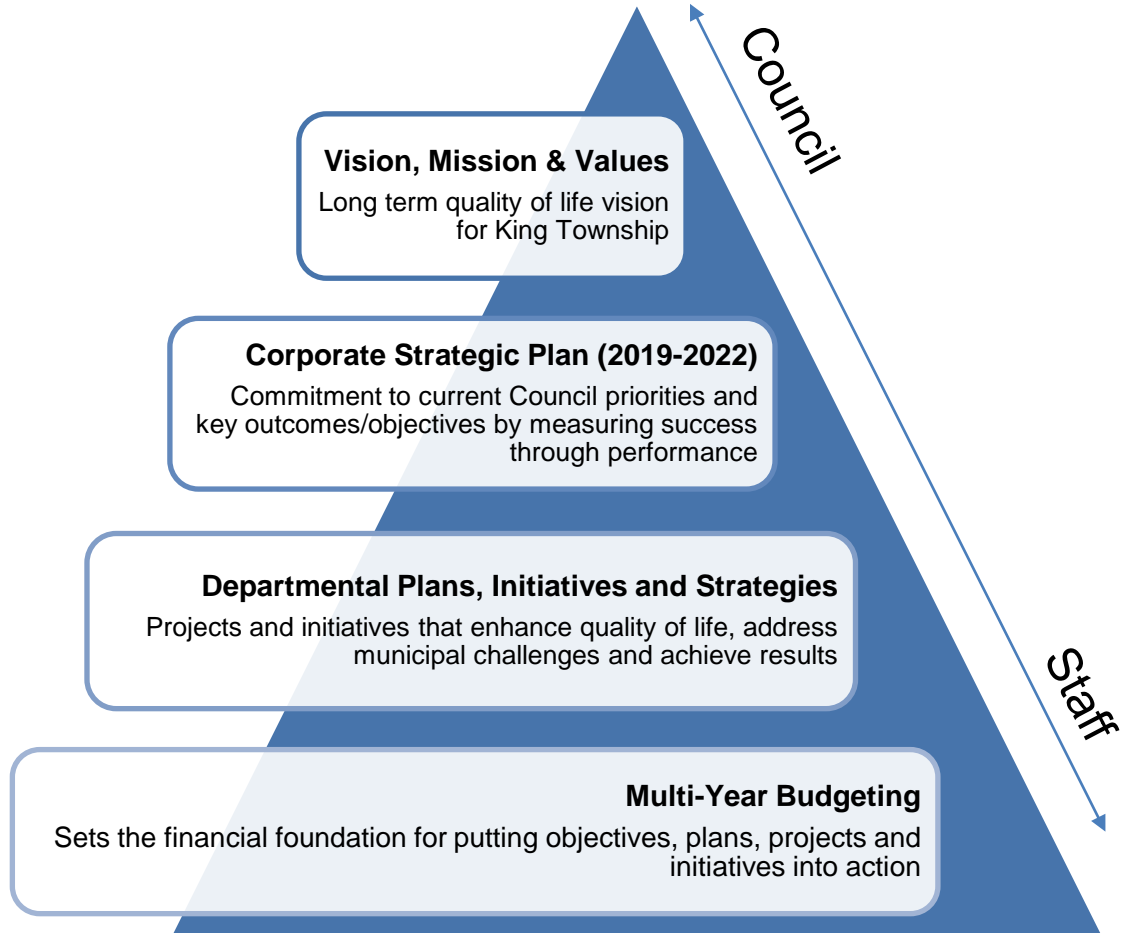




Working Session
Presentation to Council
Monday, March 9th, 2020

Draft 2019-2022 Strategic Plan

COUNCIL'S GOVERNANCE FRAMEWORK



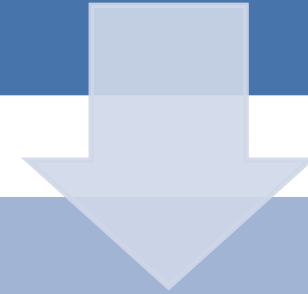


CORPORATE PLANNING FRAMEWORK



What is Strategic Planning?

**ESTABLISHING
DIRECTION**
(Term of Council)



**IDENTIFYING
ACTIONS**





Draft Strategic Plan Structure

PRIORITY

Defines the intended change in the lives of citizens, stakeholders and organization through the implementation of the Strategic Plan

OBJECTIVE

WHAT DO WE WANT TO ACHIEVE?

KEY ACTIONS

HOW WILL WE GET THERE?

PERFORMANCE MEASURES/INDICATORS

HOW WILL WE KNOW WE HAVE ARRIVED?

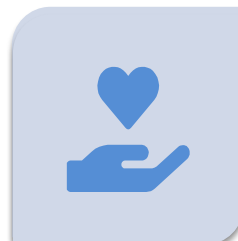
Priority Areas



**A GREEN AND
SUSTAINABLE
FUTURE**



**INVESTING IN
INFRASTRUCTURE**



**CULTIVATING SAFE,
HEALTHY &
RESILIENT
COMMUNITIES**



**SERVICE DELIVERY
EXCELLENCE AND
INNOVATION**

Priority

A Green and Sustainable Future



Mitigating Climate Change

1. Deliver a Climate Change Mitigation and Adaptation Plan
2. Create and Implement a Corporate Energy Management Plan



Enhancing Natural Heritage

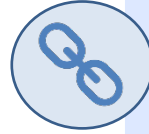
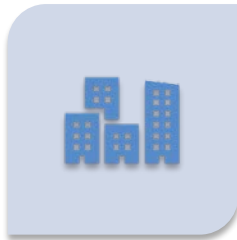
1. Grow King's Tree Canopy
2. Restore Natural Heritage Areas
3. Improve Stormwater Management



Promoting Conservation and Reduction

1. Expand Waste Diversion Initiatives
2. Reduce Energy Consumption
3. Increase Water Conservation

Priority Investing in Infrastructure



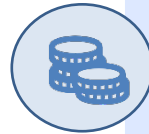
Connecting People and Places

1. Increase Active Transportation
2. Improve Road Network
3. Support Installation of Fibre, Broadband and Cellular Coverage



Creating More Inclusive Public Spaces

1. Build and Improve Township Facilities
2. Update the Township Urban Design Guidelines
3. Design and Implement Streetscaping Initiatives



Maximizing Financial Capacity to Support Capital Programs

1. Develop a Township Fiscal Strategy
2. Manage Debt and Reserves
3. Adopt a Multi-Year Budget and Business Plan for the Term of Council

Priority

Cultivating Safe, Healthy & Resilient Communities



Promoting Public Safety

1. Implement Traffic Calming Measures
2. Increase Public Education Opportunities
3. Manage Organizational Risk



Fostering Healthy, Diverse and Complete Communities

1. Improve Accessibility
2. Promote Active Lifestyles
3. Advance Economic Prosperity

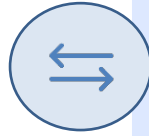


Strengthening Resilience

1. Advance the Township's Asset Management Program
2. Improve Emergency Preparedness
3. Strengthen Water/Wastewater Systems



Priority Service Delivery Excellence and Innovation



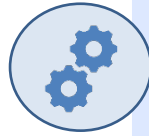
Increasing Community Engagement

1. Actively Communicate with Citizens
2. Increase Community Outreach Initiatives



Developing Innovative “King-Centric” Policy Frameworks

1. Deliver and Improve Master Plans
2. Respond to Emerging Municipal Trends and Pressures
3. Update the Township’s Official Plan
4. Update the Township’s Integrated Community Sustainability Plan



Leveraging Technology to Optimize Service Delivery

1. Modernize Service Delivery Methods
2. Evolve to Become “Mobile Ready”
3. Build and Launch a New Corporate Website



Improving Organizational Performance

1. Achieve and Build on Corporate Accreditations
2. Leverage and Strengthen Partnerships and Advocacy
3. Strive to Become an Employer of Choice



Performance Indicators and Measures

Example

PRIORITY SERVICE DELIVERY EXCELLENCE AND INNOVATION

Objective	Key Actions	Performance Measures & Indicators
Leverage Technology to Optimize Service Delivery	<ul style="list-style-type: none">• Modernize Service Delivery Methods• Evolve to Become “Mobile Ready”• Build and Launch a New Corporate Website	<ul style="list-style-type: none">• Decrease Average Turn-Around Time for Customer Inquiries (Measure)• # of CRM cases resolved within (2) business days (Indicator)

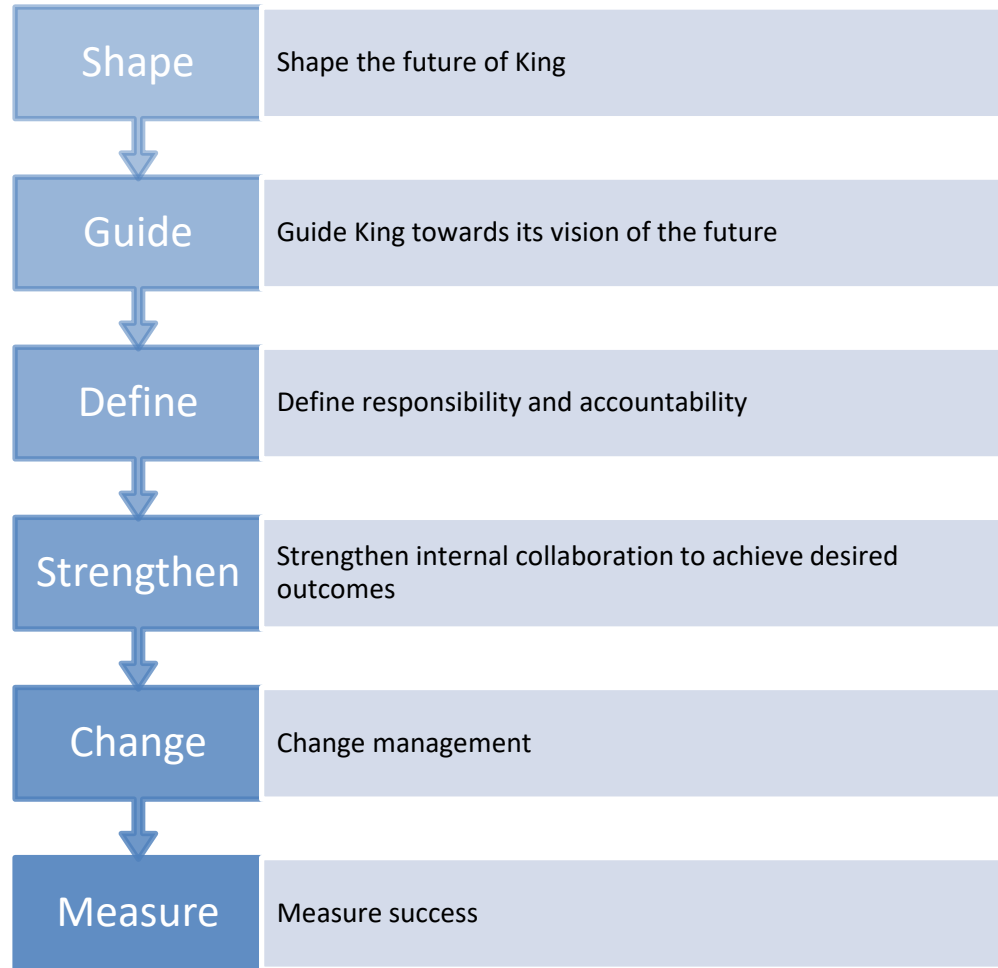
What are the Advantages of Having a Strategic Plan?



- Strengthen accountability to Council and the public
- Align departmental plans, initiatives and actions with the 2019-2022 Strategic Plan
- Assist with budget preparation
- Celebrate successes
- Long term growth & sustainability



Why do we Need a Strategic Plan?



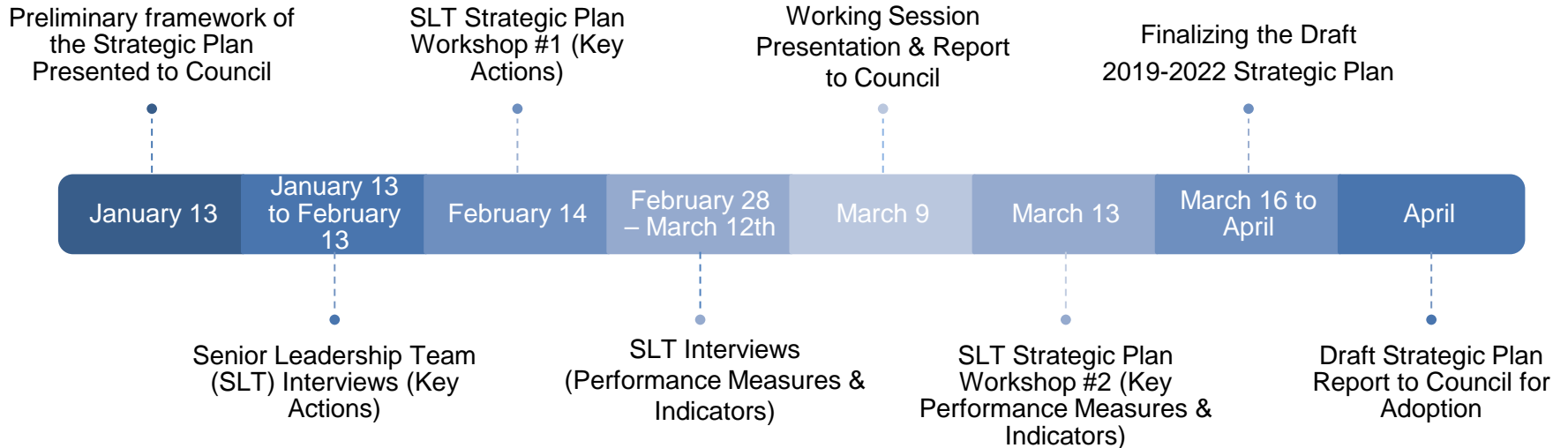
Benchmark Analysis

Town of Georgina 2019-2023	Town of Newmarket 2018-2022	Town of East Gwillimbury 2019-2022
Town of Whitchurch- Stouffville 2019-2022	City of Vaughan 2018-2022	City of Markham 2020-2023
York Region 2019-2023	Town of Richmond Hill 2009-2019	Town of Aurora 2011-2031





Developing the Draft 2019-2022 Strategic Plan



ACTIONS MOVING FORWARD



Council Approval and Adoption



Promoting & Advertising the Plan



Implementing the Actions



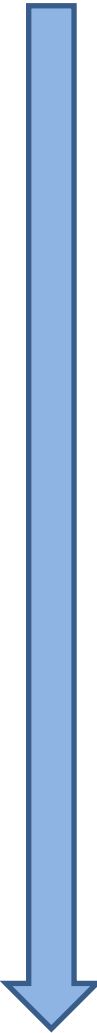
Monitoring Activity



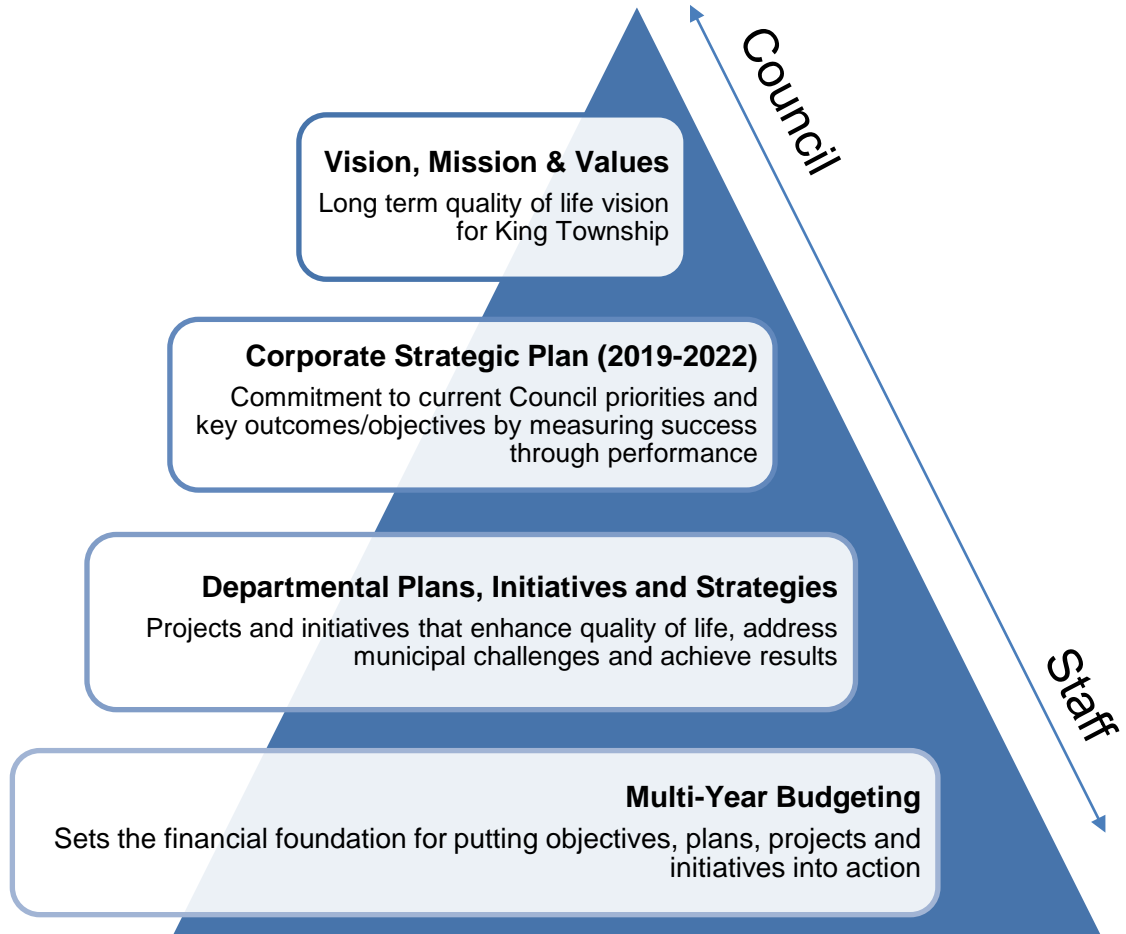
Annual Progress Reporting to Council
and the Public



Promoting & Advertising Annual
Progress Reports



COUNCIL'S GOVERNANCE FRAMEWORK



A Balanced Approach



ACCOUNTABILITY



CREDIBILITY



RESPONSIBILITY