



MUNICIPAL DISTRICT
BONNYVILLE NO. 87

2025 Departmental Business Plans

Presenter Name: CAO and General Managers
Department: All
Date: June 25, 2023



CHIEF ADMINISTRATIVE OFFICER

Departmental Business Plans

- Senior Leadership Team
- Customer Services
- Legislative & Information Services
- Marketing and Communications

SENIOR LEADERSHIP TEAM

VISION

The M.D. of Bonnyville Administration will continue to be focused on being a leader and innovator in local municipal governance, services, and economic prosperity

MISSION

To support Council in the development of policies and Staff in the implementation of procedures, creating a safe, sustainable, and prosperous community.

SENIOR LEADERSHIP TEAM

KEY SERVICES

- Executive Leadership,
- Inter-departmental communication,
- Planning for municipal sustainability,
- Oversight of Municipal operations,
- Unified voice,
- Organizational Innovation,
- Organizational management.

CUSTOMER SERVICES

VISION

We provide excellent, knowledgeable, and professional customer service within the organization and community.

MISSION

We provide accurate services and solutions through a pleasant experience.

CUSTOMER SERVICES

KEY SERVICES

- Internal and external customer service
- Internal and external communication
- Management and implementation of internal and external mail services
- Financial support (cash receipting/payments/bank deposits)
- Management of administrative building office supplies
- Boardroom, Council chamber, and staff room purchasing and inventory

LEGISLATIVE & INFORMATION SERVICES

VISION

The Legislative and Information Services department is an expert in legislation and records management and an innovator in local municipal governance and services.

MISSION

Support and ensure compliance in all legislative functions of the municipality.

LEGISLATIVE & INFORMATION SERVICES

KEY SERVICES

- Administrative, secretariat and procedural support for Council
- Support all departments with drafting and amending municipal legislation
- Support all departments with compliance to any applicable legislation
- Facilitate and ensure compliance of records management for the municipality
- Organize and manage municipal elections and censuses
- Manage and maintain the Municipal Records Management Program and staff compliance
- Manage all public requests for information
- Support records management with compliance in accordance with the Freedom of Information and Protective of Privacy (FOIP) Act.
- Provide advance case management and administrative support for the municipal Assessment Review Board and Subdivision and Appeal Board

MARKETING & COMMUNICATIONS

VISION

We are leaders and innovators in internal and external communications and trusted sources of information. Through our efforts, we are champions of the municipal organization and community.

MISSION

We provide accurate, timely, and transparent information while striving to showcase the M.D. as an enviable place to live, work, and visit.

MARKETING & COMMUNICATIONS

KEY SERVICES

- Internal communications
- External communications
- Marketing and promotion of the municipality and its programs and services
- Brand protection
- Reputation management
- Catalogue and archive photography and videography
- Emergency management communications
- Communications and marketing support for Kinosoo

CORPORATE SERVICES

Departmental Business Plans

- Assessment Services
- Financial Services
- Human Resources & Payroll Services
- Information Technology
- Occupational Health & Safety

ASSESSMENT SERVICES

VISION

We strive for a prosperous economic future by providing our property owners outstanding customer service in tax assessment, and insurance coverage needs while adhering to government legislation.

MISSION

We establish an assessment roll and a tax roll for the purpose of collecting revenue for the annual municipal budget and providing insurance services for the municipality.

ASSESSMENT SERVICES

KEY SERVICES

- Fair and equitable property assessments
- Annual tax preparation and recovery
- Protect the M.D.'s assets through insurance and risk management
- Monitor community economic activity/growth.
- Adhere to legislation
- Generate stable revenue
- Risk mitigation of revenues
- Customer Service and Information to residents

FINANCIAL SERVICES

VISION

We are the financial guardian, providing reliable, accurate, timely financial information.

MISSION

To provide financial guidance within the organization and support all stakeholders.

FINANCIAL SERVICES

KEY SERVICES

- Guardians of Financial Records
- Establish Internal Controls, Financial Processes and Procedures
- Accounts Payable invoicing and disbursement of Funds
- Accounts Receivable Invoicing and Cash Receipting
- Financial Reports and Statements
- Manage Tangible Capital Assets
- Facilitate Budget Preparation and Analysis
- Customer Service (external and internal)
- Financial Institution Liaison
- Grant Application and Reporting

HUMAN RESOURCES & PAYROLL

VISION

The Municipal District of Bonnyville is a leader, innovator, and employer of choice in the region.

MISSION

We provide and maintain confidential support services throughout the employment life cycle.

HUMAN RESOURCES & PAYROLL

KEY SERVICES

- Provide employee support
- Payroll services
- Recruitment and retention of employees
- Benefit administration
- Provide the framework to other departments for performance management
- Employee records management
- Maintain confidentiality

INFORMATION TECHNOLOGY

VISION

The Information Technology department is a highly skilled and experienced team that leverages technology for the efficient and effective delivery of services to empower our community through digital innovation.

MISSION

We provide innovative and secure technology solutions for a prosperous community.

INFORMATION TECHNOLOGY

KEY SERVICES

- Data Integrity
- Business Continuity
- Technical Support
- Systems and Data Security
- Procurement and Maintenance of IT Infrastructure
- IT Project Management

OCCUPATIONAL HEALTH & SAFETY

VISION

We are a passionate team leading engaged employees who demonstrate a positive safety culture.

MISSION

Empowering employees to make safe choices.

OCCUPATIONAL HEALTH & SAFETY

KEY SERVICES

- Educate workers.
- Advise and support supervisors and all employees.
- Track and analyze injury, illness, and property damage in the workplace.
- Provide and act as Health and Safety resources.
- Perform an annual audit to maintain a Certificate of Recognition (COR).
- Continuously improve the Safety Management System.
- Provide Workplace Compensation Board (WCB) case management.
- Administer the online training program and records (Bistrainer).

ENVIRONMENTAL & PROTECTIVE SERVICES

Departmental Business Plans

- Agriculture Services
- Public Safety
- Waste Services

AGRICULTURE SERVICES

VISION

The Agriculture Services Department is an energetic and diverse team responsible for protecting and promoting our agricultural lands.

MISSION

Proactively balancing safe, innovative, and sustainable agriculture and environmental programs now and for future generations.

AGRICULTURE SERVICES

KEY SERVICES

- Vegetation Management/Roadside Mowing
- Agricultural Protection Education & Enforcement for the Public
- Agricultural Equipment Rentals
- Seed Cleaning Plant Inspection and Licensing
- Work Collaboratively with Local Research Associations
- Crop Inspections/Disease Monitoring

PUBLIC SAFETY

VISION

Public safety is a professional and adaptable team committed to promoting safe communities through effective education and enforcement.

MISSION

To promote safe communities.

PUBLIC SAFETY

KEY SERVICES

- Crime Prevention
- Industry contracts and commercial vehicles (Education / Enforcement)
- Municipal enforcement (Bylaws, e.g. Animal Control, Education)
- Traffic Safety (Education / Enforcement)
- Address emerging concerns of the community (Emergency Management, Etc.)

WASTE SERVICES

VISION

The Waste Services department is a leader and innovator in waste reduction and diversion for a sustainable future.

MISSION

To pursue a greener environment through waste reduction strategies and responsible stewardship.

WASTE SERVICES

KEY SERVICES

- Front-load Waste & Recycling Collection
- Curbside Waste Collection
- Class 3 Waste Landfills
- Class 2 Waste Transfer Stations
- Waste Diversion Programs
- Roadside Cleanup Program
- Agricultural Plastics Recycling Program
- Maintenance of Landfills and Bin Sites
- Public Communication and Education
- Clearing of Roadway Hazards and Illegal Dumping
- School Presentations and Tours

INFRASTRUCTURE SERVICES

Departmental Business Plans

- Fleet, Facilities and Utilities
- Transportation Services

FLEET, FACILITIES & UTILITIES

VISION

We are efficient and responsible for the delivery of services to stakeholders.

MISSION

To provide exceptional services and maintain and update fleet and infrastructure.

FLEET, FACILITIES & UTILITIES

KEY SERVICES

- Operate and maintain fleet, facilities, and utilities
- Provide safe facilities
- Oversee capital projects (roads, bridges, drainage, and buildings)
- Water and sewer services
- Customer service
- Budget management
- Asset management

TRANSPORTATION SERVICES

VISION

We are a leader in safety, accountability, and efficiency in public works services.

MISSION

To provide and maintain quality services to enhance the safety and livability of our community

TRANSPORTATION SERVICES

KEY SERVICES

- Road Maintenance & Repair (All 4 Seasons)
- Signage
- Drainage (Flood Control)
- Brushing
- Bridge Maintenance
- Airport Maintenance/Operation
- Christmas Lights/Decorations
- Support Other Departments
- Environmental Approvals
- Road Use Agreements
- Responding to Resident's Requests/Customer Service
- Driveway Flag Service
- Assist Fire Department
- Working with Industry to develop routes
- 24-hour emergency response

PLANNING & COMMUNITY SERVICES

Departmental Business Plans

- Asset Management
- Economic Development
- Kinosoo Ridge Resort
- Parks & Recreation
- Planning & Development

ASSET MANAGEMENT

VISION

The Asset Management Department is the catalyst for the implementation of sustainable service levels. at the Municipal District of Bonnyville.

MISSION

We support, coordinate, and facilitate the integration of asset management throughout the Municipal District of Bonnyville.

ASSET MANAGEMENT

KEY SERVICES

- Manage Geospatial and non-spatial data.
- Manage and support asset management best practices with the departments.
- Collaboration within departments to determine documentation of levels of service.
- Produce visual maps, dashboards, data collections and applications.
- Create and maintain a comprehensive register for all physical assets.
- Support the development and use of State of the Infrastructure reports and Asset Management Plans for all asset categories.
- Provide education and training to the organization.

ECONOMIC DEVELOPMENT

VISION

The Municipal District of Bonnyville will be a leader and innovator in local municipal governance, services, and economic prosperity.

MISSION

To develop a safe, sustainable, and prosperous community.

ECONOMIC DEVELOPMENT

KEY SERVICES

- Business Attraction, retention, and expansion.
- Collect, interpret and present data to promote investment.
- Diversify the local economy and increase employment and revenue opportunities.
- Partner with internal departments to support other strategic M.D. priorities.

KINOSOO RIDGE RESORT

VISION

Kinosoo Ridge Resort is a premier recreation and tourism destination known for promoting an inclusive environment and exceptional experiences.

MISSION

To be a premier all-season destination for adventure in recreation and hospitality.

KINOSOO RIDGE RESORT

KEY SERVICES

- Ski Hill
 - Ski and snowboard lessons
 - Equipment rentals and servicing
 - 41 acres of skiable terrain, serviced by snowmaking, two fixed quad chairs, and two carpet lifts
- High Ropes Course (Adventure Park)
- Tube Park with Carpet Lift
- Target Golf
- Location for Community Events and Private Bookings
- Schools/Summer Camps & Programs
- Restaurant Services
- Customer Service
- General outdoor recreation (French Bay Campground)

PARKS & RECREATION

VISION

The Municipal District of Bonnyville Parks and Recreation Department, including Community Services, will continue to help build vibrant communities that foster quality of life, wellness, and appeal to residents and visitors.

MISSION

To develop a safe, sustainable and thriving recreational community.

PARKS & RECREATION

KEY SERVICES

- Manage & Maintenance of Park Spaces (Ball Diamonds, Ice Rinks, Playgrounds).
- Manage & Maintain Recreational Campgrounds and associated amenities.
- Manage & Maintain boat launches and docks.
- Trails maintenance and development (walking, Nordic, multi-use).
- Operate Tourism/Visitor Information and Interpretative Centre.
- Support for community groups.
- Municipal Reserve maintenance.

PLANNING & DEVELOPMENT

VISION

The Planning & Development Department is committed to efficiency, focusing on public education, engagement, and facilitating planning and land development.

MISSION

To facilitate the development of a safe, cohesive and sustainable municipality.

PLANNING & DEVELOPMENT

KEY SERVICES

- Customer Service
- Education and engagement
- Development and safety codes permitting
- Regulatory compliance
- Land management