

YEAR ONE ACTION PLAN

Objective	Strategy	Action
1.1 Improve Internal + External Communication	Develop and implement a comprehensive agency-wide communication plan	Communication plan approved and implemented by 2027
	Host regular all-agency meetings to improve transparency and culture	1 meeting held per year and documented
	Launch a quarterly internal/external online newsletter	4 newsletters published annually
	Improve public Image through social media presence and digital storytelling	Social media engagement metrics increase by 25% by end of 2027
	Expand executive leadership meetings to include senior management	Monthly leadership meetings with senior staff documented
1.2 Streamline Internal Processes Through Modernization	Complete full Yardi implementation and automate key workflows	100% of workflows automated by 2028

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1.3 Reorganize Agency Structure to Align with Future Goals	Create and update job descriptions aligned with new competencies	100% job descriptions updated by 2027
1.4 Build Internal Capacity to Meet Growing Demands	Develop desktop reference guides for all staff roles	Guides completed and distributed to 100% of staff by 2027
3.1 Continue to Work Towards Conversion and Repositioning of 100% of GDPM's Portfolio	Review existing Portfolio Repositioning Plan	Conduct annual review
3.2 Identify + Address Capital Needs	Develop long-term capital improvement budget	10-year capital budget approved by 2027
5.1 Strengthen External Visibility and Community Engagement	Identify staff to represent GDPM in community settings	Identify 5 staff by end of 2026