



Municipal Performance Measures For the year ending December 31, 2008

The Ministry of Municipal Affairs and Housing, pursuant to Section 299 of the *Municipal Act, 2001* requires all Ontario municipalities to provide information to their taxpayers on specific performance related measures by September 30th each year based on the previous year activities.

For further information on the Municipal Performance Measurement Program please visit the Ministry of Municipal Affairs and Housing website at www.mah.gov.on.ca.

Questions concerning the City of Vaughan reported measures may be directed to the Accounting Manager as follows:

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Local Government

1.1 GENERAL GOVERNMENT – EFFICIENCY			
	2008	2007	
	5.5%	6.7%	
<p>Efficiency Measure Operating costs for governance and corporate management as a percentage of total municipal operating costs.</p> <p>Objective Efficient municipal government.</p>			
<p>Notes & Key Factors for Understanding Results</p>			
<p>The formula for the local government measure was changed in 2007. SLC 91 0205 13 Financial Information Return.</p>			

Fire Services

2.1 FIRE SERVICES – EFFICIENCY					
	2008	2007	2006	2005	
	\$0.73	\$0.70	\$0.70	\$0.75	
<p>Efficiency Measure Operating costs for fire services per \$1,000 of assessment.</p> <p>Objective Efficient fire services.</p>					
<p>Notes & Key Factors for Understanding Results</p>					
<p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. SLC 91 1102 13 Financial Information Return.</p>					

Roads

4.1 PAVED ROADS – EFFICIENCY

	2008	2007	2006	2005	
	\$929.04	\$733.01	\$669.22	\$691.78	

Efficiency Measure

Operating costs for paved (hard top) roads per lane kilometre.

Objective

Efficient maintenance of paved roads.

Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.
SLC 91 2107 13 Financial Information Return.

4.2 UNPAVED ROADS – EFFICIENCY

	2008	2007	2006	2005	
	\$4,787.13	\$3,615.98	\$6,102.56	\$6,735.59	

Efficiency Measure

Operating costs for unpaved (loose top) roads per lane kilometre.

Objective

Efficient maintenance of unpaved roads.

Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.
SLC 91 2108 13 Financial Information Return.

4.3 WINTER MAINTENANCE OF ROADS – EFFICIENCY

	2008	2007	2006	2005	
	\$6,235.70	\$4,560.33	\$3,858.85	\$5,858.17	

Efficiency Measure

Operating costs for winter maintenance of roadways per lane kilometre maintained in winter.

Objective

Efficient winter maintenance of roads.

Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.
SLC 91 2204 13 Financial Information Return.

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4.4 ADEQUACY OF PAVED ROADS - EFFECTIVENESS					
	2008	2007	2006	2005	2004
	100%	100%	100%	100%	100%

Effectiveness Measure

Percentage of paved lane kilometres where the condition is rated as good to very good.

Objective

Pavement condition meets municipal objectives.

Notes & Key Factors for Understanding Results

SLC 92 2152 07 Financial Information Return.

4.5 WINTER EVENT RESPONSES - EFFECTIVENESS					
	2008	2007	2006	2005	2004
	100%	100%	100%	100%	100%

Effectiveness Measure

Percentage of winter events where the response met or exceeded locally determined municipal service levels for road maintenance.

Objective

Appropriate response to winter storm events.

Notes & Key Factors for Understanding Results

SLC 92 2251 07 Financial Information Return.

Wastewater (Sewage)

6.1 WASTEWATER COLLECTION – EFFICIENCY					
	2008	2007	2006		
	\$3,666.99	\$3,564.22	\$3,635.37		
<p>Efficiency Measure Operating costs for the collection of wastewater per kilometre of wastewater main.</p> <p>Objective Efficient municipal wastewater collection services.</p>					
<p>Notes & Key Factors for Understanding Results</p>					
<p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. SLC 91 3110 13 Financial Information Return.</p> <p>In 2006, the definition of kilometres of wastewater main was redefined; connections were eliminated.</p>					
6.2 WASTEWATER TREATMENT AND DISPOSAL – EFFICIENCY					
	2008	2007	2006	2005	
	\$651.91	\$591.00	\$539.65	\$494.15	
<p>Efficiency Measure Operating costs for the treatment and disposal of wastewater per megalitre.</p> <p>Objective Efficient municipal wastewater treatment and disposal services.</p>					
<p>Notes & Key Factors for Understanding Results</p>					
<p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.</p> <p>One megalitre equals 1,000,000 litres or 1,000 cubic metres.</p> <p>SLC 91 3108 13 Financial Information Return.</p>					

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6.3 WASTEWATER INTEGRATED SYSTEM – EFFICIENCY					
	2008	2007	2006	2005	
	\$730.66	\$658.43	\$612.33	\$567.62	

Efficiency Measure

Operating costs for the collection, treatment and disposal of wastewater per megalitre (Integrated System).

Objective

Efficient wastewater system (Integrated System).

Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.

One megalitre equals 1,000,000 litres or 1,000 cubic metres.

SLC 91 3109 13 Financial Information Return.

6.4 WASTEWATER MAIN BACKUPS - EFFECTIVENESS					
	2008	2007	2006	2005	2004
	0.0000	0.0000	0.2587	0.1410	0.0000

Effectiveness Measure

Number of wastewater main backups per 100 kilometres of wastewater main in a year.

Objective

Municipal sewage management practices prevent environmental and human health hazards.

Notes & Key Factors for Understanding Results

SLC 92 3154 07 Financial Information Return.

Storm Water

7.1 URBAN STORM WATER MANAGEMENT – EFFICIENCY				
	2008	2007	2006	
	\$1,961.19	\$1,159.50	\$923.33	
<p>Efficiency Measure Operating costs for urban storm water management (collection, treatment, disposal) per kilometre of drainage system.</p> <p>Objective Efficient urban storm water management.</p>				
<p>Notes & Key Factors for Understanding Results</p>				
<p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. In 2006, the definition of kilometres of drainage system was redefined to eliminate connections; catch basins were retained. Reported by municipalities with a separate storm water system. SLC 91 3207 13 Financial Information Return.</p>				
7.2 RURAL STORM WATER MANAGEMENT – EFFICIENCY				
	2008	2007	2006	
	\$1,989.13	\$1,155.67	\$924.22	
<p>Efficiency Measure Operating costs for rural storm water management (collection, treatment, disposal) per kilometre of drainage system.</p> <p>Objective Efficient rural storm water management.</p>				
<p>Notes & Key Factors for Understanding Results</p>				
<p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. In 2006, the definition of kilometres of drainage system was redefined to eliminate connections; catch basins were retained Reported by municipalities with a separate storm water system. SLC 91 3208 13 Financial Information Return.</p>				

Drinking Water

8.1 DRINKING WATER TREATMENT – EFFICIENCY					
	2008	2007	2006	2005	
	\$581.64	\$568.01	\$556.29	\$539.09	
<p>Efficiency Measure Operating costs for the treatment of drinking water per megalitre.</p> <p>Objective Efficient municipal water treatment services.</p>					
<p>Notes & Key Factors for Understanding Results</p>					
<p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. One megalitre equals 1,000,000 litres or 1,000 cubic metres. SLC 91 3307 13 Financial Information Return.</p>					
8.2 DRINKING WATER DISTRIBUTION – EFFICIENCY					
	2008	2007	2006		
	\$5,815.33	\$5,549.71	\$5,547.90		
<p>Efficiency Measure Operating costs for the distribution of drinking water per kilometre of water distribution pipe.</p> <p>Objective Efficient municipal water distribution services.</p>					
<p>Notes & Key Factors for Understanding Results</p>					
<p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. In 2006, the definition of distribution pipe was redefined; connections and hydrants were eliminated. SLC 91 3310 13 Financial Information Return.</p>					

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8.3 DRINKING WATER INTEGRATED SYSTEM – EFFICIENCY

	2008	2007	2006	2005	
	\$697.78	\$671.18	\$668.02	\$647.85	

Efficiency Measure

Operating costs for the treatment and distribution of drinking water per megalitre.
(Integrated System)

Objective

Efficient municipal water system (Integrated System).

Key Factors for Understanding Performance

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.

One megalitre equals 1,000,000 litres or 1,000 cubic metres.

SLC 91 3309 13 Financial Information Return.

8.4 BOIL WATER ADVISORIES - EFFECTIVENESS

	2008	2007	2006	2005	2004
	0.0000	0.0000	0.0000	0.0000	0.0000

Effectiveness Measure

Weighted number of days when a boil water advisory issued by the Medical Officer of Health, applicable to a municipal water supply, was in effect.

Objective

Water is safe and meets local needs.

Notes & Key Factors for Understanding Results

SLC 92 3355 07 Financial Information Return.

8.5 BREAKS IN WATER MAINS - EFFECTIVENESS

	2008	2007	2006	2005	2004
	2.8083	3.9780	3.9178	7.4900	7.4800

Effectiveness Measure

Number of water main breaks per 100 kilometres of water distribution pipe in a year.

Objective

Improve system reliability.

Notes & Key Factors for Understanding Results

SLC 92 3356 07 Financial Information Return.

Solid Waste Management (Garbage)

9.1 GARBAGE COLLECTION – EFFICIENCY					
	2008	2007	2006	2005	
	\$155.21	\$118.28	\$77.66	\$80.11	
<p>Efficiency Measure Operating costs for garbage collection per tonne.</p> <p>Objective Efficient municipal garbage collection services.</p>					
<p>Notes & Key Factors for Understanding Results The City collects garbage every other week and blue box and source separated organics (green bin material) is collected weekly. A three item garbage limit was put in place in September of 2006 (Phase 2 of Greening Vaughan), with any additional items requiring a paid garbage tag. A “garbage item” includes bulky items such as sofas, chairs etc. Council approved a number of “Double Up Day” events each year, which permits residents to place out 6 items during these predetermined scheduled events. Anything over the 6 items requires a paid garbage tag.</p>					
<p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. SLC 91 3403 13 Financial Information Return.</p>					

9.3 SOLID WASTE DIVERSION (RECYCLING) – EFFICIENCY					
	2008	2007	2006	2005	
	\$81.75	\$97.12	\$123.65	\$219.01	
<p>Efficiency Measure Operating costs for solid waste diversion (recycling) per tonne.</p> <p>Objective Efficient municipal solid waste diversion (recycling) services.</p>					
<p>Notes & Key Factors for Understanding Results 2008 represented the first full year of the Greening Vaughan initiative. The City continues to explore avenues to enhance diversion opportunities.</p>					
<p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. SLC 91 3604 13 Financial Information Return.</p>					

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**9.5 COMPLAINTS —
COLLECTION OF GARBAGE AND RECYCLED MATERIALS
EFFECTIVENESS**

	2008	2007	2006	2005	2004
	36.316	61.055	67.942	30.061	61.323

Effectiveness Measure

Number of complaints received in a year concerning the collection of garbage and recycled materials per 1,000 households.

Objective

Improved garbage collection of garbage and recycled materials.

Notes & Key Factors for Understanding Results

For the purposes of this measure, a complaint is defined as anything that required investigation and /or resolution by City staff. Most complaints are regarding alleged missed waste collections (often there is a reason it was missed-i.e. non collectible, out late, overweight etc.) The City typically experiences peaks associated with program changes (i.e. when weekly spring leaf and yard collection changes to biweekly summer leaf and yard collection).

SLC 92 3452 07 Financial Information Return.

**9.6 NUMBER OF MUNICIPAL SOLID WASTE MANAGEMENT FACILITIES
EFFECTIVENESS**

	2008	2007	2006	2005	2004
	1	1	1	1	1

Effectiveness Measure

Total number of solid waste management facilities owned by the municipality with a Ministry of Environment Certificate of Approval.

Objective

Context for solid waste management facility compliance measure.

Notes & Key Factors for Understanding Results

The City owns one (1) solid waste management facility (Dufferin Yard) however does not operate it as a landfill site. The Region of York is temporarily using the site for the processing of leaf and yard waste to control and eradicate the Asian Longhorned Beetle threat. The Ministry of Environment Certificate of Approval is issued to York Region.

SLC 92 3552 07 Financial Information Return.

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9.7 FACILITY COMPLIANCE - EFFECTIVENESS

Effectiveness Measure

Number of days per year when a Ministry of Environment compliance order for remediation concerning an air or groundwater standard was in effect for a municipally owned solid waste management facility, by facility.

Objective

Municipal solid waste services do not have an adverse impact on environment.

Facility Name	Days 2008	Days 2007	Days 2006	Days 2005	Days 2004
Dufferin Yard	0	0	0	0	0

Notes & Key Factors for Understanding Performance

Facility Name: SLC 92 3553 03 to SLC 92 3560 03
Days: SLC 92 3553 07 to SLC 92 3560 07
List facilities in the order they appear in the 2008 FIR.

**9.8 DIVERSION OF RESIDENTIAL SOLID WASTE
EFFECTIVENESS**

	2008	2007	2006	2005	2004
	66.9%	56.4%	31.8%	20.8%	18.7%

Effectiveness Measure

Percentage of residential solid waste diverted for recycling.

Objective

Municipal solid waste reduction programs divert waste from landfills and/or incinerators.

Notes & Key Factors for Understanding Results

The City provides recycling pick-ups to a very small number of non-residential units (approx. less than 150). This tonnage collected from these locations is included in the residential streams. The City does not include materials diverted through its building and facilities and park operations (under a different contract that is managed through Buildings & Facilities and Parks).

SLC 92 3655 07 Financial Information Return.

Parks and Recreation

10.1 PARKS – EFFICIENCY

	2008	2007	2006	2005	
	\$30.46	\$28.66	\$32.44	\$27.46	

Efficiency Measure

Operating costs for parks per person.

Objective

Efficient operation of parks.

Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.
SLC 91 7102 13 Financial Information Return.

10.2 RECREATION PROGRAMS – EFFICIENCY

	2008	2007	2006	2005	
	\$37.41	\$37.77	\$39.45	\$37.35	

Efficiency Measure

Operating costs for recreation programs per person.

Objective

Efficient operation of recreation programs.

Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.
This measure is based on total population, not the population participating in recreation programs.
SLC 91 7202 13 Financial Information Return.

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10.3 RECREATION FACILITIES – EFFICIENCY					
	2008	2007	2006	2005	
	\$41.09	\$41.57	\$41.73	\$37.91	

Efficiency Measure

Operating costs for recreation facilities per person.

Objective

Efficient operation of recreation facilities.

Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.
SLC 91 7303 13 Financial Information Return.

10.4 RECREATION PROGRAMS AND RECREATION FACILITIES (SUBTOTAL) EFFICIENCY				
	2008	2007		
	\$78.50	\$79.34		

Efficiency Measure

Operating costs for recreation programs and recreation facilities per person (Subtotal).

Objective

Efficient operation of recreation programs and recreation facilities.

Notes & Key Factors for Understanding Results

Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs.
This measure represents a subtotal and is automatically completed when a municipality reports one or more efficiency measures for parks and recreation.
SLC 91 7305 13 Financial Information Return.

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10.5 TRAILS - EFFECTIVENESS					
	2008	2007	2006	2005	2004
	50	50	42	37	15

Effectiveness Measure

Total kilometres of trails.

SLC 92 7152 05 Financial Information Return.

	2008	2007	2006	2005	2004
	0.185	0.192	0.170	0.153	0.064

Effectiveness Measure

Total kilometres of trails per 1,000 persons.

Objective

Trails provide recreation opportunities.

SLC 92 7152 07 Financial Information Return.

Notes & Key Factors for Understanding Results

10.6 OPEN SPACE - EFFECTIVENESS					
	2008	2007	2006		
	893	866	827		

Effectiveness Measure

Hectares of open space (municipally owned).

SLC 92 7155 05 Financial Information Return.

	2008	2007	2006		
	3.302	3.320	3.342		

Effectiveness Measure

Hectares of open space per 1,000 persons (municipally owned).

Objective

Open space is adequate for population.

SLC 92 7155 07 Financial Information Return.

Notes & Key Factors for Understanding Results

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**10.7 PARTICIPANT HOURS FOR RECREATION PROGRAMS
EFFECTIVENESS**

	2008	2007	2006	2005	
	24,991.894	24,871.692	26,038.620	25,438.664	

Effectiveness Measure

Total participant hours for recreation programs per 1,000 persons.

Objective

Recreation programs serve needs of residents.

Notes & Key Factors for Understanding Results

This measure was redefined in 2005 to exclude special events.

The denominator of this measure is total population divided by 1,000 and does not represent the number of participants in recreation programs.

SLC 92 7255 07 Financial Information Return.

10.8 INDOOR RECREATION FACILITIES - EFFECTIVENESS

	2008	2007	2006		
	72,089	72,089	71,973		

Effectiveness Measure

Square metres of indoor recreation facilities (municipally owned).

SLC 92 7356 05 Financial Information Return.

	2008	2007	2006		
	266.596	276.371	290.842		

Effectiveness Measure

Square metres of indoor recreation facility space per 1,000 persons (municipally owned).

Objective

Recreation facility space is adequate for population.

In 2006, the measure for recreation facilities was split into a measure of indoor recreation facilities and a measure of outdoor recreation facility space. The new measures are defined as municipally owned facilities.

SLC 92 7356 07 Financial Information Return.

Notes & Key Factors for Understanding Results

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10.9 OUTDOOR RECREATION FACILITY SPACE - EFFECTIVENESS				
	2008	2007	2006	
	677	677	565	
<p>Effectiveness Measure Square metres of outdoor recreation facility space (municipally owned).</p>				
SLC 92 7359 05 Financial Information Return.				
	2008	2007	2006	
	2.504	2.595	2.283	
<p>Effectiveness Measure Square metres of outdoor recreation facility space per 1,000 persons (municipally owned).</p>				
<p>Objective Recreation facility space is adequate for population.</p>				
<p>In 2006, the measure of recreation facilities was split into a measure of indoor recreation facilities and a measure of outdoor recreation facility space. The new measures are defined as municipally owned facilities.</p>				
SLC 92 7359 07 Financial Information Return.				
<p>Notes & Key Factors for Understanding Results</p>				

Libraries

11.1 LIBRARY COSTS PER PERSON – EFFICIENCY					
	2008	2007	2006	2005	
	\$36.82	\$35.50	\$37.04	\$36.19	
<p>Efficiency Measure Operating costs for library services per person.</p> <p>Objective Efficient library services.</p>					
<p>Notes & Key Factors for Understanding Results</p>					
<p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. SLC 91 7403 13 Financial Information Return.</p>					
11.2 LIBRARY COSTS PER USE – EFFICIENCY					
	2008	2007	2006	2005	
	\$1.81	\$1.86	\$1.69	\$1.74	
<p>Efficiency Measure Operating costs for library services per use.</p> <p>Objective Efficient library services.</p>					
<p>Notes & Key Factors for Understanding Results</p>					
<p>Formulas for all efficiency measures were changed in 2005 to improve the definition of operating costs. SLC 91 7404 13 Financial Information Return.</p>					

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11.3 LIBRARY USES - EFFECTIVENESS					
	2008	2007	2006	2005	2004
	20.324	19.094	21.896	20.773	18.256

Effectiveness Measure

Library uses per person.

Objective

Increased use of library services.

Notes & Key Factors for Understanding Results

SLC 92 7460 07 Financial Information Return.

11.4 ELECTRONIC LIBRARY USES - EFFECTIVENESS					
	2008	2007	2006	2005	2004
	21.3%	15.1%	15.0%	11.0%	15.0%

Effectiveness Measure

Electronic library uses as a percentage of total library uses.

Objective

Better information on library usage.

Notes & Key Factors for Understanding Results

SLC 92 7461 07 Financial Information Return.

11.5 NON-ELECTRONIC LIBRARY USES - EFFECTIVENESS					
	2008	2007	2006	2005	2004
	78.7%	84.9%	85.0%	89.0%	85.0%

Effectiveness Measure

Non-electronic library uses as a percentage of total library uses.

Objective

Better information on library usage.

Notes & Key Factors for Understanding Results

SLC 92 7462 07 Financial Information Return.

Land Use Planning

12.1 LOCATION OF NEW DEVELOPMENT - EFFECTIVENESS

	2008	2007		
	100%	100%		

Effectiveness Measure

Percentage of new residential units located within settlement areas.

Objective

New residential development is occurring within settlement areas.

Notes & Key Factors for Understanding Results

SLC 92 8170 07 Financial Information Return.

In 2007, the measure for the location of new development was redefined for greater accuracy.

12.2 PRESERVATION OF AGRICULTURAL LAND DURING REPORTING YEAR EFFECTIVENESS

	2008	2007	2006	2005	2004
	100%	100%	100%	100%	100%

Effectiveness Measure

Percentage of land designated for agricultural purposes which was not re-designated for other uses during the reporting year.

Objective

Preservation of agricultural land.

Notes & Key Factors for Understanding Results

SLC 92 8163 07 Financial Information Return.

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**12.3 PRESERVATION OF AGRICULTURAL LAND RELATIVE TO 2000
EFFECTIVENESS**

	2008	2007	2006	2005	2004
	73.7%	73.7%	77.2%	77.2%	77.2%

Effectiveness Measure

Percentage of land designated for agricultural purposes which was not re-designated for other uses relative to the base year of 2000.

Objective

Preservation of agricultural land.

Notes & Key Factors for Understanding Results

SLC 92 8164 07 Financial Information Return.

**12.4 CHANGE IN NUMBER OF AGRICULTURAL HECTARES DURING REPORTING YEAR
EFFECTIVENESS**

	2008	2007	2006	2005	2004
	0	0	0	0	0

Effectiveness Measure

Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses during the reporting year.

Objective

Preservation of agricultural land.

Notes & Key Factors for Understanding Results

SLC 92 8165 07 Financial Information Return.

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**12.5 CHANGE IN NUMBER OF AGRICULTURAL HECTARES SINCE 2000
EFFECTIVENESS**

	2008	2007	2006	2005	2004
	1,197	1,197	1,037	1,037	1,037

Effectiveness Measure

Number of hectares of land originally designated for agricultural purposes which was re-designated for other uses since January 1, 2000.

Objective

Preservation of agricultural land.

Notes & Key Factors for Understanding Results

SLC 92 8166 07 Financial Information Return.