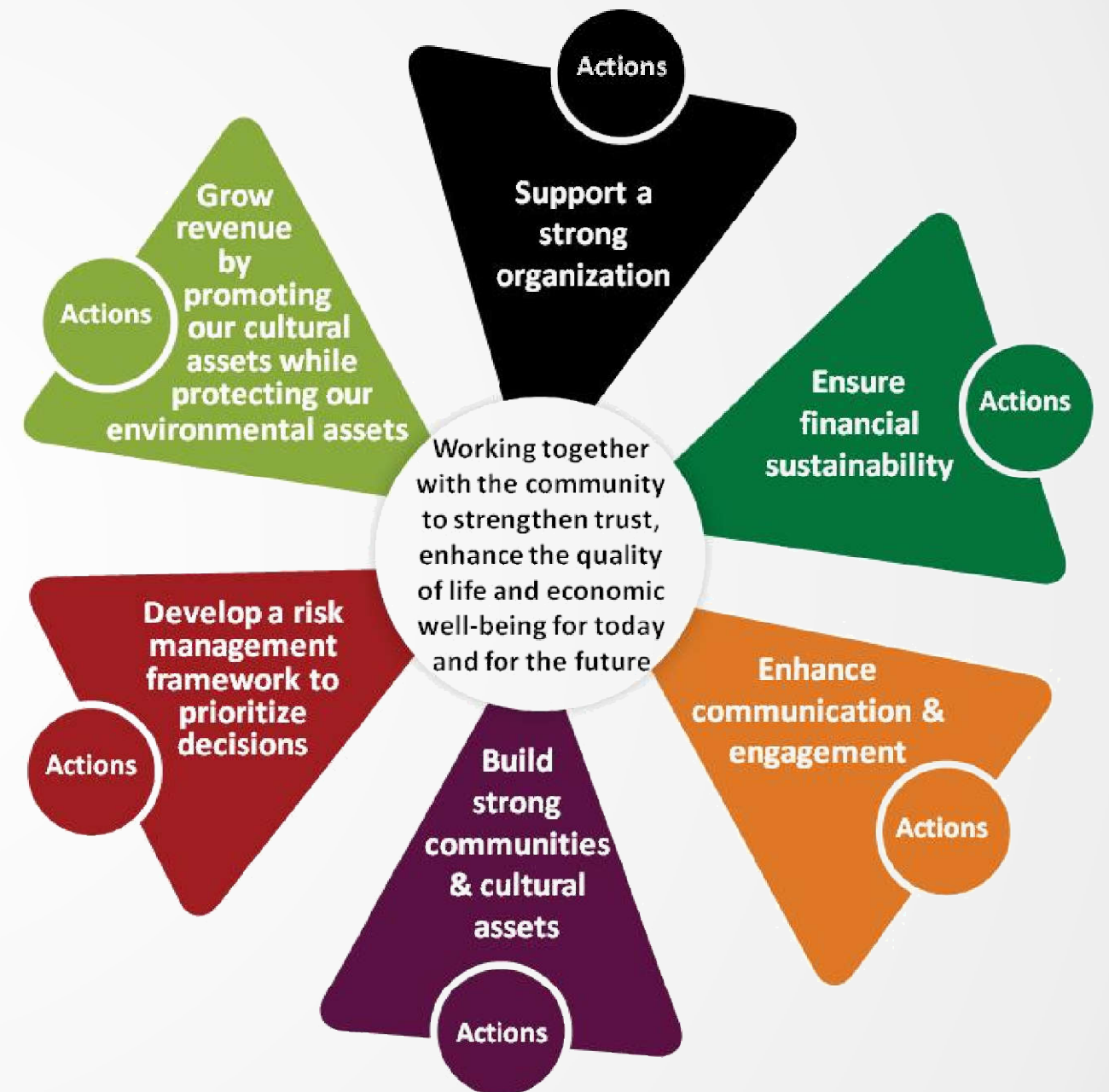


Values



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.

We demonstrate leadership and commitment through our values

Transparency

Honesty

Caring

Respect

Trustworthiness

Team Work

- Work with MCC User Group Committee and MCC Hospitality Committee to determine opportunities (each year)
- Explore additional grant opportunities (each year)
- Finalize MCC parking strategy (2019)

- Introduce best practices related to climate change and for the protection and preservation of environmental assets (2019/2020)
- Educate and create community awareness in regards to importance of environmental assets and climate change impacts (2019/2020)

- Continue to process improve for efficiency and effectiveness (each year)
- Focus on enhancing staff cross departmental communication and team building (each year)
- Renew and enhance Public Service Request system (PSR) (2019)
- Develop a succession plan for staff (2020)
- Review performance management program and staff recognition program (2020)

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

- Support Service Clubs (each year)
- Enhance opportunities for volunteers (each year)
- Promote Town events (each year)
- Build and enhance parks (each year)
- Support seniors Active Living Program (each year)
- Explore feasibility of expanding youth programs (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 East Fonhill land sale (2019)

- Address Airbnb requirements and regulations (2019)
- Explore and implement safety and traffic calming measures (2020)
- Investigate BIA opportunities (2021)
- Complete zoning bylaw (2021)

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

- Produce a Community Guide (each year)
- Continue to support and work with Committees, Groups and Business Associations (each year)
- Develop communication plan including communications standards for all channels (2019)
- Improve web site content and usability Update web site (2019)
- Implement voice activation system for improved customer service (2019)
- Introduce mass notification system supported by the Region (2019)
- Open the Welcome Center with the Chamber of Commerce (2019)
- Investigate components required to measure customer experience (2019)
- Develop and implement customer experience measurement program (2020)
- In 2021/22 we will continue to measure the customer experience

