

# Quarterly Update Report

**Title:** Q4 2024 Community Services Update

**Report Number:** Community Services Quarterly Report-2025-01

**Meeting Date:** Wednesday, January 22, 2025

---

## **Parks and Facilities:**

### Facilities Division:

- Ice rinks at the Davidson Centre and Tiverton Arenas are fully operational with the majority of community services operations staff completing their transition to the Facilities Division from Parks.
- Safety netting was installed at the Tiverton Arena to protect spectators from pucks leaving the rink.
- Tiverton Sports Centre dressing rooms have been refreshed with improved air circulation and new shower floors in all dressing rooms.
- Davidson Centre & Tiverton Arenas successfully hosted 2 silver stick hockey tournaments, the Wade Simmons Memorial Tournament and the Doug Kennedy Memorial Tournament.

### Parks Division:

- All outdoor washrooms and irrigation systems (except Victoria Park) are winterized and closed for the season. Victoria Park washrooms remain open and serviced daily.
- End of season sports field maintenance completed at the end of October (ex. Fall fertilization, over seeding, aeration).
- Christmas lights were installed in Victoria Park and St. Andrews Park ahead of their respective events.
- Sand fencing was installed along Station Beach to mitigate sand migration onto the boardwalk and the parking area.
- All flower beds have been cleaned out and Queen Street planters removed for winter storage and snow clearing operations.

- All Parks staff (Supervisor, horticulturalist, 1 maintainer) are now dedicated to winter control operations at all municipal facilities, park safety inspections and emergency repair requests/work order completion.

### **Update on Capital Projects:**

- Building Conditions Assessments: Assessments have been completed by BM Ross, staff are reviewing the results and a presentation to council is expected in February 2025.
  - Staff have engaged DEI engineering to review the Municipality's Ice refrigeration plants and the pool. This firm specializes in arena refrigeration and aquatics and will deliver a detailed report on the health and path forward for these key assets in Q1 2025
- Medical Centre Painting Phase 1: Complete
- Kincardine Library LED Lighting Conversion: Complete
- DC EPDM Roof Replacement: Complete
- DC 2<sup>nd</sup> Boiler Retrofit and Repair: Complete. The second boiler at the DC was inoperable for several years. It has now been re-fired and converted to natural gas.
- Beach Access Point Steps Assessment: Assessments have now been completed by BM Ross. Staff are reviewing the results and have sought advice from our insurance provider on the recommended path forward. A report will be presented to council in February of 2025.
- DC Track Viewing Area: Complete. This area will remain closed for the winter as backfilling of the concrete will occur in the winter.
- Connaught Park Ball Lighting: Complete.
- New Soccer Goals: Complete. New goals have been procured for the Flats – they will be installed by parks staff in the Spring of 2025.
- DC Ice Resurfacer: Staff have received an updated delivery date for the DC Ice Resurfacer. It is expected from Zamboni in late January 2025. This will save the Municipality 4 months of Zamboni rental costs.

### **Parks & Facilities Training**

- 1 Maintainer attended ORFA Basic Refrigeration
- 10 Maintainers attended Working at Heights Training

### **Recreation and Programs**

#### **Programming**

<b>Aquatic Program</b>	<b>2023 YTD</b>	<b>2024 YTD</b>
Swim Lesson Registration	79%	74% *
Total Number of Visits to the Pool	51,294	65,982
Total Number of Health Club Visits	17,377	21,806

\*Based on open spaces to register. An increase of spaces was added in 2024.

<b>Dry-Land Program</b>	<b>2023 YTD</b>	<b>2024 YTD</b>
Landfit	1,611	998
Aquafit	668	4 153
Indoor Pickleball	3,903	3,760
Drop-In Gym	1,090	1,291
KinderGym	1,434	1,297
Outdoor Pickleball Passes	30	4
Public Skate	3,106	2,653
Huff n Puff Hockey	925	1,121
Archery	18	40
Adult Volleyball	180	229
Badminton	-	32
Home Alone & Babysitting Courses	89%	59%
Facility Booking Permits	1,104	1,355
Customer Service Inquiries	40,133	35,985

Recreation department training:

- Manager of Recreation completed Parks and Recreation Management Certificate (PRMC) through Schulich School of Business, November 2024.
- Supervisors participated in Diversity, Inclusion & Sensitivity training, and Creating Non-Bias Workplaces training offered through Community Living, October 2024.
- Customer Service staff participated in a session through AMTCO specifically for municipal staff with customer-facing roles, October 2024.
- Recreation Supervisor and Health Club Coordinator participated in PRO webinar on Youth Recreation Redefined, looking beyond traditional structured programming, November 2024.
- Recreation staff participated in ActiveNet training to further enhance their system knowledge, December 2024. The team will be working on creating efficiencies to our system and processes over the course of 2025.

### Recreation Department Highlights:

- The Davidson Centre hosted the 2<sup>nd</sup> annual Kincardine Chamber Senior's Forum on Tuesday, October 1<sup>st</sup> with displays and speakers. Several hundred seniors were in attendance and feedback on the event was very positive. Recreation programs, senior's activities, the pool and health club were promoted.
- Following a review of fees & charges, a new inclusive fitness membership was launched in November offering adults, seniors and youth a membership option to participate in the health club, pool and fitness classes through a bi-weekly payment schedule. During the initial 6 weeks of introducing this membership option over 80 participants signed up. A public promotional campaign was completed in December and extended through January 2025.
- In partnership with Community Living, the recreation department is promoting Active Living 55+ for local older adults. A winter speaker series is planned to take place at the Davidson Centre beginning January 8<sup>th</sup> with topics including Aging in Place, Emergency Preparedness and Wellness.

---

**Prepared by:** Community Services Administrative Team

**Submitted by:** Jayne K. Jagelewski, Director of Community Services