

**Peterborough County
2023 - 2026 Strategy Map**



Hope and Dream

Peterborough County celebrates, preserves, and respects our diverse landscapes and vibrant beauty. Our communities continue to be safe, inclusive, and welcoming while providing opportunities to grow, prosper, relax, connect and disconnect.

Mission

Peterborough County is an upper tier municipal government serving residents, visitors, and eight townships to meet the needs of our community, in consultation with First Nations. The County provides paramedic services (emergency and community); public works and land use planning services as well as partnered services including public health, economic development and tourism, municipal long-term care, social and children's services, and housing support.

Vision

Working together with our townships and service delivery partners to provide high quality municipal services to our communities.

Values

Respect We honour our commitment to environment, history, culture, and one another.	Responsible We are accountable and efficient in our use and management of resources.	Integrity We are ethical, professional, and transparent. Our decisions are data-driven.	Teamwork We are collaborative and work for the betterment of all our communities.	Customer-Centric We embrace customer-focused service delivery. We foster a sense of community in our interactions.
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Strategic Imperative

Customer Satisfaction

Three Year Strategic Projects

<p>5.1 Planning and Public Works</p> <ul style="list-style-type: none"> 5.1.1 Transportation Master Plan 5.1.2 New County Official Plan 5.1.3 County employment lands 5.1.4 Organics collection/Garbage collection 5.1.5 Causeway project 5.1.6 Watershed Plan 5.1.7 Materials Storage Building 	<p>5.2 Paramedic Services – Emergency Response and Community Paramedics</p> <ul style="list-style-type: none"> 5.2.1 Establish & implement Northern/Rural infrastructure and deployment strategy – New North/Central Station. 5.2.2 Build and implement integrated health continuum service plan to meet changing community needs guided by updated (2023) masterplan and KPIs. (Meet or exceed urban and rural response times targets, Expand community programs to reduce 911 calls/ER visits) 	<p>5.3 Partnered Services</p> <ul style="list-style-type: none"> 5.3.1 Regional airport 5.3.2 Consolidated Municipal Services Management agreement (CMSM) 5.3.3 Peterborough and the Kawarthas Economic Development (PKED) agreement 5.3.4 Eastern Ontario Wardens' Caucus 7 in 7 Housing Project 5.3.5 Strategic plan for expanded long term care 5.3.6 Funding strategy for public health 5.3.7 Expansion of rural transit (community care or other) 5.3.8 Dedicated physician recruitment 5.3.9 Shared Services Strategy and implementation (lowered tiered townships) 5.3.10 New Administration Building
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4.0 Customer Impact Statements	Our success comes from serving:				
	<p>4.1 Residents Peterborough County delivers the services I need efficiently and professionally.</p>	<p>4.2 Townships Peterborough County is a knowledgeable, collaborative partner and an advocate.</p>	<p>4.3 Business Peterborough County supports my business through listening to my needs and providing</p>	<p>4.4 Visitors Peterborough County is a beautiful place to visit providing experience rich in culture,</p>	<p>4.5 Partners Peterborough County collaborates with us toward efficient and effective delivery of services.</p>

3.0 Financial Measures	We ensure accountability and sustainability by:	
	<p>3.1 Sustainability Maintain core operating budget aligned with inflation and maintain a dedicated infrastructure levy.</p>	<p>3.2 Growth Increase tax base and earned revenue</p>

2.0 Operational Priorities	We strive for operational excellence with specific emphasis in:			
	<p>2.1 Communication</p> <ul style="list-style-type: none"> 2.1.1 Implement a County Customer Service Strategy 2.1.2 Implement the County Communications Strategy 	<p>2.2 Corporate Planning and Project Management</p> <ul style="list-style-type: none"> 2.2.1 Implement a long-term Financial Management Plan 2.2.2 Update asset management plans 2.2.3 Efficient planning processes to support tax base growth 	<p>2.3 Technology and Data</p> <ul style="list-style-type: none"> 2.3.1 Implement an Information Technology (IT) Master Plan 2.3.2 Implement a Business Continuity Plan 2.3.3 Implement an electronic document management system 	<p>2.4 Business Process Optimization</p> <ul style="list-style-type: none"> 2.4.1 Realize operational savings through implementation of lean six sigma and continuous improvement efforts

1.0 Organizational Priorities	We strive for organizational excellence with specific emphasis in:	
	<p>1.1 People and Planning (Training, Wellness, Resources)</p> <ul style="list-style-type: none"> 1.1.1 Implement the People Management Plan for greater employee satisfaction, development, and retention 1.1.2 Develop, implement, and communicate an employee attraction program 1.1.3 Engage and educate employees in embracing change 	<p>1.2 Governance Excellence</p> <ul style="list-style-type: none"> 1.2.1 Enhance communication between County, townships, and partners to facilitate greater collaboration 1.2.2 Maintain effective County governance 1.2.3 Engage and educate Council in embracing change 1.2.4 Provide appropriate support and oversight to the CAO