



**Review of Real Estate & Facilities Management Provision of Services  
to Vancouver Park Board**

*Excerpted from Minutes 2017-10-02*

*Reconvened on 2017-10-11*

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MOVED by Commissioner Kirby-Yung  
SECONDED by Commissioner Coupar

*Final motion as amended:*

WHEREAS:

1. Real Estate & Facilities Management (REFM) like Human Resource Services or Legal Services is a departmental function at the City of Vancouver,
2. REFM is mandated with buying, selling and leasing City-owned properties, buildings, land, and lots that the City owns and manages, and ensuring all City facilities are as sustainable as possible,
3. At the current time, REFM is set-up as a shared service model with the Vancouver Park Board, its Community Centre Associations and facility partners, directing their maintenance and facility service requests accordingly,
4. In the recent past, the Vancouver Park Board had its own REFM Department that was not embedded within the City,
5. Since implementation of the shared service model, service and response time for Vancouver Park Board building needs and requests has dropped and become a significant and increasing area of concern. Long delays and non-responsiveness to requests are common and widespread,
6. Park Board facilities include community centres across the city and many public facing venues and amenities such as, but not limited to, park buildings and infrastructure, tennis courts, pools, golf courses, curling clubs, VanDusen Gardens, the Dr. Sun Yat Sen Classical Chinese Garden, irrigation systems, public washrooms, water fountains and more, lack of responsiveness to service and maintenance needs has a significant impact on residents,
7. It appears an increasing number of complaints are being received from the public via 311 reports, social media and email, as well as negative feedback and concerns from community centre association partners,
8. Issues are broad ranging from missing washroom doors, hanging exterior building awnings, missing light bulbs, and broken water fountains from a maintenance perspective, to extended and lengthy timelines for facility improvements, upgrades and repairs,



9. Garbage collection is also a shared service. Park Board service level requirements are distinct and fluctuate dramatically based on seasonality, day of week, and fluctuating peaks and valleys in visitation to parks and beaches, and
10. The Park Board's Strategic Framework indicates the goal "To be leaders in parks and recreation by connecting people to green space, active living and community", further it states the goal of planning and delivering parks and recreation services that meet the needs of our communities both now and in the future.

THEREFORE BE IT RESOLVED:

- A. THAT the Vancouver Board of Parks and Recreation direct staff to initiate a review of facility and infrastructure service requests and related data (such as but not limited to 311 cases and public complaints, Community Centre Association and partner complaints and concerns), as may be available prior to and post implementation of the shared services model;
- B. THAT staff present an analysis and report to the Board of the findings of the review no later than the end of January 2018, giving due consideration to the upcoming 2018 operational year, and
- C. THAT staff present the Board with recommendations such as returning management of facilities back to the Park Board or implementation of a service level agreement, in order to identify solutions for delivering an acceptable level of service for the Vancouver public and for Park Board partners.

CARRIED UNANIMOUSLY