

Departmental Information Note

## **City Manager's Office**

Last updated: November 7, 2022, and subject to change

### **Purpose:**

The City Manager's Office advances corporate strategy and Council's priorities. The divisions located within the Office provide leadership, advice and support in service areas that cross all areas of the Corporation.

### **Departmental Overview:**

- 121 FTEs
- Operates out of City Hall 2nd floor, 100 King St W 10 floor, 50 Main St E. 3rd Floor

### **Core Business:**

- Advance corporate strategy and Council's priorities
- Advance Intergovernmental relations
- Advance equity, diversity and inclusion strategies and community engagement
- Deliver proactive and responsive communications
- Recruit, develop and retain a diverse and talented workforce
- Promote and support employee health and wellness
- Enhance data use and digital technologies
- Support a culture of innovation and continuous improvement
- Promote and manage risk, transparency and compliance
  
- Citylab partnership with McMaster, Mohawk and Redeemer reports in through the City Manager's Office
- CityHousing Hamilton reports operationally to a Board of Directors with Council as the Sole Shareholder. Administratively, the CEO liaises with the City Manager's Office, has 147.5 FTEs, \$52 million in operating budget, and \$9 million in capital.

### **Council Approved Work Underway:**

- Equity, Diversity and Inclusion Framework and Implementation Plan to integrate EDI into City program/policy development and service delivery
- Development of Public Engagement Policy & Framework
- Execution of Our City Survey to obtain feedback from City residents
- Increasing access and use of data including more data sets on Open Hamilton and dashboards (eg Housing; Vision O); municipal benchmarking
- Our People (employee) Survey improvement action plans. Conducted every three years, most recently fall 2021

### **Upcoming Deliverables:**

- Collective Bargaining starting in winter 2023
- Results of workforce/HR assessment related to recruitment and retention of top talent
- Refresh City's Government Relations priorities as needed
- Delivering on City's first Digital Strategy
- Evaluation of Fraud and Waste Hotline Pilot Program