

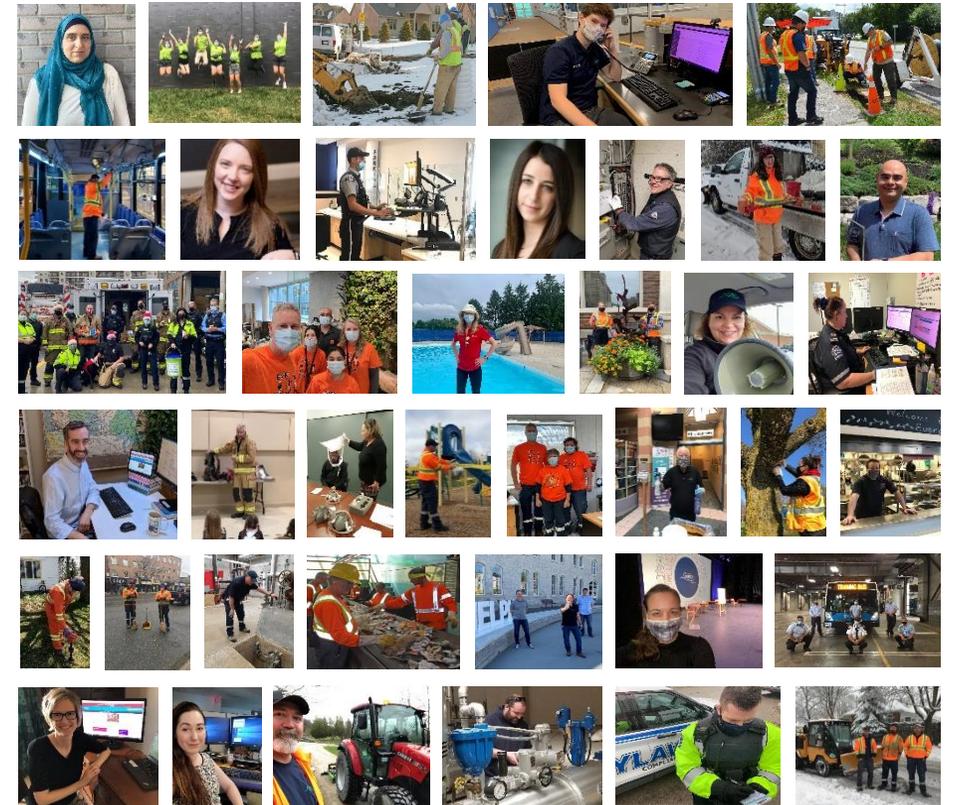


# CAO 2023 Performance Objectives

February 7, 2023

# 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.



1. Execute year two of the City's four-year customer service strategy—Service Simplified—by continuing the onboarding of services to a centralized customer contact centre to deliver good service experiences.



2. Receive Council approval for the City of Guelph's refreshed Strategic Plan and the associated Multi-Year Budget.



3. Adapt, respond, and advocate for Guelph's interests with respect to legislative and regulatory changes by other levels of government. Notwithstanding the generality of the advocacy, the CAO's advocacy will include a focus on:

A) Provincial Matters

- Housing
- Planning

B) Local Matters

- Economic Development for businesses citywide
- Downtown growth



Sustaining our future, Building our future, Working together for our future

4. As an employer of choice, attract and retain a talented workforce through innovative practices and supportive governance approaches in 2023.



5. Continue implementing climate change adaptation and mitigation measures through the approval of financial investment from a variety of funding sources required to deliver on Council's Race to Zero and Net Zero Carbon by 2050 goals throughout 2023.



Sustaining our future, Navigating our future, Building our future, Working together for our future

6. Implement financial strategies within the CAO's control that creatively mitigate shortfalls in revenue and economic pressures in spending as part of organizational financial management and capital planning.



Working together for our future, Navigating our future

Thank you. Questions?