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Kent County Launches Online Dashboard for 2019-2023 Strategic Plan

GRAND RAPIDS, Mich. (August 31, 2020) – Today, Kent County launched its [2019-2023 Strategic Plan Performance Dashboard](#). The dashboard tracks progress made toward achieving the priorities and goals set forth in the County's [Strategic Plan](#), which the Board of Commissioners approved on June 27, 2019.

“Families and businesses are struggling with their own budgets, so we have a responsibility to make their government more accountable and transparent than ever,” said Kent County Board of Commissioners Chair Mandy Bolter. “Moving more County data online will help taxpayers know what we are focused on and empower them to hold our feet to the fire when we aren’t getting the job done.”

Specifically, the dashboard uses seven measures – status pending, on track, some disruption, major disruption, upcoming, discontinued and complete – to track progress toward five priorities that establish a framework for all facets of the County operations:

- **Economic Prosperity:** We will focus on sound fiscal management and policies to support the economic prosperity of the County as well as the West Michigan region.
- **High Quality of Life:** We will foster a high quality of life that promotes safe and healthy communities, strategic growth, and world-class outdoor resources.
- **Excellence in Service Delivery:** We will adopt innovative ways to deliver services that maximize efficiency and provide an exceptional experience to those we serve.
- **Inclusive Participation:** We will provide innovative and inclusive ways to engage residents and involve them in County government.
- **Effective Communications:** We will be transparent and clear in the communications and decisions of the County.

The County’s strategic planning process is ongoing. With major disruptions caused by the COVID-19 pandemic, County leadership will continue to review the plan and adjust as necessary to ensure the priorities and goals reflect the changing economic conditions and community needs. The Strategic Plan Performance Dashboard gives more insight into where specific priorities have been disrupted due to COVID-19 and how far along they are toward completion.

“This is all about effectively and efficiently using our resources to meet community needs,” said Kent County Administrator Wayman Britt. “This plan acts as a guide when deciding how to prioritize activities, allocate resources and fund initiatives – and it’s been an invaluable tool during this pandemic.”

The County’s strategic planning process began in May 2018 in partnership with Public Sector Consultants, and engaged a variety of stakeholders through bilingual surveys, community forums and direct interviews. In total, more than 300 individuals shared their vision for Kent County in a meeting or survey.

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