

CORPORATE BUSINESS PLAN 2019 – 2022

OBJECTIVES & OUTCOMES April 2021

Corporate Promise
Working together, aligned with City Council, we enable a better life for all Edmontonians.

Our Cultural Commitments
Safe Helpful Accountable Integrated Excellent



STRATEGIC OBJECTIVE: MAKE IMPACTS IN OUR COMMUNITY FOR THE FUTURE



HEALTHY CITY

Edmonton is a neighbourly city with community and personal wellness that embodies and promotes equity for all Edmontonians.



URBAN PLACES

Edmonton neighbourhoods are more vibrant as density increases, where people and businesses thrive and where housing and mobility options are plentiful.



REGIONAL PROSPERITY

Edmonton grows prosperity for our Metro Region by driving innovation, competitiveness and relevance for our businesses at the local and global level.



CLIMATE RESILIENCE

Edmonton is a city transitioning to a low-carbon future, has clean air and water and is adapting to a changing climate.

SERVICE OBJECTIVE: DELIVER EXCELLENT SERVICES TO OUR COMMUNITY

RECREATION & CULTURE

Edmontonians are physically and emotionally healthy.

SOCIAL SUPPORT

Edmontonians have what they need to succeed.

CIVIC SERVICES

Edmontonians contribute to civic society and are engaged in promoting the quality of the community.

PUBLIC SAFETY

Edmontonians are safe and secure in our community.

COMMUNITY DEVELOPMENT

Edmontonians are connected to their neighbours.

MOVEMENT OF PEOPLE & GOODS

Edmonton has an accessible and varied transportation system moving people, goods and services efficiently.

LAND DEVELOPMENT

Edmonton is developed to support growth and social, cultural, economic and environmental well-being.

ECONOMIC DEVELOPMENT

Edmonton has a diverse and prosperous economy that thrives locally and globally.

ENVIRONMENTAL PROTECTION

Edmonton protects its natural environment, minimizes its environmental impact and mitigates climate change.

SUPPORTING OBJECTIVE: MANAGE THE CORPORATION FOR THE COMMUNITY

PEOPLE, RELATIONSHIPS & PARTNERSHIPS

The City of Edmonton's service delivery is informed by people and is optimized by relationships and partnerships.

PROJECT & ASSET MANAGEMENT

The City of Edmonton's projects are well managed and assets are maintained for accountable service delivery.

STRATEGY & BUSINESS

The City of Edmonton's corporate processes are robust and helpful for integrated service delivery.

TECHNOLOGY & DATA

The City of Edmonton's technology and data are leveraged to enable quality decision-making and enhance innovative service delivery.

EMPLOYEE EXPERIENCE & SAFETY

The City of Edmonton's staff are safe and supported to achieve their aspirations and deliver excellent services.

ENVIRONMENTAL STEWARDSHIP

The City of Edmonton's operations and service delivery sustains and conserves the environment.

FINANCIAL SUSTAINABILITY

The City of Edmonton's resilient financial position enables both current and long-term service delivery and growth.

CORPORATE BUSINESS PLAN 2019 – 2022

WHAT WE ARE ACCOUNTABLE FOR April 2021

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STRATEGIC ACTIONS MAKE IMPACTS IN OUR COMMUNITY FOR THE FUTURE

HEALTHY CITY

- Affordable Housing & Homelessness
- Poverty Elimination

- Ride Transit Program
- Inclusive Edmonton

URBAN PLACES

- Blatchford Redevelopment
- Exhibition Lands Area Redevelopment
- Light Rail Transit (LRT) Expansion
- Zoning Bylaw Renewal
- Growth Management Framework
- District Planning
- Safe Mobility Strategy

REGIONAL PROSPERITY

- Regional Partnerships
- Regional Transit
- Yellowhead Freeway Expansion
- Economic Action Plan
- Hydrogen Node

CLIMATE RESILIENCE

- 25-Year Waste Strategy
- Renewable District Energy Systems
- Climate Change Adaptation Strategy
- Energy Transition Strategy
- Solar Energy Projects

PUBLIC PROGRAMS & SERVICES DELIVER EXCELLENT SERVICES TO OUR COMMUNITY

RECREATION & CULTURE

- Interment and Perpetual Care
- Recreation and Cultural Programming
- Recreational and Sport Facility Access
- Special Event Coordination/Hosting
- Street Animation

SOCIAL SUPPORT

- Housing
- Individual Care and Support
- Tenant Support Services

CIVIC SERVICES

- Customer Access
- Election Service
- Municipal Administrative Tribunals
- Municipal Governance Service
- Property Assessment Service
- Records Access
- Tax Collection

PUBLIC SAFETY

- Animal Welfare
- Bylaw and Provincial Act Enforcement
- Community Safety Program Development
- Fire Investigation
- Fire Prevention, Inspection and Enforcement
- Fire Rescue
- Pet Licensing
- Safety Code Permission and Inspection
- Traffic Safety

COMMUNITY DEVELOPMENT

- Community and Neighbourhood Capacity Building
- Community Education
- Community Granting

MOVEMENT OF PEOPLE & GOODS

- Active Pathways
- Parking
- Road Services
- Transit

LAND DEVELOPMENT

- Development Services
- Land Use Planning
- Residential, Commercial and Industrial Land Development

ECONOMIC DEVELOPMENT

- Business Licensing
- Business Retention and Expansion

ENVIRONMENTAL PROTECTION

- Parks and Open Space Access
- Waste Collection
- Wildlife Management

SUPPORTING PROGRAMS & SERVICES MANAGE THE CORPORATION FOR THE COMMUNITY

PEOPLE, RELATIONSHIPS & PARTNERSHIPS

- Communications
- Engagement
- Intergovernmental Coordination

PROJECT & ASSET MANAGEMENT

- Asset Management
- Corporate Property Management and Leasing
- Facility Management and Maintenance
- Fleet Management and Maintenance
- Information Technology Hardware Infrastructure
- Infrastructure Delivery
- Infrastructure Planning and Design
- Warehousing and Inventory Management

STRATEGY & BUSINESS

- Census Service
- Corporate Leadership
- Corporate Policy Development
- Emergency Management
- Internal Audit
- Legal
- Risk Management
- Security
- Strategic Initiative Management

TECHNOLOGY & DATA

- Archives
- Business Solution
- Data Management
- Geographic Information Systems and Spatial Analysis
- Information Analysis

EMPLOYEE EXPERIENCE & SAFETY

- Employee Development and Training
- Human Resources Management
- Workplace Health and Safety

ENVIRONMENTAL STEWARDSHIP

- Environmental Strategy and Policy Development
- Sustainable Waste Management

FINANCIAL SUSTAINABILITY

- Corporate Accounting and Reporting
- Financial Planning and Analysis
- Purchasing
- Treasury Management