



Legislative Assembly Office

# CONNECTING PEOPLE TO PARLIAMENT

Strategic Business Plan April 2023 – March 2026



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ALBERTA  
MANITOBA  
ONTARIO  
BRITISH COLUMBIA  
NEWFOUNDLAND AND LABRADOR  
SASKATCHEWAN  
YUKON  
QUEBEC  
NEW BRUNSWICK  
NEWFOUNDLAND AND LABRADOR  
MANITOBA  
ONTARIO  
WESTERN TERRITORIES  
PRINCE EDWARD ISLAND  
NEWFOUNDLAND AND LABRADOR  
YUKON  
ALBERTA  
QUEBEC  
NOVA SCOTIA  
MANITOBA  
SASKATCHEWAN  
BRITISH COLUMBIA  
CANADA

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# CONNECTING PEOPLE TO PARLIAMENT

The vision of the Legislative Assembly Office (LAO) is to connect Albertans to parliamentary democracy. The goals and actions outlined in the LAO's *2023-2026 Strategic Plan: Connecting People to Parliament* demonstrate how the LAO will execute this vision over the next three years through its programs, services and public engagement.

The Legislative Assembly is the centre of the democratic process in Alberta and is responsible for debating issues, passing laws and representing Albertans. Its actions impact the quality of life for all Albertans.

The LAO supports the Legislative Assembly by connecting Albertans with their elected representatives and ensuring the Assembly is accessible to the public.

The LAO facilitates citizen engagement with committees of the Legislative Assembly, public tours, educational

programming and the Legislative Assembly Visitor Centre. It connects with public audiences through television broadcasts, which include American Sign Language (ASL) interpretation, web content and social media channels.

The politically neutral LAO operates within a statutory mandate to provide nonpartisan support for Members as Albertans' provincially elected representatives. It is committed to upholding the integrity, transparency and efficiency of the Assembly. The LAO maintains parliamentary traditions and supports legislative continuity by ensuring a smooth transition from one Legislature to the next following a general provincial election.

A team of highly skilled professionals, the LAO provides expertise in legal and procedural matters, research, records production, communications,



educational programming, human resources, financial, technology, security and ceremonial services.

The LAO is committed to building an inclusive workspace by encouraging innovation and diverse ideas. This ensures that it continually evolves to keep pace with a rapidly changing world and meets the ever-changing needs of both Members and Albertans.

The Speaker of the Legislative Assembly oversees the LAO and has a procedural role within the Assembly. The Speaker is elected by fellow Members of the Legislative Assembly and has executive leadership responsibilities for the LAO similar to those of a government cabinet minister.

The Clerk, as the chief executive officer of the Legislative Assembly, is accountable to the Speaker and has

authority and responsibility similar to that of a deputy minister.

The annual budget of the LAO as well as statutory provisions for financial and human resource administration are under the purview of the Special Standing Committee on Members' Services (MSC). As a committee of the Assembly the MSC regulates constituency office support and Members' pay, allowances, benefits and group insurance plans, all of which the LAO administers. Traditionally the Speaker chairs the MSC.

For 40 years the LAO has continued to support both Members and the public. Over the next three years the LAO team will work together to modernize processes, streamline operations and increase stakeholder engagement to ensure that Albertans are connected to parliamentary democracy.



# VISION, MISSION AND VALUES

## VISION

Albertans are connected to parliamentary democracy.

## MISSION

- To provide nonpartisan support to the Speaker and the Members of the Legislative Assembly.
- To value and uphold the democratic traditions of the Legislative Assembly in a dynamic parliamentary environment.
- To promote public awareness, understanding and engagement with the democratic process.



## VALUES

Our values guide us in our work.

**Integrity**  
**Innovation**  
**Accountability**  
**Nonpartisanship**  
**People**

# OUR GOALS



## GOAL 1

Provide Members and staff the support they require throughout the by-election and general election process and ensure a smooth transition from the 30th to the 31st Legislature.



## GOAL 2

Ensure the operations of the Legislative Assembly and its committees are effective and efficient and protect the traditions and privileges of the institution.



### GOAL 3

Improve organizational accessibility, both internally and externally.



### GOAL 4

Provide a safe and secure environment for people, property, information and assets.



### GOAL 5

Invigorate the LAO's workplace culture by fostering trust, respect and appreciation.



## GOAL 1

Provide Members and staff the support they require throughout the by-election and general election process and ensure a smooth transition from the 30th to the 31st Legislature.

### **PERFORMANCE MEASURES**

### METRIC

Satisfaction of retiring, re-elected and newly elected Members and staff with the support from the LAO during the election process.

85%

All Members-elect are contacted within one week of polling day regarding LAO services and assistance.

Implement in 2023

An orientation for Members-elect is held within one week of polling day.

Implement in 2023



## GOAL 2

Ensure the operations of the Legislative Assembly and its committees are effective and efficient and protect the traditions and privileges of the institution.



### **PERFORMANCE MEASURES**

### METRIC

Proceedings in the Chamber and committee meetings, both on- and off-site, take place as planned.

No fail

Satisfaction of Members with committee- and Assembly-related support.

85%

Percentage of digital or printed sessional documents, including the Order Paper, Votes and Proceedings, transcripts, committee reports, audio- and videostreams and other information relating to committee proceedings, that are available according to established time targets.

100%

Implement automatic speech recognition for *Hansard*.

Test in 2023

Implement in 2024



## GOAL 3

Improve organizational accessibility, both internally and externally.



### INTERNAL PERFORMANCE MEASURES

### METRIC

Satisfaction of Members and staff with the services and training provided by the LAO, measured by Member and employee surveys to establish a baseline and monitor progress.

85%

Satisfaction of Members and staff with the ability to access information about the Legislative Assembly, its committees and the democratic process.

Complete surveys in 2023 and 2025

Implementation of Members' portal.

2023

Implementation of employee portal.

2023

Implementation of enterprise resource planning system, including accounting system, human resource system, payroll and document management system.

2024



## EXTERNAL PERFORMANCE MEASURES

## METRIC

Number of people following the democratic process through the Assembly's website and social media platforms.

Year over year increase

Number of visitors who observed a sitting of the Assembly, participated in a Legislature tour or attended the interpretive centre and galleries.

Year over year increase

Number of visitors who engaged in public programming, attended on-site events or purchased merchandise at Capital Gifts

Year over year increase

Satisfaction survey results and participation rates regarding visitor services programs (tours, School at the Legislature, Alberta Teacher's Institute on Parliamentary Democracy and other school programs).

Year over year increase

Integrate ASL for committee meetings.

2023-2025

Update the sound system in the Chamber.

2024

Number of Speaker's outreach tours, which include visits to broader audiences such as new Canadians, community groups and cultural organizations.

Five annually

Number of public inquiries regarding Assembly and committee business.

Year over year increase

Implement phase 2 of the Alberta Legislative Assembly Data Distribution Integration Network (ALADDIN) to allow for the electronic collection of information related to debates in the Assembly.

Test in 2023

Implement in 2024



## GOAL 4

Provide a safe and secure environment for people, property, information and assets.



### PERFORMANCE MEASURES

### METRIC

Percentage of constituency offices visited annually by the office of the Sergeant-at-Arms to ensure that security systems and procedures are in place.

50%

Increase security training and awareness for Members, constituency offices and precinct staff.

Increase in number of seminars available

Number of incidents of damage or loss to Assembly records and library collections.

0

A deficiency-free audit report from the Office of the Auditor General based on its review of the LAO financial reporting and IT systems.

Deficiency free  
2023-2026

Implement regulatory and administrative framework and the requisite training for Legislative Assembly Security Services peace officer designation.

2023-2024

Implementation of mandatory cybersecurity and threat awareness training.

2023



## GOAL 5

Invigorate the LAO's workplace culture by fostering trust, respect and appreciation.



### PERFORMANCE MEASURES

### METRIC

Creation of employee working groups on topics related to culture commitments (diversity and inclusion and employee appreciation and recognition).

2023

Pursue recognition as an employer of choice.

2023-2025

Implement leadership coaching for management team.

2023

Create additional learning opportunities for LAO staff by implementing and building awareness of lunch and learn seminars, town halls and other professional development opportunities.

Increase in options available

Conduct annual employee satisfaction and engagement surveys.

Annually

