



# CITIZEN ENGAGEMENT

Progress Report  
General Issues Committee Meeting  
November 20, 2014



# OUR AGENDA.

1. OUR TEAM
2. OUR CONTEXT
3. OUR PARTNERS
4. OUR OUTCOMES
5. OUR ROAD MAP
6. OUR CHARTER
7. OUR PROGRESS
8. OUR NEXT STEPS



# OUR TEAM.

s Brinkman

Brown

Carter

am Crawford

ner Donison

Fullerton

Hawker

yn Hureau

Johnson

n Jones

ael Kirkopoulos

Chris Murray

Shanta Nathwani

Denise O'Connor

Angela Parle

Larry Pomerantz

Joe-Anne Priel

Pat Saunders

Alex Sevigny

Ken Seville

Dave Stephens

Sadie Wolfe



# OUR CONTEXT.

## VISION

OUR OVERARCHING GOAL

To be the best place in Canada to raise a child, promote innovation, **engage citizens** and provide diverse economic opportunities.

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## STRATEGIC PRIORITIES

OUR PRIMARY AREAS OF FOCUS TO ACHIEVE OUR VISION

### Support A Prosperous & Healthy Community

Enhance Hamilton's image, economy and well-being by demonstrating Hamilton is a great place to live, work, play and learn.

### Deliver Valued & Sustainable Services

Deliver high quality services that meet or exceed citizen needs and expectations, in a cost effective and responsible manner.

### Demonstrate Trusted & Respectful Leadership

Work together to ensure we are respectful towards each other and earn and sustain the community confidence and trust.

## CULTURAL PILLARS

FOUNDING BELIEFS, VALUES & ASSUMPTIONS THAT DRIVE OUR PRACTICES & BEHAVIOURS IN SUPPORT OF OUR STRATEGIC PRIORITIES

### Engaged & Empowered Employees

Ensuring all employees have developmental opportunities and the resources required to achieve our vision.

### Sensational Service

Providing genuinely exceptional service that is appreciated by the recipients of the service and by all citizens.

### Collective Ownership

Ensuring each and all of us understand how what we do affects the work of others and the results we achieve.

### Steadfast Integrity

Holding true to a code of conduct no matter the challenges we face.

### Courageous Change

Developing, promoting, supporting & rewarding innovative ideas and actions to improve what we do what we



# OUR PARTNERS.

- All staff, all levels, all departments
- All residents (full definition of diversity)
- Council
- Major Institutions
- Community Organizations
- Grassroot groups



# OUR OUTCOMES.

More relevant and better policy

More people voting

Improved operating efficiencies

Improved staff morale

Improved civic reputation (investment)



# OUR OUTCOMES.

Mutual trust

Increased pride and confidence in our City

Broader sense of community

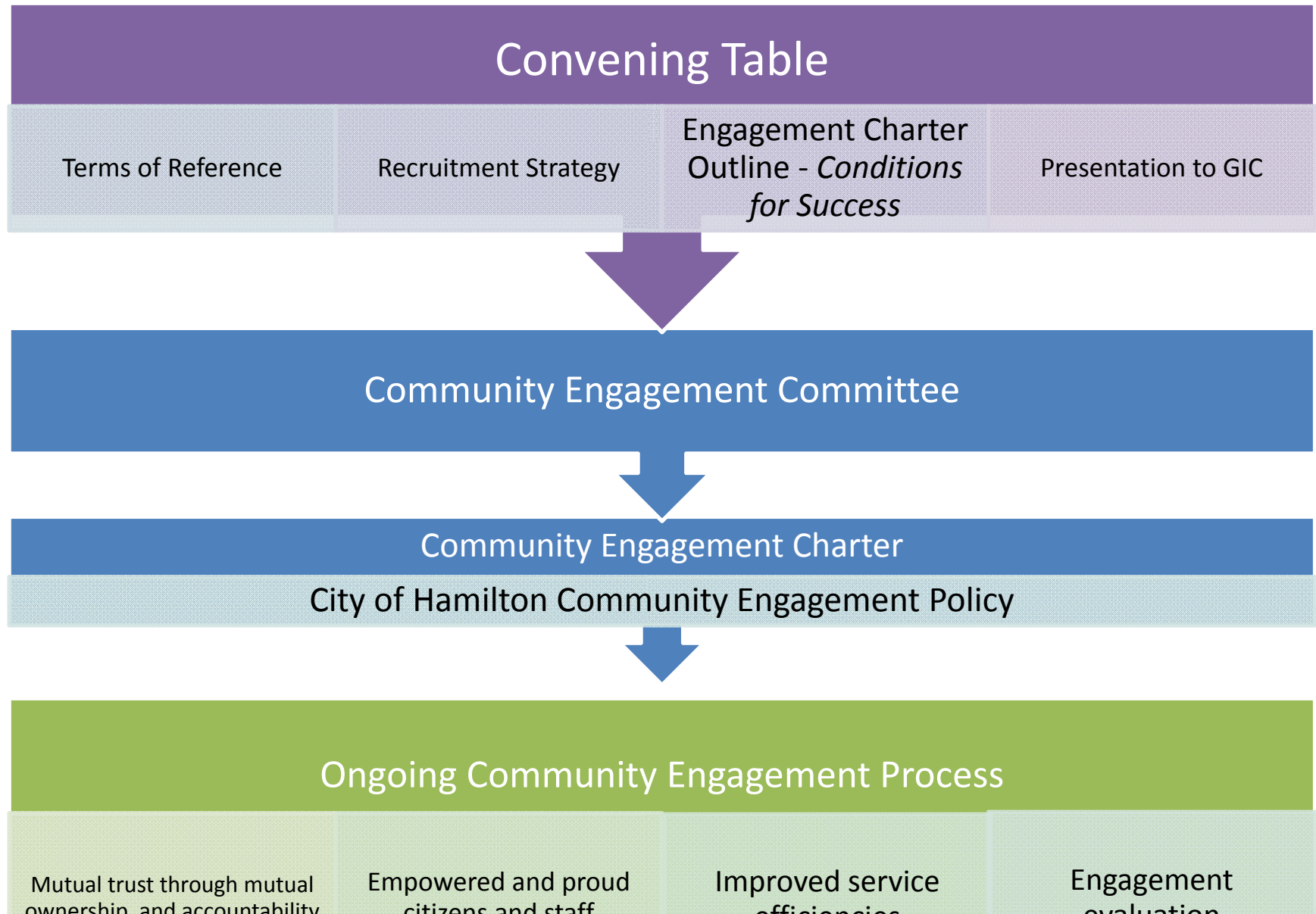
Mutual ownership of solutions and ideas

A new way of doing things





# OUR ROAD MAP.





# OUR CHARTER.

The “rules of the road”

Code of conduct

Cultural pillars

Defines roles and responsibilities for every

Clarifies and sets expectations



# OUR PROGRESS.

Agreement on the sense of urgency

- “we have the ear of people now”
- “public is hungry for this now”
- “community desperately wants this now”

Multi-phased process to expand the level of involvement

Reviewing what others have done  
(technical, structures, tools)

Modelling ourselves on what we want to



# JR NEXT STEPS.

- Finish defining the “conditions for success”
- Develop strategy for recruiting community engagement committee
- Complete the engagement charter
- Establish implementation plan with measurable objectives
- Continue to report progress to Council and the Community



# OUR REQUEST.

Continue to support us!

Remain open to the resource requirements

ensure great engagement

You engage everyday...let us know what

works and what doesn't

Let us know today how you would like to be

involved

Work with us to maintain the community's



Handwritten signatures and names, including: Ker Hill, Josephine, A. Paul, Lewis, Dennis O'Connell, and others.

THANK YOU