

2021

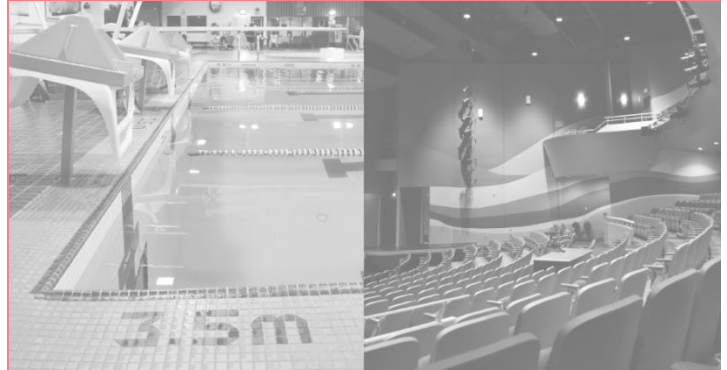
CULTURE AND RECREATION SERVICES

Department Service Levels

Overview

Culture and Recreation Services supports a thriving and inclusive community through performing and visual arts, history and heritages, community events, promoting an active and healthy lifestyle and supporting our sports and culture community. Our city comes alive with recreational and leisure activities and events and performances that bring people together to enjoy and engage in.

Our goal is to enhance the quality of life of every citizen in our community through recreation and culture. We offer cultural experiences that create a sense of place and pride in the community. Our drop in and registered programs and access to recreational facilities provide opportunities for all ages to stay physically active and maintain healthy lifestyles. We plan programs and services within our facilities in consultation with our user groups and community stakeholders.



CITY OF
FORT SASKATCHEWAN

DEPARTMENT SERVICE LEVELS

Service level documentation includes Priority Based Budgeting (PBB) data to support service level understanding and enhance understanding of program costs.

PBB is a business planning and budgeting tool to help better understand City programs. Prioritization through results and attributes scoring shares new information about programs and the budget.

Results are drawn from the City's strategic plan and other guiding documents.

Attributes are additional characteristics that also affect a programs overall relevance and prioritization.

Individual results/attributes are scored 0 to 4 with score of 4 being critical in achieving result/attribute and score of 0 not having influence.

The total combined score of results and attributes places individual programs in a quartile grouping with quartile 1 and 2 programs more aligned with strategic goals, results and attributes and quartile 3 and 4 programs less aligned.



ACCESS PROGRAMS AND SERVICES

PBB Program Area Description/Overview:

Recreation coordinates strategic programs and services that remove barriers for participation. This includes our Access for Everyone Program (Everyone Plays; Everyone Creates) and childminding services at the Dow Centennial Centre.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Strategic programs that remove financial barriers for participation, employs strategies for growing future employees, and provide a service to increase participation in our programs and services.

Child Minding: Child minding is an important ancillary service in the provision of indoor recreation. These programs are offered at a subsidized rate in order to facilitate adult participation in an active and healthy lifestyle.

Recreation Access Program: Recreation Access Program provides subsidized access to recreation and culture programs.

Junior Lifeguard Club: The Junior Lifeguard program incorporates elements of Lifesaving leadership into a program that is dedicated for children who have an interest in staying involved in Aquatics programming and eventually taking the leadership programs to become Instructor Guards. This program is key and used as a development program for potential future staff.

Service Levels:

Child Minding Hours of Operation are Monday, Tuesday, Thursday, Friday from 8:45 am – 1:15 pm, Wednesday from 8:45 am – 1:15 pm and 6:00 – 8:00 pm, Saturday from 9:00 am – 12:00 noon and closed on Sunday. The new operation hours are based on times with the highest attendance rates, and matches with current fitness programming offerings.

Recreation Access Program: Current allotment is \$200 per person per year for culture/recreation programs and memberships. Tax funded at \$40,000 per year plus donations and contractual obligations from Coca-Cola Agreement. Intake for this program is year round.

Junior Lifeguard Club: Program offered January to June and September to December.

Inventory/Volume/Demand:

Child Minding: In 2019, approximately 134 families were served by child minding each month. About fifty percent of the families use this service once or twice per month. The other 50% use the service anywhere from 3 times to 27 times per month.

Recreation Access Program: In 2019 there were 327 participants. Demand has increased year over year since program launch in 2016. Based on income and housing data from 2016-2017, it is estimated that 1,835 people would be eligible to access this program if they chose to apply.

Junior Lifeguard Club: In 2019, there were 55 program participants. This is the maximum capacity of the program.

Standard Operating Procedures/Specifications:

Child Minding: Our staff have RCMP Vulnerable Sector Check, Child Intervention Check, and first aid certification. We adhere to the following recommended adult-to-child ratios set by the Government of Alberta: 2-19 Months 1:4 and 20 Months - 7 years 1:8

Recreation Access Program: Eligible Applicants include residents on an approved government program (AISH, PPD, Income Support, Pension or Disability) and/or residents with a combined household after tax income is at or under the Low Income Threshold.

Statistics Canada Low Income Thresholds (LICO) 2018							
Number in Household	1	2	3	4	5	6	7 or more
Income Under	\$ 21,257	\$ 25,871	\$32,215	\$40,191	\$45,766	\$50,755	\$ 55,745

Profile of Users:

Child Minding: Parents of children aged 0 – 8 years old.

Recreation Access Program: Any resident on AISH or that falls below the LICO scale. The ages of clients range between 2 and 83 years. 69% of clients were approved based on the LICO scale, 31% were approved based on receiving AISH or other Government supports for individuals with disabilities.

In 2019, clients requested registration in 58 courses, the most frequent being swim lessons for kids. The overwhelming majority of clients chose 10 visit passes or multiple months of memberships, with 364 requests made. 189 of the 327 active clients are over 18 years of age. Most clients renew year after year for as long as they continue to meet the qualifying criteria.

Junior Lifeguard: Participants are 9-12 years old for Junior Lifeguard Club.

AQUATICS - PROGRAMS

PBB Program Area Description/Overview: Provide water safety education through the Canadian Red Cross Swim programs, and the Lifesaving Society leadership courses. Teaching people of all ages and abilities to be safe in on and around the water. Also, offer a Preschool Program to introduce children to water through play.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: To provide essential swimming and lifesaving skills to members of the community.

Inventory/Volume/Demand: Prime program times have now reached their capacity at Harbour Pool.

Learn to swim: Harbour Pool offers the Red Cross Swim Program for all learn to swim lessons. This includes the Red Cross Preschool, Red Cross Swim Kids, Red Cross Swim Adapted, and Red Cross Teen/Adult. These programs are offered every day of the week at various times. Group and Private lesson times are incorporated into the program schedule. We also include School Learn to Swim programming into our schedule – These lessons are offered throughout the year to schools and are often the only way children access the Red Cross program. In 2019 there were 3,355 participants.

Leadership: Harbour Pool offers Lifesaving Leadership Courses throughout the year. These include Bronze Star, Bronze Medallion, Bronze Cross, NL (National Lifeguard) and AEC (Aquatics Emergency Care). Harbour Pool also administers the Lifesaving Society Standard First Aid Courses for City Staff. Red Cross Water Safety Instructor courses are offered throughout the year. In 2019 there were 94 participants.

Other programs – Preschool Plunge and Play and Babysize. In 2019 there were 220 participants in these programs.

Frequency or Response Timing: Harbour Pool is open to the public Monday through Thursday from 6:00 am - 10:00 pm, Friday 6:00 am - 9:00 pm, Saturday 2:00 pm - 7:00 pm, and Sunday 2:00 pm - 9:00 pm.

Weekday peak demand is 4:00 - 8:00 pm. Weekend peak demand is 2:00 - 5:00 pm, in addition to lesson times offered in the mornings on most weekends during the school year from 8:00 am - 1:00 pm Saturday and 12:00 - 2:00 pm on Sunday. Demand varies depending on the season and time of day.

Standard Operating Procedures/Specifications: One instructor per swimming lesson. There are currently no Lifeguards on deck during lessons.

Programs are monitored for fill rates every session, seasonally and annually. If programs are not meeting the fill rate requirements, classes are cancelled. Harbour Pool has determined minimum required registrations to ensure instructor staff costs and program costs are covered.

Leadership programs often run at the same cost as surrounding municipalities – the courses are run even with minimal candidates. Leadership programs are essential to provide entry level training for potential future staff.

Service Levels: Swimming lessons are offered at a variety of times and days throughout the week to reach as many participants as possible for this essential life saving skill. Programs are offered year-round.

Legislation, Regulations or Standards: Lifesaving Society Alberta Pool Safety Standards; Lifesaving Society Public Pool Safety Standards for Canadian Pools; Alberta Pool Regulations; Alberta Pool Standards

Profile of Users: Learn to swim: Majority of participants are under the age of 18. Those over the age of 18 are usually adults wanting to learn how to swim now that they have their own children or to engage in stroke improvement courses to take up swimming more regularly or training for triathlons.

Leadership Courses: Participants are 9-12 years old for Junior Lifeguard Club, 12+ for Lifesaving Society Bronze programs and Aquatic Emergency Care (AEC), 15+ for National Lifeguard (NL) and Red Cross Water Safety Instructor programs.

AQUATICS - RENTALS

PBB Program Area Description/Overview:

Offers a zero depth entry pool with 6 lanes. Amenities in the facility include dry sauna, a whirlpool, warm pool, spray features, zero depth bay area, Tarzan rope, slide, and diving board. Booking a party package also allows the use of the inflatable in the deep end. The pool also offers a multi-purpose room that can be booked in addition to the pool or separately.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Essential swimming and lifesaving skills and fun recreational opportunities for members of the community.



Inventory/Volume/Demand: Over 300 hours of rentals per year and 10,129 participants.

Frequency or Response Timing: Harbour Pool is open to the public Monday through Thursday from 6:00 am - 10:00 pm, Friday 6:00 am - 9:00 pm, Saturday 2:00 pm - 7:00 pm, and Sunday 2:00 pm - 9:00 pm.

Weekday peak demand is 4:00 - 8:00 pm. Weekend peak demand is 2:00 - 5:00 pm, in addition to lesson times offered in the mornings on most weekends during the school year from 8:00 am - 1:00 pm Saturday and 12:00 - 2:00 pm on Sunday. Demand varies depending on the season and time of day.

Private Pool Rentals – These rentals are limited to one booking space on Sunday and two on Saturday throughout the year. We offer 1 hour of pool time and the Multi-Purpose Room is booked with these rentals.

MPR Bookings – This space is used for pool programming and private room rentals. This room is 72 square meters and has the following capacity: 85 people standing space only, 42 people with chairs only, 34 people with chairs and table set up.

Standard Operating Procedures/Specifications: Harbour Pool follows the Lifesaving Society bather to guard ratios.

Service Levels: Limited public times are available for private pool rentals. During the school year, September – June, there are 300 hours available for schools to book either recreational swimming or lessons.

Legislation, Regulations or Standards: Lifesaving Society Alberta Pool Safety Standards; Lifesaving Society Public Pool Safety Standards for Canadian Pools; Alberta Pool Regulations; Alberta Pool Standards

Profile of Users: This program provides service to the Piranhas Swim Club (primarily children and youth), families who rent the pool for children’s birthday parties and school rentals.

AQUATICS – SPONTANEOUS USE

PBB Program Area Description/Overview:

Provide spontaneous lane swim, public swim, family swim, and drop-in aqua fitness programs to suit the interests and needs of all ages and abilities.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Essential swimming and lifesaving skills and fun recreational opportunities for members of the community.

Inventory/Volume/Demand: 2019 Spontaneous Use – 42,759 participants; 2019 School use (non lessons) – 4,204 participants.

Frequency or Response Timing: Harbour Pool is open to the public Monday through Thursday from 6:00 am - 10:00 pm, Friday 6:00 am - 9:00 pm, Saturday 2:00 pm - 7:00 pm, and Sunday 2:00 pm - 9:00 pm.

Weekday peak demand is 4:00 - 8:00 pm. Weekend peak demand is 2:00 - 5:00 pm, in addition to lesson times offered in the mornings on most weekends during the school year from 8:00 am - 1:00 pm Saturday and 12:00 - 2:00 pm on Sunday. Demand varies depending on the season and time of day.

Standard Operating Procedures/Specifications: Harbour Pool follows the Lifesaving Society bather to guard ratios and Harbour Pool Standard Operational procedures.



Service Levels: Spontaneous Use times changes for the different seasons. In the summer season – every Friday afternoon is a specialty swim for children and youth.

Legislation, Regulations or Standards: Lifesaving Society Alberta Pool Safety Standards; Lifesaving Society Public Pool Safety Standards for Canadian Pools; Alberta Pool Regulations; Alberta Pool Standards

Profile of Users: This program includes lane swim, Aqua Fitness classes, public swim times, and special event days. The users of this program would be of all ages 0+ years.

ART GALLERIES AND PUBLIC ART PROGRAMS

PBB Program Area Description/Overview:

Curate the Alberta Lottery Fund Art Gallery and the City Hall Art Nook. Curate and coordinate the City's Public Art Program. The City Hall Art Nook and the Alberta Lottery Fund Art Gallery features local and regional artists. The Public Art Programs creates a sense of place and community. It brings beauty and arts to all areas of the City for people to enjoy.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: To provide opportunities for local and regional artists to showcase their work and to provide visual art viewing opportunities for the community.

Inventory/Volume/Demand: There are 11 monthly shows at the Alberta Lottery Fund Art Gallery. One Adult and/or one Student Art in Public Places Artist is chosen each year. Public Art is commissioned as opportunities arise.

Art in Public Places Pieces include: Aged Dandelion (Student); Cholowski's Barns on Hwy 15; Dancing Sunflowers; Dogwood Daze; Faith Filled Sentinel across the River; Hallelujah; Home Ice; Home on Alberta Lake; Migration Moment; Natures Family; Old Elementary School; Remember the Blacksmith; Roots; Summer Time; The Old Barn (Student); Water We Lookin' At

Public Art includes: Acres of Dreams; Big Piece of the Puzzle; Currents; Fabric of the Community; Fort on the Saskatchewan; Inspector Jarvis; Olive; Open Road; Partners in Community Policing; Propagate; River Valley; Skate Park Graffiti Art; The Babysitter

Frequency or Response Timing: Art Gallery Exhibits are curated once per year. Art in Public Places Artist and Piece are selected once per year. Public Art completed as opportunities arise.

Standard Operating Procedures/Specifications:

Art Gallery

1. Permanent resident of the province of Alberta.
2. Only original artwork created within the past 5-7 years will be considered, with an emphasis on fresh and new pieces.
3. Senior high school aged residents of the City of Fort Saskatchewan (grades 10-12), are eligible to submit for consideration.
4. Artists using any media are eligible. For example (but not limited to), watercolor, oil, carving, fibre arts, glass art, illustration, ink, mixed media, mosaic, painting, pencil, photography, pottery, printmaking and sculpture.

5. Live or living art representations of any form will not be considered.

All artwork will be presented to the Selection Committee. The Selection Committee will then review all of the submissions in November for the following year's Exhibit Schedule. The criteria used in selection of artist, artwork and allocated space are:

- The artistic integrity and the quality of the aesthetic experience;
- Variety of media exhibited overall within a curated time period;
- Size of exhibit and overall exhibit quality - Alberta Lottery Funds Art Gallery requires more than 15 pieces as size allows; and
- Contribution to art initiatives in the Fort Saskatchewan Community.

Art in Public Places

1. Permanent resident of the City of Fort Saskatchewan.
2. There are two submission categories – Adult and Student. The Student category pertains specifically to senior high school and post-secondary school students who reside in the City of Fort Saskatchewan.
3. Only original artwork, created within the past three (3) years will be considered.
4. A maximum of two (2) pieces of art or one (1) series (consisting of a maximum of three (3) pieces of work) may be submitted for consideration.
5. Artists using any media i.e., watercolor, oil, carving, fibre arts, glass art, illustration, leather art, ink, mixed media, mosaic, painting, pencil, photography, pottery, printmaking, wood art, sculpture and etc. are eligible.
6. A Transfer of Ownership form and a Copyright Release & Exhibition Agreement will be administered once an artwork has been selected.
7. Artists whose work is purchased for the Art in Public Places Program collection may not submit for three (3) years following the year in which their artwork was purchased.

Artwork is adjudicated by the Art in Public Places Program Selection Committee made up of the Mayor, the Culture & Recreation Director, and up to three members of the local arts community. Whenever possible, one or two of the local arts community members will be the previous years' Art in Public Places Program selected artists. The criteria used in the selection of Art in Public Places Program artworks is as follows:

- The artist fosters art culture in the Fort Saskatchewan Community.
- The artwork will be of lasting value and artistic merit and will enhance the City of Fort Saskatchewan's Art in Public Places Program collection.
- The artwork will be primarily chosen based on the artistic integrity and the quality of the aesthetic experience it offers.

Public art is specific to the location, theme and project being completed.

Profile of Users: Art Galleries and Public Art Programs have two separate user groups. One – local and regional artists who are looking for places to showcase their work and expand their audience. Two – residents and visitors who appreciate art and love to experience new artists and pieces.

CITY CAMP PROGRAMS

PBB Program Area Description/Overview:

Summer camp programs provide affordable and accessible day camps with various themes throughout the summer. Summer Programs include children's day camps and the Leaders In Training (LIT) program. There are three age categories for Children's Summer Camps: Kinder Camp (ages 4-5), Discovery Camp (ages 6-8) and Explorer Camp (ages 9-12). Leaders in Training are program volunteers who assist with camps. Staff screen and interview applicants, train successful participants and provide continued support through mentorship in an inclusive environment. Provide affordable summer sport day camps for various sports such as soccer, golf, badminton, volleyball and basketball.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: To provide affordable and accessible day camps for children in the community. Provide a Leaders in Training Program where youth gain valuable training, leadership skills, and job experience.

Inventory/Volume/Demand:

Kinder Camp Morning/Afternoon – ages 4-5, 15 participants maximum per week

Discovery Camp – ages 6-8, 20 participants maximum per week

Explorer Camp – ages 9-12, 20 participants maximum per week

Leaders In Training – ages 13-17, 24 participants maximum

Before/After Care – ages 4-12, 24 participants maximum per week

2019 - 452 participants (25 waitlist). The maximum participation is 553 children.

Frequency or Response Timing: This program is offered for 7-8 weeks in July and August.

Service Levels: Summer Camps run 7-8 weeks in June, July and August depending on school schedules. Summer camps run Monday to Thursday 8:00 am - 5:00 pm and Friday 8:00 am - 1:00 pm. Before Care runs 8:00 - 9:00 am. After Care runs 4:00 - 5:00 pm. Kinder Camp runs 9:00 am - 12:00 pm and 1:00 - 4:00 pm. Discovery Camp and Explorer Camps run 9:00 am - 4:00 pm.

Legislation, Regulations or Standards: We adhere to the recommended adult-to-child ratios set by the Government of Alberta.

Profile of Users: Participants are ages 4 - 12 for day camps and before and after care. Leaders in Training are ages 14 - 17.

COMMUNITY EVENTS – CITY LED

PBB Program Area Description/Overview:

Coordinating and hosting City hosted events including Legacy Park Family Festival, Canada Day, Movie Under the Stars, Registration Day x 2, Sheep Week and Sheep Leaving Parade, Enchanted Forest, and Lights Up.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: To celebrate our community by hosting unique events that promote community engagement, education, inclusivity, and increase the quality of life of our citizens and participants.

The City plans, organizes, and hosts a number of events throughout the year, which include Registration Day, the Legacy Park Family Festival, Canada Day, Movie Under the Stars, Sheep Leaving Parade, Lights Up, and Enchanted Forest.

- **Registration Day:** A one stop registration, volunteer recruitment, and information showcase of recreation, culture, and service organizations within the City.
- **Legacy Park Family Festival:** A kick-off to summer event that includes local food, entertainment, community lead activities and the return of the sheep.
- **Canada Day:** The City’s largest event, aimed to help the community celebrate the country that they live in. We host a number of activities throughout the day, which includes a pancake breakfast, parade, afternoon activities, car show and shine, afternoon and evening entertainment, and fireworks.
- **Movie Under the Stars:** An opportunity for City patrons to come out and enjoy a classic outdoor movie experience. Guests can enjoy activities for an hour and a half before the movie begins. We bring in a local group as the food provider and they use the opportunity as a fundraiser.
- **Sheep Leaving Parade:** An event where we say goodbye to our sheep until they return the following spring. Guests have the opportunity to interact with and feed the sheep prior to the parade starting. The parade is unique in the sense that we parade our sheep through our downtown core and all of the guests follow behind.
- **Lights Up:** A celebration of the holiday season. Guests have the opportunity to sip hot chocolate, eat a cookie, take a picture with Santa Claus, roast a marshmallow over the fire, get their faces painted, or say hello to a winter princess. The evening concludes with the Mayor reading ‘Twas the Night before Christmas’ and flipping a ceremonial switch that lights up all of City Hall.
- **Enchanted Forest:** A favourite holiday tradition in Fort Saskatchewan. Local organizations and business create unique, beautiful and fun Christmas trees that represent them and reflect the holiday season. Guests have the opportunity to view these trees at City Hall, the Fort Saskatchewan Public Library, Dow Centennial Centre, and Shell Theatre. Visitors have the opportunity to vote for their favourite tree and in turn, the organization receives a congratulatory prize.

Inventory/Volume/Demand:

EVENT	Attendance	Duration of Event	Community Groups/Participants	Sponsorship/ Admission
Registration Day	300-450	2 Hrs.	42	\$0
Legacy Park Family Festival	3,000 – 5,000	5 Hrs.	20-25	\$8,000
Canada Day	12,000 – 17,000	15 Hrs.	30-40	\$40,000
Movie Under the Stars	500-750	3.5 Hrs.	3-5	\$2,500
Sheep Leaving Parade	400 – 600	2.5 Hrs.	3	\$0
Lights Up	1,000 – 1,500	2 Hrs.	5-10	\$0
Enchanted Forest	10,000+	40 days	40	\$0

Frequency or Response Timing:

- Registration Day: Variable
- Legacy Park Family Festival: First Saturday in June
- Canada Day: July 1
- Movie Under the Stars: Third Friday in August
- Sheep Leaving Parade: Labour Day Monday in September
- Lights Up: Third or fourth Friday in November
- Enchanted Forest: Third or fourth Friday in November to January 7th

Standard Operating Procedures/Specifications: Culture & Recreation Special Events Guidelines

Legislation, Regulations or Standards: Alberta Health Services Special Events Organizer Package; Alberta Health Services Special Event Organizer Notification

Profile of Users: Users of all the events include families, seniors, user groups, local businesses, and service organizations.

CITY EVENTS – CITY PARTNER

PBB Program Area Description/Overview:

Assist with the coordination and hosting of other community events where the City is a partner. Past examples include RiverFest, Sunset Retreat Ceremony, and the RCMP Musical Ride. Community events that take place on outdoor public property are permitted.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: The City supports and collaborates with various external community events such as the RCMP Musical Ride, RCMP Sunset Ceremony, Voyageur Canoe, and Riverfest.

Permitting of outdoor special events that take place on public property is a service that Culture & Recreation provides. The permits help to ensure that all events are planned with citizen health, safety and overall enjoyment in mind. The permit assists event organizers and provides information to all City departments.

Inventory/Volume/Demand: The City supports 1-2 external events each year. The City permits approximately 80 community events each year.

Frequency or Response Timing: External events are supported as resources allow. Permits are accepted year-round. If permits are submitted with less than 4 weeks before the event, a late fee is charged.

Standard Operating Procedures/Specifications: Culture & Recreation Special Events Guidelines

Legislation, Regulations or Standards: Alberta Health – Food Services; Alberta – Event Guidelines; Fire Services Guidelines

Profile of Users: Users of all the events include families, seniors, user groups, local businesses, and service organizations.

COMMUNITY SUPPORT

PBB Program Area Description/Overview: The City provides support to local recreation organizations to grow and develop. Subcategories in this area include the Tourism Hosting Grant and collaboration with community partners and user groups. This also includes working with local, non-profit organizations who desire to add a new facility, specialized amenities, or enhance existing infrastructure through the City's Community Initiated Projects application process.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: The City provides support to local cultural and recreation organizations to grow and develop. Sub-categories in this area include the Tourism Hosting Grant, Community Initiates Projects, and support to user groups.

This Tourism Hosting Grant provides funding to local non-profit organizations to host sanctioned events brought into the city that will demonstrate economic benefits through increased tourism and profile the city at an international, national or provincial level.

Community Initiated Projects Program were developed to help local organizations with requests for capital projects that are not identified in current City plans. A committee of various departments has been created to review any applications.

Support to the local user groups is provided on an ongoing basis. Support ranges from providing information and reviewing grant applications, to project support by liaising between the organization and city departments. Providing information about non-profit set up, marketing, social media have been provided in the past.

Inventory/Volume/Demand: In 2019, there was \$12,600 given in grants to local non-profit community organizations through the Tourism Hosting Grant. One or two applications are received each year for Community Initiated Projects and User Group Support demand is dependent on the year.

Frequency or Response Timing: Tourism Hosting Grant applications are accepted year round. Applications for the Community Initiated Projects are due by October 1. The Applicant will receive a response within 60 days from date of submission. The project then follows the City's budget process. User group support is provided year round.

Standard Operating Procedures/Specifications: Tourism Hosting Grant and Community Initiated Projects

Policy Alignment: Tourism Hosting Grant and Community Initiated Projects

Profile of Users: Non profit community groups in the community. These groups offer sport, recreation, arts, culture, and community wellness initiatives.

CULTURE PROGRAMMING

PBB Program Area Description/Overview:

Coordinating and contracting instructors for art, drama, music, and heritage programming for the community.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Arts, Culture and Heritage programs provide leisure activities for adults, families, and children. Opportunities for leisure activities promote positive mental health.

Inventory/Volume/Demand: Arts & Culture Programming are offered to citizens on a tri-annual basis via the Leisure Guide. Classes are taught by contracted instructors. We also partner with the Pottery Guild and Historical Society to offer programming.

The Fort Heritage Precinct offers pre-registered programs to the public. These programs are organized by the Programs Coordinator and are led either by an FHP staff member or by a contracted instructor. These programs are typically aimed at youth and adults, and span a variety of themes and topics, from cemetery tours to fire lighting to sourdough bread making.

Public Programs at the Fort Heritage Precinct, otherwise known as “Heritage Classes” are advertised through the Leisure Guide and on social media.

In 2019, there were 204 participants in Heritage Classes and 130 participants in Arts and Culture Classes.

Frequency or Response Timing: Programs are offered 3 times a year.

Profile of Users: Primary users of arts, culture and heritage programs are adult females 40+ and elementary aged children.

FACILITY BOOKINGS

PBB Program Area Description/Overview:

Facility Bookings is responsible for scheduling and booking all facilities across multiple departments within the City. Booking requests include indoor surfaces, ice, weddings, funerals, social events, meetings, conferences and training sessions. Taurus Field, baseball diamonds, soccer fields, as well as other outdoor bookable spaces are also booked through Facility Bookings. Facility Bookings maintains client accounts, has financial duties such as invoicing and fee collection and maintains facility data in a facility scheduling software program.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: The City provides spaces for cultural, recreational, business and social activities to take place. Facility Bookings work with a variety of clients including not-for-profit organizations, individuals and businesses. Facility Bookings are responsible for booking all facilities across multiple departments within the City of Fort Saskatchewan. Booking requests include indoor surfaces, outdoor fields, ice, weddings, funerals, social events, conferences and training sessions. Ice requests, sport and user groups, weddings, and funerals have the highest volume and demand.

Inventory/Volume/Demand: On average, bookings clerks manage roughly 40 phone calls each day. From April to September, the staff work through an average of 100 emails each day and from October to March, this increases to 150-200 due to soccer, hockey and Christmas bookings.

Facility Bookings 2019*							
Venue	Client Bookings	Class Bookings	Total Bookings	Total Hrs Booked	Hours Available	Percent Usage	Revenue
CN Station	292	56	348	791	5,722	14	9,090
Lions Banquet Hall	489	128	617	2,014	7,300	28	117,428
Curling Club	61	3,215	3,276	1,605	4,368	37	9,779
Children's Party Room			134	320	331	97	4,278
Green Room	41	28	69	164	7,300	2	2,077
Pacesetter Room	267	220	487	779	5,840	13	10,548
Scotiabank Room	190	2,410	2,600	1,163	6,133	19	10,377
Fort Heritage Precinct	482	662	1,144	2,025	8,760	23	39,261
Fort Saskatchewan Community Hall (Normandy & Ortona)	417	23	440	1,755	6,935	25	65,091
Turner Park Picnic Shelter	197	0	197	217	2,400	9	2,055
West River's Edge	461	756	1,217	6,524	6,935	94	39,773
Band Shell	45	0	45	296	4,688	6	348
Baseball Diamonds	1,163	0	1,163	11,327	59,488	19	0
Soccer Fields	685	0	685	1,371	64,896	2	0

*This does not include ice, gymnasium, flex hall, outdoor or indoor field. Secondary spaces captured later in document in subsequent sections.

Frequency or Response Timing: Bookings office is open Monday to Friday 8:00 am - 4:30 pm. Hours will change to Monday to Friday 8:00 am - 5:30 pm and Saturdays 9:00 am - 1:00 pm. Inquiries are typically answered within 24 hours.

Service Levels: Availability of the facilities for bookings depends on the facility, the season, and the user groups' needs.

Policy Alignment: Facility Bookings adheres to the City allocation policy and procedures, Lease and Reciprocal Use Agreements, Conditions of Rental, and the Fees and Charges Bylaw to process requests for recreation space.

Profile of Users: Primary users are City staff, local community groups, local and regional sports organizations, local and regional industry and community residents.

FITNESS AND WELLNESS PROGRAMS

PBB Program Area Description/Overview:

Provide a full assortment of instructed drop in and registered programs to suit the interests and needs of all ages and abilities. Drop-in and registered programs are offered at the Dow Centennial Centre.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide a variety of instructor led registered and drop-in programs that meet needs of residents of all ages and abilities. Programs are designed to be affordable and relevant for users, and are continually updated.

Advertising and promotion of programs include the Leisure Guide, the City website, the Dow Centennial Centre digital sign, and various targeted social media campaigns.

Inventory/Volume/Demand: Instructed fitness classes are available at various times during the week from 6:00 am - 9:00 pm. Drop-in opportunities are available from 6:00 am - 9:00 pm. Program locations are at the Dow Centennial Centre, local parks, and Taurus Field.

Three sessions are programmed during the year for the winter, fall and spring/summer schedules. There are between 35 and 40 certified instructors contracted annually.

- There were 447 registered programs in 2019. Class sizes are dependent on variables such as location, suitable space and available equipment. There were 3,124 registered participants in 2019.
- There were 249 drop-in programs in 2019. Maximum sizes for drop in programs have a larger range in number. Drop-in programs over spring and fall break can see hundreds of kids per session where a public skating timeslot may see lower numbers. There were 22,775 drop-in participants in 2019.
- Infant/Parent: These instructed courses and classes are designed for adults with babies. One to four courses are offered in each of the three 3 sessions throughout the year, with a class maximum of 20 participants. There were 56 participants in 2019.
- Child/Youth: Instructed camps, courses and classes are offered to child/youth participants, aged between 16 months and 17 years. They include sports camps, fitness classes, yoga/wellness programs and educational learning courses. There were 768 participants in 2019.
- Youth/Adult/Active Agers: These instructed fitness and wellness classes are offered to participants for ages 15 years and older. Activities include a variety of fitness/wellness programs, dance classes, spin cycle, Synrgy360™, yoga, cardio & strength, meditation and fitness certification training. A unique segment of adult fitness is the Active Agers with programs designed for people between 50+ years old. This segment includes classes for participants with movement and neurological disorders as well as rehabilitating or mobility issues. There were 2,300 participants in 2019.
- Drop-In Fitness: These instructed fitness classes are offered for participants aged 15 years and over. Drop-In programs are scheduled from 8:30 am to 8:45 pm seven days a week. There were 12,126 participants in 2019.
- Drop-In Sports: These include supervised activities for participants aged 6 years and over. Participants can drop-in to play a wide variety of sports such as Pickleball, basketball, badminton, volleyball, dodge ball, soccer, skating programs and ball hockey. There were 10,649 participants in 2019.



- Sport Camps: Sport day camps for soccer, golf, badminton, Sportball and basketball are offered at an affordable price during the summer months. There were 256 participants in 2019.

Frequency or Response Timing: Three sessions are programmed during the year for the winter, fall and spring/summer schedules.

Standard Operating Procedures/Specifications: Programs are reviewed and evaluated continually throughout and at the conclusion of each session. Low demand programs are replaced with new programs in response to changing trends, program popularity, available space, equipment needs and costs. Pricing is set to be affordable while also ensuring we cover the instructor costs. New programs are given some latitude to build a following. Course that do not meet the minimum cost recovery are cancelled.

Service Levels: Registered programs are offered at times and locations best suited to meet the needs of our customers. Drop in programs are offered at various times and days to appeal to a wide range of users.

Profile of Users: Recreation programs are offered for children, youth, adults and seniors. The majority of our users fall within the adult user group. Within the adult user group, women are the majority of users.

FITNESS CENTRE

PBB Program Area Description/Overview:

Operate the 22,000 square foot Apple Fitness Centre at the Dow Centennial Centre. The fitness centre offers a full assortment of cardio and fitness equipment suitable for all ages and abilities. There is an indoor running/walking track. Plus the ATB Financial Wellness Studio offers specialized equipment and program space.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: To provide opportunities for people of all ages and abilities to work out, walk the track, take drop-in classes to improve physical and mental health.

Inventory/Volume/Demand:

2019 Total Headcount (Apple Fitness Centre, Drop in users, Games Den users)													
2019	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Totals
Early Morning (5:30am - 8:00am)	2,731	2,265	3,000	2,590	2,768	2,514	2,067	1,842	2,027	2,346	2,492	2,197	28,839
Morning (8:00am - 11:00am)	5,918	6,047	6,782	5,850	5,353	4,769	4,308	3,938	4,139	6,022	7,556	7,194	67,876
Lunch (11:00am - 1:30pm)	5,137	4,823	5,505	4,417	3,791	3,529	3,705	3,501	3,271	4,042	4,941	5,095	51,757
Afternoons (1:30pm - 4:30pm)	6,439	6,119	6,602	4,906	3,926	3,885	3,379	3,570	3,782	4,538	6,257	6,344	59,747
Evening (4:30pm - 10:00pm)	10,855	8,644	10,554	8,375	7,024	6,956	7,284	6,744	7,271	7,519	9,605	8,026	98,857
Totals	31,080	27,898	32,443	26,138	22,862	21,653	20,743	19,595	20,490	24,467	30,851	28,856	307,076

- One and Done (ages 12-14): Our certified trainers teach proper techniques for strength training, and help youth learn how to act responsibly in a Fitness Centre. After completion, they can work out in the Fitness Centre on their own. There were 15 participants in 2019.
- Fitness Services, Personal Training and Group Training: Training sessions are excellent for rehabilitation, pre and post-natal workouts, athletic and sport specific conditioning. Our certified trainers help customers improve their health and fitness with a safe and sensible program. There were 105 participants in 2019.

- **Nutrition Consultation:** The Fitness Nutrition Specialist works with customers to build a personalized healthy nutrition plan based on the specific needs and health/fitness goals of our customers. There were 10 participants in 2019.
- **Spring into Summer Challenge:** The 50/50 Spring into Summer Challenge runs annually May 1 - August 1 and encourages participants to be active for a minimum of 50 minutes a day for a total of 50 days at the Dow Centennial Centre or Harbour Pool. New in 2019 was a youth component to the challenge, this allowed youth between the ages of 8-17 years to participate as well. In 2019 there were 186 participants of which 89 completed the challenge.

Frequency or Response Timing: 2021 Operating Hours are Monday – Friday from 6:00 am - 9:00 pm, Saturday from 7:00 am - 8:00 pm, Sunday from 8:00 am - 8:00 pm, and closed on Statutory Holidays.

Standard Operating Procedures/Specifications: The fitness centre is a fully staffed facility ensuring our customers have access to staff member for safety, assistance or to answer questions.

Service Levels: Fitness staff continually clean and sanitize all equipment and cardio equipment. Regular inspection and servicing is completed on all cables, pulleys, cardio machines and free weight equipment. Equipment needing repairs or servicing is done as soon as possible to minimize the amount of time equipment is placed out of order. Numerous television screens are placed throughout the centre offering a full menu of channels to our customers. Cable music is provided throughout the centre offering a full menu of genres selection for our customers.

Profile of Users: The majority of our fitness centre users fall within the adult user group. Within the adult user group, men are the majority of users. The majority of our track users fall within the adult user group. Track users are a mix of walkers and recreational joggers.

FORT HERITAGE PRECINCT ARTIFACTS AND ARCHIVES

PBB Program Area Description/Overview: Collecting, maintaining, housing and preserving artifacts and archives associated with the history of Fort Saskatchewan.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: The Fort Heritage Precinct celebrates three distinct time-periods: the 1875 North West Mounted Police (NWMP) Fort represents the NWMP history, while the historical village and 1905 Canadian Northern Railway Station capture the experiences of the earliest settlers. The 1937 Warden's House showcases Alberta's Provincial Gaol (jail) history and serves as the Precinct's Visitor Information Centre. Artifacts are on display throughout the facility and in our storage room at City Hall.

Inventory/Volume/Demand: There are approximately 30,000 items in the collection. The FHP accepts artifacts each year that met the acquisition policy.

Frequency or Response Timing: Artifacts are accepted year round. Acceptance into the collection is dependant upon historical significance and providence of the piece.

Standard Operating Procedures/Specifications:

Fort Heritage Precinct Acquisition Process: Members of the community frequently call, or drop by, the Fort Heritage Precinct (FHP) to express interest in donating an object, or objects, to the FHP collection. The donor is connected to the Fort Heritage Precinct Curator, who conducts a short interview with the potential donor about

the object(s) provenance (what is it, where was it made, when was it made, where was it used, who used it and when, and primarily, what is its connection to Fort Saskatchewan). The Curator then determines whether to decline the offer based on given information or take the donation under a temporary custody receipt (TCR) to conduct more research. However, the potential donation is not always taken in on a TCR. It is actually preferred that the donor keep the object(s) in their possession during the decision process, this eliminates any issues of return/disposition if the donation is declined. The curator may take photos of the donation, or request photos in lieu of taking the object(s) on a TCR.

The acquisition process followed by the FHP is as follows:

1. Photos of the donation are taken or requested, or the object(s) is/are taken in on a temporary custody receipt. The receipt is filled out with the potential donors contact information and any information known about the object(s). A copy is provided to the donor.
2. The object(s) is/are kept in the Curator's office, which acts as the registration room.
3. The Curator conducts research and determines whether the donation fits the FHP mission statement and collections plan, or "mandate," (Collections Management Policy 2.0) and meets our acquisition criteria (Collections Management Policy 3.1). A decision is usually made within one month. If the donation is declined, the donor has 90 days to arrange the return of their donation or the FHP may dispose of the object (Temporary Custody Receipt; Collections Management Policy 3.2). It may also be determined that the donation is suitable for the programming collection if it does not fit the permanent collection's needs.
4. If the donation is accepted, the donor and the Curator sign a Deed of Gift. A hard copy is kept in our files and a scanned copy put on the L drive and the donor is given a copy.
5. Next, the donation is recorded in the Accession Register.
6. The donation is then catalogued. This involves creating a condition report providing a detailed description of the object and its condition. The donation is entered into the collections management software system, PastPerfect. First, an accession file must be created. Each donation receives its own accession number, which consists of the donation year and the collection's group number, e.g. the fifth donation in the year 2019 will receive the accession number 2019.05.
7. A catalog record is created for each object in the accession group. Each individual object in the donation receives an object ID number: 2019.05.01, etc. Objects with component parts are usually given letter designations, e.g. a pair of shoes will be numbered 2019.05.01a and 2019.05.01b. Objects that form a group, but can be displayed separately, like a jacket and pants pairing in a uniform, are numbered 2019.05.01.01 and 2019.05.01.02. The catalog entry includes a description, provenance information, mode of acquisition, dimensions, condition, storage location, metadata that link the object to subject, classifications, people, and search terms, and many other possible data fields.
8. Each object in the accession group is photographed. The photo is uploaded to the catalog file in PastPerfect and to the accession photographs file folder in the collections management folder located here:
\\citycentre\departmentdata\Museum\FHP\Collection Management
9. The object(s) are physically numbered using the appropriate numbering application determined by material type. We commonly use an "acryloid sandwich" of the number printed on archival paper and fixed to the object between two layers of paraloid acrylic b-72. Textiles are numbered with reemay, a polypropylene cloth. The number is printed on the reemay and then "tacked" to the garment using needle and thread. Plastics are numbered with a stabilo pencil or china marker. Photographs, paintings, and books are numbered with a 2h or 2b pencil. Other materials may require a water reversible jade product or methylcellulose rather than b-72 or b-67. Most objects are also given a numbered acid free tag (reduces object handling in storage).



10. The object(s) are housed (acid free textile boxes or storage boxes, ethafoam, volara, muslin, Tyvek, Mylar, and acid free buffered or unbuffered tissue paper are common materials used for housing objects), if required, and put in storage in the collections room.
11. A thank you letter is sent to the donor.
12. Donors will sometimes request a tax receipt for their donation. A professional appraiser must appraise items that have a potential fair market value (FMV) over \$1000.00. The donor is responsible for arranging and paying for the appraisal. If the item has a FMV under \$1000.00, preference is for the donor to provide the research, but the curator can also research the FMV, provide examples, and then submit the City of Fort Saskatchewan donation tax receipt form to the City's Finance Department for completion.

Service Levels: Artifacts are on display year round for both tours and programming. Artifacts are entered into the artifact database (PastPerfect). Condition of the artifacts are indicated and monitored. An artifact maintenance program is being developed.

Policy Alignment: Fort Heritage Precinct Policies.

Legislation, Regulations or Standards: The Fort Heritage Precinct is a recognized museum through the Alberta Museums Association. Program details can be found at: www.museums.ab.ca/what-we-do/recognized-museum-program.aspx.

Profile of Users: Researchers, program participants and people who participate in tours are the ones who benefit most from the artifacts in the collection. Users are typically elementary school children and adult females over 40.

FORT HERITAGE PRECINCT PUBLIC AND SCHOOL PROGRAMS

PBB Program Area Description/Overview:

Coordinating and instructing curricular programming for regional elementary schools. Coordinating and contracting instructors for public programs at the Fort Heritage Precinct.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: The Fort Heritage Precinct offers a variety of curricular programs designed to support historical thinking, delivery, and synthesis of knowledge as outlined in the Alberta Social Studies Curriculum. Through programs offered by knowledgeable and enthusiastic interpreters, we offer students and teachers an interactive opportunity to engage with the rich history of our province and country.

Inventory/Volume/Demand:

	Who Was Here Before Us	History Centre
Program dates available	21	92
Program dates booked	21	96
Wait List	19	30
Overall percentage of use	100	104%

The majority of our curricular programs are booked by Edmonton Public Schools (58.8%). The remaining bookings are from the following schools: Elk Island Public Schools (15.5%); Sturgeon School Division (12.4%); Elk Island Catholic Schools (10.4%); other regions (3.1%)

History Centre Programs - 2019 Participants: 2,602

Who Was Here Before Us Programs - 2019 Participants: 516

Group Tours and Other Organized Programs: 78 seniors tour participants, 94 school tour participants, 32 adult tours participants and 84 City of Fort Saskatchewan Summer Camp tour participants.

Frequency or Response Timing: Curricular program registration opens June 1 each year for the following school year. Public programming is available year round with a focus on May to September.

Standard Operating Procedures/Specifications: There are two distinct seasons at the Fort Heritage Precinct. The main focus from May to September is tours and programming. The main focus for October to May is school programming. Operating Hours are: May Long Weekend to September Long Weekend, Monday to Saturday 10:00 am - 4:00 pm and September Long Weekend to May Long Weekend, Monday to Friday 10:00 am - 4:00 pm.

Service Levels:

- **History Centre Programs:** These programs include the *Connections to the Land, Connections to the Law, and Connections to the Peoples*. These are full-day curricular programs aimed specifically at Grade 4 and 5 students. In 2019 there were 2,602 participants.
- **Who Was Here Before Us Programs:** This is a full-day curricular program aimed at Grades K-6. In 2019 there were 516 participants.
- **Group Tours and Other Organized Programs:** This category includes all group tours and organized programs that do not fall into the above categories. This would typically include larger group tours and school field trips organized through the Programs Coordinator and facilitated by program staff. In 2019 there were 78 seniors tour participants, 94 school tour participants, 32 adult tours participants and 84 City of Fort Saskatchewan Summer Camp tour participants.

Programming for schools meet the Alberta Education Curriculum.

Legislation, Regulations or Standards: The Fort Heritage Precinct follows the standards of both the National Association of Interpretation, and the Alberta Museum Association.

Profile of Users: Curricular programming is focused on grades 4 and 5 as our history connects to the grade 4 and 5 curriculum. Of all visitors who came to the Fort Heritage Precinct in 2019, 42% lived in Fort Saskatchewan. Another 17.5% lived in Edmonton, while 20.9% lived somewhere in Alberta other than Edmonton or Fort Saskatchewan. Lastly, 19.5% of visitors-only lived outside of Alberta. Across almost all location-based categories, women were more likely to visit the Fort Heritage Precinct than men in 2019. Of everyone who visited the Fort Heritage Precinct in 2019, 48.9% were adults under the age of 65. A further 31.3% were seniors, 8.7% were youth between the ages of 13 and 17, and 11.0% were children under the age of 13.

HERITAGE BUILDING PRESERVATION

PBB Program Area Description/Overview:

Maintaining and preserving the provincially and municipally designated and non-designated heritage buildings and sites at the Fort Heritage Precinct. Coordinating the Municipal Designation Program for heritage buildings and sites throughout the City.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Fort Saskatchewan has a rich history. Some of that rich history can be shown in the heritage building in the city. Preserving the buildings and their history is an important role of Culture & Heritage area.

Inventory/Volume/Demand: The City of Fort Saskatchewan has three Provincially Designated Historic Resources and one Municipally Designated Historic Resource. Provincially designated are the Original North West Mounted Police Fort Site, the 1905 Canadian Northern Railway Station, and the 1909 Court House. The Warden's House is Municipally Designated.

There is a Point of Interest document that lists buildings of historical significance in the City. Those properties are identified in the GIS system and the planning folders.

Standard Operating Procedures/Specifications: The City has a Municipal Historic Resource program that allows residents to nominate buildings to be designated.

Legislation, Regulations or Standards: Standards and Guidelines for the Conservation of Historic Places in Canada; L:\Museum\Municipal Historic Resource Designation\Final documents\FINAL MHRD Program Guidelines and Forms.pdf; Alberta Designation of provincial historic resources.

Profile of Users: Historical Society, and all residents with an interest in preserving heritage buildings.

GYMNASIUM/FLEX HALL PROGRAMS AND RENTALS

PBB Program Area Description/Overview:

Operate one recreational gymnasium, complete with a divider curtain that allows for two separate courts, for user groups to rent for their various leagues, practices, tournaments and competitions and public to rent. The gymnasium is also used for drop-in activities, recreational programs as well as fitness & wellness programs. In addition, the gymnasium provides a hard surface space for special events throughout the year. Also, operate one specialized hall, complete with a sprung, fully matted floor. The Flex Hall is rented throughout the year by individuals and recreation community groups such as Judo. The Flex Hall is programmed for various drop-in classes and registered programs that require a low impact surface.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: The ATCO gymnasium serves multiple purposes for the City of Fort Saskatchewan and surrounding community. As a public gymnasium, it is available for residents to book for sports, recreation and special events. The gymnasium also serves as a studio space where various city run fitness and wellness classes are offered to our residents.



The Aux Sable Flex Hall is a specialized facility unique to the region and Alberta. The matted sprung floor facility is home to the local judo club, serves as a studio space for low impact fitness and wellness programs and is used to hold judo tournaments & provincial championships.

Service Levels: The ATCO gymnasium and Aux Sable Flex Hall are available for use during the Dow Centennial Centre’s operating hours. Both spaces have low rental rates making these spaces affordable to local users looking to make use of them. The spaces are fully equipped with various sports and gymnasium equipment. Both spaces are regularly maintained and cleaned by city staff.

Inventory/Volume/Demand:

Dow Centennial Centre ATCO Gymnasium Rentals and Program Use (Hours)				
	City Programs	Spontaneous Use	Rentals	Total Booked
Full Gym	1072	0	136	1208
Gym A	362	1425	99	1886
Gym B	1150	0	271	1421
Total Hours	2584	1425	506	4520

Gymnasium rental hours available annually: 5,746 - Overall gymnasium usage: 79%

Dow Centennial Centre Aux Sable Flex Hall Rentals and Program Use (Hours)			
	City Programs*	Judo	Total Booked
Flex Hall	495	367	862

*City programs include Sportball, Yoga and low impact programs that can use the matted surface.

Flex Hall rental hours available annually: 5,746 - Overall Flex Hall usage: 15%

Profile of Users: The ATCO gymnasium’s main users would be adults participating in the various registered fitness and wellness programs. In the evening, youth are the primary users whether they are dropping in to play basketball or renting the gymnasium for a team practice such as volleyball.

The Aux Sable Flex Hall has a mix of users. Adult and seniors make use to the space while participating in a variety of our registered, low impact fitness and wellness classes such as yoga. The local judo club rents the space several times per week to run their judo programs. Children make up the third primary user as the space is ideal for programs such as Sport ball.

GYMNASIUM/FLEX HALL SPONTANEOUS USE

PBB Program Area Description/Overview:

Operate one recreational gymnasium at the Dow Centennial Centre, complete with a divider curtain that allows for two separate courts, to provide numerous spontaneous use opportunities. The Flex Hall is a unique space which provides users with a matted, sprung floor, ideally designed for low impact programming as well as yoga classes.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: The ATCO gymnasium serves multiple purposes for the City of Fort Saskatchewan and surrounding community. As a public gymnasium, it is available for residents to drop in to play a variety of sports

and activities. The gymnasium also serves as a studio space where various city run drop in fitness and wellness classes are offered to our residents.

The Aux Sable Flex Hall is a specialized facility unique to the region and Alberta. The matted sprung floor facility is home to the local judo club but also serves as a studio space for drop in, low impact fitness and wellness programs.

Service Levels: The ATCO gymnasium is available for use during the Dow Centennial Centre’s operating hours. While the gymnasium is heavily used for fitness and wellness and rentals, time is set aside to provide for drop in spontaneous use. The gymnasium is fully equipped with various sports and gymnasium equipment and is regularly maintained and cleaned by city staff.

The Aux Sable Flexhall is not available for drop in spontaneous use due to the specialized sprung floor and padded mats. Only instructed programs and judo rentals occur in the Aux Sable Flexhall.

Inventory/Volume/Demand:

Dow Centennial Centre ATCO Gymnasium Rentals and Program Use (Hours)				
	City Programs	Spontaneous Use	Rentals	Total Booked
Full Gym	1072	0	136	1208
Gym A	362	1425	99	1886
Gym B	1150	0	271	1421
Total Hours	2584	1425	506	4520

Gymnasium rental hours available annually: 5,746 - Overall gymnasium usage: 79%

Dow Centennial Centre Aux Sable Flex Hall Rentals and Program Use (Hours)			
	City Programs*	Judo	Total Booked
Flex Hall	495	367	862

*City programs include Sportball, Yoga and low impact programs that can use the matted surface.

Flex Hall rental hours available annually: 5,746 - Overall Flex Hall usage: 15%

Profile of Users: The ATCO gymnasium’s main users would be adults participating in the various drop in fitness and wellness programs. In the evening, youth are the primary users dropping in to play a variety of activities such as basketball, badminton or floor hockey.

The Aux Sable Flex Hall has a mix of users. Adult and seniors make use to the space while participating in a variety of our drop in, low impact fitness and wellness classes such as yoga.

INDOOR DRY PAD SURFACES

PBB Program Area Description/Overview:

The city operates three NHL size dry surfaces at the Dow Centennial Centre, JRC and Sportsplex for user groups to rent for various leagues, practices, tournaments and competitions. These surfaces are made available in the spring once ice is removed from the arenas. Various special events and users groups make use of an arena dry pad throughout the spring and summer. The annual tradeshow, indoor sports such as lacrosse, ball hockey and roller derby are the most common. There are currently no registered programs or drop-in programs offered on the dry surface. However, the dry pads have been used as a back up or alternate location on occasion when needed.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Arena operations have expanded to become year round with the growth of sports such as lacrosse and ball hockey. The concrete slabs inside arenas make for a great surface for these sports. Traditional outdoor sports such as baseball and softball also make use of these dry pads for their spring training and evaluation camps in the early spring season before they begin practicing and playing outdoors.

As the city has no other large indoor expo/convention centre, the dry pads make for an ideal location to hold special events such as the annual spring tradeshow at the Dow Centennial Centre.

Service Levels: The City of Fort Saskatchewan operates three arenas year round. To ensure we provide both a dry surface and ice surface to all local users group and special events, carefully planning is done each year to schedule when the ice will come out and go back in for each arena and when dry pad dates will be available. This allows us to serve as many user groups wanting to use either a dry pad or ice throughout the year.

Inventory/Volume/Demand: To accommodate both ice and dry pad user groups, ice removal and installation is staggered in each arena to provide the least disruption to all user groups' playing seasons. In 2019, the dry pad surface was booked as follows: DCC - 217 hours; JRC - 291 hours; SPX – 81 hours.

Profile of Users: The primary user of our arena dry pads are local youth participating in lacrosse, ball hockey, baseball and softball. For one week in the spring, the annual tradeshow is the primary user of the Dow Centennial Centre dry pad.

INDOOR ICE SURFACES

PBB Program Area Description/Overview: The city operates three NHL size sheets of indoor ice at the Dow Centennial Centre, JRC, and Sportsplex for recreation community groups to rent for various leagues, practices, tournaments and competitions. The DCC ice is available for drop-in opportunities such as public skating, shinny hockey, puck and play and family skills and drills.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Fort Saskatchewan has a very active ice use community. Hockey, figure skating, ringette, school programs and not for profit groups such as the Robin Hood Association make use of the indoor ice surfaces. In addition to organized sport, drop in recreational opportunities such as public skating, adult shinny, and puck & play programs are made available to our residents.

Service Levels: The City of Fort Saskatchewan operates three arenas year round. To ensure we provide at least one ice surface to all local users groups, carefully planning is done each year to schedule when the ice will come out and go back in for each arena. This allows us to serve ice user groups wanting to use ice throughout the year.

Inventory/Volume/Demand:

2019 Indoor Ice Surface Bookings January 1 to June 30 and September 1 to December 31			
	Sherritt-CEP Arena	JRC Arena	SPX Arena
Rental hours available	5,910	4,384	4,278
Rental hours booked (Prime and Non-Prime)	1,848	1,472	1,844
City program hours	1,474	0	75
Overall percentage of use	56%	34%	45%
Prime hours*	1,414	1,414	1,414
Prime hours booked / %	1109 (78%)	1,158 (82%)	1,261 (89%)
Non-prime hours available	1,904	504**	1,904
Non-prime hours booked	1,776 (93%) Includes city run programs	315 (63%)	658 (35%) Includes city run programs and school bookings

*Prime hours are Monday to Friday, 5:30 - 10:00 pm, Saturday & Sunday, 8:00 am - 10:00 pm.

**JRC is not open during non-prime hours on weekdays

Summer Ice

Sherritt-CEP Arena Summer Ice (July 1 – Aug 31)

- Total hours booked for 2019 was 606 hours
- 266 hours of rentals
- 340 hours of City programs

JRC

- Summer Ice booked for a total of 91 hours.

Sportsplex

- There is no summer ice available at the Sportsplex.

Fort Saskatchewan Minor Hockey, private hockey schools and development camps book the majority of Summer Ice.

Policy Alignment: Ice Allocation Policy Gov-011-C

Profile of Users: The primary user of our arena ice are local youth participating in hockey, figure skating and ringette. Adult users would be our second primary user renting ice for various late evening leagues and practices.

INDOOR FIELD

PBB Program Area Description/Overview:

Operate one boarded indoor turf sports field for user groups to rent for their various leagues, practices, warm-up for dance, tournaments and competitions. The field is also used for numerous drop-in activities, recreational programs as well as fitness & wellness programs. In addition, the turf can be covered to provide a hard surface space for tradeshows and special events throughout the year.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: The Nutrien Indoor Soccer field is rented throughout the fall and winter months by the local youth soccer association. In addition to the local users, other surrounding soccer associations and adult leagues rent the field for practices and games. During the spring, our local lacrosse, baseball and softball users rent the field for practices, camps and try-outs.

When not used for sport, the indoor soccer field is used as a rehearsal and warm up area for dance festivals. Its proximity to the Shell Theatre make it an ideal space for this purpose.

Several times throughout the year, the indoor turf is covered to convert the field into an expo centre. Regular events such as the annual spring tradeshow, Alberta Showcase in the fall and Christmas market are regular renters of the space.

Service Levels: The Nutrien Indoor Soccer field is available for rental during the Dow Centennial Centre's operating hours. As the only indoor soccer turf facility in the city, the local youth soccer association is given priority to book their practices and games before other rental requests from October to March. Only a few black out dates are permitted to host special events such as the Christmas marketplace and Alberta Showcase. In the spring, local user groups like lacrosse, baseball and softball are given booking priority. The only black out dates are to host the annual spring tradeshow.

Fitness and wellness programs are run during the day when demand for the field is the lowest. This provides time in the evenings for all other rental requests such as dance festivals, non-local user requests or private bookings.

The indoor field is maintained and cleaned regularly by city staff.

Inventory/Volume/Demand: The Soccer Field at the Dow Centennial Centre can be used as a full field or divided into Field A and Field B. The majority of the rentals at the Soccer Field take place in Prime Time hours.

Dow Centennial Centre Nutrien Soccer Field Rentals and Program Use (Hours)			
	City Programs	Rentals	Total Booked
Soccer A	154	26	180
Soccer B	52	240	292
Full Soccer	299	976	1275
Total Hours	505	1242	1747

Soccer Field rental hours available annually: 5,746 - Overall field usage: 30%

Profile of Users: The majority of users of the field in the evenings and weekends is youth soccer, lacrosse, baseball and softball. During the weekdays the field is used by adults and seniors participating in fitness and

wellness programs. During the spring dance festival season, the indoor field is heavily used by youth for rehearsals and warmup prior to their dance competition.

LEASING AND SERVICE AGREEMENTS

PBB Program Area Description/Overview:

Provide leasing opportunities at the Dow Centennial Centre to offset operational costs.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: The Dow Centennial Centre has 5 spaces available for leasing opportunities. The lease revenue from these spaces help offset the expenses needed to operate the Dow Centennial Centre. The commercial kitchen is leased out to a professional catering company who in turn provides on-site exclusive catering service to the Dow Centennial Centre's meeting and banquet clients.

Service Levels: The tenants of the Dow Centennial Centre each provide a different service to the community and the users of the Dow Centennial Centre. These services range from physiotherapy, massage, pottery classes to food and beverage.

Inventory/Volume/Demand: Currently there are four lease spaces at the Dow Centennial Centre. One space is vacant.

Policy Alignment: City Property Leasing & Licensing

Legislation, Regulations or Standards: Municipal Government Act

Profile of Users: Depending on the tenant, users range from child to senior, local residents to out of town visitors.

SHEEP GRAZING PROGRAM

PBB Program Area Description/Overview:

Manage and promotion of the sheep grazing program.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: From 1992 – 1994 we had between 400 and 450 sheep grazing during the summer. The grazing lands started out at about 150 acres, and were comprised of the old jail grounds and CN rail bed adjacent to downtown. The property has continually been sold off for development and since 1995 we have had a reduced sheep flock of approximately 50 sheep. The focus of the program has also shifted from actual turf maintenance to a tourist attraction. The interaction between the Shepherds, dogs and sheep draw anywhere up to 100 plus visitors a day.

Service Levels: The sheep grazing season runs from the first Saturday in June to the Labour Day in September. Visiting hours for the sheep for 2021 are Wednesday to Saturday from 1:00 - 8:00 pm. There is a pen at the Fort Heritage Precinct where they spend Wednesday to Saturday.

The sheep spend their non visiting time at a field along River Road owned by Nutrien. An agreement is in place for the use of the space between the City and Nutrien.

Inventory/Volume/Demand: It is estimated that 100+ residents and visitors visit the sheep each day.

Legislation, Regulations or Standards: National Farm Animal Care Council – Standards of Care

Profile of Users: The Sheep Grazing Program is enjoyed by residents and visitors of all ages.

TAURUS FIELD

PBB Program Area Description/Overview:

Operate one full-sized, FIFA standard, outdoor synthetic turf sports field, complete with change rooms, public washrooms, athletic therapy room, concession, grandstand seating, lights and a press box for area user groups to rent for their various leagues, practices, tournaments and competitions.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: The artificial turf field provides a venue for Fort Saskatchewan’s outdoor user groups participating primarily in the sports of football and soccer. The artificial field is available for use by all outdoor field sports such as lacrosse, rugby, baseball and softball. The artificial field is accessible to the adjacent high school to use for their physical education classes, intramurals and extracurricular programs. The field is also used by the city to run outdoor fitness and wellness programs.

Service Levels: The artificial field is open for use from April 1 through to mid-November, 6:00 am - 10:00 pm, weather dependant. The field is closed over the winter months. The facility is equipped with stadium lights allowing rentals to occur after the sun sets. This is beneficial especially for the fall high school and club football season.

The facility is regularly maintained and cleaned by city staff.

Inventory/Volume/Demand:

2019 Taurus Field Bookings April 1 – November 15	
Rental hours available	3652
Rental hours booked (Prime and Non-Prime)	310
City program hours*	157
Overall percentage of use	13%
Prime hours available (weekdays 5-10 pm, Sat/Sun 6 am – 10 pm)	1626
Prime hours booked / %	270 / 17%
Non-prime hours available	2026
Non-prime hours booked / %	40 / 2%

*City program hours are primarily open drop in times during the week when field isn’t booked and includes 3 scheduled registered programs that run on the grass sections & warm up field.

Standard Operating Procedures/Specifications: Synthetic Sports Turf Safety and Maintenance

Profile of Users: Taurus Field is utilized by the following user groups: Fort Saskatchewan Minor Football, St. Andre Bessette High School*, Fort High Sting Football Team, Ardrossan Minor Soccer, Capital District Minor Football Association, Sturgeon Composite High School, Fort Saskatchewan Soccer, Fort Saskatchewan Boys and Girls Club.

*St. Andre Bessette High School uses Taurus Field during school hours. The school uses what they need under the Reciprocal Use Agreement.

THEATRE AND PERFORMING ARTS CENTRE RENTALS

PBB Program Area Description/Overview:

Manage the rental of the theatre and the Dow Centennial Centre by promoters, community groups, dance school, conferences, sports groups, and more.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: The Shell Theatre provides a performing arts venue for the city and catchment area. Supporting local, regional and provincial clients with a professional space specially equipped to operate their conferences, dance (recitals, rehearsals, and festivals), industry meetings, theatre and live music shows the theatre allows for private functions and public offerings. An accessible space, the theatre staff supports local schools, cultural organizations, private businesses and regional touring events while making culture available to the community of Fort Saskatchewan. Many of these events use different parts of the Dow Centennial Centre in support of these events. From staging areas for activities to multi-venue conferences, this operation brings between 60,000-80,000 clients and patrons to Fort Saskatchewan consistently year to year.

Service Levels: The theatre is available for facility rental January 1 - December 20 with 28 days per year dedicated to maintenance of the specialized equipment by our staff. Busiest from February-June in support of music festivals, school drama productions, dance festivals and school graduations. Bar Services are supported by theatre staff for shows with significant demand.

Inventory/Volume/Demand:

Shell Theatre and Performing Arts Centre Rentals					
Year	Days Booked	Maintenance	Days Used	%	Total Attendance
2010	175	16	191	63.67	55,206
2011	184	18	202	67.33	55,168
2012	185	13	198	66.00	78,608
2013	156	20	176	58.67	61,562
2014	188	19	207	69.00	83,918
2015	242	23	265	88.33	75,965
2016	233	32	265	88.33	80,667
2017	205	18	223	74.33	76,224
2018	210	22	232	77.33	79,553
2019	203	40	243	81.00	80,335

Frequency or Response Timing: Theatre staff are available from 8:00 am - 4:30 pm Monday to Friday to support clients and may be available during event operation on evenings and weekends as required.

Standard Operating Procedures/Specifications: Theatre Alberta – Safe Stages

Policy Alignment: FIN-007-A: Cash Handling Policy and Procedure; GOV-001-A: Access to Information & Protection of Privacy Policy and Procedure; GEN-030-A: Customer Conduct Policy and Procedure; HUM-024-A: Respectful Workplace Policy

Legislation, Regulations or Standards: Occupational Health and Safety – Code, Act and Regulation; Alberta Fire Code; National Food Safety - Alberta

Profile of Users: Shell Theatre is used to support events from the following groups: Local Service Organizations like Fort Saskatchewan Chamber of Commerce, Boys & Girls Club and Family’s First Society. Local Arts Organizations like Community Band, Josephburg Choir, Sheeptown Players and the Fort Saskatchewan Music Festival. Local Industry, Local and Regional Schools, Dance Studios (local, regional and provincial), Dance Festivals (local, regional and national), Provincial Service Organizations like the ATAA, RATS, and Railway and Provincial or National Promoters.

THEATRE AND PERFORMING ARTS CENTRE SERIES

PBB Program Area Description/Overview:

Curate, promote, coordinate, host and operate the Shell Theatre season.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Producing live events for the community builds cultural engagement opportunities for Fort Saskatchewan and the larger surrounding catchment area. Offering a variety of different artistic genres annually, the Shell Theatre puts Fort Saskatchewan on the map regionally and provincially through national artists’ routes, regionally collaborating, local curation and the highest quality events possible.

Service Levels: Offering shows annually from October through May enables the community a local indoor entertainment facility during the winter months. With specialized equipment and staff to support many different types of events, the professional standard of operation is maintained allowing artists, management, and patrons the highest event quality possible. As a producer for live events the City contracts a large variety of cultural talent from across the nation including dance, circus, theatre, music, and poetry. These also include collaboration with local producers to bring local talent to a professional stage.

For one week in November (over school break) and two weeks in the summer, the theatre offers educational theatre programming for 40-60 students per session. Educating participants about theatre operations, show creation and production, growing of the next generation of culture lovers is essential to the continued resiliency of the space.

Inventory/Volume/Demand:

Shell Theatre and Performing Arts Centre Series				
Year	Qty of Shows	Total Attendance	Sold Out Shows	Season Highlights
2015	24	6522	4	Opera, Latin, Indigenous, Local, Brett Kissel
2016	27	7005	6	Ballet, International Guitar, (2) local theatre productions, Terri Clark

2017	27	8394	7	National Broadway tour, (3) local theatre productions, Barenaked Ladies, Spoken Word, Indigenous
2018	26	7856	5	(2) local theatre productions, Alberta Opera, Ballet, Indigenous, Jann Arden and Matthew Good
2019	26	7334	4	(4) National Tours, National Ballet Debut, Classic Albums Live, Burton Cummings, Serena Ryder

Frequency or Response Timing: Planning is often a year in advance.

Standard Operating Procedures/Specifications: Theatre Alberta – Safe Stages

Legislation, Regulations or Standards: Occupational Health and Safety – Code, Act and Regulation; Alberta Fire Code; National Food Safety - Alberta

Profile of Users: The Performing Arts Centre audience is, on average, between 32-68 years of age with ticket purchasers over 80% female. Patron reporting shows over 50% from Fort Saskatchewan, over 30% from the catchment area north and east of Fort Saskatchewan and the remaining 20-25% from Sherwood Park or Edmonton areas. Some events draw audiences from much further including Saskatchewan and British Columbia. Artist implied by this program are over 90% Canadian, while the remaining artists are from the United States, Mexico, Europe or Australia.

TICKETING SERVICES COORDINATION

PBB Program Area Description/Overview:

Providing ticketing services for theatre events as well as events throughout the community at different venues such as Taurus Field and the Rotary Amphitheatre.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Supporting facility rentals and season programs the ticketing service is required for the community to access these programs in a professional manner. There is capacity to support all public events through this system providing a one-stop location for patrons that meets customer service delivery models for the sector.

Service Levels: This majority of this service is currently offered through service contract with Ticketpro. It allows for online purchase of tickets 24/7 with phone support from 8am-9pm Monday to Friday remotely by the ticketing vendor. Physical service provision is provided by Dow Centennial Centre front desk staff from 8:00 am - 9:00 pm when the building is open to the public. The theatre box office is open one hour prior to show time for ticket service support. Event creation and support for clients is provided by the DCC Event Supervisors 8:00 am - 4:30 pm Monday to Friday or as needed during event operation.

Inventory/Volume/Demand:

Ticketing Services for Events in Fort Saskatchewan			
Year	Quantity of Shows	Quantity of Tickets	Dollar Value
2015	57	10,539	\$ 188,887.81
2016	50	11,973	\$ 245,104.03
2017	43	11,496	\$ 259,049.33

2018	53	14,253	\$ 265,054.74
2019	66	18,222	\$ 395,041.59

Frequency or Response Timing: Online: 24/7; Remote Phone (by Ticket Service Provider): 8:00 am - 9:00 pm Monday to Friday; Physical or Local Phone Support: 8:00 am - 9:00 pm when Dow Centennial Centre is open; Onsite Event Support: 1 hour prior to show time; Local Setup and Client Support: 8:00 am - 4:30 pm.

Legislation, Regulations or Standards: Canadian Anti-Spam Legislation; Alberta Freedom of Information and Protection of Privacy (FOIP)

Profile of Users: The Performing Arts Centre audience is, on average, between 32-68 years of age with ticket purchasers over 80% female. Patron reporting shows over 50% from Fort Saskatchewan, over 30% from the catchment area north and east of Fort Saskatchewan and the remaining 20-25% from Sherwood Park or Edmonton areas. Some events draw audiences from much further including Saskatchewan and British Columbia.

TOURISM ADVERTISING, EDUCATION AND VISITOR INFORMATION

PBB Program Area Description/Overview:

Coordinate the City's tourism advertising program, tourism education initiatives, and visitor information at the Dow Centennial Centre and Fort Heritage Precinct.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: To provide information to visitors and residents to Fort Saskatchewan. To encourage visitors and residents in the Capital region to come to Fort Saskatchewan for day trips and weekends.

Service Levels: A self serve visitor information area is available at the Dow Centennial Centre. It provides information on local, regional, provincial, and interprovincial tourism attractions and campgrounds. It is open the same hours as the Dow Centennial Centre and is available year round.

A full service visitor information centre is available at the Warden's House. It provides information on local and regional tourism attraction and regional heritage sites. It is open the same hours as the Fort Heritage Precinct. There are extended tourism season hours.

May Long Weekend to September Long Weekend
Monday to Saturday 10:00 am - 4:00 pm

September Long Weekend to May Long Weekend
Monday to Friday 10:00 am - 4:00 pm

Inventory/Volume/Demand: In 2019, 640 visitors came to the Warden's House to visit the gift shop, ask for information about the site or tourism more broadly in Fort Saskatchewan, or simply to explore the main level of the Warden's House. Statistics are not kept at the Dow Centennial Centre.

Profile of Users: Of all visitors who came to the Fort Heritage Precinct in 2019, 42% lived in Fort Saskatchewan. Another 17.5% lived in Edmonton, while 20.9% lived somewhere in Alberta other than Edmonton or Fort Saskatchewan. Lastly, 19.5% of visitors-only lived outside of Alberta.

Across almost all location-based categories, women were more likely to visit the Fort Heritage Precinct than men in 2019.

Of everyone who visited the Fort Heritage Precinct in 2019, 48.9% were adults under the age of 65. A further 31.3% were seniors, 8.7% were youth between the ages of 13 and 17, and 11.0% were children under the age of 13.

TRUTH & RECONCILIATION

PBB Program Area Description/Overview:

The City recognizes the need to support all Indigenous communities, understand the truth of Canada's colonial history, and celebrate and uplift Indigenous voices, culture, and tradition.

For more information about Truth and Reconciliation work in Fort Saskatchewan click [here](#).

Reason for Offering:

Reconciliation between Indigenous and non-Indigenous people is a process of healing relationships which requires public truth sharing, apology, and commemoration that acknowledges and redresses past harms. Reconciliation requires joint leadership, trust building, accountability, and transparency.

The City recognizes the need to include the voices of Indigenous Peoples and create connections between the City and Indigenous community members. The fluid and changeable nature of this work means that our plans and timelines will need to remain flexible as we continue to learn about our role in this process. It is also important to recognize that the process of Truth and Reconciliation is a long-term commitment. Establishing a base of knowledge and beginning to build relationships with Indigenous communities, will be an integral component of Truth & Reconciliation.

Legislation, Regulations or Standards: Truth and Reconciliation Commission of Canada: Calls to Action; United Nations Declaration on the Rights of Indigenous Peoples

Profile of Users: Indigenous communities, City staff, and all residents of Fort Saskatchewan.

VOLUNTEER MANAGEMENT

PBB Program Area Description/Overview:

Manage, recruit and support volunteers at the Shell Theatre, Fort Heritage Precinct, and Special Events.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Volunteers are essential to the operation of programs, events and show in the Culture & Recreation Department. Supporting the volunteers to ensure they are trained, able to be fully engaged in the program, event or show requires commitment from City staff. While volunteers freely give their time to our operation, recognition of their efforts provides volunteers with pride in their work with us. At the Fort Heritage Precinct, with our Special Events and at the Shell Theatre this recognition is an important way of welcoming them into our operation as part of our team. By making a small investment in our volunteers we are showing our appreciation for their continued support and help.

Service Levels: Volunteers are set up with Better Impact, a management software. This software allows them to pick shifts, see schedules, and learn about new volunteer opportunities. A recognition event is held for the Shell Theatre volunteers once per year. Recognition gifts are given to the volunteers at the Fort Heritage Precinct and special event volunteers.



Inventory/Volume/Demand: Currently community volunteers donate close to 4,000 hours per year for programs and events offered by the Culture & Recreation department. This includes 430 volunteer hours for special events, 200 hours at the Fort Heritage Precinct and 3,200+ hours at the Shell Theatre.

Frequency or Response Timing: Volunteers are recruited year-round.

Standard Operating Procedures/Specifications: City of Fort Saskatchewan Volunteer Handbook

Legislation, Regulations or Standards: Operational Health and Safety Guidelines

Profile of Users: Volunteers range in age from 14 to 80+. Volunteers for the Shell Theatre and Fort Heritage Precinct tend to be older retired individuals. Special event volunteers tend to be 14 – 40 years old.