

City Council

Motion without Notice

MM31.26	ACTION			Ward: All
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Open or Closed? Improving Public Information on Pool Closures and Alerts - by Councillor Alejandra Bravo, seconded by Councillor Paula Fletcher

** This Motion has been deemed urgent by the Chair.*

** This Motion is not subject to a vote to waive referral. This Motion has been added to the agenda and is before Council for debate.*

Recommendations

Councillor Alejandra Bravo, seconded by Councillor Paula Fletcher, recommends that:

1. City Council direct the General Manager, Parks and Recreation to perform a review of pool and recreation facility closure updates to ensure accuracy of up-to-date information; and to work with the Executive Director, Customer Experience (311) and the Chief Communications Officer, conduct a user-experience audit to increase accessibility of online information for the public about pool and amenity closures and to make recommendations for improvement and clarity.
2. City Council direct the General Manager, Parks and Recreation to work with the Executive Director, Customer Experience (311) to establish an information channel wherein 311 telephone operators are provided with an updated list and script of all pool and recreation centre amenity closures during regular operational hours to provide this information to the public.

Summary

Each year Torontonians look forward to making the most of summer by cooling off at our city's indoor and outdoor pools. Yet many residents looking for relief during this past week's heat wave made their way to their local pool only to find out it was closed.

The City does have a webpage "Pool & Water Play Closures & Service Alerts," but during the recent pool closures some locations were not up-to-date. Additionally, it is not clear if most Torontonians are aware of this webpage. My office received numerous reports of residents trying to find out if a pool was open by visiting its own City Facility webpage (where hours and amenities are listed) which often does not have up-to-date information on pool closure alerts, or by calling 311, only to be informed that 311 doesn't have this information.

Torontonians shouldn't have to go all the way to the pool just to find out it isn't open.

This motion is urgent as pools, as well as wading areas, splash pads, and recreation centres, are a key part of the City of Toronto's Heat Relief Network. If pools are closed it is critical for

Torontonians to have accurate and up-to-date information during heat alerts, which are likely to continue this season, and a significant amount of the pool operating season will have occurred before the next meeting of City Council.

Background Information (City Council)

Member Motion MM31.26