

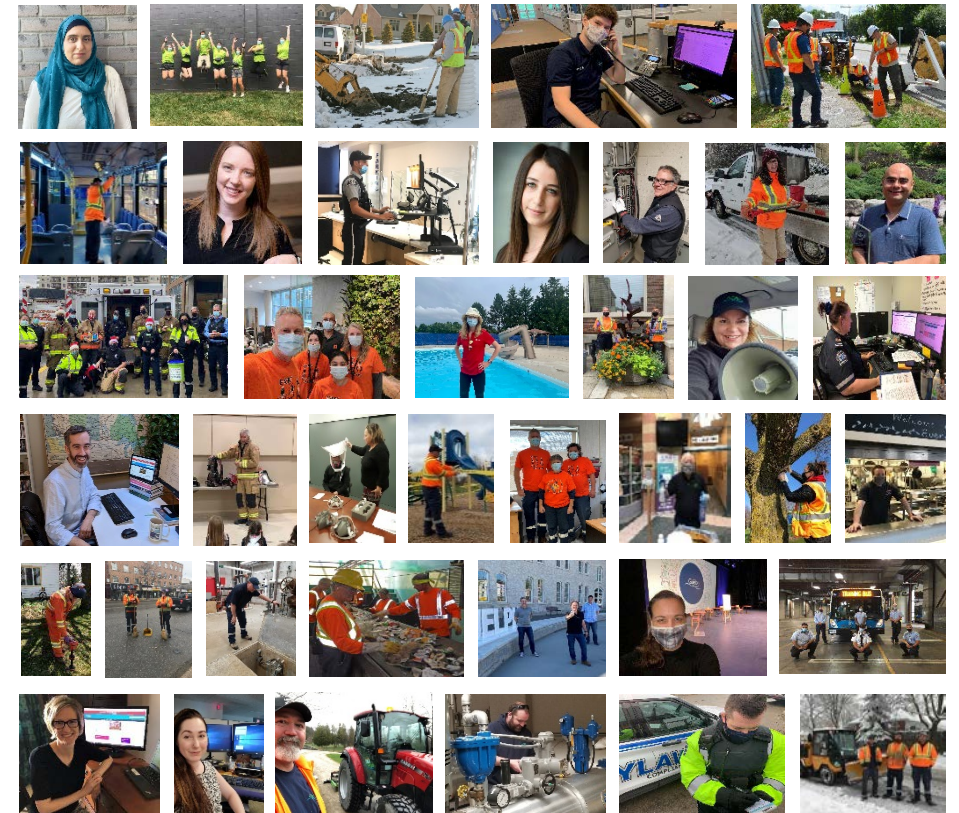


# CAO 2022 Performance Objectives

January 10, 2022

# CAO's foundation

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



# City's vision for Guelph

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



# Powering our future



1. Guide the organization through COVID-19 into the adjusted new normal with a focus on advancing economic stimulus through investments in infrastructure improvements and particular projects. Report to Council, staff and the public in a timely and continual fashion as appropriate after engagement results are compiled.

Objective also aligns to strategic priority—Working together for our future



# Sustaining our future



2. Through the further development of service level key performance indicators; including indicators related to climate change, work with City leadership and appropriate stakeholders to continue the delivery of timely, informative performance reporting and updates on our Strategic Plan progress. Oversee the implementation of the approved transit route strategy, monitor the Property Assessed Clean Energy (PACE) program (subject to approval), and prepare by Q2 a report to Council on the “Race to Zero” interim targets and other directions contained within it.

Objective also aligns to strategic priorities—Powering our future and Working together for our future



# Navigating our future



3. Preparation, presentation and strategically advancing key, Council approved, long-term initiatives such as the Operations Campus and Transportation Master Plan.

Objective also aligns to strategic priority—Sustaining our future



# Working together for our future



4. Oversee the continued development of a customer and digital services/experience focus. Measured reportable outcomes and efficiencies, including the plan to implement a comprehensive/intelligent customer service interface within 2 years, to be provided to Council by the end of 2022 and regularly thereafter.

# Building our future



5. Partner with external and internal stakeholders to create a renewed strategy for the downtown.

Ensure the development of a new Governance training module to be provided to the new Council to assist with increasing their awareness of their governance role.

Objective also aligns to strategic priority—Powering our future





Thank you. Questions?