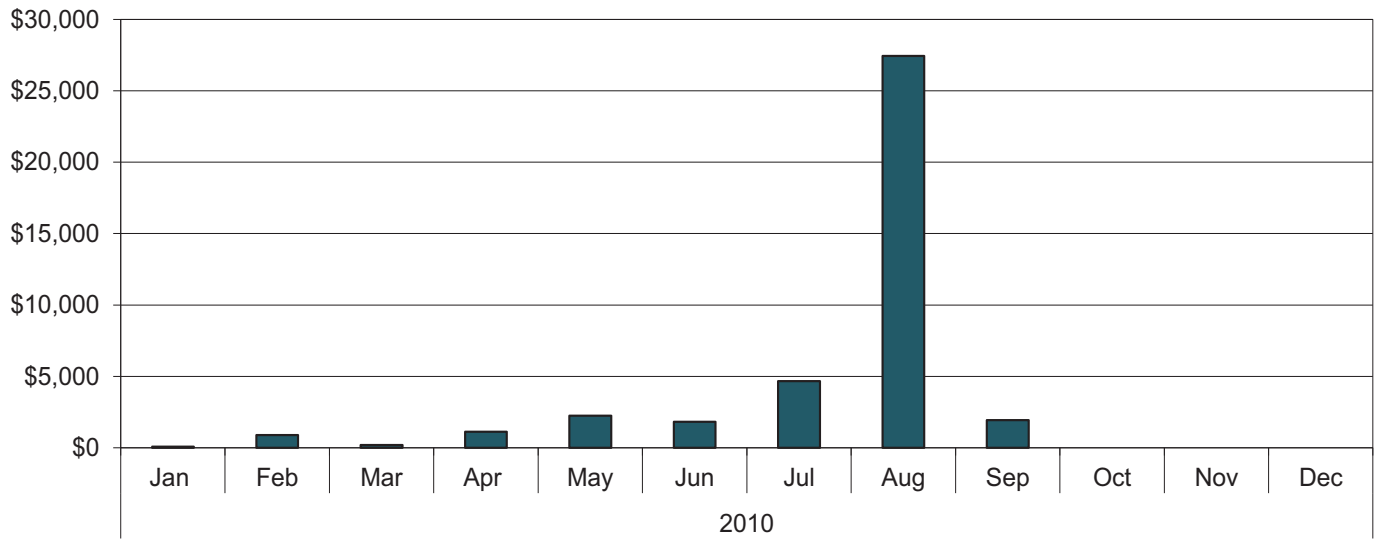
SAR Volunteers / Hours - 2010

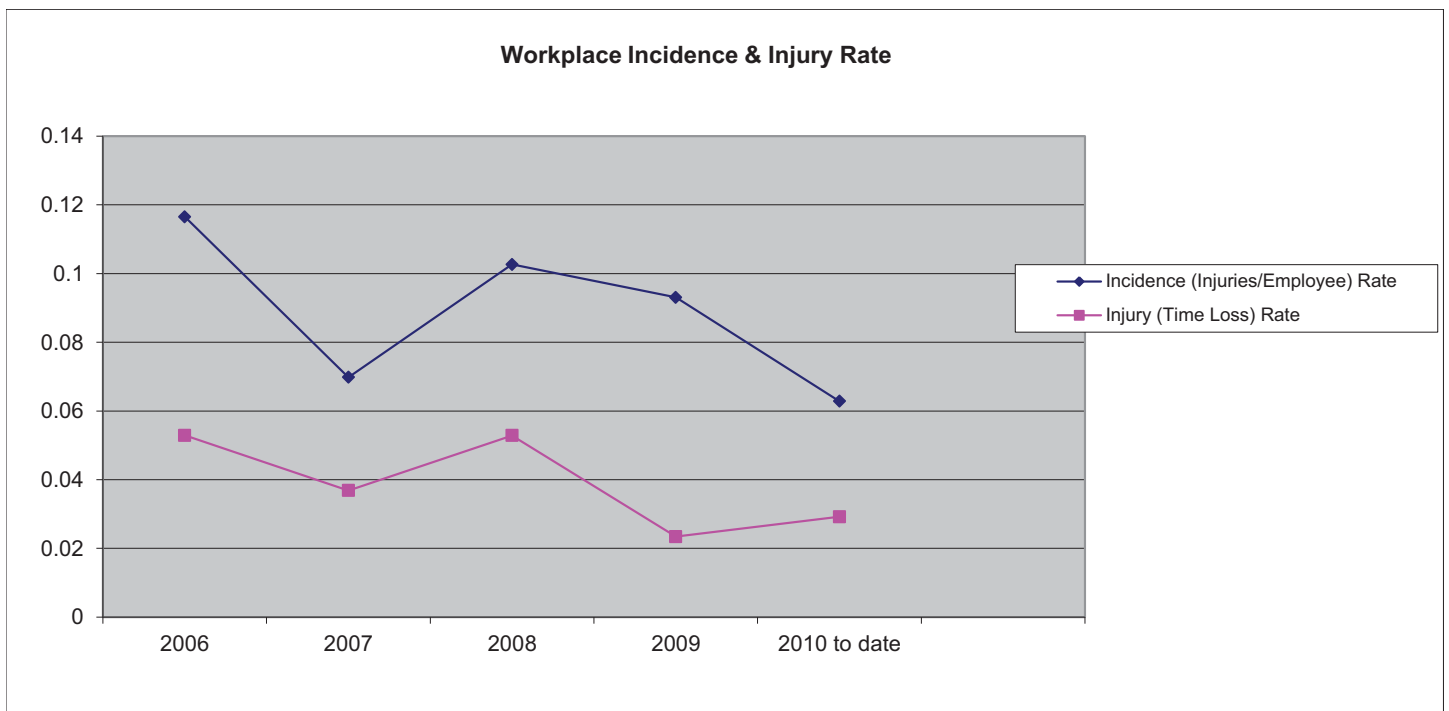
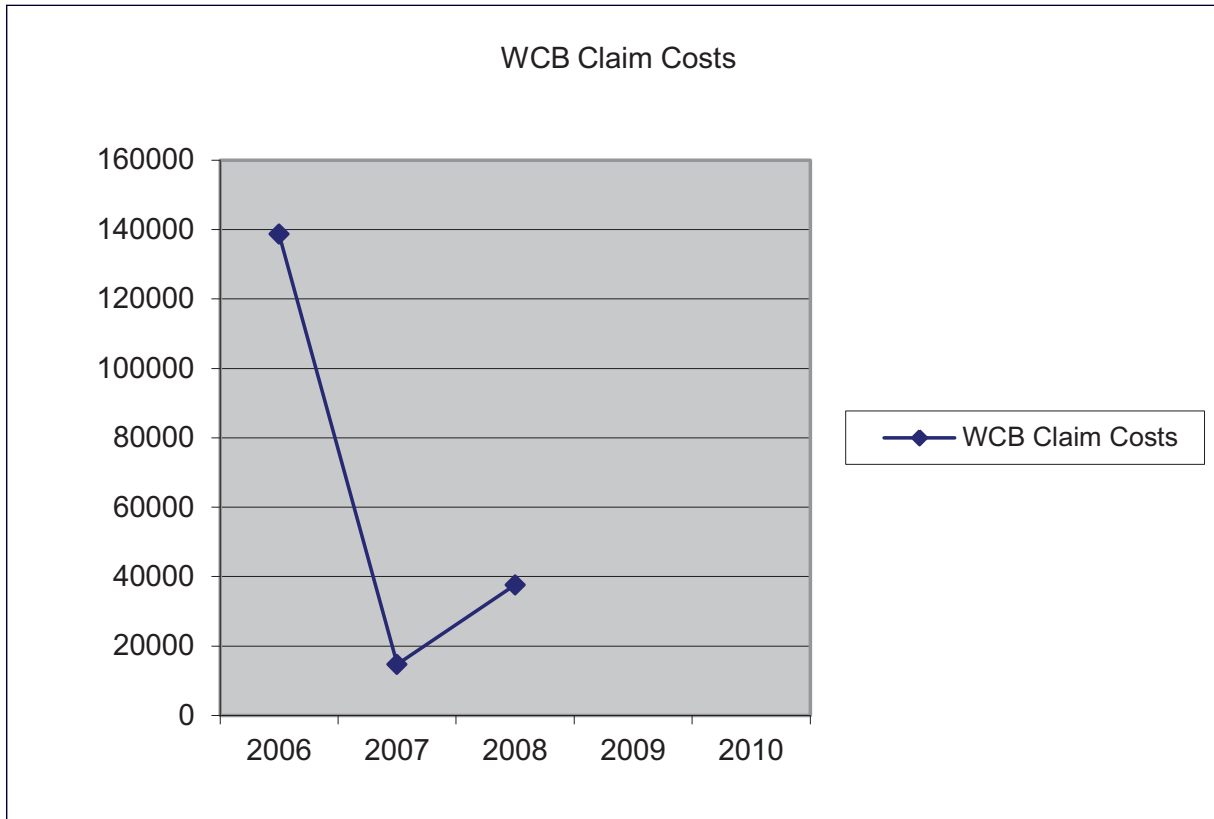


DOS Cost Recovery - EMBC - 2010

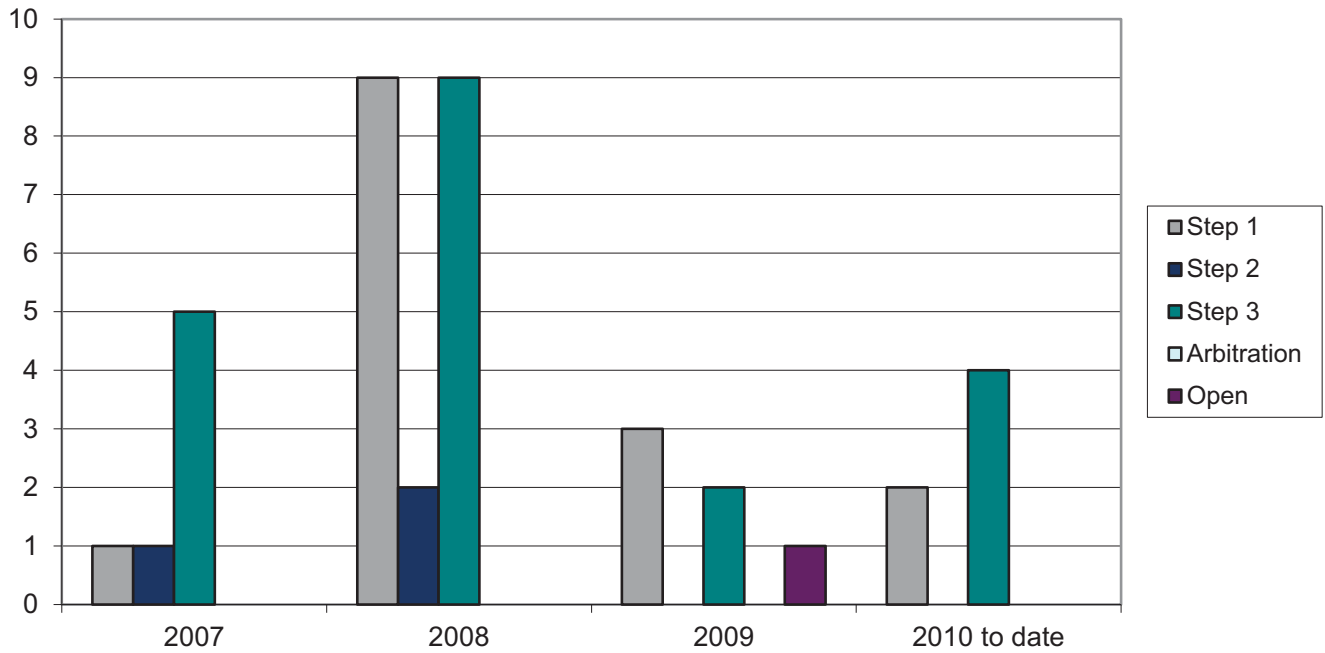


SEP Society - SAR Cost Recovery - EMBC

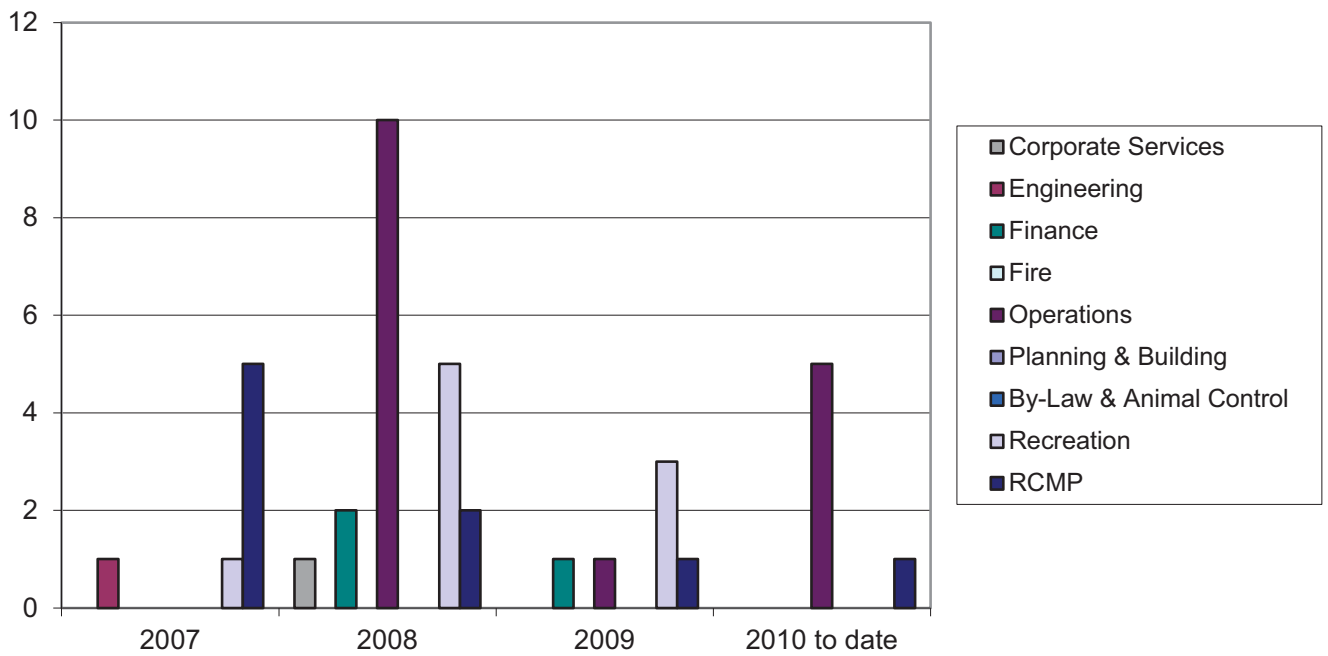




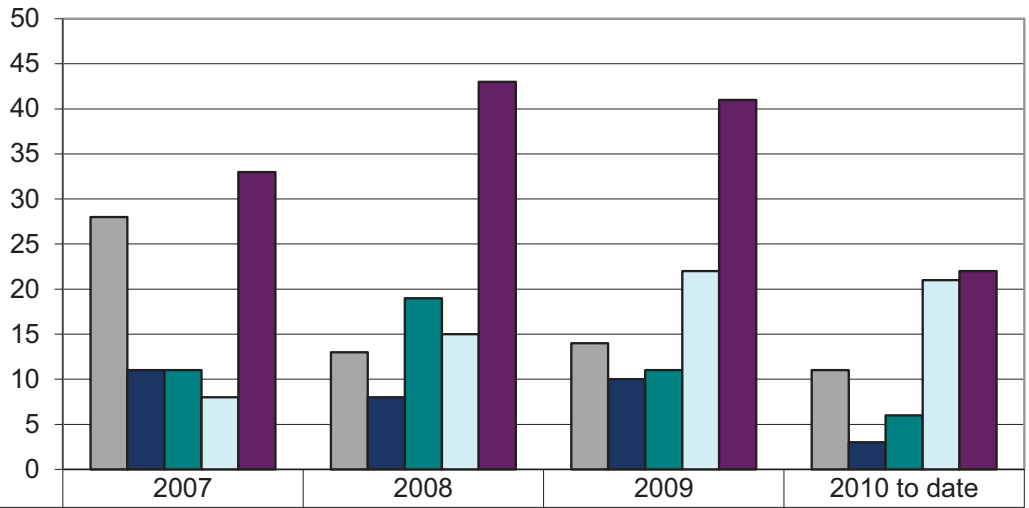
Grievances by Resolution Step



Grievances by Department

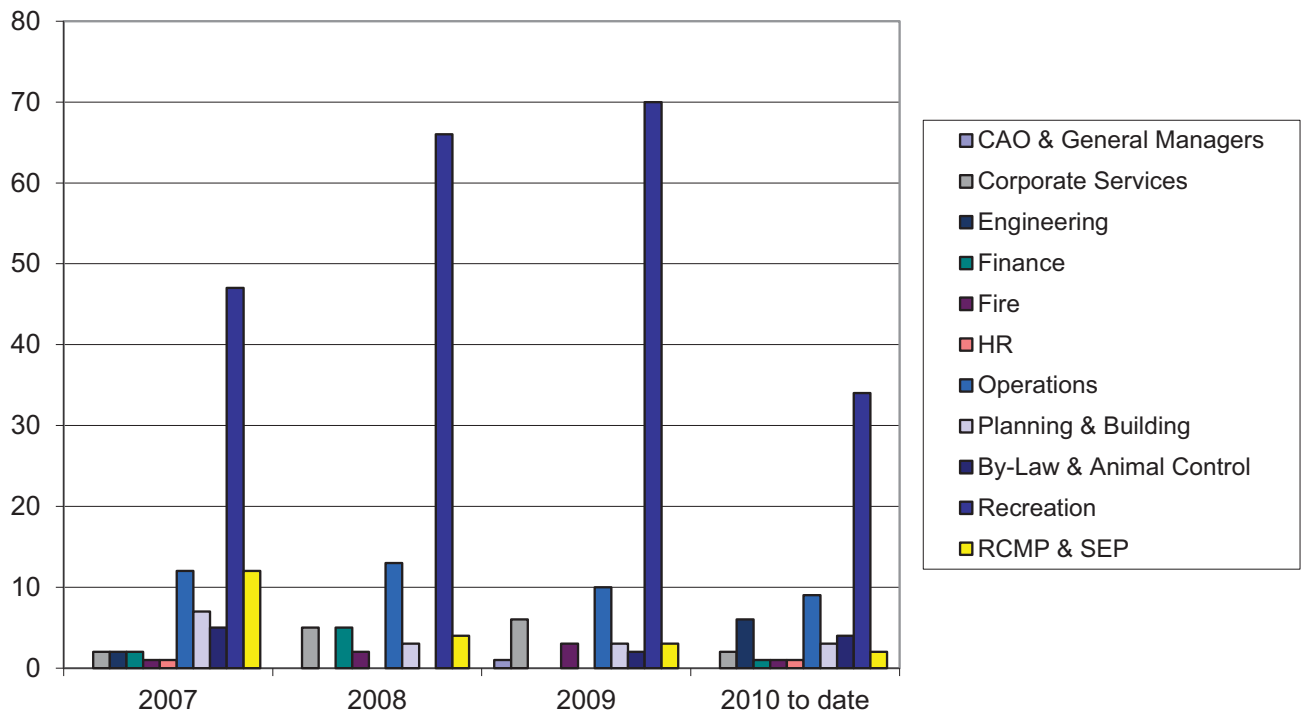


Number of Positions Recruited by Status

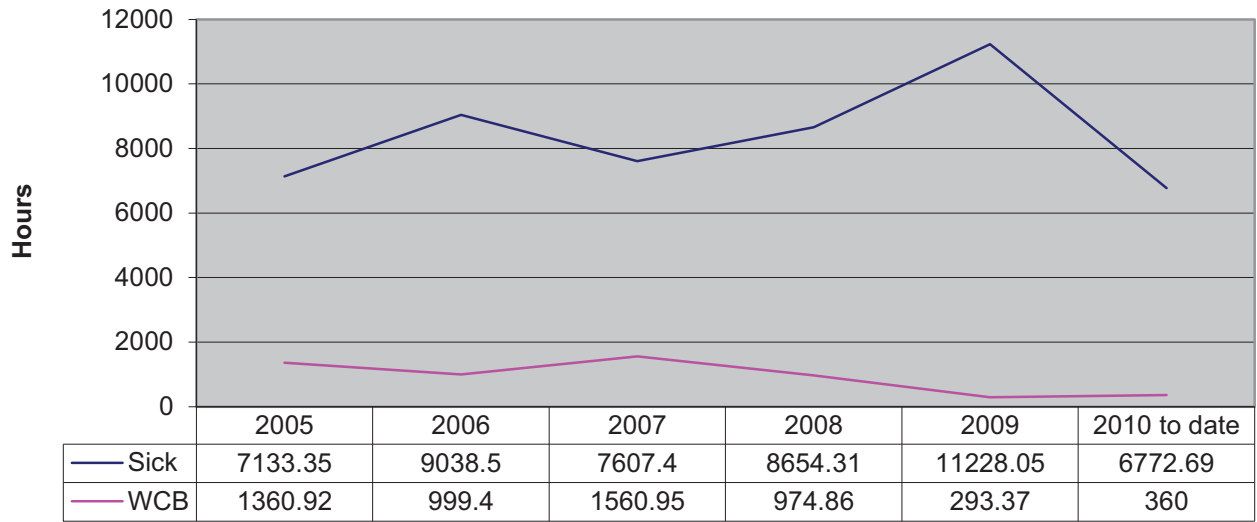


Regular Full Time	28	13	14	11
Regular Part Time	11	8	10	3
Temporary Full Time	11	19	11	6
Temporary Part Time	8	15	22	21
Casual	33	43	41	22

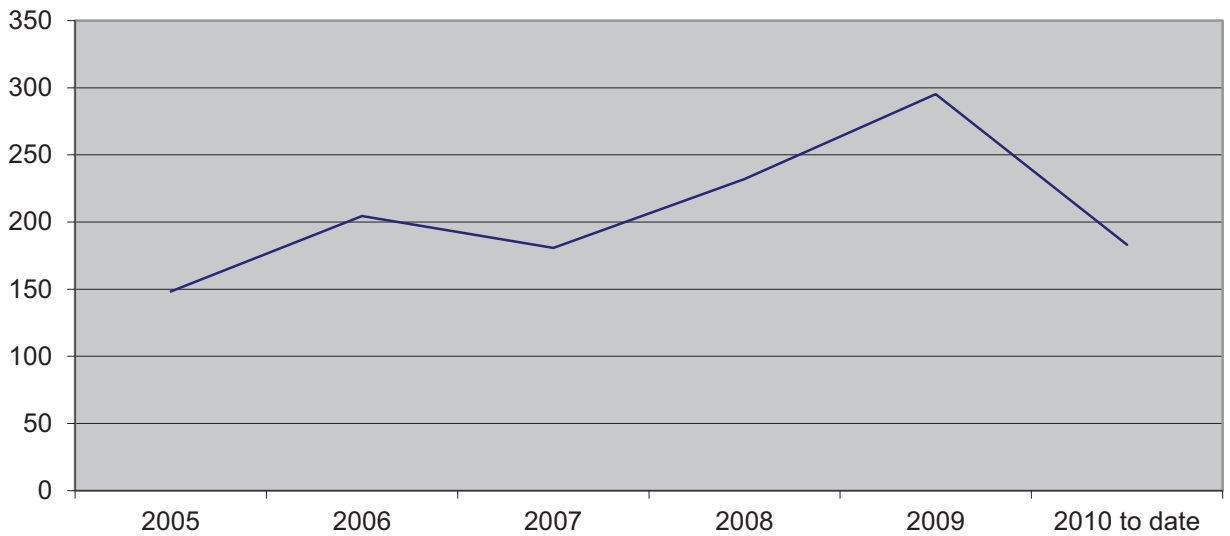
Number of Positions Recruited by Department



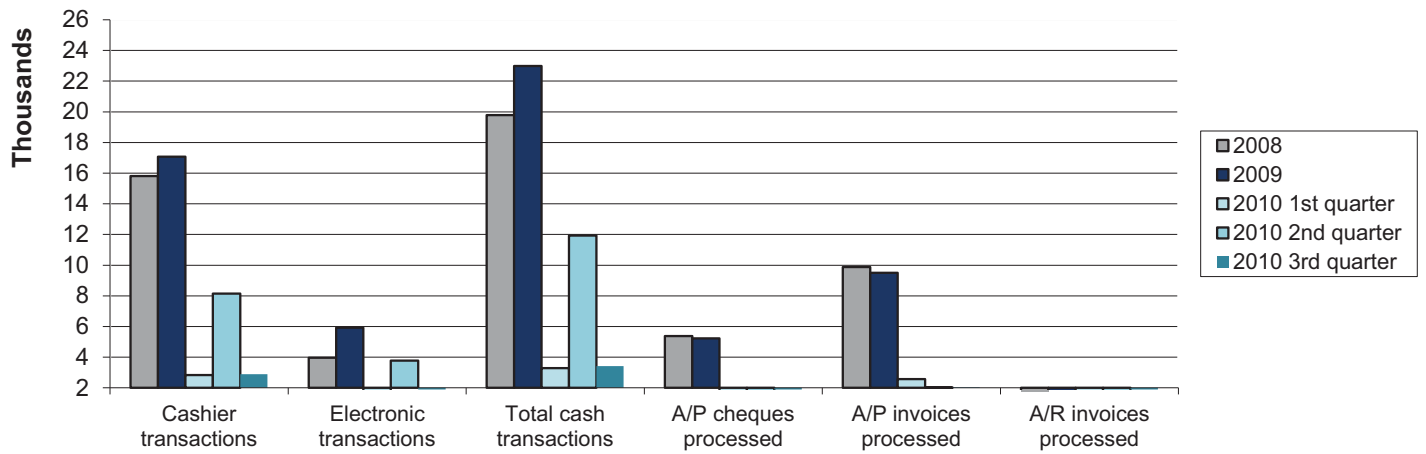
Absenteeism



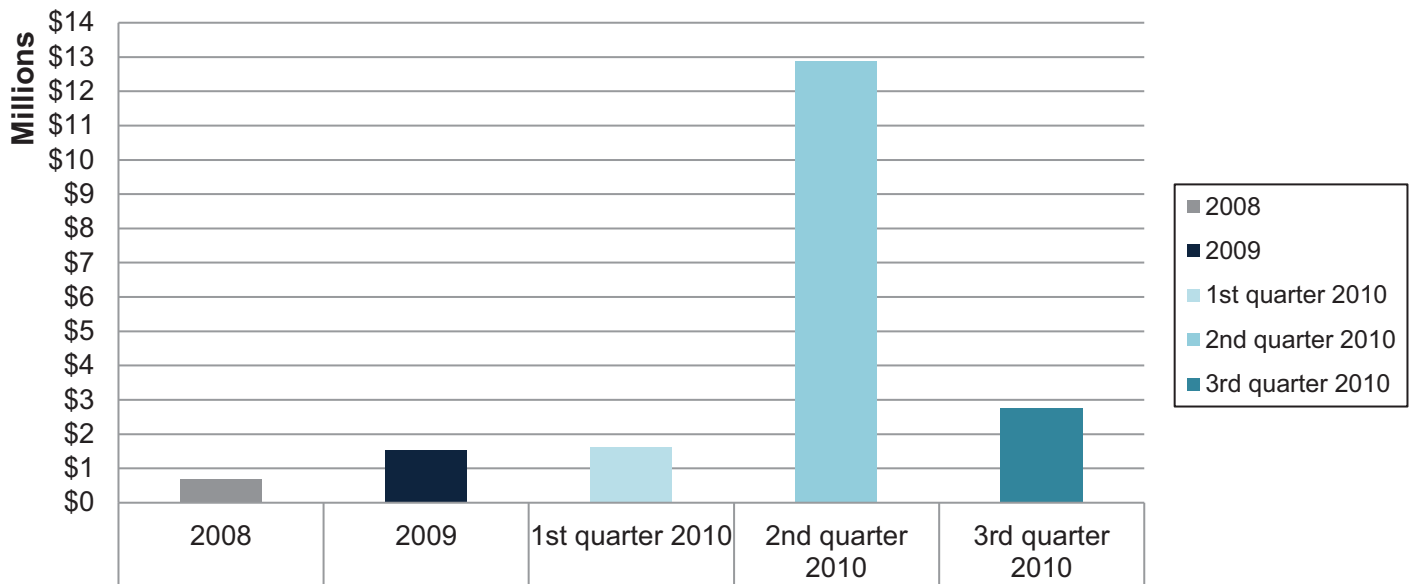
Sick Time: Cost (x \$1,000)



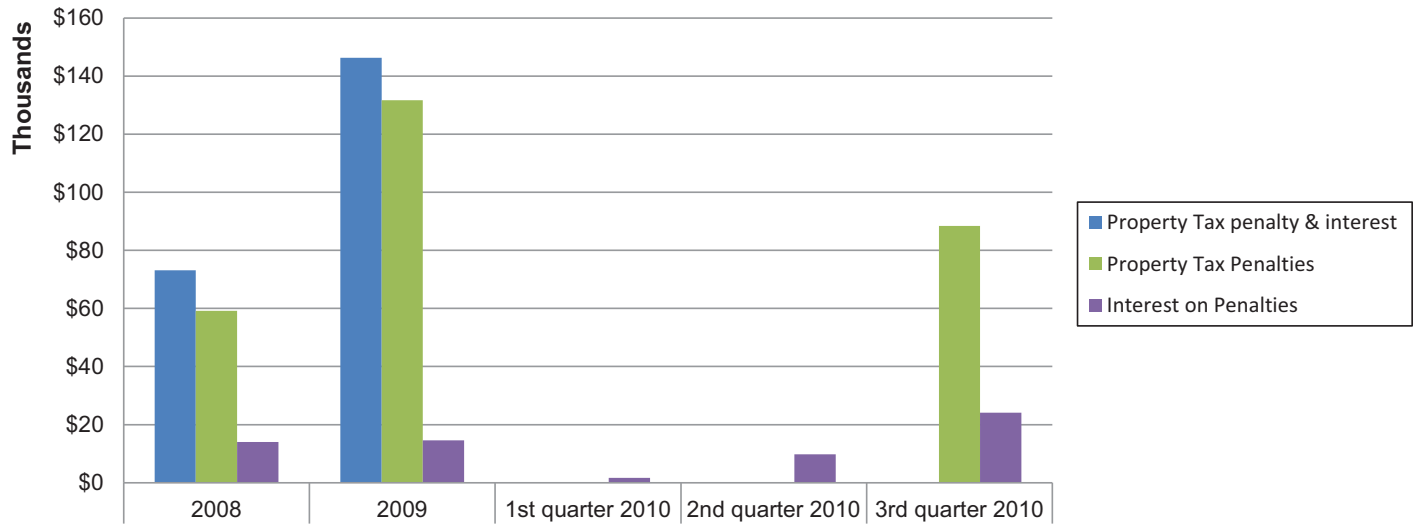
Financial Services - Transaction Count



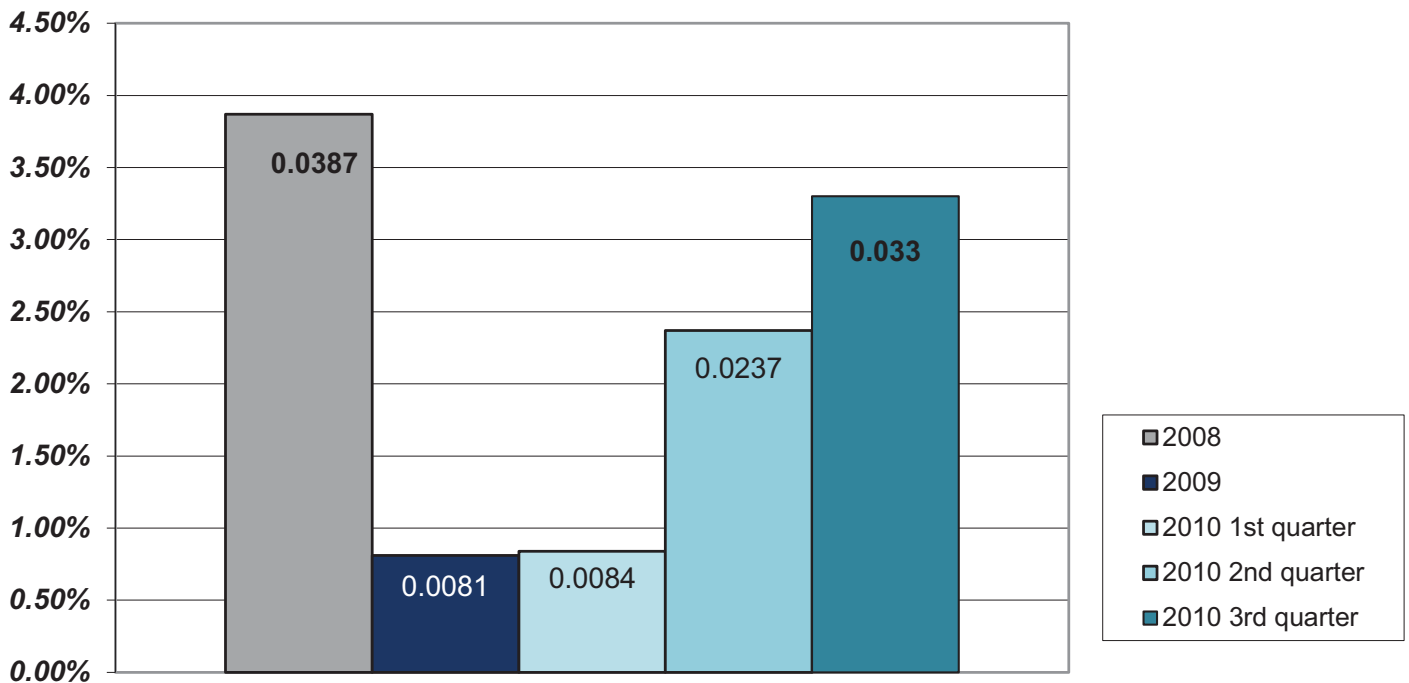
Financial Services Property Tax Receivable Balance at year end/quarter end



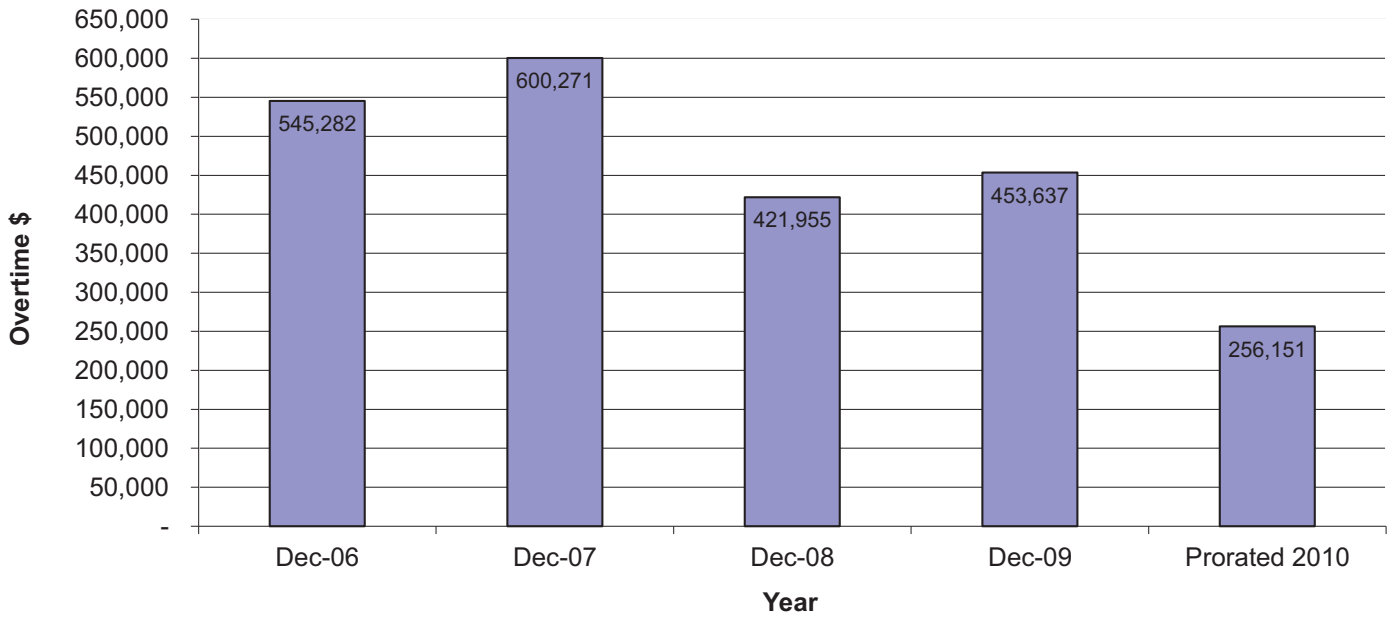
Financial Services Property Tax Penalties & Interest



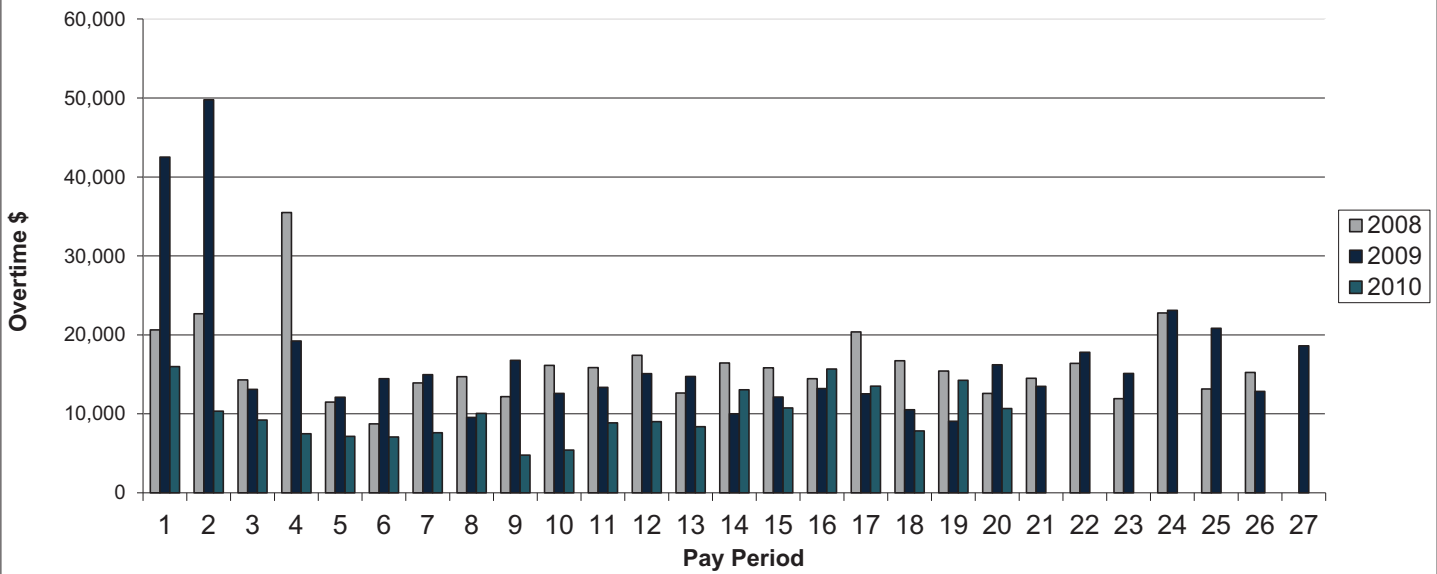
Financial Services - Return on Investment



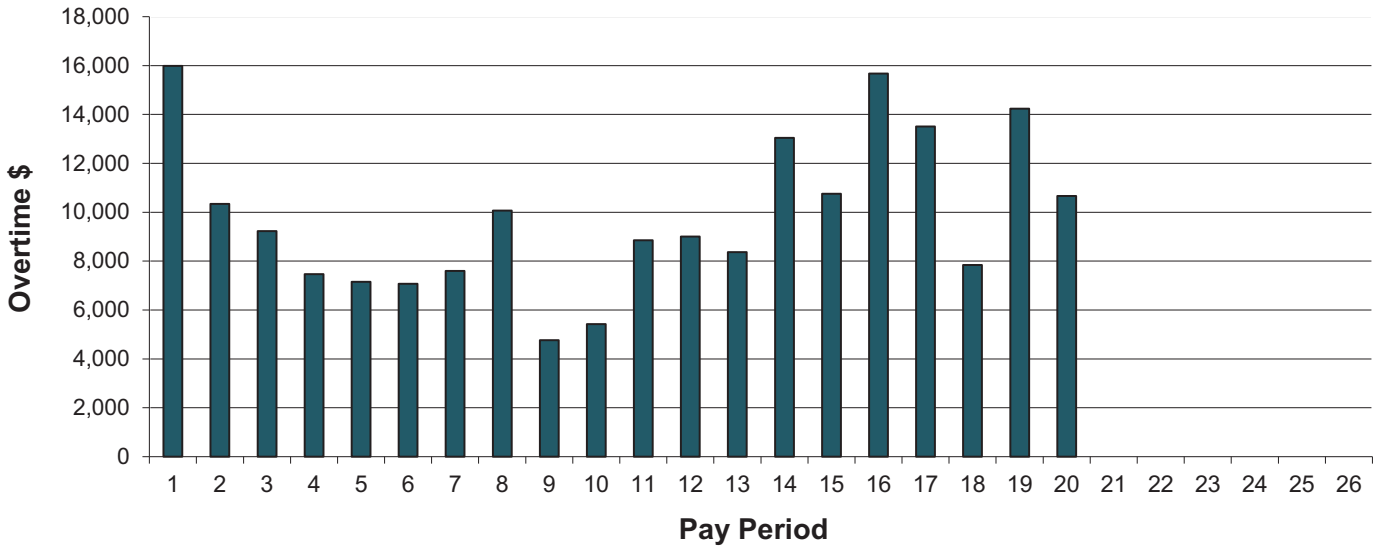
2006 - 2010 Annual Overtime \$



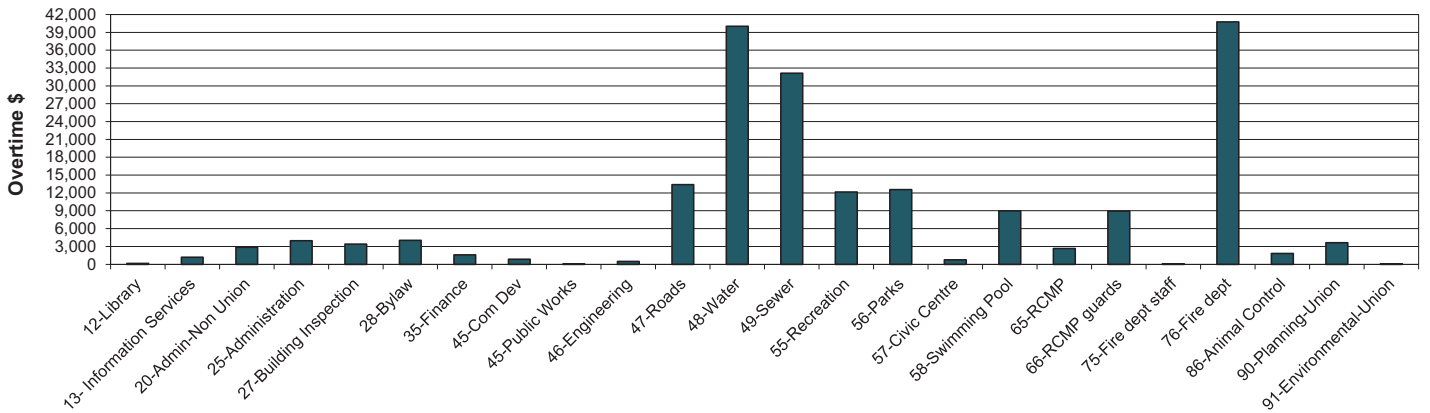
2008 to 2010 Overtime \$ by Pay Period



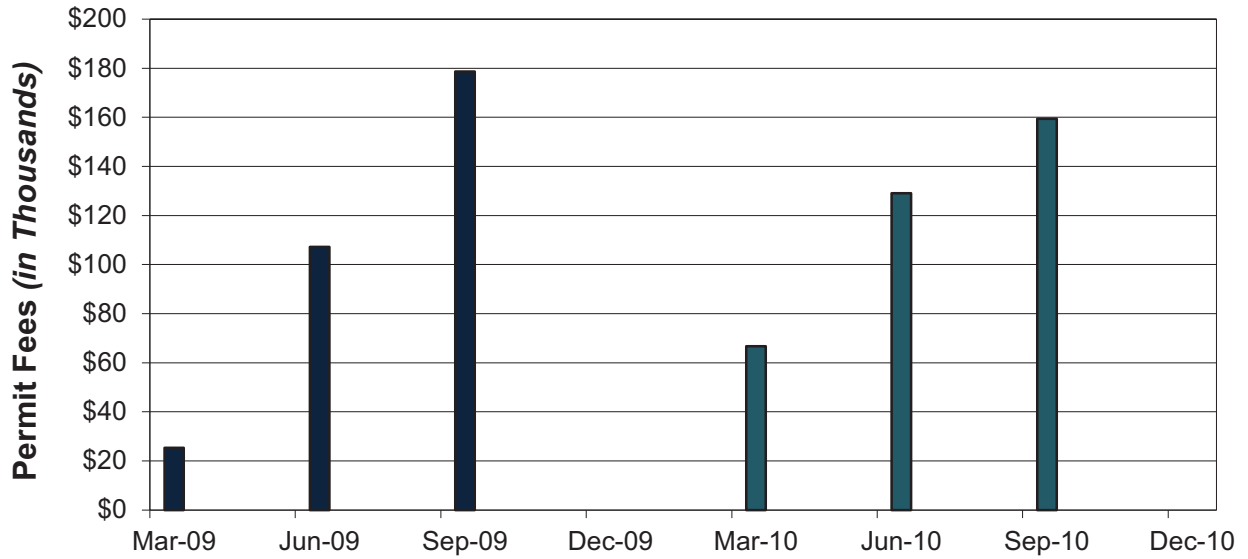
2010 Overtime by Pay Period



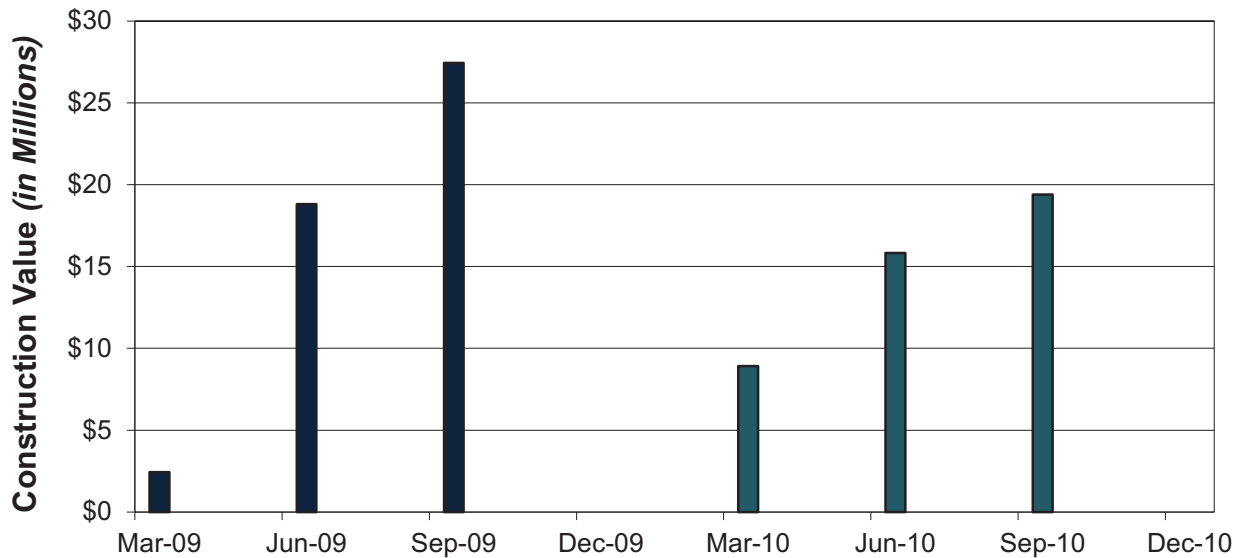
2010 Overtime \$ by Department (to Pay Period 20)



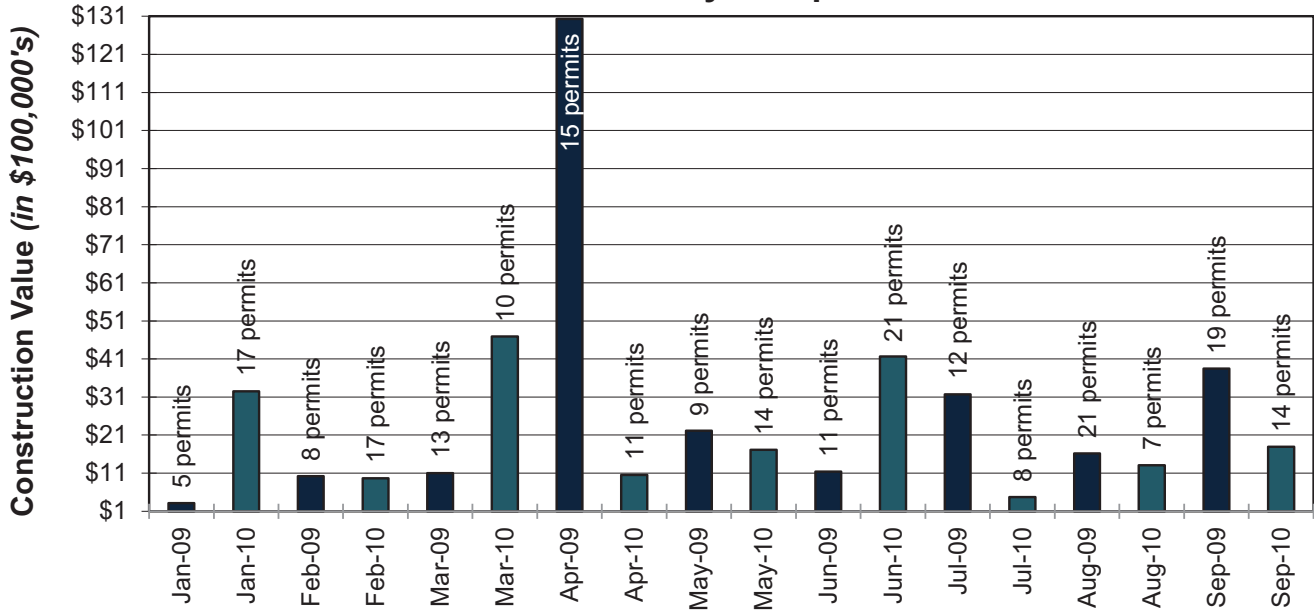
**Building Permit Fees
Quarterly Comparison 2009/2010**



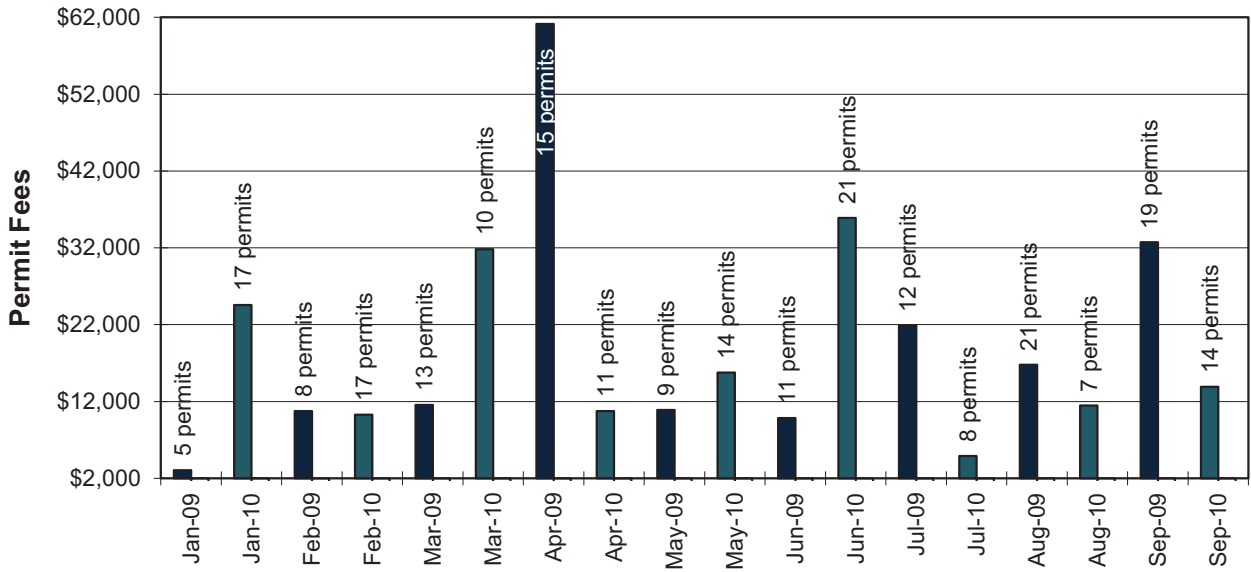
**Building Permits - Construction Value
Quarterly Comparison 2009/2010**



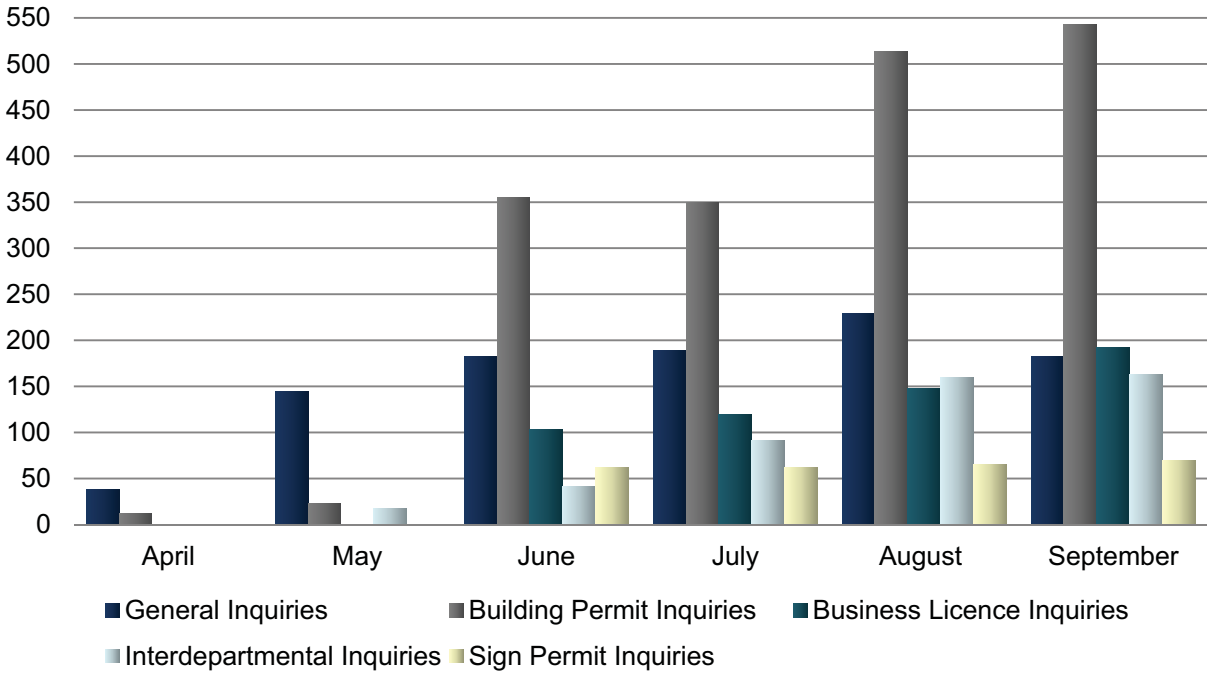
Building Permits - Construction Value 2009/2010 Monthly Comparison



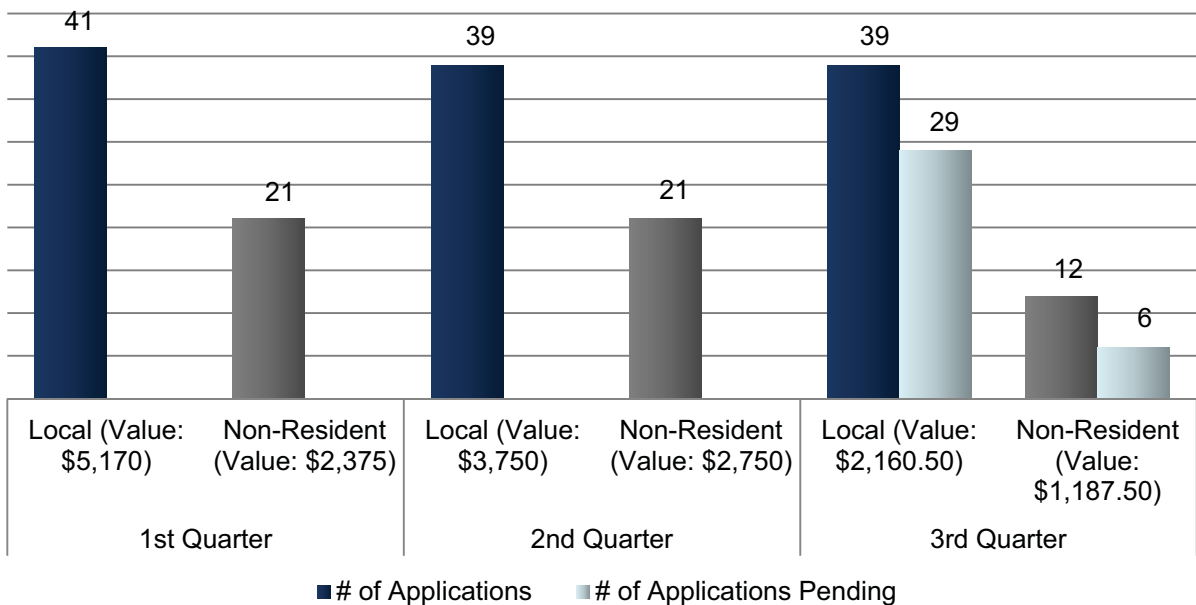
Building Permit Fees 2009/2010 Monthly Comparison

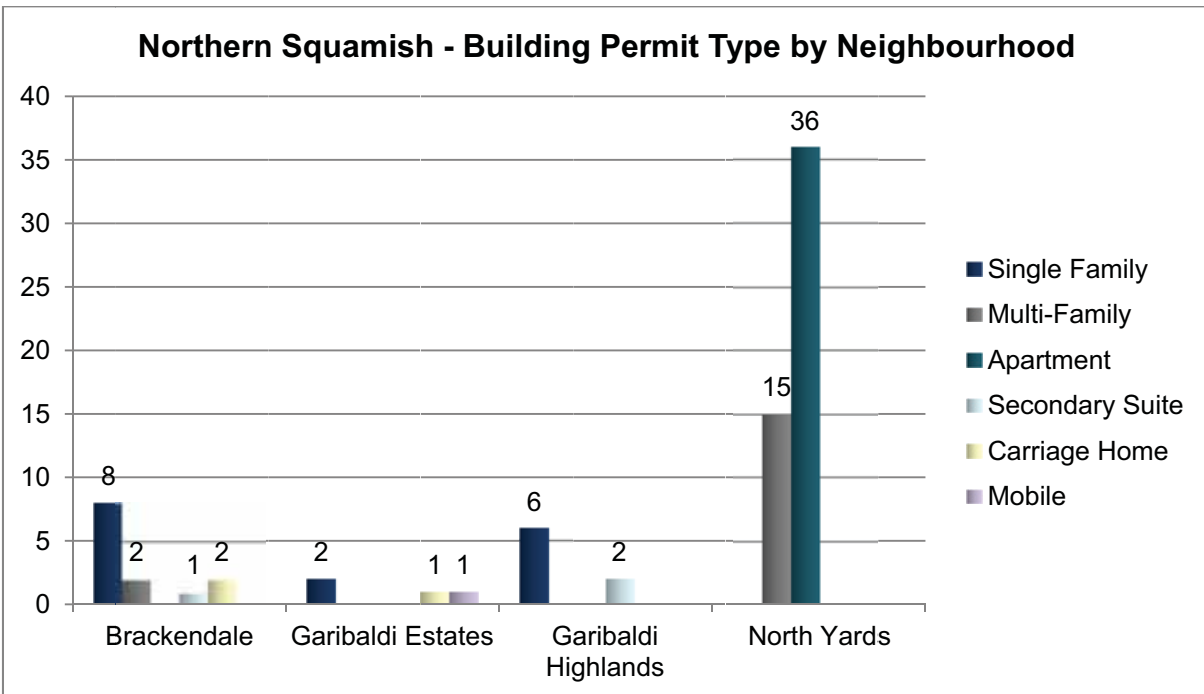
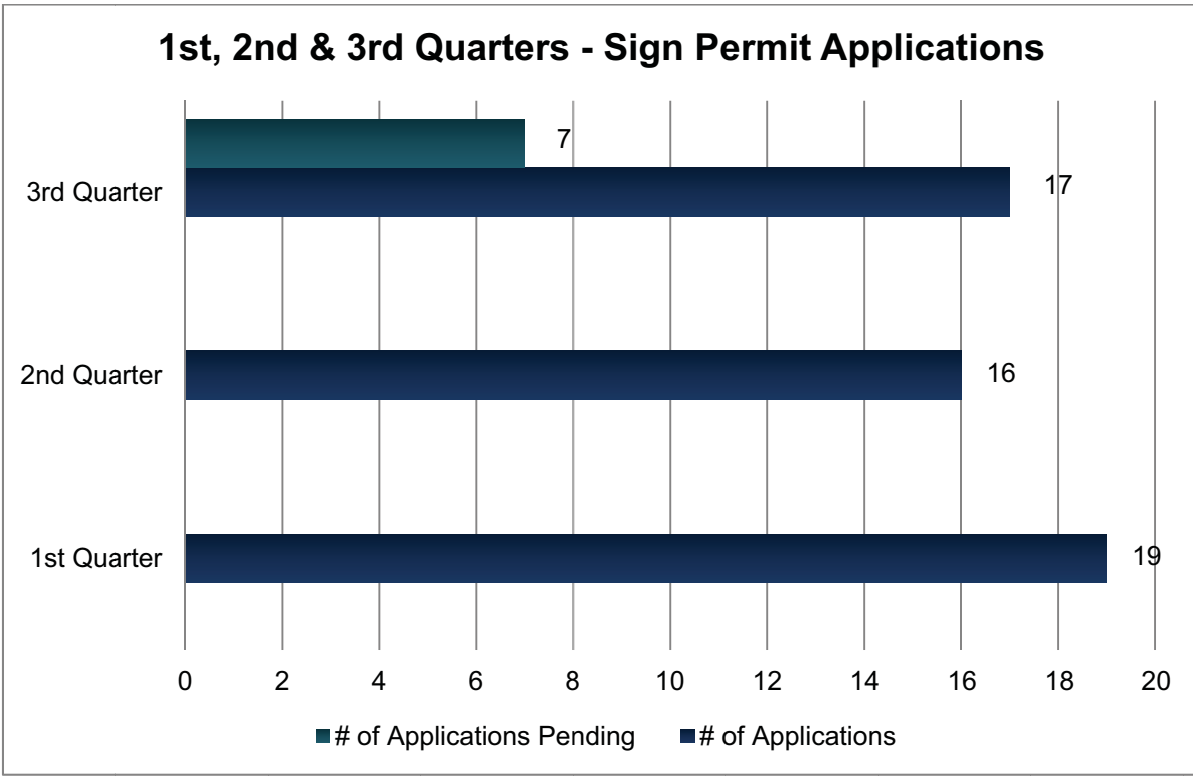


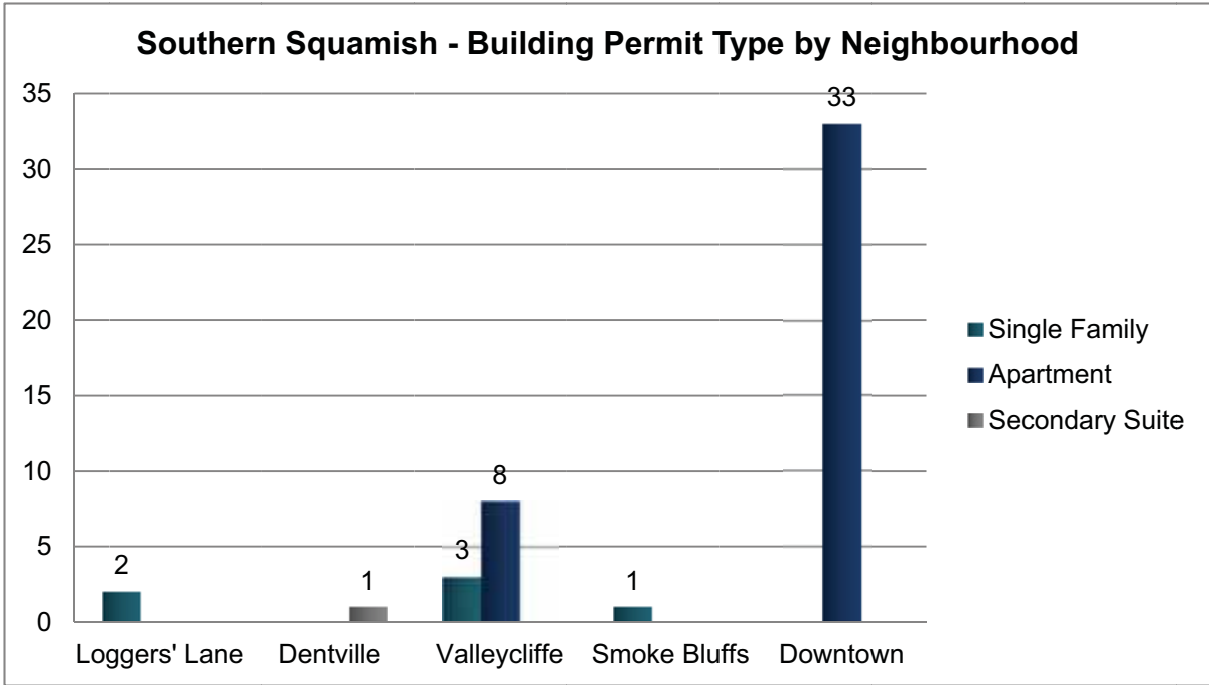
2nd & 3rd Quarter - Customer Service Tracking



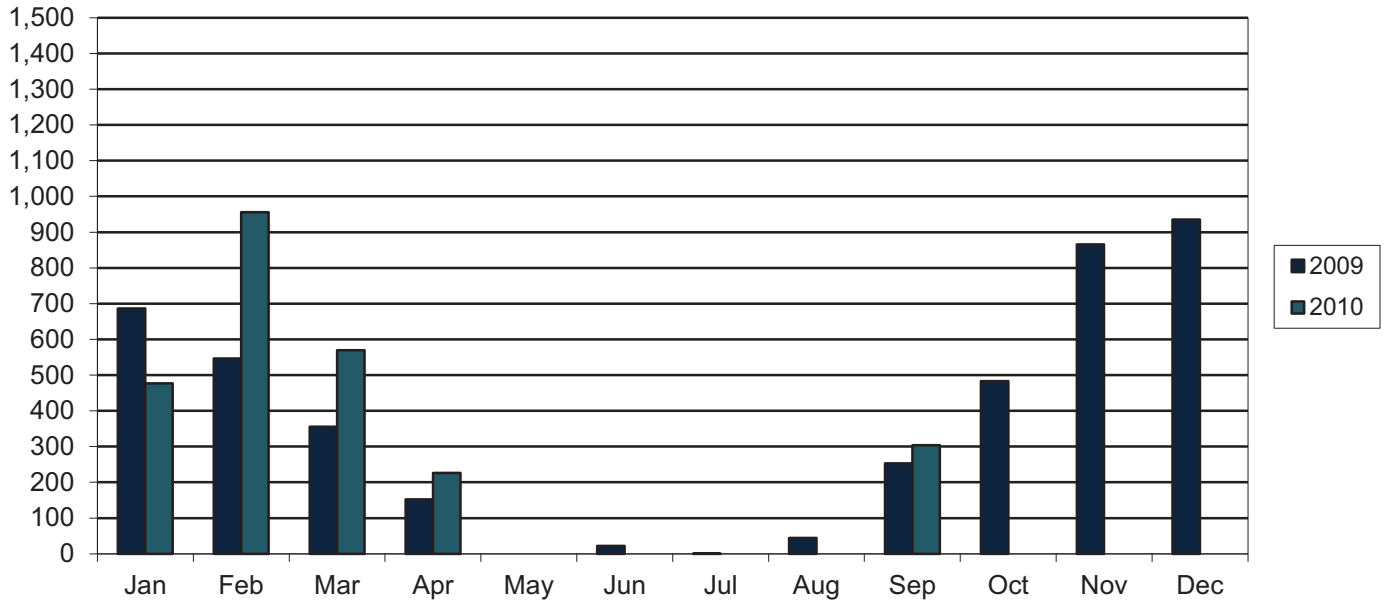
1st, 2nd & 3rd Quarters - Business Licence Applications



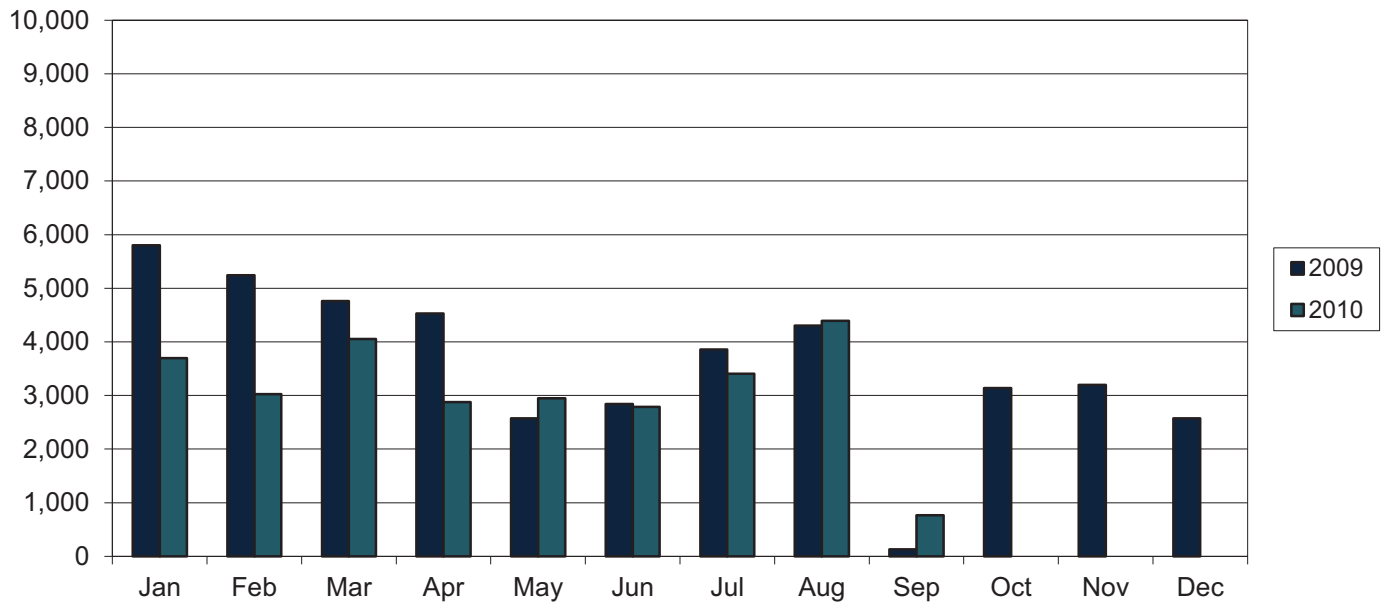




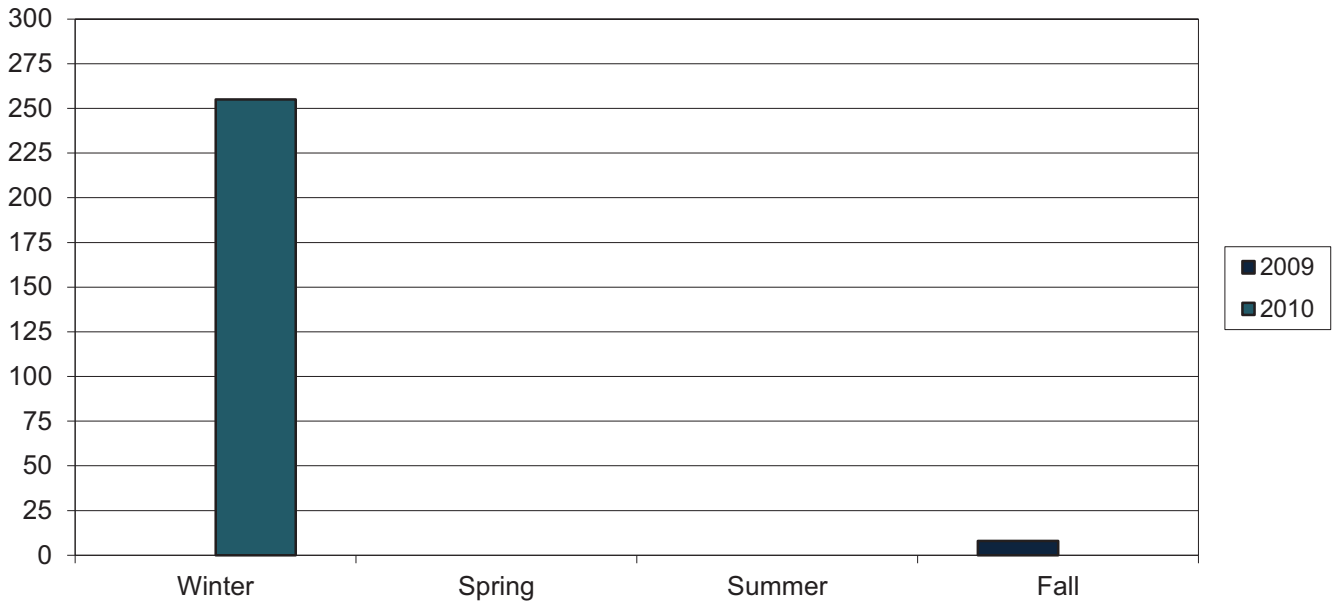
Public Skate Attendance



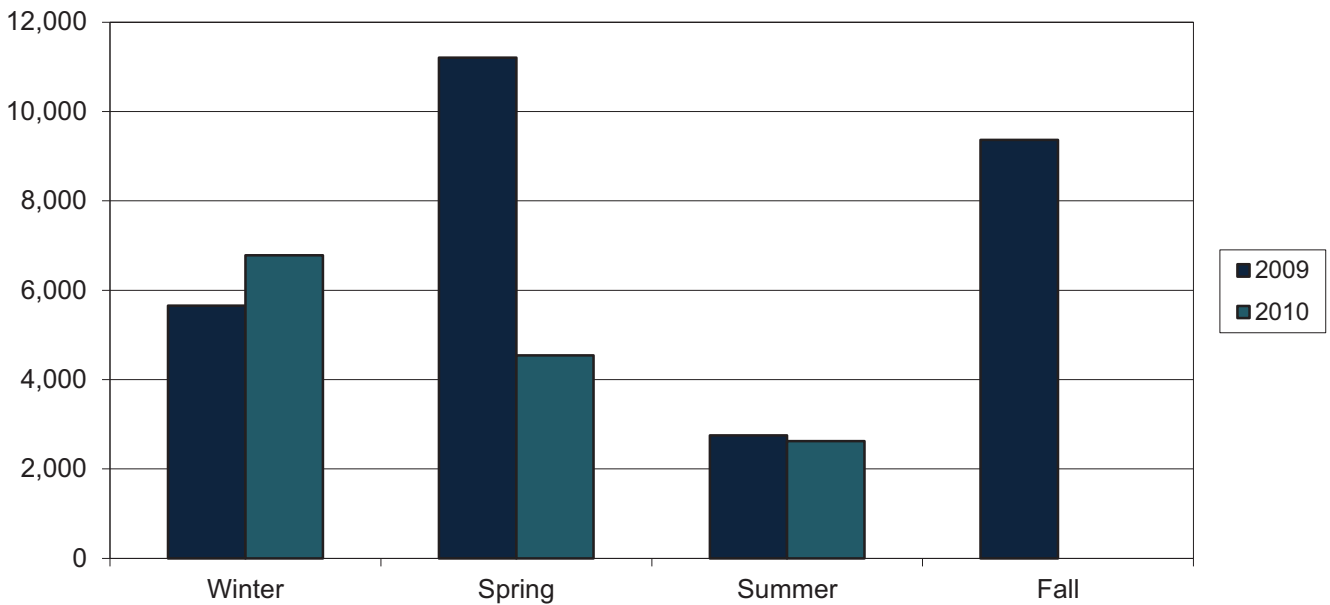
Public Swim Attendance



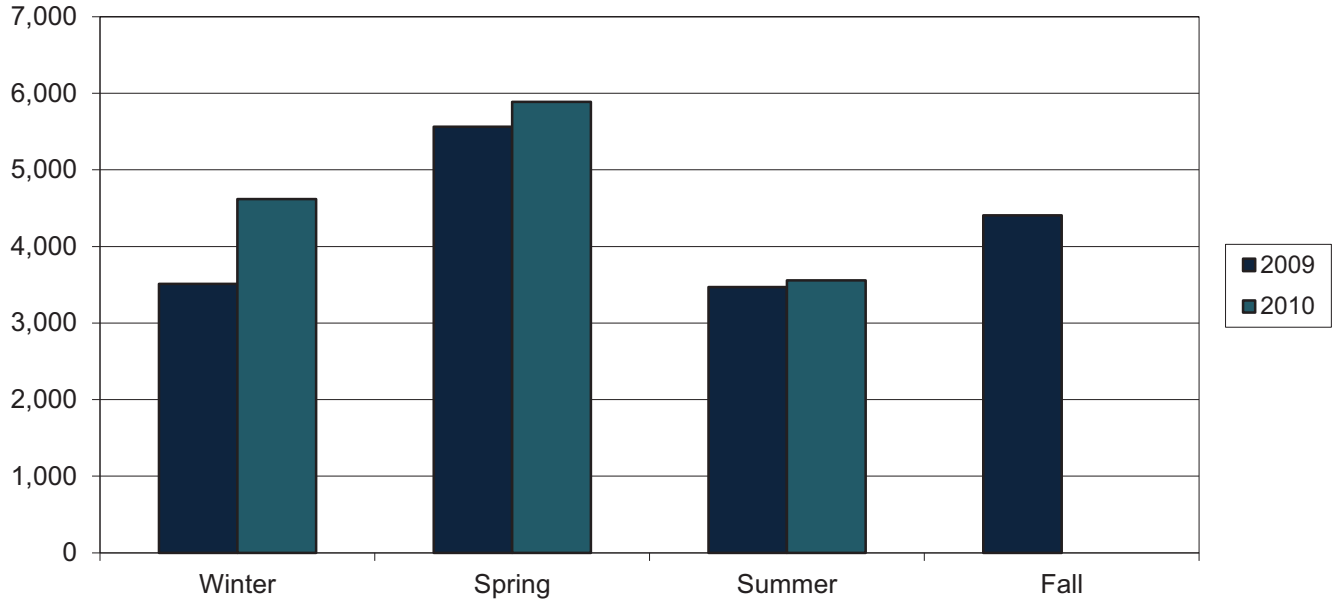
Arena Program Attendance



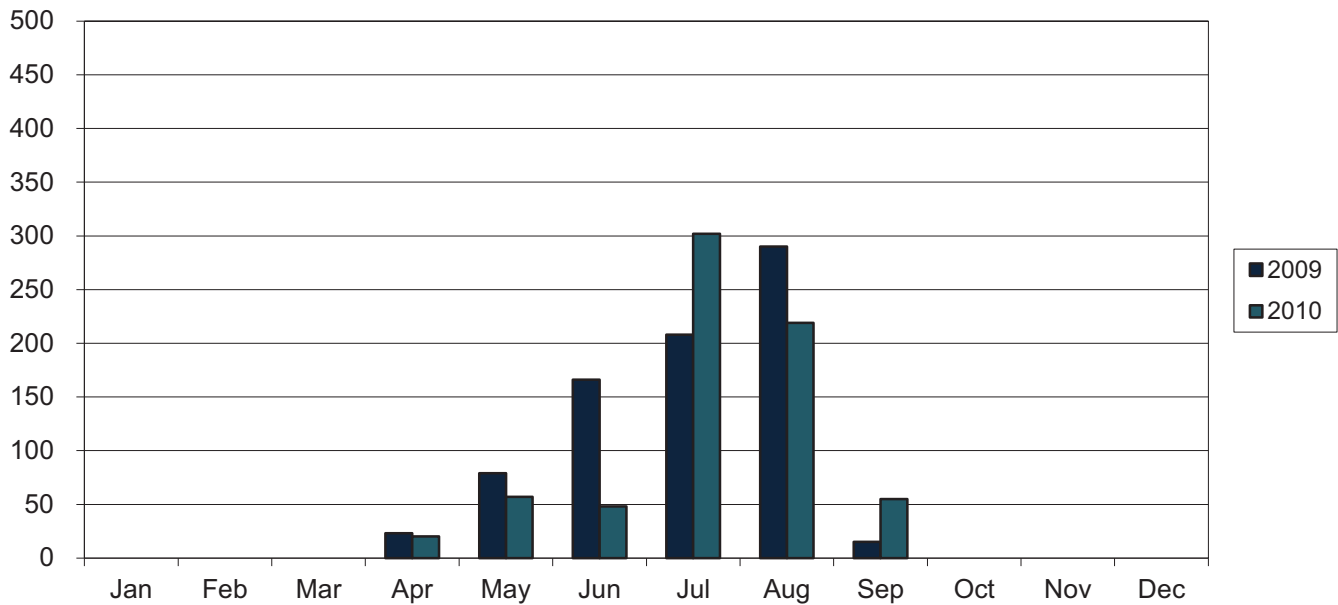
Recreation Program Attendance



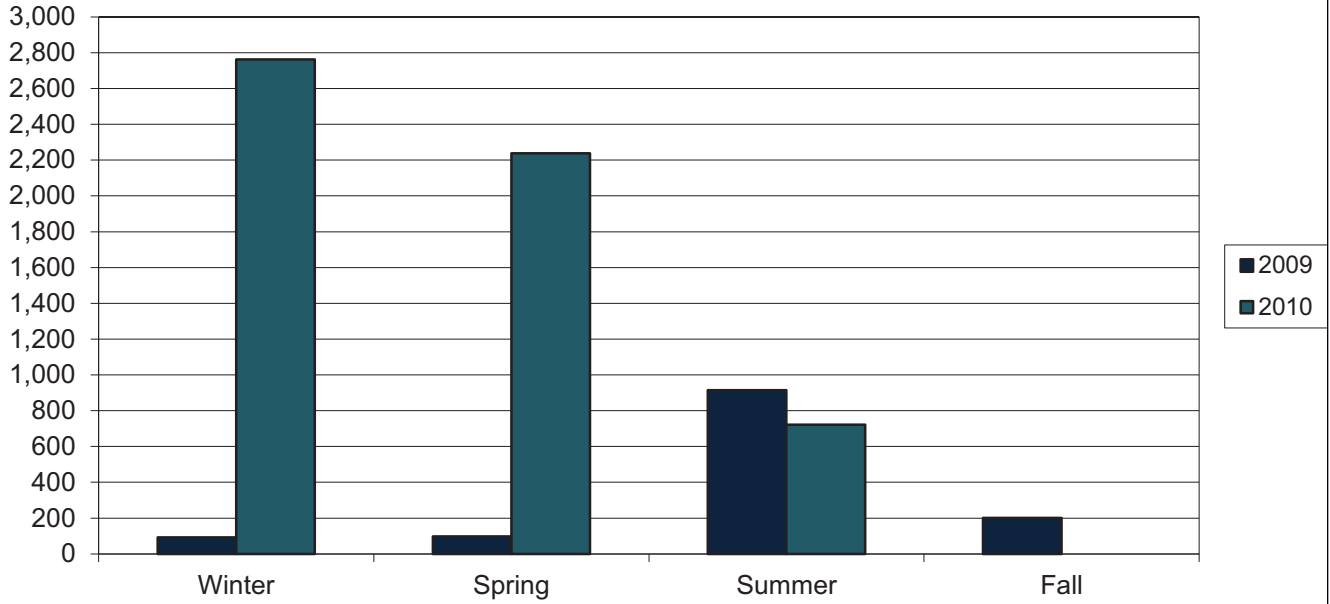
Aquatic Program Attendance



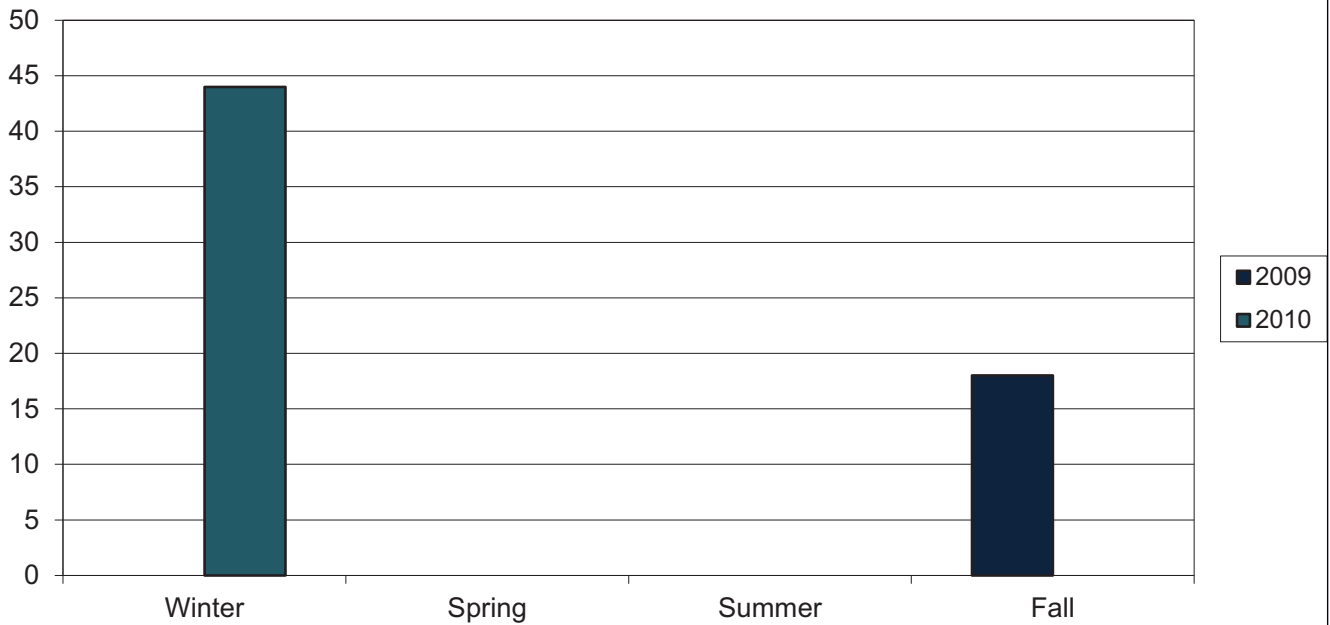
Camp Ground Rentals



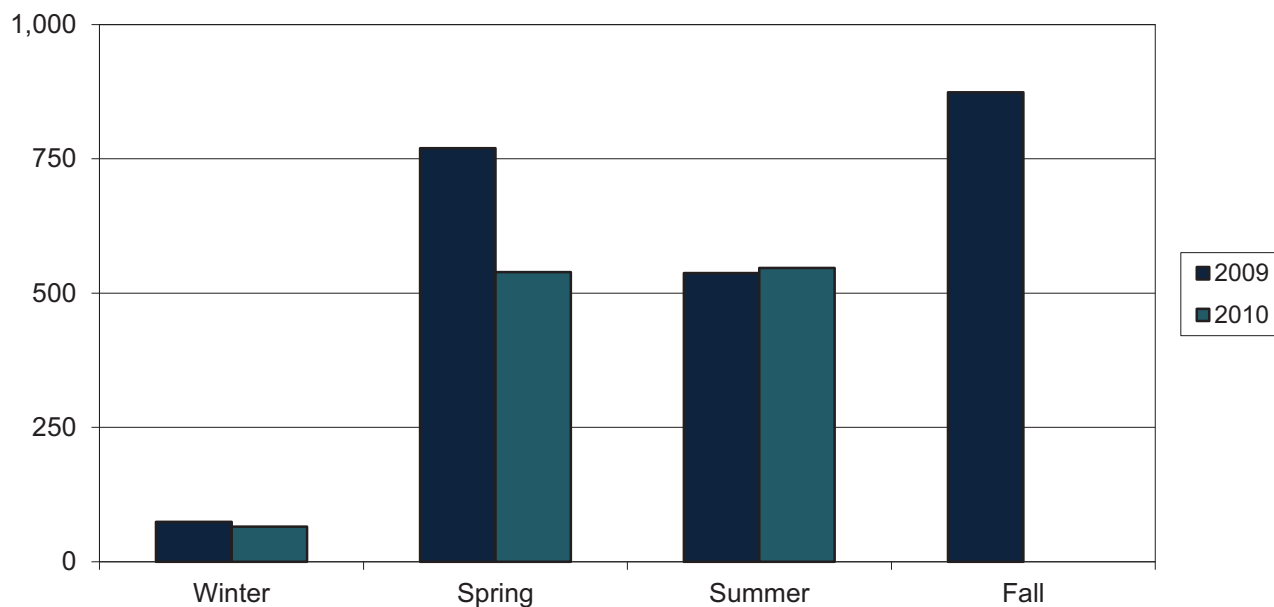
Senior's Program Attendance



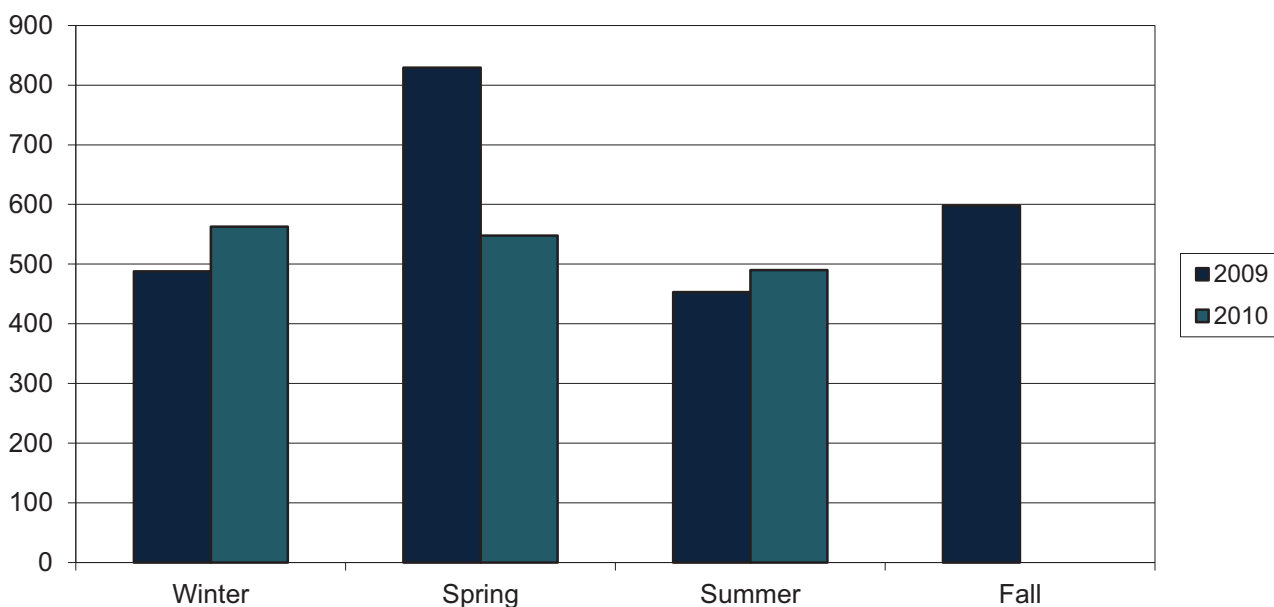
Arena Program Registrants



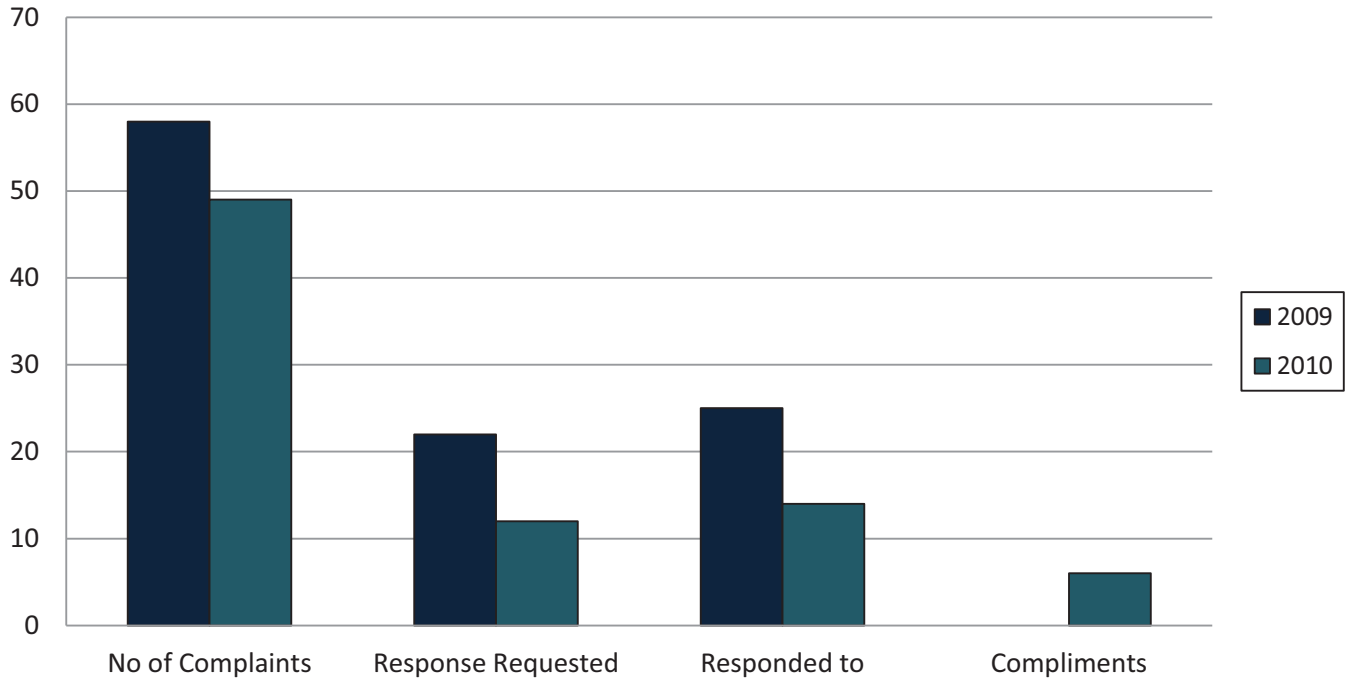
Recreation Program Registrants



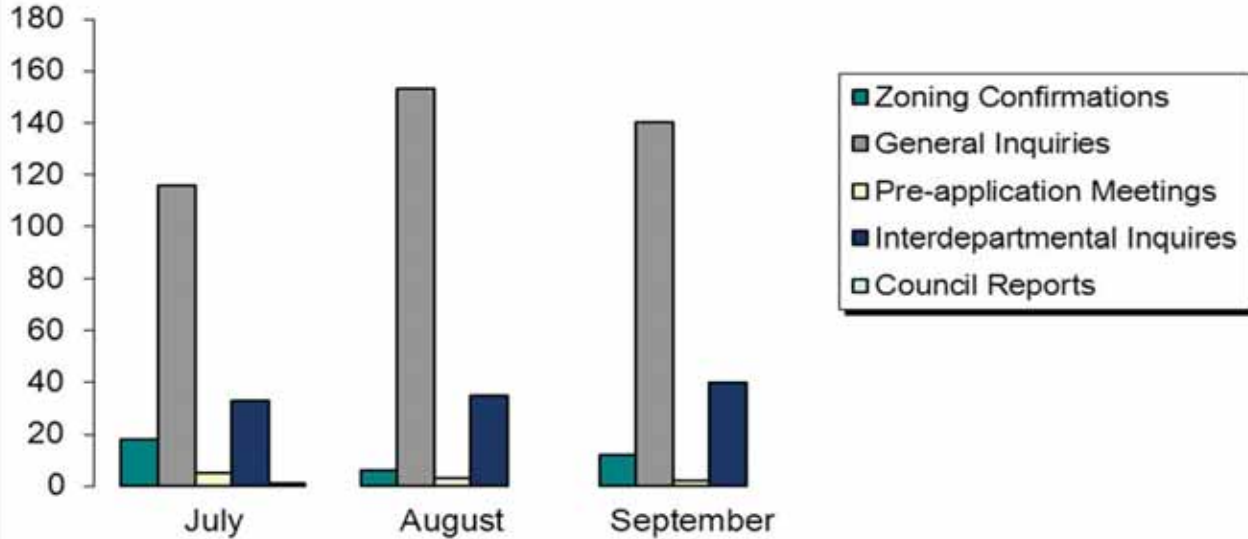
Aquatic Program Registrants



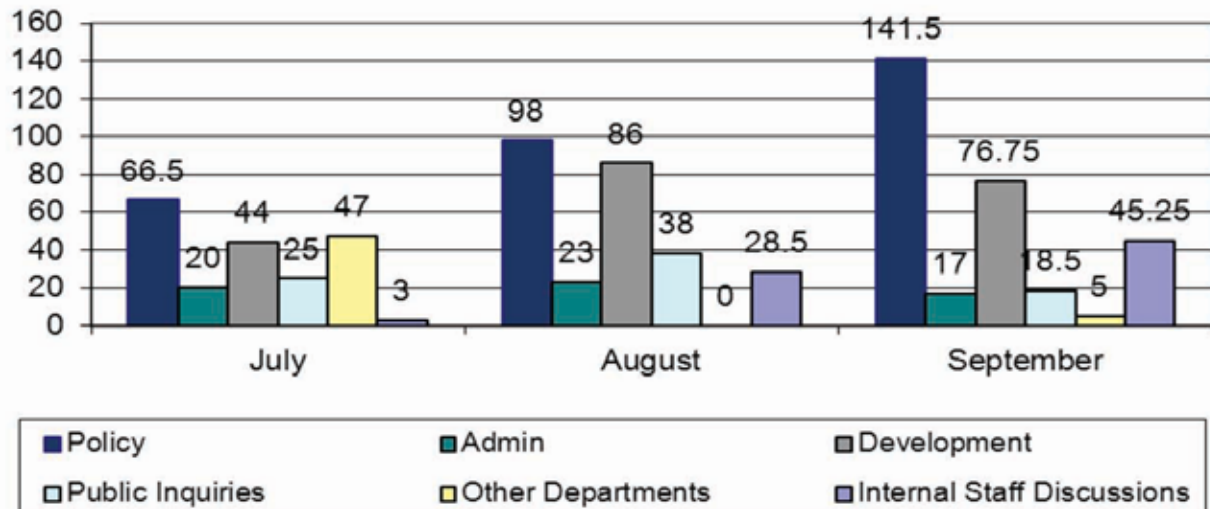
Customer Service Summary



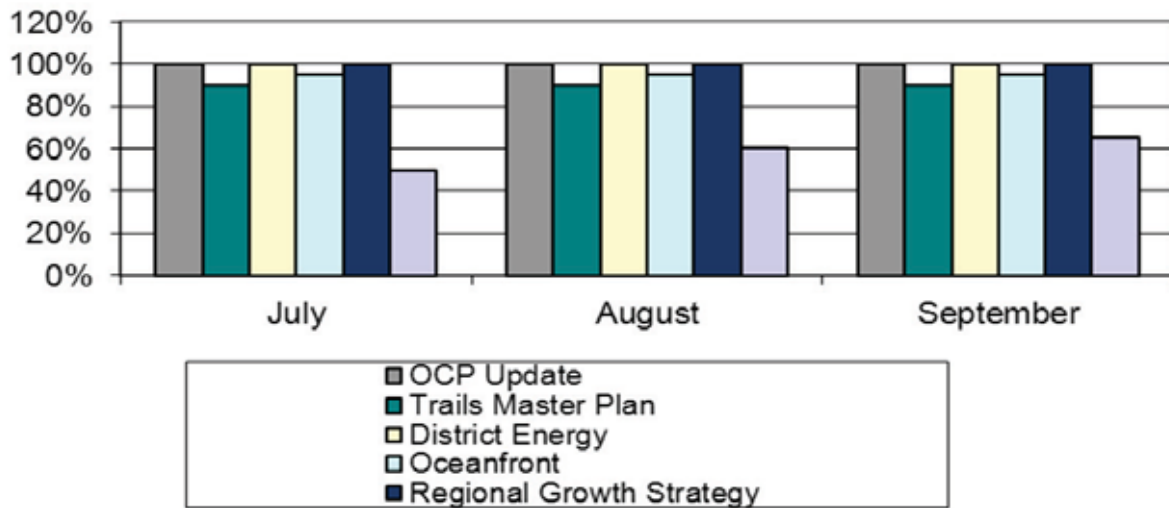
Customer Service Tracking - 3rd Quarter



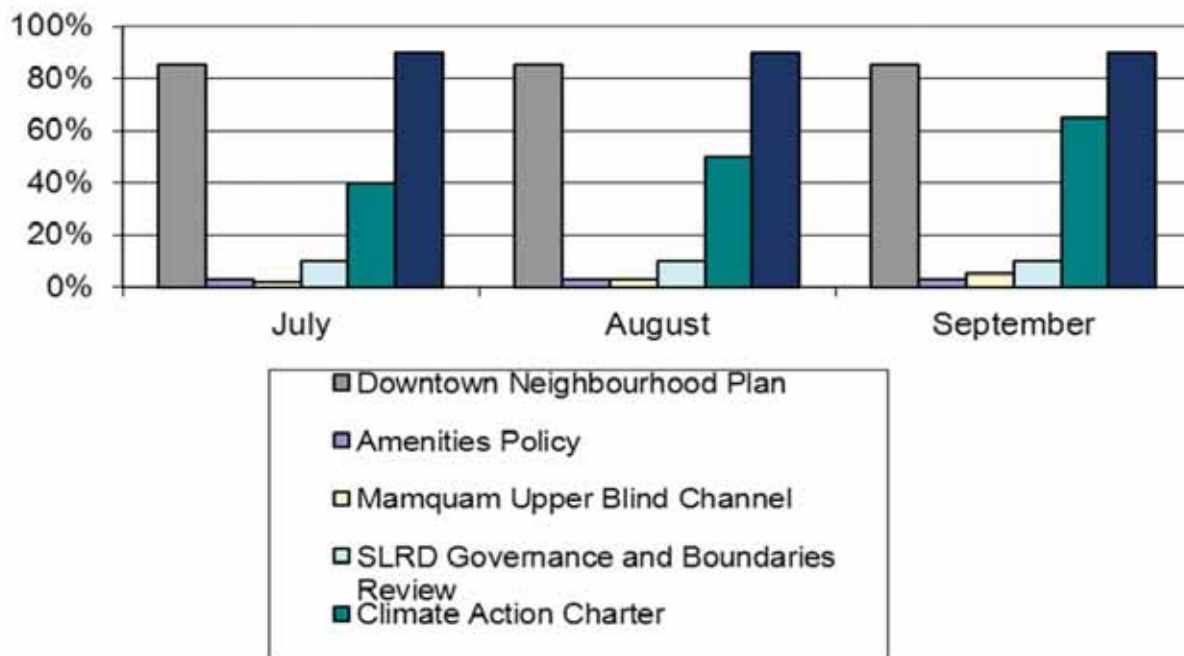
Planner Time Allocation (measured in hrs)



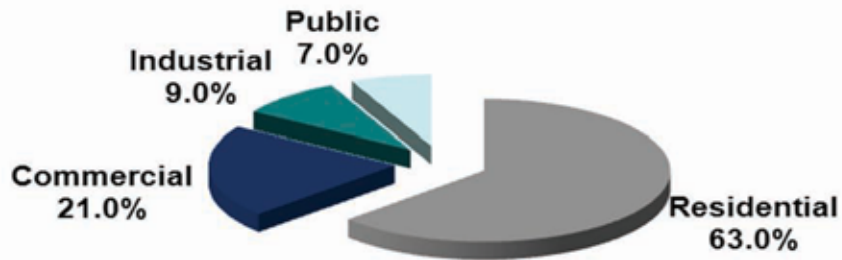
High Priority Policy Projects Percentage Complete



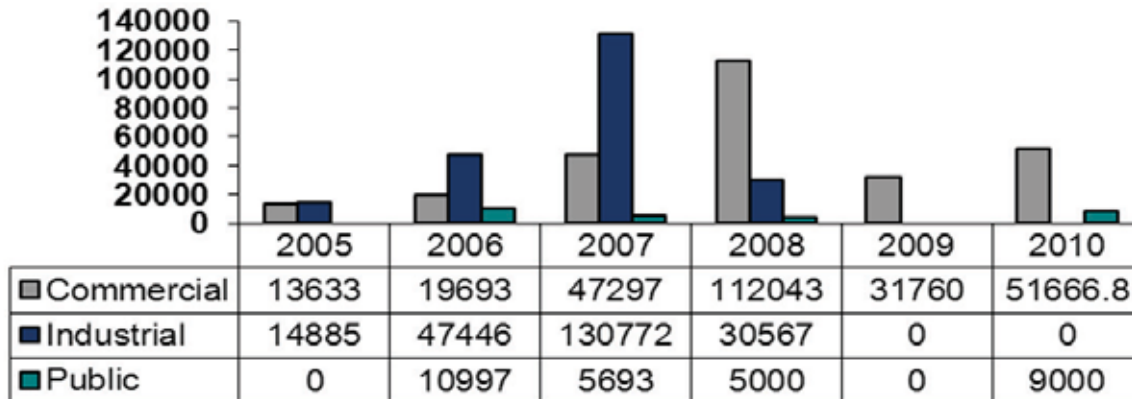
Medium Priority Policy Projects Percentage Complete



Overall Development Applications Approved 2005-2010

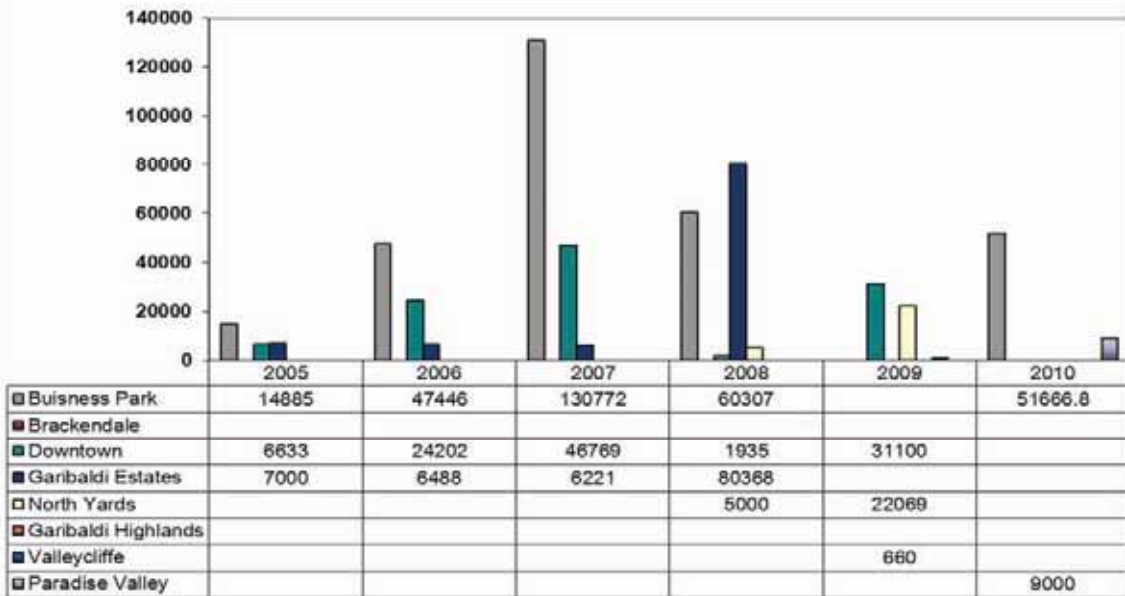


2005-2010 Approved Commercial, Industrial and Public Applications (measured in sq. ft.)



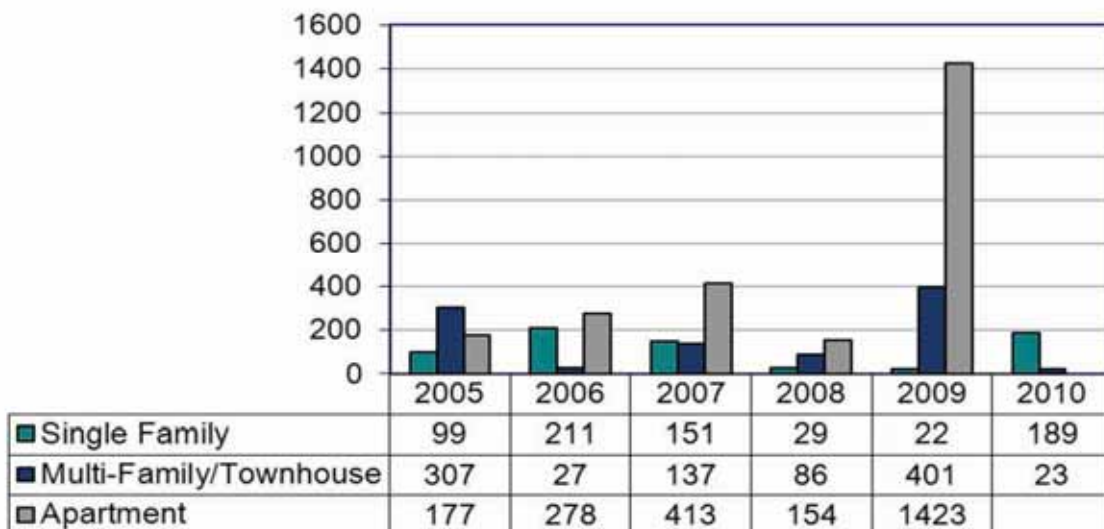
Commercial
 Industrial

2005-2010 Completed Commercial, Industrial and Public Applications by Neighbourhood (measured in sq.ft.)

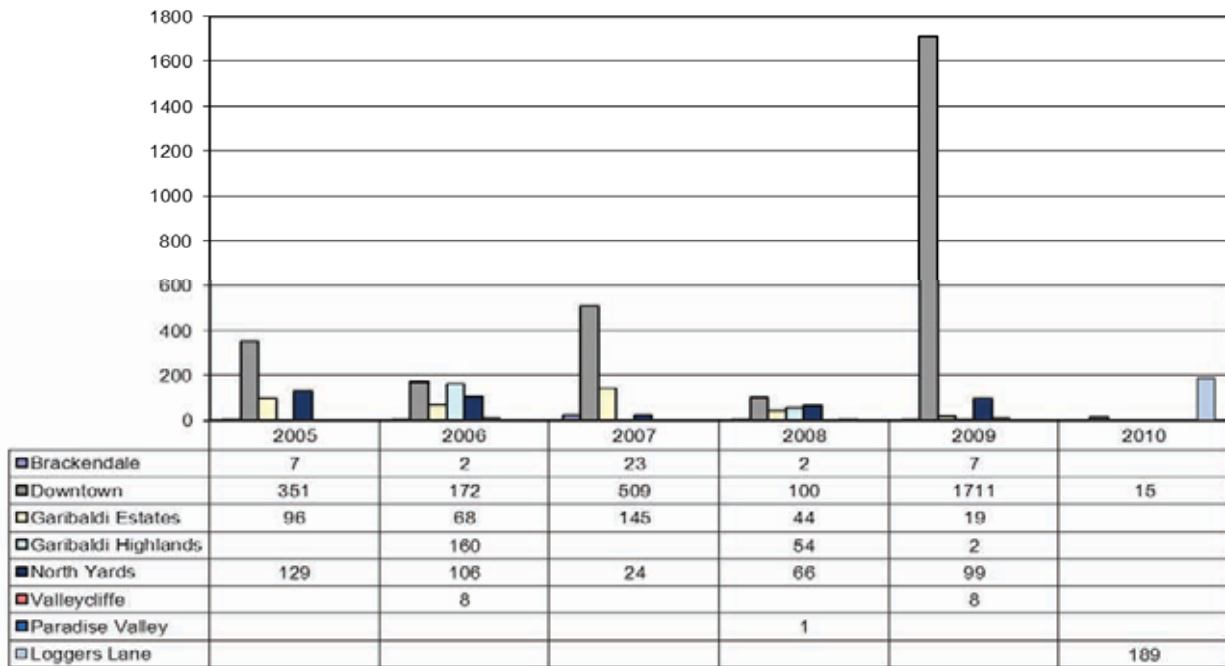


Business Park Brackendale Downtown Garibaldi Estates
North Yards Garibaldi Highlands Valleycliffe Paradise Valley

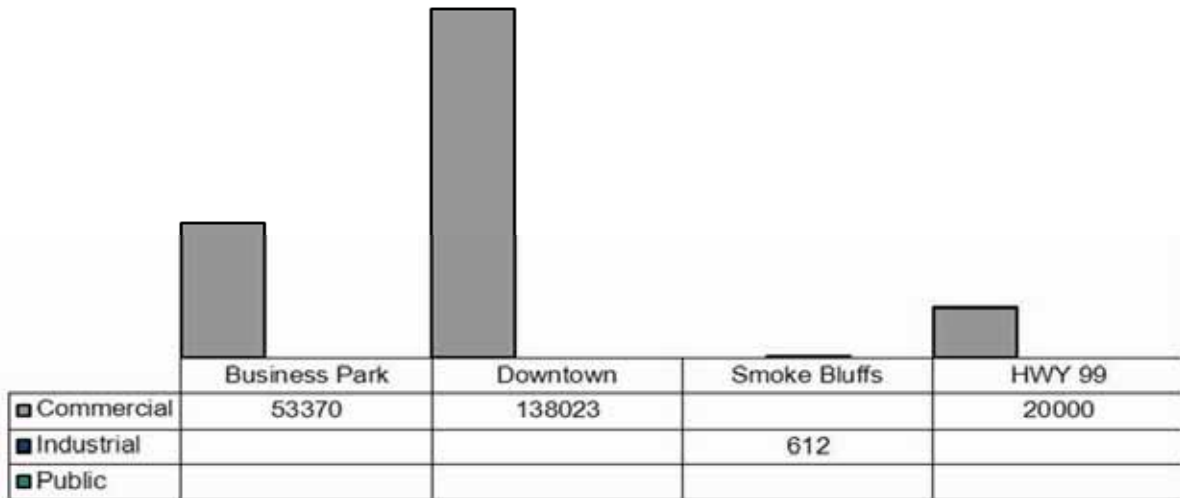
2005-2010 Approved Residential Units by Type



Residential Approvals By Neighbourhood (2005-2010)



2005-2010 Commercial, Industrial and Public Applications in Progress by Neighbourhood (measured in sq.ft)



Number of Residential Units by Neighbourhood and Type (Ongoing Applications)

