

2017–2021 STRATEGIC PLAN AT A GLANCE

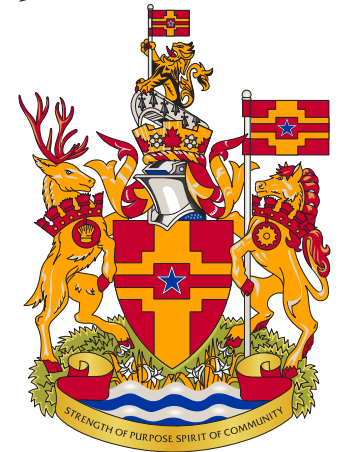
OUR VISION The Place to Be

OUR MISSION A Vibrant, Healthy
& Safe Community

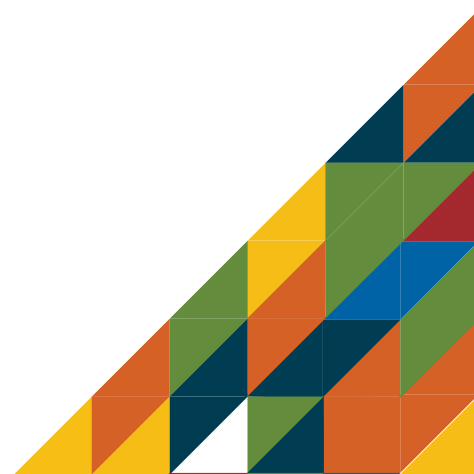
OUR VALUES People, Respect,
Integrity, Dynamics,
Experience

A living roadmap to achieve our vision

CITY OF
LANGLEY



DRAFT



**INFRASTRUCTURE
RENEWAL**

We recognize the need for, and are committed to, establishing, a long-term, financially-responsible infrastructure renewal plan for all municipal assets.

- 1** Develop an asset management policy to establish the organization's commitment to asset management with stable, long-term funding for the operation, maintenance, renewal, replacement or decommissioning of municipal assets.
- 2** Update the Development Cost Charges Bylaw.
- 3** Enhance the multi-modal transportation network within the community and to encourage greater pedestrian and cyclist use as per the Master Transportation Plan.
- 4** Support a regional rapid transit system to downtown Langley under the Metro Vancouver Mayors' 10-Year Vision for Metro Vancouver Transit and Transportation.
- 5** Explore the feasibility and conduct a business case analysis for a municipal fiber-optic utility program.

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.

- 1** Implement the strategies identified in the Parks, Recreation & Cultural Master Plan and Nature Trail Network Plan aimed at enhancing recreation, trail and park amenities and leisure opportunities in the community.
- 2** Partner with community groups to create culturally diverse programs in the community.
- 3** Develop a community events and festivals strategy.
- 4** Partner with community groups to host more organized events and activities in the downtown.
- 5** Support community pride and civic engagement programs to promote neighbourhood identity and image.
- 6** Develop a healthy and active living strategy.
- 7** Update the Social Plan.
- 8** Update the Affordable Housing Strategy.
- 9** Explore the feasibility of developing a performing arts centre in partnership with other levels of government, philanthropists, private and service organizations, and other stakeholders.

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.

- 1** Develop a civic engagement plan to improve the levels of engagement and communication with our citizens, businesses and stakeholders.
- 2** Develop a communication plan based upon new city branding and strategic plan.
- 3** Conduct a community survey tri-annually.
- 4** Hold regular neighbourhood meetings and other forums, for City Council to communicate and interact directly with residents.
- 5** Develop a communications committee to steer plans, procedures and policies for consistent external communications.

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.

- 1** Support and actively participate in shaping a vibrant, safe and clean downtown.
- 2** Develop a funding strategy to implement streetscape plans identified in the Downtown Public Realm Plan.
- 3** Collaborate with property owners interested in improving their streets through local improvement areas and seek senior government levels of funding where possible.
- 4** Update and implement the recommendations from the Economic Development Strategy.
- 5** Implement the recommendations from the Business Recruitment & Retention Strategy.
- 6** Assess feasibility to create a hub for innovation, education, technology, health, and entertainment.
- 7** Update City bylaws, such as zoning, land use contract, business license, sign, building & plumbing, subdivision & development servicing, to maintain economic competitiveness.
- 8** Update the Downtown Master Plan.

ENVIRONMENT

We continue to focus on protecting, promoting and enhancing environmental assets in the community.

- 1** Develop an invasive species inventory and management strategy.
- 2** Update the tree inventory and develop a tree asset management plan.
- 3** Develop an urban forest management strategy.
- 4** Use an adaptive management approach to implementation of the Upper Nicomekl River Integrated Storm Water Management Plan.

**PROTECTIVE
SERVICES**

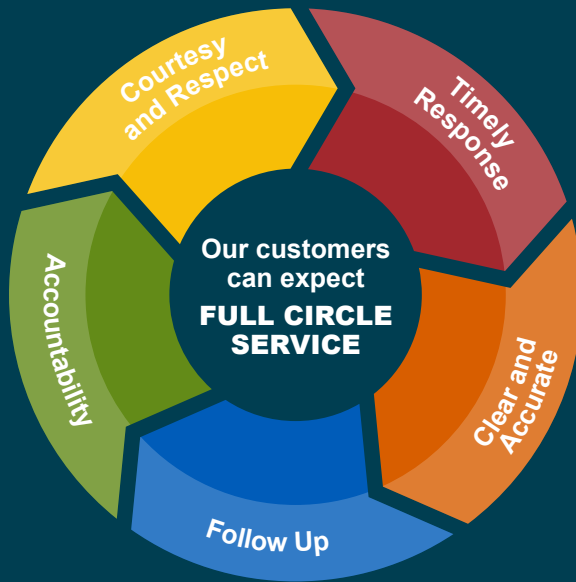
We maintain and foster partnerships with law enforcement agencies, community groups, neighbourhoods, and citizens to address public safety and socio-economic issues in the community.

- 1** Implement the strategies from the Homelessness Strategic Plan.
- 2** Partner with social service agencies to develop programs to mitigate social and homeless issues in the community.
- 3** Work with other municipalities to advocate for provincial government action on social and homeless challenges.
- 4** Implement the strategies from the Crime Prevention Plan.
- 5** Create a multi-departmental core enforcement team to address public safety and homelessness issues.
- 6** Update the Emergency Response Preparedness Plan.
- 7** Update the Hazardous, Risk and Vulnerability Assessment.

**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.

- 1** Maintain our results-oriented work force that possesses a 'can do' attitude.
- 2** Create performance metrics to ensure that progress made with our strategic plan and master plans.
- 3** Deliver efficient and effective services and programs by performing regular reviews to ensure services remain efficient and reflect what the community wants.
- 4** Explore partnership opportunities with other levels of government, public and private organizations and service organizations to deliver services and programs to our citizens.
- 5** Develop mechanisms to promote, and indicators to measure, an engaged, safe, innovative, and involved work force.
- 6** Develop an internal communications committee to strengthen communication between departments and staff.



Our Customer Service Statement

Courtesy and Respect

We value the concerns of our customers, no matter how big or small.

Timely Response

We are committed to addressing the concerns of our customers as quickly as possible.

Clear and Accurate

We will provide to our customers the most current and complete information available.

Follow Up

We will promptly follow up with our customers.

Accountability

We as individual staff members are truly committed to providing full circle service.

CITY OF
LANGLEY



20399 Douglas Crescent
Langley, BC, Canada V3A 4B3

Phone: 604.514.2800
Fax: 604.530.4371
www.city.langley.bc.ca