Corporate Priority: **A well-run City**

We will have a committed, engaged and diverse workforce. We will improve the lives of residents, businesses and visitors by providing simple, reliable and connected services that anticipate changing customer needs. We will build trust and confidence in local government.

Performance Results – What Council and the public will experience

- Employees who are proud, passionate and committed to their work

- A public service that is both reflective of the population we serve and is inclusive, accessible and welcoming to everyone

- Employees who support continuous improvement and embrace new approaches to their work

- Simple, reliable, efficient and equitable services that anticipate changing customer needs

- Services designed from the customer's perspective that allow residents, businesses and visitors to interact with the City where, when and how they choose

- Shared services across City divisions and agencies that reduce costs, create economies of scale, increase service efficiency and effectiveness, and improve customer service

- An open, responsive, accountable and transparent municipal government, where residents have an opportunity to be heard and participate in the City's decision-making

- The City's decision-making processes prioritize the needs of equity-seeking groups

Related strategies, plans and initiatives – How we are supporting the priority*

- City of Toronto's Commitments to Indigenous Peoples
- City Technology Strategy
- Corporate Employee Engagement Response Plan
- Excellence Toronto: Our corporate-wide continuous improvement and innovation initiative
- People and Culture Strategy

- Meeting Accessibility Standards: AODA
- Multi-Year Workforce Diversity Plan
- Open Data Master Plan
- Supply Chain Transformation
- Toronto: A Connected Community
- Toronto at Your Service: The City's integrated customer service initiative
- Toronto Public Service Bylaw

* Additional strategies, plans and initiatives are used by City divisions, agencies and corporations to support the priority.