

NIAGARA FALLS CITY GUIDE

2026

2027



*Learn more about the City's
multi-year investment in roads
and infrastructure.*

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IN PROGRESS



“The good stuff is inside this guide! You’re invited to flip through the pages and keep this guide on hand for everything ‘Niagara Falls’!”

~ Mayor Jim Diodati

Council Members

Mayor Jim Diodati

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Niagara Regional Council Representatives

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MPP & MP Representatives

MPP Wayne Gates

905-357-0681
wgates-co@ndp.on.ca

MP Tony Baldinelli

905-353-9590
tony.baldinelli@parl.gc.ca

Council representation may change following the October 26, 2026 municipal election. For current contact information, visit niagarafalls.ca/council



We Heard You!

More Road Upgrades Than Ever in the History of the City!

22 km roads resurfaced in 2025 | 77 km roads treated (2023–2026)

Operation Smooth Roads is the City's five-year plan to upgrade, repair and renew streets across Niagara Falls. Millions of dollars are being invested to improve road conditions, enhance safety,

and keep residents moving smoothly! As work continues across the City, Operation Smooth Roads signage marks streets under improvement – a clear sign that smoother travels are on the way.



SMOOTHER ROADS AHEAD



At Your Service Niagara Falls (AYSNF) is the City's centralized customer service model, making it easier and more convenient for residents to access municipal services.

Through one-window service, Customer Service Advisors work to resolve most inquiries during the first contact and, when needed, connect residents with the appropriate staff member.

With At Your Service Niagara Falls, residents no longer need to know individual department extensions to get the help they need.



► Locations & Hours

Niagara Falls City Hall
4310 Queen St., Niagara Falls
Mon - Fri | 8:30am - 4:30pm

MacBain Community Centre
7150 Montrose Rd., Niagara Falls
Mon - Fri | 7:00am - 9:00pm
Sat - Sun | 7:00am - 5:00pm

► Ways to Connect

Call us at **905-356-7521**

Send us an email at **service@niagarafalls.ca**

Submit a request online at **service.niagarafalls.ca**

Visit us at City Hall or the MacBain Community Centre

With extended hours and multiple service channels – including phone, in-person at two locations, and online – At Your Service Niagara Falls is committed to delivering a modern, accessible, and welcoming experience to all residents, businesses, and visitors.

"Putting Residents At the Heart of Everything We Do"

Contact Us for your Frequently Asked Questions & Inquiries

- | | | |
|---|--|---|
| ► Arena or Sports Fields Booking Inquiries | ► Municipal Maintenance Questions | ► Shelter Locations & Services |
| ► Business License Inquiries | ► New Business Support | ► Unhoused Concerns |
| ► By-law Complaints | ► Parking Rules & Permits | ► Volunteer Inquiries |
| ► City Events & Programs | ► Planning & Building Inquiries | ► Water & Tax Bill Payments & Questions |
| ► Employment Opportunities | ► Recreation Program Registration | ► Wedding Inquiries |
| ► Fox or Coyote Sightings | ► Report Potholes, Playground Issues, or Road Conditions | ► Weeping Tile Assistance |
| ► Mayor & Council "Certification of Recognition" Requests | ► Rodent Remediation | |

► HELPFUL NUMBERS & RESOURCES

211 ONTARIO
For a full listing of community supports and services, please go to 211ontario.ca

ANIMAL SERVICES
Niagara Falls SPCA
905-356-4404
niagaraspca.com

EMERGENCY FOOD
Project SHARE
905-357-5121
projectshare.ca

The Soup Kitchen
905-354-1640
nfsoupkitchen.ca

EMS, FIRE & POLICE
For emergencies call 911

Niagara Emergency Medical Services (EMS)
905-984-5050
niagararegion.ca

Niagara Falls Fire Department
905-356-1321
niagarafalls.ca

Niagara Regional Police Services
905-688-4111
niagarapolice.ca

ENERGY CORPORATIONS
Enbridge Gas
1-877-362-7434
1-866-763-5427 (Emergencies)
enbridgegas.com

Niagara Peninsula Energy
905-356-2681
npei.ca

FAMILY & CHILDREN'S SERVICES NIAGARA
1-888-937-7731
905-937-8105 (TTY)
facsnagara.on.ca

HEALTH CARE
Niagara Health – Greater Niagara General Hospital
905-378-4647
niagarahealth.on.ca

Niagara Region Public Health – Niagara Falls Office
905-356-1538
niagararegion.ca

St. John Ambulance
905-356-7340
sja.ca

MENTAL HEALTH
Canada Suicide Hotlines Distress Centre Niagara
905-688-3711
distresscentreniagara.com

Mental Health & Addictions
1-866-550-5205
accesslineniagara.com

NIAGARA FALLS PUBLIC LIBRARY
Niagara Falls Main Branch
905-356-8080
nflibrary.ca

NIAGARA REGION TRANSIT
Niagara Region Transit
1-833-678-5463
nrtransit.ca

TOURISM INQUIRIES
Niagara Falls Tourism
niagarafallstourism.com

Niagara Parks Commission
niagaraparks.com

VICTIM SUPPORT
Victim Services Niagara
905-688-4111 ext. 5084
905-682-2626 (Crisis Line)
victimservicesniagara.on.ca

WASTE & RECYCLING
Niagara Region
905-980-6000
niagararegion.ca/waste

✓ Service in Action: Strategic Accomplishments



Over the past four years, Niagara Falls has experienced significant progress through strategic investments, infrastructure improvements, and community-building initiatives.

Scan the QR code to see how projects across the City are creating momentum and helping shape Niagara Falls' future.



MACBAIN COMMUNITY CENTRE

The MacBain Community Centre is Niagara Falls' premier recreation destination, offering more than 100,000 square feet of year-round programs, activities, and amenities.

From aquatics and fitness to recreation and community programming, MacBain Community Centre provides something for everyone in one convenient location. The facility is also home to a Niagara Falls Public Library location.

Highlights

- ▶ All Ages Recreation Programs
- ▶ Older Adults Programs & Events
- ▶ Crowded Table Café
- ▶ Outdoor Fitness Equipment
- ▶ Drop-In Programs
- ▶ Skatepark
- ▶ Fitness Classes
- ▶ Splash Pad & Accessible Playground
- ▶ Gymnasium & Indoor Track
- ▶ Summer Camps
- ▶ Indoor Pool & Waterslide
- ▶ Niagara Falls Public Library



Explore programs, events, and amenities online.

EXPLORE NIAGARA FALLS' CULTURE, CREATIVITY, AND HERITAGE

The Niagara Falls Exchange and Niagara Falls History Museum are two of the City's premier cultural destinations, offering inspiring spaces to learn, create, and connect.

Discover exhibitions, galleries, workshops, events, and programs that celebrate Niagara Falls' rich history and vibrant arts community.

Learn more about exhibitions, events, and programs online.



Highlights

- ▶ Galleries & Exhibitions
- ▶ Local History & Heritage Programs
- ▶ Woodshop
- ▶ Workshops & Events
- ▶ Rental Opportunities
- ▶ Singing Café



NIAGARA FALLS FARMERS' MARKET

The award-winning Niagara Falls Farmers' Market showcases local growers, makers and bakers from across the region. From fresh fruits and vegetables, flowers and plants, baked goods, artisan and handmade products, there's something for everyone!

Saturday mornings from May through October, at the MacBain Community Centre.



THE EXCHANGE

NIAGARA FALLS
MUSEUMS

NFEXCHANGE.CA



AQUATICS PROGRAMS

Aquatics programs, including swimming lessons, leadership courses, fitness classes, open swim, and lane swim, are available year-round.

OLDER ADULT PROGRAMS 60+

The Older Adult 60+ Membership offers a welcoming place to connect, stay active, and access over 50 weekly pay-as-you-go drop-in programs and registered program options.

ADULT PROGRAMS 18+

Adult programs (18+) include registered and drop-in opportunities offered throughout the year. Current options feature a variety of fitness programs, with additional opportunities continuing to grow.

Create an
ActiveNet
Account

Your one-stop spot to register and manage your family's activities online.



DROP-IN PROGRAMS

Drop-in programs offer a flexible, pay-as-you-go way for all ages and abilities to stay active, try something new, and enjoy the community centre. Basic equipment is available for use.

- ▶ Adult Fitness Programs
- ▶ Badminton
- ▶ Basketball
- ▶ Indoor Play Structure
- ▶ Pickleball
- ▶ Preschool Play Space
- ▶ Racquetball
- ▶ Squash
- ▶ Swimming
- ▶ Table Tennis
- ▶ Volleyball

CHILD & YOUTH PROGRAMS

Registered child and youth programs are offered throughout the year, with options that support learning, safety, creativity, and active play. Programs may include Babysitting, Home Alone Safety, Coding, Karate, and more.

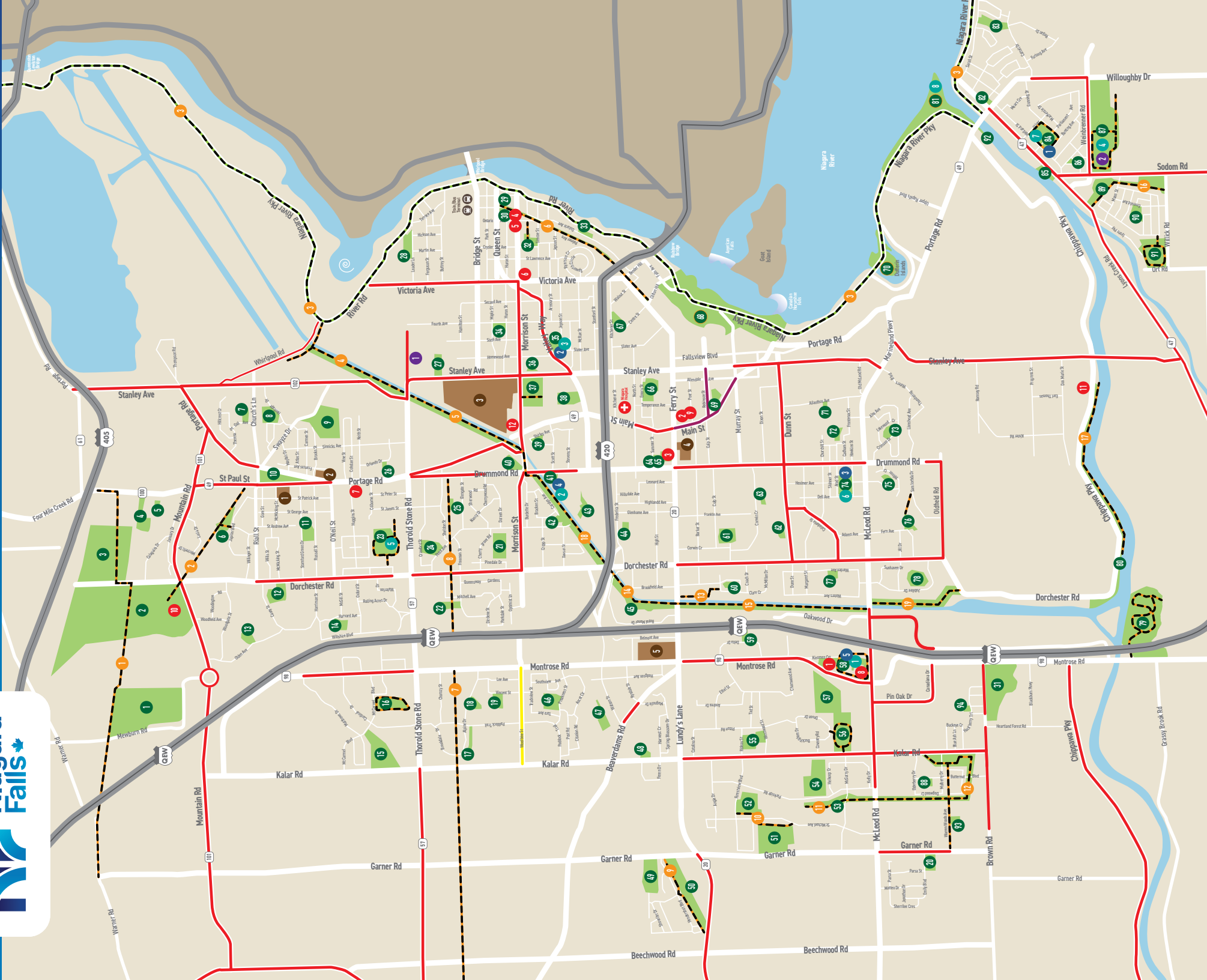


SCHOOL HOLIDAY PROGRAMS

Join us for special programs and events on school holidays, including PD Days, Family Day, Winter Break, and March Break.

Detailed information on programs, fees, and registration is available at niagarafalls.ca/macbain





Niagara Falls City Map Legend

Arenas

- 1 Gale Centre
- 2 Willoughby Memorial Arena (Chippawa)

Pools

- 1 Buck Hinsperger Swimming Pool
- 2 FH Leslie Swimming Pool
- 3 Prince Charles Swimming Pool
- 4 Niagara Falls Lions Club Pool
- 5 MacBain Community Centre Pool (indoor)

Splash Pads

- 1 MacBain Park
- 2 Niagara Falls Lions Park
- 3 FH Leslie Park
- 4 Patrick Cummings Memorial Sports Complex
- 5 EE Mitchelson Park
- 6 Prince Charles Park
- 7 Chippawa Lions Park
- 8 Kingsbridge Park (NPC managed)

Trails

- 1 Laura Secord Commemorative Trail (portion of Bruce Trail)
- 2 Haulage Road Trail
- 3 Niagara River Recreational Trail (portion of the Greater Niagara Circle Route)
- 4 Millennium Recreational Trail (Niagara Falls Lions Legacy Pathway)
- 5 Millennium Recreational Trail (Paisley Janvary-Pool Pathway)
- 6 Olympic Torch Run Legacy Trail
- 7 NS & T Trail - Trail I (Honourable Rob Nicholson Pathway)
- 8 NS & T Trail - Trail II & III
- 9 Fernwood Park Trail
- 10 Deerfield/Edgewood Trail (Garner Recreational Trail)
- 11 Garner Neighbourhood Trail (Garner Recreational Trail)
- 12 Warren Woods Recreational Trail
- 13 Gary Hendershot Memorial Trail
- 14 Millennium Recreational Trail (Canada 150 Pathway)
- 15 Millennium Recreational Trail (John McCall MacBain Pathway)
- 16 Hunters Creek Trail
- 17 George Bukator Park Trail
- 18 Millennium Recreational Trail (Rotary Storywalk Pathway)
- 19 Millennium Recreational Trail (Dr Henry G Acres Pathway)

On-Road Facility

- Yellow Paved Road Shoulder and Edge Line
- Red Bike Lane
- Purple Shared Road
- Black Trail
- Green Niagara Parks Recreation Trail

Cemeteries

- 1 Stamford Presbyterian Cemetery
- 2 Stamford Green Heritage Columbarium
- 3 Fairview Cemetery
- 4 Drummond Hill Cemetery
- 5 Lundy's Lane Cemetery

Facilities

- 1 MacBain Community Centre
- 2 Niagara Falls History Museum
- 3 Battle Ground Hotel Museum
- 4 Niagara Falls City Hall
- 5 Wayne Thomson Building
- 6 Niagara Falls Public Library
- 7 Stamford Public Library
- 8 MacBain Public Library
- 9 The Exchange
- 10 Niagara Falls Dog Park
- 11 Bark Park Dog Park
- 12 Niagara Falls Fire Station 1 (headquarters)

Park

- 1 Mewburn Park
- 2 Firemens Park
- 3 Walker Park
- 4 Walker Greenspace
- 5 Stonefield Park
- 6 Solar Park
- 7 Theresa Park
- 8 Heritage Park
- 9 MF Ker Park
- 10 Stamford Green
- 11 Russell Park
- 12 LB Pearson Park
- 13 Mount Forest Park
- 14 Valour Park
- 15 Shriners Woodlot Park
- 16 Mount Carmel Park
- 17 Paddock Park
- 18 Alpine Park
- 19 Mulhern Park
- 20 Emily Park (open late summer 26)
- 21 Cherryhill Park
- 22 Meadowvale Park
- 23 EE Mitchelson Park
- 24 Glengate Park
- 25 Lind Sommerville Park
- 26 Stamford Lions Park
- 27 CW Palmer Park
- 28 Glenview Park
- 29 Rosbery Family Park
- 30 Centennial Square
- 31 Montrose Business Park Woodlot
- 32 AJ McKinley Park
- 33 Ontario Park
- 34 Maple Street Park
- 35 FH Leslie Park
- 36 Alexander Park
- 37 Oakes Park
- 38 WL Houck Park

- 39 Shirley Park
- 40 Althea Park
- 41 Niagara Falls Lions Park
- 42 Carolyn Park
- 43 Balmoral Park
- 44 Prince Edward Park
- 45 Royal Manor Park
- 46 Preakness Park
- 47 Robert F Keighan Park
- 48 Larry Delazzer Nature Park
- 49 Fernwood Woodlot Park
- 50 Fernwood Park
- 51 Edgewood Woodlot Park
- 52 Deerfield Park
- 53 Garner Park
- 54 Kalar Park
- 55 Gustavus Munro Park
- 56 John N Allan Park
- 57 Charnwood Park
- 58 MacBain Park
- 59 Bambi Park
- 60 Brookfield Park
- 61 AG Bridge Park
- 62 Weaver Park
- 63 Corwin Park
- 64 Coronation Park
- 65 Lundy's Lane Battlefield
- 66 Don W Johnson Park
- 67 Kitchener Park
- 68 NPC Victoria Park
- 69 Grey Robinson Park
- 70 NPC Dufferen Islands Nature Area
- 71 CB Wright Park
- 72 Hennepin Park
- 73 Crimson Park
- 74 Prince Charles Park
- 75 Wilson Park
- 76 Fern Park
- 77 Westfield Park
- 78 FJ Miller Park
- 79 Baden Powell Park
- 80 George Bukator Park
- 81 NPC Kingsbridge Park
- 82 Cummington Square
- 83 Riverview Park
- 84 Chippawa Lions Park
- 85 Chippawa Boat Ramp Park
- 86 Empire Park
- 87 Patrick Cummings Memorial Sports Complex
- 88 Butternut Park
- 89 Hunters Creek Park
- 90 Chippawa West Park
- 91 Willick Road Woodlot
- 92 Front Street Public Dock
- 93 Warren Woods Park
- 94 Hackberry Trail Park

NPC Parks

Niagara Parks Commission Parks (NPC)
For inquiries, please call 905-356-2241
or visit niagaraparks.com

OUTDOOR RECREATIONAL AMENITIES

Get outside and enjoy all that Niagara Falls has to offer. From parks, trails, and playgrounds to sports fields and courts, there are countless ways to stay active and connect with your community. Take a scenic walk, enjoy a family bike ride, challenge friends to a game, or let your dog run free at one of our off-leash dog parks.

The City of Niagara Falls offers a wide range of outdoor recreational amenities, including:

- ▶ Dog Parks
- ▶ Athletic Track and Sports Fields
- ▶ Outdoor Fitness Equipment
- ▶ Tennis and Pickleball Courts
- ▶ Trails and Cycling Routes
- ▶ Playgrounds

Did You Know?



The City of Niagara Falls operates and maintains 33 trails throughout the City?

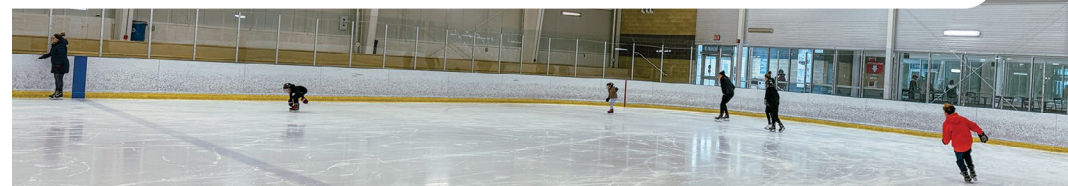


ARENAS

Hit the ice and make lasting memories at Niagara Falls' arenas. Whether you're playing hockey, attending a public skate, renting ice time, or cheering from the stands, our arenas offer year-round recreation for all ages. Public skating, recreational programs, and ice rentals are available throughout the season.

Gale Centre (4 ice pads)
5152 Thorold Stone Road,
Niagara Falls, L2E 0A2

Chippawa Willoughby Memorial Arena (1 ice pad)
9000 Sodom Road,
Niagara Falls, L2E 6S6



Last Minute Ice Availability

Must be booked on day of rental. Insurance is required. Call 905-356-7521 for rates and availability.

Looking to book a birthday party? Call 905-356-7521 to inquire about available options.



Niagara Falls
**Public
Library**

Victoria Avenue Library
4848 Victoria Ave | 905-356-8080

Stamford Centre Library
3643 Portage Rd | 905-357-0410

NovelBranch
Book vending machine
8800 McLeod Rd | BGC Niagara

Community Centre Library
7150 Montrose Rd | 905-371-1200

Chippawa Library
3848 Main St | 905-295-4391

Bookmobile
Your library on wheels
nflibrary.ca/bookmobile

Welcome to **your Library**

Books and more — your library is a warm, welcoming space where Niagara Falls can come together to connect, learn & thrive.

A PLACE TO CONNECT

JOIN YOUR LIBRARY

Visit one of our four locations or the Bookmobile to register for a library card.

COMMUNITY SPACE RENTALS

Host your next cultural, educational, or community event in our accessible spaces.

ART EXHIBITS

Monthly art exhibitions feature talented local artists at our Victoria Avenue location.

FOSTERING LIFELONG LEARNING

PROGRAMS & ACTIVITIES

From storytime sessions to workshops, there's something for all ages.

EARLYON CHILD & FAMILY CENTRE

Nurture early childhood education & connection at drop-in programs.

EXPLORE THE LIBRARY

Get up-to-date info on all our services



nflibrary.ca



nfpl.info/insider



nfpublishlibrary



nflibrary

A GATEWAY TO INFORMATION

INTERNET & PUBLIC COMPUTERS

Work, create or get connected at any of our locations.

DIGITAL COLLECTIONS & RESOURCES

Access eBooks, audiobooks, movies, newspapers, magazines, learning & more.

LOCAL HISTORY & ARCHIVES

Step into Niagara Falls' past with our ever-growing historical & genealogical collection.

VISITING LIBRARY SERVICES (VLS)

If you're unable to visit the library, our volunteers help bring the library to you.



Learn more

HEY, NEIGHBOUR! LET'S KEEP OUR SIDEWALKS SAFE THIS WINTER



Did You Know?

The City's updated Sidewalk Snow Clearing By-law requires residents and property owners to clear snow and ice from the sidewalk adjacent to their property within 24 hours after the substantial end of a snowfall.

Snow Clearing and Winter Maintenance

A little shovelling goes a long way. By keeping the sidewalk beside your home or property clear of snow and ice, you're helping everyone in our community travel safely throughout the winter.

Why It Matters:

- ▶ Helps keep children safe on their way to and from school.
- ▶ Reduces the risk of slips and falls.
- ▶ Makes sidewalks more accessible for people of all ages and abilities.
- ▶ Keeps our neighbourhood connected and moving throughout the winter.
- ▶ Creates a safer, more welcoming community for everyone.

Thank you for doing your part this winter.



Learn more at
niagarafalls.ca/winter

City of Niagara Falls Special Events



JAN

Winter Recreation Programs



FEB

Family Day in the City



MAR

March Break Activities



APR

Spring Recreation Programs



APR

Community Clean-Up



APR

Curbside Giveaway



MAY

Farmers' Market Opens



MAY

Touch a Truck



JUN

Flow Fest (19+)



JUN

Recreation + Parks Month



JUN

Seniors Month



JUN

Summer Recreation Programs



JUL

Canada Day at Firemen's Park



JUL

Summer Camps



AUG

Summer Camps



AUG/SEPT

Mayor's Charity BBQ



SEPT

Night of Art



OCT

Fall Recreation Programs



OCT

Community Clean-Up



OCT

Curbside Giveaway



OCT

Spooky Awards



NOV

Pumpkin Trail



NOV

Remembrance Day Service



NOV

Deck the Halls Holiday Market



NOV

Santa Claus Parade



NOV

Sleep Cheap Charities Reap



DEC

Sparkle Awards



DEC

Celebrate New Years Eve

JAN | FEB | MAR

APR | MAY | JUN

JUL | AUG | SEPT

OCT | NOV | DEC

VOLUNTEERING

Give back to your community while meeting new people and learning new skills. Explore current volunteer opportunities online at niagarafalls.ca/volunteer



STAY CONNECTED!

Don't miss an event – sign up for our newsletters today!

niagarafalls.ca/newsletters

Event dates are subject to change. Visit niagarafalls.ca for the most current information.

SCHOOL ZONES & CROSSING GUARDS

Let's work together to keep our school zones safe for everyone. Slow down, stay alert and follow all posted signs and traffic rules.

- ▶ **No stopping or parking** in designated No Stopping Zones or bus loading areas.
- ▶ **Follow crossing guards** and give pedestrians the right of way.
- ▶ **Use Kiss-and-Ride areas** as directed by the school.
- ▶ **Drive carefully.** Traffic violations in Community Safety Zones may result in increased fines.
- ▶ **Enforcement:** Vehicles stopped or parked illegally may be ticketed.



To learn more about school zone traffic rules, Kiss-and-Ride programs and crossing guards, visit niagarafalls.ca/school-safety



CEMETERIES

Cemeteries are a testament to a City's rich heritage and help to maintain and preserve local history. The City of Niagara Falls Cemetery Staff take exceptional pride in their work offering many options:

- ▶ Traditional In-Ground Burial Plots
- ▶ Cremation Burials
- ▶ Columbarium Options
- ▶ Scattering Options
- ▶ Green Burial Options

Visit us online to learn more about burial options and rates at niagarafalls.ca

MEMORIAL PROGRAMS

Looking for a meaningful way to honour a loved one, celebrate a special accomplishment, or give back to your community? Consider the following options that help you create a lasting tribute while enhancing the beauty of our parks, trails, and cemeteries:

- ▶ Commemorative Tree & Bench Program
- ▶ Environmental Action Committee Memorial Fund
- ▶ Firemen's Park Children's Memorial Walkway

let's talk
Niagara Falls

YOUR CITY. YOUR VOICE. YOUR IDEAS.

Help shape the future of Niagara Falls by sharing your feedback on projects, plans, and initiatives that matter to you. Let's Talk Niagara Falls is the City's online engagement hub, making it easy to stay informed and have your say whenever it works for you.

- ✓ Share your ideas
- ✓ Stay informed
- ✓ Help shape City decisions

Learn more and join the conversation at letstalk.niagarafalls.ca

**FOLLOW
THE CITY
ON SOCIAL**



Stay in the loop with all our latest events, job postings, City initiatives, and more by following us on our social platforms!



@niagarafallsonario



@niagarafalls



@CityOfNiagaraFallsCanada



THE NIAGARA FALLS CITY GUIDE

PARK MORE. PAY LESS.

The Resident Convenience Parking Pass gives Niagara Falls residents free parking in designated areas across the City for an entire year.

Your year-round parking solution for just \$35 + HST



GREAT
GIFT
IDEA!



Scan the QR code to purchase your pass today.

ENJOY

- ✓ Free Parking (2 hours) in designated on-street areas throughout Niagara Falls
- ✓ Convenient parking when visiting downtown businesses and attractions
- ✓ Coverage for up to two vehicles
- ✓ Significant savings compared to daily parking fees
- ✓ Up to 5 hours of parking at the Chippawa Boat Launch

► Why pay every time you park?

One pass. One low annual fee.
Hundreds of opportunities to save.

► Niagara Falls Residents Only

► Only \$35 + HST per year for two vehicles

905-356-7521

NIAGARAFALLS.CA



4310 Queen Street, Niagara Falls, L2E 6X5