



MEETING SUMMARY - AWG May 24, 2012

Over 25 people participated in the May 24th, 2012 AWG meeting at the Metro Central YMCA. This summary was written by Kate Green, part of the SWERHUN facilitation team, and is intended to reflect the key points raised during the meeting. If you have any questions about the AWG, please contact Karen Pitre or Nicole Swerhun (see contact information in the margin).

Overview of Presentations

The following presentations were delivered:

- **Paula Fletcher and Sarah Doucette, City Councilors** – Update on recent Council Decision on the City/TDSB Pool Agreement and implication for annual decision making.
- **David Crombie, Chair, AWG** – Briefing and update on importance of enhancing customer service “pooling resources” and making pool information accessible.
- **Linda Pietrangelo, Community Co-ordinator, Swim Toronto** – Introduction to new one window permit system for all TDSB pools and TLC website.
- **Anne Jackson, City of Toronto Parks, Forestry and Recreation** – Please see Appendix C for detailed notes on this presentation which includes an overview and update on:
 - a) Parks, Forestry and Recreation staff
 - b) City of Toronto Aquatic Facilities
 - c) Pool program overview
 - d) Rising to the 2012 budget challenge
 - e) TDSB daytime swim counts
- **Karen Pitre, Chair, Toronto Sports Council** - Proposed work plan from now until September
 - a) Moving toward a structured annual AWG approach that informs City, Swim Toronto, and TDSB decisions
 - b) Create template for annual reporting
 - c) Working together to deliver good customer service

Key Messages from Participants

1. There are a number of things to consider when determining timing of future AWG meetings:

- The timeline under the new pool lease agreement between the City and TDSB states that the City must give the TDSB 9 months notice if they intend to stop using TDSB pool. That notice must be given no later than January 1st for the City to stop using the pool in September of that same year. Several participants agreed that this fixed date in the new agreement makes the decision making process more predictable.
- There is still concern that nothing has changed for the 7 priority City-leased pools that faced the threat of closure. That being said, Anne Jackson indicated that she doesn’t expect any changes to be made in the City’s use of TDSB pools before January 1st 2013.
- When to collect and compile data:
 - Early in the year (in January or February) is a good time to review data from the previous year
 - It is important to track information throughout the year, not just once a year
 - Keep in mind that data collection should be coordinated with the school year

CONTACT INFORMATION:

Karen Pitre
chair@torontosportscouncil.ca
(416) 729-2186

Nicole Swerhun
nswerhun@swerhun.com
(416) 572-4365

Linda Pietrangelo
Swim Toronto
Community Coordinator
LPietrangelo.TLC@tdsb.on.ca
(416) 894-1880

- Consider having an AWG “check-in” of some type regarding data collection as many as 4 times a year (will discuss this further at the next AWG meeting in September 2012)
- 2. The template to inform the collection of pool data needs to be accurate.**
 - Some data collected previously was fundamentally flawed, and we need to make sure the new data is accurate.
 - The sooner we can validate the data after it is collected, the better it is, and if a pool has been closed (e.g. for repair) for a period of time, decision makers would rely on the data from when the pool was last open.
 - Add to the template a spot where people can report whether the pool has lane ropes.
 - 3. The method of data collection needs to be appropriate.**
 - Data collection needs to be a built in system where data is collected at the end of each day to make it as accurate as possible.
 - Pools need to be guided on how to collect the data.
 - One idea is to use the green book on the deck of City-leased pools to get totals for the number of swimmers at the end of the day.
 - Data collection is a different role than pool captain.
 - It would be ideal if the City and TDSB had one database, rather than compiling two separate databases.
 - 4. Expectations of services are different at every pool . It’s important to look at how each pool attracts a different set of users for different purposes.**
 - 5. Suggestions on how to continue to improve customer service include:**
 - Streamline the permitting process.
 - Make a one-window permitting system for both City leased pools and TDSB pools.
 - Make the permitting system faster by making it electronic and self-serve.
 - Stop differentiating between city leased and city owned pools.
 - Improve issues with signage advertising pools
 - Many pools have signs that aren’t up yet and need to be put up still
 - There are four pools that city staff indicated did not need signs
 - Some pools have old signs that should come down because contact information has changed

Next Steps

The AWG will regroup in September. In the meantime we’ll be working to maintain/update the list of Pool Captains, develop a draft Pool Captain job description for review, and continue to refine the data collection template. There will also be meetings hosted by Swim Toronto related to permit fees.

Appendices

- A. Meeting Agenda
- B. Anne Jackson Presentation Notes
- C. Toronto Lands Corporation Update
- D. Updated Timeline: Process agreed to by City and TDSB

APPENDIX A: MEETING AGENDA

- 6:00 pm** **INTRODUCTIONS & AGENDA REVIEW**
Nicole Swerhun, Facilitator
- 6:05** **KEY UPDATES**
- **Recent Council Decision on the City/TDSB Pool Agreement and implication for annual decision making**
Councillor(s)
 - **“Pooling” resources**
David Crombie, Chair, Aquatics Working Group
 - **Swim Toronto website update & permit fee meeting**
Linda Pietrangelo, Swim Toronto
 - **City Outreach to 7 Priority Pools**
Anne Jackson, City of Toronto
- 6:45** **PROPOSED WORK PLAN FROM NOW TO SEPTEMBER**
Karen Pitre, Toronto Sports Council
- 1. Moving toward a structured annual AWG approach that informs City, Swim Toronto, and TDSB decisions**
 - Role of Pool Captains, school, community groups, elected officials, Swim Toronto, City, TDSB, others
 - Meet in Jan & Jun of each year (to inform City decision in Sep)
 - 2. Create template for annual reporting**
 - Confirm/update what’s happening at each of the 33 City-leased pools (including programming both during and outside school hours, could include physical asset review) and 31 TDSB pools
 - 3. Working together to deliver good customer service**
 - Potential for one-window approach?
- 7:00** **DISCUSSION**
1. Do we have the timing right on the twice yearly AWG meetings?
 2. What needs to be in the template to inform decisions?
 3. What else can we do to improve customer service?
 4. Any other advice?
- 7:55** **Next Steps**
- 8:00** **Adjourn**

APPENDIX B: ANNE JACKSON SPEAKING NOTES

Anne Jackson, City of Toronto
Aquatic Working Group meeting
May 24, 2012

1. Parks Forestry and Recreation Aquatic Staff:

- 9 Supervisors:
 - Scarborough District – Ron Ferguson (present), Steve Adams
 - North York district – Debra Smith, Minnie Fisher (present)
 - Etobicoke/York District – Paula Jacobi (present), Moira Miekus
 - Toronto/EY – Gary Sanger, Nikki Chapman- (both present)
 - Divisional Aquatic Support Supervisor – Michael McGee (present)
- 48 Community Recreation Programmers (referred to as CRP's) reporting to these supervisors. Approximately 1600 (serving TO annually) part time aquatic life guards, Instructors, In-charge staff, wading pool attendants, aquatic assistants – working directly in the water and at the pools' edge.

2. City of Toronto Aquatic Facilities:

In addition to the 33 City programmed-TDSB ...

- **30 City-Owned and operated indoor pools unevenly distributed across the City.** Some are stand-alone pools – some integrated in a Community centres. Various sizes and ages. The oldest indoor municipal pool in Canada is Harrison Pool (formerly Harrison Bath) –104 years old. The newest pool is to open this summer – Regent Park pool will make the count 31.
- **59 outdoor pools unevenly distributed across the city of various shapes and sizes and amenities.** All are populated throughout the summer and well into the night when the weather is warm. No charge for leisure swimming at outdoor pools.
- **105 supervised wading pools unevenly distributed across the city.** There are no wading pools in the former North York and only 7 in the former Scarborough.
- **The TDSB has another 31 plus 2 pools for a total of 66 swimming pools** comprising the largest inventory of indoor public pools owned by a school board in Canada.
- **The City of Toronto has the largest inventory of swimming pools of any municipality in Canada** and perhaps in North America. (I am not aware of any with more pools)
- **However – we do not serve the most swimmers** and we have not been able to train world class competitors (fewest per population in Canada) (fewest number of 50 metre pools).

3. Program overview:

- Swim Lessons – group, small group, semi private, private for all ages and a separate adult program curriculum
- Aqua- fit classes with a variety of themes
- Leisure swim
- Lane swim
- Camp Swim
- Leadership programs
- Female Only programs (lesson, leisure and lane) – The City of Toronto was the first Ontario municipality to begin to offer this program in the early 80's
- Swim to Survive program – over 7,000 grade 4 students in the TCDSB take three 45 minute in-water swimming lessons without charge in 12-14 City pool locations – taught by City part time swim instructors each school year at no charge. The program is supported through provincial funding and administered by the Lifesaving Society.

- Rental opportunities are also available for any time which remains.

4. Rising to the 2012 Budget challenge

- The removal of City programs and City funding at 7 TDSB pools as well as 5 wading pools and 2 City outdoor pools were targeted in response to the 2012 City Budget targets.
- The pools were chosen as they saved the most money by affecting the fewest.
- Thanks to your efforts the funding was all saved.
- The 7 priority pools are: Bedford Park, Sir Wilfred Laurier, Frankland, G.A. Brown, Hillcrest, Runnymede, S.H. Armstrong.

5. To increase future usage at these high priority pools members from the Aquatic Working Group and the City staff have been active to outreach to community to review programs and improve the offerings and the scheduling according to the design of the pool and the community needs.

There have been many conversations – formal and informal with staff, councilors, school trustees, school staff and new and old members of the AWG or the community. As recently as this afternoon, Toronto staff had an informative meeting with Councilor Doucette to set some goals for Runnymede CI Pool.

- **Some of the outcomes include:**
 - Clear communication and marketing tools on pool rentals
 - The addition of party packages to pool rental menus
 - Revised program schedules according to the expressed need
 - Signage and outdoor lighting improvements at Sir Wilfred Laurier
 - On-going feed-back routes established
 - Creation of surveys (hard copy and survey monkey)

In addition to all of these activities,

- **TLC, through the leadership of Linda P. - new signage for the TDSB-City Used pools –** installation underway. Staff are already noticing the benefits.
- **The City has struck a Permit Project staff team utilizing our Division’s Policy and Strategic Planning staff to improve the permitting of city pools** through web information and streamlining the pool permit process.

6. TDSB daytime student swim counts.

- The new agreement has a clause which requires the TDSB to “make every best effort” to track and report participation during the daytime by TDSB students. The City feels that if we are financially supporting the daytime use this usage should be reported.
- Currently we can’t confirm the reliability of the participation numbers and can’t confirm that all pools will have the data.

APPENDIX C: TORONTO LAND CORPORATION UPDATE

UPDATE 1:

The Toronto Lands Corporation (TLC) which manages and oversees 31 TDSB pools on behalf of the TDSB now has a **'one window' webpage** for all 31 pools that you permit. The website offers a list of the 31 TDSB Pools with pool specifications and pictures of newly renovated facilities; the webpage consists of a late breaking news items to keep you up to date, policies and procedures and most importantly what you have all been waiting so patiently for -- a pool availability calendar with the ability to view which pools have vacancies in order to permit them and which pools are already booked. In addition, part of the **'one window'** for pools also includes the ability to apply for a pool permit through the Toronto Lands Corporation website. I encourage you to visit the site at www.torontolandscorp.com and familiarize yourself with the information available to you.

****NOTE:** I will be having an **Information Session** on "How to use the Pool Webpage and "How to Permit a Pool " **on Tues May 29 from 12-2 pm and from 5.30-7.30 p.m.** Both sessions will include the same information, please try to attend which ever time works best.

UPDATE 2:

As you are aware, there is a real challenge that the TLC, through the direction of the TDSB, continues to increase permit revenues and maximize pool space. In the fall of 2011, the TLC conducted community consultations with permit holders and the Aquatic Working Group (AWG) to discuss options and strategies for a permit fee increase. At that time, two agreements were made:

1. Permit fees would remain unaffected during the 5-year pools plan as outlined in the *Pools Governance Report*; however, discussions of a fee increase would resume before the end of the 5-year plan.
2. Increasing permit revenues in the order of \$100K subsequent to a permit fee increase would be a reasonable revenue target.

The TLC is now re-visiting discussions for a pool permit fee increase and would like to ask you to attend 2 community consultation meetings in June to review options for a pool permit fee increase:

Meeting 1: Wednesday June 6, 2012, 5:30 - 7:30 p.m. at TLC Office Conference Room – 3rd Floor, 43 Millwood Rd.

Meeting 2: Wednesday June 20, 2012, 5:30 - 7:30 p.m. at TLC Office Conference Room – 3rd Floor, 43 Millwood Rd.

APPENDIX D: UPDATED TIMELINE: PROCESS AGREED TO BY CITY AND TDSB

Process Agreed to by City and TDSB

