

Recreation (Levels of Service to Public) July 2022 - June 2023 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 2022-2023	Target Achieved 2021-2022	Target Achieved 2020-2021	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. In future, community impact achieved through the facilitative efforts of community developmeent officers will be measured more directly.
									<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. In future, community impact achieved through the facilitative effects of community developmeent officers will be measured more directly.
								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. In future, community impact achieved through the facilitative efforts of community developmeent officers will be measured more directly.
									<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. In future community impact achieved through the facilitative efforts of community development officers will be measured more directly.
									<ul style="list-style-type: none"> Bi-weekly site visits during peak season (July - September) Target: 95% of the time 	yes	Yes	Yes	completed
		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 were supported by the department.
								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 omplemented and continues to be part of the Recreation Master Plan projects.
								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. New model recently approved by Council
								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. all applicant/groups received responses within the timeframe.
				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. In future community impact achieved through the facilitative efforts of community development officers will be measured more directly.

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	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. In future, community impact achieved through the facilitiative efforts of community developmeent officers will be measured more directly.
									<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. In future, community impact achieved through the facilitiative efforts of community developmeent officers will be measured more directly.
					Agencies	Agencies		Assisting Agencies	<ul style="list-style-type: none">• Acknowledge agency 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.
									<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">• 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.
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	Yes	All recreation master plan and vulnerable sector projects had consultation efforts