



TOWN OF MINTO

DATE: April 4, 2018
REPORT TO: Mayor and Council
FROM: Bill White C.A.O. Clerk
SUBJECT: Facilities and Recreation Restructuring

STRATEGIC PLAN:

Provide cost effective and responsive local government through superior customer service, internal stability and efficiency, and promoting responsible economic growth, healthy lifestyles, and respect for the natural environment.

BACKGROUND:

In January 2017 the Town moved to a centralized facility booking system where direct customer service for bookings was shifted to administrative staff at the municipal office. The website was improved so customers could check facility availability and submit an on-line booking request to Town office staff. Previously most bookings were through the two Lead Hands headquartered at the Palmerston and Harriston Arenas.

In June 2017 the Palmerston Lead Hand assumed new combined office and facility related duties during a maternity leave. This involved work in centralized booking and keeping a role in preparing the Palmerston Pool and supporting major events like the U14 Canadian Fast Pitch Championships, Handcar Races, Fire and Ice and others. Later that June another staff went on work related leave resulting from Volunteer Fire Fighter activities. Staff in the Facilities Department and Recreation Services worked hard to adjust to the temporary loss of key people. During the course of the re-assignment, work was added related to scheduling staff in the facilities which coincided well with the central booking process.

At the July 4, 2017 meeting staff reported on the status of the central booking initiative and Council passed the following resolution:

THAT Council receive the C.A.O. Clerk's, Facilities Manager and Recreation Services Manager June 19, 2017 report Central Booking Update, and requests a follow up report for the 2018 budget regarding staff resources in Facilities and Recreation Services Departments.

At 2018 budget Council was advised central booking is proceeding well, and that Facilities and Recreation Departments will be looking at minor internal restructuring to position the two Departments to deal with staff resource issues into the future. Aside from the current people on leave, the Department is likely to be dealing with a retirement within three years, which is noted in the Town's Succession Plan.

COMMENTS:

It has been over a year since centralized booking was approved by Council. From all accounts it is a success. Coupled with an improved web presence and updated booking policy users seem satisfied with the system. The re-assigned Palmerston Lead Hand has been a big part of that success and has taken on staff scheduling around the booking system which has increased efficiencies and will help control costs long term.

The Facilities Manager and Recreation Services Manager recommend restructuring based on the section of the organizational chart shown below (new positions in yellow).



The new structure promotes the Palmerston Lead Hand to a new position of Recreation and Facilities Coordinator reporting to both the Facilities Manager and Recreation Services Manager. He would have an office at the Town municipal building but would work out in the community centres and arenas as needed. A full job description has been prepared for this proposed position. The following is a list of general duties for this position:

- Central booking system
- Preparing staff schedules for facilities along with Facilities Manager
- Day to day supervisory and leadership regarding nature trails and facilities
- Installation/maintenance of arena ice, pools, splash pads
- Maintain ice refrigeration and HVAC systems
- Oversee and work alcohol related events; named on Town Permanent Liquor License
- Prepare financial reports for events and monitor product inventory
- Ensure compliance with Occupational Health and Safety Act
- Assists in completion of capital and maintenance work on facilities and trails
- Under supervision of Recreation Services Manager and Facilities Manager assist in developing, reviewing and improving policies, procedures, standards and plans
- Assists with budget preparation and works within prescribed budget
- Implements health and safety programs, compliance with liquor laws of Ontario, and TSSA standards related to equipment
- Attends Parks and Recreation Advisory Committee, Trails Committee or Council as may be required

The restructuring would see a second new position entitled Lead Hand Parks and Facilities. A full job description has been prepared for this proposed position. This position would be temporarily filled internally until the Harriston Lead Hand returns to work. The following is a list of general duties for this position:

- day to day supervisory and leadership to municipally owned parks, sports fields, satellite facilities, related equipment and assigned staff
- Conduct regular satellite facility, sport field, and park inspections
- Ensure that parks, and satellite facilities are safe, clean and operational as needed to encourage maximum use
- Ensure compliance with Occupational Health and Safety Act and implement health and safety standards
- Maintain HVAC systems and refrigeration equipment as needed
- supervise and implement daily work activities for assigned staff according to planned targets, procedures and priorities
- Provide feedback on policies and procedures
- Maintain records of expenditures according to approved targets
- Attends Committee meetings if requested or as may be required

The Recreation Services Assistant position remains in the structure as administrative support to the Facilities Manager and Recreation Services Manager along with duties with the Norgan Theatre. The following is a list of general duties for this position:

- Provide administrative support to Recreation Services Manager and Facilities Manager and the Recreation and Parks Advisory Committee
- Norgan Theatre administration, volunteer coordination and scheduling, and Board Secretary including preparing agendas and minutes
- Take facility bookings, send out contracts, follow up with customers; take program bookings and registrations and follow up
- Assist with creation and implementing marketing plan including web site upgrades and social media responses
- Prepare reports for SOCAN, monthly invoicing for programs and facilities receivables including those for Norgan Theatre
- Coordinate school visits and other events for marketing purposes; update posters and internal advertising
- Prepare film specifications for booth and projectionist, produce and sell Norgan Gift packages, clear and maintain Norgan Theatre as needed

The C.A.O. Clerk supports this restructuring from a Succession Planning perspective. The Recreation and Facilities Coordinator assumes a higher level role implementing the central booking and scheduling system, while continuing to provide support in all community centres/arenas. The Lead Hand position in Parks and Facilities retain freedom to act in the area of parks, sports fields and satellite facilities. Setting up responsibilities by functional

area (parks and satellite facilities distinct from arena operations) rather than by community (Clifford, Harriston, Palmerston) will improve level of service.

FINANCIAL CONSIDERATIONS:

There is no increase in full or part time staff resulting from the restructuring only re-assignments that potentially change the pay band for one position. The approximate budget increase of \$6,000 was provided for in the draft operating budget considered in December and subject to Council's final approval.

RECOMMENDATION:

That Council receives the April 4, 2018 report from the C.A.O. Clerk entitled Facilities and Recreation Restructuring and approves the restructuring outlined in that report.

Bill White
C.A.O. Clerk