

Strategic Plan
2020-2024

Table of Contents

Message from the Mayor and Council	3
Vision	4
Mission	5
Core Values	6
Strategic Pillars	7
Community Development	8
Infrastructure	9
Responsible Leadership	10
Keep in Touch	11

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Message from the Mayor and Council

On behalf of the Council of the Municipality of Thames Centre, I am pleased to share with you our 2020-2024 Strategic Plan. This plan outlines initiatives and objectives that Council and staff will achieve over a four-year period. It will help guide Council in decision making and define the direction of Thames Centre, both as a municipality and a community.

Many community members provided feedback to help create this plan, with input from key stakeholders, partners, residents, business owners, property owners, club members, senior's center users, facility users, employees and volunteers.

The Thames Centre Strategic Plan is composed of the municipality's vision, mission, core values and strategic pillars. With our vision at the forefront and our mission guiding our work, we will move forward in a planned and thoughtful way. Our core values provide a framework for how we work with each other and with partners to deliver on our strategic pillars. Our strategic pillars are priorities that will drive programming, work planning and budgeting over the next four years.

I'd like to thank Council, staff and community members who have all contributed to this plan. We have worked hard together to develop a framework that reflects the priorities of our community and sets a clear direction for the future of Thames Centre.

Thames Centre is a wonderful place to live for so many reasons. Council and I look forward to working together along with staff and the community to bring this plan to life and make our community even better than it already is!



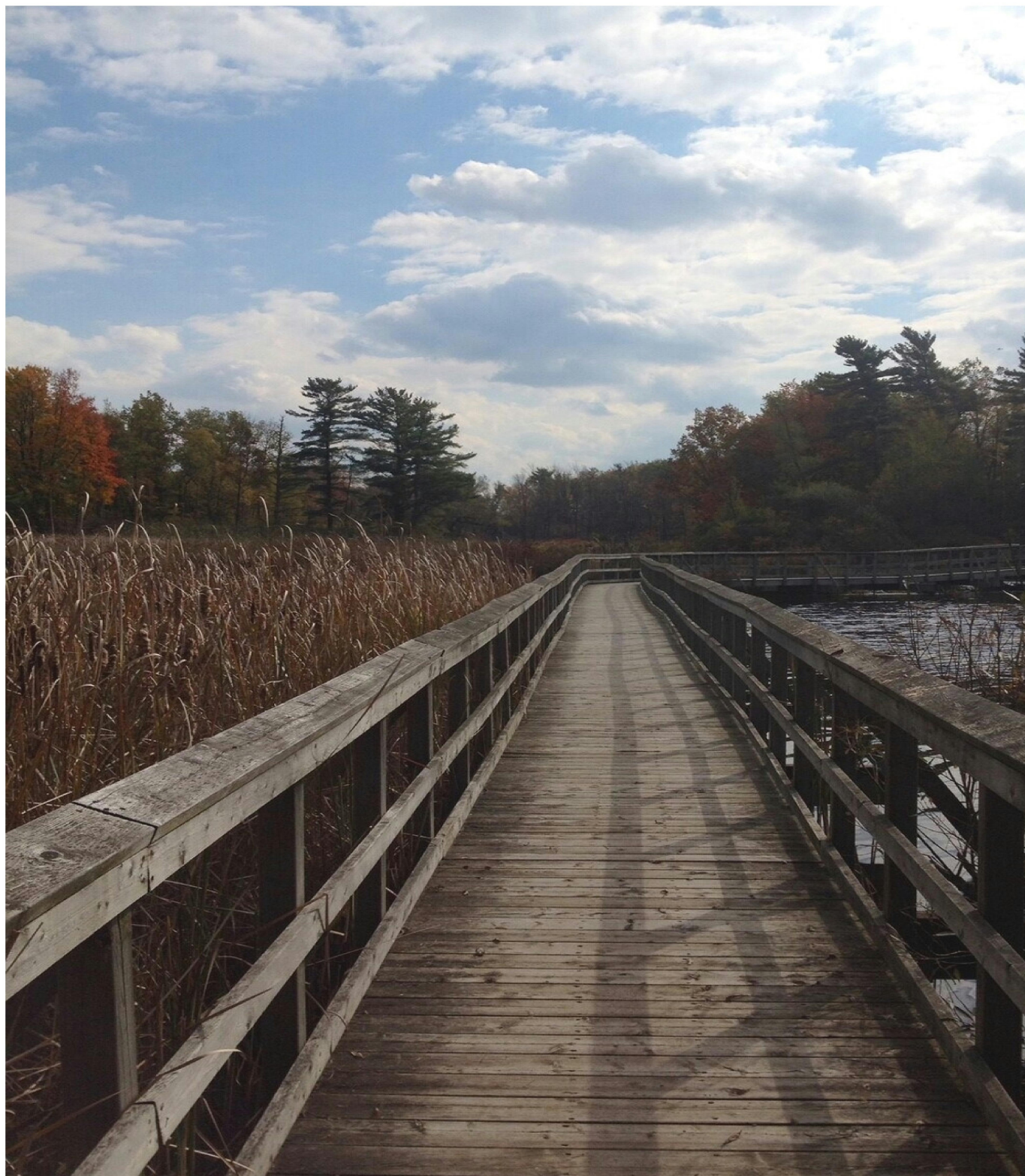
Alison Warwick
Mayor, Municipality of Thames Centre

Municipality of Thames Centre Council 2018-2022

From left to right: Councillor Ward 1 Tom Heeman, Deputy Mayor Kelly Elliott, Mayor Alison Warwick, Councillor Ward 2 Chris Patterson, Councillor Ward 3 Paul Hunter

VISION

Thames Centre is a vibrant, safe community combining innovation and tradition for all stages of your life.





MISSION

Working together to sustain and grow our community through quality services and responsible leadership.

Core Values

Collaboration, cooperation and mutual respect are foundational to all aspects of Thames Centre's work

Open, ongoing two-way communication and inclusivity to ensure engagement and participation for all residents, businesses and staff

Safety and security of residents, businesses, staff and property

Balanced and responsible growth

Effective, efficient and sustainable service delivery

Transparency, fiscal responsibility, accountability and resiliency are essential for all departments, leadership and staff

Strategic Pillars

Strategic Pillar #1 – Community Development

Strategic Pillar #2 – Infrastructure

Strategic Pillar #3 – Responsive Leadership

COMMUNITY DEVELOPMENT



GOAL:

Thames Centre will have opportunities for All to live a vibrant engaged life, making the municipality an attractive place to enjoy lifelong vitality.

PRIORITIES:

- Open for Business
- Lifelong Vitality

Short Term

- Organize and promote municipal events such as Bridgefest and Canada Day
- Expand Recreation Centres' Programming
- Dog Park development in Dorchester and Thorndale
- Beautification through flowers, flags, banners, containers, benches, and lighting

Medium Term

- Food Truck By-law
- Sign By-law
- Tree Planting Program
- Secondary Plan to foster development opportunities along Highway 401
- Modernize pool facility
- Organize and promote municipal events such as Earth Day and Artisan Markets

Long Term

- Trails and Cycling Master Plan
- Recreation Master Plan
- Community Improvement Plan (CIP)
- Wayfinding Plan
- Enhance strategic partnerships to support business development and retention
- Attainable Housing – working with developers to provide a range of housing options, including affordable housing
- Seniors and youth engagement
- Design standards to promote vibrant, safe and inviting downtown

INFRASTRUCTURE



GOAL:

Thames Centre focuses on infrastructure to support all stages of your life.

PRIORITIES:

- Community Facilities
- Transportation
- Environmental Services

Short Term

- New Thorndale Community Centre programming space evaluation
- Participation in a Regional Transit System
- Responsiveness to drainage petitions, requests and notifications
- New Thorndale Fieldhouse to support local athletics and sport tourism

Medium Term

- Wading Pool Replacement in Dorchester
- Dorchester Senior Centre Addition to support growth, space optimization, and expanded programming
- Thames Centre Operations Centre Addition
- Dorchester Fire Hall Addition to increase efficiencies and support growth capacity

Long Term

- Continual evaluation of Capital Plan
- Upgrade Street Profiles – bring up to modern full urban standards as infrastructure is renewed
- Sidewalks - map locations, identify upgrades, gaps and opportunities for connection to support active transportation
- Climate Change Initiative – i.e. waste management, energy efficiency opportunities, etc.
- Water & Wastewater Master Servicing Plan
- Urban Infrastructure Upgrade – watermain, sanitary piping and storm sewer piping
- Traffic Calming Study – monitor concern areas for safety and study data collection to develop responsive execution plan
- Traffic Count – ongoing data collection
- Improved Wi-Fi access at parks, outdoor spaces, community facilities
- Landfill expansion
- Expand Baseball Diamonds at Outdoor Recreation Complex (ORC)

RESPONSIVE LEADERSHIP



GOAL:

Thames Centre encourages an environment of innovation, resilience, and community through responsive leadership.

PRIORITIES:

- Strategic Direction
- Investing in Our Team
- Communication & Collaboration
- Community Focused Delivery

Short Term

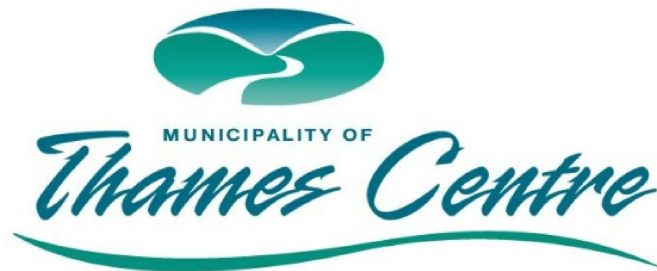
- Yearly financial reporting
- Strategic Plan – align all work to this plan through continuous measuring, monitoring, evaluating and reporting
- School Retention & Development Strategy
- Equity, Diversity & Inclusivity and Accessibility Strategy
- Development of Communications Strategy, Tools and Resources
- Create dedicated staff position for communications and legislation
- Municipality of Thames Centre app for Android/iOS
- Live stream Council and Committee meetings on Thames Centre Youtube Channel
- Online registration for public meetings, training sessions, and programs
- Citizen Request Portal – process to make inquiries, complaints, etc. easier for public
- Increased usage of survey polls on municipal website and social media to obtain public feedback

Medium Term

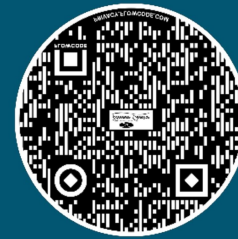
- Official Plan Review
- Community Safety and Well Being Plan
- Workplace Optimization Plan – audit of office space, corporate growth plan and reduction of environmental footprint
- Creating opportunities for youth, such as coop placements
- Enhance technology and increase digital delivery of municipal services to improve experience for internal and external customers
- Finding efficiencies in existing processes – digital signatures, online payment options, funding opportunities, and utilization of new software programs
- Media development of website and social media accounts
- Develop a new resident/business welcome package

Long Term

- Environmental Sustainability Focus
- Asset Management Plan
- Development Charge Review
- Capital Project updates
- Continually evaluate mutually beneficial collaborative opportunities
- Cultivate continuous learning for Thames Centre staff through effective orientation, onboarding, training, management meetings, and personal development plans
- Support professional development opportunities for Council and staff
- Support Thames Centre staff through developing flexible work arrangement policies and offering competitive compensation and benefits packages
- Promotion of civic pride
- Working with partners to support local business
- Focus on multi-directional communication
- Tourism and resident/visitor attraction
- Improved broadband connectivity throughout municipality



Android



iOS



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