

Cutting Red Tape & Beyond

Sturgeon County - A Competitiveness Model for Canada







"...unnecessary time and resources spent by citizens and businesses to comply with regulatory and administrative requirements imposed by legislation; and associated policies, forms and guides."

The County expands on the Provincial definition to include activities that relate to process improvement and service delivery.





What is "Red Tape"?

Innovation Culture – Future Ready

Reflection

Reflect on experiences, consult stakeholders (internal and external), identify learning, implement iterative changes as necessary.



Current State

Identify current processes. Recognize "pain" points for internal and external clients. Visualize future state.







Objects of Learning

Identify program outcomes.
Clarify what we aim to learn about.







Act

Implement changes.

The Opposite of Red Tape....

Development Certain, Investment Ready

Infrastructure and land use plans are in place to provide investment certainty / shovel-ready opportunity



Competitive and Open Investment Climate

It's simple, cost effective, and timely to develop and invest or do business in Sturgeon County



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Service Excellence

Customers receive outstanding, personal and professional service. Innovation is leveraged to improve service quality while ensuring cost effectiveness.

Development Certain, Investment Ready

2021

- Valley Area Structure Plans and Municipal Development Plan Update
- Villeneuve Airport Area Master Plan
- St. Albert Municipal Annexation Completion
- Sturgeon Industrial Rail and PUL Planning
- Intermunicipal Development Plans Towns
- Water and Wastewater Infrastructure Analysis
- Water Servicing to Villeneuve Airport
- Broadband Pilot Commencement / Infrastructure Agreements
- Regional Planning Completion IRTMP, RAMP, MRSP, etc.

2022

- Villeneuve Airport Area Area Structure Plan
- General Municipal Servicing Standards Update
- Land Use Bylaw Amendments "Urbanized Districting"
- Infrastructure Master Plan Update
- Development Fees and Charges Methodology Review
- St. Albert Transportation Network Improvement Strategy
- Transportation Master Plan
- Intermunicipal Development Plan St. Albert
- Municipal Development Plan Full Review (including Density Policy)

Service Excellence

2021

- Applicant Tracking Software
- Paperless Business Registry Applications
- Investment Service and Sector Expansion Foreign Direct Investment, Commercial, Defence & Security, Value Added Agriculture, Aerospace, etc.
- Utility Asset Management and Work Order System
- Procurement Services Expansion
- Service Request System
- Strategic Planning Review and Simplification
- Advanced Metering Infrastructure (AMI) Self Customer Portal
- Records and File Digitization Program

2022

- E-commerce / Electronic Payment Expansion
- Online Application and Permitting System (with Process Review)
- Designated Industrial Zone Initiative -Coordinated, One Window Service Across Heartland
- Website Re-design and Integrated User Features
- Development Form Review and Update
- New Brand Identity and Marketing Expansion
- Shift to Four Year Planning Cycle
- Municipal Planning Commission and Development Authorities Review
- Program and Service Catalogue

2021

- Heartland Incentive Program (International Award)
- Land Use Bylaw Optimization Review Clarity, Streamlined Requirements
- Utility Cost of Service Study
- Supports for Regional Hydrogen HUB, Regional Air Service Opportunity Fund, Alberta International Airshow

2022

- Economic Development and Competitiveness Strategy Update
- New Energy Ecosystem Development
- Investment Attraction Incentives Expansion Target Sectors
- Special Economic Zones Collaboration Regulatory, Incentives, Etc.
- Off-Site Levy Review and Extension
- Indigenous Relations and Collaborations
- Villeneuve Landing Network Final Agreements
- Regional Collaborative Economic Development Model
- Heartland Development Barriers Review and Resolution
- New Policy Flexibility Development Securities, Encroachment, Etc.
- Business Incubation Supports Business Innovation Centre
- Resource Extraction Regulatory Review
- · Agribusiness and Agritourism Regulatory Review

Competitive and Open Investment Climate