

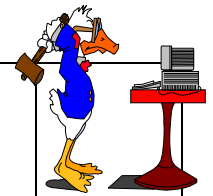
**Administration Critical Success Factors:** Listed below are *specific activities* that this department determines it must do in order to address the Township Vision. The list has been prioritized (“1” is highest priority), with approximate “achievable by” dates.

Overarching Goal	What must we keep doing?	priority	What must we start doing?	priority	By date
1. <b>Excellence in quality customer service is our business.</b>	<ul style="list-style-type: none"> <li>Courteous, prompt behaviours and systems, redirecting customers to appropriate referrals or contacts</li> </ul>	1	<ul style="list-style-type: none"> <li>Change phone system so that 0 is at the end of message, to save time redirecting calls already listed on the menu</li> <li>Add Waste hours, what and where, to phone options (extension)</li> </ul>	1	Dec 2004
2. <b>We know and manage our assets effectively and efficiently.</b>	<ul style="list-style-type: none"> <li>Staff professional development</li> <li>Detailed attention to budgets and cash flow projections</li> </ul>	1	<ul style="list-style-type: none"> <li>Equipment preventative maintenance program and proactive information retention strategy</li> </ul>	1	Mar 2005
3. <b>We meet or exceed the applicable provincial standards for performance under current legislation</b>	<ul style="list-style-type: none"> <li>Administering policies as directed and in accordance with the Municipal Act and other provincial legislation</li> <li>Council appraised of needed policy changes</li> <li>Use available resources e.g. Internet, monthly publication of regulations, etc. to stay current</li> <li>Maintain professional memberships</li> </ul>	1	<ul style="list-style-type: none"> <li>Regular staff meetings, with discussion of changes / impacts of provincial standards</li> </ul>	1	Nov 2004
4. <b>We support development and maintenance of attitudes of personal responsibility and professional pride among employees</b>	<ul style="list-style-type: none"> <li>Keep funding available for professional development and training</li> </ul>	1	<ul style="list-style-type: none"> <li>Proactive support for staff needs/ desires for involvement, advancement and / or career development</li> </ul>	1	Jan 2005



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<b>5. We recognize that what we do has a direct effect on health and safety of the public and Township staff.</b>	<ul style="list-style-type: none"> <li>Continue C.P.R and First Aid training and other compliance with the Emergency Management Act</li> <li>Quick response to resident issues (e.g. tree across road)</li> </ul>	1	<ul style="list-style-type: none"> <li>Develop an Accessibility Plan – e.g. ramp, buzzer at back door</li> </ul>	1	Dec 2004
<b>6. We regularly evaluate services and how they are delivered.</b>	<ul style="list-style-type: none"> <li>Internal performance measures using format that is provincially mandated</li> </ul>	1	<ul style="list-style-type: none"> <li>Invite public feedback regarding their satisfaction with administration services (e.g. through newsletter, website)</li> </ul>	1	Jun 2005
<b>7. We work to maintain effective communication among all departments Council and the public.</b>	<ul style="list-style-type: none"> <li>Discuss concerns as soon as possible after they happen</li> </ul>	1	<ul style="list-style-type: none"> <li>Hold regular departmental and Management Team meetings</li> <li>Manage the flow of Council-approved information (e.g. policies) to the public</li> </ul>	1	Dec 2004
<b>8. We abandon outmoded practices and support employees to innovate and bring forward new ideas.</b>	<ul style="list-style-type: none"> <li>Encourage progressive, forward-thinking staff input.</li> </ul>	1	<ul style="list-style-type: none"> <li>Become more active and involved with the activities and events of professional associations</li> </ul>	2	Dec 2005
<b>9. We recognize that we serve a community with a variety of ages and disabilities.</b>	<ul style="list-style-type: none"> <li>Understand and empathize with special needs, and adjust accordingly</li> </ul>	1	<ul style="list-style-type: none"> <li>See 5 above</li> </ul>	1	Dec 2004



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<b>10. We recognize and accept that we are the first line of contact with the public.</b>	<ul style="list-style-type: none"> <li>Remain polite, courteous and professional.</li> </ul>	1	<ul style="list-style-type: none"> <li>Ensure that staff understand the intent and application of all policies</li> </ul>	1	Jun 2005
<b>11. We plan for smooth and effective staff succession.</b>	<ul style="list-style-type: none"> <li>Evaluate cross training needs and develop an appropriate plan</li> <li>Encourage and support staff development</li> </ul>	1			
<b>12. Admin. operations are effective and efficient, with a high degree of functional flexibility</b>	<ul style="list-style-type: none"> <li>Address cross-training priorities</li> <li>Manage risk-management strategies</li> </ul>	1	<ul style="list-style-type: none"> <li>Define communication needs, to ensure information is properly redirected.</li> <li>Maximize use of computers (e.g. database of bylaws, searchable resolutions, etc.)</li> <li>Get agreement on realistic levels of performance expectation (public, Council, staff)</li> <li>Redirect inquiries to appropriate level of government or public service agency</li> </ul>	1 1 1 1	Jun 2005 2006 Dec 2005 Dec 2004
<b>13. We place a high priority on developing and working with community volunteer organizations.</b>	<ul style="list-style-type: none"> <li>Encourage development of volunteer organizations</li> </ul>	1	<ul style="list-style-type: none"> <li>Ensure policies and other information affecting volunteers is passed along to the right people</li> </ul>	2	Dec 2004



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<b>14. Admin. staff provide Council with reliable, objective information in a timely manner, without personal bias.</b>	<ul style="list-style-type: none"> <li>Regular follow-up on policy and deadlines</li> </ul>	1	Implement Vadim accounting solution	1	Dec 2004
<b>15. We provide continuity of service delivery during transition from one Council to the next</b>	<ul style="list-style-type: none"> <li>Conduct new Council orientation session(s) and provide with package (policies, etc.)</li> </ul>	1			