

Designing an Accountable Service Delivery System
 Flip Chart Notes
 Community Working Group
 May 20, 2004

Presenter	Key Messages from Presentation
Olive Bassett	<ul style="list-style-type: none"> • What Community Associations do well • What the City does well • Share revenues and cost sharing • Open doors to close collaboration • Emphasis on seniors • Community Associations & staff working together • Consensus Document Model
Jim Lamond	<ul style="list-style-type: none"> • One central registration with portability between centres • Centres run as a business (responsible for everything) • Put all money into “one pot” and divide among all centres • Areas (Neighbourhoods) • Community Centres are an arm of the City • Use volunteers by making it simple • Utilize our strengths • Council of Community Associations work together • Biggest need: Space
Michael McCoy	<ul style="list-style-type: none"> • The voice needs to change • Core services defined and assumed by City • A vehicle for community voices <ul style="list-style-type: none"> ▪ A super-sized board ▪ Developmental focus ▪ Local Boards/Councils for local interests/needs "Close to the community" ▪ A hybrid ▪ Humanize institutional involvement
Sharon Meredith	<ul style="list-style-type: none"> • A P&R department that takes responsibility and accountability • City to provide core services • One registration point • An adaptable model to flex with a changing community • Revolving relationships • Shared accountability • A consistent standard (of care) across City • A mechanism where the community’s voices can be heard

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Bob Ransford	<ul style="list-style-type: none"> • How do we live in our city (once we've built it) • Adaptable model • Citizenship engagement • Community Association's role detached from Centres • Welcoming / Gathering Centres • Expand Community Association's role in community/ neighbourhood development and advocates • PRCS Advisory Group (broad-based) to Council • City to focus on core programs (within resources) • Respect citizenship engagement
Bill McNulty	<ul style="list-style-type: none"> • Define core services that all people can access • Need to be business-like (avoid duplication of services) • Continue to adapt to change • Work together • Volunteer resource inventory • Consultation and discussion before change • City's role is leadership • Provide for the whole person • Consider a Parks and Recreation Commission • Council needs to be accountable • We need to provide for those who don't use Centres • Provide for Seniors
Julie Halfnights Greg Robertson Kuo Wong	<ul style="list-style-type: none"> • Community-based • Retain volunteers • Be cost effective • Need contracts to ensure accountability • Excess revenue sharing • Oversight committees • City Staff <ul style="list-style-type: none"> ▪ Should act as facilitators ▪ Have specialized skills ▪ Be supportive of the community • Communication • Four oversight bodies <ul style="list-style-type: none"> ▪ Arts, Heritage and Culture ▪ Aquatics & Arenas ▪ Community Associations and Seniors ▪ Parks

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Jim Tanaka	<ul style="list-style-type: none"> • Grass Roots Consumers • Accountability at all levels • Well-managed • Flexible programs • Vision, Values, Mission statement • Advisory group • Integrated partnerships • Evaluation & monitoring services • Essential / Discretionary services
Shawkat Hasan	<ul style="list-style-type: none"> • A good job valued by citizens • A festival of gardens • A place for people to meet • Improve Centres for Youth • More for Seniors – “A place for seniors” • Remember ethnic community • Common Ground
Joann Wong-Bittel	<ul style="list-style-type: none"> • Work together • Work simple • Work around values and guiding principles
Cathy Volkering Carlile	<ul style="list-style-type: none"> • Volunteers • Business-like • Core business • Best • Partnerships • Separate Centres • Well informed • Evaluation • Leadership • 10 Years • Valued by citizens • Gathering places • Advise/facilitate • Neighbourhood • Unified

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Common Ground

- Community building
- Customer satisfaction
- Livability
- Accountability
- Change
- Community involvement
- Public satisfaction
- Values
- Commitment
- Business-like practices
- Flexibility
- Personal responsibility
- Include “me” in it
- Upward driven customer
- We’re a City!
- Unified services
- Need for new players

To Be Worked On

- Communication