

Quarterly Update Report

Title: Q3 Community Services Report

Report Number: Quarterly Report-2023-30

Meeting Date: Wednesday, October 25, 2023

Community and Recreation Programs:

Aquatic Program	Q1 Stats	Q2 Stats	Q3 Stats
Swimming Lesson Registration	82% Capacity	90% Capacity	66% Capacity
Total Number of Visits to the Pool	13,239	14,307	10,877
Total Number of Health Club Visits	3,624	4,353	3,800

- New Pool pumps were installed on Labour Day weekend. This replaced the temporary pump that malfunctioned during New Years Eve.
- New Health Club equipment has been purchased and installed including a squat rack, leg curl machine, ski-erg machine and benches.

Dry-land Program	Q1	Q2	Q3
Landfit	398	394	271
Indoor Pickleball	901	862	352
Drop-in Gym	585	128	5 (resumed Sept 28)
Kindergym	821	223 (program ended May 13 th)	13 (resumed Sept 25)

Outdoor Pickleball Passes		23	7
Public Skate	1,798	162	362 (resumed Aug 8)
Huff n Puff Hockey	372	120 (ice out April 21 st)	70 (resumed Sept 19)
Home Alone and Babysitting Courses	100% Full	100% Full	46% Full
Facility Booking Permits	310	209	288
Customer Service Inquiries	15,062	11,100	13,902

- Two new agreements were approved which included Bright Beginnings Lease and Concession Services Lease for the Davidson Centre and the Tiverton Sports Centre.
- Approval of the Advertising Revenue Generation Policy; Advertising and Partnership Program; Trail Blazers Program
- Transition of the former Trails Advisory Committee to the Working Trails Group as well as the establishment of the Ad-Hoc Pier Safety Committee for review of the existing piers and their usage.
- Special Event Administration – several successful special events took place including Scottish Festival, Bluesfest, Lions Family Fun Day, Bulldogs Beach Dance, Yoga Fest, Bocce Ball, Gathering of the Bands, Kincardine Fall Fair, IDRA Corn Roast, Terry Fox Run, 7K Trail Run and more. Staff continue to process special event applications as they are submitted.
- Recreation Expo was held Tuesday, September 19th with 12 community groups participating.
- Parks & Recreation Master Plan In-Person Community Engagement Sessions were held September 20, and October 4

Parks and Facilities:

Seasonal wrap up:

- Seasonal Park furniture removed; soccer nets stored for the winter; irrigation and washrooms winterized.
- Active Sports fields were closed on Friday, Oct. 13. (Signage posted).

- Several Kincardine lifesaving stations have been upgraded with yellow containers for life rings to ensure longevity and improve visibility.
- 2 lifesaving stations have been installed in Inverhuron.
- The remainder of the Full-Time Parks Maintainers have returned to the Davidson Centre. Parks staff compliment is now only the horticulturalist and Parks Supervisor.
- Minimum standards for sports field maintenance and grass cutting were successfully developed and implemented this season.
- A growing number of municipal parks are signed to improve wayfinding. This will be an ongoing project into 2024 due to the large number of signs that are required. The following parks had their signage enhanced in 2023.
 - ✓ Grozelle Park
 - ✓ Blackwell Park
 - ✓ Willow West Park
 - ✓ Connaught Park
 - ✓ Bruce Ave soccer fields
 - ✓ Inverhuron Upper and Lower Parks (posts installed, signs on the way)
 - ✓ Stonehaven Park
 - ✓ Savage Park
- Staff continue to be challenged in aligning park's service level with realistic capacity. A significant pressure point that complicates this issue is the volume of Special Event Equipment delivery and collection.
- Fall challenges continue to be with insufficient staffing to ensure capacity within the ice plants as well as outside services. Overtime hours may impact the 2023 operating budget actuals.

2023 Pilot Project: Public Access Menstrual Products at Victoria Park

This season the municipality dispensed approximately 250 tampons and 150 pads at Victoria Park between May and October. The cost for the program was \$308.00 for the products and \$406.00 for the dispenser.

Near the end of the season, it was evident that a significant number of products were being abused as staff would find them thrown on the ground. The front of the dispenser was vandalized once.

Overall, the benefits and minimal cost outweigh the issues with this program, and the program can be expanded to select locations through the 2024 budget.

Parks and Facilities Capital:

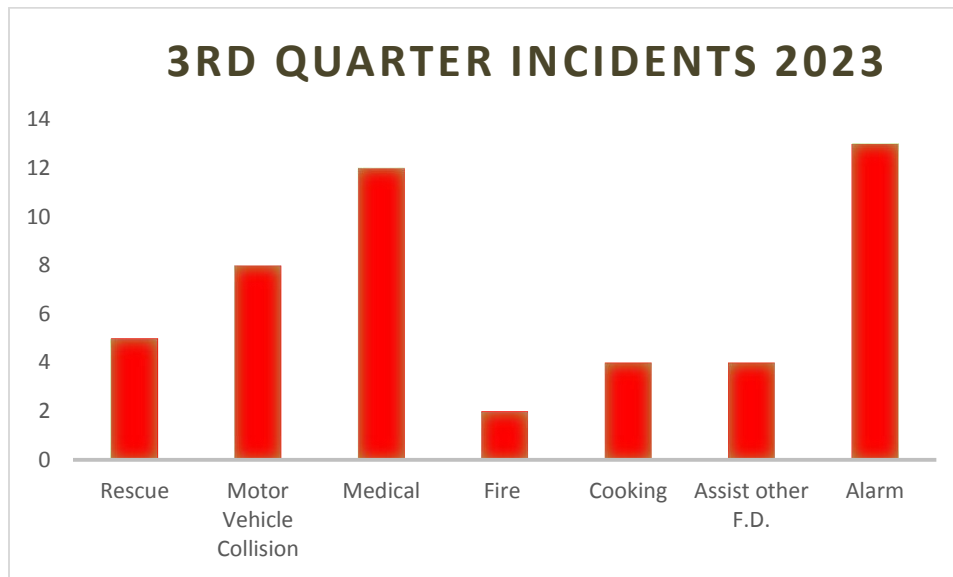
- Connaught Park Irrigation installation is ongoing. Will be completed the week of Oct. 23.
- New Bike Racks have been installed at Dunsmoor Park, Cayley Street in Inverhuron and at the Lions Splash Pad in Kincardine.
- A final set of new soccer nets have been installed at the DC Track Field.
- Engineered woodchips have been topped up at the Lions Playground in Kincardine and Station Beach Sand 'n Slide Park.
- Phragmites eradication control work took place in September.
- A test patch was done in September on the Lighthouse in the area that needs repainted. Prebid meeting took place and Garland is overseeing the bids for this work. Staff is reviewing with Garland if there is a need for scaffolding for this project, as it may increase the cost greatly.
- The Davidson Centre Roof repair work has now been completed through Garland.
- New HVAC unit installation is complete at the Davidson Centre
- Sound system tender completed for Davidson Centre and Tiverton Sports Centre, work to begin week of October 16th at the DC and November 1st at the TSC.
- Tiverton Sports Centre brine pipes in Refrigeration room were wet to the touch a week prior to ice being made, and had noticeably corroded. This produced a high risk of not lasting for the season. With approval through the CAO, an emergency replacement of piping occurred within a day of the ice season commencing. No impact to the user groups, and staff have received positive comments that the ice has never been so good.
- The Arts Center exterior ladder was installed through Garland managing the project.

Fire Services

Incidents

Between July 1, 2023, and Sept. 30, 2023, KFES responded to 67 incidents.

Total responses for 2023 are 126, 11 more than for the same date in 2022.



Public Education

- In person public education opportunities numbered 7 in Q3. Members provided fire safety programming to the community at both in-station and off-site community events, with an estimated audience of 800 residents.
- KFES also continues to provide safety messaging through various social media platforms.

Fire Prevention

- Prevention staff completed 4 fire safety inspections this quarter, bringing the total to 37 so far in 2023.

Emergency Management

- The revision of our Emergency Response Plan has been completed and approved by Council. Work continues to ensure training and exercise obligations are completed as scheduled.
- Annual testing of the siren system has been completed, and further maintenance undertaken.

Projects

- The acquisition of the 12-2 replacement pumper is progressing with the recent approval to award a contract to the chosen vendor.

Training:

- Administration Staff – Managing Challenging Customer Service and Resolving Conflict training through AMCTO.

- Aquatic Staff – Fall Staff Training
 - Trail Development Training
 - Twenty training sessions were conducted in Q3. Thirty-seven subjects were covered for a total of 694 staff hours, including training opportunities for the water/ice rescue team.
 - Members attended outside training and certification courses such as Fire Officer I and Firefighter II.
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