



Standing Committee Introduction

Community Services Committee

February 15, 2023

owen
sound
where you *want* to live

Council & Committees



Mandate of Community Services Committee

- To provide a forum for the exchange of ideas and actions on policy, programs, and initiatives related to Community Services;
- To implement and support the work of Council in achieving the vision, goals, and objectives of the City's Strategic Plan, Official Plan, Recreation, Parks and Facilities Master Plan, Asset Management Plan, and other plans relating to Community Services;
- To review, provide feedback, and participate in City policy development in the areas relating to Community Services;
- To engage, support, and work collaboratively with partners;
- To review and provide feedback annually on work (business) plans; and
- To monitor performance in the area of implementation of work plans.

Community Services has 1 Director 5 Amazing Managers!



Pam Coulter
Director of
Community
Services



Kevin Linthorne
Building Division



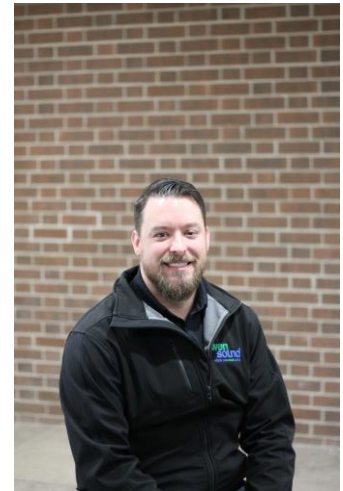
Adam Parsons
Parks & Open
Space



Paul McGrath
Community &
Business
Development



Sabine Robart
Planning &
Heritage



Ryan Gowan
Arena Operations



‘THE WHY’

Community Services exists to help the City in achieving the Vision for Owen Sound, *where you want to live!*

Community Services Department strives to create a complete community that values the natural environment, cultural diversity, historic streetscapes, vibrant waterfront and provides a sense of belonging by welcoming residents and visitors in events and recreation programming. The department strives to grow the community as the regional centre providing opportunities for collaboration, innovation and partnerships.

5 Fun Facts

1. 160 reports in 2022
2. Swans at Harrison Park – Royal Heritage.
3. 75% of residents rate their Quality of Life as good or excellent and over 25% were enthusiastic about recommending OS to others (Source: CSS, 2021)
4. Half of residents reported being satisfied with revitalization in the River District – and based on drivers of satisfaction – investing in the River District – has a high impact on overall satisfaction
5. 40 % of staff have worked for the City between 1 and 3 years!

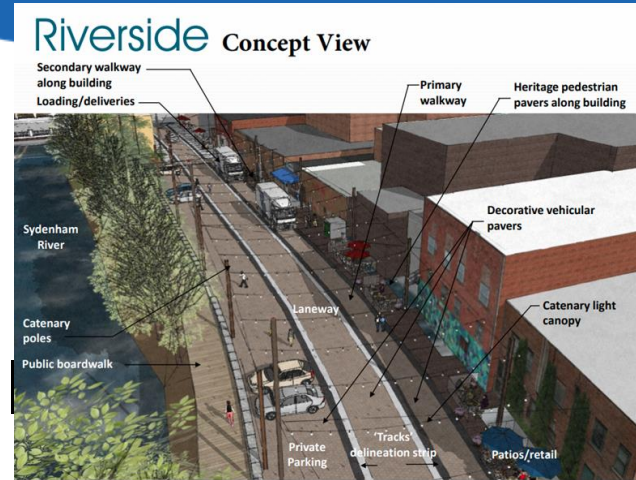
5 2022 Successes

1. Teamwork & Partnerships
2. Growth
3. NEW Official Plan & CIP
4. Resiliency
5. Bayshore Refrigeration Plant Upgrade and Lighting Retrofit



5 2023 Highlights

1. Municipal Accommodation Tax
2. Downtown River Precinct Phase
3. Harrison Park Master Plan
4. Economic Growth and Investment
5. Chapel Restoration and Repurpose



PLANNING & HERITAGE

✓ Policy

Draft, maintain and implement the City's Planning policy framework:

- *Official Plan*
- *Community Improvement Plan*
- *Zoning By-law*

Monitor and make recommendations on changes to Upper-tier plans

✓ Development

Process Planning Act Applications

Advisory to Committee of Adjustment & Community Services Committee

Review of Building Permit Applications & Capital Projects

Staff delegated approval (Bill 109)

✓ Heritage

Maintain the City's Heritage Register, including Designation By-laws and Heritage Conservation & Maintenance Agreements

Process Heritage Permits for alterations to designated properties

Interpretive plaque program

✓ Community Improvement Plan

Maintain and update the CIP document and associated program guidelines

Intake, review and make recommendations for the grant programs under the CIP

Monitor and manage the annual CIP operating budget

SENIOR PLANNER
Sabine Robart

JUNIOR PLANNER
Jocelyn Wainwright

5 Fun Facts

1. We are excited about updating our Comprehensive Zoning By-law this year!
2. The Manager of Planning & Heritage is the lead for the City's Development Team, which includes Building, Engineering & Public Works, Parks and Open Space, Clerks, Asset Management, and Finance.
3. All buildings in the City must conform to the Zoning By-law, that includes approximately 8075 properties!
4. Staff from Planning & Heritage and Parks and Open Space are working on the adaptive reuse of the Chapel at Greenwood Cemetery and the former Harrison Park Family Campground kitchen, which are two of the heritage buildings owned by the City.
5. City Planners are among the community leaders and decision makers who make up the Grey Bruce Healthy Communities Partnership that meets monthly over a common agenda to create healthy and safe communities for all.

5 2022 Successes

- Navigated Bill 109 and Bill 23 Planning Act changes
- Scale and complexity of Planning Act applications processed
 - Greystone Village Draft Plan of Subdivision, BCK site SPA and SkyDev ZBA – 1652 residential units
- CIP grants – program take-up resulted in available funding being allocated by June
- Completed two heritage maintenance agreements
- Staff professional development

5 2023 Highlights

- New PPS anticipated & continue implementation of Bill 109 and 23 Planning Act changes
- Zoning By-law update
- Planning website update
- Cloud Permit implementation
- Community Garden Policy



Cloudpermit 

BUILDING

✓ **Building Code Act of Ontario**

The Act states that the municipality is responsible for the enforcement of the Act in the municipality. Each municipality shall appoint a Chief Building Official.

✓ **Customer Service**

The Building Division meets with owners, builders or contractors on site or at the counter. Advice is provided at the level of comfort of the customer. Staff redline drawings (within reason) provided by customers to ensure compliance with the Ontario Building Code

✓ **Inspections**

*There are 7-9 mandatory inspections required for most permits issued
Inspections must be completed within mandated timelines*

✓ **Development Team**

Key members of the Development Team. This team meets weekly to support the current and future development needs in the City

DEVELOPMENT
COORDINATOR &
PLANNING
Emily Carter

DEPUTY CHIEF
BUILDING
OFFICER
Kayla Hyndman

BUILDING
INSPECTOR &
PLANS EXAMINER
Niels Jensen

5 Fun Facts

1. Hired a new Deputy CBO.
2. Renewed Inspector/Plans Examiner contract in December for an additional year
3. Have driven approximately 18,000 kms on the 2 Electric Vehicles reducing the City's carbon footprint
4. Inspectors have the right to enter upon private property anytime for purposes of completing an inspection or determining if a violation of the Building Code Act has occurred.
4. The Building Code Act states the council of each municipality shall appoint a chief building official and such inspectors as are necessary for the enforcement of this act.
5. Launch a new online permitting system and records system that will also incorporate other departments applications and tracking.

5 2022 Successes

1. Issued permits for construction of treatment and transitional housing
2. Issued permits for 124 new residential units resulting in over 1100 inspections alone
3. 100's of additional inspections completed at Southbridge LTC and OS Gardens to allow for occupancy
4. Updated City's Inspection Reports and Tent Guidelines
5. ODAWA Heights 60 residential unit was fully completed



5 2023 Highlights

1. Additional permits issued for Thomson Centres
2. API Investments to construct a new 100 room 6 storey hotel
3. Implement Additional Residential Units Guide
4. Staff took training in Planning, Legal, Fire Protection, Complex Buildings, Plumbing, and HVAC
5. Collaborating with internal and external partners for new development and re-development opportunities

PARKS & OPEN SPACE

✓ Parks, Sportsfields, Trails

45 parks, including 22 play structures

11 Ball Diamonds, Outdoor rink, Splash pad

8 Natural Turf Sports fields

30km of trails

Invasive Species Management

✓ Forestry & Arboriculture

Up to 400 service calls annually

2 ISA certified Arborists, bucket truck

22 Formal planting beds

Tree inventory

Commemorative Forest Program – Tree City and Boulevard Tree Program

✓ Greenwood Cemetery

170-190 Interment/Inurnment Services delivered annually

High Level Groundskeeping

3 Significant Heritage Buildings

Natural burial, Muslim and Jewish Sections

✓ River District

Beautification- Flowers, Banners and Gardens

Litter and waste management

River District Action Plan

PARKS & CEMETERY SUPERVISOR

PARKS & CEMETERY ADMIN COORDINATOR

CEMETERY ATTENDANT (2)

PARKS HORTICULTURALIST

PARKS ARBORIST (2)

PARKS ATTENDANT (2)

SEASONAL PARKS ATTENDANTS (14 + 6 STUDENTS)

5 Fun Facts

1. 45 parks covering 536 acres of managed parkland
2. 30km trails
3. 9,900 trees inventoried in parks and on streets
4. 150,000 vehicles and 226,000 trail users enter Harrison Park annually
5. Greenwood Cemetery has 3 buildings listed on the City's Heritage Register



5 2022 Successes

1. Achieved Tree Cities of the World Designation for the first time
2. Kelso Beach at Nawash Park Master Plan
3. Connected the last 2 buildings at Harrison Park to municipal sanitary sewers
4. Constructed a new Columbarium at Greenwood Cemetery
5. Greenwood Cemetery Chapel Renovation Design complete- Tender is out now for spring construction!



5 2023 Highlights

1. First phase of waste receptacle upgrades in parks – Aesthetic design and lids!
2. Tom Williams Ball Park Field House Replacement
3. Commemorative Forest Monument
4. Parks bylaw update
5. Tree inventory renewal



COMMUNITY & BUSINESS DEVELOPMENT

✓ Community Programs

- *Relationships and Partnerships*
- *Soccer, Power Skating, Skills*
- *Facility Booking - Recreation Facilities, Parks & Open Spaces*

✓ Tourism

- *Visitor Services*
- *Marketing and Promotion*
- *Product Development*

✓ Community Development

- *Downtown Revitalization*
- *River District Action Plan*
- *Small Business Support*
- *Investment Attraction*

✓ Events and Activations

- *Scotiabank Hockey Day in Canada*
- *Music at the Market – 16 concerts*
- *TD Harbour Nights – 12 concerts*
- *Canada Day/Waterfront Festival*
- *New Year's Eve Family Celebration*
- *Art & Culture Awards*

COMMUNITY
DEVELOPMENT
COORDINATOR
Viveca Gravel

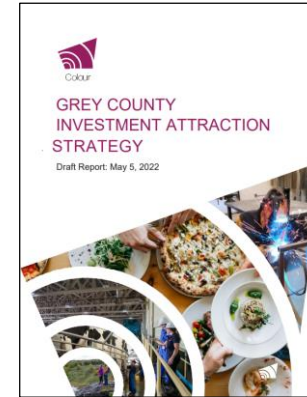
EVENTS &
ACTIVATIONS
Jen Wright

FACILITIES
BOOKING &
PROGRAMS
COORDINATOR
Andy O'Leary

TOURISM
MARKETING
COORDINATOR
Melissa Crannie

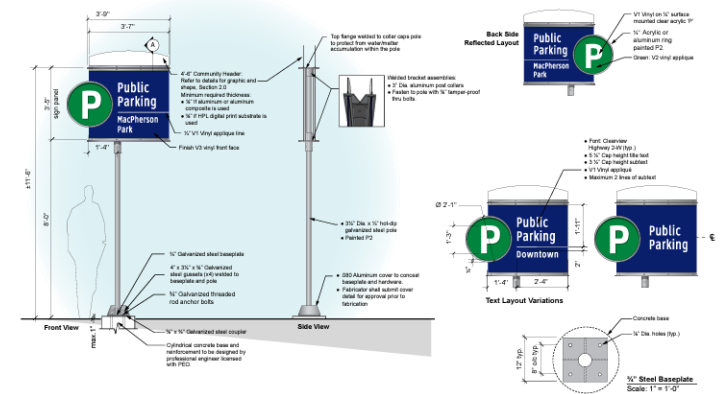
5 2022 Successes

1. Scotiabank Hockey Day in Canada
2. Sound Waterfront Festival
3. Return to Play
4. Investment, Attraction, and Retention Framework
5. River District Action Plan



5 2023 Highlights

1. Wayfinding Strategy
2. Job Fair 2023
3. Municipal Accommodation Tax
4. Supporting businesses to invest, expand and create jobs
5. Engaging with public and private sector organizations to build partnerships



ARENA OPERATIONS

✓ Harry Lumley Bayshore Community Centre

1 NHL Sized Ice Surface

2 Large Banquet Halls

Over 1900 Hours of ice booked

Over 2800 Hours booked in Banquet Halls

✓ User Groups

Owen Sound Minor Hockey Group & Owen Sound Girls Hockey Group

Minor, Junior, and Senior B Lacrosse.

Owen Sound Skating Club

Owen Sound Attack

Seniors Active Lifestyle Groups

✓ Julie Mcarthur Regional Recreation Centre

2 NHL Sized Ice Surfaces

Over 2400 Hours of Ice Booked on West Pad

Over 1400 Hours of ice Booked on East Pad

✓ Facility Maintenance

Refrigeration plant checks.

Weekly ice re-surfacer blade changes and ice depth checks

Over 15 hours of scheduled ice maintenance weekly

Asset Management approach to maintenance and capital works

BAYSHORE
FACILITY
OPERATORS
(4 FT)

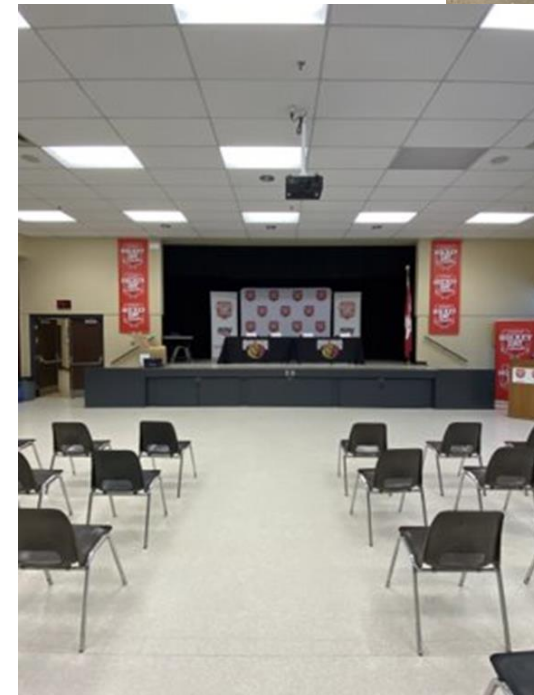
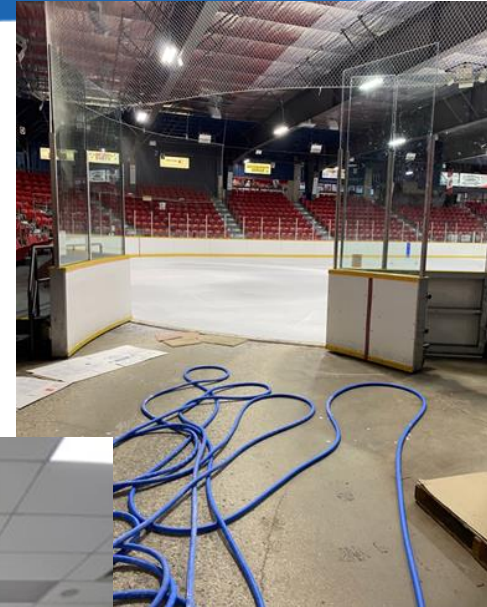
REC CENTRE
FACILITY
OPERATORS
(3 FT)

FACILITIES
HOUSEKEEPING &
MAINTENANCE (5
PT)

FACILITIES
LABOURER (6 PT)

5 Fun Facts

1. There was over 3800 hours of ice rented at the Julie McArthur Regional Recreation Centre last year
2. The Bayshore Community Centre had over 1900 hours of ice rented in 2022.
3. The Bayshore Community Centre Banquet Halls were rented for over 2800 Hours in 2022.
4. The Arena Operations team is made up of 7 full-time staff between both recreation facilities.
5. Arena Operators spend over 20 hours per week performing various ice maintenance duties, changing blades, and ice depth checks between both facilities.



5 2022 Successes

1. Awarded a \$400,000 Trillium Grant for capital upgrades
2. Upgraded Bayshore refrigeration plant
3. Upgraded LED Lighting at the Bayshore and JMRRC
4. Hired a new Facility Operator at the JMRRC
5. Completed several maintenance projects throughout the year



5 2023 Highlights

1. Replacing Bayshore dehumidification system
2. Purchased new Zamboni for the Bayshore Community Centre
3. Bayshore washroom renovations
4. New skate tile in north hallways of the Bayshore
5. Repair/Replacement of vinyl wall wrap in Shore Rooms 1 and 2

