

For Information Only

2016 Annual Report to the Community

Presented To:	City Council
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Resolution

For Information Only

Relationship to the Strategic Plan / Health Impact Assessment

This report refers to a focus on openness, transparency accountability as identified in the strategic plan, under Responsive, fiscally prudent, open governance.

Report Summary

In the past, departmental annual summaries have been presented by way of Council reports. The annual Report to the Community provides a consistent, centralized format for a yearly wrap-up of activities, services, programs and accomplishments for the City.

The first annual Report to the Community highlights 2016 City accomplishments, projects and initiatives which align with the priorities outlined in the 2015-2018 City of Greater Sudbury Corporate Strategic Plan, Greater Together.

The Report to the Community is expected to return to Council on a yearly basis in the first quarter of the year to create a consistent way of highlighting the previous year's successes, and to provide an update on the achievements related to the priorities of Council, as outlined in the Corporate Strategic Plan.

The report aims to provide Council and residents with a snapshot of the City's actions in a clear, easy to understand format. It also provides a basis for future annual reports, which will be based on Key Performance Indicators and benchmarking established for 2017.

Financial Implications

Signed By

Report Prepared By

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Digitally Signed May 15, 17

Division Review

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Recommended by the Department

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Financial Implications

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Recommended by the C.A.O.

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There are no financial implications associated with this report.

2016 Annual Report to the Community

Background

The first annual Report to the Community highlights 2016 City accomplishments, projects and initiatives which align with the priorities outlined in the 2015-2018 City of Greater Sudbury Corporate Strategic Plan, *Greater Together*.

In the past, departmental annual summaries have been presented by way of Council reports. The annual Report to the Community provides a consistent, centralized format for a yearly wrap-up of activities, services, programs and accomplishments for the City, a communication tool a number of municipalities have been producing for some time.

2016 Report to the Community

Council continues to take steps forward to improve services for residents in a variety of ways. 2016 laid the foundation for several large investments in the future of the community through infrastructure projects to improve roads, bridges, culverts, water and sewer systems. In 2016, more businesses were helped to grow and expand, hundreds of student employment opportunities were offered, and a booming film industry in our community was further supported. Regreening efforts were increased and additional energy efficient initiatives were implemented, public safety and healthy living programs were launched, and community pride was top of mind. Furthermore, the City continues to use new ways to communicate information to residents using technology and social media.

The 2016 Report to the Community is divided into key accomplishments and highlights based on the four pillars of Council's Strategic Plan. Examples of highlights found in the report are outlined below:

Growth and Economic Development:

- *Grow the economy and attract investment:* Ongoing support of the film and television industry resulted in 18 projects being filmed in Greater Sudbury in 2016, totaling \$21.1 million in project spending.

Quality of Life and Place:

- *Strengthen the high quality of life we know and love:* Implementation of the Affordable Transit Pass Pilot Program for residents living with a low income or in receipt of Ontario Works/Ontario Disability Support Program.

Responsive, Fiscally Prudent, Open Governance:

- *Lead in public service excellence:* 2,900 residents took part in the City of Greater Sudbury Citizen Satisfaction survey, providing important information on what residents care about and where improvements can be made.

Sustainable Infrastructure:

- *Prioritize, build and rebuild our community's foundation:* 49 infrastructure capital projects tendered, totaling \$55 million, and the start of the \$80.1 million Maley Drive Extension project to support investment in our community's future.

Communications

A communication strategy has been developed to promote the 2016 Annual Report to the Community by way of both traditional and non-traditional marketing, including a robust social media campaign and front page presence on the Greater Sudbury website. The communications strategy targets both internal and external audiences, to highlight the City's accomplishments to residents and stakeholders, but also to staff.

Next Steps

The Report to the Community is expected to return to Council on a yearly basis in the first quarter of the year to create a consistent way of highlighting the previous year's successes, and to provide an update on the achievements related to the priorities of Council, as outlined in the Corporate Strategic Plan.

Conclusion

The report aims to provide Council and residents with a snapshot of the City's actions in a clear, easy to understand format. It also provides a basis for future annual reports, which will be based on Key Performance Indicators and benchmarking established for 2017.

The Report to the Community will also be incorporated into the annual financial report, which provides detailed financial and service information and is presented to Council separately mid-year.

Resources Cited

2015-2018 Corporate Strategic Plan: <https://www.greatersudbury.ca/inside-city-hall/open-government/strategic-plans1/>

City of Greater Sudbury Annual Financial Reports: <https://www.greatersudbury.ca/inside-city-hall/budgetfinancial-reports/financial-reports/>



2016: A Year in Review

Happy People!

Greater Sudbury has some of the happiest people in the country!
A recent Statistics Canada study found that approximately 45 % of residents rate their life satisfaction a nine or a 10.



The first Annual Report to the Community highlights City projects, initiatives and accomplishments that align with the priorities outlined in the 2015-2018 Corporate Strategic Plan, Greater Together.

2016 laid the foundation for several large projects and investments in the future of our community. Early on, Council reaffirmed its support for the Maley Drive Extension Project. The project aims to provide an improved and safe roadway for residents to travel, while creating jobs in the construction sector. In 2016, Prime Minister Justin Trudeau visited Greater Sudbury to announce \$26.7 million in funding by the federal government for the project. This was in addition to the investment from the Province of Ontario through the Building Canada Fund. One month after the announcement, we awarded the contract. In October, we broke ground, and construction began on the \$80.1 million project, 30 plus years in the making.

We continue to take steps forward in many areas to improve services for residents. We help businesses grow and expand, offer student employment opportunities, and support a booming film industry in our community. We increase greening efforts and implement energy efficient initiatives, launch public safety and healthy living programs, and support community pride. We invest in our infrastructure with improved roads, bridges, culverts, water and sewer systems, and make sure you know where construction is happening, and when, to plan your route.

Every day, municipal employees deliver core services across numerous different service areas, with the aim of creating and maintaining a greater quality of life for citizens. We are proud of what we've accomplished in 2016 and look forward to more success in 2017!

Greater Together in 2016 By the Numbers:

Growth and Economic Development	Quality of Life and Place	Responsive, Fiscally Prudent, Open Governance	Sustainable Infrastructure
1.2M Visitors to the City of Greater Sudbury	1,476 Sightings reported via Report-a-Bear	99 Council/Committee Meetings	49 Infrastructure capital projects tendered totaling
\$179.9M Total visitor spending	700k Visits to Libraries and Citizen Service Centres	280 Freedom of Information requests	\$55M In capital investment
2,083 Building permits issued	110k Trees and shrubs planted	35 4k Open Data sets Visitor sessions	80km Single lane kms of roadway rebuilt or repaired
108 Businesses assisted in starting up and expanding, resulting in	9.6M Total planted since 1978	2.9k Citizens took part in the Citizen Satisfaction Survey	1.8km Sidewalk and curb repaired
126 Jobs created	89 Flags on the Bridge of Nations	244k Calls to 311	15 Bridges/culverts repaired
604 External job postings	1,896 Children registered in summer day camp and programs	4.7M Website page views	20 Pedestrian crossings installed
288 Summer student employment opportunities	100 Fire education visits to schools, daycares and events	21.4k Total views via Livestream	\$2.3M Funding for nine watershed studies
18 Film and television projects filmed locally	17 Concerts and events at the Sudbury Community Arena	9.4k Facebook page likes	5km New water mains plus 5km new sanitary sewer systems
\$21.1M Spent on local film and television projects	400 Residents trained in Hands Only Bystander CPR	9k Twitter Followers	4.2M Riders on conventional transit
100 Festival and events throughout the community	25.6k Calls to Paramedic Services	425 Public Releases including traffic notices/updates	1,361 Fire inspections conducted at various properties
62 Tournaments held in Greater Sudbury. Notably: Silver Stick	4.5k Calls to Fire Services	200 Projects tendered, including Police and Airport	85 Emergency water main repairs
360 Land use-planning applications	2 New Automated External Defibrillators (AEDs) (122 total)	249 New or revised By-laws	18.8k Tonnes of recyclables diverted from the landfill
\$550k Investment in Arts and Culture	85 Wedding ceremonies performed	450 Submissions during budget public engagement	360 Tonnes of household hazardous waste diverted

Service Highlights



- Launch of Healthy Kids Community Challenge, a provincial initiative delivering local programs and activities to support children in being more active and healthy.
- Implemented the Affordable Transit Pass Pilot Program for residents living with a low income or in receipt of Ontario Works/Ontario Disability Support Program.



- Visit by Prime Minister Justin Trudeau to announce funding in the amount of \$26.7 million from the Federal Government for Maley Drive.
- Launch of Waste Wise program, offering tools to help reduce, reuse, recycle and rethink how and where waste is discarded.

January to June



- Awarded Blue Flag designation for Bell Park, an eco-label for beaches, awarded on strict criteria in water quality, environmental education and management, and safety and services.
- Grand opening of the Northern Water Sports Centre.
- Launched online booking/application for marriage licences.

Service Highlights



- Opened the DJ Hancock Memorial Park, a community sponsored splash pad.
- Increased accessible swim opportunities at Bell Park.
- Received \$3,248,600 in federal funding through the Social Housing Improvement Program to retrofit/repair existing social housing projects.



- Groundbreaking on Maley Drive.
- Began construction of the Morel Family Foundation Park, a 100 % donated park, playground and splash pad in the Minnow Lake area.
- Opened Greater Sudbury Animal Shelter.



- Received the 2016 Ontario Tourism Award of Excellence for Tourism Marketing Partnership for hosting CTV's The Amazing Race Canada.
- Implemented the Peer Support Network for Paramedic and Fire Services.



- Further committed to environmental sustainability and leadership with implementation of the reduced garbage bag limit from three bags to two.
- Launched Transit wayfinding strategy.