



CORPORATE SERVICES DIVISION UPDATE

JUNE 2017

INFORMATION SERVICES

- Core Services Update
 - CIO duties transitioned to Daron Steward effective May 1
 - 918 Helpdesk requests received in from Jan-17 through Apr-17 (230/month)
- Dynamics AX Stability
 - Dynamics AX resource contracted to mitigate support risk
 - Architectural review completed
- Strategic Initiatives
 - Payroll RFP development in progress
 - Over 170 IS initiatives inventoried; priorities and alignment with delivery capabilities required
 - FDM: Data purchased from AHS from all Parkland County dispatch clients, including Enoch
 - Mobile weed inspection application developed and deployed; directly supports MuniSight AG replacement
 - Open Data initiative approved; first data load targeted for Sept.
 - Blackberry phase out is 50% complete

INFORMATION SERVICES

- Forward View
 - Back fill Daron's previous role
 - Near-Term Focus: 1) Capacity; 2) Focus; 3) Skills
 - Initiative Priorities: 1) Fire; 2) ECC; 3) Core Stability
 - Significant projects coming up: 1) ECC TELUS 911 changes; 2) Radio console move

COMMUNICATIONS TEAM

- On April 10, 2017, we welcomed Robin Lillywhite (Marketing Specialist) to the team. Mr. Lillywhite was previously reporting in to the Economic Diversification department and has been moved to communications.

COMMUNICATIONS SERVICES

- Major projects completed:
 - Resident and Business Priorities surveys
 - State of the County address
 - Year in Review booklet
 - MDP/ICSP/PRC Master Plan event marketing and support
 - Growing for the Future event coordination and marketing
 - Economic Diversification announcements
 - Lost and found pets now communicated on website
- Ongoing projects:
 - Intergovernmental Relations
 - Future of Coal
 - Annual Financial Report (designed in house)
 - Long-term Strategic Plan (designed in house)
 - Canada Post Acheson Addressing

IN THE LAST 12 WEEKS, WE HAVE:

- Published 75 Facebook posts
- Coordinated and designed 12 two and three page newspaper advertising spreads
- Published two editions of the Parkland Communicator
- Provided advertising and marketing services for eight major events
- Issued six media releases
- Written seven sets of speaking notes
- Designed and wrote content for five major reports, including the Year in Review, the long-term strategic plan, the Annual Financial Report, the Customer Service Strategy and provided design guidance for three major plan documents (MDP, ICSP, PRC Master Plan)

NEW WEBSITE UPDATE

- Our bounce rate from October 18, 2017 to May 17, 2017 was 40.06%, which compared to the same timeframe from the previous year on our old website is a decrease of 24.09%.
- We received 3 complaints related to search (all within the first 24 hours of launch), and to date, 32894 search queries have been used, which is equal to 0.0001%.
- To date, 35 staff members have been trained on the new CMS, with an additional 8 trained to post animals in the shelter.

NEW WEBSITE UPDATE

- **Subscriptions:**

- 17 people subscribed to receive email updates from our calendar

- 511 subscriptions to individual pages

- Bids and Tenders – 22
- Wabamun Lake Boat Access – 16
- Meridian Sports Park – 17
- Employment – 65
- Old Current Opportunities page – 118

- **Calendar:**

- 186 calendar events have been added to the Events Calendar since launch

- 110 by community associations
- 76 by internal staff

ONE PARKLAND SERVICE EXCELLENCE UPDATE

As of June 15:

- Completed meetings with all Council and Administration
- Began first contact tracking
- Held public engagement event
- Reviewed Councilor Action Request process
- Compiled initial services inventory and FAQ list
- Launched Intranet page

ONE PARKLAND SERVICE EXCELLENCE UPDATE

Looking ahead (next 15-45 days):

- Finalize strategy for presentation (July 11)
- Research options for knowledge base and County Centre foyer meeting room(s)
- Begin to identify budget initiatives
- Implement corporate-wide customer service standards
- Develop Strategy Implementation Plan

HUMAN RESOURCES:

- Provide systems, process and training to assist management and supervision with the management of people,
- Promote line responsibility and accountability for people relationships and interaction,
- Establish and maintain a service model that provides for strategic and transactional support.

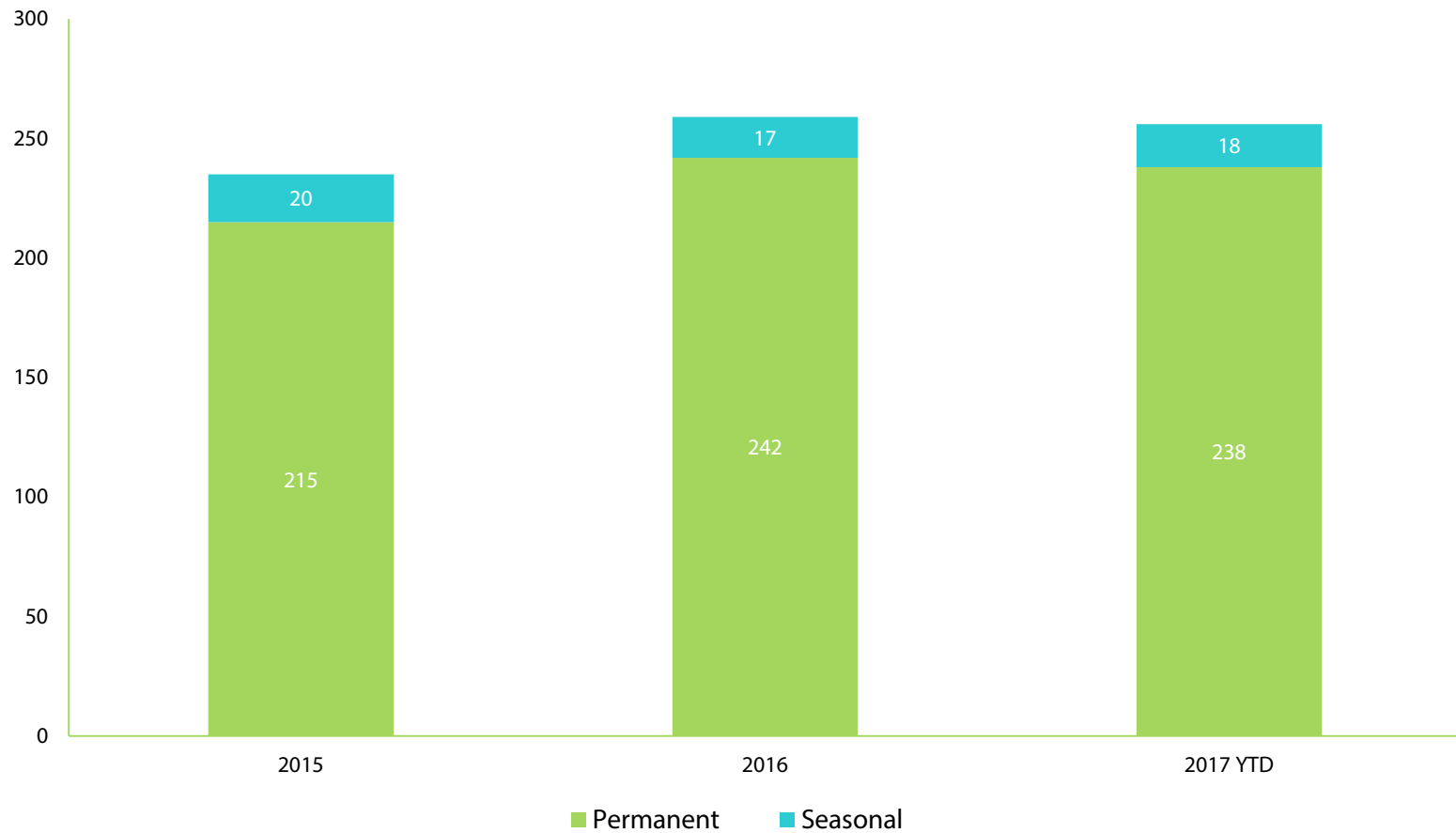
Areas of Strategic Focus - Initiatives

Strategic Sourcing	<ul style="list-style-type: none"> Develop recruitment & selection processes & training plan 	<ul style="list-style-type: none"> Q3-17
Talent Management / Organizational Development	<ul style="list-style-type: none"> DDI Leadership Series Employee Engagement Survey Review and improve “Onboarding program” Leverage LMS for Org wide L&D 	<ul style="list-style-type: none"> ongoing Q2-18 Q4-17 Q2-18
Leadership & Succession	<ul style="list-style-type: none"> Work with CAO & GMs on process 	<ul style="list-style-type: none"> Q4-17
Total Rewards	<ul style="list-style-type: none"> Compensation review (incl. competencies) Rewards & Recognition Program (Innovation program) 	<ul style="list-style-type: none"> Q4-17 Q1-18

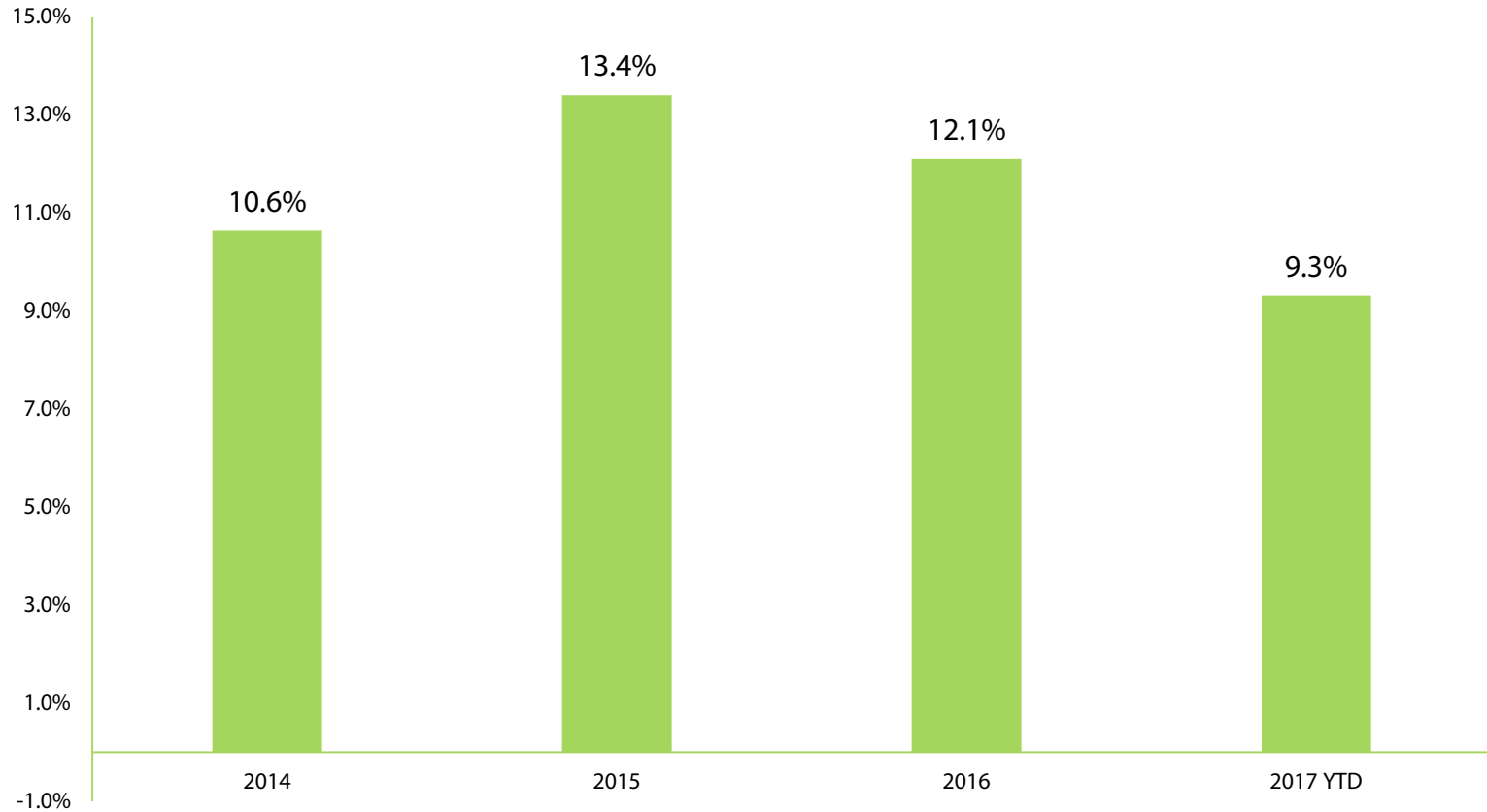
Areas of Strategic Focus - Initiatives

Labour/Employee Relations	• Re-launch D&A policy & communication	• Q3-17
	• Disability management (“case mgmt.”)	• Q3-17
	• Union Negotiations for Wage Re-Opener	• Q4-17
Performance Management	• Review, revise and implement performance system	• Q1-18
Employee Communications	• Organizational Changes & Updates	• ongoing
Strategic Organization Business Partner	• KPI development and reporting	• ongoing
	• Integration of Fire Services into Parkland County HR Practices	• Q3-17
	• Needs review: Case Management & Knowledge Base (HR Service)	• Q1-19

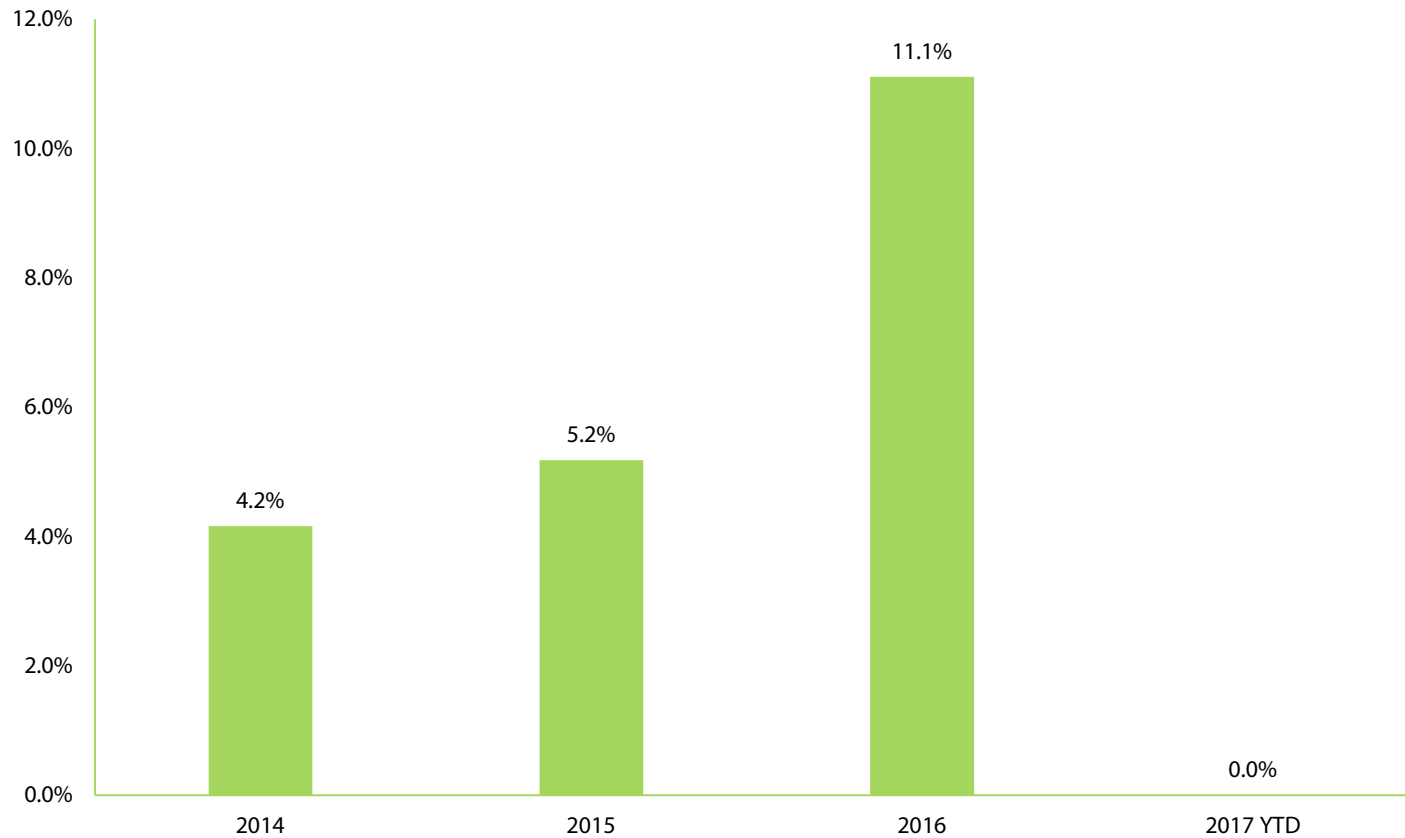
Headcount



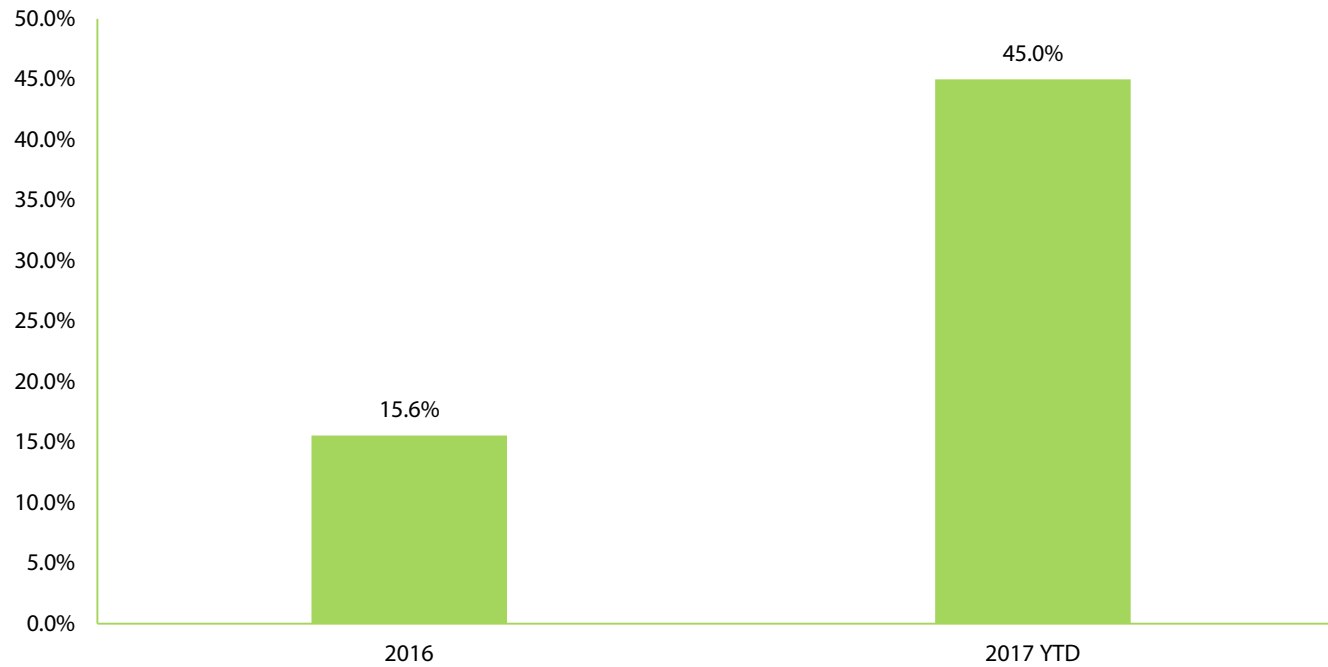
% Turnover – All Exits



Promotion %



Internal Hire %



DDI Leadership series

Courses Offered (to date):

1. YOUR LEADERSHIP JOURNEY
2. COMMUNICATING FOR LEADERSHIP SUCCESS
3. COACHING FOR PEAK PERFORMANCE

Number of employees Participating

- 82 (from various levels of the organization)

Initial Feedback from Course Evaluation is Positive:

1. YOUR LEADERSHIP JOURNEY : 4.41 / 5 (5=strongly agree)
2. COMMUNICATING FOR LEADERSHIP SUCCESS : 4.47 / 5
3. COACHING FOR PEAK PERFORMANCE : (not reported yet)

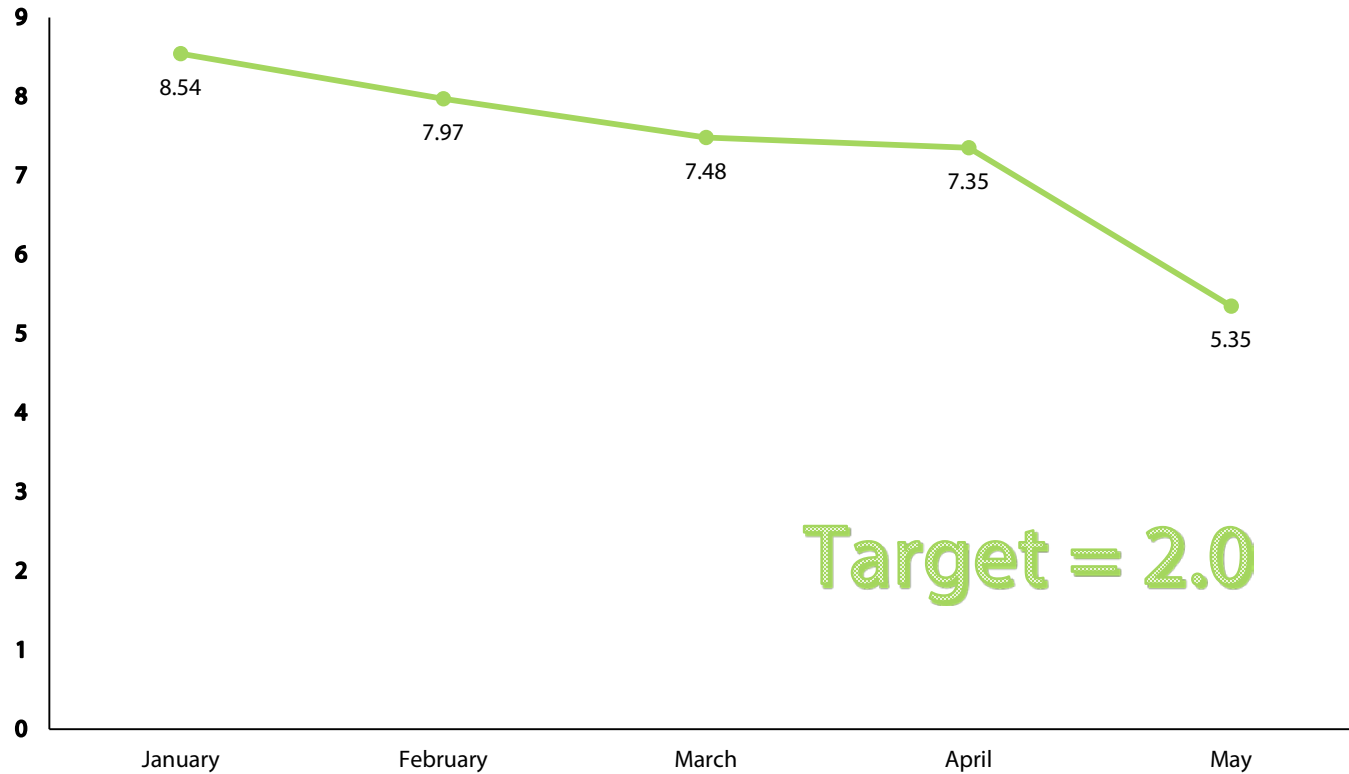
Health & Safety Services will:

- Educate and reinforce safety accountability and leadership at all levels of the organization.
- Provide systems, process, training and support to all levels of the organization in loss prevention management.
- Establish and maintain a management system that provides for strategic and transactional support.

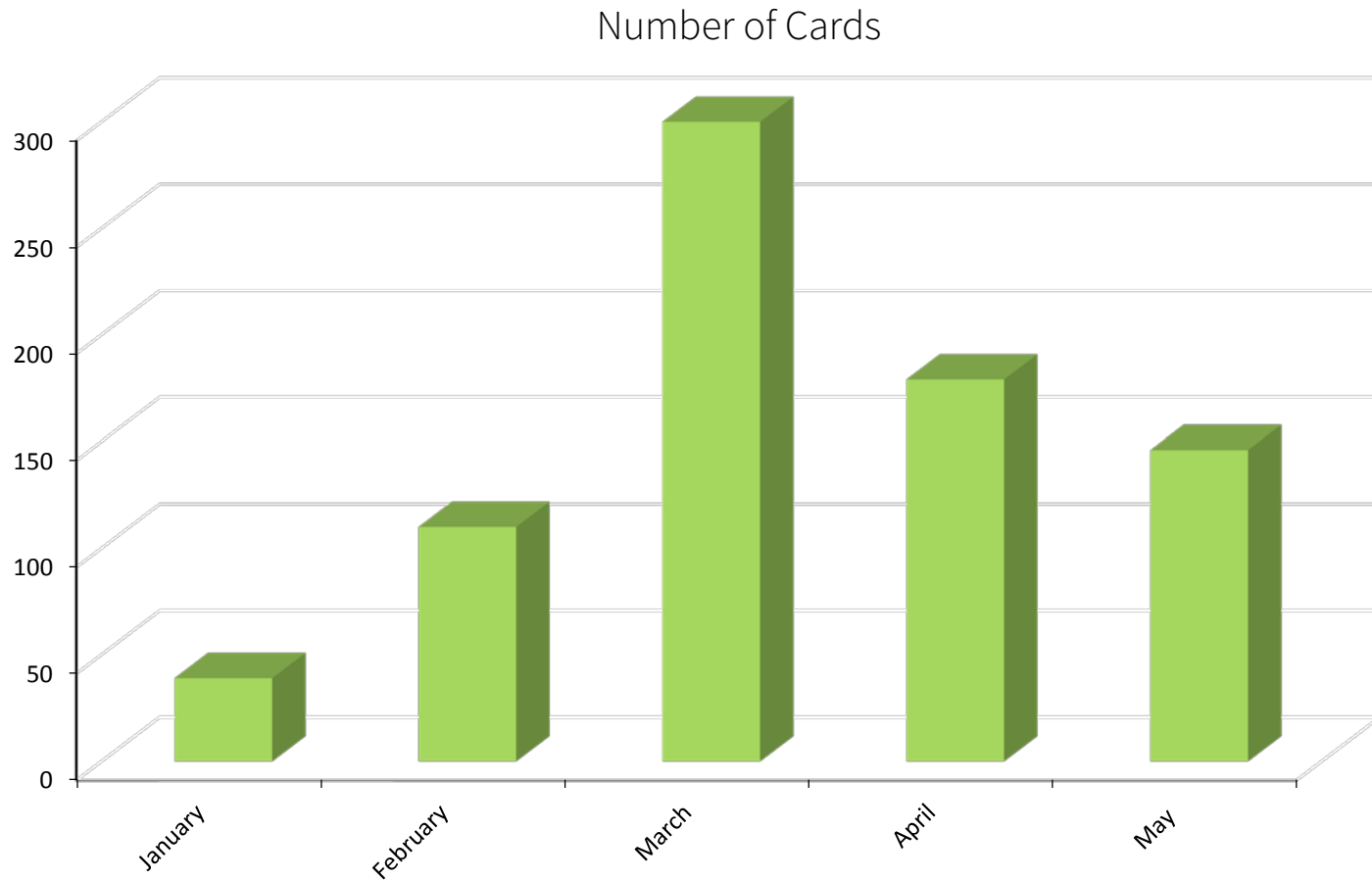
Areas of Strategic Focus - Initiatives

Stewardship & Culture	<ul style="list-style-type: none">• Develop and commence Safety Basics education for supervision /management• Visible Safety Leadership	<ul style="list-style-type: none">• Q3-17• Q4-17
Loss Control Management	<ul style="list-style-type: none">• Develop realistic and targeted training plan (include: Online Training – where appropriate)• Incident and behavioral based management system and reporting	<ul style="list-style-type: none">• Q3-17• Q4-17
Strategic Organization Business Partner	<ul style="list-style-type: none">• Source and implement safety (incident) management software• Implementation of LMS software for safety training and related documentation	<ul style="list-style-type: none">• Q4-17• Q4-17

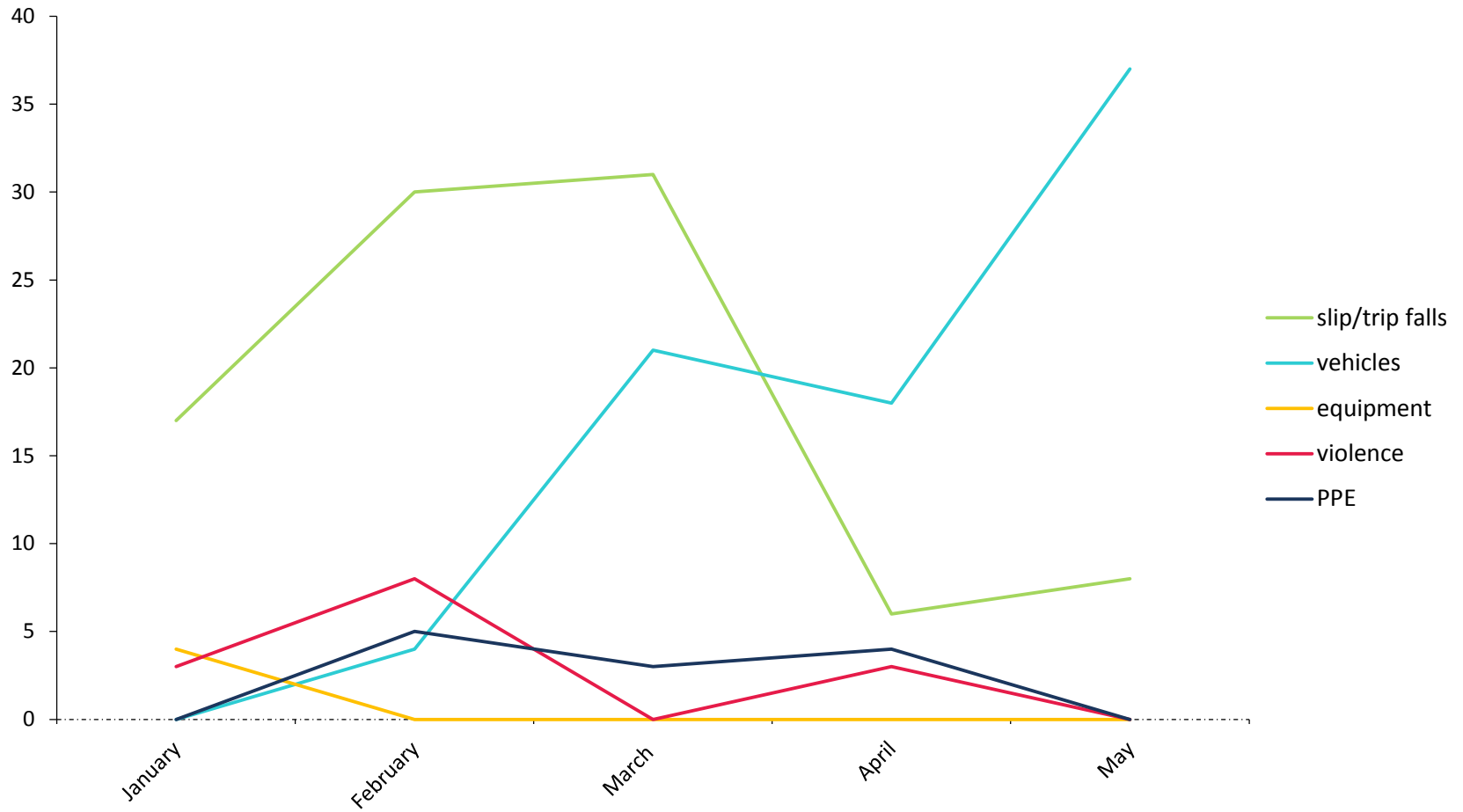
2017 Year to Date: TRIF



Intervention Card Submissions



Intervention Card Trends



LEGAL & LEGISLATIVE SERVICES

Legislative Services

- Recruiting approximately 100 temporary workers for the 2017 election
- Recruiting approximately 12 Parkland County staff members to work advance vote dates
- Community hall visits completed for voting stations
- Recruitment complete for Economic Diversification Committee, Community Sustainability Committee and Agricultural Service Board with committee member orientation conducted May 26, 2017

LEGAL & LEGISLATIVE SERVICES

- Ongoing policy and procedure review
- Spring 2017 school tours completed
- Five Subdivision & Development Appeal Board hearings held to date

LEGAL & LEGISLATIVE SERVICES

Procurement Services

- Cami Sutherland from MacEwan University B.Comm. Supply Chain Management Major joined our team May 1 for an 8 month term
- Ongoing Microsoft Dynamics AX procurement training
- Procurement support for recent or upcoming tender opportunities for:
 - Engineering Project Management Services
 - GIS Technical Support Services
 - Structural Turnout Gear
 - External Audit Services
 - Operation and Supervision of Rural Transfer Stations

Procurement Activity to May 31, 2017



QUESTIONS