



CITY OF KINGSTON
REPORT TO TASK FORCE TO REVIEW
SERVICES

Report No.: RS-05-001

TO: Task Force to Review Services

FROM: Denis Leger, Acting Chief Administrative Officer

PREPARED BY: Sheila Hickey, Director – Strategic Initiatives and Communications

DATE OF MEETING: 2005-01-19

SUBJECT: Expected Delivery of Draft Recommendations and Post-analysis Public Consultation Process

RECOMMENDATION TO TASK FORCE TO REVIEW OF SERVICES:

That the Task Force to Review Services approves the approach and timing for the release of the draft reports (as defined in Chart 1 – Draft Recommendations)

And further;

That the Task Force to Review Services approves the approach and format for undertaking the post-analysis consultation (Chart 2 – Consultation Schedule) as outlined in this report.

ORIGIN/PURPOSE:

The purpose of this report is to:

- i) recommend an approach for the release of the draft recommendations for the 5 service areas currently under review
- ii) recommend an approach for undertaking the post-analysis public consultation

The draft recommendations are expected to be delivered by BMA Consulting before the end of January 2005. It is recommended that the Task Force establish an equitable approach for the release of the reports that ensures members of Council, staff and the public receive the information in a timely, appropriate manner.

Once the reports are released, the process will move to the post-analysis consultation phase. The purpose of this phase is to communicate the draft recommendations to the public and staff and allow for comments on the draft recommendations, prior to the Task Force making final recommendations to Council.

OPTIONS/DISCUSSION:

Draft Recommendations:

We anticipate there will be significant interest in the draft recommendations. The process used to release the report needs to balance the goal of issuing the report for public consumption in a timely manner while respecting the need to properly inform members of Council and employees.

It is appropriate that staff, particularly those working in the areas under review, be informed before the reports are released publicly. Efforts should be made to ensure employees are informed before they find out about the release of the reports and the contents of the reports from other sources.

Since the reports will likely result in questions and comments being directed to members of Council, efforts should also be made to ensure that Council has access to the reports in a timely manner.

In addition, in advance of proceeding to public consultation the Task Force should meet to discuss the contents of the reports in detail. Staff is seeking direction from the Task Force for their preference on this matter.

Based upon this rationale, the following schedule is recommended for the release of the reports:

Chart 1 – Draft Recommendations

Activity	Date	Description
Meetings with staff in the services areas under review.	Friday January 28 th	Members of the Project Team will meet with employees in each of the service areas to explain the essence of the draft recommendations and outline their opportunities to provide feedback during the consultation phase.
Report and Presentation to Council	Tuesday February 1 st	Council to receive the draft recommendations as an information item. The consultant will make a presentation to explain the recommendations and the public consultation process. Report available to the public as per the normal Council protocol.
Task Force Meeting	Task Force to Decide on Date	Task Force to meet to discuss the draft recommendations in detail.

Post-Analysis Consultation Process

The consultation methods used for the post-analysis consultation will be similar to those employed during the pre-analysis consultation phase. Feedback will be welcomed in the form of letters, e-mail, telephone calls, etc. to members of Council, the Task Force, and the service review staff project team. The consultation period will conclude with a series of public meetings.

Since this round of public consultation deals with specific recommendations, staff is seeking direction from the Task Force as to their preferred format for the public meetings. One option is to have the consultant and staff work together to facilitate the meetings as was the case during the pre-analysis consultation. Alternatively, the Task Force could facilitate the meetings with support from the consultant and staff.

The following public consultation schedule is being recommended:

Chart 2 – Consultation Schedule

	Activity	Date		Description
External Consultation	Direct Mail-out	Tuesday, February 1 st		Direct mail correspondence sent to the assembled list of stakeholders for each of the service areas advising that the draft recommendations are available and the dates/times/locations of the public consultation sessions.
	Public Meetings	Tuesday, February 22 nd Location: Portsmouth Olympic Harbour – Press Lounge	5:00 P.M. – Transit Charters	Task Force to provide direction on preferred format.
			6:00 P.M. – Recreational Day Camps	
			8:00 P.M. – City Property and City Facility Leasing	
		Wednesday, February 23 rd Location: Portsmouth Olympic Harbour – Press Lounge	6:00 P.M. – LOP Campground	
			8:00 P.M. – Belle Park Golf Course	
Internal Consultation	General Staff Drop-In Sessions	Tuesday, February 22 nd	Counter St. 8 – 10 AM	Similar to the first round of consultation, a series of drop-in sessions during working hours will be held at various locations to share the recommendations with employees and allow them the opportunity to provide their input on the data.
		Wednesday, February 23 rd	Midland Ave. 9 – 11AM	
			City Hall 2 – 4 PM	
As with the pre-analysis consultation, feedback will also be collected through the dedicated phone number and dedicated e-mail address (reviewofservices@cityofkingston.ca) for those who choose to provide their comments in that manner. Written comments will also be accepted. These options will be available for the public and for employees throughout the entire consultation period.				

Preparation of the Final Report

The Task Force to Review Services will consider the feedback received and make final recommendations to Council.

The target date to have final recommendations presented to Council is **March 15th, 2005.**

EXISTING POLICY/BY-LAW:

There are no existing policies/by-laws concerning this subject, on record, to date.

LINK TO STRATEGIC PLAN:

This work is linked to the Getting our House in Order priority area. It is a component of the Excellence initiative to improve our organizational effectiveness and will help us achieve our corporate objectives of managing our costs and optimizing our revenues.

FINANCIAL CONSIDERATIONS:

There are no financial considerations associated with this report.

CONTACTS:

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DEPARTMENTS/OTHERS CONSULTED AND AFFECTED:

Executive Management Team

NOTICE PROVISIONS:

N/A

APPENDICES:

N/A

Denis Leger
Acting Chief Administrative Officer