

re:think

# Three Conversations, One Calgary: The City's Strategic Plan for 2019-2022

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At The City of Calgary, we are individually responsible and collectively accountable for ensuring that the services that matter most to citizens, matter to us. The City is moving to a service-based plan and budget approach to put the citizen first in our decision-making and service delivery. This transformational shift will result in The City focusing less on who is responsible for what, and more on how we deliver services, at what quality and level of service, and who will be better off. This will ensure that citizens are **getting value for their tax dollars**. Through the work of the One Calgary Program, we will become a more results driven organization that is resilient, accountable and transparent. The 2019-2022 service plans and budgets will contribute to making Calgary a great place to make a living, and a great place to make a life.

The One Calgary Program will help shift the organization to a citizen-first mindset by:

- Focusing on services, not organizational structure
- Aligning the organization with the long-term aspirations of Calgarians, and what citizens value most
- Delivering on Council's Directives for 2019-2022
- Improving how we demonstrate service value
- Becoming a more result driven organization
- Using evidence-based decision-making
- Measuring our performance based on service lines, and
- Being more transparent about how tax dollars are invested

