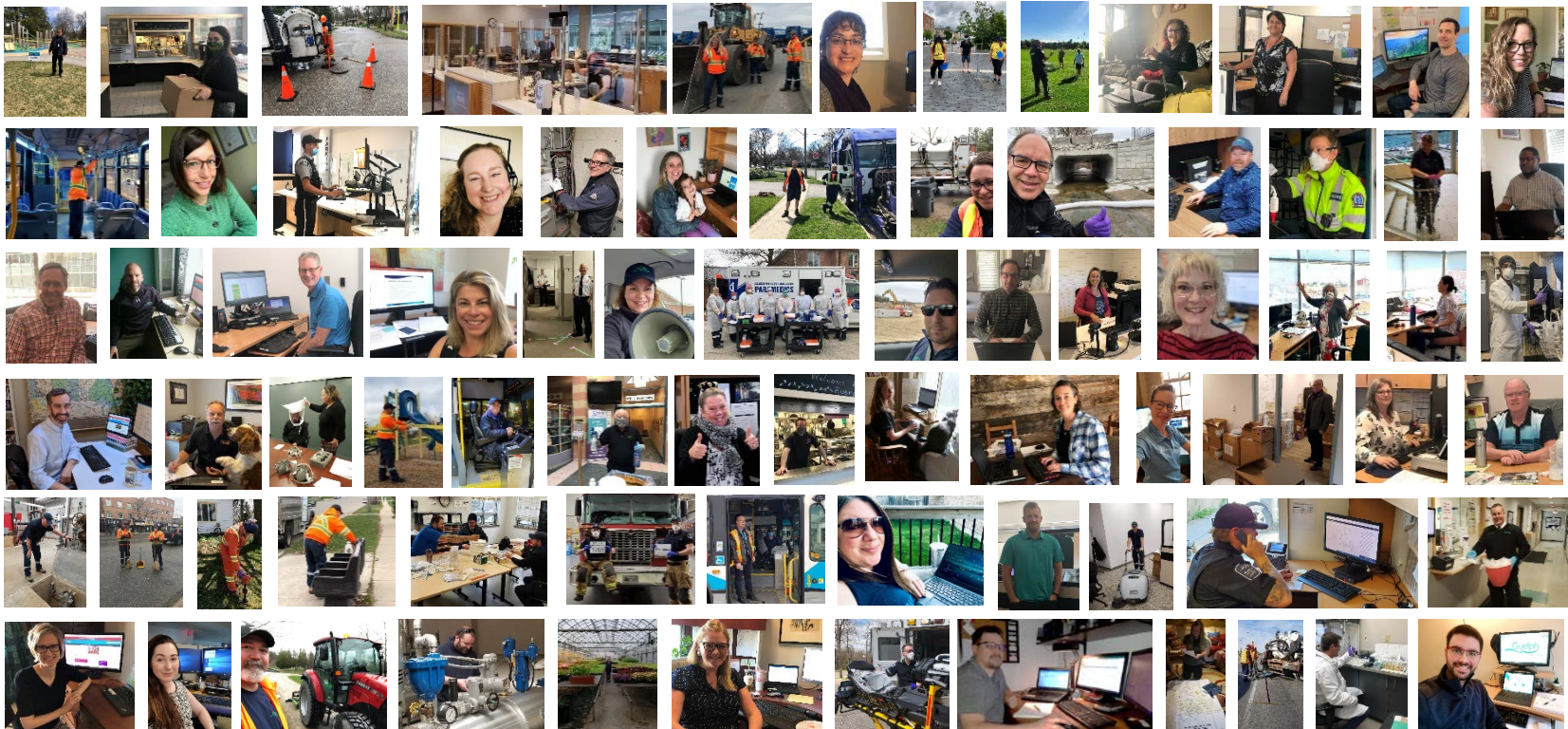


# **CAO 2021 Performance Objectives**

Council presentation: January 11, 2021

# CAO's foundation

To build a strong culture of accountability, service excellence and continuous improvement within the City





# City's vision

Guelph. An inclusive, connected, prosperous city where we look after each other and our environment.



# Powering our future

1. Continue to guide the organization through COVID-19 via timely action planning; mindful of the fiscal responsibilities of the City's budgets (with particular focus on Transit) while managing the provision of essential and non-essential services to our community, within factors under the CAO's control.

## **Sustaining our future**

2. Given the budget investment by Council, provide Council an annual report reflecting the City's operational successes for 2020 as part of our Strategic Plan by Q2 2021.

# Navigating our future

3. Bring forward a review of a consolidated City operations campus including the presentation of a detailed business case (which includes a sustainable financial plan) and staging plan by Q2 2021 for Council's consideration.

# Working together for our future

4. Through the work of our Service Level Assessments and integration of the Continuous Improvement Office, identify and action collaborative efficiencies that include financial measurement and reporting the outcomes to Council on a quarterly basis, in coordination with the Service Rationalization project. One such continuous improvement being the rollout of the staff led Customer Service and Digital Steering (CSDS) Committee including the committee's work plan towards customer service modernization.

## **Building our future**

5. Bring options/education to Council via information reports and/or workshop(s) over 2021 regarding the City's preparedness to achieve the provincial growth targets.



