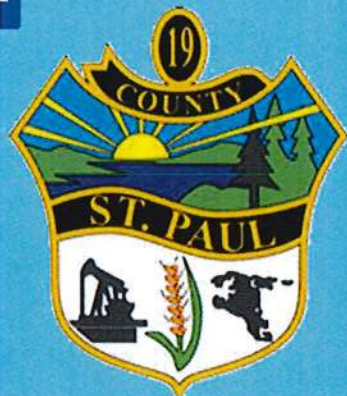


Operational Updates January to March 2021

County of St. Paul

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Value - Community at the Core

Value - 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 and social programs.

Contents

- Administration
- Community Services
- Public Works
- Family and Community Support Services (FCSS)
- Communications



Administration: 2021 Quarterly Reporting			
Department	Strategy	Action	Q1: January to March
	Strategy		Notes that detail progress of action that supports that corresponding strategy.
1. Governance	Strategy 1.1		
	Provide communication to demonstrate accountable governance.	Communicate about the Annual General Meeting (AGM) to the public.	AGM not yet planned. Determination to be made as to whether virtual AGM will be held.
		Book AGM meeting in a community hall, rotating community locations each year. Consider virtual delivery if provincial COVID-19 guidelines continue.	
		County Strategic Plan and narrative budget available online.	2021 Strategic Plan on the County website. Narrative budget to be posted in 2nd Q.
		Proactive communications - see Communications Plan.	
	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.	No scheduled meetings in Q1.
		Continue to support Inter-municipal Agreements.	Budget includes amounts agreed to in ICF agreements.
		Explore meetings with First Nations and Metis Councils.	No scheduled meetings in Q1.

1. Governance		Complete Storm Water with Town of St. Paul, Town of Elk Point, and Summer Village of Horseshoe Bay, and HR Framework and economic development project with 4 partners.	HR Framework consultant work is mostly complete. Each partner is working on implementation of policies. Balance of consultant work will be to provide training to staff on new policies. In regard to Economic Development project - an Economic Development Officer has been hired in a term position that will report to the STEP Committee from April 2021 to March 2022, The work on all the Storm Water projects with each of our partners is continuing.
		Continue to apply for available provincial grants around collaboration.	The County was successful in receiving new Alberta Community Partnership Grants announced in March 2021. We will be undertaking an Area Structure Plan with the Town of St. Paul north of St. Paul (north and south of TWP 582) and each of Hwy 881 in the Town. We will also do an Area Structure Plan with the Town of Elk Point on the south end of Elk Point.
		Explore further options for regional service delivery.	No action in Q1
	Strategy 1.3		
	Provide scholarships to support students in the St. Paul Regional Education Division.	Provide 3 scholarships of \$1000 each for students based on high marks, community involvement and volunteerism entering full-time studies.	This is included in the municipal budget.
		Provide 1 scholarship of \$1000 for students entering a trade.	This is included in the municipal budget.
	Strategy 1.4		
	Council to financially support community groups.	Continue to support community groups through Recreational Facility Grant Funding.	The County's budget includes a budget amounts to help fund specific groups that run recreation facilities in the County and in Elk Point.

1. Governance		Consider additional funding to community groups.	The County's budget includes some discretionary amounts to provide some funding for community groups.
		Utilize Municipal Operating Support Transfer (MOST) Grant to assist community groups during pandemic with costs associated with pandemic i.e. PPE	The MOST grant was used primarily to offset costs or lost revenues incurred by the County. However, approximate \$23,000 was used to offset the increased requisition from the MD Foundation which was increased significantly due to COVID.
	Strategy 1.5		
	Approve appropriate policies for the County.	Proactively manage emerging policy issues.	The Policy Committee will be meeting monthly in 2021 in order to work on the implementation of the HR Framework project which will modernize the County's HR policies. They will also be dealing with other emerging policy issues. The Committee met twice in the first quarter.
	Strategy 1.6		
	Support efforts to ensure safe communities in our County.	Continue to advocate for provincial policing cost as a separate tax rate.	The Reeve, Deputy Reeve, and CAO met with the Minister of Municipal Affairs in April and this item was on the agenda.
		Continue to advocate to Federal and Provincial governments for increased RCMP in rural communities.	Based on recent meetings with the RCMP staff sergeants in Elk Point and St. Paul the RCMP member staffing is increasing.
		Continue to contract Bylaw Enforcement Officer Services and promote services. Consider 3 year contract.	The County has entered into a 3 year contract with the Bylaw Enforcement Officer.

	Strategy 1.7		
	Transparency and Accountability to the Public.	Continue to publish Council Remuneration.	Published monthly on the County website.
		Council report on conferences and committee meetings attended by Council.	No action taken on development of reporting mechanism for Councillors to report on committees and conferences attended.
		Allow Councillor virtual attendance at Council meetings.	This continues during the pandemic.
		Live stream Council meetings. Improve Council room technology.	Council meetings and Public Works meetings are live streamed. No improvements to Council chambers in Q1.
	Strategy 1.8		
	Municipal General Election 2021.	Hire Contract Returning Officer.	No action in Q1. Advertisement to be done in April.
		Review Election Polling Stations.	Administration has reviewed historical polling stations and costs associated with. We have also reviewed requirements due to continuing pandemic.

2. General Administration

Strategy 2.1		
Continue to work on an Asset Management Project to make informed decisions regarding replacement and maintenance of County equipment and infrastructure.	Integrate Asset Management into Core County operations.	A meeting is scheduled with our consultant for April to continue with the road condition assessment project resulting in risk assessment of roads. This will eventually include all gravel roads in the County.
	Defer any purchase of software to 2021 or beyond.	No action or budget for this in 2021.
	Review the Road Classifications and continue to develop 5 to 20 year plan.	This will be part of the General Municipal Service Standards Review that is underway.
	Consider annual contribution to reserves for departmental capital equipment purchases.	Council continues to budget for reserve contribution in the Fire and Waste Management departments for the replacement of vehicles.
	Continue implementation of Road Condition Assessment tool.	Public Works staff have worked on entering roads that were recently done as well as roads that are on the next three year's construction schedule to have a good sample for the workshop in April.
	Implement Munisight Asset Management software for linear assets.	No action in Q1
	Communicate progress on Asset Management Plans to Council and public.	Newsletter will be included with the 2021 property tax mailout and posted on the website.
	Ensure Council discusses Levels of Service and Risk associated with all services prior to Strategic Planning - both those associated with physical assets as well as those provided by staff.	No action in Q1.

2. General Administration

Strategy 2.2		
Build positive relationships between County Administration Office and Public Works Office.	Continue Team Building for all staff - minimum 2 events per year, including one Regional Team Building meeting.	No action in Q1.
	Consider team building/ leadership courses.	No action in Q1.
Strategy 2.3		
Improve customer experience.	Promote social media and website to customers as County Information source.	Links to website and Facebook included on print advertising and radio ads.
	Promote Citizen Self-Serve.	Information is on Facebook and on the news section of the website. Will be promoted in the newsletter that will accompany tax notices.
	Promote various pay options to the County that customers may select.	Information is on Facebook and on the news section of the website. Will be promoted in newsletter that will accompany tax notices.
	Promote monthly payment/ autopay for taxes and utilities.	Information is on Facebook and on the news section of the website. Will be promoted in newsletter that will accompany tax notices.
	Complaint system available to public on website.	No action in Q1.
	Promote use of GIS system available to public, realtors, lawyers.	No action in Q1.

3. Corporate Services

Strategy 3.1		
Implement Human Resources framework to improve experience for management staff and employees.	Cross training of staff.	Summer staff positions are advertised to assist staff during period of vacation over the summer. Management Team prioritizing areas for cross training during performance management conversations
	Make application to Alberta Municipal Affairs Internship Program under Finance stream.	Application was unsuccessful for 2021. Council to determine if we apply in the fall.
	Implement new employee handbook.	The Employee Handbook is ready to roll out to staff once several new HR policies are approved. Roll out scheduled for April 2021.
	Continue to monitor and update the Performance Appraisal System to ensure it meets the needs of management and staff.	The new Performance Management tools were rolled out the end of 2020 and in the first quarter of 2021. Feedback was positive for the new forms so far.
	Conduct Exit interviews.	
	Include "Cultural Sensitivity Training" for all staff.	No action in Q1
	Include "Conflict Resolution" training for appropriate staff.	No action in Q1. This will be included with some of the scheduling for the HR Framework project - orientation to new policies.
	Ensure supervisory staff are trained regarding their role for success of staff.	No action in Q1. This will be included with some of the scheduling for the HR Framework project - orientation to new policies.
	Implement employee recruitment procedures are required.	Ongoing.
	Implement employee on boarding process.	Ongoing.
	Implement Intranet for staff to access policies, handbook, etc.	Completed.
	Approve new HR/OH&S policies from HR framework.	Completed.

3. Corporate Services

Strategy 3.2		
Continue to research opportunities for grant funding.	Continue to explore Alberta Community Partnership grant opportunities with regional partners.	The County was successful in receiving new Alberta Community Partnership Grants announced in March 2021. We will be undertaking an Area Structure Plan with the Town of St. Paul north of St. Paul (north and south of TWP 582) and each of Hwy 881 in the Town. We will also do an Area Structure Plan with the Town of Elk Point on the south end of Elk Point.
Strategy 3.3		
Re-familiarize Additional Named Organizations with Insurance requirement and protocol.	Hold meetings with Additional Named Insured Organizations.	No action in Q1.
Strategy 3.4		
Continue to transfer land files into digital record system.	Develop a plan to complete this project by 2021.	Summer staff are hired to work on this project in summer 2021.
	Continue to work on project utilizing summer staff.	Summer staff are hired to work on this project in summer 2021.
Strategy 3.5		
Have accurate assessment of County properties.	Continue to work with assessors and province on centralization of designated industrial properties.	The County received a letter from the Province January 4, 2021 indicating that the County's Designated Industrial Assessment will be changed from the Hybrid Agreement to being Centralized effective July 4, 2021. The County has extended a contract with Accurate Assessment to review DIP properties annually.

		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.	Complete for 2021.
		Update ortho photos \$74,500.	This was not included in the 2021 budget.
	Strategy 3.6		
	Continue to maintain and upgrade Administration Building.	Upgrades to telephone system, lower Board Room and Security.	Telephone system updated in 2020. Security system included in the budget, but no budget to update the lower Board Room in 2021
		Ensure safety of staff during pandemic.	COVID protocols continue in 2021 as well as increased cleaning.
		Improve technology in Council Room.	No action in Q1.

4. Planning and Development

Strategy 4.1		
Consider revision and approval of St. Paul North ASP following completion of IDP with Town of St. Paul.	Review St. Paul North Area Structure Plan (ASP) documents as they relate to the Inter-Municipal Development (IDP) Plans, if funded by a provincial government grant, and consider revisions to present to Council and public.	We received an Alberta Community Partnership Grant in 2021 that will cover the cost of updating this ASP. The Town of St. Paul is the managing partner and currently has an RFP out for this project.
Strategy 4.2		
Resurvey Plan 527MC Block 1 at Vincent Lake to have house be situated on the lots.	Finalize survey. Apply for accretion and close roadways adjacent to plan area.	The survey has been finalized. Council has provided 1st reading to road closure bylaws adjacent to the plan. Once we have Ministerial approval and 3rd reading completed, the accretion can proceed.
	Sell the land that is currently Environmental Reserve but would become the landowners after re-survey to the appropriate lot owners.	Will be later in the process.
	Registration of land titles and new titles issued to landowners and County.	Will be later in the process.
	Determine legal access for all properties.	The residents have agreed to register an 5 meter road through the lots that will become legal access. Council has approved budget to improve this access road in 2021.
Strategy 4.3		
Resurvey of Mallaig lots along Railway Avenue.	Complete resurvey, sell and consolidate lots	Survey is complete - waiting on one resident to approve so we can complete the project.

Strategy 4.4			
	Determine opportunities to encourage development and reduce red tape.	Review the Land Use Bylaw, Municipal Development Plan and General Municipal Servicing Standards.	ISL Engineering & Planning has been hired to undertake a review of the LUB/MDP/GMSS. Work is underway in Q1 with meetings with Administration and Council completed. As well 8 stakeholders have been identified for targeted feedback. An online opportunity will be available for the public to provide input and feedback in Q2

5. Economic Development			
	Strategy 5.1		
	Make it easier for businesses and residents to connect to the internet and potentially attract new business technologies.	Support Internet Service Provider (ISP) growth in communities in the County.	The County has provided letters of support to various ISP's in their efforts to receive federal grants to improve connectivity in the County.
		Explore opportunities to increase broadband coverage for the County and region.	See above.
	Strategy 5.2		
	Work toward Regional Economic Development Strategic Plan.	Regional Economic Development Strategy.	The STEP Economic Development Alliance is currently working with consultant to develop Regional Economic Development Strategy
		Work with Regional Partners and Chambers of Commerce.	The STEP Committee included the St. Paul Chamber, regional municipalities, HUB, Community Futures.
		Use STEP Economic Development Alliance to conduct: a) Workforce Development and Business Retention and Expansion Survey. b) Determine Regional Economic Development Strategic Plan. c) Hire Regional Economic Development Officer for 18 months, and consider cost-share shortfall. d) Set up website for STEP Economic Development to maintain.	The workforce development and business retention and expansion survey has been completed. Work continues on the Regional Economic Development Strategic Plan. A Regional Economic Development Officer has been contracted until March 2022 with the regional municipalities picking up the shortfall in the cost. A website has been developed.

	Strategy 5.3		
	Participate in Regional Tourism Initiative.	Assist/ Provide/ Resource/ Information and participate in the Regional Committee that includes Municipalities, Chambers, Destination Marketing Organizations, Alberta HUB, etc.	Ongoing.
		Look at consolidating committee to reduce duplication of effort.	After a delegation by Marianne Janke, Linda Sallstrom, and Penny Fox, it was determined that the RTIC Committee has a narrower focus on the County of St. Paul and our urban neighbours within the County boundary which the group felt was important.

6. Emergency Management

Strategy 6.1		
Ensure Regional Emergency Management Preparedness.	Maintain and update the Regional Emergency Management Plan.	All regional municipalities have approved the updated Regional Emergency Management Plan and have updated our bylaws appropriately.
	Provide training for staff and Councillors.	Ongoing.
	Exercise the Incident Command System Plan in conjunction with Emergency Management Agency, and in conjunction with legislation.	No action in Q1.
Strategy 6.2		
Increase public awareness and education on public participation.	Communicate and educate public to improve community readiness.	Encouraging people to sign up for Alberta Emergency Alert (AEA) in newsletter that will accompany tax notices. Wildfire season put out with link to AEA. Communications worked with Deputy Fire Chief to promote FireSmart Bingo, producing print, radio, social media, and poster for program.
	Use Alberta Emergency Alert to notify public regarding incidents.	As required.
Strategy 6.3		
Ensure safety of our staff.	Maintain and update Joint Workplace Health and Safety Plan.	Regional HR/OHS policies have been approved by all three municipalities.
	Provide orientation and training to all staff.	Ongoing.
	Provide management support system.	Ongoing.
	Conduct regular inspections and worksite visits to ensure regular safety practices.	Administration Office inspection took place in March.

		Maintain and update Joint Workplace Health and Safety Plan.	Ongoing.
		Maintain Work Alone system.	Current system will be terminated in May. Work Alone will be implemented in May.
		Annual audit or either internal or external as required.	Internal audit will be scheduled - documentation audit only again due to Covid.

7. Occupational Health & Safety

Strategy 7.1			
Continuous improvement of Safety Management System.	Design and implement a Health and Safety page on the Intranet.	Completed and all policies and procedures, to date, have been uploaded.	
	Standardize Standard Operating Procedures (SOP's) permits.	Work is continuing on this.	
	Develop an action plan for Certificate of Recognition (COR) Audit results from 2020.	Completed.	
Strategy 7.2			
Ensure staff are trained to effectively and safely do their jobs.	Provide mobile equipment training for operators.	Completed train the trainer courses for 2 staff. Specific mobile equipment training has been/is being developed for each piece of equipment the County has.	
	Revise the regional orientation to align with health and safety requirements in the region.	In progress.	
	Develop a two day supervisor course (one for office supervisors, one for field supervisors) to encompass all aspects of their health and safety responsibilities.	On hold - due to Director leaving - new Director commences duties in May.	
Strategy 7.3			
Reduce costs for services that can be completed in house.	Purchase an audiometric booth and spirometer to conduct in house hearing testing, lung capacity testing and fitness testing.	No action in Q1.	

Strategy 7.4				
	Reduce risks associated with conducting work.	Develop detailed hazard assessments for major scopes of work (road building, confined spaces, maintenance, etc.) that can be used.	Complete.	

Community Services: 2021 Quarterly Reporting			
Department	Strategy	Action	Q1: January to March
			Notes that detail progress of action that supports that corresponding strategy.
1. Parks and Recreation	Strategy 1.1		
	Increase usage of our parks, campgrounds and recreation facilities.	Increase public awareness of our parks through promotions, marketing and social media.	See below. Brochure begin revised for Tourist Information sites.
		Review our rates and assess how they can be more flexible.	
		Modify campsites to accommodate demand for more groups sites.	
		Promote on-line reservation system opening on March 1, 2021.	March 1 of reservation system widely promoted through radio, social media. County website, Council Highlights and sponsored feature that highlighted campgrounds and opening (Frigid Fishing Sweepstakes)
		Conduct public engagement survey for campground needs.	Survey in development - working towards survey launch just prior to campgrounds opening on May 20

1. Parks and Recreation

Strategy 1.2

Maintain and upgrade parks and recreation facilities.	Maintain and improve boat launches.	Completed spreadsheet listing County owned, Provincial owned, Community owned and abandoned boat launches. Working on plotting site on MuniSight.
	Continue to upgrade and maintain playground structures at all sites.	
	Conduct customer satisfaction survey with Communications Coordinator to include what improvements can be made.	Survey in development - working towards survey launch just prior to campgrounds opening on May 20
	Modify campsites to accommodate demand for more groups sites.	
	Construct new playground at Lac Bellevue.	Ordered structure from PlayWorks.
	Upgrade playground at Stoney and Floatingstone campgrounds.	Ordered structure from PlayWorks.
	Power upgrade at Floatingstone for site 47 to 51.	Not in 2021 Budget.
	Construct a new campsite loop at Floatingstone.	
	Purchase 2 new golf carts for Floatingstone and Westcove.	Ordered Yamaha's from Oakcreek.
	Upgrade Floatingstone Park Office.	

	Strategy 1.3		
	Review Parks and Recreation governance.	Continue to conduct playground and campground inspections.	
		Continue to train staff.	
		Complete an Emergency Response Exercise.	

2. Waste Management	Strategy 2.1		
	Increase recyclable segregation options.	Allow for cardboard recycling at Transfer Stations.	
		Continue to explore other options for recycling.	
		Explore Littering Bylaw.	
	Strategy 2.2		
	Public awareness about waste management.	Conduct a customer satisfaction survey.	Survey in development. Working towards survey launch in May.
		Continue to include information about Waste Management Communication plan with Communications Coordinator.	
		Continue to provide information about waste management on County social media and other communication.	Ongoing. Developed additional Trash Talk on Battery Recycling. Radio ads and print ads planned in addition to social media when sites switch to Summer Hours on May 1, and on Spring Cleanup.
		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.	Media campaign planned for Spring Cleanup.

2. Waste Management

Strategy 2.3		
Streamline waste collection and operation.	Review Transfer Station operating days and hours to ensure they accommodate the public needs.	
	Review unmanned bin sites.	
	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.	
	Explore cost of asset tracking system for bins.	
	Purchase six-8 yard Cathedral bins.	Ordered and received bins for EMW.
	Complete reclamation of inert waste Cell 2 at Ashmont Transfer Station.	

3. Agriculture Services	Strategy 3.1		
	Build public awareness about Agriculture Services	Communicate effectively about Agricultural Service Board (ASB) programs and services.	Ongoing through website and Facebook.
		Communicate Lakeland Agricultural Research Association (LARA) initiatives and newsletter.	Ongoing information on LARA posted on County website and Facebook. LARA programs/ sponsorship of featured in ASB Spring 2021 Newsletter.
		Produce a bi-annual ASB newsletter for public dissemination.	Spring 2021 ASB Newsletter to be included with tax mailout and will be posted on the website and launched also on Facebook. Approved by Board at March meeting.
		Educate public on noxious and prohibited weeds.	Two page section included in ASB Spring Newsletter as well as information on additional Ag resources.
		Continue with clubroot education, surveying and notifications.	
	Strategy 3.2		
	Maintain and improve programs for Agricultural Service Board.	Design more efficient ASB program planning	
		Continue with Beaver Reduction Program.	Program promoted in Spring Ag newsletter and on Facebook.
	Strategy 3.3		
	Maintain equipment and facilities.	Maintain capital assets.	
		Replace spray truck with components.	Truck ordered from Stone Blue in Calgary.

		Replace LB-30 24' trailer with a 20' hydraulic tilt trailer truck.	NO new purchase. Public Works will pass down a trailer from their fleet.
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4. Fire Services	Strategy 4.1		
	Maintain fire equipment and facilities.	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.	
		Purchase Mallaig Fire Department request for ATV with Skid Unit and Trailer.	CanAm 6x6 ordered from 54 North Power Merchants in Bonnyville.
		Purchase of new pumper rescue truck for Ashmont Fire Department.	Rosenbauer chassis ordered in January.
	Strategy 4.2		
	Attract and retain volunteer fire fighters.	Continue to have semi-annual Fire Chiefs' meetings	
		Hold appreciation/ recruitment event at each Firehall in conjunction with FCSS movie night.	
	Strategy 4.3		
	Share common strategies for policies, procedures and operations between departments.	Review policies and procedures	

4. Fire Services

	Review Fire Permit/ Fire Bylaw.	
	Develop Building Inspection form for Fire Halls.	Fire Hall inspections completed at Elk Point, Ashmont and Mallaig Fire Halls with Director, Fire Chief and Regional Safety Officer.
	Standardize training and reporting	
Strategy 4.4		
Engage residents in fire safety programming.	Engage residents in Fire Smart program, Fire Prevention week, and Fire Smart Home Assessment program.	Working with Assistant Fire Chief to promote FireSmart Bingo Contest for April and May.
	Provide information to the public on response call fees, responsibilities with the bylaw, and burning guidelines.	Information currently on County website and information about fees/ insurance included in general information newsletter that will be included with the property tax mailout.
	Promote Fire Departments, host events in conjunction with FCSS at each Firehall.	
Strategy 4.5		
Maintain and consider new opportunities for regional collaboration with our neighbours.	Review and update Mutual Aid Agreements and Fire Protection Services Agreements with rural and urban neighbours.	

Public Works: 2021 Quarterly Reporting			
Department	Strategy	Action	Q1: January to March
	Strategy	Notes that detail progress of action that supports that corresponding strategy.	
1. Transportation	Strategy 1.1		
	Ensure safe road infrastructure for public.	Maintenance Program.	Ongoing.
		Road Construction.	Ongoing.
		Continue monthly reporting to Council.	Ongoing.
		Implement road condition assessment software.	Ongoing.
		Application for grants to improve roads.	Ongoing.
		Appendices for construction, oiling and equipment purchase.	Ongoing.
		Continue to produce high quality aggregate for road maintenance and construction.	Ongoing.
		Consider contract maintenance of Northern Valley Road.	Not pursuing this.
		Obtain rates from local contractors for types of equipment for rent and rates.	Not pursuing this.
		Consider annual capital contribution for Public Works equipment to be set up in reserve.	No action this quarter.

1. Transportation	Strategy 1.2		
	Improve communications with residents about Public Works.	Implement concern/complaint tracking system that creates work orders.	Utilizing Remind APP
		Be proactive in providing advance notice of road work to residents.	Ongoing.
		Assist communications department with educational videos about services and issues.	No action this quarter.
		Communicate about winter maintenance and brushing scopes of work.	Ongoing through January to March 2021 through Facebook, website, Council Highlights and radio ads
	Strategy 1.3		
	Improve the Aggregate Management Program.	Review the Aggregate Cap Levy.	Implemented this in January.
		Review Aggregate Pit Status.	Ongoing.
		Review and amend the planning and development permitting for active pits and new pit registrations.	Ongoing.
		Implement a quarterly reporting structure on producing pits.	Reporting is occurring.
	Strategy 1.4		
	Leverage the Gravel Sales Program.	Review the Aggregate Private Sales Program.	Review was conducted late last year.
		Increase the amount allowed through pick up only.	Only on eliminations are we allowing this.
		Increase the pricing per tonne.	Revised the rate last December.

2. Utilities

Strategy 2.1		
Ensure safe supply of water to residents of Mallaig, Ashmont, Lottie Lake and rural residents along the transmission lines.	Maintenance of transmission and distribution lines.	Ongoing.
	Review costs of water rates for those communities.	Ongoing.
	Track Water Line Breaks on GIS.	Ongoing.
Strategy 2.2		
Continue to explore alternatives for water and sewer for Riverview residents.	Prepare Request for Pricing (RFP) on Riverview water and septic installation.	Prepared and issued.
Strategy 2.3		
Ensure maintenance of sanitary lagoons and collective systems.	Report on maintenance.	Ongoing.
Strategy 2.4		
Consider consistent rate structure for use of County wastewater facilities.	Consider installation of flow point equipment at Whitney Lake lagoon.	Still under review.
	Explore relationship with Saddle Lake to allow use of Ashmont Lagoon once flow point equipment is available.	No action this quarter.
	Track Septic trucked loads from all approved contract haulers in order to: i. Determine the usage of Lafond Wastewater Transfer Station ii. Determine what is going to all Lagoons.	Ongoing.

2. Utilities	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 treatments.	Ongoing.
		Explore funding opportunities for new technologies.	have not reviewed this in first quarter
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.	Ongoing - creating a specific plan that is relative to both airports and covers all of the scenarios for maintaining and preventing ice build up.
		Participate in capital upgrades for both airports.	No action this quarter.
		Apply for funding for capital upgrades.	No action this quarter.

FCSS: 2021 Quarterly Reporting

Department	Strategy	Action	Q1: January to March
Action Plan 2021			Notes that detail progress of action that supports that corresponding strategy.
		Goal 1: Make all services affordable for everyone.	
		Goal 2: Provide more opportunity and recognition for volunteerism in our communities.	
		Goal 3: Create a sense of community and acceptance for all.	
	Action	Relevant Goals	
	Janice to coordinate Seniors Week events by June 30th. This will be measured by tracking the number of participants and providing a feedback survey to participants, then compare results from year to year.	Goal 1	Preparing mugs with dirt and seeds for seniors to be handed out during Seniors Week June 7 to 13.
	Janice and Terry to administer the Volunteer Income Tax Program by June 30. This will be measured by tracking the number of participants and that will compare results from year to year.	Goal 1, 2 and 3	Completed 89 to date.

FCSS in the County of St. Paul and Elk Point

Janice to complete the Annual Report as required by the Province by June 30th. If this is not complete, funding will be held.	Goal 1, 2 and 3	Waiting on provincial government document to be released.
Janice and Terry will coordinate the Elk Point Community Information night by September. This will be measured by tracking the number of participants and providing a feedback survey to participants then compare results from year to year.	Goal 3	Ongoing.
Janice to coordinate and manage the annual Mallaig Summer Programs by September 30. This will be measured by tracking the number of participants and providing a pre and post feedback survey to participants then compare results from year to year.	Goal 1 and 3	To be determined dependent on AHS COVID-19 restrictions.
Janice will manage and coordinate the Community Connector Trailer by September 30. This will be measured by tracking the number of participants and providing user survey to participants then compare results from year to year.	Goal 1, 2, 3	To be determined dependent on AHS COVID-19 restrictions.

FCSS in the County of St. Paul and Elk Point

Janice will coordinate the 'Movies in the Community' at Cork Hall, Heinsburg, Ferguson Flats. Also 4 movies in partnership with the fire departments.(Mallaig, Ashmont, St.Paul, Elk Point) including the licensing requirements for new movies by September 30. This will be measured by tracking the number of participants and then compare results from year-to-year.	Goal 1 and 3	Not yet booked. Summer staff to follow-up.
Janice will organize the YOU ROCK event by Sept 30.	Goal 1 and 3.	Program will proceed.
Janice to arrange Red Cross Babysitting Course and Home Alone courses in Elk Point. This will be measured by tracking the number of participants.	Goal 1	To be determined dependent on AHS COVID-19 restrictions.
Janice to coordinate summer community events by October 16th to include sandcastles, Block Party with Town of St. Paul, Mallaig and Ashmont Summer Programs, and 3 parades. Science days at Ferguson Flats and with the Library at Elk Point. This will be measured by tracking the number of participants and then compare results from year to year.	Goal 1 and 3	To be determined dependent on AHS COVID-19 restrictions.

FCSS in the County of St. Paul and Elk Point

Janice to complete Outcome Measures as required by the province by October 30. Funding will be held if not complete.	Goal 1, 2, and 3	
Janice will organize and host the Seniors Festival to be held in Elk Point in 2021. This will be measured by tracking the number of participants and providing feedback survey to participants then compare results from year to year.	Goal 1, 2 and 3	To be determined dependent on AHS COVID-19 restrictions.
Janice will administer the Community Counselling Adult program throughout the year. Clients complete an application, once approved they will begin to receive the services. This will be measured quarterly by tracking the number of participants and then compare results from last year.	Goal 1	Ongoing. Program is very busy.
Janice, and Terry will provide referrals and support to individuals who request assistance. Measured by staff who keep daily records of people served throughout the year.	Goal 1	Ongoing.

FCSS in the County of St. Paul and Elk Point

Janice to administer the Mallaig and Ashmont 'Moms and Tots' programs throughout the year. This will be measured by tracking the number of participants and receiving feedback from participants and then compare results from year to year.	Goal 1 and 3	To be determined dependent on AHS COVID-19 restrictions.
Janice and Terry to administer the 'Meals on Wheels' program throughout the year. Volunteers deliver the meals. This will be measured by tracking the number of participants and receiving feedback from participants and then compare results from year to year.	Goal 1, 2 and 3	Ongoing.
Janice and Terry will manage the 'Welcome Baby' program, administer and implement changes as required throughout the year. This will be measured by tracking the number of participants and receiving feedback from participants then compare results from year to year.	Goal 1, 2 and 3	Ongoing.

	<p>Janice and Terry will manage the 'Welcome to the County and Elk Point' packages, administer and implement changes as required throughout the year. This will be measured by tracking the number of participants and receiving feedback from participants then compare results from year to year.</p>	Goal 1 and 3	Ongoing.
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Communications: 2021 Quarterly Reporting			
Department	Strategy	Action	Q1: January to March
			Notes that detail progress of action that supports that corresponding strategy.
1. Communication Methods	Strategy 1.1		
	Continue to improve, review and update communication methods to create a user-friendly digital experience for everyone.	Sustain social media accounts (Facebook) and the County website.	Ongoing information posted on both
		Review guidelines for the use of social media as a feedback tool.	
	Strategy 1.2		
	Increase proactive communication on County initiatives and information.	Increase use of proactive communication tools such as news release, Public Service Announcements, and 'free advertising' (news stories that are not paid for i.e. road work, initiatives at Transfer Stations, etc.)	Ongoing
		Proactively plan information the County will communicate through the year via radio and local newspapers, annual calendar, newsletters, brochures, publications and Reception-area monitor.	Working schedule for 2021 developed and revised as required with new information and programs.
		Complete a Branding identify/ Standards Guide for internal and external use.	

1. Communication Methods		Complete targeted communication plans for Waste Management, ASB (draft presented to ASB in 2019), Public Works, Community Services.	
		Complete a communication plan for over-arching County communication.	
	Strategy 1.3		
	Proactively plan ahead to improve County communications with the public and support County departments. .	To communicate information in a precise, open, honest and timely manner.	Ongoing
		Generate an annual County calendar that promotes all services provided, including relevant information.	2022 calendar to be determined
		Continue to expand/ develop County activities scan to ensure programs/ activities are promoted.	Ongoing - revised as required.
		Continue to produce communication materials such as Tax insert, Council Highlights, Trash Talk and Campground brochure.	Ongoing: General information Tax Insert, Asset Management and Ag Newsletters will be included with property tax mailout. Campground brochure will be revised once decisions are made on operations i.e. any COVID-19 restrictions.

1. Communication Methods

Strategy 1.4		
Ensure that all County departments are supported with quality, timely and effective communication.	Increase public awareness and education of County Services, Agriculture Services (including LARA workshops), Bylaw Officer, Fire Smart program and Fire Prevention week, winter maintenance and others.	Ongoing as Ag events come up i.e. monitor LARA Facebook site for workshops, working with Deputy Fire Chief on FireSmart Awareness program (Bingo game) to launch in April, have promoted March 22 road restrictions on radio, Facebook, website. Draft of ASB Newsletter presented to Board on March 25 that will inserted with Tax mailout.
	Promote events related to FCSS, Parks and Waste Management.	Widely promoted the March 1 online campground booking, produced Batteries Trash Talk, promoted FCSS programs (including radio) such as Income Tax and Reaching Home programs.
	Proactively provide notice of road work to residents.	Have promoted winter road work and March 22 road restrictions on radio, Facebook, website.
	Create education videos about Public Works and Community Services.	
	Complete a communication plan for the Regional Emergency Management Plan that is in line with the REMP.	
Strategy 1.5		
Maintain policies related to communication methods.	Review privacy policies related to online terms of use.	Ongoing
Strategy 1.6		
Increase public information about County historical, tourism, events, etc. that will increase interest in locate events.	Continue to participate in the Travel Lakeland/ Alberta's Iron Horse Trail committees as a non-voting member to proactively assist with promoting the region through communications.	Ongoing

1. Communications Methods

	Ensure the County campgrounds are promoted through information such as reservations opening, weekly campsite openings, campground brochure, paid advertising, free advertising, et al.	Widely promoted the March 1 online campground booking, Communications will continue prior to campground opening on May 20.
	Continue to promote local community events on the website 'Events' calendar.	Ongoing
Strategy 1.7		
Employee Communications	Oversee completion of Intranet including populating policies, OH&S information and ensuring site's upkeep.	Have uploaded all current HR and OH&S policies on the Intranet. Continue to post news about employees (new, job changes) on the site.
	Ongoing management of Intranet once launched.	Ongoing
	Continue to produce 'County Chronicle' at least 6 issues per year.	
Strategy 1.8.		
Municipal General Election 2021	Support communication needs as required for the Municipal General Election 2021.	Information about 2021 Election changes, nomination forms, et al were posted on the website prior to January 2021 since the nomination period began in early January.

1. Freedom of Information and Protection of Privacy Act

FOIP

Continue to ensure that FOIP records and statistics are kept for reporting as required.

Ongoing. Only one FOIP request in to date in 2021.