



Open Letter to the Toronto Public Service from Chris Murray, City Manager

To the Toronto Public Service: Thank you.

My time with this amazing City government and its exceptional staff is coming to an end in August. This was not an easy decision to make, but my pride in, awe of, and gratitude to all of you will continue for many years to come.

This letter – my thank you to all of you – serves as an introduction to a collection of highlights and significant actions undertaken by the public service over the past four years for which we can all be proud.

At the beginning of this term, we launched the Toronto Public Service's [Corporate Strategic Plan](#) - our public commitment to the critical priorities of this administration. The [2018-2022 Toronto Public Service achievements report](#) is a high-level summary of key accomplishments and progress made towards these priorities: Housing, People & Neighbourhoods, Climate Action, Mobility, A Well-Run City, and Financial Sustainability, and our strategies for Economic and Cultural Recovery and Toronto's critical commitments to [Equity](#) and [Reconciliation](#).

The last four years have been remarkable for many reasons, including a declared State of Emergency which remained in place for 777 days. No one could have anticipated what Toronto and the world would experience, learn and achieve in the face of a global pandemic. The Toronto Public Service responded to these challenges with wide-ranging skills and a profound commitment to service excellence to our great city and its people. The lessons from the pandemic will

continue to shape our work and remind us that we are capable of great things.

Every single member of the Toronto Public Service contributes to this City's success – those who deliver frontline customer service, provide advice and information to Council, staff and the public, those who keep the administration, our people, our buildings and facilities, and our governance systems operating effectively and responsively. Collectively, you have performed remarkably for the past four years and I know in the coming term you will continue to build on this success and maintain and grow the trust and confidence Council and the public have placed on us.

I would like to thank our Senior Leadership Team - Deputy City Managers Tracey Cook, Paul Johnson, Josie Scioli, and Chief Financial Officer and Treasurer Heather Taylor - for their leadership on behalf of the Toronto Public Service; the Corporate Leadership Team for all of the initiatives found in the achievements report; all of you and, City Council for its vision and commitment to advancing Toronto as an equitable, sustainable, caring and dynamic city.

I have been proud to call myself a member of the Toronto Public Service – working for you and alongside all of you – and I will always be thankful for this time serving a great city and its people.

~ Chris

