



## A Message from Roger Maloney

Chief Administrative Officer

Linking the Region's strengths with those of the community enables us to move forward on building a strong community together. That's the key message in our newest Strategic Plan, *Fast Forward Peel: Building a Strong Community Together*, which expands on the successes of our three previous plans. It is a road map for well-managed change that recognizes the issues and trends facing the Region and prepares our many programs and services to better meet the increased demands and expectations of those we serve.

In developing this impressive strategy, we connected with community stakeholders and received valuable feedback that significantly contributed to the plan's strength. I want to express my appreciation to everyone—our Regional Councillors, employees, volunteers and community stakeholders—who jointly forged this outstanding living document that moves the Region solidly forward on the path to continued excellence in service delivery for our citizens.

As with everything we do at the Region, we applied our continuous improvement philosophy to the development of this fourth Strategic Plan. One improvement in particular was to use the Service Strategy Business Plans developed in 2003 to inform the Strategic Plan. In this manner we strengthen the connection between the everyday work in the departments and the Strategic Plan, as outlined on page five. We have also introduced a management system that closely monitors the Region's progress in fulfilling the goals and actions of these plans.

By linking the Region with the many strengths in our community, we leverage our joint efforts and achieve new heights in serving our community through leadership, partnership, commitment and excellence.

A handwritten signature in black ink, appearing to read 'R. Maloney', written in a cursive style.

Roger Maloney  
Chief Administrative Officer