



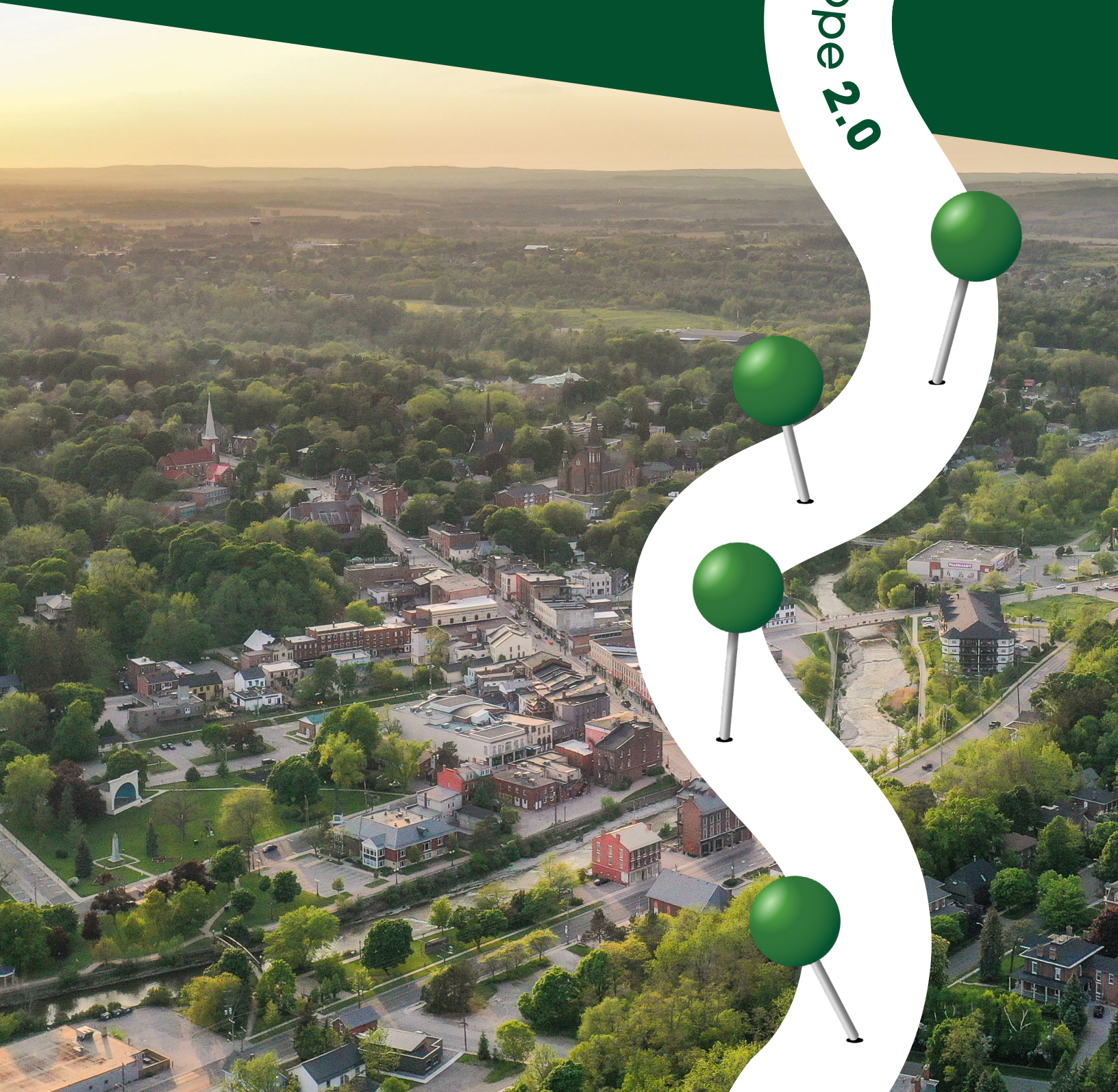
MUNICIPALITY OF

PORT HOPE

Strategic Plan

2025 to 2028

Port Hope 2.0

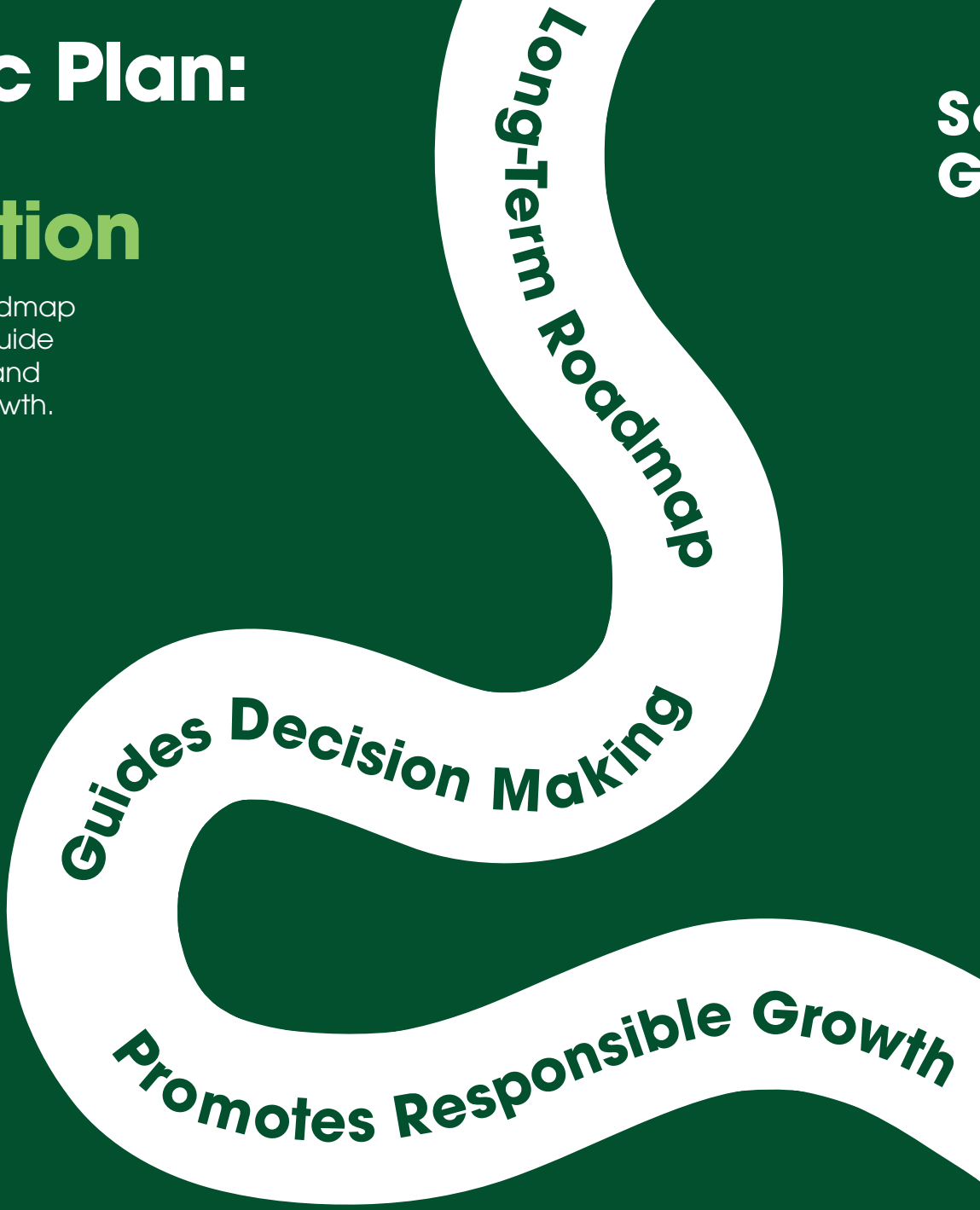


Our Strategic Plan: Community Voices in Action

The Strategic Plan is a long-term roadmap that outlines goals and priorities to guide decision-making, improve services, and promote responsible community growth.

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Sets
Goals

outlines
Priorities





Message from Mayor Olena Hankivsky

It is with great pride that I present our Strategic Plan - a living document designed to guide us forward with clarity, purpose, and flexibility. This plan is the result of thoughtful collaboration, shaped by the voices of our residents and broader community members, the dedication of our staff, and the guidance of Council. Together, we have listened, learned, and laid the foundation for a future that honours our past and embraces what lies ahead.

At the heart of this plan is a simple but powerful idea: Port Hope is HIP.

Heritage is where we come from. It's the foundation of our identity, rooted in the stories, places, and traditions that make Port Hope unique.

Innovation is what we do. It's how we respond to change, embrace new ideas, and build a resilient, forward-thinking community.

Prosperity is where we are headed. It's our shared goal - a thriving, inclusive, and sustainable future for all.

These values are woven throughout the Strategic Plan, shaping our priorities and guiding our path forward with intention and integrity.

As a community, we will bring this vision to life - united in purpose, committed to progress, and inspired by the enduring spirit of Port Hope.



Message from Mike Melinyshyn, CAO

Port Hope stands at the threshold of an extraordinary new chapter. With the potential to host the world's largest nuclear power plant, we are embracing an ambitious vision that will redefine our community's future and open the door to unprecedented economic opportunity. This is more than infrastructure, it marks the beginning of *Port Hope 2.0*: a new era of innovation, investment, and sustainable growth.

As we move forward, emerging technologies like artificial intelligence will play a vital role in shaping smarter infrastructure and enhancing public services. Our Strategic Plan will guide this transformation, ensuring that every step reflects our shared values and positions Port Hope as a leader in forward-thinking development and opportunity. Together, we will build a community that honours its heritage while boldly shaping the future.

The strategic vision, mission, and values are the **guiding forces** behind our organization.

Vision

Port H.I.P: **Heritage** is where we come from. **Innovation** is what we do. **Prosperity** is where we are headed.

Mission

To be responsive to the changing needs of Port Hope using solution-oriented approaches.

Values

Through our values, we will demonstrate that we are:

- Trustworthy
- Exemplary
- Inclusive
- Progressive
- Sustainable

The Foundation of our Plan: **Our Strategic Pillars**

The foundation of our plan is woven together with four main Strategic Pillars. Each pillar includes goals and initiatives. Council and staff will use these priorities as a guide in the planning and decision-making process for projects, initiatives and program implementation.



Pillar #1
Inclusive



Pillar #2
Prosperous



Pillar #3
Sustainable



Pillar #4
Innovative





Pillar #1: **Inclusive**

This pillar tackles four goals:

- 1. Remove barriers and facilitate housing of all kinds**
- 2. Continuously improve and address service levels and programming**
- 3. Lead in fostering pride and inclusion in Port Hope**
- 4. Grow and support community culture, heritage, events and recreation**

Learn about these goals and the initiatives.



1. Remove barriers and facilitate housing of all kinds

- 1.1. Create policy conditions, by-laws and programs that promote and support the development of more diverse housing typologies
- 1.2. Review Official Plan and Zoning By-law to remove barriers to more diverse and dense housing typologies and support intensification
- 1.3. Identify and pursue government issued housing and infrastructure funding programs
- 1.4. Invest in an affordable housing Community Improvement Plan (CIP) to incentivize the development of purpose built rental and affordable housing

2. Continuously improve and address service levels and programming

- 2.1. For municipal-delivered services, establish updated service level policies; identify gaps and create operating plans to fill them
- 2.2. Identify and advocate to Northumberland County and other levels of Government to address gaps in services of benefit to community well-being, in Port Hope including:
 - Healthcare (Provincial)
 - Education/high school (Provincial)
 - Childcare (Upper Tier)
 - Social services (Upper Tier)
 - Affordable housing (Upper Tier)

3. Lead in fostering pride and inclusion in Port Hope

- 3.1. Complete and implement the Municipal Diversity, Equity, and Inclusion (DEI) Plan to increase cultural competency of staff and the community
- 3.2. Build trust through Indigenous engagement and Truth and Reconciliation
- 3.3. Create a sense of belonging in Port Hope for Urban and Rural residents alike and foster a united relationship through the celebration of the 25th Anniversary of the Municipality of Port Hope

4. Grow and support community culture, heritage, events and recreation

- 4.1. Implement aspects relating to the Leisure Services Master Plan
- 4.2. Implement a "Residents First" approach in the delivery of services to address capacity
- 4.3. Support cultural and community organizations in the implementation of the Community "Collaborating on Culture" Plan
- 4.4. Create the right policy environment to support heritage conservation while ensuring balanced growth
 - Build internal capacity to manage heritage projects



Pillar #2:

Prosperous

This pillar tackles four goals:

1. Prepare for new nuclear investment in Port Hope through engagement, policy and infrastructure framework
2. Make Port Hope a premiere investment and development-ready location
3. Grow Port Hope as a sought-after tourism destination
4. Work with all relevant partners and stakeholders to develop the workforce

Learn about these goals and the initiatives.



1. **Prepare for new nuclear investment in Port Hope through engagement, policy and infrastructure framework**
 - 1.1. Complete early growth readiness studies to assess planning and infrastructure needs
 - Evaluate the type and magnitude of infrastructure, land use planning, municipal finances, emergency services, social and community service needs that may result from the deployment of the project
 - 1.2. Invest in staff/consultant resources to support the growth readiness work between MPH and OPG
 - Expand the OPG/staff working group to ensure ongoing collaboration and information sharing
 - Establish an economic development working group with OPG
 - Ensure the policy and infrastructure framework for OPG exists to create success
 - 1.3. Develop a Municipal Engagement Plan that aligns with OPG's engagement efforts
 - 1.4. Ensure that the memorandum of understanding with OPG is signed to continue to advance and prepare for new nuclear investment in Port Hope
2. **Make Port Hope a premiere investment and development-ready location**
 - 2.1. Implement the Economic Development Strategic Plan
 - 2.2. Invest in third-party rebranding initiative for Municipality of Port Hope
3. **Grow Port Hope as a sought-after tourism destination**
 - 3.1. Implement the Tourism Strategy
4. **Work with all relevant partners and stakeholders to develop the workforce**
 - 4.1. Partner with the Chamber, Heritage Business Improvement Area (HBIA), High schools, industry and other community partners to run educational and networking sessions
 - 4.2. Collaborate with Loyalist College and other institutions to align education and training with industry needs
 - 4.3. Actively engage with higher levels of government and industry to explore opportunities for partnerships



Pillar #3: Sustainable

This pillar tackles four goals:

1. **Enhance sustainability of current and future infrastructure through prudent fiscal management**
2. **Respond to the realities of climate change**
3. **Commit to enhancing emergency preparedness and community safety**
4. **Right-size the Port Hope Area Initiative (PHAI) clean-up project and prepare for future use of public sites**

Learn about these goals and the initiatives.



1. **Maintain prudent fiscal management and the sustainability of current and future infrastructure**
 - 1.1. Continue to build a culture of asset management planning
 - 1.2. Invest in infrastructure needed to support growth
 - 1.3. Develop a Transportation and Stormwater Management Master Plan to protect public and private infrastructure
 - 1.4. Advocate for funding/grants required for infrastructure to support growth
 - 1.5. Develop a planning framework that allows us to optimize the use of land and infrastructure
 - 1.6. Consider innovative approaches to financing the infrastructure needed for growth to ensure sustainability
 - Commit to close infrastructure gap
 - 1.7. Commit to a minimum annual increase to levy to support infrastructure replacement, renewal, and refurbishment
 - 1.8. Develop multi-year capital plans aligned with Asset Management Plan (AMP) and funding forecasts
 - 1.9. Build capacity to support long term financial planning and understand the implications of financial decisions
 - Investigate, choose and implement new financial system aligned with an increase in service level
 - Develop financial policies for the Budget, Reserves and Investments and Debt
 - 1.10. Develop a funding strategy for the implementation of the Waterfront and Riverwalk Master Plan

2. **Respond to the realities of Climate Change**
 - 2.1. Implement the Community Climate Action Plan
 - 2.2. Enhance Green Infrastructure Investment and Management and Flood Management and Storm Water Master Plans
 - 2.3. Continue managing tree canopy coverage through the annual Tree Planting Program

3. **Commit to enhancing emergency preparedness and community safety**
 - 3.1. Implement Fire Master Plan (FMP) recommendations including investment in emergency services infrastructure
 - Establish replacement plan for emergency service vehicles
 - Invest in replacement of Fire Station 2
 - 3.2. Invest in emergency services infrastructure, personnel recruitment and retention and capital projects
 - Review Emergency Management Operational Budget to ensure adequate funding for Emergency Management activities and required actions under Emergency Management And Civil Protection Act
 - Invest in recruitment and retention for emergency service personnel as a priority
 - 3.3. Execute Wildfire Strategic and Operational Plan for MPH and the Ganaraska Forest
 - 3.4. Collaborate with County Emergency Management and Emergency Response partners to ensure efficient and effective response to emergency situations
 - 3.5. Commit to increased road safety across the municipality for all road users through
 - Vision Zero initiative
 - "Complete streets" concepts for future road projects

4. **Right size the Port Hope Area Initiative (PHAI) clean-up project and plan for future use of public sites**
 - 4.1. Advocate for a more efficient and accelerated residential remediation process
 - 4.2. Utilize PHAI remediation work to facilitate infrastructure renewal at a reduced cost to the Municipality
 - 4.3. Partner with PHAI restoration activities for Centre Pier to understand opportunities and restrictions



Pillar #4: **Innovative**

This pillar tackles four goals:

- 1. Support staff and Council in developing the capacity to lead change, innovation and growth**
- 2. Improve service delivery and operational excellence through the use of new technology and AI**
- 3. Build a culture of customer service and enhance resident engagement**
- 4. Grow capacity for cross-sectoral and intergovernmental collaboration**

Learn about these goals and the initiatives.



- 1. Support Staff and Council in developing the capacity to lead change, innovation and growth**
 - 1.1. Invest in organizational culture and create a healthy workplace for all
 - 1.2. Right-sizing the organization for growth readiness, including:
 - Complete a Customer Service focused corporate service delivery review to assess current state of corporation, gaps in service, efficiencies and overlap
 - Develop and implement a plan to ensure staff complement is right-sized to support growth in service demands
 - Evaluate space needs requirements for existing and future staff complement
 - Review Work from Home policies
 - 1.3. Develop an HR People Strategy
 - 1.4. Complete a Council Composition Review and Ward Boundary Review
 - 1.5. Complete a Council Remuneration Review
 - 1.6. Robust update of governance policies which establishes appropriate review at the proper level
 - 1.7. Develop budget and policies around council training/enhanced orientation
 - 1.8. Invest in professional development opportunities
- 2. Innovate to improve service delivery and operational excellence through the use of new technology and AI**
 - 2.1. Invest in artificial Intelligence and other technologies to improve service delivery and operational excellence
 - 2.2. Optimize use of digital tools to enhance information sharing with residents
 - Implement digital first delivery upon completion of broadband project
 - Enhance and expand GIS services for municipal and public benefit
 - Expand the use of AI tools to improve clarity and accessibility of municipal information
 - Invest in automation tools for the purpose of creating efficiencies in repeatable workflows
 - Invest in the development of a Municipal App and a website redesign
- 3. Build a culture of customer service and enhance resident engagement**
 - 3.1. Create a Customer Service Strategy encompassing a centralized Customer Service Department
 - 3.2. Create a public municipal dashboard to report on performance measures
 - 3.3. Evaluate capacity requirements including physical space
 - 3.4. Review the development review team process to ensure the proper technology and resources exist to support the development application review process
 - 3.5. Invest in a statistically significant Customer Service Satisfaction community survey lead by a third party
 - 3.6. Invest in a Communications Public Engagement Strategy that includes both internal engagement framework and increases public participation and subscriber growth
- 4. Grow capacity for cross-sectoral and inter-governmental collaboration**
 - 4.1. Advocate on shared priorities to other levels of government
 - 4.2. Invest in training and development programs for municipal staff and council to enhance their understanding of intergovernmental processes
 - 4.3. Create enhanced intergovernmental affairs capacity



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Thank you for taking the time to read the 2025-2028 Strategic Plan



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