

# **Senior Management Team**

Corporate Services 2020 Divisional Priorities

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# Corporate Services – Priorities

## **Strategy 9 – Measure performance**

Provide timely and accurate divisional financial, metric and performance information, in order to support the following key deliverables for the organization:

- Quarterly variance reporting to TRCA's Board and stakeholders
- Annual financial statements
- Monthly metric and performance reporting to the Senior Leadership Team
- Annual metric and performance reporting to TRCA's Board and stakeholders

## **Strategy 1 – Green the Toronto region's economy**

- Support preparation of Service Level Agreements/Fee for Service Agreements with partners (Q4)

## **Strategy 2 – Manage our regional water resources for current and future generation**

- Strategic Communications Plans (Q2)

## **Strategy 3 – Rethink greenspace to maximize its value**

- Asset Management (Inc. Building Condition Assessments & Continuity Plans) by end of Q2.

# Corporate Services – Priorities

## **Strategy 10 – Accelerate innovation**

- Head Office Progression and TRCA Admin Office Needs Assessment by Q3 2020

## **Strategy 3 – Rethink greenspace to maximize its value**

- Produce Greenspace Acquisition Strategic Plans by Q4 2020

## **Strategy 5 – Foster sustainable citizenship**

- Marketing and Events will consolidate 75% or more of existing TRCA newsletters into a singular, interests-based newsletter for distribution to all subscriber lists by the end of Q3. Annually TRCA newsletters will reach 30,000 subscribers and achieve an average open rate of 20%.

## **Strategy 5 – Foster sustainable citizenship**

- Better planning and delivery of TRCA Events – Bike the Creek/Paddle the Don/Paddle the Humber/Caledon Canada Day based on follow up assessments (Q3)

## **Strategy 5 – Foster sustainable citizenship**

- Improve TRCF Linkage to TRCA

## **Strategy 6 – Tell the story of the Toronto region**

- Branding and Visual Identity Guidelines (Q2)

# Corporate Services – Priorities

## **Strategy 6 – Tell the story of the Toronto region**

- Optimizing TRCA assets (Former Cedar Mains House, Mill at Bruce's Mill, Field School at Clairville, Former Dingle School House) by Q3

## **Strategy 7 – Build partnerships and new business models**

- Finance – Document current state, full costing assessment, automation of corporate rates and improved budgeting process by Q2 and Q3

## **Strategy 9 – Measure performance**

- Planning Application, Review and Enforcement Application (PARES) by Q3 and Q4

## **Strategy 9 – Measure performance**

- Development of CPR 2.0 and Online Platform to Report on Metrics/Tying all Product Activities to Assigned Metrics and Targets by Q3

## **Strategy 9 – Measure performance**

- 100% Compliance on Freedom of Information (FOI) Requests and Appeals by Q4

## **Strategy 11 – Invest in our staff**

- Continued Development of Policies and training to comply with legislation, including record retention schedule, policy lifecycle management program, FOI training for staff on FOI and onboarding/offboarding by Q3

# Corporate Services – Priorities

## **Strategy 11 – Invest in our staff**

- Finalize Annual Report/Year in Review Video in Q1

## **Strategy 11 – Invest in our staff**

- Procurement Training, Including Legally Mandated Changes (Q1 & Q3)

## **Strategy 11 – Invest in our staff**

- Leadership for Multi-Divisional Planning and Implementation Projects (Meadoway, Portlands, Scarborough Waterfront, Scarborough Bluffs West, Downtown Brampton, Ashbridges Bay)

## **Strategy 11 – Invest in our staff**

- All New/Modified Projects/Programs Adhere to SBPP Policy and Procedure

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