



CITY MANAGER'S 2019 – 2020 REVIEW

HAMILTON'S PANDEMIC RESPONSE

- **\$1 Million** in operating funding to support **City Emergency Shelters** resulting in an **additional 95 beds**
- **143,775 COVID-19 tests** completed (as of Nov 16)
- **7,752 close contacts** traced (as of Nov 13)
- **57** media briefings, **16** town halls and **90+** media releases
- **335 COVID-19 related enforcement charges** (as of Nov 16)



BUSINESS CONTINUITY

- **7 online service offerings** added or enhanced

Online Service Improvements	Volume *
Virtual Committee and Council Meetings	99
Online Burn Permits and Payments	579
Burial Permit Processing (includes both online and in person applications)	3370
Online Bulk Pickup	7000
Marriage Licenses Application (includes both online and in person applications)	812
Virtual Early Resolution Meetings	1594
Electronic Filings for Part 3 (POA)	1127

* Launch dates of online service vary

- **283** staff **redeployed** outside their Division
 - Does not include redeployments within Divisions
- **22%** of workforce continue to **work from home**

2016 – 2025 STRATEGIC PLAN



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

A vertical graphic titled "OUR VISION", "OUR MISSION", "OUR CULTURE", and "OUR PRIORITIES". Each section includes a header, a brief description, and a representative image. The "OUR CULTURE" section features five colored boxes with the same text as the "Our Culture" graphic. The "OUR PRIORITIES" section lists seven categories with icons and descriptions.

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 & PARTICIPATION**
Hamilton has an open, transparent and accessible approach to City government that engages with and empowers all citizens to be involved in their community.
- ECONOMIC PROSPERITY & GROWTH**
Hamilton has a prosperous and diverse local economy where people have opportunities to grow and develop.
- HEALTHY & SAFE COMMUNITIES**
Hamilton is a safe and supportive city where people are active, healthy, and have a high quality of life.
- CLEAN & GREEN**
Hamilton is environmentally sustainable with a healthy balance of natural and urban spaces.
- BUILT ENVIRONMENT & INFRASTRUCTURE**
Hamilton is supported by state of the art infrastructure, transportation options, buildings and public spaces that create a dynamic City.
- CULTURE & DIVERSITY**
Hamilton is a thriving, vibrant place for arts, culture, and heritage where diversity and inclusivity are embraced and celebrated.
- OUR PEOPLE & PERFORMANCE**
Hamiltonians have a high level of trust and confidence in their City government.

TERM OF COUNCIL PRIORITY REPORT CARD




A Healthy, Respectful and Supportive Workplace

Explore the dashboard



Climate Change


Explore the dashboard



Equity, Diversity & Inclusion

Metrics under development

Explore the dashboard



Fiscal Health & Financial Management

Explore the dashboard




Homelessness and Affordable Housing

Explore the dashboard




Integrated Growth and Development

Explore the dashboard



Multi-Modal Transportation

Explore the dashboard



Trust and Confidence in City Government

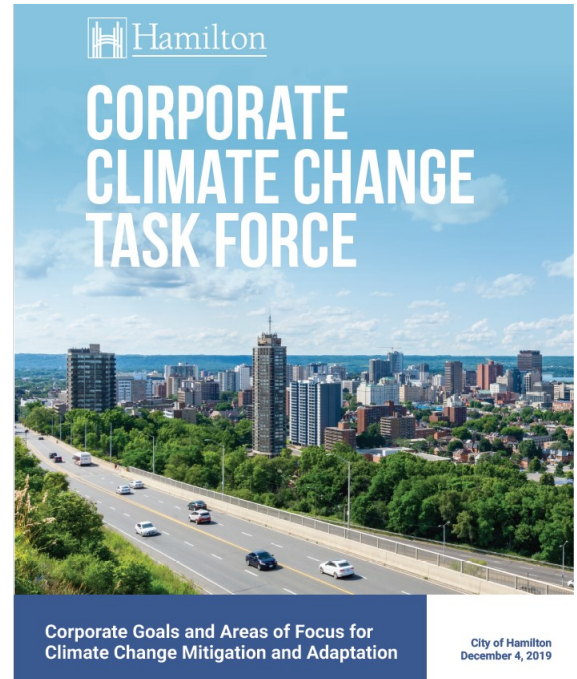
Explore the dashboard

23 Indicators of Success

www.hamilton.ca/trustandconfidence

TERM OF COUNCIL PRIORITY HIGHLIGHTS

HOUSING AND HOMELESSNESS ACTION PLAN



- **Employee Equity Survey**
Complete Dec 2020

TERM OF COUNCIL PRIORITY HIGHLIGHTS

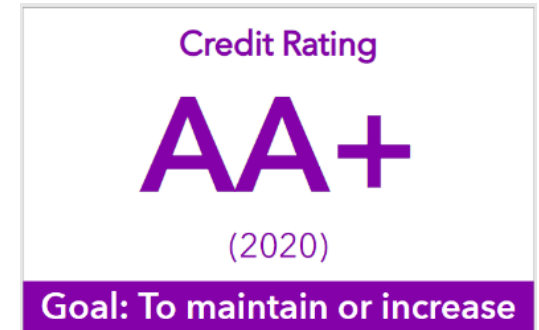
- City issued building permits for **\$1 Billion** of **construction value**



TERM OF COUNCIL PRIORITY HIGHLIGHTS



- Approved **new Development Charges Bylaw**

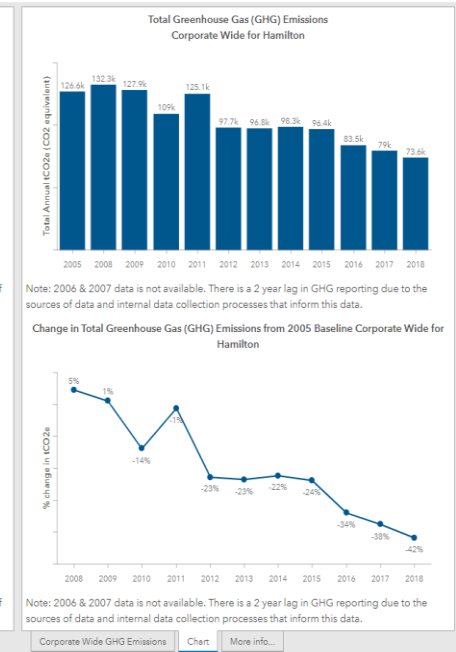
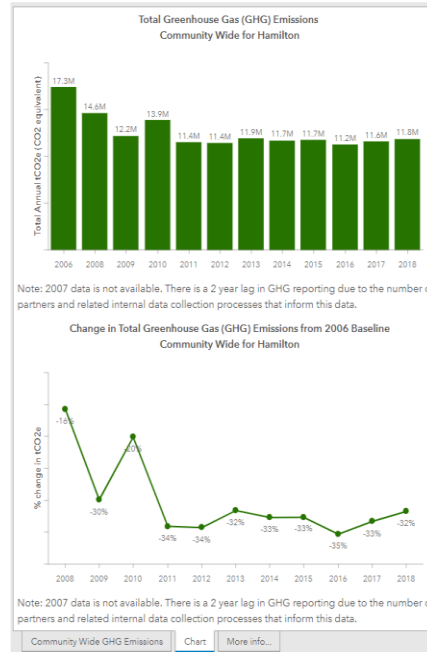


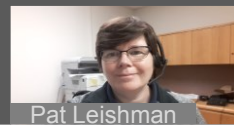
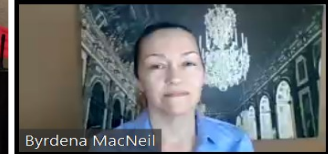
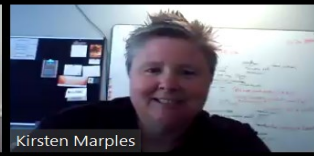
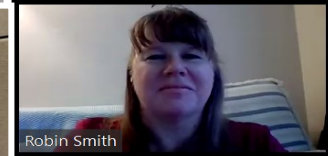
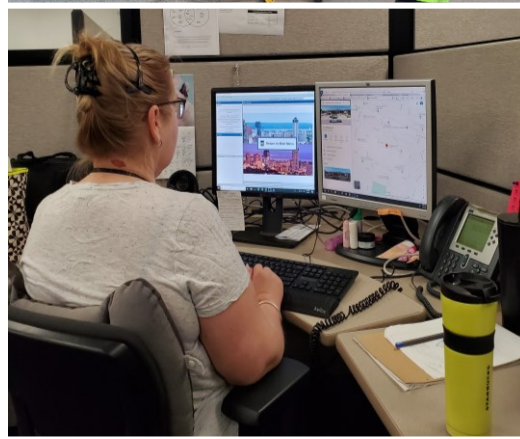
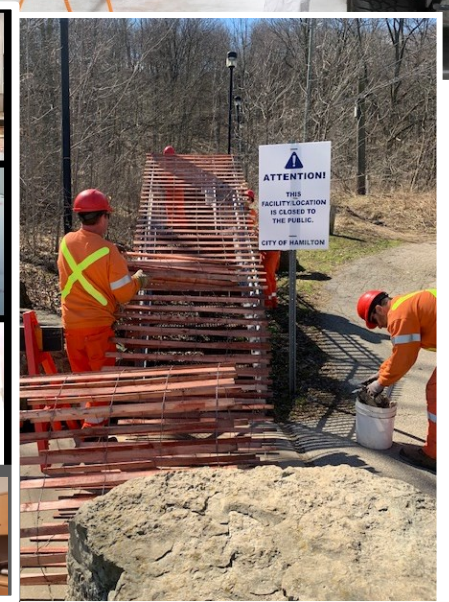
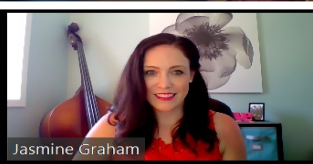
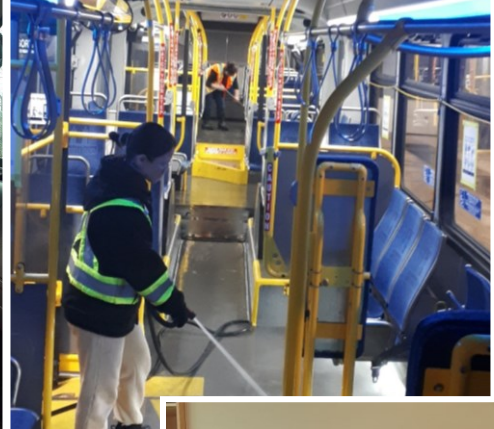
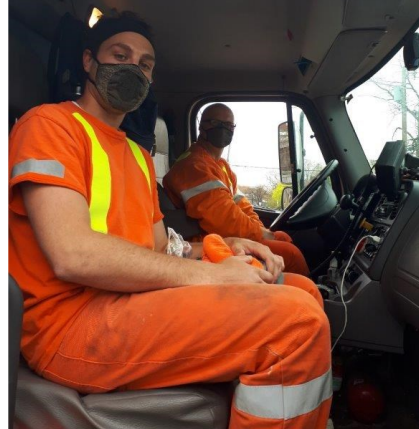
- Workplace Mental Health and Wellbeing Strategy

HAMILTON REOPENS

COVID-19 Response & Recovery

LOOKING AHEAD





Thank-you