



**SPECIAL GENERAL ISSUES COMMITTEE
PERFORMANCE MEASUREMENT
REPORT 16-022**

9:30 a.m.

Thursday, September 29, 2016
Council Chambers
Hamilton City Hall
71 Main Street West

Present: Mayor F. Eisenberger, Deputy Mayor T. Jackson (Chair)
Councillors T. Whitehead, D. Skelly, C. Collins, S. Merulla, M. Green, A. Johnson, D. Conley, M. Pearson, L. Ferguson, A. VanderBeek, R. Pasuta, J. Partridge

**Absent with
Regrets:** Councillors J. Farr, B. Johnson – Personal

**THE GENERAL ISSUES COMMITTEE PRESENTS REPORT 16-022 AND
RESPECTFULLY RECOMMENDS:**

- 1. Value-for-Money Consulting Report: Performance Measures Research and Next Steps (AUD16022) (City Wide) (Item 7.1)**
 - (a) That Report AUD16022, respecting Performance Measures Research and Next Steps, be received; and,
 - (b) That any items relating to resource requirements needed by the City Manager to execute recommendations made to him be forwarded to the applicable 2017 budget process (operating or capital, as appropriate) or be submitted to Committee and Council via a separate report.

FOR THE INFORMATION OF COUNCIL:

(a) CHANGES TO THE AGENDA (Item 1)

There were no changes to the Agenda.

The agenda for the September 29, 2016 Special General Issues Committee meeting was approved, as presented.

(b) DECLARATIONS OF INTEREST (Item 2)

There were no declarations of interest.

(c) PRESENTATIONS (Item 7)

(i) Value-for-Money Consulting Report: Performance Measures Research and Next Steps (AUD16022) (City Wide) (Item 7.1)

Chris Murray, City Manager, provided a brief overview of the report and introduced the presentation, which was continued by Charles Brown, Director of Audit Services. The presentation included, but was not limited to, the following:

- Purpose
- Start of Project: Dashboards
- Resident Satisfaction
- Our Future Hamilton: Communities in Conversation
- Why Performance Measurement?
- General Findings: Internal/External Research
- External Research
- External Research Overview
- Family of Measures
- The Top Dashboards / Performance Measurement / Open Data Programs

- What We Liked
- Internal Research Findings
- Top 5 Service Areas for Performance Measurement
- Research Findings
- Challenges
- Requirements
- Future Opportunities
- High Potential Area: Hamilton Water
- Current Open Dataset
- A Model of Performance Excellence
- Next Steps

The presentation, respecting Report AUD16022, Value-for-Money Consulting Report: Performance Measures Research and Next Steps, was received.

A copy of the presentation is available on the City's website at www.hamilton.ca or through the Office of the City Clerk.

For disposition of this matter, please refer to Item 1.

(d) GENERAL INFORMATION / OTHER BUSINESS (Item 11)

(i) Amendments to the Outstanding Business List (Item 11.1)

The matter respecting the 2016 - 2025 Strategic Plan - Components (Performance Measurement) was considered complete and removed from the General Issues Committee's Outstanding Business List.

(e) ADJOURNMENT (Item 13)

There being no further business, the General Issues Committee adjourned at 11:35 a.m.

Respectfully submitted,

T. Jackson, Deputy Mayor
Chair, General Issues Committee

Stephanie Paparella
Legislative Coordinator
Office of the City Clerk