



Staff Report

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Report To:	General Government Committee	
Date of Meeting:	April 11, 2022	Report Number: CSD-009-22
Submitted By:	George Acorn, Director of Community Services	
Reviewed By:	Mary-Anne Dempster, CAO	By-law Number:
File Number:		Resolution#: GG-196-22
Report Subject:	Future Use of the Tourism Information Centre	

Recommendation:

1. That Report CSD-009-22 be received for information.

Report Overview

The Tourism Information Centre (TIC) has been closed since March 2020, due to the COVID-19 pandemic, and a new Tourism Delivery Model which provides Tourism information and assistance within Clarington's major indoor recreation facilities.

Staff were requested through ratification of Report [CSD-004-21](#) Future of the Tourism Information Centre to investigate future options for the building, which are presented in this report. We have identified an opportunity to make minor modifications to the space to effectively offer additional programming for our residents.

1. Background

- 1.1 In March 2020, the COVID-19 pandemic caused the closure of the Tourism Information Centre (TIC) at 181 Liberty Street South in Bowmanville. Other than operating as a flu vaccination clinic for Durham Region for a couple of months, the TIC has been closed to the public since that time. In September 2020, as recommended in the Organizational Structure Review, the responsibility for municipal tourism operations moved to Community Services from the CAO's Office.
- 1.2 In May of 2021, Report CSD-004-21 Future of the Tourism Information Centre was received by Council, and ratified with Resolution GG-371-21, C-207-21 which states: "That Report CSD-004-21 be received; That Council approve the permanent closure of the Tourism Information Centre at 181 Liberty Street, Bowmanville; That Council support the revised Tourism Delivery Model, as presented in this report; and That Staff continue to investigate future options for the building, that could include upgrading and repurposing, relocation or demolition, and to provide all necessary funds in the 2022 budget, for consideration."
- 1.3 Community Services staff implemented the new Tourism Delivery Model throughout 2021, with Tourism information and assistance now being provided at the major indoor recreation facilities throughout Clarington. This model provides a broader reach with residents and visitors, due to the volume of visits to these facilities, expanded hours and larger number of Customer Service staff available to assist. The closure of the TIC, and a \$50,000 reduction of the 2021 Tourism Operating Budget, enhanced the opportunity to embrace this new direction.

2. Need for Recreation Programming Space

- 2.1 Bowmanville is the largest urban centre within Clarington and is severely lacking in programmable space. There is a large demand for recreation programming within Bowmanville, and the Tourism Information Centre provides an opportunity for recreational opportunities both indoors and using the adjacent outdoor space.

- 2.2 Recreation staff have visited the building and surrounding lands and are excited about the potential for a variety of recreational programming opportunities.
- 2.3 The outdoor space will lend itself to outdoor fitness activities, starting in June as a tie in with June is Recreation and Parks Month. This location will also be a great addition to the Mobile Playground summer camp program and provide the opportunity for gardening programs.
- 2.4 Other programs also being planned within the building include:
 - Preschool programming
 - Babysitting/Home alone
 - Youth Arts Nights
 - Yoga classes
 - Nutrition Workshop
 - Intergenerational Programming
 - 55+ Activities such as euchre and socials

3. Modifications to the Building

- 3.1 To make the space flexible to offer a range of activities, staff have removed the interior partial partition walls, replaced some flooring and doors. Additionally, accessibility improvements have been made including power operated entrance doors. By removing the interior partition walls, the space is fully opened and functional for the variety of activities that staff are planning.
- 3.2 Most of this work has been completed in-house by staff and this has kept the costs down to a minimum, in most cases for supplies only. The costs incurred can be accommodated in the Department's operating budget, with no impact on forecasted year end results.

4. Concurrence

- 4.1 Not Applicable.

5. Conclusion

- 5.1 Staff are looking forward to programming this building for both indoor and outdoor activities. Although adding this space will not satisfy the current need for programming space in Bowmanville, it will provide new opportunities for our residents to access services that we were not previously able to offer in Bowmanville.

Staff Contact: George Acorn, Director of Community Services, 905-623-3379 ext. 2502 or gacorn@clarington.net .

Attachments:

Not Applicable

Interested Parties:

There are no interested parties to be notified of Council's decision.