

RECREATION & CULTURE SERVICES

OVERVIEW – YOUTH COUNCIL – JUNE 2, 2025

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Date: June 2, 2025





Building

Building Thriving Communities

- Providing facilities, theatres, programs, and special events
- Encouraging participation in recreational and cultural activities

Identifying

Identifying Community Needs

- Assessing recreation and cultural interests
- Developing opportunities to meet these needs

Managing & Maintaining

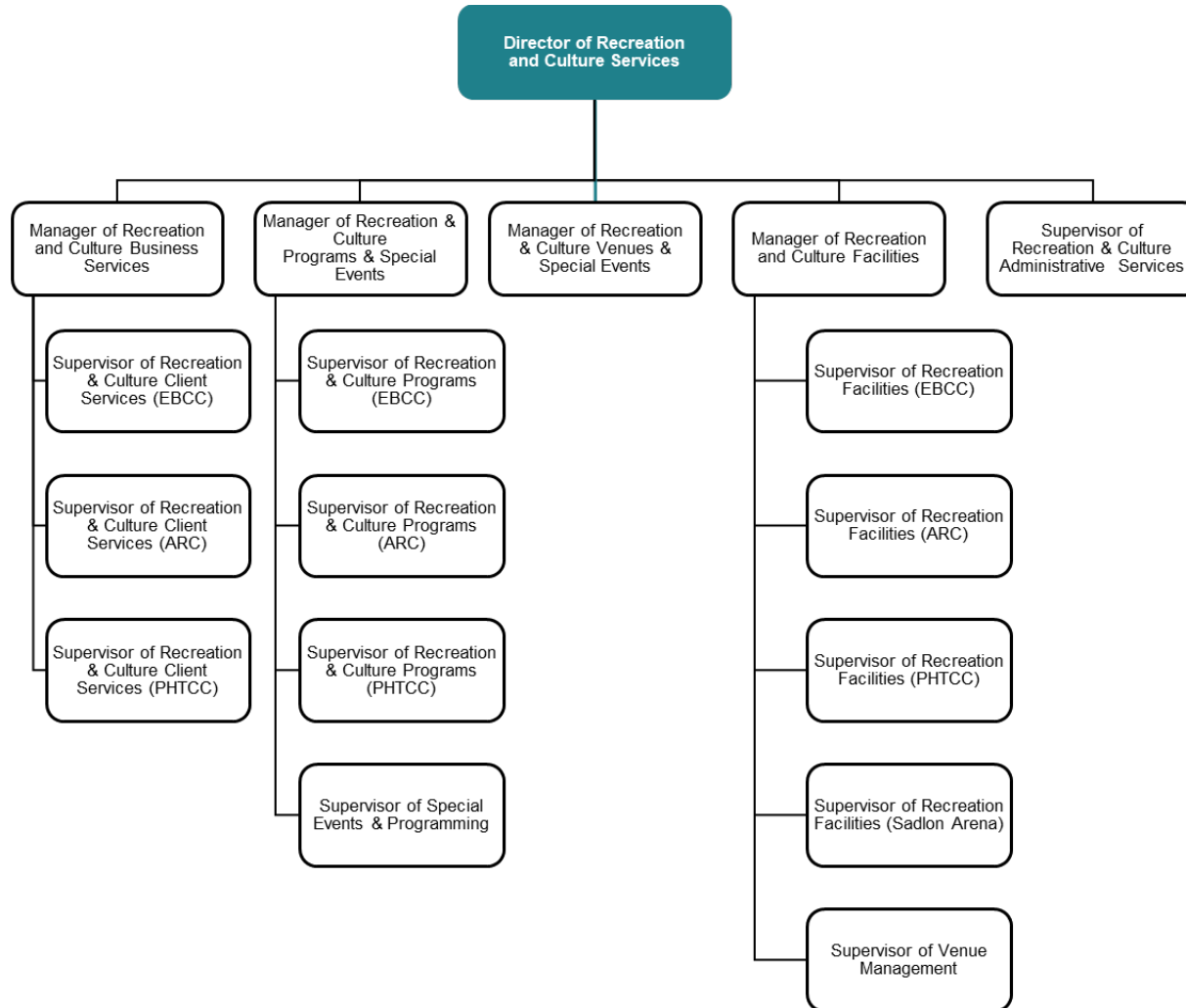
Managing & Maintaining Facilities

- Operating recreational facilities and theatres
- Providing settings for activities
- Ice, Pools, Youth Centres, Gyms, Fitness Centres
- Managing Space Provision – allocation policies

Highlights

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Provide recreation & cultural opportunities for indoor and outdoor facilities	Accredited for the 5 principles of Healthy Child Development	Collaborates with Parks Operations to maintain high quality sports field standards	Collaborates with Facilities on Capital Improvements for rec facilities & theatre venues	Organizes special events: Winterfest, Canada Day, Downtown Countdown, Fright Fest, Spring Into Clean , Air Show	Provides customer service excellence to all members of the community

Department Structure





MANAGED FACILITIES

Allandale Recreation Centre

Barrie Community Sports Complex

Circle at the Centre

Dorian Parker Centre

East Bayfield Community Centre

Eastview Arena

Five Points Theatre

Georgian Theatre

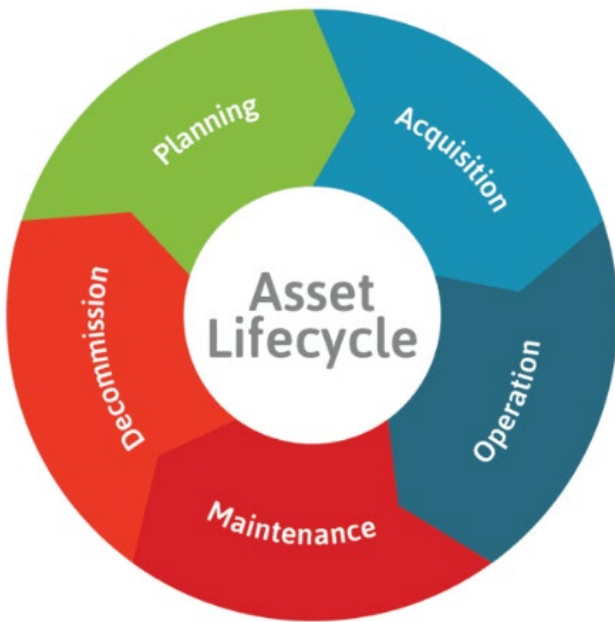
Lampman Lane Community

Parkview Community Centre

Peggy Hill Team Community Centre

Sadlon Arena

FACILITIES CAPITAL IMPROVEMENTS



Capital Improvements

Planning and development of project procurement
Capital repair and replacement planning



Preventative Maintenance Programs

Developing asset management lifecycle plans
Identifying future maintenance and renewal requirements

DIVERSE RECREATION PROGRAMS

- Diverse and Accessible Recreation Activities
 - Provided directly by Departmental staff
 - Partnership with community groups
- Program Areas
 - Aquatics
 - Skating
 - Active Living
 - General Interest
 - Fitness
 - Inclusion
 - Camps
 - Youth
 - Seniors



INCLUSION & ACCESSIBILITY

- Promotes a sense of belonging and empowerment
 - Includes individuals with diverse needs
 - Caters to physical, cognitive, sensory, and emotional challenges
- Fee Assistance
 - RecACCESS
 - CampAccess
 - Recreation & Sport Grant



COMMUNITY EVENTS



- Major Community Events
 - Downtown Countdown
 - Winterfest
 - Canada Day
- Seasonal and Themed Events
 - Spring into Clean
 - Game On
 - Fright Fest
- Waterfront Events
 - Barrie Air Show
 - Kempenfest

SPECIAL EVENT PERMITTING PROCESS



Coordination of Event Requirements

- Involves multiple City departments and services
- Ensures compliance with regulations and standards

Special Event Permitting Process

- Managed by the City
- Includes Licensing & Enforcement
- Involves Barrie Fire and Emergency Service
- Coordinates with Barrie Police Service
- Involves ROWA (Right of Way Activity)

BUSINESS & CLIENT SERVICES



Efficient and Accurate Transactions

Processes customer transactions with efficiency
Ensures accuracy in all transactions



Registered Program Enrolments

Handles enrolments for registered programs



recPASS Membership Sales

Manages sales of recPASS memberships



Indoor Facility Rentals

Processes rentals for indoor facilities



Sale of Merchandise

Sells department and corporate merchandise
Includes bus and parking passes, garbage tags

CUSTOMER SERVICE EXCELLENCE



Customer Service Excellence

Delivers accurate, current, and helpful information

Addresses inquiries and concerns effectively

Over 123,000 customer transactions annually

41,000 incoming client phone calls



Cash Handling and Deposits

Administers cash handling processes

Creates deposits following approved procedures



Administrative and Collaborative Support

Supports Programs Team with account balances

Manages waitlists and processes refunds/transfers





Strategic Goals & Deliverables

- Strategic Plan Overview
 - Departmental goals and deliverables
 - Alignment with Council and corporate strategic initiatives
 - Ensure responsible and informed positioning for future
 - Strategic plans, master plans, growth studies, service reviews, business analysis through metrics
- Key Performance Indicators (KPIs)
 - Measurement of departmental success
 - Tracking progress towards goals
- Program Deliverables
 - Specific outcomes expected
 - Contribution to overall strategy

THRIVING COMMUNITY INITIATIVES



Identify and eliminate barriers to participation

- Financially support Inclusion and recACCESS
- Staff trained in HIGH FIVE Principles of Healthy Child Development

Manage cost of delivering services efficiently

- Identify efficiencies through data analysis

Assess needs and deliver programs

- Reflect latest trends
- Activities and special events

Excellence in customer service

- Promote growth of local theatre productions

Build external relationships to support outdoor events

reACCESS participation rate

Recreation & Culture Services

Thank you & Questions

