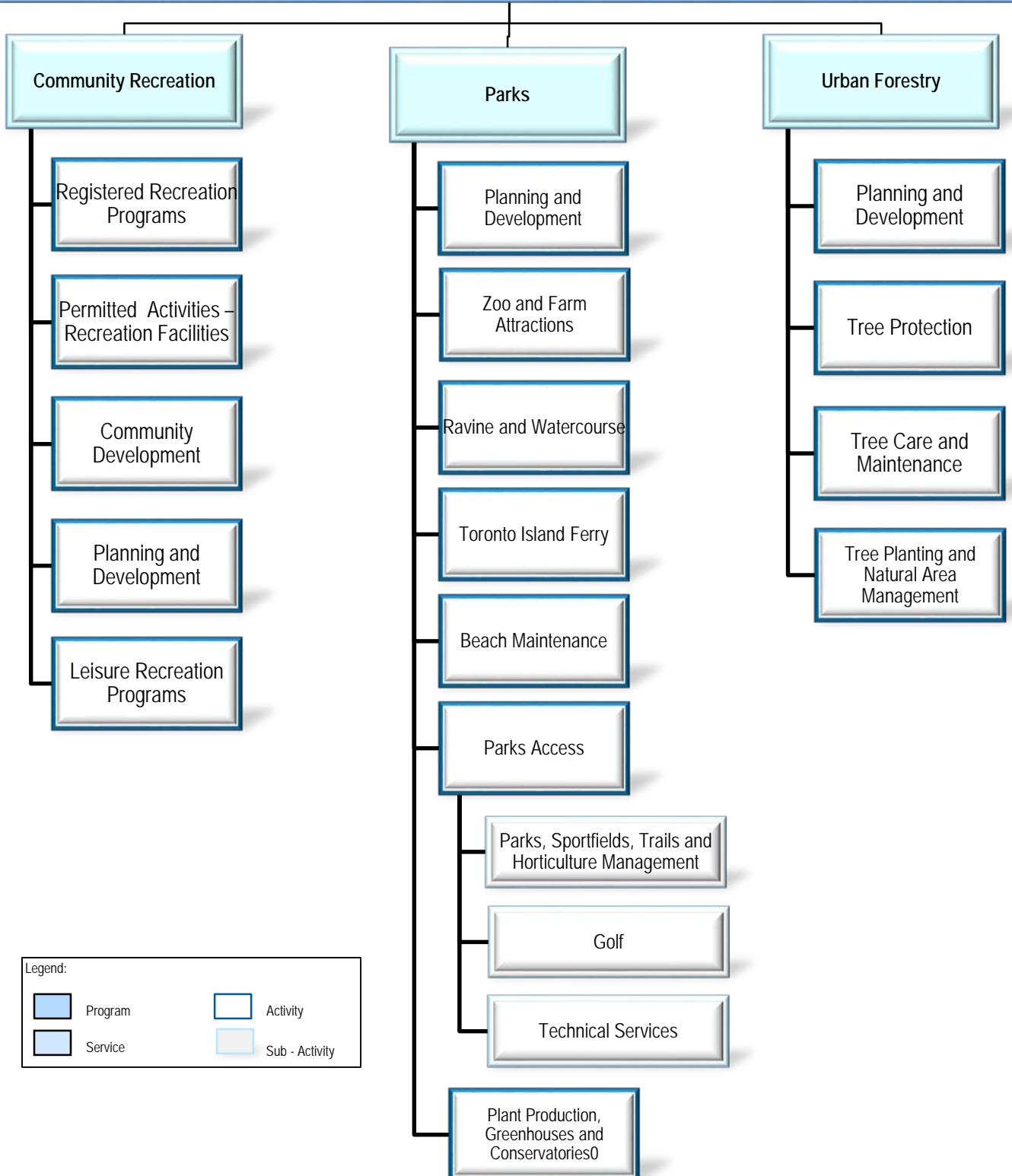


Parks, Forestry and Recreation

Parks, Forestry and Recreation brings together all of Toronto's diverse communities on a common ground. We provide a wide variety of leisure and recreational opportunities that include all Toronto residents. In our centres, parks and playing fields, we encourage communities to help themselves, and aid Torontonians to become the best they can be. We measure our success by quality, satisfaction and community development outcomes. Our parks, playing fields and recreation centres and amenities along with our trails, forests, meadows, marshes, and ravines, will be beautiful, clean, safe, and accessible, meeting all our communities' needs.



Community Recreation:

- *Deliver recreation programs and services in a customer-driven, high quality, accessible, equitable and innovative manner.*
- *Programs and services are responsive to the needs and interests of our communities while meeting city-wide standards.*
- *Maintain the multi-year Recreation Service Plan to address service gaps, unmet demand, cultural and demographic changes. The plan is guided by four principles: equity, quality, inclusion and capacity building.*
- *Design and development of new recreational facilities, and repair of existing recreational facilities.*
- *Operate and maintain the City's recreational facilities.*
- *Deliver instructional recreation programs that teach a new skill or improve the competency level in various activities such as sport, fitness and health, art and crafts, outdoor pursuits, hobbies and continuing education.*
- *Deliver recreation programs that offer various drop-in activities such as sport, fitness and health, art and crafts, outdoor pursuits, hobbies and continuing education.*
- *Provide self-directed recreational opportunities through permits for recreational facilities such as ice rinks, facilities, parks and sports fields to individuals and community groups.*

Urban Forestry:

- *Maintain in a state of good repair and enhance the urban forest asset through investment in new trees, protection and maintenance of the existing asset, and planning for the future.*
- *Maintain a multi-year Urban Forestry Service Plan, including annual review and adjustment to maximize operational efficiency towards preserving and optimizing the urban forest asset, including street trees, commercial trees, park trees, and natural areas.*
- *Protect the existing tree and natural area assets to maximize public benefit by ensuring healthier trees and natural areas*
- *Plant more trees on City-owned land and promote and support tree planting on public (quasi-City) and private land to increase long term canopy potential.*
- *Proactively manage and maintain trees through systematic processes that encourage tree health and natural form.*
- *Implement a transition from reactive (complaint driven) tree maintenance to a proactive and efficient tree maintenance program with a target objective of a seven year maintenance (pruning, etc.) cycle and an optimized tree service delay of no more than 3 months.*
- *Maximize the investment in new tree planting by watering, fertilizing and maintaining all new and stressed trees.*
- *Manage hazardous trees and storm damage emergencies to minimize public risk as a supplementary program.*

Parks:

- *Provide clean, safe and well-maintained green space and park amenities for passive and active permit use.*
- *Maintain the multi-year Parks Plan which guides the design, development and service standards of parks and amenities within four main themes:*
 - *Communicate with users*
 - *Preserve and promote nature*
 - *Maintain quality parks*
 - *Improve system planning*
- *Provide technical and construction services to maintain quality parks, construct and repair amenities.*
- *Maintain many types of turf including sports fields, lawn bowling greens, stadiums, civic centres as well as general parkland.*
- *Maintain 667 sports fields for use by over 1.4 million organized sports participants annually*
- *Manage 44 hectares of horticulture, three conservatories, four greenhouses, and grow 950,000 specialized plants every year for use in city parks and displays.*
- *Provide transportation services to Toronto Islands in keeping with Federal legislative requirements for ferry operations.*
- *Maintain 52 outdoor artificial ice rink locations (68 pads) and provide winter snow clearing and maintenance of connecting parks pathways.*
- *Operate two animal attractions located in parks.*
- *Provide Opportunities to promote Urban Agriculture and Food Production in the City.*

Service Customer

Community Recreation

- Residents of Toronto
- Resident Associations
- Businesses
- Business Improvement Associations
- Permit Holders
- Sport, Recreation, and Physical Activity Participants and Organizations
- Special Needs Groups
- Newcomers and Refugees
- Low income families
- Volunteers
- Social Services
- School Boards
- Faith Groups
- Visitors
- City Council
- PF&R Staff
- Other Divisions
- Non residents

Parks

- Residents of Toronto
- Residents of Toronto Island
- Resident Associations
- Businesses
- Business Improvement Associations
- Tourists
- Sport, Recreation, and Physical Activity Participants and Organizations
- Conservation Organizations
- Food Distribution Organizations
- Heritage Breed Organization
- Volunteers
- Non residents

Urban Forestry

- Residents of Toronto
- Businesses
- Business Improvement Associations
- Land Owners
- Landscape Architects, Land Developers and Arboriculture Industry
- Environmental Stakeholders
- Conservation groups and organizations
- Non residents