



Proud Heritage, Exciting Future 2015-2018 Strategic Plan 2017 Report Card

Oro-Medonte's 2015-2018 Strategic Plan serves as the road-map that guides Council's decision-making.

2017 was a busy year for the Township of Oro-Medonte. Several major projects were completed and many others continue through 2018. We have provided you with this Report Card to keep you up-to-date on the Township's activities.



Continuous Improvement & Fiscal Responsibility

We are innovators. We deliver affordable, quality services.

2017 Accomplishments:

- 11.8 km of road paving/rehabilitation, 16.6 km of micro surfacing & 4.2 km of surface treatment
- Lean 6 Sigma Green Belt training for Senior Management
- Implemented automated payment options to streamline processes
- Optimized snow removal routes, reducing idle time & improved timing
- Implemented controllers for sand/salt application & GPS links
- Implemented new budgeting & quarterly financial variance reporting processes
- Hardened IT systems & delivered cyber-training to staff
- Administrative services review, implemented phase 1



Enhanced Communications & Customer Service

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



2017 Accomplishments:

- Refined process for Freedom of Information (FOI) Requests
- Growth of digital communications including Twitter & Facebook
- Refined Council Portal to support access to meeting agendas
- Two pilots completed for livestreaming Council meetings
- Enhanced proactive issues management & communications support
- Launched Max Galaxy Recreation Software & online payment for parking tickets to improve customer service and reduce administration
- Developed online dog tag registration program

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Balanced Growth

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

2017 Accomplishments:

- 2018-2022 Economic Development Strategic Plan completed
- Facilitated a partnership for a Communal Water System in the Small Crescent Industrial Park
- Tourism Investment Project completed
- Partner on the operations of the Oro-African Methodist Episcopal Church with the County of Simcoe
- Facilitated operational planning for large special events
- Advancing Water/Storm Water/Wastewater Master Solutions for Horseshoe Valley/Craighurst settlement areas



Inclusive Healthy Community

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



2017 Accomplishments:

- Received \$140,000 in grants for Bayview Memorial Park
- Elevated planning and focus on municipal roads and bridges:
 - * Multi-faceted pavement management program
 - * Updated inventory of road conditions using Pavement Condition Index
 - * Launched Road Optimization Software
 - * Enhanced roadside improvements
- Collaborated with Horseshoe Resort and community service organizations to facilitate Canada 150 Celebrations
- Water Tanker Shuttle and Hazardous Materials Team Recertification
- Replacement of the Aerial Apparatus and New Pumper/Tanker
- Met all drinking water regulatory requirements for all 12 municipal drinking water systems and two contracted systems

Employer of Choice

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

2017 Accomplishments:

- New recruitment process resulted in 24 new volunteer firefighters
- Enhanced competency and objectives-based Performance Management Plan for 2018
- Optimized Corporate Department organizational structure
- Initiated corporate succession plan
- Provided training specific to Health & Safety and legislated requirements



148 Line 7 South
Oro-Medonte, Ontario
L0L 2E0



705-487-2171



info@oro-medonte.ca



@OroMedonte



@TwpOroMedonte