

# Management Team

## CEO Update

Presented by: John MacKenzie, CEO

November 29, 2018

# CEO – Priorities

- Continuing to build internal capacity where it is needed (e.g., HR, ITM, Legal)
- Providing input to influence Provincial Policy and major initiatives (e.g., Metrolinx RER)
- Realigning resources to respond to partner needs and stakeholder concerns – Watershed Strategies, Planning and Development, Human Resources
- Maintaining and building stronger relationships with our municipal partners and senior levels of government
- Rolling out Customer Service Standards and Corporate Policies

# CEO – Challenges

- Changing Provincial direction - being part of program development and policy making
- Responding to stakeholder requests to improve client satisfaction and service delivery
- Need for openness to change and seeing value of new procedures, policies, and standards
- Need for better communication of risks and proposed responses among Managers to Senior Leadership Team
- Transition from informal approaches to reduce risks and seize new opportunities for fee for service work

# CEO – Required Cooperation

- Customer Service solution oriented approach
- Early identification and communication of risks through chain of command
- Documenting decisions and actions particularly on employee matters
- Refocusing on historic Conservation Authority mandate with a greater focus on protecting and restoring our valuable natural resources while protecting our communities from risk
- Working with our stakeholders and staff to identify opportunities to improve client satisfaction and service delivery (e.g., turnaround times) and to achieve recommended ITM and process improvements
- Updating and finalizing Service Agreements and budget submissions with Partners to properly formalize work streams (e.g., upper and lower tier municipalities, Parks Canada and Waterfront Toronto )

# CEO – Heads Up

- Strategic Plan – All Board reports to contain a new section addressing strategic alignment
- Transition from Lotus Notes to Office 365
- Recreation Committee - call for volunteers across TRCA
- TRCA Staff Pancake Breakfast – December 20<sup>th</sup>
- Annual General Meeting - January 25, 2019, BCPV - invitation extended to Management Team and SLT
- Employee Engagement Survey postponed to Q1/Q2 2019. HR is leading the development and is focused on making the survey more meaningful and representative



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