CITIZEN ENGAGEMENT

Progress Report

General Issues Committee Meeting

November 20, 20
OUR AGENDA.

1. OUR TEAM
2. OUR CONTEXT
3. OUR PARTNERS
4. OUR OUTCOMES
5. OUR ROAD MAP
6. OUR CHARTER
7. OUR PROGRESS
8. OUR NEXT STEPS
OUR TEAM.

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OUR CONTEXT.

VISION
OUR OVERARCHING GOAL

To be the best place in Canada to raise a child, promote innovation, engage citizens and provide diverse economic opportunities.
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OUR OVERARCHING GOAL

To be the best place in Canada to raise a child, promote innovation, engage citizens and provide diverse economic opportunities.

STRATEGIC PRIORITIES
OUR PRIMARY AREAS OF FOCUS TO ACHIEVE OUR VISION

Support A Prosperous & Healthy Community
Enhance Hamilton’s image, economy and well-being by demonstrating Hamilton is a great place to live, work, play and learn.

Deliver Valued & Sustainable Services
Deliver high quality services that meet or exceed citizen needs and expectations, in a cost effective and responsible manner.

Demonstrate Trusted & Respectful Leadership
Work together to ensure we are respectful towards each other and earn and sustain the community confidence and trust.

CULTURAL Pillars
ACCEPTING BELIEFS, VALUES & ASSUMPTIONS THAT DRIVE OUR PRACTICES & BEHAVIOURS IN SUPPORT OF OUR STRATEGIC PRIORITIES

Engaged & Empowered Employees
Involving all employees in developmental opportunities and the required to live our vision.

Sensational Service
Providing genuinely exceptional service that is appreciated by the recipients of the service and by all citizens.

Collective Ownership
Ensuring each and all of us understand how what we do affects the work of others and the results we achieve.

Steadfast Integrity
Holding true to a code of conduct no matter the challenges we face.

Courageous Change
Developing, promoting & rewarding innovative ideas and actions to improve our performance and we do what we say.
OUR PARTNERS:

- All staff, all levels, all departments
- All residents (full definition of diversity)
- Council
- Major Institutions
- Community Organizations
- Grassroot groups
More relevant and better policy
More people voting
Improved operating efficiencies
Improved staff morale
Improved civic reputation (investment)
Our Outcomes:

Mutual trust
Increased pride and confidence in our City
Broader sense of community
Mutual ownership of solutions and ideas
A new way of doing things
## OUR ROAD MAP

### Convening Table

<table>
<thead>
<tr>
<th>Terms of Reference</th>
<th>Recruitment Strategy</th>
<th>Engagement Charter Outline - <em>Conditions for Success</em></th>
<th>Presentation to GIC</th>
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### Community Engagement Committee

### Community Engagement Charter

**City of Hamilton Community Engagement Policy**

### Ongoing Community Engagement Process

- Mutual trust through mutual ownership and accountability
- Empowered and proud citizens and staff
- Improved service efficiencies
- Engagement evaluation
OUR CHARTER.

The “rules of the road”
Code of conduct
Cultural pillars
Defines roles and responsibilities for every
Clarifies and sets expectations
Agreement on the sense of urgency

- “we have the ear of people now”
- “public is hungry for this now”
- “community desperately wants this now”

Multi-phased process to expand the level of involvement

Reviewing what others have done (technical, structures, tools)

Modelling ourselves on what we want to
OUR NEXT STEPS.

Finish defining the “conditions for success”
Develop strategy for recruiting community engagement committee
Complete the engagement charter
Establish implementation plan with measurable objectives
Continue to report progress to Council and the Community
Continue to support us!
Remain open to the resource requirements
ensure great engagement
You engage everyday…let us know what works and what doesn’t
Let us know today how you would like to be involved
Work with us to maintain the community’s
THANK YOU