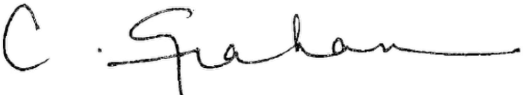




## COMMUNICATION UPDATE

<b>TO:</b>	Mayor and Members City Council
<b>DATE:</b>	May 12, 2022
<b>SUBJECT:</b>	Wild Waterworks 2022 Operating Season (ES22006) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>SUBMITTED BY:</b>	Cynthia Graham Acting Director, Environmental Services Public Works Department
<b>SIGNATURE:</b>	

Hamilton Conservation Authority (HCA) operates Confederation Beach Park which includes Wild Waterworks under a management agreement with the City of Hamilton (City). Under this agreement the HCA is responsible for operating and maintaining the park, Wild Waterworks (WWW) and to prepare an annual operating plan and budget. The Agreement requires HCA to advise the City, as soon as it becomes aware, that the park faces a risk of running an operating deficit and to jointly, with the City, identify the reason and implement measures to mitigate the deficit.

In 2020 and 2021, the COVID-19 pandemic was identified as a major impact to the operations at Wild Waterworks and HCA made a formal recommendation that the waterpark remain closed for the 2020 and 2021 operating season; this recommendation was approved by Council and the waterpark did not operate. Provincial regulations ultimately did not permit the reopening of water or amusement parks in 2020 and in 2021 water or amusement parks were not permitted to open until mid-July with capacity restrictions.

HCA is working diligently to prepare to open the waterpark for the 2022 season, with a planned opening day on June 25, 2022. Operational inspections through Hamilton Public Health and TSSA will take place from mid-May through early June for all the water attractions and slides. HCA is striving to be able to operate WWW 7 days a week, however hiring all staff positions remains an on-going challenge. Recruitment for lifeguards as well as lifeguard training will continue for the month of May and is posing a significant challenge. Recruitment and hiring remains ongoing for all support positions

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OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

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in a very challenging environment where HCA is competing with all other service sectors paying minimum wage. HCA will continue their active hiring, using social media campaigns and advertising, and will meet with City staff at the end of this month to assess staffing levels and determine if there will be any impacts to operations. Potential service level impacts could include, a move to 5 day a week operation, elimination of hot food services, or contracting out of security, maintenance and hot food services. Any of these options will result in a reduction in revenues and may lead to an operating deficit. Per the reserve policy and agreement for the operation of WWW by the HCA, the Waterpark Reserve (#112224) would be an appropriate funding strategy as the financial pressure directly relates to operating deficits realized by the Waterpark operators. At present, staff anticipate that there are sufficient funds in the reserve to cover the anticipated operating deficit, if these reductions/changes to service are implemented. Alternately, through the 2022 Year-End Variance reporting, Council, through the recommendations of the General Manager, Finance and Corporate Services Department, has the authority to fund any operating deficit through other available reserves or funding sources as appropriate.

Approximately 50 lifeguards are required to operate WWW 7 days per week and 40 lifeguards are required to operate WWW 5 days per week. HCA has hired 14 lifeguards and trained another 20 from their first certification session. HCA will have confirmation of final lifeguard numbers at the end of the month, once the certification and recruitment is completed May 29.

Currently, HCA is confident they can operate WWW 5 days per week given current lifeguard recruitment and early numbers registered for second training. HCA hopes to see further registrations before the certification training session begins and upon successful completion of training, have enough lifeguards to operate WWW 7 days per week. The operation of Lakeland pool will be contingent upon final lifeguard numbers, with the priority being to open and staff the WWW facility.

**APPENDICES AND SCHEDULES ATTACHED**

Not applicable.