



Council-In-Committee Meeting – November 13, 2025

Subject: Talbot Gardens Security Update
 Report Number: CDS-25-088
 Division: Community and Development Services
 Department: Administration
 Ward: Ward 5
 Purpose: For Decision

Recommendation(s):

That staff report CDS-25-088, Talbot Gardens Security Update be received as information; and That staff be authorized to continue security guard services at Talbot Gardens for up to 28 hours per week as needed during the ice seasons; and

Further that no security guard services to be offered for summer events at Talbot Gardens; and

And Further that Council pick option # _____ to fund security guard services at Talbot Gardens.

Executive Summary:

In April of 2025 staff tabled staff report OPS 25-012 with the following Council Resolution.

“Resolution No. CIC-105

Moved By: Mayor Martin Seconded By: Councillor Masschaele That staff engage with public and service clubs to support the initiative (security at Talbot Gardens) and report back to council all the items that have been discussed today for consideration, including user fees and staff report back as soon as possible, or at budget at the latest. **Carried**’

Staff are bringing this report back now as the 2026 budget does not include any funds for the extension of security guards at Talbot Gardens. Council agreed to monitor effectiveness and fund the guards for part of the 2025 ice season ending December 2025.

Staff are recommending continuing with the security guard contract at Talbot Gardens. The physical location of the arena is centrally located in the urban area and user groups have also commented that there has been a decrease in undesirable behavior with the hiring of security guards.

Discussions:

Staff presented the report on April 8th, 2025, at the CIC meeting where Council disagreed with staff recommendation to fund a security guard for Talbot Gardens. Then Council reconsidered the decision on April 23rd, 2025, Council meeting and decided to fund security guards. The costs were funded from the Council Initiative Reserve for the 2025 ice season. The original request for guard services came from concerned minor sport groups in November of 2024. A security guard pilot project was started in December 2024 and ran until April 2025.

Staff recommend continuing with the guard services as the urban location of the arena lends itself to undesired activities by certain members of public. Although recordable incidents are low, staff feel the physical presence of the guard in the facility is successful in preventing undesirable activities from happening.

The original request for guard services was initially from concerned parents of players of minor sports. Minor sports groups were consulted again and the majority support continuation of the guarding service.

Staff have received feedback the guards are not easily identifiable with proper security attire and are not always visible to arena patrons on the facility property. Staff will discuss these matters with the security company moving forward.

The Council resolution asked staff to consult with local service clubs to see if there was interest from the clubs in supplying the guarding services. The point of this consultation was if there was interest, the clubs could receive funds from the county for offering the service instead of a private security company. The clubs were not interested due to the hours of the service required and the nature of the service. Many felt offering the service would not work with their club members or their club mandates.

Staff were also asked to propose options on how to fund the services going forward as using the Council Initiative Reserve is not appropriate going forward. Staff offer the following options to fund the expenditure.

Option #1

Council could increase the levy budget to fund the service. (\$25,000)

Option #2

Council could increase the ice rates for Talbot Gardens only to cover the cost of the service increase in the one area. Users, in essence would fund the additional cost and service level increase.

Option #3

Council could increase ice fees for all the arenas to cover costs. The cost recover would be spread across all arena users.

Estimated cost for the service would be up to 28 hours a week at \$28.48 dollars an hour for up to 30 weeks of the year for a total of approximately \$ 23,923.20. Staff recommend continuing the service until March 31, 2027. Staff would then report back to Council prior to end of Q2 and review the need for the service.

Finance Comments:

If Council chooses to support ongoing security services at Talbot Gardens as outlined within this report, the annual cost will need to be either funded from the Operating Levy (taxpayers), all arena users, or users of Talbot Gardens specifically. The total cost applicable to the 2026 budget year would be approximately \$25,000. Based on 28 hours per week for 30 weeks per year (including additional holiday hours) at the hourly rate for a level III security guard of \$28.98 (including net HST) per the approved vendor pricing list valid from December 2, 2023, to December 1, 2026.

\$25,000 is the cost that would be included in the 2026 Levy Budget for the Parks, Recreation, and Culture (including Marinas) department if Council chooses this alternative (**Option 1**). This represents an overall Levy increase of 0.018%.

Should Council elect to apply a surcharge to users of Talbot Gardens (**Option 2**), an equitable way to do this would be to spread the cost over all available ice hours at the arena. The rate would be added to each hour of ice rented at this location. Based on hours of operation, Recreation staff indicate that the total ice hours available are 3,213, therefore the recommended surcharge for 2026 would be \$7.78 per ice hour. It is important to note that agreements are already in place for the 2025-26 season ending March 31, 2026. As such, the surcharge may only realistically be applied to ice time starting April 1, 2026, for the 2026-27 season, with costs incurred from January 1st to March 31st, 2026, borne by the Levy. The net impact is estimated at approximately \$10,500 for this period, which would be included in the 2026 Levy Operating Budget as a one-time item.

If Council chooses to apply a surcharge to all arena users (**Option 3**), the same approach could be used which would spread the cost over all available ice hours across all arenas. Total available ice hours for all arenas are 17,464, therefore the recommended surcharge for 2026 would be \$1.43 per ice hour.

It should be noted that not all ice hours may be allocated to users during the year therefore this approach would not likely achieve true full cost recovery, under either Option 1 or Option 2.

Alternatively, the hourly guard rate could simply be applied as a surcharge to each ice hour rented at Talbot Gardens during periods where the security guard is being deployed. This approach would achieve full cost recovery, and the cost would be borne

by the users who are benefiting from the service directly. Noting, however, the cost would be a further burden on the users during those hours.

While staff are seeking Council's approval to proceed with security guard services on an ongoing basis at Talbot Gardens, an annual review is recommended to evaluate the ongoing need for these services and to inform Council of any recommended changes before the start of the start of the budget and ice allocation processes for future seasons in order to incorporate any adjustments to subsequent user fee by-laws and Levy budgets.

Interdepartmental Implications:

N/A

Consultation(s):

Staff have consulted with community partners.

Strategic Plan Linkage:

Empowering Norfolk - Putting the tools and resources in place to ensure our businesses' and residents' success

Attachment(s):

N/A

Approval:

Approved By:
Al Meneses, Chief Administrative Officer

Prepared and Reviewed By:
Brian Geerts, Director, Parks, Recreation and Culture
Bill Cridland, General Manager, Community & Development Services