

**Parks, Recreation and Cultural Services**  
**Master Plan 2003 Update**

*Our Vision is for the City of Richmond to be the most appealing, livable, and well-managed community in Canada.*

**Best Practices Report 2003**

Best practices research collected from across North America is now available on the City website at [http://www.city.richmond.bc.ca/leisure/leisure\\_index.htm](http://www.city.richmond.bc.ca/leisure/leisure_index.htm).

Information was collected through staff teams visiting a variety of cities, research websites, lower-mainland meetings and other contacts with parks, recreation and cultural service organizations. The intention was to capture some of the most exciting opportunities for community engagement, service and administrative planning and practice. Richmond staff used an appreciative inquiry approach to acquire information, which focused on understanding the best of what other cities had to offer their citizens and why. The traditional approach of interviewing to understand the problems in service delivery and how municipalities attempted to solve current issues, was felt to be limiting and narrow in scope and focused on what does not work in service delivery. This process focused on what was working exceptionally well.

The goal of this process was to expand the possible opportunities through creative thought, ensure we are using our resources in the most efficient and effective ways and examine current practices. The resulting synergy and excitement generated by staff was a powerful tool in putting together this report. The possibilities are numerous but the commitment to constantly strive to demonstrate leadership; be responsive and principled in decision-making; effective and efficient in the work conducted, will ensure we are meeting the parks, recreation and cultural needs of Richmond.

It is impossible to capture all best practices, as the recreation field has many leaders conducting innovative leading edge work across the country. Instead, diverse and interesting ideas are captured to encourage our creative thoughts for Richmond. Links to appropriate sites were imbedded in the document for those interested in further reading and there are hard-copy resources available in the extensive library developed through the Best Practices process (Recreation & Cultural Services 6<sup>th</sup> Floor, City Hall).

It was encouraging to find so many dedicated, passionate and professional staff committed to improving the quality of life for residents of their cities.

The future holds many challenges for parks, recreation and cultural services and municipal governments across North America. As we continue to urbanize, increasing needs must be balanced with shrinking resources. It is through sharing of expertise and ideas and creating forums to challenge our industry, that will provide the best chance of success. This is the beginning of a process that has created an environment of trust and excitement among Richmond staff teams as we challenge ourselves to be the most appealing, livable and well-managed community in Canada.

**Master Plan Next Steps**

1. Focus groups will be conducted from a cross-section of Richmond to develop topic areas identified from the community consultation process. These include:

Future Vision

1. Confirm Community Vision – Values
2. Exploring the role of Volunteers
3. Understanding the Balance of City-wide and neighbourhood services.

Confirm Current Reality

4. Heritage and Culture in the Community
5. Children's Development
6. Fitness and Wellness
7. Older Adults

2. Along with focus groups, an in-depth analysis of our current services & facilities will be conducted including supply profile, program profile & market profile.

**Community Working Group**

The CWG held its third meeting on Thursday, July 17<sup>th</sup>. The City's thoughts on the vision for Parks, Recreation and Cultural Services was presented and well received. A thoughtful and comprehensive discussion on the values of Richmond residents followed. The next meeting is scheduled for August 21<sup>st</sup> at 5:30pm.

Record of meetings and agendas are available on the City of Richmond website at:

[http://www.city.richmond.bc.ca/leisure/leisure\\_index.htm](http://www.city.richmond.bc.ca/leisure/leisure_index.htm)

**Extension of Community Working Group**

Council has approved the extension of the CWG until May of 2004. This extension allows the committee more time to fulfill their mandate. With the enthusiasm and thoughtful discussion of the July meeting, the future is promising.

**Meet the Consultants:**

**Cannon Johnston Architecture**

In February we saw three new faces in Parks, Recreation and Cultural Services. David Roach is the chief strategist and project lead for the Master Plan and is facilitating the Community Working Group. Cheryl Hodgson, with RecreationSolutions, is the parks and recreation specialist working with all aspects of programs and services. David Hewko, the newest face on the team, is currently working on the statistical and facilities analysis information. You will see several other new faces as we move into the Minoru Park Master Plan and financial analysis. Their team will be working with us until Spring of 2004 - Welcome!



David Roach

Cheryl Hodgson

David Hewko

**Guiding Principles**

**Parks, Recreation & Cultural Services Delivery System** (Adopted by Council Resolution R 03 / 4-10 – February 24, 2003)

As we move forward, the following principles will guide the choice of service delivery:

- Ensures the City's ability to meet Community Needs
- Ensures Customer Service is enhanced
- Values and encourages Community Involvement
- Values effective Partnerships
- Ensures Financial Sustainability
- Provides Policy Framework to Guide Decision-Making

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