



TOWN OF
Tecumseh
ONTARIO · CANADA



Strategic Priorities **2019 - 2022**



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Executive Summary

In the course of the discussion of Strategic Directions by members of Town Council and senior staff, a number of points of consensus or favoured approaches emerged. This Executive Summary outlines several of those conclusions.



A Special Focus on Customer Service

Based on the most recent Citizen Satisfaction Survey, satisfaction with existing Town services, user fees, and service-levels remains very high. Nevertheless, there was a unanimous interest in putting special focus on customer service. This includes enhancing Town communications, and ensuring the focus remains on public concerns, such as property standards, by-law enforcement and road safety

Proceed with the Sportsplex Project

The 2015 Plan introduced the concept of the Sportsplex as a means to advance:

- Community identity
- Community health and wellness
- Economic development

Enthusiasm for the project remains high, subject to appropriate caution about securing funding from private and public partners, and ensuring that the operating plan delivers on the promise of sustainable operations and community benefits.





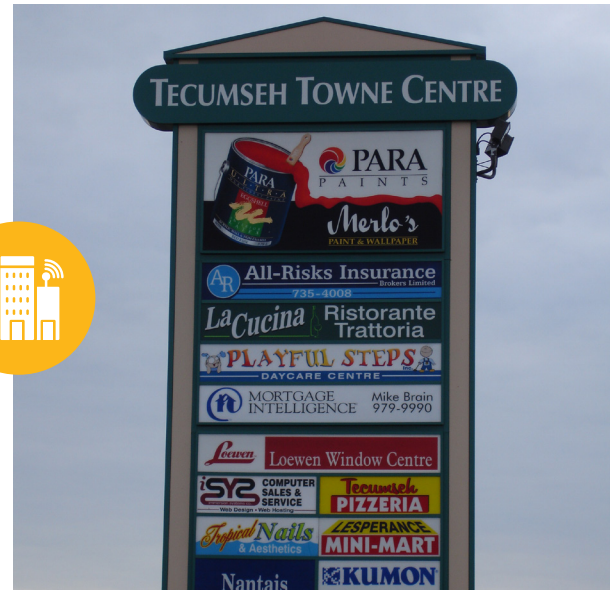
In addition to continuing the disciplined approach to asset management and state of good repair, other priority areas for incremental infrastructure investments include:

- Expanding the scope and uptake of the Tecumseh Road Community Improvement Plan,
- Continued investment in flood protection infrastructure needed to address Climate Change.

Smart Growth and Economic Development remain priority areas of interest

Council emphasized

- The importance of job creation to facilitate smart growth.
- Moving forward with land development and growth opportunities in the Town.
- Promoting the Town of Tecumseh as a place for business and for life.



Continuous Improvement and Good Governance

Council reiterated its commitment to continuous improvement and focus on delivering best value for money, and on transparency and good governance in all that it does.

Introduction

Envisioning the future and reaffirming priorities

In February, 2019, Council met to set their priorities for the 2019-2022 term. As in previous sessions, Council members considered a vision for the future of Tecumseh. They reflected on their mission as leaders and stewards of the municipal corporation and the community it serves, and on the values that should guide their work and decisions on behalf of current and future residents and businesses.

The results of their deliberations have been synthesized into this report.

Background

The Town of Tecumseh is a recognized leader in using strategic planning to deliver results to its residents and taxpayers.



The Town has used previous strategic plans to ensure that issues that are important to the community and its future receive the attention they deserve. In Tecumseh, priorities are established, integrated into its budgets and plans, and reviewed throughout the Council term.

The matters covered in this document will be a guide to senior management and staff who will reflect the strategic plan in their reports to Council, their work programs and budget proposals, and in allocating talent and resources. Prior to being implemented, each priority addressed in the plan will be discussed at Town

Council, supported by staff reports and advice, and with the opportunity for comment by residents.

The 2015 Strategic Planning and Priority Setting Session adopted a vision, Mission and Values to guide the Town of Tecumseh. The February 2019 Priority Setting Session worked from the foundation of the previous plan. Council reaffirmed the five existing Strategic Priorities while outlining additional strategies within those priorities they want Administration to focus on.

Vision



The Tecumseh of tomorrow will be a community of economic vitality, environmental leadership, and a high quality of life for all of our citizens.

Mission

We will work together strategically to accomplish sustainable growth that integrates the principles of health and wellness in everything we do.

Values

- Fiscal responsibility
- Service Excellence
- Accessibility
- Community Involvement
- Inclusion and Equitable Treatment
- Leadership

Overview of Strategic Goals

What the Town Aspires to Do



Smart Growth

Make the Town of Tecumseh an even better place to live, work and invest through a shared vision for our residents and newcomers.



Sustainable Infrastructure

Ensure that the Town of Tecumseh's current and future growth is built upon the principles of sustainability and strategic decision-making.



Community Health and Wellness

Integrate the principles of health and wellness into all of the Town of Tecumseh's plans and priorities.



Continuous Improvement

Steward the Town's "continuous improvement" approach to municipal service delivery to residents and businesses.



Good Governance

Demonstrate the Town's leadership role in the community by promoting good governance and community engagement, by bringing together organizations serving the Town and the region to pursue common goals.

Strategic Priority 1

Smart Growth

Goal: Make the Town of Tecumseh an even better place to live, work and invest through a shared vision for our residents and newcomers



Strategies

- **Promote Economic Development**
- **Build on regional partnerships and play a leadership role to promote Tecumseh**
- **Develop Tecumseh as a Sustainable Community**
- **Create and promote new housing supply and affordability**

This means:

- Partnerships with local organizations and regional institutions to promote the area for growth.
- Positive messaging opportunities and promoting the Town, focusing on established expertise.
- Making sure Tecumseh has 'shovel ready' development lands.
- Reducing red-tape and barriers to business and employment attraction efforts.
- Taking advantage of our unique location on Highway 401 and in proximity to U.S./Global markets.
- Improving the digital and cellular infrastructure available in the Town to better serve the contemporary economy.
- Promoting the 4 pillars of sustainability: environment, economy, social and cultural in our own operations and to the community.
- Doing our part to create an affordable and inviting living environment.
- Creating a sense of place and pride to enhance Tecumseh's distinctive image.

Strategic Priority 2

Sustainable Infrastructure

Goal: Ensure that the Town of Tecumseh's current and future growth is built upon the principles of sustainability and strategic decision-making



Strategies

- **Make Tecumseh a fiscally sustainable Town**
- **Make the Town accessible for everyone**
- **Invest in Infrastructure**

This means:

- Making efforts to align all infrastructure plans with sound policies and best practices in a fiscally responsible way.
- Ensuring growth pays for growth.
- Investing in needed infrastructure including projects that protect us from the effects of climate change.
- Developing and delivering new facilities and programming that are accessible for everyone.

Strategic Priority 3

Community Health and Wellness

Goal: Integrate the principles of health and wellness into all of the Town of Tecumseh's plans and priorities



Strategies

- **Move forward with the Sportsplex project**
- **Build strong and stable neighbourhoods**
- **Develop and deliver comprehensive community services**
- **Celebrate and encourage diversity and inclusion**

This means:

- Seeking firm, prior assurances of capital grants from other governments with the goal of covering a majority of the capital costs of the Sportsplex.
- Developing a fundraising strategy to encourage community based support and communicating the benefits of the Sportsplex to the public.
- Supporting a facility design for the Sportsplex that serves local and regional needs now and into the future.
- Promoting health and wellness goals within the neighbourhood planning context.
- Improving opportunities for increased connectivity within and between neighbourhoods to support an improved pedestrian and cycling environment.
- Promoting or supporting a wide range of indoor and outdoor recreation and leisure opportunities in order to encourage community development.
- Supporting local community groups and events that celebrate the Town's diversity and history.
- Encouraging policies, programs and services to be an inclusive organization and community and reflect the needs of existing residents and newcomers.

Strategic Priority 4

Continuous Improvement

Goal: Steward the Town's "continuous improvement" approach to municipal service delivery to residents and businesses



Strategies

- **Deliver high quality customer service**
- **Communicate in a transparent and collaborative way**
- **Keep our tax rates competitive**
- **Focus on community safety and standards**

This means:

- Committing to customer service excellence and ongoing outreach with our residents to ensure citizen satisfaction remains high.
- Using tools to help inform continuous improvement on the services we provide.
- Engaging other partners and tools to promote active community dialogue.
- Enforcing by-laws and property standards to keep our community safe and attractive.
- Ensuring policy and budget choices support the maintenance of a competitive tax rate.
- Ensuring engagement, collaboration and transparency guide the work we do.
- Supporting our emergency services partners to prepare our community for day-to-day safety and potential emergencies.

Strategic Priority 5

Leadership & Good Governance

Goal: Demonstrate the Town of Tecumseh's leadership role in the community by promoting good governance and community engagement, by bringing together organizations serving the Town and the region to pursue common goals



Strategies

- **Commit to performance measurement**
- **Maintain “Team Tecumseh”**
- **Build Strategic Relationships**
- **Build effective and active intergovernmental relationships**
- **Create meaningful opportunities for public participation**

This means:

- Implementing performance measurement and reporting tools.
- Ensuring Tecumseh is an employer of choice.
- Attracting, training, retaining talent and ensuring proper succession planning is in place for the long-term.
- Using our voice on regional teams and with the provincial and federal governments.
- Managing the impacts of provincial and federal policy changes.
- Exploring shared services agreements with our neighbours to deliver high quality services.
- Representing Tecumseh on key issues in the region.

Monitoring and Communicating Progress

This Strategic Plan will guide Council and Administration in developing actions and allocating resources to deliver the items outlined.

In order to deliver results, Tecumseh's Senior Management Team has developed an action plan for delivering on the strategies outlined by Council.

Annual reporting will be conducted to share accomplishments with Council and the community. Communication will be key to sharing the success of this plan.



Town of Tecumseh

917 Lesperance Rd. - Tecumseh, ON - N8N 1W9

Phone: 519 735 2184

www.tecumseh.ca