

## STRATEGIC GOAL | Communication

<b>OBJECTIVE C3</b>	To make internal communications more efficient throughout the organization and ensure greater linkages at all levels of the Service.		
<b>OUTCOME</b>	Information flow within the Service will be improved, resulting in enhanced two-way lines of communication and better coordination of internal information services.		
<b>SPONSOR</b>	Director Corporate Communications		
<b>Action Plan</b>	<b>Measures</b>	<b>Timeline</b>	<b>Lead Accountability</b>
<b>C3.1 Identify and streamline current sources of internal communications throughout the organization to reduce fragmentation.</b>			
(a) Establish a committee to develop recommendations on how to address fragmentation of internal sources of information.	Committee report submitted for review	Q3 2005	Director Corporate Communications
(b) Introduce protocols to ensure Mediaone is a source of relevant information prioritized for operational needs, and that all Units are represented on Mediaone.	Revision of Media One	Q2 2005	Director Corporate Communications
(c) Develop a content management system to simplify updating Unit sites on Mediaone.	System implemented	Q4 2005	Manager Information Technology

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<b>OBJECTIVE C4</b>	To actively communicate, cultivate, and foster partnerships/relationships with our culturally diverse communities.		
<b>OUTCOME</b>	The Service will be a strong, willing participant, and work closely with our culturally diverse communities to foster understanding and bridge any gaps that may exist.		
<b>SPONSOR</b>	Deputy Chief Administration		
<b>Action Plan</b>	<b>Measures</b>	<b>Timeline</b>	<b>Lead Accountability</b>
<b>C4.1 Expand current programs to strengthen partnerships with culturally diverse communities.</b>			
(a) Maintain a commitment to regular meetings with the Community Liaison Committee to identify, analyze and act on issues of mutual concern.	Number of meetings held	Annual Review	Deputy Chief Administration
(b) Designate an individual or unit within the Service to act as an ongoing liaison to culturally diverse communities.	Liaison designated	Q1 2005	Inspector Employee Services Support: Staff Sergeant Employee Services
(c) Keep members of the Service informed of upcoming community cultural events and when appropriate, encourage them to participate.	Increased participation	Annual Review	Director Corporate Communications
(d) Actively promote an awareness of the Service by encouraging culturally diverse communities to participate in community police programs and services.	Increased promotion	Annual Review	Inspectors Community Police Offices Support: Director Corporate Communications