

Hamlet Reinvestment Strategy Committee of the Whole

Project Update

October 20th, 2020







Agenda

- 1. Project Progress Update
- 2. Communications/Engagement
- 3. Service Profiles
 - I. Overview and Use
 - II. Review of Draft Service Profile
- 4. Discussion of Next Steps
 - I. Service Profile Completion
 - II. Public Engagement

PHASE 1: TIMELINES & TOUCH POINTS



Phase 1:
Project Initiation & Planning

Phase 2:
Develop
Communications
Plan

Phase 3: Public Engagement Phase 4: Establish Service Standards Phase 5: Analyze Financial Implications Phase 6:
Develop
Implementation
Plan

Council & Committee
Touch Points

Committees

Circulate draft for feedback

Council

Presentation for information

Committees

- 1. Circulate highlevel draft for feedback
- 2. Meeting to refine key content

Council

Presentation for information

Committees

Present summary and analysis for information

Council

Present summary and analysis for information

Committees

Workshop to develop scenarios

Council

Presentation for information/ feedback

Committees

Circulate for feedback

Council

Presentation to accept as information

Estimated Timeline

May 2020 May 2020 September 2020

September-October 2020

November-December 2020

MNP.ca



Project Progress Update

- ✓ Developed initial draft Communications Plan
- ✓ Developed Graphic Design Theme
- ✓ Conducted select public engagement interviews (qualitative)
- ✓ Developed qualitative survey results summary report
- ✓ Decided to delay the quantitative survey due to a variety of factors
- Develop Service Profiles for all services offered to hamlets
- Begin roll-out of key messaging through public channels

- □Conduct financial analysis on current and potential hamlet servicing options
- ☐ Determine appropriate method for further public engagement
- □Conduct public engagement
- □ Determine possible adjustments to hamlet services
- ☐ Develop implementation and communication strategies (update Communications Plan as needed)

Complete Ongoing Next Steps

Communications/Engagement



Qualitative Survey- Key Observations

- Strong sense of connection with Hamlet
- High overall satisfaction with County Services
- Lack of basic understanding of County Services
 - High awareness of Road Maintenance & snow removal
 - High importance of enforcement and emergency services
- Lack of Consensus of response
- Priorities for reinvestment:
 - Need for more businesses and services
 - Promoting entrepreneurship and home-based businesses
 - Attracting industry
 - Attracting tourism
 - Revitalizing schools and community facilities
 - Increasing recreational opportunities
 - Community-specific projects
 - Other ideas

Communications/Engagement



Your Community. Your Services.

Together, We Can Build a Better County.

Throughout the month of November, Parkland County will be collecting feedback on your level of satisfaction with community infrastructure and services.

Quality community infrastructure and services support economic growth and help ensure our community continues to be a viable place to live and work.

Did you know Parkland County provides these services?





Service Profiles

What Is a Service Profile?

- The Service Profiles are designed as a 'snapshot' of a particular service offered to the County's hamlets
- The Service Profiles capture key service details including:
 - Description of the service, including if it is legislated, core, or discretionary
 - Who provides the service
 - Who receives the service (i.e. which hamlets)
 - Cost of the service
 - Associated service levels
 - Initial impact assessment for any potential changes to the service or service levels

How will they support the project?

- The Service Profiles will assist the team in identifying gaps/challenges in service levels and offerings
- Where possible they will allow for comparison between hamlets
- This will aid in the financial analysis of current services for each hamlet and support analysis and recommendations for future adjustments to service offerings and service levels
- As a "snapshot", certain Service Profiles may require additional support through detailed analyses



Service Profiles

Emergency Services	Roads	Water	Solid Waste	Planning & Land Use	Recreation & Natural Areas	Other Services
 Fire and Rescue Ambulance Emergency Management Enforcement 	 Development Gravel to Surfaced Roads Upgrades Gravel Road Maintenance Snow & Ice Control Brush Control Dust Road Right of Way Maintenance Preservation Replacement 	 New Construction Operations & Maintenance Replacement Wastewater - New Construction Wastewater - Operations & Maintenance Drainage and Stormwater 	 Collection & Disposal Diversion 	 Plans, Strategies, & Studies Compliance 	 Facilities Parks, Trails, & Outdoor Activities Programs Naturalization & Environmental Stewardship 	 Community Support Economic Diversification Connected Communities Outreach and Education Libraries Multi-modal Transportation Street Lighting Animals & Pest Control

Wastewater - Operations & Maintenance



vvastewater of	crations & Maintenant					
	Description	Who	Receives the Service?	Who Provides t	:he Service?	
and private sewage disposal There are two types of municipal wastewa	s provided in Parkland County: municipal owned and operated ater services type areas requiring less maintenance, no pumps, and no	CarvelDuffieldEntwistleFallisGainford	e	 Public Works Cou 	inty Services	
•	rural areas, requires the use of septic tanks and pumps to Collection System & Treatment maintenance.	KeephillTomaha				
Cost of Service (2019)	Associated Service Levels / KPIs		Benefits/Ou	utcomes	Risks/N	Лitig

DRAFT FOR DISCUSSION

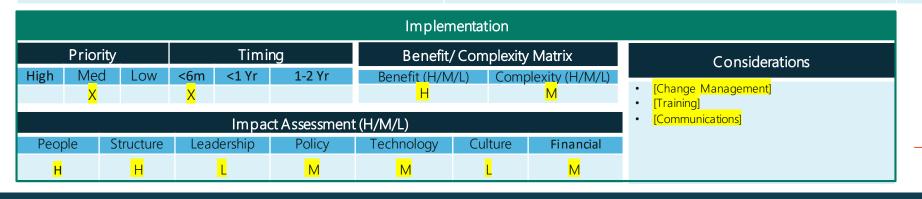
Cost of Service (2019)	Associated Service Levels / KPIs	Benefits/Outcomes	Risks/Mitigation
• INSERT	 Dedicated budget for specific Hamlets Less than 24 hour response time 	• INSERT	• INSERT

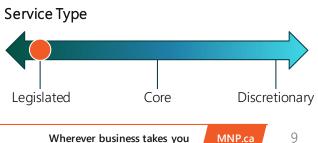
Need for Change / Potential for Impact

No change suggested

INSERT

No change suggested





Recreation and Natural Areas – Facilities



Wherever business takes you

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	Description		Who Receives the Service?	Who Provides the Service?	
municipalities to provide a var	riety of places for residents and	t also partner with other organizations and visitors to enjoy unds, skating rinks, soccer pitches, and the	 Carvel Duffield Entwistle Fallis Gainford Keephills Tomahawk 	 Parks, Recreation & Culture 	DRAFT FC DISCUSSIO
Cost of Service (2019	19)	Associated Service Levels / KPIs	Benefits/0	Outcomes Risk	cs/Mitigation
Need for Chai		in Priority Growth Hamlet thin driving distance of other Hamlets Lin	• INSERT kages/Dependencies/Overlaps	Regional In	nplications
		Implementation		Service Type	
Priority	Timing	Benefit/Complexity Matrix	Considerations	• •	
gh Med Low <60 X	5m <1 Yr 1-2 Yr	Benefit (H/M/L) Complexity (H/I	M/L)• [Change Management]• [Training]		
Impact Assessment (H/M/L)			• [Communications]	Legislated	Core Discreti
People Structure L	Leadership Policy	Technology Culture Finance	cial		

NEXT STEPS: TIMELINES & TOUCH POINTS



Draft Hamlet

Reinvestment

Strategy

Complete Complete **Conduct Initial Choose Priority Conduct Public Detailed Service Profiles Analysis Services Engagement Analysis Committees** Committees **Committees Committees** Present template Present summary Workshop to Circulate for feedback for feedback and analysis for develop scenarios Council information Council Council Presentation to Council Present template Presentation for accept as information for information Present summary information/ *Work conducted *Work conducted and analysis for feedback primarily by primarily by information **Touch Points** administration administration

Estimated Timeline

Current

Mid October- Early November

Early-Mid November

Mid November-Mid December

January 2021