

Operational Plans

October to December 2019

County of St. Paul

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Department	Strategy	Action	Q1: January to March	Q2: April to June	Q3: July to September	Q4: October to December
	Strategy 1.1		Notes that detail progress of action that supports the corresponding strategy.	Notes that detail progress of action that supports the corresponding strategy.	Notes that detail progress of action that supports the corresponding strategy.	Notes that detail progress of action that supports the corresponding strategy.
	Provide communication to demonstrate accountable governance.	Communicate about the AGM to the public.	Council to set a date and location for AGM at April 9 Council meeting	Ads were placed in the local paper and the meeting was promoted on the website, Facebook. A post-meeting reporting and meeting photo were published on Facebook		
		Book AGM in a community hall, rotating community location each year.		AGM held May 9 in Mallaig - 11 members of the public attended		
		County Strategic plan and narrative budget available online.		Ongoing - updated posted after approved by Council	2020 Strat Plan to be approved by Council at Oct. 8/19 Council Meeting	2020 Strategic Plan is posted on County webpage
	Strategy 1.2					
	Collaborate with municipal partners.	Meet with Town of St. Paul and Town of Elk Point at least once a year to discuss collaborative opportunities.			Joint meeting with Town of St. Paul scheduled for Nov. 18/19. Joint meeting with Town of Elk Point scheduled for Dec. 16/19.	Joint meetings with both Towns were held as scheduled. Opportunities for further collaboration were discussed at both meetings.
		Work with municipal neighbors to develop Inter-Municipal Collaboration Frameworks and Inter-municipal Development Plans.	The Inter-Municipal Development Plans with five Rural Neighbours (County of Two Hills, Smoky Lake County, County of Vermilion River, Lac La Biche County and MD of Bonnyville) are complete. Draft Inter-Municipal Collaboration Framework documents for the Rural Neighbours are currently being worked on at the Administrative level. We have had the first Inter-Municipal Collaboration Framework (ICF) meetings with our Urban neighbours (Town of St. Paul, Town of Elk Point, and Summer Village of Horseshoe Bay). Work is progressing well on these ICFs with multi-lateral and bi-lateral agreements being amended as necessary. The Inter-municipal Development Plans with our Urban Neighbours are in progress.	The Inter-Municipal Collaboration Frameworks with our five Rural Neighbours (County of Two Hills, Smoky Lake County, County of Vermilion river, Lac La Biche County and MD of Bonnyville) are nearing completion and drafts have been presented to each council for consideration. Anticipate final completion in the 3rd quarter. In regards to the processes for our Urban Neighbours (Town of St. Paul, Town of Elk Point, and Summer Village of Horseshoe Bay), the Inter-Municipal Negotiating Committees have been making progress on items required for the completion of the Inter-Municipal Collaboration Frameworks. Work is progressing well on existing and new multi-lateral and bi-lateral agreements. The Inter-Municipal Development Plans with our Urban Neighbours have been completed and Public Open Houses were held in June. Each Council will be considering the document(s) pertaining to their municipality in July with Public Hearings to be scheduled in August which will allow the public to have one more chance to comment on these Plans.	The Inter-Municipal Collaboration Frameworks with our five Rural Neighbours will be presented to County Council at the November Council meeting. The Inter-Municipal Development Plans with our Urban neighbours are now complete. The Inter-Municipal Collaboration Frameworks for our Urban neighbours are progressing well with Multi-lateral and Bi-lateral Recreation Agreements being drafted.	

1. Governance

1. Governance	Complete Storm Water, with Town of St. Paul, Rec Study and Street lighting study and economic development project with all 4 partners.	Work is continuing on the Storm Water Management Plan with the Town of St. Paul. They will complete this plan once a full season of weather is tracked by the consultants. The anticipated completion is fall 2019. The Recreation Study is wrapping up and will be available for the public to see and comment on before it is finalized. The Street Lighting Study project has only policy development left to be completed.	The Administrations of the Town of St. Paul and County are currently reviewing the draft Storm Water Management Plan for the St. Paul area. Anticipate that this project will be complete by yearend. The Recreation Study draft has been approved by all 4 municipalities and is currently available for public comment during July on municipal websites. The project should wrap up by the end of the 3rd quarter. The Street Lighting Study project policy development is still ongoing.	The Regional Recreation Master Plan has been approved by all four municipalities. The Policy Committee will be reviewing draft Street Lighting policy in October.	All Inter-municipal Collaboration Frameworks have been completed with both Rural and Urban neighbours. These documents are now available on the County's webpage. The Stormwater Management Plan with the Town of St. Paul is now complete. The Street Lighting Policy was approved at the December Council meeting.
	Reconsider regional collaboration MOU to neighboring municipalities.				
	Continue to apply for available provincial grants around collaboration.	The region applied for Alberta Community Partnership Grants in fall of 2018 and was successful in obtaining grants for: Stormwater Management Plans for Summer Village of Horseshoe Bay and Town of Elk Point, Regional HR Framework, as well as the completion of a Regional Economic Development Plan.			MPE was the successful consultant chosen to work on the Stormwater Management Plans for the Town of Elk Point and the SV of Horseshoe Bay. They have completed much of the project for the Town of Elk Point, but still have to finalize the work for the SV of Horseshoe Bay. An RFP was sent out in November in regards to the Regional HR Framework. Interviews were completed and P Walters Consulting Ltd. was chosen as the consultant to work with the municipalities on this project in 2020. No work has been done on the Regional Economic Development Plan yet.
	Complete road condition assessment tool project with County of Two Hills.	This project is nearing completion and the tool will be ready for Public Works departments from both municipalities to use this spring.	The road condition assessment tool will be available for Public Works to use in July.	Road condition assessment tool user guide complete and Manager training. Testing to start in October.	The tool has been delivered to our staff for use.
	Strategy 1.3				
	Provide scholarships to support students in the St. Paul Regional Education Division.	Provide 3 scholarships of \$1000 each for students who have high marks, community involvement and volunteerism entering full-time studies.	Confirmed with St. Paul Education.	Scholarships awarded to Sam Urquhart, Kristina Kotowich, Ethan Briggins	
		Provide 1 scholarship of \$1000 for students entering a trade.	Confirmed with St. Paul Education	Scholarship awarded to Zane Cribbins	
	Strategy 1.4				
	Council to financially support community groups.	Financially support Riverland Trail Society, the upcoming Skatepark and Mallaig AG Society Arena Upgrade.		Council approved another three year commitment for Riverland Trail Society - \$6,720	
		Consider additional funding to community groups.			County has provided \$142,160 to community groups, sports teams, chambers of commerce, etc. during 2019
	Strategy 1.5				

	Approve appropriate policies for the County.	Review policy manual.	No Action	Administration discussed ways to improve the Policy Manual. Reformatting and renumbering of the Policy Manual were identified as priorities.	Reformatting and renumbering commenced.	Reformatting and renumbering near completion. New Policy Manual format will be presented to Council at the January 2020 Council meeting.
		Proactively deal with emerging policy issues.	The Policy Committee met in late March to review several policies and make recommendations for approval at the April Council meeting. Policies that relate to Occupational Health and Safety have been referred to the Joint Health and Safety Committees for review before coming back to the Policy Committee.	Policies approved/amended include: Use of County Spaces Policy, Credit Card Policy, Named Roads and Landmarks Policy, Clubroot Policy, Authorization for Use of Firearms Policy, Coyote and Wolf Reduction Incentive Program Policy, Beaver Reduction Incentive Program Policy, Rescinded the Parks Policy as it was changed to a Parks Bylaw. The Hazard Assessment Policy, Work Along Policy have been updated. A new Workplace Anti-Harassment Policy has been approved.	Policies upcoming to the Policy Committee are the Snowplowing Policy, Hiring Policy, Vehicle Use Policy, Street Lighting Policy	Amendments to the Vacation, Benefits, General/Declared Holidays/, Sick and Overtime Policies approved at the October 8 Council meeting. Amendments to Street Lighting Request, Safety Training, Hiring, Driveway Snow Removal, and Driving and Vehicle Use Policies at the December 10 Council meeting.
	Strategy 1.6					
	Support efforts to ensure safe communities in our County.	Advocating to Federal and Provincial governments for increased RCMP in rural communities.			CAO and Reeve meeting with St. Paul and Elk Point Staff Sergeants on Oct. 27/19	
	Strategy 2.1					
2. General Administration	Continue to work on an asset management project to make informed decisions regarding replacement and maintenance of County infrastructure.	Implementation of Asset Management Strategy - over next 5 years.	Our Asset Management Committee continues to work with our consultant on defining levels of service and risk assessment of our assets.		The Asset Management Committee completed customer level services for each department and presented these to County Council as part of the Strategic Planning Discussions for 2020 on September 30 and October 1.	The Asset Management Committee met for three days in December to review levels of service for the departments and to work on tying levels of service to strategic planning initiatives and risk assessment. The team decided to meet monthly prior to Management meetings to ensure that asset management begins to be top of mind for planning and executing of projects throughout the year.
		Defer any purchase of software to 2019 or beyond.			Defer to 2020 or beyond	
		Review the Road Classifications and develop 5-20 year plan.	This plan will be worked on in conjunction of the road condition assessment tool.		Road Classification changes have been reviewed with Council and will be incorporated into the General Municipal Service Standards Document.	
		Consider annual contribution to reserves for departmental capital equipment purchases.	Annual contribution to reserves for Fire Equipment is part of the budget and in the future budget for Waste Equipment.			
		Implement road condition assessment tool.	See 1.2			
		Implement Munisight asset management software for linear assets.			Defer to 2020	Linear assets are in the program. Asset Management Team will explore reporting options of the software as part of our communication strategy in 2020

	Communicate progress on asset management plans to Council and public.			Progress has been communicated to Council during Strategic Planning process	Communications Coordinator has been added to the Asset Management Team to assist with messaging to both Council and the public about the County's Asset Management plan, etc.
Strategy 2.2					
Build positive relationship between County Main office and Public Works shop.	Continue Team building for all staff – minimum of 2 events per year.	Regional Team Building to be held April 26th	Regional Team Building was held April 26 with Team Building games. The Annual County Staff BBQ was held May 25, also included a staff golf tournament for those who could attend.	Team Building scheduled for November 1st	County Team Building was held November 1. Lunch was brought in and we had a speaker for staff to talk about the development of wills, power of attorney, etc. Staff participated in teams in Axe Throwing for a couple of hours
	Consider team building/ leadership courses.			Defer to 2020	
Strategy 2.3					
Improve customer experience through office redesign	Completion of renovation of common area and Council chambers.	The renovation of the office is nearing completion with the Council Chambers being completed in April 2019.	County Office renovations are complete		
Strategy 3.1					
Implement Human Resources framework to improve experience for management staff and employees.	Cross training of staff positions nearing retirement.	The Taxation and Assessment cross training is nearing completion. We have advertised for a new staff member due to retirement of an administrative staff person.	A new staff member will join the team in the 3rd quarter.	Training continues with new front end staff member. Another front end staff will be retiring in April 2020.	Recruitment process and interviews were held in December for replacement of staff member retiring in April 2020. We want to ensure enough training time for new staff member before retirement takes place.
	360 reviews for management team.		Defer to 2020 as we have new people in place and Managers away.		
	Consider application to Alberta Municipal Affairs Internship Program.			Council decided to defer any application to 2020 or beyond. will consider this each year.	
	Determine clear expectations for managers when hiring new staff and for managing current staff.	The Management Team and Supervisory team have had a training session regarding managing staff performance.	The Management Team is currently working on a matrix for the different positions within the County to establish standard terms and conditions for employees within each position.		Standard terms and conditions have been set for staff along with new standard letters of hire for each type of position. The Management team has been orientated to what they need to do when hiring and/or moving employees within the organization.
	Determine clear expectations for employees regarding their employment.	The Management Team have been working with our HR consultant to revise the standard letter of hire.	Work on the standard letter of hire has been completed and implemented in June. Administration is currently working with our HR consultant/lawyer to determine the effects of pending changes to the Employment Standards Code.	Administration has reviewed all employees to ensure they comply with Employment Standards Code and to ensure consistent terms and condition of employment in each category. Affected employees have been provided notice of changes.	The Regional HR Framework project will work on areas of onboarding of new employees, and the development of an Employee Handbook
	Explore development of employee handbook.	This to be part of our regional grant for the HR Framework.			See above
	Continue to monitor and update the Performance Appraisal system to ensure it meets the needs of management and staff.	This is part of the HR Consultant's scope of work for 2019.		Defer to 2020	

3. Corporate Services		Conduct Exit interviews.				Ongoing - but will be part of the Regional HR Framework
		Include "Cultural/Sensitivity training" for all staff.	The Management Team members took a 2-day training course at Blue Quills University regarding cultural awareness.			
		Include "Conflict Resolution" training for appropriate staff.	The County's HR Consultant provided supervisory staff an education session relating to managing employees and discipline			
	Strategy 3.2					
	Continue to research opportunities for grant funding.	HR Framework.	Received Grant			A consultant - P Walters Consulting Ltd. - has been chosen for this project that will begin in early 2020.
		Economic Development.	Received Grant			An RFP will be developed in early 2020
		Storm water Management	Received Grant	A consultant has been chosen for the Storm Water Management Project with the Town of Elk Point and the Summer Village of Horseshoe Bay. The work on these Plans are underway.		This project is nearing completion for both areas.
	Strategy 3.3					
	Continue adding County vehicles to AVL System and/or Working Alone mechanisms.	AVL implementation on Supervisor set for Keith, sprayer truck, two loaders and two patching trucks and a gravel truck.				AVL equipment has been installed in 2 gravel trucks and one garbage trucks. As well Supervisor equipment has been set up for ASB Fieldman and Ass't ASB Fieldman
		Implement updated aware 360 system.	Training of Managers and Supervisors is taking place to ensure that staff are using the Work Alone system appropriately.	Aware 360 came to update and resolve outstanding issues in June. They also resolved issues for emergency services.		
	Strategy 3.4					
	Re-familiarize Additional Named Organizations with insurance requirement and protocols.	Hold meeting with Additional Named Insured Organizations.	Lack of interest from ANIs with regards to holding a meeting. Will try again in 2020.	Delay to 2020	Delay to 2020	Delay to 2020
	Strategy 3.5					
	Continue to transfer land files into digital record system.	Include in front office staff job descriptions and summer office staff.	Included in Job Descriptions.	Summer Student will be working on this project during July and August.		Scanning of files has been slow in 2019. Total files to scan 11,500. Completely scanned 210. Partially scanned 294. The system was not working properly earlier in the year when staff could have been scanning.
		Develop a plan to complete this project by 2021.			Strategic Plan for 2020 includes additional work by summer students	
	Strategy 3.6					
	Have accurate assessment of County properties.	Continue to work with assessors and province on centralization of designated industrial properties.		Ongoing		

		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.	Taxation and Assessment staff received the transfer of files from Municipal Affairs successfully and have balanced it to our financial software.			
		Provide proactive communication to residents so they have ample opportunities to discuss with assessors whether the parcels are designated agricultural vs other.	Assessment Open Houses have been scheduled in June 11 & 18, 2019	Communication to affected residents to go out near the end of the calendar year.		Development of the letters has commenced. Letters to be reviewed and sent out early in 2020.
4. Planning and Development	Strategy 4.1					
	Review and update Inter-Municipal Development plans in accordance with modernized MGA.	Finalize/update urban inter-municipal development plan with the Town of Elk Point, the Town of St. Paul and Summer Village of Horseshoe Bay.	Draft plans are nearing completion. Will be presented to municipal Councils in April for review and comment.	Open houses held June 10&11 2019. IDP's to be presented to Council for first reading at the July 9, 2019 Council meeting.	Project Completed	
		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	All IDP plans have been passed via Bylaw by all municipal partners. Grant reporting and finalization to be completed in quarter 2.	Project complete.		
	Strategy 4.2					
	Consider revision and approval St. Paul North ASP following completion of IDP with Town of St. Paul.	Council will further discuss during Town of St. Paul and County of St. Paul Inter-municipal Development Plan.			Defer to 2020	The Town and County are looking at cost of re-doing the ASP and consideration of including in 2020 budgets
	Strategy 4.3					
	Re-Survey Plan 527MC Block 1 at Vincent Lake to have houses be situated on the lots.	Finalize survey. Apply for accretion and close roadways adjacent to plan area.	Draft survey completed and sent to residents for comment. Site meeting with landowners to discuss the draft survey to take place in May.	Met with landowners on site May 17, 2019. New draft plan sent to landowners for review.	Explore Surveys has started required work to apply for accretion. Landowners are satisfied with draft plan and access easement.	Ongoing
		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.				
	Strategy 4.4					
omic Development	Explore potential resurvey of Mallaig lots along Railway Avenue.	Estimate costs of survey.	Estimate based on all lots participating \$23,000.	Met with residents May 22, 2019. Final cost calculations to be sent to landowners in early July.	Council made motion to proceed with sale of lands at the September 10, 2019 Council meeting. Waiting for confirmation from all landowners.	Agreement regarding Railway Ave purchase reached with landowners. Confirmation of terms and conditions expected in early 2020.
		Consider sale of and set price of former road plan adjacent to railway avenue lots.	Council set the sale price of land at \$2000/acre.			
		Resurvey, sell and consolidate lots.				
	Strategy 5.1					
	Make it easier for businesses and residents to connect to the internet and potentially attract new technology businesses.	Explore opportunity around high speed internet for the County.	MCSNet is considering offering internet fiber in hamlets in the County.			Fiber has been installed in Mallaig 2019
		Support MCSNet growth in communities in the County.	The County is working on agreement for installation of internet fiber in our hamlets.	Agreement has been signed.		
		Partner with MCSNet for Wifi in County Parks/Campgrounds.	Wifi will be available in all County municipal parks in 2019.	Wifi is currently available in all our parks		
	Strategy 5.2					
	Implement strategies that come out of CARES project report.	Continue path to Regional Economic Development strategy through ACP grant.	Grant was approved.			An RPF will be developed in early 2020 regarding this project.

5. Econ	Strategy 5.3					
	Determine opportunities to encourage development.	Review the Land Use Bylaw and General Municipal Servicing Standards.		Planning and Development have been getting feedback from Council on the challenges they have heard from residents in order to determine the changes that we should consider. A workshop with Council will be planned in the 3rd quarter.	Deferred to early new year.	
6. Emergency Management and OH&S	Strategy 6.1					
	Ensure Regional Emergency Management preparedness.	Maintain and update Regional Emergency Management plan (REMP).	Our new Director of Emergency Management and Occupational Health and Safety has been reviewing the plan and the changes to the Emergency Management Act. will need to re-write a large portion of the plan and will use a consultant to assist the region.	A consultant has been hired to update the plan by early 2020 in consultation with our Director of Emergency Management	The REMP re-write is progressing well. Anticipate it to be complete by yearend.	The Draft REMP has been presented to the Management team and staff. The final version will be brought to the Emergency Management Committee for recommendation of approval by each Council in early 2020
		Provide training for staff and councilors.	Training courses are attended as offered.	A session was held with joint councils to discuss the changes to legislation that are resulting in the required updates to our Regional Emergency Management Plan.		Determination of positions within the Incident Command Structure and appropriate training to be done in early 2020.
		Exercise the REMP in conjunction with Emergency Management agency.		Defer to 2020 - after the changes to the plan are made.		
	Strategy 6.2					
	Increase public awareness and education on public participation.	Increase participants in mass notification system.			A blitz is planned for the Mass Notification during Emergency Management Week	
		Communicate and educate public to improve community readiness.			See above.	
	Strategy 6.3					
	Ensure safety of our staff.	Maintain and update Regional Safety Management System (RSMS).	Our new Director of Emergency Management and Occupational Health and Safety has been reviewing the Regional Safety Management System and the changes to the Occupational Health & Safety Act. We will need to update portions of the plan.	Changes have been made to establish Joint Workplace Health and Safety Committees for each worksite to comply with changes to the OHS Act.	The Regional Safety Management System is currently being updated and will be rolled out soon.	
		Provide orientation and training to all staff.	Orientation of new staff is ongoing.	There was increase orientation of staff due to seasonal positions starting in April and May	Fire Extinguisher Training is scheduled for all staff Nov 1	Safety Training is ongoing as per training matrix and as per new needs identified
		Provide management support system.	The Safety Department is providing guidance to the Management Team on changes required to meet the new legislation.		ongoing	
		Conduct regular inspections and worksite visits to ensure regular safety practice.	Regular inspections are taking place as per the OH&S Act.	Inspections are taking place as per the OHS Act and terms of reference for the Joint Workplace Health and Safety Committees		
		Maintain work alone system.	The Safety Department has been orientated to the Work Alone System and will be maintaining and monitoring it now.		This will be transferred to the Public Works Department.	The current system will be evaluated by Public Works in 2020

Department	Strategy	Action	Q1: January to March	Q2: April to June	Q3: July to September	Q4: October to December
1. Parks and Recreation	Strategy 1.1		Notes that detail progress of action that supports the corresponding strategy.	Notes that detail progress of action that supports the corresponding strategy.	Notes that detail progress of action that supports the corresponding strategy.	Notes that detail progress of action that supports the corresponding strategy.
	Increase usage of our parks, campgrounds and recreation facilities.	Increase public awareness of our parks through promotions and marketing.	No action.	Promoted campground opening and new online reservations system. Information brochure produced for the 4 campgrounds that has been placed at the Town of St. Paul Tourist Information Centre, campground Park Offices, County office and on the website (available for downloading).	Additional Use of Social Media during the summer	Campgrounds and March 1 open of on-line reservations system to be featured in 2020 tourism publication ads (Alberta's Lakeland, Go East, Summer in the City.
		Host events in partnership with FCSS and other County departments.		Hosted a Block Party in conjunction with FCSS at Floating Stone campground May Long Weekend. It was well attended.	Block Party at Westcove was cancelled due to weather	
		Review our rates and see how they can become more flexible.	Approved Spring (May-June) camping permit rate of \$20/night for powered and \$10/night for non powered. Summer camping permit (July-Sept.) \$30/night for powered and \$20/night for non-powered.	New rates implemented		New rates for daily, weekly and monthly sites aproved on December10, 2019 as per 2020 fee schedule for Parks.
		Modify campsites to accommodate demand for more group sites.	No action.	No action	Deferred to 2020	
	Strategy 1.2					
	Maintain and upgrade parks and recreation facilities.	Install WIFI at all our campgrounds.	No action.	Completed		
		Reconstruct and improve boat launches.	No action.	No Action	We did not receive any grant funding yet	Federal and Provincial Grant denied for Stoney Lake Boat Launch
		Reconstruct and upgrade trailer dumping stations.	No action.	No Action	Work has commenced late September	Completed
		Develop overflow sites.	Received approval for amended crown lease at Lac Bellevue. Public Works completed brushing and initial ground works.	Campsite improvements near completion at Lac Bellevue overflow area.	Project Complete.	
		Purchase new computers for staff to accommodate online booking system.	Completed. Purchased from Trinus 4 new computers for \$7,760.00.			
		Install outdoor showers for beach users.	No Action.	No Action	Deferred to 2020	
		Install welcome signs at all parks.	No Action.	No Action	Deferred to 2020	
		Complete public engagement survey to know what we can improve on.	No Action.	No Action	Deferred to 2020	
	Strategy 1.3					
	Review Parks and Recreation governance.	Review and redraft Parks Bylaw and Policies.	Completed final draft. Passed by Policy Committee on March 26/19, be brought to a future Council Meeting.	Completed		
	Strategy 2.1					
	Increase recyclable segregation options.	Allow for cardboard recycling at transfer stations.	Ordered 2 - 30 yard bins from EMW.	Completed		
		Increase scale of Styrofoam recycling to meet high demand.	No Action.	on - going		

2. Waste Management		Investigate plastic shredder for household waste.	No Action.	No Action	No Action	No Action
		Explore and initiate ways to collaborate with Town of St. Paul for bailing paper and cardboard.	Starting initial discussion with Town of St. Paul to receive cardboard from County Transfer Stations this summer.	Cardboard hauled Wednesdays and baled on Thursday		
		Make recycling easier for Floatingstone residents.	No Action.	Cardboard Bin only. We have also hired a seasonal bin site attendant to oversee site. Site is monitored Friday, Saturday, and Sundays.		
	Strategy 2.2					
	Public awareness about waste management.	Conduct a public engagement survey with public.	No Action.	No Action	Defer to 2020	
		Add information about waste management to marketing calendar.	No Action.	Information included in draft 2020 calendar		
		Host events related to waste management - grant funding for toxic waste round up.	Evergreen Regional Waste Management Commission to apply for the grant through Alberta Recycling.	No Action	Defer to 2020	
		Improve signage at sites.	Working with staff on draft signs.	New signs being replaced on a regular basis		
	Strategy 2.3					
	Streamline waste collection and operations.	Review Transfer station hours to make them more accommodating.	No Action.	Completed : 9 - 5 Summer 10 - 4 Winter		
		Review bin sites and eliminate unnecessary.	Removed 30 yards bins from Ashmont, Mallaig and Lac Sante.			
		Consider an annual capital contribution for waste management vehicles to be set up in reserves.	Deferred to 2020.			
3. Agriculture Services	Strategy 3.1					
	Build public awareness about Agricultural services.	Communicate effectively about 1) invasive and noxious weeds 2) pests 3) dog control 4) rental equipment.	Held a clubroot meeting with the MD of Bonnyville on Feb 26. Spoke at Seeding For Success on Feb 7. Spoke at a clubroot meeting in Two Hills on March 28. Have met with numerous ratepayers to talk about various pests and weeds in the County.	Information was presented as part of the Block Party in Floatingstone.	Website updated with relevant information	
		Marketing of public LARA workshops.	Continue to forward workshops to our website.	On - going		
		Begin a newsletter for public.	I have continued to provide a monthly newsletter to council. I will work on one that can be seen on the website by the public.	Draft Ag Services newsletter proposed. No further action to date	Defer to 2020	
	Strategy 3.2					
	Maintain and improve programs for Agriculture Service Board.	Begin proactively planning programming for 1) spraying, 2) mowing, 3) road allowances.	No Action.	No Action	Discussed during Strategic Planning for 2020	
	Strategy 4.1					
	Maintain equipment and facilities.	New equipment for Ashmont, Mallaig, Elk Point, St. Paul Fire Departments.	No Action.	No Action		
		Continue annual capital contribution for Fire equipment to be set up in reserve.	\$136,000 in 2019 budget for Fire Equipment reserve.			
	Strategy 4.2					

4. Fire Services	Attract and retain volunteer fire fighters.	Review results of engagement survey and determine opportunities for success.	Consultant presented survey results to Fire Chiefs on March 28/19. Director to meet with individual departments in April to present results to each department.	The consultant has provided 4 customized survey results that will be presented to each department.		Presentation of survey results to 4 departments deferred to 2020
		Continue to have semi-annual Fire chiefs meetings.	Held 1st meeting for 2019 on March 28/19.			Did not hold fall meeting.
	Strategy 4.3					
	Share common strategies for policies, procedures and operations between departments.	Review policies and procedures.	No Action.	Ongoing part of Deputy Chief's position		
		Standardize training and reporting.	Regional Deputy Fire Chief scheduling 1001 training for Elk Point, Mallalga and Ashmont.	Ongoing part of Deputy Chief's position		
	Strategy 4.4					
	Engage residents in fire safety programming.	Engage residents in Fire Smart program and Fire prevention week.	1st Block party scheduled for May 18/19 at Floatingstone Park.	Information was presented at Floatingstone Block Party		
		Investigate department collaboration opportunities to increase number of residents engaged.	No Action.	No Action	The Deputy Fire Chief has completed an Expression of Interest for Fire Smart Grant	Approved for \$18,000 for Home Assessments Grant under FRIAA
	Strategy 4.5					
	Maintain and consider new opportunities for regional collaboration with our neighbors	Review and update mutual aid agreements with rural and urban neighbors.	Passed the Regional Deputy Fire Chief Joint Servicing Agreement on March 12/19. Other agreements on going.	Mutual Aid Agreements are being reviewed as part of the Inter-Municipal Collaboration Framework process		
		Review current agreement with Frog Lake and explore new opportunities for agreements with other surrounding First Nations and Metis Settlements.	No Action.	Draft agreement in place and to be reviewed by all parties	Director of Community Services and Division 1 Councillor attended Band Council Meeting at Frog Lake to discuss agreement. Draft agreement amendments are being made.	

Department	Strategy	Action	Q1: January to March	Q2: April to June	Q3: July to September	Q4: October to December
1. Transportation	Strategy 1.1		Notes that detail progress of action that supports the corresponding strategy.	Notes that detail progress of action that supports the corresponding strategy.	Notes that detail progress of action that supports the corresponding strategy.	Notes that detail progress of action that supports the corresponding strategy.
	Ensure safe road infrastructure for public.	Maintenance program.	Proposed a change to the procedures to repair oiled roads using a gravel base course but less cold mix. Approved by Council and currently preparing to tender out the Rip Pack, gravel base course for repairs to oiled surfaces as well as any new stretches of cold mix.	GBC and chip seal has been tendered with a reduced scope. Only TWP 590 from Sec Hwy 881 to Hwy 36 is being constructed in this scope. Carmacks is performing the work.	TWP 590 was completed with a double chip seal. Monitoring this to assess the final product. Minor Repair work was completed September 26, 27, and 28th.	Implemented blade adjustments on one plow truck for winter blading on TWP 590. Started performing the winter maintenance Implemented winter brushing programs!
		Road construction.	Rebuilding roads with issues such as rising water and bank erosion along lake or river plus upgrade of selected roads.	Completed 4 miles of road construction. Cleaned up some outstanding projects (St. Cyr Road, Lac Bellevue Campsite, Rge Rd 62, Capp Road). Re-constructing portions of TWP 590 for the GBC contract. Started Boscombe Road.	<ul style="list-style-type: none"> • TWP Rd 554A (River Road) Complete • TWP Rd 582 (Looy Road) Complete • TWP Rd 570 (St. Cyr Road) Complete • TWP Rd 590 (Capp Cleanup) Complete • RGE Rd 62 cleanup Complete • Correction line – soft spot repair Complete • Hook Lake – Complete • Boscombe Road – Complete • RGE RD 91 Dargis – Complete • TWP 560- Complete • TWP 555 – Complete 	<ul style="list-style-type: none"> • Laurier Lake Road Complete • RR 43 Culvert Complete • TWP 580 Chamberland Rd Complete
		Continue monthly reporting to Council.	Revamped the Public Works agenda layout to enhance the reporting.	Ongoing	Changed template slightly refer to September 24th report	Reports for every month submitted
		Implement road condition assessment software.	Meetings with Urban to help with design of the assessment software such as what questions will be asked during an assessment.	Plan to implement in July	Taking handover course Wednesday Oct 2	have the application tool now and will start utilizing next spring
		Application for grants to improve roads.	Applied for 5 bridge file grants. Applied for a road rebuild and pave project in partnership with the Town of St. Paul.	No progress as there has been no grant information from the GoA.	No progress as there has been no grant information from the GoA.	Grant application for STIP (582) was not submitted in time for 2020
		Appendixes for construction, oiling and equipment purchase.				
		Continue winter maintenance and services.	Improved our response time to areas in the East end of the County that sees much more heavy traffic 24/7.		Roll out of plans to council, reworking the grader maps for divisional routes	Implemented revised routes for winter blading and grading. Implemented the 2019/20 brushing program
		Continue to produce high quality aggregate for road maintenance and construction.	Purchased a new crusher cone and prepared the crusher for the season.	Producing multiple gradations of spec gravel for road projects.	Producing multiple gradations of spec gravel for road projects.	Shut down crushing operations for annual maintenance at main shop
		Continue to explore for new gravel sources and testing.	Tested in 7quarters of land and found another source near Elk point.	No testing this quarter. Discussions with some landowners of potential exploration sites.	No testing this quarter. Discussions with some landowners of potential exploration sites. Rawlake property near Hook Lake is a Potential test site	No testing this quarter. Discussions with some landowners of potential exploration sites. Rawlake property near Hook Lake is a Potential test site

		Consider contracting equipment to assist with Public Works in achieving objectives.	Proposed and accepted by Council to contract base prep as well as gravel base course on 33km of oiled roads as well as 11.5 miles of chip seal in an effort to catch up on maintenance of oiled roads and provide long term solutions to reduce future maintenance on the same roads.	GBC and chip seal has been tendered with a reduced scope. Only TWP 590 from Sec Hwy 881 to Hwy 36 is being constructed in this scope. Carmacks is performing the work.	Only contract on roads we have reconstructed the base on - price certainty	Only contract on roads we have reconstructed the base on - price certainty
		Consider contract maintenance of Northern Valley Road.	No action	County performing additional maintenance with CNRL contribution.	CNRL committed to help with grading	CNRL committed to help with grading
		Obtain rates from local contractors for types of equipment for rent and rates.	Advertised for equipment rates and availability. Did not get the response we hoped for.	No further action.	No further action.	No further action.
		Consider annual capital contribution for Public works equipment to be set up in reserve.	No action	Deferred to future budgets	Deferred to future budgets	Deferred to future budgets
	Strategy 1.2					
	Improve communications with residents about Public Works.	Implement concern/complaint tracking system that creates work orders.	The county will be implementing a web based sytem set up to track complaints and issues. Set up of this system is under way.	Developed, but still resolving issues before implementation		Tried to utilize comtrack more this quarter, still too tedious to use succesfully
		Be proactive in providing advanced notice of road work to residents.	Will be working closely with the new Communications Coordinator to find ways to do this.	Some information about road work has been posted on website and on Facebook. Working with Octopus Creative to ensure a section/webpage is included specific to upcoming road work	Some information about road work has been posted on website and on Facebook. Working with Octopus Creative to ensure a section/webpage is included specific to upcoming road work	Continuing to be proactive in notifying residents
		Assist communications department with educational videos about services and issues.	No action.	No action.	No action.	No action.
		Communicate about winter maintenance and services.	No action.	Planned for upcoming winter	Review the Winter Work report & presentation that PW has prepared	
	Strategy 2.1					
	Ensure safe supply of water to County residents along the transmission lines.	Maintenance of transmission and distribution lines.	Repair of broken waterlines in Ashmont and Riverview.	Repair of watermain in Ashmont. Contractor to replace a problematic section of watermain in Ashmont east of the hamlet.	Repair of watermain in Ashmont. Contractor to replace a problematic section of watermain in Ashmont east of the hamlet.	No action.
		Review costs of water rates for those communities.	No action	No action.	No action.	No action.
		Upgrade truck fill in Mallaig.	No action scheduled for summer of 2019.	System has been ordered and awaiting delivery. Installation to follow.		Commissioned new system
		Ensure water meters are working properly or replaced.	Utilities staff working to resolve issues with water meters.	KTI is replacing all meters with new ones at no cost. Full replacement of water meters in hamlets is ongoing by County staff.		KTI is replacing all meters with new ones at no cost. Full replacement of water meters in hamlets is ongoing by County staff.
		Tracking of water concerns and complaints to determine future actions.	Ongoing	Ongoing	Ongoing	Ongoing
		Consider distribution lines for Ashmont and Lottie Lake.	No Action	No action.	No action.	No action.
	Strategy 2.2					

2. General Administration	Continue to explore alternatives for water and sewer for Riverview residents.	Continue to discuss options with Windsor Salt and residents.	No Action	A meeting was held with Riverview residents in May. Offer made to residents for the County to pay for purchase and installation of septic holding tanks in each yard and the residents be responsible for their own septic service. The residents requested more information. A future meeting will be planned to provide this information and move forward.	A meeting was held with Riverview residents in May. Offer made to residents for the County to pay for purchase and installation of septic holding tanks in each yard and the residents be responsible for their own septic service. The residents requested more information. A future meeting will be planned to provide this information and move forward.	Discussed potentially self performing some of this scope to reduce costs for all involved. \$125,000 was deferred for 2019 to future Open Reserve to fund this.
		Consider implementation of rate structure.	No Action	No action	No action	No action
	Strategy 2.3					
	Ensure maintenance of sanitary lagoons and collection systems.	Report on maintenance required.	No Issues to report.	No issues to report.		No issues to report.
		De-sludge Mallaig Lagoon.	Plans made to de sludge in Summer 2019.	Plans confirmed to desludge lagoon in Summer 2019.	Mallaig Lagoon has been de-sludged	
	Strategy 2.4					
	Consider consistent rate structure for use of County wastewater facilities.	Set rate for joint wastewater transfer station.	A rate of \$1.00/cubic meter has been established.			
		Consider installation of flow point equipment at Ashmont and Whitney Lake lagoons.	Plans to use grant funding to install Flow point equipment at the Ashmont Lagoon. We will also install this equipment at the Whitney Lake Lagoon at County cost.	Administration is working on implementation strategy	Administration is working on implementation strategy	Administration is working on implementation strategy. Equipment ordered for Ashmont to be started Spring 2020.
		Review rate structure for residents with collection systems for Ashmont and Mallaig.	Fee Schedule updated			
		Explore relationship with Saddle Lake to allow use of Ashmont Lagoon once flow point equipment is available.	No Action	No action.	No action.	No action. Equipment not yet installed.
		Decommission septic truck dumping station at Mallaig lagoon.	No Action	No action.	No action.	No action. Waiting for equipment install at Ashmont.
	Strategy 2.5					
	Explore alternative wastewater treatment processes at Ashmont or Mallaig lagoons to reduce maintenance costs and improve effluent quality	Gather more information from wastewater treatment.	No Action	No action	No action	No action
		Explore funding opportunities for new technologies.	No Action	No action	No action	No action
3. Airport	Strategy 3.1					
	Collaborate with Town of St. Paul and Town of Elk Point for maintenance and improvements at local airports.	Snow removal at both airports.	Worked with the Town to utilize their snowblower to help move large volumes of snow over the lights without damaging lights.		Airports will be maintained by County Crews refer to winter work presentation	Started this program for winter 19/20
		Participate in capital upgrades for both airports.	County did some mulching at the East end of the Elk Point Runway to increase the safe approach of aircraft. A contribution to the lighting upgrade at the St. Paul airport is contemplated in the 2019 budget.	St. Paul airport lighting project is underway	St. Paul Airport lighting will be maintained by County Crews refer to winter work presentation	Project complete.

		Apply for funding for capital upgrades.	Grant funding approved for light upgrades at St. Paul airport 2019. Consultant chosen.	Grand reopening of Elk Point Airport scheduled for July 25. Town of St. Paul Airport permits taken out by contractor.		Project complete.
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Department	Strategy	Action	Q1: January to March	Q2: April to June	Q3: July to September	Q4: October to December
FCSS			Notes that detail progress of action that supports the corresponding strategy.	Notes that detail progress of action that supports the corresponding strategy.	Notes that detail progress of action that supports the corresponding strategy.	Notes that detail progress of action that supports the corresponding strategy.
	Goal 1: Make all services affordable and accessible for everyone.					
		Coordinate Seniors Week Events	In progress of booking venues.	Completed		
		Administer the Volunteer Income Tax Program	In progress: 160 assisted to date.	Completed		
		Complete the Annual Report, as required by the Province by June 30	In progress	Completed		
		Coordinate and manage the annual Ashmont and Mallaig Summer Programs	Summer staff hired to coordinate programs.	Completed		
		Manage and coordinate the Community Connector Trailer	Summer staff hired: tentative schedule approved by Board.	Ongoing	Completed	
		Update the Elk Point and County of St. Paul Community Directories	Summer students will be merging the two documents.	Completed		
		Coordinate the 'Movies in the Community' to most rural communities with the County of St. Paul or Town of Elk Point	Tentative schedule completed.	Ongoing	Completed	
		Arrange Red Cross Babysitting Course and Home Alone Course in Mallaig	No requests to date.	Booked for July 5 and 6	Completed	
		Hold a Seniors Clinic on changes to Alberta Seniors Benefits	To be scheduled after July 1.		Will be done at Seniors Festival	Completed
		Coordinate summer events in the communities, including Block Parties and Science Days	Summer staff hired: tentative schedule approved by Board.	All events are booked	Completed	
		Complete Outcomes Measures, as required by the Province, by October 30	Meeting with Outcomes person on April 24.	Completed		
		Consider contribution to the Family School Liaison Worker Program	Waiting for Council approval.	Waiting on application for funding	Completed	

	Provide recognition and events to community volunteers throughout the year	Firefighters recognition on April 7 and 13.	Ongoing	Completed	
	Support the Elk Point Ambassador Program	No requests to date.	Request received and going to the FCSS BOARD	Completed	
	Organize and host the Seniors Festival		Hall booked for November 22		Completed
	Administer the Community Counselling program throughout the year	Ongoing	Ongoing	Ongoing	Ongoing
	Provide referrals and support to individuals who request assistance	Ongoing	Ongoing	Ongoing	Ongoing
	Administer the Mallaig and Ashmont Moms and Tots program throughout the year	Ongoing	Ongoing	Ongoing	Ongoing
	Administer the Meals on Wheels program throughout the year	Ongoing	Ongoing	Ongoing	Ongoing
FCSS	Goal 2: Provide more opportunity and recognition for volunteerism in our communities.				
	Administer the Volunteer Income Tax Program	In progress: 160 assisted to date.	Completed 226		
	Complete the Annual Report, as required by the Province by June 30	In progress	Completed		
	Manage and coordinate the Community Connector Trailer	Summer staff hired: tentative schedule approved by Board.	Ongoing	Completed	
	Complete Outcomes Measures, as required by the Province, by October 30	Meeting with Outcomes person on April 24	Completed		
	Consider contribution to the Family School Liaison Worker Program	Approved in budget	Waiting on funding application.	Completed	
	Provide recognition and events to community volunteers throughout the year	Firefighters recognition on April 7 and 13.	Completed.		
	Support the Elk Point Ambassador Program	No requests to date.	Request received.	Completed	
	Organize and host the Seniors Festival		Hall booked.		Completed
	Administer the Meals on Wheels program throughout the year	Ongoing	Ongoing	Ongoing	Ongoing

	Goal 3: Create a sense of community and acceptance for all.				
FCSS	Administer the Volunteer Income Tax Program	In progress: 160 assisted to date.	Completed		
	Complete the Annual Report, as required by the Province by June 30	In progress	Completed		
	Coordinate the Elk Point Community Information night		Hall booked.	Completed	
	Coordinate and manage the annual Ashmont and Mallaig Summer Programs	Summer staff hired to coordinate programs.	Staff hired and ready.	Completed	
	Manage and coordinate the Community Connector Trailer	Summer staff hired: tentative schedule approved by Board.	Ongoing	Completed	
	Coordinate the Movies in the Community to most rural communities with the County of St. Paul or Town of Elk Point	Tentative schedule completed.	Started movies.	Completed	
	Hold a Seniors Clinic on Alberta Seniors Benefits changes	To be scheduled after July 1.	Started.	At Seniors Festival	Completed
	Coordinate summer events in the communities, including Block Parties and Science Days	Summer staff hired: tentative schedule approved by Board.	Started	Completed	
	Complete Outcomes Measures, as required by the Province, by October 30	Meeting with Outcomes person on April 24.	Completed.		
	Consider contribution to the Family School Liaison Worker Program	Waiting for Council approval.	Waiting on request for funds.	Completed	
	Provide recognition and events to community volunteers throughout the year	Firefighters recognition on April 7 and 13.	Completed.		
	Support the Elk Point Ambassador Program	No requests to date.	Request received.	Completed	
	Organize and host the Seniors Festival		Hall booked.		Completed
	Administer the Mallaig and Ashmont Moms and Tots program throughout the year	Ongoing	Staff hired and ready.	Completed	
	Administer the Meals on Wheels program throughout the year	Ongoing	Ongoing	Ongoing	Ongoing

Department	Strategy	Action	Q1: January to March	Q2: April to June	Q3: July to September	Q4: October to December
			Notes that detail progress of action that supports the corresponding strategy.	Notes that detail progress of action that supports the corresponding strategy.	Notes that detail progress of action that supports the corresponding strategy.	Notes that detail progress of action that supports the corresponding strategy.
	Strategy 1.1					
	Improve and expand online communications methods to create a user-friendly digital experience for everyone.	Create and sustain social media accounts – Facebook, Twitter, Instagram, LinkedIn, and Snapchat.	County Facebook in progress.	Facebook active on daily basis. No action at this time required on other social media. High use of Facebook on certain issues, <u>i.e.</u> over 2700 shares on campground reservation system; Bear warning 7400 shares, construction on the correction line near Owlseye 2800 shares.	Engagements continue to increase and new information posted on regular basis. Have promoted the Facebook through other group shares to increase views.	Facebook follower numbers are increasing. Focus was to promote Facebook and new website pages, and to increase usage of both.
		Conduct an Request For Proposal for new website host and consultant.	New website host and consultant in place.	No further action. Waiting for Octopus Creative to complete website development. Providing input on wording and new information that needs to be included.	New website developed and went live on September 1. Training in progress. Content is being uploaded/ revised as required. New website promoted on Facebook, Council update and internally.	No action required
		Generate videos on how to use certain tools that are free and accessible on multiple sites.		No action	No action	No action required.
		Create guidelines for the use of social media as a feedback tool.	Social Media policy approved by Council in December 2018.		No action required	No action required.
	Strategy 1.2					
	Improve how we disseminate information through traditional print methods of communication.	Proactively plan what information the County will broadcast through the radio and local newspapers, calendars, newsletters, journals.			Annual County activity log continues to be revised. Have planned known radio ads to December 2019 within current budget	Annual County Activity log continues to be revised for advertising, social media, website planning.
		Create writing style guide for staff and provide training.	No action	Revising/ editing writing style guide that was previously developed.	No action	No action
	Strategy 1.3					
	Improve participatory methods of communication.	Train appropriate staff on methods of engagement and participation.		No action	No action	No action
		Create and advertise public feedback system online.		No action. Proposed to Octopus for new website	No action	There is no public feedback system online except for the email Contact form

Department	Strategy	Action	Q1: January to March	Q2: April to June	Q3: July to September	Q4: October to December
			Notes that detail progress of action that supports the corresponding strategy.	Notes that detail progress of action that supports the corresponding strategy.	Notes that detail progress of action that supports the corresponding strategy.	Notes that detail progress of action that supports the corresponding strategy.
	Strategy 1.1					
	Improve and expand online communications methods to create a user-friendly digital experience for everyone.	Create and sustain social media accounts – Facebook, Twitter, Instagram, LinkedIn, and Snapchat.	County Facebook in progress.	Facebook active on daily basis. No action at this time required on other social media. High use of Facebook on certain issues, <u>i.e.</u> over 2700 shares on campground reservation system; Bear warning 7400 shares, construction on the correction line near Owlseye 2800 shares.	Engagements continue to increase and new information posted on regular basis. Have promoted the Facebook through other group shares to increase views.	Facebook follower numbers are increasing. Focus was to promote Facebook and new website pages, and to increase usage of both.
		Conduct an Request For Proposal for new website host and consultant.	New website host and consultant in place.	No further action. Waiting for Octopus Creative to complete website development. Providing input on wording and new information that needs to be included.	New website developed and went live on September 1. Training in progress. Content is being uploaded/ revised as required. New website promoted on Facebook, Council update and internally.	No action required
		Generate videos on how to use certain tools that are free and accessible on multiple sites.		No action	No action	No action required.
		Create guidelines for the use of social media as a feedback tool.	Social Media policy approved by Council in December 2018.		No action required	No action required.
	Strategy 1.2					
	Improve how we disseminate information through traditional print methods of communication.	Proactively plan what information the County will broadcast through the radio and local newspapers, calendars, newsletters, journals.			Annual County activity log continues to be revised. Have planned known radio ads to December 2019 within current budget	Annual County Activity log continues to be revised for advertising, social media, website planning.
		Create writing style guide for staff and provide training.	No action	Revising/ editing writing style guide that was previously developed.	No action	No action
	Strategy 1.3					
	Improve participatory methods of communication.	Train appropriate staff on methods of engagement and participation.		No action	No action	No action
		Create and advertise public feedback system online.		No action. Proposed to Octopus for new website	No action	There is no public feedback system online except for the email Contact form

Communications		Increase participants at Public events, and AGM.		Increase in promotion of events through Facebook and on the website. Events posted to the top of Facebook.	No County public events in this quarter although have promoted County employee participation at community events (Chili Cook Off, Rodeo Dinner)	No County public events in this quarter
	Strategy 1.4					
	Proactively plan ahead to improve County communications with the public.	Advertise the County's communication guidelines and policies.		No action	No action. Social media policy on Facebook	No action required
		Generate a County marketing/promotional key messages calendar of all services that we provide and the relevant information on how we provide them.		Annual County activity log developed and activities continue to be added.	County Activity Log continues to be revised as new information available. County Program information included in the 2020 County Calendar	1500 copies of 2020 County Calendar produced and made available at the County and Public Works Offices, Transfer Stations and public libraries. Feedback is that the calendar is well received. Also promoted through County website and Facebook
	Strategy 1.5					
	Increase number of people attending events, online followers, and people we engage with in general.	Educate public why it is important to attend an open house or engagement workshop.		No action	Facebook engagement continues to grow. Views per posting is dependent on topic. Scope of topics is widening with internal engagement/ information	No action required
		Communicate through all channels of communication to ensure public awareness of programming and events.		Communication of events sponsored/hosted by FCSS, Planning and Development, Parks and Recreation, provide awareness of monthly Council meetings	Plan in place for fall 2019 for proactive communication to include snow flags, transfer station winter hours, tax penalty on Nov 30	Continue to communicate through website and new website. Planning in progress for 2020 advertising.
	Strategy 1.6					
	Create policies related to our communications methods.	Create a social media policy.	Council approved December 11 2018		No action required	No action required
		Create a crisis communication policy.		Researching Best Practises for Emergency Communication Plan	Took part in meeting on Emergency Planning that included Emergency Communciation. No additional action	Attended Emergency Planning meeting to review County Emergency Plan that includes communications components.
		Create privacy policies related to online terms of use.		Social Media policy placed in prominent position on Facebook	No action required	No action required
	Strategy 1.7					
	Rebrand and modernize the County communication style for the organization.	Hire a consultant to assess and make recommendations to change our brand identity.	Completed. Decision made by Council not to rebrand.	No action required	No action required	No action required
		Develop style guidelines out of re-branding that fit print, online and participatory communication methods.	Not required as County is not rebranding.	No action required	No action required	No action

6		Design new marketing materials to be distributed widely and used at appropriate events.	Not required as County is not rebranding.	No action required	No action required	Campground brochure revised/updated for use at marketing/promotional events starting in winter 2020
	Strategy 1.8					
	Put staff in place to ensure longevity of communications department.	Hire a permanent, full time communications staff member after Intern contract is over.	Completed. Started March 13, 2019.	No action required	No action required	No action required
		License appropriate programs for staff member's use.		Ongoing, as required		No action required
	Strategy 1.9					
	Ensure all County departments are supported with quality, timely and effective Communication.	Increase public awareness of our community services, agriculture services (LARA workshops), Fire Smart program and Fire prevention week, winter maintenance and services through promotions and marketing.		Promotion of events through Facebook and on Blog (homepage) position on homepage: Local paper, as required. FireSmart and Fire Prevention, Ag Services, winter maintenance featured in draft 2020 County Calendar	Promotion of events, issues impacting public (road work, water reduction in Mallaig, Ashmont), Ag services, bears in parks, as well as 'good news' such as County STARS participation. Monitor agriculture-related news (LARA and news feeds) for relevant information. Program information included in the 2020 County Calendar. Radio ads/ Facebook/ website plan for fall and winter promotion of County programs, such as snow flags, transfer station winter hours. Supported FCSS Summer programs during the summer through radio ads, Facebook and website.	With the new website, Facebook and building media relations, the County is able to increase its profile particularly pertaining to emerging issues (Ag Disaster) and develop ongoing messaging for the public (snow flags, self-service). There has been increased monitoring of Ag and community issues and events that are promoted through Facebook with the goal to increase traffic to the website and Facebook.
		Host events related to parks, waste management		Communication not involved except to promote activities at Block Parties	No action	No action
		Support development of online campsite booking system.	To be promoted in notice that goes out with taxes, on website.	Promoted in local paper, Facebook and radio (heavily promoted) and on website. Campsite brochure developed that promotes use of on-line booking. Brochure placed in Town of St. Paul Tourist Information Centre. Will also feature in draft 2020 calendar	Continued to promote campground through the summer. Posted weekly availability at each site on Facebook, as per Interim CAO initiative.	Website updated with information pertaining to on-line reservations going live on March 1, 2020. Also, revised website to reflect new rates for/ at campsites. Promotional material in development for Go East, Alberta's Lakeland and Summer in the City publications with an emphasis on campgrounds. Campgrounds featured in 2020 County Calendar.
		Conduct a public engagement survey with public regarding parks.		No action	Survey proposed at September Campground wrap meeting. Short survey questions proposed with the suggestion that a survey be sent to campground guests at the end of the season to eliminate guests receiving multiple questionnaires about stays. No further action at this time.	No action

	Add information about community services and public works to marketing calendar.	In development - Communication Plan drafted.	Included in draft 2020 County Calendar	Included in draft 2020 County calendar	Focus of 2020 County Calendar is on County services, program information, contacts, key dates.
	Improve signage at camp sites		No action by Communications	No action by Communications	No action by Communications
	Communicate effectively about 1) invasive and noxious weeds 2) pests 3) dog control 4) rental equipment.		Weed information included in newsletter that was mailed with tax notices. Noxious weed and rental of equipment information featured in draft 2020 calendar.	Information about noxious weeds, clubroot, rental equipment promoted on Facebook. Clubroot surveying by ASB promoted on radio as public information. Lost pets are now being posted on Facebook with posting shared with St. Paul Lost Pets Facebook	Continue with communication as per Q3. Worked with ASB and Council to put out News Release on Agriculture Disaster, and took media inquiries regarding interviews. Continued to post found dogs on County and on St. Paul Lost Pets Facebook sites.
	Begin a newsletter for public about ASB.		Draft newsletter proposed to ASB staff. No further action taken	No further action	No further action taken
	Communicate progress on asset management plans to Council and public.		No action	Have participated in meetings.	Attended Asset Management meeting. Gained further insight into Communication needs on operations pertaining to Asset Management.
	Implement concern/complaint tracking system that creates efficient ways to complete tasks.	Public Works is implementing complaint training software. Opportunity to inform public of concerns on Facebook and on website.	With Public Works	With Public Works	With Public Works
	Be proactive in providing advanced notice of road work to residents.	Discussion with Public Works Director on website link and would inform on Facebook.	Working with Public Works to better provide information to public through Facebook and on website (homepage). Example: Over 2800 shares on Facebook regarding correction line road work near Owlseye.	Better internal communication flow to advise public of road work, mostly on Facebook and on website.	Less road work in Q4. Update was posted on the website as to status of all roadwork conducted over the summer.
	Create educational videos about public works services and issues.		No action	No action	No actions
	Create writing and branding style guide and provide training for staff.		Editing of previously created writing style document	No action	No action