

2015 PUBLIC SERVICES

Annual Report



Message from the DCAO

The City of Guelph's Public Services area provides on-the-ground programs and services for the residents, businesses and visitors of Guelph.

These programs and services are designed to promote and protect the community.

Throughout the year, our employees have provided access to recreational opportunities, celebrated historic events, refurbished playground equipment. They worked alongside community groups and the local school boards to provide fire education to thousands of children.

Time, energy, resources and funding has been dedicated to supporting various athletic and cultural events at City facilities. Through the City's community grant program, \$282,000 has been invested in 48 community programs.

As we take time to reflect on these and our many other accomplishments, we also look for the areas we can focus on and improve in 2016.

We will continue to deliver valued services to the community. We will continue to seek opportunities for community involvement and improve the quality of life for all residents and visitors of Guelph.

A handwritten signature in black ink, appearing to read 'D Thomson', with a long horizontal stroke extending to the left.

Derrick Thomson
DCAO, Public Services

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Derrick Thomson

Deputy CAO

Colleen Clack,
General
Manager
**Culture,
Tourism and
Community
Investment**

Andy
MacDonald,
Interim
General
Manager
**Emergency
Services**

Phil Meagher,
General
Manager
**Guelph
Transit**

Rodney Keller,
General
Manager
Operations

Heather
Flaherty,
Interim
General
Manager
**Parks and
Recreation**

Sleeman Centre
and Civic
Precinct
Theatres and
Civic Events
Guelph
Museums
Cultural Affairs
and Tourism
Community
Investment
Long Term Care

Emergency
Preparedness
and
Administration
Guelph-
Wellington
Emergency
Medical Services
Guelph Fire
Department

Service Delivery
and Scheduling
Transit
Operations
Transit Mobility

Bylaw
Compliance,
Security and
Licensing
Fleet Services
Public Works

Parks
Operations
Forestry
Parks Design
and Planning
Recreation and
Inclusion
Programs for all
ages
Recreation
Facilities

Culture, Tourism and Community Investment



Culture, Tourism and Community Investment

Sleeman Centre

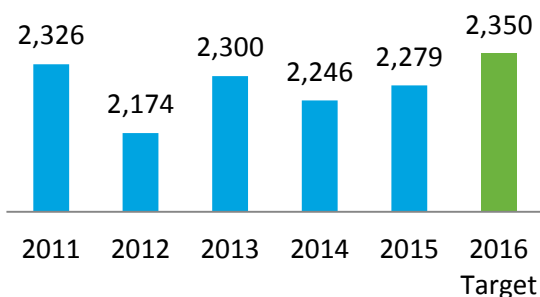
2015 Accomplishments

- Replaced and upgraded double pizza oven
- Replaced refrigeration plant
- Upgraded LED lighting over ice cushion and in spectator areas
- Provided vending services for City Hall lunchroom emphasizing healthy food options and fair trade coffee

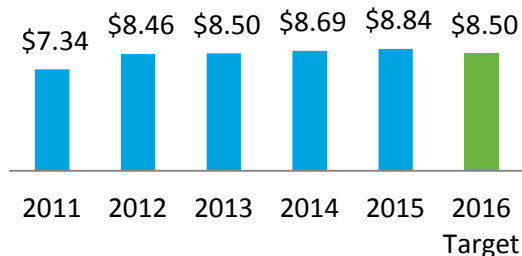
2016 Focus

- Upgrade existing maître'd POS system, joint project with Information Technology
- Replace various major Food and Beverage preparation equipment
- Replace and upgrade security camera installation
- Replace suite carpet

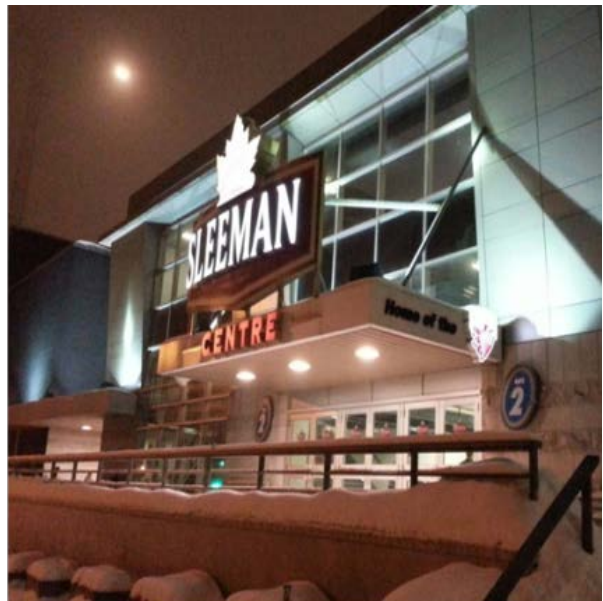
How many hours was the Sleeman Centre in use?



What was the Food and Beverage Revenue Per Capita at Storm Games?



Culture, Tourism and Community Investment



University of Guelph – Synchro Team Skating displays between periods at the Frosty Mug 2016

Theatres and Civic Events

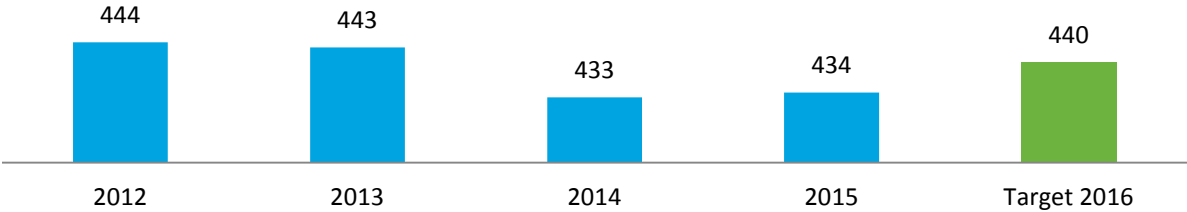
2015 Accomplishments

- Held 434 events at the River Run Centre; busiest months are between March and June
- Held five movie nights, John Galt Day, Culture Days and the Holiday Open House in Market Square
- Enabled 93, 13-18 year-olds to participate in Music Works |Stage Works and over 26,000 youth to participate in Linamar for the Performing Arts (school) shows

2016 Focus

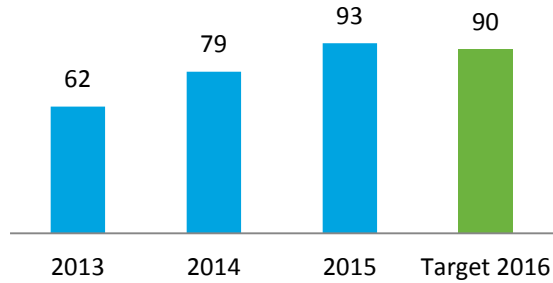
- Expand energy management and energy saving opportunities at River Run Centre by working with Guelph Municipal Holdings Inc. and our community energy partners
- Continue to convert over 120 pot house lights to LED bulbs, occupancy sensors for lighting in offices and storage rooms and conversion of mirror lights in six dressing rooms and three washrooms
- Strengthen and grow audiences within the RRC Presents programming series
- Increase overall ticket sales at the River Run Centre
- Expand community relationships with rental events in Market Square
- Expand event coordination services and hands on site logistics with the goal of increasing usage of Market Square

River Run Centre Total Number of Events

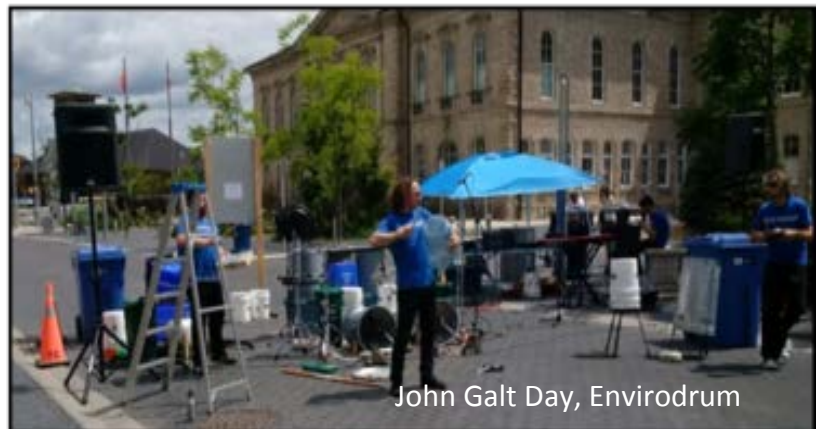
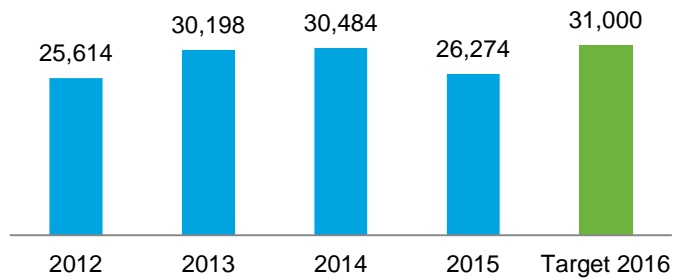


Culture, Tourism and Community Investment

**Music Works I Stage Works -
Participation of youth aged
13 to 18 years old**



**Linamar for the performing Arts -
Total Number of Attendees**



Culture, Tourism and Community Investment

Guelph Museums

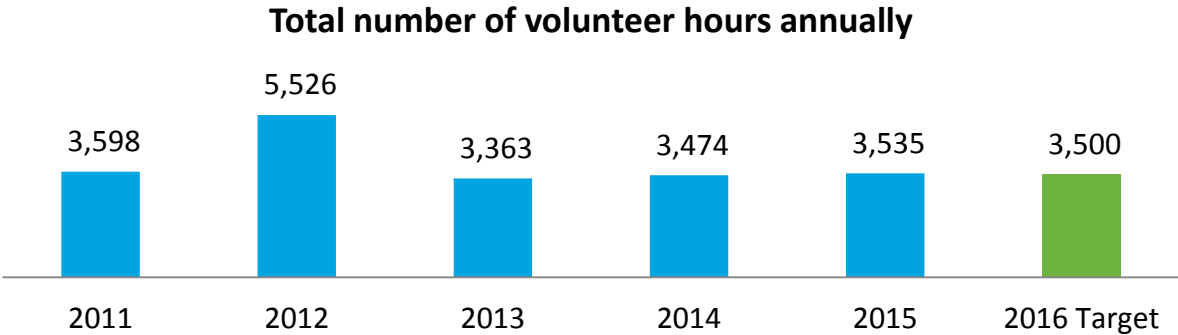
Guelph Museums operates Guelph Civic Museum, McCrae House National Historic Site, and Locomotive 6167. Staff collect, preserve and share the objects and stories that trace Guelph’s history and that inspire our future.

2015 Accomplishments

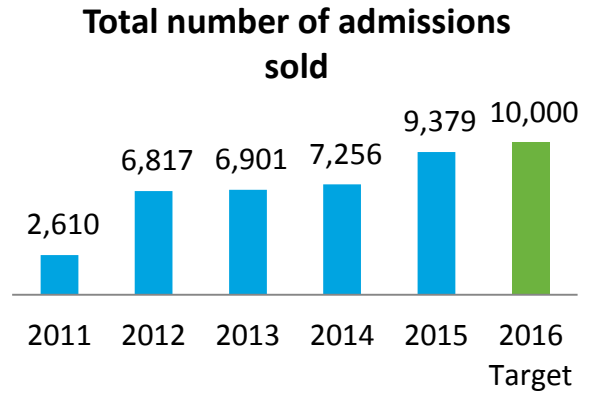
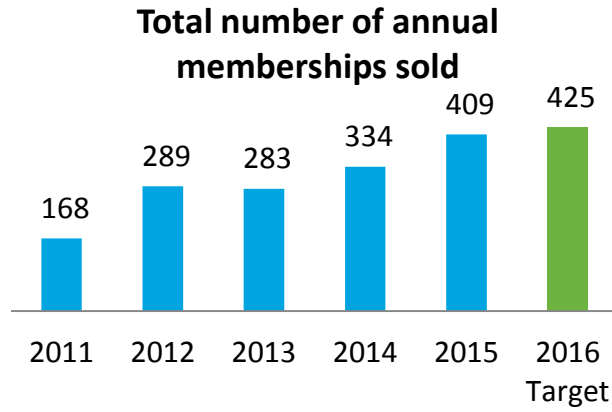
- Renovated the McCrae House
- Commemorated the 100th anniversary of the writing of In Flanders Fields by John McCrae with the unveiling of the McCrae statue at the Civic Museum, extensive programming, and an international marketing campaign
- Completed Phase 2 Landscape project at the Civic Museum
- Welcomed 29,466 visitors

2016 Focus

- Create and present “Lucile: Fashion. Titanic. Scandal.” — a major exhibition about Lucile, Lady Duff Gordon who came from Guelph and dazzled the world with her fashion design empire
- Continue enhanced programming at McCrae House
- Increase revenue through fundraising and sponsorships
- Initiate planning for Canada 150 celebrations



Culture, Tourism and Community Investment



Cultural Affairs and Tourism

2015 Accomplishments

- Accepted donation of McCrae statue into City's public art collection at public unveiling
- Completed restoration of McCrae Memorial
- Launched new website for Sleeman Centre
- Partnered with University of Guelph students to present the Wilson Street Promenade in conjunction with John Galt Day festivities
- Increased revenue totals by 31 per cent, primarily due to In Flanders at 100 commemoration fundraising opportunities
- Partnered with Special Olympics Ontario to develop plans for a welcoming visitor and athlete experience
- Celebrated successful completion of 2015 City of Guelph Artist in Residence commemoration portraiture project
- Ranked 8th in Canada's Culture Days top 10 list of Canadian cities and towns

2016 Focus

- Implement recommendations of Tourism Operational Review and DestinationNEXT tourism strategic initiatives to stimulate economic growth
- Complete upgrades to Farmers' Market to increase operational efficiencies and revenue potential
- Pilot weekday rental of Farmers' Market to increase revenue and add a new informal cultural event space to the public inventory for community use
- Launch City's culture profile on guelph.ca and redevelop GIS-based culture map to improve planning and dissemination of information
- Launch interdepartmental public art site planning process for integration with new capital projects
- Review public art funding model, through Public Art Advisory Committee, as per public art policy

Culture, Tourism and Community Investment

Revenue Sources	2015 Accomplishments
Corporate sponsorship	\$252,994
Donations	\$89,475
Grants	\$196,692
Totals	\$539,161



Wilson Street Promenade and Market expansion



Front cover of the new Visitor Guide



100 Portraits/100 Poppies—Sitting in Remembrance



Official acceptance of McCrae statue donation

Community Investment

2015 Accomplishments and Ongoing Projects

Community Investment programs and projects:

Community Wellbeing Grants

- \$282,200 was awarded to 48 organizations by a community panel

Community Benefit Agreements

- Established partnership agreements with 12 not-for-profit organizations that totalled \$1.4 M

Elevator Project

- Matched idea makers and investors, 13 ideas leveraged \$80,000 cash and in-kind support

Subsidy Administration

- Enhanced customer service to FAIR and Affordable Bus Pass Customers

Guelph Wellington Local Immigration Project

Goal: We envision a caring, equitable community where everyone thrives!

- Developed Global Talent Initiative to engage over 60 employers on hiring immigrants
- Developed resources for immigrant entrepreneurs
- Supported coordination of local support efforts around Syrian refugee crisis
- Developed immigrant videos to build awareness of immigration experience

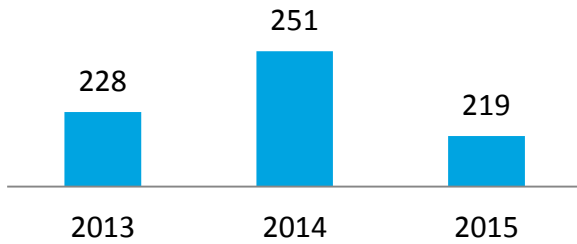
Guelph Wellington Immigration Portal

Goal: Attracting and retaining immigrants

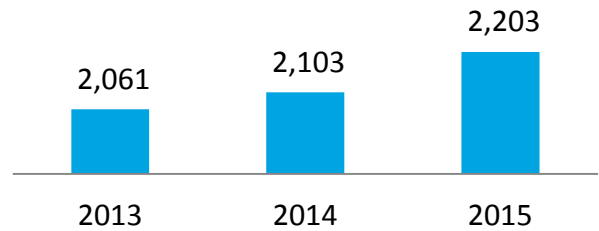
- 8,500 people visited the site; 58 per cent were international users
- Developed local labour market information specific to the immigrant experience

Culture, Tourism and Community Investment

How many applicants received Fee Assistance in Recreation (FAIR)



How many applicants received the Affordable Bus Pass?



\$593,491 in additional funds was leveraged by Wellbeing Grants recipients



5,234 volunteers provided 129,956 hours to support groups funded

Emergency Services

Emergency
Preparedness and
Administration

Guelph-Wellington
Emergency Medical
Services

Guelph Fire
Department

Community Emergency
Preparedness
Administrative Support

Guelph-Wellington Land
Ambulance Service
Delivery
Community
Paramedicine Program

Fire Service Delivery
Public Education and
Fire Prevention
Fire Inspections and
Investigations

Emergency Preparedness and Administration

2015 Accomplishments

- Recognized Emergency Preparedness Day at the West End Community Centre on May 6, highlighting the organizations that assist the community during an emergency
- Trained 24 City of Guelph sponsored members in basic emergency management; conducted cooperatively with Wellington County
- Trained 54 employees through a Justice Institute of British Columbia emergency management exercise—exercise involved an effluent discharge into the environment.
- Submitted documentation to Emergency Management Ontario (EMO) that demonstrated compliance with EMO Regulations

2016 Focus

- Training: 24 City of Guelph sponsored members in basic emergency management – members from throughout the organization or partner agencies
- Conduct an Emergency Management (EM) exercise with the Emergency Operations Control Group (EOCG) focusing on recovery situations
- Recognize Emergency Preparedness Day on May 4; anticipating 2,500 youth being exposed to the Emergency Management Process. This year the goal is to improve the experiential learning: More participation by the youth in attendance, more hands on and demonstrations to raise the level of engagement.



Guelph – Wellington Emergency Medical Services

2015 Accomplishments

- Established a temporary response station in downtown Guelph to improve response times in a high call volume area
- Implemented an Emergency Response Vehicle as an alternative method of responding to calls and reducing response times
- Awarded the Service Awards for Geriatric Excellence (SAGE Award) by the Regional Geriatric Program for the work initiated as part of the Community Paramedicine Project
- Partnered with University of Guelph, Human Anatomy program, for education with Advanced Care Paramedics
- Contributed over 300 Paramedic volunteer hours for public education
- Certified all staff in WHIMIS 2015

Guelph-Wellington Community Paramedicine Program:

Goal: Through collaboration of paramedics with external agencies such as the Waterloo- Wellington Community Care Access Centre, Canadian Mental Health Association, and Family Health Teams, the Community Paramedicine Program facilitates patient access to appropriate care at the appropriate time, and consequently reduces 911 calls for service.

- Processed 390 referrals to resource agencies by paramedics attending 911 calls
- Held weekly clinics at three different sites as part of the Community Health Assessment Program through Emergency Medical Services (CHAP ems) study in collaboration with McMaster University; 95 members of the public participated in the clinics
- Distributed 18,000 File of Life information packages
- Registered 190 Public Access Defibrillators with the 911 call centre

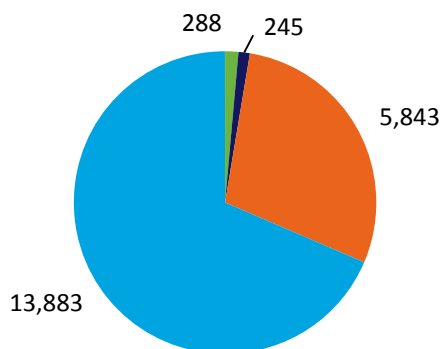
Emergency Services

2016 Focus

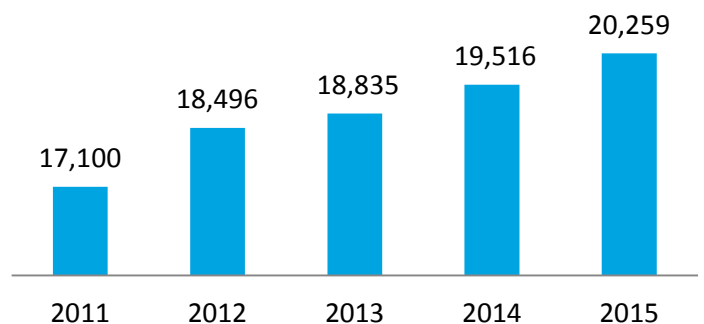
- Optimal Resource Deployment of Emergency Services Study
- Continue to develop the Community Paramedicine Program and incorporate it as a permanent part of the Paramedic Service
- Enhance the Critical Incident Stress Management Program for the health, wellness and safety of our paramedics. This is a coordinated effort with the Fire Department.
- Initiate a Bicycle Paramedic Program, in cooperation with external sponsors, as an alternative method of service delivery and a means of promoting the Emergency Services profession to the public
- Implement Naloxone administration for all Paramedics in response to increase of opioid misuse in the community
- Negotiate a collective agreement with OPSEU 231
- Implement power stretchers to reduce stress injuries in paramedics

Urgency of Paramedic Responses for 2015

■ Deferrable ■ Scheduled ■ Urgent ■ Emergent

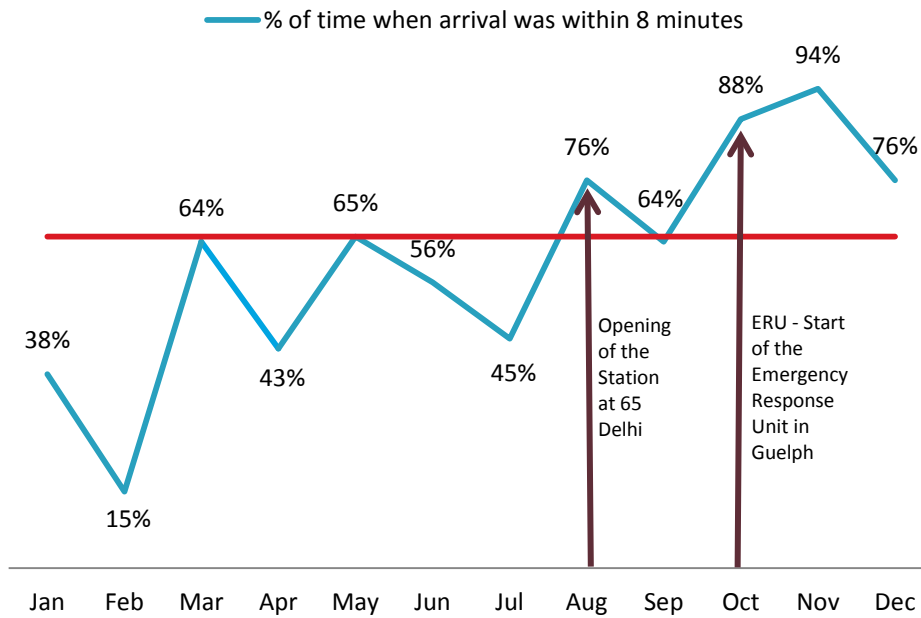


How many requests for Paramedic Responses were received?

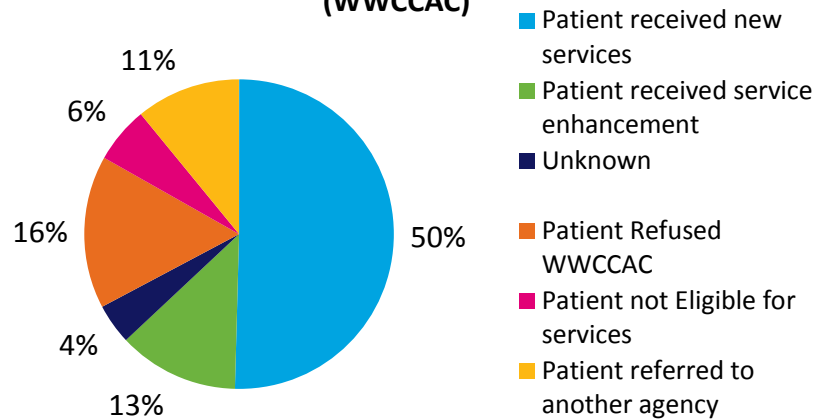


Emergency Services

What percentage of the time did the land ambulance arrive within 8 minutes whenever resuscitation was needed during 2015?



Outcome of Paramedic Referral to Waterloo-Wellington Community Care Access Centre (WWCCAC)



Guelph Fire Department

2015 Accomplishments

- Guelph Fire Department (GFD) and Wellington-Dufferin School Board collaborated and succeeded in the development of a Fire Safety Program for ESL students Canada-wide, for which they have received an award honouring their achievements from the Ontario Fire Marshals Public Fire Safety Council
- Certified all seven GFD Fire Prevention Officers as Fire and Explosion Investigators
- Achieved Chief Fire Official status and certification for the Review of Fire Safety Planning for Vulnerable Occupancies for all seven GFD Fire Prevention Officers
- Achieved National Fire Protection Association Certification as Fire Inspectors and Public Fire Safety Educators for two GFD Fire Prevention Officers
- Transitioned the Fire Prevention Bureau from Inspection Reports to Inspection Orders, in accordance to Legislation (Fire Protection and Prevention Act-FPPA)
- Conducted bi-yearly inspections of all night clubs in order to achieve code compliance in collaboration with other Inspection Agencies (AGCO, GPS, and City Bylaw)
- Completed all legislative mandatory fire drills and fire safety inspections for Vulnerable Occupancies (32 buildings with approximate 5,000 residents)
- Completed second of a three-phase Technical Rope Rescue Program. This program enables the GFD to initiate rescue within high rise buildings and other tall structures
- Transitioned Platoon Chiefs, Captains and Acting Captains from the Ontario Fire Marshal Curriculum to the National Fire Protection Association (NFPA); this new curriculum allows the officers to have a wider and more standardized curriculum. The change follows the direction of the Ontario Association of Fire Chiefs
- Acquired a new boat and one all-terrain vehicle to enhance emergency response capabilities
- Acquired a new command vehicle that will be put in service in 2016

Emergency Services



Motor Vehicle Collision Rescue



Firefighters – Tactical Technical Rope Rescue Training

Emergency Services

2016 Focus

- Complete Prosecutions Training for Fire Prevention Officers, in partnership with the City's Court Services
- Certify three GFD Fire Prevention Officers for the inspection of fireworks (storage, manufacture and deployment) following Canada Explosives Regulation
- Engage in partnership with the University of Guelph Fire Inspectors for fire safety in buildings on campus
- Launch the new Learn Not to Burn Curriculum for all elementary schools in the City (Public, Private, Catholic, independent and home school) in both official languages of Canada
- Certify two GFD Fire Prevention Officers in the TAPP-C (The Arson Prevention Program for Children, this program is related to juvenile fire setters)
- Complete Tactical Operational High-Rise Training for all officers and Tactical Technical Rope Rescue
- Initiate required Ontario Fire Code Retrofit inspections for all vulnerable occupancies
- Preparation of seminars/training manuals for seniors for fire safety evacuation and control of hazards
- Transition from the Ontario Fire Marshal Curriculum Standards to the National Fire Protection Association (NFPA) Standards for Fire Prevention
- Implement the New Fire Learning Management System on-line training for all suppression firefighters
- Implement an education program to engage visible minorities within our community to consider firefighting as a profession
- Negotiate a collective agreement with the Guelph Professional Firefighters Association
- Enhance the Critical Incident Stress Management (CISM) Program for the health, wellness and safety of our firefighters. This is a coordinated effort with CISM team at GWEMS

Guelph Transit

Business Services

Continuous
Improvement

Transit Operations

Administrative Support
and Customer Service
Business Analysis
Sales and Market
Development

Projects and Facilities

Service Delivery
Planning and
Scheduling
Transit Mobility

Business Services

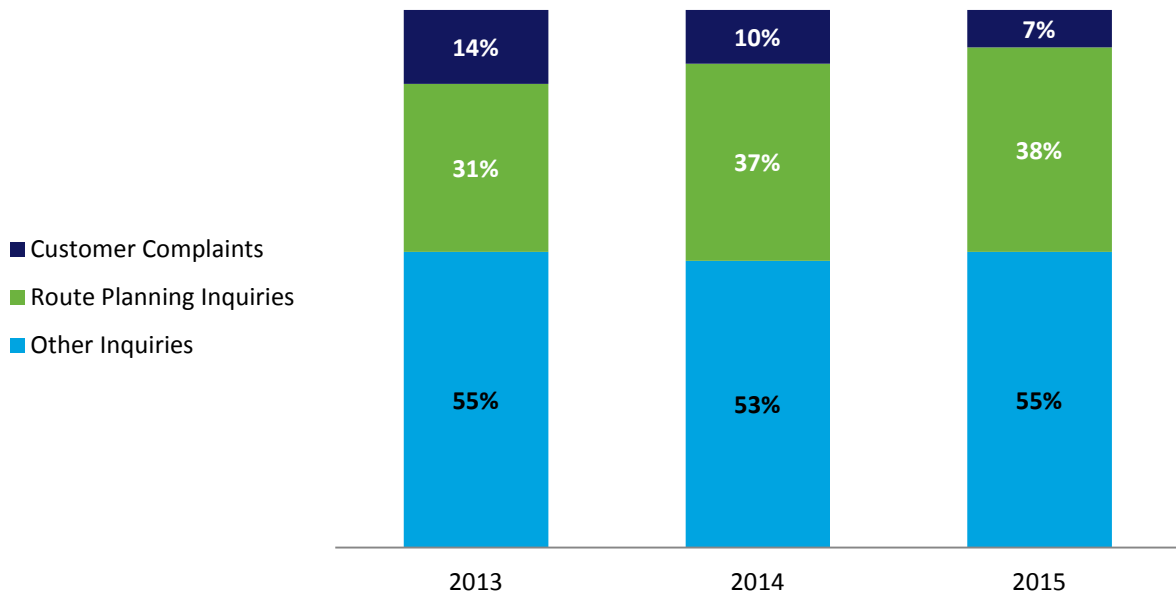
2015 Accomplishments

- Provided support for attendance management program resulting in reduction of absenteeism
- Provided several travel training program events for seniors
- Secured sponsorship for free New Year's Eve service

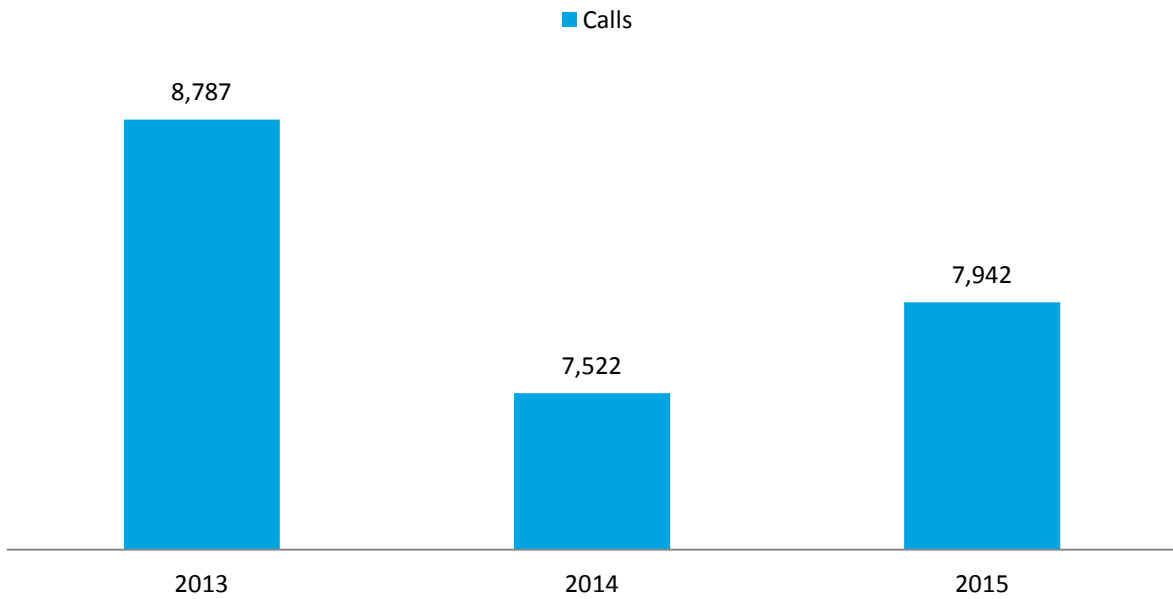
2016 Focus

- Improve response times to customer inquiries to increase customer satisfaction
- Continued reporting of key performance indicators
- Communications of route review and proposed route changes
- Negotiate new contract and U-pass agreement with the University of Guelph

What were the inquiries about?



How many inquiries were received?



Continuous Improvement

2015 Accomplishments

- Installed accessible bus stop pads based on budget allowance
- Completed a majority of the Guelph Transit/GO share stop renovations

2016 Focus

- Complete the implementation of Trapeze CAD/AVL (Computer Assisted Dispatch/Automatic Vehicle Location) system, scheduling software and bus ITS (Intelligent Transportation Systems)
- Integration of corporate radio system with Trapeze system
- VIA renovations
- Phase II of bus wash rain harvesting system – installing additional tanks for rainwater collection
- Upgrading stops on shared routes with GO/Metrolinx
- Upgrading Transit Fare boxes to integrate with Trapeze CAD/AVL in order to provide more accurate passenger tracking and revenue collection

Transit Operations

2015 Accomplishments

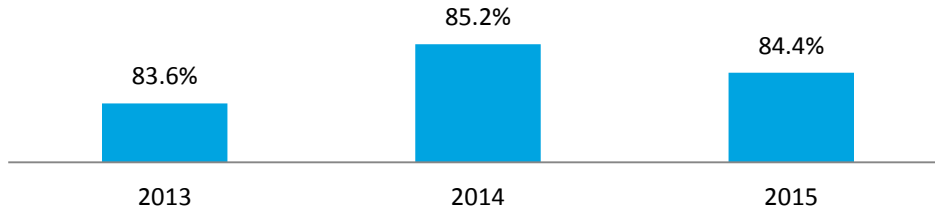
- Conducted a Route Rationalization and Transit Priority studies
- Continued attendance management systems and management of staff resources
- Reduced number of cancelled runs
- Continued to manage overtime hours
- Continued customer-first focus resulting in reduced customer complaints by an additional 30% from 2014
- Continued investment in transit operator defensive driver training
- Achieved revenue projections vs. budget were within 0.5 per cent of target \$10,642,528
- Transit expenditures were under budget for 2015 by \$540,000
- Reduced grievances year over year to an additional 30% reduction in 2015

2016 Focus

- Maintain public confidence in the delivery of reliable, convenient service by reducing the number of cancelled runs and meeting the on-time service target of 85% or greater
- Monitor and maintain employee attendance through Employee Attendance Support Program to continue to ensure a healthy and safe work environment for our employees
- Prepare a Transit Vision of resources and requirements for 2035 and beyond for submission to the Federal and Provincial governments for consideration of potential Transit Infrastructure Funding
- Continue to improve Labour Relations and ensure that H&S is forefront for the organization

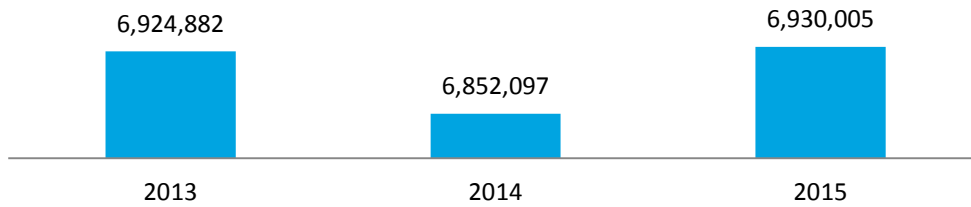
What's the punctuality of the service?

■ within 2 minutes late and 5 minutes earlier than scheduled

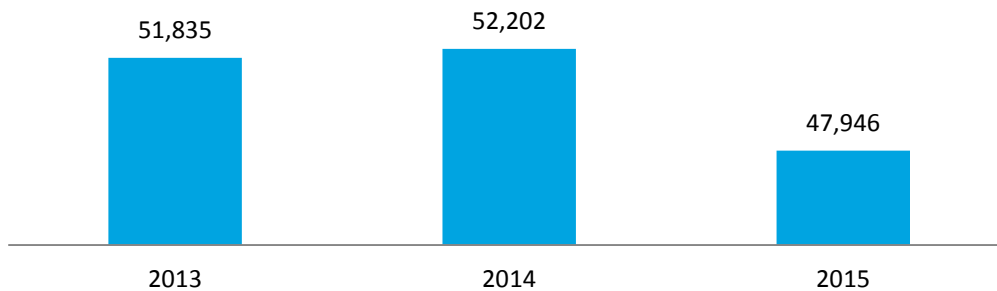


What was the conventional ridership?

■ 2014, Estimated ridership loss due to labour dispute: 309,399



What was the mobility ridership?



Operations

Administration

Bylaw
Compliance,
Security and
Licensing

Fleet Services

Public Works

Support and
Customer
Service

Bylaw
Compliance
Licensing
Property
Standards
Solid Waste
Compliance

Acquisition,
maintenance and
disposal of
vehicles and
equipment
Monitor the
Commercial
Vehicle
Operator's
Registration
(CVOR) Index
Driver Training
Program

Signs and
Signals
Stormwater
Maintenance
Downtown
Maintenance
Sidewalks and
Boulevards
Roads



Operations

Administration

2015 Accomplishments

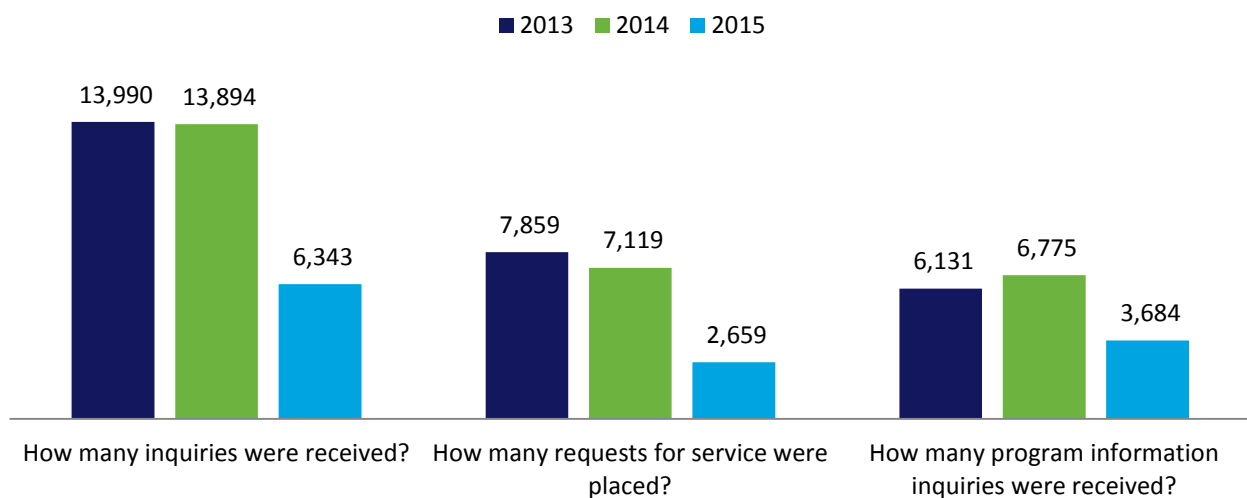
This Administrative group is comprised of positions that primarily support the programs, services and activities of the Operations Department. The provision of administrative services includes timekeeping, attendance management, locate processing of buried infrastructure, financial transactions, health and safety, switchboard and reception, central filing and general office duties.

The unit is the Department's central hub for customer requests for service and inquiries regarding operational programs such as winter maintenance, potholes, traffic signal repairs etc. Inquiries are received via telephone, email and online submission.

The Administrative Unit also participates in corporate initiatives such as the coordination of the Clean & Green Community Clean Up and processing of utility locate service for buried City infrastructure. [Note, the Clean & Green Community Clean Up initiative has been transferred to the Parks & Recreation Department as of 2016 and the processing of utility locates has been centralized under Water Services as of March 2016.]

The Administrative group is committed to the continued delivery of excellent customer service and administrative support to the department and the public.

Customer Service for Operations



Bylaw Compliance, Security and Licensing

2015 Accomplishments

- Implemented new licensing regulations for Donation Bins and Publication Dispensing Boxes
- Began discussions with Guelph Police for assumption of Taxi Licensing and Second Hand Goods Licensing
- Continued the community working group and facilitated comprehensive community engagement process to inform the development of the updated Animal Control Bylaw
- Amended the Food Vehicle category of the City's Business Licensing Bylaw to remove barriers to food vehicle operators
- Improved efficiencies within business licensing administration and inspection by continuing to stagger business license renewals
- Replaced the Farmers' Market security system and continued to integrate other security systems
- Integrated Property Standards and Solid Waste Bylaw Compliance within the division
- Created an app to request Bylaw calls for service through mobile devices in partnership with Information Technology

2016 Focus

- Begin the transition of Taxi Licensing and Second Hand Goods Licensing from Guelph Police Services to City of Guelph for completion in 2017
- Continue the pilot of the on-line reporting and tracking system for calls for service for Bylaw matters in support of Open Guelph
- Finalize the Animal Control Bylaw review and recommend amendments to Council for consideration
- Continue to lifecycle and integrate the City's security systems such as those at the Sleeman Centre, Municipal Street buildings, McCrae House and West End Community Centre

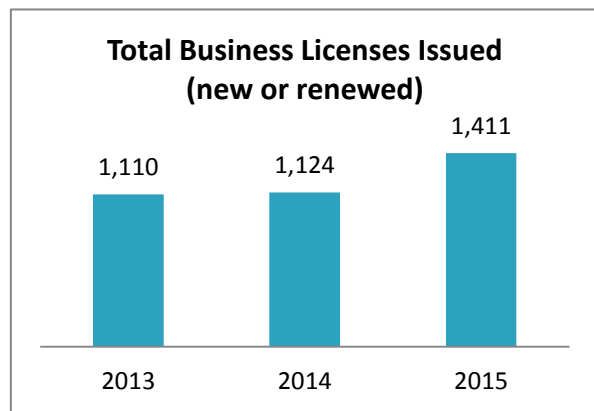
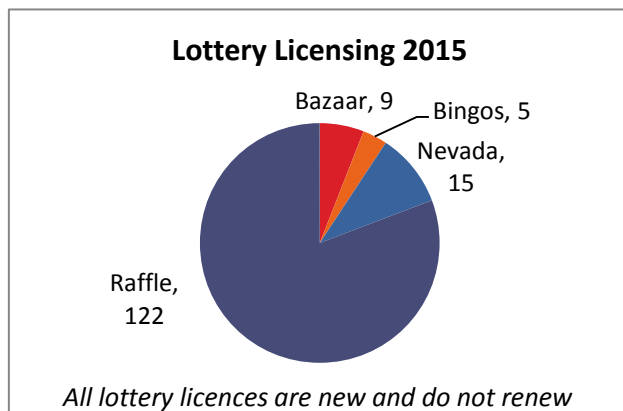
Operations



Bylaw Compliance

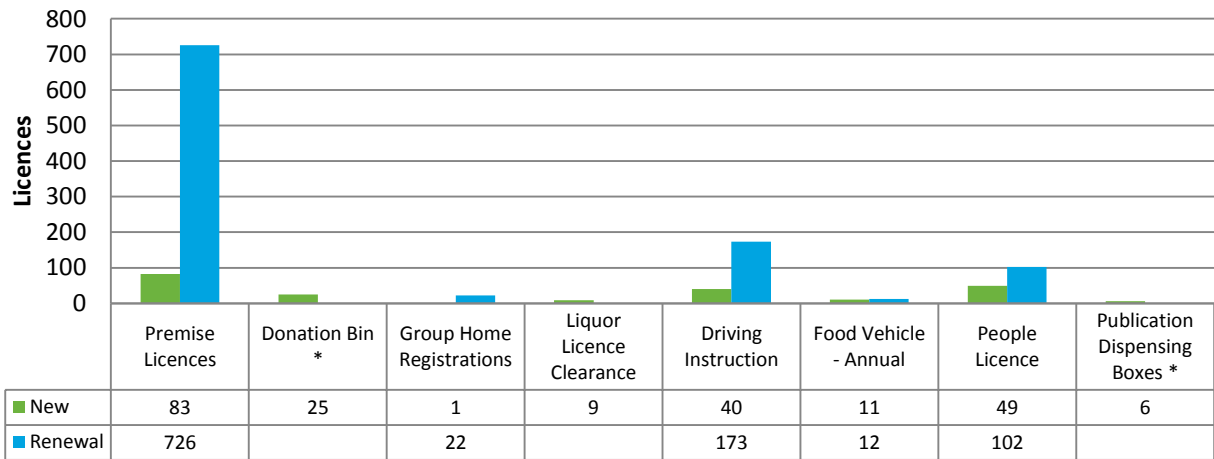


Food truck licensing



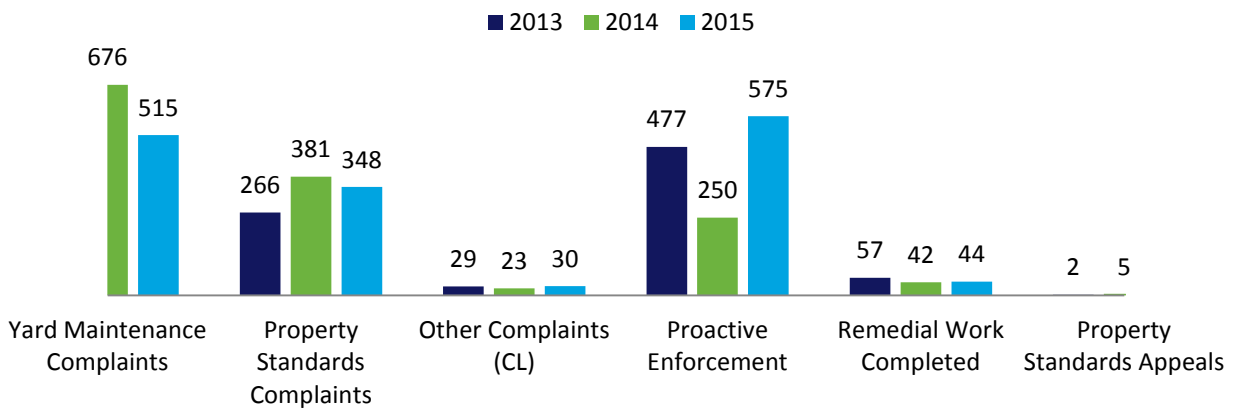
Operations

Business Licensing 2015



* New Category in 2015

Property Standards Statistics



Operations

Fleet Services

2015 Accomplishments

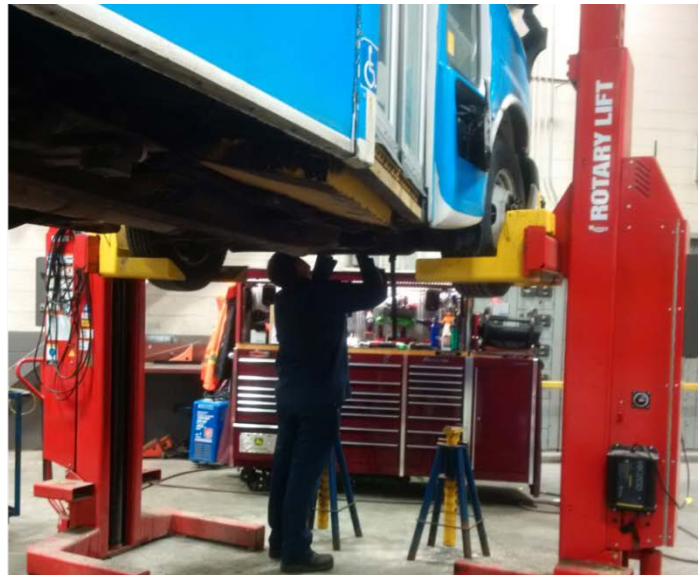
- Completed lifecycle renewal of Automatic Vehicle Locator (AVL) system for winter control vehicles and assets
- Purchased, commissioned, assessed, maintained, repaired, decommissioned and disposed of all City vehicles and equipment including Guelph Transit – ongoing effort
- Monitored the Commercial Vehicle Operator's Registration (CVOR) Index
- Managed and executed the Corporation's Driver Training program and collision review committee
- Ensured all maintenance routines are performed at two full scale auto service and repair shops at the Operations facility and the Transit facility in accordance with Ministry of Transportation regulations

2016 Focus

- Support the Internal Auditor's fleet report recommendations
- Replace the fuel system at Riverside Park
- Develop and execute service level agreements between Fleet and operational departments



Fleet Services



Transit bus repair - Fleet Services

Operations

Public Works

2015 Accomplishments

- Responded to second season (first quarter of 2015) of unusually high winter storm activity to clear roads, sidewalks, parkades, and bus stops of snow and ice
- Supported construction of the new Salt Storage Facility at 45 Municipal Street
- Completed the Snow Disposal Facility needs assessment study
- Implemented new GIS system (ESRI) for winter control in conjunction with Open Guelph

2016 Focus

- On-boarding of new FTEs following 2016 budget approval process and addition of staff positions to improve operational oversight and service delivery
- Begin completion of backlogged regulated sidewalk maintenance tasks and install more accessible curb ramps
- Implement geographic information system (GIS) mobile platform to create an inventory and condition assessment of all sidewalks and roadways to more effectively manage maintenance activities and assist in achieving legislated levels of service

<i>Activity</i>	<i>2014 Accomplishment</i>	<i>2015 Accomplishment</i>
Street Sweeping	3,324 lane km	3,560 lane km
Leaf Program	Removed and disposed of 2,080 tonne of leaves	Removed and disposed of 2,226 tonne of leaves
Road Inspection	60,937 lane km of roadway inspected	61,105 lane km of roadway inspected
Potholes	Repaired 2,284 potholes with 181 tonne asphalt	Repaired 2,055 potholes with 197 tonne asphalt
Trenches	315 trenches were repaired using 2,000 tonne of asphalt	347 trenches were repaired using 2,186 tonne of asphalt
Sidewalk Inspection	676 km of sidewalk inspected	682 km of sidewalk inspected
Sidewalk Repair	1,246 trip hazards were repaired	760 trip hazards were repaired
Winter Control Event Response	Responded to 31 events	Responded to 36 events

Operations



Asphalt crew – Public Works week



Winter control – ready for deployment



Operations student education program

Parks and Recreation

Parks Operations and Forestry

Parks Planning

Recreation Services

Forestry
Infrastructure & Horticulture
Turf & Sportsfields
Trails & Natural Areas
Stewardship
Sanitation

Parks and Trails Planning
Park Refurbishment
Master Planning
Parkland Dedication
Management

Recreation Facilities
Aquatic Programs
Inclusion Opportunities
Children, Youth and Seniors Programs
Program Registration, Bookings & Special Events

Forestry

2015 Accomplishments

- Integrated Forestry with Parks Operations division
- Implemented year two of the Urban Forest Management Plan (15 of 22 recommendations fully or partially addressed)
- Completed plantable spaces analysis
- Added one new Arborist FTE
- Implemented year two - Guelph's Emerald Ash Borer (EAB) Program
- Worked with Hydro One and the community on a hydro corridor vegetation management project in Silvercreek Park
- Added or updated more than 20,000 records in the inventory of City-owned trees

2016 Focus

- Continue to work on the Municipal Tree Inventory, Trees for Guelph planting events and The Rotary Forest at Guelph Lake
- Continue to work on implementation of the Urban Forest Strategy
- Establish vegetation characterization/monitoring plots
- Tree and Shrub Replacement
- Emerald Ash Borer Program
- Downtown Streetscape
- Remove damaged trees



2,552 service requests
3,885 tree inspections
1,757 trees trimmed
515 trees removed
585 trees planted

Parks and Recreation

Parks Operations

2015 Accomplishments

- Established an effective after-hours on-call system that improves efficiencies and customer service
- Increased administrative capacity to meet the needs of the new division (Parks & Forestry)
- Realigned cutting crew schedules to improve efficiencies
- Improved lighting at St. George's Park tennis courts
- Refurbished carousel and its murals
- Improved service levels to all playgrounds (shortened return time from 20 days to 5 days)
- Upgraded infrastructure at Cenotaph, Larry Pearson, Riverside, Victoria Road Recreation Centre, all sportsfields and playgrounds
- Installed award-winning horticulture display in City Hall courtyard
- Themed floral clock on poppies for John McCrae anniversary
- Improved safety with "arrow board" trailers for work in rights-of-way
- New horticulture initiatives at Clair Road Emergency Services Centre, Maltby Road gateway, Library Square, and Macdonell Street pedestrian refuge
- Signed a maintenance agreement with Grand River Conservation Authority to maintain more than 250 ha of their land with City recreational amenities

Parks and Recreation

2016 Focus

- Implement Trails & Natural Areas Stewardship work group
- Re-allocate management and administrative team
- Launch 311GIS as additional service request portal
- Implement electronic data program for turf program
- Re-lamp Guelph Lakes and Hastings fields
- Continue expansion of central irrigation
- Upgrade irrigation in Market Square
- New greenhouse at Riverside Park
- Upgrade concession stands and selected washroom facilities
- Install new Riverside Park entrance signage
- Complete three capital projects in cooperation with the Kiwanis Club



- * Picked up 406,163 kg of garbage
- * Cut 4250 ha of grass
- * Applied 3,600 kg of fertilizer and 12,000 kg of seed
- * 2,500 diamond groomings

Parks and Recreation

Parks Planning

2015 Accomplishments

- Retrofitted playground equipment at three parks and commenced community engagement for replacement of Riverside Park playground
- Started construction on the skateboard facility
- Completed community engagement and master plan for Northview Park (new park in Ward 2)
- Started construction on the South End Community Park splash pad
- Completed community engagement and design concept for the Eastview Community Park Amenity Building
- Started construction on the Lyon Park baseball diamonds refurbishment

Parks and Recreation

2016 Focus

- Open the skateboard park and South End Splash Pad
- Replace playground equipment at five parks including the rubberized playground surface at South End Community Park
- Complete Lyon Park and start booking fields for league play
- Implement GIS mapping of all park assets
- Construct Northview Park and open for neighbourhood use
- Commence construction of the Eastview Community Park Amenity Building
- Complete community engagement and design concept for Ellis Creek Park (new parkette in Ward 4)
- Complete environmental studies for a trail under Speedvale Avenue to Riverside Park
- Complete environmental assessment for trail bridge beside Guelph Junction Railway at Macdonell Street to Arthur Street
- Commence updates for Guelph Trail Master Plan and Parkland Dedication Policy and Bylaw
- Implement ice rink infrastructure at Colonial Drive Park



Parks and Recreation

Recreation Services

2015 Accomplishments

- Served over 18,000 families in programs
- Instructed 12,146 participants in swimming lessons
- Saw 22 per cent increase in summer camp participation over 2014—a total of 2,182 campers
- Welcomed 1,000+ volunteers with 23,359 hours in programs
- Booked 9,858 sportsfield and 406 outdoor event
- Received the Energize Guelph Grant; \$875,000 supporting Children's Health & Wellness
- Planned and designed Victoria Road Recreation Centre renovation
- Renewed design and format for the Community Guide
- Increased marketing and promotion in all facilities and program areas

2015 Recreation Accomplishments



More than
18,000
families
served



12,146 participated in swimming lessons
7,372 Pool Rentals
10,568 Total Usage Hours



5,367 Ice Bookings
11,296 Total Usage Hours



5,369 Rooms/Gyms – Rentals
29,495 Total Usage Hours
141 Indoor Event bookings including ice/dry pad, aquatic meets etc.

9,858 Sports Fields Bookings
34,281 Total Usage Hours
406 Outdoor Event Bookings



2,182 Participated in Summer Camps
↑22% increase over 2014

Supporting Our Community in 2015



\$875,000 Grant Supporting Children's Health and Wellness

100 + Summer Student Jobs Created



1000+ Volunteers
23,359 Hours
\$620,882 Value

2016 Focus

Communication and Marketing Initiatives

- Continue to enhance communications and marketing initiatives (signage, publications, online and social media) to heighten community awareness of recreation and booking opportunities
- Market June is Recreation & Parks Month and June is Seniors' Month
- Ensure Energize Guelph (a healthy kids grant program) is broadly known and utilized across the community
- Increase signage at West End Community Centre, Centennial Arena and Centennial Pool to ensure way-finding visibility for community members
- Organize the "Grand Opening" of the Silvercreek Skate Park

Victoria Road Recreation Centre Renovation

- Continue Renovation project within established construction timeline
- Update construction website to provide community with "renovation" progress
- Revise license agreement established with Upper Grand District School Board for enhanced use of Centennial Pool
- Create and update relevant policies
- Prepare work plan for development of Facility Allocation Policy, Youth Subsidy Policy and Inclusion Policy
- Prepare Request for Proposals (RFP) to replace Recreation booking software
- Complete/update all Facility Operations – Standard Operating Procedures

Agreements

- Complete inventory of applicable agreements with user groups/affiliates
- Re-establish relationships with agreement holders
- Update agreements where applicable



Victoria Road Recreation Centre Renovation