

## **Critical Success Factors**

### **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.*

### **Smart Growth**

*Gahanna is committed to effectively managing its growth and assets.*

### **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.*