



# COMMUNITY SERVICES COMMITTEE AGENDA

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Community Services Committee Meeting

**Monday, May 6, 2013**

Tom Davies Square

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**COUNCILLOR RON DUPUIS, CHAIR**

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**Terry Kett, Vice-Chair**

6:00 p.m. or 30 minutes  
after the conclusion of the  
Operations Committee Meeting,  
whichever is earlier.

COMMUNITY SERVICES COMMITTEE MEETING  
COMMITTEE ROOM C-11

Council and Committee Meetings are accessible. For more information regarding accessibility,  
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**DECLARATIONS OF PECUNIARY INTEREST AND THE GENERAL NATURE  
THEREOF**

## **PRESENTATIONS**

1. Fire Services Division Prevention Section Update  
**(ELECTRONIC PRESENTATION) (FOR INFORMATION ONLY)**

- Graham Campbell, Deputy Fire Chief
- Marc Lanthier, Chief Fire Prevention Officer

(This presentation provides an overview of the Fire Prevention Section program including an update on the progress of the Ontario Fire Marshal's recommendations.)

2. Report dated April 24, 2013 from the General Manager of Community Development regarding Results of the Seniors Perception Telephone Survey.  
**(FOR INFORMATION ONLY) (RECOMMENDATION PREPARED)**

**5 - 7**

- Anadel Hastie, Chair, Seniors Advisory Panel
- Fran McMillan, Member, Seniors Advisory Panel

(A Seniors Perception Study was conducted by the Regional Municipality of Sudbury in 1991 to determine the degree of awareness about community services and the level of satisfaction with seniors' services in the community. This presentation provides a 20 year follow-up of the results.)

3. Communication Tactics Regarding Non Smoking in Parks  
**(ELECTRONIC PRESENTATION) (FOR INFORMATION ONLY)**

- Mary Ann Diosi, Sudbury & District Health Unit
- Eliza Bennett, Manager of Communications & French Language Services, City of Greater Sudbury

(This is a joint presentation from the City and the Sudbury & District Health Unit on proposed communication tactics to promote the by-law banning smoking in municipal parks.)

## **CONSENT AGENDA**

(For the purpose of convenience and for expediting meetings, matters of business of repetitive or routine nature are included in the Consent Agenda, and all such matters of business contained in the Consent Agenda are voted on collectively.

A particular matter of business may be singled out from the Consent Agenda for debate or for a separate vote upon the request of any Councillor. In the case of a separate vote, the excluded matter of business is severed from the Consent Agenda, and only the remaining matters of business contained in the Consent Agenda are voted on collectively.

Each and every matter of business contained in the Consent Agenda is recorded separately in the minutes of the meeting.)

## **CORRESPONDENCE FOR INFORMATION ONLY**

- C-1. Report dated April 24, 2013 from the General Manager of Community Development regarding Customer Service Evaluations. **8 - 14**  
**(FOR INFORMATION ONLY)**  
(This report provides a summary of results from customer satisfaction and service evaluations completed in 2011.)

## **REGULAR AGENDA**

### **MANAGERS' REPORTS**

- R-1. Report dated April 17, 2013 from the General Manager of Community Development regarding Parks By-law Signage Program. **15 - 29**  
**(FOR INFORMATION ONLY)**  
(Council recently approved the Parks By-law. As part of the Parks By-law, a signage program will be implemented. This report provides Council with a sign design for review prior to implementing.)
- R-2. Report dated April 17, 2013 from the General Manager of Community Development regarding Ski Hills - Post Season Operating Report. **30 - 34**  
**(RECOMMENDATION PREPARED)**  
(The City of Greater Sudbury Leisure Services Division operates the Adanac, Capreol and Lively Ski Hills. The 2012-2013 ski hill season saw over 16,000 visitors at the three locations combined. This report provides highlights of the 2012-2013 ski season and outlines goals for the following season as per the Leisure Services Division Strategic Plan 2011-2015.)

### **ADDENDUM**

### **CIVIC PETITIONS**

### **QUESTION PERIOD AND ANNOUNCEMENTS**

### **NOTICES OF MOTION**

## **ADJOURNMENT**

**BRIGITTE SOBUSH, DEPUTY CITY CLERK**

**FRANCA BORTOLUSSI, COUNCIL ASSISTANT**

## Request for Decision

### Results of the Seniors Perception Telephone Survey

Presented To:	Community Services Committee
Presented:	Monday, May 06, 2013
Report Date	Wednesday, Apr 24, 2013
Type:	Presentations

### Recommendation

Whereas the Seniors Perception Study is a 20 year follow-up to a survey conducted in 1991; and

Whereas the commissioned telephone survey, approved by City Council, was completed in December 2012.

Therefore be it resolved that the City of Greater Sudbury and the Seniors Advisory Panel share the results of the telephone survey with interested community partners.

### Finance Implications

No financial implications.

## Background

A telephone survey was conducted in December 2012 with seniors aged 55 years and older living in the City of Greater Sudbury. There were 600 residents surveyed, including 50 respondents from each Ward. The majority of questions asked during the interviews were from the original survey conducted by the Regional Municipality of Sudbury in 1991; however, additional questions were added by the Seniors Advisory Panel and the Sustainable Mobility Advisory Panel.

The survey results presented by the Seniors Advisory Panel will be used as a planning tool in the development of a work plan. The results are also being communicated publicly through the Community Services Committee as a way of sharing the information with the community.

This longitudinal study helps with understanding the important issues and concerns of seniors living in Greater Sudbury. As projects and initiatives are being developed throughout the community, the results can be used to support funding proposals, validate ideas and spur discussion.

### Signed By

#### **Report Prepared By**

Bernadette Walicki  
Program Co-ordinator of Community Initiatives  
*Digitally Signed Apr 24, 13*

#### **Division Review**

Rob Blackwell  
Manager, Quality, Administrative and Financial Services  
*Digitally Signed Apr 24, 13*

#### **Recommended by the Department**

Catherine Matheson  
General Manager of Community Development  
*Digitally Signed Apr 24, 13*

#### **Recommended by the C.A.O.**

Doug Nadorozny  
Chief Administrative Officer  
*Digitally Signed Apr 24, 13*

## Highlights:

### Living Arrangements

- There was a 10% increase in home ownership between 1991 and 2012.
- 94% of seniors surveyed in 1991 were satisfied with their living arrangements compared to 84% in 2012.
- Reasons for dissatisfaction included: too expensive (36%), too large (17%) and traffic concerns, maintenance and distance from services.
- There was an 11% increase in weekly assistance with home maintenance from family, friends or others between 1991 and 2012.

### Communication/ Involvement

- The most effective method of communicating with people over the age of 55 in 2012 was reported to be through personal, face-to-face or group meetings. In 1991, the best method was reported to be through television or radio.
- Between 1991 and 2012, there was a 9% increase in participation in clubs, committees or organized activities.
- 37% of all those interviewed in 2012 claimed that they volunteer in the community.
- A total of 37% of seniors interviewed in 2012 have heard of Community Action Networks (CANS) and among those aware of CANS, 6% said they are a member of one.
- A total of 73% of Greater Sudbury seniors surveyed in 2012 said that they feel a sense of belongingness in the City and 92% said a healthy community is important or very important to them.

### Future Concerns/ Outpatient Services

- There was a notable response from seniors in 2012 about future concerns with access to health care professionals, availability of home health care and access to health care services. The primary concern in 1991, similarly, was availability to home health care.
- A total of 54% of respondents in 2012 claimed that they are aware of outpatient services offered in the City but are not using them, 13% are aware of them and are using these services, while 33% are not aware of outpatient services.

### Seniors Advisory Panel/ Seniors Services

- 39% of seniors surveyed in 2012 were aware of the Seniors Advisory Panel and over 80% in both 1991 and 2012 thought the Seniors Advisory Panel is a good idea.
- In 1991, 47% of seniors interviewed were totally satisfied with seniors services (in general) compared to 34% in 2012.

### Transportation

- A total of 88% of seniors interviewed in 2012 have a valid drivers licence.
- Respondents were then asked about what method of transportation that they typically use to travel to various locations on a weekly basis. Most or 82% named a personal vehicle, while other responses included being a passenger in another's vehicle (9%), public transportation (4%), taxis (2%), walking (1%) and Handi Transit (1%).

- Those not using public transit were asked about why they do not typically use it, of which 45% said that the service is not needed by them, 17% cited an inconvenient service schedule, 8% an inconvenient route, 5% no service in their area, 5% preference and 4% that it is too far to walk to a bus stop.

## For Information Only

### Customer Service Evaluations

Presented To:	Community Services Committee
Presented:	Monday, May 06, 2013
Report Date	Wednesday, Apr 24, 2013
Type:	Correspondence for Information Only

### Recommendation

For Information Only

## Background

In 2011 – 2012, the Community Development Department developed Strategic Plans for each of its operating divisions. As part of this process, where appropriate, stakeholders and clients were surveyed and/or given the opportunity to provide feedback.

In addition to the survey results, Strategic Plans were created in performing a variety of exercises which assisted in obtaining goals for the divisions – identifying strategic assets, performing a SWOT and PEST analysis, analyzing strategic positioning for the divisions and identifying planned actions to achieve goals.

This report will contain two components, firstly, an overview of the survey results from the operating divisions and secondly, listings of the goals, survey outcomes and achieved outcomes for the divisions within Community Development.

### Methodology

Each division/section developed their own set of questions to be used for their respective surveys. In most instances, Survey Monkey (web-based survey tool) was utilized to solicit input and feedback. Survey Monkey surveys were available in both official languages and were made available in hard copy/ paper format, as well as being available on-line.

### Signed By

#### Report Prepared By

Jason Nelson  
Coordinator of Community Initiatives  
and Quality Assurance  
*Digitally Signed Apr 24, 13*

#### Division Review

Rob Blackwell  
Manager, Quality, Administrative and  
Financial Services  
*Digitally Signed Apr 24, 13*

#### Recommended by the Department

Catherine Matheson  
General Manager of Community  
Development  
*Digitally Signed Apr 24, 13*

#### Recommended by the C.A.O.

Doug Nadorozny  
Chief Administrative Officer  
*Digitally Signed Apr 24, 13*

Data was collected from the following division and target population:

<i><b>Division /Section</b></i>	<i><b>Target Population</b></i>
Children Services	Clients
Housing Services	Applicants – Housing Registry
Housing Services	Housing Providers and Stakeholders
Leisure Services	Customers
Leisure Services	Stakeholders
Social Services	Clients

## Summary of Evaluations/Feedback

### Children Services

Children Services completed a client satisfaction survey in 2010 that rated the following areas:

- Parent satisfaction with child care staff (day care staff)
- Parent satisfaction with the Children Services office
- Satisfaction of parents using Best Start Hubs

In general, results of the survey were very positive. Parents reported to be very satisfied with most aspects of the services and programs with a 96 % satisfaction rating when it came to the centre's caregivers/staff and a 99 % satisfaction rating with the Children Service's office.

Additionally, 96% of respondents indicated an answer of "Yes" when asked: "Would you recommend Best Start Hubs to a family member or friend?"

90 % of respondents were satisfied to somewhat satisfied with the child care staff and 94% were satisfied with Children Services.

### Identified Areas for Improvement as Linked to Children Services Strategic Plan

<i><b>Strategic Goals</b></i>	<i><b>Related Survey Outcomes</b></i>	<i><b>Actions Taken</b></i>
<b>Be a provincial leader in planning and supporting a high quality viable child care system that meets families' needs</b>	<ul style="list-style-type: none"> <li>· 55% of parents were satisfied with the space provided at the Best Start Hub</li> <li>· 29% of parents felt that the Best Start Hub was helpful in their parenting/caregiving</li> <li>· 38% of parents felt that the Best Start Hub helped them to know more about their child's development</li> </ul>	<ul style="list-style-type: none"> <li>· To enhance the program quality delivered by staff at the Best Start Hubs, a sub-committee was formed to help support the training of early childhood educators. Changes to City staff roles to include training and mentoring of program quality staff.</li> <li>· To further enhance the experience at Best Start Hubs, a single access online registration for hubs along with a new website containing a resource section and an interactive calendar have been developed and awaiting launch.</li> </ul>
<b>Improve customer service and operations with Information Technology innovations</b>	<ul style="list-style-type: none"> <li>· 63% of parents felt that a variety of childcare options were explained to them</li> </ul>	<ul style="list-style-type: none"> <li>· The implementation of technology will look to further increase the variety of child care options that staff can make available to parents.</li> <li>· An attendance system software has been completed and is currently awaiting testing.</li> </ul>

**Provide leadership in the delivery of children's programming within the City of Greater Sudbury, including an integrated Children Service Planning team to plan for all City services related to children**

· The Healthy Communities integrated planning group for children was established to identify connections to services/agencies for children in the community.

## Housing Services

Housing Services completed two surveys that rated the services offered to both Housing Applicants and Housing Providers. The following areas were measured:

- Customer Service
- Communication
- Technology

Applicants indicated a 100% satisfaction rating when it came to the customer service they received - treated in a courteous fashion and in the language of their choice. When asked to comment on areas needing improvements, applicants indicated a need to have more housing available and shorter wait lists.

Providers were asked to rate from poor to excellent the web-based application to maintain the centralized wait list for social housing. 88% of respondents rated communication between registry staff and provider staff as good to excellent in the event of a problem with the system. In the open ended portion of this question, respondents indicated that the ability to view bedroom sizes online would be assist with administrating applications.

## Identified Areas for Improvement as Linked to Housing Services Strategic Plan

<i>Strategic Goals</i>	<i>Related Survey Outcomes</i>	<i>Actions Taken</i>
<b>Develop expertise - new Housing Services Act</b>	· 15% of applicants identified further information on the application process and guidelines as being an area for improvement.	<ul style="list-style-type: none"> <li>· A consultation with housing providers, provincial staff and service managers has occurred to provide them with a full review of policies, processes and forms.</li> <li>· In addition, staff are in the process of identifying changes to local practices and completing an analysis of the pros and cons.</li> </ul>
<b>Deliver training to housing providers, CGS staff, stakeholders and the public</b>	· 63% of providers indicated that training should involve a better understanding of procedures, policies and legislation in order to assist managers in their roles. In addition, 56% indicated a need for training to occur more often.	<ul style="list-style-type: none"> <li>· Training is being provided to managers in order that they have a better understanding of procedures, policies and legislation to assist them in their roles.</li> </ul>
<b>Develop and implement a local housing plan</b>	· 30% of respondents indicated a shorter wait list and more housing as requirements to improve Housing Services.	<ul style="list-style-type: none"> <li>· The background work for the Housing &amp; Homelessness Plan is underway. The plan is being completed in collaboration with Social Services and Planning Services in order to ensure a co-ordinated approach to the identified issues.</li> <li>· Community &amp; stakeholder consultations have been completed for input into the final plan.</li> </ul>
<b>Support and promote community based program delivery &amp; strengthen the integrity of the social housing system</b>	· 28% of respondents rated the communication regarding program requirements and compliance to be poor to fair.	<ul style="list-style-type: none"> <li>· The 2013 operational review schedule is being finalized and set to commence in early spring.</li> <li>· The 2012 wait list stats are being compiled and will be reviewed for trends and anomalies.</li> <li>· Action plans for providers in difficulty will be prepared / approved and then action will be taken by staff in a timely manner to minimize risk.</li> </ul>

## Leisure Services

Leisure Services developed and administered two separate questionnaires to gauge the satisfaction with Leisure Services facilities and programs for both Customers as well as Stakeholders. The following areas were examined:

- Customer Service
- Quality of Facilities
- Quality of Programs

### Customers

Customers were asked to rate the level of customer service received at a facility. 100% of respondents were very satisfied to somewhat satisfied with the level of customer service as it relates to staff being friendly, helpful and knowledgeable.

When asked about other services at the facilities, 41% were satisfied to somewhat satisfied with the quality of rental services and 43% were satisfied to somewhat satisfied with the price of rental services.

### Stakeholders

The top two facilities/programs most frequented by stakeholders were arenas at 84%, followed by Parks Services at 75%.

When stakeholders were asked if they thought that arenas were well maintained, 89% of respondents indicated yes to spectator areas, 83% said yes for common areas, 60% indicated yes for the maintenance of washrooms and 61% said yes for dressing rooms.

Stakeholders felt they were most engaged in the process of having an impact on services and programs through online information and least through the process of addressing Council and Committee.

## Identified Areas for Improvement as Linked to Leisure Services Strategic Plan

<i>Strategic Goals</i>	<i>Related Survey Outcomes</i>	<i>Actions Taken</i>
<b>Continued effort in the infrastructure renewal of both small and large scale projects</b>	<ul style="list-style-type: none"><li>· 56% of respondents indicated that parks and leisure facilities needed to be better maintained and equipped.</li><li>· 38% of stakeholders indicated that the availability of an arena and ice time as being a future need for their organization.</li><li>· 35% of stakeholders indicated that arenas could be more efficient.</li><li>· 64% of stakeholders indicated a need to construct a multiuse facility.</li></ul>	<ul style="list-style-type: none"><li>· \$ 200,000.00 has been allocated for the purchase of new gym equipment for 2013 and 2014.</li><li>· The arena renewal strategy will look to address concerns from users (i.e. availability of arena and ice time) by developing surveys to request feedback and develop solutions.</li><li>· Retrofit a number of recreational facilities including energy efficiencies.</li><li>· A life cycle analysis of short term (1-5 years) and long term (6-10 years) capital needs of recreational facilities including all arenas and municipal pools.</li><li>· The Parks and Opens Space Leisure Master Plan will be updated.</li></ul>

<b>Implement the Sustainable Mobility Plan</b>	<ul style="list-style-type: none"> <li>· 30% of respondents indicated that having access to outdoor facilities enriched their lives.</li> </ul>	<ul style="list-style-type: none"> <li>· Additional trail development completed by Rainbow Routes Association, including the completion of the Lily Creek Boardwalk in 2012.</li> <li>· Working with the Sustainable Mobility Committee to bring forward new projects.</li> </ul>
<b>Parks Development/Maintenance</b>	<ul style="list-style-type: none"> <li>· 43% of customers were dissatisfied to somewhat satisfied in regards to playgrounds and tot lots.</li> </ul>	<ul style="list-style-type: none"> <li>· Marguerite &amp; Gerry Lougheed Park will provide park access to residents in the West end area. This falls directly in line with the Parks, Open Space &amp; Leisure Master Plan which identifies park area for residents within an 800 meter radius. Additional parks to be created in Greater Sudbury: Dominion Park, Lady Ashley, Corsi Hill playground, Hines playground, Hazelton/Lions Gate, Katmic, Shelbourne and Korpela subdivisions.</li> <li>· The 2013 Parks By-law will bring regulations more in line with today's standards and people's expectations – i.e. no smoking.</li> <li>· The development of fully accessible play structures – Theresa playground, Ridgcrest playground, James Jerome Sports Complex and Howard Armstrong Recreation Centre, as well as senior's friendly parks.</li> <li>· Audit of playgrounds and parks for accessibility being completed by 2013.</li> <li>· Better access to Bell Park - planning for the redevelopment of the former St. Joseph's Hospital Site.</li> </ul>
<b>Advance Communication with Citizens, User Groups and Partners</b>	<ul style="list-style-type: none"> <li>· 66% of stakeholders were engaged when they had leisure services and programming information provided to them online.</li> </ul>	<ul style="list-style-type: none"> <li>· To further communicate with citizens, website improvements and increased usage of the website for marketing and promotional purposes.</li> <li>· Continued efforts to improve on-line registration as well as the usage of social media (Facebook and Twitter) for recreational facility information and programs i.e. Feel Free to Feel Fit Interactive Maps.</li> </ul>
<b>Promote Sport Tourism and Special Events</b>	<ul style="list-style-type: none"> <li>· 43% of customers indicated that facilities could be improved with an investment of capital dollars.</li> </ul>	<ul style="list-style-type: none"> <li>· Upgrades to facilities have resulted in hosting the OFSSAA track and Field Championship June 2011, Les Jeux de la Francophonie July 2011, Ontario Cup Mountain Bike Race July 2012, Ontario Cup Cross Country Ski Race Jan 2013.</li> <li>· Further work with Sports Tourism strategy and Sport Tourism Advisory Panel will result in future events such as Canada Cup Mountain Bike races 2013 &amp; 2014, Legion Provincial Track and Field Championships July 2013, OFSSAA Cross Country Running Championships November 2013.</li> </ul>
<b>Further develop inclusive, dynamic and fiscally responsible leisure and recreation programming under the Healthy Community Human Health and Well-Being pillar</b>	<ul style="list-style-type: none"> <li>· 35% of respondents indicated that they were dissatisfied with the innovation of new facilities and programs.</li> </ul>	<ul style="list-style-type: none"> <li>· To develop new and innovative programming, grant applications targeted at specific demographics were completed.</li> <li>· Exploring new program offerings that address physical literacy - Little Blades (learn to skate 3-4 year olds), Kinder Ski and Kinder Snowboard programs (under 6), improved options for weeknight courses ski and snowboard.</li> </ul>

## Social Services

A survey was conducted by Social Services to determine the level of satisfaction with regards to the services delivered by the department. Single people were the largest demographic group that participated in the survey and represented 67% of respondents. The following areas were examined:

- Customer Service
- Community Programs for Clients

Clients provided written comments regarding the services they received. 43% of comments from clients indicated they had a positive experience with their worker as well as the programs and services offered. 17% of comments noted a need for better customer service

Respondents were asked about the services and programs available to them through the City's Leisure and Citizen Services. Nineteen percent accessed services from the Leisure Guide program and 52% accessed Employment Support Services at a Library. In the open ended portion of the question, respondents indicated that the YMCA, walking and biking trails were other recreation programs accessed in the community.

### Identified Areas for Improvement as Linked to Social Services Strategic Plan

<i>Goal</i>	<i>Related Survey Outcomes</i>	<i>Actions Taken</i>
<b>Further the client-centered approach to service</b>	<ul style="list-style-type: none"> <li>· 43% of comments from clients indicated that they had a positive experience with their worker as well as the programs and services offered</li> <li>· 23% of clients indicated that services could be improved with access to workers who are better informed on their situation by providing them with information on related services.</li> <li>· 17% of clients indicated a need for better customer service overall.</li> </ul>	<ul style="list-style-type: none"> <li>· Operational review of one section of the division is underway to determine efficiencies and potential streamlining of duties.</li> <li>· Client satisfaction surveys have been conducted after each employment training program.</li> <li>· Reporting structure within the Income Support Section was reviewed and reorganized to enhance client service.</li> </ul>
<b>Build capacity to be responsive to community and provincial initiatives</b>	<ul style="list-style-type: none"> <li>· 30% of respondents indicated that providing affordable housing would assist homeless people.</li> <li>· 25% of clients indicated that additional training would be useful in finding employment.</li> </ul>	<ul style="list-style-type: none"> <li>· Commissioner's report on Social Assistance Review has been released and we are awaiting for provincial direction regarding the implementation of recommendations.</li> <li>· In partnership with Housing Services and Planning Services, a consultant has been engaged and the background work for the Housing &amp; Homelessness Plan is underway. The plan is being completed in collaboration in order to ensure a co-ordinated approach to the identified issues.</li> <li>· Community &amp; stakeholder consultations have been completed for input into the final plan.</li> </ul>
<b>Improve and enhance the social indicators of health of at risk individuals</b>	<ul style="list-style-type: none"> <li>· 10% of respondents accessed walking and biking trails in Greater Sudbury</li> </ul>	<ul style="list-style-type: none"> <li>· Development of the Healthy Community Feel Free to Feel Fit Interactive Maps.</li> <li>· Partnership with Leisure Services in the continuation of the Feel Free to Feel Fit Swimming Program.</li> <li>· Partnership with Citizen Services in providing computer literacy interactive stations at every Citizen Service Centre across CGS.</li> </ul>

### Conclusion

The survey results gathered from clients/customers and stakeholders are valuable to the divisions of Community Development in order to continue provide excellent services and programs that meet the needs of the residents of Greater Sudbury.

The results obtained from the surveys enable staff to plan for the future and determine what is currently working well, what areas need improving and what questions should appear on prospective surveys. Customer evaluation surveys will continue to play an integral role in the development and implementation of future Strategic Plans for divisions within Community Development.

## For Information Only

### Parks By-law Signage Program

Presented To:	Community Services Committee
Presented:	Monday, May 06, 2013
Report Date	Wednesday, Apr 17, 2013
Type:	Managers' Reports

### Recommendation

For information only.

### Finance Implications

As part of the 2013 Community Development Capital funded projects, \$25,000 was allocated to implement the Parks By-law Signage program.

## Background

By-law 2013-54, which is a By-law of the City of Greater Sudbury to regulate Parks under the jurisdiction of the City of Greater Sudbury was approved by Council at the February 26, 2013 meeting.

The department will be implementing a parks signage program in order to inform the park users of the Parks By-law. Parks Services has completed an inventory of the parks facilities and estimated that approximately 300 new signs will be required. Attached is a list of all sites including the number of signs per site.

The signs will be painted through the City paint shop and will be installed between May through July, 2013 at playgrounds, tot lots, major community parks, ski hills, trail entrances, etc. Attached is a copy of the recommended signs for Council's consideration.

### Signed By

#### Report Prepared By

Pam Cranston  
Manager of Parks Services  
*Digitally Signed Apr 17, 13*

#### Division Review

Real Carre  
Director of Leisure Services  
*Digitally Signed Apr 17, 13*

#### Recommended by the Department

Catherine Matheson  
General Manager of Community Development  
*Digitally Signed Apr 17, 13*

#### Recommended by the C.A.O.

Doug Nadorozny  
Chief Administrative Officer  
*Digitally Signed Apr 17, 13*

Ward 1					
NAME	LOCATION	STREET ADDRESS	ACCESSIBLE LOGO	VERTICAL	HORIZONTAL
BIG TOT LOT	WEST END			1	
COPPER PARK TOT LOT	SOUTH END			1	
CORSI HILL TOT LOT	WEST END			1	
DEE KI DOZZI SPORTS COMPLEX	WEST END	3 MARY STREET		2	1
FRASER PARK	WEST END			1	
GEMMA TOT LOT	WEST END	120 GEMMA STREET		1	
HILLCREST PARK	WEST END			1	
MARCEL TOT LOT	SOUTH END			1	
MARGEURITE & GERRY LOUGHEED PARK	WEST END			1	
PARTICIPACTION TOT LOT	WEST END			1	
QUEENS ATHLETIC FIELD PARK	WEST END	30 CYPRESS STREET		1	1
QUINN & LOGAN TOT LOT	WEST END			1	
ROBINSON PLAYGROUND	SOUTH END	215 CRANBROOK CRESCENT		1	
ST. CHARLES PARK	SOUTH END		YES	1	
TELSTAR PLAYGROUND	SOUTH END			1	
TRAVERS PLAYGROUND	WEST END			1	

Ward 2					
NAME	LOCATION	STREET ADDRESS	ACCESSIBLE LOGO	VERTICAL	HORIZONTAL
BEAVER LAKE PLAYGROUND	WORTHINGTON	45 CLUB ROAD		1	
BEAVER LAKE WELCOME CENTRE	WORTHINGTON	7535 HWY 17 WEST		1	
BLACK LAKE PLAYGROUND	LIVELY	1 GLEN AVENUE		1	
CAMP WASSAKWA PARK	WORTHINGTON	295 REGIONAL ROAD 4		1	
CENTENNIAL PARK	WHITEFISH	400 GRAHAM ROAD		1	
DEN LOU PLAYGROUND	WORTHINGTON	26 DEN LOU ROAD		1	
DIORITE PLAYGROUND	COPPER CLIFF	30 DIORITE STREET		1	
EAST END TOT LOT	LIVELY	11 POLVI AVENUE		1	
FIELDING MEMORIAL PARK	LIVELY	345 FIELDING ROAD	YES	1	1
KINSMEN SPORTS COMPLEX	LIVELY	1 MIKKOLA ROAD		1	1
LION'S CLUB / SPENCER TOT LOT	COPPER CLIFF			1	
LIVELY OUTDOOR RINK / SKI HILL	LIVELY	231 FIRST AVENUE			1
LIVELY PLAYGROUND	LIVLEY	215 SIXTH AVENUE		1	
MEATBIRD LAKE PARK	LIVELY	785 REGIONAL ROAD 24		1	
NAUGHTON COMMUNITY CENTRE PARK	NAUGHTON	1955 REGIONAL ROAD 55		1	
NAUGHTON TRAIL CENTRE	NAUGHTON	1 DENIS AVENUE		1	
OJA SPORTS COMPLEX	NAUGHTON	30 PHIL STREET		1	
PENAGE ROAD COMMUNITY CENTRE PARK	WHITEFISH			1	
PINEHEIGHTS TOT LOT	LIVELY	72 JACOB STREET		1	
R.H. MURRAY PARK	WHITEFISH	10 HENRY STREET		1	
SIMON LAKE PARK	NAUGHTON	263 SIMON LAKE DRIVE		1	
VLA PLAYGROUND	LIVELY	26 O'NEIL STREET		1	
WHITEFISH PLAYGROUND	WHITEFISH	25 PAUL STREET		1	

Ward 3					
NAME	LOCATION	STREET ADDRESS	ACCESSIBLE LOGO	VERTICAL	HORIZONTAL
AL JACKSON WELCOME CENTRE	ONAPING			1	
ALGOMA TOT LOT	CHELMSFORD			1	
BATHURST TOT LOT	CHELMSFORD	357 LEONARD STREET		1	
COTE PARK	CHELMSFORD	50 PINELLAS ROAD	YES	1	1
DAVID STREET TOT LOT	CHELMSFORD			1	
DUGLAS STREET TOT LOT	DOWLING			1	
FOURTH AT BEECH TOT LOT	LEVACK			1	
GILL LOOP TOT LOT	ONAPING			1	
IRENE TOT LOT	CHELMSFORD			1	
LARCHMONT TOT LOT	DOWLING			1	
LEVACK BALL FIELD	LEVACK			1	
LEVACK / LARCH STREET TOT LOT	LEVACK			1	
LEVACK OUTDOOR RINK	LEVACK			1	
MAIN & ERRINGTON PARKETTE	CHELMSFORD			1	
MARQUIS TOT LOT	CHELMSFORD			1	
NICKEL BASIN TOT LOT	CHELMSFORD			1	
ONAPING COMMUNITY CENTRE PARK	ONAPING	2 HILLSIDE AVENUE		1	
ONAPING TOT LOT	ONAPING			1	
PINE & FIR TOT LOT	ONAPING			1	
RODRIQUE AVENUE TOT LOT	CHELMSFORD			1	
RUSSELL BEAUDRY PLAYGROUND	ONAPING	10 JUNIPER AVENUE		1	
SHIRLEY STREET PLAYGROUND	CHELMSFORD			1	
ST. ONGE TOT LOT	CHELMSFORD			1	
VAILLANCOURT TOT LOT	CHELMSFORD			1	
VERMILLION TOT LOT	DOWLING	1985 VERMILLION LAKE ROAD		1	

Ward 4					
NAME	LOCATION	STREET ADDRESS	ACCESSIBLE LOGO	VERTICAL	HORIZONTAL
ANTWERP PLAYGROUND	DONOVAN	459 ANTWERP STREET		1	
BELTHIAUME PLAYGROUND	CHELMSFORD			1	
BIRCH TOT LOT	AZILDA			1	
GAUTHIER TOT LOT	AZILDA			1	
ELM WEST PLAYGROUND	FLOUR MILL	505 WHITE STREET		1	
JOE MACDONALD MEMORIAL PARK	FLOUR MILL			2	
LIONEL E. LALONDE SPORTS COMPLEX	AZILDA				1
LITTLE BRITAIN TOT LOT	DONOVAN	481 GRANITE STREET		1	
NORTH END PLAYGROUND	AZILDA	3878 MUNICIPAL ROAD 15		1	
RICK MCDONALD SPORTS COMPLEX	AZILDA	158 ST. AGNES STREET		1	1
SELKIRK PARK	FLOUR MILL			1	
SHAWN TOT LOT	AZILDA			1	
SPRUCE MEADOWS PLAYGROUND	AZILDA			1	
TERRY FOX SPORTS COMPLEX	FLOUR MILL	17 LASALLE BOULEVARD			1
TROTIER PLAYGROUND	CHELMSFORD			1	
VICTORY PLAYGROUND	FLOUR MILL	496 FROOD ROAD		1	
WHITEWATER LAKE PARK	AZILDA	535 LAURIER STREET		2	1

Ward 5					
NAME	LOCATION	STREET ADDRESS	ACCESSIBLE LOGO	VERTICAL	HORIZONTAL
BLEZARD VALLEY PLAYGROUND	BLEZARD VALLEY	2732 LANDGON STREET		1	
CAROL RICHARD PLAYGROUND	VAL THERESE	1719 GEORGE STREET		1	
CONFEDERATION TOT LOT	VAL CARON	1919 HELENE STREET		1	
DANIEL TOT LOT	VAL CARON	3173 DANIEL AVENUE		1	
FLOKE TOT LOT	VAL CARON			1	
GRANDVIEW PLAYGROUND	NEW SUDBURY			1	
GUILLETVILLE TOT LOT	VAL CARON			1	
KALMO BEACH PARK	VAL CARON	2630 SANDY BEACH ROAD			1
LAURENTIAN PARK	VAL CARON			2	
LEO GERARD WORKERS MEMORIAL PARK	VAL CARON			1	
MACMILLAN TOT LOT	VAL CARON			1	
MCCREA HEIGHTS PLAYGROUND	VAL CARON	1212 HILLSIDE AVENUE		1	
MCLEAN PLAYGROUND	NEW SUDBURY	345 MCLEAN STREET		1	
PINECREST TOT LOT	VAL CARON			1	
RYAN HEIGHTS PLAYGROUND	FLOUR MILL	736 BRUCE AVENUE		1	
REBECCA PLAYGROUND	VAL CARON			1	
SUNNYSIDE PLAYGROUND	VAL CARON	820 CEDAR AVENUE		1	

Ward 6					
NAME	LOCATION	STREET ADDRESS	ACCESSIBLE LOGO	VERTICAL	HORIZONTAL
CENTENNIAL ARENA PARK	HANMER	4333 CENTENNIAL ROAD		1	1
CHELSEA TOT LOT	HANMER			1	
DOMINION DRIVE PARK	VAL THERESE			1	
ELMVIEW PLAYGROUND	HANMER/VAL THERESE	1045 TILLY STREET		1	
FARMIDALE PLAYGROUND	HANMER	4760 MORRIE COURT		1	
HIGHWAY ARMSTRONG SPORTS COMPLEX	HANMER	4040 ELMVIEW DRIVE	YES	3	1
KATMIC PLAYGROUND	HANMER			1	
LAVAL TOT LOT	VAL THERESE			1	
LEGER TOT LOT	HANMER			1	
LION'S TOT LOT	HANMER	4611 ST. JOSEPH STREET		1	
ROSE COURT TOT LOT	VAL CARON			1	
THERESA PLAYGROUND	HANMER	155 CARMEN STREET	YES	1	
VALLEY ACRES PLAYGROUND	VAL THERESE	1541 EAST STREET		1	
VALLEY EAST YOUTH CENTRE PARK	HANMER	4333 CENTENNIAL DRIVE		1	

Ward 7					
NAME	LOCATION	STREET ADDRESS	ACCESSIBLE LOGO	VERTICAL	HORIZONTAL
BRIGHTON TOT LOT	GARSON			1	
CAPREOL LION'S DEN PARK	CAPREOL			1	
CAPREOL MILLENIUM CENTRE	CAPREOL	20 MEEHAN STRET		2	
CAPREOL SKI HILL	CAPREOL	99 LAKESHORE			1
CEDAR GREENS PARK	GARSON	38 ALPINE STREET	YES	1	
CENTRAL LANE OUTDOOR RINK	GARSON			1	
DOUG MOHNS SPORTS COMPLEX	CAPREOL		YES	2	
DUNN PARK TOT LOT	CAPREOL			1	
ELLA LAKE PARK	CAPREOL	1969 CAPREOL LAKE ROAD		1	
FALCONBRIDGE COMMUNITY CENTRE PARK	FALCONBRIDGE	63 EDISON ROAD		1	
GORDON STREET PLAYGROUND	GARSON	170 GORDON STREET		1	
LION'S PARK	GARSON			1	
LORNE BRADY SPORTS COMPLEX	GARSON	500 O'NEIL DRIVE WEST			1
MATSON PLAYGROUND	GARSON	9 MATSON ROAD		1	
MCMICOL TOT LOT	CAPREOL			1	
METCALFE PARK	GARSON			1	
PARKINSON TOT LOT	FALCONBRIDGE			1	
PENMAN PARK	GARSON		YES	1	
PINE STREET PLAYGROUND	GARSON			1	
RAVINE PARK	GARSON			1	
SATURN TOT LOT	GARSON			1	
SILVER BIRCH TOT LOT	SKEAD			1	
SKEAD OUTDOOR RINK	SKEAD	4092 SKEAD ROAD		1	
THOMAS TOT LOT	GARSON			1	

Ward 8					
NAME	LOCATION	STREET ADDRESS	ACCESSIBLE LOGO	VERTICAL	HORIZONTAL
ADANAC SKI HILL	NEW SUDBURY	744 BEATRICE CRESCENT			1
ATEE OLDER ADULT EXERCISE PARK	NEW SUDBURY			1	
	NEW SUDBURY	828 BEATRICE CRESCENT		1	1
	NEW SUDBURY			1	
CARLING TOT LOT	NEW SUDBURY	1590 CARLING CRESCENT		1	
DON LITA PLAYGROUND	NEW SUDBURY	1024 BROOKFIELD AVENUE		1	
LANSING PLAYGROUND	NEW SUDBURY	1830 LAMOTHE STREET		1	
LEBEL PLAYGROUND	NEW SUDBURY	1232 CARMELO AVENUE		1	
PAQUETTE TOT LOT	NEW SUDBURY			1	
PLACE HURTUBISE PLAYGROUND	NEW SUDBURY	1966 LASALLE BOULEVARD		1	
PORTER PARK	NEW SUDBURY			1	
ROSEMARIE PLAYGROUND	NEW SUDBURY	1299 GARY AVENUE		1	
SUMMERHILL PARK	NEW SUDBURY			1	
TWIN FORKS PLAYGROUND	NEW SUDBURY	1475 GARY AVENUE		1	
VALLEY STREAM PLAYGROUND	NEW SUDBURY	56 EMBASSY COURT		1	
WESTMOUNT COMMUNITY CENTRE PARK	NEW SUDBURY	109 KIPLING COURT	YES	1	
Ward 9					
NAME	LOCATION	STREET ADDRESS	ACCESSIBLE LOGO	VERTICAL	HORIZONTAL
ALGONQUIN PLAYGROUND	SOUTH END	2646 ALGONQUIN ROAD		1	
CONISTON CENTENNIAL TOT LOT	CONISTON	70 GOVERNMENT ROAD		2	
CONISTON WELCOME CENTRE	CONISTON			1	
EAST STREET TOT LOT	CONISTON			1	
GATEWAY TOT LOT	SOUTH END			1	
LONG LAKE PLAYGROUND	SOUTH END	811 LONG LAKE ROAD		1	
MALLARD'S LANDING PARK	SOUTH END			1	
MCFARLANE PLAYGROUND	SOUTH END	1548 PIONEER ROAD		1	
MOUNTAINVIEW PARK	WAHNAPIITAE			1	
RAVINE STREET TOT LOT	WAHNAPIITAE			1	
VINTAGE GREEN PARK	SOUTH END			1	
WAHNAPIITAE COMMUNITY CENTRE PARK	WAHNAPIITAE	161 GLENBOWER CRESCENT		1	

Ward 10					
NAME	LOCATION	STREET ADDRESS	ACCESSIBLE LOGO	VERTICAL	HORIZONTAL
BEAUFORD TOT LOT	SOUTH END			1	
BEEL PARK	DOWNTOWN	900 PARIS STREET	YES	2	1
GRACE HARTMAN AMPHITHEATRE	DOWNTOWN	900 PARIS STREET	YES	1	1
JAMES JEROME SPORTS COMPLEX	DOWNTOWN	90 CENTENNIAL DRIVE	YES	2	1
LAFEVUE PLAYGROUND	DOWNTOWN	420 SUNDAY DRIVE		1	
LOCKERBY TOT LOT	SOUTH END			1	
LOELLEN COMMUNITY CENTRE PARK	SOUTH END	245 LOACH'S ROAD		1	
LOELLEN TOT LOT	SOUTH END			1	
MEMORIAL PARK	DOWNTOWN			3	
NEPAHWIN PARK	SOUTH END	1742 PARIS STREET			1
ORIOLE PLAYGROUND	SOUTH END			1	
RIVERDALE PLAYGROUND	DOWNTOWN	199 YORK STREET		1	
STEWART BEACH	SOUTH END			1	
WORTHINGTON TOT LOT	DOWNTOWN			1	
YORK STREET TOT LOT	DOWNTOWN			1	

Ward 11					
NAME	LOCATION	STREET ADDRESS	ACCESSIBLE LOGO	VERTICAL	HORIZONTAL
ALAMSDALE PLAYGROUND	MINNOW LAKE	270 SECOND AVENUE		1	
AUTUMNWOOD TOT LOT	MINNOW LAKE			1	
CARMICHAEL SPORTS COMPLEX	MINNOW LAKE	1298 BANCROFT DRIVE		1	
CARMICHAEL PLAYGROUND	MINNOW LAKE	1388 BELLEVUE AVENUE		1	
DORSET TOT LOT	MINNOW LAKE			1	
DOWNE PLAYGROUND	NEW SUDBURY	1309 GEMMEL STREET		1	
DOWNLAND TOT LOT	NEW SUDBURY			1	
EAST END PLAYGROUND	MINNOW LAKE	2765 RHEAL STREET		1	
GRACE PLAYGROUND	MINNOW LAKE			1	
HAZELTON	MINNOW LAKE			1	
KORPELA PARK	MINNOW LAKE			1	
LONSDALE PLAYGROUND	MINNOW LAKE	811 LONSDALE AVENUE		1	
MINNOW LAKE DOG PARK	MINNOW LAKE			1	
MOONLIGHT BEACH PARK	MINNOW LAKE	527 MOONLIGHT BEACH ROAD	YES	1	1
MOONLIGHT RIDGE PLAYGROUND	MINNOW LAKE			1	
RIDGEMOUNT PLAYGROUND	MINNOW LAKE	3088 CLAUDE STREET		1	
Ward 12					
NAME	LOCATION	STREET ADDRESS	ACCESSIBLE LOGO	VERTICAL	HORIZONTAL
CEDAR PARK PLAYGROUND	NEW SUDBURY	47 NORMANDY COURT	YES	1	
COCHRANE PLAYGROUND	FLOUR MILL			1	
COLUMBUS PLAYGROUND	FLOUR MILL			1	
EYRE PLAYGROUND	MINNOW LAKE	243 FERNDAL AVENUE		1	
LOUIS STREET TOT LOT	FLOUR MILL			1	
O'CONNOR PLAYGROUND	FLOUR MILL	140 ST. GEORGE STREET		1	
PERCY PLAYGROUND	FLOUR MILL	600 PERCY AVENUE		1	
REDFERN TOT LOT	NEW SUDBURY			1	
RIDGECREST PLAYGROUND	NEW SUDBURY	1431 ROY AVENUE	YES	1	
SUNRISE RIDGE PARK	FLOUR MILL			1	

TRAILS				
NAME	LOCATION	ACCESSIBLE LOGO	VERTICAL	HORIZONTAL
ALY JACKSON TRAIL	HWY 144 NORTH		2	
BARRYDOWNNE TO FIELDING STREET TRAIL	BARRYDOWNNE TO FABRICLAND		2	
BELL PARK WALKWAY/BIKE PATH TRAIL	BELL PARK		1	
BETHEL LAKE TRAIL	BETHEL LAKE ROAD		2	
BIEBERRY HILL TRAIL	BEHIND CARMICHAEL ARENA		1	
BONADVENTURE TRAIL	BONADVENTURE MALL TO PINNELAS STREET		2	
CAPREOL TRAIL	LAKESHORE STREET CAPREOL TO LAKESHORE		2	
COPPER CLIFF TRAIL	KELLY LAKE ROAD @ LORNE ST. TO BALSAM ST.		2	
DOMINION DRIVE TO JEAN D'ARC TRAIL	DOMINION DRIVE TO JEAN D'ARC		2	
ELM TO WILMA (JUNCTION CREEK) TRAIL	ELM STREET & WILMA		1	
FALCONBRIDGE TRAIL	FALCONBRIDGE ROAD		1	
GARSON PARK TRAIL	ORELL ST BEHIND GARSON LIBRARY		2	
HILLFIELD TRAIL	FIELDING ROAD TO HILLFIELD BALL FIELD		1	
HOWARD ARMSTRONG TO JEAN D'ARC TRAIL	PARK ST TO HOWARD ARMSTRONG REC CENTRE		1	
HNYTHASHIN PARK TO PERCY PLAYGROUND TRAIL	HNYTHASHIN TO PERCY PLAYGROUND		2	
JANE GOODALL TRAIL	TOURIST INFORMATION HWY 17 TO GARSON FALCONBRIDGE ROAD		1	
KELLY LAKE TRAIL	SOUTH VIEW DRIVE TO FIELDING PARK		2	
KORPELA TRAIL	OFF SECOND AVE. TO KORPELA PARK		2	
LAKE LAURENTIAN CONSERVATION TRAIL	MOONLIGHT BEACH TO SOUTH BAY ROAD		2	
LANGDON TRAIL	MARTIN ROAD - VALLEY		1	
LASALLE TO MALEY (JUNCTION CREEK) TRAIL	LASALLE BLVD. TO MALEY DRIVE		2	
LILY CREEK BOARDWALK TRAIL	PARIS ST. TO JAMES JEROME		1	
MAGNOLIA TRAIL	OFF END OF MAGNOLIA IN NEW SUDBURY		1	
MALLARDS LANDING TRAIL	ALGONQUIN TO FIELD STREET		2	
MARTINDALE TO BELL PARK TRAIL	PART OF MATINDALE TO RIVERSIDE & RIVERSIDE TO BRADY		1	
MARTINDALE TO BRADY TRAIL	MARTINDALE TO BRADY		1	
MARTINDALE TO KELLY LAKE TRAIL	MARTINDALE TO KELLY LAKE ROAD		1	
MARTINDALE TO RIVERSIDE (JUNCTION CREEK) TRAIL	MARTINDALE TO RIVERSIDE		2	

TRAILS				
NAME	LOCATION	ACCESSIBLE LOGO	VERTICAL	HORIZONTAL
MEATBIRD TRAIL	MEATBIRD LAKE OFF OLD CREIGHTON ROAD		1	
NELSON CREEK TRAIL	BEATTY STREET TO MCNEIL BLVD		2	
OAK FOREST WALKING TRAIL	BEHIND MINNOW LAKE PLACE TO HILLSIDE		2	
RAVENSEY LAKE PATH TRAIL	ACROSS FROM SCIENCE NORTH TO SOUTH BAY ROAD		2	
RAYSIDE BALFOUR LEISURE TRAILS			2	
RIDEAU TO ELM (CONISTON) TRAIL	RIDEAU TO ELM - CONISTON		2	
ROBINSON TRAIL	ROBINSON PARK TO NOVA DRIVE		2	
ROTARY PARK TRAIL	MOUNTAIN STREET TO BARRYDOWNE ARENA		2	
SELKIRK TRAIL	TERRY FOX TO SELKIRK PARK		2	
SIMON LAKE TRAIL	WITHIN PARK		1	
ST. CATHERINE SWITCH BACK TRAIL	ST. CATHERINE		1	
SOUTH BAY ROAD TO CAMP SUDACA TRAIL	MOONLIGHT BEACH TO SOUTH BAY ROAD		2	
SUGAR BUSH (CENTENNIAL ARENA) TRAIL	CENTENNIAL ARENA		2	
VERMILLION TO HILLFIELD TRAIL	MIKKOLA - REGIONAL RD. 55 TO CENTENNIAL PARK		2	
			278	22
			VERTICAL	HORIZONTAL





## Request for Decision

### Ski Hills - Post Season Operating Report

Presented To:	Community Services Committee
Presented:	Monday, May 06, 2013
Report Date	Wednesday, Apr 17, 2013
Type:	Managers' Reports

### Recommendation

WHEREAS the ski hills post season report provides an analysis of the 2012-2013 operating season of the Adanac, Capreol and Lively ski hills, and;

WHEREAS as a result of the findings, goals and objectives have been established for the upcoming 2013-2014 season which are designed to increase participation and improve the experience for users of the ski hills, and;

WHEREAS as part of the evaluation, research was conducted on cold weather policies which have been developed to assist ski hill operators making decisions on operating facilities during extreme cold temperatures.

THEREFORE BE IT RESOLVED THAT the City of Greater Sudbury approve the Ontario Snow Resorts Association (OSRA) policy for the operation of ski hill facilities during extreme cold temperatures which would result in closing facilities when temperatures are colder than -35°C. The policy would be implemented for the upcoming 2013 - 2014 ski season.

#### Signed By

##### **Report Prepared By**

Jeff Pafford  
Community Development Coordinator  
*Digitally Signed Apr 17, 13*

##### **Division Review**

Real Carre  
Director of Leisure Services  
*Digitally Signed Apr 17, 13*

##### **Recommended by the Department**

Catherine Matheson  
General Manager of Community Development  
*Digitally Signed Apr 22, 13*

##### **Recommended by the C.A.O.**

Doug Nadorozny  
Chief Administrative Officer  
*Digitally Signed Apr 22, 13*

## Overview

The City of Greater Sudbury Leisure Services Division operates the Adanac, Capreol and Lively Ski Hills. The 2012-2013 ski hill season saw over 16,000 visitors at the three locations combined. This report will provide highlights of the 2012-2013 ski season and will outline goals for the following season as per the Leisure Services Division Strategic Plan 2011-2015.

## 2012-2013 Participant Statistics

The Adanac Ski Hill continues to attract a significant number of users. The following are statistics for 2012-2013 ski season: 68 operating days/25 evenings, season pass holders (293), 5 day pass sales (215), program participants (219), private lessons (1,231), student visits (510) and day visits (14,300). Average

visits per opening shift is 153.8.

In 2012-2013, the Capreol Ski Hill had 36 operating days (average of 9.3 visits per day) and total visits (334). The Lively Ski Hill had 38 operating days (average of 51.8 visits per day) and total visits (1,968).

### 3 Year Comparison

<b>Adanac Ski Hill</b>							
<b>Season</b>	<b>Operating Days</b>	<b>Season Passes</b>	<b>5 Day Passes</b>	<b>Program Participants</b>	<b>Private Lessons</b>	<b>Student Visits</b>	<b>Day Visits</b>
2010-2011	71 days / 31 evenings	393	100	182	1000	569	14,850
2011-2012	62 days / 27 evenings	222	124	183	1100	616	14,200
2012-2013	68 days / 25 evenings	293	215	219	1231	510	14,300

<b>Capreol Ski Hill</b>			
<b>Season</b>	<b>Operating Days</b>	<b>Season Passes</b>	<b>Total Visits</b>
2010-2011	22	9	433
2011-2012	31	8	416
2012-2013	36	4	334

<b>Lively Ski Hill</b>			
<b>Season</b>	<b>Operating Days</b>	<b>Season Passes</b>	<b>Total Visits</b>
2010-2011	39	70	2343
2011-2012	35	73	2171
2012-2013	38	85	1968

## **2012-2013 Highlights and Activities**

### Canadian Ski Patrol Services

Canadian Ski Patrol Services (CSPS) volunteers contributed numerous volunteer hours promoting safe skiing and boarding and providing first aid coverage at Adanac and Lively Ski Hills. Leisure Services staff have worked with CSPS to develop a Joint Statement of Understanding which clearly recognizes the important functions that CSPS provides to CGS ski hills and the volunteer contributions of individual CSPS members.

### Adanac Concession Services

Prior to the 2012-2013 ski season, a Request for Proposal was issued for the operation of the Adanac concession and awarded to 1876296 Ontario Limited. Initial feedback from Adanac patrons was positive, noting the improved food quality and variety. Having a private operator run concession operations has also allowed Adanac staff to devote attention to ski programming and other ski operations.

### Adanac Ski Club

The Adanac Ski Club continues to make use of the Adanac Ski Hill for practices and events. The club has grown to over 100 members recently, up from 60 just a few years ago.

### Improved Marketing and Website

A dedicated URL ([www.greatersudbury.ca/ski](http://www.greatersudbury.ca/ski)) was used to promote all three ski hill facilities where residents could find information about ski hill conditions, runs open, pass and membership rates and general ski information such as the Alpine Code of Conduct.

Leisure Services staff also used email to directly keep those season pass holders up to date regarding ski hill closures, upcoming events, etc.

### Races Hosted at Adanac

The Adanac Ski Hill was home to the Sudbury District Secondary School Athletic Association (SDSSAA) and Northern Ontario Secondary School Association (NOSSA) alpine ski championships. Additionally the Adanac Ski Club hosted a Northern Ontario Division Race, a provincial/national points race, at Adanac.

### Walden Winter Carnival Opening Ceremonies

The Walden Winter Carnival Organizing Committee made use of the Lively Ski Hill as a fireworks launch point as part of their 2013 Winter Carnival Opening Ceremonies.

### Ecole secondaire Hanmer use of Capreol Ski Hill

Ecole secondaire Hanmer continued its tradition of hosting their school winter carnival at Capreol Ski Hill providing students with the opportunity to downhill ski, slide and make use of the neighbouring Capreol Cross Country ski trails.

### Great Cardboard Toboggan Event

Big Brothers Big Sisters hosted their annual Great Cardboard Toboggan Event at Adanac Ski Hill, providing those non-skiers and non-snowboarders an opportunity to enjoy the winter facility while raising funds for a great cause.

## **Ski Hill User Fee Comparison**

The following charts detail the user fees associated with use of Adanac, Capreol and Lively Ski Hills in comparison with lift fees from other similar sized facilities in Northeastern Ontario.

Pass rates at Capreol and Lively Ski Hills are based on a 3.5 hour (weekdays) or 4.5 hour (weekend) opening therefore when comparing rates at Capreol and Lively to other ski hills, it is best to compare with half day rates.

Fees shown do not include applicable taxes.

City of Greater Sudbury Ski Hills			
Ski Facility	Adult Full Day Pass	Adult Half Day Pass	Adult Season Pass
Adanac Ski Hill	\$25.66	\$20.35	\$376.11
Capreol Ski Hill	\$9.29	-	\$119.47
Lively Ski Hill	\$9.29	-	\$119.47

Non CGS Ski Hills			
Ski Facility	Adult Full Day Pass	Adult Half Day Pass	Adult Season Pass
Onaping Ski Hill	\$28.00*	-	-
Laurentian Ski Hill (North Bay)	\$33.62	\$28.31	\$464.60
Kamiskotia Snow Resort (Timmins)	\$38.00	\$28.00	\$529.00
Boogie Mountain (Espanola)	\$31.00	\$24.00	\$319.00
Tri Town Ski Village (New Liskeard)	\$25.00	\$15.00	-
Mt. Dufour (Elliot Lake)	\$34.51	\$28.32	\$352.21
<i>*2011-2012 rate</i>			

## Cold Weather Policy

During the 2012-2013 ski hill season, there were 6 days which temperatures were below -25°C before wind chill. Staff have contacted the Ontario Snow Resorts Association (OSRA) regarding policies for the operation of ski hill facilities during extreme cold temperatures.

OSRA has developed a scale that will enable the public to accurately reflect the level of comfort they may expect while engaged in winter recreation. This scale has been named Comfort Tips and specifically relates wind chill to a set of parameters the public can use to enable them to enjoy winter activities.

### Temperatures Above -5°C

- Enjoy outdoor winter activities
- Consider wearing a hat and gloves

### Temperature -5°C to -20°C

- Enjoy outdoor winter activities
- Dress in layers
- Exposed skin will be cold: consider wearing a hat, scarf, gloves/mittens and a wind-resistant layer

### Temperature -20°C to -35°C

- Keep active while outdoors
- Dress in warm layers
- Limit amount of exposed skin
- Wear a hat, scarf, gloves/mittens and wind-resistant outer layer

### **Temperature Below -35°C**

- Minimize outdoor activity
- Wear all essential winter clothing and layers
- Cover all exposed skin

Staff are recommending that the OSRA Comfort Tips be adopted and that language be included in ski hill promotions noting that the City of Greater Sudbury would close ski hill facilities when temperatures are colder than -35°C. In instances when facilities are closed due to cold temperatures, the City will strive to reschedule during alternate dates and times to make up for hours missed.

## **Goals and Objectives for 2013-2014 Ski Season**

The following are examples of how staff will work with the Leisure Services Strategic Plan 2011-2015 to increase participation and improve the experience at City of Greater Sudbury ski hills.

### Continued effort in the infrastructure renewal of both small and large scale projects

- Develop life cycle analysis for ski hill assets including buildings and lift devices and identify capital and replacement needs
- Work with stakeholders on the replacement of the Lively Ski Hill chalet and development of the Lively Ski Hill venue as a four season recreation centre

### Advance Communication with Citizens, User Groups and Partners

- Implement an annual user satisfaction survey for CGS Ski Hill membership holders
- Expand use of traditional and social marketing to better promote and communicate CGS ski hill information to new and existing users
- Examine a 'Ski All Three' pass and other similar promotions to encourage the use of all three CGS ski hills
- Implement a more modern pass sales system to increase customer service and allow online registrations and sales

### Promote Sports Tourism and Special Events

- Promote CGS ski hills as opportunities for sporting events in partnership with local ski clubs, etc.
- Promote use of CGS ski hills as potential venues for year round special events (walkathons, fitness challenges, etc.)

### Further develop inclusive, dynamic and fiscally responsible leisure and recreation programming under the Healthy Community Human Health and Well-Being Pillar

- Examine the operations of Capreol Ski Hill and explore opportunities for alternate use including tubing and off-season activities with stakeholders
- Work with Ontario Track 3 Association and local volunteers to re-introduce skiing and snowboarding lessons for children and youth with disabilities at CGS ski hills.