

# Hamlet Reinvestment Strategy Committee of the Whole

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Project Update

October 20<sup>th</sup>, 2020



Wherever business takes you

[MNP.ca](https://mnp.ca)

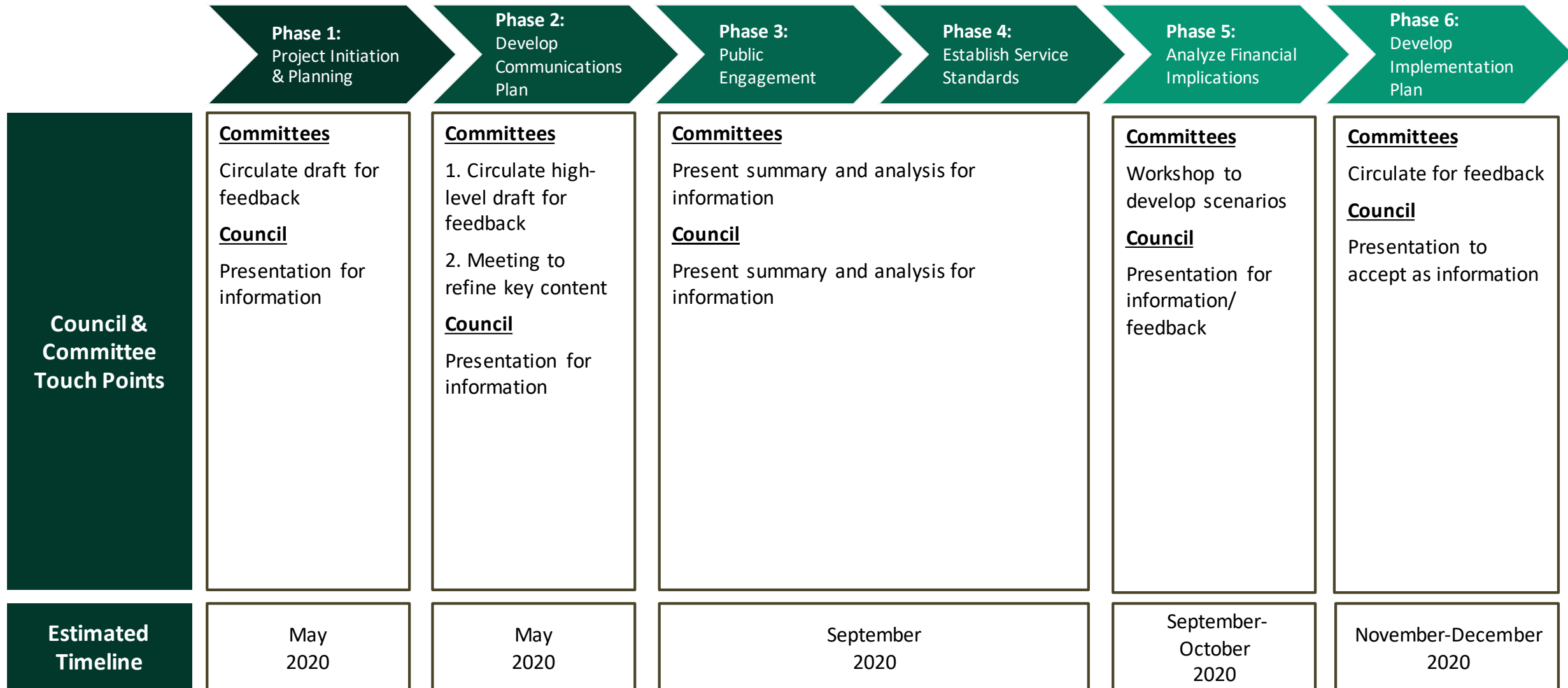


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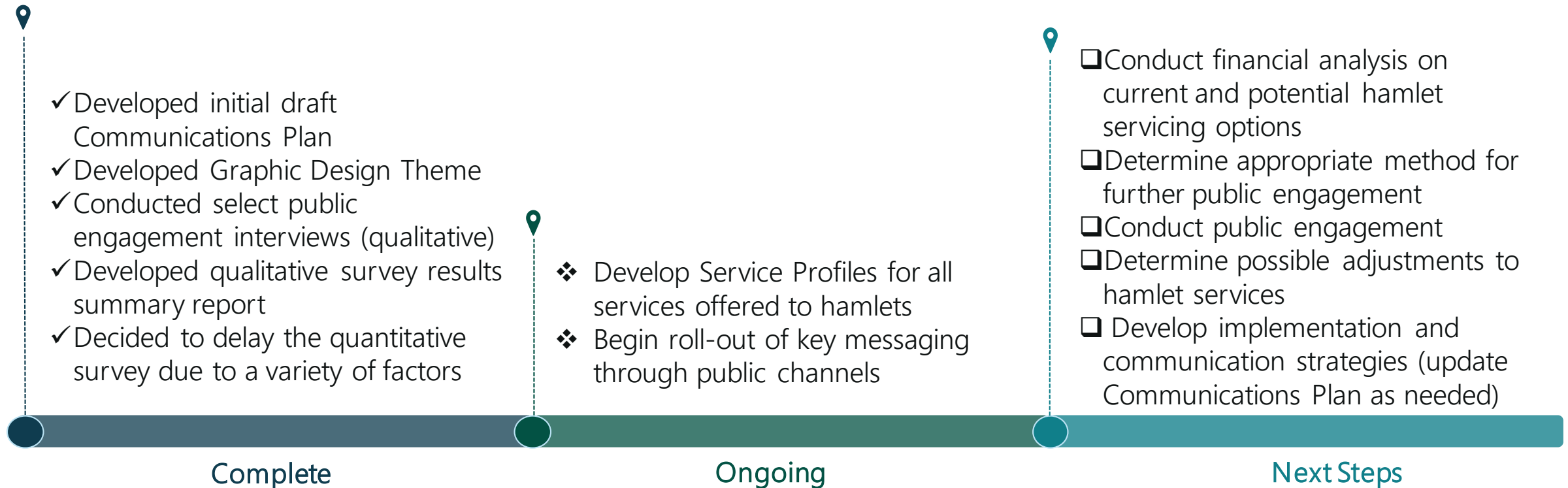
# Agenda

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



# Project Progress Update



## 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?



FOR MORE INFORMATION ON HOW YOU CAN PARTICIPATE, VISIT: [PARKLANDCOUNTY.COM/HAMLETS](https://www.parklandcounty.com/hamlets)

# 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
<ul style="list-style-type: none"> <li>• Fire and Rescue</li> <li>• Ambulance</li> <li>• Emergency Management</li> <li>• Enforcement</li> </ul>	<ul style="list-style-type: none"> <li>• Development</li> <li>• Gravel to Surfaced Roads Upgrades</li> <li>• Gravel Road Maintenance</li> <li>• Snow &amp; Ice Control</li> <li>• Brush Control</li> <li>• Dust</li> <li>• Road Right of Way Maintenance</li> <li>• Preservation</li> <li>• Replacement</li> </ul>	<ul style="list-style-type: none"> <li>• New Construction</li> <li>• Operations &amp; Maintenance</li> <li>• Replacement</li> <li>• Wastewater - New Construction</li> <li>• Wastewater - Operations &amp; Maintenance</li> <li>• Drainage and Stormwater</li> </ul>	<ul style="list-style-type: none"> <li>• Collection &amp; Disposal</li> <li>• Diversion</li> </ul>	<ul style="list-style-type: none"> <li>• Plans, Strategies, &amp; Studies</li> <li>• Compliance</li> </ul>	<ul style="list-style-type: none"> <li>• Facilities</li> <li>• Parks, Trails, &amp; Outdoor Activities</li> <li>• Programs</li> <li>• Naturalization &amp; Environmental Stewardship</li> </ul>	<ul style="list-style-type: none"> <li>• Community Support</li> <li>• Economic Diversification</li> <li>• Connected Communities</li> <li>• Outreach and Education</li> <li>• Libraries</li> <li>• Multi-modal Transportation</li> <li>• Street Lighting</li> <li>• Animals &amp; Pest Control</li> </ul>



# Wastewater – Operations & Maintenance

DRAFT FOR DISCUSSION

Description	Who Receives the Service?	Who Provides the Service?
<ul style="list-style-type: none"> <li>There are two types of wastewater services provided in Parkland County: municipal owned and operated and private sewage disposal</li> <li>There are two types of municipal wastewater services                             <ul style="list-style-type: none"> <li>Gravity, most common in urban type areas requiring less maintenance, no pumps, and no septic tanks</li> <li>Low pressure, most common in rural areas, requires the use of septic tanks and pumps</li> </ul> </li> <li>Operations &amp; Maintenance largely relates to Collection System &amp; Treatment maintenance.</li> </ul>	<ul style="list-style-type: none"> <li>Carvel</li> <li>Duffield</li> <li>Entwistle</li> <li>Fallis</li> <li>Gainford</li> <li>Keephills</li> <li>Tomahawk</li> </ul>	<ul style="list-style-type: none"> <li>Public Works County Services</li> </ul>

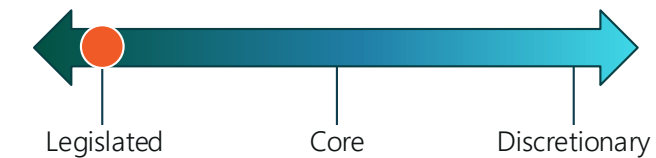
Cost of Service (2019)	Associated Service Levels / KPIs	Benefits/Outcomes	Risks/Mitigation
<ul style="list-style-type: none"> <li>INSERT</li> </ul>	<ul style="list-style-type: none"> <li>Dedicated budget for specific Hamlets</li> <li>Less than 24 hour response time</li> </ul>	<ul style="list-style-type: none"> <li>INSERT</li> </ul>	<ul style="list-style-type: none"> <li>INSERT</li> </ul>

Need for Change / Potential for Impact	Linkages/Dependencies/Overlaps	Regional Implications
<ul style="list-style-type: none"> <li>No change suggested</li> </ul>	<ul style="list-style-type: none"> <li>INSERT</li> </ul>	<ul style="list-style-type: none"> <li>INSERT</li> </ul>

Implementation							
Priority			Timing			Benefit/ Complexity Matrix	
High	Med	Low	<6m	<1 Yr	1-2 Yr	Benefit (H/M/L)	Complexity (H/M/L)
	X		X			H	M
Impact Assessment (H/M/L)							
People	Structure	Leadership	Policy	Technology	Culture	Financial	
H	H	L	M	M	L	M	

Considerations
<ul style="list-style-type: none"> <li>[Change Management]</li> <li>[Training]</li> <li>[Communications]</li> </ul>

Service Type



# Recreation and Natural Areas – Facilities

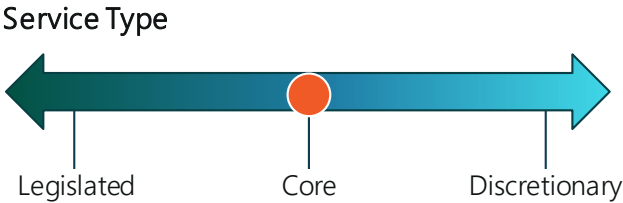
DRAFT FOR DISCUSSION

Description	Who Receives the Service?	Who Provides the Service?
<ul style="list-style-type: none"><li>The County manages and maintains a number of facilities, but also partner with other organizations and municipalities to provide a variety of places for residents and visitors to enjoy</li><li>Facilities include, community leagues, ball diamonds, playgrounds, skating rinks, soccer pitches, and the TransAlta Tri Leisure Center</li></ul>	<ul style="list-style-type: none"><li>Carvel</li><li>Duffield</li><li>Entwistle</li><li>Fallis</li><li>Gainford</li><li>Keephills</li><li>Tomahawk</li></ul>	<ul style="list-style-type: none"><li>Parks, Recreation &amp; Culture</li></ul>

Cost of Service (2019)	Associated Service Levels / KPIs	Benefits/Outcomes	Risks/Mitigation
<ul style="list-style-type: none"><li>INSERT</li></ul>	<ul style="list-style-type: none"><li>Only available in Priority Growth Hamlet</li><li>Facilities are within driving distance of other Hamlets</li></ul>	<ul style="list-style-type: none"><li>INSERT</li></ul>	<ul style="list-style-type: none"><li>INSERT</li></ul>

Need for Change / Potential for Impact	Linkages/Dependencies/Overlaps	Regional Implications
<ul style="list-style-type: none"><li>INSERT</li></ul>	<ul style="list-style-type: none"><li>INSERT</li></ul>	<ul style="list-style-type: none"><li>INSERT</li></ul>

Implementation							
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Impact Assessment (H/M/L)							
People	Structure	Leadership	Policy	Technology	Culture	Financial	
H	H	L	M	M	L	M	
Considerations							
<ul style="list-style-type: none"><li>[Change Management]</li><li>[Training]</li><li>[Communications]</li></ul>							



# NEXT STEPS: TIMELINES & TOUCH POINTS

