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**City Re-Structure Phase 2 – Focus on Improved Service**

The City of Campbell River has announced the Council-endorsed second phase of an organizational re-structure designed to improve service.

The cost-neutral changes follow last July's revamp of the City organization into five divisions.

"Phase two of the reorganization moves us out of the traditional structure and re-aligns staff to provide services in a more integrated way," explains City Manager Tom Stevens. "The function-based model more clearly defines areas of responsibility and accountability – to ensure the best service possible to the citizens of Campbell River."

"An area where people will notice marked improvements is in the new Land Use Department," Stevens says.

The Land Use Department will combine the roles of planning, building permits and inspection, business license and the development side of the City's former engineering department into "a one-stop shop to more efficiently and effectively deliver service," Stevens says. "We are aiming to make things easier for people coming to City Hall for these services, and we expect to offer more responsive service with all these functions and qualified staff combined in one business unit."

Another highlight of the re-structure will integrate sustainability and environmental considerations more closely with the operations and land use decision-making process.

Protective Services (RCMP, Fire and Bylaw) have been centralized into one division to better respond to citizens' concerns.

The changes will be implemented gradually over the next six to eight weeks.

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Contact: Tom Stevens, City Manager 250-286-5710