

City of Hamilton GENERAL ISSUES COMMITTEE REVISED

Meeting #: 19-002(e)
Date: January 30, 2019
Time: 9:30 a.m.
Location: Council Chambers, Hamilton City Hall 71 Main Street West

Stephanie Paparella, Legislative Coordinator (905) 546-2424 ext. 3993

Pages

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- 1. APPROVAL OF AGENDA
- 2. DECLARATIONS OF INTEREST
- 3. APPROVAL OF MINUTES OF PREVIOUS MEETING
- 4. COMMUNICATIONS
- 5. CONSENT ITEMS
- 6. STAFF PRESENTATIONS
 - 6.1 Planning and Economic Development Department 2019 Operating Budget (no copy)
 - 6.2 City Manager's Office 2019 Operating Budget

7. DISCUSSION ITEMS

- *7.1 Ray Lewis Track and Field Center (Mohawk Sports Park) the Golden 42 Horseshoe Track and Field Council (GHTFC) Phase 3 Initiative (PW19010) (Ward 7)
- 8. MOTIONS
- 9. NOTICES OF MOTION
- 10. ADJOURNMENT



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CITY MANAGER 2019 TAX SUPPORTED OPERATING BUDGET GENERAL ISSUES COMMITEEE January 30th, 2019

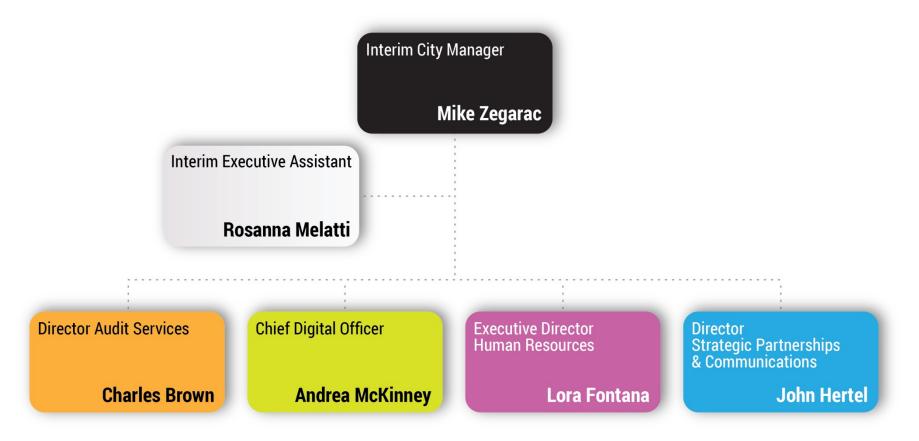
Priorities Cascade from our 25 Year Community Vision





2019 CMO Organizational Chart

City Manager's Office (CMO) provides leadership and direction to the organization, focusing and aligning activities to the vision, mission and priorities of the City's Strategic Plan.





CMO Services and Sub-Services

Audit Services

- Compliance Auditing
- Consulting
- Fraud Prevention and Detection
- Risk Assessment
- Value for Money Auditing

Digital Office

- Digital Service Channels (Mobile App, Web)
- Digital Strategy
- Digital Transformation
- Smart City Strategy & Program
- Open Government
 & Open Data
- CityLAB
- Digital infrastructure planning and liaison

Human Resources

- Benefits Administration
- Compensation Services
- Employee & Labour Relations
- Collective Bargaining
- Health & Safety
- Wellness
- Occupational Health
- HR Analytics & Metrics
- HR Administration
- HR Business
 Partner Services
- HR Information Systems
- HR Records Administration
- Human Rights
- Diversity & Inclusion
- Organizational Development & Learning
- Talent (Recruitment Services)
- Return to Work Services

Strategic Partnerships & Communications

- Corporate Strategy
 & Initiatives
- Community Engagement
- Internal/External Communications
- Marketing
- Creative Design
- Social Media
- Media Buying
- Corporate Website
- Revenue Generation
- & Account Management
- City Enrichment Fund
- Continuous Improvement
- Trust & Confidence Rpt.
- Performance Excellence
- Hamilton Farmers' Market



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2018 HIGHLIGHTS



City Manager's Office 2018 Departmental Operating Budget Presentation

Greater Transparency, Measurement & Accountability in 2018





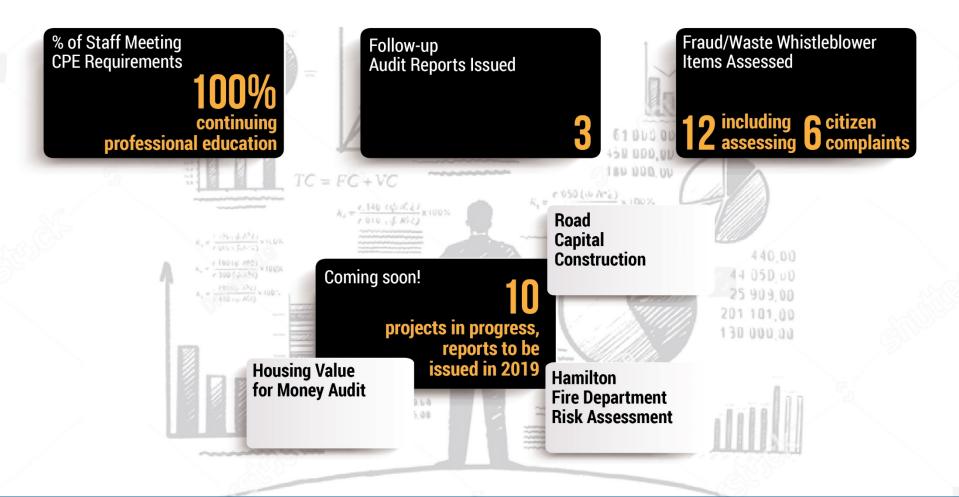
Community Engagement 2018 Summits Highlights

Brought together community and industry leaders, as well as key members from all levels of government to discuss major topics that are key to Hamilton's future success.



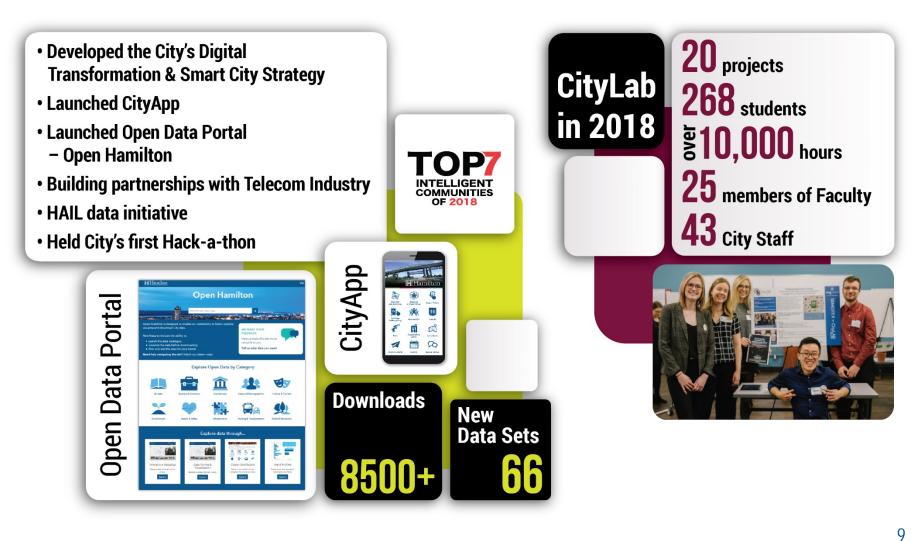


Audit Services 2018 Highlights





Digital Office 2018 Highlights

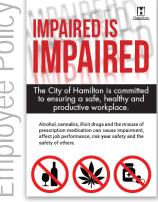




Human Resources 2018 Highlights



Meet Howi, your new connection to HR



10



Human Resources 2018 Metrics





City Enrichment Fund 2018 Highlights

281

funded

programs

- Consistent adjudication & scoring across all programs
- Simplified, consolidated applications where possible
- Supported 6 applicants who lost all or part of United Way funding (approx. \$140K from reserve)
- Established closer working relationship with United Way & HCF

Small Sample of our Client Organizations





313

received

consolidated

applications

Representing

organizations

12

lh

unique

2018

Metrics

A total of

Million

allocated

Coordinated Communications 2018



46,694 Total Active App Users in 2018 **580,910** Total Number of Views in 2018 **7,144** Total App Downloads in 2018

\$1.3M spend – negotiated savings of approx. **\$1.2M** Working with **75** internal client teams &

50 media reps– all mediums

13



300 + Other products

Communications 2018 Campaigns





Centralized Creative Design Services Examples of 2018 Jobs





Revenue Generation 2018 Highlights

- Gross Billed Revenue 2018 = \$1.2M
- Gross Billed Revenue 2015+ = \$4.2M
- Total Contracted Revenues 2019 and beyond = \$10M
- Relationship with TD also created \$1M land donation to Library in 2018



McNally Foundation: Youth Rooms at four Recreation Centres











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TRENDS & ISSUES



City Manager's Office 2018 Departmental Operating Budget Presentation

Page 19 of 43 CMO TRENDS AND ISSUES

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Citizens expect greater transparency, access to information, involvement and value for tax dollars.



Legislative and regulatory changes by other levels of government as well as partnering opportunities.



Identifying, developing and implementing strategies relating to succession planning, talent retention, collective bargaining and fostering a diverse and inclusive work place.

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Government modernization improves service delivery and operating efficiencies. Leveraging technology can maximize use of resources and improve quality of life for residents



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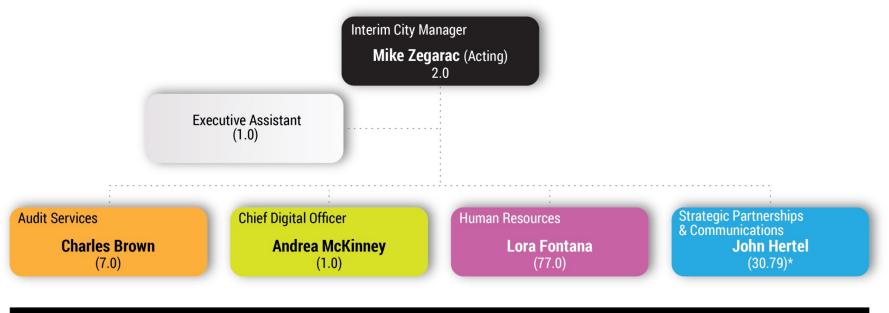
2019 PRELIMINARY TAX OPERATING BUDGET

City Manager's Office



Hamilton

ORGANIZATIONAL CHART



Complement (FTE)	Management	Other	Total	# of staff/ Management
2018	15	101.29	116.29	6.75:1
2019	15	102.79	117.79	6.85:1
Change	0	1.5	1.5	

* Denotes positions included in the complement, funded by the operating departments and appear in their budget Strategic Partnerships & Revenue Generation – 4.19 for Hamilton Farmer's Market



2019 OPERATING BUDGET BY DIVISION

City Manager

	2018 Restated	2019 Preliminary	2019 Preliminary	2019 v:	s 2018
	Net	Gross	Net	\$	%
Strategic Partnerships & Communications	2,444,750	3,756,220	2,410,900	-33,850	(1.4%)
Audit Services	1,066,430	1,145,980	1,115,980	49,550	4.6%
CMO - Administration	399,350	424,420	394,420	-4,930	(1.2%)
Human Resources	6,885,170	9,028,450	7,046,520	161,350	2.3%
Total City Manager	10,795,700	14,355,070	10,967,820	172,120	1.6%

2019 BUDGET DRIVERS

Item	Cost (\$)
Employee related costs	\$297k
Revenues	\$85k
Cost Allocations	\$55k



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MULTI-YEAR OUTLOOK 2020-2022



City Manager's Office 2018 Departmental Operating Budget Presentation

TRENDS AND ISSUES 2020 - 2022

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Identifying, developing and implementing strategies relating to succession planning, talent retention, collective bargaining and fostering a diverse and inclusive work place.



Government modernization improves service delivery and operating efficiencies. Leveraging technology can maximize use of resources and improve quality of life for residents



Page 25 of 43 AUDIT SERVICES

Major Initiatives 2019

Champion a mature risk assessment process for adoption by the City

Launch the pilot of Fraud and Waste Hotline

Implement an audit rotation program by mentoring staff from across the organization

2020-2022 Outlook

Expand continuous auditing to include more City processes for continuous auditing, such as procurement and attendance.

Quality Assessment Reviews (QAR)

Consolidated Annual Report on Audit Services activity to Council



Page 26 of 43 DIGITAL OFFICE

Major Initiatives 2019

Develop Smart City Pilots including – 311 / online report a problem

Working with Telecommunications industry on investments in infrastructure

Open Government: work in partnership with the divisions on service modernization and better online services

2020-2022 Outlook

Move the Smart City program initiatives to full production

Open Government enabling residents to easily access services online

Focus on supporting government modernization including reducing paper based/manual processes



HUMAN RESOURCES

Major Initiatives 2019

Continued enhancements and improved functionality on the Human Resources Portal (HOWI) to expand self-serve capabilities

Implement the centralization of a training module capturing, tracking and monitoring mandated job specific training requirements and data collection.

Commence delivery of Transgender Protocol training to all employees

Return to Work Services Functional Review

Commence the collective bargaining cycle covering nine collective agreements

Finalize and implement the HR branding strategy

2020-2022 Outlook

Implement action items generated from the Corporate Performance & Learning Strategy

Review Talent processes & develop recommendations to improve time to hire & retention rates.

Implement the City's diversity and inclusion strategy

On-going implementation of HR Technology Strategy.

Implement and monitor Return to Work Services initiatives based on the structural review audit results



STRATEGIC PARTNERSHIPS & COMMUNICATIONS

Major Initiatives 2019

Implement the City's Performance Excellence Dashboard with emphasis on the use of RBA framework for performance measurement.

Drive additional revenues to public facing departmental programming and festivals

Create and implement a Communications Scorecard.

Migrate Hamilton.ca to Drupal 8 Platform

RFP for visual design agencies and vendors – use of approved vendors list.

2020-2022 Outlook

Creation of centralized Marketing plan for the City of Hamilton, along with aligning all marketing resources and staff internally.

Launch of Formal Corporate Continuous Improvement Program.

Implementation of Standards for Public Engagement and Project Management.

Develop the City's Enrichment Fund online application submission platform and engagement tool enhancements to reach the City's community organizations.



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Audit

 Anticipate increased volume in Fraud, Waste & Whistleblower complaints from both citizens and employees with the launch of the Fraud & Waste Hotline in Q2 2019

Digital Office

- +60 new open data sets and increase data downloads to +5% a year
- Develop five Smart City pilots, each with their own performance measures
- Minimum of 12 CityLab projects, each with their own outcomes

Human Resources

- We will continue to develop and expand on the HR dashboard to measure metrics such as workforce & succession planning related initiatives (ie. turnover, retirements, demographics, etc.
- Implementation of OPS action items challenges and issues raised through the OPS results as measured against the survey implemented in 2020

Strategic Partnerships & Communications

- Revenue Generation to grow Gross Billed Revenues by 10% per year
- Each Section within the Division to continues to grow capacity through 5% productivity improvements per year



Page 30 of 43 MULTI-YEAR OUTLOOK BY DIVISION

	Preliminary	Multi-Year Outlook					
	2019	2020)	2021		2022	2
	Budget \$	Budget \$	%Change from 2019	Budget \$	% Change from 2020	Budget \$	%Change from 2021
City Manager							
Strategic Partnerships & Communications	2,410,900	2,486,580	3.1%	2,555,860	2.8%	2,608,240	2.0%
Audit Services	1,115,980	1,142,420	2.4%	1,169,700	2.4%	1,197,840	2.4%
CMO - Administration	394,420	407,020	3.2%	419,540	3.1%	432,320	3.0%
Human Resources	7,046,520	7,192,410	2.1%	7,348,980	2.2%	7,503,480	2.1%
Total City Manager	10,967,820	11,228,430	2.4%	11,494,080	2.4%	11,741,880	2.2%



Page 31 of 43 BUDGET CHALLENGES 2020-2022

Audit

- Possible budget pressures related to investigations with respect to whistleblower complaints
- Expanding services while maintaining the same level of workforce

Digital Office

 Investment in the program needs to be secured beyond the pilots, outcomes will be measured to demonstrate returns

Human Resources

- Investment in selfserve and automation of learning, development and talent management, including sustainability of consumer grade technology
- Increased benefit related costs associated with aging workforce and growing drug costs
- Increased volume and expanding role scope to meet organizational needs to Diversity and Inclusion initiatives

Strategic Partnerships & Communications

- Capacity building pressure as communications demands and opportunities grow
- Capacity building as the corporation and community demand more web based service delivery



City Manager's Office 2018 Departmental Operating Budget Presentation

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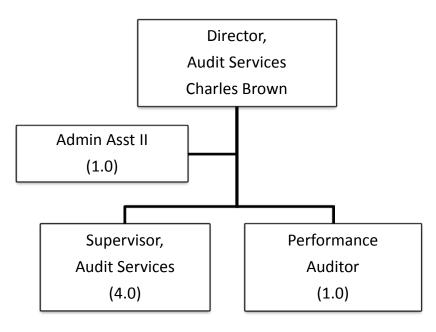
2019 PRELIMINARY TAX OPERATING BUDGET

Audit Services



Hamilton

ORGANIZATIONAL CHART



Complement (FTE)	Management	Other	Total	Staff to Management Ratio
2018	1.00	6.00	7.00	6.00:1
2019	1.00	6.00	7.00	6.00:1
Change	0.00	0.00	0.00	



City Manager's Office 2018 Departmental Operating Budget Presentation

2019 OPERATING BUDGET BY SECTION

Audit Services

	2018	2019	2019	2019 vs 2	2018
	Restated	Preliminary	Preliminary		
	Net	Gross	Net	\$	%
Audit Services	1,066,430	1,145,980	1,115,980	49,550	4.6%
Total Audit Services	1,066,430	1,145,980	1,115,980	49,550	4.6%

2019 BUDGET DRIVERS

ltem	Cost (\$)
Employee Related Costs	\$48k





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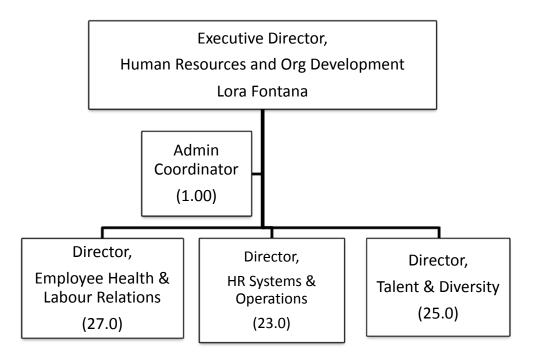
2019 PRELIMINARY TAX OPERATING BUDGET

Human Resources



Hamilton

ORGANIZATIONAL CHART



Complement (FTE)	Management	Other	Total	Staff to Management Ratio
2018	8.00	67.50	75.50	8.44:1
2019	8.00	69.00	77.00	8.63:1
Change	0.00	1.50	1.50	



2019 OPERATING BUDGET BY SECTION

Human Resources

	2018 Restated Net	2019 Preliminary Gross	2019 Preliminary Net	2019 vs 2018	
				\$	%
Emp Health & Labour Relations	2,546,400	3,737,490	2,526,390	-20,010	(0.8%)
HR Systems & Operations	1,833,230	2,528,580	1,921,480	88,250	4.8%
Human Resources Admin	184,140	220,430	200,200	16,060	8.7%
Talent and Diversity	2,321,400	2,541,950	2,398,450	77,050	3.3%
Total Human Resources	6,885,170	9,028,450	7,046,520	161,350	2.3%

2019 BUDGET DRIVERS

ltem	Cost (\$)
Net Employee Related Costs	\$181k
Cost Allocations	(40k)
Other	20k
	36



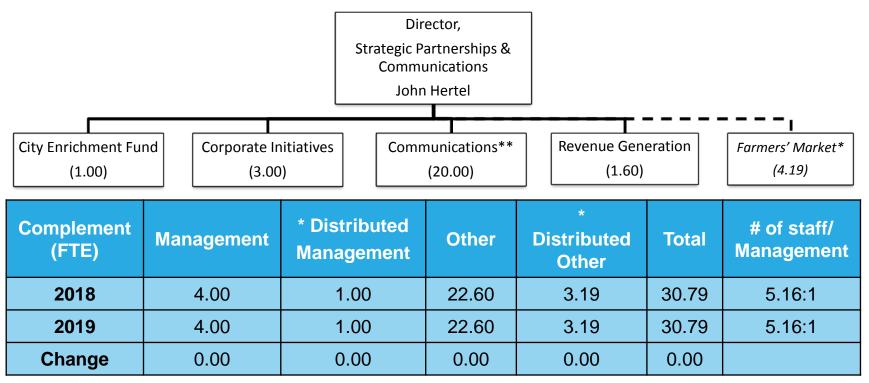
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2019 PRELIMINARY TAX OPERATING BUDGET

Strategic Partnerships & Communications



ORGANIZATIONAL CHART



 *Distributed staff represent a direct reporting structure to John Hertel of Hamilton Market employees. Hamilton Market budget resides in Boards and Agencies

 **Communications include: Communication Officers, Digital Communications (Web), Social Media & Marketing, and Graphic Design



2019 OPERATING BUDGET BY SECTION Strategic Partnerships & Communications

	2018 Restated Net	2019 Preliminary Gross	2019 Preliminary Net	2019 vs 2018	
				\$	%
Communications	1,576,330	1,609,640	1,609,640	33,310	2.1%
Social Media	303,010	342,380	312,380	9,370	3.1%
Corporate Initiatives CMO	522,260	512,070	512,070	-10,190	(2.0%)
Revenue Generation	-320,570	915,320	-400,000	-79,430	24.8%
Administration	363,720	376,810	376,810	13,090	3.6%
Total Strategic Partnerships & Communications	2,444,750	3,756,220	2,410,900	-33,850	(1.4%)

2019 BUDGET DRIVERS

ltem	Cost (\$)
Employee Related Costs	\$95k
Revenues	(\$85k)
Cost Allocations and Recoveries	(\$29)



City Manager's Office Strategic Partnerships & Communications

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THANK YOU



INFORMATION REPORT

то:	Mayor and Members General Issues Committee
COMMITTEE DATE:	January 29, 2019
SUBJECT/REPORT NO:	Ray Lewis Track and Field Centre (Mohawk Sports Park) the Golden Horseshoe Track and Field (GHTFC) Council Phase 3 Initiative (PW19010) (Ward 7)
WARD(S) AFFECTED:	Ward 7
PREPARED BY:	Andrea McDonald. (905) 546-2424, Extension 2738
SUBMITTED BY:	Craig Murdoch, B.Sc. Director, Environmental Services Division Public Works Department
SIGNATURE:	

Council Direction:

At the September 17, 2018 Public Works Committee meeting, Kevin Gonci, Golden Horseshoe Track & Field Council, provided a presentation respecting a next phase renewal proposal for the Mohawk Sports Park Outdoor Track and Field Facility (Ray Lewis Track and Field Centre). The presentation was received by the Committee and further directed staff to report to the 2019 General Issues Committee Budget Process regarding this initiative.

Information:

The Golden Horseshoe Track and Field Club (GHTFC) has an established history of fund raising with capital improvements made to the Ray Lewis Track and Field Centre. In early 2018 Parks and Cemeteries staff worked with the Club to implement initial phases of work at the track and field facility, including:

- a) The addition of new accessible pathways
- b) New and improved fencing around the track and field facility
- c) The installation of new equipment storage areas and storage improvements

Staff worked diligently to complete the work quickly to allow for the grant funding to be approved within delegated grant timelines.

Through 2018, GHTFC representatives met with City of Hamilton's Recreation, Parks, and Facilities staff to discuss their fundraising plans and the phasing of work for 2019.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

SUBJECT: Ray Lewis Track and Field Centre (Mohawk Sports Park) the Golden Horseshoe Track and Field (GHTFC) Council Phase 3 Initiative (PW19010) (Ward 7) - Page 2 of 2

These representatives indicated that they were actively pursuing grant money to provide for accessibility improvements to the Ray Lewis Track and Field Centre.

The proposed 2019 objectives requested by the club at the September 17, 2018 Public Works Committee meeting include, the procurement of accessible spectator seating/installation and an accessible gazebo. Recreation staff has been working with this group and generally support the Club requests, particularly the need for spectator seating.

The presentation has also provided estimated costs and unconfirmed grant application funding as follows:

Part 1: Accessible Spectator Seating (\$187,000) Part 2: Accessible Gazebo Structure (\$65,000) Part 3 Accessible Spectator Seating (\$187,000)

Total Estimated costs \$439,000 - \$450,000

Grant submissions to: Government of Canada *Enabling Accessibility Grant*, Ontario Trillium Foundation Capital Grant, Jumpstart Foundation Enabling Accessibility Grant, Hamilton Future Fund Grant

While there is no available block funding within the Parks and Cemetery budget to allocate to these improvements, staffing resources to project manage the work may be available, subject to existing work plan priorities, should grant funding be approved.

The grant funding would be required to be approved and transferred to the City accounts prior to initiating any works. As such, with the grant allocation timeline extending to August 2019, as per the GHTFC presentation, the project initiation could extend into Q4 2019.

It should be noted that the estimated costs for the requested accessible seating and gazebo have not been confirmed by staff. Any work completed by or on behalf of the City will be required to follow the City of Hamilton procurement policies and processes.

Appendices and Schedules Attached

N/A