

Attachment C:
Key Changes to New Operating Processes

**KEY CHANGES TO THE NEW OPERATING PROCESSES THAT HAVE HAD
A BEARING ON THE PROPOSED 2024 PARKS AND RECREATION FEES
AMENDMENT BYLAW NO. 8405, 2023**

Rentals – Indoor Multi-purpose spaces

Comparative analysis of room booking rates	Initial analysis of the mean booking rates for rooms based on capacity demonstrated areas where the City should increase fees to maintain the comparative average. While the “Core Fee Increase Examples” outlined in the fee manual included with Attachment “B” note that NW Youth groups are affected by the greatest increase, this is not the case as the 2024 rates and onward will grandfather the NW Youth groups “\$0” fee for booking the rooms for the purpose of meeting only.
Streamlining rental or event types (including removing different fee’s for meeting, activity or social)	The previous fees and charges document included different rates for meetings, activities and socials with expenses for extra services for set-up, take down, cleaning etc. incorporated into the room charge. Creating a singular price for the room rental and applying supplemental charges as required for booking specific extra services creates a more transparent booking process. The fees associated with indoor space rental are now uniformly applied across the facility inventory.
Creating a consistent room naming convention	Staff have worked to create a consistent naming convention for facility rooms using simple English and intuitive directional aspects i.e. room 1A will be the first room from the main entrance on the first floor of a facility and 2B the second room from the entrance on the second floor of a facility. Staff will work on a gradual transition to the new room names across all community recreation facilities over a few years however will note the new intuitive names in the booking receipts alongside the historical names for the coming years.
Creating fees for spaces based solely on occupancy	Staff noted while doing the comparative analysis that the majority of rooms can be used for multiple purposes. Changing rental definitions from meeting, activity, and social while moving to fees associated with the capacity of the rooms creates a better understanding of the space to the end user. While some rooms do have special features i.e. a gymnasium, it shouldn’t mean the space can’t be rented for a larger meeting, event, wedding or convention should the needs arise. The room rental charge will represent the cost of the room and extra fees will be collected as required based on the additional city services required to support the event booking (i.e. extra staff, garbage, cleaning, etc.).

<i>Rentals – Indoor Pool lanes</i>	
Comparative analysis of lane rental rates	Initial analysis of the mean rental rates for pool users and clubs, demonstrated areas where the City should increase fees to maintain the comparative average.
Establishing a grandfathered rate for historical users of Canada Games Pool (CGP)	Hyack Swim club - to allow for the successful rebuilding of the historical relationship and club base over a number of years.

<i>Admissions and Active Pass – multi-visit passes</i>	
Comparative analysis of admissions and membership pricing in neighbouring communities	Initial analysis of the mean admission and active pass rates demonstrated the City’s admission and active pass rates were below the mean. Increased fees correlate with the addition of a new multipurpose facility added to the fleet of recreation spaces, and the increased access opened up to participants.
Creation of new fees that promote equity in access across different age categories	<p>Family – defined as a family consisting of 1 or 2 parents, grandparents or legal guardians with at least 1 dependent aged 18 years or younger (per person). These admissions will be granted for drop-in and 10x visit passes.</p> <p>Student – defined as a person (regardless of age) who possess current and valid student identification from an accredited BC post-secondary institution as defined by the Province of British Columbia.</p> <p>Super Senior – defined as any adult 75+</p> <p>3 and under Free – when accompanied by a paying family member – creating consistency across all facilities</p>
The creation of one consistent fee schedule for all indoor drop-in services (Aquatics, Fitness, Gymnastics, Skating, and Sport)	To increase the promotion and use of multi-visit passes to decrease waiting times at admissions tills and allow users to register for programs up to 3 days in advance with their membership, it was imperative that drop-in program pricing was streamlined across all service categories. This approach will result in increased fees for some programs i.e. public skating and decreased fees in others i.e. gymnastics, however this will encourage users to purchase passes that will give them discounted admissions to all facilities drop-in programs at all times. Staff will continue to program low cost “Try-it” programs to ensure a multitude of \$2.00 drop-in programs throughout the course of a week.

<p>Enabling monthly Electronic Funds Transfer (EFT) payments for annual pass holders to decrease monthly expense of Active Pass</p>	<p>Utilizing software improvements, staff will enable the option to pay the fees for an annual pass over the course of 12 monthly installments. Funds will be automatically debited from bank or credit cards monthly using electronic funds transfer and the end user will be able to access the greatest discount available on passes. This option for annual passes creates a more predictable pass holder revenue stream and encourages users to purchase passes to reduce cuing at payment stations and allow users to pre-book their spots in drop-in classes up to 72 hours in advance.</p>
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