



Strategic Alignment

Located on the traditional territories of the people of the Treaty 7 region in Southern Alberta, and home to the Métis Nation of Alberta, Region 3, we are situated on land where the Bow and Elbow Rivers meet. The traditional Blackfoot name of this place is *Moh'kins'tsis*, which we know as Calgary.



Vision

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

Our Purpose

Making life better every day.

A great city needs a collaborative vision, and a great public service needs a collective commitment. We are strategically aligned to execute as one and deliver successful outcomes for residents, businesses and employees.

Accountability Framework

BUILDING STRONG RELATIONSHIPS



The Accountability Framework outlines the relationship between Council, Administration and Calgarians.

VISION: What Calgarians aspire to be and Council's leadership role in defining The City's contribution to this vision.

STRATEGY: What Council asks Administration to deliver over the next four years, and how Administration will respond.

VALUE: How Administration will ensure Calgarians receive value through the services delivered over the next four years.

Council's Strategic Direction 2023-2026

Council's Strategic Direction provides the foundation, guiding principles and focus areas needed for Administration to create service plans and budgets for the next four years so that we can collectively make Calgary a great place to make a living and a great place to make a life.

Council's Foundation

CALGARY IS A RESILIENT CITY

- Economic resilience
- Social resilience
- Climate resilience

Council's Guiding Principles

- Strengthening our relationship with Calgarians
- Delivering the right services
- Building great neighbourhoods
- Investing in infrastructure
- Financing our future

Shared Strategic Agenda

Council Focus Areas

WHAT COUNCIL WANTS TO FOCUS ON FOR THE COMMUNITY

- Downtown revitalization
- Social equity
- Land use and local area planning
- Transit
- Hosting and hospitality
- Global positioning and reputation
- Modernizing government

Administration's Rethink to Thrive Focus Areas

HOW THE ORGANIZATION WORKS TOGETHER TO ACHIEVE COUNCIL'S FOCUS AREAS

- Leadership and direction
- Employee engagement

We will focus on becoming a future-ready and resilient organization that is adaptable and agile, and able to anticipate and respond to the evolving needs of our city, residents, businesses, and employees.

One City, One Voice Culture

We want our citizens and customers to experience us as one organization. We are truly at our best when we are working together and collectively focused on meaningful outcomes for our citizens through our One City, One Voice corporate culture.

Our Values

INDIVIDUAL RESPONSIBILITY

I act responsibly, perform my duties to the best of my ability, and present myself as a positive ambassador for The City.

COLLECTIVE ACCOUNTABILITY

We work together for the benefit of the people of Calgary.

Performance Management System

The Performance Management System is an approach to continuous improvement that City staff use to better serve Calgarians, businesses and visitors.

- Service review and improvement
- Service planning and budgeting
- Performance measurement and accountability
- Integrated risk management
- Individual performance development