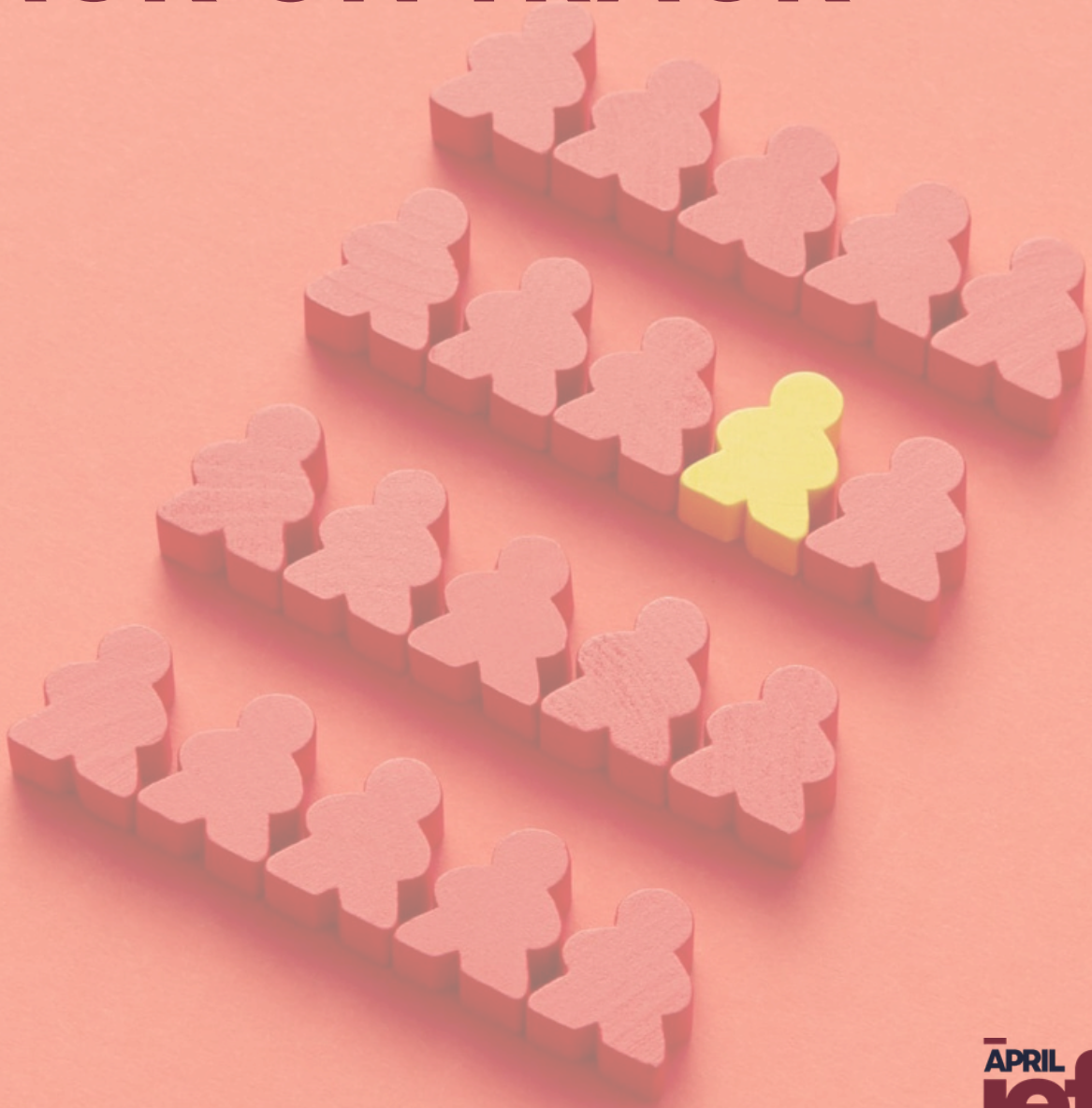


POLICY PLATFORM

GET CITY HALL BACK ON TRACK



Welland residents deserve a City Hall that is responsive, accessible and focused on serving the community. Municipal government works best when residents know what is happening in their city, Council communicates effectively, community organizations can count on City Hall as a partner, and businesses feel welcomed rather than frustrated by unnecessary barriers.

April Jeffs will bring a practical, service-focused approach to City Hall. Her priority will be improving communication, rebuilding customer service and ensuring municipal government works collaboratively with the residents, businesses and organizations it serves.

1. | CREATE A COHESIVE COUNCIL



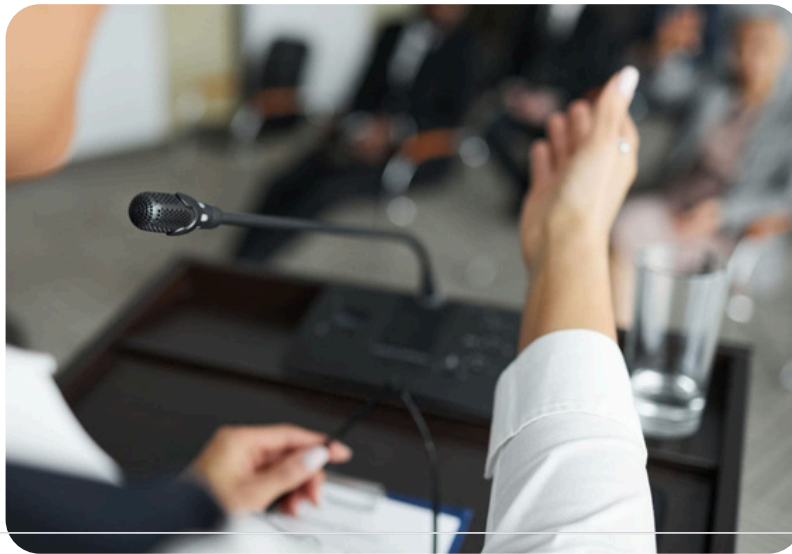
Good leadership starts with good communication. Residents should not have to search multiple sources to find out about road closures, service disruptions, community events, or other important developments in their city.

April Jeffs will improve communication from City Hall through regular weekly bulletins that give Council and the public clear, useful information about closures, events, municipal services, and other important occurrences across Welland.

Better communication will also help Council and City staff stay focused on shared priorities and keep residents informed about decisions that affect their neighbourhoods and daily lives. When council isn't in the loop, the residents aren't either.

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2. REBUILD AND MODERNIZE CUSTOMER SERVICE



For many residents, their experience with municipal government begins with a phone call, an email or a visit to City Hall. Getting an answer to a straightforward question or accessing a municipal service should not be unnecessarily complicated.

April Jeffs will work to rebuild and modernize customer service at City Hall, making municipal services easier to access and City staff more responsive to residents. Whether someone is applying for a permit, reporting a problem, asking a question, or trying to understand a City process.

Residents should know where to go and receive clear, timely assistance.

3. MAKE CITY HALL A RELIABLE PARTNER FOR COMMUNITY GROUPS

Welland's festivals, parades, service clubs, charities and community organizations contribute enormously to the character of the city. City Hall should help these organizations succeed rather than create unnecessary obstacles that make community events more difficult to organize.

April Jeffs will ensure City Hall becomes a reliable and responsive partner for community organizations. That means improving communication, understanding organizers' needs, and working collaboratively to keep local festivals, celebrations, and community events flourishing and accessible to Welland residents.



A strong community depends on people willing to organize and volunteer, and their municipal government should work alongside them.

4. MAKE CITY HALL WELCOMING TO EVERYONE



City Hall belongs to the people of Welland. Residents, businesses and community organizations should feel that their municipal government is approachable, responsive and interested in helping them succeed.

April Jeffs will foster a culture at City Hall that emphasizes service, collaboration and problem-solving. Residents should feel comfortable bringing forward concerns, entrepreneurs should feel that Welland wants their investment, and community organizations should know that their contributions are valued. By making City Hall more welcoming and responsive, Welland can build a municipal government that works with the community, not around it.

A municipal government that works with the community, not around it.