The RCP Administration team includes the Director, the Sales & Services Coordinator, dedicated Communications support for RCP needs, and a dedicated financial analyst.

**Policy Development**

During Q4 the Administration team assisted with the roll-out of the RZone Policy and the development and approval of the Sports Facilities Allocation Policy. Since it was approved by Council in Q3 the RZone Policy has been used on multiple occasions and has provided an excellent framework for staff to follow.

**Projects**

The RCP team’s role in the Town’s Emergency Management Plan continues to be developed and updated, and training RCP leadership and front-line staff on these responsibilities continued through Q4 2019.

The Auditory Accessibility Enhancements were installed in the Council Chambers, Lions Auditorium, and Senior Centre Auditorium. Equipment for the ANHS Program Room is on back-order. The Station Arts Fire & Life Safety Upgrade was supposed to be completed in mid-December but the supplier of a key component was unable to meet their committed deadline. The final completion is expected in January of 2020.

**Communications**

RCP implemented a test of a multi-faceted advertising strategy for programs, services and events in 2019. The trial of continual use of mobile outdoor signs at two locations and weekly print advertising in the Lakeshore Shopper concluded at the end of Q4. The trial of an ongoing radio advertising program with HeartFM will conclude at the beginning of Q2, 2020. In Q1 2020 staff is evaluating the relative effectiveness and cost/benefits of the various aspects of the program and will adjust the advertising program in 2020 to reflect the results of that evaluation.
The Winter Recreation Guide brought in $4,153.00 in advertising revenue and cost $6,900.02 for production and delivery. Largely due to the vacancy on the Communications staff team, the design and production of the guides will transition to the Aylmer Express beginning with the 2020 Spring/Summer edition.

Community Engagement and Advisory Committees

The Administrative team provided support to the Recreation & Sport Advisory Committee and both staff liaison and administrative support to the Memorial Park Revitalization Advisory Committee. Ex-officio liaison work continued with the Tillsonburg Senior Centre Board of Directors and the Tillsonburg & District Craft Guild. Staff represented Tillsonburg at the Future Oxford Partnership and Community Oxford meetings.

As a result of issues arising from homeless individuals camping in Town parks, RCP initiated community engagement towards finding a solution for homelessness in Tillsonburg with a community partners meeting in November. This initiative became a Mayor’s Task on Homelessness in December and the coordination of it was shifted to the Clerk’s department. Coming out of the process so far, the community centre has been identified as being the site for an emergency shelter in event of a declared extreme cold weather emergency. The logistics to implement this shelter in collaboration with community partners are being developed and will continue through Q1 2020.

Administration and Human Resources

Seventeen reports were prepared and brought forward to Council Meetings and Council Budget Meetings over the Quarter. The Director and the RCP Financial Analyst worked closely with line managers to prepare, revise and refine the draft budget for the department. A regular schedule of leadership meetings assisted with improving communication within the department and keeping work on track. Departmental performance appraisals were reviewed and approved.

Special Events

Administration staff assisted with the permitting for the November 11 Remembrance ceremonies and the Optimist Santa Parade. An RCP float participated in the parade, along with representation from Tillsonburg Fire, Hydro Operations and Public Works.

The final performances of the 2019 concert series occurred on with Shake, Rattle and Rock & Roll on November 2nd and the New Year’s Eve Gala on December 31. The New Year’s Eve event was designed with a 1920’s theme and the 12-member Wintergarten Orchestra provided hours of live entertainment from that era. Bar and food caterers from
Tillsonburg were asked to be a part of the event but were unable to. As a result, vendors from Woodstock were used to provide the refreshments. Decorating was done by a local business and the Lions Auditorium was transformed into a very elegant space. The event received excellent reviews from attendees, the vendors and the performers but did not achieve the ticket sales required to break even.