

2020

COMMUNITY SERVICES OPERATIONAL PLAN



COUNTY OF ST. PAUL

5015 - 49 Avenue, St. Paul, AB T0A 3A4
Phone: 780-645-3301
email: countysp@county.stpaul.ab.ca
www.county.stpaul.ab.ca



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INTRODUCTION

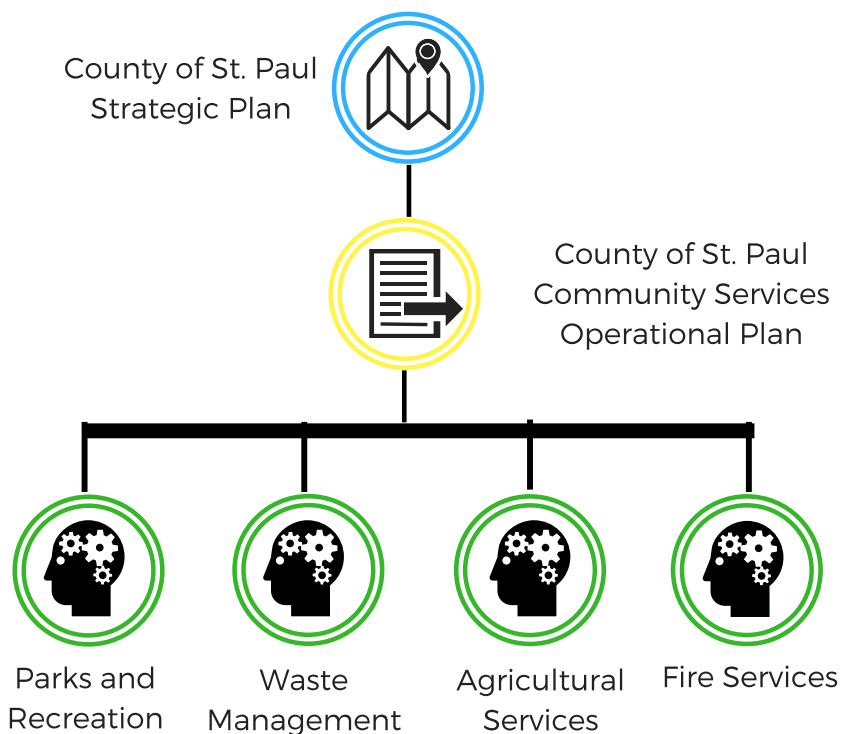
The purpose of this plan is to establish the County's attention to the importance of high quality community services.

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

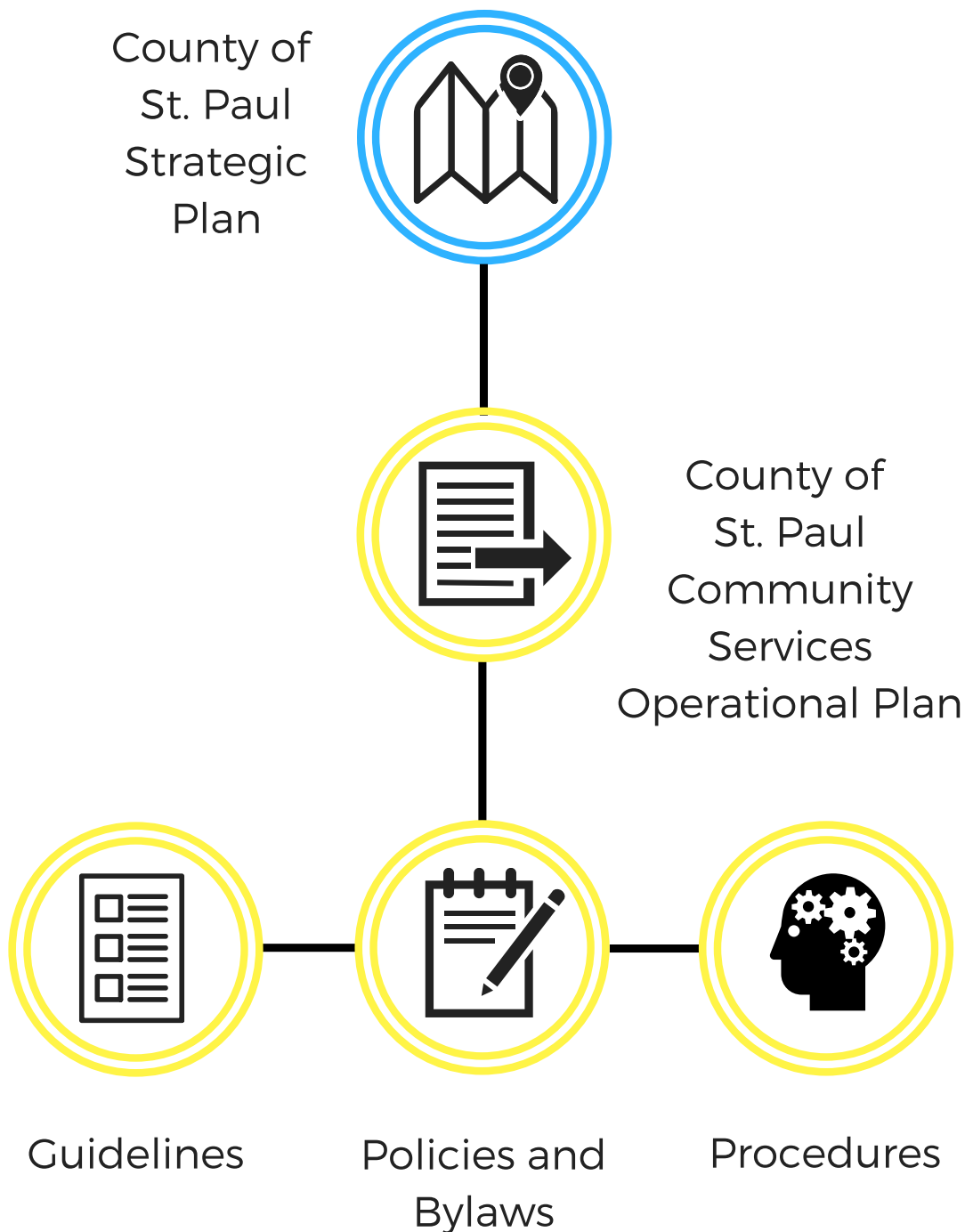
The Community Services Operational Plan is aligned with the County of St. Paul Strategic Plan and will be evaluated and reviewed annually.

COMMUNITY SERVICES OVERVIEW

The Community Services Operational 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



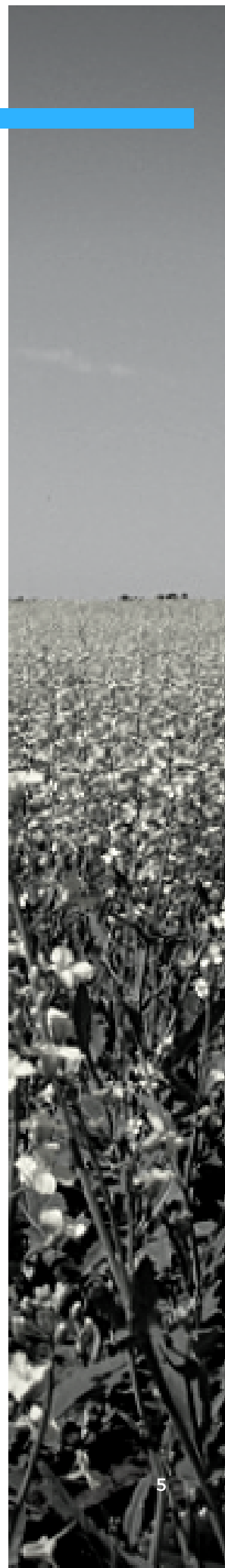
Students, Educators and Community volunteers.



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 Stingray Alberta.



AN OVERVIEW OF **OUR PROCESS**



MISSION

**To create
desirable rural
experiences**

VISION

**The leader in
rural success**

A photograph of a field with cows and industrial tanks in the background. The field is filled with tall, dry, golden-brown grass. In the foreground, a light-colored cow is looking towards the camera. In the background, there are several dark, cylindrical industrial tanks and some smaller structures. The sky is a pale blue with some light clouds.

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. 9

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.

After each quarter, a summary report will be attached to this document.

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.



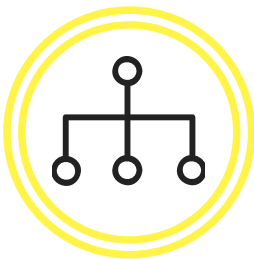
Measurable:

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.



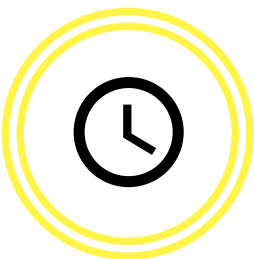
Achievable:

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 - 2020

1. PARKS AND RECREATION

Strategy	Action
Strategy 1.1 Increase usage of our parks, campgrounds and recreation facilities.	<ul style="list-style-type: none">• Increase public awareness of our parks through promotions, marketing and social media.• Host events in partnership with FCSS and other County departments.• Review our rates and assess how they can be more flexible.• Modify campsites to accommodate demand for more group sites.
Strategy 1.2 Maintain and upgrade parks and recreation facilities.	<ul style="list-style-type: none">• Maintain and improve boat launches.• Continue to upgrade and maintain playground structures at all sites.• Continue to upgrade and maintain equipment in the parks.• Install outdoor showers for beach users.• Install welcome signs at all parks.• Conduct customer satisfaction survey to include what improvements can be made.
Strategy 1.3 Review Parks and Recreation governance.	<ul style="list-style-type: none">• Continue to conduct playground and campground inspections.• Continue to train staff.

ACTION PLAN - 2020

2. WASTE MANAGEMENT

Strategy	Action
Strategy 2.1 Increase recyclable segregation options.	<ul style="list-style-type: none">• Allow for cardboard recycling at Transfer Stations.• Continue to explore other options for recycling.• Implement additional Take it or Leave it sites.
Strategy 2.2 Public awareness about waste management.	<ul style="list-style-type: none">• Conduct a customer satisfaction survey.• Continue to include information about waste management on County social media and other communication.• Host events related to waste management - grant funding for toxic waste round up.• Improve signage at sites.• Continue with spring clean-up program to remove Freon from fridges, freezers and watercoolers.
Strategy 2.3 Streamline waste collection and operations.	<ul style="list-style-type: none">• Review Transfer Station operating days and hours to ensure they accommodate the public needs.• Review unmanned bin sites.• Consider an annual capital contribution for waste management vehicles to be set up in reserves.• Explore options with the Town of Elk Point for Elk Point Transfer Station/ Landfill.

ACTION PLAN - 2020

3. AGRICULTURE SERVICES

Strategy	Action
Strategy 3.1 Build public awareness about Agricultural services.	<ul style="list-style-type: none">• Communicate effectively about ASB programs and services.• Communicate LARA initiatives and newsletter.• Initiate a bi-annual ASB newsletter for public dissemination.
Strategy 3.2 Maintain and improve programs for Agriculture Service Board.	<ul style="list-style-type: none">• Design more efficient ASB program planning.

ACTION PLAN - 2020

4. FIRE SERVICES

Strategy	Action
Strategy 4.1 Maintain equipment and facilities.	<ul style="list-style-type: none">• Review equipment/ supply needs for Ashmont, Mallaig, Elk Point, St. Paul Fire Departments.• Continue annual capital contribution for Fire equipment to be set up in reserve.
Strategy 4.2 Attract and retain volunteer fire fighters.	<ul style="list-style-type: none">• Review results of engagement survey and determine opportunities for success, and implement some suggested changes/ strategies.• Continue to have semi-annual Fire chiefs meetings.
Strategy 4.3 Share common strategies for policies, procedures and operations between departments.	<ul style="list-style-type: none">• Review policies and procedures.• Standardize training and reporting.
Strategy 4.4 Engage residents in fire safety programming.	<ul style="list-style-type: none">• Engage residents in Fire Smart program and Fire Prevention Week.• Investigate department collaboration opportunities to increase number of residents engaged.

ACTION PLAN - 2020

4. FIRE SERVICES

Strategy	Action
Strategy 4.5 Maintain and consider new opportunities for regional collaboration with our neighbors	<ul style="list-style-type: none">• Review and update mutual aid agreements with rural and urban neighbors.• Review current agreement with Frog Lake and explore new opportunities for agreements with other surrounding First Nations and Metis Settlements.

APPENDIX

- Capital budget per department

NEED MORE INFORMATION?

CONTACT US

STEVE UPHAM, REEVE

EMAIL: supham@county.stpaul.ab.ca

SHEILA KITZ, CHIEF ADMINISTRATIVE OFFICER

EMAIL: skitz@county.stpaul.ab.ca

COUNTY OFFICE

ADDRESS:

5015 - 49 Avenue, St. Paul, Alberta, Canada, T0A 3A4

PHONE: 780- 645-3301

WEBSITE: www.county.stpaul.ab.ca

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