

**Report to  
Rapport au:**

**Finance and Economic Development Committee  
Comité des finances et du développement économique  
2 June 2015 / 2 juin 2015**

**and Council  
et au Conseil  
24 June 2015 / 24 juin 2015**

**Submitted on May 26, 2015  
Soumis le 26 mai 2015**

**Submitted by  
Soumis par:  
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**Ward: CITY WIDE / À L'ÉCHELLE DE LA VILLE      File Number: ACS2015-CMR-OCM-0014**

**SUBJECT: SEMI-ANNUAL PERFORMANCE REPORT TO COUNCIL Q4 2014 AND Q1 2015**

**OBJET: RAPPORT SEMESTRIEL SUR LE RENDEMENT PRÉSENTÉ AU CONSEIL POUR LE 4E TRIMESTRE DE 2014 ET LE 1ER TRIMESTRE DE 2015**

#### **REPORT RECOMMENDATIONS**

1. That the Finance and Economic Development Committee receive the attached report and refer it for information to the following standing committee meetings:

- Transportation Committee (June 3, 2015)
  - Agriculture and Rural Affairs Committee (June 5, 2015)
  - Planning Committee (June 9, 2015)
  - Environment Committee (June 16, 2015)
  - Community and Protective Services Committee (June 18, 2015)
2. That Council receive the report 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 aux prochaines réunions des comités permanents:
- Comité des transports (le 3 juin 2015)
  - Comité de l'agriculture et des affaires rurales (le 5 juin 2015)
  - Comité de l'urbanisme (le 9 juin 2015)
  - Comité de l'environnement (le 16 juin 2015)
  - Comité des services communautaires et de protection (le 18 juin 2015)
2. Que le Conseil prenne connaissance du rapport une fois qu'il aura été examiné par les comités permanents.

### **BACKGROUND**

The Semi-Annual Performance Report to Council (formerly the Quarterly Performance Report to Council) was developed in 2006 as a key component of the City's Performance Measurement and Reporting Framework (Ref. No. ACS2006-CMR-OCM-0003). Between Q2 2006 and Q3 2013 inclusive, the Report was produced following the end of each quarter and reviewed by standing committees before being received by Council.

At its meeting of October 23, 2013, Council approved changing the frequency of the Report from quarterly to semi-annually and changing its name to the "Semi-Annual Performance Report to Council."

This is the third Semi-Annual Performance Report to Council. It covers the reporting periods of Q4 2014 and Q1 2015.

## **DISCUSSION**

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

This Semi-Annual Performance Report to Council covers the reporting period between October 1, 2014 and March 31, 2015. 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 Services
- 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 Semi-Annual 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 implementing the recommendations in 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 Semi-Annual Performance Report to Council is a pre-existing report, it also speaks to two Term of Council priorities that were in the 2011-2014 City Strategic Plan:

- 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.

New Term of Council priorities for the next City Strategic Plan for 2015-2018 are currently being drafted and will be presented to Standing Committees, Transit Commission throughout June 2015 and to Council in July 2015.

**SUPPORTING DOCUMENTATION**

Document 1: Semi-Annual Performance Report to Council Q4 2014 and Q1 2015  
(Distributed separately and held on file with the City Clerk.)

**DISPOSITION**

The Semi-Annual Performance Report to Council will be made available to residents electronically in PDF and HTML formats on our website ([ottawa.ca](http://ottawa.ca)), and in printed format upon request.