



Customer Expectations

Citizens want us to:

- Maintain focus on our budget and spending
- Demonstrate value for the services The City offers
- Invest in infrastructure in the right ways, now and in the future
- Lead in management, accountability and transparency
- Engage citizens in the conversations about Calgary’s future

Council Vision

Calgary: a great place to make a living, a great place to make a life

Council Priorities

1. A prosperous city
2. A city of inspiring neighbourhoods
3. A city that moves
4. A healthy and green city
5. A well run city

Council Imperatives

1. **Integrated Service Delivery** – Council is consistent in its view that the corporation needs to provide services in a much more coordinated and integrated way
2. **Engaged Leadership** – Council wants collaborative organizational leaders and managers that function together as a team
3. **Trust and Confidence** – Council is asking for an organization that is reliable, honest, effective, and that has its confidence and trust
4. **Public Service Culture** – Council wants the organization to deliver its services with a citizen and customer focused approach
5. **Investment and Value** – Council expects a sustainable financial plan from Administration that is responsible and creates value

Leadership Strategic Plan

1. Establish a cooperative and meaningful relationship with Council
2. Develop a collaborative leadership and workforce culture
3. Better serve our citizens, communities, and customers
4. Focus immediate and collective attention on planning and building a great city
5. Strengthen the Corporation’s financial position

Corporate Priorities 2016-2017

1. Investment
2. Growth management and development approval
3. Real estate
4. Government relationships
5. People and culture

Economic Resiliency Strategy

1. Continue to provide service delivery to Calgarians
2. Focus on ensuring value for money in the services we offer
3. Review economic situations and respond to impacts on the *ActionPlan*
4. Invest in infrastructure that creates employment and prepares for future growth
5. Identify and respond to what is required to retain productive people, businesses, incomes, jobs, and investment projects
6. Create a more resilient economy
7. Contribute to the creation of a vibrant and prosperous downtown Calgary

Population accountability is accountability for the well-being of a whole population in a geographic area. Population accountability is bigger than any one program or agency or one level of government. In fact, it's bigger than government. It requires the whole community, public and private partners to make a difference.

Performance accountability is accountability for the performance of a program, agency or service system. The most important performance measures are about the well-being of a client population (i.e. those who receive service or otherwise benefit from the program.)