



**CITY OF RICHMOND**

REPORT TO COUNCIL

**TO:** Richmond City Council  
**FROM:** Kate Sparrow  
Director, Recreation & Cultural Services  
**RE:** Aquatic Services Regular Positions

**DATE:** April 4, 2000  
**FILE:** 1810-01  
**(C00-001)**

STAFF RECOMMENDATION

That 8 new regular full time positions and 12 new regular part time positions be approved by Council.

Kate Sparrow  
Director, Recreation and Cultural Services

Att. 4

FOR ORIGINATING DIVISION USE ONLY		
<b>ROUTED TO:</b>	<b>CONCURRENCE</b>	<b>CONCURRENCE OF GENERAL MANAGER</b>
Human Resources .....	Y <input checked="" type="checkbox"/> N <input type="checkbox"/>	

## STAFF REPORT

### ORIGIN

All of the existing Aquatic Services regular part time and full time positions for the Lifeguard/Instructor and Cashier/Receptionist job classifications are designated to Minoru Aquatic Centre. When WaterMania opened, it was determined that it was not practical to develop and post additional regular positions until the impact of the new aquatic facility on attendance patterns at Minoru could be analyzed. Given the initial attendance surge with any new facility, it was also determined that WaterMania should have an appropriate "break in" period to better assess operational needs with respect to staffing. Following two years of operating an additional indoor facility, staff proposed an Aquatic Services re-organization to Human Resources in July 1999. Since the staffing adjustments involve the replacement of all but one of the existing Lifeguard/Instructor and Cashier/Receptionist positions, the collective agreement outlines a consultation process with the union. Human Resources has had ongoing discussions with Local 718 on this issue at Labour/Management Committee meetings. All new regular positions require Council approval.

### ANALYSIS

The existing 11 regular Lifeguard/Instructor (2 FT and 9 PT) and 4 regular Cashier/Receptionist (2 FT and 2 PT) positions are listed in Table 1. It should be noted that, of these 15 positions, only 6 currently have incumbents with 1 other position filled by a temporary full time employee. The reorganization entails the replacement of 14 of these positions (one position remains the same) with new positions that incorporate shifts that reflect the current operational requirements of Aquatic Services.

The proposed reorganization provides for 25 regular Lifeguard/Instructor (8 FT and 17 PT) and 10 regular Cashier/Receptionist (4 FT and 6 PT) positions as outlined in Tables 2, 3 and 4.

Although the proposed changes may appear on the surface to involve an operational staffing increase, the proposal shifts existing levels of staffing hours from an almost total reliance on auxiliary staff to a more efficient mix of regular and auxiliary staff. There is no overall aquatic staffing increase as a result of this proposal.

The following items are factors related to the proposed positions:

#### **Compressed Work Week**

None of the proposed positions would be scheduled on a compressed work week, as all staff would have to be replaced in order to maintain ongoing operational needs.

#### **Shift Flexibility**

Although defined shifts are identified for each of the proposed new positions, the Labour/Management Committee acknowledged that the aquatic facilities have variable hours of operation during the year in order to meet the needs of patrons and user groups. The union has agreed to the employer being able to adjust the start and end time of the shifts for these regular positions by a maximum of one hour for a one year trial period.

**Shift Location**

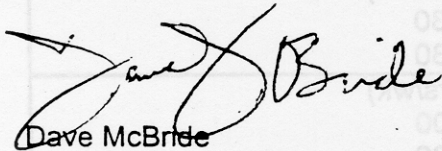
Several of the Cashier/Receptionist positions have shifts scheduled at both Minoru Aquatic Centre and WaterMania. This provides the opportunity for greater continuity of customer service standards for aquatics as a whole. This flexibility is not as practical for the Lifeguard/Instructors due to instructional program staffing consistency.

**FINANCIAL IMPACT**

There is no financial impact, as funding for all of the proposed positions is included in the 2000 operating budget. It should be noted that no additional funding over what was provided for in the 1999 budget is required for these regular positions and that there will be no overall increase in the total number of aquatic employees.

**CONCLUSION**

The proposed positions reflect the current operational needs of an expanded aquatic services section which includes WaterMania. The proposal provides for improved staffing coverage by regular employees instead of the current significant reliance on auxiliary employees, and will result in greater workforce consistency to better serve the community's aquatic program needs.



Dave McBride  
Manager, Aquatic Services

POS	POSITION	TYPE	HOURS
294	Lifeguard/Instructor 2	PT	Mon - Fri 18:30 - 22:30
295	Lifeguard/Instructor 2	PT	Mon - Fri 18:30 - 22:30
296	Lifeguard/Instructor 1	PT	Mon - Fri 18:30 - 22:30
297	Lifeguard/Instructor 1	PT	Mon - Fri 18:30 - 22:30
298	Lifeguard/Instructor 2	PT	Sat & Sun 12:30 - 18:00
299	Cashier/Receptionist	FT	Sun - Thur 10:30 - 18:30
300	Lifeguard/Instructor 1	PT	Mon - Fri 18:30 - 22:30
301	Lifeguard/Instructor 1	PT	Mon - Fri 18:30 - 22:30
302	Lifeguard/Instructor 1	PT	Mon - Fri 18:30 - 22:30
303	Cashier/Receptionist	FT	Mon - Thur 18:30 - 23:30
304	Cashier/Receptionist	PT	Mon - Fri 14:00 - 20:00

## Existing Positions

(Please Note: MAC = Minoru Aquatic Centre)  
(PT = Part Time and FT= Full Time)

PCC	POSITION	TYPE	HOURS
292	Lifeguard/Instructor 2	FT MAC	Mon – Fri (35 hrs/wk) 04:45 – 12:45
293	Lifeguard/Instructor 2	FT MAC	Mon – Fri (35 hrs/wk) 15:30 – 23:30
294	Lifeguard/Instructor 2	PT MAC	Mon– Fri (32.5 hrs/wk) 15:30 – 22:30
295	Lifeguard/Instructor 2	PT MAC	Mon – Fri (30 hrs/wk) 09:30 – 16:00
296	Lifeguard/Instructor 2	PT MAC	Sat & Sun (10 hrs/wk) Sat 05:30 – 10:00 Sun 10:30 – 17:00
297	Lifeguard/Instructor 2	PT MAC	Sat & Sun (12 hrs/wk) Sat 13:30 – 21:30 Sun 17:00 – 22:30
298	Lifeguard/Instructor 2	PT MAC	Sat & Sun (12 hrs/wk) Sat 12:30 – 18:00 Sun 15:00 – 23:00
299	Lifeguard/Instructor 1	PT MAC	Mon – Fri (32.5 hrs/wk) 15:30 – 22:30
300	Lifeguard/Instructor 1	PT MAC	Mon – Fri (32.5 hrs/wk) 12:00 – 19:00
301	Lifeguard/Instructor 1	PT MAC	Mon – Fri (22.5 hrs/wk) 15:30 – 20:00
302	Lifeguard/Instructor 1	PT MAC	Mon – Fri (20 hrs/wk) 06:00 – 10:00
290	Cashier/Receptionist	FT MAC	Sun – Thur (35 hrs/wk) Sun 10:30 – 18:30 Mon – Thur 15:30 – 23:30
291	Cashier/Receptionist	FT MAC	Mon – Fri (35 hrs/wk) Mon – Fri 06:00 – 14:00
303	Cashier/Receptionist	PT MAC	Fri & Sat (14 hrs/wk) Fri 15:00 – 23:30 Sat 14:00 – 22:00
304	Cashier/Receptionist	PT MAC	Mon – Fri (25 hrs/wk) 14:00 – 20:00

### Proposed Regular Full Time Lifeguard/Instructor Positions

(Please Note: WM = WaterMania and MAC = Minoru Aquatic Centre)  
(PT= Part Time and FT= Full Time)

PCC	POSITION	TYPE	HOURS
A	Lifeguard/Instructor 2	FT WM	Mon – Fri (35 hrs/wk) 06:00 – 14:00
B	Lifeguard/Instructor 2	FT WM	Wed – Sun (35 hrs/wk) 13:00 – 21:00
C	Lifeguard/Instructor 2	FT WM	Wed – Sun (35 hrs/wk) 14:30 – 22:30
D	Lifeguard/Instructor 2	FT WM	Sat – Wed (35 hrs/wk) Sat 06:00 – 14:00 Sun 08:30 – 16:30 Mon & Tue 14:30 – 22:30 Wed 13:30 – 21:30
E	Lifeguard/Instructor 2	FT MAC	Mon – Fri (35 hrs/wk) 06:00 – 14:00
F	Lifeguard/Instructor 2	FT MAC	Mon – Fri (35 hrs/wk) 09:30 – 17:30
G	Lifeguard/Instructor 2	FT MAC	Wed – Sun (35 hrs/wk) Wed 13:30 – 21:30 Thur 15:15 – 23:15 Fri & Su 14:45 – 22:45 Sat 14:15 – 22:15
H	Lifeguard/Instructor 2	FT MAC	Sat – Wed (35 hrs/wk) Sat 07:00 – 15:00 Sun 09:00 – 17:00 Mon – Wed 15:15 – 23:15

### Proposed Regular Part Time Lifeguard/Instructor Positions

(Please Note: WM = WaterMania and MAC = Minoru Aquatic Centre)  
(PT = Part Time and FT = Full Time)

PCC	POSITION	TYPE	HOURS
I	Lifeguard/Instructor 1	PT WM	Mon - Fri (28.75 hrs/wk) 05:45 – 12:00
J	Lifeguard/Instructor 1	PT WM	Mon – Fri (30 hrs/wk) 09:30 – 16:00
K	Lifeguard/Instructor 1	PT WM	Mon – Fri (30 hrs/wk) 09:30 – 16:00
L	Lifeguard/Instructor 1	PT WM	Mon – Fri (30 hrs/wk) 16:00 – 22:30
M	Lifeguard/Instructor 1	PT WM	Mon – Thur (24 hrs/wk) 16:00 – 22:30
N	Lifeguard/Instructor 1	PT WM	Fri – Sun (20 hrs/wk) Fri 16:00 – 22:30 Sat & Sun 14:30 – 22:30
O	Lifeguard/Instructor 1	PT WM	Fri – Sun (20 hrs/wk) Fri 15:00 – 21:30 Sat & Sun 13:00 – 21:00
P	Lifeguard/Instructor 1	PT WM	Fri – Sun (20 hrs/wk) Fri & Sat 05:30–12:30 Sun 09:00 – 17:00
Q	Lifeguard/Instructor 1	PT WM	Mon – Thur (26 hrs/wk) 05:30 – 12:30
R	Lifeguard/Instructor 1	PT MAC	Mon – Fri (27.5 hrs/wk) 05:30 – 11:30
S	Lifeguard/Instructor 1	PT MAC	Mon – Fri (30 hrs/wk) 09:00 – 16:00
T	Lifeguard/Instructor 1	PT MAC	Mon – Fri (30 hrs/wk) 10:00 – 17:00
U	Lifeguard/Instructor 1	PT MAC	Mon – Fri (22.5 hrs/wk) 15:30 – 20:00
V	Lifeguard/Instructor 1	PT MAC	Mon – Fri (20 hrs/wk) 18:00 – 22:00
W	Lifeguard/Instructor 1	PT MAC	Tue/Thur/Fri/Sat (21.5hrs/wk) Tue & Thur 15:30 – 20:00 Fri 15:30 – 22:15 Sat 15:00 – 21:45
X	Lifeguard/Instructor 1	PT MAC	Mon/Wed/Sat/Sun (23hrs/wk) Mon & Wed 15:30 – 20:00 Sat 05:30 – 12:00 Sun 11:00 – 20:00
Y	Lifeguard/Instructor 1	PT MAC	Mon – Fri (22 hrs/wk) Mon – Thur 15:30 – 20:00 Fri 15:30 – 19:30

### Proposed Regular Full and Part Time Cashier/Receptionist Positions

(Please Note: WM = WaterMania and MAC = Minoru Aquatic Centre)  
(PT = Part Time and FT = Full Time)

PCC	POSITION	TYPE	HOURS
Z	Cashier/Receptionist	FT WM	Wed – Sun (35 hrs/wk) Wed – Sat 05:45 – 13:45 Sun 09:45 – 17:45
AA	Cashier/Receptionist	FT WM	Fri – Tue (35 hrs/wk) 14:30 – 22:30
BB	Cashier/Receptionist	FT MAC	Wed – Sun (35 hrs/wk) Wed – Sat 05:45 – 13:45 Sun 10:45 – 18:45
CC	Cashier/Receptionist	FT MAC	Fri – Tue (35 hrs/wk) Fri & Sun 14:15 – 22:15 Sat 13:45 – 21:45 Mon & Tue 14:45 – 22:45
DD	Cashier/Receptionist	PT WM	Tue – Thur (20.5hrs/wk) Tue 13:00 – 20:00 Wed & Thur 14:30 – 22:30
EE	Cashier/Receptionist	PT WM	Wed/Sat/Sun (20 hrs/wk) Wed & Sun 13:00 – 20:00 Sat 13:00 – 20:30
FF	Cashier/Receptionist	PT MAC	Mon – Thur (28 hrs/wk) Mon & Tue 11:00 – 19:00 Wed & Thur 14:45 – 22:45
GG	Cashier/Receptionist	PT WM & MAC	Mon/Tu/Thur/Fri (28 hrs/wk) Mon & Tue @ WM 05:45 – 13:45 Thur & Fri @ MAC 11:00 – 19:00
HH	Cashier/Receptionist	PT WM & MAC	Mon/Tue/Thur/Fri (27 hrs/wk) Mon & Tue @ MAC 05:45 – 13:45 Thur & Fri @ WM 13:00 – 20:00
II	Cashier/Receptionist	PT WM & MAC	Wed/Sat/Sun/Mon (22.5hrs/wk) Wed @ MAC 11:00-19:00 Sat @ WM 10:00-15:00 Sun @ WM 11:00-15:00 Mon @ WM 13:00-20:00