



REGIONAL DISTRICT OF CENTRAL KOOTENAY

ALL RECREATION COMMITTEE OPEN MEETING AGENDA

9:00 a.m. – 12:00 p.m.

Wednesday, September 27, 2023

In-Person Location: RDCK Boardroom – Lakeside Office, Please use public entrance on the west side of the building as there is maintenance being done on the exterior door just outside of the board room.

Join by Video:

<https://nelsonho.webex.com/nelsonho/j.php?MTID=mbba42f012a59a9ab04dcad8a9bc262f5>

Join by Phone: 1-833-512-2295 Canada Toll Free

Meeting Number (access code): 2772 079 8271

Meeting Password: vyVsscZc492

COMMITTEE MEMBERS

Director G. Jackman	Electoral Area A
Director R. Tierney	Electoral Area B
Director K. Vandenberghe	Electoral Area C
Director A. Watson	Electoral Area D
Director C. Graham	Electoral Area E
Director T. Newell	Electoral Area F
Director H. Cunningham	Electoral Area G
Director W. Popoff	Electoral Area H
Director A. Davidoff	Electoral Area I
Director H. Hanegraaf	Electoral Area J
Director T. Weatherhead	Electoral Area K
Director M. McFaddin	City of Castlegar
Director A. DeBoon	Town of Creston
Director S. Hewat	Village of Kaslo
Director A. McLaren-Caux	Village of Nakusp
Director K. Page	City of Nelson
Director L. Casley	Village of New Denver

Director D. Lockwood
Director C. Ferguson
Director J. Lunn

Village of Salmo
Village of Silverton
Village of Slocan

STAFF

S. Horn	Chief Administrative Officer
J. Chirico	General Manager of Community Services
C. Stanley	Regional Manager - Operations & Asset Management
T. Davison	Regional Manager – Recreation & Client Services
T. Wayling	Regional Programming Manager
A. Chadwick	Meeting Coordinator
D. Hansum	Meeting Coordinator

___ out of ___ voting Commission/Committee members were present – quorum was met.

1. CALL TO ORDER

Walter Popoff, Chair, called the meeting to order at [Time] a.m./p.m.

2. TRADITIONAL LANDS ACKNOWLEDGEMENT STATEMENT

We acknowledge and respect the indigenous peoples within whose traditional lands we are meeting today.

3. ADOPTION OF AGENDA

MOVED and seconded,
AND Resolved:

The Agenda for the September 27, 2023 All Recreation Committee meeting be adopted as circulated.

Carried/Defeated/Referred

4. RECEIPT OF MINUTES

The June 28, 2023 All Recreation Committee minutes have been received.

5. ITEMS

5.1 REGIONAL PROGRAMMING UPDATE

All Recreation Committee Report dated September 20, 2023 from Tia Wayling, Regional Programming Manager, re: Regional Programming Update, has been received.

5.2 TEN PUNCH EXPIRY UPDATE

All Recreation Committee Report dated September 19, 2023 from Trisha Davison, Regional Manager Of Recreation and Client Services, re: Ten Punch Pass Expiry Change – UPDATE, has been received.

5.3 FEES AND CHARGES POLICY

Joe Chirico, General Manager of Community Services, to give presentation on Fees and Charges Policy.

5.4 ALLOCATION POLICY AND PROCEDURES INFORMATION REFRESHER

Craig Stanley, Regional Manager Operations and Asset Management, to give presentation on Allocation Policy and Procedures

5.5 RDCK CAPITAL PROJECTS AND NEW OPERATIONAL INITIATIVES

Craig Stanley, Regional Manager of Operations and Asset Management to give presentation on RDCK Capital Projects and Operational Initiatives

5.6 INCLUSION AND ACCESS INITIATIVE

All Recreation Committee Report dated September 18, 2019 from Trisha Davison, Regional Manager of Recreation and Client Services, re: Inclusion and Access Initiative, has been received.

Moved and Seconded,
And Resolved:

That the Board approve the reinstatement of a RDCK Recreation Inclusion and Access Task Force (the "Task Force") with the board appointing Director(s)_____ to the Task Force, AND further; That the Task Force work with the staff to develop a budget for Board consideration at the January 2024 Open Board Meeting.

Carried/Defeated/Referred

6. PUBLIC TIME

The Chair will call for questions from the public at _____ a.m./p.m.

7. NEXT MEETING

The next All Recreation Committee meeting is scheduled for September 27, 2023 at 9:00 a.m.

8. ADJOURNMENT

MOVED and seconded,
AND Resolved:

The All Recreation Committee meeting adjourned at [Time].

Carried/Defeated/Referred



REGIONAL DISTRICT OF CENTRAL KOOTENAY

ALL RECREATION COMMITTEE OPEN MEETING MINUTES

9:00 a.m. – 12:00 p.m.
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Meeting Number (access code): 2772 079 8271

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COMMITTEE MEMBERS

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Director C. Graham	Electoral Area E
Director T. Newell	Electoral Area F
Director W. Popoff, IN-PERSON	Electoral Area H
Director A. Davidoff	Electoral Area I
Director H. Hanegraaf, IN-PERSON	Electoral Area J
Director T. Weatherhead, IN-PERSON	Electoral Area K
Director M. McFaddin	City of Castlegar
Director A. DeBoon	Town of Creston
Director S. Hewat	Village of Kaslo
Director A. McLaren-Caux	Village of Nakusp
Director K. Page	City of Nelson
Director D. Lockwood	Village of Salmo
Director C. Ferguson	Village of Silverton
Director H. Cunningham	Electoral Area G

COMMITTEE MEMBERS ABSENT

Director J. Lunn	Village of Slocan
Director L. Casley	Village of New Denver

ELECTED OFFICIALS (COUNCILLORS)

Councillor K. Tait	Councillor for the City of Nelson
Councillor S. Heaton-Sherstobitoff	Councillor for the City of Castlegar

STAFF

S. Horn	Chief Administrative Officer
J. Chirico	General Manager of Community Services
Y. Malloff	General Manager – Finance
C. Stanley	Regional Manager - Operations & Asset Management
M. Crowe	Regional Parks Planner
C. Gaynor	Regional Parks Manager
T. Davidson	Regional Manager of Recreation & Client Services
T. Wayling	Regional Programming Supervisor/Community Development
C. Lehnert	IT Department
A. Beavers	Programmer
P. Anderson	Meeting Coordinator

18 out of 20 voting Committee members were present – quorum was met.

1. CALL TO ORDER

Walter Popoff, Chair, called the meeting to order at 9:13 a.m.

2. TRADITIONAL LANDS ACKNOWLEDGEMENT STATEMENT

We acknowledge and respect the indigenous peoples within whose traditional lands we are meeting today.

3. ADOPTION OF AGENDA

MOVED and seconded,
AND Resolved:

The Agenda for the June 28, 2023 All Recreation Committee meeting be adopted with the inclusion of following:

- Item 4 - Freedom of the Floor

AND FURTHER, the remaining agenda items be renumbered accordingly.

Carried

4. FREEDOM OF THE FLOOR

MOVED and seconded,
AND Resolved:

That Councillor Tait and Councillor Heaton-Sherstobitoff (elected officials) be allowed to address members of the All Recreation Committee.

Carried

5. RECEIPT OF MINUTES

The March 29, 2023 All Recreation Committee minutes have been received.

6. ITEMS

6.1 ALL RECREATION TERMS OF REFERENCE UPDATE

Chair Popoff advised that the first motion on the agenda regarding the All Recreation Committee Terms of Reference was adopted by the Committee at the March 29, 2023 meeting and can be removed from the agenda.

Moved and seconded,
AND Resolved that it be recommended to the Board:

That the Board update the All Recreation Committee Terms of Reference dated June 28, 2023.

Carried

6.2 RECREATION ASSET MANAGEMENT

The verbal report from Craig Stanley, Regional Manager Operations and Asset Management, re: Recreation Asset Management, has been received.

DIRECTOR PRESENT Director Cunningham joined the meeting at 10:00 a.m.

6.3 2023/2024 COMMUNITY SERVICES FEES AND CHARGES

The Community Services Fees and Charges Report dated June 22, 2023 from Joe Chirico, General Manager of Community Services, has been received.

Moved and seconded,
AND Resolved that it be recommended to the Board:

That the Board approve the following schedule of Fees and Charges for Admissions to be implemented for September 5, 2023:

	FEE TYPE	AMOUNT	UNIT
1	Single Admission Fees		
1.1	Adult	\$7.77	Single
1.2	Youth	\$3.88	Single
1.3	Child	\$0.00	Single
1.4	Golden Guest (75 +)	\$0.00	Single
1.5	Family Unit	\$15.54	Single
1.6	Salmo and District Fitness Centre Adult*	\$5.82	Single
1.7	Salmo and District Fitness Centre Youth*	\$2.91	Single
2	Ten Single Admission Pass		
2.1	Adult	\$69.91	10 Single (Expire in 6 Months)
2.2	Youth	\$34.96	10 Single (Expire in 6 Months)
2.3	Salmo and District Fitness Centre Adult*	\$52.39	10 Single (Expire in 6 Months)
2.4	Salmo and District Fitness Centre Youth*	\$26.19	10 Single (Expire in 6 Months)
3	One Month Pass		
3.1	Adult	\$69.91	1 Month
a)	2 nd Adult same household	\$62.93	
3.2	Youth	\$34.96	1 Month
a)	With the Purchase of Adult One Month Pass	\$31.46	
3.3	Salmo and District Adult*	\$52.39	1 Month
a)	2 nd Salmo and District Adult*	\$47.14	
3.4	Salmo and District Youth*	\$26.19	1 Month
a)	With the purchase of an Adult One Month Pass*	\$23.57	
4	Three Month Pass		
4.1	Adult	\$178.28	3 Months
a)	2 nd Adult same household	\$160.46	
4.2	Youth	\$89.14	3 Months
a)	With the Purchase of Adult Three Month Pass	\$80.23	
4.3	Salmo and District Adult*	\$133.59	3 Months
a)	2 nd Salmo and District Adult*	\$120.23	
4.4	Salmo and District Youth*	\$66.79	3 Months
a)	With the purchase of an Adult Three Month Pass*	\$60.11	

5	Six Month Pass		
5.1	Adult	\$314.61	6 Months
a)	2 nd Adult same household	\$283.15	
5.2	Youth	\$157.31	6 Months
a)	With the Purchase of Adult Six Month Pass	\$141.57	
5.2	Salmo and District Adult*	\$235.74	6 Months
a)	2 nd Salmo and District*	\$212.17	
5.3	Salmo and District Youth*	\$117.87	6 Months
a)	With the purchase of an Adult Six Month Pass*	\$106.08	
6	Golden Guest Pass		
6.1	Golden Guest Pass	\$0.00	1 Year

AND FURTHER, that the following schedule of rental rates for indoor aquatic facilities be implemented for September 5, 2023:

Nelson and Castlegar and District Community Complexes

	Rental Type	Amount	Unit
1	Per Lap Lane Rental Fees		
1.1	Youth Non-Profit	\$20.16	Per Hour
1.2	Adult Non-Profit	\$30.23	Per Hour
1.3	Private Group or Individual or Fundraising or Non-Profit Special Event	\$40.31	Per Hour
1.4	Commercial	\$50.39	Per Hour
2	Lap pool cost per hour		
2.1	Youth Non-Profit	\$76.11	Per Hour
2.2	Adult Non-Profit	\$114.17	Per Hour
2.3	Private Group or Individual or Fundraising or Non-Profit Special Event	\$152.22	Per Hour
2.4	Commercial	\$190.01	Per Hour
3	Leisure Pool: Full Pool		
3.1	Youth Non-Profit	\$42.34	Per Hour
3.2	Adult Non-Profit	\$63.48	Per Hour
3.3	Private Group or Individual or Fundraising or Non-Profit Special Event	\$84.65	Per Hour
3.4	Commercial	\$105.82	Per Hour
4	Leisure Pool: Half Pool		
4.1	Youth Non-Profit	\$21.17	Per Hour
4.2	Adult Non-Profit	\$31.74	Per Hour
4.3	Private Group or Individual or Fundraising or Non-Profit Special Event	\$42.33	Per Hour
4.4	Commercial	\$52.91	Per Hour

Creston and District Community Complex

	Rental Type	Amount	Unit
1	Per Lap Lane Rental Fees		
1.1	Youth Non-Profit	\$15.25	Per Hour
1.2	Adult Non-Profit	\$22.88	Per Hour
1.3	Private Group or Individual or Fundraising or Non-Profit Special Event	\$30.50	Per Hour
1.4	Commercial	\$50.39	Per Hour
2	Lap pool cost per hour		
2.1	Youth Non-Profit	\$76.11	Per Hour
2.2	Adult Non-Profit	\$114.17	Per Hour
2.3	Private Group or Individual or Fundraising or Non-Profit Special Event	\$152.22	Per Hour
2.4	Commercial	\$190.01	Per Hour

- *If a facility has approved Non-Prime hours for a facility with an approved rental fee the maximum discount is 10% off of the approved rental fee. If a facility does not have approved Non-Prime hours, the setting of Non-Prime Hours will require Commission approval.*
- *If a facility rents a proportional amount of a facility with an approved rental fee, the fee will be the approved rental fee multiplied by the proportion of the facility allocated for rental plus 5%.*

AND FURTHER, that the following schedule of rental rates for indoor arena facilities be implemented for September 5, 2023 for:

- Creston and District Community Facilities, Recreation and Leisure Service Area (\$224)
- Nelson and District Community Facilities, Recreation and Leisure Service Area (\$226)
- Castlegar and District Regional Facilities, Recreation, Parks and Leisure Service Area (\$222)

	Proposed 2023-2024 Rental Rate		
	Nelson	Castlegar	Creston
Arena: Ice Rentals			
Youth Non-Profit: Prime	\$116.39	\$93.97	\$79.52
Youth Non-Profit: Non-Prime	\$86.63	\$70.24	\$67.27
Representative Practices	\$116.39	\$93.97	As per contract
Representative Games	\$146.90	\$552.85	As per contract
Adult - Non-Profit: Prime	\$182.91	\$154.04	\$144.41
Adult - Non-Profit: Non-Prime	\$128.86	NA	\$116.21

Private Group or Individual or Fundraising or Non-Profit Special Event	\$403.37	\$403.37	\$251.26
Commercial	\$504.21	\$504.21	\$314.08
Arena: Dry Floor Rentals			
Youth Non-Profit: Prime	\$54.36	\$54.36	\$54.36
Youth Non-Profit: Non-Prime	\$48.92	\$48.92	\$48.92
Adult - Non-Profit: Prime	\$81.54	\$81.54	\$81.54
Adult - Non-Profit: Non-Prime	\$73.39	\$73.39	\$73.39
Private Group or Individual or Fundraising or Non-Profit Special Event	\$108.72	\$108.72	\$108.72
Commercial	\$135.90	\$135.90	\$135.90
All Day Private Group or Individual or Non-Profit Special Event*	\$978.48	\$978.48	\$978.48
All Day Commercial	\$1,359.00	\$1,359.00	\$1,359.00

AND FURTHER, that the following schedule of rental rates for room rentals be implemented for September 5, 2023 for:

- Creston and District Community Facilities, Recreation and Leisure Service Area (S224)
- Nelson and District Community Facilities, Recreation and Leisure Service Area (S226)
- Castlegar and District Regional Facilities, Recreation, Parks and Leisure Service Area (S222)
- Castlegar and Area Indoor Aquatic Centre Local Service Area (S227)
- North Shore Hall Service (S211)

Room Rentals

	Rental Type	2023/2024 Rate	Unit
1	Large Multipurpose Room		
1.1	Youth Non-Profit	\$56.78	Per Hour
1.2	Adult Non-Profit	\$85.31	Per Hour
1.3	Private Group or Individual or Fundraising or Non-Profit Special Event	\$113.55	Per Hour
1.4	Commercial Organization	\$141.94	Per Hour
2	Medium/Small Multipurpose Room		
2.1	Youth Non-Profit	\$19.03	Per Hour
2.2	Adult Non-Profit	\$28.54	Per Hour
2.3	Private Group or Individual or Fundraising or Non-Profit Special Event	\$38.05	Per Hour
2.4	Commercial	\$47.56	Per Hour

Room Rental Maximums

		2023/2024	Unit
1	Large Multipurpose Room		
1.1	Private Group or Individual or Fundraising or Non-Profit Special Event	\$510.98	Per Day
1.2	Commercial	\$851.64	Per Day
2	Medium/Small Multipurpose Room		
2.1	Private Group or Individual or Fundraising or Non-Profit Special Event	\$171.23	Per Day
2.2	Commercial	\$285.36	Per Day

AND FURTHERER, all other rental, equipment and extra fees will be increased as per the March 2023 BCCPI of 7%.

Carried

RECESS/ RECONVENE The meeting recessed at 10:51 a.m. for a break and reconvened at 11:00 a.m.

7. OLD BUSINESS

7.1 CAMPBELL FIELD

Joe Chirico, General Manager of Community Services provided a verbal update re: Campbell Field.

7.2 REGIONAL PARKS AND TRAILS STRATEGY SPECIFICATIONS.

The Parks, Trails and Water Access Strategy Report dated June 21, 2023 from Mark Crowe, Regional Parks Planner, has been received.

MOVED and seconded,
 AND Resolved:

That RDCK staff be directed to prepare a presentation outlining issues and opportunities for recreational lake water access for the Kootenay Lake Partnership.

Carried

8. PUBLIC TIME

The Chair called for questions from the public at 11:36 a.m.

9. NEXT MEETING

The next All Recreation Committee meeting is scheduled for September 27, 2023 at 9:00 a.m.

10. ADJOURNMENT
MOVED and seconded,
AND Resolved:

The All Recreation Committee meeting adjourned at 11:36 a.m.

Carried

Digitally Approved,

Walter Popoff, Chair

RECOMMENDATION(S) TO THE BOARD OF DIRECTORS

1. *That the Board update the All Recreation Committee Terms of Reference dated June 28, 2023.*
2. *That the Board approve the following schedule of Fees and Charges for Admissions to be implemented for September 5, 2023: (as noted in the minutes)*

THE FOLLOWING ITEMS ARE PROVIDED FOR CONVENIENCE ONLY AND WILL BE CONSIDERED AT ITS APPROPRIATE MEETING AS STATED.

Upcoming All Recreation Committee Meeting

1. *That RDCK staff be directed to prepare a presentation outlining issues and opportunities for recreational lake water access for the Kootenay Lake Partnership.*



Committee Report

Date of Report: September 20, 2023
Date & Type of Meeting: September 27, 2023 , All Recreation Committee
Author: Tia Wayling, Regional Programming Supervisor/Community Development
Subject: ALL REC PROGRAMMING UPDATE
File: 0515-20-ALL RECREATION
Electoral Area/Municipality RDCK

SECTION 1: EXECUTIVE SUMMARY

The purpose of this report is to provide an update on the various program service areas within Regional District of Central Kootenay.

SECTION 2: BACKGROUND/ANALYSIS

2.1 Regional Programming - General

As discussed in each of the Commission and Committee meetings over the past several months, the Programming Team is working on a high level Programming Strategy to help guide work plans and future planning. This is a challenging process as plans for 2024 are already underway while this strategy document is being developed. Changes will happen steadily, but cannot be done all at once.

One of the key considerations for the Programming Team's plans for 2024 is to build consistency amongst the communities. The existing external program offerings in each community and varying instructor availabilities will make program schedules look slightly different in each facility but will achieve similar overall public benefit outcomes. This can be done through direct delivery, partnership with another community organization already outfitted to provide this service, or playing a support/host role to ensure other groups have a way to offer a public benefit service. Through 2024, the Team's aim is to gain a better understanding of the various delivery model methods and when/where it is best used in each community.

Within the direct delivery model, providing consistency to programming may look like small changes or additions to current program offerings with goals to improve participation through barrier reduction, accessibility, and overall participant experience. This could in the form of cost, schedule changes, advertising/branding methods, and focused program quality objectives.

Changes are made thoughtfully using empirical data and evidence. The data collected plays an important role in understanding program efficiencies and areas of improvement. 2024 will also be a year where dialing in of data collection will happen.

Provided below are the regional annual programs, admission, and membership statistics for January to June for 2023, with a comparison from 2019. This information will provide a snapshot of how, collectively, community members are participating at each of the facilities across the Regional District.

2.2 Registered Programs

Registered Program Statistics – Jan-Jun 2019

WHOLE FACILITY	# of Programs Offered	# of Programs Run	# of Program Hours	# of Partic.	Average % Class Fill	Revenue	Program Cancellation Rate
TOTAL ARENA	9	3	18	27	61%	\$1,443.00	68%
TOTAL AQUATICS	497	279	1510	1075	68%	\$68,071.40	42%
TOTAL FITNESS	175	88	965.9	714	61%	\$50,529.93	49%
TOTAL REC	188	88	822.8	697	52%	\$38,664.21	59%
TOTAL TRAIN/CERT	19	12	148	49	54%	\$10,071.00	45%
REGIONAL TOTAL	888	470	3464.7	2562	59%	\$168,779.54	53%

Registered Program Statistics – Jan-Jun 2023

WHOLE FACILITY	# of Programs Offered	# of Programs Run	# of Program Hours	# of Partic.	Average % Class Fill	Revenue	Program Cancellation Rate
TOTAL ARENA	16	11	55.3	121	75%	\$6,806.98	33%
TOTAL AQUATICS	395	240	1056.9	1189	80%	\$77,173.90	39%
TOTAL FITNESS	210	113	889.8	1152	68%	\$80,468.83	53%
TOTAL REC	108	47	403.85	474	72%	\$34,860.34	60%
TOTAL TRAIN/CERT	36	25	300.1	187	66%	\$27,844.00	43%
REGIONAL TOTAL	765	436	2705.95	3123	72%	\$227,154.05	46%

Analysis

As a collective region, there is growth in participation within registered programs. Less programs are cancelled and overall increased participation has created a positive result for the first half of the year. Priorities to swim lessons and instructor training is still high.

2.3 Admissions & Memberships

Admission Visits & Revenue

Demographic	Jan - Jun 2019		Jan - Jun 2023		% Increase in visits
	# of visits	Revenue	# of Visits	Revenue	
Child	4934	\$11,544.34	4636	\$-	-6%
Youth	18180	\$65,128.33	24934	\$89,410.99	37%
Adult	29946	\$172,390.43	36022	\$255,999.65	20%
Family	2478	\$33,374.05	4204	\$60,651.83	70%
Golden Guest	Insufficient data	\$-	56	\$-	
TOTAL	55542	\$282,437.15	69852	\$406,062.47	26%

Membership Purchases and Visits

Pass Type	Jan - Jun 2019				Jan - Jun 2023				% increase in scans (visits)
	Member ships Purchased	# of scans (visits)	Avg Scans/ week	Revenue Total	Member ships Purchased	# of scans (visits)	Avg Scans/ week	Revenue Total	
10 PUNCH	2,090	18,836	0	\$98,443.07	2,608	22,099	0	\$153,977.57	17%
20 PUNCH	920	17,128	0	\$78,134.29	-	2,076	0	\$-	
1 MONTH	1,736	19,374	1.1	\$96,758.32	3,335	36,781	1.1	\$196,450.40	90%
3 MONTH	826	23,343	2.1	\$106,250.83	1,107	32,232	2.2	\$152,511.36	38%
6 MONTH	158	10,292	4.3	\$37,520.53	489	27,504	4.0	\$116,717.03	167%
1 YEAR	330	33,331	6.9	\$106,067.40					
GOLDEN GUEST	no data	no data			296	10,029			
LAP	489				394				
TOTAL	6,549	122,304	2.4	\$523,174.44	8,229	130,721	1.5	\$619,656.36	78%

Analysis

Membership sales have increased and show good participation levels. Facility staff are reporting busier public times in the pools and fitness centres. Comparisons to pre-COVID, how people are recreating looks different. Supporting increased participation is important and as we see a lean towards unstructured program delivery, it is something the Programming Team is noticing and developing ways to further increase participation numbers and support, healthy, active lifestyles.

SECTION 3: DETAILED ANALYSIS

3.1 Financial Considerations – Cost and Resource Allocations:

Included in Financial Plan: Yes No Financial Plan Amendment: Yes No
Debt Bylaw Required: Yes No Public/Gov't Approvals Required: Yes No

N/A

3.2 Legislative Considerations (Applicable Policies and/or Bylaws):

N/A

3.3 Environmental Considerations

N/A

3.4 Social Considerations:

3.5 Economic Considerations:

N/A

3.6 Communication Considerations:

N/A

3.7 Staffing/Departmental Workplace Considerations:

Programming team to develop and budget for 2024 programming.

3.8 Board Strategic Plan/Priorities Considerations:

N/A

SECTION 4: OPTIONS & PROS / CONS

N/A

SECTION 5: RECOMMENDATIONS

This report is to be received for information only.

Respectfully submitted,

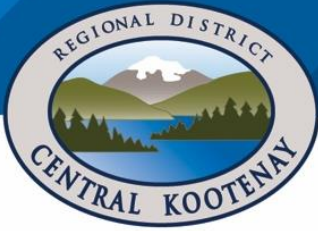


Tia Wayling, Regional Programming Supervisor/Community Development

CONCURRENCE

Joe Chirico – General Manager of Recreation 

Trisha Davison – Regional Manager of Recreation and Client Services



All Recreation Committee

Date of Report:	09-19-2023
Date & Type of Meeting:	09-27-2023 All Recreation Committee Meeting
Author:	Trisha Davison, Regional Manager – Recreation and Client Services
Subject:	10 Punch Pass Expiry Change - Update
File:	01-0515-20
Electoral Area/Municipality:	AREAS A, B, C, E, F, G, I, J, CASTLEGAR, CRESTON, NELSON, SALMO

SECTION 1: EXECUTIVE SUMMARY

The purpose of this report is provide an update on the implementation of the change to the 10 punch pass expiry whereby passes are now valid for 12 months versus 6 months and to share learnings from this process to guide future decision making.

SECTION 2: BACKGROUND/ANALYSIS

In October 2022, the 10 punch pass option was reinstated as an option for participants. At the time a change was made to this pass to have it expire in a six month period from the date of purchase. This was different from how this pass was previously administered where the pass had no expiry date.

While multiple means of communication were used to advise the public of this change, as passes started to reach the expiry date in April/May of 2023, some customers raised concern with this administrative change to this pass and a review of the decision was brought forward to the RDCK Board. At the August 17, 2023 Board meeting resolution 489/23 was passed directing staff to adjust the expiry date of these passes from six to twelve months.

Guiding Principles Considered

When considering how to implement this change, the following principles were considered:

- Fairness and equity to anyone who had purchased a 10 time pass under the 6 month expiry term who has passes remaining on their pass after it expired.
- Ease of administrative burden on the customer.
- Clarity in managing customer accounts and in historical information created.
- Minimizing impact on front desk.
- Accuracy to the best of our ability.

Process Update

To administer this change, four different processes needed to be undertaken:

- **Existing Pass Holders** – at the time of the Board decision, anyone who had a 10 punch pass that was purchased under the previous expiry date terms was automatically extended by an additional six months. This process was straight forward and is complete.

- **Expired Pass Holders** – after considerable effort learning how to identify who had an expired pass with punches remaining, three groups of pass holders were identified:
 - Those accounts where financial transactions dealing with the expired passes had not yet been dealt with.
 - Those accounts where financial transactions dealing with expired passes had already been dealt with.
 - Those accounts where finding historical information relied on previously run hard copy reports that were on file.

For the expired pass holder group, it is estimated that over 1500 accounts have had to be reviewed with manual account adjustments being made on approximately 75% of these accounts. At the time of writing this report approximately 70% of accounts in the expired pass holder group have been completed with an anticipated full completion by September 28.

Communication has also gone out to all impacted accounts so patrons are aware of this change. In some unique circumstances, other adjustments have had to be considered however these are few and far between.

A change to name of pass (currently called a 10 punch pass) is still pending. With the degree of public communication going out about the change in expiry dates and impacts on people’s accounts, making a change to the terminology at this time was felt to create more confusion than it was worth.

Future Considerations

Part of the decision related to implementing an expiry date for 10 punch passes was due to the financial liability the RDCK was carrying as a result of the number of old passes that patrons have not used. It is estimated there are 3,900 punch passes that fall into this group. When these passes were moved over, a decision was made to allow patrons until May 2024 to use their remaining punches. Patrons were notified over 18 months ago of the need to use their passes up before this date.

As a result of these old passes spanning different software systems, administering any changes to these passes once the expiry date has passed will be almost impossible with any reasonableness and accuracy. Staff want to flag this concern to the All Recreation Committee to ensure there is awareness of what is occurring with these passes to prevent concerns at a future date.

To assist with communication to pass holders who fall in the group, Communications Staff will be actively connecting with account holders over the coming months to remind them to use their passes up before May 2024.

SECTION 3: DETAILED ANALYSIS

3.1 Financial Considerations – Cost and Resource Allocations:

Included in Financial Plan: Yes No **Financial Plan Amendment:** Yes No
Debt Bylaw Required: Yes No **Public/Gov’t Approvals Required:** Yes No

Not applicable.

3.2 Legislative Considerations (Applicable Policies and/or Bylaws):

Not applicable.

3.3 Environmental Considerations

Not applicable.

3.4 Social Considerations:

The change to the expiry term of the 10 punch pass has been met with appreciation by patrons. For those who had a 10 punch pass that had previously expired with punches remaining, they too have appreciated learning a new pass has been issued to them. Anecdotally, some patrons have been surprised (although pleasantly) this decision was done retroactively.

3.5 Economic Considerations:

Not applicable.

3.6 Communication Considerations:

While attempts are made to connect with account holders via email or multiple other forms of communication, inevitably people get missed or don't receive the information.

3.7 Staffing/Departmental Workplan Considerations:

Not applicable.

3.8 Board Strategic Plan/Priorities Considerations:

[Indicate if this aligns with Board strategic priority]

SECTION 4: OPTIONS & PROS / CONS

Report is provided for information at this time.

SECTION 5: RECOMMENDATIONS

That the All Recreation Committee receive this reporting regarding an update to the process of implementing the change to the 10 punch pass expiry term as information.

Respectfully submitted,



Trisha Davison, Regional Manager – Recreation & Client Services

CONCURRENCE

[Manager's Title] – [Name of Manager]

[Manager's Title] – [Name of Manager]

[Manager's Title] – [Name of Manager]

ATTACHMENTS:

Attachment A –



Draft Fees and Charges Policy

Presentation to the All Recreation Committee of RDCK Board Updated
September 2023 – General Manager of Community Services

Overview of Fees and Charges

Purpose of the Strategy

- To ensure a practical, transparent, consistent, and fair approach to setting fees and charges for recreation facilities, programs and services.

Process Update





The Benefits Based Approach

An approach which defines public goods (public benefits) and connects the user fees to the achievement of those benefits

The more public benefits that can be achieved, the more public subsidy that can be justified.



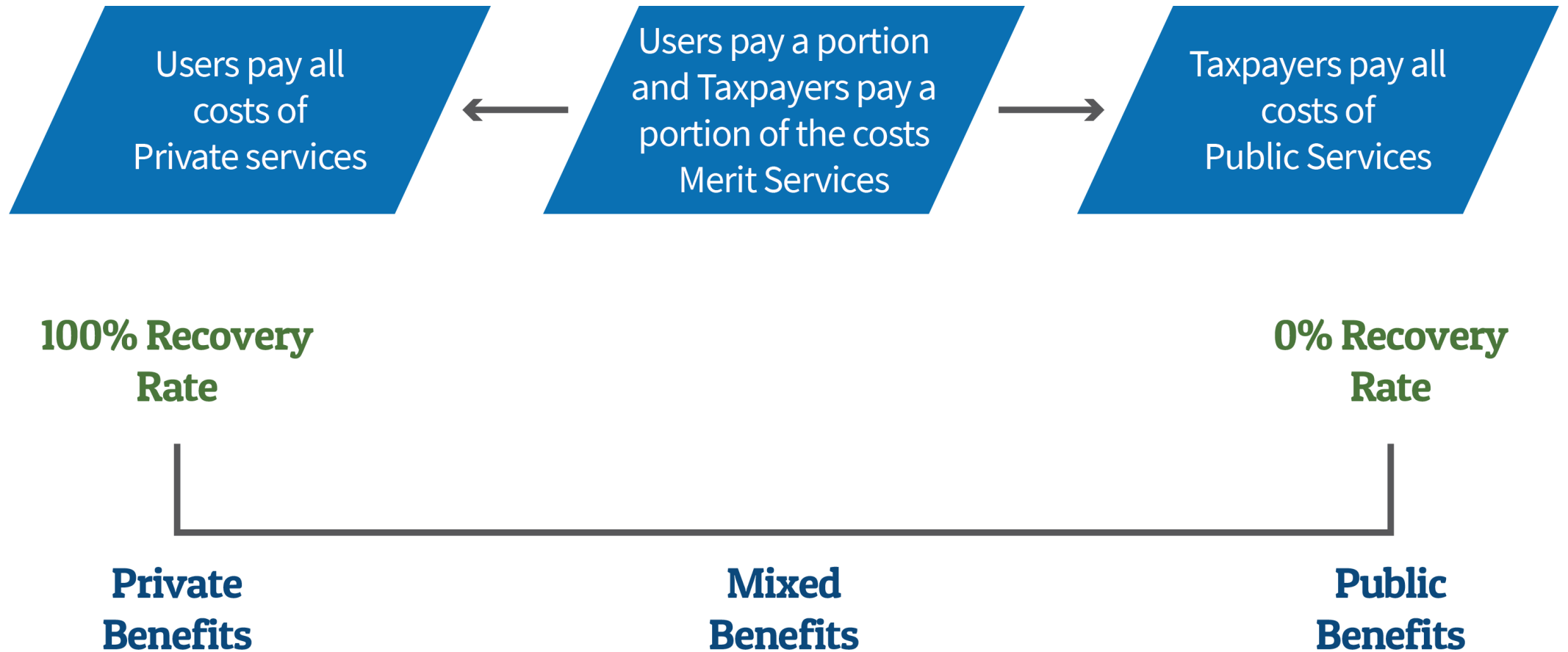
Public Good

- Public Good is defined as indirect benefit to all citizens from which they cannot escape
- Demand is a private sector term that says demand is always a function of price. There is direct connection between what one pays for a good or service and the amount of direct benefit they receive from it
- Need is a public sector term. Need is always a subset of demand. In order for a demand to also become a need, there must be some indirect benefit to all citizens that results from that good or service

Examples of Indirect Benefits

Growth of Individual	Growth of Community
Fitness and Well Being	Special Events
Preschool Recreation Opportunities	Support for Local Community Groups
Basic Skills for School Aged Children	Spectator Sport
Advanced Skills for School Aged Children	Exposure to the Arts
Social Opportunities for Teens	Social Functions
Basic Skills for Adults	Protecting Natural Resources
Advanced Skills for Adults	Beautify the Community
Recreation Opportunities for Seniors	Opportunities for Family Units
Interpreting the Environment	Mixing Generations and Subgroups
Reflection/Escape	Support for Volunteerism
Leisure Education	
Communication System	

Benefits Continuum





Policy

Those who benefit from a good or service should pay in proportion to the benefit they receive.

If all or substantially all benefits are direct benefits (only) that accrue only to users, those users should pay all of the costs

If all or substantially all of the benefits accrue to all citizens independently of whether or not they use the service, then all citizens should pay (through their taxes).

If some benefits accrue directly to users and some benefits accrue to the community at large, then both should pay in proportion to the benefits they receive.



Process for Determining Fees

1. Calculate unit costs
2. Assign Recovery Rates
3. Calculate Initial Fees based on **justification** for subsidy
4. Adjust upwards if justified fee is not **needed**
5. Adjust further for **practical** reasons
6. Develop implementation plan if change is significant
7. Ensure a robust Safety Net

Recovery Rate Matrix

Recommended Recovery Rates for Calculating Fees and Charges

	USES					
	Drop In Admission	Programs	RENTALS			Camping
			Regular Activity	Special Event	Commercial Use	
Individual Users						
Preschool (<5yrs)	0%	25%				
Youth/Student (5-19)	25%	25%				
Adult (20-75yrs)	50%	50%				
Golden Age (76+)	0%	25%				
Family	100%*	100%				
Group Users						
Youth Non-Profit Rec			50%	50%		
Adult Non-Profit Rec			75%	100%		
Private Group or Individual or Fund Raising Motive			100%	100%		50%
Commercial			125%	125%	125%	

* Family equals twice the adult rate



Board Decisions

- We divided all unit costs at the three centres by the total use of each type of use
- We averaged the resultant unit costs at the three centres into a single average cost of providing each service
- We then applied the recovery rates to those averages
- This Does not apply to Arenas. Creston and District has a different level of service – one arena vs two arenas – which results in significantly less overhead.



Implementing the Policy

1. Where the fee indicated within the proposed policy is within 10% of what is currently being charged, the policy should simply be applied.
2. Where there is no fee currently in place the indicated fee should simply be applied.
3. The first two points above will apply to a majority of all fees in all three centres. The subsequent points in this list will then deal with the minority of cases.
4. Where current fees are higher than the fee indicated in the policy, they should be “red circled” and allowed to remain at that level until costs catch up and then they will rise with costs.
5. Where current fees are lower than what is indicated in the proposed policy for categories of private user group or commercial user group or commercial user, they need to be increased to what is indicated in the proposed policy, as there is no justification for subsidy for these groups
6. If the current fee is between 10% and 25% lower than what the proposed policy indicates it should be, the current fees should be gradually increased to the indicated levels over a three year period.



The Process the Board Endorsed

1. Adopt the policy outlined in sections 2, 3, 4 and 5 of this report. These four sections can be copied directly into an RDCK policy format.
2. Separately, endorse the recovery rates shown in **Figure Six** which may be updated more frequently than the policy and therefore this decision is made separately.
3. Endorse the specific fees in **Appendix C** and instruct the operating entities to implement them for 2020.
4. Instruct staff to recalculate the cost base for publicly provided recreation services every three years and use that revised cost base to recalculate fees for the subsequent year.
5. In the years between the three year update, the cost of living index should be used to adjust fees annually.



The Process The Board Endorsed

6. Once the fees have been calculated using updated costs and the recovery rates in **Figure Six**, the fees may be adjusted either up or down for market forces and other practical matters listed in Figure Five.
7. Notwithstanding the above six recommendations, during the initial three year period of implementing this policy, there will more significant adjustments. These will require careful attention to impacts and phasing in of the most significant changes in order to reduce stress to users and user groups.
8. Once base fees are determined, uses of public recreation facilities can be “packaged” into bulk purchases through the use of strip tickets, programs, passes or memberships, offering some discounts per use to reflect the reduced administration costs and the appropriate incentive to generate more use.
9. Also, fees can be discounted to encourage behaviour which is desirable to the community. For example, non-prime use can be encouraged through incentive pricing.
10. A set of “safety net” strategies will be required which will ensure that those with barriers to participation

The problem areas at the time/now

- Adult and youth recreation group rentals of ice is far too low. Fees should be increased over five years to the indicated fee level for adults and investments made to increase youth participation rates which will reduce the unit costs.
- Drop in public skate admissions in all three centres for all classes of users are too low. As with the youth ice rental situation above, the approach here should be to focus on increasing use, thereby reducing unit costs in underutilized arenas to achieve alignment instead of substantial increases in fees.
- Most groups using ball diamonds and soccer fields have become used to not paying a fee for that use. However, to be consistent, a fee should be charged. Because of the difference between expectation and consistent policy, a special strategy needs to be devised to deal with this issue.



Questions and Comments

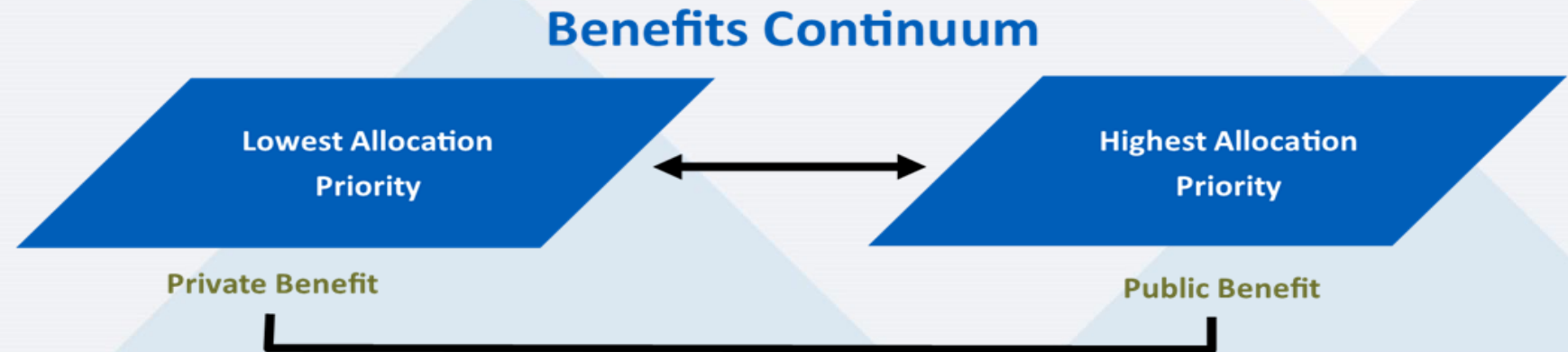


RDCK Recreation Allocation Policy and Procedures (Refresher)

Community Services Recreation Allocation Policy 500-01-09

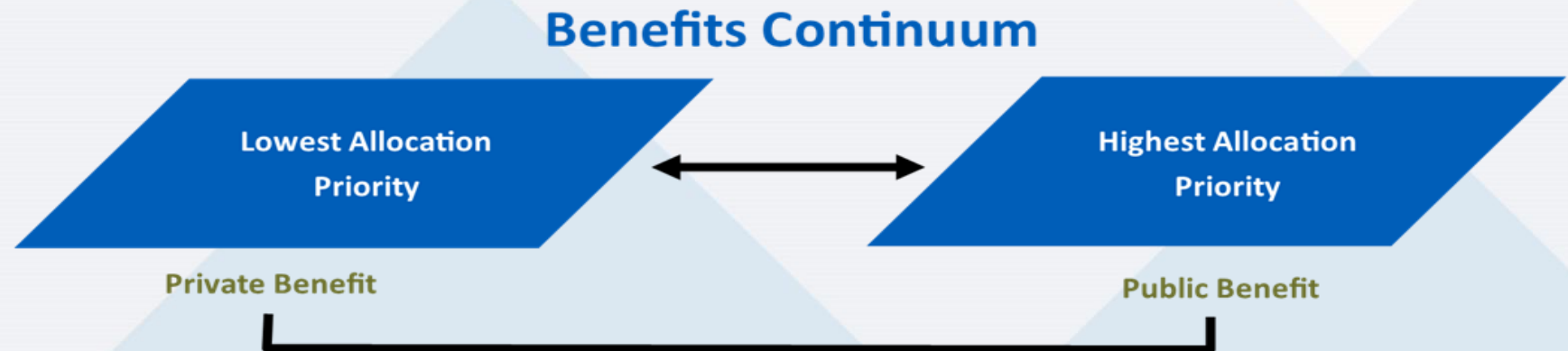
- Work began in 2018 and culminated with the adoption of the policy by the RDCK Board in April 2022*
 - Tied to fees and charges policy and the benefits-based approach
 - Procedures: consistent schedules, transparent tools and practices to establish fair and equitable use by renters and user groups and in some cases, our partners in recreation

*Previous reports/information available



Facility Allocation Priority

- 1 - RDCK programs and services for **family or youth**
- 2 - Special Events / Community events / Representative Groups Games
- 3 - Youth Non Profit Community Groups Regular Use
- 4 - Representative Community Group Regular Use
- 5 - RDCK programs and services for **adults**
- 6 - Adult Non Profit Community Groups Regular Use
- 7 - Private Renter
- 8 - Commercial Renter



Conflict Resolution Model

Criteria	Weighting	Group A	Group B	Perfect Score
Allocation Priority	6	1	2	2
Is more time reasonable according to Standards of Play/Program Requirements	5	2	2	2
Eligibility	4	1	2	2
Historical Booking	3	2	1	2
Seasonal Commitment	2	2	2	2
Suitability and appropriateness of time of day	1	1	2	2
Total		27	35	38

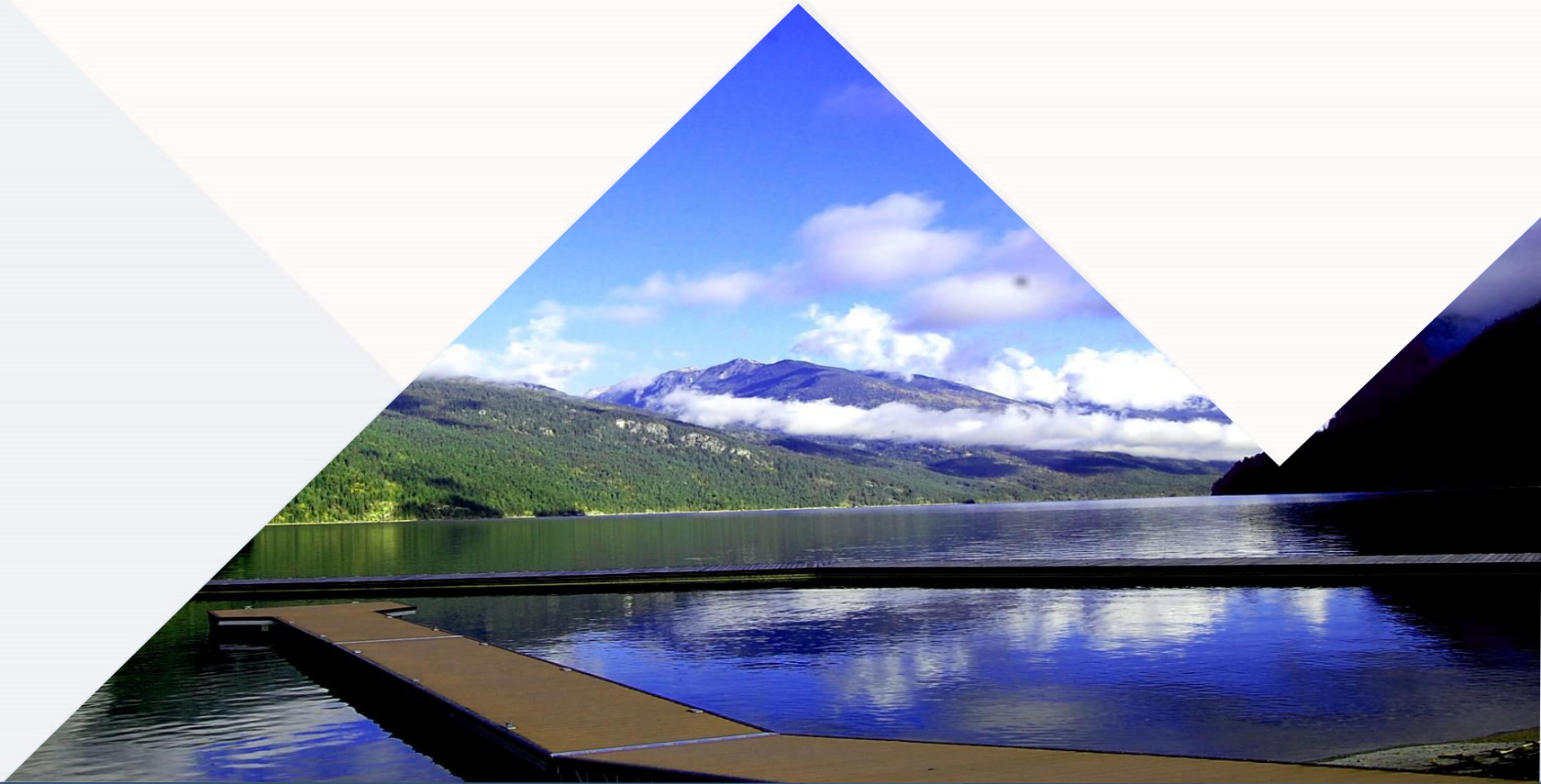
Progress

The procedures and their transparency are working well to assign fair and equitable use - conflicts mitigated or resolved

Feedback from the users informs adjustments to the procedures from season to season

Provides insight into the best use of the facilities, staffing, investment, in achieving the greatest benefits and allowing us to align our business models and to leverage those of our partners who rent the spaces

Over time, the demonstrated consistency and objectivity in implementing the procedures and hosting timely group discussions has led to improved understanding and trust and more effective delivery of recreation services



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Recreation Asset Management June 2023

Key Projects

Projects Underway

Recreation

- CDRD Floor
- CDCC East Stairwell
- CDCC Aquatics Roof
- CDCC Solar Array
- NDCC RTUs
- NDCC Boilers
- Riondel Community Centre
- Salmo Pool

Project Phase June

- Construction
- Awarded
- Design
- Awarded
- Purchased 2022
- Design/Engineering
- Construction
- Construction

Current Phase

- Substantial Completion
- Delayed
- Awarded
- Awarded
- Delayed
- Awarded
- Completion
- Substantial Completion

Completion

- Fall 2023
- TBD
- Fall 2023
- Fall 2023
- TBD
- Winter 2024
- Completed
- Fall 2023

Key Projects

Projects Underway Parks

Cottonwood Lake Park Accessibility
Sunshine Bay Washroom
Bigelow Bay Washroom
Galena Trail Bridge
Glade Park Infrastructure
Crawford Creek Bridge
Taghum Beach Parking lot

Project Phase June

Construction
Construction
Construction
Design/Egineering
Concept Design
Engineering
Design

Current Phase

Substantial Completion
Completion
Construction
Engineering
Final Design
permitting/planing
permitting/planning

Completion

Fall 2023
Completed
Spring 2024
Fall 2024
2024
Spring 2024
Fall 2024

Market Conditions

Pricing and inflation

Availability – 10-12 months or longer

Shorter lifecycles – reliability 10-15 years

Contractor sophistication not keeping pace

Staffing Capacity

Operations staff are required to operate – to maintain PM/AM

Sharing of personnel across services effective

Regional working group of maintenance leaders

Better planning and lead timing to coordinate resources

Planning Cycles and Budgeting Cycles

Projects don't always fit into a fiscal year

Planning and funding for design/engineering in advance

Financial Plan amendments required will be brought forward as needed

Risks/Mitigation

Climate Action

All AM Decisions Consider Recommendations

**FCM GHG Feasibility
Recommissioning Studies 2018
NDCC DE, HRV and ECMs
Future refrigeration plant work
will do the same**



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REGIONAL DISTRICT OF CENTRAL KOOTENAY

Committee Report

Date of Report: September 11, 2019
Date & Type of Meeting: September 18, 2019 All Recreation Committee Meeting
Author: **Marty Benson, Manager of Recreation**
Subject: RDCK INCLUSION AND ACCESS INITIATIVE
File: 01-0515-20

SECTION 1: EXECUTIVE SUMMARY

The purpose of this report is to provide information and a recommendation for the Regional District of Central Kootenay (RDCK) to establish a RDCK framework to respond for growing public need for a reduction of barriers to participation in RDCK recreation programs and services. Specifically to:

- Develop new opportunities to promote access and inclusivity for RDCK communities.
- Establish strategic goals for reducing barriers to programs and services.

SECTION 2: BACKGROUND / ANALYSIS

The Need and Opportunity

In 2015, A Framework for Recreation in Canada 2015: Pathways to Wellbeing was released through a joint initiative of the Interprovincial Sport and Recreation Council and the Canadian Parks and Recreation Association. The document focused on two strategic areas:

1. A Renewed Definition of Recreation “Recreation is the experience that results from freely chosen participation in physical, social, intellectual, creative and spiritual pursuits that enhance individual and community wellbeing.”
2. The second strategic area, a Framework for Recreation in Canada. The Framework provides a new vision, and suggests some common ways of thinking about the renewal of recreation, based on clear goals and underlying values and principles.

A Vision for Recreation in Canada

We envision a Canada in which everyone is engaged in meaningful, accessible recreation experiences that foster:

- Individual wellbeing
- Community wellbeing
- The wellbeing of our natural and built environments

The Framework describes five goals and priorities for action under each goal. The goals are:

- **Goal 1: Active Living**
 - Foster active living through physical recreation.
- **Goal 2: Inclusion and Access**
 - Increase inclusion and access to recreation for populations that face constraints to participation.

- **Goal 3: Connecting People and Nature**
 - Help people connect to nature through recreation.
- **Goal 4: Supportive Environments**
 - Ensure the provision of supportive physical and social environments that encourage participation in recreation and build strong, caring communities.
- **Goal 5: Recreation Capacity**
 - Ensure the continued growth and sustainability of the recreation field.

Identified Barriers within the RDCK

The RDCK offers many modern facilities with exciting programs and services yet the Community Services Department has identified there is an opportunity to create more impactful programs and services. The RDCK is receiving increased community requests and inquiries to assist with removing barriers to participation. Primary barriers that have been identified include program participation support and ability to pay. These barriers are identified as a strategic goal of the Framework under Goal 2: Inclusion and Access as well as Goal 4: Supportive Environments.

Inclusion

Current recreation master plans covering Area A, Area B, Area C, Area E, Area F, Area H, Area I, Area J, City of Castlegar, Town of Creston, City of Nelson, Village of New Denver, Village of Silverton and Village of Slocan identify inclusivity as an important component of the services delivered by the RDCK. Through facility renovations and redesign some of the physical barriers are being addressed. While program and service participants may be able to physically access facilities there are limitations to how they access RDCK direct programming opportunities as services do not currently have the ability to provide program support. Specific examples include children that have support workers in the school system do not have access to the same types of support options when accessing out of school programs and services. The RDCK employs caring and compassionate program and service staff but in most cases these leaders do not have training or qualifications that enables them to provide a higher level of support to those that may need it. This is not to say the RDCK has to deliver the direct provision of these support services, rather that the RDCK is proactive in developing supports either in-house, or through community partnerships, that allow people with varying abilities to access RDCK delivered programs and services.

Ability to Pay

Ability to pay presents a barrier to participation for many residents living within our communities. The RDCK's current Leisure Access Program offers discounted admission rates to our facilities, however, the program does not provide financial assistance for registered programs. There has been a growing number of residents participating in the Leisure Access program over the past several years and the growth trend looks to continue.

In Nelson alone, LAP participation rates at the Nelson and District Community Complex have increased from 302 participants in 2016 up to 521 participants in 2018. Developing a more robust LAP program may lead to higher participation rates within RDCK programs and services and will help to further reduce financial barriers for residents.

The recently completed RDCK Fees and Charges Review identified the need for “Safety Net” strategies to ensure that those with barriers to accessing public recreation services should be constantly monitored to guarantee that they practically reduce barriers of all kinds; but with respect to the Fees and Charges Policy, reduce barriers associated with the ability to pay adjusted fees. A review of the RDCK’s LAP initiative is required as part of the implementation of the new RDCK Fees and Charges Policy.

Inclusion and barrier reduction has also been identified by the RDCK Community Services Vision Statement:

RDCK Community Services provides sustainable recreation service delivery with integrated facilities, parks, libraries and programs that are innovative, inclusive and barrier free.

Where Do We Start

Inclusivity and barrier reduction has been identified in RDCK recreation master plans and Community Services vision statements and in order to gain a better understanding of community needs additional information is required. This information may include:

- An inventory of existing community resources that offer support services across the RDCK. Need to understand if new support services are required or if establishment of formalized community partnerships may meet community need.
- An inventory of possible funding opportunities that could be accessed to support the barrier reduction initiative.
- A community needs inventory to look at the possible scale of the barrier reduction initiative. This is vital to ensuring the development of a sustainable barrier free program.
- Development of a RDCK strategic plan that outlines specific goals and objectives of the barrier free initiative including:
 - Specific details on available support services.
 - Detailed goals and objectives for updating the RDCK’s Leisure Access Program.
 - Development of a sustainable delivery model that includes funding required to provide suitable staffing, volunteers, training, equipment, communication, work space, administration support, etc.

Through the creation of an Inclusion and Access Task Force, information can be gathered to answer these questions. The Task Force will include representation from government agencies, local non-government organizations, parents impacted by inclusion challenges and RDCK staff. With input from the Task Force the RDCK will be in a position to develop the RDCK Inclusion and Access Initiative along with an implementation strategy to move the initiative forward.

SECTION 3: DETAILED ANALYSIS

a. Financial Considerations – Cost and Resource Allocations:

Included in Financial Plan: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	Financial Plan Amendment: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Debt Bylaw Required: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	Public/Gov’t Approvals req’d: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

The cost of implementation will vary based on the preferred Task Force administration support.

<p>The long-term resources required to implement the RDCK Inclusion and Access Initiative will be determined through the development of the framework and implementation strategy.</p>
<p>b. Legislative Considerations (Applicable Policies and/or Bylaws):</p>
<p>N/A</p>
<p>c. Environmental Considerations:</p>
<p>N/A</p>
<p>d. Social Considerations:</p>
<p>Master Plans have identified the need to reduce barriers to participation in RDCK programs and services. Developing strategic initiatives will allow the RDCK to better serve our population regardless of community demographic. It can be expected that an increase in uptake for RDCK programs and services can be expected as a result of this initiative.</p>
<p>e. Economic Considerations:</p>
<p>N/A</p>
<p>f. Communication Considerations:</p>
<p>A communication plan will be developed that will provide an overview of the Inclusion and Access Initiative. The communication plan will include details of the creation and outcomes of the Task Force and the next steps for the RDCK as it relates to reducing barriers to participation.</p>
<p>g. Staffing/Departmental Workplan Considerations:</p>
<p>The RDCK Inclusion and Access Initiative is not currently included in staff work plans. As such, resources will need to be identified in order to fully engage in the initiative.</p>
<p>h. Board Strategic Plan/Priorities Considerations:</p>
<p>Recreation, Parks and Trails.</p>
<p>SECTION 4: OPTIONS & PROS / CONS</p>
<p>N/A</p>
<p>SECTION 5: RECOMMENDATION(S)</p>
<p>That the Board approve the reinstatement of a RDCK Recreation Inclusion and Access Task Force (the "Task Force") with the Board appointing Director _____ to the Task Force, AND further; That the Task Force work with staff to develop a budget for Board consideration at the January 2024 Open Board meeting.</p>

Respectfully submitted,

Signature:



Name: Marty Benson

CONCURRENCE

Initials:

General Manager of Community Services
Chief Administrative Officer



ATTACHMENTS:

[RDCK Master Plan and Fees and Charges Links](#)

RDCK Master Plan and Fees and Charges Links

<https://rdck.ca/assets/Administration/Documents/NDCC%20Final%20Master%20Plan%20.pdf>

<https://rdck.ca/assets/Administration/Documents/2016-02-05%20Castlegar%20Master%20Plan%20FINAL.pdf>

<https://rdck.ca/assets/Services/Recreation/2019-05-08%20RDCK%20MP-SM.pdf>

<https://rdck.ca/assets/Administration/Documents/2016-02-11%20Area%20H%20MP-SM.pdf>