

Recreation (Levels of Service to Public) July 2020 - June 2021 Results

Recreation, Culture, and Events

Pillars	Department Goals	Department	Division	Service Name	Sub Service	Direct Customer	Service Definition	Service Component	Current Service Level	Target Achieved 2020-2021	Target Achieved 2019-2020	Target Achieved 2018-2019	Results/Comments
Culture	To facilitate the delivery of community-based recreation programs to ensure that citizens and the public have full access to a wide range of recreational, parks and leisure experiences and opportunities.	Recreation	N/A	Recreational activities	Recreational activities offered by third party providers	Recreational activity participants	A facilitative service to offer recreational activities to citizens with a community development approach through contracts with third parties.	Recreational activities	<ul style="list-style-type: none"> Acknowledge client inquiry within 24 hours Target: 95% of the time 	Yes	Yes	Yes	<ul style="list-style-type: none"> Although specific data is not available at this time, we are confident that the Level of Service was achieved. Developing a tracking data collection protocol which will simplify the process and provide accurate data.
								Recreational activities	<ul style="list-style-type: none"> Respond to issues within 48 hours Target: 95% of the time 	Yes	Yes	Yes	<ul style="list-style-type: none"> Although specific data is not available at this time, we are confident that the Level of Service was achieved. Developing a tracking data collection protocol which will simplify the process and provide accurate data.
								Recreational activities	<ul style="list-style-type: none"> Acknowledge provider inquiry within 24 hours Target: 95% of the time 	Yes	Yes	Yes	<ul style="list-style-type: none"> Although specific data is not available at this time, we are confident that the Level of Service was achieved. Developing a tracking data collection protocol which will simplify the process and provide accurate data.
								Recreational activities	<ul style="list-style-type: none"> Respond to issues within 72 hours Target: 95% of the time 	Yes	Yes	Yes	<ul style="list-style-type: none"> Although specific data is not available at this time, we are confident that the Level of Service was achieved. Developing a tracking data collection protocol which will simplify the process and provide accurate data.
								Recreational activities	<ul style="list-style-type: none"> Bi-weekly site visits during peak season (July - September) Target: 95% of the time 	Yes	Yes	Yes	<ul style="list-style-type: none"> Although specific data is not available at this time, we are confident that the Level of Service was achieved. Developing a tracking data collection protocol which will simplify the process and provide accurate data.
								Recreational activities	<ul style="list-style-type: none"> Respond to issues within 48 hours Target: 95% of the time 	Yes	Yes	Yes	<ul style="list-style-type: none"> Although specific data is not available at this time, we are confident that the Level of Service was achieved. Developing a tracking data collection protocol which will simplify the process and provide accurate data.
		Recreation	N/A	Recreational Program Advisory and Support	Programming of activities	Targeted programming participants	A service provided to users of recreation programs offering access to supervised / unsupervised recreational activities.	Neighbourhood Programming	<ul style="list-style-type: none"> Notify applicant of decision of request for programming within 5 business days 95% of the time 	Yes	Yes	Yes	<ul style="list-style-type: none"> Various community events took place. Although specific data is not available at this time, we are confident that the Level of Service was achieved. Developing a tracking data collection protocol which will simplify the process and provide accurate data.
								Youth Programming	<ul style="list-style-type: none"> Notify applicant of decision of request for programming within 5 business days 95% of the time 	Yes	Yes	Yes	<ul style="list-style-type: none"> Youth amenities study has been commissioned. Although specific data is not available at this time, we are confident that the Level of Service was achieved. Developing a tracking data collection protocol which will simplify the process and provide accurate data.
								Seniors Programming	<ul style="list-style-type: none"> Notify applicant of decision of request for programming within 5 business days 95% of the time 	Yes	Yes	Yes	<ul style="list-style-type: none"> Work has been proceeding well with the Lions Centre and Outreach services. Although specific data is not available at this time, we are confident that the Level of Service was achieved. Developing a tracking data collection protocol which will simplify the process and provide accurate data.
								Sports Programming	<ul style="list-style-type: none"> Notify applicant of decision within 5 business days 95% of the time 	Yes	Yes	Yes	<ul style="list-style-type: none"> Although specific data is not available at this time, we are confident that the Level of Service was achieved. Developing a tracking data collection protocol which will simplify the process and provide accurate data.
Event Planning	Events	Event participants	A service offering free events to the public with various interests	Event Programming	<ul style="list-style-type: none"> Support third party events and provide City events Target: Maintain 90% (third party) / 10% (City) ratio 	Yes	Yes	Yes	<ul style="list-style-type: none"> Although specific data is not available at this time, we are confident that the Level of Service was achieved. Developing a tracking data collection protocol which will simplify the process and provide accurate data. 				

Social	To improve the quality of life for the most vulnerable citizen	Recreation	N/A	Social Inclusion	Clients	Clients	A service to work strategically with community and government partners to improve the quality of life of its most vulnerable citizens	Assisting Clients	<ul style="list-style-type: none"> Acknowledge client inquiry within 24 hours Target: 95% of the time 	Yes	Yes	<ul style="list-style-type: none"> Although specific data is not available at this time, we are confident that the Level of Service was achieved. Developing a tracking data collection protocol which will simplify the process and provide accurate data.
								Assisting Clients	<ul style="list-style-type: none"> Respond to issues within 48 hours Target: 95% of the time 	Yes	Yes	<ul style="list-style-type: none"> Although specific data is not available at this time, we are confident that the Level of Service was achieved. Developing a tracking data collection protocol which will simplify the process and provide accurate data.
					Agencies	Agencies		Assisting Agencies	<ul style="list-style-type: none"> Acknowledge agency inquiry within 24 hours Target: 95% of the time 	Yes	Yes	<ul style="list-style-type: none"> Although specific data is not available at this time, we are confident that the Level of Service was achieved. Developing a tracking data collection protocol which will simplify the process and provide accurate data.
								Assisting Agencies	<ul style="list-style-type: none"> Respond to issues within 72 hours Target: 95% of the time 	Yes	Yes	<ul style="list-style-type: none"> Given the recent housing crisis this has been ongoing. Although specific data is not available at this time, we are confident that the Level of Service was achieved. Developing a tracking data collection protocol which will simplify the process and provide accurate data.
Culture	To provide citizen participation at the neighborhood level	Recreation	N/A	New Capital Works Project Development	Public Consultation	Citizens	A service to provide citizens with input into new capital projects	Consultation	<ul style="list-style-type: none"> A minimum of one consultation session per new project Target: 95% of the time 	Yes	Yes	<ul style="list-style-type: none"> Some dates have been juggled due to Covid and Capital funding availability. Although specific data is not available at this time, we are confident that the Level of Service was achieved. Developing a tracking data collection protocol which will simplify the process and provide accurate data.