

Leisure Services

Step Four: Service Delivery Evaluation Tool

Use this tool to effectively manage service delivery on an ongoing basis. Based upon your observations and discussion with the service provider, you will be able to:

- ◆ Notice and act upon warning signals, sudden changes, or unusual events
- ◆ Recommend renewal, change or termination of contracts

Burlington! a vibrant. healthy community

... driven by need ... founded on partnerships ...
grounded in leadership



LEISURE SERVICES POLICY ... Step Four

Service Delivery Evaluation Tool

Management

When you have negotiated a contract, evaluation and communication with the service provider become ongoing responsibilities. Use this form to help guide you, the contract administrator, to:

- 1. Develop a positive relationship, achieve the terms & conditions of the contract and monitor compliance on an ongoing basis
- 2. Resolve issues as required. Document concerns and achievements by date, supported by factual background material that will ensure that contracts are negotiated and renegotiated based on specific expectations and criteria.
- 3. Plan regular communication with the service provider. Key issues should be addressed first and smaller issues should be communicated in a supportive way.
- 4. Assess the outcome of the service contract prior to its expiry date and determine appropriate next steps. Note that contract renewal should not take place unless the terms of the contract are being met.
- 5. Add or revise terms and conditions of contracts to better reflect service delivery needs.
- 6. Monitor the success of the “team” - the service provider and City staff.
- 7. Improve the quality of the service provided to your customers. Coordinate promotional plans where possible.

Service Delivery includes programs & facilities Term of Contract: Frequency of consultation with service provider:	Notes / Followup Dates:
General <input type="checkbox"/> Current contact list provided	
<input type="checkbox"/> Evidence of business plan in writing and in action	
<input type="checkbox"/> Celebrate achievements and milestones	
<input type="checkbox"/> Non profit - Burlington based <ul style="list-style-type: none"> ◆ Executive members and contact list on file ◆ Constitution & By-laws on file 	
<input type="checkbox"/> National/Provincial sport governing body:	
<input type="checkbox"/> Association affiliation and/or accreditation (specify: _____)	
<input type="checkbox"/> Others:	

Service Standards & Quality Control	Notes / Followup
<input type="checkbox"/> Objective(s) are met in an organized and effective way	
<input type="checkbox"/> Instructor training/qualifications provided & maintained as agreed including first aid, WHMIS, child abuse, emergency procedures, code of conduct, police check, other	
<input type="checkbox"/> Liability insurance for participants provided (policy on file)	
<input type="checkbox"/> Liability insurance for business provided (policy on file)	
<input type="checkbox"/> Adherence to risk management terms (# of accidents/# of incidents)	
<input type="checkbox"/> Staff/volunteer: participant ratio/range as agreed	
<input type="checkbox"/> Quality of equipment	5 More than Satisfactory 4 3 2 1 Less than Satisfactory
<input type="checkbox"/> Service evaluation: timing, quality/effectiveness	
<input type="checkbox"/> Service quality standards	
<input type="checkbox"/> Provides equal access to participants with disabilities	
<input type="checkbox"/> Ongoing support of integration of participants with disabilities	
<input type="checkbox"/> Spends the necessary time to develop & implement service	
<input type="checkbox"/> Consistency of service/stability of service	
<input type="checkbox"/> Extent of volunteer leadership opportunities	
<input type="checkbox"/> Coordinated service opportunities with others	
<input type="checkbox"/> Others:	

Performance Measures	
<input type="checkbox"/> Efficiency: cost/user	
<input type="checkbox"/> Efficiency: number of people served	
<input type="checkbox"/> Effectiveness: percentage of direct cost recovery &/or administrative recovery &/or capital depreciation recovery	
<input type="checkbox"/> Equity: community wide benefits (reduces health problems/costs, prevents social problems, serves poorer residents, attracts tourism, protects natural environment)	
<input type="checkbox"/> Equity: individual benefits (% of population using regularly) vs. % of population who might use the service	
<input type="checkbox"/> Others:	

Impact on Corporate Services	Notes / Followup
<input type="checkbox"/> Time spent on service development, service monitoring/supervision, and contract management	
<input type="checkbox"/> Time spent on related administration	
<input type="checkbox"/> Cross promotion opportunities	5 Easier 4 3 2 1 More Difficult
<input type="checkbox"/> Ability to deliver accurate information to customer	
<input type="checkbox"/> Supervisory staff training & development	
<input type="checkbox"/> Time spent on staff/service provider recruitment	
<input type="checkbox"/> Corporate impact, including Legal Department, Finance Department (including Purchasing), Human Resources Department and ITS Department	
<input type="checkbox"/> Marketing/Communications/Printing impacts/costs	
<input type="checkbox"/> Others:	
Next Steps in service development or maintaining success	
Note that administrative support staff will: <ul style="list-style-type: none"> <input type="checkbox"/> Track finances <input type="checkbox"/> Distribute revenues <input type="checkbox"/> Prepare statistics <input type="checkbox"/> Complete permits <input type="checkbox"/> Maintain central files 	

Our Vision...

Citizens of Burlington will enjoy personal fulfillment and community pride, and recognize parks and recreation as vital to the quality of their life.

Our Mission...

Working in partnership with the community, the Parks & Recreation Department will provide strong leadership to ensure that all citizens of Burlington have access to a diverse range of recreational and cultural opportunities through the provision of quality and customer driven programs, facilities, parks and open spaces.

Integrated Outdoor Places

- ◆ QUALITY PARKS AND OPEN SPACE
- ◆ DYNAMIC WATERFRONT
- ◆ NIAGARA ESCARPMENT AND RURAL FEATURES
- ◆ INTERCONNECTED TRAILS

Community Recreation For All

- ◆ MULTI-GENERATIONAL OPPORTUNITIES
- ◆ NEIGHBOURHOOD OPPORTUNITIES
- ◆ CULTURAL OPPORTUNITIES

Accessible Community Facilities

- ◆ COMMUNITY AND SPORTS FACILITIES
- ◆ SPECIALIZED FACILITIES

Effective Facilitation and Leadership

- ◆ COMMUNITY PARTNERSHIPS
- ◆ EFFECTIVE LEADERSHIP AND COMMUNICATION



November 2002

"The support of the Government of Ontario through the Ministry of Citizenship, Culture, Tourism and Recreation is acknowledged"
"The views expressed herein are those of the City of Burlington and do not necessarily reflect those of the Government of Ontario and the Ministry of Citizenship, Culture, Tourism and Recreation."

