



---

**To:** Mayor and Councillors  
**From:** John Woolgar  
Manager, Aquatic and Arena Services  
**Date:** May 5, 2021  
**File:** 11-7143-01/2021-Vol  
01  
**Re:** **RESPONSE TO REQUEST FOR NEW 2021 SCHEDULE – STEVESTON  
OUTDOOR POOL**

---

The staff report titled “Proposed 2021 Operating Hours for Steveston Outdoor Pool,” was considered at the April 27, 2021, Parks, Recreation and Cultural Services meeting. Staff were asked to provide a revised schedule and costs based on the following;

*That a hybrid model for 2021, based on Options 3 and 4 as detailed in Attachments 3 and 4 of the memo titled “Response to Referral – Proposed 2021 Operating Hours for Steveston Outdoor Pool,” dated April 23, 2021, from the Manager, Aquatic and Arena Services, with the following modifications:*

- 1) *Kigoos Swim Club have evening swim times of 5:00 p.m. to 10:00 p.m., Monday to Friday and retain their 10 hour combined weekday morning swim times from July 2, 2021, to September 6, 2021; and*
- 2) *The 5:00 p.m. to 5:30 p.m. weekday public time slot totalling two and half weekly hours from July 2, 2021, to September 6, 2021, as outlined in Option 4, to be removed and be added to the weekday morning length swim times to ensure length swimming five (5) mornings per week;*

*be approved for the operation of Steveston Outdoor Pool for the summer of 2021.*

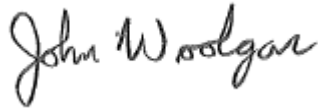
The purpose of this memo is to respond to the request for a new schedule and provide the corresponding financial impact. See Attachment 1 for the 2021 Steveston Outdoor Pool Schedule with Options 3 and 4 combined.

### Schedule Changes

This option adds two additional length swimming sessions which results in five morning sessions per week, Monday to Friday, from 6:00 a.m. to 7:00 a.m., during the peak summer season of July 2, 2021 to September 6, 2021. During the same dates public swim sessions will be offered from 1:00 p.m. to 5:00 p.m. Monday to Friday and 1:00 p.m. to 6:00 p.m. on Saturdays and Sundays. Kigoos Swim Club will practice from 7:00 a.m. to 9:00 a.m. and 5:00 p.m. to 10:00 p.m. Monday to Friday.

Financial Impact

This new schedule that combines elements of Option 3 and 4 increases the net operating expense by \$19,245. See Attachment 2 for the projected budget for this new schedule.

A handwritten signature in black ink that reads "John Woolgar". The signature is written in a cursive, flowing style.

John Woolgar  
Manager, Aquatic and Arena Services  
(604-238-8041)

Att. 1: 2021 Steveston Outdoor Pool Schedule Option 3 and 4 Combined  
2: Financial Impact of Options 3 and 4 Combined

Updated - 2021 Steveston Outdoor Pool Schedule of Option 3 and 4 Combined

MAY 1 - JUNE 30, 2021 - PROPOSED							
	MON	TUES	WED	THURS	FRI	SAT	SUN
6:00							
6:30	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB		
7:00	6:00-8:00am	6:00-8:00am	6:00-8:00am	6:00-8:00am	6:00-8:00am		
7:30							
8:00							
8:30						KIGOOS SWIM CLUB	KIGOOS SWIM CLUB
9:00						* May Only	* May Only
9:30	SCHOOL BOARD RENTALS		SCHOOL BOARD RENTALS		SCHOOL BOARD RENTALS	7:00-11:30am	7:00-11:30am
10:00	*June 14 - 25 available to be booked		*June 14 - 25 available to be booked		*June 14 - 25 available to be booked		
10:30	SCHOOL BOARD RENTALS	SCHOOL BOARD RENTALS	SCHOOL BOARD RENTALS	SCHOOL BOARD RENTALS			
11:00	9:00-12:00pm	9:00-12:00pm	9:00-12:00pm	9:00-12:00pm			
11:30	*June 14 - 25 available to be booked		*June 14 - 25 available to be booked				
12:00	LENGTH SWIM		LENGTH SWIM		LENGTH SWIM	LENGTH SWIM	LENGTH SWIM
12:30	*Begins May 22		*Begins May 22		*Begins May 22	*Begins May 22	*Begins May 22
1:00	12:00-2:00pm		12:00-2:00pm		12:00-2:00pm	12:00-2:00pm	12:00-2:00pm
1:30							
2:00							
2:30							
3:00						PUBLIC SWIM	PUBLIC SWIM
3:30						*Begins May 22	*Begins May 22
4:00						2:00-5:00pm	2:00-5:00pm
4:30							
5:00							
5:30							
6:00	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB		
6:30	4:00-10:00pm	4:00-10:00pm	4:00-10:00pm	4:00-10:00pm	4:00-10:00pm		
7:00							
7:30							
8:00							
8:30							
9:00							
9:30							

Notes:  
 \*Length and Public Swim begins May 22  
 \*School Board rentals June 14 - 25 available to be booked  
 \*Stat hours on May 24  
 \*Kigoos typically have a swim meet the first weekend in June

JULY 2 - SEPTEMBER 6, 2021 - PROPOSED							
	MON	TUES	WED	THURS	FRI	SAT	SUN
6:00	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM		
6:30	6:00-7:00am	6:00-7:00am	6:00-7:00am	6:00-7:00am	6:00-7:00am		
7:00							
7:30	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB		
8:00	7:00-9:00am	7:00-9:00am	7:00-9:00am	7:00-9:00am	7:00-9:00am		
8:30							
9:00							
9:30	LESSONS	LESSONS	LESSONS	LESSONS	LESSONS		
10:00	9:00-11:00am	9:00-11:00am	9:00-11:00am	9:00-11:00am	9:00-11:00am		
10:30							
11:00	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM	LENGTH SWIM	LENGTH SWIM
11:30	11:00am-1:00pm	11:00am-1:00pm	11:00am-1:00pm	11:00am-1:00pm	11:00am-1:00pm	11:00am-1:00pm	11:00am-1:00pm
12:00							
12:30							
1:00							
1:30							
2:00							
2:30							
3:00	PUBLIC SWIM	PUBLIC SWIM	PUBLIC SWIM	PUBLIC SWIM	PUBLIC SWIM	PUBLIC SWIM	PUBLIC SWIM
3:30	1:00-5:00pm	1:00-5:00pm	1:00-5:00pm	1:00-5:00pm	1:00-5:00pm	1:00-6:00pm	1:00-6:00pm
4:00							
4:30							
5:00							
5:30							
6:00							
6:30							
7:00	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB		
7:30	5:00-10:00pm	5:00-10:00pm	5:00-10:00pm	5:00-10:00pm	5:00-10:00pm		
8:00							
8:30							
9:00							
9:30							

Notes:  
 11:00-1:00pm (M-F) Length swim in main pool and lessons in tot pool  
 Minimum two length swim lanes available during public swim  
 Closed on July 1 as per normal operations  
 July 2, August 2 and September 6 based on stat holiday hours  
 6:00-7:00am swim may change to 8:00-9:00am contingent on staffing

SEPTEMBER 7 - 30, 2021 - PROPOSED							
	MON	TUES	WED	THURS	FRI	SAT	SUN
12:00							
12:30	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM
1:00	12:00-2:00pm	12:00-2:00pm	12:00-2:00pm	12:00-2:00pm	12:00-2:00pm	12:00-2:00pm	12:00-2:00pm
1:30							

## Financial Impact of Options 3 and 4 Combined

	<b>Option 3 and 4 Combined</b>
<hr/>	
<b>Operating Activity</b>	
<b>Revenues</b>	
Lessons	23,457
Admissions	10,725
Rentals/Lockers/Sales	20,390
<b>Operating Fund Revenue</b>	<b>54,572</b>
	<hr/>
<b>Total Revenues</b>	<b>54,572</b>
	<hr/>
<b>Expenses</b>	
Salaries and Benefits	99,283
Maintenance Expenses	3,000
Supplies	19,700
Utilities	39,007
<b>Operating Expenses</b>	<b>160,990</b>
	<hr/>
<b>Total Expenses</b>	<b>160,990</b>
	<hr/>
<b>Net Operating Activity</b>	<b>(106,418)</b>
<b>Increased Net Operating Expenses for 2021</b>	<b>(19,245)</b>



---

**To:** Parks, Recreation and Cultural Services Committee  
**Date:** April 23, 2021

**From:** John Woolgar  
Manager, Aquatic and Arena Services  
**File:** 11-7143-01/2021-Vol 01

**Re:** **RESPONSE TO REFERAL – PROPOSED 2021 OPERATING HOURS FOR STEVESTON OUTDOOR POOL**

---

The staff report titled “Proposed 2021 Operating Hours for Steveston Outdoor Pool,” was considered at the April 12, 2021, Council meeting. Staff received the following referral in relation to the report:

*That the “Proposed 2021 Operating Hours for Steveston Outdoor Pool”, dated February 26, 2021, from the Director, Recreation and Sport Services be referred back to staff to:*

- 1) *conduct additional consultation with user groups; and*
- 2) *retrieve additional information on the costs and implications of extending the pool season.*

The purpose of this memo is to respond to the referral and to provide the additional information requested at the meeting.

As directed, staff have held additional consultations with the two petitioner representatives, as well as representatives from the Richmond Kigoos Swim Club (Kigoos), one of the primary user groups for the pool. The options were also considered by the Aquatic Advisory Board, whose role is to provide input and advice on scheduling and service levels. Their comments and advice have been included in the options outlined. As a result, staff have outlined four options for Council’s consideration as follows:

- Option 1– Hybrid Model - recommended in the staff report dated February 26, 2021;
- Option 2 – September Extension - recommended in the memo dated March 26, 2021, which includes the addition of length swim sessions from September 7-30, 2021;
- Option 3 – Revised Hybrid Model - a new Hybrid schedule recommended by the Aquatic Advisory Board, created in consultation with the petitioners and supported by the Kigoos. It includes additional weekday length swim sessions in May, June and September; and
- Option 4 – Petitioners Preferred Schedule - a new schedule proposed by the petitioners, by email, on April 21, 2021, which is not supported by the Kigoos.

While staff have met with the petitioners on multiple occasions we have not been able to provide one schedule that can satisfy the requests of all user groups. Each option has advantages and disadvantages depending on the perspective of the user group. The advantages and disadvantages of each option are outlined in detail below, along with the financial impact.

**Summary of Schedule Options with Comparison to Budget**

	Option #1: Hybrid Model (Recommended in Feb. 26 Report to Committee)	Option #2: September Extension	Option #3: Revised Hybrid Model	Option # 4: Petitioners Preferred Schedule
Total Length Swim Hours	162	210	266	240 (eliminate before work length swim)
Total Public Swim Hours	317	317	330	340
Estimated Length Swimmers	2,916	3,780	4,788	4,320
Estimated Public Swimmers	9,510	9,510	9,900	9,300
Total Revenue	\$53,882	\$53,882	\$54,594	\$54,120
Total Expenses	\$141,055	\$150,762	\$159,624	\$160,475
Net Expenses	\$87,173	\$96,880	\$105,030	\$106,355
Total Additional Expense		\$9,700	\$17,857	\$19,182

\*See Attachment 4 for the financial impact for Options 1 - 4

\*Maximum 18 users per hour during length swims due to COVID-19 Safety protocols

\*Maximum 30 users per hour during public swims due to COVID-19 Safety protocols

\*Marginal revenue increase in Option 3 due to majority of users being pass holders

**Operating Protocols**

COVID-19 operating guidelines will be in effect for the summer 2021 swimming season at the Steveston Outdoor Pool. Sessions will be 55 minutes in length to allow for a five (5) minute transition between swims. Each length swim session can accommodate a maximum of 18 users and each public swim session can accommodate a maximum of 30 users. Users must register for their session in advance online or through the Registration Call Centre prior to their swim. Changeroom access will be limited and swimmers will be asked to come and leave in their swim gear whenever possible.

**Option 1 – Hybrid Model - Recommended in Staff Report dated February 26, 2021**

This option was presented in the staff report titled “Proposed 2021 Operating Hours for Steveston Outdoor Pool,” dated February 26, 2021, the Hybrid Model for 2021. Please see schedule in Attachment 1. This option provides additional length swim hours, as well as providing weekday, early morning and evening swim options for individuals wanting to use the pool outside of typical weekday business hours. It does not, however, meet the full request of the petitioners of adding additional length swims in May, June and September. An increase of 21 public swim hours would be accomplished by moving some time slots, including those of the Kigoos, to create efficiencies and evening swim times for working length swimmers and families alike. This option would have no financial impact.

### Option 2 – September Extension

This option was presented in the memo “Response to Steveston Outdoor Pool Referral Regarding Operating Hours for 2021” dated April 7, 2021. Please see schedule in Attachment 2. In addition to the modifications outlined in Option 1, this option provides daily two (2) hour length swims from September 7 until September 30, providing an additional 48 hours of length swimming. It does not, however, meet the full request of the petitioners of adding additional length swims in May and June. The additional cost for this option is \$9,700. No additional revenues are expected from this option as the majority of users are anticipated to be existing pass holders.

### Option 3 – Revised Hybrid Model (recommended by Aquatic Advisory Board)

In addition to the modifications outlined in Option 1 and Option 2 above, this option adds additional two (2) hour length swim sessions on Mondays, Wednesdays and Fridays from May 26 through June 29. Please see schedule in Attachment 3. Length swim sessions would also increase from 90 minutes to two hours on weekends from July 2 - September 6 providing an additional 56 length swim hours. This option also provides an overall increase of 13 public swim hours but eliminates the evening weekday public swim sessions. This schedule was developed in consultation with the petitioners. It is recommended by the Aquatic Advisory Board and is also supported by the Kigoos. The additional cost for this option is \$17,857.

### Option 4 – Petitioners Preferred Schedule (recommended by the two petitioner representatives)

This option is a new schedule put forward by the two petitioner representatives by email on April 21, 2021, and is identified by them as their preferred schedule. Please see schedule in Attachment 4. It has the same schedule as Option 3 for May, June and September. In July and August it eliminates the weekday early morning length swim, and extends the afternoon public swimming time to 5:30 pm. It also decreases the Kigoos time by 1.5 hours per week in July and August and changes their evening practice time from 5:00-10:00 pm to 6-10:30 pm. The Kigoos are not in favour of this option as it both reduces their evening swimming times as well as requires children to practice as late as 10:30 pm three nights per week and the Kigoos Masters Swim Club two nights per week. The afternoon public swims proposed (1:00 – 5:30pm) do not align with the one hour swim blocks as outlined in the current COVID-19 booking procedures. As a result, there would not be an increase in numbers of people served each day. The last session could be offered as a 1.5 hr session instead of the 1.0 hr session. This would likely be confusing for the public and create an inequity in the length of service provided. The additional cost for this option is \$19,182.

### Financial Impact

Option 1 has no financial impact. Option 2 increases the net operating expense by \$9,700, Option 3 increases the net operating expense by \$17,857 and Option 4 increases the net operating expense by \$19,182.

Attachment 5 outlines the financial impact of each option in comparison to the base budget. Funding is available from the Council Community Initiatives Account. Should Council choose to support an increase in operating hours, Council would need to approve the additional expenditure to be funded from the Council Community Initiatives Account, as well as a motion to amend the Consolidated 5 Year Financial Plan (2021-2025) accordingly.

### Marketing and Promotions

Annual promotions for the two outdoor pools include:

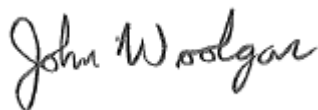
- The City e-newsletter;
- Posters at other city facilities including the libraries;
- Reader boards;
- Social media;
- Requesting the Registration Call Centre to promote when appropriate; and
- A-frame outside of the facility (near the road).

As in past, staff will closely monitor registration and implement additional promotions as required to ensure the pool is being fully utilized.

### Aquatic Advisory Board

The Aquatics Advisory Board is recommending Option 3 as the preferred option for this summer subject to funding availability. They would also support Option 1 as it stays within the original budget while providing evening public swims on weekdays to encourage new users to the pool who are unable to attend during the daytime. They are not supportive of Option 4. As per the mandate of the Aquatic Advisory Board staff will review the attendance results of the Steveston Pool with the Board after the summer season to contemplate and make any schedule changes for the 2022 season to maximize usage of the pool in future years.

Please see Attachment 6 for the Terms of Reference of the Aquatic Advisory Board as requested at the Council meeting on April 12, 2021.



John Woolgar  
Manager, Aquatic and Arena Services  
(604-238-8041)

- Att. 1: Option 1 - Steveston Outdoor Pool – 2021 Proposed Hybrid Model
- 2: Option 2 - Steveston Outdoor Pool – 2021 Proposed Schedule for September Extension
- 3: Option 3 - Steveston Outdoor Pool – 2021 Revised Hybrid Model
- 4: Option 4 - Steveston Outdoor Pool – 2021 Petitioners Preferred Schedule
- 5: Financial Impact for Options 1 - 4
- 6: Aquatic Advisory Board Terms of Reference



Option 1 - Steveston Outdoor Pool – 2021 Proposed Hybrid Model

MAY 1 - JUNE 30, 2021 - PROPOSED							
	MON	TUES	WED	THURS	FRI	SAT	SUN
6:00							
6:30	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB		
7:00							
7:30							
8:00							
8:30						KIGOOS SWIM CLUB	KIGOOS SWIM CLUB
9:00							
9:30							
10:00	SCHOOL BOARD RENTALS *	SCHOOL BOARD RENTALS *	SCHOOL BOARD RENTALS *	SCHOOL BOARD RENTALS *	SCHOOL BOARD RENTALS *		
10:30							
11:00							
11:30	June 14 - 25 available to be booked	June 14 - 25 available to be booked	June 14 - 25 available to be booked	June 14 - 25 available to be booked	June 14 - 25 available to be booked		
12:00						LENGTH SWIM *	LENGTH SWIM *
12:30							
1:00							
1:30							
2:00						PUBLIC SWIM * Begins May 22	PUBLIC SWIM * Begins May 22
2:30							
3:00							
3:30							
4:00							
4:30							
5:00							
5:30							
6:00	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB		
6:30							
7:00							
7:30							
8:00							
8:30							
9:00							
9:30							

Notes:

\*Length and Public Swim begins May 22

\*School Board rentals June 14 - 25 available to be booked

JULY 2 - SEPTEMBER 6, 2021 - PROPOSED							
	MON	TUES	WED	THURS	FRI	SAT	SUN
6:00	PUBLIC SWIM		PUBLIC SWIM		PUBLIC SWIM		
6:30							
7:00	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB		
7:30							
8:00							
8:30							
9:00							
9:30							
10:00	LESSONS	LESSONS	LESSONS	LESSONS	LESSONS		
10:30							
11:00	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM		
11:30						LENGTH SWIM	LENGTH SWIM
12:00							
12:30							
1:00							
1:30							
2:00	KIGOOS SWIM CLUB	PUBLIC SWIM	KIGOOS SWIM CLUB	PUBLIC SWIM	KIGOOS SWIM CLUB	PUBLIC SWIM	PUBLIC SWIM
2:30							
3:00							
3:30							
4:00							
4:30							
5:00							
5:30	PUBLIC SWIM		PUBLIC SWIM		PUBLIC SWIM		
6:00		KIGOOS SWIM CLUB		KIGOOS SWIM CLUB		KIGOOS SWIM CLUB	KIGOOS SWIM CLUB
6:30							
7:00							
7:30							
8:00							
8:30							
9:00							
9:30							

Notes:

11:00-1:00pm Length swim in main pool and lessons in tot pool

6:00-7:00am swim may change to 8:00-9:00am contingent on staffing

Minimum two length swim lanes available during public swim

Closed on July 1 as per normal operations

Option 2 - Steveston Outdoor Pool – 2021 Proposed September Extension

MAY 1 - JUNE 30, 2021 - PROPOSED							
	MON	TUES	WED	THURS	FRI	SAT	SUN
6:00	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB		
6:30							
7:00							
7:30							
8:00							
8:30						KIGOOS SWIM CLUB	KIGOOS SWIM CLUB
9:00							
9:30							
10:00	SCHOOL BOARD RENTALS *	SCHOOL BOARD RENTALS *	SCHOOL BOARD RENTALS *	SCHOOL BOARD RENTALS *	SCHOOL BOARD RENTALS *		
10:30							
11:00							
11:30	June 14 - 25 available to be booked	June 14 - 25 available to be booked	June 14 - 25 available to be booked	June 14 - 25 available to be booked	June 14 - 25 available to be booked		
12:00						LENGTH SWIM *	LENGTH SWIM *
12:30							
1:00							
1:30							
2:00						PUBLIC SWIM * Begins May 22	PUBLIC SWIM * Begins May 22
2:30							
3:00							
3:30							
4:00							
4:30							
5:00							
5:30							
6:00	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB		
6:30							
7:00							
7:30							
8:00							
8:30							
9:00							
9:30							

Notes:

\*Length and Public Swim begins May 22

\*School Board rentals June 14 - 25 available to be booked

JULY 2 - SEPTEMBER 6, 2021 - PROPOSED							
	MON	TUES	WED	THURS	FRI	SAT	SUN
6:00	PUBLIC SWIM		PUBLIC SWIM		PUBLIC SWIM		
6:30							
7:00	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB		
7:30							
8:00							
8:30							
9:00							
9:30	LESSONS	LESSONS	LESSONS	LESSONS	LESSONS		
10:00							
10:30							
11:00	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM		
11:30						LENGTH SWIM	LENGTH SWIM
12:00							
12:30							
1:00							
1:30							
2:00							
2:30	KIGOOS SWIM CLUB	PUBLIC SWIM	KIGOOS SWIM CLUB	PUBLIC SWIM	KIGOOS SWIM CLUB	PUBLIC SWIM	PUBLIC SWIM
3:00							
3:30							
4:00							
4:30							
5:00							
5:30							
6:00	PUBLIC SWIM		PUBLIC SWIM		PUBLIC SWIM		
6:30		KIGOOS SWIM CLUB		KIGOOS SWIM CLUB			
7:00						KIGOOS SWIM CLUB	KIGOOS SWIM CLUB
7:30							
8:00							
8:30							
9:00							
9:30							

Notes:

11:00-1:00pm Length swim in main pool and lessons in tot pool

6:00-7:00am swim may change to 8:00-9:00am contingent on staffing

Minimum two length swim lanes available during public swim

Closed on July 1 as per normal operations

SEPTEMBER 7 - 30, 2021 - PROPOSED							
	MON	TUES	WED	THURS	FRI	SAT	SUN
12:00							
12:30	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM
1:00							
1:30							
2:00							

Option 3 - Steveston Outdoor Pool – 2021 Revised Hybrid Model

MAY 1 - JUNE 30, 2021 - PROPOSED							
	MON	TUES	WED	THURS	FRI	SAT	SUN
6:00	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB		
6:30							
7:00							
7:30							
8:00							
8:30						KIGOOS SWIM CLUB	KIGOOS SWIM CLUB
9:00							
9:30	SCHOOL BOARD RENTALS	SCHOOL BOARD RENTALS	SCHOOL BOARD RENTALS	SCHOOL BOARD RENTALS	SCHOOL BOARD RENTALS	* May Only	* May Only
10:00							
10:30	* June 14 - 25 available to be booked	* June 14 - 25 available to be booked	* June 14 - 25 available to be booked	* June 14 - 25 available to be booked	* June 14 - 25 available to be booked		
11:00							
11:30							
12:00	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM
12:30							
1:00	*Begins May 22		*Begins May 22		*Begins May 22		*Begins May 22
1:30							
2:00							
2:30						PUBLIC SWIM	PUBLIC SWIM
3:00							
3:30						*Begins May 22	*Begins May 22
4:00							
4:30							
5:00							
5:30							
6:00	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB		
6:30							
7:00							
7:30							
8:00							
8:30							
9:00							
9:30							

Notes:

- \*Length and Public Swim begins May 22
- \*School Board rentals June 14 - 25 available to be booked
- \*Stat hours on May 24
- \*Kigoos typically have a swim meet the first weekend in June

JULY 2 - SEPTEMBER 6, 2021 - PROPOSED							
	MON	TUES	WED	THURS	FRI	SAT	SUN
6:00	LENGTH SWIM	KIGOOS SWIM CLUB	LENGTH SWIM	KIGOOS SWIM CLUB	LENGTH SWIM		
6:30							
7:00	KIGOOS SWIM CLUB		KIGOOS SWIM CLUB		KIGOOS SWIM CLUB		
7:30							
8:00							
8:30							
9:00							
9:30	LESSONS	LESSONS	LESSONS	LESSONS	LESSONS		
10:00							
10:30							
11:00	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM	LENGTH SWIM	LENGTH SWIM
11:30							
12:00							
12:30							
1:00							
1:30							
2:00	PUBLIC SWIM	PUBLIC SWIM	PUBLIC SWIM	PUBLIC SWIM	PUBLIC SWIM		
2:30							
3:00						PUBLIC SWIM	PUBLIC SWIM
3:30							
4:00							
4:30							
5:00							
5:30							
6:00							
6:30							
7:00	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB		
7:30							
8:00							
8:30							
9:00							
9:30							

Notes:

- 11:00-1:00pm (M-F) Length swim in main pool and lessons in tot pool
- 6:00-7:00am swim may change to 8:00-9:00am contingent on staffing
- Minimum two length swim lanes available during public swim
- Closed on July 1 as per normal operations
- July 2, August 2 and September 6 based on stat holiday hours

SEPTEMBER 7 - 30, 2021 - PROPOSED							
	MON	TUES	WED	THURS	FRI	SAT	SUN
12:00							
12:30	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM
1:00							
1:30							
2:00							

Option 4 - Steveston Outdoor Pool – 2021 Petitioners Preferred Schedule

MAY 1 - JUNE 30, 2021 - PROPOSED							
	MON	TUES	WED	THURS	FRI	SAT	SUN
6:00							
6:30	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB		
7:00							
7:30							
8:00							
8:30						KIGOOS SWIM CLUB * May Only	KIGOOS SWIM CLUB * May Only
9:00							
9:30	SCHOOL BOARD RENTALS	SCHOOL BOARD RENTALS	SCHOOL BOARD RENTALS	SCHOOL BOARD RENTALS	SCHOOL BOARD RENTALS		
10:00							
10:30	* June 14 - 25 available to be booked	* June 14 - 25 available to be booked	* June 14 - 25 available to be booked	* June 14 - 25 available to be booked	* June 14 - 25 available to be booked		
11:00							
11:30							
12:00	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM
12:30							
1:00	*Begins May 22		*Begins May 22		*Begins May 22	*Begins May 22	*Begins May 22
1:30							
2:00							
2:30						PUBLIC SWIM	PUBLIC SWIM
3:00							
3:30						*Begins May 22	*Begins May 22
4:00							
4:30							
5:00							
5:30							
6:00	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB		
6:30							
7:00							
7:30							
8:00							
8:30							
9:00							
9:30							

Notes:

- \*Length and Public Swim begins May 22
- \*School Board rentals June 14 - 25 available to be booked
- \*Stat hours on May 24
- \*Kigoos typically have a swim meet the first weekend in June

JULY 2 - SEPTEMBER 6, 2021 - PROPOSED							
	MON	TUES	WED	THURS	FRI	SAT	SUN
6:00							
6:30	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB		
7:00							
7:30							
8:00							
8:30							
9:00							
9:30	LESSONS	LESSONS	LESSONS	LESSONS	LESSONS		
10:00							
10:30							
11:00	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM	LENGTH SWIM	LENGTH SWIM
11:30							
12:00							
12:30							
1:00							
1:30							
2:00							
2:30	PUBLIC SWIM	PUBLIC SWIM	PUBLIC SWIM	PUBLIC SWIM	PUBLIC SWIM	PUBLIC SWIM	PUBLIC SWIM
3:00							
3:30							
4:00							
4:30							
5:00							
5:30							
6:00							
6:30							
7:00							
7:30	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB		
8:00							
8:30							
9:00							
9:30							
10:00							

Notes:

- 11:00-1:00pm (M-F) Length swim in main pool and lessons in tot pool
- Minimum two length swim lanes available during public swim
- Closed on July 1 as per normal operations
- July 2, August 2 and September 6 based on stat holiday hours
- Does not provide opportunity to swim before or after typical business hours M-F

SEPTEMBER 7 - 30, 2021 - PROPOSED							
	MON	TUES	WED	THURS	FRI	SAT	SUN
12:00							
12:30	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM
1:00							
1:30							
2:00							

Financial Impact for Options 1 – 4

	Base Budget	Option 1 - Hybrid Model	Option 2 - September Extension	Option 3 - 2021 Revised Hybrid Model	Option 4 - 2021 Petitioners Preferred Schedule
<b>Operating Activity</b>					
<b>Revenues</b>					
Lessons	47,900	23,457	23,457	23,457	23,457
Admissions	19,100	9,728	9,728	10,440	9,966
Rentals/Lockers/Sales	28,100	20,697	20,697	20,697	20,697
<b>Operating Fund Revenue</b>	<b>95,100</b>	<b>53,882</b>	<b>53,882</b>	<b>54,594</b>	<b>54,120</b>
<b>Total Revenues</b>	<b>95,100</b>	<b>53,882</b>	<b>53,882</b>	<b>54,594</b>	<b>54,120</b>
<b>Expenses</b>					
Salaries and Benefits	109,900	81,755	89,055	97,917	98,768
Maintenance Expenses	3,000	3,000	3,000	3,000	3,000
Supplies	22,800	19,700	19,700	19,700	19,700
Utilities	36,600	36,600	39,007	39,007	39,007
<b>Operating Expenses</b>	<b>172,300</b>	<b>141,055</b>	<b>150,762</b>	<b>159,624</b>	<b>160,475</b>
<b>Total Expenses</b>	<b>172,300</b>	<b>141,055</b>	<b>150,762</b>	<b>159,624</b>	<b>160,475</b>
<b>Net Operating Activity</b>	<b>(77,200)</b>	<b>(87,173)</b>	<b>(96,880)</b>	<b>(105,030)</b>	<b>(106,355)</b>

Option 2 - 2 hours added daily Sept 7-30 does not reflect a revenue increase due to majority of users being pass holders

Option 3 - 2 hours added three times a week May 24-June 30 reflects a marginal increase due to majority of users being pass holders

Option - 3 - 4 hours added weekly July 2-Sept 6 reflects marginal increases due to majority of users being pass holders

Option - 4 has minimal impact to the budget and hours, but changes program plan to public significantly

Aquatic Advisory Board Terms of Reference

**Terms of Reference**  
**Aquatic Advisory Board**



## **Terms of Reference Aquatic Advisory Board**

### **1. Purpose**

These terms of reference shall apply to the “Aquatic Advisory Board” (AAB).

### **2. Mandate**

The purpose of the Aquatic Advisory Board is to act as a resource and provide advice to Council through senior City staff in the planning, development, support and promotion of a range aquatic service opportunities, which are accessible, inclusive and support the needs of a growing and diverse population in Richmond:

- Provide input into setting service standards, including hours of operation and related policies and procedures.
- Set fees and charges.
- Monitor budgeted facility revenues and expenditures and achieving operating budget goals set by Council.
- Provide input into scheduling and allocating facility pool space.
- Provide advice on operational issues which may arise.
- Provide input regarding the marketing and promotion of the facilities to residents of Richmond, residents of neighbouring communities and visitors to the region.

### **3. Roles and Responsibilities of a Member**

An Aquatic Advisory Board Member is appointed by Richmond City Council. It is through the existence of the Board that an interchange of ideas between the public, local government and the staff will be achieved.

#### Roles

- Provide input into the review of aquatics policies, programs and procedures.
- Determine the goals and objectives of the Aquatic Advisory Board within the framework outlined by Council.
- Cooperate and consult with other community agencies and organizations to develop various partnerships to meet Aquatic Services goals.

#### Responsibilities

- Attend meetings with regularity and punctuality. Meetings shall be held a minimum of six times a year.
- Thoroughly familiarize themselves with all agenda materials in preparation for active participation in discussions.
- Abide by decisions duly made by the Board.

- Review with the Manager, Aquatic and Arena Services and/or Coordinator, Aquatic Services any aquatic related concerns which may have been observed.
- Maintain an objective and unbiased approach free of conflict of interest.
- Act in accordance with and uphold the City's Respectful Workplace Policy (Policy 6800).

The Board member who has been elected Chairperson of the Board has the additional responsibility to:

- In consultation with the Manager, Aquatic and Arena Services and/or Coordinator, Aquatic Services, prepare the agenda and any necessary supporting material in time for distribution by City Staff.
- Chair meetings according to Robert's Rules of Order, while demonstrating knowledge of the work at hand, facilitating inclusive discussions, and ensuring that all members have a full and equal opportunity to participate in decision-making.
- Introduce and welcome any visiting staff, community members, guests or others.
- Sign the minutes of the previous meeting presided over, after they have been approved by the Board.

The Vice Chair Shall:

- Assume the duties of the Chair in the absence of the latter and shall perform and assume such other responsibilities and duties as assigned by the chair.

#### **4. Composition**

- The Council appointed Board consists of 9 members including, 7 members at large and 2 members who are recommended for appointment by the Richmond Aquatic Users' Association.
- The Board conducts its own vote to designate the Chair and Vice Chair Executive positions.
- The Mayor will appoint one Council member to act as a liaison to the Board.

#### **5. Recruitment, Selection and Appointment**

- Recruitment
  - Recruitment of citizen appointees shall be according to Council policy and procedures (e.g. the City Clerk's office will place appropriate public advertisements in the media to ask for volunteers).
- Selection
  - All members of AAB shall be selected based on one or both of the following criteria:



- Be an individual who has demonstrated an interest in and commitment to improving recreational, instructional and competitive aquatic opportunities Richmond.
- Represents the diversity of the community.
- Appointment
  - All members shall be appointed by Council.

## 6. Term

- Members shall be appointed for a term of two (2) years.
- To provide for continuity, three (3) members at large and one (1) member recommended by the Richmond Aquatic Users' Association will have their term end on even calendar years. The other four (4) members at large and one (1) member recommended by the Richmond Aquatic Users' Association will have their term end on odd calendar years.
- At the end of a term, members may re-apply to serve for a subsequent term.
- Members may serve for a maximum of four (4) consecutive terms, or eight (8) consecutive years.

## 7. Operation and Process

### Conflict of Interest

- All members are required to disclose their interests and involvement in Richmond to identify any potential conflict of interest.

### Decision-Making Process

- Members of AAB shall:
  - Follow Council decision-making policy and procedures;
  - Strive for consensus; and
  - In the absence of consensus, a quorum shall be a simple majority of members present.
- Each member is entitled to one vote.

## 8. Code of Conduct

### Conflict of Interest

- A conflict of interest exists if a Board member is a director, member or employee of an organization seeking to benefit from the City or if the Board member has a direct or indirect pecuniary (financial) interest in the outcome of Board deliberations.
- Board members who have a conflict of interest with a topic being discussed shall declare the conflict, describe the nature of the conflict, leave the room prior to any discussions and shall refrain from voting.

- Board members are not permitted to directly or indirectly benefit from their participation on the Board during their tenure and for a period of twelve (12) months following their term(s).

#### Professionalism

- Board members are expected to act in accordance with the City's Respectful Workplace Policy (Policy 6800), including being respectful towards other members.
- Board members must devote the necessary time and effort to prepare for meetings, arrive at meetings on time and provide feedback consistent with the Board's mandate. Any Board member who is absent for three (3) meetings of the Board without reason satisfactory to the Board may be removed from the Board.

#### Reporting and Social Media

- Board members may not represent themselves as having any authority beyond that delegated in the Terms of Reference approved by Council. Items will be presented to the Board if referred by Council or staff and the standard process of communication is through staff to Council. Board members may communicate directly to Council or the media, if the Board members identify themselves as an individual, and not as representatives of the Board.
- Any use of social media must, as with all other forms of communication, meet principles of integrity, professionalism and privacy.

Should a Board member violate the Code of Conduct or act outside the Terms of Reference, the Board member may be removed from the Board.

**TO: MAYOR & EACH  
COUNCILLOR  
FROM: CITY CLERK'S OFFICE**



# City of Richmond

## Memorandum

Community Services Division  
Aquatic Services

**To:** Mayor and Councillors  
**From:** John Woolgar  
Manager, Aquatic and Arena Services  
**Date:** April 7, 2021  
**File:** 11-7143-01/2021-Vol 01  
**Re:** Response to Steveston Outdoor Pool Referral Regarding Operating Hours for 2021

The report, "Proposed 2021 Operating Hours for Steveston Outdoor Pool", was considered at the March 23, 2021 Parks, Recreation and Cultural Services Committee meeting. Staff received the following referral in relation to the report:

- (1) That the Committee receive the report for information; and
- (2) That staff provide a memo to Council on the annual costs and revenue associated with extending hours for length swimming in September; and
- (3) That the following staff recommendation be forwarded to the next Council meeting:

*That the hybrid model for 2021, as detailed in Attachment 5 of the staff report titled "Proposed 2021 Operating Hours for Steveston Outdoor Pool," dated February 26, 2021, from the Director, Recreation and Sport Services, be approved for the operation of Steveston Outdoor Pool for the summer of 2021.*

At the meeting staff were also asked to provide the Operating Budget for the Steveston Outdoor Pool. The purpose of this memo is to provide information in response to the referral.

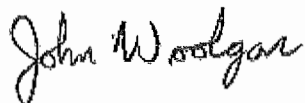
As outlined in the report "Proposed 2021 Operating Hours for Steveston Outdoor Pool" dated February 26, 2021 the proposed schedule would conclude on Labour Day, which is Monday, September 6 this year (Attachment 1). The cost to include daily two (2) hour length swim sessions from September 7 until September 17 would be \$4,440. Although the referral asks for an option until September 15, it is typical to end the schedule at the end of the week, which would be Friday, September 17. The cost to include daily two (2) hour length swim sessions from September 7 until September 30 would be \$9,700.

Funding is available from the Council Community Initiatives Account. Should Council choose to support an increase in operating hours, Council would need to approve the additional expenditure to be funded from the Council Community Initiatives Account as well as a motion to amend the Consolidated 5 Year Financial Plan (2021-2025) accordingly.

Attachment 2 provides the operating budget for the Steveston Outdoor Pool for 2018, 2019 and 2020 as well as the 2021 approved and projected budgets.



Should you have any questions or would like to discuss the information contained in this memo, please contact me directly at 604-238-8041 or 604-323-4475.

A handwritten signature in black ink that reads "John Woolgar". The signature is written in a cursive, slightly slanted style.

John Woolgar  
Manager, Aquatic and Arena Services

Att. 2

pc: SMT  
Elizabeth Ayers, Director, Recreation Services

Steveston Outdoor Pool Schedule

MAY 1 - JUNE 30, 2021 - PROPOSED							
	MON	TUES	WED	THURS	FRI	SAT	SUN
6:00	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB		
6:30							
7:00							
7:30							
8:00						KIGOOS SWIM CLUB	KIGOOS SWIM CLUB
8:30							
9:00							
9:30							
10:00	SCHOOL BOARD RENTALS *	SCHOOL BOARD RENTALS *	SCHOOL BOARD RENTALS *	SCHOOL BOARD RENTALS *	SCHOOL BOARD RENTALS *		
10:30							
11:00							
11:30	June 14 - 25 available to be booked	June 14 - 25 available to be booked	June 14 - 25 available to be booked	June 14 - 25 available to be booked	June 14 - 25 available to be booked		
12:00						LENGTH SWIM *	LENGTH SWIM *
12:30							
1:00							
1:30							
2:00						PUBLIC SWIM * Begins May 22	PUBLIC SWIM * Begins May 22
2:30							
3:00							
3:30							
4:00							
4:30							
5:00							
5:30							
6:00	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB		
6:30							
7:00							
7:30							
8:00							
8:30							
9:00							
9:30							
10:00							

Notes:  
 \*Length and Public Swim begins May 22  
 \*School Board rentals June 14 - 25 available to be booked

JULY 2 - SEPTEMBER 6, 2021 - PROPOSED							
	MON	TUES	WED	THURS	FRI	SAT	SUN
6:00	PUBLIC SWIM		PUBLIC SWIM		PUBLIC SWIM		
6:30							
7:00	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB		
7:30							
8:00							
8:30							
9:00							
9:30	LESSONS	LESSONS	LESSONS	LESSONS	LESSONS		
10:00							
10:30							
11:00	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM		
11:30						LENGTH SWIM	LENGTH SWIM
12:00							
12:30							
1:00							
1:30							
2:00	KIGOOS SWIM CLUB	PUBLIC SWIM	KIGOOS SWIM CLUB	PUBLIC SWIM	KIGOOS SWIM CLUB	PUBLIC SWIM	PUBLIC SWIM
2:30							
3:00							
3:30							
4:00							
4:30							
5:00							
5:30	PUBLIC SWIM		PUBLIC SWIM		PUBLIC SWIM		
6:00							
6:30							
7:00		KIGOOS SWIM CLUB		KIGOOS SWIM CLUB			
7:30						KIGOOS SWIM CLUB	
8:00							
8:30							
9:00							
9:30							
10:00							

Notes:  
 11:00-1:00pm Length swim in main pool and lessons in hot pool  
 6:00-7:00am swim may change to 8:00-9:00am contingent on staffing  
 Minimum two length swim lanes available during public swim  
 Closed on July 1 as per normal operations

SEPTEMBER 7 - 30, 2021 - PROPOSED							
	MON	TUES	WED	THURS	FRI	SAT	SUN
12:00							
12:30	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM	LENGTH SWIM
1:00							
1:30							
2:00							

Attachment 2

Steveston Outdoor Pool Budget

	2018	2019	2020	2021	2021*	2021
	YTD Actuals	YTD Actuals	YTD Actuals	Annual Base	Projected Budget as Per Report	Hours Increased (Sept 30)
<b>Operating Activity</b>						
<b>Revenues</b>						
Lessons	44,001	40,001		47,000	20,467	20,467
Admissions	18,625	18,377	34,326	19,100	9,728	9,728
Rentals/Lockers/Sales	27,460	27,210	12,328	28,100	20,697	20,697
<b>Operating Fund Revenue</b>	<b>90,746</b>	<b>94,448</b>	<b>46,654</b>	<b>95,100</b>	<b>53,882</b>	<b>53,882</b>
<b>Total Revenues</b>	<b>90,746</b>	<b>94,448</b>	<b>46,654</b>	<b>95,100</b>	<b>53,882</b>	<b>53,882</b>
<b>Expenses</b>						
Salaries and Benefits	95,605	110,565	84,959	109,900	81,755	89,055
Maintenance Expenses	2,707	1,052	1,165	3,000	3,000	3,000
Supplies	13,087	16,165	11,143	22,800	19,700	19,700
Utilities	35,501	36,721	34,900	36,600	36,600	39,007
<b>Operating Expenses</b>	<b>48,588</b>	<b>52,886</b>	<b>46,043</b>	<b>59,400</b>	<b>56,300</b>	<b>58,707</b>
<b>Total Expenses</b>	<b>146,900</b>	<b>164,503</b>	<b>132,168</b>	<b>172,300</b>	<b>141,055</b>	<b>150,762</b>
<b>Net Operating Activity</b>	<b>(56,154)</b>	<b>(70,055)</b>	<b>(85,514)</b>	<b>(77,200)</b>	<b>(87,173)</b>	<b>(96,880)</b>

\* Projected budget for the Proposed 2021 Operating Hours for Steveston Outdoor Pool as per Feb. 26/21 Report to Committee



# City of Richmond

## Report to Committee

**To:** Parks, Recreation and Cultural Services Committee      **Date:** February 26, 2021

**From:** Elizabeth Ayers, Director, Recreation and Sport Services      **File:** 11-7143-01/2020-Vol 01

**Re:** **Proposed 2021 Operating Hours for Steveston Outdoor Pool**

### Staff Recommendation

That the hybrid model for 2021, as detailed in Attachment 5 of the staff report titled "Proposed 2021 Operating Hours for Steveston Outdoor Pool," dated February 26, 2021, from the Director, Recreation and Sport Services, be approved for the operation of Steveston Outdoor Pool for the summer of 2021.

*EAyers*

Elizabeth Ayers  
 Director, Recreation and Sport Services  
 (604-247-4669)

Att. 5

REPORT CONCURRENCE		
<b>ROUTED TO:</b>	<b>CONCURRENCE</b>	<b>CONCURRENCE OF GENERAL MANAGER</b>
Facility Services	<input checked="" type="checkbox"/>	<i>Sevenc</i>
Finance Department	<input checked="" type="checkbox"/>	
<b>REVIEWED BY SENIOR STAFF REPORT REVIEW</b>	<b>INITIALS:</b> <i>MA</i>	<b>APPROVED BY CAO</b> <i>[Signature]</i>

## Staff Report

### Origin

At the November 26, 2019, Parks, Recreation and Cultural Services Committee meeting, a delegation presented a petition requesting additional length swimming hours at the Steveston Outdoor Pool for May through September. Staff responded to the request and received the following referral at the January 28, 2020, Parks, Recreation and Cultural Services Committee meeting:

*That the staff report titled "Response to Request to Expand Steveston Outdoor Pool Operating Hours," dated January 2, 2020 from the Director, Recreation and Sport Services, be referred back to staff to:*

- (1) examine a hybrid model that incorporates aspects of the proposed Options, as referenced in the staff report;*
- (2) provide data on daily usage rates and analyze the cost of increasing pool operating hours; and*
- (3) consult the community group that submitted the petition and the 2020 Aquatics Services Board on the proposed operating hours; and report back.*

The purpose of this report is to respond to this referral.

This report supports Council's Strategic Plan 2018-2022 Strategy #4 An Active and Thriving Richmond:

*An active and thriving community characterized by diverse social and wellness programs, services and spaces that foster health and well-being for all.*

*4.1 Robust, affordable, and accessible sport, recreation, wellness and social programs for people of all ages and abilities.*

This report supports Council's Strategic Plan 2018-2022 Strategy #5 Sound Financial Management:

*Accountable, transparent, and responsible financial management that supports the needs of the community into the future.*

This report supports the following focus areas from the City of Richmond Recreation and Sport Strategy 2019-2024:

*Focus Area #2: Recreation and sport opportunities are accessible, inclusive and support the needs of a growing and diverse population.*

*Focus Area #3: Richmond residents have the fundamental movement skills, competence, confidence and motivation to move for a lifetime.*



This report supports the following focus areas from the Wellness Strategy 2018-2023:

*Focus Area #1: Foster healthy, active and involved lifestyles for all Richmond residents with an emphasis on physical activity, healthy eating and mental wellness.*

*Focus Area #3: Enhance equitable access to amenities, services and programs within and among neighbourhoods.*

## Background

The Steveston Outdoor Pool typically operates from May through August with three primary users: swim clubs, public swimmers and children's swimming lessons.

The Richmond Kigoos Swim Club has 230 active members and swim from the beginning of May to mid August each year. Other rental users of the pool include high school swim teams, a synchronized swim club, school groups, and the Richmond Rapids Swim Club that relocates to Steveston when Watermania undergoes its annual three-week shutdown in September. Of the almost 37,000 visits each year, to the Steveston Outdoor Pool, 60 per cent of swims are by swim club members and school groups.

The pool opens for public swimming on the Victoria Day weekend and remains open until late August. In recent years it has remained open into September to accommodate users during Watermania's annual shutdown. Public hours vary depending on the month, with more available hours during the months of July and August when the weather is generally hotter and children are out of school. Total public availability is typically 91 days for a total of 436 hours per season. See Attachment 1 for Steveston Outdoor Pool's typical operating hours in 2018 (base).

Children's swim lessons take place five days a week in July and August. They occupy the entire pool from 9:00 a.m. to 12:00 p.m. and the lessons offered range from Parent and Tot to Red Cross Level Eight.

It should be noted that 2019 attendance data is being used for the purposes of this report as the pool was opened late in 2020 and both the schedule and usage patterns were atypical because of COVID-19 restrictions, as well as the indoor pools being closed. Table 1 below outlines visits and revenue by user type for 2019.

Table 1: Steveston Outdoor Pool – 2019 Visitation and Revenue

User Type	Visits	Percentage of Overall Visits (%)	Total Visits per Hour	Revenue	Revenue %
Public Swimming (including length swimming)	8,355	23	16	\$18,377	19
Lessons	6,119	17	81	\$48,861	52
Kigoos Swim Club	19,353	52	33	\$21,805	23
Other: Groups/Rentals	2,965	8	49	\$5,385	6
<b>Total</b>	<b>36,792</b>			<b>\$94,428</b>	

When analyzing daily usage rates for swimming at the Steveston Outdoor Pool the following themes emerge:

- Swim clubs and groups/rentals make up 60 per cent of the visits throughout the season with a daily average attendance of 324;
- Swim lessons have the highest concentration of use, with approximately 50 visits per hour and a daily average attendance of 150; and
- Overall public attendance, including length swimming, is lower in the shoulder seasons of May, June and September with an average daily attendance of 25; and,
- In the prime season of July and August, public attendance including length swimming has a daily average attendance of 75. This is inclusive of summer day camp use; and,

See Attachment 2 for typical hourly attendance at Steveston Outdoor Pool (by season) for 2019 and Attachment 3 for weekly attendance / daily average public swim attendance at Steveston Outdoor Pool for 2019.

### **Analysis**

In response to previous requests from the community for increased length swimming, an additional 88 hours of length swims were added at a cost of \$13,500 on a trial basis for the 2019 swim season. This was funded from the 2019 Aquatic Services budget due to the delayed opening of the Minoru Centre for Active Living.

The increase in 2019 operating hours represented a 20 per cent increase in public swimming hours and produced an increase of just over one per cent in overall public swim visits, from 8,244 visits in 2018 to 8,355 visits in 2019. The average number of visits per hour declined from 19 per hour to 16 per hour. This showed evidence that attendees remained constant as in previous years, but were either swimming for longer periods of time or attending different schedules rather than coming in more frequently throughout the season.

In addition, many of the length swimmers are pass holders from the indoor pools; and therefore, little additional revenue was generated from these swimmers.

At the Parks, Recreation and Cultural Services Committee meeting held November 26, 2019, a delegation presented a petition signed by 109 individuals that requested the following regarding the Steveston Outdoor Pool:

1. Be open to the public from the beginning of May until the end of September, seven days a week beginning in 2020;
2. Have length swimming hours protected and continued for the duration of the pool opening; and
3. The new hours of operation should be:
  - Weekends and Statutory Holidays: Length swim from 10:00 a.m. to 12:00 p.m., and Public swim from 12:00 to 7:00 p.m.
  - Weekdays: Length swim from 12:00 to 2:00 p.m., and Public swim from 2:00 to 7:00 p.m.

### Consultations

As directed by Council, staff consulted with the Aquatic Advisory Board and the community group that submitted the petition. Initial meetings were held with organizers of the petition to examine a potential hybrid model that incorporates both the requests of the petitioners and the recommendations of staff and the Aquatic Advisory Board.

The remaining petitioners were then contacted by telephone and invited to one of three focus group sessions for consultations. A total of 15 of 109 people attended the sessions and completed a survey on usage patterns in which the following was reported:

- 80 per cent of the group uses the Steveston Outdoor Pool for length swimming;
- 53 per cent of the group swims at least six days per week;
- 70 per cent of the group prefers extension of September operating hours instead of May operating hours;
- 47 per cent of the group do not currently use any of Richmond's indoor pools; and
- 80 per cent of the group plans to use the new Minoru Centre for Active Living.

Focus group attendees were then asked for their input on their experience at the Steveston Outdoor Pool. See Attachment 4 for the feedback from the Steveston Outdoor Pool users.

### Hybrid Model for 2021

In response to the request for additional hours, and consultations with the petitioners and the Aquatic Advisory Board, staff have prepared a hybrid model, for Council's consideration, for the 2021 season that increases length swim opportunities, meets the needs of the greater community and stays within existing budgets.

This option will maintain the existing number of hours by creating modifications to the typical schedule. See Attachment 5 for the 2021 proposed hybrid model operating hours. Although it does not provide all of the days and time requested by the petitioners, it does offer more length swimming opportunities over the previous base budget schedule. This is accomplished by moving some time slots, including those of the Kigoos swim club, to create efficiencies. Representatives of the Kigoos were supportive of this change.

This option would have a total public availability of 457 hours for the season compared to 436 hours in the base budget schedule. It maintains public swim lesson offerings and swim club usage, as well as allowing the public to access the pool in the early mornings and evenings. This option has no additional financial impact and maintains an operating season that is consistent with other pools in Metro Vancouver. The schedule will complement the Minoru Centre for Active Living swimming pools that opened in 2020 with 60 per cent more pool space available for Richmond residents.

It should be noted that the representatives of the community group that submitted the petition have indicated a strong desire to see the Steveston pool open in September. While not included in the proposed hybrid model, additional times to swim in September may be added if a planned maintenance closure at Minoru Centre for Active Living during August extends into September.

Watermania is not scheduled to have a maintenance closure this year and is expected to be available throughout the summer as well as September.

With the current financial realities and the need to manage COVID-19 restrictions, it is not prudent to request funding for increased operating hours at Steveston Outdoor Pool at this time. Staff estimate that the annual cost to accommodate the petitioners request to increase the operating hours at Steveston Pool would range from a low of \$14,910 to a high of \$54,175. The latter number is the full cost of the petitioner's first request which included opening May 1.

Staff will work with the Aquatic Advisory Board and user groups to implement an extensive marketing plan to help increase participation. This may include special promotions and incentives to entice new users to the facility.

At a special meeting of the Aquatic Advisory Board on February 23, 2021, six of seven Board Members present supported the hybrid model for 2021 with a review of operations in the fall to determine any future changes to the schedule that may be warranted.

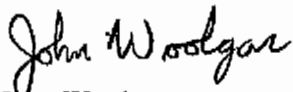
### **Financial Impact**

If Council chooses to support the modified hours as outlined in the recommended hybrid model for 2021, there would be no financial impact as the modified hours fall within the existing operating budgets.

### **Conclusion**

The Steveston Outdoor Pool is utilized by many different groups in the community, some of which may have overlapping demands for time and space. Balancing these demands with the appropriate level of service and corresponding cost to the taxpayer is a challenging task.

Based on the results from the trial increase in operating hours from 2019, consultations with the petitioners and the Aquatic Advisory Board, the opening of the Minoru Centre for Active Living with 60 per cent more space for swimming, staff recommend the hybrid model for 2021, which provides additional length swimming from May through August 2021. If approved, staff will work with the Aquatic Advisory Board and user groups to increase the attendance at the pool and study the potential for a future increase in operating hours at Steveston Outdoor Pool if warranted.



John Woolgar  
Manager, Aquatic and Arena Services  
(604-238-8041)

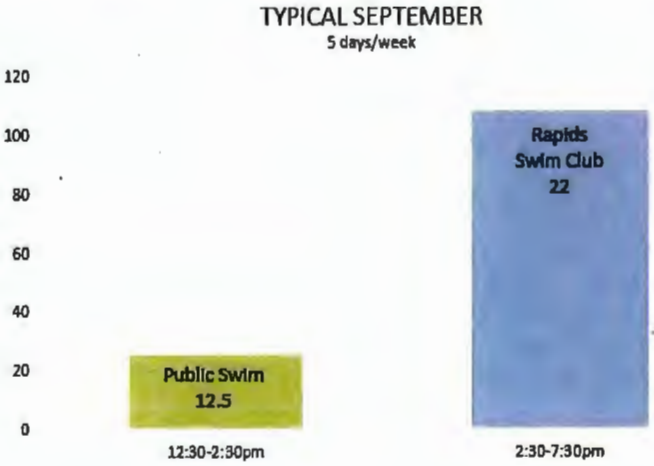
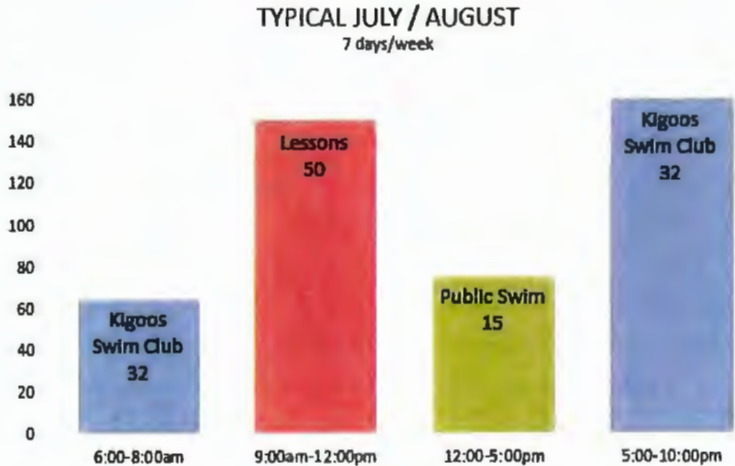
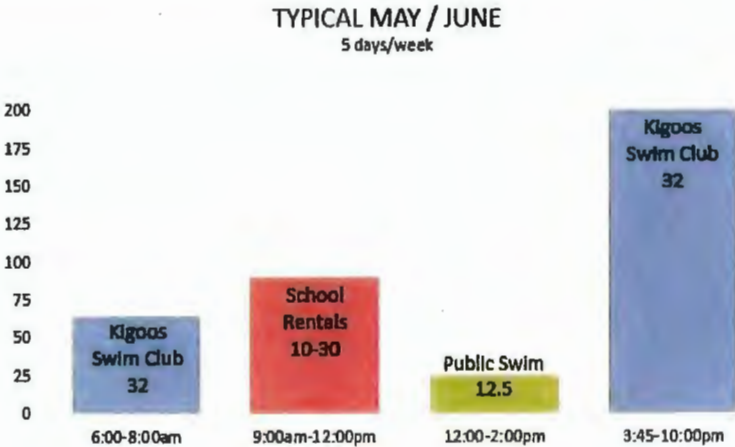
- Att. 1: Steveston Outdoor Pool – 2018 Typical Operating Hours (base)
- 2: Steveston Outdoor Pool – Typical Hourly Attendance 2019 (by season)
- 3: Steveston Outdoor Pool – Weekly Attendance / Daily Average Public Swim Attendance Summer 2019
- 4: Steveston Outdoor Pool – Feedback from Steveston Outdoor Pool Users
- 5: Steveston Outdoor Pool – 2021 Proposed Hybrid Model Operating Hours

Steveston Outdoor Pool – 2018 Typical Operating Hours (base)

MAY / JUNE - TYPICAL 2018								JULY / AUGUST - TYPICAL 2018							
	MON	TUES	WED	THURS	FRI	SAT	SUN		MON	TUES	WED	THURS	FRI	SAT	SUN
6:00	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB			6:00	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB		
6:30								6:30							
7:00								7:00							
7:30								7:30							
8:00								8:00							
8:30						KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	8:30							
9:00								9:00							
9:30	SCHOOL BOARD RENTALS	SCHOOL BOARD RENTALS	SCHOOL BOARD RENTALS	SCHOOL BOARD RENTALS	SCHOOL BOARD RENTALS			9:30	LESSONS	LESSONS	LESSONS	LESSONS	LESSONS		
10:00								10:00							
10:30								10:30							
11:00								11:00							
11:30								11:30							
12:00								12:00							
12:30								12:30							
1:00						PUBLIC SWIM	PUBLIC SWIM	1:00							
1:30								1:30	PUBLIC SWIM	PUBLIC SWIM	PUBLIC SWIM	PUBLIC SWIM	PUBLIC SWIM	PUBLIC SWIM	PUBLIC SWIM
2:00								2:00							
2:30								2:30							
3:00								3:00							
3:30								3:30							
4:00								4:00							
4:30								4:30							
5:00								5:00							
5:30								5:30							
6:00								6:00							
6:30	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB			6:30	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB		
7:00								7:00							
7:30								7:30							
8:00								8:00							
8:30								8:30							
9:00								9:00							
9:30								9:30							
10:00								10:00							

Total Public Swim Hours:	435.5
Total Public Swim Days:	76

Steveston Outdoor Pool – Typical Hourly Attendance 2019 (by season)



Steveston Outdoor Pool – Weekly Attendance / Daily Average Public Swim Attendance Summer 2019

<b>WEEK</b>	<b>TOTAL WEEKLY HOURS</b>	<b>WEEKLY ATTENDANCE</b>	<b>DAILY AVERAGE ATTENDANCE</b>
Sat May 18 – Fri May 24	15	117	17
Sat May 25 – Fri May 31	10	84	12
Sat June 1 – Fri June 7	0	0	0
Sat June 8 – Fri June 14	10	70	10
Sat June 15 – Fri Jun 21	20	283	40
Sat June 22 – Fri June 28	23	188	27
Sat June 29 – Fri July 5	30	301	43
Sat July 6 – Fri July 12	39	424	61
Sat July 13 – Fri July 19	41	712	102
Sat July 20 – Fri July 26	41	929	133
Sat July 27 – Fri Aug 2	41	816	117
Sat Aug 3 – Fri Aug 9	41	961	137
Sat Aug 10 – Fri Aug 16	41	623	89
Sat Aug 17 – Fri Aug 23	41	528	75
Sat Aug 24 – Fri Aug 30	41	852	122
Sat Aug 31 – Fri Sept 6	41	568	81
Sat Sept 7 – Fri Sept 13	10	131	19
Sat Sept 14 – Sat Sept 20	10	124	18

Feedback from Steveston Outdoor Pool Users

There was a wide variety of suggestions to improve user experience that included:

- Paint refresh in changing rooms
- Addition of hair dryers
- Larger pace clocks
- Colourful deck furniture
- New lane ropes
- Canopies/tents to provide shade on deck
- Improved cleanliness

Staff will explore opportunities to work within existing budgets to ensure standards are maintained and amenities added where warranted.

Focus group attendees were also asked for their input on effective marketing and promotion strategies to increase attendance. It was noted that the best source of new customers is through existing customers.

Ideas generated included:

- Increased signage
- Use of social media
- Special promotions (i.e., bring a friend)
- Steveston Insider magazine
- Posters in local condos, businesses, etc.

Staff will work with Bylaws on increased signage options as well as the Aquatic Advisory Board on an enhanced marketing campaign for 2021, including some or all of the recommendations above.



## Steveston Outdoor Pool – 2021 Proposed Hybrid Model Operating Hours

MAY / JUNE - Proposed 2021								JULY / AUGUST - Proposed 2021							
	MON	TUES	WED	THURS	FRI	SAT	SUN		MON	TUES	WED	THURS	FRI	SAT	SUN
6:00								6:00	PUBLIC SWIM		PUBLIC SWIM		PUBLIC SWIM		
6:30	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB			6:30	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB		
7:00								7:00							
7:30								7:30							
8:00								8:00							
8:30						KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	8:30							
9:00								9:00							
9:30								9:30	LESSONS	LESSONS	LESSONS	LESSONS	LESSONS		
10:00								10:00							
10:30	SCHOOL BOARD RENTALS	SCHOOL BOARD RENTALS	SCHOOL BOARD RENTALS	SCHOOL BOARD RENTALS	SCHOOL BOARD RENTALS			10:30							
11:00								11:00	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM	LESSONS AND LENGTH SWIM
11:30								11:30							
12:00						LENGTH SWIM	LENGTH SWIM	12:00							
12:30								12:30							
1:00								1:00							
1:30								1:30							
2:00						PUBLIC SWIM	PUBLIC SWIM	2:00		PUBLIC SWIM		PUBLIC SWIM		PUBLIC SWIM	PUBLIC SWIM
2:30								2:30	KIGOOS SWIM CLUB		KIGOOS SWIM CLUB		KIGOOS SWIM CLUB		
3:00								3:00							
3:30								3:30							
4:00								4:00							
4:30								4:30							
5:00								5:00							
5:30								5:30	PUBLIC SWIM		PUBLIC SWIM		PUBLIC SWIM		
6:00								6:00							
6:30	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB	KIGOOS SWIM CLUB			6:30		KIGOOS SWIM CLUB		KIGOOS SWIM CLUB		KIGOOS SWIM CLUB	
7:00								7:00							
7:30								7:30							
8:00								8:00							
8:30								8:30							
9:00								9:00							
9:30								9:30							
10:00								10:00							

Note: School Board Rentals last two weeks of June only

Total Public Swim Hours:	457
Total Public Swim Days:	88