

## NEWS RELEASE

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### Council receives Core Services Review Final Report

#### Summary

Nanaimo City Council has received a copy of the long awaited Core Services Review, Final Report.

Presented to Council Monday night (May 30) the report contains over 100 recommendations identifying ways the City can improve services, save money, increase revenues and introduce new best practices. Analysis and recommendations concerning the operations of the City's three external agencies - the Nanaimo Economic Development Corporation, the Downtown Nanaimo Business Improvement Association and the Vancouver Island Conference Centre - are also included. Finally, the report provides comparative data detailing how the City of Nanaimo compares to other Canadian communities of similar size in terms of operations, financing and spending, etc.

Over the next few weeks, members of Council will take time to review the report's recommendations in detail with the goal of determining which are feasible. Similarly, the City's administration will be taking steps to design and operationalize an implementation strategy that Council can then use to act on those recommendations it wishes to undertake first. This strategy will include the participation of a variety of stakeholders, including the union.

\*Update: Quote from Blaine Gurrie, president, Cupe Local 401 removed.

*Strategic Link:* Taking responsibility to be an excellent municipal government.

#### Key Points

- The report is broken into 11 areas containing recommendations supporting - strategic planning, policy development, staff capacity, finance policies, IT infrastructure, integrated maintenance and purchasing, performance measures, community partnerships, grants and efficiencies and streamlining.
- The report noted that operationally, Nanaimo is well positioned, with municipal services being largely of high quality and addressing community needs. Also, Nanaimo was shown as comparing favourably with like communities in terms of expenditures, debt, urban sprawl and readiness for improvement.
- Opportunities exist for the City to better align its activities around a clear vision and strategic plan while also improving its corporate structure, control policies, external relationships and its ability to raise revenue and save on costs.
- Completion of the review, carried out by the consulting firm WMC, was a key priority of Council following their election in 2014.

#### Quotes

"I am very pleased with the work of the Core Services Review Team and all of our staff who assisted them in this very daunting task. There are over 100 recommendations that are intended to realize cost savings, more efficient service delivery, and potential new revenue streams. I look forward to working with Council, staff, and the public on the review of these recommendations over the coming weeks and months."

Bill McKay  
Mayor  
City of Nanaimo

"I have been very impressed with both the facilitation of the process and the results of the Core Services Review. While I may not agree with every recommendation, I believe it gives Council and staff an excellent tool from which to plan and act as we move forward. What we should all be celebrating is that our City is in good shape. This report is telling us what we can build on and do even better in the future. I look forward to getting to work on this"

Wendy Pratt  
Councillor  
City of Nanaimo

"I am extremely impressed with the content and quality of the report. The report is balanced, reasoned with academic and operational substantive data. I commend the authors as well as our CAO for steering this initiative in a timely and responsible manner."

Bill Bestwick  
Councillor  
City of Nanaimo

"A core review has been discussed for years; now that this council has acted and received this vital report I look forward, not just to the outcomes of the review but, to actions we can take as a result."

Gord Fuller  
Councillor  
City of Nanaimo

## Quick Facts

- To learn more about the Core Services Review and to read the Final Report, visit the City's website.

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