

MUNICIPALink

Corporate Strategic Planning

Port Hope Council Planning for the Future

In 2007, the previous Council undertook a comprehensive strategic planning exercise to draft a Corporate Strategic Plan “Together Forward”. The plan provided overall focus and direction for Council and Municipal Staff to ensure that long range planning and strategic actions were aligned with the identified goals and objectives.

Early in their term, our current Council identified key elements that would guide the first months of governance. A new strategic planning process is now underway to incorporate that vision into an overall focus and direction for Council and Staff and set the course for the next three years.

This summer, Michael Rowland of ChangeFocus met with Council and Senior Staff to gather their input on issues and priorities to be addressed over the next three years.



Corporate Strategic Planning — November 2011

Inauguration Vision Statement 2010

The growth and prosperity of the Municipality of Port Hope will continue to flourish as a result of Council's commitment to strong, responsible leadership for the greater good. This vision will be accomplished through:

- Fiscal responsibility
- Responsiveness to community issues and needs
- Accountability and citizen empowerment
- Transparency
- Commitment to economic development
- Hard work, open and respectful discussion and debate
- Realistic and attainable short and long term goals
- Cooperation between Council, Staff and all levels of government

The above principles and actions will result in the systematic advancement of the quality of life in our community.

In November, Mr. Rowland facilitated a full-day session with Council and Senior Staff to assist in consolidating these elements into the basis of a draft Corporate Strategic Plan that will be presented for Council's review in January 2012.

Public input is a vital element of the strategic planning process and the final draft plan will be available to the community for review and comment. All comments received will be considered in formulating the final version of the strategic plan.

The final 2012 Corporate Strategic Plan will outline Council's strategic actions and set out goals and objectives that will guide planning, focus operational and financial resources, and facilitate development of detailed departmental work plans.

For more information contact
Carl Cannon, CAO
admin@porthope.ca

Port Hope Emergency Preparedness

The *Ontario Emergency Management and Civil Protection Act* requires all municipalities to have an approved Emergency Plan and specific resources for emergency management, including a dedicated Emergency Operations Centre (EOC).

Port Hope's Emergency Plan is updated annually and our EOC at the Canton Municipal Office is fully equipped for our Emergency Control Group (ECG) to operate from the rural location, well-removed from areas that could potentially be impacted in an emergency situation such as the 401 or rail corridors.

Should there be a significant event involving serious injuries or fatalities, damage to property or the environment, disruption/relocation of services or the likelihood of requiring protective action/external assistance, Municipal Staff determine the best course of action which may include activating the EOC, declaring an emergency, or both.

Once activated, the EOC assembles all ECG members to address the emergency situation and decide on next steps.

Declaring an emergency allows the Municipality to invoke specific legislated powers and to access assistance from municipal, provincial, and federal government agencies and private sector resources.

A vital function of the ECG is to ensure that timely, accurate information updates are provided to the public through a comprehensive communications approach including our Rapid Notification System. Port Hope is one of only 11 Canadian communities using the system, which simultaneously sends a pre-recorded message to telephones across the Municipality.

The EOC may be staffed and operational up to 24 hours a day for as long as required, allowing high-level management of administrative and logistical issues and facilitating required resources to assist frontline personnel deal directly with the emergency .

Once the situation has been resolved, the ECG will determine when it is appropriate to lift the declaration of emergency. Once it is lifted, the ECG is disbanded, the EOC is dismantled, and all Municipal operations return to normal. A comprehensive debriefing of the incident is held to identify lessons learned and possible improvements for managing future emergency events.

Port Hope's Emergency Plan is available at www.porthope.ca. Contact Fire and Emergency Services for more information 905.885.5323 or ksleeman@porthope.ca.



ECG scrum at Canton EOC during October 2011 Water Emergency

Are You on the Rapid Notification List?

If you did not receive telephone updates from our **Rapid Notification System** during the recent water emergency, call us at 905-885-5323 and we will be pleased to add you to the list.

Port Hope on Track for AODA Compliance



Policy, Practices and Procedures

The Municipality of Port Hope Accessible Customer Service Policy By-law No.28/2009 establishes the following key principles for the delivery of customer service:

- Dignity
- Independence
- Equity/Equality of Outcome
- Integration
- Sensitivity
- Responsiveness

from Municipal Customer Service training

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) sets out specific standards to be implemented by all businesses within prescribed timelines. Standards for customer service, transportation, employment, and information & communications have been brought into law and most (with the exception of some more immediate transportation provisions) must be implemented by 2013.

The Municipality of Port Hope already meets or exceeds most AODA Integrated Standards. All Municipal employees have received training on accessible customer service guidelines which have been implemented in all departments. Those standards still outstanding are contingent either on budget or pending research with industry

partners and neighbouring municipalities to understand best practices before we implement appropriate measures to meet AODA criteria.

Our Municipal Accessibility Working Group works to implement each standard within prescribed timelines and to update our Municipal Accessibility Plan where required. Early in 2012, Council will review the group's initial recommendations on both the Accessible Customer Service Policy and the implementation of employment standards specifying guidelines for recruitment and employment including individual accommodation for persons with disabilities to support their ability to perform their job.

Information on Municipality of Port Hope Accessibility is available on our website at www.porthope.ca

Municipal Budget on Target for 2011

In preparing the Municipal Budget, our Staff works with the Budget Committee to minimize increases while maintaining the same level of service for our residents. The 2011 tax levy increased by 2.2% over 2010.

Subject to year end audit adjustments, projections indicate that all departments are on track to either meet their budgets or realize a small surplus at year end. In accordance with Municipal finance policies, any budget surplus would be transferred to Building and Equipment Reserves.

Preparations for the 2012 Budget are underway and all meetings of the Budget Committee are open to the public. For complete information on the Municipal Budget process, visit www.porthope.ca under Quick Links.

DEPARTMENT	2011 BUDGET	YEAR-END PROJECTION (BASED ON YTD AS OF SEPT 30)
Council	\$230,900	\$222,462
Administration/Corporate Services	\$1,209,100	\$1,175,689
Finance	\$597,900	\$563,000
Fire & Emergency Services	\$1,257,000	\$1,249,932
Police Services	\$4,475,900	\$4,472,187
Works & Engineering	\$3,507,100	\$3,294,410
Parks, Recreation & Culture	\$1,695,200	\$1,694,609
Planning & Development Services	\$370,700	\$304,173
Economic Development & Tourism	\$510,500	\$506,819
Port Hope Public Library	\$602,900	\$582,675

We Know You Love Port Hope...

But have you “liked” us yet? Port Hope hit the social media scene in December 2010 and one year later we are connecting more than ever.

During the recent water emergency, social media was an invaluable tool to provide regular updates. Visits to our Facebook page increased by more than 200% during that time period and our Twitter followers doubled.

Join our networks for regular updates on Municipal initiatives, events and announcements.

For more information contact
communications@porthope.ca



LIKE us on Facebook!

www.facebook.com/MunicipalityPortHope



FOLLOW us on Twitter

www.twitter.com/PortHopeInfo



FIND us on YouTube

www.youtube.com/user/MunicipalityPortHope

CONNECT WITH COUNCIL

COUNCIL HOLIDAY SCHEDULE

Council will recess for the holidays following the **last meeting on Tuesday, December 20, 2011** and reconvene with **Committee of the Whole on Tuesday, January 3, 2012**.

TOWN HALL MEETINGS 2012

Town Hall meetings provide an opportunity for the Port Hope community to ask questions of our Council members on any topic. Meetings are held from 7 to 9 pm and everyone is welcome to attend.

Wednesday, February 29th—Town Park Recreation Centre

Wednesday, May 30th—Canton Municipal Office

Monday, October 29th—Town Park Recreation Centre

NEW YEAR'S LEVEE

Council invites you to our annual New Year's Levee—**Sunday, January 1, 2012 from 12:30 to 2:30 pm** in Council Chambers. Refreshments will be served and everyone is welcome to attend.

QUESTIONS AND COMMENTS are always welcome at admin@porthope.ca, or by mail at 56 Queen Street, Port Hope, ON, L1A 3Z9. Contact information for each of our Councillors is available at www.porthope.ca under Quick Links or by calling 905.885.4544.

Meetings of Council and Committee of the Whole are held on alternate Tuesdays at 7 pm in Town Hall. The public is welcome to attend and participate in Question Period at the end of each session.

56 Queen Street
Port Hope, Ontario, L1A 3Z9
Phone: 905.885.4544
Fax: 905.885.7698
admin@porthope.ca
www.porthope.ca

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The Corporation of the Municipality of Port Hope
Council Representative—Councillor Rick Austin
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communications@porthope.ca

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