

ECO CENTRE OPERATING HOURS

Issue

Administration has monitored the operating hours at the Eco Centre and is providing the results to Council.

Motion Proposed by Administration

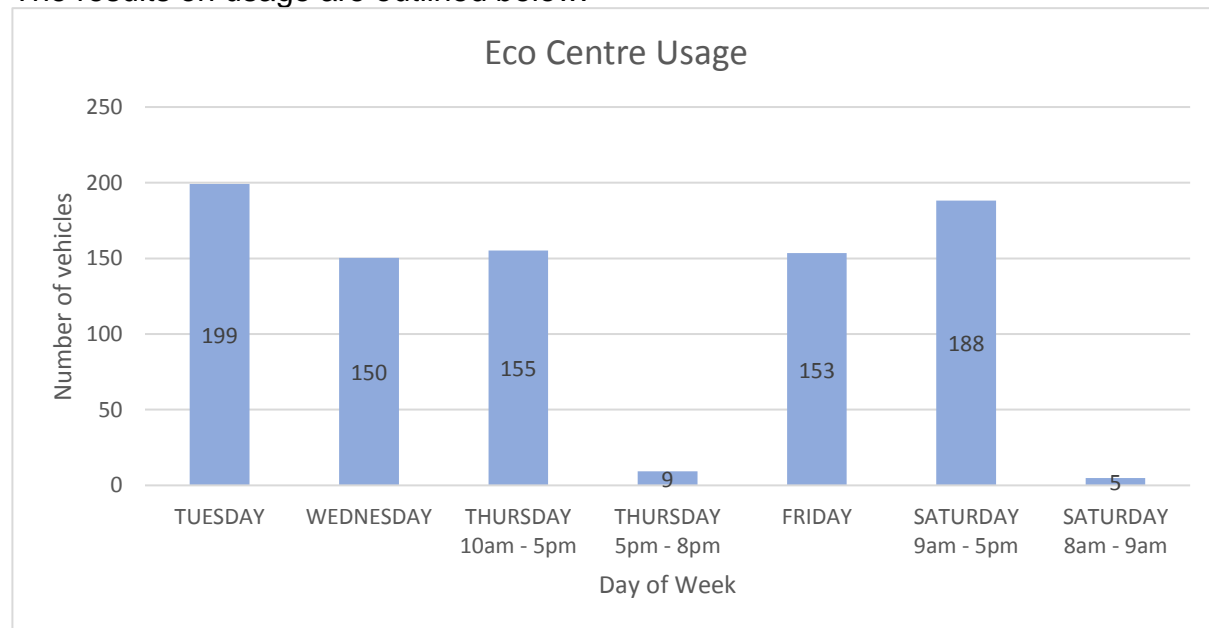
That the Eco Centre hours be changed to 9:00 a.m. to 5:00 p.m. Tuesdays to Saturdays.

Report, Analysis and Financial Implications

Administration continually reviews services to ensure efficiency and effectiveness is being provided to the public.

In order to identify when residents were visiting the Eco Centre, staff monitored the number of cars entering the facility between January and December 2017.

The results on usage are outlined below:



Current Eco Centre hours are:

Tuesday, Wednesday, Friday - 10:00 a.m. to 5:00 p.m.;

Thursday - 10:00 a.m. to 8:00 p.m.;

Saturday - 8:00 a.m. to 5:00 p.m.;

Sunday, Monday, and statutory holidays - closed.

After analysing the initial data it was noted that few residents were visiting the Centre between 5:00 p.m. and 8:00 p.m. on Thursdays and between 8:00 a.m. and 9:00 a.m. on Saturdays.

Therefore, Administration recommends changing the Eco Centre hours on Tuesdays through to Saturdays to 9:00 a.m. to 5:00 p.m.

This change in opening hours will align the Eco Centre operation with local businesses, simplify staffing scheduling issues, allow senior staff to be available during peak utilization times, and reduce redundancies due to staff overlaps, and respond to citizen requests for earlier opening hours.

Strategic Plan Goals

<input checked="" type="checkbox"/>	Manage Community Growth	<input type="checkbox"/>	Provide Strong Governance
<input type="checkbox"/>	Provide Quality Community Infrastructure	<input type="checkbox"/>	Healthy and Safe Community
<input checked="" type="checkbox"/>	Maintain Organizational Excellence	<input type="checkbox"/>	Foster Economic Vitality
		<input checked="" type="checkbox"/>	Promote Environmental Stewardship

Governing Policies/Bylaws/Legislation or Agreements

n/a

Public Engagement/Communication Strategy

n/a

Alternatives for Consideration

n/a

CAO Comments

I support the hours of operation changes at the Eco Centre. The recommended hours will improve customer experiences and Administrative efficiencies.

Attachment(s)

1. n/a

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