

## Leading with Excellence

City Council, Staff, and Citizen Boards will foster civic participation and serve ethically, transparently, responsibly, and efficiently.

### Measurable Goals:

- Increase in Citizen Participation Applications
- Increase views of City website
- Increase participation in Town Hall events
- Increase social media contacts
- Increase contacts with Homeowner Associations
- Increase automated bill pay participation
- Continue City of Ethics certification
- Increase participation in Citizens Police Academy
- Increase livestreaming opportunities for all boards and commissions
- Increase annual hours of staff training
- Increase opportunities for Council training
- Reduce staff turnover

### Major Partners:

- Residents
- City Officials & Staff
- Homeowner Associations
- InterDev
- Georgia Municipal Association
- Professional organizations for staff groups
- Local Media
- Boards and Commissions
- Social Media Platforms
- Webhosting Platform
- Local Higher Educational Institutions
- Carl Vinson Institute of Government

## How We Will Get There

- Retreat with Council and Management Staff twice annually reviewing the Roadmap, operations, and major projects
- Creation of new committees: CanTeen, Diversity & Inclusion Task Force, Public Safety Citizens Advisory Board
- Revise and implement Canton's Ethics Ordinance
- Reviewing Citizen Participation Applications assuring boards and commissions include the best and brightest Canton residents
- Establishing improved communications practices reaching larger audiences through various platforms and media
- Translating key documents to be more accessible to non-English speaking Canton residents
- Assuring that all public meetings are livestreamed and video-archived
- Utilizing analytics from JustFOIA to make the most routinely requested open records requests more readily available on the City website
- Researching other local government services and discussing innovation during staff level focus group meetings
- Providing time for all City staff to continue professional development training
- Judging all budgetary expenditures based upon the Roadmap
- Implement required exit interviews by Human Resources to learn more about staff turnover
- Develop a Citizen Academy to build ambassadors for the work of Canton
- Establish annual town hall meetings on each of the Canton Tenets
- Host meetings annually with Homeowner Association leaders
- Market efficiencies for application and utilization of paperless systems
- Recognize excellence in staff development and ethics
- Regularly review and ensure staff salaries and benefits are aligned with other like-sized municipalities
- Develop the next generation of professional leadership for our City

### Specific Projects Underway

- Website redevelopment
- Implementation of LAMA Development Software
- Creation of the Canton Roadmap
- Implementation of JustFOIA Open Records Software
- Review of Citizen Participation Applications

### Materials/Supporting Documents:

- Canton 2040 Plan
- Thomas P. Miller Housing Study
- Rivermill Livable Centers Initiative
- Archived Social Media Feedback
- Existing City of Canton Ethics Ordinance
- City of Canton Personnel Policy
- City of Canton Financial Policy