

AGENDA

Raymore City Council Work Session
City Hall - Council Chambers
Monday, October 5, 2020
7:00 p.m.

- A.** Proposed Fiscal Year 2020-21 Budget
The City Council will have the opportunity to discuss the Proposed FY 2021 Budget.
- B.** Strategic Plan Review and Comprehensive Plan Process Overview
City staff has been reviewing the Strategic Plan that was adopted by the City Council in 2017 and will be bringing recommended changes to the plan for Council discussion and input. City staff is also proposing that the strategic plan's four "pillars" be used in the development in 2022 of a true Comprehensive Plan for the city. Staff will be outlining its vision for that plan.
- C.** Covid Expense Update
Emergency Management Director Ryan Murdock will be giving the City Council an overview of the expenses incurred by the pandemic and the County reimbursement process and amounts associated with those expenses.
- D.** Other

EXECUTIVE SESSION (CLOSED MEETING)

The Raymore City Council may enter an executive session before or during this meeting, if such action is approved by a majority of Council present, with a quorum, to discuss:

- Litigation matters as authorized by § 610.021 (1),
- Real Estate acquisition matters as authorized by § 610.021 (2),
- Personnel matters as authorized by § 610.021 (3),
- Other matters as authorized by § 610.021 (4-21) as may be applicable.

Any person requiring special accommodation (i.e., qualified interpreter, large print, hearing assistance) in order to attend this meeting, please notify this office at (816) 331-0488 no later than forty eight (48) hours prior to the scheduled commencement of the meeting. Hearing aids are available for this meeting for the hearing impaired. Inquire with the City Clerk, who sits immediately left of the podium as one faces the dais.

Strategic Focus Area 1: Community Identity and Connections

Goal 1: Develop a compelling community identity and brand.

~~Strategy 1.1.1: Determine the desired image of Raymore~~

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Contract with a branding consultant to lead the City through through the development of a comprehensive brand.	Communications Division	FY17
Commission and authorize an appropriate group of community stakeholders to work in coordination with the branding consultant.	Mayor and City Council	FY17

~~Strategy 1.1.2: Implement and promote the Raymore brand.~~

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Update visual brand elements throughout community, including on vehicles and signs	Communications Division	FY18

Strategy 1.1.3: Create opportunities for residents to personally engage with the City's brand

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Distribute City branded items to existing residents	Communications Division	FY21
Create a new resident packet with City branded items to all households.	Communications Division	FY21

Strategy 1.1.4: Promote and develop signature events and amenities

Needs follow-up with residents to determine what specific events they would like to focus on.

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Continue to provide financial and staff support for the initiatives proposed annually by the Arts Commission (tie to cultural vitality)	Mayor and City Council	Ongoing
Provide additional funding and staff support to enhance the existing special events presented by the Parks & Recreation Department	Mayor and City Council and Parks & Recreation Board	Ongoing

Goal 1.2: Enhance First Impressions of the Community.

Strategy 1.2.1: Create a physical environment that inspires a sense of pride

<i>Proposed Action Staff</i>	<i>Department Identified</i>	<i>Timeline</i>
Identify and prioritize high-impact public spaces and provide the resources to maintain them at a high standard	Building and Grounds, Public Works Police	Ongoing
Provide resources to continue to construct and maintain City amenities and infrastructure to the highest standards	Mayor and City Council	Ongoing

Strategy 1.2.2: Manage external impressions to position Raymore as a top community in the Kansas City metropolitan region.

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Develop and implement a compelling community brand that differentiates Raymore from other communities in the Metro (See Goal 1) Continue to provide financial support for marketing department	Communications Division City Council	FY17 -ongoing
Make it a priority for City leaders and staff to be actively involved in state and regional committees and initiatives, serving in leadership positions when possible	Mayor and City Council & City Manager	FY17 -ongoing

Strategy 1.2.3: Provide exceptional service by implementing processes that allow those who contact us to receive the information they need on the first try.

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Develop a steering committee of first line customer service staff to identify opportunities for improvement and develop an action plan for addressing the identified needs	Administration	Ongoing
Provide extended customer service training to all city staff members	Human Resources	FY17 (annually)
Create an internal communications plan to keep city staff informed about city programs and initiatives beyond their base department (link)	Communications Division	FY17 -ongoing

Goal 1.3: Foster Opportunities for All Citizens to Feel Valued and Connected Within the Raymore Community.

Strategy 1.3.1: Communicate with residents in a way that is purposeful and expected

<i>Proposed Action Step</i>	<i>Department Identified</i>	<i>Timeline</i>
Continue to provide residents with regular communication on a standard schedule through a variety of media	Communications Department	FY17-ongoing
Provide information about City initiatives on a website that is intuitively designed	Communications Department	FY17-ongoing
Improve the City's basic customer services processes to increase the opportunities for our customers to receive the information they need on the first try <i>(See Goal #2)</i>	Management Team	Ongoing

Strategy 1.3.2: Develop programs and amenities that meet the diverse needs of the present and future community

<i>Proposed Action Step</i>	<i>Department Identified</i>	<i>Timeline</i>
Implement strategies established by the Community for All Ages Master Plan	Development Services, Mayor, CC	Ongoing
Implement strategies for designation as a Walk Friendly and Bike Friendly Community	Development Services, Mayor, City Council, Public Works, Parks & Rec, Police	Ongoing
Accommodate all age groups through programs, facilities and infrastructure	Parks & Recreation, Public Works, Buildings & Grounds	Ongoing

Enhance community-oriented policing programs	Police Department	Ongoing
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Strategy 1.3.3: Provide opportunities for residents to regularly be involved in and provide input about City functions

What specifically do residents want to enhance?

<i>Proposed Action Step</i>	<i>Department Identified</i>	<i>Timeline</i>
Continue to conduct the ETC survey on a two-year cycle and utilize the results as part of the City's planning processes	Administration , Development Services, Public Works	Ongoing
Continue the Reimagine Raymore initiative by hosting an annual community conversation to seek feedback and inform	Administration	Ongoing <i>There was discussion to see if this should be done yearly where residents could specifically like the City to prioritize, including Public Works projects.</i>
Make it a priority for City leaders and staff to be actively involved in city and regional organizations, and serve leadership positions as available (link)	Mayor and City Council & City Manager	Ongoing
Implement communication process to encourage public feedback across a variety of media	Communications Department	FY17 -ongoing

Strategy 1.3.4: Enhance internal communication and employee engagement

<i>Proposed Action Step</i>	<i>Department Identified</i>	<i>Timeline</i>
Create an internal communications plan to keep city staff informed about city programs and initiatives beyond their department (link)	Communications Department	FY18 - Ongoing
Continue to support the efforts of the Employee Relations Committee	Administration, Mayor, City Council	Ongoing
Continue to conduct the employee satisfaction survey annually and utilize the results as part of the City's planning processes	Administration, Human Resources	Ongoing

Strategic Focus Area 2: Safe, Well-Designed and Beautiful Public Places

Goal 2.1: Set the standard for a safe and secure community.

Strategy 2.1.1: Maintain a high-caliber and community-oriented Police Department through citizen engagement and outreach

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Continue high visibility in residential areas, public and business spaces	Police Department	FY 2018 , Ongoing
Continue to cultivate more opportunities for outreach - police participation in neighborhood and community events	Police Department	FY 2018 , Ongoing
Continue to promote law enforcement educational programs	Police Department	
Enhance and promote new and different possibilities for interaction in schools and with youth in the community	Police Department	FY 2018 , Ongoing Work with Communications to highlight what is being done currently in schools (SRO) to help continue to push out the word on what is available.
Enhance timely and efficient response to citizen concerns	Police Department	Ongoing

Strategy 2.1.2: Enhance and strengthen emergency preparedness response and recovery plans across the organization in collaboration with other community and regional efforts.

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Continue citizen awareness regarding safety and emergency preparedness	Emergency Management, Police Department, Community Development	FY 2018 , Ongoing Wording would potentially change - "Further" "Extend"
Prepare adaptable plans and strategies that address community wide coordination	Police Department	Ongoing Wording

Strategy 2.1.3: Engage in education and regional partnerships that make our community safer and stronger.

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Engage staff in the risk management programs and committees provided by the City's insurance companies for City staff	All Departments	FY 2017 -Ongoing Wording
Explore new and enhance current MARC, MML, County & State opportunities	City Council, All Departments	FY 2017 -Ongoing
Support professional training and development for staff	City Council, Management Team	FY 2017 -Ongoing

Strategy 2.1.4: Review and expand strategies that promote and enforce building safety and code requirements

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Continue to perform an every other year risk management inspection of City buildings and offices.	Development Services, Building & Grounds, Parks & Recreation, Risk Management Director	FY 2017 -Ongoing
Create and maintain a transition plan for safety regulations and ADA standards.	Development Services, Building & Grounds, Parks & Recreation, Risk Management Director	FY 2018 Study for best practices needed
Continue annual review of property maintenance and building codes	Development Services, Risk Management Director	FY 2017 -Ongoing

Goal 2.2: Create a physical environment that inspires a sense of pride in public spaces.

Strategy 2.2.1: Develop plans and guidelines that communicate and encourage high standards

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Continue to analyze best practices for levels of service for maintenance of public buildings and grounds	Development Services, Building & Grounds, Parks & Recreation	FY 2018 Ongoing
Develop funding ideas for Council consideration for City facilities and park maintenance	Development Services, Building & Grounds, Parks & Recreation, Finance	FY 2018 Ongoing Initially for the Foundation funding, review of revenue policy. Is a levee increase needed?
Define department roles and staffing for maintenance of public facilities and parks Explore architectural standards and building standards for multi-family, commercial and industrial	Development Services, Building & Grounds, Parks & Recreation	FY 2018 Ongoing

Strategy 2.2.2: Create and maintain a well-connected transportation network

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Implement strategies for designation as a Walk Friendly Community.	Development Services, Public Works, Parks & Recreation, Police	FY 2018 Ongoing - 2021
Explore and implement alternate modes of transportation	Development Services, Public Works	FY 2018 Ongoing
Explore opportunities for bike lanes on existing roadways Facilitate opportunities for safe bike and pedestrian transportation	Development Services, Public Works, Parks & Recreation	FY 2018 Ongoing
Potential Action Step for streetscape and sustainable places.	unknown	Ongoing

Strategy 2.2.3: Value and protect natural resources and green spaces

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Explore a tree preservation policy/ordinance	Tree Board, Parks & Recreation	FY 2018
Explore opportunities to expand and enhance water quality treatment requirements related to development and redevelopment.	Public Works, Development Services, Parks & Recreation	FY 2018 Ongoing
Enhance preservation and improvement efforts for greenways and linear parks	Parks & Recreation, Public Works	FY 2018 Ongoing
Develop outreach and education giving residents the tools to improve privately owned streams and waterways	Public Works, Development Services, Parks & Recreation	FY 2018 Ongoing
Develop funding for maintenance and improvement in greenways, linear parks, streams and waterways	Public Works, Development Services	Ongoing

Goal 2.3: Improve safety for all modes of travel throughout the community.

Strategy 2.3.1: Incorporate new technology and practices to develop safer pedestrian walkways and trails

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Continue to utilize audible crossing signals at major intersection	Public Works,	FY 2018 Ongoing but complete for now
Explore signalized pedestrian crossings along major roadways	Public Works	FY 2018 Ongoing at non intersections
Enhance the use of best practices to improve safety on pedestrian walkways in the park system	Parks & Recreation	FY 2018
Increase enforcement activity Continue Police visibility and presence in areas of high pedestrian use	Police	FY 2018 Ongoing
Utilize GIS mapping for all trails, parking lots and pedestrian walkways in the Parks system	Development Services, Parks & Recreation, Police	FY 2018 Ongoing

Strategy 2.3.2: Increase community-wide participation in driving/pedestrian safety programs

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Grow education initiatives aimed at the safe use of pedestrian system Public information and partnership initiatives aimed at the safe use of pedestrian system	Communications , Public Works, Development Services	FY 2018 - Ongoing
Grow usage of the Driver's' Education program for new and experienced drivers Explore and publicize safety education programs for all drivers	Police, Communications	FY 2018 - Ongoing
Continue regular public safety/emergency management updates for public education through multiple community outreach efforts	Police, Emergency Management, Communications, Management Team	FY 2018 - Ongoing

Strategy 2.3.3: Strengthen development and maintenance of streets, trails and pedestrian pathways

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Enhance the use of lighting of streets, trails, pedestrian paths and gathering spaces	Public Works, Parks & Recreation	FY 2018 - Ongoing
Establish a physical wayfinding program to guide residents and visitors to City facilities/parks	Communications, Development Services	FY 2018 - Ongoing
Develop a park trail and parking lot maintenance program	Parks & Recreation, Public Works	FY 2018 - 2021
Update the pavement management program	Public Works	FY 2020

Strategic Focus Area 3: Economic Vitality

Goal 1: Create a healthy and sustainable economy.

Strategy 3.1.1: Expand the commercial tax base

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Identify and recruit a diverse array of commercial businesses	Economic Development Team	FY 2018 Ongoing
Cultivate relationships with commercial real estate developers, brokers and other design professionals.	Economic Development Team	FY 2018 Ongoing
Use and enhance features of the community that retailers find attractive	Economic Development Team	FY 2018 Ongoing Reword 'enhance'
Identify and develop entrepreneurs that will locate business in Raymore	Economic Development	Ongoing

Strategy 3.1.2: Focus development strategies on opportunities that align with community priorities

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Use targeted retailers list from retail recruitment plan.	Economic Development Team	FY 2018 Ongoing David to reword based on additional lists
Prioritize specific sites for real estate development and redevelopment	Economic Development Team	FY 2018 Ongoing
Prepare a marketing strategy for available sites and buildings	Economic Development Team	FY 2018
Explore opportunities for redevelopment of under utilized properties	Economic Development Team	FY 2018 Ongoing
Focus business recruitment strategies on opportunities that align with community priorities	Economic Development Team	FY 2018 Ongoing
Attract and cultivate a variety of new industries and businesses to the community	Economic Development Team	FY 2018

Goal 3.2: Enable Raymore residents to live and work in the community

Strategy 3.2.1: Align workforce development efforts to match the skill needs of targeted industries and businesses

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Understand the existing local and regional labor market	Economic Development Team	FY 2017 - FY 2018 Ongoing
Create programming around the current workforce and targeted business sectors for improvement	Economic Development Team	FY 2018
Increase diversity in job types/sectors (not just minimum wage)	Economic Development Team	FY 2018 Ongoing
Partner with educational and workforce training institutions to promote programming around the current workforce and targeted business sectors for improvement	Economic Development Department	FY 2018 Ongoing

Strategy 3.2.2: Pursue businesses and amenities that reinforce Raymore's positioning as a community for all ages

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Align business attraction efforts to the dominant demographic sectors of the community Understand the existing regional labor market	Economic Development Team	FY 2018 Ongoing
Build a relationship with new developers that can meet the needs of the dominant demographic sectors of the community	Economic Development Team	FY 2018 Ongoing

Strategy 3.2.3: Create a culturally vibrant community (linked to Focus Area 1.2)

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Explore the creation of town centers that meet a variety of needs	Economic Development	FY 2018-2019 Ongoing
Continue to explore how public art and other cultural amenities can be integrated into development/redevelopment	Economic Development, Development Services, Communications	FY 2018-2019 Ongoing Explore additional ways this can be implemented

Strategy 3.2.4: Provide quality, diverse housing options that meet the needs of our current and future community

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Fully assess the local housing market to identify gaps and opportunities	Economic Development, Development Services	FY 2018 Ongoing
Engage with residential developers that offer diverse housing options	Economic Development, Development Services	FY 2018 Ongoing

Goal 3.3: Cultivate a climate for prosperous business growth and development.

Strategy 3.3.1: Market and promote Raymore as a community that is viable for development

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Customize new local incentives that directly aid the City's business recruitment strategies	Economic Development Team	Ongoing
Review current incentive policies regularly for market viability and competition.	Economic Development Team	Ongoing
Assess the business climate in Raymore	Economic Development, Community Development, City Clerk, Finance	FY 2018

Strategy 3.3.2: Provide support to existing local businesses

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Assess the business climate in Raymore	Economic Development	Ongoing Reword - too vague
Customize local incentives that directly aid the City's business retention & expansion strategies	Economic Development	Ongoing
Support a growing business retention and expansion (BRE) program to align with community priorities	Economic Development, Communications, Mayor & Council	FY 2018 Ongoing
Increase support and collaboration within community business network through the Raymore Chamber	Economic Development Team	Ongoing
Identify and develop entrepreneurs that will locate business in Raymore Assess the business climate in Raymore	Economic Development Team	Ongoing
Identify and Support and participate in the development of small business trainings for Raymore businesses	Economic Development Team, Development Services, City Clerk, Finance	Ongoing Reword

Strategy 3.3.3: ~~Deliver streamlined customer service to the business community~~

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Critically review the City's processes/procedures related to business	Economic Development, Development Services, City Clerk, Communications	FY 2018
Implement and communicate the recommendations of the review	Economic Development Team, Communications	Ongoing

Strategy 3.3.4: Ensure capital improvements, City plans and City regulations support economic development priorities

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Develop recommendations to City Council, boards and commissions that consider economic development priorities	Management Team, Development Review Committee	Ongoing
Economic Development priorities are given consideration on all City project and plan reviews.	Management Team, Development Review Committee	Ongoing

Strategic Focus Area 4: High-Performing Organization

Goal 4.1: Provide exceptional service.

Strategy 4.1.1: Implement processes that allow those who contact the City to receive the information they need on the first try

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Create new user friendly phone and online systems	IT, Communications	FY 2018
Implement regular internal customer service training	Management Team	FY 2018 Ongoing
Establish Maintain an internal customer service advisory group from current staff	Administration, Human Resources	FY 2018 Ongoing

Strategy 4.1.2: Optimize the use of technology to improve services, efficiency and productivity

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Identify City processes that could benefit from the use of additional technology	Management Team	Ongoing
Create a plan for budgeting to implement the identified technology improvements Strategy to garner public and internal feedback on technology improvements	IT/City Council	Ongoing
Establish standards for regularly reviewing and improving the City's website Quarterly review and implementation to improve the City's website	Communications	FY 2018 Ongoing

Strategy 4.1.3: Continuously improve the City’s governance processes

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Assure an organizational culture that places a high priority on exploring & providing innovative ideas	City Manager/City Council	Ongoing
Provide opportunities for annual elected/appointed member training to provide education on City processes, resources available, etc.	City Manager, Management Team	Ongoing
Host an annual brainstorming event to identify areas of “red tape” within City processes and solutions to address them	City Manager	Ongoing
Encourage and provide access for individual professional development opportunities for elected/appointed members	City Manager, Management Team	Ongoing

Goal 4.2: Develop a high-quality City workforce.

Strategy 4.2.1: Position Raymore as an employer of choice in the region

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Conduct Regular Internal Salary Surveys	HR, Outside sources	Internal - Annually External - Every five to six years as needed
Provide a competitive benefits package	Administration, HR	Review annually as part of the budget process
Develop specific and distinct recruiting strategies for each open position	HR, Communications	Ongoing as positions become open
Use ERC as a method to communicate and promote employee benefits within the organization	HR, Administration, Communications	Ongoing

Strategy 4.2.2: Strengthen our environment of placing a priority on retaining employees

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Continue to support the work of the Employee Relations Committee	City Manager/HR	Ongoing
Conduct an Annual Employee Survey	HR	Ongoing
Develop a campaign to communicate the values and employment opportunities with the City	Management Team	FY 2018 Ongoing
Develop a process that introduces new employees to the values of the organization	HR, ERC	FY 2018 Ongoing

Strategy 4.2.3: Enhance internal communication and employee engagement

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Ongoing employee outreach	ERC, HR, Communications	FY 2018 Ongoing

Goal 4.3: ~~Ensure fiscal discipline and good stewardship of public resources~~ Cultivate a climate for prosperous business growth and development

Strategy 4.3.1: Develop and implement long-term **funding strategies to support City operations and needs**

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Regularly review and revise as necessary the current financial policies and practices.	Finance, Management Team	Ongoing
Develop and implement a long-term financial plan that addresses expenses projected over a two year period.	Finance, Department Heads	Ongoing
Develop and implement a long-term financial plan that identifies existing and potential revenues necessary to support the long-term expenditure plan.	Finance/Administration	Ongoing

Strategy 4.3.2: Establish a strong connection between the budget and strategic plan Provide support to existing local businesses

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Create the annual budget using the overall strategic plan as the base.	Finance, Department Heads	Ongoing
Promote and outline the departmental connections to the strategic plan and action steps.	Finance, Department Heads	Ongoing
Regularly review and implement suggested revisions of the budget to improve communications.	Finance/Administration, Communications	Ongoing
Create the annual budget using input from both internal and external stakeholders.	All Departments	Ongoing

Strategy 4.3.3: Demonstrate our dedication to ethical behavior and transparency to maintain the public trust

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Develop a comprehensive communications plan to better coordinate and focus the information currently contained in the Weekly Report, The Queue, and the department monthly reports	Communications	FY 2018
Develop a coordinated communications effort for reports from City Council, boards and commissions.	Communications, Parks & Rec, Development Services	FY 2018 Ongoing
Develop an annual training and education program for all Boards, Commissions and City Council focused on ethics, Sunshine Law, general roles and responsibilities, and department.	Communications, Parks & Rec, Development Services	Ongoing

Goal 4.4: Develop & execute implementation and communications plan for the strategic plan

Strategy 4.4.1: Establish regular, consistent venues of communications and community feedback on plan progress

<i>Proposed Action Steps</i>	<i>Department Identified</i>	<i>Timeline</i>
Develop easy-to-understand annual report card on progress of strategic plan to be reviewed by Council and published to residents.	Communications	FY2017/2018 Ongoing
Develop web and email communications dedicated to strategic plan to provide constant updates on plan projects.	Communications	FY 2018 Ongoing
Develop internal communications procedures and controls to promote initiatives to staff	Communications	FY2017/2018 Ongoing