

Parks Recreation and Cultural Services Parks Recreation and Cultural Services Renewal Frequently Asked Questions

Is there a report available on the proposed Renewal Plan?

Yes, there is a report available. A hardcopy can be obtained by contacting Recreation and Cultural Services at 604-276-4107 or it can be found on the City website:

http://www.city.Richmond.bc.ca/leisure/docs/renewal_report.pdf

Is there an opportunity for feedback?

Yes, there is. We have established a Recreation Service Delivery Review feedback process

The feedback process includes:

✓ Information sessions with each partner	March
✓ Open House sessions	March
✓ Community Feedback on Plan	Mar - Oct
✓ Renewal Plan Open House	Mar
✓ Renewal Plan Display	April
✓ Public Meeting with Council	April
✓ Community Working Group Established	May
✓ Focus Group Consultation	June
✓ Open House	July
✓ Recommendations from Community Working Group	Sept
✓ Open House	October
✓ Report to Council	October

**The process is tentative and subject to change*

Who Attended the Public Meeting?

The date for the Public Meeting was April 29, 2003 at 7:00 pm in City Council Chambers. Delegations spoke about the Community Involvement Model, the Governance Framework and the Service Delivery and how they see themselves involved in services in the future. Presentations were made by interested community stakeholders, including Vancouver Coastal Health, Richmond Public Library, Richmond Fitness Association, Richmond Seniors Society, Richmond Chinese Society and City's Community Associations. Copies of the presentations are available on the City's website at www.city.richmond.bc.ca

What is the new direction?

The proposed direction provides an exciting opportunity for all Richmond residents to be involved in and contribute to a healthy community.

The Renewal Plan for Parks, Recreation and Cultural Services provides a base to develop our new direction together with the community and other key stakeholders. The new direction will provide the following:

- Coordinated and integrated City-wide services
- Opportunities for neighbours to connect and community building services

- Appropriate planning, research and support
- A greater focus on needs based programming

How will the new Parks, Recreation and Cultural Services system differ from the existing model?

The new plan suggests the City become directly involved in the management of many of its various facilities such as community centres, which are currently co-managed by the City in partnership with local community associations. The new model replaces a management system that dates back 45 years and has not significantly changed in recent years, while the community has undergone major transformation. While programs will be offered in a more co-ordinated fashion decisions about program services will be made with community input, by facility staff at the various facilities to reflect both neighbourhood and community-wide needs. The goal of the proposed direction is to empower staff and various stakeholders to make decisions with a clear framework to guide them.

What are the goals & guiding principles for the new service delivery system?

The new service delivery system would position the City and other leisure service providers to meet future needs effectively. The system will be guided by the following principles (adopted by City Council):

- Ensures City’s ability to meet community needs
- Ensures that Customer Service is enhanced
- Values & encourages community involvement
 - Increasing the number and types of volunteer opportunities
- Values effective partnerships
- Ensures financial sustainability
- Provides a policy framework for decision making
 - Program and safety standards
 - Risk management

Can the current problem with the delivery system be resolved?

The Renewal Report is the framework that sets the direction for the future but it is only in a conceptual format. There is still a great deal of work to be done in developing the details to ensure we are offering services that are core, required services and that meet the needs of Richmond residents.

There will be several opportunities for feedback including: Open houses, public meetings, focus groups and meeting with individual associations and societies. Anyone is welcome to send feedback on future directions to the City, at any time.

The City of Richmond is committed to ensuring we are headed in the direction that is right for all residents and will take appropriate action to make this happen.

What are the Key Issues?

The current delivery system makes it difficult for the City’s ability to meet the diverse and changing community needs. The following is a summary of these key issues:

- The City of Richmond's Vision, Values and Directions are not being, adequately fulfilled with the current service delivery system.
- There are unidentified community needs that are not being addressed
- Roles, responsibilities and accountabilities within the current service delivery system are unclear, create inefficiencies in service delivery and inadequately manage risk.
- Lack of integration of services and inefficient use of resources
- The current service delivery system is not financially sustainable.

What national trends are currently impacting Parks, Recreation and Cultural Services?

Aging Infrastructure

- Municipalities across the country are seeing their infrastructure deteriorate with the lack of funding

Increasing Diversity

- 59% of Richmond residents are visible minorities, making Richmond the most diverse community in Canada
- Due to the economic climate of BC, citizens are demanding public recreation to be more efficient, effective and accountable. Collaboration will be essential and duplication of services will need to be eliminated.

Declined Activity

- Two thirds of school aged children are not active enough to promote optimal growth and development
- 25% of Children are considered to be overweight
- Arts and Culture are seen as one the most critical components of liveable and economically viable communities

Structured to Informal Activity

- Team sports and other activities requiring a significant time commitment; have declined in popularity in relation to individual, unstructured and spontaneous activities.
- Lack of time is the most frequent reason people identified for not being involved in recreation
- When choosing a program the following is most important to the customer (2000 PRCS Customer Survey):
 - Program type (35%)
 - Program time (24%)
 - Program location (16%)
- Fewer volunteers
 - Fewer volunteer are available for ongoing commitments. Volunteers are looking for short term, meaningful opportunities. Many volunteers use their volunteer opportunities as their recreation time.
- Aging population
 - The Richmond population is aging, with 1/3 of the population over 50. Baby Boomers will have more time, money and expectations for service than any other age category over the next 10 years.

- **Barriers to Accessibility of Recreation Services**
 - The gap between the have and the have nots is widening, as is the gap between those who have attended some form of higher education and those have not.
 - 1 in 3 children in Richmond live below the poverty level.

Is the proposed change to the delivery of Parks, Recreation and Cultural Services about money?

The Renewal Plan is about the City’s ability to mobilize resources and be flexible in serving community needs. The City needs to be increasingly financially sustainable, plan for the future and offset some its operational costs.

It is not about trying to access current reserves of the Associations/Societies. This money belongs to each Association/Society, as they are a legal entity.

Is the plan about the relationship with the 17 Community Operating Partners Associations?

The Renewal Report is not about the relationship with the Community Associations but about the direction the City needs to take in order to meet the changing needs of its community as well as the demands of its financial sustainability.

How will the new plan benefit the City?

As Canada’s most diverse City, we must be able to respond to the many different needs of our community. This meant providing more services for youth and seniors, reaching out to newcomers in our community or providing specific services for individual neighbourhoods. We will be able to involve even more volunteers and staff that have helped make our parks, recreation and cultural services amongst the best in Canada.

Increased integration in the management of civic facilities also provides increased efficiency and financial sustainability, ensuring the resources are available to renew and upgrade facilities as needed.

Has the City determined the end result?

No, the City has adopted 6 guiding principles for renewal. They are to ensure ability to meet needs, to ensure customer service is enhanced, to value and encourage community involvement, to value effective partnerships, to ensure financial sustainability, and to provide a policy framework for decision making. They will guide the work that sets the future direction of services.

Council has also resolved to acquire public comment the Recreation Services Community Involvement Model and Recreation Services Delivery System proposal. Council wants input on the model, how it can be implemented and what is the role of the community in the delivery of services.

Will any changes impact the public?

Regardless of what changes are made, the public will see little outward impact in the way civic facilities are operated beyond a greater array of program choices as new partners, including volunteer, social and cultural groups, to provide greater access to civic facilities and reach segments of the population that aren't being engaged by existing programming.

The report seems biased to make the current system look bad.

The Renewal Report is a summary of the City's review of its recreation service delivery. This review was on the entire service delivery system. It is a starting point to look and plan ahead.

The current system has added significantly to Parks, Recreation and Cultural Services. It is not a negative reflection on the volunteers and the services offered but a recognition that the City needs to take a leadership role in ensuring community needs are met and that resources allocated to recreation services are used efficiently and effectively.

The next step in the process is to seek feedback from the partners on how to change and comment on the proposed model of integrated Citywide and neighbourhood delivery.

Will the Associations have an opportunity to present their point of view?

Yes, there will be several opportunities to comment. Open houses were held on March 25/26, 2003. There was a public meeting on April 29th where groups and individuals made presentations to Council. Copies of the presentations are available on the website at www.city.richmond.bc.ca

There will be an opportunity to provide feedback through the City's web page and there will be focus groups scheduled in June 2003. A full-page newspaper ad outlined the issues with "opportunity to comment" section which could be faxed to Parks, Recreation and Cultural Services.

What will happen to the agreements with volunteer user groups?

There is no intention by the City to take over any of the direct service provided by user groups or other volunteer service providers. These groups provide excellent service to the community; with volunteers that are truly committed to the community they serve. The money they raise can be used where the groups see fit. The City is not interested in managing or accessing funds that have been raised by these groups.

The intention of the Renewal Process is to increase the Parks, Recreation and Cultural Services opportunities to the public not to take them away. If there is already an organized group offering the service, there is no need for the City to duplicate that service. This allows the City opportunities to allocate resources to meet other identified community needs.

What will happen to the volunteers who have donated thousands of hours to make the community a better place for their specific area?

We anticipate no change. We encourage volunteers to continue volunteering to help make Richmond a better place to live. Volunteers are essential to the delivery of services, in the past and in the future.

The Renewal Program is about ensuring there are appropriate resources to meet the needs of volunteers. This includes training, screening, recruiting, recognition and a citywide strategy to ensure volunteers are used most effectively in the future delivery of parks, recreation and cultural services.

We are setting a stage for success by taking the time to plan appropriate policies and practices and promote volunteer opportunities throughout Richmond.

What happens to Festivals such as Steveston Salmon Festival and Multifest?

Nothing. We understand that the majority of volunteers organize Salmon Festival in order to provide an excellent event to bring the community together in a positive venue. The celebration is an excellent example of how not-for-profit groups can provide service to the public.

The City sees that community special events are best provided by community groups with the City as now, in a support role.

Has the City met with any other service providers?

While managing the existing partnership with our current operating partners, the Parks, Recreation and Cultural Services Division is also looking to the future to begin forming relationships with other service providers and non-profit groups. In addition to meeting with all current partner organizations, meetings have been held with the following groups to provide an overview of the Proposal Renewal Plan:

- Child Care Development Board
- South Arm Women's Auxiliary
- Boys and Girls Clubs of Greater Vancouver
- Family Place
- Richmond Youth Service Agency
- CHIMO Crisis Services Agency
- Richmond Chinese Community Society
- Volunteer Richmond
- Disability Resources Centre
- Richmond Pentecostal Assembly
- Richmond Health Department
- Tourism Richmond
- Richmond General Hospital (Ambulatory Care)
- Intercultural Advisory Council
- Richmond Community Services Advisory Council
- Caring for Kids

The City is willing to meet with any group interested in learning more about parks, recreation and cultural services in Richmond and providing feedback on the proposed renewal plan.

What is the purpose of the newly established Working Group?

That the Working Group’s Terms of Reference are to make recommendations to Council on the Master Plan and the renewal of the parks, recreation, and cultural services delivery system adhering to the guiding principles for the service delivery system adopted by Council, with specific recommendations on:

a framework for a new Recreation service delivery system that identifies weakness in the current system and necessary improvements including a community involvement model including the roles of the volunteer, an implementation strategy for the new model and the financial impact.

Who sits on the working group?

Childcare Development Board	Nikki Byres
City Councillor	Bill McNulty
City Councillor	Harold Steves
Community Arts Council	Linda Shirley
Council of Community Associations	Julie Halfnights
Council of Community Associations	Greg Robertson
Council of Community Associations	Kuo Wong
Intercultural Relations Committee	Shawkat Hasan
Member at Large	Jim Tanaka
Member at Large	Sharon Meredith
Richmond Chinese Community Society	Joann Wong Bittle
Richmond Committee on Disability	Vince Miele
Richmond Community Services Advisory Society	Michael McCoy
Richmond Heritage Commission	Bob Ransford
Richmond Sports Council	Jim Lamond
Seniors Advisory Council	Olive Bassett
Youth Representative	Danielle Aldcorn

*The Community Working Group will report back to Council in October

What is the Parks Recreation and Cultural Services Master Plan?

The Master Plan is a 10-year planning tool that outlines the services, facilities and amenities to meet the needs and interests of citizens. The Master Plan process is underway and the renewal of the service delivery is a component of the master plan process.

What further opportunities for public involvement will there be?

Individuals and groups can attend the Working group meetings and can be delegates to speak to the working group. There will be focus groups scheduled in June 2003 and three additional open houses will be scheduled, one in July, one in October and one in November. In addition, staff and the working group are charged with getting feedback and input on the plan for the duration of the process.

