

Management Team

CEO Update

Presented by: John MacKenzie, CEO

May 16, 2019

CEO – Priorities

- Provide advice to Province on opportunities / risks posed by Bill 108 and associated regulations.
- Preparing new / updated Memorandums of Understanding (MoU) and Service Level Agreements (SLA's) with partner municipalities and gov't agencies.
- Approving a full suite of updated HR and Corporate Policies.
- Successful delivery of projects and funded programs.
- Leveraging investments in new tools (Dayforce, Office 365, updated shoreline models) to maximize efficiencies and deliver services.

CEO – Challenges

- Tight timeframes to provide input and arrange meetings on draft provincial legislation and discussion papers.
- Lack of templates for MOU's and SLA's for municipal partners that reflect comprehensive nature of our work.
- Out of date or in some cases non existent HR and corporate policies that need to be implemented.
- Need to modernize our organization (better systems, corporate services policies, controls) while maintaining business continuity (i.e., recruitment for necessary positions).

What I am hearing from Stakeholders

“I just finished a meeting with your staff and they were amazing. I just want to thank you for setting it up. Your staff were proactive in putting all of the issues on the table with no hidden agenda. Very different from my experiences in the past with TRCA. There are issues to resolve but at least we know what they are and we are working through them.” **Development Lawyer**

“You have some very smart and professional staff and they are now taking steps to get files moving and to get to an outcome. I notice a real positive change from before.” **Developer Representative**

“Without the efforts of TRCA most of our Island would be underwater. Things are totally different this year and the work that was done by TRCA has made a huge difference from 2017. There’s more that can be done but we are truly thankful for what has been done to protect our homes.” **Anonymous Wards Island Resident**

CEO – Required Cooperation

- Living core values in our interactions with staff, stakeholders and customers – strong customer service.
- Realizing fee for service work opportunities.
- Providing solution and outcome oriented advice.
- Supporting new members of SLT as they advance process improvements.
- Providing input on new and updated MOUs/SLA's to ensure existing arrangements / agreements are captured as we prepare updated template.

OUR VISION

The quality of life on Earth is being created in rapidly expanding city regions. Our vision is for a new kind of community—The Living City—where human settlement can flourish forever as part of nature’s beauty and diversity.

OUR MISSION

To protect, conserve and restore natural resources and develop resilient communities through education, the application of science, community engagement, service excellence and collaboration with our partners.

OUR CORE VALUES

INTEGRITY

We are honest, ethical, and professional.

COLLABORATION

We achieve shared goals through a solution-oriented approach.

ACCOUNTABILITY

We are responsible for our actions, behaviours and results.

RESPECT

We are equitable, fair and respectful while recognizing individual contributions and diversity.

EXCELLENCE

We maintain a high standard of performance and customer service, consistently striving to improve and produce quality work.

CEO – Heads Up

- New industry/TRCA working group will commence end of this month (May 31st)
- Head Office Administrative Building groundbreaking (June 7th)
- Research and Science Working Group confirmed and set to launch
- Need Senior Management Team to conduct mid year performance reviews with staff (complete by June)



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