



City of
Peterborough

To: **Members of the Arts, Culture and Heritage Advisory Committee**

From: **Ken Doherty, Director of Community Services**
Nancy Fischer, Senior Program Analyst

Meeting Date: **October 8, 2015**

Subject: **Report ACHAC15-028**
Program Registration Report

Purpose

A report to provide an update to the Facilities Booking Project and inform of the Program Registration report, further addressing improved customer service and streamlined processes.

Recommendations

That the Arts, Culture and Heritage Advisory Committee approve the recommendations outlined in Report ACHAC15-028 dated October 8, 2015, of the Director of Community Services and the Senior Program Analyst, as follows:

- a) That Report ACHAC15-028, and a presentation by the consultant, Sarah Logan on the Program Registration Project be received; and
- b) That the members of the Arts, Culture and Heritage Advisory Committee provide comments/input following the presentation.

Budget and Financial Implications

There is no budget or financial implication resulting from the approval of the recommendation of report ACHAC15-028.

Background

The Program Registration report, attached as Appendix A, was undertaken as a follow up of Facilities Booking Report (ACHAC15-005).

The purpose of the Facility Booking Project was to document the processes in each division and develop recommendations to coordinate the services for the purpose of enhancing customer service. Following presentations of the Facility Booking Report in early 2015 to the Arts, Culture and Heritage Advisory Committee and the Arenas, Parks and Recreation Advisory Committee, the following action steps were to be implemented:

1. Initiate the process of reviewing and standardizing program booking across the Department.
2. Staff will continue the work towards a redesign of City web pages to provide residents with online access to facility booking information;
3. Senior Staff will engage front line Staff to develop standardized booking processes and identify requirements for future booking technology;
4. Work with corporate services to develop policies and procedures at the corporate level where appropriate;

Key Deliverables:

The Program Registration report (attached as Appendix A) acts as a deliverable to the first of the actions steps.

Staff have also started a redesign of City web pages to provide residents with more online access to facility booking information. Web page design and data gathering are underway. The Arenas Division has added an arena availability report <http://www.peterborough.ca/ArenaSchedule/ArenaSchedule.pdf> so that customers can check availability before submitting a booking request. Future booking technology may further support access to online booking and rental information.

Senior Staff have started the process to identify the requirements for future booking technology. The technology replacement project will include other related areas such as program registration, memberships and passes. The process of replacing the technology will continue through 2016 and 2017 and front line Staff are engaged in the development of requirements and testing.

Work has also continued with corporate services to develop processes that support consistent and efficient delivery of services. The work this year has focused on insurance, payment, and collection procedures. Consistent practices provide better client service, clearer expectations and will also support the move to a new technology. Many of these procedures may be transferable to program registration.

Sarah Logan, the consultant for the Program Registration Report will also attend the Arenas Parks and Recreation Advisory Committee (APRAC) meeting on October 22, 2015, to make a presentation on her findings and recommendations. APRAC members will also have opportunity to ask questions and make comments following the presentation.

Submitted by,

Ken Doherty
Director of Community Services

Nancy Fischer
Senior Program Analyst

Contact Name:
Nancy Fischer
Phone: 705-748-8830 Ext. 3814
Toll Free: 1-855-738-3755
Fax: 705-748-8824
E-Mail: nfischer@peterborough.ca

Attachments:
Appendix A – Program Registration Report