

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 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

- Retreating with Council and Management Staff twice annually to review the Roadmap, operations, and major projects
- Revise and implement Canton's Ethics Ordinance
- Reviewing Citizen Participation Applications to assure boards and commissions include the best and brightest of our Canton residents
- Establishing improved communications practices to reach a larger audience through a variety of 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 best practices in 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
- Assure staff meetings annually with Homeowner Association leaders
- Market efficiencies for application and utilization of paperless systems
- Recognize excellence in staff development and ethics

Specific Projects Underway

- Website redevelopment
- Communications & Marketing Specialist hire
- 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 LCI
- Archived Social Media Feedback