



City of Cleveland

Justin M. Bibb, Mayor

Office of the Mayor
Cleveland City Hall
601 Lakeside Avenue, Room 202
Cleveland, Ohio 44114
216/664-3990 • Fax: 216/420-8766
www.clevelandohio.gov

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Strategic Plan and Organizational Assessment

Overview: The strategic plan and organizational assessment will articulate a shared vision across all departments and create a comprehensive roadmap for City Hall to achieve goals for Cleveland over the next 10 years. It will provide insight and action items to maximize operations, properly structure to achieve outcomes, and measuring success. The organizational audit will offer recommendations for how we can best position ourselves to reach these goals, including how to operate more efficiently and effectively to better serve our constituents.

Team: The Ernst & Young team is led by principals with local government experience (such as Baltimore and Phoenix) and strategic planning/enterprise integration at the local, state, and federal level, including US Department of Veterans Affairs. EY is partnering with CSB/MBE/FBE Compass Consulting Services, LLC, which will support EY's efforts and leverage local knowledge.

Components: Change management, strategic plan, organizational assessment, evaluation of value streams, data management and dashboard.

Departments Covered: Aging, Building and Housing, City Planning, Civil Service Commission, Community Relations, Economic Development, Finance, Law, 311, the Mayor's Office of Capital Projects, Mayor's Office of Communications, Mayor's Office of Equal Opportunity, Mayor's Office of Government Affairs, Mayor's Office of Sustainability, Personnel and Human Resources, Public Health, and Public Works.

Cost: \$1.5m (\$500k fundraised – ORD 983-2022; \$1m ARPA)