City Manager PAD 2017
General Issues Committee
Chris Murray, City Manager

Wednesday, June 6, 2018
ESTABLISHING TRUST & CONFIDENCE

Citizens

City Council

Staff

VISION

VALUE

STRATEGY
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

Our Priorities
Community Engagement and Participation
Economic Prosperity & Growth
Healthy & Safe Communities
Clean & Green
Built Environment & Infrastructure
Culture Diversity
Our People & Performance
GOALS/CORE JOB RESPONSIBILITIES

- Support Mayor and Council’s Strategic Initiatives
- Efficient and effective administration of all departments
- Efficient and effective delivery of services
2017 ACCOMPLISHMENTS
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“Support Mayor and Council’s Strategic Initiatives”

- Trust and Confidence Report
- Light Rail Transit
- West Harbour Redevelopment
- Stelco Lands
- Climate change
- Amazon
- First Ontario Centre
2017 ACCOMPLISHMENTS

“Efficient and Effective Administration of all Departments”

- Employee survey
- Maintain skilled Senior Leaders
- Provide clear guidance to staff
- Merged CES and PH
- Succession planning
- Workplace Mental Health Strategy
- Human Rights, Diversity and Inclusion Strategic Plan
- Employee absences
- Communications
2017 ACCOMPLISHMENTS

“Efficient and Effective Delivery of Services”

• Continuous Improvement and Performance Measurement
• Smart City Strategy
• Multi-year budgeting
• External website
• Seven Intelligent Communities
• St. Helen’s community hub
2018 GOALS

Short Term Goals
2018 Short Term Goals

- Continue focusing City’s energies on non-residential tax growth
  - Gain support from province and federal governments for Stelco Strategy and advancing industrial partners.
  - Review financial incentive programs and look for reinvestment opportunities
  - Continue supporting investments in employment lands (e.g. lands surrounding airport)
  - Continue challenging attempts to reduce non-residential tax base
- Ready LRT project for award by Province (2019)
  - Complete design
  - Assess operating and maintenance cost
  - Ensure sub-surface infrastructure assets are maximized
- Award Pier 8 development opportunity to successful proposal and start negotiations
2018 Short Term Goals

• Consolidate and more effectively deliver corporate services
• Report on Citizen Service Satisfaction Survey
• Follow through on actions resulting from Our People Survey (2017)
• Support Council’s $50M investment in Affordable Housing
• Rollout mental health training to employees and gauge effectiveness
• Implement workplace Diversity and Inclusion Strategy
• Develop and implement SMART City Strategy
  • Establish digital roadways to support better online services and more open government
  • Fully launch web analytics to ensure user needs are met
• Continue with Performance Excellence Program across the corporation
2018 GOALS

Long Term Goals
2018 Long Term Goals

• Ensure the outcomes of the 2016 – 2025 Strategic Plan are achieved
• Promote financial sustainability through the use of multi-year budgeting and related tools
• Help Council grow the non-residential tax base through good planning and strategic investments supporting living wage jobs
• Work to ensure the leadership of this organization possesses the character needed to realize our desired Corporate Culture
• Await the direction of the next term of Council

Success will continue as long as we:
• Establish and maintain great leadership
• Follow through on strategic priorities
• Promote innovation (and accept its consequences)
• Expect transformation
• Build relationships
Questions?