City Manager
Performance Appraisal (2012)

February 20, 2013
Overview

• City Manager Focus

• Our Relationship & Conditions for Success

• 2012 Key Accomplishments
City Manager’s Focus

- Relationship with Members of Council
- Setting Strategic Direction
- Relationship with Staff
Conditions for Success

• Clear direction supported by strong governance, leadership & organizational alignment

• Respect and investment in our Human Resources

• A culture of accountability & measurement

• Encourage real dialogue between Council, staff, and citizens

• Communicate to citizens and staff often
2012 Key Accomplishments in regards to Performance Appraisal Objectives
“Strategic”

• 2012 – 2015 Strategic Plan Approved

• Corporate Departmental Business Plans presented

• Direct, guide and support key projects and initiatives including:
  • Randle Reef
  • Early return of Piers 7 & 8
  • HECFI RFP process and award completed
  • LRT / Mobility Strategy
  • Immigrant Entrepreneur Strategy
  • Service Delivery Review
  • Neighbourhood Action Strategy
  • Downtown McMaster Health Campus
“Strategic”

- Continued to network, build and encourage organizational relationships with other levels of government and municipalities and stakeholders

- 8 collective agreements finalized

- Employee Attendance Management Action Plan launched

- Performance management system revised & core competencies established
“Financial”

- Tax increases below inflation the last four years and below 1% the last 2 years

- 2 years running - Second lowest tax increase amongst major municipalities in Ontario

- Maintained Strong ‘AA’ stable credit rating
“Financial”

• Casual/Part Time and In-Scope arbitrations settled with savings of approximately $4.5 M

• Resolved claims against the City totaling $124 M for $4.7 M

• Continued strong economic growth, achieving $1.5B in building permits for 2012
“People Focused”

- Staff focused activities include:
  - New employee orientation program meetings
  - Departmental management (DMT) meetings
  - Held the first ever Expanded Extended Management Team meeting, bringing together the supervisory level of the organization with Manager’s, Directors and SMT

- City Manager awards of excellence and corporate wide staff recognition program. Activities included:
  - Employee Recognition Week
  - City Manager Awards
  - Spirit Awards (peer recognition)
“People Focused”

- Continue to promote the principles of the Public Service Value Chain
- Initiated revisions to our performance management system
- Initiated a process to review our Corporate Culture in order to raise the importance of a healthy workplace
“Citizen Focused, Public Engagement, Service Delivery”

- Neighbourhood Action Strategy
- Service Delivery Review
- Website Redevelopment
- Call Handling Review
- Continue to look for partnerships, efficiencies, rationalization and the elimination of duplication of services across the organization and in the delivery of services to the public
EXCELLENCE IS GROUND UP
Questions?