

CITY OF WETASKIWIN 2023-2026 CORPORATE BUSINESS PLAN QUARTERLY REPORT



End of Second Quarter (Q2) | 2023

Quarterly reporting on the *City of Wetaskiwin's 2023-2026 Corporate Business Plan* maintains a clear line of sight on how the City's business objectives support Council's *2022-2032 Strategic Plan* and *The 50-Year Community Vision*.

This document will be updated and published quarterly throughout the duration of the City's Corporate Business Plan (2023-2026) to maintain transparency and help ensure the community stays updated on publicly funded initiatives.

The quarterly report is organized by year, which means both the strategic and improvement initiatives found within the Corporate Business Plan are grouped within the year they are expected to be completed in. These initiatives have been colour-coded to assist with visual delineation.

As we move forward into the next quarter, we remain committed to delivering excellence in all aspects of our operations. We are confident that our strategic initiatives, improvement initiatives, and operational excellence will position both our organization and community for sustainable growth and success.

Visit wetaskiwin.ca/strategic-documents to view these quarterly reports, as well as other strategic City of Wetaskiwin documents.

Legend

Economy | STRATEGIC INITIATIVE

Safety | STRATEGIC INITIATIVE

Community | STRATEGIC INITIATIVE

Environmental | STRATEGIC INITIATIVE

Team communication & collaboration | IMPROVEMENT INITIATIVE

A harmonized, vibrant work culture | IMPROVEMENT INITIATIVE

Working together towards the vision | IMPROVEMENT INITIATIVE

Project Status

On track | The project is on schedule, within scope, and within budget.

At risk | There are risks/issues that might impact the achievement of the project's objectives.

Off track | There are significant issues impacting the achievement of the project's objectives.

On hold | The project has not finished, with the project being temporarily suspended.

Not started | Work has not yet begun on the project.

2023-2026 CORPORATE BUSINESS PLAN

QUARTERLY REPORT (END OF Q2 2023)

Completed initiatives

Roll out internal staff portal

TEAM COMMUNICATION & COLLABORATION

Current status	Completed	Progress update	The staff portal was rolled out to City employees November 2022.
Expected completion	February 2023	<i>(2 or 3 sentences)</i>	

Create a customer service navigator position

WORKING TOGETHER TOWARDS THE VISION

Current status	Completed	Progress update	Customer service assistant position has been filled.
Expected completion	May 2023	<i>(2 or 3 sentences)</i>	

Current initiatives

Develop an economic development strategy

ECONOMY

Current status	On track	Progress update	Investment attraction: 12 investment enquiries have been fielded to-date Business development: 25 businesses visited since the start of the program. Downtown vitality: The viability of the Memorial Arts Centre as a community-owned facility being explored. Tourism: The 2023 summer tourism campaign launched in June and runs until the end of Sept.
Expected completion	December 2023	<i>(2 or 3 sentences)</i>	

Develop tax strategy

ECONOMY

Current status	On track	Progress update	The long-term tax strategy project is in progress. The consultant (Bloom CME) has met with Council and a meeting is to be scheduled with the senior leadership team in July.
Expected completion	December 2023	<i>(2 or 3 sentences)</i>	

Transition from MuniSight to ESRI GIS mapping software

ECONOMY

Current status	On track	Progress update	Administration has completed the needs assessment. ESRI software agreement and implementation to commence in September 2023.
Expected completion	December 2024	<i>(2 or 3 sentences)</i>	

Current initiatives (continued)

Update long-term statutory planning documents

ECONOMY

Current status	On hold	Progress update <i>(2 or 3 sentences)</i>	The manager of planning and development has just been hired and is being onboarded. These document updates will be scheduled later this year.
Expected completion	December 2026		

Fund the development of a community safety and well-being strategy

SAFETY

Current status	On track	Progress update <i>(2 or 3 sentences)</i>	Engagement phase now complete. The consultant is analyzing the information and will present their initial findings to Council on August 28, 2023. The steering committee will meet through the fall to develop an initial Community Safety and Well-Being Strategy. The proposed strategy will be brought to Council for approval by the end of the year (2023).
Expected completion	October 2023		

Explore energy program and grant opportunities

ENVIRONMENTAL

Current status	On track	Progress update <i>(2 or 3 sentences)</i>	The draft CEIP bylaw was presented to city council, with a finalized version of the bylaw to be brought to a future council meeting for approval.
Expected completion	November 2023		

Establish internal processes and procedures

A HARMONIZED, VIBRANT WORK CULTURE

Current status	On track	Progress update <i>(2 or 3 sentences)</i>	Processes in finance and human resources have been identified for review. Recruitment, offboarding, and onboarding process improvements are currently underway.
Expected completion	December 2026		

Review and update customer service processes and procedures

WORKING TOGETHER TOWARDS THE VISION

Current status	On track	Progress update <i>(2 or 3 sentences)</i>	Revisions on the Customer Service Directive and Manual are underway. Work on the Customer Service Master Document continues, and work has begun on voicemail scripts and warm transfer procedures. Work on the phone tree set to begin shortly.
Expected completion	December 2023		

Create corporate planning and reporting structure

WORKING TOGETHER TOWARDS THE VISION

Current status	Off track	Progress update <i>(2 or 3 sentences)</i>	The City's senior leadership team is changing the focus of this project. Trina McCarroll is now the project consultant. Preliminary work has begun. Awaiting information back from Trina.
Expected completion	December 2023		

Future initiatives (not started)

Economy

- Develop land strategy**
To be completed by December 2024
- Continue to develop asset management plan**
To be completed by December 2024
- Streamline bureaucratic processes that impact business**
To be completed by December 2025

Team communication & collaboration

- Develop and formalize corporate service level inventory**
To be completed by December 2024
- Develop department business plans**
To be completed by December 2025
- Create corporate engagement opportunities to improve internal collaboration**
To be completed by December 2026

Safety

- Develop advocacy for community safety supports**
To be completed by December 2026

A harmonized, vibrant work culture

- Develop employee work culture committee**
To be completed by December 2024
- Develop employee retention and recruitment plan**
To be completed by December 2025
- Create an internal social connectedness plan**
To be completed by December 2026
- Create a corporate training development plan**
To be completed by December 2026

Community

- Review and expand grants to organizations**
To be completed by December 2025
- Update Recreation Master Plan to incorporate arts, culture, and heritage**
To be completed by December 2026
- Develop a Truth and Reconciliation strategy**
To be completed by December 2026

Working together towards the vision

- Automate established processes to create efficiencies**
To be completed by December 2025
- Implement City Works System**
Project currently under review

Environmental

- Develop a Parks and Open Spaces Master Plan**
To be completed by December 2025

Note: Metrics listed in the corporate business plan will be reported on annually to Wetaskiwin City Council