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<b>TO:</b>	<b>CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE May 20, 2015</b>
<b>FROM:</b>	<b>WILLIAM C. COXHEAD MANAGING DIRECTOR OF PARKS &amp; RECREATION and LYNNE LIVINGSTONE MANAGING DIRECTOR NEIGHBOURHOOD, CHILDREN AND FIRE SERVICES</b>
<b>SUBJECT:</b>	<b>RZONE POLICY: IMPLEMENTATION UPDATE</b>

<b>INFORMATION REPORT</b>
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That, on the recommendation of the Managing Director of Parks and Recreation and the Managing Director of Neighbourhood, Children and Fire Services the following report **BE RECEIVED** for information purposes.

<b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b>
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Community Safety and Crime Prevention Advisory Committee  
November 22, 2012                      Staff Presentation – City of London RZone Program

Community and Protective Service Committee  
April 22, 2013                              Rzone: Respect and Responsibility in City of London Recreation  
Program locations, facilities and properties.

<b>BACKGROUND</b>
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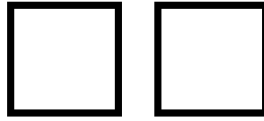
**Overview and History of Rzone**

Rzone is a policy requiring all persons wishing to visit or use any City of London recreation facility, park or program to respect others and take responsibility in helping the City maintain a positive environment. It's an education program to teach people expected behaviours. It's a combined effort by community associations, facility users and city staff to bring forward concerns through the Rzone process.

For a number of years, the City had experienced a wide variety and increasing number of inappropriate behaviours at sport and recreation venues ranging from disrespect - including verbal abuse and racial slurs to criminal actions - vandalism, theft and assault. There are existing processes available to staff to address criminal behaviours and Sport Associations have their own "Code of Conduct" policies that they require of their members. Each of these policies was similar but London needed a city wide policy with a common approach.

The City and community joined in a partnership to adopt and adapt Oakville's Rzone. Having one policy helps to provide a consistent, community-wide public message about inappropriate conduct in City recreation facilities. Inappropriate behaviours undermine the positive environment required for participants who enjoy the benefits of recreation.

Originally created in Oakville and adopted by other municipalities, it has been successful in reducing inappropriate behaviours in public recreation spaces. The Rzone program continues to be adopted by municipalities and facilities, including Middlesex Centre and Western Fair Sports Centre. The more communities that adopt the program the greater the influence it has on behaviour.



The Rzone Policy was passed by Council on April 30<sup>th</sup>, 2013.

**Education**

Education about Rzone is key to the success of the program. To date the following has been implemented to ensure the Rzone message gets to our stakeholders:

- The City’s Facility Rental Contracts include provisions requiring facility renters/users to comply with the Rzone Policy.
- The City of London website provides links to the policy, information and the Rzone incident report.
- City recreation facilities display the Rzone emblem, posters and information pamphlets.
- The Rzone pamphlets are provided to the organizations to distribute during their registration.
- Organizations are asked to direct out of town teams to our Rzone website to educate them on behaviour expectations before they attend.
- During the season we provide Rzone email reminders to organizations to forward to their parents.

At City of London Arenas we plan on installing Rzone emblems in the ice at all hockey rinks for fall 2015. The Parks Department will be installing Rzone emblems on all Parks By-Law signs in summer’ 2015.

**Rzone Impact**

A City implementation Rzone team meets regularly to discuss incidents, learn from them and make recommendations. Sport associations also provide their feedback to this team. Since the approval of the Rzone policy, there have been 14 incidents reported to the city. Of these 14 incidents, 9 have been inappropriate language, 3 have been for damage to property and 2 have been assaults.

Civic Administration is pleased that the more serious incidents appear to be decreasing in number. These incidents were reported to and dealt with by the City. Staff report fewer incidents at some normally high incident locations. Staff now have an avenue to report and deal with issues. Community associations and the public can also report any issues. As more people learn about the program the expected positive environment will hopefully become the norm.

City staff are encouraged by the Rzone results of a recent survey of Sport Associations.

- Half of the sport association’s respondents noticed a decrease in incidents.
- 68% of the associations felt Rzone assisted them when dealing with inappropriate behaviour.
- Rzone awareness by sport association members was 74%.

**FINANCIAL IMPACT**

To date the implementation of education materials and awareness campaigns has been accomplished within operating budgets. Additional investment in signage and education materials can be accommodated within approved operating budgets in 2015.

**CONCLUSION**

Rzone appears to be having a positive impact on City of London recreation facilities where there is a noticeable reduction in negative behaviour evidenced by city staff and users of the facilities. This initiative has helped contribute to making everyone’s experience at recreation facilities better by holding individuals and groups accountable for dealing with unacceptable behaviour.

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Acknowledgments and engagement:

The Rzone team of Tony Kyle, Lynn Loubert, Duncan Sanders, Mike Vandertuin, and Ben Perlman gratefully acknowledges the advice, comments, and assistance of the following internal staff in supporting Rzone Policy:

- Lynn Marshall, Solicitor, City Solicitor’s Office
- Dave O’Brien, Division Manager, Corporate Security and Emergency Management
- Bobbi Martinez, Manager, Corporate Security and Emergency Management
- Bill Coxhead, Managing Director of Parks and Recreation
- Lynne Livingstone, Managing Director of Neighbourhood, Children and Fire Services

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<b>RECOMMENDED BY:</b>	<b>RECOMMENDED BY:</b>
<b>WILLIAM C. COXHEAD, MANAGING DIRECTOR, PARKS &amp; RECREATION</b>	<b>LYNNE LIVINGSTONE MANAGING DIRECTOR, NEIGHBOURHOOD, CHILDREN AND FIRE SERVICES</b>