



TOWNSHIP OF ZORRA

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MEDIA RELEASE

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RECREATION DEPARTMENT RESTRUCTURING

Zorra Township – Today, the Council of the Township of Zorra adopted recommendations contained in a Recreation Department Organization and Operational Review that will see a change in structure of the Department. The purpose of the Review was to determine if the present organizational structure of the Recreation Department was efficient and if operational improvements could be achieved in order to build a better, more efficient and effective Department.

Phase 1 of the review consisted of interviews with staff, Council, members of the public and two public input sessions. Phase 2 focused on an examination of the current environment and the challenges facing the Recreation Department. This assessment included an evaluation of the Department's organization structure and organizational culture. Based on the data gathered, an assessment of the current environment looked at the following:

- identification of current organizational structure and functional accountabilities
- an evaluation of the current management and reporting structure
- an assessment of leadership and management competencies
- a review of current planning, decision-making and implementation strategies
- a review of core competencies of existing staff
- an assessment of organizational culture

This phase also saw a comparative analysis of like municipalities and identification of innovative practices and structures and included:

- benchmarking of Township's organizational structure against comparable municipalities
- benchmarking of Township's service delivery against comparable municipalities
- in depth interviews with Recreation/Leisure Services staff from like sized municipalities

The recommendations adopted by Council include:

- customer service and dispute resolution training for all Recreation staff
- improved communications with user groups and Council
- review of all user fees with an eye to improving usage at all facilities
- a review of the Township's existing Alcohol Management Policy
- preparation of a Business Plan for Township staff (including potential student workers) to carry out grass cutting and flower bed maintenance

- harmonization of operating procedures, polices, supply ordering etc., policies at Thamesford District Recreation Centre and Embro West Zorra Community Centre
- implementation of an on-line booking system for all Recreational facilities
- a review to determine whether canteen sales should be contracted out

There will be a realignment of staff duties with two positions eliminated and one new permanent position and two interim positions created. The position of Recreation and Facilities Manager will oversee operation of Thamesford District Recreation Centre and Embro West Zorra Community Centre as well as maintenance of all Township facilities such as fire halls and public works shops. The interim positions will provide supervisory duties at each recreation centre. These positions will remain in effect until evaluated by the Recreation and Facilities Manager.

Mayor Lupton remarked, "This process had full public involvement and Council listened to the comments. We hope the new structure will provide a streamlined more accountable system that will provide a higher level of service to all users of our recreation system. There are still items that need to be further reviewed and we anticipate even more changes in the future."

A full copy of the Recreation Department Organization and Operational Review is available on the Township's website at www.zorra.on.ca.

For further information, please contact:

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