

2015/2018 Council Strategic Plan



Vision Statement

To be a welcoming, diverse community with
small Town charm and big City amenities



Mission Statement

To be an open, honest and proactive government that delivers quality services in a fair and responsible manner while optimizing available resources



CITIZENS, PARTNERS AND STAKEHOLDERS

To be an Open and Proactive Government that delivers quality services

BRIDGE BUILDING

Improve & expand community involvement & City interactions

OPERATIONS

Foster a growing economy

MANAGEMENT EXCELLENCE

Ensure Fiscal Responsibility

Communicate Effectively

PEOPLE, LEARNING & INNOVATION

Effective Leadership & Governance



To be an Open and Proactive
Government that delivers quality services

Outcome Definition

To be an open, honest and proactive government that delivers quality services in a fair and responsible manner while optimizing available resources for the citizens of Portage la Prairie.

Measures

- 1) % of Citizens satisfied with the RCMP's service
- 2) % of Citizens satisfied with the PFD's service
- 3) % of Citizens satisfied with the Bylaw Enforcement Officer's service
- 4) % of Citizens satisfied with City Staff's service

Outcome Definition

Establish a fiscally responsible framework which capitalize on process efficiencies, transparency and accountability on behalf of the citizens of Portage la Prairie.

Measures

- 1) % of general operating budget reduction by way of found efficiencies (target 5%)
- 2) % of utility operating budget reduction by way of found efficiencies (target 5%)
- 3) # of efficiency process review conducted (3 in operations, and 2 in utilities)

Initiatives

- Lean Six Sigma project
- Explore electronic purchase order module
- Contract a financial consultant to determine the cost/value (NPV) of a P3 for NR (DONE)
- Seek public input for budget (DONE)
- Obtain a supplier to provide banking services for the City



Outcome Definition

Develop a customer service strategy to enhance customer experiences, while improving and enhancing communication with the public. The City will increase opportunities for public input/feedback on initiative/projects.

Measures

- 1) % of citizens surveyed agree that the City seeks input on new projects
- 2) % of public complaint resolved within 5 business days
- 3) # of citizens who take part in Council's Question Period

Initiatives

- 15-yrs Community Development Plan
- Establish Bylaw Review Committee (to review existing bylaws)
- Downtown core parking review
- Establish Council ad hoc Public Art Committee (**DONE**)



Outcome Definition

An effectively structured organization that attracts highly skilled people who come to experience its positive culture, human resource practices in a highly effective client service environment and positive attitude

Measures

- 1) % of employees who feel they get the training needed to do their job
- 2) % of employees who get a sense of satisfaction from their work
- 3) % of employees who feel they receive meaningful recognition for work well done
- 4) % of employee who believe issues raised in employee satisfaction survey will be resolved
- 5) % of employees who feel they have an opportunity to provide input into decisions that affect their work.

Initiatives

- Review our existing organizational chart
- Implement Competency Based Management



Outcome Definition

The City of Portage la Prairie, in partnership with local stakeholders, will foster an environment supportive of the business community for them to promote entrepreneurship and creating career opportunities.

Measures

- 1) Await PRED Board submission

Initiatives

- Await PRED Board submission



Outcome Definition

Members of Council and employees will engage in open and transparent dialogue, internally and externally, to enhance the awareness and delivery of Council's strategic priorities and programs.

Measures

- 1) % of citizens who have found appropriate information on the City's website
- 2) # of media releases that incorporate key civic educational/ awareness messages
- 3) % of citizens surveyed agree that City of Portage la Prairie is an open and transparent government

Initiatives

- Establish a Strategic Communication Specialist position along with communication policies (**DONE**)
- Implement/enhance communication tools in Council chambers
- Develop a yearly written council update/report to the community

