



The Gateway to Endless Opportunities

TRANSFORMATIONAL STRATEGIC PLAN 2017-2022





VISION STATEMENT

The City's Vision is:
*To be a **SMART** and Caring
City by 2022*

MISSION STATEMENT

The City's mission is:
*To enhance the quality of life
for all our people by rendering
efficient and effective
municipal services.*



STRATEGIC OBJECTIVES

- Promote Duty of Care to the Organisation
- Improve Customer Care
- Ensure Smart Procurement
- Provide Smart ICT Services
- Secure Stakeholder Funding
- Ensure Revenue Enhancement and Protection
- Ensure Financial Accountability
- Find New Sources of Sustainable Revenue
- Improve Efficiencies in Urban Planning and Property Management
- Diversification of Reliance on Bulk Supply
- Provide Smart Public Transport
- Empowerment of Youth, Orphans and Vulnerable Persons
- Increase Access to Services
- Provide Enabling Environment for Tourism, Trade and Investment
- Avail Serviced Land in All Use Categories
- Improve Water Security
- Increase Capacity of Electricity Supply



VALUES

Teamwork: Let's do the right thing, right, together; **Customer Focus:** We render friendly, fair, simple, fast and effective service to all residents; **Communication:** We are transparent and keep our staff and stakeholders well-informed; **Fairness & Equity:** We treat staff and stakeholders the same and with respect; **Integrity:** We are trustworthy, responsible and honest in all our dealings



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