

REPORT FOR ACTION

Strategic Plan 2021 - Key Results and Initiatives

Date: March 22, 2022

To: The Board of Governors of Exhibition Place

From: Don Boyle, Chief Executive Officer

Wards: All Wards

SUMMARY

This report summarizes key 2021 initiatives and results accomplished by Exhibition Place staff in implementing the 2017 – 2019 Strategic Plan and Extension Plan to 2021.

RECOMMENDATIONS

The Chief Executive Officer recommends that:

1. The Board receive this report for information.

FINANCIAL IMPACT

There are no negative financial implications to this report.

DECISION HISTORY

The 2017 – 2019 Strategic Plan had an Organization and Staffing Goal to deliver a customer service strategy that embodies employee empowerment and engagement, and as a Strategy to develop annual departmental objectives that drive success.

At its meeting of July 27, 2017, the Board approved of the proposed initiatives to be undertaken by Exhibition Place staff to implement the 2017 – 2019 Strategic Plan.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.EP5.6>

At its meeting of April 10, 2019, the Board received report EP2.7 that provided an update of the implementation of the goals, outcomes, and strategies of the 2017 – 2019 Strategic Plan for the year 2018.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2019.EP2.7>

At its meeting of June 24, 2020, the Board approved an extension of the remaining strategic goals and objectives from the 2017 – 2019 Strategic Plan from the Chief Executive Officer to December 2021. The Board also received a summary of the goals and objectives and the 2019 key results and achievements.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2020.EP11.13>

At its meeting of April 15, 2021, the Board received EP17.13 that provided an update of the implementation of the key 2020 initiatives and results from the 2017 – 2019 Strategic Plan and Extension for the year 2020.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2021.EP17.13>

COMMENTS

This report is not meant to be a complete description, but a summary of the work performed by the staff during the 2021 calendar year. Staff have also delivered core services and participated in other significant department and division initiatives.

The Exhibition Place Strategic Plan 2017 – 2019 and Extension recodifies strategies and key initiatives in 2020 under four (4) strategic perspectives: (1) Financial; (2) Customer/Stakeholders; (3) Internal Business Processes; and (4) Learning, Growth, and Inclusion.

This approach is the second-year departments and divisions have completed and implemented their initiatives following these strategic perspectives to denote and align the many activities underway. It provides a clear context for where staff resources and priorities are being placed and a better connection to operational planning. Moreover, it is particularly encouraging that these achievements set the foundation for Exhibition Place in preparing for restarting across all the areas of our business.

A summary of the 2021 Strategic Plan - Key Results and Initiatives is included in Appendix A to this report.

CONTACT

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SIGNATURE

Don Boyle
Chief Executive Officer

ATTACHMENTS

Appendix A - Strategic Plan 2021 - Key Results and Initiatives