

Summary of New Organizational Structure and Senior Leadership Responsibility Changes

On July 13, 2016, Council received the new organizational structure presented by City Manager, Steve Kanellakos. The new structure consists of eight departments each led by a General Manager, as well as the City Clerk and Solicitor. All senior leaders report directly to the City Manager.

This is the first step in the City Manager's broader organizational alignment plan. The new organizational structure balances the requirement to meet Term of Council priorities while increasing the effectiveness of the organization without any disruptions to City services.

Working together with Council and the City Manager, the senior leadership team will be responsible for the next step of the alignment, which includes a review of other levels of the organization to find opportunities to consolidate and streamline. This review sets the framework for the 2017 Budget that will be tabled at Council in November 2016.

The new organizational structure and senior leadership team is comprised of the following:

City Clerk and Solicitor, Rick O'Connor

- The role of the City Clerk and Solicitor is expanded to include the Accessibility Office, Archives, French Language Services, and Intergovernmental Relations.
- The City Clerk and Solicitor will maintain all existing responsibilities, including managing the City's legislative services to Council, providing legal advice and support to the City, protocol services, planning for the 2018 election and continued adherence to all administrative requirements throughout the municipality.

Community and Social Services Department, led by Janice Burelle, General Manager

- The Community and Social Services Department is responsible for creating a strong social infrastructure by providing support to families and individuals in need in order to promote their self-reliance and quality of life in collaboration with our community partners.
- This includes providing financial assistance, housing, childcare, employment, personal care and referral.

Corporate Services Department, led by Marian Simulik, General Manager

- The Corporate Services Department will oversee Finance, Fleet Services, Information Technology Services and the Real Estate Partnership and Development Office.
- The department will be responsible for efficiently consolidating administrative support functions to improve service delivery.
- Saad Bashir will oversee Information and Technology Services.

Emergency and Protective Services Department, led by Susan Jones, General Manager

- The Emergency and Protective Services Department is responsible for protecting the health, property and quality of life in Ottawa through an integrated public safety department.

- The department will now lead all aspects of 2017 operational support activities. This will allow for better coordination of all City services required to execute successful celebrations in 2017. Dan Brisebois will oversee this function.
- Anthony Di Monte will continue as Acting General Manager until Susan Jones returns.

Parks, Recreation and Cultural Services Department, led by Dan Chenier, General Manager

- The Parks, Recreation and Cultural Services Department is responsible for building a healthy, inclusive and vibrant City, as well as ensuring that communities, residents and visitors have access to the places, programs, events and services that allow them to experience all the benefits the City has to offer.
- The department will now oversee Buildings and Facilities Management for improved service delivery integration, ensuring the best possible client experience in City facilities, and community centres.

Planning, Infrastructure and Economic Development Department, led by John Moser, Acting General Manager

- The Planning, Infrastructure and Economic Development Department has been consolidated into one group with the elimination of the positions of the General Manager of Infrastructure Services and the General Manager of Planning and Growth Management.
- This department will oversee Economic Development (now including Markets Management and Sponsorship and Advertising), Infrastructure Services, and Planning and Growth Management.
- An Acting Manager for Economic Development will be appointed.
- The department will be responsible for the planning and delivery of growth activities. This includes the City's long-term infrastructure plan, the management of capital investments, development approvals, delivering on big city-building projects and identifying opportunities to foster economic prosperity.

Public Works and Environmental Services Department, led by Kevin Wylie, General Manager

- The Public Works and Environmental Services Department has been consolidated into one group with the elimination of the position of General Manager of Environmental Services.
- This department is responsible for ensuring the City's municipal infrastructure is properly operated and maintained. The department will also oversee drinking water production and distribution, wastewater collection and treatment, surface water management, and solid waste collection, processing and disposal.

Service Innovation and Performance Department led by Donna Gray, General Manager

- The new Service Innovation and Performance Department will include Corporate Communications, Corporate Planning and Business Services, Human Resources and ServiceOttawa.
- The department will improve services through business process review, innovation and the use of new technologies to drive organizational efficiency and reduce waste. Focus will be placed on shifting the culture of the organization committed to customer and service delivery while ensuring the City's biggest asset, City staff, are engaged, empowered and have the tools and training required to succeed. This department will lead all public and internal communications.
- Nancy Greenfield has been permanently appointed to the position of Director, ServiceOttawa.
- Marianne Phillips has been permanently appointed to the position of Director, Human Resources.

Transportation Services Department, led by John Manconi, General Manager

- The Transportation Services Department houses all services related to the mobility of the City. This department creates a holistic transportation hub focused on addressing the planning, implementation, operations and delivery of all modes of transportation.
- The department will oversee OC Transpo, the Rail Implementation and Stage 2 project offices, Transportation Planning and Traffic Services.