

Strategic Vision Plan Q4 update

- complete
- on track
- behind schedule
- deferred/cancelled

Pillar 1: Work Together

Strategy	Timeline	Actions	Q4 status	2020 status
Listen and Empower				
Hold annual outreach sessions throughout West Grey	Q3 annually	2020 Community Vision Sessions	●	●
Develop a customer service strategy to exercise industry best practices and instill a customer service first workplace culture	Q3 2020	Schedule staff workshop	●	●
Review committee of council structure and procedural bylaw to empower and encourage diversity	Q3 2020 Q4 2020	Meetings with committees Report to council	● ●	● ●
Provide a variety of opportunities for stakeholders to provide feedback in person, online or in print	Q1 2020 Q2 2020	Social media launched New website	● ●	● ●
Build Partnerships				
Explore new cost-sharing initiatives	Ongoing	Group buying and Local Authority Services	●	●
Leverage partnership with neighbouring municipalities	Ongoing	Saugeen Connects, Building Services, RED Grant	●	●
Support community groups	Q2 2020	Grants to organizations	●	●
Develop programs to encourage youth involvement	Q3 2020	Halloween 2020, Youth Action Committee	●	●
Clear Communication				
Develop a corporate communication strategy	Q2 2020	Communications, marketing, visual identity guide	●	●
Create accessible and informative content in a variety of formats	Q3 2020	Website and Multi-year Accessibility Plan	●	●
Improve internal communication	Ongoing	Regular staff and senior management meetings, newsletter development	●	●
Launch a new West Grey website	Q2 2020	June target	●	●
Implement online services	Ongoing	E-commerce, eSCRIBE, Evolve	●	●
Produce an annual review to communicate accomplishments	Q4 annually	Year in review	●	●