

3 CONVERSATIONS, ONE CALGARY

THE City's STRATEGIC PLAN FOR 2019-2022



This document illustrates the framework that will guide The City of Calgary as we develop our Strategic Plan for 2019-2022. It describes the “three conversations” and provides examples of related documents.



IMAGINE CALGARY

- 100 YEAR Vision + GOALS -



Quality of Life
Results For Calgary

Citizen
Expectations



Council Priorities 2019-2022

- A Prosperous City
- A City of SAFE + INSPIRING Neighbourhoods
- A HEALTHY + GREEN City
- A City That Moves
- A WELL RUN City

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



Council Priorities &
Council Directives
2019-2022

Council's Five
Guidelines to
Administration

- INTEGRATED SERVICE DELIVERY
- ENGAGED LEADERSHIP
- TRUST AND CONFIDENCE
- INVESTMENT AND VALUE
- CORPORATE ALLIANCES.

MEASURED
BY

PUBLIC + EMPLOYEE
TRUST + CONFIDENCE

Administrations
Commitments

Corporate Culture
One City One Voice

Character:
behaving the right way

Competence:
doing the right things the right way

Collaboration:
working together for a common purpose

Commitment:
dedication to the greater public good

MAKING LIFE
BETTER
EVERY DAY



Service Plans
& Budgets

Service Name					
Description					
Objectives					
Impact					
Current State Service Value					
XX%	XX%	XX	XX	\$100,000	\$1,000
Notes					
Comments					

MEASURED
BY
SERVICE
VALUE

Customer
Feedback

Service Value

STRIKING A BALANCE BETWEEN
SERVICE + COSTS



What matters to you,
matters to us.