

## **COMMITTEE OF THE WHOLE - JUNE 23, 2009**

### **MULTI-SERVICE COMMUNITY CENTRES – STATUS REPORT**

#### **Recommendation**

The Commissioner of Community Services and the Director of Recreation and Culture, in consultation with the Director of Public Works recommend:

1. That this status report on Multi-Service Community Centres and the One-Stop Shopping promotional flyer (Attachment 1) be received.

#### **Contribution to Sustainability**

This report is consistent with the priorities previously set by Council in the Green Directions, Vaughan, Community Sustainability Environmental Master Plan, Objective 4.1, Action 4.1.5:

- Provide access to, and information about, the City's services at community centres.

#### **Economic Impact**

There is no direct impact as a result of this item.

#### **Communications Plan**

Multi-services offered in community centres will be advertised at all centres and as required through such mediums as the City of Vaughan website, Recreation and Culture seasonal guides, flyers, posters and other notices used to promote programs and services. The One-Stop Shopping promotional flyer (Attachment 1) will be posted at Community Centre customer service desks.

City departments, whose services are offered through community centres, will advertise this benefit through their specific promotional material.

The Public Works Department will be providing an information report regarding the availability of blue and green bins at community centres to the Greening Vaughan Committee and will include information in the annual Greening Vaughan Calendar.

#### **Purpose**

The purpose of this report is to provide Council with the status of current and future multi-services offered at City of Vaughan community centres and a copy of the One-Stop Shopping promotional flyer (Attachment 1).

#### **Background - Analysis and Options**

The Active Together Master Plan emphasizes the benefits of a multi-service community centre concept, recommending that the City of Vaughan expand select municipal services and augment other public services at local community centres.

By utilizing a site that is city-owned and operated, community centres have the opportunity of becoming the hub or heart of the community for not only recreational and cultural activities but also serve as a "one-stop shopping centre" for many day-to-day services that are provided by the City, Region or other public service agencies.

Community centres are generally open longer hours and more days than the Civic Centre and the JOC; therefore, in addition to the convenience of accessing comprehensive and cost effective services without the need to travel outside of their neighbourhood, a greater benefit to the citizen is the ability to access services at their convenience such as evenings and weekends.

According to the public consultation findings within the Active Together Master Plan development, the number one reason people do not participate in recreational activities is due to lack of time. Bringing more services into community centres helps residents with time-stressed challenges. Further, a greater sense of familiarity is created, which could lead to an increased awareness of recreational activities and in turn, greater participation.

The City has long recognized the value of consolidating multiple uses at a single site. The multi-service centre concept is a key strategic initiative put forward by the Vaughan Vision 2020 and affirms the City's mission of "placing citizens first through service excellence".

Staff have been actively pursuing multi-services in community centres. This status report will provide Council with a summary of existing and recently added services and the plan for new services in both the short and long term.

### **Existing Services**

The following multi-services were introduced in community centres a number of years ago and continue to be offered at some or all local community centres. These services are outside the realm of traditional services typically offered at community centres (i.e. swimming, skating, fitness classes, preschool programs, etc.):

- Library Services
- Garbage Tag Sales
- York Region Transit (YRT) Tickets
- York Region Passes
- City Information Literature Stands
- Community Information Boards
- Self-Serve Registration Kiosks
- Gift Certificates

### **Recently Added Services**

- Roadwatch Drop-boxes (reporting station for dangerous or aggressive driving)
- Human Resources Job Posting Boards
- City Information Display Boards (City of Vaughan program and service information)
- Language Line Services (over-the-phone interpretation service - translation of 150 languages to assist staff with serving customers with language barriers)

### **New Services to be introduced – Phase I**

On June 22<sup>nd</sup> of 2009, the Recreation and Culture Department, in partnership with the Public Works Department, implemented a soft launch for the "sale only" of green bins and blue boxes at Al Palladini Community Centre and Garnet A. Williams Community Centre.

As per the Public Works Department, the City's current green bin and blue box distribution program is three-pronged and includes the following methods of sale:

1. "Sale Only" – residents who have purchased resale homes or require additional containers may purchase them from the City;

2. "New Occupancies" – a "waste container" fee has been collected through the City's standard subdivision agreement for residents who have purchased a home directly from a builder;
3. Free Replacement - replacement of damaged green bins and blue boxes at no cost to the resident

Due to the complexity of the current systems and the limited space at the community centres, it is not possible to provide any service other than "Sales Only" for blue boxes or green bins. Public Works will be reporting at a later date on a revised strategy concerning the distribution of blue boxes and green bins. In the interim, the JOC will continue to be the distribution centre for all three methods of sale (i.e. Direct Sales, New Occupancies, and Free Replacement Policy).

A full launch of the program ("sales only") will take effect immediately after Labour Day at the following community centres:

Al Palladini  
Garnet A. Williams  
Dufferin Clark  
Maple  
Vellore Village

Note: Block 10 will be added upon opening.

All new service options will focus on municipal services. However, services outside municipal jurisdiction that add convenience or generate foot traffic, and would result in added exposure to recreation services, will also be considered in Phase II.

After extensive analysis, including ongoing community input from residents, and consultation with staff, the following new services will also be added to the current multi-service offerings this Fall:

- Postage Stamp Sales (booklets of 10 "Permanent" Domestic Stamps)

### **New Services to be considered – Phase II**

The following services will be considered for Phase II of the multi-service centre initiative:

- Municipal Application Forms
- Building Permit Application Forms
- Municipal Licensing
- Property tax and municipal bill payment
- Expanded use of Registration Kiosks ( i.e. Vaughan On Line Services)
- Sale of City Playhouse Theatre Tickets
- Rechargeable Battery and Cell Phone Battery Recycling Program

### **Relationship to Vaughan Vision 2020/Strategic Plan**

In consideration of the strategic priorities related to Vaughan Vision 2020, this report will provide:

- STRATEGIC GOAL:  
Service Excellence – Providing service excellence to Citizens.
- STRATEGIC OBJECTIVE:  
Enhance and Ensure Community Safety, Health & Wellness.

This report is consistent with the priorities previously set by Council and the necessary resources have been allocated and approved.

### **Regional Implications**

There are no regional implications.

### **Conclusion**

The Recreation and Culture Department is committed to providing services that best reflect the needs of Vaughan residents. According to the Active Together Master Plan, the number one reason many people are not able to participate in recreational activities as often as they like is due to lack of time. The expansion of multi-service options will increase opportunities for recreation by bringing citizens into community centres to do tasks they already had to perform, such as purchasing garbage tags, buying a green bin or postage stamps. By bringing more traffic into community centres, a greater sense of familiarity is created, which could lead to an increased awareness of recreational activities, and in turn, greater participation and an increased sense of community.

### **Attachments**

1. One-Stop Shopping promotional flyer

### **Report Prepared By**

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Respectfully submitted,

Marlon Kallideen  
Commissioner of Community Services

# ONE-STOP SHOPPING

AT VAUGHAN COMMUNITY CENTRES!\*

## EXISTING SERVICES:

- Community Information Boards
- Garbage Tags 
- Gift Certificates
- Library Services
- York Region Transit (YRT) Tickets and Passes 
- Self-Serve Registration Kiosks
- City Information Literature Stands
- Road Watch Drop Boxes - Reporting station for dangerous or aggressive driving 
- Human Resources Job Posting Boards
- City Information Display Boards - Program and service information
- Language Line Service - Over-the-phone interpretation service - translation of 150 languages

## NEW SERVICES: Starting Tuesday, September 8, 2009

- Green Bin and Blue Box (sales only\*\*) - Al Palladini, Dufferin Clark, Garnet A. Williams, Maple and Vellore Village Community Centres
- Postage Stamp Sales - Booklets of 10 "Permanent" Domestic Stamps 



MORE TO FOLLOW...

**YOUR SUGGESTIONS WELCOME!**  
Email [rec@vaughan.ca](mailto:rec@vaughan.ca)

**City of Vaughan**  
*The City Above Toronto*

\*Services may vary at each community centre

\*\*Exchanges or returns are only accepted at the Joint Operations Centre.