

STRATEGIC PLAN SUMMARY 2023–2026

Village of Weston

Strategic Priority	Desired Outcome	Key Outcome Indicator	Target	Strategic Initiatives
An Energized Workforce	Increased employee satisfaction	# of stay interviews conducted % of positive ratings on employee survey	Stay interviews of 100% of staff annually Positive rating on employee satisfaction survey at ≥85% by 12/2025	a) Develop Employee Engagement Plan b) Create and implement Employee Continuing Education Plan c) Establish committee to develop organizational customer service expectations c) Develop an interdepartmental cross training strategy d) Comprehensive review of staff roles and responsibilities e) Explore additional shared service opportunities for staffing gaps
	Customer response expectations defined	# of departments with standards defined	Customer service standards established for all departments by 12/2023	
	Organizational capacity of Village optimized	# of departmental staffing evaluations completed # of roles confirmed or realigned	Staffing evaluation completed by one department annually 100% of roles aligned and adapted with each completed staffing evaluation within 12 months	
Innovative Service Delivery	Technology enhanced service delivery	% of Asset Management software implemented % of units with maintenance documented	Asset Management Software fully implemented by 12/2023 Maintenance documented for all units by 12/2024	a) Develop comprehensive technology strategy b) Create Communication Plan to align service delivery results and community expectations c) Conduct annual departmental operations analysis d) Review and formalize existing regional partnerships e) Develop new regional partnerships strategy
	Economical operations	# of staff hours saved \$ of Cost savings	All departments evaluate one core service for process improvement annually All departments develop improvement plan for one core service annually beginning 1/2024	
	Innovative Regional Partnerships	# of partnerships initiated	Initiate one regional partnership discussion annually	
Responsible Growth	Key Commercial / Industrial (C/I) sites developed or redeveloped	# of key sites with plans approved # key sites with signed development agreements	Development or redevelopment underway at three key sites annually	a) Update Comp Plan to include Corridor Study results for Key Sites b) Update Comp Plan to include results of Housing Study c) Develop Key Sites Marketing Plan d) Establish Village Development policies and procedures
	Increased availability of housing stock	# of housing units	Construction started on 30 housing units annually	
	Expansion of C/I tax base consistent with Village plans	C/I assessed value # of new infill site projects	Assessed value of new C/I construction ≥20% of total Village C/I value (adjusted for re-assessment) by 12/2025 25% of new C/I development on infill sites by 12/2025	
Community Engagement	An Engaged and Informed Community	# of website visits # of residents signed up for outgoing communications # of incoming calls for information	≥10% increase in website traffic by 2024 ≥10% increase in residents signed up for outgoing communications by 12/2023 Decrease of at least 10% annually for incoming calls for information	a) Develop Community Outreach Plan b) Develop Committee/Commission Recruitment Plan c) Create a Resident Satisfaction Success Plan d) Create a GIS Enhancement Communication plan
	Fully rostered Committees and Commissions	# of applications received # of open positions	Zero vacancies on Committees and Commissions by 2024	
	Increased resident satisfaction	% of positive survey results	≥75% of residents indicate satisfaction with Village by 2027	