

Goal 1 – Deliver Efficient and Exceptional Municipal Services

Objectives	Strategic Priorities	Key Achievements	Next Steps
Improve Efficiency & Effectiveness	Complete an Organizational Review & Core Service Review of the Township with an emphasis on Public Works to identify opportunities for service level efficiencies and effectiveness (shared services).	<ul style="list-style-type: none"> - Public Works Organizational Review – Approved by Council. - Partial funding in the amount of \$100,000 approved in 2017. 	<ul style="list-style-type: none"> - Develop and integrate Capital Asset Planning. - Establish Engineering Division. - Reduce outside engineering costs through in-house engineering management for all public works functions.
	Explore opportunities to improve internal communications between Staff and Departments.	<ul style="list-style-type: none"> - Funding in amount of \$5,000 approved in 2017 for Customer Care Program. - Internal Customer Service Strategy in process. - Customer Care Team initiated. 	<ul style="list-style-type: none"> - Develop and integrate Customer Service Standards. - Draft Customer Service Survey. - Communication Protocol (internal & external). - Public Works “Work Order System” enhancements.
	Update the financial operating systems currently in place at the Township.	<ul style="list-style-type: none"> - Funding approved in 2017 for Phase 1, software selection. - RFP drafted. - Search for software selection consulting services underway. 	<ul style="list-style-type: none"> - Engage consultant to make software selection decision by 1st Quarter of 2018. - Implementation Plan, Cost/Funding Plan to Council. - Implementation of integrated software solution.
	Undertake a review of the Township Procedural By-law.	<ul style="list-style-type: none"> - New Procedural By-law Approved - Completed 2016 	<ul style="list-style-type: none"> - Required updates as a result of Bill 68.
	Work collaboratively with adjacent municipalities and upper levels of government to identify opportunities to share services and improve operational efficiency and effectiveness and seamless service delivery.	<ul style="list-style-type: none"> - Current collaborations: Healthcare, Economic Development, Environmental (SSS/SSEA), North Simcoe Heads of Council, County-wide CAO’s, North Simcoe CAO’s. - Simcoe Planners, County-wide Planners, North Simcoe Recreation, Clerk’s & Treasurers, Southern Georgian Bay Managers of Volunteer Resources, Simcoe County Accessibility Coordinators. 	<ul style="list-style-type: none"> - Ongoing
	Explore opportunities to generate additional funding (i.e. grants) as opportunities arise.	<ul style="list-style-type: none"> • Staffing: - 2017 Summer Experience Program – 1 student for 6 weeks (\$2979 – 2017). - 2017 Canada Summer Jobs - subsidy for 11 students (\$13,167). • Infrastructure: - FED DEV Canada - Soccer Pitches (\$328,621) 33% funding. • Programming: Ministry of Tourism, Culture & Sport - Come Play with Us: Active Gaming in Tiny (Seniors Sporting) - \$20,606 rec’d/ total project cost - \$35,224.25. - Ontario 150 Partnership Program – Protecting our Pollinators - \$77,999.00 rec’d/Total project cost \$141,075.00. - Soccer for Life - \$40,009.00 rec’d/total project cost - \$52,796.50. Ministry of Citizenship, Immigration International Trade/Ontario Seniors Secretariat - Seniors Community Grant Program- Local Aging Plan - \$8000 rec’d – Total project cost \$10,000. - Seniors Speakers Series - \$8000 rec’d/total project cost \$10,000 • Events: -2017 Trans Canada Trail foundation – The Great Trail Event \$2500 rec’d (100% cost recovery) 	<ul style="list-style-type: none"> - Trans Canada Trail Infrastructure Funding [3 Trail applications: Conc. 2 E Bridge/Trail surfacing upgrade/Bernie LeClair Park Improvements] – 35% funding. - Investigation of funding through the Ontario Municipal Cycling Program - annual funding to Ontario municipalities to support the implementation of commuter cycling infrastructure to encourage people to get out of their cars and onto bikes for their daily commute or other frequent trips. - Investigation of funding through Trillium Foundation, Municipalities for Climate Innovation Program, Rama Community Fund for environmental programs/Council directed initiatives. - Continued search for applicable funding opportunities through a broad range of sources.

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Objectives	Strategic Priorities	Key Achievements	Next Steps
Improve Efficiency & Effectiveness	Make decision to renovate existing or construct a new Township Office to meet current health and safety standards, improve accessibility and customer service.	<ul style="list-style-type: none"> - Steering Committee established. - Current capacity of existing facilities determined. - Building functionality study completed. - Short-term temporary accommodations approved. 	Decision to renovate existing facility or construct a new Town Hall pending.
	Continue to host Town Hall meetings on a regular basis.	<ul style="list-style-type: none"> - Three Town Hall Meetings hosted in 2015. - Two Town Hall Meetings hosted in 2016. - Two Town Hall Meetings hosted in 2017. 	- Ongoing
Open, Accountable & Responsible Government	Explore opportunities to increase community engagement on local issues by creating Community Roundtables and/or Advisory Panels on specific issues.	<ul style="list-style-type: none"> - Senior Advisory Committee, Policing Task Force, Lafontaine and Wyevale Master Plan Implementation Committees. - Revised delegation process at Committee of the Whole and Council Meetings/ Open and accessible delegation process established. - Council approved Police Services Board Section 10 Contract. 	- Ongoing
	Complete a comprehensive Human Resources Management Plan focusing on staff recruitment and retention, staff training and development.		- Planned 2018
Build Organizational Resilience	Complete a comprehensive Human Resources Management Plan focusing on succession planning		- Planned 2018
	Complete a Staff Training Needs Assessment to identify gaps in staffing needs.		- Planned 2018
	Develop and implement a Corporate Training Strategy including Team Building	- Corporate-wide Customer Service Training - Completed 2016	- Team Building/Leadership - 2017
	Review Performance Management System		- Planned 2018

Goal 2 - Build Prosperity

Objectives	Strategic Priorities	Key Achievements	Next Steps
Grow the Economy	Be “Business Ready.” Ensure OP & ZBL support growth and development in the right places. Identify opportunities for policy and regulations to support the emerging economy.	<ul style="list-style-type: none"> - Draft Official Plan completed and Public Open House held on August 25, 2017. 	<ul style="list-style-type: none"> - Review and analyze all comments received with Council and make any changes as required. Schedule and hold Statutory Public Meeting(s). - Review and analyze all comments received with Council and make any changes as required. Present final version of the Official Plan to Council for consideration. - Handle any OMB appeals. - Review and update Zoning By-law based on new Official Plan.
	Support the efforts of EDCNS and our current economic development initiatives	<ul style="list-style-type: none"> - Financial support provided. 	<ul style="list-style-type: none"> - Ongoing
	Focus commercial and industrial development to existing designated lands	<ul style="list-style-type: none"> - Draft Official Plan completed and Public Open House held on August 25, 2017. 	<ul style="list-style-type: none"> - Review and analyze all comments received with Council and make any changes as required. Schedule and hold Statutory Public Meeting(s). - Review and analyze all comments received with Council and make any changes as required. Present final version of the Official Plan to Council for consideration.
	Recognize and support the retention and expansion of existing local businesses	<ul style="list-style-type: none"> - In conjunction with EDCNS Initiatives and local priorities. 	<ul style="list-style-type: none"> - Ongoing
	Work with EDCNS to identify opportunities to strengthen and support local businesses.	<ul style="list-style-type: none"> - Ongoing 	<ul style="list-style-type: none"> - Ongoing
	Work with EDCNS to identify new opportunities for economic growth that enables the existing community character to be retained (e.g. culinary tourism, agri-business, sustainable agriculture, artisanal food products, growth of market based crops, organic farming, value-added agriculture, ecotourism, recreational tourism, adventure tourism, etc.)	<ul style="list-style-type: none"> - EDCNS /Destination Marketing Organization (DMO) Partnerships. 	<ul style="list-style-type: none"> - Ongoing - Sponsorship of events (i.e.: Farm Fresh Food Fest 2017)
	Work with partners to establish a local Food Hub to promote local product processing	<ul style="list-style-type: none"> - Undertaken at County level with participation by local municipalities - Supporting Farm Fresh initiatives. 	<ul style="list-style-type: none"> - Ongoing support
	Work with partners to explore opportunities to create value-added agriculture (e.g. create a distribution hub and supply local stores).	<ul style="list-style-type: none"> - Working in collaboration with Simcoe County. 	<ul style="list-style-type: none"> - Ongoing support
	Work with agricultural partners to develop a Tiny Farm Brand and capitalize on the local food movement, culinary tourism and sustainable agriculture and agri-business	<ul style="list-style-type: none"> - EDCNS/DMO Initiatives. 	<ul style="list-style-type: none"> - Investigate and research feasibility and viability of “made in Tiny” local farmers’ market. - Investigate and research feasibility and viability of Tiny Agricultural Tours.
Work as a key partner with others to develop an Agricultural Food Strategy for Central Ontario (County of Simcoe, Georgian College)			<ul style="list-style-type: none"> - Pending
Advocate for Advancements to Technology	Improve broadband, high speed access and cellular service to support the growth of home-based business and e-commerce and to improve Township operational efficiency and effectiveness (i.e. SWIFT Project)	<ul style="list-style-type: none"> - Collaboration with County of Simcoe (i.e.: Swift Project) - Participation in ‘Gap Analysis’ North Simcoe/NSCFDC Funding Agreement. 	<ul style="list-style-type: none"> - Ongoing

Goal 3 – Healthy Environment and Sustainable Community Planning

Objectives	Strategic Priorities	Key Achievements	Next Steps
A healthier environment	Work with key partners to find an alternative to untreated septage spreading.	<ul style="list-style-type: none"> - Project on hold pending Provincial Review. - Participation on Provincial Review. 	<ul style="list-style-type: none"> - Pending Provincial Policy Review.
	Address the issue of public beach access by implementing a comprehensive Beach Enjoyment Strategy for Tiny (Project BEST)	<ul style="list-style-type: none"> - Pilot Parking Strategy - Completed 2016. - Review of 2016 Pilot Parking Program - Completed November 1, 2016. - Site Tour of Major Beach Parks. - Expansion of Parking Program, Spring 2017. - \$25,000 approved in 2017 for 5 beach parks wayfinding master plan. 	<ul style="list-style-type: none"> - Support for signage delineation & encroachments.
	Protect existing water quality by continuing to implement Source Water Protection	<ul style="list-style-type: none"> - Completed and ongoing collaboration with the SSEA. - Funded 2017 Source Water Protection Management Fees. - Water Department adherence to Drinking Water Quality Management Standard and all regulatory requirements. - Working with SSEA for the monitoring of well results from the well heads. 	<ul style="list-style-type: none"> - Ongoing
	Explore opportunities to advance the Township’s Environment First philosophy (shoreline protection, sand dune and cobble beach preservation; tree cutting by-law)	<ul style="list-style-type: none"> - Support for various environmental initiatives including: <ul style="list-style-type: none"> o Sustainable Severn Sound/ Severn Sound Environmental Association o Focus on invasive species, water quality, and beach stewardship. o Beach Stewardship Groups (Balm, Bluewater, Woodland) - Focus on phragmites through Lynn Short, Humber College and SSEA appointment of Invasive Species Coordinator – 2017. - Official Plan Update – 2017. - Pollinator Program 2017. - Creation and planting of new gardens (10); enhanced gardens (17) - 2017 Beach/Park Stewardship Initiatives through Volunteers: <ul style="list-style-type: none"> 3 Woodland Beach phrag dig/pulls; annual Conc. 15 beach clean-up; annual Balm Beach clean-up; 1 Yarwood Point phrag dig/pull; 1 Wahnekewening Beach phrag dig in conjunction with SSEA; Bluewater Beach litter pick-up & fall planting; 3 roadside clean-ups (spring); partnership with NS Anglers & Hunters in planting 100 trees at CBO Park; 1 tree planted through the Tree & Bench Commemorative Program; garden beautification at 3 locations (LA/Bernie LeClair/TTCC) - Sponsorship of Farlain Lake Association with Aquatic Weedfest Festival (in kind contributions of \$1682.00) – in its continuing efforts to manage the invasive aquatic plant Eurasian Watermilfoil in Farlain Lake and educate lake community residents and visitors about the threat of invasive species, the Association organized a fundraising event at Toanche Park. - Continued partnership with Georgian College – Engineering & Environmental Technologies – for volunteer stewardship opportunities. 	<ul style="list-style-type: none"> - Ongoing - Anticipated fall tree planting at soccer pitches location in partnership with NS Anglers & Hunters. - Investigation of funding through Municipalities for Climate Innovation Program to pursue youth environmental stewardship initiatives.

Goal 3 – Healthy Environment and Sustainable Community Planning

Objectives	Strategic Priorities	Key Achievements	Next Steps
A resilient environment	Develop Official Plan policies that promote balanced growth and environmental sustainability	<ul style="list-style-type: none"> - Draft Official Plan completed and Public Open House held on August 25, 2017. 	<ul style="list-style-type: none"> - Review and analyze all comments received with Council and make any changes as required. Schedule & hold Statutory Public Meeting(s). - Review and analyze all comments received with Council & make any changes as required. Present final version of the Official Plan to Council for consideration. - Handle any OMB appeals. - Review & update Zoning By-law based on new Official Plan.
	Continue to support research into conditions that cause invasive species (Lake Huron Centre for Coastal Conservation)	<ul style="list-style-type: none"> - Ongoing (funding and support provided) - Working collaboratively with County of Simcoe/SSEA - Working collaboratively with Farlain Lake Community Association - Funding of shared Invasive Species Coordinator through the SSEA – 2017. - Staff Education: <ul style="list-style-type: none"> o Phragmites Workshop – Georgian Bay Forever (May 2 – 2 staff) o Monarch Butterfly Workshop – Wye Marsh (Aug 2 – 2 staff) o Creating an Invasive Plant Management Strategy (Sept. – 3 staff) o Climate Change Tools for Municipalities – SSS (Sept. – 3 staff) - Township sponsoring of Aquatic Weedfest. - PW working with Council approved projects with Lynn Short, Humber College. 	<ul style="list-style-type: none"> - Ongoing partnerships to be explored.
Improve the quality of municipal infrastructure & improve the use of existing municipal facilities	Continue to invest in and manage municipal assets through ongoing implementation of the Township Municipal Asset Management Strategy (roads, bridges, parks)	<ul style="list-style-type: none"> - Ongoing (including Capital Asset Replacement Strategy, Roads Program, 10 year Capital Planning). - Construction of 2 regulation-sized soccer fields, replacing substandard pitches. 	<ul style="list-style-type: none"> - Recreation Master Plan to review parks facilities/sports fields, providing long term funding recommendations. - Application through Trans Canada Trail Fund for Conc. 2 E bridge rehabilitation; trails surfacing upgrade; Bernie LeClair improvements. - 5 year Roads and Bridges plan. - Annual Capital spending based on 5 Year Plan, resident input and Roads department audits. - Investigate and recommend alternate surface treatment options for increased durability and cost reduction.
	Identify opportunities to enhance facilities at existing municipal parks with an emphasis on beachfront parks and public spaces	<ul style="list-style-type: none"> - Review of existing Master Plans for Balm Beach, Lafontaine Beach, Jackson Beach, Woodland Beach, and Bluewater Beach, trails. - Implementation of Parking Strategy. - Implementation of Wyevale Park Master Plan and appointment of Wyevale Park Master Plan Steering Committee. - Implementation of Lafontaine Beach Park Master Plan and appointment of Lafontaine Beach Park Master Plan Advisory Committee. - Initiate Major Beach Park Wayfinding Master Plan. - Initiate Recreation Master Plan Project. - Mobile Skate Park placed at four locations throughout summer months (Balm Beach, Lafontaine, Wyevale, Perkinsfield). 	<ul style="list-style-type: none"> - Ongoing

Goal 3 – Healthy Environment and Sustainable Community Planning

Objectives	Strategic Priorities	Key Achievements	Next Steps
Improve the quality of municipal infrastructure & improve the use of existing municipal facilities	Develop a strategy to promote increased use of existing community facilities and Community Centres	<ul style="list-style-type: none"> - Increase winter programming by 133%. - Partnerships with recreation providers (Little Kickers, Karate, Ballroom Dancing, Huronia Soccer, Ball Providers – Lafontaine, Wyevale, Toanche, Wyebridge). - Pickleball-Shuffleboard Fall Programming (4 sessions/week). - Fee schedule by-law: waiving of fees for community based service organizations that support township programming – facility used by Tiny Lions Club & NS Anglers & Hunters. - Increased programming through contracted fitness and program providers. 	<ul style="list-style-type: none"> - Ongoing
	Partner with the County of Simcoe to support the development of an Affordable Housing Strategy		<ul style="list-style-type: none"> - Policies to be included in Official Plan 2016 - 2017 - Ongoing Support/Research
	Master Plan implementation (Lafontaine, Balm Beach, Wyevale and Trails)	<ul style="list-style-type: none"> - Lafontaine Beach Master Plan Advisory Committee - Established 2016 - Wyevale Park Master Plan Steering Committee - Established 2016. Phase I Scheduled Completion December 2016. 	<ul style="list-style-type: none"> - Installation of accessible playground, pavilion and Bocce ball courts at Lafontaine Beach Park. - Tender for washroom and trails at Lafontaine Beach Park. - Complete trail network and delineation for Lafontaine Beach Park. - Comprehensive review through Recreation Master Plan Study.
Commit to sustainable community planning throughout the Township	Review the existing permitting and planning process with a view to streamlining and simplifying the approval process	<ul style="list-style-type: none"> - All Building Permit Applications and Septic Permit Applications have been updated in order to make them more user friendly. - All Applications are available on the Township website. - The Planning & Development webpage has been revised and updated - Fact Sheets have been developed (i.e. Building on a Vacant Lot, Beach Ownership, Secondary Apartments, etc.) and are available on the Township website and the Municipal Office. - Electronic conversion of Entrance Permitting. 	<ul style="list-style-type: none"> - Review feedback on changes made. - Develop a self-serve zoning tool for the Township website that would allow users to easily search the zoning of a property. - Continue to develop additional Fact Sheets. - Revise Septic Re-inspection Letter to make it easier to understand and provide additional education on private sewage systems.

Goal 4 – Promote Community Health, Safety and Well-being

Objectives	Strategic Priorities	Key Achievements	Next Steps
Support community/population health and wellness	Advocate for better health care for residents by working collaboratively to recruit primary health care community clinics and clinicians to the Area	<ul style="list-style-type: none"> - Participation in North Simcoe healthcare forums(s) advocating for local services/local hospital funding. - Funding provided for Georgian Bay General Hospital and Physician Recruitment. - Recreation Master Plan Objective is to enhance traditional parks & recreation by integrating the concept of healthy, active living with long term recommendation strategies. - Affordable Recreation Program developed in 2017 – offers increased opportunities to residents who may require financial assistance. - National Health and Fitness Day – event where Tiny promotes a healthy, active community. 	<ul style="list-style-type: none"> - Review annually
Develop recreational opportunities across the Township	Complete a Parks & Recreation Master Plan	<ul style="list-style-type: none"> - Funded 2017 (\$75,000) - Consultant hired and project initiated. - Senior Recreation opportunities provided through 2016 Grant <ul style="list-style-type: none"> a. Pickleball (4 sessions per week) b. Shuffleboard (1 session per week) - Soccer programming for children and youth expanded to 3 seasons (spring/summer/fall) - Completion of 2 regulation sized soccer pitches along with walking loop trail - Grand opening of Dog Park at CBO Park - Continued delivery of day camps (summer/March break), skate park, skating, swimming, tennis, golf, soccer programs, and fitness classes. - National Health & Fitness Day in June offering a variety of recreational opportunities. - Initiating a Beach Park Wayfinding Master Plan – signage will identify 5 large water parks, and include parking, amenities, distances/directional - Support/sponsorship of (4) Parks/ball Associations by waiving of fees for sports fields (valued at \$18,035.00 over 3 years). 	<ul style="list-style-type: none"> - Draft Plan before Council in Spring 2018. - Installation of playground and bocce ball at Lafontaine Beach Park for 2017. - Installation of pavilion and walking paths at Lafontaine Beach Park for 2018. - Tender and construction of washrooms at Lafontaine Beach Park. - Expansion of soccer program to young adults (13 – 19), adults and older adults through Soccer for Life grant objectives – grant received from Ministry of Tourism, Culture and Sport (\$52,796.50) – also creating partnership with Huronia Soccer Foundation.
	Implement the Trails and Active Transportation Plan to improve walkability and active lifestyles	<ul style="list-style-type: none"> - Trails Wayfinding Study - Completed 2016 - Through the bench program, installed benches providing rest stops along trail. - Defined and surfaced (wood chips) loop trail next to soccer pitches. 	<ul style="list-style-type: none"> - Trans Canada Trails funding application to: <ul style="list-style-type: none"> a. Upgrade surface between Conc. 3 E and Town line b. Re-development of Bernie LeClair Park.
	Expand cycling routes and multi-use trails (Lake Loop) with signage (Share the Road)	<ul style="list-style-type: none"> - Trails Wayfinding Study - Completed 2016 	<ul style="list-style-type: none"> - Ongoing, including Major Beach Park Wayfinding Plan – 2017. - Working collaboratively with North Simcoe and County. - Review implementation of Bike lanes at time of road construction based on capital funding and Recreation/Planning input. - Investigation of funding through the Ontario Municipal Cycling Program - annual funding to Ontario municipalities to support the implementation of commuter cycling infrastructure to encourage people to get out of their cars and onto bikes for their daily commute or other frequent trips.

Goal 4 – Promote Community Health, Safety and Well-being

Objectives	Strategic Priorities	Key Achievements	Next Steps
Enhance community services for community members (seniors, youth)	Explore opportunities to enhance senior services by completing a Seniors Strategy through the establishment of a Senior Advisory Committee	<ul style="list-style-type: none"> - Formation of Senior Advisory Committee - Completed 2016 - Seniors' Strategy Development - in process/Funding through grant application. - Local Aging Plan received by Council in March 2017. - Senior Symposium held in March 2017, launching Local Aging Plan (120 in attendance). - Successful grant received (\$8000) to offer a Senior Speaker Series to community (7 sessions on senior related matters) – Sept 2017 – March 2018. - Senior Advisory Committee has had 6 meetings. 	<ul style="list-style-type: none"> - Ongoing
	Explore opportunities to improve Youth Programming by establishing a Youth Advisory Council	<ul style="list-style-type: none"> - Bursary program implemented in spring 2017 – program created to help students who are entering their post-secondary education, including courses and training programs of technical and vocational nature – 5 recipients. - Youth programming offered in July and August 2017 -40 participants. 	<ul style="list-style-type: none"> - Youth Advisory Committee proposed in the 2018 budget - Expansion of Youth soccer program possible through Soccer for Life Grant – slated for 2018
	Work with adjacent municipalities to improve public transportation within the Township and across the County and beyond	<ul style="list-style-type: none"> - Participation in County-wide review 	<ul style="list-style-type: none"> - Investigation of funding through the Ontario Municipal Cycling Program - annual funding to Ontario municipalities to support the implementation of commuter cycling infrastructure to encourage people to get out of their cars and onto bikes for their daily commute or other frequent trips.
	Accessibility Initiatives	<ul style="list-style-type: none"> - Installation of Portable Recreation Path (Mobi-Mat) at Balm Beach, Sept. 2015 - Balm Beach Mobi-Mat Ribbon Cutting Ceremony – June 1, 2016 - Accessible Picnic Tables – 2 at each of the five major beach parks – 2016 - Installation of Portable Accessible Washroom at Wyevale Park - 2016 - Purchase of Land Use Mobi-Mat – 2016 - Access Awareness Week Event – June 2, 2017 - Installation of Portable Recreation Path (Mobi-Mat) at Jackson Park – Aug. 2017 - Funding to local accessible transportation services (Wheels 4 Wheels, Community Reach – Transportation Linking Communities Program) - Funding set aside from Accessibility Capital Reserve for accessible park features – 2016 & 2017 - OMSSA Municipal Accessibility Award - 2017 - Recognition from the Accessibility Directorate of Ontario for achievements. 	<ul style="list-style-type: none"> - Ongoing - Seek out future funding opportunities.
Strengthen cultural and heritage assets	Work with community partners to identify opportunities to showcase and profile the Native, Métis and Francophone cultures that are an important part of our cultural heritage	<ul style="list-style-type: none"> - Support/partnership/funding of local special/cultural events 2016 (i.e.: Festival de Loup) - Support of 2017 Festival du Loup (4595.00 in kind and financial contributions). - Support of Art Quest with the creation and installation of 150 Mural on Robert Robitaille Pavilion July 2017. - Support of Balm Beach Events throughout summer 2017 (in kind contributions of \$5400) – recognizing beach culture and enhancing community experience. 	<ul style="list-style-type: none"> - Ongoing
	Improve wayfinding and signage throughout the Township and beyond by promoting a consistent and high quality standard	<ul style="list-style-type: none"> - Trails Wayfinding Study - Completed 2016 	<ul style="list-style-type: none"> - Major Beach Park Wayfinding Plan - Trails Signage Installation

Goal 4 – Promote Community Health, Safety and Well-being

Objectives	Strategic Priorities	Key Achievements	Next Steps
Enhance the public safety and security of residents and visitors	Develop a Master Fire Plan to evaluate the current service delivery model and to identify future fire protection requirements based on sound risk management principles	<ul style="list-style-type: none"> - Draft Fire Master Plan presented to Committee of the Whole, May 29, 2017. - Presented an updated Fire Prevention Policy to Committee of the Whole, August 28, 2017. 	<ul style="list-style-type: none"> - Present report on draft Fire Master Plan in 3rd quarter, 2017. - Conduct operational service delivery review re: staffing levels, fire station locations, organizational structure. - Implement recommendations endorsed by Council.
	Continue to develop emergency planning and preparedness programs to enhance community safety and resiliency	<ul style="list-style-type: none"> - Full Compliance - Emergency Management and Civil Protection Act requirements. - Enhanced emergency communications systems. - HAM radio antenna systems have been installed at the Township Office and the Wyevale Fire Station as a backup communications system during an emergency. 	<ul style="list-style-type: none"> - Mass notification systems being evaluated by a working group. - PW identify key support and service contracts such as fuel and supplies. - A secondary tower is being set up for emergency radio communications. - Conduct all activities required to achieve compliance with the EMCPA regulations.
	Assess and validate emergency response core services to meet or exceed reasonable public expectations.	<ul style="list-style-type: none"> - Included in Fire Master Plan Review. 	<ul style="list-style-type: none"> - Developing an updated Establishing and Regulating By-law - Complete review of all services mandated by the Province and establishing and regulating By-law.

Goal 5 – A Well-Connected and Engaged Community

Objectives	Strategic Priorities	Key Achievements	Next Steps
A more engaged community	Develop a Community Engagement Strategy to re-engage Volunteers, Youth and to promote broader community engagement	<ul style="list-style-type: none"> - Volunteer/Community Engagement Leader Position - Funded 2016 - Formation of 3 Advisory Committees re: Seniors and Parks - Volunteer Activities Expanded (Special Events/Environmental) - Broader Community engagement through the sponsorship of local initiatives: Farm Fresh Food Fest (in kind - \$5940 financial - \$13,000) - Terry Fox Run (\$2708 in kind), National Health and Fitness Day (\$10,000 - financial), Community Barbecue - Mayor’s Charity Golf Tournament recognizing, involving and donating to 10 charities. - Partial municipal funding of Pollinator Program. 	<ul style="list-style-type: none"> - Ongoing - Review of current committee volunteer recruitment strategies to clearly define roles/expectations/etc. – slated for 2019.
	Identify opportunities to improve outreach, education and community engagement	<ul style="list-style-type: none"> - Focus on volunteer recruitment, training and retention - Expansion of programming and volunteer opportunities - Live streaming of Committee of the Whole and Council Meetings - Working collaboratively with southern Georgian Bay Managers of Volunteer Resources and Community Reach. - Continued partnerships with 2 local elementary schools for a variety of projects i.e. Pollinator, Skate Park and skating programs. - Increased volunteer opportunities; dog park monitor, gardeners, in office administrative. - Increased stewardship opportunities; litter pick-up, tree planting, invasive pulls. - Increased special events: both township and township sponsored. - Education provided through Senior Speaker Series (Oct. 2017 – March 2018). - Outreach and education through pollinator program. - Use of Charity Republic (Volunteer Management Software) to engage/inform registered volunteers of opportunities/updates. - Volunteer Recognition opportunities. - Three Town Hall Meetings hosted in 2015. - Two Town Hall Meetings hosted in 2016. - Two Town Hall Meetings hosted in 2017. 	<ul style="list-style-type: none"> - Ongoing - Future investigation of joint use agreement with both school boards. - Proposed youth stewardship summer program in 2018 budget – focusing on environmental projects.
	Continue to improve the Township website to allow for timely communications (24/7 access to services) and explore the feasibility of live-streaming Township Council meetings	<ul style="list-style-type: none"> - Website review - ongoing - Live streaming Council Meetings - Completed 2016 - Max Solutions providing 24/7 access to recreation programs, online registration, credit card payment - Charity Republic providing 24/7 access to registered volunteers/able to review opportunities, log in hours of service/provide feedback regarding experience. 	<ul style="list-style-type: none"> - Ongoing
A more cohesive community	Consider methods of resolving conflicts through mediation and collaborative issue resolution	<ul style="list-style-type: none"> - Work closely with Associations and residents when projects are planned for the areas. 	<ul style="list-style-type: none"> - Ongoing - Improved Work Order system to improve responsiveness and communications with residents.

Goal 5 – A Well-Connected and Engaged Community

Objectives	Strategic Priorities	Key Achievements	Next Steps
An open communication system	Develop a Communications Protocol to ensure Township messaging is consistent and that there is an assigned point of contact on key issues.	<ul style="list-style-type: none"> - Communication Protocol to incorporate existing communication applications and processes: Website, Facebook, Twitter, Community Page, Newsletter, MailChimp, LED Signs, Complaints Process, Press Releases, Post-Event Promotion and applicable policies. - Investigation of Mass Notification System through Working Group. 	<ul style="list-style-type: none"> - Corporate Wide Communications Protocol - Mass Notification System consideration for 2018 budget.
	Develop customer service standards to obtain feedback on municipal services from those we serve.	<ul style="list-style-type: none"> - Development of Customer Service Vision/Strategy - Completed 2016 - Corporate-wide Customer Service Training - Completed 2016 - Draft Service Standards - Completed 2016 - Existing Customer Service Feedback form available on website and front reception area. - Funding in amount of \$5,000 approved in 2017 for Customer Care Program. - Internal Customer Service Strategy in process. - Customer Care Team initiated. 	<ul style="list-style-type: none"> - Develop and integrate Customer Service Standards. - Draft Customer Service Survey. - Public Works “Work Order System” enhancements.