

# CORPORATE STRATEGIC PLAN

The Toronto Public Service's  
Commitment to People, Partnerships,  
Performance and Priorities



## VISION

Toronto is a caring and friendly city  
Toronto is a clean, green and sustainable city  
Toronto is a dynamic city  
Toronto invests in quality of life

## MOTTO

Diversity Our Strength

## MISSION

To serve a great city and its people

## EQUITY





We strive to create and sustain equity in everything we do, and work towards realizing equitable outcomes for our residents

## TRUST AND CONFIDENCE

We understand that trust must be earned.

## OUR PEOPLE

### Our Workplace Culture

-  Being Respected, Empowered and Valued
-  Embracing Diversity and Inclusion
-  Making a Difference
-  Working Together

## OUR PARTNERSHIPS

We work in partnership with other governments, institutions, the private sector, the not-for-profit sector and Indigenous peoples to achieve quality of life results for Torontonians – all residents, businesses, and visitors.

## OUR PERFORMANCE MANAGEMENT SYSTEM

- Service reviews and improvement
- Service-based budgets
- Performance measurement and accountability
- Leadership performance and staff development
- Enterprise risk management

## OUR PRIORITIES

### CORPORATE PRIORITIES

#### Financial sustainability

We will work and partner to ensure value and affordability for taxpayers, adequately fund municipal services and infrastructure, make needed investments in the city, and improve our financial health. We will make informed financial decisions and effectively manage resources for Toronto's future.



#### 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.



#### Maintain and create housing that's affordable

We are committed to a city where families and individuals live in safe, stable and affordable housing with respect and dignity.



#### Keep Toronto moving

We are committed to a city with safe, affordable and accessible transportation choices for people and goods.



#### Invest in people and neighbourhoods

We are committed to a city that protects and improves quality of life for all including safety, health, and social and economic well-being and inclusion.



#### Tackle climate change and build resilience

We are committed to fighting climate change and preparing our city government, our economy, our ecosystems, and our communities, especially the most vulnerable communities, for a changing climate.

