



## 2021 Priorities/Service Plan

### Optimize Human, Fiscal & Physical Resources & Systems

Priority Actions	2020	2021
Implement new releases of Perfect Mind software	•	•
Develop an anti-racism and anti-discrimination strategy & action plan		•
Renew Strategic Plan		•
Develop an arts & culture strategy		•
Imbed Customer Experience training and evaluation into operations	•	•
Assess digital needs/opportunities and develop a multi-year strategy		•

### Proactively Respond to Recreation & Culture Needs of Residents

Priority Actions	2020	2021
Develop four-year research plan to supplement Needs Assessment		•
Refresh Leisure Access, Financial Assistance and related policies & procedures		•
Open Lions Gate CRC and coordinate services with Service Partners		•
Plan for Harry Jerome CRC replacement	•	•
Update recreation & culture facility plan, make recommendations to CNV & DNV and complete planning work		•
Develop a framework for NVRC's approach to outdoor recreation		•

### Expand Effectiveness through Collaboration

Priority Actions	2020	2021
Finalize agreements for service delivery at Lions Gate CRC		•
Finalize MOU with North Van Arts and develop protocols		•
Further discussions with North Vancouver First Nations regarding opportunities for learning and collaboration	•	•
Meet with School District 44 regarding opportunities to work together		•

### Enhance Understanding of the Scope & Impacts of Services

Priority Actions	2020	2021
Enhance scope and reach of community stories		•
Refresh messages regarding the value and benefits of public recreation & culture		•

Due to the COVID-19 pandemic, several 2020 initiatives are carried over into 2021. The Service Plan is based on the existing Strategic Plan (following) which is due to be updated in late 2020/into 2021. Some priorities may be revised once the Strategic Plan is finalized.