

2019

ADMINISTRATION OPERATIONAL PLAN



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INTRODUCTION

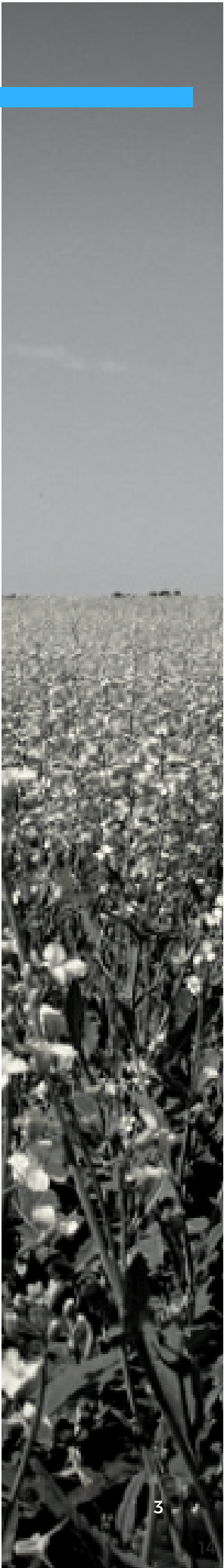
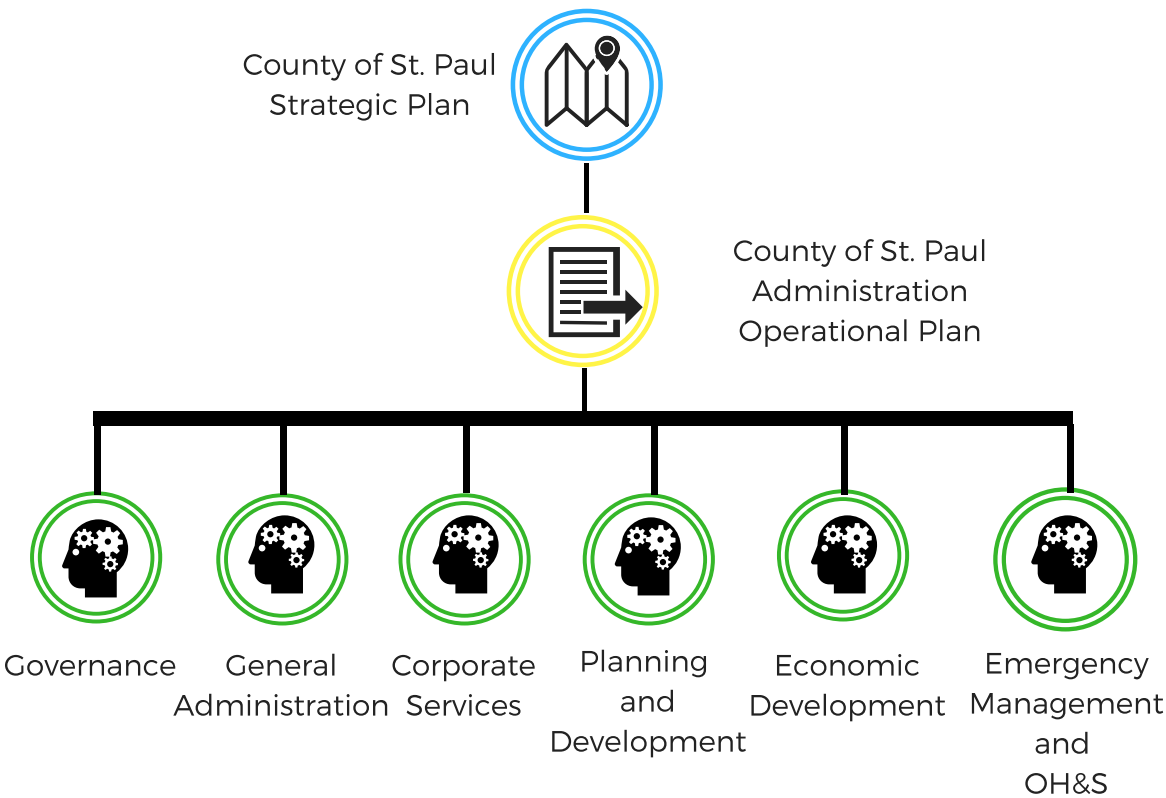
The purpose of this plan is to establish the County’s attention to the importance of high quality administration.

This plan emphasizes the goals of administration with the public, industry, business, consultants, other municipalities and internal staff, and outlines how the County will achieve them.

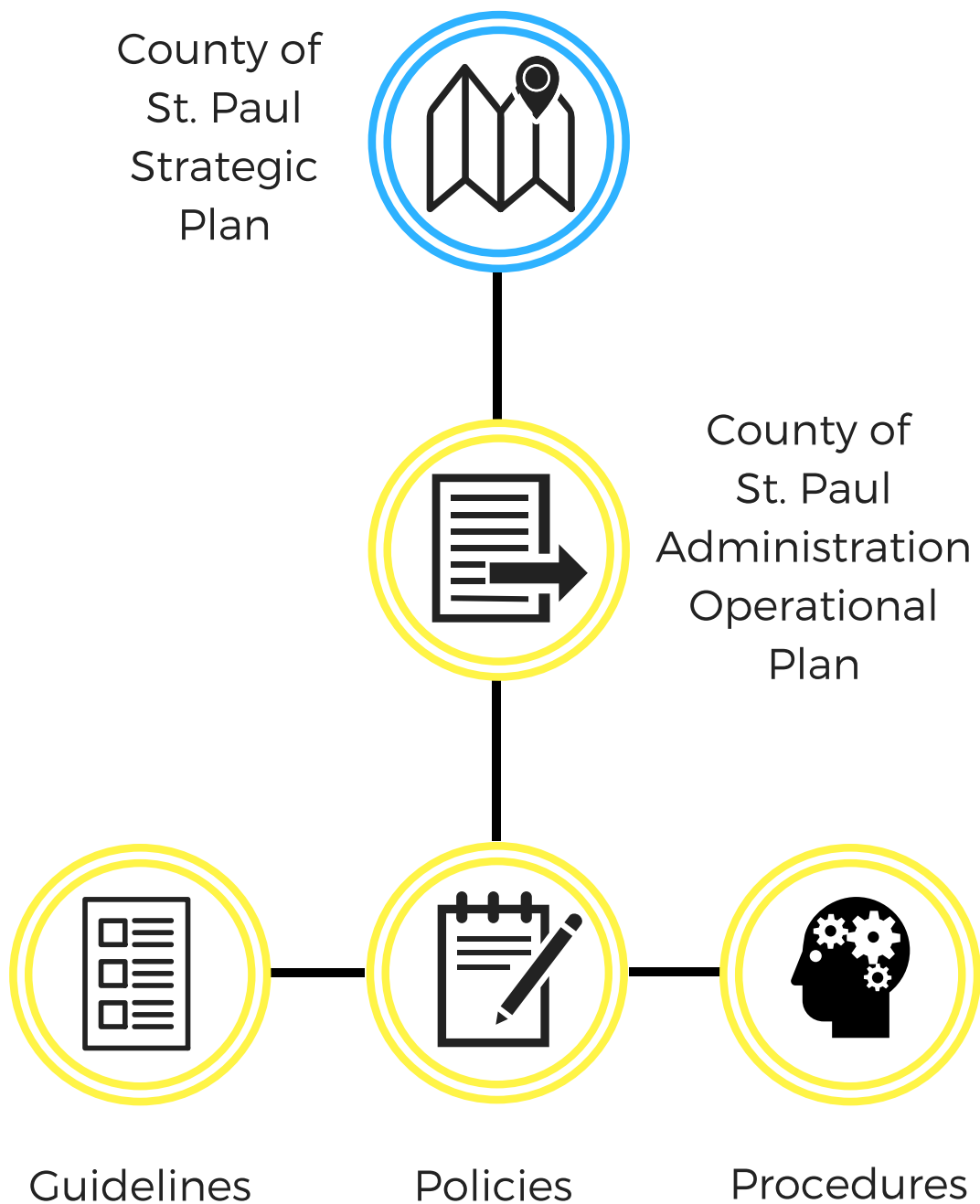
The Administration Operations Plan is aligned with the County of St. Paul Strategic Plan and will be evaluated and reviewed annually.

ADMINISTRATION OVERVIEW

The Administration Strategic Plan includes several departments as shown below.



BIG PICTURE



BACKGROUND

OUR STAKEHOLDERS



Permanent Residents, Temporary Residents, Visitors, Seasonal Residents, and Landowners.



The County works in partnership with our rural and urban neighbors



County of St. Paul council includes the reeve, and six councilors that represent the six districts within our municipality.



The County employs up to about 100 people located in the administrative office and the public works office and shop.



Agriculture Producers, Industry, Contractors and Small Business.



The County is surrounded by First Nation and Metis Settlements including: Good Fish, White Fish, Fishing Lake, Puskiakinwenin, Unipouheos, Kehewin, and Saddle Lake



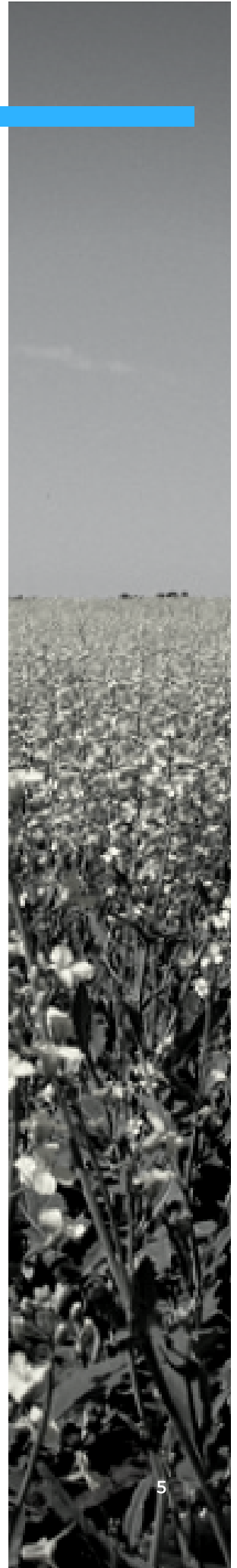
Students, Educators and Community volunteers.



The administrative office is also home to Family and Community Support Services and Alberta HUB.



Media: St. Paul Journal, Elk Point review, Lakeland Connect and Newcap Broadcasting.



AN OVERVIEW OF **OUR PROCESS**



MISSION

**To create
desirable rural
experiences**

VISION

**The leader in
rural success**



VALUES

1. Community at the Core

2. Accountability in Action

3. Lead and Succeed

4. Unwavering Integrity

5. Innovate to Elevate

OUR VALUES

COMMUNITY at the Core

Meaning: Community and people are top-of-mind in everything we do. We build relationships, work together and support our neighbors.

Leads us to: Donate to local causes. Partner with neighboring municipalities. Develop and promote volunteer & social programs.

ACCOUNTABILITY in Action

Meaning: We are reliable, consistent, accessible and informative. We take responsibility and understand that we must answer to the public. Follow through is expected and delivered upon.

Leads us to: Develop strategic and communications plans. Provide council minutes which are easily accessible. Host public engagement opportunities in the community.

LEAD and Succeed

Meaning: Empowering people and creating positive environments which foster success. We work together to inspire & influence others. Create together, achieve together, and share in success together.

Leads us to: Engage in team building. Share successful plans, policies and other assets with partners.

Unwavering INTEGRITY

Meaning: Doing the right things for the right reasons. Open and honest communication. Taking actions that generate trust. Decisions are based around people and creating a better life for all.

Leads us to: Communications planning. Build reporting measures.

INNOVATE to Elevate

Meaning: Thinking outside the box and proactively solving problems. Seeking continuous improvement and fostering growth. Actively looking for innovative ways to excel and enhance services to stakeholders.

Leads us to: Complete an economic development needs analysis. Provide professional development opportunities. Complete physical renovations. Implement new technology. Provide ways for public and internal input.

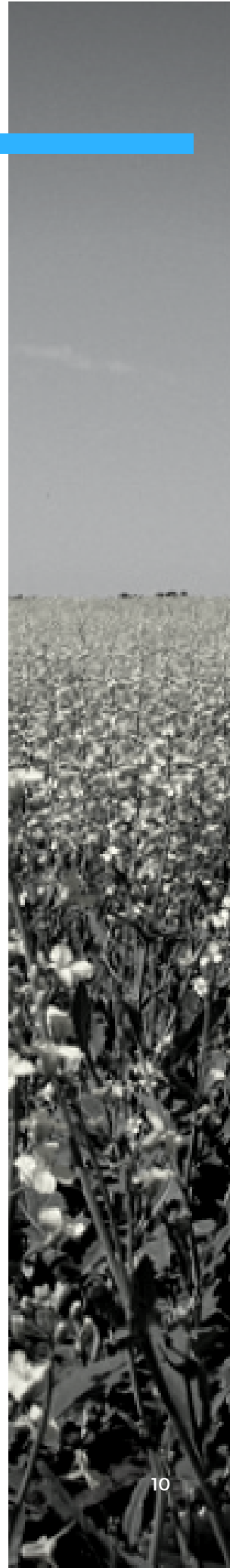
EVALUATION

The County will include a summary of overall progress in implementing the plan based on the evaluation data collected using the strategic planning tool: SMART goals.

S.M.A.R.T. is the acronym used to develop measurable goals for an organization. This means that each goal, action or objective should be: Specific, Measurable, Achievable, Relevant, and Time – Bound.

This tool is helpful when planning ahead, and each action item should demonstrate alignment with the overarching mission, vision, values and goals of the organization.

Each description of the action will follow these criteria and if an action item does not meet at least four out of five of the requirements, it may need to be reconsidered.

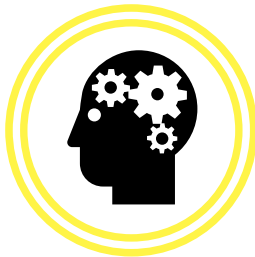


SMART GOALS



Specific:

The action item is detailed, and answers the questions: who, what, where, when, why? And describes the results of the product. To ensure that an objective is specific, is to make it observable. Observable means that anyone can see or hear about the action being done.



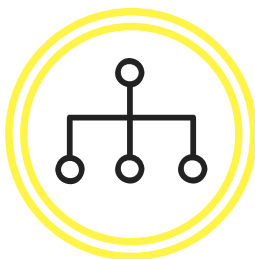
Measurable:

The action item will describe how the County will know it has met expectations. And defines the objective using assessable tools, terms and standards. An objective with a quantity measurement uses terms of amount, percentages, etc. For example, a frequency measurement could be daily, weekly, 1 in 3. Or, an objective with a quality measurement would be done through a SWOT analysis, to assess the strengths, weaknesses, opportunities, and threats.



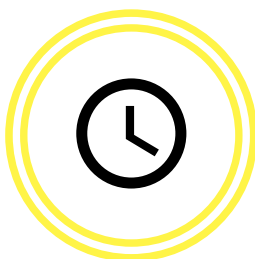
Achievable:

The action item answers the questions: "Can the person do it?" "Can the measurable objective be achieved by the person?" "Do they have the experience, knowledge or capability of fulfilling the expectation?"



Relevant:

The action item description answers the questions, "should it be done?" and "why?" and is the objective aligned with the County Communication Plan and the County Strategic Plan?



Time Bound:

Time-bound answers the question, "when will it be done?" It refers to the fact that an objective has end points and check points built into an achievable timeframe.

ACTION PLAN - 2019

1. GOVERNANCE

Strategy	Action	Quarterly Reporting	Evaluation
Strategy 1.1 Provide communication to demonstrate accountable governance.	<ul style="list-style-type: none"> • Communicate about the AGM to the public. • Book AGM meeting in a community hall, rotating community location each year. • County Strategic plan and narrative budget available online. • Proactive communications - See communications plan. 		
Strategy 1.2 Collaborate with municipal partners.	<ul style="list-style-type: none"> • Meet with Town of St. Paul and Town of Elk Point at least once a year to discuss collaborative opportunities. • Work with municipal neighbors to develop Inter-Municipal Collaboration Frameworks and Inter-municipal Development Plans. • Complete Storm Water, with Town of St. Paul, Rec Study and Street lighting study and economic development project with all 4 partners. • Reconsider regional collaboration MOU to neighboring municipalities. • Continue to apply for available provincial grants around collaboration. • Complete road condition assessment tool project with County of Two Hills. 		

ACTION PLAN - 2019

1. GOVERNANCE

Strategy	Action	Quarterly Reporting	Evaluation
Strategy 1.3 Provide scholarships to support students in the St. Paul Regional Education Division.	<ul style="list-style-type: none"> Provide 3 scholarships of \$1000 each for students who have high marks, community involvement and volunteerism entering full-time studies. Provide 1 scholarship of \$1000 for students entering a trade. 		
Strategy 1.4 Council to financially support community groups.	<ul style="list-style-type: none"> Financially support Riverland Trail Society, the upcoming Skatepark and Mallaig AG Society Arena Upgrade. Consider additional funding to community groups. 		
Strategy 1.5 Approve appropriate policies for the County.	<ul style="list-style-type: none"> Review policy manual. Proactively deal with emerging policy issues. 		
Strategy 1.6 Support efforts to ensure safe communities in our County.	<ul style="list-style-type: none"> Advocating to Federal and Provincial governments for increased RCMP in rural communities. 		

ACTION PLAN - 2019

2. GENERAL ADMINISTRATION

Strategy	Action	Quarterly Reporting	Evaluation
<p>Strategy 2.1 Continue to work on an asset management project to make informed decisions regarding replacement and maintenance of County infrastructure.</p>	<ul style="list-style-type: none"> • Implementation of Asset Management Strategy - over next 5 years. • Defer any purchase of software to 2019 or beyond. • Review the Road Classifications and develop 5-20 year plan. • Consider annual contribution to reserves for departmental capital equipment purchases. • Implement road condition assessment tool. • Implement Munisight asset management software for linear assets. • Communicate progress on asset management plans to Council and public. 		
<p>Strategy 2.2 Build positive relationship between County Main office and Public Works shop.</p>	<ul style="list-style-type: none"> • Continue Team building for all staff – minimum of 2 events per year. • Consider team building/ leadership courses. 		
<p>Strategy 2.3 Improve customer experience through office redesign</p>	<ul style="list-style-type: none"> • Completion of renovation of common area and Council chambers. 		

ACTION PLAN - 2019

3. CORPORATE SERVICES

Strategy	Action	Quarterly Reporting	Evaluation
Strategy 3.1 Implement Human Resources framework to improve experience for management staff and employees.	<ul style="list-style-type: none"> • Cross training of staff positions nearing retirement. • 360 reviews for management team. • Consider application to Alberta Municipal Affairs Internship Program. • Determine clear expectations for managers when hiring new staff and for managing current staff. • Determine clear expectations for employees regarding their employment. • Explore development of employee handbook. • Continue to monitor and update the Performance Appraisal system to ensure it meets the needs of management and staff. • Conduct Exit interviews. • Include "Cultural/Sensitivity training" for all staff. • Include "Conflict Resolution" training for appropriate staff. 		
Strategy 3.2 Continue to research opportunities for grant funding.	<ul style="list-style-type: none"> • HR Framework. • Economic Development. • Storm water Management. 		

ACTION PLAN - 2019

3. CORPORATE SERVICES

Strategy	Action	Quarterly Reporting	Evaluation
Strategy 3.3 Continue adding County vehicles to AVL System and/or Working Alone mechanisms.	<ul style="list-style-type: none"> AVL implementation on Supervisor set for Keith, sprayer truck, two loaders and two patching trucks and a gravel truck. Implement updated aware 360 system. 		
Strategy 3.4 Re-familiarize Additional Named Organizations with insurance requirement and protocols.	<ul style="list-style-type: none"> Hold meeting with Additional Named Insured Organizations. 		
Strategy 3.5 Continue to transfer land files into digital record system.	<ul style="list-style-type: none"> Include in front office staff job descriptions and summer office staff. Develop a plan to complete this project by 2021. 		
Strategy 3.6 Have accurate assessment of County properties.	<ul style="list-style-type: none"> Continue to work with assessors and province on centralization of designated industrial properties. Verify that designated industrial property assessment is properly stored and recorded in the assessment software program and transferred to financial program for taxation purposes so reporting is balanced. Provide proactive communication to residents so they have ample opportunities to discuss with assessors whether the parcels are designated agricultural vs other. 		

ACTION PLAN - 2019

4. PLANNING AND DEVELOPMENT

Strategy	Action	Quarterly Reporting	Evaluation
Strategy 4.1 Review and update Inter-Municipal Development plans in accordance with modernized MGA.	<ul style="list-style-type: none"> Finalize/update urban inter-municipal development plan with the Town of Elk Point, the Town of St. Paul and Summer Village of Horseshoe Bay. Finalize rural inter-municipal development plans with Lac La Biche County, M.D. of Bonnyville, County of Vermilion River, County of Two Hills, County of Smoky Lake. 		
Strategy 4.2 Consider revision and approval St. Paul North ASP following completion of IDP with Town of St. Paul.	<ul style="list-style-type: none"> Council will further discuss during Town of St. Paul and County of St. Paul Inter-municipal Development Plan. 		
Strategy 4.3 Re-Survey Plan 527MC Block 1 at Vincent Lake to have houses be situated on the lots.	<ul style="list-style-type: none"> Finalize survey. Apply for accretion and close roadways adjacent to plan area. Sell the land that is currently Environmental Reserve but would become the land owners after re-survey to the appropriate lot owners. Registration of land titles and new titles issued to landowners and County. 		

ACTION PLAN - 2019

4. PLANNING AND DEVELOPMENT

Strategy	Action	Quarterly Reporting	Evaluation
Strategy 4.4 Explore potential resurvey of Mallaig lots along Railway Avenue.	<ul style="list-style-type: none">• Estimate costs of survey.• Consider sale of and set price of former road plan adjacent to railway avenue lots.• Resurvey, sell and consolidate lots.		

ACTION PLAN - 2019

5. ECONOMIC DEVELOPMENT

Strategy	Action	Quarterly Reporting	Evaluation
Strategy 5.1 Make it easier for businesses and residents to connect to the internet and potentially attract new technology businesses.	<ul style="list-style-type: none"> Explore opportunity around high speed internet for the County. Support MCSNet growth in communities in the County. Partner with MCSNet for Wifi in County Parks/Campgrounds. 		
Strategy 5.2 Implement strategies that come out of CARES project report.	<ul style="list-style-type: none"> Continue path to Regional Economic Development strategy through ACP grant. 		
Strategy 5.3 Determine opportunities to encourage development.	<ul style="list-style-type: none"> Review the Land Use Bylaw and General Municipal Servicing Standards. 		

ACTION PLAN - 2019

6. EMERGENCY MANAGEMENT AND OH&S

Strategy	Action	Quarterly Reporting	Evaluation
Strategy 6.1 Ensure Regional Emergency Management preparedness.	<ul style="list-style-type: none"> • Maintain and update Regional Emergency Management plan (REMP). • Provide training for staff and councilors. • Exercise the REMP in conjunction with Emergency Management agency. 		
Strategy 6.2 Increase public awareness and education on public participation.	<ul style="list-style-type: none"> • Increase participants in mass notification system. • Communicate and educate public to improve community readiness. 		
Strategy 6.3 Ensure safety of our staff.	<ul style="list-style-type: none"> • Maintain and update Regional Safety Management System (RSMS). • Provide orientation and training to all staff. • Provide management support system. • Conduct regular inspections and worksite visits to ensure regular safety practice. • Maintain work alone system. 		

NEED MORE INFORMATION?

CONTACT US

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