

Legislative Assembly Office

CONNECTING PEOPLE TO PARLIAMENT

Strategic Business Plan
April 2026 to March 2029







CONTENTS

Making Democracy Accessible	4
-----------------------------	---

Vision, Mission and Values	6
----------------------------	---

Goal 1	8
--------	---

Goal 2	9
--------	---

Goal 3	10
--------	----

Goal 4	11
--------	----

Goal 5	12
--------	----



MAKING DEMOCRACY ACCESSIBLE

For more than four decades the Legislative Assembly Office (LAO) has been instrumental in connecting the people of Alberta to parliament and engaging them in parliamentary democracy.

Access to the democratic process is essential to Alberta as a province, which is why the LAO continues to develop public engagement strategies while focusing on accessibility. This includes ensuring Albertans have access to the history of the Alberta Legislature, the proceedings of the Assembly and the decisions made in the Chamber that affect them directly.

The values that resonate with this organization reflect the willingness to remain transparent and forward thinking while upholding parliamentary traditions that support the election process and the integrity of the Assembly. The LAO welcomes the public to the Legislature Building, provides a safe space for all visitors, engages the public and provides educational opportunities through various methods, including:

- The Assembly website
- Social channels (Facebook, X, Instagram, LinkedIn, YouTube)
- In person learning opportunities through our award-winning Visitor Centre and tours of the Legislature
- Television broadcasts that include ASL

Interested viewers can also visit the public gallery of the Chamber or committee rooms to watch Members debate and discuss issues in person.

The staff at the LAO bring a wealth of knowledge to the organization, providing leadership in all aspects of the parliamentary system. Together they work behind the scenes to ensure the smooth transition to each new Legislature.

Each branch reports through the Clerk to the Speaker of the Legislative Assembly, who provides executive leadership and guidance to the LAO. Collaborating closely with the Speaker, the Clerk performs duties as the chief executive officer of the LAO. These positions hold responsibilities like those of a minister and deputy minister, respectively.

Led by the Speaker and the Clerk, the LAO strives to lead by example in its support of the Assembly and its efforts to be inclusive, accessible and innovative.

The LAO will continue to hold itself to the highest standards and grow strategically in ways that advance public awareness of and engagement with the democratic process.



VISION, MISSION AND VALUES

VISION

Ensuring Albertans are connected to parliamentary democracy.

MISSION

- To provide nonpartisan support to the Speaker and 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 of and engagement with the democratic process.



VALUES

Our values guide us in our work.

Integrity
Innovation
Accountability
Nonpartisanship
People





GOAL 1

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

PERFORMANCE MEASURES

TARGET

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

No fail

Ensure satisfaction of Members with committee-and Assembly-related support.

≥ 85% satisfied or very satisfied

Ensure timely availability 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, which are available according to established time targets.

100%

Implement new audiovisual systems in the committee rooms.

Complete by Q4, 2029



GOAL 2

Provide Members and staff the support they require throughout the by-election and general election process and ensure a smooth transition from the 31st to the 32nd Legislature.

PERFORMANCE MEASURES

TARGET

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

≥ 85% satisfied or very satisfied

Contact all Members-elect within 24 hours of polling day regarding LAO services and assistance.

100%

Deliver an administrative orientation for Members-elect within one week of polling day.

≥ 90% attendance

Consolidate and deliver new Member orientation materials through the Learning Management System (LMS).

Complete by Q4, 2027

Deliver a procedural orientation for new Members.

Prior to First Session of the 32nd Legislature and ongoing as required

Deliver a procedural orientation for incoming presiding officers.

Prior to First Session of the 32nd Legislature and ongoing as required

Deliver orientations for new Members on topics pertaining to notary public and commissioner for oaths duties, the risk management and insurance program, role and responsibilities as an expenditure officer, and security (personal, constituency office, cybersecurity).

Ongoing as required



GOAL 3

Facilitate engagement with parliamentary democracy and advance organizational accessibility.

PERFORMANCE MEASURES

TARGET

Ensure 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%

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

≥85%

Design and implement equipment and accessibility improvements for the Legislature Chamber and galleries.

Ongoing

Establish and operationalize an LAO Library depository program, including formalized processes and workflows for the systematic intake, preservation and public accessibility of all published and publicly distributed LAO documents.

100% operational in Q4, 2028

Operationalize/optimize phase II of the enterprise resource planning (ERP) system.

Complete by Q4, 2028

Enhance awareness of parliamentary democracy through increased participation in education and outreach activities.

Increase in participation (year over year)



GOAL 4

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

PERFORMANCE MEASURES

TARGET

Visit constituency offices annually (Sergeant-at-Arms) to ensure that security systems and procedures are in place.

≥ 33%

Provide security training for Members, caucus, constituency and LAO branch staff.

Annual training sessions

Implement a privacy management program and provide mandatory training to all employees.

Program components complete by June 2026; employees trained by June 2027

Define and develop an artificial intelligence (AI) strategy.

Complete by Q4, 2027

Strengthen records management foundations through continued review of and updates to the records schedule (includes continuing progress in scheduled disposition and compliance).

Ongoing

Ensure timely and accurate financial reporting to support Members, caucuses and branches.

No fail



GOAL 5

Foster a workplace environment to deliver service excellence through growth and resilience.

PERFORMANCE MEASURES

TARGET

Increase the number of employees with professional development goals in their performance plan.

≥90%

Increase employee engagement survey scores.

Increase from a 2026 baseline

Update, test and validate the Corporate Business Continuity Plan annually.

Annual tabletop exercises





LEGISLATIVE
ASSEMBLY
OF ALBERTA