

MALAHIDE 2023-2033 STRATEGIC PLAN

*Flip to read
how we got to
work in 2024!*



THE VISION

What the community wants:

- A Township defined by its rural character, close-knit community and good quality life.

THE MISSION

What is expected to be provided by the Township:

- Essential services that are timely, easy to access, cost-effective and aligned with policies
- Affordable cultural and recreational activities aligned with community needs
- Information that promotes understanding and participation



THE VALUES

How we work with each other:

- Being flexible and solution-oriented
- Partnering wherever it makes sense to get things done better
- Taking a long-term view

THE PRIORITIES

What Council expects Staff to focus on:

- Engaging the community
- Unlocking responsible growth
- Maximizing the utilization of all assets: people, facilities, and technology
- Establishing, documenting, and implementing service levels

WE ASKED. YOU SPOKE. WE GOT TO WORK!

**EXAMPLE OF THE ACTIONS
WE TOOK IN 2024
TO SERVE YOU BETTER**

**SCAN ME FOR THE
FULL REPORT!**



MALAHIDE TOWNSHIP 2024 ANNUAL REPORT

MAKING USE OF WHAT WE HAVE

- ✓ We improved the use of our cloud-based software for better tracking and quicker responses to your applications, inquiries and service requests.

ENGAGING WITH YOU

- ✓ We created simple info-sheets and published ads to clarify processes such as building permits.
- ✓ We changed the Council agenda design to increase the amount of time you have to provide input on decisions.

UNLOCKING GROWTH

- ✓ We incentivized a \$1.8M construction project with \$122K in municipal tax deferrals, helping create the potential for 100+ local jobs.

IMPROVING CUSTOMER SERVICE

- ✓ We implemented customer service standards to clarify expectations and improve service levels.
- ✓ We made it easier for you to submit requests and comments with a new, simple online portal.
- ✓ We recruited Steven Tripp in the new Community Relations and Economic Development position so you can easily share your ideas with us and get support for your vision. Contact him today!
stripp@malahide.ca