



City of
Peterborough

TO: Members of Arenas Parks and Recreation Advisory Committee

FROM: Sue Warrington, Arena Division Manager

MEETING DATE: April 15, 2014

SUBJECT: Report APRAC14-021
Arena Division Customer Service Update

Purpose

A report to provide an update on the centralization of Arena Division Customer Services and the closing of the Evinrude Centre administrative office effective April 22, 2014.

Recommendation

That the Arenas Parks and Recreation Advisory Committee (APRAC) approve the recommendation outlined in Report APRAC14-021, dated April 15, 2014, of the Arena Division Manager, as follows:

That the report be received for information.

Budget and Financial Implications

There are no budget or financial implications resulting from the approval of the recommendation of Report APRAC14-021.

Background

To expand services to Arena Division customers and provide sufficient staff coverage for each role, the two Arena Division offices are being centralized into one Customer Service location at the Peterborough Memorial Centre. Effective April 22, 2014, the services currently offered at the Evinrude Centre will be relocating to the Memorial Centre Box Office.

Standard office hours at the Memorial Centre are 9:30 a.m. to 5:00 p.m. Monday to Friday. During hockey games, lacrosse games and special events, the office hours are extended. These additional operating hours provide an opportunity to expand on the hours we are able to serve Arena Division customers over the current 8:30 a.m. to 4:30 p.m. standard hours previously offered at the Evinrude Centre.

Services offered through Arena Division Customer Service at the Memorial Centre Box Office include:

- Ice and Floor Scheduling Requests and Payments
- Evinrude Centre Banquet Hall Booking Requests
- Meeting Room Requests
- Arena Division Program Inquiries
- Arena Division Facility Inquiries
- Memorial Centre Event Tickets

The Arena Division web page is currently being updated for ease of access for customer inquiries. Telephone access will also be centralized to one telephone extension through the City Hall general phone number.

The centralization of Customer Services for Arena Division will allow direct access for all inquiries, making it easier for customers to get the information and services they require. This will result in improvements with both staff efficiency and front-line customer service support.

Submitted by,

Sue Warrington
Arena Division Manager

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