



City of
Peterborough

To: **Members of the Arts Culture & Heritage Advisory Committee**

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

Meeting Date: **February 26, 2015**

Subject: **Report ACHAC15-005**
Facilities Booking Project

Purpose

A report to inform of the Facilities Booking Project, addressing improved customer service and streamlined facility booking processes.

Recommendations

That the Arts Culture & Heritage Advisory Committee approve the recommendations outlined in Report ACHAC15-005 dated February 26, 2015, of the Director of Community Services and the Senior Program Analyst, as follows:

- a) That Report ACHAC15-005 and a presentation by Trent Student Intern, Sarah Logan, on the Facilities Booking Project be received; and
- b) That the members of the Arts Culture & 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 ACHAC15-005.

Background

The Community Services Department (CSD) is comprised of five divisions, providing a broad range of public services, programs, and facilities designed to enhance the quality of life for residents and visitors.

The facilities operated by the CSD include the Memorial Centre and three community arenas, the Peterborough Sport and Wellness Centre, the Art Gallery, the Peterborough Museum & Archives, the Peterborough Public Library, and numerous parks, pavilions, and outdoor sport facilities. In 2014, CSD managers who are responsible for providing rental opportunities for public facilities began to meet regularly to explore methods of improving customer service and streamlining the facility booking process.

Each of the five divisions use individualized processes for managing facility bookings and interacting with customers. The purpose of the Facility Booking Project was to document the processes in each division and develop recommendations to coordinate the services for the purposes of enhancing customer service.

Project Goals:

- Improve customer service by:
 - Increasing the number of staff that can complete bookings
 - Reduce the time it takes to complete a booking if key staff are not available
 - Reduce errors that come from untrained staff entering bookings
 - Provide the customer with more options when booking a facility. For example: booking in person, on the phone, or online at a variety of facilities;
- Increase consistency of booking process/policies across the department. This could be anything from how to use the booking software to handling cancellations, to defining when refunds are allowed. Staff from the various divisions would have the skills to conduct cross-divisional bookings;
- Identify what the department requires in a new booking software package, when CLASS, the current booking software system, is replaced in the next few years; and
- Create a department-wide format for presenting facility information online.

Key Deliverables:

- A facility booking webpage on the City's website to describe all City facilities available for rent;
- A set of common business processes for all facility booking users; and
- Business requirements for a new facility booking software package.

The project began with the recruitment of a Trent Business Student, as an Intern for the winter 2014/15 term, to conduct a department-wide research related to the facility booking processes. The Trent Intern was asked to provide research and policy recommendations related to the facility booking process by:

- Documenting the facility booking processes, including rental rates and capacities;
- Prepare a summary report of findings and feasibility recommendations;
- Identify key elements for successful implementations and potential challenges.

The Intern's final report, "Facility Booking Project" is attached as Appendix A.

Next Steps

Based on the discussions with the project steering committee, and the recommendations included in the Intern's report, the following actions are being implemented:

1. The Facility Booking Report is being presented to the Arenas, Parks and Recreation Advisory Committee and the Arts, Culture and Heritage Advisory Committee;
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;
5. Initiate the process of reviewing and standardizing program booking across the Department.

Trent Student Intern, Sarah Logan will attend the Arts Culture & Heritage Advisory Committee (ACHAC) meeting on February 26, 2015, to make a presentation on her findings and recommendations. ACHAC members will have opportunity to ask questions and make comments following the presentation.

Submitted by,

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Attachments:
Appendix A - Facility Booking Project Report