

# ST. JOHN

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## THE BAPTIST PARISH

### Strategic Plan Progress





#### Tracking Plan

2010 - 2015

#### Strategic Initiatives

-  Ethics and Transparency
-  Workforce and Economic Development
-  Safe and Livable Communities

#### Required Disciplines

-  Information Technology
-  Employee Development
-  Fiscal Discipline and Management
-  Customer Service



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## Objectives

Adopt a Parish Code of Ethics

Establish a Charter Review Committee

Educate the public and public officials

Establish and implement processes and policies that focus on transparency

Establish uniform standards for contract procurement

Enhance citizens' access to public information

Require annual financial disclosure for all Presidential appointments

## Status

Completed

Ongoing

Ongoing

Completed

Completed

Completed

Completed

## Notes

Using state Code of Ethics

Action required by Parish Council

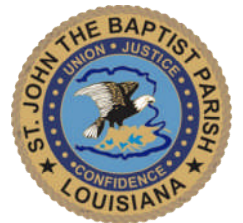
Completed orientation manual and resource guide  
Hosts annual ethics training  
Conducts regular workshops and public meetings

Posts annual budgets and audits to website  
Posts contracts to website  
Utilizes RFP & RFQ process to procure services

Revised Purchasing & Procurement policy  
Utilizes newspaper, website & Central Bidding to advertise

Updates and maintains parish website  
Installed Blackboard Connect for mass notifications  
Added Government Access Channel to AT&T U-verse  
Locates important documents in parish libraries

Submitted annually in May



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## Objectives

## Status

## Notes

Improve the image/eye appeal in commercial areas

Ongoing

- Established a Beautification Committee and line-item in budget
- Expanded the “Littering is Wrong” campaign
- Created a Façade Improvement Program
- Initiated ADA and landscaping improvements along US 61 from Belle Terre Blvd to Main St.
- Created the Certified Local Government/Main Street Program

Develop a marketing/strategic plan to pattern projects, target economic growth, and identify opportunities for the Parish

Ongoing

- Utilizeing the following for guidance:
- Presidential Advisory Committee (PAC) Report & Strategic Plan
  - Annual Comprehensive Economic Development Strategy (CEDS)
  - CAC Report - Phase 4, One Parish, One Future

Develop and implement a plan to improve the infrastructure on the West Bank of the Parish

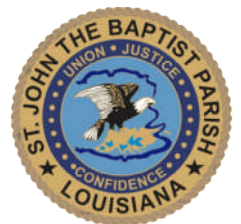
Ongoing

- Completed \$16 Million in infrastructure projects
- \$890,000 - asphalt road repairs
  - \$4.3 Million - water improvements
  - \$545,000 - waste water improvements
  - \$950,000 - drainage improvements
  - \$1.3 Million - recreation improvements
  - \$3.2 Million - facility improvements
  - \$410,000 - miscellaneous improvements

Partner with other agencies (state and federal involvement) to secure the Interstate 10 Interchange in Reserve

Completed

Working with RPC & DOTD on Environmental Review  
Two alternatives under consideration  
Held numerous public meetings for input



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## Objectives

Aggressively engage in an outreach effort to businesses located in St. John Parish – large and small

## Status

Completed

## Notes

Established Business Training Center  
Initiated Ambassador/Business Retention and Expansion Program  
Initiated Shop Local Campaign

Redesign or create new Economic Development Committee

Ongoing

Bylaws Revised  
Created sub-committees  
Additional action required by Council

Improve access to education/workforce training through a Parish employee training program

Ongoing

All staff-meetings held quarterly  
Annual sexual harassment and ethics training  
Annual LWCC training (defensive driving, heat exhaustion & lock out/tag out)  
Fire Extinguisher Training  
Utilities – Attends training to obtain certifications  
Public Safety holds numerous emergency preparedness trainings  
Emergency Responders – NIMS certified  
P/Z - Customer Service Training



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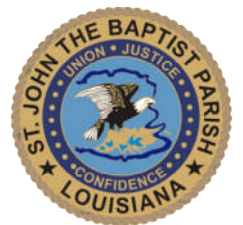
-  Information Technology
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## Objectives

## Status

## Notes

Prioritize drainage and street improvement projects	Completed	Developed Annual Road Improvement Program <ul style="list-style-type: none"> <li>• Completed \$7.6 million &amp; 68 asphalt roads</li> <li>• Completed \$3 million concrete road repairs</li> <li>• Completed \$1 million bridge repairs</li> </ul> Completed \$11 million & 8 drainage projects Initiated another \$20 million & 8 drainage projects
Develop a system that will improve the identification of property owners	Completed	ED partnered with Entergy to develop a free site selection website: <a href="http://www.louisianasiteselection.com/stjohn">www.louisianasiteselection.com/stjohn</a>
Eliminate selective code enforcement	Ongoing	Ongoing training with Code Enforcement Officers Updating parish ordinances
Purchase state-of-the-art software applicable for code enforcement work orders	Completed	Installed My Permit Now – Digital system for reporting violations
Seek additional funding sources for the Recreation Department	Completed	2012 - voters approved 2.25 mill for recreation generating \$1 million annually
Enhance current programs to include co-ed activities and programs for girls	Ongoing	Implemented new programs: Swim Program, Water Aerobics, Open Gym, Adult Softball, Flag Football, Tennis Camp, Zumba



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## Objectives

Engage public and private partnerships to increase parish-wide support for recreation

Completed

Engaged partners in hosting programs and events

Solicit sponsorship opportunities from local partners

Completed

Initiated sponsorship program

Adopt a Flex Work Schedule (Recreation)

Incomplete

Delayed due to insufficient staffing  
Added position of Program Coordinator

Explore health and wellness programs that will benefit the community

Completed

Hosts annual Employee Wellness Event  
Implemented Humana Vitality Program  
Hosts Lunch & Learns providing health info

Partner with the YMCA and other non-profits/community groups to build a parish-wide recreation program

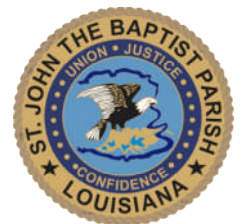
Ongoing

YMCA - no longer exists

Implement intergenerational programs

Ongoing

Initiated walking for seniors in gym, water aerobics, Zumba, flag football and free-play basketball



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## Deliverables

Upgrade Information Technology Systems with a uniform system for financial and program accountability

Ongoing

Drafting specifications for integrated system

Increase automation of services and subsequent integration while decreasing duplication of efforts

Complete

Computerized work order system, Accepting credit card payments for Utilities, Implemented online job posting & an online application process

Complete the implementation of the Human Resource Information System

Complete

Upgraded the ADP Payroll system, Initiated direct deposit for all employees

Develop a process for employees to complete personnel-related documents electronically

Complete

Upgraded ADP payroll system which allows employees to make changes to personal documents electronically and manage time/attendance

Consider river water treatment technology for future growth instead of "NANO" filtration

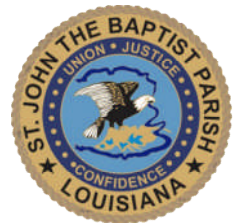
Ongoing

Appointed a Water Infrastructure Committee, Developed a Comprehensive Plan for EB and WB water system

Upgrade work order software that includes preventive maintenance capabilities

Incomplete

Work order software updated, but no preventive maintenance component



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## Deliverables

Develop an employee attrition plan

Incomplete

Created Chief of Operations Position  
Consolidated Fire Department Budgets  
Created additional District Chief Positions

Employ someone to oversee fire safety

Completed

After careful review of both systems, guidelines differ and are not suitable for merging

Consider merging the Fire Civil Service with the Parochial Civil Service System

Incomplete

Includes Employee Portal & Employment Opportunities

Develop Human Resources page on the Parish's website

Completed

Develop Parish wide and departmental goals (organizational performance will be improved by developing Parish-wide goals in addition to each unit developing its own departmental goals)

Completed

Followed PAC Strategic Plan

Improve the Parish performance evaluation system that aligns employee performance with the goals and mission of the Parish and Department

Ongoing

Revising & creating job descriptions to align with parish goals

Periodically revisit compensation and benefits packages

Ongoing

Considering outsourcing development of compensation & benefits package

Provide more training and development opportunities for the workforce

Ongoing

Holds annual training - Ethics, Sexual Harassment, LWCC, Safety, Fire Extinguisher, Hurricane Preparedness, Water and Wastewater





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### Deliverables

### Status

### Notes

Implement a leadership development training program for management staff

Ongoing

Management staff attend independent workshops  
Upper Management participate in NORLI  
Working toward regular management trainings

Reestablish a merit-based pay system (that bases pay increases, outside of the customary cost-of-living raises, on performance)

Incomplete

Requires action by Civil Service Board & Council

Create more efficient wrongful termination process in conjunction with Civil Service Board

Ongoing

Improved notice requirements and sequence:

- Proposed termination pending investigation
- Pre-termination hearing
- Termination

Conduct annual employee satisfaction surveys

Incomplete

Completed upon exit

Develop and implement a global email system for all staff to improve consistency and business efficiency

Completed

All employees assigned email addresses and access to computer portals

Electronic posting of pay stubs, electronic access to personnel forms, W-2's, change of address forms, and insurance changes; Add an employee position as a HR Generalist

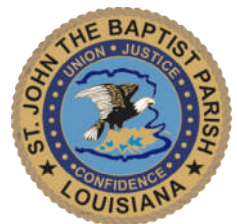
Completed

Installed ADP system update

Consolidate the risk management and worker compensation functions under the HR Department

Completed

Employed 2 Human Resources Generalists



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## Deliverables

Mandate a transition to direct deposits for all employees

Completed

Approval required for exemptions

Utilize and implement an electronic payment system for vendors

Completed

Vendor based

Develop more efficient and effective vendor payment processes

Ongoing

Increased staff & re-assigned accounts

Streamline and monitor the requisition control system to allow for checks and balances

Ongoing

Implemented workflow system

Establish/implement policies for overtime and vehicle usage

Completed

Revised policies

Integrate Financing and Purchasing so encumbrances are live

Completed

Currently in place & will improve with new financial system

Minimize subsidies of Enterprise Funds to make each fund self-sufficient

Ongoing

Created funding sources for funds  
Reduced reliance on subsidies for certain funds

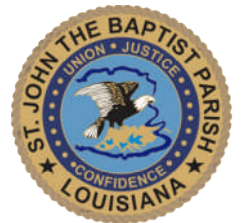
Implement an e-Bill system

Completed

Designate one employee in charge of assigning vendor numbers

Completed

Will be automatic w/ new system



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## Deliverables

Implement a bar coding program for inventory control and adopt a just-in-time inventory control system

Completed

Implemented new inventory system

Increase automation and integration of services and decrease duplication of efforts

Ongoing

Include Payroll, Workers' Comp, and Risk Management Activities in the core functions of the HR Department

Completed

Reorganized HR & Public Safety

Install aerators and Telemetric Alarm Systems in the lift stations

Ongoing

Telemetry system for lift stations in construction  
Telemetry installed on drainage pumps

Develop a system that will improve the identification of property owners

Completed

GIS system updated with property owners  
Created Site Selection website to identify property

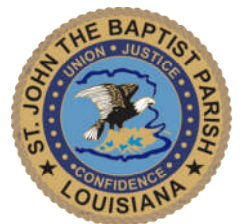
Conduct an organizational review to identify those tasks and functions which do not clearly fit the operational mandate of Emergency Preparedness

Completed

Assess the current location of animal control in the Office of Emergency Preparedness

Completed

Remains - considered safety related function



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*Deliverables*

Develop a customer service training program for all Parish employees (included in this effort is a focus on increasing the level of professionalism in Parish government)

*Status*

Ongoing

*Notes*

Regular trainings held, but more needed

