

TO:	CHAIR AND MEMBERS COMMUNITY and PROTECTIVE SERVICES COMMITTEE MEETING ON APRIL 26, 2016
FROM:	WILLIAM C. COXHEAD, MANAGING DIRECTOR PARKS AND RECREATION AND LYNNE LIVINGSTONE, MANAGING DIRECTOR NEIGHBOURHOOD, CHILDREN AND FIRE SERVICES AND JOHN M. FLEMING, MANAGING DIRECTOR, PLANNING AND CITY PLANNER
SUBJECT:	PARKS AND RECREATION STRATEGIC MASTER PLAN ACCOMPLISHMENTS AND UPDATE STRATEGY

RECOMMENDATION

That, on the recommendation of the Managing Directors of Parks and Recreation, Neighbourhood, Children and Fire Services, and Planning the following report **BE RECEIVED** for information.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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- Introduction to the Parks and Recreation Strategic Master Plan and 2009-2010 Accomplishments (Sept. 13, 2011)
- Parks and Recreation Strategic Master Plan Update (Nov. 23, 2009)

BACKGROUND

The Parks and Recreation Strategic Master Plan provides overall direction and guidance for making decisions about parks and recreation programming, facilities and infrastructure (parks and recreation facilities), and investment in the community. The Plan guides the work of Parks and Recreation, Neighbourhood, Children and Fire Services, Environmental and Parks Planning, and Facilities Design and Construction Service Areas.

The parks and recreation system contributes to three (3) of Council's Strategic Areas of Focus:

- 1) Strengthening our Community: The parks and recreation system plays a significant role in strengthening neighbourhoods by creating opportunities for residents to lead healthy, socially active lives.
- 2) Building a Sustainable City: Creating and preserving strong and healthy environments and creating beautiful places and spaces for all Londoners is emphasized in the Master Plan.
- 3) Leading in Public Service: Amazing recreation experiences are enhanced through investment in recreation facilities and by pursuing innovative programs and service delivery.

The purpose of this report is to share with Council the projects and initiatives that have been completed to enhance the value of parks and recreation in our community since the Plan was adopted in 2009. It also outlines the short and medium term updates required to the existing plan to carry us through to a more comprehensive update in 2018/2019.

ACCOMPLISHMENTS

A significant amount of work has been completed since 2009 when the current Plan was endorsed. A full list of accomplishments can be found in Appendix A. At a high level the following achievements have been grouped as aligned in the ReThink London fact sheet:

Improving the health, safety and wellbeing of individuals and families while promoting livable and inclusive neighbourhoods:

- 350,000 registered program participants and 750,000 drop-in visits per year to community centres
- Play Your Way fund provided over \$775,000 per year to low income residents to participate in Spectrum programs and admissions to pools and Storybook Gardens
- Over 26,000 visits per summer to 34 free playground camp programs
- Continuing to support the Child and Youth Network implementation
- Adoption of new accessibility standards for facilities and programs

Taking steps to support the changing trends and demographics of the community:

- Offered many new programs (and new locations) for older adults, newcomers, persons with disabilities, etc. For example, Senior Satellites opened offering older adult programs in 6 neighbourhoods.
- Introduced staff training programs on inclusion, diversity and accessibility.
- Developed the *Camps on TRACK* training for camp staff, now a best practice adopted by many municipalities across Ontario.
- Introduction of new social media communications, Play Your Way digital newsletter, etc.
- Supported the creation and implementation of the Age Friendly London Three Year Action Plan
- Updated pricing policies for community centres, sport fields and arenas. Updated allocation policies.

Maximizing the City's role in community development, capacity building and strengthening neighbourhoods:

- Supported London's Strengthening Neighbourhoods Strategy - Supported the development of neighbourhood action plans in Kipps Lane, Argyle, and Old East Village.
- Supported residents to develop the NeighbourGood website which allows residents to share information about their neighbourhoods.
- Supporting over 200 special events per year on city property.
- Over 3,000 youth participated in leadership training courses.
- SPARKS! Neighbourhood Matching Fund, Community Parks projects, Adopt-A-Park, commemorative programs, Million Tree Challenge, etc. -- for every \$1 of City investment \$8 to \$10 was leveraged in cash, in-kind and volunteer time donations to community projects on public property.

Building or renovating parks and recreation facilities:

- Two (2) new Community Centres opened: Stoney Creek Community Centre, YMCA and Library, Springbank Gardens Community Centre. Two (2) new Community Centres under design to open in 2018: Southwest Community Centre in partnership with the YMCA and Library and East Community Centre at East Lions Park
- Supported the development of the BMO Centre by London Optimist Sports Centre to construct 4 indoor mini turf fields (one full size regulation sports field), dressing rooms, meeting rooms, concession and indoor walking track. Opened in October 2011.
- Able to advance 2 major lifecycle renewal projects at Byron Optimist Community Centre and Boyle Memorial Community Centres through Federal and Provincial Infrastructure funding. Another lifecycle renewal project was completed at Medway and South London Community Centre underwent a major renovation.
- Volunteer sport groups and service clubs have donated significant funds towards upgrading sport fields and community park projects across the city
- Six (6) major aquatics lifecycle renewal projects at: Canada Games Aquatic Centre and Thames, Gibbons, Southcrest, Northeast, and Westminster outdoor pools. Four (4) new

spray pads constructed, plaza spray features installed at South London and renovation to Storybook Gardens Splash pad.

- Ninety (90) parks were assumed by the City – 17 neighbourhood parks, 3 district parks, 2 Environmentally Significant Areas, 2 urban parks, 66 open space and woodland parks. A total of 260 hectares of land was added to the parkland inventory. Eleven (11) existing parks had major upgrades.
 - Two (2) new artificial turf soccer/football fields, 2 new soccer fields as well as upgrades to 5 others, 2 new baseball diamonds and upgrades to 3 others, new cricket pitch, 5 tennis courts upgraded, 3 pickle ball locations, 4 beach volleyball courts, 4 new skateboard parks and upgrades to 2 parks, 6 new fieldhouses.
- Forty (40) km of new recreation pathways constructed, 60 km of hiking only trails, 7.5 km of new multiuse pathways (including 2 new pedestrian bridges), 11 km Thames Valley Parkway improved.

STRATEGY TO UPDATE THE MASTER PLAN

The current Master Plan has provided an excellent framework that continues to be relevant to day-to-day operations. Many of the existing recommendations continue to be relevant and are reflected in the four year approved budget and 10 year capital plan. Civic administration proposes the following staged approach to update the Master Plan:

1. At present, continue to use the current Plan and its recommendations.
2. Short-term (end of 2016). Develop an “interim update” by staff that reflects:
 - a. New and updated strategic initiatives such as Council’s Strategic Plan, The London Plan, Age Friendly London, Ontario Charter for Recreation and Parks, SmartMoves, Culture Plan, etc.
 - b. Business strategies currently being implemented through sub-plans/business plans like Storybook Gardens and Golf Business Plans.
 - c. Updated facility and amenity inventories and population projections.
 - d. Recent policy changes like pricing, RZone, sponsorship, etc.
3. Medium-term (2016-2018). Conduct sub-studies/data collection that sets the stage for the next update in 2018/19. This work may include:
 - a. Assessment of arena usage and future facility planning.
 - b. Review the City’s role in sport (e.g. including emerging sports; track and field; etc.).
 - c. Review of service provision aspects of new growth and patterns of growth (intensification targets, transit corridors). Evaluate and update existing standards and establish new standards for spray pads, skateboard parks, off-leash dog parks, turf fields, etc.
 - d. Explore diversity/inclusion gaps, e.g. gender identity/expression policies, universal changeroom facilities, etc.
 - e. Review programmatic and spatial access policies such as waiving fees, license agreements, and additional policy tools to remove barriers to access.
4. Long-term (2018-2019). Develop an updated Master Plan (2019-2023) that will inform the next Council Strategic Plan, the next 4 year budget cycle, and Development Charges Study. The new update will be presented to the next Council in early 2019.

FINANCIAL IMPACT

The interim update will be completed by staff in Parks and Recreation, Neighbourhood, Children and Fire Services, and Environmental and Parks Planning with no financial impact.

Further studies to be completed through the medium-term which may require financial support can be accomplished through existing approved budgets. The update to be prepared in 2018/19 will use funds set aside in approved capital project *RC2011 Update Master Plan* and will inform future operating and capital budgets.

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APPENDIX A

Parks and Recreation Strategic Master Plan Accomplishments 2009 to 2015

SYSTEM RECOMMENDATIONS	
Service Excellence	<ul style="list-style-type: none"> • Adopted the Ontario Charter for Recreation and Parks (2010) • Conducted a program operations and business process review of community centers and seniors centers. • Improvements to registration process: Memberships able to be renewed on-line, modified the Spectrum registration to 2 days, older adult registration open one day early, electronic funds transfer to allow other means of payment, Fitness Flex pass available to allow patrons flexibility in attending fitness classes. • Implementation of Pricing Framework for Facility Rentals (2009) and Arenas and Sport Fields (2013) • Implementation of Alcoholic Beverages at Private Rentals of Recreation and Community Centres policy (2009) • Participated in Ontario Municipal Benchmarking Initiative and Municipal Performance Management Program • Park users (and tennis and skatepark) monitored in 2009 by Western University students and again in 2014 by staff to inform usage and priorities for upgrades • Customer Satisfaction surveys delivered to arena, community centre, golf course, park, sports field users and special event organizers. The purpose of the surveys is to gauge customer satisfaction with staff, maintenance and quality of amenities, and general comments on how we could improve their experience. • Evaluation of <i>Spectrum</i> programs occur annually and are also evaluated via a quality assurance tool (High Five™) recognized provincially. • Sponsorship, Naming Rights and Advertising Program developed and implementation is set to begin in 2016. • Installed drop-off points for OW client information at various community centres (2011) • Developed Neighbourhood Event Guidelines to support residents to create and run their own events
Communications / Engagement	<ul style="list-style-type: none"> • A Play Your Way Newsletter launched (2011) to inform residents about registration and information on programs/activities. Currently over 3,000 signed up. • New Neighbourhoods website launched (2009) and re-designed as part of the City website update (2012) • Supported LSNS residents to develop the <i>NeighbourGood</i> website which allows residents to share information about their neighbourhoods and post events and programs (2011). Website was upgraded and re-launched in 2015. • Developed Spectrum Promotions Team to promote and communicate recreation program opportunities and benefits. Develop marketing group to market recreation opportunities and values (2012) • Implemented use of social media outlets to communicate program registration, start dates, and update facility closures (2012) • Minimum Public Notification Requirements and Public Participation Framework for recreation facilities and parks projects, initiatives and developments (2009) • Council policy on Community Engagement adopted in January, 2012. • Mediated track and field organizations to develop London's first united Track and Field Council (2013) • Roundtable on the Environment and the Economy (2011). An online civic involvement project open to residents to comment on issues. • The London Plan process engaged Londoners to think about topics relevant to the Master Plan which will be considered in the next update • Age Friendly London Network was formed and oversees the implementation of the three year action plan (2012) • Supported London's Child and Youth network in communication strategies for its 170+ collaborating organizations
Access and Equity (Services for All)	<p>Physical Accessibility</p> <ul style="list-style-type: none"> • City of London Multi-year Accessibility Plan was developed in 2013. • Facilities Accessibility Design Standards (FADS), which establishes a minimum accessibility standard for City owned/operated properties, have been updated. The City's FADS are used as the model in over 100 municipalities across the country. Adoption of new AODA standards. • Examples of accessibility improvements: <ul style="list-style-type: none"> ○ Accessible service counters at: Canada Games Aquatic Centre, Storybook Gardens, South London Community Centre, and North London Optimist Community Centre. Automatic door openers at Carling Heights Optimist Community Centre; grab bars installed ○ Accessible playground equipment at Northwest Optimist Park with partner Rotary Club, accessible swing installed at University Heights Park. Playground resurfacing completed at Jaycee Optimist Park, Dunkirk Park, and SE Optimist Park, accessible washroom at St. Julien Fieldhouse ○ Accessible parking spaces at Springbank Park and Victoria Park

	<ul style="list-style-type: none"> ○ Accessibility Guide for Playgrounds and Outdoor Recreation under development ○ Accessible pathways, deck enhancements, benches, picnic tables at Springbank wading pool, partially supported by local Rotary club ○ New concrete pads and benches along 41 km of the Thames Valley Parkway ○ Raised garden beds for community gardens (available on request) and at Seniors Community Centres ○ Accessible signage improvements in parks, arenas and community centres ○ All city staff/volunteers trained in Integrated Accessibility Standards, Human Rights Code and Customer Service Standards <p>Financial Accessibility</p> <ul style="list-style-type: none"> ● Policy for Waiving Fees for Use of City-Owned Recreation and Community Centres (2010). Changes to insurance carrier charges improved community group's accessibility to facilities. ● Play Your Way Fund provided \$775,000 in 2015 to low income residents to participate in Spectrum programs. Single day admissions to aquatics and Storybook Gardens eligible (2015). Policy changes in 2014 resulted in easier eligibility assessment, greater entitlement, and access to drop-in programs/activities ● Free swims, skates, playground sites and no cost/low cost drop-in programs provided across the city. ● Over 26,000 visits by children to 34 free neighbourhood summer playground programs per year ● Act-i-Pass program – partnered with Child and Youth Network, Boys and Girls Club and YMCA of Western Ontario offering free passes to all Grade 5 students across the city to participate in programs. Launched in 2014 and again delivered in 2015 and 2016 <p>Inclusion</p> <ul style="list-style-type: none"> ● Developed <i>Camps on TRACK</i> training, shared with other local community partners and shared Province-wide. ● Staff training: Inclusion and Diversity Training through Thames Valley Children's Centre, specialized seated fitness program, how to use lifts, All Kids in Camp, Non-violence crisis intervention training, Applied Behavioural Analysis training, and new in 2015 Gender Expression/Identity awareness ● Two summer "Inclusion Coordinator" positions each year, 20 Inclusion Counsellors and 7 Designated Inclusion Support staff for camps. ● "Summer Surprise"- a camp for youth 12 -21 years with a disability ● Targeted leadership program for youth. ● Annual investments made in games/books/equipment accessible by all children for summer programs ● All Kids Belong Funding expanded to allow personal supporters to accompany children at camp ● Developed a recreation module for the Healthy H.O.M.E.S. program in partnership with Salvation Army, Fanshawe College, London Housing and others. ● Continue integrated swim program which was initiated in 2006 in partnership with the Thames Valley Children's Centre. <p>Youth</p> <ul style="list-style-type: none"> ● Over 3,000 youth participated in the Leader in Training courses (2010 – 2015). Many targeted LIT programs were held in communities to increase the multi-cultural diversity of potential program staff and to overcome financial barriers to building leadership capacity in youth ● Offer no cost/low cost drop-in programs for youth at many community centres across the city. ● Continue to partner with community stakeholders to support youth driven initiatives (Volunteer YA, Dynamic Dozen, RealVoice, London Youth Advisory Council) ● Youth Camp is an adventure based camp where youth participate in planning their own activities <p>Older Adults</p> <ul style="list-style-type: none"> ● London recognized as an Age Friendly City by the World Health Organization in 2010 and 2013. ● Seniors Neighbourhood Advisory Committees established in 5 neighbourhoods (2009), 4 of these continue to operate ● Age Friendly London Three Year Action Plan (2012) developed and being implemented by 8 working groups of the Age Friendly London Network ● Senior Satellites opened in 6 locations offering programming for older adults in their neighbourhoods. As of end of 2015 there are 400 members. ● Several new and improved programs for older adults launched. New collaborative program opportunities in conjunction with retirement homes.
<p>Social Marketing & Promotion</p>	<ul style="list-style-type: none"> ● Play Your Way Newsletter launched (2011) to inform residents about registration and information on programs/activities. Currently over 3,000 subscribers. ● Supported launch of <i>in motion</i>TM media campaign (2010) to promote healthy and active living. Campaign continues with Community Challenge and tracking APP. ● Developed Spectrum Promotions Team to promote and communicate recreation program opportunities and benefits. Developed marketing group for recreation opportunities and values (2012). Expanded advertising to portable signs, banners etc. ● Implemented use of social media outlets to communicate program registration, start dates,

	<p>and update facility closures (2012). Continue to utilize social media for community engagement. Started in 2010 with skateboard Facebook page.</p> <ul style="list-style-type: none"> • SPARKS! funding utilized to enhance promotions and development efforts at various City sites (2011-2015) • First Spectrum Open House held in 2010, new online, interactive Spectrum catalogue launched (Spring, 2012) and neighbourhood specific program flyers available in community centres, libraries, and community partner sites (2014)
<p>Partnerships</p>	<p>Program Partners</p> <ul style="list-style-type: none"> • Partnered with South London Neighbourhood Resource Centre to provide programming to children, youth, and adults, including programs for new Canadians. • Continue to work with community and internal partners to provide access to sport facilities in our community through agreements with school boards (TVDSB renewal 2012), Western University, Fanshawe College (renewal 2014) and Western Fair and other community partners. • Launched an updated Commemorative Program in 2010 to encourage donations towards naturalization projects, trees, benches or large-scale park features. Donors to the Graham Arboretum are recognized on the memory wall located in Springbank Park. A total of 70 benches, 60 trees and \$50,000 in donations per year have been made through this program. • Engaged with local school boards to review new policies and procedures related to new, renovated and potential closure of school properties (2016). • Healthy Kids Community Challenge is a partnership with London's Child and Youth Network. <p>Community Projects</p> <ul style="list-style-type: none"> • 659 community parks projects completed since 2009. The total cash value of donations, in-kind and volunteer time is over \$4.5 million. Leveraging \$8 to \$10 for every \$1 invested by City of London • The Kiwanis Club of Forest City – London contributed \$92,000 to the Kiwanis Skate Plaza as well as \$33,000 to add additional features to the Medway District Skatepark in 2011. Optimist Club of Fanshawe-London donated \$75,000 to Constitution Park upgrades. • Volunteer sport groups have donated close to \$500,000 towards upgrading sport fields across the city • Veterans Memorial Parkway enhancement in 2012 - 10 commemorative features donated by Landscape Ontario • Adopt-A-Park, Adopt-A-Street and Adopt-An-ESA programs developed - 85 parks adopted, all 9 ESAs adopted • London Homebuilder's Association contributed funds (\$279,000 in 2012) to the construction of the Cancer Survivor's Garden in McKillop Park • New London Community Grants Program - Modernized municipal granting process for non-profit organizations to include multi-year funding, capital, and innovation grants (2015). Launched in 2016 for 2017 funding cycle. • Supported community volunteers to create outdoor rinks. <p>Infrastructure Partners</p> <ul style="list-style-type: none"> • Stoney Creek Community Centre, YMCA and Library opened in 2010. Provides an indoor pool, gym, fitness centre, community centre and library. • Supported the development of the BMO Centre by London Optimist Sports Centre to construct 4 indoor mini turf fields (one full size regulation sports field), dressing rooms, meeting rooms, concession and indoor walking track. Opened in October 2011. • New Southwest Community Centre is a partnership with YMCA of Western Ontario and the London Public Library which will open in 2018 <p>Community Planting Projects</p> <ul style="list-style-type: none"> • Over 60,000 trees and shrubs planted by over 50,000 volunteers (2009-2015) in partnership with Scout Trees, Upper Thames River Conservation Authority, Friends of Stoney Creek and Reforest London. • Veterans Memorial Parkway enhancement projects (2009-2014) include: 11 commemorative features, 40 substantial landscape plantings completed with help from many local businesses. • Million Tree Challenge launched in June 2011. 177 partner organizations and thousands of volunteers have participated to plant over 250,000 trees. Over 2,500 individuals and organizations have registered trees online. Leveraging \$7.44 for every \$1 invested. • TreeMe program launched in 2014 provides funds to neighbourhood groups to initiate, manage and implement tree planting projects on private land.
<p>Environmental Stewardship</p>	<ul style="list-style-type: none"> • Implementation of energy efficiencies through use of “green” technologies in many lifecycle renewal projects: Energy efficient lighting, spray pad water conservation systems, new pool filter technologies, energy efficient refrigeration and heating systems in arenas, pools and community centres, ground-sourced heat pumps for heating/air conditioning, electric ice edgers, janitorial supplies, green roof, recycling pilot projects, naturalizations, pesticide elimination, vine planting on noise walls. <ul style="list-style-type: none"> ○ Canada Games Aquatic Centre underwent facility renewal project that included a focus on energy efficiency. Energy usage has been reduced by 40%, with an annual utility savings of over \$100,000 (2014). Two energy conservation awards for this project (2015)

	<ul style="list-style-type: none"> ○ Variable Frequency Drives at Carling, Farquharson, and Smart Ice system at Carling and Argyle Arenas. Award for Energy Conservation from Ontario Power Authority association for arena savings (2015) ○ Stoney Creek Community Centre, YMCA and Library achieved a LEED Gold level of certification for green buildings (2011) ● Promotion of the use of tap water via "The Clear Choice- London's Tap Water" promotion. Water bottle refill stations at many facilities and Victoria Park (2010) ● Corporate Energy Conservation Plan developed as part of the Province's Green Energy Act (2011) ● New By-law enforcement officer dedicated to parks (2015)
SERVICE LEVEL RECOMMENDATIONS	
Community Investment & Planning	<ul style="list-style-type: none"> ● Kipps Lane Neighbourhood Action Plan (2009), Argyle Neighbourhood Action Plan (2013), and Old East Village Neighbourhood Action Plan (2015) ● London's Strengthening Neighbourhoods Strategy 5 year strategy implemented (2010) and completed in 2015. Celebration of accomplishments (2015) ● Development of neighbourhood tools and programs: Safety Audit, Outdoor Movie Kit, Neighbourhood Association Guide, Group Meeting Support ● NeighbourGood Guide interactive website launched in 2013 and upgraded in 2015. ● In 5 years SPARKS! Neighbourhood matching fund has funded 56 projects in 19 different neighbourhoods ● Age Friendly London Action Plan developed (2012) and implementation through 8 working groups ● Partnered with Child and Youth Network and adopted the Active Creative Engaged Community Development Toolkit (2010). Trained 207 individuals. ● Community Development Tracking Tool developed to track community investment (2013) ● London's Community Garden Strategic Plan (2015) implementation in 2016. ● Support Balconies Beautiful events and other community events
Community Programs / Spectrum	<ul style="list-style-type: none"> ● Over 2,600 registered recreation and leisure programs each year at 90 locations, including schools, community centres and through business partnerships ● Over 350,000 registered program visits and 750,000 drop-in program visits per year ● Overall Spectrum program customer satisfaction has increased to 97% ● Many new programs developed for target groups - children, teens, older adults, new immigrants, as well as new introductory programs. For example, Camp FITT exposes teen girls to firefighting, Seniors Flex Passes, new Junior Camps etc. ● Developed the Immigrant Seniors Committee to discuss awareness of opportunities and services in community (2012) ● Redesigned Adult/Older Adult Fitness programs to enhance flexibility of registration/attendance options (2015)
Community Facilities & Gathering Places (Indoor)	<p>Community Centres</p> <ul style="list-style-type: none"> ● Over 2,500,000 visits to community centres per year ● Stoney Creek Community Centre, YMCA and Public Library opened in the Fall of 2010 ● New Springbank Gardens Community Centre opened in 2012 ● Major lifecycle renewal projects at Byron Optimist Community Centre, Boyle Memorial Community Centre and Medway Community centre (2010). ● Expanded South London Community Centre (2015). Additional 17,000 square feet of space to allow for more and improved services to the public including a larger community kitchen, expanded South London Neighbourhood Resource Centre Settlement Services, expanded Social Services office, and outdoor amenities. ● Lifecycle upgrades at Carling Heights Optimist Community Centre, North London Optimist Community Centre (2009), Kinsmen Recreation Centre (2015) ● Implementation of the strategic plan for Kiwanis and Hamilton Road Seniors' and Community Centres (2010) ● Process to construct new Southwest Community Centre, YMCA and Library started in 2014. To be opened in September 2018. ● Completed community site selection process for East/SE Multipurpose community centres (2011-12) ● Process to construct new East Community Centre began in 2015. To be opened in late 2018/early 2019. <p>Arenas</p> <ul style="list-style-type: none"> ● Major life cycle improvements made to Argyle, Carling and Kinsmen Arenas. ● Conditions studies completed on Silverwood, Glen Cairn and Farquharson Arenas (2013, 2015)
Aquatics	<p>Facilities</p> <ul style="list-style-type: none"> ● Thames Pool redevelopment (2009-10). Major lifecycle projects at Gibbons, Southcrest (2010), Northeast (2011), Westminster (2013) outdoor pools. ● Canada Games Aquatic Centre \$6.3 renovation (2014) supported by a \$785,000 contribution from the Federal Gas Tax fund ● Spray Pads: 14 <ul style="list-style-type: none"> ○ New pads at: Medway, Ed Blake, Oakridge (2010) and Meadowgate (2015) parks. Plaza sprays installed at South London Community Centre (2015).

	<p>Programs</p> <ul style="list-style-type: none"> • 18,732 participants yearly in aquatics programs (swim lessons, aquatics fitness, first aid and CPR training) • Over 10,000 participants in Learn to survive prevention programs. \$50,000 in grant funding to support the Grade 3 Swim to Survive program (2015). Water Smart campaign continues to educate approx. 7,000 school children per year • Launched new admission standards (identifies swimmers ability via wristbands) during recreational swims (2013) • Established user agreement with YMCA at Stoney Creek to encourages aquatic use (2014) • 2015 Community Injury Prevention Award from the Canadian Red Cross recognizing the 750 Londoners trained by Aquatics staff in CPR
<p>Parks Planning & Design</p>	<p>Parks</p> <ul style="list-style-type: none"> • Total parkland (including Environmentally Significant Areas) increased by 260 hectares since 2009 (total parkland = 2630 ha). • 90 parks (totaling 260 hectares) were assumed between 2009 and 2015: <ul style="list-style-type: none"> ○ 17 Neighbourhood Parks ○ 3 District Parks (Meadowgate, Riverbend and Foxfield) ○ 2 ESAs (Medway North and Coves East Pond). ○ 2 Urban Parks (Raleigh Parkette, Village Walk Commons) ○ 66 Miscellaneous Open Space and Woodland Parks • New parkland dedication policies were developed that ensure adequate amounts of parkland are set aside in new subdivisions • Design standards were reviewed and now permit smaller urban parks. • The 2014 Development Charges Study approved significant funding improvements for park development associated with growth areas. • The City of London maintains an inventory of available park space (available on CityMap) and identifies gaps based on 3 hectares/1,000 people. <p>Trails & Pathways</p> <ul style="list-style-type: none"> • 40 km of new recreational pathways have been constructed since 2009 (162 km total). • 60 km of hike only trails managed by the City • 7.5 km of new multiuse pathway, including three new pedestrian bridges over Pottersburg Creek constructed in Kiwanis Park (2010-12). An environmental assessment was completed in 2015 to verify the best way of linking the Kiwanis Park Recreational Pathway system over the CN Rail Corridor south of Trafalgar. • 11 km of existing Thames Valley Parkway was improved/reconstructed since 2009 (TVP is currently 41km long). • The Thames Valley Corridor Plan finalized (2011). Recommendations related to signage, connectivity, development standards, River Stewardship program etc. • An environmental assessment was initiated (fall 2014) to verify the best way to close the gap in the TVP between Richmond and Adelaide on the North Branch of the Thames River. This EA is expected to be completed early in 2016. <p>Environmentally Significant Areas (ESAs)</p> <ul style="list-style-type: none"> • Council approved the Official Plan Amendment to move ESAs from the Parks category to Natural Heritage (2011) • 'Planning and Design Standards for Trails in Environmentally Significant Areas' approved by Council (2012) • Purchased East Cove Woods property (14 Ha) in the Coves ESA/subwatershed in response to community concern over lack of access and historic interest. • Conservation Master Plans were completed for Sifton Bog (2009) and The Coves ESA (2014). <ul style="list-style-type: none"> ○ \$45,000 grant from the National Trails Coalition is helping implement a new managed trail system in the Coves ESA (east pond area)(2015) ○ ESAs are managed under contract with the Upper Thames River Conservation Authority. Contract renewed in 2013. • A Trail Master Plan was completed for Medway North ESA (2013). • Conservation Master Plans were initiated for Meadowlily ESA and Medway Valley ESA in 2014. <p>Other</p> <ul style="list-style-type: none"> • Launched an updated Commemorative Program (2010) to encourage donations towards naturalization projects, trees, benches or large-scale park features. <ul style="list-style-type: none"> ○ Donors to the Graham Arboretum are recognized on the memory wall located in Springbank Park. ○ In 2011, 16 benches were installed and 19 trees planted in 12 City parks. Four Memory Wall engravings were completed.
<p>Community Facilities (Outdoor)</p>	<p>Sports Fields</p> <ul style="list-style-type: none"> • Soccer fields: 44 full size, 72 Mini fields and 2 artificial turf. 38 irrigated fields and 12 lit fields <ul style="list-style-type: none"> ○ New full size irrigated fields developed at: Riverbend (2) and Meadowgate Parks (2). ○ Upgrades: St. Julien, Hazelton, Paul Haggis, Settlement Trail, and Centennial Park (Lambeth Soccer funded lighting at Centennial)

	<ul style="list-style-type: none"> • Baseball diamonds: 70 including 9 lit <ul style="list-style-type: none"> ○ New diamonds at Paul Haggis Park, Riverbend (2015) ○ Upgrades: Stronach, McMahan, and Mornington Park (Eager Beaver baseball provided funding for upgrades) • Artificial turf soccer/football fields: 2 lit <ul style="list-style-type: none"> ○ 2 new including field house dressing rooms, landscaping, planting, fencing etc. built at City-wide Sport Complex. • Cricket pitches: 1 <ul style="list-style-type: none"> ○ New pitch developed at North London Athletic Fields • Volunteer sport groups contributed close to \$500,000 towards field upgrades since 2009 • Western University new turf field – community access was negotiated through the 2014 season as a pilot and continues. <p>Park Amenities</p> <ul style="list-style-type: none"> • Pickle ball courts now at Hastings, Mornington, and Fox Field Parks • Tennis court condition study completed (2010). Upgrades to Mornington, Meredith, St. Anthony's, Mitches, and Thames Parks courts. • Four beach volleyball courts installed at North London Sports fields (2012) • Supported 6 communities to create outdoor rinks in parks (Fanshawe Little League, Hastings, Boyle Community Centre, Riverbend, Norwest, and University Heights). • 6 new field houses constructed in Springbank, Ed Blake, Kiwanis, City-wide, McMahan, and Basil Grover Parks. • Skateboard Parks: 12 <ul style="list-style-type: none"> ○ New parks constructed at: St. Julien (2009), Kiwanis Skateboard Plaza (2010), Medway District Park (2011), Springbank (2013) ○ Upgrades at: Wolseley and White Oaks (2014) • Spray Pads: 14 (see aquatics section) • Community Gardens in city parks: 14 gardens with 435 garden plots <ul style="list-style-type: none"> ○ 4 new gardens (2009) • Off-Leash Dog Parks: 3 <ul style="list-style-type: none"> ○ Location for 4th park being investigated ○ Pilot project for timed off-leash area in Harris Park (2016) ○ 2 pilot sites proposed in Downtown for off leash parks • Playground replacement plan developed based on a needs assessment. Replacements to meet new AODA standards. New playgrounds were constructed in 34 parks between 2009 and 2015. • BMX Bicycle Sports strategy under development. • Community Garden Strategic Plan developed in 2015. • Canada 150 Funding secured from the Federal Government for Harris Park Pavilion and other park enhancements, Victoria Park Cenotaph repair and Westminster Ponds boardwalk to connect Information Centre to the W.E. Saunders heritage site (2016). <p>Upgraded Parks</p> <ul style="list-style-type: none"> • Major park upgrades to: Meredith Park, Ed Blake Park, Medway District Park, McMahan Park, Piccadilly Park, Westminster Park, Doidge, Mornington, Springbank (all season washroom, internal roadways and pathways, Memory Wall), Victoria Park (stone gateway through partnership with the London Home Builders Association, upgrades to the skate plaza and band shell), Forks of the Thames (Walter Blackburn Memorial Fountain) • Labatt Park (upgraded infield, scoreboard, fencing)
Sports Services	<p>Policy</p> <ul style="list-style-type: none"> • Gender Analysis of Parks and Recreation Facility Allocation and Program Participation (July 2010). • Reviewed Ice Allocation Policy in 2012. • Updated pricing framework for rectangular fields, diamonds and arenas (2014). Consultations with sport groups reviewed cost recovery and allocations. Fees and Charges By-Law updated to reflect new pricing and category changes. New Affiliate category introduced through updates to allocation policies in 2015. • Rzone (Respect Zone) developed in consultation in our user groups implemented in facilities in 2014 and reviewed in 2015. <p>Allocations and Sport Services</p> <ul style="list-style-type: none"> • Online arena availability now in place. • Emerging sports needs being addressed for beach volleyball, cricket, pickleball, BMX etc. • Continued engagement and participation with London Sports Council - Yearly sport information and networking session in partnership with Sport Tourism. Engagement with sport groups as part of policy development and discussions of future needs. • Hosted National baseball tournament at Labatt Park and Stronach as well as OUA and college baseball tournaments (2015)
Special Events	<ul style="list-style-type: none"> • Support 200 large events per year on city property. Of special significance were: <ul style="list-style-type: none"> ○ The Olympic Torch Relay Celebration (2009) ○ Inspiring a Dream, a Celebration of London's Olympic and Paralympic Athletes, The Special Olympics competition (2010) ○ 25th Rick Hansen Relay (2011) ○ London Celebrates Canada – Queens Jubilee (2012)

	<ul style="list-style-type: none"> ○ World Figure Skating Championship (2013) ○ Memorial Cup, LPGA Tournament, Rogers Hometown Hockey (2014) ○ Pan Am Torch Relay (2015) ● Amplified Sound and Hours of Operation of Special Events report (2012) ● Policy and Procedures Review completed annually. ● Customer service survey delivered to special event organizers.
Golf	<p>Program</p> <ul style="list-style-type: none"> ● Golf system currently provides 120,000 rounds of golf per year and has 2,000 members ● Municipal Golf Business Plan developed in partnership with staff and Golf Task Force in 2011. Focuses on improving the customer experience, increasing participation, revenue generation and marketing. A Golf Report is presented to Council annually. ● Successful third party golf reseller agreement in place since 2012 season. ● Continue to grow the Junior golf program (increase lesson participants and youth camps). “Take your child to the course” and “Play it Forward” programs introduced. ● Customer Service survey of all users in 2012, members in 2013 and 2014. ● Increased tournament play exposes courses to new customers, as well as hosting local, provincial and national junior events. We also promote and support local club events to increase a sense of belonging and loyalty to the clubs. <p>Facilities</p> <ul style="list-style-type: none"> ● Continual improvements to the courses following recommendations from 2011 consultant report <ul style="list-style-type: none"> ○ Changes in improving tee decks, forestry, sand traps and turf condition at all properties. ○ Course quality and playability has been improved annually with hole by hole improvements. ● Thames Valley, River Road and Fanshawe upgraded clubhouse layouts to improve customer flow and make the dining and patio areas more inviting ● Improved Pro Shop offerings, redefined catering, food and beverage models and improved cart and golf packages.
Storybook Gardens	<ul style="list-style-type: none"> ● 135,000 visitors on average per year; 6,000 memberships sold annually ● Storybook Gardens Business Plan is under development. ● Completion of the transfer all remaining zoo animals to other facilities and closure of the zoo program at Storybook Gardens. ● Renovation of the animal enclosures into group picnic shelter, a new themed rabbit pen, and a new “Wind in the Willows” storybook-themed display. ● 5 new amusement rides were added in 2010, bringing the total to seven. ● Published “A Home for Magic” story book which serves to anchor commitment to providing an environment that is supportive of emergent and family literacy. ● Book-based outdoor education programs launched (2009), developed by Ontario board-certified teachers, the programs tie together storybooks read aloud in the classroom with multiple intelligence activities delivered at the park including professional storytellers providing presentations in the park. ● Raised bed teaching gardens planted (2010) to provide hands-on learning to connect with locally grown food and to learn the story of where food comes from. ● Construction of play structures of the Storybook Valley play village, a new activity area ● New Imagination Playground program launched to enhance creative / construction play opportunities. ● Partnership with Childreach to provide the Imagination Playground for “Pop Up” program centres in various malls across the city ● Renovation of the audience seating area at the Village Square outdoor stage, to expand capacity, naturalize the space, and to provide shade. This project was generously supported by volunteer efforts and in-kind donations by Dufferin Construction. ● Storybook Chapel renovated into a storybook-themed reading room. Books available through “Blue Boxes for Books” program provided by Investing in Children. ● Recovery after the fire included cleaning of the barn site, development of teaching garden (2015) ● Newly renovated splashpad with “On the River” theme (2015)