

## Town Services

*Canton will continue to deliver high quality services through efficient, transparent, and open government where all residents can participate in local decision-making.*

*Canton will promote meaningful civic engagement and participate in local decision-making by all residents.*

### Evaluate Capacity with Needs

The Town must build the capacity of its services to match anticipated growth in demand. This includes technical, financial, and human resources. Moving forward, the Town will:

1. Continue to pursue land use policies that will increase tax revenue in areas identified for future growth.
2. Continue supporting all departments to compete for grants that could provide training, planning support, or funds for physical improvements to roads and facilities.
3. Where possible, identify where matching or supplementary funds will be needed for grants the Town wishes to pursue and ensure those funds are available.
4. Explore regional collaborations where Canton might share resources for different municipal services with neighboring communities.
5. Identify where different departments or cross-departmental issues may require more intensive study (e.g., multi-year needs assessments) and set aside funding to perform those studies.

### Promote Inter-Department Communication

The Town supports collaborations between municipal departments, and these efforts have been successful; however, the Town must continue to invest in all aspects of Town government to improve efficiencies and appropriately share resources. Moving forward, the Town will:

1. Develop formal meeting mechanisms or information sharing mechanisms to ensure inter-departmental awareness of upcoming projects or initiatives.
2. Continue to advance the use of electronic applications for permit submittal and review.
3. Develop a comprehensive list of all the data points being maintained by each department, the format of the data, and how it can be shared.
4. Identify which data from every municipal department can be digitized into the municipal GIS database and complete digitization.
5. Identify opportunities to have more than one municipal department compete for and work on grant funded projects.

## Public Health & Social Wellbeing

*Canton will recognize the challenges of its most vulnerable community members and rise to meet their needs.*

*Canton will strive to ensure physical and economic access for all residents to make healthy choices that enhance quality of life for all ages.*

### Support Vulnerable Residents in the Community

Public health and social wellbeing are influenced by the physical make-up of Canton as well as the social networks it supports. When addressing the needs of the more vulnerable populations in building and improving the Town's physical and social infrastructure, all residents benefit. Moving forward, the Town will:

1. Conduct community needs assessments to identify gaps in health and social services for current and future residents, particularly for youth, older residents, and low-income families and individuals.
2. Educate local decision-makers on the impacts of their decisions on public health and social wellbeing of Canton residents. Create an advisory committee for public health issues with municipal departments, including Health, Council on Aging/Senior Center, Public Safety, Canton Public Schools, Planning, and others. Use the advisory committee to improve the coordination and communication of public health and social issues and services in Canton.
3. Explore partnerships with regional groups working on common public health issues to build collaborations.
4. Develop town policies that support all ages and promote accessibility. These include diversifying housing types and designs that are more accessible and affordable, improving walking connections, addressing ADA concerns at town-owned and managed facilities, and building opportunities for intergenerational events.
5. Support the Senior Center and its expanding role in the community, both for the Town's growing aging population but also serving other vulnerable residents.
6. Evaluate transportation needs for seniors through the Senior Center and consider options to expand services with other town-wide transit needs.
7. Promote the Traditional Neighborhood Design and Transit Oriented Development models at appropriate scales for new and infill development. Encourage a mix of uses, housing types, public spaces, and walking and biking connections to neighboring areas.

### Support Our Public Schools

Canton's public schools are a centerpiece of the Town and represent one of the most important long-term investments in our community. Moving forward, the Town will:

1. Continue to support the recent proposal to restructure how the facilities are used and the location of students/school district offices identified in the plan.
2. Engage the School Department, faculty, and students in municipal planning issues that go beyond the public schools (e.g., housing, recreation, walking and biking, etc.)
3. Continue coordination with regional technical schools to broaden educational and job opportunities for Canton's youth.

### Create a Culture of Civic Participation

Building civic engagement in Canton contributes to the sense of community and increases quality of life, not only for adults, but Canton's youth. Approaches for engagement must be diverse and accessible for all residents. Moving forward, the Town will:

1. Continue to support the Canton Center for Civic Engagement and its efforts with the Canton Public Library to promote volunteerism among Canton teens and adults.
2. Explore other opportunities to bring residents together to learn about town functions and services, meet local decision makers, and promote opportunities for residents to participate in local government.
3. Evaluate new technology to engage and inform the public to encourage positive participation in local decision-making. Invest in training of town staff to use technology and establish policies for its usage, as appropriate.
4. Support training of town staff in meeting facilitation and public engagement techniques (high and low tech) to ensure effective public meetings, workshops, and other town-sponsored events.
5. Understand reasons for low to moderate participation in public meetings, workshops, and other town-sponsored events. Offer incentives to encourage attendance.

### Promote Active Living in the Community

Opportunities for active living in Canton will enhance the quality of life for residents of all ages and abilities. These opportunities support those discussed in **CONNECT**, which focus on building networks that offer safe walking and biking connections between recreational amenities and neighborhoods, as well as to shopping, schools, and other daily activities. Moving forward, the Town will:

1. Develop a comprehensive assessment for recreational needs with a focus on vulnerable residents and areas in Canton that lack amenities.
2. Provide pedestrian and bicycle connections between parks and other recreational facilities.
3. Continue to support the integration of walking and biking amenities into new development proposals and the redevelopment of Route 138.

*What's missing?*