

New Direction

**Sustainable, Accountable and
Together with the Community**

Homework

- **What is the City's core "Q of L" business?**
- **What are the City's programs/services?**
- **What are the City's expectation of others?**
- **How will the City encourage community involvement?**

Guiding Principles

- Ensures financial sustainability.
- Ensures that customer service is enhanced.
- Ensures the City's ability to meet community needs.
- Provides a policy framework to guide decision-making.
- Values and encourages community involvement.
- Values effective partnerships.

Community Values

- **Community Engagement**
- **Volunteerism**
- **Diversity**
- **Choice**
- **Healthy Lifestyles**
- **Safety and Security**
- **Environment**
- **Sustainability**

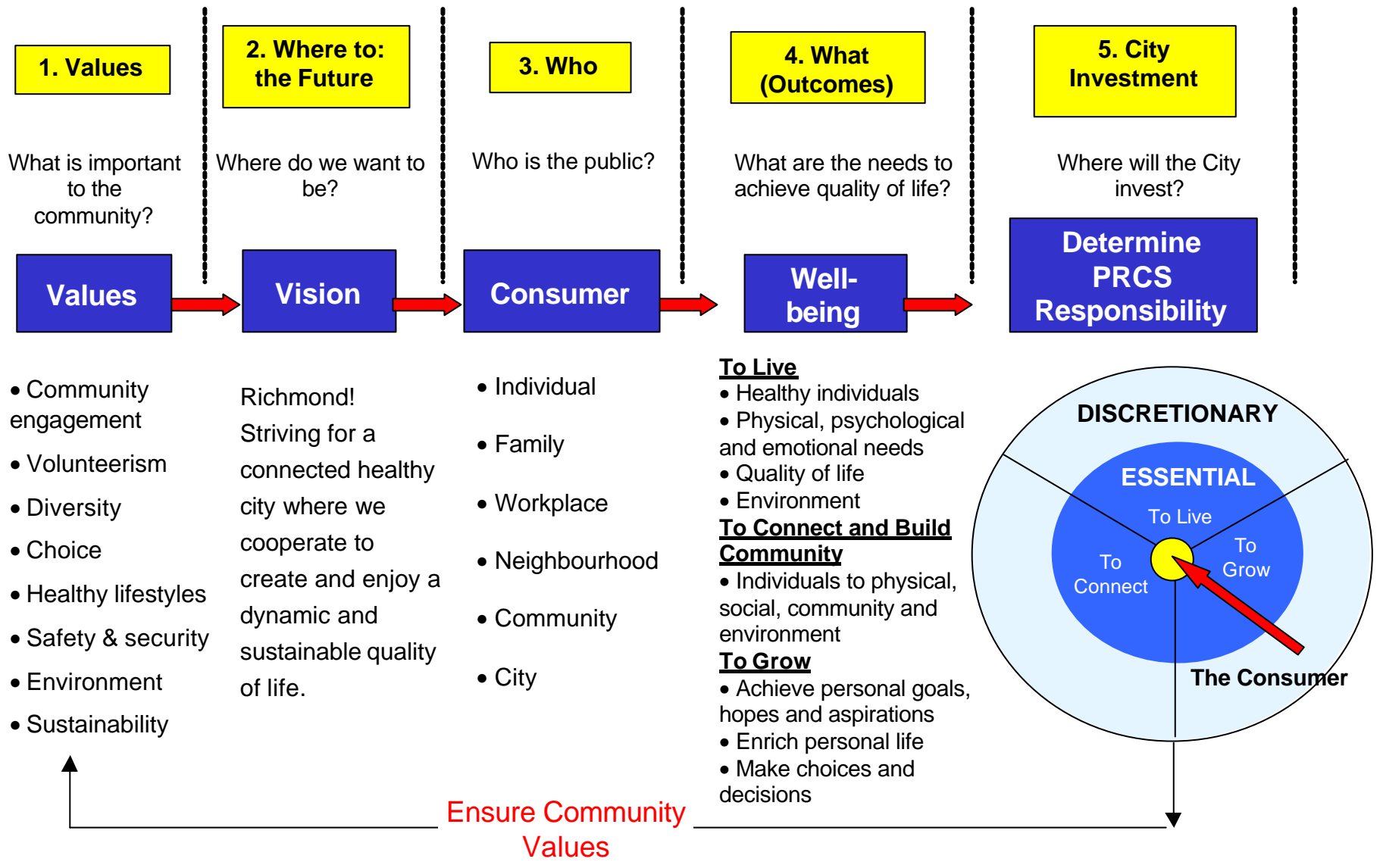
City of Richmond Vision

“To be the most appealing, livable and well-managed community in Canada.”

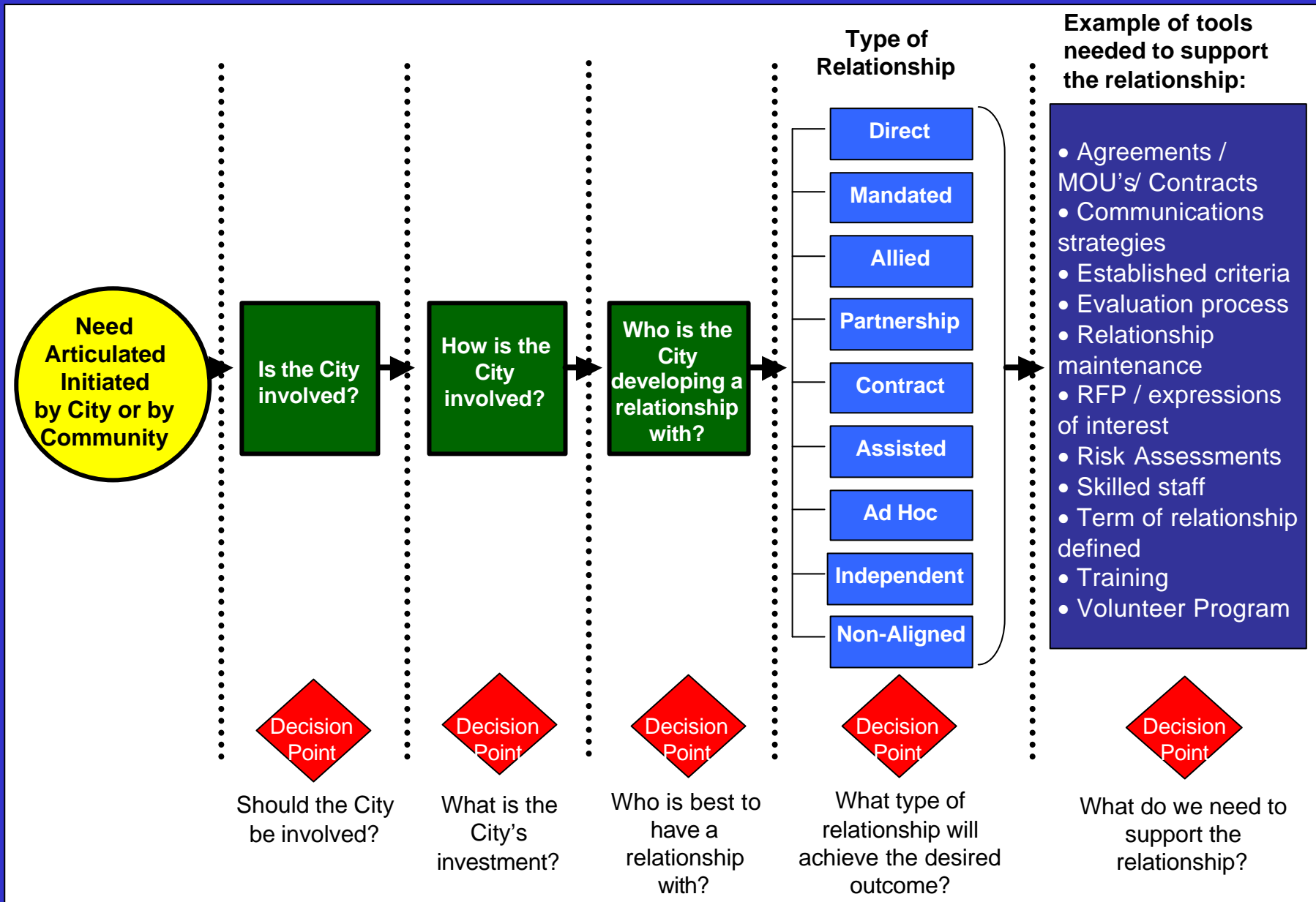
Community Vision

"Richmond! Striving for a connected, healthy city where we cooperate to create and enjoy a dynamic and sustainable quality of life."

Well-Being Framework



Relationship Formation Model



Sustainability Framework

Inputs



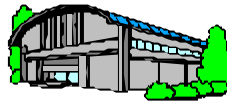
Financial
Sustainability



Volunteer and
Non Profit
Organizations
Sustainability



Human
Resource
Sustainability



Physical
Infrastructure
Sustainability



Planning,
Policy and
Decision-
Making
Sustainability

Outputs



Outcomes

**Environmental, Social and Financial Sustainability
&
Balanced and Sustainable Quality of Life System**

PRCS Core Business

Community Building

Building community capacity, networking and external relations, building strong neighbourhoods and supporting community organizations.

Establish the Front Porch

Programs & Services

Ensuring programs and services happen in the City and coordinate city wide services such as youth, aquatics, childcare, wellness and active living, seniors, adopt-a-programs, arts, library, r&d

Operations

Managing and operating parks and facilities including staff, systems, physical plant, customer service, capital, lifecycle

Planning, Research Development

Anticipate market requirements, promotion, marketing, designing, development, strategic direction, "peek around the corner."

Service Streams

Neighbourhood

Programs, services and facilities are within walking distance, accessible, organized and spontaneous, suits the character of the neighbourhood and its consumers, local appeal to consumers

- Cooking Class at Homma School
- Mom and Tot programs
- Neighbourhood Parks
- Sea Island Community Hall

Area

Programs, services and facilities that respond to a larger area or an area of interest. Within walking or driving distance. Designed to meet needs of consumers and characteristics of area.

- Community Centres / Libraries
- Seniors Opportunities
- Outdoor pools and spray parks
- Summer Programs

Service Streams

City-Wide

Programs, services and facilities that consumers will travel to participate and/or demand across the city. Services are unique and are for all to enjoy, service are coordinated and standards are in place, links to other city services.

- Arts programs/centre
- Aquatics/Arena Programs
- Childcare Programs
- Racquet Courts
- Skateboard Park
- Youth Services

Regional

Programs, services and facilities that attracts consumers from inside and outside the city, often attracts due to unique or specialized interest.

- Britannia Heritage Shipyard
- Major Festivals & Events
- Minoru Chapel
- Richmond Art Gallery

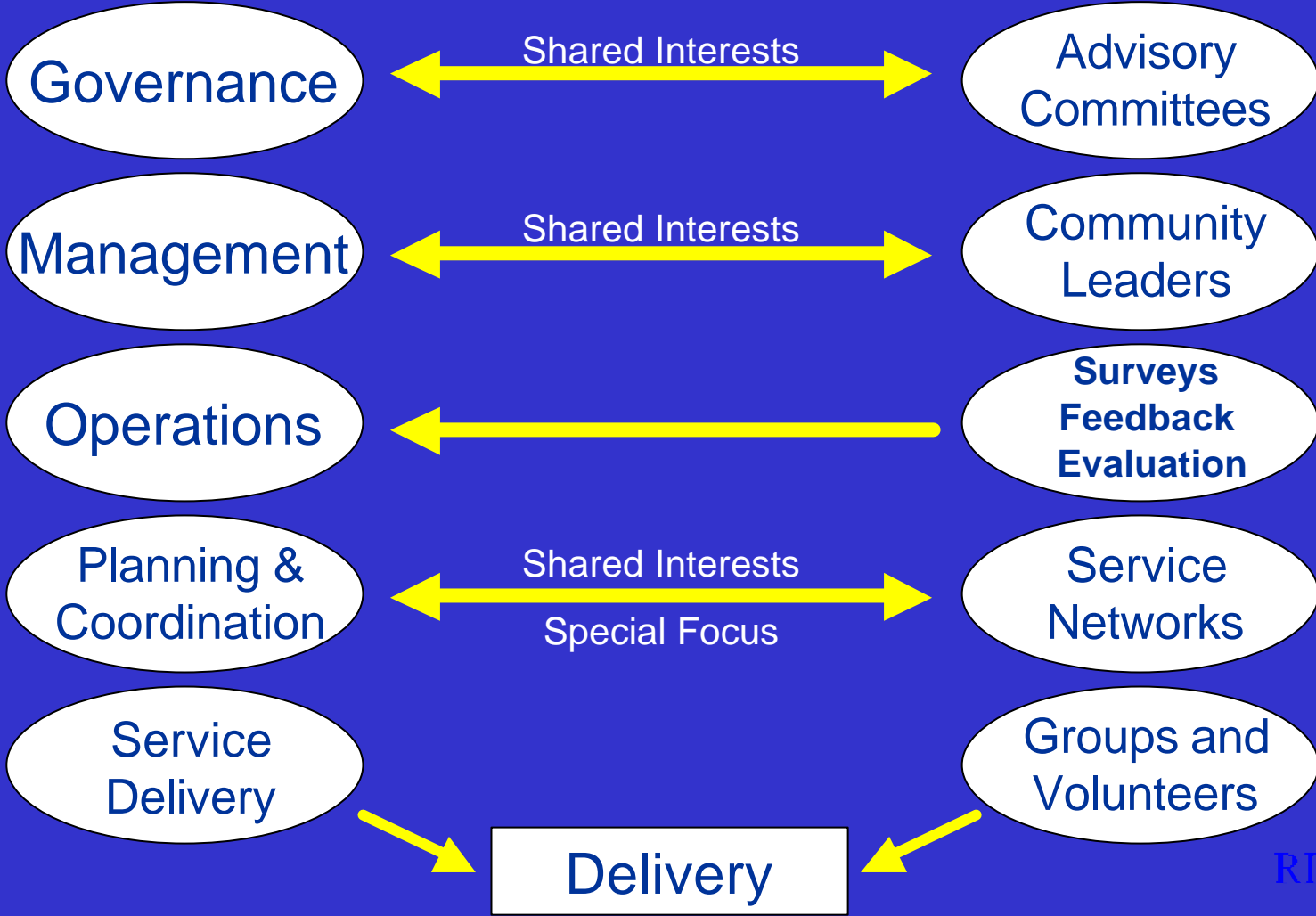
What's the criteria for city wide?

- Demand for “sameness” across the city
- Efficiency and effectiveness – best use of limited resources
- Equity in distribution
- Funding source
- Quality expectations from consumers
- Require coordination for standards, working conditions, environments, business processes
- Universal availability

The City is accountable for:

Function	Who	Does what	Accountable to	For
Governance	Council Committees	Stat regulations Bylaws Policy	Citizens of Richmond Sr levels of Govt	Setting Term goals Efficient and effective allocation of resources Needs are met
Management	CAO General Manager Directors	Resources Organization Strategic Planning	Council Sr Management	Setting long term goals Achieving the goals
Operations	Managers Supervisors Coordinators	Operate and manage the places and spaces	Management	Implementing the services and running the places and spaces
Service Planning & Coordination	Managers Coordinators	Research Planning and Design Service Standards and Coordination	Management	Designing and coordinating the best overall program to meet needs across the city, sound evaluation
Service Delivery	Coordinators Programmers Frontline staff	Core Programs and Services 4 service streams	Management	Best programs and services delivered.

How will the City encourage Community Involvement



What are the expectations

- The City will set the service provision.
- The City will work with others.
- The City will look to traditional partners first.
- The City will outline universal operating guidelines/standards/expectations.
- The City will ensure a percent or blend of uses to ensure neighbourhood, area, city wide and regional services/use are balanced, equitable, and sustainable.

Direction is set

- Our core business is building community, ensuring programs & services, operations & planning, development and research.
- Our programs/services are coordinated, well planned, delivered in neighbourhood, area, city wide, regional basis and are need meeting.
- We will be responsible and accountable for our resources, let others be responsible for theirs and will look to our traditional partners first.
- Our expectations are well understood.
- We will encourage community involvement at all levels, Governance thru Service Delivery.