



# INFORMATION REPORT

<b>TO:</b>	Mayor and Members General Issues Committee
<b>COMMITTEE DATE:</b>	January 19, 2018
<b>SUBJECT/REPORT NO:</b>	Trust and Confidence Report (CM18001)
<b>WARD(S) AFFECTED:</b>	City Wide
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<b>SUBMITTED BY:</b>	Chris Murray City Manager
<b>SIGNATURE:</b>	

**Council Direction:**

Not Applicable

**Information:**

The City of Hamilton provides a wide array of services that citizens and business owners require to thrive in this community. Why and how well we provide those services is the focus of this report.

Demonstrating results is key to building the public's trust and confidence in government. Over the past year and a half, the City Manager's Office (CMO) has worked with departments to establish performance measures in support of the strategic plan and align with the development of the multi-year budget and business plans. Additionally in the fall of 2016, there was a commitment to move to a consistent performance measurement framework; Results Based Accountability (RBA) was implemented as the corporate framework for measurement.

A key step in rolling out the framework was reviewing and updating the City's 2012 Service Delivery Report (CM12001). The CMO has worked with the departments to refresh the services to the current state. The outcome of the review, with some consolidation and modernization, is now 72 services (the 2012 report identified 89). Those services were also reviewed against standards and aligned to the RBA measurement framework which asks the questions: How much service do you provide? How well do you do it? Is anyone better off?

Using a common and consistent language for measurement will make it easier for the public to understand performance. The migration to RBA is still underway with approximately 74% of programs having completed measurement work.

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*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.*

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

The Trust and Confidence Report presents the updated services, as well as the program measurements. The measurement section of the report is currently a work in progress and will continue to be expanded as information is received. To enable an agile approach to delivery, the report has been produced digitally rather than print. It can be accessed on the City's website at [www.hamilton.ca/trustandconfidence](http://www.hamilton.ca/trustandconfidence).

In summary, this report highlights the core City services and identifies the commitment the teams are making to ensure the citizens of Hamilton see value in City services. The goal is to share information with stakeholders about the services the City provides while using their hard-earned tax dollars. Additionally, the report and the corporate program that supports it, is intended to identify areas where measures are below expectations and to prioritize for review and continuous improvement opportunities.

The current status of the services in the report is:

- 72 services
- 243 subservices
- 74% of services have measures included in their profiles
- 90% of services are at or exceeding standard

The content of this report includes:

- Roadmap to Ongoing Excellence
- Our Community
  - Various demographic information
- Our Economy
  - Various economic indicators
  - Hamilton Transportation
- Our Outlook
  - Checks and Balances – A summary of independent assessments of our City
- Our Commitment to Our Community
  - City of Hamilton's Strategic Plan (including vision, mission and strategic priorities)
  - Our People Survey
  - Demonstrating our Success
  - Taking the Pulse of the City
    - Our Future Hamilton
    - Our Citizen Survey

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- City by the Numbers
  - Our Financial Situation
- Service Profiles - the services provided to residents

This report will be updated regularly. The planned update frequency is quarterly. The next update is scheduled for April 2018.