

COMMITTEE AGENDA

Consolidated as of April 29, 2016



TO Corporate Services Committee
DATE Monday May 2, 2016
LOCATION Council Chambers, Guelph City Hall, 1 Carden Street
TIME 2:00 p.m.

DISCLOSURE OF PECUNIARY INTEREST AND GENERAL NATURE THEREOF

CONFIRMATION OF MINUTES – April 4, 2016 meeting minutes

PRESENTATIONS (Items with no accompanying report)

None

CONSENT AGENDA

The following resolutions have been prepared to facilitate the Committee's consideration of the various matters and are suggested for consideration. If the Committee wishes to address a specific report in isolation of the Consent Agenda, please identify the item. The item will be extracted and dealt with separately. The balance of the Corporate Services Committee Consent Agenda will be approved in one resolution.

ITEM	CITY PRESENTATION	DELEGATIONS	TO BE EXTRACTED
CS-2016.12 Transfer of Railway Right of Way and Assignment of Other Interests to Guelph Junction Railway Limited			
CS-2016.13 Corporate Services Annual Reports (presentation)	Mark Amorosi, Deputy CAO, Corporate Services		√
CS-2016.14 2015 Reserve and Reserve Fund Statement			
CS-2016.15 2015 Development Charge Reserve Fund Statement			

CS-2016.16 Budget Impacts per Ontario Regulation 284/09 and Budget PSAB Reconciliation			
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Resolution to adopt the balance of the Corporate Services Committee Consent Agenda.

ITEMS EXTRACTED FROM CONSENT AGENDA

Once extracted items are identified, they will be dealt with in the following order:

- 1) delegations (may include presentations)
- 2) staff presentations only
- 3) all others.

STAFF UPDATES AND ANNOUNCEMENTS

ADJOURN

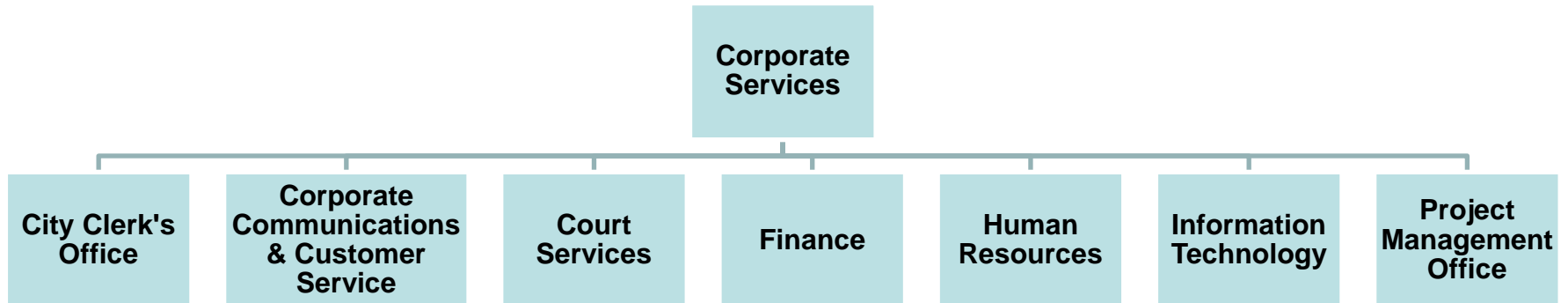
NEXT MEETING – June 8, 2016

2015 Corporate Services Annual Reports

Agenda

- Service area overview
- Summary of accomplishments
- Departmental performance highlights
- 2016 focus and changes

Service area overview



Summary of accomplishments

- Customer Relations Management (CRM)
 - Completed an assessment to begin identifying technology to deliver better public service
- Records Information Management (RIM)
 - Council approved work to streamline and standardize City records and information practices
- Geographic Information Systems (GIS)
 - Delivered a 311 application to address public/staff service requests

Summary of accomplishments

- Leadership
 - Developed and trained staff
 - Apprised Council of the City's Leadership Charter
- Business engagement/partnership model
 - Restructured two departments
 - Five of seven service area departments now provide streamlined service using the advisor/analyst model

Departmental performance highlights

City Clerk's Office

- Council/Committee meetings
 - Supported a 50 per cent increase in meetings
- Records Information Management strategy
 - Completed surveys identifying challenges and priorities
 - benchmarked program against comparators
 - Engaged senior leaders in focus sessions
 - Council approved the strategy

Departmental performance highlights

Corporate Communications and Customer Service

- Corporate spokespersons
 - Focused training for senior leaders to increase the complement of skilled spokespeople
- Call abandonment rate
 - Reduced by one per cent over 2014
 - Increased call volume over last four years (17.5%)
 - Increased in-person transactions

Departmental performance highlights

Court Services

- Charge volumes/revenues/cost-factor
 - Declining charge volumes continue to affect revenues and operating cost-factor
- Reduced costs through improved courtroom utilization
- Low adjournment and time to trial led to increased capacity
- Defaulted fines recoveries continue to comprise one-third of gross revenues

Departmental performance highlights

Finance

- Return on cash investments
 - Increased rate of return was approximately 0.5 per cent over 2014
- Received a reaffirmed AA+ Credit Rating by Standards and Poor's (S&P)
 - Good financial management and robust policies
 - Detailed operating and capital budgets
 - Low debt burden

Departmental performance highlights

Human Resources

- Attendance
 - Average employee sick days at 11.6 days per year
 - Decrease in incidental absence (5%)
 - Increase in short- and long-term medical absences
- Grievance Rates
 - Decreased by 5.8 per cent over 2014
 - Rates remain above HRBN trend of 3.92 per cent

Departmental performance highlights

Information Technology

- Application Management
 - Continued to modernize legacy systems to enhance functionality and better support business needs
 - Focused on improving data management, ensuring business information is accurate and accessible
- Relationship Management
 - Further developed role of IT as partner for organizational success.
 - Implementation of Business Relationship Advisor operational model.

Departmental performance highlights

Project Management Office

- Realigned to Corporate Services to establish a Centre of Excellence
 - Business Process Management (BPM) reallocated to the PMO
 - Centre of Excellence – centralized framework, processes and tools
 - PM: Governance/risk control and improved reporting for complex capital projects
 - BPM: Organizational effectiveness and efficiency improvement through service and process reviews

2016 focus and changes

- Implement records information management
(City Clerk's Office)
- Report on findings of Meeting Management Review
(City Clerk's Office)
- Develop a full customer service strategy
(Customer Services and Corporate Communications)
- Identify technology to improve service delivery to the public
(Customer Services and Corporate Communications, and Information Technology)

2016 focus and changes

- Introduce online payment system for fines
(Court Services)
- Implement BMA recommendations to address reserves and long term financial plan
(Finance)
- Negotiate several collective agreements
(Human Resources)

2016 focus and changes

- Expand 311 GIS
(Information Technology)
- Upgrade all financial, Human Resources and work order management systems
(Finance, Human Resources)
- Establish and implement baseline standards for Project Management Office
(Project Management Office)

2016 focus and changes

- Establish performance area measures for service area
(whole service area)
- Establish a cohesive service area annual report, with departments continuing to report on additional measures
(whole service area)

Thank you