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

Wednesday, June 6, 2018
ESTABLISHING TRUST & CONFIDENCE

Citizens

VISION

City Council

VALUE

Staff

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
- Collective Ownership
- Steadfast Integrity
- Courageous Change
- Sensational Service
- Engaged Empowered Employees

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
2017 ACCOMPLISHMENTS

“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

• Implement 2016-2025 Strategic Plan – report on progress during budget.
• 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?