

# Strategic Plan Summary



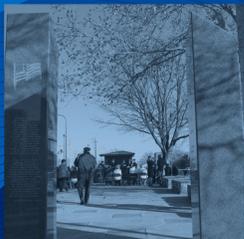
In 2012, City leaders, including Council members, the Mayor, City Attorney and department heads, held a planning session to set the direction for the next two years in Gahanna. As a result of that session, the City's Vision and Mission statements were reaffirmed. In addition, five Critical Success Factors were identified. Critical Success Factors are defined as, "things that must go right in order for the city to fulfill its vision and Mission." The Critical Success Factors guide all the work that happens within the City of Gahanna.

## Vision

Gahanna's Vision is to be an innovative model community that values its rich heritage, pursues high standards, and promotes respect among its citizens.

## Mission

Gahanna's Mission is to ensure an exceptional quality of life by providing comprehensive services, financial stability, and well-planned development which preserves the natural environment, in order that city government will continue to be responsive, accessible, and accountable to our diverse and growing community.



# Critical Success Factors



In its strategic planning process, Gahanna's leadership has identified five Critical Success Factors associated with the Mission and Vision of the City. These Critical Success Factors are used to articulate "those things that must go well" in order for the City to achieve its Vision and Mission. These Critical Success Factors provide the framework for specific initiatives articulated in the City's strategic planning.



## Citizen Centricity

Gahanna is committed to keeping the health, safety and welfare of our citizenry as the focal point of all policy decisions. Gahanna will always strive to be responsive, transparent and accountable to the community.

## Economic Success

Gahanna is committed to ensuring financial sustainability through smart revenue generation, business growth, and prudent short and long term financial management.

## Effective Communication

Gahanna is committed to communicating critical information to our citizens, stakeholders and employees while also listening to their wants, needs and feedback.

## Innovation

Gahanna is committed to continually reinventing the way we do business to be relevant, effective and efficient.

## Smart Growth

Gahanna is committed to effectively managing its growth and assets.