



## TOWNSHIP OF NORTH HURON

## REPORT

Item No.

**REPORT TO:** Reeve Vincent and Members of Council  
**PREPARED BY:** Pat Newson, Director of Recreation and Facilities  
**DATE:** 02/10/2017  
**SUBJECT:** Recreation and Facilities 10-02-2017 Department Update  
**ATTACHMENTS:**

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### **RECOMMENDATION:**

THAT the Council of the Township of North Huron hereby accept the Activity Report of the Director of Recreation and Facilities, dated October 2, 2017 for information purposes.

### **EXECUTIVE SUMMARY**

The Director of Recreation and Facilities provides a monthly report of department activities and ongoing projects to keep Council informed.

### **DISCUSSION**

#### **Legend – New Recreation Software**

The new software was launched Thursday September 7, 2017. During the roll out there were some technical challenges that have now been resolved. The pin pad for debit and credit card payment was not working initially, so payments could not be received except for cash or cheque. The promotion for on-line registration for fall recreation programs was launched on Monday September 18. There were technical problem with accepting the payments on-line. Staff have worked with the software provider and all the errors have been corrected. The system permits access control at the NHWCC, so this was met initially with some challenges and required additional staff front office coverage for customer service until the new membership cards could be distributed and programmed. All front line staff were trained September 5-7, and the staff that are required to use the details of the software to upload programs, pricing, finances and reporting received further training September 26-28.

Overall the program is designed for improved customer service, however as with most new software launches, the initial roll out phase was met with challenges. Staff have continued to work with members and the public to provide support for access, and uptake on online services.

Moving forward the focus will be on re-configuring the North Huron web site Recreation page for improved customer service and reduced staff work on ongoing web site maintenance. The target to roll out the Legend facility booking module will be October 10, and it is scheduled to go live on-line in Q4 of 2017.

#### **Aquatic Centre Renovations**

The first phase of the Aquatic Centre Renovations are complete and Acapulco Pools has completed the liner replacement, and the pool is being filled and the water balanced. The new tile installation requires an initial slow fill, so the process is longer than a normal fill process. Once the water is in the pool, Cliff's Heating and Plumbing will be working with Dectron installing the new controller, and

then finally balancing the air. The aquatic centre is scheduled to re-open as scheduled for Tuesday October 10, 2017.

#### **Festival of Wizardry – Transfigured Town**

Weekly meetings with the event organizers and North Huron staff have been ongoing. The planning is in the final stages and working toward execution. The group will begin setting up October 10, 2017. Some fencing may even go up earlier. They are hosting a Friday night VIP Dinner at the hall in the Blyth and District Community Centre. The event runs October 14-15.

Huron County Public Works are working with North Huron staff to install a series of sign posts leading into Blyth and at the Campground access points along the highway. These will be used for event traffic control by renters of the Blyth Campground as well as by Cowbell Brewing for their events.

#### **International Plowing Match**

The Township was well represented in the Huron County tent at the North Huron Barn Display. With the wet grounds, the IPM used the Blyth Campground for school bus parking. There were a small number of RV's that selected to camp in Blyth as well.

#### **Blyth Arena Lights and Ice**

Ice installation at the Blyth arena has been ongoing during this heat wave. The ice rentals begin on Wednesday September 27, 2017. Many positive comments so far on the new lighting. The project received \$4,972 rebate for the project. The budget was \$25,000 and actual cost was \$26,084, so the balance expense was \$21,112.

#### **FINANCIAL IMPACT**

None

#### **FUTURE CONSIDERATIONS**

Next department update report is Monday November 6, 2017.

#### **RELATIONSHIP TO STRATEGIC PLAN**

Our community is Health and Safe

Our community is attractive and welcoming to new businesses and residents.

Our administration is fiscally responsible and strives for operational excellence.



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Enter your name, enter your role



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Dwayne Evans, CAO