

1.0 Project Identification

Name of Project:	1a5 Assess the Provision of Civil Marriage Services
Sponsor: (Accountable)	Michelle Palmer
Project Manager: (Responsible)	Briana Bloomfield
Project Team Members: (Responsible or Consult)	Lee-Anne Kazarian Vicki Zidner
Approved Budget:	\$0

2.0 Business Need

1a5 - Assess the provision of Civil Marriage Services, including revenue generated by civil marriages and recommendations regarding the administration of Short Term Rentals, as part of the one-year review of Short Term Rentals. March 1, 2024 STRs begin. A review is to occur on the first year of STRs. March-April 2025 will be doing data collection and public consultation. STR report to come to Committee May-June 2025 and a separate report should come to the same meeting on wedding services.

3.0 Project Objectives (Purpose)

The provision of civil marriages is a traditional service provided by the City. This review will assess to ensure has cost recovery and whether the time spent could be more effective if spent on core service.

4.0 Project Scope

Collect data to evaluate the provision of civil marriage service and provide a report to Committee by June 2025. Report to include a recommendation on whether the civil marriage services should continue in whole/part or discontinued. Report could also include suggestions on how to improve the service e.g. only on Fridays through the week, increase fees (wedding fee, facility booking fee e.g. bayshore gazebo, areas at Harrison Park)

Marriage licensing not within scope

5.0 Stakeholders

Name	Consult or Inform
Event and Facility Booking Staff	Consult
Public Utilizing Service	Consult
Officiants	Consult

6.0 High Level Deliverables / Milestone Dates

Item	Deliverables / Milestones	Dates
1.	Pay Code Set-Up and Clockify Being Used	Dec 2023
2.	6 Month review of data collection / close of data collection	June / Dec 2024
3.	Completed Staff report	June 2025

7.0 Risks

Severity	Description	Mitigation Tactic
High	Perception that service isn't valued	Communication with staff on project scope

8.0 Key Results for Success (Must Be Measurable or Quantifiable)

Cost of service and revenue documented to assess net cost
 Staff Resources required and potential process improvements identified
 Need for service validated or disproven by identifying comparable services (neighbouring municipalities, comparator municipalities, private sector)

Opportunity to also assess
 locations and potential to ensure charge assessed for all spaces
 Economic benefits to community