# 3-Year Strategic Plan 2023-2025

Vision: To be the trusted leader and driving force for the growth and success of our business community.

Mission: To provide valuable services to our member, advocate for a positive business community and sustain and further develop a thriving economy for the North Tampa Bay Region.

# Core Values: Integrity | Collaboration | Inclusivity | Innovation

## Goal 1

## **Visionary Leadership**

**Develop human capital and partnership** skills to solve business challenges

#### **1.1 Develop Board/Staff Professional Skills**

Ensure a qualified, diverse leadership team

- With ongoing professional development
- Review and refine governing documents ٠ annually
- Review and refine position descriptions for staff annually
- Strengthen board and staff relationship
- Develop Executive Succession Plan

#### **1.2 Develop Volunteer Leadership**

Recruit and develop volunteers as civic leaders, committee leaders and program volunteers

- Provide formal volunteer training
- Develop committee leadership succession • and pipeline
- Attract, train, and retain volunteers
- Develop a more robust volunteer • recognition and reward program

#### **1.3 Serve as a Thought Leader on Critical Issues**

- Develop Policy Council
- Develop partnerships with local, state, and ٠ federal stakeholders to resolve critical issues
- Engage subject matter experts on regional issues
- Engage and educate members about initiatives related to critical issues

## Goal 2

# **Quality Programs & Services**

Maximize business development growth of the community

#### 2.1 Increase Community Impact

Provide leadership on regional issues that impact the business community

- Expand advocacy on local, state and federal issues
- Design and develop collaborative initiatives •
- Apply for US Chamber Accreditation by 2020 •
- 2020 Apply for FACP Chamber of Year
- 2021 Re– Apply for FACP Certification+

#### 2.2 Enhance Programs and Services

Deliver Meaningful education and information

- Consistently survey segments of membership to continually evaluate member needs
- Establish mentorship and internship programs
- Develop programs based on member • segmentations
- Provide programming for a skilled workforce •
- Offer new technologies and services to engage members

#### **2.3 Develop Member Value**

Clearly define return on investment for all members

- Develop initiatives to promote member businesses
- Create "New" opportunities for connecting
- Develop initiatives to promote member businesses
- Communicate member value and ROI

## Goal 3

# **Operational Excellence**

Advance technology and infrastructure to support innovative program delivery

**3.1 Establish Program Standards and Procedures** 

Utilizing best practices to effectively deliver programs, products and services

- Identify and improve core business processes
- Establish an annual program review and reporting process to keep board informed
- Create an administrative program calendar

3.2 Market North Tampa Bay's community and chamber through multiple channels and market segment. Develop and Implement:

- Communications Plan
- Marketing Plan
- Social Media Plan
- Public Relations Plan

3.3 Create a culture of innovation and maximize the use of technology in member engagement.

- Utilize the database to effectively engage all members
- Assess current and future technology needs
- Create technology plan

# Updated 2/03/23

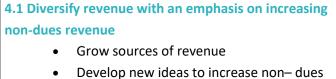


# NORTH TAMPA BAY CHAMBER

## Goal 4

**Sustainable Funding** 

# Maintain financial integrity and achieve long-term sustainability



revenue (sponsorship, fee-based services)

#### 4.2 Continue applying best practices to strengthen financial stewardship:

- Annually review and refine financial policies and procedures
- Annually review and refine investment portfolio
- Meet or exceed all ACCE benchmarks

### 4.3 Establish policy and practices of budgeting for future development

- Create strategies and activities to grow funding for emerging needs
- Develop multi-year partnerships to meet ongoing strategic needs