

Community Services

2022 Proposed Budget Department Overview

September 14, 2021

Community Services

Organizational Chart



Community Services

Department Overview

- Responsible to lead, plan, operate and manage the Administration, Building & Property, Customer Services, Parks & Recreation, and provide support to the Library Board
- Emphasis is placed on customer service, asset management, responsible financial and human resource management, effective communications, and strategic initiatives
- Employees over 250 full-time, part time, and seasonal staff
- Gross expenditures approximately \$15 million, revenues of \$5 million – Net \$10 million
- Manage approximately 50 capital projects annually

Community Services

Pandemic Opportunities

- Implemented new Policies to allow for better registration and tracking for safe use of all our facilities and programs
- Have developed some centralized methods for service delivery that have created efficiencies
- Reviewed and continue to review service and facility uses to better “right size” and make our service provisions more efficient
- Maintained Service Centre and Call Centre functionality and access to support residents and departments

Community Services

2021 Highlights

- Continued provision of services from all divisions of Community Services while continuing to manage pandemic pressures
- Majority of Capital projects continued with limited time delays to allow for previous years projects to get caught up (some exceptions)
- Staff of the Department went above and beyond to work to continue to allow the City to provide much-needed municipal services and keep both staff and our community healthy and safe

Community Services

2022 Highlights

- Work towards the re-opening of all our services and getting the community “back to normal” where feasible and within Provincial protocols
- Implementation and completion of some key and significant City Capital projects; ie. Bobcaygeon Beach Park, Bobcaygeon Library, City Hall Updates
- Continue review of City programs and facilities from a standpoint of right-sizing and making more efficient