

**Report to/Rapport au :**

**Finance and Economic Development Committee  
Comité des finances et du développement économique**

**and Council / et au Conseil**

**September 20, 2012  
20 septembre 2012**

**Submitted by/Soumis par : Kent Kirkpatrick, City Manager/Directeur municipal**

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CITY WIDE / À L'ÉCHELLE DE LA VILLE

Ref N°: ACS2012-CMR-OCM-0017

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**SUBJECT: QUARTERLY PERFORMANCE REPORT TO COUNCIL, Q2: APRIL 1 – JUNE 30, 2012**

**OBJET : RAPPORT TRIMESTRIEL SUR LE RENDEMENT PRÉSENTÉ AU CONSEIL POUR LE 2<sup>ÈME</sup> TRIMESTRE, DU 1<sup>ER</sup> AVRIL AU 30 JUIN 2012**

**REPORT RECOMMENDATIONS**

1. That the Finance and Economic Development Committee receive the attached report and refer it for review and discussion at the following standing committee meetings:
  - Transportation Committee – October 3, 2012
  - Agriculture and Rural Affairs Committee – October 4, 2012
  - Planning Committee – October 9, 2012
  - Environment Committee – October 16, 2012
  - Community and Protective Services Committee – October 18, 2012
2. That Council receive the report for information on October 24, 2012 once it has been reviewed by standing committees.

**RECOMMANDATIONS DU RAPPORT**

1. Que le Comité des finances et du développement économique prenne connaissance du rapport ci-joint et le soumette pour examen et discussion aux prochaines réunions des comités permanents :
  - Comité des transports – le 3 octobre 2012

- **Comité de l'agriculture et des affaires rurales – le 4 octobre 2012**
- **Comité de l'urbanisme – le 9 octobre 2012**
- **Comité de l'environnement – le 16 octobre 2012**
- **Comité des services communautaires et de protection – le 18 octobre 2012**

**2. Que le Conseil prenne connaissance du rapport le 24 octobre 2012, une fois qu'il aura été examiné par les comités permanents.**

### BACKGROUND

The Quarterly Performance Report to Council was developed in 2006 as a key component of the City's Performance Measurement and Reporting Framework (Ref. N<sup>o</sup>. [ACS2006-CMR-OCM-0003](#)). Since Q2 2006, the report has been produced following the end of each quarter and reviewed by standing committees before being received by Council. Work is underway to augment the Framework and as such, future performance reporting requirements may change.

### DISCUSSION

The Quarterly Performance Report to Council is an important component of the City's accountability framework. Accountability is fundamental to good governance.

This Quarterly Performance Report to Council covers the reporting period between April 1 and June 30, 2012. It provides measures for services within the following service areas:

- Planning
- Building Code Services
- Solid Waste Operations
- Infrastructure Services
- ServiceOttawa
- Community and Social Services – Employment and Financial Assistance
- Fire Services
- Social Housing and Shelter Management
- Parks, Recreation and Cultural Services
- By-Law and Regulatory Services
- Ottawa Paramedic Service
- Ottawa Police Service
- Ottawa Public Library
- Fleet Services
- Roads and Traffic Operations and Maintenance
- Transportation Planning

This report provides information on how the City is performing relative to its established standards, as well as information on changes in performance over time. The Quarterly Performance Report includes:

- Outcome measures (e.g., percentage of waste diverted from landfill);
- Service measures (e.g., calls for service requests and call volumes);
- Output measures (e.g., number of building permit applications submitted by ward);
- Efficiency measures (e.g., cost per lane kilometre for road maintenance); and,
- Customer service measures (e.g., on-time review of planning applications).

### RURAL IMPLICATIONS

There are no specific rural implications associated with this report.

### CONSULTATION

No specific public consultations were undertaken in the production of the report.

### LEGAL IMPLICATIONS

There are no legal impediments to receiving this report.

### RISK MANAGEMENT IMPLICATIONS

There are no risk management implications associated with this report.

### FINANCIAL IMPLICATIONS

There are no financial implications associated with this report

### ACCESSIBILITY IMPACTS

There are no potential positive or negative impacts on people with disabilities or seniors associated with this report.

### TECHNOLOGY IMPLICATIONS

There are no technology implications associated with this report.

### TERM OF COUNCIL PRIORITIES

On July 13, 2011, City Council approved eight Term of Council Priorities to increase the public's confidence in City government and improve resident, enterprise and visitor satisfaction with City services. The Term of Council Priorities were amended in May 2012.

While the Quarterly Performance Report to Council is a pre-existing report, it also speaks to two of the current Council priorities:

*Governance, Planning and Decision-Making* – Achieve measurable improvement in residents' level of trust in how the City is governed and managed, apply a sustainability lens to decision-making, and create a governance model that compares well to best-in-class cities around the world.

*Service Excellence* – Improve client satisfaction with the delivery of municipal services to Ottawa residents by measurably increasing the culture of service excellence at the City, by improving the efficiency of City operations, and by creating positive client experiences.

With approval of the 2011–2014 Term of Council Priorities and further direction to develop a Corporate Balanced Scorecard, the metrics contained in the Quarterly Report are being reviewed to incorporate measures where appropriate, and to revise them, if necessary.

#### SUPPORTING DOCUMENTATION

[Document 1](#): *Quarterly Performance Report to Council Q2: April 1 – June 30, 2012*  
(Distributed separately and held on file with the City Clerk.)

#### DISPOSITION

The Quarterly Performance Report to Council will be made available to citizens electronically in PDF and HTML formats on our Web site (*ottawa.ca*), and in printed format upon request.