

# **Saint Paul Parks & Recreation Department and Saint Paul Public Library**

## Team Leads:

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## **Objective**

The objective of this study is to identify opportunities for collaboration, cost-sharing, and process improvement between the Saint Paul Public Library and the Saint Paul Parks and Recreation Department. The Departments wish to engage a consultant to assess current operations and make recommendations aimed at improving service delivery and ensuring efficient use of City resources.

## **Scope**

### A. Data Collection:

- Gather information on the current processes, workflows, and resource allocation within operations in the Library Agency and the Parks and Recreation Department.
- Identify the key performance indicators (KPIs) for both departments and collect relevant data for analysis.
- Assess the shared patronage between departments to determine overlap in contacts with residents.

### B. Process Analysis:

- Analyze the existing processes and workflows within each department to identify bottlenecks, redundancies, and areas of improvement.
- Review models of service delivery of departments and identify areas of existing or potential redundancy as well as opportunities for consolidation.
- Evaluate the utilization of resources, such as staff, facilities, equipment, and technology, in both departments.
- Identify any overlapping or duplicated efforts between the Libraries and Parks.

### C. Cost Analysis:

- Assess the current budget allocation for each department and evaluate the effectiveness of resource utilization.
- Identify potential cost-saving opportunities, such as shared joint purchasing or consolidation of certain functions.
- Analyze the return on investment (ROI) for various initiatives and recommend cost-effective strategies.

### D. Stakeholder Engagement:

1. Conduct interviews or surveys with staff members, managers, and stakeholders from both departments to gather their perspectives on current challenges and potential areas for improvement.
2. Facilitate discussions and workshops to encourage collaboration and idea-sharing between the SPPL and SPPR.
  - Gather feedback from community members who engage with both departments.

E. Recommendations:

1. Based on the findings from the data analysis and stakeholder engagement, provide actionable recommendations to enhance efficiency, streamline operations, and optimize resource allocation.
2. Prioritize recommendations based on their potential impact, feasibility, and alignment with the goals of both departments.
3. Develop an implementation plan with clear timelines, responsibilities, and performance metrics to track progress.

## **Deliverables**

1. A comprehensive report summarizing the findings, analysis, and recommendations from the efficiency study.
2. Presentation of the report to relevant stakeholders, including department heads, managers, and decision-makers.
3. Any additional supporting documentation, data analysis, or visualizations as necessary.