

Values



Priorities



Our Commitment

We hold a strong commitment to improving daily life of our community and the future of the Town of Pelham. We will make a positive difference. We have dedicated time and thoughtfulness to set the Vision, Priorities and Actions for the next four years. These elements represent our 2019-2022 Strategic Plan. We have set our critical path and we are committed to success.



- Produce a Community Guide (each year)
- Continue to support and work with other Committees and Groups (each year)
- Promote and celebrate success (each year)
- Develop communications standards for all channels (2019)
- Update web site (2019)
- Improve telecommunications (2019)
- Introduce mass notification system (2019)
- Develop communication plan (2019)
- Open the Welcome Center with the Chamber of Commerce (2019)
- Measure customer experience (2021)

- Support Service Clubs (each year)
- Enhance opportunities for volunteers (each year)
- Promote Town events (each year)
- Increase "Love My Hood" events (each year)
- Build and enhance parks (each year)
- Finalize East Fenwick secondary plan (2019)
- Review options for Pelham Town Square Gateway feature (2019)
- Expand transit service (2019)
- Address cannabis requirements and regulations (2019)
- Finalize land sales for medical building and long-term care facility (2019)
- Address Air B&B requirements and regulations (2020)
- Investigate BIA opportunities (2020)
- Explore and implement safety and traffic calming measures (2020)
- Develop program to promote establishment of Neighbourhood Associations (2020)
- Complete zoning bylaw (2021)
- Investigate options for Splash Pad (2021)
- Enhance Business Community relationships through Business Chamber of Commerce (2022)

- Continue to process improve (each year)
- Focus on enhancing staff cross departmental communication and team building (each year)
- Develop a succession plan (2020)
- Review performance management program (2020)
- Review staff recognition program (2020)
- Renew and enhance Public Service Request system (PSR) (2021)



- Update Reserves Policy (2019)
- Develop Debt Policy (2019)
- Develop Cash Management Policy (2019)
- Establish an Audit Committee (2019)
- Establish Utility Sustainability Committee (2019)

- Implement policies and procedures to protect and preserve environmental assets (2019-2020)
- Develop policies and protocols to address impacts of climate change (2019-2020)
- Introduce best practices related to climate change (2019-2020)
- Create community awareness in regards to importance of environmental assets (2020)
- Educate and create awareness of client change impacts (2020)
- Work with other Agencies to enhance protection opportunities (2021)

- Develop Capital Asset Strategic Policy (2019)
- Develop and implement a Risk Management Framework (2020)
- Complete Capital Asset Management Plan (2020)

- Work with MCC User Group Committee to determine opportunities (each year)
- Work with MCC Hospitality Committee to determine opportunities (each year)
- Promote walkability, cycling and trails (each year)
- Promote festivals and events (each year)
- Support seniors Active Living Program (each year)
- Explore additional grant opportunities (each year)
- Explore feasibility of expanding youth programs (each year)
- Finalize MCC parking strategy (2019)
- Explore interest for a Hotel (2019)