



Report to Council

To: **Mayor Schaffer and Councillors**

Subject **2017 – 2021 Strategic Plan**

Report #: 17-026

File #: 0110.00

From: Francis Cheung, P. Eng.
Chief Administrative Officer

Doc #: 147941

Date: June 1, 2017

RECOMMENDATION:

THAT City Council adopt the 2017 – 2021 Strategic Plan for the City of Langley.

PURPOSE:

The purpose of this report is for City Council to adopt the 2017 – 2021 Strategic Plan for the City of Langley.

POLICY:

Amendments to existing policy or development of new policies may be required to support some of the goals and action plans in each key result area outlined in the 2017 – 2021 Strategic Plan for the City of Langley.

COMMENTS/ANALYSIS:

The role of a Strategic Plan is to guide all planning processes within the City of Langley based on three fundamental elements: our vision, our mission and our values. Built on input from Council, staff, citizens and other stakeholders, the 2017 – 2021 Strategic Plan is a living document that will guide the City over the next five years. It is a mechanism to proactively address opportunities and challenges as they arise in order to achieve our vision and mission and sustain the high quality of life that we currently enjoy. The Strategic Plan will continue to evolve as goals are

achieved and the needs of the community change. Progress on the Strategic Plan initiatives are reported publicly in the City's Annual Report and the departmental Business Plans each year.

Building on the previous strategic plans, our vision remains unchanged as "The Place to Be", but our mission and key result areas have evolved to reflect our current focus and priorities. Our new mission statement is 'a vibrant, healthy and safe community' which reflects that the Langley City continues to be a thriving community as we move into 2017 and beyond. Development, arts and culture, and recreational opportunities are all flourishing. Ongoing improvements to transportation and infrastructure are evident throughout the City, as are key environmental initiatives. Council and Staff are working diligently on several fronts to build a strong sense of community that provides a high quality of life where people choose to live, work and prosper.

The Strategic Plan will focus on seven key result areas that describe where we think we most need to move forward and achieve better results. Making progress in these Key Result Areas will define our success over the next five years and anchor our accountability to our individual and corporate citizens.

- 1. Infrastructure Renewal:** We recognize the need for, and are committed to, establishing, a long-term, financially-responsible infrastructure renewal plan for all municipal assets.
- 2. Quality of Life:** We are a community that is an ideal place to raise a family, offers a welcoming and affordable living environment, boasts great leisure and recreational opportunities, and supports healthy, safe and diverse neighbourhoods.
- 3. Communication:** We communicate effectively with our citizens, customers, partners, and stakeholders, involving them in decisions which impact and interest them, and engaging them in public life.
- 4. Revitalization:** We have a revitalized downtown core that is vibrant, clean and safe, is a desirable location for industry, and our policies and strategies create a vibrant economy that position the City as the Regional Hub in the Fraser Valley for innovation, education, technology, shopping, health industry, leisure, and entertainment.
- 5. Environment:** We continue to focus on protecting, promoting and enhancing environmental assets in the community.

- 6. Protective Services:** We maintain and foster partnerships with law enforcement agencies, community groups, neighbourhoods, and citizens to address public safety and socio-economic issues in the community.
- 7. Organizational Excellence:** We stand out as a results-oriented, engaged and innovative work force with a strong service ethic and high level of customer service, and a City Council that is accessible to its citizens.

Making progress in these Key Result Areas (KRAs) will define our success over the next five years, and anchor our accountability to our individual and corporate citizens. Our “Full-Circle” customer service will be a key ingredient for service delivery in all KRAs.

BUDGET IMPLICATIONS:

Budget provisions, either in the annual operating budget or the Capital Improvement Plan, may be required to support some of the goals and action plans in each key focus areas outlined in the 2017 – 2021 Strategic Plan for the City of Langley.

It should be noted that some of the goals and initiatives may not be realized if inadequate or no funding are forthcoming to support these goals and action plans.

ALTERNATIVES:

Not applicable.

Respectfully Submitted,



Francis Cheung, P. Eng.
Chief Administrative Officer

Attachment: 1. 2017 – 2021 Strategic Plan for the City of Langley