



2019-2022 Strategic Plan Evaluation Report to Council

December 13, 2021

Compass Kitchener

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- Judy Stephens-Wells, Chair
- Omar Samad, Vice Chair
- Lynn Gazzola
- Ruth Lavender
- Jaime Orbegoso
- Linda Terry
- Lori Trumper
- Kari Williams
- Wasai Rahimi

Staff

- Linda Korabo
- Karen Cooper



Presentation Overview

**Overall
Evaluation**

**Areas to pay
attention to**

**Exceeds
Expectations**

Overall Evaluation

Impressive Characteristics

- Extensive public consultation
- Complete information on website
- Target dates met or exceeded despite COVID restrictions
- Projects providing added benefits specific to times of COVID (e.g. online portal transactions)

Overall Rating

6 projects Exceeded Expectations

6 Projects Met Expectations

- ✓ Multi-Language Customer Service
- ✓ Customer Satisfaction Program
- ✓ Reduce Stigmas through staff training and CTS support
- ✓ Urban Design Guidelines
- ✓ Complete Streets
- ✓ Community Climate Action Plan



Areas To Pay Attention To:

Budget and
Project
Management

Progress Reports
and Presentation

United Nations
Sustainable
Development Goals

Public
Engagement

Website

Affordable
Housing

Strategic Plan
Dashboard

Exceeded Expectations



Cycling and
Trails Master
Plan

Housing for All
Strategy

Make it
Kitchener 2.0
Strategy

Corporate
Climate Action
Plan

My Kitchener
Citizen Portal

Corporate
Equity & Anti-
Racism Strategy



Cycling and Trails Master Plan

City leadership in advancing implementation during pandemic when especially needed by the public

Excellent short term and longer-term initiatives with a funding strategy for implementation

Completed ahead of time + exceeded target for additional kms of trails for year-round use



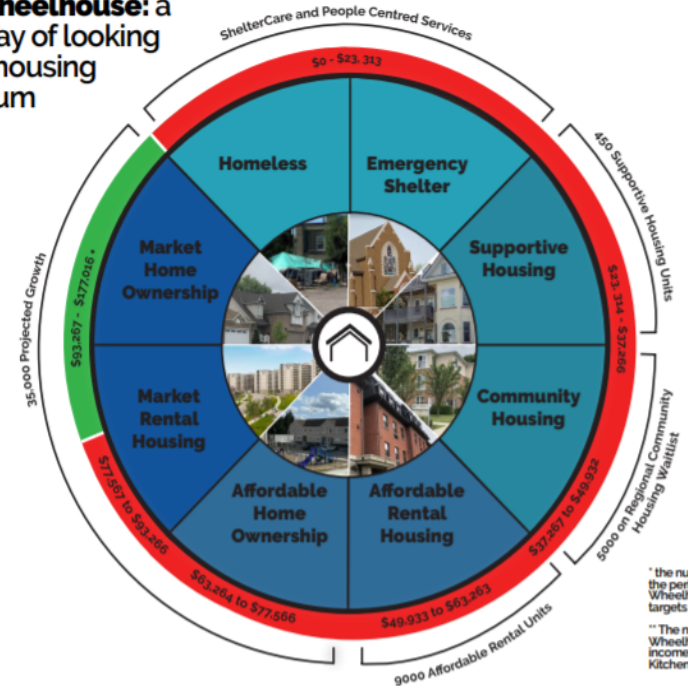
Housing for All Strategy

City leadership: land for
supportive housing + quick wins

Addresses affordability across
the whole spectrum + Housing
as Human Right

Excellent engagement re Lived
Experience + diverse
collaboration

The Wheelhouse: a
new way of looking
at the housing
continuum



Make it Kitchener 2.0 Strategy

Addresses social and environmental issues alongside economic concerns + pandemic recovery

No tax implications

Leverages city lands + UN Sustainable Development Goals



My Kitchener Citizen Portal

Excellent combo with website update – huge improvement for citizen accessibility + responsive to continuous improvement

Far exceeded expectations in number of accounts created

Kitchener a Canadian leader in online city services

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MyKitchener


Report a problem


Menu



Corporate Climate Action Plan

City leadership role in modeling behaviour to reduce greenhouse gas emissions with concrete actions and changes

Excellent to see UN Sustainable Development Goals discussed

Demonstrated commitment in completing 2 implementation reports



Kitchener,
Changing For
GOOD

Our corporate climate action plan for sustainability



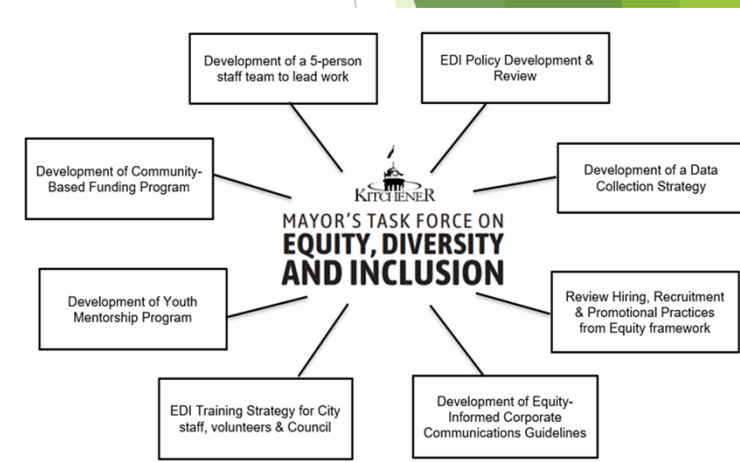
compass kitchener
community . vision . values . priorities

Corporate Strategy on Equity & Anti-Racism

Extensive involvement of equity seeking stakeholders + representation on the Task Force drove people-centered success

Set a foundation with action-oriented items for sustained, meaningful change

Most actions have already been completed reflecting a “Just Do It” attitude



Conclusion

- ▶ **Very impressive to see the number of Strategic Plan projects completed and extensive public consultation incorporated into many of the projects, despite challenges posed by COVID-19**
- ▶ **Very impressive that six completed projects clearly exceeded expectations - an outstanding accomplishment that we want to recognize and celebrate!**
- ▶ **Excellent working relationship with City: respect for our mandate and support for our work**