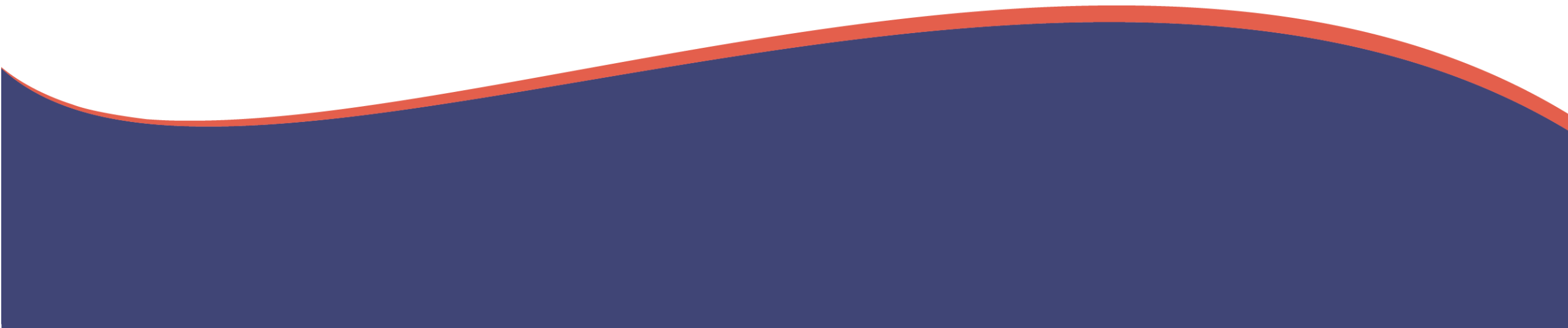


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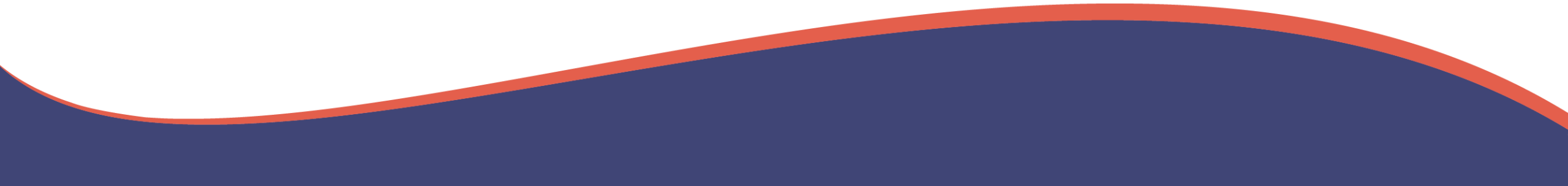


Vision

Municipal programs and services are easily understood and accessed by all.

Kawartha Lakes employees have what they need to do their job well.

Guiding Principles

- Enhancing customer and staff experiences
 - Encouraging innovation
 - Reducing our physical and carbon footprint
 - Supporting and resourcing our people
 - Enhancing communication and education
 - Ensuring fiscal responsibility and sustainability
- 
- A decorative graphic at the bottom of the slide consisting of a dark blue wavy shape with a thin orange border on top.

Focus areas

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Communications



People Strategy

People & Communications



People Strategy

A collaborative, supportive, inclusive work environment that demonstrates and respects the value of each employee.

Internal Communications

A clear structure with an integrated mix of channels for staff across the organization to connect, collaborate and streamline processes to improve service delivery.



Empower Services



Vision

Municipal services are accessible and convenient. Service interactions provide a positive customer experience.

Highlights



Catalogued **50+ services**



70,000+ transactions annually

- 50,000 phone calls
- 20,000 in-person
- 2,500 online

Community Hubs



City Hall reopening with Lindsay Service Centre



Partnership with Libraries and key stakeholders

Empower Workplaces



Vision

The workplace can be everywhere. We are all enabled with flexible, mobile and remote work options that integrate seamlessly with service delivery models.

Highlights



Assessing **20+ program areas**



Experience Report including **70+ staff**
across all depts



65+ mobile devices issued

Alternate Work Arrangements



200+ staff in AWA



80% positive staff response



Potential **~7,000 sq ft** reduction

Empower Technology



Vision

Kawartha Lakes programs and services can be accessed digitally anytime, anywhere and from any device.

Highlights



Generated **2,000+ notes**, for hundreds of potential improvements



New internal tools like **Zoom Chat** and **Kawartha Lakes Learning**

Hybrid Meeting Tech



City Hall and municipal meeting tech



Phase 1 Complete

**We're making it better.
Help make it happen.**

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Thank you

