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.

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

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
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TRANSFORMATIONAL STRATEGIC PLAN

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