

1st Quarter 2012 Operating Status Report	Quarterly Results										
	Expenditures				Revenues				Surplus / (Deficit)		
	Annual Exp	YTD Budget	YTD Actual	Spent	Annual Rev	YTD Budget	YTD Actual	Rec.	YTD Net Budget	YTD Net Actual	YTD Net Surplus / (Deficit)
	\$000	\$000	\$000	%	\$000	\$000	\$000	%	\$000	\$000	
Tax Supported Programs											
Elected Officials	10,444	2,707	2,503	92%	-	-	-	-	2,707	2,503	204
Office of the City Auditor General	1,616	248	252	102%	-	-	-	-	248	252	(4)
City Manager's Office	528	122	122	100%	-	-	-	-	122	122	-
Director's Office CPBS	295	74	79	107%	-	-	-	-	74	79	(5)
Policy Coordination & Outreach	1,009	214	269	126%	-	-	-	-	214	269	(55)
Corporate Business Services	1,813	423	430	102%	-	-	-	-	423	430	(7)
French Language Services	2,809	626	596	95%	(300)	-	-	-	626	596	30
Corporate Program & Business Service	5,926	1,337	1,374	103%	(300)	-	-	-	1,337	1,374	(37)
City Treasurer's Office	341	87	95	109%	-	-	-	-	87	95	(8)
Revenue	10,827	2,572	2,618	102%	(6,375)	(1,741)	(1,631)	94%	831	987	(156)
Corporate Finance	4,198	1,016	988	97%	(40)	(40)	(185)	463%	976	803	173
Policy and Planning	593	138	81	59%	-	-	-	-	138	81	57
Controller	14,849	3,774	3,915	104%	-	-	-	-	3,774	3,915	(141)
Supply	2,689	680	700	103%	-	-	-	-	680	700	(20)
Finance	33,497	8,267	8,397	102%	(6,415)	(1,781)	(1,816)	102%	6,486	6,581	(95)
City Clerk & Solicitor's Office	444	99	99	100%	(440)	-	-	-	99	99	-
Legal Services	8,298	2,207	2,323	105%	-	-	-	-	2,207	2,323	(116)
Protocol	801	152	155	102%	-	-	-	-	152	155	(3)
City Clerk	3,190	770	754	98%	-	-	-	-	770	754	16
Municipal Elections & MFIPPA	1,321	295	270	92%	-	-	-	-	295	270	25
Courthouse & Prov Offences Services	7,242	1,325	1,290	97%	-	-	-	-	1,325	1,290	35
City Clerk & Solicitor	21,296	4,848	4,891	101%	(440)	-	-	-	4,848	4,891	(43)
Director's Office Communications	1,220	305	322	106%	-	-	-	-	305	322	(17)
Media Relations & Public Information	729	182	160	88%	-	-	-	-	182	160	22
Client Relations	2,615	652	677	104%	-	-	-	-	652	677	(25)
Corporate Communications	4,564	1,139	1,159	102%	-	-	-	-	1,139	1,159	(20)
Economic Development	5,582	1,078	1,331	123%	-	-	(259)	-	1,078	1,072	6
Total City Manager's Office	71,393	16,791	17,274	103%	(7,155)	(1,781)	(2,075)	117%	15,010	15,199	(189)
City Operations DCM's Office	1,137	290	263	91%	-	-	-	-	290	263	27
Director Service Ottawa	362	91	97	107%	-	-	-	-	91	97	(6)
Quality Assurance and Standards	964	188	146	78%	-	-	-	-	188	146	42
Organizational Development	1,883	323	351	109%	-	-	-	-	323	351	(28)
Knowledge Management	533	141	152	108%	-	-	-	-	141	152	(11)
Client Services	6,257	1,574	1,622	103%	(1,469)	(277)	(291)	105%	1,297	1,331	(34)
Service Ottawa	9,999	2,317	2,368	102%	(1,469)	(277)	(291)	105%	2,040	2,077	(37)

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	\$000	\$000	\$000	%	\$000	\$000	\$000	%	\$000	\$000	(Deficit)
Director's Office Human Resources	331	82	85	104%	-	-	-	-	82	85	(3)
Diversity & Employment Equity	429	95	96	101%	-	-	-	-	95	96	(1)
HR Client & Business Solutions	2,366	609	650	107%	-	-	-	-	609	650	(41)
Resourcing & Talent Management	4,882	806	824	102%	-	-	-	-	806	824	(18)
Compensation & Benefits	3,749	929	932	100%	-	-	-	-	929	932	(3)
Occupational Health & Safety	3,377	836	849	102%	-	-	-	-	836	849	(13)
Human Resources	15,134	3,357	3,436	102%	-	-	-	-	3,357	3,436	(79)
Director's Office Information Tech	357	100	108	108%	-	-	-	-	100	108	(8)
Technology Infrastructure	11,492	3,706	3,869	104%	-	-	-	-	3,706	3,869	(163)
Client Services	9,348	2,257	2,368	105%	-	-	-	-	2,257	2,368	(111)
Business Solutions	8,245	2,493	2,374	95%	-	-	-	-	2,493	2,374	119
Enterprise Solutions	16,045	6,126	6,106	100%	-	-	-	-	6,126	6,106	20
IM/IT Architecture & Security	2,777	655	624	95%	-	-	-	-	655	624	31
Business Technology & Architecture	470	133	136	102%	-	-	-	-	133	136	(3)
Information Technology Services	48,734	15,470	15,585	101%	-	-	-	-	15,470	15,585	(115)
General Manager's Office	699	180	201	112%	-	-	-	-	180	201	(21)
Security and Emergency Management	4,534	1,085	1,080	100%	(170)	(43)	(39)	91%	1,042	1,041	1
Fire Services	139,684	33,517	33,646	100%	(788)	(264)	(254)	96%	33,253	33,392	(139)
Paramedic Service	72,574	18,572	19,340	104%	(42,280)	(10,370)	(10,826)	104%	8,202	8,514	(312)
By-Law & Regulatory Services	18,193	4,284	4,262	99%	(24,306)	(6,201)	(6,227)	100%	(1,917)	(1,965)	48
Emergency & Protective Services	235,684	57,638	58,529	102%	(67,544)	(16,878)	(17,346)	103%	40,760	41,183	(423)
General Manager	765	191	238	125%	-	-	-	-	191	238	(47)
Social Services	212,624	53,157	53,323	100%	(157,007)	(39,252)	(39,140)	100%	13,905	14,183	(278)
Child Care Services	99,131	19,875	19,334	97%	(75,808)	(18,545)	(18,505)	100%	1,330	829	501
Long Term Care	54,269	13,808	14,225	103%	(44,946)	(11,236)	(11,324)	101%	2,572	2,901	(329)
Housing Services	154,679	37,009	35,749	97%	(56,916)	(13,440)	(13,378)	100%	23,569	22,371	1,198
Community Development & Funding	23,449	6,165	6,033	98%	(389)	(49)	(50)	102%	6,116	5,983	133
Community & Social Services	544,917	130,205	128,902	99%	(335,066)	(82,522)	(82,397)	100%	47,683	46,505	1,178
General Manager's Office	1,782	236	479	203%	(3,111)	(255)	(298)	117%	(19)	181	(200)
Complexes, fitness & Aquatic Venues	69,679	16,416	16,675	102%	(40,274)	(11,574)	(12,466)	108%	4,842	4,209	633
Community Programs	-	-	-	-	-	-	-	-	-	-	-
Community Programs	29,389	6,607	6,295	95%	(11,813)	(3,267)	(3,115)	95%	3,340	3,180	160
Cultural & Heritage Services	28,064	7,449	7,932	106%	(3,755)	(1,107)	(921)	83%	6,342	7,011	(669)
Customer Rel Bus Integration & Funding	7,103	1,804	1,423	79%	(1,520)	(431)	(367)	85%	1,373	1,056	317
Parks, Recreation & Cultural Services	136,017	32,512	32,804	101%	(60,473)	(16,634)	(17,167)	103%	15,878	15,637	241
General Manager Public Works	1,691	418	399	95%	-	-	-	-	418	399	19
Traffic Management and Operational Support	13,766	3,221	3,178	99%	(134)	(50)	(8)	16%	3,171	3,170	1
Roads & Traffic Maintenance	119,625	43,439	47,326	109%	(2,188)	(358)	(366)	102%	43,081	46,960	(3,879)
Parks, Buildings & Grounds	64,693	12,006	11,575	96%	(8,063)	(1,913)	(1,097)	57%	10,093	10,478	(385)
Forestry	13,076	2,856	2,875	101%	-	-	-	-	2,856	2,875	(19)
Parking Operations	15,687	422	(555)	-132%	(15,686)	(3,803)	(2,826)	74%	(3,381)	(3,381)	-
Fleet Services	3,888	(4,411)	(3,986)	90%	(549)	(137)	(149)	109%	(4,548)	(4,135)	(413)
Public Works	232,426	57,951	60,812	105%	(26,620)	(6,261)	(4,446)	71%	51,690	56,366	(4,676)
GM/Manager's Office	166	42	36	86%	-	-	-	-	42	36	6
Solid Waste Diversion/Recycling	41,209	5,395	4,689	87%	(14,284)	(744)	(801)	108%	4,651	3,888	763
Solid Waste Landfill & Disposal	7,054	1,590	1,119	70%	(3,754)	(489)	(500)	102%	1,101	619	482
Solid Waste Garbage Collection	16,193	1,726	2,251	130%	(198)	(50)	6	-12%	1,676	2,257	(581)
Solid Waste Other	267	67	66	99%	-	-	-	-	67	66	1
Non Departmental	6,143	270	400	148%	(29,139)	(14,625)	(14,186)	97%	(14,355)	(13,786)	(569)
Solid Waste Services	71,032	9,090	8,561	94%	(47,375)	(15,908)	(15,481)	97%	(6,818)	(6,920)	102
Environmental Sustainability	1,086	221	237	107%	-	-	-	-	221	237	(16)
Total City Operations	1,296,166	309,051	311,497	101%	(538,547)	(138,480)	(137,128)	99%	170,571	174,369	(3,798)

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	\$000	\$000	\$000	%	\$000	\$000	\$000	%	\$000	\$000	
DCM's Office Planning & Infrastructure	1,968	519	515	99%	-	-	-	-	519	515	4
General Manager's Office - PGM	604	108	101	94%	-	-	-	-	108	101	7
Business Support & Evaluation	836	190	205	108%	-	-	-	-	190	205	(15)
Development Review Urban Services	4,086	967	988	102%	-	-	-	-	967	988	(21)
Development Review Suburban Services	5,830	1,484	1,422	96%	(4,333)	(462)	(904)	196%	1,022	518	504
Development Review Rural Services	2,758	671	637	95%	(841)	(210)	(164)	78%	461	473	(12)
Development Review Consolidated Services	1,193	57	(65)	-114%	(11,499)	(2,875)	(2,822)	98%	(2,818)	(2,887)	69
Development Review Process (Rural)	3,397	557	524	94%	-	-	-	-	557	524	33
Policy Development & Urban Design	4,131	856	895	105%	(21)	(5)	-	-	851	895	(44)
Sustainability Practice & Neighbourhood	1,019	196	193	98%	-	-	-	-	196	193	3
Transportation Planning	2,746	642	619	96%	(55)	(3)	(16)	533%	639	603	36
Building Code Services	721	177	121	68%	(942)	(179)	(245)	137%	(2)	(124)	122
Planning and Growth Management	27,321	5,905	5,640	96%	(17,691)	(3,734)	(4,151)	111%	2,171	1,489	682
Building Code Services-Ontario Bldg Code	17,105	4,231	3,954	93%	(21,812)	(4,581)	(7,440)	162%	(350)	(3,486)	3,136
2011 OBCA Revenue Adjustment	-	-	-	-	-	(3,136)	-	-	(3,136)	-	(3,136)
General Manager's Office - Infrast Serv	288	72	108	150%	-	-	-	-	72	108	(36)
Design & Construction - Municipal East	318	228	197	86%	-	-	-	-	228	197	31
Design & Construction - Municipal West	328	165	134	81%	-	-	-	-	165	134	31
Design & Construction - Bldg/Fac/Prks	1,277	536	547	102%	-	-	-	-	536	547	(11)
Asset Management	1,458	437	388	89%	(32)	(8)	8	-100%	429	396	33
Business & Technical Services	3,995	1,128	1,030	91%	(634)	(129)	(76)	59%	999	954	45
Infrastructure Services	7,664	2,566	2,404	94%	(666)	(137)	(68)	50%	2,429	2,336	93
Rail Implementation	6,999	1,731	1,358	78%	(6,999)	(1,731)	(1,358)	78%	-	-	-
Director's Off Real Estate Partner & Dev	384	98	94	96%	-	-	-	-	98	94	4
Realty Services	4,855	1,502	1,529	102%	(354)	(78)	(107)	137%	1,424	1,422	2
Realty Initiatives & Development	1,235	259	221	85%	-	-	-	-	259	221	38
Real Estate Partnerships & Development	6,474	1,859	1,844	99%	(354)	(78)	(107)	137%	1,781	1,737	44
Total Planning & Infrastructure	67,531	16,811	15,715	93%	(47,522)	(13,397)	(13,124)	98%	3,414	2,591	823

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	\$000	\$000	\$000	%	\$000	\$000	\$000	%	\$000	\$000	
Non Departmental Accounts											
Corporate Benefit Provisions	12,168	3,042	2,817	93%	(3,458)	-	-	-	3,042	2,817	225
Contribution To Reserve Funds	83,915	-	-	-	(2,800)	-	-	-	-	-	-
Endowment Fund	13,000	-	-	-	(13,000)	-	-	-	-	-	-
Debt Charges	69,789	17,205	17,205	100%	(9,411)	(467)	(479)	103%	16,738	16,726	12
Sale of Surplus Land	-	-	7	-	-	-	(2,459)	-	-	(2,452)	2,452
Ottawa Lands Development	-	-	-	-	(5,500)	-	-	-	-	-	-
100 Constellation Lease	5,907	1,778	1,778	100%	-	-	-	-	1,778	1,778	-
Capital Formation Costs	172,611	18,983	18,990	100%	(30,711)	(467)	(2,938)	629%	18,516	16,052	2,464
Election Reserve Fund	1,087	-	-	-	-	-	-	-	-	-	-
One-Time Unforeseen Provision	2,070	-	-	-	-	-	-	-	-	-	-
Recovery from Water/Sewer Rate	(17,321)	(4,330)	(4,330)	100%	-	-	-	-	(4,330)	(4,330)	-
Financial Charges	3,466	69	(22)	-32%	-	-	-	-	69	(22)	91
Corporate Common Expenditures	(10,698)	(4,261)	(4,352)	102%	-	-	-	-	(4,261)	(4,352)	91
Penalty & Interest	-	-	-	-	(11,194)	(2,601)	(2,812)	108%	(2,601)	(2,812)	211
Investment Income	-	-	-	-	(13,716)	(3,913)	(3,097)	79%	(3,913)	(3,097)	(816)
Sinking Fund Surplus	-	-	-	-	(805)	-	-	-	-	-	-
Hydro Ottawa Dividends	-	-	-	-	(16,000)	-	-	-	-	-	-
Provincial Offences Act	-	-	-	-	(13,607)	(3,402)	(3,761)	111%	(3,402)	(3,761)	359
Rideau Carleton Raceway	-	-	-	-	(4,300)	-	-	-	-	-	-
Lottery Fees	-	-	-	-	(1,004)	(168)	(208)	124%	(168)	(208)	40
Other Miscellaneous Revenue	-	-	-	-	(2,195)	(472)	(232)	49%	(472)	(232)	(240)
Corporate Common Revenue	-	-	-	-	(62,821)	(10,556)	(10,110)	96%	(10,556)	(10,110)	(446)
Supplemental Assessment	-	-	-	-	(27,219)	-	-	-	-	-	-
Payment-in-lieu of Taxation	-	-	-	-	(170,069)	(82,469)	(82,469)	100%	(82,469)	(82,469)	-
Public Institutions	-	-	-	-	(5,444)	-	-	-	-	-	-
Local Improvement	171	-	-	-	(200)	-	-	-	-	-	-
Tax Rebates & Remissions	19,632	2,343	2,343	100%	-	-	-	-	2,343	2,343	-
Property Assessment	12,221	3,055	3,087	101%	-	-	-	-	3,055	3,087	(32)
Tax Related Expenditures & Revenue	32,024	5,398	5,430	101%	(202,932)	(82,469)	(82,469)	100%	(77,071)	(77,039)	(32)
Total Non Departmental Accounts	206,105	23,162	22,885	99%	(299,922)	(93,492)	(95,517)	102%	(70,330)	(72,632)	2,302
Property Tax Revenue	-	-	-	-	(1,287,633)	(627,747)	(627,747)	100%	(627,747)	(627,747)	-
Total City Wide Seivces	1,653,255	368,770	370,126	100%	(2,180,779)	(874,897)	(875,591)	100%	(506,127)	(505,465)	(662)
Transit Commission	440,959	107,219	108,339	101%	(213,448)	(53,461)	(53,831)	101%	53,758	54,508	(750)
Crime Prevention Centre	634	95	103	108%	-	-	-	-	95	103	(8)
Committee of Adjustment	1,337	275	236	86%	(1,337)	(280)	(176)	63%	(5)	60	(65)
Public Health	50,254	12,145	12,646	104%	(38,675)	(9,397)	(9,898)	105%	2,748	2,748	-
Library Services	44,654	10,392	10,377	100%	(3,596)	(545)	(518)	95%	9,847	9,859	(12)
Police Services	268,013	62,585	60,211	96%	(21,271)	(4,803)	(2,429)	51%	57,782	57,782	-
Total External Boards & Agencies	805,851	192,711	191,912	100%	(278,327)	(68,486)	(66,852)	98%	124,225	125,060	(835)
Total Tax Supported Programs	2,459,106	561,481	562,038	100%	(2,459,106)	(943,383)	(942,443)	100%	(381,902)	(380,405)	(1,497)

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Rate Supported Programs											
GM/Manager's Office	1,828	458	165	36%	-	-	-	-	458	165	293
Water Production	21,246	4,720	2,913	62%	(36)	(9)	(4)	44%	4,711	2,909	1,802
Water Distribution	19,899	4,078	4,699	115%	(2,200)	(321)	(370)	115%	3,757	4,329	(572)
Water Quality	2,591	647	327	51%	-	-	-	-	647	327	320
Water Share of Environmental Engineering	3,682	918	759	83%	-	-	-	-	918	759	159
Water Share of Business Services	3,966	967	892	92%	(200)	(40)	(98)	245%	927	794	133
Non Departmental	82,340	7,488	7,488	100%	(133,116)	(28,478)	(27,627)	97%	(20,990)	(20,139)	(851)
Water	135,552	19,276	17,243	89%	(135,552)	(28,848)	(28,099)	97%	(9,572)	(10,856)	1,284
GM/Manager's Office	1,625	408	399	98%	-	-	-	-	408	399	9
Wastewater Collection	15,928	2,949	2,863	97%	(10)	-	(9)	-	2,949	2,854	95
Wastewater Treatment	22,459	4,809	5,206	108%	-	-	-	-	4,809	5,206	(397)
Operations Engineering	113	4	(21)	-525%	-	(531)	(195)	37%	(527)	(216)	(311)
Wastewater Share of Environmental Engineering	3,007	755	884	117%	(2,179)	-	-	-	755	884	(129)
Wastewater Share of Business Services	1,994	498	503	101%	-	-	-	-	498	503	(5)
Sanitary Services Non Departmental	96,124	9,990	9,990	100%	(144,101)	(29,895)	(28,920)	97%	(19,905)	(18,930)	(975)
Total Sanitary	141,250	19,413	19,824	102%	(146,290)	(30,426)	(29,124)	96%	(11,013)	(9,300)	(1,713)
Manager's Office	325	81	57	70%	-	-	-	-	81	57	24
Water Environment Protection	1,954	487	368	76%	-	-	-	-	487	368	119
Stormwater & Municipal Drainage	2,868	518	483	93%	(238)	-	-	-	518	483	35
Laboratory Services	216	(29)	(11)	38%	(85)	-	-	-	(29)	(11)	(18)
Water Resources	-	-	-	-	-	-	-	-	-	-	-
Stormwater Services Non Departmental	-	-	89	-	-	-	-	-	-	89	(89)
Total Stormwater	5,363	1,057	986	93%	(323)	-	-	-	1,057	986	71
Wastewater	146,613	20,470	20,810	102%	(146,613)	(30,426)	(29,124)	96%	(9,956)	(8,314)	(1,642)
Total Rate Supported Programs	282,165	39,746	38,053	96%	(282,165)	(59,274)	(57,223)	97%	(19,528)	(19,170)	(358)
Total Tax & Rate Supported Programs	2,741,271	601,227	600,091	100%	(2,741,271)	(1,002,657)	(999,666)	100%	(401,430)	(399,575)	(1,855)