

Council Priorities, Outcomes and Measures of Success

Council Priorities, Goals and Measures of Success

These priorities were developed by City Council as a reflection of Hamilton's most pressing needs and biggest opportunities, and in support of our vision to be the best place to raise a child and age successfully. They are designed to guide the decisions of Council and City staff and allow for the prioritization of resources and the clear and transparent progression towards achievable goals and measures of success. All of these priorities will be applied with an equity and accessibility lens, ensuring their maximum benefit for the people of Hamilton.

Council priorities are:

- Sustainable Economic & Ecological Development
- Safe and Thriving Neighbourhoods
- Responsiveness and Transparency

Sustainable Economic & Ecological Development

Great cities need strong, resilient economies, and Hamilton's commitment to being a sustainable global city is part of its competitive advantage. As we facilitate job creation, business growth and industry excellence we will protect our unique natural landscape and waterways and mitigate the impacts of climate change.

Outcome 1: Reduce the burden on residential taxpayers

Measures of Success

- Increased funding from Provincial and Federal partners and advocate for a new fiscal framework for municipalities
- Exploration and introduction of new City revenue models and efficiencies
- Expanded commercial tax base through the acceleration of new commercial and industrial construction

Outcome 2: Facilitate the growth of key sectors

Measures of Success

- Growth of key industries identified in the Economic Development Action Plan to accelerate job creation
- Streamlined services to facilitate the growth and success of small and new business
- Enhancements to the City's reputation as a centre of culture, sport, and tourism

Outcome 3: Accelerate our response to climate change

Measures of Success

- Accelerated reduction in the City's GHG emissions
- Assessment of infrastructure projects against their impact on the City's climate resilience and readiness

Outcome 4: Protect green space and waterways

Measures of Success

- Increased tree canopy by 20,000 trees per year
- Increased inventory of municipally owned natural areas and preservation of farmland, greenspace, woodlots and watersheds
- Acceleration of the City's Water Strategy and delisting of Hamilton Harbour as an International Joint Commission area of Concern

Safe and Thriving Neighbourhoods

We want Hamilton to be a great place to live, for everyone. That means making sure people of all ages and income levels can afford to live here, that our neighbourhoods are cared for and vibrant, and that people can move around safely and effectively no matter how they travel.

Outcome 1: Increase the supply of affordable and supportive housing and reduce chronic homelessness

Measures of Success

- Streamlined and accelerated approvals of new residential development, with a goal of 30% rental and 10% affordable or supportive housing
- Preservation and expansion of affordable rental housing
- Reduce the number of individuals who are actively homeless by 30%

Outcome 2: Make sure people can safely and efficiently move around by foot, bike, transit or car

Measures of Success

- Expanded and upgraded active transportation networks
- Increased transit ridership and accessibility
- Application of Vision Zero principals to eliminating road injuries and death
- Maintained roads and sidewalks

Outcome 3: Provide vibrant parks, recreation and public spaces

Measures of Success

- Increased cleanliness of public spaces through the expansion of Public Works standards related to garbage and litter collection, street cleaning and park maintenance
- Increased availability of washroom facilities in public spaces
- Increased access to the Waterfront, recreational and seniors facilities and services

Responsiveness and Transparency

Government plays an important role in people's lives through the provision of vital services, programs and support systems. To fulfill those responsibilities, City Hall must continue to develop its approach to public engagement, respond effectively and efficiently to public need and feedback, and communicate its approach in an accessible and transparent manner.

Outcome 1: Prioritize customer service and proactive communication

Measures of Success

- Established City-wide customer service strategy that improves response times, accessibility and public satisfaction
- Improved clarity, legibility, availability and accessibility of City communications, reports and products
- Clear service backlogs, including property standards complaints and FOI requests

Outcome 2: Get more people involved in decision making and problem solving

Measures of Success

- Expanded stakeholder engagement with public, private, Indigenous and not-for-profit partners through collaborative problem solving around City priorities
- Measurement and expansion of demographic representation of those engaged in City processes, identifying and reducing barriers to participation
- Consistently apply public engagement practices on City initiatives

Outcome 3: Build a high performing public service

Measures of Success

- Increased participation and performance through the Employee Engagement Index
- Reduction of the voluntary employee turnover rate
- Tracked improvement in the City's job offer acceptance rate

Outcome 4: Modernize City Systems

Measures of Success

- Transition to a revised budget process that emphasises long-term financial planning, asset management, public engagement and climate principles
- Implementation of the City's Digital Strategy to enhance customer-centred service design
- Streamlined processes and accelerated approvals for City services