

City of Richmond – Parks, Recreation & Cultural Services Department
Renewal Plan - Service Delivery System – Open Houses March 26/27, 2003 – Comment Sheets

#	Facility used most	Neighbourhood	Community Organization	Comments
1	South Arm Thompson	South Arm	Thompson	<p>There seems to be a problem with communication between the Centres and City. The Community Associations have not been told they weren't doing a good job or where problems were. If the City spent half of the money of staff time and cost of the delivery service system packages, surveys, consultants I am sure a solution to problems could have been solved to a great degree.</p> <p>This delivery system didn't satisfactorily explain to me after 2 council meetings and open houses (2):</p> <ul style="list-style-type: none"> ▪ How this proposed system will work ▪ How much the proposed system will cost including staff ▪ When will this system take effect & how ▪ What happens to association staff ▪ What is the plan for association equipment – some have over \$300,000 including tables, chairs etc. <p>The Community centres are a place that people use usually within their area. Most are known to volunteers as they usually reside in that area too. The pride of ownership will be gone if this proposal goes through as suggested. Then it will kill the volunteers involved at all the centres. Most of us volunteer to put something back into the area by helping others and doing a job that they think is good. I have many years been involved with the centre and other units in Richmond. If my expertise and help is not wanted except as an advisor of input which may not be accepted or to fund raise and special events where any profit goes into general funds or spread elsewhere then I am not interested as a volunteer in this area.</p>
2	Steveston	Steveston	Friends of the Library	<p>This survey is only looking for comments on Council's new approach, and is not interested in hearing any of the positive comments on how the current system is working.</p>
3	South Arm	Steveston	South Arm	<ol style="list-style-type: none"> 1. I have sent a letter to Mayor & Council expressing some of my concerns but I want to be recorded as strongly objecting to the way I have been treated as a volunteer: reading in the Newspaper about the proposed change with the role of Community Association boards reduced to providing festivals is in my view an inappropriate way for me, and all board members to learn that you do not wish to continue the partnership. I was surprised to learn that the City placed so little value on the volunteer work I have been doing at South Arm. 2. The lack of detail in the proposal and the staff responses that nothing has been planned is of great concern as to how City could make a decision, and how the new system if approved in June, could be operational in January 2004. 3. Boards are in a very difficult position with their employees as to job security and with their participants as to continuity and quality. Staff understandably are looking for other employment. 4. Associations need IN WRITING, ASSURANCE that LICENSED PROGRAMS WILL OPERATE UNTIL JUNE 30TH 2004 AS COMMUNITY ASSOCIATION PROGRAMS.

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				<p>5. Only with this written commitment can we hire new staff, encourage existing staff to continue, and register participants</p> <p>6. Licensed programs are required to operate in the space which licensed for that program.</p> <p>7. If the City Council approves the model for delivery and as seems to be assumed, collects all program funds, a system will be needed for the Association to pay its licensed Program staff and the program expenses.</p> <p>8. Childcare and School Age Programs are not recreational programs. I endorse and encourage their location in public space but I am concerned that you list them as recreational.</p>
5	Steveston, South Arm Minoru	Steveston	Richmond Fitness Association	<p>A change is needed however difficult to adjust for some people. The average citizen really is not aware of how we operate now. This opens up an opportunity to educate the public and provides a chance for the people to give feedback.</p> <p>Eventually all will settle down and people will go on as though nothing changed. The benefits of this new model will be subtle at first but years down the road we will look back and realize these changes should have been made a long time ago. Volunteers are important and as long as the associations know, the City cannot do without them, they will warm up to these changes.</p> <p>Keep going with the education and public awareness and don't back down to the minority of negative talkers.</p>
6	Cultural Centre	Vancouver		<p>Effective and relevant leadership is an integral part of any process of change. The change proposed or "system" appears to be on best suited for Recreational Facilities. Arts & Heritage programs require a different set of mandates in order to provide quality, up to date relevant programming. Having an effective association provides the insurance that n Arts & Heritage program relies on. In the context of a large City (community)that caters to recreation, it is imperative that an association with knowledge of the arts and its extended community remain intact. The arts rely on diversity and constant change – it's a part of their function. Therefore programming within Arts and Heritage needs leadership that encourages and supports that diversity.</p>
12	Cultural Centre Trails Nature Park	Steveston	RAGA Richmond Retired Teacher's Assoc Minoru Place Seniors	<ul style="list-style-type: none"> ▪ Perhaps there needs to be more information given out regarding volunteer positions that need to be filled ▪ Input into programming for seniors needs to be more actively sought. I am disappointed in Minoru Place Seniors Centre as there is little there for the mind. Many of us never want to play bingo! We like to learn new things, keep our minds active as well as our bodies.

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				<ul style="list-style-type: none"> ▪ We do <u>not</u> have adequate space for the performing arts and the visual arts. The Gateway Theatre is a great place, but too expensive for amateur performers. Church and School rents have become very expensive. Added to this is liability insurance. How can we provide more encouragement and venues for our artists, all ages?
13	Steveston	Steveston	Steveston	It is hard to see this happening when one has worked hard to provide services to the community then have the City come along and say you are outdated. We want to take over and control programs, monies etc. This takes away any uniqueness of individual centres.
14	Swimming	Richmond		I think Open House information is useful and a good way to communicate to people. More emphasis should be made on letting people know what kind of facilities and services they can use
15	Steveston South Arm	West Richmond	South Arm	<p>Why do natural spaces, such as the dyke are in the south of Richmond, have to be “improved” to the point that they are no longer “natural”.</p> <p>We don’t have to have mowed grass, concession stands etc. at every outdoor location. I have heard parents telling children to keep off lawns and not climb the trees in areas that used to be quite wild. And please don’t plant flowerbeds in natural areas where children (or dogs) like to play.</p>
17	Fitness	Surrey	Cultural Centre	<p>I would like to know more about the community services. I feel I don’t have much knowledge of these services and felt I couldn’t answer the questions accurately. I’m sure others probably feel the same way too.</p> <p>It would be nice to see exactly what is the City’s model for the Service Delivery System.</p> <p>Since I am an association employee, I would like to know when this system is in place, what it means for my employment?</p> <p>I think the City is trying to have better customer service, but does this change the mission and mandates for each group?</p>
18	Art Gallery Thompson West Richmond	Seafair		While on the whole the system’s ideas of accountability are important, it is also important that individual and non general needs are met as well. Perhaps the umbrella concerned is too large and should cover Parks & Recreation while Culture remains a separate department. Some of the criteria fit Parks & Recreation but don’t really allow comment from Cultural Services whose needs are very different.
19	Thompson	Terra Nova	RAGA	Get more people from minority background involved into our community activities by providing them with multi-lingual conveniences, since language barrier has always been preventing them from joining in the community.

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22	West Richmond	West Richmond	RACA	<p>As I said this feels like a “done deal”. The City needs to sell the Community Associations on the <u>benefits</u> of the new delivery system. As it is now, many volunteers are hurt and feeling under appreciated. I do not feel the City can afford to lose this large volunteer base.</p> <p>If I had not had a very good conversation with Derrick & Dave McBride I would have been very angry when I left. The boards were very concise and left me with the feeling that Community Associations would be forced to follow this model and that what is happening there is being criticized.</p>
24	Fitness Centre	West Richmond	Thompson	<p>. . . . be as knowledgeable as the present volunteers who have spent many years in putting their organization together. I think this proposed change would overall discourage a lot of volunteers in investing their time into the City.</p>
29	Thompson Aquatic Centre	Terra Nova		<p><u>Cash</u> The fitness centres make their revenue and spend it directly back into the Fitness Centre. not into a <u>general</u> revenue fund as would happen if there is a change in delivery systems. As an example machines in the fitness centre would have to go on a <u>list</u> to be replaced and wait until it becomes a priority. As now the money is in the centre. THIS APPLIES TO ALL AREAS.</p> <p>No more Lottery Funds for new equipment, therefore fitness prices must rise.</p> <p><u>Communication</u> If you need more monies to assist in paying for power or services why haven't you approached the associations for them to contribute?</p> <p>If there are inequities in the system between centres, why have these not been brought forward and asked for help from the centres that “have”?</p> <p>There is very poor communication between boards (association) and the Ci ty staff. How is this going to be <u>improved</u> in the new model? Advisory boards generally political appointments (no grassroots attachments).</p> <p>Either you have not wanted to touch the subject but you have made very little effort to take the school system. How do they fit in? ie they have space and the facilities for the 2/3 of children which are unfit (THEY ARE THE BIGGEST PUBLIC ORGANIZATION FOR CHILD FITNESS)</p> <p>There is only <u>one</u> model of delivery system. There should be various models and even modifications of such.</p> <p>If this proposed model goes ahead we have created a whole new level of bureaucracy, one that will be more insulated from the community than it is now? THIS IS THE FIRST AND PROBABLY THE LAST TIME AS A VOLUNTEER I WILL FIGHT FOR MY JOB.</p>

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34	Minoru Sports	Seafair	Richmond Fitness Association	As the RFA winds down it's programming I have found it quite frustrating finding new homes for classes. I have been involved with community centres for over 15 years and was still unsure of who to contact. My first choice was Association Fitness Coordinator, however, they couldn't commit to rooms or space till they talked with Centre Programmers. This results in 2 - 3 people being involved and this was very frustrating. I think members of the public also face this confusion as they are not sure of who to talk to and sometimes even centre staff are unsure. In the past I have tried to implement City wide coordinated programs by introducing at CCA to very uninterested response from presidents who had to take to a board meeting next month, then to a committee meeting, then to a programmer and coordinator "Help". Needless to say the programs didn't happen and it was a good idea. Thanks for the opportunity to voice my opinion.
	Thompson	Thompson	Thompson	<ol style="list-style-type: none"> 1. I did not fill out the questionnaire because it is designed to gain the response that the staff want. 2. At no point do you define the present system, identify its failings and then suggest how the change will, in fact, improve the delivery of service. 3. My own involvement is with the Thompson Community Centre as a committee member (Fitness Committee). As far as I'm aware, we have responded to requests for programs from the City and there has been an amicable and positive relationship with all the City staff involved in this area. 4. When in this presentation have you outlined the failing of our volunteer work? 5. If it is the City's intention to disband Community Associations and replace them with advisory boards, will you cut off true community involvement and replace it with "rubber stamps"? 6. Is there any evidence that centralization works better than a system of associations? 7. As an association member I sense that you want to disband the associations as managers and planners of the centres without identifying reasons for our inadequacies from the City's point of view. 8. Do you remember the book "Small is Beautiful"? It is still relevant.
36	Cultural Centre	Blundell	CACC	<p>Here are my concerns:</p> <ol style="list-style-type: none"> 1. lack of passion for East Richmond – the services in our area are very limited – it took over 20 years to get a library. I'm sure this centralization of services will not be a great benefit for Cambie & East Richmond. Those of us who live there have passion for the area. 2. Association Staff – I'm concerned our excellent staff (who we took great care to hire) will not be looked after. 3. Money Issues – Money is not always the most important thing. For example badminton often pays for other important programs that loose money. Will the City care about these programs that don't make money (ie youth) but are important. I wonder if this move is about saving money & making cut backs.

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				<p>4. Democracy – when is democracy ever bad? I have heard that you want to know who makes the final decision. What’s wrong with a group of people discussing issues and coming to an agreement? That way everyone has a part and is involved. Democracy seems to be a dying thing as we see in our government. We put control in the hands of people who have self-centred motives.</p> <p>5. Grants. We are non-profit where will the grants go? We need that money.</p> <p>6. Community. As each community has a centre and needs of its own centralization will only separate communities. People want to be part of their own neighbourhood and meet needs associated with their community. Will that be lost?</p> <p>7. I know the problems exist and change needs to occur, however, the way this was presented was a real slap in the face for those volunteers who have worked hard and done their part. Could you not have asked us sooner for our opinion and we could have had a voice in this change? It’s a good way to get people’s backs up. There are a lot of people involved here not just City staff. I hope you will consider what we are saying and not just implement change without all voices being heard. Let people be heard and all sides considered. Democracy is never bad.</p>
37	Steveston	Steveston	Steveston	<p>The Steveston Community Society has been operating for over 50 years. It is an active centre with good volunteer leadership. The Salmon Carnival is always a huge success. If there are other areas in Richmond that are not as well serviced, perhaps it is up to the residents of that area to become active. I cannot believe that City control of our facility in Steveston could improve on what we already have.</p> <p>Also, it is my understanding that the individual societies are eligible for grants while the City would not be. It think it would be fiscally irresponsible for the City to take over these centres. If you are considering this I think it should be put to a referendum so that all residents are informed of your intention.</p>
40	Thompson	Thompson	Thompson	<p>The Open House story boards sound different from the original “initiatives” that City staff sent out. Am not sure how or which way City are going. Do they want to work with Association Boards as they exist now or not? A gap in communication is the main problem as I see it. Why not call all of the Associations together for a meeting to outline City concerns and ideas for change? The way it has been presented has Association staff uncertain of their futures, has finance on hold and has people (volunteers) working on many committees unsure about the future. I think this was initially poorly handled. The Open House has helped but still a meeting of the 18 associations would have worked just as well.</p> <p>Thank you for clarifying your position and we look forward to still being good partners with the City.</p>

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43	Cultural Centre Thompson	Richmond centre	Thompson TAGOR TOPS Richmond Hospital Auxiliary	<p>I feel this system would have been better explained if City representatives had met with reps of various centres and (combining smaller centres if necessary) at which changes were explained and questions were dealt with. Different groups have different needs. Under the central control of the City these needs would not likely be dealt with very quickly because now it's not a Centre dealing with its requirements, but a system where you wait until it's your turn to be heard.</p> <p>IF IT AIN'T BROKE DON'T FIX IT. Thanks for the opportunity to express my opinion.</p>		
45	Cultural Centre Gym	Collingwood	Cultural Centre	<p>I noticed discrepancies and an overall vagueness in the Service Delivery System.</p> <p>1. Increased demand for recreational & cultural services.</p> <ul style="list-style-type: none"> ▪ panel 4 addresses Parks & Recreation with absolutely no mention of Culture ▪ panel 6 does the same – mention of Parks & Recreation with a complete oversight on culture and its benefits. <p>** Please note that I acknowledge that the model sets out to address how services are to be delivered, <u>not what services, but</u> the footnote on the panels is “Parks, Recreation & Culture.”</p> <p>2. <u>Needs</u> Needs vs. available resources vs. trends. Who establishes these needs: Does culture and heritage play a role within Recreation?</p> <p><u>Resources</u> I understand and agree with the City's need and desire to analyse and restructure resource allocation. I feel that it should be noted that the Richmond Art Gallery is unique by comparison to the other “Recreational” facilities.</p> <p><u>Trends</u> Show disinterest and indifference to Parks, Recreation & Culture. ** I believe and agree that encouraging involvement would benefit the City and community both short and long term.</p> <p>The City's vision, core values and needs cannot be maintained or achieved with a general/blanket system that could break one organization while benefiting another.</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Values Belief in people Excellence in Service Innovation Leadership Power of a Team</p> </td> <td style="width: 50%; vertical-align: top;"> <p>Needs Attendance # increase Volunteer # increase Foster sense of community</p> </td> </tr> </table>	<p>Values Belief in people Excellence in Service Innovation Leadership Power of a Team</p>	<p>Needs Attendance # increase Volunteer # increase Foster sense of community</p>
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				<p>For example, associations provide expertise in areas such as the arts. Without knowledge, programming and exhibitions would be ineffective. Excellence in service therefore comes from art knowledge (obviously combined with business sense). Attendance would only suffer if that expertise and art knowledge were no longer in place. Innovation too comes from a keen business sense and passion for the arts; a desire to share and inform the public cannot come from someone disinterested, uninvolved and indifferent to the cause – ART. Leadership is dependent on art knowledge and, in turn, attracts interested participants into volunteer positions. From it, the notion of a “team” can evolve.</p> <p>By acknowledging the uniqueness of each group and their necessity for expertise, specialized and knowledgeable leaders, I have no doubt that the City in conjunction with each particular group will succeed and respond to the community’s needs.</p>
52	Nature Park Central Library Art Gallery	Vancouver		<p>There is no real indication as to the implications regarding existing non-union jobs, costs, equipment, programs, use of volunteers let alone details of the transition programming.</p> <p>Why did you spend money on free refreshments?</p>
60	Thompson	Thompson	Thompson Aquatics Board Arenas	<ul style="list-style-type: none"> ▪ what criteria (and who will develop it) will be used to adjudicate proposals from potential partners for service provision in the areas mentioned such as licensed preschool and childcare, youth, fitness, seniors and possibly others? ▪ as it takes a very long time to accumulate potential board members, constitution wording, mission statements and the necessary items for incorporation as a society, are most groups not already formed out of the running? ▪ will all proposals be compared to a City run model for that area? ▪ will there be performance bonds? ▪ will each area have a specific staff liaison or will this be a managerial function? ▪ will each area have a City appointed “watchdog” to ensure the delivery is as the City and community expects? ▪ can anyone tell us how long it takes to substantially change the constitution of a society like Thompson if we were, as suggested as an example, to propose taking on preschool program delivery? My point is that I cannot see how we would have the chance. The timelines we have experienced in the past with changes to constitutions are very long, and we would have to do this to be able to make the requisite hiring, insurance, etc decisions. ▪ these are all questions I would assume can be easily answered as they pertain expressly to the model suggested. I hate to think that the only agencies able to make proposals will be ones that are established already, most of which are from “out of town”. ▪ how will festivals support be handled and to what degree? ▪ what opportunity will I have to contribute to my community’s decision-making?

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				<ul style="list-style-type: none"> ▪ will the City move fitness and other equipment from one centre to another to make things more equitable? ▪ is there a budget to cover replacement of the equipment items purchased with casino funds for which we have a specific legal obligation to donate to another charitable agency? no ability to give to a government agency? or will the centre be left without these items? (\$65,000 in fitness equipment at Thompson for certain, also possibly the colour printer, fax and photocopy machines) ▪ is there a plan for better services and more facilities in the city centre? What are these and when will they be in place? ▪ will revenues from parks, rec and culture that currently accrue to associations go into the City's general revenues or will it all go back into parks, rec and cultural services and facilities? ▪ does the City have plans for an inter-departmental volunteer management initiative? <p>I would think coordination of all City volunteers (ESS, Blockwatch, PR&C, etc.) would be sensible. At the end of this, I still maintain community based recreation service delivery led by dedicated volunteers in cooperation with City staff is the best possible model. I am willing to lead, follow, fight, compromise, research and generally dedicate myself to this end.</p>
61			Seniors	<p>We are having too many things that are not in English. Where you have people who speak English taking time and money for their use in certain language and not enough programs for the English people which these people can go to also. So more things in everything for everybody. Then you service everyone. Thank you</p>
67	Cambie	Cambie Steveston	ERCA	<p>Community Associations have been in operation for over 50 years. The way the City brought this out felt like a slap in the face. I would like to see the City working with their partners in an upfront honest way.</p> <p>In this process the City is neglecting to advise the citizens of what they will be losing or giving up (I think here you will be saying to yourself there is nothing, but that comes from being removed somewhat from individual communities). Your lack of knowledge of all the small but important services we offer leads you to believe one size fits all – this is rarely true.</p> <p>I am saddened and disappointed by the City's actions. If there is not a lot of input from the community it is because the community is not aware of how the system works now.</p>
69	Britannia Heritage Shipyard	Ladner	Britannia Heritage Shipyard Society	<p>The PR & CS continues to be a dynamic department for the City of Richmond. Keep up your efforts with meeting your community needs!</p>

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70	Sea Island	Sea Island	Sea Island	<p>Sea Island is a unique area where the Community Association is the heart of the community. We do not fit into (most) many of the generalizations stated at this open house.</p> <p>I hope that Sea Island can be used as a model for what other associations should be doing. Don't take away our independence and the ability of the wonderful volunteers to keep serving their community. Our population is very distinctive and generally will not travel to other centres and will not be well served by a more centralized system.</p>
72	South Arm Minoru Pool	Steveston	Richmond Nature Park Society	<p>We hope that the unique characteristics of the way the Nature Park is operated is considered when a new plan is implemented. It has often been neglected, overlooked or ignored – one has only to look at the signage, the picnic tables, the paint on the building and the front step. Perhaps a new way of doing business would help the park. Parks and environmental education are vital for us to be healthy and happy individuals. Please value our award winning programs.</p>
73			Richmond Nature Park	<p>Nature Park is unique and has different needs than the Community Centres</p>
74	Richmond Nature Park	Steveston	Richmond Nature Park	<p>Received 2 invitations (1 would be adequate). Please consider the opinions of the Nature Park <u>volunteers</u> when making decisions regarding programs and services</p>
77		Steveston	Richmond Fitness Association	<p>I would love to see a cohesive all in one admission system that allows people to go to multiple locations and participate in many activities. When I'm in the community this is the most frequent suggestion I hear.</p> <p>I would also like to see volunteer opportunities expand. It gives people a chance to try new things and gives them new perspectives.</p> <p>Thank you for the opportunity to express our views.</p>
				<p>Many many questions remained unanswered. Thanks for your patience.</p> <p>The thought and careful consideration that backgrounds this presentation is appreciated. In contemplating a change to the Service Delivery System a more concise and clear model was anticipated. The ideals and goals that are presented as being the driving force behind a change to the present system are achievable within the present deliver model. The challenge is not to change a system that can be evaluated at an 85% satisfaction status but to study it and work to further develop and enhance what it provides so well.</p>

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				<p>To fully comprehend the consideration of change I believe that a more clear understanding of what needs to be changed and why is necessary. I am afraid that these are theoretical in origin and difficult to defend. In relationships we try to go to the positive routes but to consider restructuring of such a magnitude more background is required and further work with the present model is necessary for all.</p>
83	Parks	South Arm	South Arm	<p>It is my opinion the licensed programs should remain at community centre level. Perhaps with an overall manager for advice and coordination.</p> <p>The City should try first to work with community centre trustees and set policies instead of as done on this service. If this fails then you would go to the step you are presently doing.</p> <p>One example of lack of community centre input was the decision to do away with membership fees without community centre input.</p> <p>As a volunteer I think this new delivery system will “turn off” your present volunteers. They need a purpose and a feeling of accomplishment. You will lose and fail to get new “long term” volunteers.</p> <p>At a meeting recently I was informed the community centres were failing to meet the needs of our teens. I and other youth task group volunteers were insulted by this. We worked hard to meet the requests set down by the task group. There is a possibility of loss of grants, federal and provincial without non-profit organizations.</p> <p>Thank you</p>
				<p>This gives the City so many opportunities to provide better service. The resources would be endless. I really think that a program like out of school care would benefit greatly by this type of service delivery system. If you had all the osc's working under umbrella City wide training, pro-D days, the opportunities are endless. This would also bring the children of Richmond closer together resulting in a tighter community. The City could have one OSC phone number that makes it convenient for all users in the City. This should be a very exciting time for the City and I hope to see some of the benefits in the future.</p>
				<p>I am very disappointed with the direction the City is going – presenting this package as a fait accompli instead of working with the community groups to develop new working models together.</p> <p>I can understand that the City has a need for greater <u>influence</u> in community programming but that should not be confused with <u>control</u>. How can you possibly believe that replacing the countless hours of volunteer work by paid staff will result in anything but reduced services?</p>

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				Finally, I am particularly offended that we have only been given three months to give input
				Would the adequate amount of funds be set aside for the fitness centre to repair or replace equipment. Often, when cities run fitness centres, equipment and maintenance is not a high priority.
				In relation to question #3 (<i>How well does the proposed Service Delivery System meet the City's need to responsibly manage resources (financial, facilities, people)?</i>) I would say satisfactory but I also believe it depends on the agency being managed although I strongly believe the City best manages facilities. The association for the Cultural Services would best administer programs for the arts as not only do they have the experience, expertise but speak to the larger audience, National Arts community which is very important.
				It will be necessary to understand and have more details about how all this would happen before a good assessment can be made by both the public and the individuals involved in Community Centres
90	South Arm	Steveston		Information presented may be too generic for the general public. Model and guiding principles are great. Unfortunately, the process and outcome for association staff and volunteers could cause a backlash if not handled with some care. ie. If these individuals are stripped of their "power" or position how can we expect to find any community support to make it work?
				Concerns around less staff for current services (seniors, youth, fitness . . .) – loss of job Emotions from the Board of Directors and Association staff (feeling of helplessness) Wondering if volunteers will still be supportive and want to continue after the changes occur (ie Salmon fest) Concerns around requests for funding for programs and the protocol that will need to be followed and how the \$\$\$ is divided to suit the needs of our individual communities.
				It is of paramount importance to add without subtracting. I feel confident that the City has identified areas to improve its service delivery. We must be sure to cut the duplication, but make sure that we do not cut rare services. Consultation with correct Association coordinators is imperative.

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				We must find ways to prepare the program committees and boards to a certain extent so they can play a role in shaping their community within the City. I would like to see a system of revenue sharing that promotes equality throughout City, yet still recognizes the individual differences between Richmond communities and fairly reallocates the funds.
				I can definitely see the benefits of this proposal for the public. I am, however, concerned about the association staff in place @ our centre. We have many long time staff who potentially could be out of a job. How can I guarantee my staff that their position will be there next year? I think that as soon as this proposal becomes a sure thing, one of the first things to be done is a huge meeting/forum for all association staff. The uncertainty for some staff is going to become very stressful!
				Certain community areas are very active in the volunteer sector. Some areas can't volunteer as much (ie language problems) so therefore you have reduced participation.
109	Library PreSchool	Thompson	Thompson	It's good to know that City government is listening and informing us on what they are going to do to the service they deliver to us. But please inform us more about the decision-making process, the priorities in which they are considering before they make any final conclusion. This is very important for the resident in our neighbourhood. Thank you
				The system works now. Keep your hands off. You will lose the local volunteer people who have an interest in their local centres.
111	Martial Arts	Richmond	Sea Island	I think the Community centres do well as there is. No one has any problem joining in any activity that they wish. Why build another bureaucracy.
113	South Arm Steveston	Steveston	Child Care Development Board	It is very important that the City make the timeline for changes to preschool and out of school programs public very soon. Parents, worried about access to care for the 2003/2004 school year are already looking for alternate care. Similarly this lack of clarity will affect programs ability to attract staff for these programs. If the City decides that it is not best placed to operate childcare services itself – it must, to maintain the integrity of the childcare services, enter into a comprehensive and transparent process to select a non-profit society to operate the services. City-side service standards for childcare services should be put in place prior to the selection of an operator (if that is the route chosen) so the City's best interests are served.

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				I continue to be concerned that childcare is “under” Parks & Recreation and is seen as such a service. The City’s own childcare policy states childcare is an essential service. To satisfy the guiding principles of this renewal report – there will have to be much focus/emphasis on developing out of school care across Richmond.
114	Swimming Parks Community Hall	South Arm	South Arm (Bridge club)	<p>We need to develop a society where we are all <u>welcome</u> to participate and enjoy Richmond: accept the life style of all ethnic groups, respect all people regardless of age, sex or racial roots. The “French immersion classes” could possibly be applied to groups of all ages, but could include subjects other than French only.</p> <p>Keep Richmond clean. We are doing a good job in this already, but let’s not slip up. Areas such as the “canal” through South Arm Park could be kept clean and more suitable for wildlife (ducks).</p>
116	Steveston	Steveston	Richmond Singers	<p>I believe the City Recreation department has trained personnel, well acquainted with all the Richmond facilities to make proactive, responsible recommendations. However if a needs study is done only once every 10 years, it would be prudent to renew once every 3 or update. Integration and direct communication between groups, be it users, attendees etc. must be done on a local level to ensure continuous long term involvement. Thus decision makers working in City hall must continually interact with the outside world.</p> <p>Special fund raising was not addressed in a straight forward manner – that I saw. I would recommend that \$ designated for recreation be specifically designated so that \$ not leave fund for other purposes extra \$ to be issued to trust fund to be used for a long range future plan (not explained very well) but funds designed for parks no matter the amount be kept in parks and not used outside its jurisdiction such as permits and licensing. Thank you for allowing my input.</p>
121	Steveston	Steveston	Thursday Nite Karaoke Group	<ol style="list-style-type: none"> 1. Where does donation \$ go? 2. Previous fundraising \$ - who benefits? 3. Will Steveston Community Centre benefit programs available @ Minoru Senior Centre?
122	Senior Centre South Arm Minoru Pool Watermania	South Arm	Seniors Centre Women’s Centre Garden Club	<p>I hate to see drastic changes for what worked well for so many years.</p> <p>Richmond is known all over the world for the work that the volunteers accomplish. We have had visitors from Japan and China at the women’s centre that wanted to learn how to involve community volunteers.</p> <p>Every community centre is unique, yet offers mostly the same programs.</p> <p>Newcomers always take time to get involved once they are introduced to the community centres and services. They are very enthusiastic about the whole system.</p>

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123	Steveston West Richmond Thompson	Steveston		<p>This questionnaire didn't address a single issue that I wanted to discuss. There are no standards for me to make an informed and <u>valid</u> judgment.</p> <p>You have convinced me that there are legitimate problems with the current system. However, I am not convinced that this major restructuring is the way to go. I truly believe that this will be less responsive to community needs, but I hope that I am wrong. I would have thought that a City wide policy manual and restructured role for volunteer boards would have dealt with most of the issues that are noted.</p> <p>Re: the proposed "ethnic issues". Just an idle question, but at the start of the Community Association in Steveston, the Japanese contributed a significant endowment. Will the current situation see a similar response or is the City expect to pick up the tab?</p> <p>As a general rule of thumb, I am in favour of more autonomy, not less and I am very concerned that these changes will reduce neighbourhood autonomy significantly.</p> <p>I have a copy of your report and I will read it carefully. I can see some validity to some of the issues, but not all. I hope that the response of the public will be treated as real and not just the ravings of various special interest groups. We are funding this overhaul and are going to be very unhappy if things get worse not better. There should be some meaningful achievements to justify these sweeping changes.</p> <p>I have been both the President of a Community Association and the Executive Director of a non profit organization. I utilize a variety of programs at 3 different locations. I really thought that the system was working adequately if imperfectly. I hope that the end result justifies this.</p>
124		City Centre	Seniors Centre (Board Member)	<p>If you are working toward 50s and under being drawn away from the ever encompassing technological future, the free hours a day will be very few. It wasn't supposed to be that way – with the onset of the computer, has encroached on our brain capacity, <u>paper</u> utilization supply, what the bum can stand in absorption. Many centres cannot fill our spaces until well after 8pm and at the other extreme senior programs are leaving our centres empty after 5pm to closing, more than one day a week. The economics of it may provide <u>all</u> maybe one or two the possibility of more than one <u>Special Event</u> a month and the philosophy that everyone at retirement is rich has long since gone by the way.</p> <p>To reinvent the wheel is not progress.</p>

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				<p>Direct “delivery service” is an anomaly. When you lead a horse to water you can’t make him drink. The most advantageous bridge in the City is still the schools and park facilities/use them. Specialized community centres with specialized programming will succeed, not all the time but most of the time and of course, the staffs have to be specialized and love Richmond – and the specialized have to work alongside the volunteer (who should never be paid) and knows the needs of members without <u>intimidation</u> to race, colour or creed or age – the “Canadian” way, all the way, enriching the participation in and for <u>all</u> citizens in Richmond.</p> <p>The “theory of Facility Pass” cannot and never will take the place of “<u>membership</u>” as individuals in society(ies) or belonging.</p>
				Re the whole question: If it ain’t broke, don’t fix it!
133	Cultural Centre South Arm Pool	Terra Nova	Public Arts Commission	<p>Whatever the outcome of this project it is imperative that the public and volunteers buy into the program and have maintain a sense of ownership.</p> <p>A cynical view would be (perhaps held by too many) that City (government) ultimately can do what it wants to do.</p> <p>Re presentation: a small handout of the text provided on the boards would have been helpful.</p>
134	Steveston	Steveston		<ol style="list-style-type: none"> 1. Maintenance of Community Associations is very important. They must not become political extensions of City Council and should remain elected by the Community at large. They must not become political appointees of Council. 2. Meaningful participation by Community Associations must be maintained. Definition of what is meaningful must be determined jointly by volunteers and Council. 3. All affiliated organizations such as the Steveston Men’s Fastball, Steveston Kendo, Judo, Clubs and their respective mandates should be left intact or enhanced. 4. A steering group comprised of select members of the Community Associations should be struck to assist in the review of all the information and questionnaires submitted by the public. 5. I suggest 2 members from each association, 4 members at large and 2 staff members.
136	Seniors (Minoru)	Seniors (Minoru)		<p>Because of two major factors (1) the diversification of the cultural mix and (2) the disparity of economic resources eg. Steveston vs. Cambie, the time is ripe to gather together a control coordinating group (City Hall) to represent, direct and disperse the resources available where need arises. The alternative of individualization does not offer the ability to address needs because of a lack of resources both of people and finances creating an unwarranted imbalance. Naturally, above and beyond a staff component, it is imperative that a volunteer group have a major input in the</p>

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				<p>decision making process. The question of a volunteer advisory group should be well balanced. That is to say representative of the different geographical areas of the City. This group of say 10 to 15 representatives would have more than a passive role or a role strictly relegated to advising. The board would have a strong voice in determining policy, by presenting to Council it's recommendations on an annual basis. The point is that it is not advisable to leave the power of operational and policy decisions strictly in the hands of City staff or indeed in the hands of Council alone.</p>
139	South Arm	South Arm	South Arm	<p>Part of what is enjoyable about life in Richmond is the diversity of the various community centres; one can visit and be welcome and enjoy activities that are unique to a particular area. It would seem that if there are perceived deficiencies at a particular centre, in consultation with that particular community changes could be made – not as directed from City Hall.</p> <p>Was this Open House advertised and promoted in other than language media? Although Richmond has a large population of multicultural residents, many do not understand the benefits of community centres. Richmond has a large, vibrant volunteer base, many of whom work tirelessly for “their” community centres to raise funds and provide programs/facilities/events that have validity for their areas,. It would be demoralizing to have them share these funds.</p> <p>Much more consultation with community groups should be done. Why fix it if it isn't broken. If you feel services are lacking at a particular community, talk to that centre's board – don't dictate what they should do.</p> <p>Volunteers are very important and will be lost!</p>
140		Seafair	Seniors (Minoru) West Richmond	<p>I understand coordination is important to be sure facilities are used to fullest extent <u>but</u> to have all monies come from a central area won't work. Volunteers who raise money and get involved want to see <u>their</u> community centre receive the benefit. That is <u>why</u> they get involved and work and give many hours of their time.</p> <p>It will take time to have our new immigrants involve themselves as volunteers – they do not understand our volunteer system and how it works. They often do not wish to be involved and would rather pay. They should know that community service is our way of life and that is how these services can exist.</p> <p>Why wasn't this “Show & Tell” re Parks & Recreation advertised in Chinese etc.?</p>

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142	Thompson	Central Richmond	Thompson Seniors Richmond Hospital Auxiliary	<p>My comments can only be in regard to the Thompson Centre. it is well run, clean, pleasant personnel, good equipment. As a senior I go from 1 to 2:30 to exercise. As a retired senior on a fixed income I worry about prices being increased. This seems to be what happens when governments take over.</p> <p>Will the money collected by the City from all the centres etc. actually be used to keep the equipment up to date or will it be put in a general pot to be used where they want. The cost of a committee to run the "Service Delivery System" will certainly use much of the funds. Will the equipment be upgraded as necessary?</p>
143	Steveston	Steveston	Steveston	We like things as they are
148	Minoru Sports	East Richmond	Richmond Star Promenadors	The Richmond Star Promenadors need to obtain the use of a school to run a beginners class and last year, we were required to find alternate space to have our beginners class at considerable expense to the club. We have been part of the Richmond community for over 40 years and volunteer our time in the community at various functions and give to the Richmond Food Bank. As about 80% of our members are on a fixed income we need the use of a hall for our beginners class for 2 hours per week or a hall at minimum cost. As we have been in Richmond a long time, we hope to continue dancing in this community.
149	Minoru Sports	East Richmond	Richmond Star Promenadors	<p>As a member of the Richmond Square Dance Club, I am very disappointed in not being able to use one of the many schools in Richmond to teach others to square dance without paying \$40 per hour to rent space. Especially since there are night courses, sports and ESL classes going on at the schools. The space is there but may not be in use. We did have the free use of the West Wind School in 2001 and it was great. Now we would have to pay \$ - our funding is low. Our group is active in providing entertainment at local fairs & centres around Richmond. But without bringing new dancers into our group this will soon be impossible. I find when trying to talk to someone on the subject relating to our needs at the School rental office the staff is very unwilling and un-supporting to our needs. \It was a more friendly helpful staff before when we could deal with Leisure Services in renting the school. It seems that the younger generation have a lot to learn in dealing with the public on a friendly level and I also find that some staff at the community centres are not too friendly.</p>
150	Minoru	East Richmond	Richmond Star Promenadors	The Richmond Star Promenadors are closely associated with the City of Richmond for over 40 years. We are a non profit organization. We dance at Minoru Pavilion. For our part we do demonstration dances without charge. The Richmond Star Promenadors are also involved in community activities. We dance for entertainment at London Farm, Thompson Community centre, Gilmore Senior complex and Richmond Centre. Our club makes donations to the Richmond Food Bank. As a non profit organization and 65% of our dancers being seniors, we are in need of a free

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				facility to hold our beginners classes in square dancing. We promote, fitness, friendship and interaction between all ages. We wish to maintain our relationship with the City of Richmond and hope to count on their support in the future.
152	Steveston	Steveston	Steveston Seniors Bingo	We want things to stay as they are. If it isn't broke, don't fix it.
153	Seniors	Seafair	West Richmond	Keep things as they are
159	Seniors	Central Richmond	Seniors	As a senior I am concerned about losing the personal service I receive at my community centre. They specialize in services suitable to me. They can make changes to accommodate me. They advise me on programs on a personal level. Would it be more cost efficient to close some of the community centres?
160	Steveston	Steveston	Steveston Gulf of Georgia Cannery	This proposal seems to be a change for the sake of "change". This proposal does nothing to improve the delivery of services. If there are concerns about a dropping off of volunteers – just wait until services are determined from on high (read City) Historically this has been a great collaboration between the City and individual Community Centres (eg Steveston Community Centre). Why re-invent the wheel?
161	Senior sports dancing exercise class	Richmond Shellmont	South Arm Cultural Centre	Everyone was very helpful and explained what would be happening City wide. Found this very helpful & informative.
163	Soccer Field Hockey	South Arm	Richmond Girls Soccer Association	Surprised to read that 59% of residents are visible minorities – thought it was 40% I have often heard the comment that the Asian community does not participate in many Parks/Rec programs – Does this new system account for this? Thanks for the opportunity to participate.
165	Steveston Minoru	Westwind	Volunteer	I am against having a centralized service delivery system. In a community such as Richmond, it has excellent community centres to service the different cultures. eg Japanese Cultural Centre in Steveston. Those staff and volunteers there know what works & what doesn't. Children would be less likely to travel across town to another centre if the program is not available locally.
166	Cultural Arts	Central	Art Centre Richmond Gem & Mineral Club	The idea sounds great, but a lot of this will rely on transit, until that has been settled, this could be pie in the sky. Thank you

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			Creative Jewellers Guild	
168	Seniors Dyke Library		Richmond Carvers Club	<p>Although one of the main recommendations is to increase the volunteer activity, it does not give an indication on how to do this. For example, I volunteered for the “Tall Ships Festival” and indicated on the application form that I was prepared to consider other volunteer opportunities. I have never been contacted.</p> <p>Should a central “Volunteer Registry” be established so that people could volunteer on either of the following:</p> <ul style="list-style-type: none"> ▪ Short term ▪ Specific Events ▪ Regular & permanent ▪ As & when <p>Additional comment on Section 5, 2) of the Community Needs Assessment – <i>Widening gap between the “haves” and “have nots”</i></p> <p>Not necessarily so. Although “seniors” may control 65% of wealth, what percentage of seniors who participate or are active in programs need (or marginally need) seniors discounts?</p>
174	Swimming	South Richmond	Thompson Steveston Minoru	System ok now – why change it!
175	Swimming	North Lansdowne		North Richmond is <u>very</u> neglected – always has been! What happened to the park we were <u>promised</u> 25 years ago behind Lansdowne mall! <u>More</u> crap <u>apartments</u> !
176	South Arm	South Arm	South Arm	<p>I am very concerned about my job and my 15 years of service to the community centre.</p> <ol style="list-style-type: none"> 1. Will I retain my seniority? 2. Will I get the same salary and benefits? 3. Will I still be working in the same centre? 4. Who will I report to? A board or a person? 5. Can I run the same program? 6. What guarantee’s can you give me?

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179	Steveston	Steveston		I fail to see where the needs of the community are not being met now. Can City staff provide specific examples of these shortcomings? As a “man in the street” I hear no rumblings of discontent re these services. I agree with the position that our existing community groups are providing excellent service, at no cost to the City. As someone who has worked for many years in a volunteer capacity, I can tell you that the existing volunteer pool is very upset and quite likely will not be available in the future because of these changes! Many see the “Open House” process as a sham, believing this is a “done deal”. You are killing a part of what has made Richmond a great community.
182	Sea Island	Sea Island Burkeville	Girl Guides	Burkeville is a unique community with a dedicated group of volunteers to organize the numerous activities we have at our community centre. We do not want to lose the many events that are scheduled throughout the year. We appreciate the volunteers and these are the people that continue others to come on board and do their bit at our “Burkeville Daze” event. They need a purpose to be there so please do not take away their enthusiasm by devaluing their “job description” if a volunteer has such a thing as a job description in a local community centre.
184		City Centre		There is <u>no</u> information that indicates at <u>all</u> that these people truly have any idea <u>at all</u> of the costs to the City or to the users of the facilities!! Pretty little meaningless words on boards do not inform the taxpayer of what this <u>costs</u> !
185	South Arm	South Arm		I am unable to answer most questions concerning the Service Delivery System as the information provided on the easel boards was limited. I do not have an understanding of the depth and breadth of the proposed system. However, I have lived in Richmond for many years (15) and have raised children (still am) and we have used and enjoyed many community facilities. In fact, our youngest is enrolled in the out of school care program at South Arm and we love it. Please do not fix what ain't broke! Lastly, I do believe in accountability, but am worried that the (all) neighbourhood needs may be caught up in one great bureaucratic mess!
188	Steveston	Steveston	Seniors Golden Rod & Reels	Of course we want to look after our own interests! Right now everything is fine the way it is for our needs and requirements. Why are you fixing something that isn't broken? Volunteerism is one of the greatest assets that any community can have! Volunteers take pride in being able to give back to their community!

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190	South Arm Thompson	South Arm		<p>Richmond needs more programs such as Family Place – we need 4-5 Family Places in Richmond – not just the one we have now – it is such a wonderful , popular program.</p> <p>Community organizations will only be able to provide services at the Community Centres if <u>they</u> receive adequate funding from Municipal, Provincial & Federal sources. You can't expect them to provide them to the City residents <u>for free</u>.</p>
191	South Arm	South Arm		<p>There are more appropriate ways to address change. The current service providers, Council, staff and service users & volunteers & others should be invited to participate in a series of workshops and discussion groups to:</p> <ol style="list-style-type: none"> 1. identify problems, gaps, concerns 2. discuss & identify priorities 3. develop solutions that the majority can buy into <p>This Open House was not at all informative – mother hood general statements don't do it.</p> <ol style="list-style-type: none"> 1. no proposed delivery system identified 2. nothing to substantiate the need for change – Mother Hood general statements only 3. it was however clear that the current npo (non-profit?) volunteer system is to be tossed out 4. Volunteer leadership is not recognized, valued or wanted. 5. There is a need for change but this is not the way to successfully go about it – see Point 1
196				<p>I am satisfied with the way the Community Centres are running now. I don't think there is a need for change. Prices will go up, of course. When the City Hall runs something they are sure to have financial problems – Tall Ships \$500,00 loss, plus apparently the million dollars that municipal workers spent working on the Tall Ships instead of planting myriads of unnecessary flowers, etc.</p>
197	Thompson	Steveston	Richmond Minor Football	<ol style="list-style-type: none"> 1. Allow registration for community organizations (ie baseball, football, soccer) through the community centres and/or online. Payment for community programs could be handled as an administrative fee and generate revenue for the City (ie 5% of registration fees). 2. Create a database for community organizations and allow access to the organization by a password for updates. Each group is responsible to update their profile. All publications by the City will use this data only – eliminate wrong information being presented. 3. The City and local media collaborate to profile community organizations. Provide an area in the papers to publish activities and schedules. ie create awareness. 4. User fees for parks will demand an open book accounting system by the City. Users will demand privatization for field maintenance to keep costs down. 5. Display case area for community organizations.

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200	West Richmond	West Richmond	Scouting	Not a lot of concrete options to discuss. Just laudable principles and no plan of how goals will be met. I understand that early in a planning process, there are no concrete plans, but I find it easier to respond to a variety of concrete options.
202	Thompson	Ashwood	Thompson	<p>I volunteered for Tall Ships because I was asked by a Community centre volunteer board member. People are more likely to volunteer for a community group rather than for a City wide program.</p> <p>The staff at different community centres have developed a “centre” personality. I live at 4 Rd. & Francis and travel to Thompson because the exercise equipment at South Arm does not suit me and the staff respond better to the younger crowd. I don’t want to see a homogenous staff throughout the City. The budget is controlled locally and the centre meets my needs. The City can meet goals within the existing structure.</p> <p>I have been involved with community devolution programs for the past 30 years. This move does not recognize the power of a local community. What influence did private Health Clubs have on this initiative?</p>
203	Thompson	South Arm	Richmond ESS Richmond Health Advisory Committee	<p>The current system where each community centre reflects the neighbourhood needs and events is working well. Each community in Richmond has its own “flavour” and that would be lost if all community centres were organized to offer the same programming in each area of the City. The attitude of the staff is important and will change if all are City employees. The people who volunteer to sit on the boards are doing a great job and now have vested interests in seeing that their community centres operate well and people are happy with what they have created. Costs are less using volunteers to run the community centres and they benefit from organizing a well organized program. The money generated is used to improve and maintain the facility – a great benefit to the community. Having some variety in programs and gym facilities allows people to find the “right” place for them. It allows for diversity and creativity.</p> <p>In my opinion, the whole volunteer system needs to be reorganized and redeveloped so that people who are anxious to volunteer can get through the registration, interview process quickly and placed in an area that is a good fit for them and the organization.</p> <p>Access to community organizations is easier for the general public through Community Associations than to the City – more informal, ad-hoc conversations rather than having to approach the City more formally with concerns.</p>