

	Report Title	RCP Service Review Update
	Report No.	RCP 19-21
	Author	Rick Cox, Director of Recreation, Culture & Parks
	Meeting Type	Council Meeting
	Council Date	April 23, 2019
	Attachments	

RECOMMENDATION

THAT Council receives Report RCP 19-21 – RCP Service Review Update;

AND THAT Council authorizes staff to issue a request for proposals from qualified consultants to carry out the RCP departmental service review;

AND THAT an amount up to a maximum of \$40,000 be funded from the MMAH "One-time Funding" revenue.

EXECUTIVE SUMMARY

The 2019 Business Plan for the Recreation, Culture & Parks Department includes a project to carry out a departmental service review. It was proposed as an internally-driven project without any budget allocation. In reviewing best practices and workload, it is clear that a more effective approach will be to engage a consultant to assist with this project. Staff are seeking permission from Council to obtain outside support to carry out this project, with the funding coming from a portion of the one-time provincial grant received in March.

BACKGROUND

A departmental service review is an important and complex process that requires considerable time and effort to do properly. The Province has prepared a "Guide to Service Delivery Review for Municipal Managers" which is used as a best practice for this type of work. A more simplified approach would be to test the alignment of the department against the Canadian Framework for Recreation.

In consultation with the CAO, staff have identified that the best approach for Tillsonburg at this time would be to seek outside assistance to ensure objectivity and completeness. The scope of the project would include a review of the *functions* of the department in terms of what the department does and what the community expectations are of the department, essentially asking "is RCP doing the right things?" Further, the project would evaluate the *structure* of the department in light of the identified functions to determine if there is a more effective way of delivering the services – "is RCP doing things in the right way?"

Staff recommends that a request for proposals be prepared and issued to obtain the services of a consulting team to assist with carrying out the service delivery review in the manner outlined in

the Guide prepared by the Province. This work would be an essential building block to the update to the Community Parks, Recreation, & Cultural Strategic Master Plan planned for 2020. In light of the potential outcomes of the Regional Government Review currently under way, this work can identify those aspects of the department which provide unique benefit to Tillsonburg and those which already support a wider regional population.

FINANCIAL IMPACT/FUNDING SOURCE

Preliminary inquiries with consultants doing work of this type have identified a budget range of \$30,000-\$40,000, depending on scope. A larger budget may be required depending on the amount of community consultation that is deployed.

The Provincial government announced a one-time payment to small and rural municipalities to “modernize service delivery and reduce future costs through investments in projects such as: service delivery review, development of shared services agreements, and capital investments”. However, the grant is unconditional and can be used at Council’s direction. The amount of this grant is \$622,976 and has already been received by the Town.

Senior Leadership has identified the RCP Service Review as an appropriate priority that aligns with the direction provided by the Province for the preferred use of these funds.

COMMUNITY STRATEGIC PLAN (CSP) IMPACT

1. Excellence in Local Government
 - ☒ Demonstrate strong leadership in Town initiatives
 - ☐ Streamline communication and effectively collaborate within local government
 - ☒ Demonstrate accountability
2. Economic Sustainability
 - ☐ Support new and existing businesses and provide a variety of employment opportunities
 - ☐ Provide diverse retail services in the downtown core
 - ☐ Provide appropriate education and training opportunities in line with Tillsonburg’s economy
3. Demographic Balance
 - ☐ Make Tillsonburg an attractive place to live for youth and young professionals
 - ☒ Provide opportunities for families to thrive
 - ☒ Support the aging population and an active senior citizenship
4. Culture and Community
 - ☐ Promote Tillsonburg as a unique and welcoming community
 - ☒ Provide a variety of leisure and cultural opportunities to suit all interests
 - ☐ Improve mobility and promote environmentally sustainable living

Report Approval Details

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Attachments:	
Final Approval Date:	Apr 16, 2019

This report and all of its attachments were approved and signed as outlined below:

Dave Rushton - Apr 16, 2019 - 8:30 AM



David Calder - Apr 16, 2019 - 4:21 PM

Donna Wilson - Apr 16, 2019 - 4:35 PM