



Proud Heritage, Exciting Future



2015-2018 Strategic Plan

A message from your



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Joseph Hough

Harry Hughes

David ...

2014-2018 Council

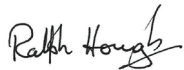
Proud Heritage, Exciting Future!

Your Township Council is pleased to present Oro-Medonte's 2015-2018 Strategic Plan.

Strategic plans are an integral part of establishing an organization's direction, culture, business planning, and budget focus.

This plan builds upon the work of previous Councils and is based on feedback received from residents, community stakeholders, staff, and members of Council. It will focus our efforts and serve as the road-map that will guide our decision-making throughout this term of Council.

Council will work together with Township staff and the community to follow this plan and complete the projects that you will find in the pages that follow to achieve our mission and support the priorities of our wonderful community.



Deputy Mayor
Ralph Hough



Ward 2 Councillor
Scott Macpherson



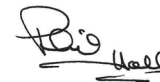
Ward 4 Councillor
John Crawford



Mayor
Harry Hughes



Ward 1 Councillor
Barbara Coutanche



Ward 3 Councillor
Phil Hall



Ward 5 Councillor
Scott Jermey

Our Vision

Oro-Medonte continues to be a progressive, collaborative community where everyone can live, work, and play.

Our Mission

To provide the best customer service while meeting the needs of our community today and tomorrow.

Our Values

Customers First!
Creativity and Innovation
Honesty, Fairness, and Respect
Courageous and Responsible Decision-Making
Openness
Engagement

Our Goals

Continuous Improvement & Fiscal Responsibility

Enhanced Communications & Customer Service

Balanced Growth

Inclusive, Healthy Community

Employer of Choice

Continuous Improvement & Fiscal Responsibility





***We are innovators.
We deliver affordable, quality services.***

We will:

- Assess each department's delivery of services to identify process improvements to ensure value for taxpayers' dollars.
- Review and streamline our permitting process.
- Develop a tool to evaluate Council's governance effectiveness.
- Capitalize on major local events to optimize return to the community.
- Develop Key Performance Indicators (KPIs) to measure performance.
- Complete our IT Master Plan, including online access to services.
- Expand our Asset Management Plan to incorporate and detail all assets.
- Establish and maintain our financial reserves to support our infrastructure.
- Develop a Risk Management strategy to minimize the Corporation's liability position.
- Complete a strategic review of corporate facilities and equipment.

Enhanced Communications & Customer Service





We demonstrate a culture of open communication and engagement that delivers on ‘customers come first’!

We will:

- Complete semi-annual customer satisfaction surveys.
- Develop and implement a customer response program to monitor residents’ inquiries.
- Deliver regular front-line customer service training.
- Develop a community and stakeholder engagement policy and framework.
- Review and update our Corporate Communication Strategy and Plan.
- Increase and improve our online communication with residents.
- Simplify our website and increase its content.
- Expand our “issues management” process.

Balanced Growth





We support business and job creation while protecting our natural environment.

We will:

- Review and update the Township's Official Plan to implement the policies of the Lake Simcoe Protection Plan
- Ensure land use planning policies manage change and promote economic activity that does not negatively impact the Township's natural heritage features and attributes.
- Encourage the protection of the Township's natural heritage features while ensuring that uses that rely on these features such as home-based businesses, recreation, and tourism are promoted and strengthened.
- Develop and implement a strategy to reduce the corporation's environmental footprint.
- Adopt an "Open-for-Business" philosophy.
- Review by-laws that affect the health and viability of local businesses.
- Limit and enforce the renewal of 'sunset clauses' for development.
- Facilitate increased access to high speed internet.
- Facilitate increased access to natural gas.
- Provide leadership in providing municipal services for identified employment and residential developments.

Inclusive, Healthy Community





***We are a community that is
safe, accessible, and inclusive.***

We will:

- Develop a road safety plan.
- Continue our road paving and road rehabilitation projects.
- Enhance delivery of Transportation Services (i.e. roadside ditching and drainage).
- Develop a township housing strategy.
- Develop a seniors' strategy and action plan.
- Implement the recommendations of the Emergency Management and Fire Master Plans based on annual reviews by Council.
- Develop an active transportation plan with consideration for trail expansion, walkways, sidewalks, and the needs of cyclists.

Employer of Choice





***We attract, engage, empower, and retain employees
who demonstrate our corporate values.***

We will:

- Develop and implement an internal two-way communications strategy.
- Measure employee satisfaction on a regular basis.
- Simplify and improve our Performance Management and Compensation Programs to motivate and reward all employees.
- Clarify roles and responsibilities of staff and Council.
- Continue our Council training strategy.
- Review, fill, and train for leadership and organizational competency gaps.
- Elevate Human Resources and Corporate Communications functions to a strategic level.
- Strengthen the relationship between labour and management.



CONTACT US



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