



parkland
county

Year-End Report Parkland County

September 2016

History



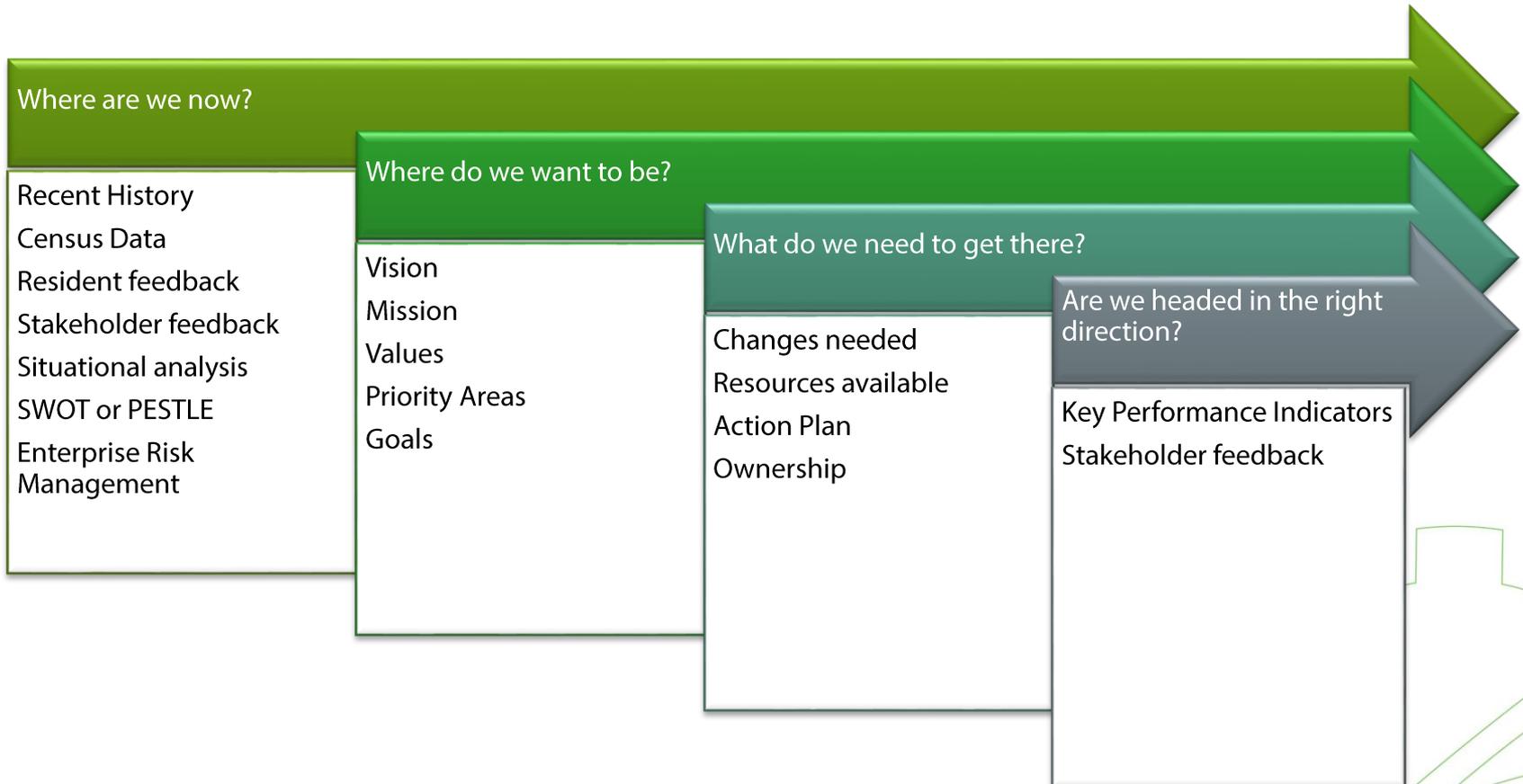
Resident Reporting

- Between 2008-2013, a report was published in a table format
- State of the County update
 - Powerpoint/PDF style presentation
- Budgets and Financial Reports published
 - Limited non-financial information
- Additional resident reporting includes information releases, newsletters, Parkland Communicator, and information provided by individual departments/focus areas

Current Opportunities and Gaps

- No consistent, annual reporting of achievements and future plans in one common document/format
- Parkland County is one of the few municipalities that does not publish a year-end report to residents (non-financial)
- Availability of information
- Key Performance Indicators
- Strong communications support

The Process



Year-End Report

- Start small for the 2016 report
- Similar information to State of the County
- Graphical representation of achievements and plans
 - Message from Mayor and CAO
 - Reflection on 2016
 - Information on website, fire services, development services, etc
 - Accomplishments and challenges
 - Look forward for 2017
 - Strategic Goals and Priorities
- Could be distributed along with the State of the County address
- Future vision for year-end report:
 - Would contain KPIs and performance metrics
 - Would provide environmental scanning information (I.e. Census 2016)
 - Would report on resident priorities
 - Could be aligned with the Annual Financial Report (similar to other municipalities, province, etc.)



welcome WELLBEING

MAKING BETTER CHOICES EVERY DAY

Not only do we invest in being at the top of our game professionally, but we prioritize our own wellbeing to ensure we are at our personal best as well!

This year alone, 24% of us used our employee assistance program to balance out life's curves. Did you know mental health is the most common topic we ask for help with and rate as our greatest stressor? We seek the help we need, which shows we are committed to improving in the areas we need it most!

In 2013, we took action and participated in biometric screenings, a wellbeing assessment and even got our flu shots. And many of us committed to learning and doing more to better our personal wellbeing in 2014.

Sixty-three percent of us communicated our perspective and feedback in the Wellbeing Perception Survey, and that feedback informs the next stage of our wellbeing journey. *Get Moving.*



EMPLOYEE WELLBEING PERCEPTION SURVEY HIGHLIGHTS



HAVE HEALTH-RELATED GOALS



VALUE A HEALTHY LIFESTYLE



HAVE A PLAN IN PLACE TO ACHIEVE GOALS



TRIED TO MAKE A POSITIVE HEALTH CHANGE IN THE PAST YEAR

1,034 employees completed their biometric screenings - we believe in taking care of ourselves by knowing our numbers!

Since 2012, we've seen improvement in cholesterol, glucose and blood pressure levels.

Since 2012, **77** employees enrolled in the *Kick It!* tobacco cessation program.

10% of those enrolled last year.

\$15,200 was the estimated amount those employees saved together by kicking the habit, and **52,114*** cigarettes also weren't smoked as result.

*Based on average spent on cigarette by one smoker in a given year.

Changing lives in our communities

Last year, in addition to improving our personal wellbeing, we made a difference in our communities! Our locations joined in activities to enrich daily work life and foster team spirit.

We also spent our time, money and labor efforts to help support organizations such as United Way, The Salvation Army, Wounded Warrior Project and the American Cancer Society.

In our local communities, we donated food to families in need, provided clothes and school supplies for children, aided in support groups against domestic violence, walked for miles and participated in numerous other activities that raised money and awareness to help those in need.

2013 ENGAGEMENT CENTER WELLBEING ACTIVITY HIGHLIGHTS:

- LUNCH AND LEARNS
- YOGA CLASSES AT WORK
- WEEKLY PHONE-IN MEDITATION SESSIONS
- WEIGHT WATCHERS
- "BIGGEST LOSER" COMPETITIONS
- WALKING CHALLENGES

WE LOST **1,607** POUNDS!

4,557 HOURS OF COMMUNITY SERVICE WERE USED IN 2013!

336 EMPLOYEES WALKED OVER 100 MILES AND RAISED OVER \$47,000 FOR NAMI, NEDA, RELAY FOR LIFE, CCAR, AND OUT OF THE DARKNESS!



WE DONATED **20 TURKEYS** AND OVER **900 LBS OF FOOD** TO THE **FOODBANK AND FOODSHARE!**

\$197,812.00 TOTAL \$ RAISED IN 2013

2013 ANNUAL HIGHLIGHTS

OUR PROGRAMS AND EVENTS ENGAGED MORE THAN

10,000

CHILDREN AND YOUTH:

of Participants: **1371** Peterborough Children's Water Festival

1567 GreenUP Ecology Park **597** On the Bus **2750** Recycle Rangers

2250 Car Free School Days **650** Cycling Courses **900** Grade 8 Transit Quest

We didn't do it alone, though...

+190

VOLUNTEERS

CONTRIBUTED MORE THAN

Including: **1600** hours on Beneath the Canopy, **965** hours at the GreenUP Ecology Park, **200** hours at the GreenUP Store, and **6500** hours toward the Sacred Water Circle

9,250

HOURS OF SUPPORT



81,050

POUNDS OF VEGETABLES

BIG HARVEST

AT COMMUNITY GARDENS

saveONenergy

HOME ASSISTANCE PROGRAM



REPLACED

178 5802



AT MORE THAN 700 HOMES (4 OUT OF 5 IS SOCIAL HOUSING)



19%

GreenUP STORE SALES

1,165

SHORELINE EVALUATIONS

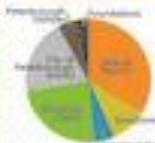
FOR LAKES AND RIVERS



25%

IN DRIVING TRIPS DURING MAY'S SHIFTING GEARS CHALLENGE

REVENUES



*Revenue numbers for each department can be determined by program

FINANCES

2013 BUDGET TO 2013

-  REVENUES
-  FEE-FOR-SERVICE (RESIDENTS & BUSINESS)
-  ADMINISTRATIVE (OFFICE & EQUIPMENT)

2013 BOARD OF DIRECTORS

CHAIR: Ivan Bateman

VICE CHAIR: Dr. Ramesh Makija

SECRETARY: Stephen Collette

Lugh Garner

Keith Riel

Brendon Earle

Helen Batten

Dr. Stephen Hill

Katherine Jordan

Jackie Donaldson

Bruce Kidd

Kevin Mulligan

Your continued support is important.

To continue offering important programs and services, we need your support. Whether it's a monthly financial gift, a bequest, or a gift of time through volunteering - it's all really important to our success.

To find out how you can make a lasting impact, visit greenup.on.ca/support-us

210 Alpha St. W. Peterborough, ON K9H 0V8 | 705-745-3238

CAN. TEL. 1-800-962-8300 | [Facebook](#) [Twitter](#) [Blog](#)





Annual Report Card for 2012-13

RESULTS THAT MATTER



WITH HELP FROM YOU...
Adults in our area are changing their lives.

With our student-centered tutoring, learners set their own goals and report their own accomplishments. Here's the amazing growth they reported this fiscal year. (Some students may be counted in more than one category.)

235

Students helped

210

Volunteers

15,000

Volunteer hours

SUCCESS

79

Achieved personal goals



ADVANCEMENT



12

Got a better job

EMPLOYABILITY



106

Achieved better job skills

EDUCATION



8

Received a high school diploma or GED

COMMUNITY



17

Became more involved in their community

LIFE SKILLS

70

Learned better consumer skills



TYPES OF STUDENTS



99

Basic literacy

136 English language

SUCCESS

79

Achieved personal goals



ADVANCEMENT



12

Got a better job

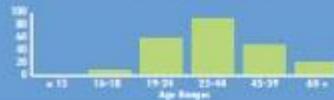
HEALTH

39

Gained wellness & healthy lifestyle information



AGE RANGE OF STUDENTS



Improve Literacy. Change Lives.



Thank You!

During the 2012 fiscal year, more than 235 individuals, 44 businesses, and 5 foundations invested in Literacy Volunteers. Over 200 volunteers gave more than 15,000 hours of time. Most of them tutor adults with literacy challenges. Others serve on the Board or help on aspects of the organization.

Bottom line: We're a small staff, but with your help and that of many others, we're delivering on our mission: to improve literacy and change lives in the greater Bangor area. **Thank You!**

What We Do

"Give people fish, and they will eat for a day. Teach people to fish, and they will eat for a lifetime." - Chinese Proverb.

Our tutors "teach people to fish" by giving them stronger voices with improved literacy. When students gain new skills and achieve new goals, their lives change. The changes ripple outward to those in their households. And while we are able to report outcomes (see inverse side), what's more difficult to measure is increased self-confidence and self-worth. Our students say that makes all the difference.

How We Get It Done

Two part-time staff coordinate the efforts of 445 students and volunteers. We operate with a lean budget and a can-do attitude. Thanks to the generosity of our incredible donors, we raised \$104,504 (a record!) in FY 2013. More and more of you are helping us address the issue of low literacy in our community. As a result, we're able to work with more adults! Thank You!



What's Next?

As a result of your support, we're having a record-breaking year and serving more adult students than ever before! To learn about the exciting things we're doing to support a more literate community, connect with us. Our website is at lvbangor.org and you can follow our activities by liking us at [facebook.com/lvbangor](https://www.facebook.com/lvbangor).



For more information, please visit us on the web at www.lvbangor.org

Literacy Volunteers
OF BANGOR
200 Hogan Road, Bangor, ME 04401
www.lvbangor.org • (207) 947-8451



PERMIT
FIRST CLASS
U.S. POSTAGE
PAID
Bangor, ME
PERMIT NO. 3005

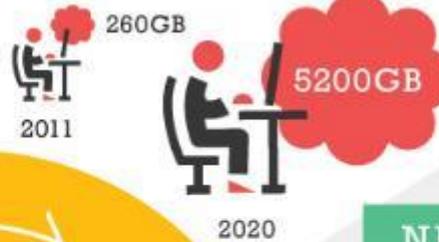
<h3>1 A CLOSE-KNIT ENVIRONMENT WHERE PROFESSORS GENUINELY KNOW YOU</h3>	<h3>2 A WIDE RANGE OF STUDIES AND ACADEMIC OPTIONS</h3>	<h3>3 A COMPELLING INTERNATIONAL STUDY ABROAD PROGRAM</h3>
 <p>12:1 Student/faculty ratio</p> <p>16 Average class size</p>	<p>72% of classes have less than 22 students</p> <p>1,700 Students</p> <p>20/24 Students from 20 states and 24 countries</p>	<p>Linfield was 1 of 26 top picks for high school counselors in 2010 by Parade magazine</p> <p>93% of professors have highest degree in their field</p> <p>40+ Majors</p> <p>40 Minors</p> <p>12 Pre-professional programs</p> <p>Take a one-month intensive course abroad or on campus, during January Term</p>
<h3>4 DIVERSE ATHLETIC AND EXTRACURRICULAR ACTIVITIES</h3>	<h3>5 A CONNECTION BETWEEN ACADEMICS AND THE REAL WORLD</h3>	<h3>6 SUCCESSFUL ALUMNI WHO MAKE A DIFFERENCE</h3>
<p>80+ clubs and activities</p> <p>2 hours to snowboarding, skiing, mountains, windsurfing, waterfalls and hiking</p> <p>1 hour to city lights, concerts or to surfing and sand dunes</p> <p>+ Biking, hiking, waterpark and farmers' market close by</p>	 <p>19 athletic teams (9 for men, 10 for women)</p> <p>56 winning football seasons as of 2011, more than any other school in the country, four-time National Champions</p>	<p>25 faculty earned regional, national or international honors for their teaching, mentoring and scholarly work in 2010/2011</p> <p>Student Internships: American Cancer Society, Nike, Oak Clark Productions, KSMC, The Federal Bureau of Investigation, Intel, Portland Art Museum, The Walt Disney Company and more</p> <p>Students collaborate with professors to present research</p> <p>1 of 16 liberal arts colleges in the nation selected for the Rumpel Scholars Program</p>
<p>28 Fulbright scholars since 1999</p> <p>Linfield grads contribute as surgeons, business owners, government leaders, lawyers, scientists, missionaries, professors and so much more</p> <p>90% of alumni are employed or in grad school within one year of graduation</p> <p>50/68 Alumni in 50 states and 68 countries</p> <p>Linfield hosts 1 of 5 Nobel Laureate Symposia in the world</p>		

TECHNOLOGY

Increase the share of more measurable marketing services to be more than 50% by 2019

Progress (2010 to 2013):
29%  34%

Amount of data per human on the planet:



NEW MARKETS

Increase the share of revenues from faster-developing nations to 40-45% by 2019

GDP OF NEW MARKETS:



Progress (2010 to 2013):
27%  30%

2013
OUR
STRATEGIC
PRIORITIES
2020

"Our strategic focus is clear: new markets, new media, technology and the delivery of integrated communication services. That is where our clients are focusing; we are responding to their needs and sharing that focus."

Sir Martin Sorrell

NEW MEDIA

Increase the share of revenues from new media to 40-45% by 2019

GLOBAL INTERNET PENETRATION:



Progress (2010 to 2013):
29%  34%

HORIZONTALITY

Achieve 'horizontality' by ensuring our people work together for the benefit of clients

35,000 of our people work on our top 40 accounts:



Cross-group client teams:



Our Strategic Priorities

Uniquely serving our community as:



The centre for
information
access



The hub of
community
connections



The heart of
discovery and
creativity



The place for
literacy and
lifelong
learning

Winnipeg Public Library

winnipeg.ca/library



Our Strategic Goals:

Provide excellent
**customer
service**

as public needs evolve
through continued investment in staff
development and training



**Enhance strategic
partnerships**

with organizations
to better meet the
unique needs
of the community



Invest in more programs and services that
advance digital literacy

so that customers use technology to
enrich their lives



Support the development of
early literacy skills
in young children through
increased investment in materials,
services and programs for families,
childcare providers and educators



Ensure all library branches are
**welcoming
and accessible
destinations**
to serve as vibrant community
spaces for all residents



**Adjust
open hours**
of library branches to
encourage new library users to
visit and be more convenient
for existing customers



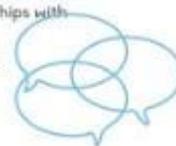
Select material that reflects the
**diverse needs of
the community**
so that relevant print, digital
and special collections are
freely available



Increase awareness of the
library and its benefits through
**expanded
promotion of
programs and services**



Develop stronger relationships with
**newcomers
and Indigenous
peoples**
by providing responsive
programs and services



Provide opportunities for
older adults
to meet, learn and
contribute so that we build strong
connections within the community



Expand the impact of the library
**beyond
physical
branches**
through community outreach and digital services



Key Performance Indicators

- Plan to develop and refine key performance indicators across the organization
- Current data:
 - Fire Services
 - Communications
 - Planning and Development
 - Infrastructure
- Current gaps:
 - Baseline data
 - Methodology
 - Service levels
 - Analytical Data
 - Demographics and statistics

Next Steps

- Collection of information for year-end report, in coordination with collection of information for State of the County
- Development of new key performance indicators and refinement of current key performance indicators