



**NORTH PEACE LEISURE POOL  
COMMISSION MEETING  
AGENDA  
9:00 a.m. – October 1, 2019  
NPLP Meeting Room**



**1. Call the Meeting to Order:**

**2. Additions to the Agenda:  
NEW BUSINESS**

- a) North River Sponsorship**
- b) ADMIN Report NPLP Facility Allocation Update**
  - NPLP Pool Allocation Policy No. 12/19
  - NPLP Pool Allocation Policy 15/00
- c) Admin Report NPLP – Refund Policy Update**
  - NPLP Refund Policy 29/00
  - NPLP Fees and Charges Policy 10/19
  - DRAFT NPLP Registration and Refund Policy 11/19

**3. Adoption of Agenda:**

**M1 – M3**

**4. Adoption of Minutes:**

- a) Pool Commission Minutes, June 4, 2019;

**5. Business Arising from the Minutes:**

**6. Delegation:**

**7. Old Business:**

**8. Correspondence:**

**9. New Business:**

- a) North River Sponsorship**
- b) ADMIN Report NPLP Facility Allocation Update**
  - NPLP Pool Allocation Policy No. 12/19
  - NPLP Pool Allocation Policy 15/00
- c) Admin Report NPLP – Refund Policy Update**
  - NPLP Refund Policy 29/00
  - NPLP Fees and Charges Policy 10/19
  - DRAFT NPLP Registration and Refund Policy 11/19

**10. Reports:**

**R1-R2**

- a) Finance Report – Shirley Collington, City of Fort St. John;

**R3-R4**

- b) Facility Manager Report – Corey Callison, City of Fort St. John;

**R5-R6**

- c) Recreation Programmer – Charity Nelson Update

- d) Pool Manager Report – Vanessa Cumming, City of Fort St. John;**

**Next Meeting Date: December 3, 2019 at 9:00am**

**Leisure Pool Meeting Room**

**Pool shut down tour – optional**

# Minutes of North Peace Leisure Pool Commission Meeting - 2019



**Date:** June 4, 2019

**Time:** 9:00 a.m. – 11:00 a.m.

**Place:** Council Committee Meeting Room

**Chair:** Commissioner Karen Goodings, Director Area B, PRRD

**Present:** Commissioner Arlene Boon, Director Area B, PRRD

Commissioner Willi Couch, PRRD

Commissioner Brad Sperling, Director Area C, PRRD

Moir Green, General Manager, City of Fort St. John

Sandra MacDonald, Inconneau Representative

Robin Langille, Director of Facilities and Grounds, City of Fort St. John

Vanessa Cumming, Pool Manager, City of Fort St. John

Corey Callison, Facilities Manager, City of Fort St. John

Charity Nelson, Recreation Programmer, City of Fort St. John

Carrie Harder, Administration Assistant II, City of Fort St. John

**Absent:** Becky Grimsrud, Councillor, City of Fort St. John

Trevor Bolin, Councillor, City of Fort St. John

Karin Carlson, Director of Recreation and Leisure Services, City of Fort St. John

Trish Morgan, General Manager, PRRD

Bryna Casey, Recreation Coordinator, PRRD

Lyle Smith, Chief Financial Officer, PRRD

Shirley Collington, Deputy Treasurer/Collector, City of Fort St. John

## 1. Call Meeting to Order:

The meeting was called to order at 9:05 a.m.

## 2. Additions to the Agenda:

None

Action

## 3. Adoption of the Agenda:

Resolution No. 07/19

MOVED by Commissioner Boon

SECONDED by Commissioner Couch

***"THAT, the agenda be adopted as presented or amended."***

CARRIED

Action

## 4. Adoption of the Minutes:

Resolution No. 08/19

MOVED by Commissioner Couch

SECONDED by Commissioner Boon

***"THAT, the minutes of the North Peace Leisure Pool Committee Meeting of April 2, 2019 be accepted as presented."***

CARRIED

Action

## 5. Business Arising from the Minutes:

- 7-9k for electrical heating in change rooms to increase the temp 7 degrees from 82-89 – consider for budget 2020.

Recommendation No. 03/19

MOVED by Commissioner Couch

SECONDED by Commissioner Boon

***"THAT, the information for be presented for consideration during next budget year."***

CARRIED

- Timing Clock – fixed, was a battery issue

Action

## 6. Delegation:

None

Action

## 7. Old Business:

Action



|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|
| <b>f) Questions/Recap:</b> <ul style="list-style-type: none"> <li>Regarding Staffing concerns, can we increase the wages for lifeguards to the pool to entice them to stay? <ul style="list-style-type: none"> <li>According to the Collective Agreement there are certain wage parameters that the City must follow in order to maintain the instruction of the Union agreement.</li> <li>Interim negotiations will be up for discussion next year as part of negotiations, the City could discuss this option with Union Representatives</li> <li>Possibility of full time Monday – Friday work, may not be due to the wages, could be summer hours</li> </ul> </li> <li>Lifeguard PE program: <ul style="list-style-type: none"> <li>3 people registered previously, so the course did not go through.</li> <li>Currently 12 registrants are enrolled in the program and are hoping to be very successful.</li> </ul> </li> </ul> |                                               |
| <b>11. Adjournment:</b><br><br>The meeting was adjourned at 10:50 a.m.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Action</b>                                 |
| <div> <div>Karin Goodings, Chairperson</div> <div>Date/Year</div> </div> <div> <div>Carrie Harder, Recording Secretary</div> <div>Date/Year</div> </div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                               |
| <b>12. Next Meeting:</b><br><br><div> North Peace Leisure Pool – Pool Meeting Room<br/> Tuesday, October 1, 2019 at 9:00 am. </div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Action</b><br>Clerk book the Meeting room. |

M3



File # 8100-20

Report To: **North Peace Leisure Pool Commission**  
From: **Karin Carlson**  
Subject: **NorthRiver Sponsorship Report**  
Meeting Date: **October 1, 2019**

---

**RECOMMENDATION:**

**“THAT, the North Peace Leisure Pool Commission approve the sponsorship proposed by NorthRiver Midstream.**

**AND THAT, the NorthRiver sponsorship is to offer Sunday public swim free to the community, held each Sunday from 1pm - 4pm, excluding special events and swim meets.**

**AND FURTHER THAT, the sponsorship is for one year, beginning October 6, 2019 through to Sunday, September 6, 2020 inclusive.**

**AND, NorthRiver Midstream will pay \$32,000 to the NPLP.”**

**BACKGROUND INFORMATION:**

NorthRiver Midstream is a gathering and processing business based in Western Canada. They recently purchased the gathering and processing portion of Spectra Energy’s business. In an effort to support activities and services to their employees and the community-at-large, NorthRiver approached staff at the North Peace Leisure Pool to discuss the possibility of providing sponsorship for a family-based activity.

In an effort to make a service accessible to all people in the region, regardless of ability to pay, staff suggested that NorthRiver consider sponsoring a free public swim on Sunday’s similar to the Petronas Sunday free skate. NorthRiver really liked the idea and suggested they would like to sponsor every Sunday public swim for one year.

Participation in recreation and active living creates a wide range of benefits and opportunities to promote mental and physical well-being and provide quality time for families. In families, there is evidence that family leisure pursuits can be an important vehicle for communicating and reinforcing family values and for promoting family cohesion and adaptability. NorthRiver, as a good corporate citizen and large employer in the region, is interested in providing opportunities for families to participate in leisure pursuits for these reasons.

## **GENERAL INFORMATION:**

Staff reviewed and analyzed the attendance and revenues that were generated from Sunday public swims in 2018. Based on the 2018 statistics, there were 2677 visits by adults, 446 visits by families, 52 visits by seniors, 1169 visits by toddlers (under 5) and 2873 visits by youth (age 6 – 18). These pool users generated \$31,579 dollars of revenue for Sunday public swim (1pm – 4pm).

NorthRiver has offered to sponsor the Sunday public swim from October 6, 2019 to September 6, 2020 for \$32,000 for one year. This would exclude special events and swim meets but all other Sunday's would be free to the public from 1pm – 4pm. This sponsorship would open the pool to the public for free, encourage active living, reduce barriers to participation and still provide the same revenue to the NPLP as if regular admission rates were in place.

It makes recreation affordable and truly family friendly each Sunday. Families (or individuals) will be able to attend free skate sponsored by Petronas from 12:00 – 2:30 and 3:00pm to 6:00pm at the Pomeroy Sport Centre and if the NPLP Pool Commission approves the sponsorship proposal, families (or individuals) will also be able to attend public swim sponsored by NorthRiver from 1pm – 4pm each Sunday. The recreation complex around Centennial Park will be very active all winter long.

As part of their recognition for the free swim sponsorship, NorthRiver would enjoy the following opportunities. These sponsor recognition initiatives would not have any additional significant expense from the NPLP resources.

- Titled – “NorthRiver Sunday Free Public Swim” on all the NPLP schedules, advertising and promotional material.
- Feather banners placed outside and in the lobby each Sunday “NorthRiver Free Public Swim”. Banners will be purchased at the expense of NorthRiver.
- Promotional ad placed in the winter, spring and summer recreation guide publications.
- The monthly radio pool report will be titled the “NorthRiver Pool Report”
- NorthRiver will be invited to participate in kick-off event announcing the free swim to the community and a wrap-up event on September 6, 2020 to close the pool prior to shutdown. The details to be determined in partnership with the NorthRiver and the Recreation program staff at the pool.

**ALTERNATE RECOMMENDATIONS:**

**“THAT, the North Peace Leisure Pool Commission regretfully decline the sponsorship offer made by NorthRiver Midstream.**

OR

**THAT, the North Peace Leisure Pool Commission receives Administrative Report #20191001-1 for information.”**

RESPECTFULLY SUBMITTED:

Name: Karin Carlson

Title: Director of Recreation and Leisure Services

Date: September 27, 2019





CITY OF FORT ST. JOHN

**NORTH PEACE LEISURE POOL**  
**CODE OF CONDUCT**  
Commission Policy No **29/00**

Records Management Number: **8020-00**  
Recreation and Cultural Services

---

**NORTH PEACE LEISURE POOL**  
**PROGRAM REGISTRATION & REFUND POLICY**

**PURPOSE**

The purpose of the Program Registration and Refund Policy is to outline the process when customers request refunds for programs offered by the Recreation & Leisure Department including the North Peace Leisure Pool.

**POLICY**

**Registration**

Registration is accepted on a first come first serve basis. Registration can be completed online, in person and /or on the phone.

Full payment is required at the time of registration. Payment plans are not permitted without the prior approval of the department manager.

Classes with insufficient registration are subject to cancellation, postponement or program staff may combine classes. Class dates and times are subject to change.

**Refunds for course, class or private rental**

Full refunds will be granted in the following instances:

- a) The Department cancels the program;
- b) The request for the refund is received a minimum of seven (7) days prior to the start of the program;
- c) Refund requests received with less than seven (7) days prior to the start of the program will not be issued unless the staff is able to fill the space with an alternate registered participant;
- d) In the event that a customer falls ill or becomes injured inhibiting their ability to participate in or continue participation in a program or utilize a facility pass or punch card, a pro-rated refund will be granted with proof of injury/illness. The effective date for the refund will be the date the request is made to City staff. Documentation (i.e., doctor's note) is required for illnesses or injury claims.

*A private rental includes private group facility rentals such as birthday parties offered by Recreation & Leisure Department.*

**Non-Refundable Fees**

Approved refunds are subject to;

- a. A 10% administration fee, with the exception of department canceled programs;





CITY OF FORT ST. JOHN

**NORTH PEACE LEISURE POOL**  
**CODE OF CONDUCT**  
**Commission Policy No 29/00**

Records Management Number: 8020-00  
Recreation and Cultural Services

- 
- b. All online registrations are subject to a convenience fee charged by the online booking agent ActiveNet and are not included in any refunds.

**Refund Payment**

Payments made by credit card will be refunded to the credit card and initiated by the City within three (3) business days.

Payments made by cash or debit, please allow 3 weeks for the processing of a refund cheque from the Finance Department.

**Credits**

Any refund may be applied to the patron's account as a credit at their discretion.  
Credits will be issued for the unused portion of a program when the criteria of this policy are met.

All credits must be used by December 31 in the calendar year it was issued. A refund cheque will be issued by mail to the on-file mailing address for the remaining credit balance.

**Transfer**

A transfer is permitted when the criteria of this policy is met or at the recommendation of the instructor.

**Reprinting of Receipts**

Email receipts are free of charge. Should you require additional printed copies of your receipts, there will be a charge of \$1.00 per receipt.

**Authority**

In the interest of good customer service, the department Manager or designate has the authority, without prejudice, to use discretion in implementing this policy. Disputes will be escalated to the Director of Recreation and Leisure Services.

*User group(s) facility rental refunds are not included in this policy; refer to Recreational Facility Allocation Policy No. 117/09*



CITY OF FORT ST. JOHN

**NORTH PEACE LEISURE POOL**  
**CODE OF CONDUCT**  
Commission Policy No 29/00

Records Management Number: 8020-00  
Recreation and Cultural Services

**City of Fort St. John**  
**Refund, Credit and Transfer Request Form**

|                                                                                                           |                         |                    |       |
|-----------------------------------------------------------------------------------------------------------|-------------------------|--------------------|-------|
| Date:                                                                                                     | _____                   | Refund For:        | _____ |
| Name of requestor:                                                                                        | _____                   | First & Last Name: | _____ |
| Daytime Phone:                                                                                            | _____                   | _____              | _____ |
| Mailing Address:                                                                                          | _____<br>_____<br>_____ |                    |       |
| Name of Program:                                                                                          | _____                   |                    |       |
| Reason for Request:                                                                                       | _____<br>_____<br>_____ |                    |       |
| <b>If there is an eligible refund, would you like it as:</b>                                              |                         |                    |       |
| <input type="checkbox"/> Transfer to _____                                                                |                         |                    |       |
| <input type="checkbox"/> Credit user's account _____                                                      |                         |                    |       |
| <input type="checkbox"/> <b>Cheque</b> by mail (allow 2-3 weeks for processing)                           |                         |                    |       |
| <input type="checkbox"/> If originally paid by credit card, we can refund back to the original card _____ |                         |                    |       |
| <small>Please note: All refunds/credits will be less a 10% administration fee</small>                     |                         |                    |       |

|                                                                                                                           |                              |
|---------------------------------------------------------------------------------------------------------------------------|------------------------------|
| <b>For Office Use:</b>                                                                                                    |                              |
| Name of Admin Staff taking Request: _____                                                                                 |                              |
| Receipt Number: _____                                                                                                     |                              |
| Please inform client of the refund policy:                                                                                |                              |
| <input type="checkbox"/> Yes, reviewed & gave client a copy of policy _____ Admin Initials                                |                              |
| Is the request:                                                                                                           |                              |
| <input type="checkbox"/> 7 days or more prior to course/class/private rental?                                             |                              |
| <input type="checkbox"/> Less than 7 days prior to course/class/private rental?                                           |                              |
| <input type="checkbox"/> Doctors Note Requested _____ Admin Initials                                                      |                              |
| <input type="checkbox"/> Doctors Note Provided _____ (attached to form)                                                   |                              |
| Admin: For Refunds 7 days or more prior to course/class/private rental: <input type="checkbox"/>                          |                              |
| Original Charge:                                                                                                          | Amount approved:             |
| Original HST:                                                                                                             | Less 10% administration fee: |
| Original Total:                                                                                                           | Total of Refund:             |
| Signature: _____                                                                                                          | GLS                          |
| Date: _____                                                                                                               |                              |
| Dept. Manager: For Refunds Less than 7 days prior to course/class/private rental:                                         |                              |
| Original Charge:                                                                                                          | Amount approved:             |
| Original HST:                                                                                                             | Less 10% administration fee: |
| Original Total:                                                                                                           | Total of Refund:             |
| Signature: _____                                                                                                          | GLS                          |
| Date: _____                                                                                                               |                              |
| <input type="checkbox"/> If refund denied, written notification given in 3 business days: _____ Admin Initials _____ Date |                              |



File # 8100-20

Report To: **NPLP Commission**

From: **Karin Carlson, Director of Recreation & Leisure Services**

Subject: **Facility Allocation Policy Update**

Meeting Date: **October 1, 2019**

---

**RECOMMENDATION:**

**“THAT, the North Peace Leisure Pool Commission adopt the Allocation Policy 12/19 as presented,**

**AND THAT, the North Peace Leisure Pool Commission rescind North Peace Leisure Pool Allocation Policy 15/00”.**

**KEY CONCEPTS DEFINED:**

The draft Allocation Policy 12/19 is an update to the current Allocation Policy 15/00. City staff is undertaking a rationalization of policies between the recreation area and the NPLP area of the Recreation and Leisure Department to ensure good customer service and consistency of policy and procedures for customers and staff.

**CURRENT SITUATION:**

**Existing Allocation Policy**

NPLP Allocation Policy 15/00 that is currently in force and was adopted in 2000.

**NPLP DRAFT Allocation Policy 12/19**

The updated Policy 12/19 has more detailed information around the allocation process as well the addition of the same principles and benefits based approach to the allocation process as is used in the NPLP Fees and Charges policy 10/19. There is language update and rationalization of the Recreation Allocation Policy 39/00 and the NPLP Allocation Policy 15/00.

**PLANNED COMMUNICATION:**

North Peace Leisure Pool Manager and staff will provide the updated policy to all user groups, communicate the policy on the City website and include information in the Recreation and Leisure Guide.

**ALTERNATE RECOMMENDATIONS:**

"THAT, the North Peace Leisure Pool Allocation Policy 12/19 as presented be amended in the following way:

***\*\*indicate amendments\*\****

AND THAT, the Allocation Policy 12/19 be adopted as amended,

AND FURTHER THAT, the North Peace Leisure Pool Commission rescind North Peace Leisure Pool Allocation Policy 15/00"

**OR**

"THAT, North Peace Leisure Allocation Policy, be received for information."

**ATTACHMENTS:**

- NPLP Allocation Policy 15/00
- NPLP DRAFT Allocation Policy 12/19
- NPLP Fees and Charges Policy 10/19

**RESPECTFULLY SUBMITTED:**

*Karin Carlson*

Director of Recreation & Leisure Services



CITY OF FORT ST. JOHN

**NORTH PEACE LEISURE POOL**  
**POOL ALLOCATION**  
**Committee Policy No. 12/19**

Records Management Number: 8020-00  
Recreation and Cultural Services

---

**NORTH PEACE LEISURE POOL**  
**POOL ALLOCATION POLICY**

**PURPOSE:**

The purpose of this policy is to ensure the City of Fort St John can coordinate, schedule and operate recreation facilities to ensure optimum usage and programming while being fiscally responsible. Recreational facility allocation is based on a fair and equitable distribution of available space for facility user groups and casual users.

The City of Fort St John works responsibly to manage its recreational spaces in an equitable manner to meet current and future demands for both organized and casual users. In doing so, it is important to consider the needs of diverse populations, groups, and individuals while recognizing the tax-based contribution provided by citizens toward the development and operation of community recreation assets.

**SCOPE:**

Facilities that are covered in the policy are all those indoor and outdoor recreation facilities owned or operated by the City of Fort St John, including the North Peace Leisure Pool.

**PRINCIPLES:**

City Council and the North Peace Leisure Pool Commission have adopted guiding principles for the Community Services Fees and Charges bylaw. These principles will be used as a framework within which the City will make equitable facility allocation decisions. These principles include:

- Transparency
- Service Efficiency
- Public Engagement Principle
- Actual cost Principle
- Benefit Principle

**POLICY AUTHORITY:**

All allocation authority shall reside with the department Manager. Appeals may be forwarded to the Director of Recreation and Leisure Services for consideration.

**METHOD OF ALLOCATION:**

Every effort shall be made to accommodate all requests so that user groups can meet their anticipated requirements.



CITY OF FORT ST. JOHN

**NORTH PEACE LEISURE POOL**  
**POOL ALLOCATION**  
**Committee Policy No. 12/19**

Records Management Number: 8020-00  
Recreation and Cultural Services

The City recognizes the positive impacts that special events can provide to the community and is committed to achieving a balance between recreational and special event uses. The City will work to minimize disruption to programs and user groups when accommodating special events.

The recreational facilities shall be distributed based on the associated value of each user group referenced in the Community Services Fees and Charges bylaw by applying the benefit-based approach to the facility allocation. The prioritization to sustain use provides clear value association to allocation space according to the user group activity.

**ALLOCATION PERIODS:**

The allocation procedure has predetermined dates that are published on the City's website at <https://www.fortstjohn.ca/EN/main/parks-rec/bookings-rentals/rentals/allocation-process.html>. The City reserves the right to change allocation dates to meet operational needs.

One (1) representative from each user group who is authorized to speak and sign on behalf of the organization, must attend the meeting to receive the requested times, and sign the Facility Use License Agreement.

New user groups that want to be part of the allocation can email [reservations@fortstjohn.ca](mailto:reservations@fortstjohn.ca) at any time. The group will be placed on the email list to be notified of allocation dates.

**CONTRACTS/ RENTAL AGREEMENTS**

The authorized user group designate must enter into a Facility Use License Agreement. The City will hold the authorized person of the user group responsible to the terms and conditions of the signed agreement.

**FEES:**

Fees and charges are established by City Council and North Peace Leisure Pool Commission, Community Services Fees and Charges Bylaw.

**CANCELLATIONS:**

User Groups shall notify the Facility Allocations Clerk at the Pomeroy Sport Centre or Administration Assistant at the North Peace Leisure Pool, fourteen (14) calendar days in advance in writing if they are unable to use the reserved time. Failing to notify within fourteen (14) calendar days means groups will be charged for the reservation at current rates if the space is not used.

**CITY CANCELLATIONS AND DISRUPTIONS:**

In order to minimize user dissatisfaction and related negative impacts, the City will notify the user group of any cancellations as soon as possible (notwithstanding unforeseen facility maintenance issues and acts of nature).



CITY OF FORT ST. JOHN

**NORTH PEACE LEISURE POOL**  
**POOL ALLOCATION**  
**Committee Policy No. 12/19**

Records Management Number: 8020-00  
Recreation and Cultural Services

---

The City reserves the right to cancel or delay any booking(s) for the purpose of repairs, extended maintenance and/or when the condition(s) cause concern for health and safety. At no time is anyone allowed in the areas(s) during maintenance.

**COMMUNICATION:**

The authorized user group designate is required to communicate the process of allocation, code of conduct, cancellation criteria and current fees and charges bylaw to their membership and bring forward issues from their group. The authorized user group designate shall negotiate allocations on behalf of their organization.

**CODE OF CONDUCT AT RECREATIONAL FACILITIES:**

Users of recreational facilities must adhere to the Recreation Facilities Code of Conduct Policy. The purpose of the "Code of Conduct" is to ensure users of recreation facilities in the City of Fort St. John understand the standards the City has established for efficient and courteous service to the community. The policy can be found on the City Website at <https://www.fortstjohn.ca/EN/main/local-gov/documents-library/council-policies.html>

The City of Fort St. John enforces zero tolerance toward using, possessing, consuming or being under the influence of drugs, alcohol, mood altering substances or misuse of medications. Absolutely no alcoholic beverages are allowed in City facilities unless the proper permits and deposits have been obtained through the Special Occasion Licence Policy. At no time is alcohol allowed in the building on a casual basis. Failure to comply will result in the RCMP being alerted and the discipline outlined in the Code of Policy. It may result in loss of rental privileges for the individual and/ or group.





CITY OF FORT ST. JOHN

**NORTH PEACE LEISURE POOL**  
**POOL ALLOCATION**  
**Committee Policy No. 15/00**

Records Management Number: 8020-00  
Recreation and Cultural Services

---

**NORTH PEACE LEISURE POOL**  
**POOL ALLOCATION POLICY**

**POLICY**

The City of Fort St. John as operator of the North Peace Leisure Pool will coordinate the user group pool allocation process.

**POLICY GOAL**

It is the goal of this policy to describe a fair and equitable process for long term rentals of the North Peace Leisure Pool (more than one month).

**POLICY OBJECTIVES**

Key stakeholders involved in this process will include the following:

- Maximum of two (2) representatives from the stakeholder groups with the authority to negotiate pool rental times on behalf of the organization.
- The Pool Manager.
- All pool user groups will be informed of the annual pool allocation process by mail. This will include a "Pool Allocation Request Form" and a copy of the previous year's bookings.
- The user groups will be asked to identify their yearly pool requests on the form and return the forms to the Pool Manager.
- A meeting will occur at a mutually agreed upon time to review all the requests for regular and special event times.
- Groups are required to complete the North Peace Leisure Pool user group contract as part of the rental requirements.
- Round table discussions will occur to discuss any issues and to share information.

**CONFLICTING SCHEDULING TIME**

Should there be a conflict in requested time, a second meeting may be required. Should the groups and the Pool Manager be unable to resolve scheduling conflicts the appeal process will be as follows:

- Letters of appeal from the user group(s) must be presented in writing to the Pool Manager.
- A special meeting of the NPLP Commission Chair or designate, the Pool Manager and the user groups.
- A final decision will be made within ten (10) working days of the appeal meeting.



CITY OF FORT ST. JOHN

**NORTH PEACE LEISURE POOL**  
**POOL ALLOCATION**  
**Committee Policy No. 15/00**

Records Management Number: 8020-00  
Recreation and Cultural Services

---

**CANCELLATION OF POOL TIME**

The purpose is to reduce "overbooking" and to discourage last minute cancellations of booked pool space by groups so that there is reasonable opportunity to resell the space and not incur undo revenue losses. The process to cancel pool times is described in the user group rental contract.

**Previous year's bookings will receive a priority for the following year. This does not include any cancelled time from the previous year.**



File # 8100-20

Report To: **NPLP Commission**

From: **Karin Carlson, Director of Recreation & Leisure Services**

Subject: **Refund Policy Update**

Meeting Date: **October 1, 2019**

---

**RECOMMENDATION:**

**“THAT, the North Peace Leisure Pool Commission adopt the Refund Policy 11/19 as presented,**

**AND, the North Peace Leisure Pool Commission rescind Refund Policy 29/00.”**

**KEY CONCEPTS DEFINED:**

The draft Refund Policy 11/19 is an update to the current Refund Policy 29/00. City staff is undertaking a rationalization of policies between the recreation area and the NPLP area of the Recreation and Leisure Department to ensure good customer service and consistency of policy and procedures for customers and staff. As well, there can be only one refund policy and procedure programmed into the reregistration and booking system used by the City.

**CURRENT SITUATION:**

**Existing Refund Policy**

NPLP Refund Policy 29/00 that is currently in force and was adopted 2011.

**NPLP DRAFT Refund Policy 11/19**

The updated Policy 11/19 has no material changes, additions or replacements. Essentially it is a language update so both the NPLP and the Recreation department can use the same policy.

**PLANNED COMMUNICATION:**

North Peace Leisure Pool Manager and staff will program ActiveNet with the updated language in the Refund Policy and continue to inform customers at the time of registration and bookings of the policy.

**ALTERNATE RECOMMENDATIONS:**

"THAT, the North Peace Leisure Pool Refund Policy 11/19 as presented be amended in the following way:

***\*\*indicate amendments\*\****

AND THAT, the Refund Policy 11/19 be adopted as amended,

AND FURTHER THAT, the North Peace Leisure Pool Commission recind Refund Policy 29/00."

**OR**

"THAT, North Peace Leisure Refund Policy, be received for information."

**ATTACHMENTS:**

- NPLP Refund Policy 29/00
- NPLP DRAFT Refund Policy 11/19

RESPECTFULLY SUBMITTED:

*Karin Carlson*

Director of Recreation & Leisure Services



**NORTH PEACE LEISURE POOL  
REGISTRATION/RENTAL, REFUND, TRANSFER & CREDIT POLICY  
Committee Policy No. 29/00**

Records Management Number: 1260-00  
Finance

---

**NORTH PEACE LEISURE POOL REGISTRATION/RENTAL,  
REFUND, TRANSFER & CREDIT POLICY**

**POLICY**

**Registration/Rental Bookings**

Registration/Rental is accepted on a first-come first serve basis. Full payment is required at the time of the registration. Classes with insufficient registration are subject to cancellation, postponement, or we may combine courses. Class dates and times are subject to change.

**Refunds**

A full refund will be issued for programs cancelled by the NPLP or if you request a refund at least seven days before the start of the program. Approved refunds are subject to a 10% administration fee. Please allow 3 weeks for processing of a refund cheque. Payments made by credit card will be refunded back to the credit card.

In the event that a patron or their dependent falls ill, or becomes injured, inhibiting their ability to participate in or continue participation in a program or utilize a facility pass or punch card, a pro-rated refund may be given based upon the date of the refund request. Documentation (i.e., doctor's note) is requested for illnesses or injury claims. Approved refunds are subject to a 10% administration fee.

**Transfer**

A transfer is permitted only when we are notified 7 days prior to the course start date or at the recommendation of the instructor.

**Credits**

Credits will be issued for the unused portion of a program when the following criteria are met:

- You provide a doctor's note. Credit is effective starting the date the doctor's note is received by the Pool administrative staff.
- We have a waitlist and are able to resell your space.
- You contact the pool 7 days prior to the course start date.

NOTE: Credits must be used by December 31 in the year it was issued or a refund cheque will be issued.

**Reprinting of Receipts**

Email copies are free of charge. Should you require additional printed copies of your receipts, there will be a charge of \$1.00 per receipt.

**Facility Rental Refunds**

If a patron wishes to cancel a pre-scheduled rental including birthday parties at least 7 days prior to the scheduled rental date, a full refund will be issued, less a 10% administration fee.

If a refund is requested less than 7 days prior to the scheduled date, but at least 48 hours prior, a 50% refund will be issued. There will be no refund if the cancellation is less than 48 hours notice.

**Authority**

In the interest of good customer service, the Pool Manager or designate, has the authority, without prejudice, to use discretion in implementing this policy.



CITY OF FORT ST. JOHN  
**NORTH PEACE LEISURE POOL  
FEES AND CHARGES  
Commission Policy No. 10/19**

Records Management Number: 1810-00  
Finance

---

## **FEES AND CHARGES POLICY**

### **PURPOSE**

This policy regulates fees and charges for the use of the North Peace Leisure Pool facilities and services.

### **POLICY**

#### **1. DEFINITIONS**

##### **Categories of Public Users:**

Individual users:

- Pre-Schooler: An individual from 0 to 5 years old;
- Youth: An individual between 6 to 18 years of age;
- Adult: An individual between 19 to 64 years of age;
- Senior: An individual 65 years of age and over;
- Family: Up to two adults and four youth residing in the same household.

##### **Categories of User Groups:**

- Youth Non Profit: A non-profit organization whose primary purpose is providing a community service where the youth in the local community is the beneficiary. 80% of the membership must be 18 years of age and under to qualify for youth status. Groups not meeting the 80% membership under the age of 18 would qualify for adult non-profit status. Examples include but not limited to Girl Guides, Scouts and Minor Sports groups.
- Adult Non Profit: A non-profit organization whose primary purpose is providing a community service where the adults in the local community are the beneficiary. Adults are between the age of 19 and 64 years of age. Examples include but not limited to Fort St. John Recreation Hockey, North Peace Potters Guild.
- Senior Non Profit: A non-profit organization whose primary purpose is providing a community service where the seniors in the local community is the beneficiary. 80% of the membership must be 65 years of age and over to qualify for senior status. Groups not meeting the 80% membership over the age of 64 would qualify for adult non-profit status.



CITY OF FORT ST. JOHN  
**NORTH PEACE LEISURE POOL  
FEES AND CHARGES  
Commission Policy No. 10/19**

Records Management Number: 1810-00  
Finance

Examples include but not limited to Save Our Northern Seniors (SONS), North Peace Housing Society, and senior sport groups.

- **Private Group:** A private individual or organization requesting use of a facility for the purpose of a private function where no profit is being generated by that group. Examples include but not limited to family reunion, wedding or picnic; Church congregation activity; service club Annual General Meeting; government agencies providing training to their employees or corporations holding meetings.
- **Commercial:** A company or business requesting use of a facility for its own profit or generating revenue. Examples include an entertainment promoter, a travelling circus, the NHL Old Timers Promotion Show, and the CKNL Tradeshow.
- **Internal Users:** All departments and associated committees within the City of Fort St John using a recreational facility for its departmental needs. Examples would include but not limited to, Engineering meeting, Municipal Elections Committee, Council approved initiatives, YAC meetings, Sports Council, Learning and Development Training.

**Miscellaneous Definitions:**

- **Drop-In Admission or Ticket:** The drop-in admission or ticket provides the bearer with access to public swim use.
- **Non-Prime Time:** between 8:00am – 3:00pm, Monday through Fridays during the school year and is not applicable on holidays or non-instructional days.
- **Non-Profit Organization:** A registered society in the province of BC or Canada.
- **Rental Agreement Use:** A person and/or group who rents a space through a rental contract and controls the uses and the users of that space during the period of rental.
- **Taxes –** not included in the rental rate in Schedule A.

**School Definitions:**

- **Hours –** School use occurs during school hours (8:00 am – 3:00pm)
- **School District:** All schools, programs and departments as provided in School District No. 60 District Directory as well as Home schoolers, Christian Life School, and other students where they reside within City limits attending an accredited school.





CITY OF FORT ST. JOHN  
**NORTH PEACE LEISURE POOL  
FEES AND CHARGES  
Commission Policy No. 10/19**

Records Management Number: 1810-00  
Finance

## **2. OTHER**

In cases where demand is high for a facility during a limited time period and there is an economic reason to attempt to shift some of that demand to an otherwise low demand period, discount pricing may be used to provide the incentive to shift demand to the lower use period. In cases where the costs exceed normal costs, there may be a premium applied to the regular rate schedule. This is the only reason that prices should vary with time. The following demand shifting incentives and premium charges will be implemented:

- Non-Prime Time - The City shall implement an incentive to use facilities during this time by offering a 25% discount to all hourly rates booked during Non-Prime time. This Non-Prime Rate shall not apply to rentals 3 hours or longer.

## **3. GUIDING PRINCIPLES TO CALCULATING FEES AND CHARGES**

- Transparency – User fees and subsidies are reported for all City recreational services in a transparent manner.
- Service Efficiency – Prices are set to ensure optimal service delivery and administrative efficiency.
- Public Engagement Principle – the public will have opportunities to engage with the City, and to provide input on a user fee and charges bylaw.
- Actual Cost Principle – The actual cost of service delivery is well understood prior to setting user fee or subsidy rates.
- Benefit Principle – Those who benefit from a good or service should pay in proportion to the benefit they receive.

## **4. APPLICATION OF THE BENEFIT PRINCIPLE**

Fort St John's assessment of the overall public benefit for all public leisure services as determined throughout the review in 2011, 2013 and again in 2018 is identified below. It reflects the assessment and the justification for public subsidy for each of the categories of uses and users that might be made of indoor and outdoor public recreation spaces.



CITY OF FORT ST. JOHN  
**NORTH PEACE LEISURE POOL  
FEES AND CHARGES**  
Commission Policy No. 10/19

Records Management Number: 1810-00  
Finance

**5. CALCULATING FEES AND CHARGES USING THE BENEFITS BASED PRINCIPLE**

**FIGURE 1**

| USES        |                        | DROP-IN<br>ADMISSIONS | RENTALS |
|-------------|------------------------|-----------------------|---------|
| USERS       |                        |                       |         |
| Individuals |                        |                       |         |
|             | Pre-School (0-5 years) | 0%                    |         |
|             | Youth (6 – 18 years)   | 25%                   |         |
|             | Adult (19-64 years)    | 50%                   |         |
|             | Senior (65 years +)    | 25%                   |         |
|             | Family (2a+4y)         |                       |         |
| Groups      |                        |                       |         |
|             | Youth Non Profit       |                       | 25%     |
|             | Adult Non Profit       |                       | 50%     |
|             | Senior Non Profit      |                       | 25%     |
|             | Private                |                       | 75%     |
|             | Commercial             |                       | 100%    |

The recreation fees and charges are attached to and form part of this bylaw as Schedule “A”.

**6. REPEAL**

Fees and Charges policy for the North Peace Leisure Pool Fees and Charges Resolution No. 16/12 will be repealed as of September 1, 2019.

**7. SEVERANCE**

If any section, subsection sentence, clause or phrase of this policy is for any reason held to be invalid by the decision of any court of competent jurisdiction, the invalid portion shall be severed and the part that is invalid shall not affect the validity of the remainder.



CITY OF FORT ST. JOHN  
**NORTH PEACE LEISURE POOL  
FEES AND CHARGES  
Commission Policy No. 10/19**

Records Management Number: 1810-00  
Finance

---

**8. EFFECTIVE DATE**

This bylaw will come into force and take effect on September 1, 2019.

ADOPTED THIS 2<sup>nd</sup> DAY OF April, 2019

---

KAREN GOODINGS, CHAIR  
NORTH PEACE LEISURE POOL COMMISSION



CITY OF FORT ST. JOHN

**NORTH PEACE LEISURE POOL**  
**PROGRAM REGISTRATION & POLICY**  
**Commission Policy No 11/19**

Records Management Number: 8020-00  
Recreation and Cultural Services

---

**NORTH PEACE LEISURE POOL**  
**PROGRAM REGISTRATION & REFUND POLICY**

**PURPOSE**

The purpose of the Program Registration and Refund Policy is to outline the process when customers request refunds for programs offered by the Recreation & Leisure Department including the North Peace Leisure Pool.

**POLICY**

**Registration**

Registration is accepted on a first come first serve basis. Registration can be completed online, in person and /or on the phone.

Full payment is required at the time of registration. Payment plans are not permitted without the prior approval of the department manager.

Classes with insufficient registration are subject to cancellation, postponement or program staff may combine classes. Class dates and times are subject to change.

**Refunds for course, class or private rental**

Full refunds will be granted in the following instances:

- a) The Department cancels the program;
- b) The request for the refund is received a minimum of seven (7) days prior to the start of the program;
- c) Refund requests received with less than seven (7) days prior to the start of the program will not be issued unless the staff is able to fill the space with an alternate registered participant;
- d) In the event that a customer falls ill or becomes injured inhibiting their ability to participate in or continue participation in a program or utilize a facility pass or punch card, a pro-rated refund will be granted with proof of injury/illness. The effective date for the refund will be the date the request is made to City staff. Documentation (i.e., doctor's note) is required for illnesses or injury claims.

*A private rental includes private group facility rentals such as birthday parties offered by Recreation & Leisure Department.*

**Non-Refundable Fees**

Approved refunds are subject to;

- a. A 10% administration fee, with the exception of department canceled programs;



**NORTH PEACE LEISURE POOL**  
**PROGRAM REGISTRATION & POLICY**  
**Commission Policy No 11/19**

Records Management Number: 8020-00  
Recreation and Cultural Services

- 
- b. All online registrations are subject to a convenience fee charged by the online booking agent ActiveNet and are not included in any refunds.

**Refund Payment**

Payments made by credit card will be refunded to the credit card and initiated by the City within three (3) business days.

Payments made by cash or debit, please allow 3 weeks for the processing of a refund cheque from the Finance Department.

**Credits**

Any refund may be applied to the patron's account as a credit at their discretion.

Credits will be issued for the unused portion of a program when the criteria of this policy are met.

All credits must be used by December 31 in the calendar year it was issued. A refund cheque will be issued by mail to the on-file mailing address for the remaining credit balance.

**Transfer**

A transfer is permitted when the criteria of this policy is met or at the recommendation of the instructor.

**Reprinting of Receipts**

Email receipts are free of charge. Should you require additional printed copies of your receipts, there will be a charge of \$1.00 per receipt.

**Authority**

In the interest of good customer service, the department Manager or designate has the authority, without prejudice, to use discretion in implementing this policy. Disputes will be escalated to the Director of Recreation and Leisure Services.

*User group(s) facility rental refunds are not included in this policy; refer to Recreational Facility Allocation Policy No. 12/19*



CITY OF FORT ST. JOHN

**NORTH PEACE LEISURE POOL**  
**PROGRAM REGISTRATION & POLICY**  
**Commission Policy No 11/19**

Records Management Number: 8020-00  
Recreation and Cultural Services

City of Fort St. John  
Refund, Credit and Transfer Request Form

|                                                                                                           |                         |                   |
|-----------------------------------------------------------------------------------------------------------|-------------------------|-------------------|
| Date:                                                                                                     |                         |                   |
| Name of requestor:                                                                                        | _____                   | Refund For _____  |
|                                                                                                           | First & Last Name       | First & Last Name |
| Daytime Phone:                                                                                            | _____                   |                   |
| Mailing Address:                                                                                          | _____<br>_____<br>_____ |                   |
| Name of Program                                                                                           | _____                   |                   |
| Reason for Request:                                                                                       | _____<br>_____<br>_____ |                   |
| If there is an eligible refund, would you like it as:                                                     |                         |                   |
| <input type="checkbox"/> Transfer to _____                                                                |                         |                   |
| <input type="checkbox"/> Credit User Account _____                                                        |                         |                   |
| <input type="checkbox"/> Cheque by mail (allow 2-3 weeks for processing) _____                            |                         |                   |
| <input type="checkbox"/> If originally paid by credit card, we can refund back to the original card _____ |                         |                   |
| Please note: All refunds/credits will be less a 10% administration fee                                    |                         |                   |

|                                                                                                                                     |                              |
|-------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| <b>For Office Use:</b>                                                                                                              |                              |
| Name of Admin Staff taking Request _____                                                                                            |                              |
| Receipt Number: _____                                                                                                               |                              |
| Please inform client of the refund policy:                                                                                          |                              |
| <input type="checkbox"/> Yes, reviewed & gave client a copy of policy _____ Admin Initials                                          |                              |
| Is the request:                                                                                                                     |                              |
| <input type="checkbox"/> 7 days or more prior to course/class/private rental?                                                       |                              |
| <input type="checkbox"/> Less than 7 days prior to course/class/private rental?                                                     |                              |
| <input type="checkbox"/> Doctors Note Requested _____ Admin Initials                                                                |                              |
| <input type="checkbox"/> Doctors Note Provided (attached to form)                                                                   |                              |
| Admin: For Refunds 7 days or more prior to course/class/private rental: <span style="float: right;"><input type="checkbox"/></span> |                              |
| Original Charge:                                                                                                                    | Amount approved:             |
| Original HST:                                                                                                                       | Less 10% administration fee: |
| Original Total:                                                                                                                     | Total of Refund:             |
| Signature: _____                                                                                                                    | GL # _____                   |
| Date: _____                                                                                                                         |                              |
| Dept. Manager: For Refunds Less than 7days prior to course/class/private rental:                                                    |                              |
| Original Charge:                                                                                                                    | Amount approved:             |
| Original HST:                                                                                                                       | Less 10% administration fee: |
| Original Total:                                                                                                                     | Total of Refund:             |
| Signature: _____                                                                                                                    | GL # _____                   |
| Date: _____                                                                                                                         |                              |
| <input type="checkbox"/> If refund denied, written notification given in 3 business days. _____ Admin Initials _____ Date           |                              |

**Actual vs Budget Year to Date  
North Peace Leisure Pool  
As of August 31, 2019**

|                                                 | <b>2018</b>      |                  |                    |                 | <b>2019</b>      |                  |                    |                 |
|-------------------------------------------------|------------------|------------------|--------------------|-----------------|------------------|------------------|--------------------|-----------------|
|                                                 | <u>2018</u>      | <u>2018</u>      | <u>\$ Variance</u> | <u>%</u>        | <u>2019</u>      | <u>2019</u>      | <u>\$ Variance</u> | <u>%</u>        |
|                                                 | <u>Budget</u>    | <u>Actuals</u>   | <u>Over/Under</u>  | <u>Variance</u> | <u>Budget</u>    | <u>Actuals</u>   | <u>Over/Under</u>  | <u>Variance</u> |
| <b>Revenues:</b>                                |                  |                  |                    |                 |                  |                  |                    |                 |
| 10-500 - General Admissions                     | 196,438          | 165,361          | (31,077)           | -15.82%         | 199,777          | 173,754          | (26,023)           | -13.03%         |
| 10-502 - Economy Tickets                        | 41,989           | 28,900           | (13,089)           | -31.17%         | 42,703           | 27,119           | (15,584)           | -36.49%         |
| 10-504 - Passes                                 | 28,030           | 18,844           | (9,186)            | -32.77%         | 28,507           | 17,225           | (11,282)           | -39.58%         |
| 10-506 - AquaFit                                | 17,804           | 14,951           | (2,853)            | -16.02%         | 18,107           | 10,730           | (7,377)            | -40.74%         |
| 10-510 - Swimming Lessons                       | 165,000          | 198,841          | 33,841             | 20.51%          | 167,805          | 156,127          | (11,678)           | -6.96%          |
| 10-512 - Lap Pool Rentals                       | 46,910           | 36,250           | (10,660)           | -22.72%         | 47,707           | 40,859           | (6,848)            | -14.35%         |
| 10-514 - Leisure Pool Rentals                   | 1,871            | 4,067            | 2,196              | 117.36%         | 1,903            | 5,151            | 3,248              | 170.69%         |
| 10-520 - NPLP Merchandise Sales                 | 13,775           | 11,367           | (2,408)            | -17.48%         | 14,009           | 10,400           | (3,609)            | -25.76%         |
| 10-525 - Rentals                                | 5,237            | 9,506            | 4,269              | 81.52%          | 8,000            | 4,756            | (3,244)            | -40.54%         |
| 10-526 - Leases                                 | 35,180           | 25,850           | (9,330)            | -26.52%         | 35,251           | 23,667           | (11,584)           | -32.86%         |
| 10-530 - Miscellaneous                          | 15,212           | 9,557            | (5,655)            | -37.18%         | 15,471           | 8,756            | (6,715)            | -43.40%         |
| 10-540 - Cash Over/Short                        | 0                | 355              | 355                | 100.00%         | 0                | (274)            | (274)              | -100.00%        |
| <b>Other Revenue from own Sources</b>           | <b>567,446</b>   | <b>523,847</b>   | <b>(43,599)</b>    | <b>-7.68%</b>   | <b>579,240</b>   | <b>478,270</b>   | <b>(100,970)</b>   | <b>-17.43%</b>  |
| 10-541 - Grants/Subsidy                         | 3,126,280        | 0                | (3,126,280)        | -100.00%        | 3,010,773        | 1,213,094        | (1,797,679)        | -100.00%        |
| <b>Total Revenues</b>                           | <b>3,693,726</b> | <b>523,847</b>   | <b>(3,169,879)</b> | <b>-85.82%</b>  | <b>3,590,013</b> | <b>1,691,363</b> | <b>(1,898,650)</b> | <b>-52.89%</b>  |
| <b>Expenses:</b>                                |                  |                  |                    |                 |                  |                  |                    |                 |
| 20-110 - Administration & Overhead              | 174,406          | 88,372           | (86,034)           | -49.33%         | 176,022          | 93,641           | (82,381)           | -46.80%         |
| 20-120 - Personnel                              | 1,450,206        | 1,111,198        | (339,008)          | -23.38%         | 1,512,506        | 1,102,679        | (409,827)          | -27.10%         |
| 20-135 - Overtime                               | 26,668           | 52,038           | 25,370             | 95.13%          | 34,130           | 40,883           | 6,753              | 19.79%          |
| 20-160 - Receiver General Contributions         | 97,574           | 76,974           | (20,600)           | -21.11%         | 103,934          | 73,337           | (30,597)           | -29.44%         |
| 20-161 - Pension Contributions                  | 101,073          | 59,792           | (41,281)           | -40.84%         | 102,278          | 52,253           | (50,025)           | -48.91%         |
| 20-162 - Extended Health Contributions          | 23,619           | 11,430           | (12,189)           | -51.61%         | 22,690           | 11,242           | (11,448)           | -50.45%         |
| 20-163 - Dental Contributions                   | 23,772           | 11,575           | (12,197)           | -51.31%         | 23,517           | 12,710           | (10,807)           | -45.96%         |
| 20-164 - BC Medical                             | 21,627           | 8,044            | (13,583)           | -62.81%         | 22,122           | 8,756            | (13,366)           | -60.42%         |
| 20-165 - Life & Disability Contributions        | 48,735           | 25,445           | (23,290)           | -47.79%         | 50,345           | 30,085           | (20,260)           | -40.24%         |
| 20-169 - WCB                                    | 25,952           | 20,933           | (5,019)            | -19.34%         | 28,476           | 20,568           | (7,908)            | -27.77%         |
| 20-199 - Other Payroll Expenses                 | 0                | 70               | 70                 | 100.00%         | 0                | 1,340            | 1,340              | 100.00%         |
| <b>Salaries, wages and employee benefits</b>    | <b>1,993,632</b> | <b>1,465,872</b> | <b>(527,760)</b>   | <b>-26.47%</b>  | <b>2,076,020</b> | <b>1,447,495</b> | <b>(628,525)</b>   | <b>-30.28%</b>  |
| 20-212 - Freight                                | 5,830            | 2,921            | (2,909)            | -49.90%         | 8,000            | 4,121            | (3,879)            | -48.48%         |
| 20-213 - Telephone                              | 3,500            | 2,062            | (1,438)            | -41.08%         | 3,350            | 1,915            | (1,435)            | -42.84%         |
| 20-217 - Medical Reports/Chiropractor Fees      | 2,000            | 1,062            | (938)              | -46.90%         | 2,000            | 1,322            | (678)              | -33.90%         |
| 20-221 - Advertising, Hosting & Promotion       | 33,190           | 11,771           | (21,419)           | -64.53%         | 32,800           | 16,831           | (15,969)           | -48.69%         |
| 20-222 - Publications & Subscriptions           | 302              | 0                | (302)              | -100.00%        | 0                | 0                | 0                  | 0.00%           |
| 20-234 - Memberships & Professional Development | 35,809           | 11,866           | (23,943)           | -66.86%         | 28,050           | 7,690            | (20,360)           | -72.58%         |
| 20-241 - Plumbing                               | 2,914            | 1,920            | (994)              | -34.12%         | 5,000            | 1,702            | (3,298)            | -65.97%         |

**Actual vs Budget Year to Date**  
**North Peace Leisure Pool**  
**As of August 31, 2019**

|                                               | <b>2018</b>      |                    |                    |                 | <b>2019</b>      |                  |                    |                 |
|-----------------------------------------------|------------------|--------------------|--------------------|-----------------|------------------|------------------|--------------------|-----------------|
|                                               | <u>2018</u>      | <u>2018</u>        | <u>\$ Variance</u> | <u>%</u>        | <u>2019</u>      | <u>2019</u>      | <u>\$ Variance</u> | <u>%</u>        |
|                                               | <u>Budget</u>    | <u>Actuals</u>     | <u>Over/Under</u>  | <u>Variance</u> | <u>Budget</u>    | <u>Actuals</u>   | <u>Over/Under</u>  | <u>Variance</u> |
| 20-242 - Contract - Electrical                | 22,857           | 18,215             | (4,642)            | -20.31%         | 22,800           | 8,613            | (14,187)           | -62.22%         |
| 20-243 - Contract - Mechanical                | 13,912           | 12,391             | (1,521)            | -10.93%         | 13,800           | 8,280            | (5,520)            | -40.00%         |
| 20-246 - Contract - Other                     | 40,285           | 45,792             | 5,507              | 13.67%          | 50,000           | 15,563           | (34,437)           | -68.87%         |
| 20-262 - Rentals & Leases                     | 4,824            | 776                | (4,048)            | -83.91%         | 2,000            | 0                | (2,000)            | -100.00%        |
| <b>Contracted and general services</b>        | <b>165,423</b>   | <b>108,776</b>     | <b>(56,647)</b>    | <b>-34.24%</b>  | <b>167,800</b>   | <b>66,036</b>    | <b>(101,764)</b>   | <b>-60.65%</b>  |
| 20-524 - First Aid Supplies & PPE             | 16,642           | 13,184             | (3,458)            | -20.78%         | 14,300           | 4,095            | (10,205)           | -71.36%         |
| 20-525 - Protective Clothing - Other/Uniforms | 21,294           | 6,591              | (14,703)           | -69.05%         | 20,000           | 7,582            | (12,418)           | -62.09%         |
| 20-530 - Office Supplies                      | 16,659           | 2,329              | (14,330)           | -86.02%         | 18,000           | 10,134           | (7,866)            | -43.70%         |
| 20-532 - Building Maintenance Materials       | 6,723            | 5,120              | (1,603)            | -23.84%         | 6,800            | 3,990            | (2,810)            | -41.33%         |
| 20-535 - Chemicals                            | 36,867           | 21,104             | (15,763)           | -42.76%         | 25,000           | 31,674           | 6,674              | 26.70%          |
| 20-536 - Replacement Equipment                | 92,373           | 69,186             | (23,187)           | -25.10%         | 105,000          | 60,791           | (44,209)           | -42.10%         |
| 20-537 - Merchandise for Resale               | 12,913           | 3,267              | (9,646)            | -74.70%         | 12,000           | 3,899            | (8,101)            | -67.51%         |
| 20-539 - Materials - Maintenance              | 9,974            | 6,002              | (3,972)            | -39.83%         | 18,000           | 1,614            | (16,386)           | -91.03%         |
| 20-561 - Parts                                | 1,925            | 1,509              | (416)              | -21.61%         | 1,900            | 0                | (1,900)            | -100.00%        |
| 20-564 - Small Tools                          | 2,275            | 1,647              | (628)              | -27.60%         | 1,950            | 445              | (1,505)            | -77.19%         |
| 20-565 - Major Purchases - Not TCA            | 551,000          | 13,912             | (537,088)          | -97.48%         | 431,500          | 23,998           | (407,502)          | -94.44%         |
| 20-567 - Janitorial Supplies                  | 20,686           | 18,242             | (2,444)            | -11.81%         | 21,000           | 16,832           | (4,168)            | -19.85%         |
| 20-568 - Supplies - Special Event             | 17,000           | 6,339              | (10,661)           | -62.71%         | 12,640           | 7,331            | (5,309)            | -42.00%         |
| 20-591 - Program Supplies                     | 26,195           | 12,510             | (13,686)           | -52.24%         | 37,000           | 22,463           | (14,537)           | -39.29%         |
| <b>Material, goods and supplies</b>           | <b>832,526</b>   | <b>180,941</b>     | <b>(651,585)</b>   | <b>-78.27%</b>  | <b>725,090</b>   | <b>194,849</b>   | <b>(530,241)</b>   | <b>-73.13%</b>  |
| 20-552 - Natural Gas                          | 105,000          | 57,202             | (47,798)           | -45.52%         | 80,000           | 51,227           | (28,773)           | -35.97%         |
| 20-553 - Electricity                          | 130,000          | 70,957             | (59,043)           | -45.42%         | 110,000          | 33,889           | (76,111)           | -69.19%         |
| 20-554 - Water & Sewer                        | 100,000          | 46,190             | (53,810)           | -53.81%         | 65,000           | 47,749           | (17,251)           | -26.54%         |
| 20-559 - Waste Disposal                       | 4,500            | 2,965              | (1,535)            | -34.12%         | 4,500            | 2,693            | (1,807)            | -40.16%         |
| <b>Utilities</b>                              | <b>339,500</b>   | <b>177,313</b>     | <b>(162,187)</b>   | <b>-47.77%</b>  | <b>259,500</b>   | <b>135,558</b>   | <b>(123,942)</b>   | <b>-47.76%</b>  |
| 20-231 - Service Charges                      | 7,500            | 4,803              | (2,697)            | -35.96%         | 5,000            | 10,238           | 5,238              | 104.75%         |
| 20-469 - Fee for Service                      | 330,443          | 214,381            | (116,062)          | -35.12%         | 332,103          | 161,775          | (170,328)          | -100.00%        |
| 20-475 - Carbon Offset Purchase               | 19,059           | 0                  | (19,059)           | -100.00%        | 19,000           | 0                | (19,000)           | -100.00%        |
| 20-490 - Licences & Permits                   | 3,643            | 1,264              | (2,379)            | -65.30%         | 3,500            | 2,285            | (1,215)            | -34.73%         |
| 20-499 - Grants in Aid                        | 2,000            | 0                  | (2,000)            | -100.00%        | 2,000            | 0                | (2,000)            | -100.00%        |
| <b>Other Expenses</b>                         | <b>362,645</b>   | <b>220,448</b>     | <b>(142,197)</b>   | <b>-39.21%</b>  | <b>361,603</b>   | <b>174,298</b>   | <b>(187,305)</b>   | <b>-51.80%</b>  |
| <b>Total Expenses</b>                         | <b>3,693,726</b> | <b>2,153,351</b>   | <b>(1,540,375)</b> | <b>-41.70%</b>  | <b>3,590,013</b> | <b>2,018,235</b> | <b>(1,571,778)</b> | <b>-43.78%</b>  |
| <b>Net Total</b>                              | <b>0</b>         | <b>(1,629,503)</b> | <b>(1,629,503)</b> | <b>-100.00%</b> | <b>0</b>         | <b>(326,872)</b> | <b>(326,872)</b>   | <b>-100.00%</b> |

R2





## Report to North Peace Leisure Pool Commission

**TO: North Peace Leisure Pool Commission**

**FROM: Corey Callison**

**DATE: Tuesday , October 1<sup>st</sup> , 2019**

**RE: Facilities Report**

---

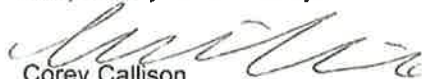
1. Pool Shut down Completion
  - Pool maintenance Item completion list attached

### 2. Standing Items

The MCC (Motor Control Centre) panel is to be replaced at a later date this year. We are waiting the Engineer's proposal to start relocating the MCC panel to the second floor directly above the old one. This will meet multiple objectives.

- ✓ Install the new MCC in a less hazardous environment away from the water lines, Chemical feeders and entrance into the mechanical room.
- ✓ Cost saving on building an exterior room to house the MCC.
- ✓ Shorter run to complete the tie in.

Respectfully Submitted by:

  
Corey Callison  
Facilities Manager

Project

Shut Down

Date

October 1st 2019

| North Peace Leisure pool 2019 Shutdown Items                           |                   |               |                                                                  |
|------------------------------------------------------------------------|-------------------|---------------|------------------------------------------------------------------|
| Task                                                                   | Completed         | Not completed | Status/Reasoning                                                 |
| Upgrade Chlorine Bottles to With Safety shutoffs to comply with TSE    | Completed         |               |                                                                  |
| Install new warning lights and horn for Chlorine alarms                | Completed         |               |                                                                  |
| Replace and repair all underwater lights.                              | Completed         |               | Staff and Alpha repaired damaged lights                          |
| Replace faulty door hardware in pool natatorium.                       | Completed         |               |                                                                  |
| Lap pool Nose tile and file rough edges on surrounding tiles.          | Complete          |               | Still filling down some rough edges                              |
| Caulk, descale, Wax and repair both water slides                       | Completed         |               |                                                                  |
| Repaint Swirl pool, Leisure pool . (Red lines in Lap pool for 2020 gam | Completed         |               |                                                                  |
| Repaint characters on floor of the Leisure pool.                       | Completed         |               |                                                                  |
| Filter media cleaning x6                                               | Completed         |               |                                                                  |
| Descal showers and showers                                             | To be completed   |               | Finished this week                                               |
| Replace broken Pipe hanger in mechanical room                          |                   | Ongoing       | Replaced by Staff but on going                                   |
| Fix Trouble cubical                                                    |                   | Not Completed | All West/Lock Solid to repair this Tuesday                       |
| Replace pressure gauges , Thermometers and flowmeters                  | 80 percent        |               | Replaced most and the rest are on back order.                    |
| Service AHU/ HRU                                                       | Completed         |               |                                                                  |
| Change AHU belt to belt system                                         | Completed         |               | Changed to v-Belt system                                         |
| Replace all broken tombstones in various lights around the building    | Completed         |               |                                                                  |
| replace old Diving boards with new ones (2020 games)                   | Will be completed |               |                                                                  |
| Rebuild Dry Shauna benches and Sand walls to remove graffiti           | Completed         |               |                                                                  |
| Replace glass block window in steam room (algae and mold)              | To be completed   |               | Alpine to Replace this Tuesday                                   |
| Replace sub panel breaker box by swirl filters                         | To Be completed   |               | Alpha controls                                                   |
| Engineer new MCC panel upstairs in boiler room                         | Ongoing           |               | Further engineering controls needed . Awaiting engineer report   |
| Install new hot tub lift.                                              | To be completed   |               | WL Construction                                                  |
| install washer and dryer in life guards room                           | To be completed   |               | Finishing wiring 30 Amp                                          |
| Surge Tanks drained and Cleaned                                        | Completed         |               |                                                                  |
| Replaced Brittle/Broken Pool Inlet Covers, Jets, and Outlet Covers     | To be completed   |               | Replaced majority of covers, will completethe remaing this week. |
| Damaged Linoleum in Cardio Room Changed                                | Completed         |               |                                                                  |
| Added Door Stops and Door Latches                                      | To be completed   |               | 80 % done                                                        |
| Updated/Corrected Evacuation Maps/Plan                                 | To be completed   |               | Aztech Done by Tuesday 24th                                      |
| Deep Clean Washrooms , Change rooms and floors                         | To be completed   |               | Currently being completed by Guards                              |
| Serviced and repainted slide Stairs                                    | Completed         |               |                                                                  |
| Paint and patch pool deck trouble spots                                | To be completed   |               | Started last week, finishing this week                           |
| Drain the Pools                                                        | Completed         |               |                                                                  |
| Removed, inspect, repaired and cleaned Wave safety bars                | Completed         |               |                                                                  |
| Life Guard room                                                        | To be completed   |               | finishing this task By September 27th                            |
| Tot Pool Drainage                                                      | To be completed   |               | Finishing up this week. Leveling, sanding and painting           |
| Sea Horse Pump Replaced                                                | Completed         |               |                                                                  |
| Leisure Pool Chemical Feed Pump Replaced                               | Completed         |               |                                                                  |
| Fix busted tile around Lap Pool                                        | Completed         |               |                                                                  |
| Damaged Ceiling Tile                                                   | Completed         |               |                                                                  |
| Caulking for faux rock                                                 | Completed         |               |                                                                  |
| Install Heater for Chemical Room                                       | Completed         |               |                                                                  |
| Service the Exhaust Fans in the Wave Chamber                           | Completed         |               |                                                                  |
| Fill Lap Pool and Ready it For Life Guard Classes                      | Completed         |               | Ready for in-service                                             |
| Repair UV light Contactor on the Swirl                                 | Completed         |               |                                                                  |
| Emergency Exit light for Chemical Room                                 | Completed         |               |                                                                  |
| Continue Retro fitting overhead halogen to LED                         | Completed         |               |                                                                  |
| Painting walls and doors                                               | To be completed   |               | Finishing up this week                                           |
| Troubleshoot Lap Clock System Issues                                   |                   | Not Completed | Alpha controls to look into it                                   |
| Backwashed the Pools Before Draining                                   | Completed         |               | Staff finished                                                   |
| Filter Clean                                                           | To be completed   |               | Finishing up this week                                           |
| Reinforce loose emergency exit door frame by lap pool                  | Completed         |               |                                                                  |
| Replaced Damaged Grate Covers                                          | Completed         |               |                                                                  |
| Clean waste water grates                                               | Completed         |               |                                                                  |
| Filled in cracks and gouges on pool deck including drains              | Completed         |               |                                                                  |
| Plumb heater for Wave Chamber                                          |                   | Not Completed | D. Bauer to complete when available. Not urgent.                 |
| Rewrap slide                                                           | To be completed   |               |                                                                  |



## Report to North Peace Leisure Pool Commission

**DATE:** 2019/10/01  
**TO:** Pool Commission  
**FROM:** Charity Nelson, Recreation Programmer  
**RE:** North Peace Leisure Pool Summer/Fall Program Update

---

### **Fall Recreation & Leisure Guide**

The Fall Recreation & Leisure Guide features a variety of special events, courses, and programs that are happening throughout October, November, and December at the North Peace Leisure Pool, as well as in our community. Release date for the Fall Recreation & Leisure Guide was September 3<sup>rd</sup>.

### **Past Special Events and Programs**

The North Peace Leisure Pool offered over 30 different courses, programs and special events over the summer.

#### ***Swimming Lessons***

Summer 2019 featured 229 lessons spread over four lessons sets, running over 2 weeks. There was also one set of weekend privates that ran throughout the summer. Total enrolments for Summer 01,02,03,04 including weekend privates were 819 for the summer 2019.

#### ***Midweek Mayhams***

According to the stat sheets there were 974 participants for afternoon games leader Midweek Mayham and 1095 participants for evening Wibit Midweek Mayham from July to August 2019. For the last day of Midweek Mayhem staff took advantage all day public swim and put inflatables in all day.

#### ***Summer Kids Camps***

NPLP hosted certification camps this summer for ages 8 -12 years. There were 10 participants in Junior Lifeguard Camp, 12 participants in the Stay Safe/ Babysitters camp & 6 in the swim to swim to Survive/Bronze Star Camp. We are very happy to offer the community with these certification camps and will do so in the future.

#### ***Swim to Survive Swim to Survive Day***

On July 27th there were 96 people who participated in the Swim to Survive Challenge. The NPLP received a grant that was filled with promotional items to aid in facilitating the event. Full report on event is available upon request.

#### ***Pull the plug Pool Party***

Sept 1st was the pull the plug pool party which featured a variety of messy games and activities for the community to say goodbye to summer, there was 238 public that participated in the event.

### **Upcoming Special Events, Programs & Courses**

The North Peace Leisure Pool Fall special events, programs, and courses can be found on the City of Fort St. John webpage, the City of Fort St. John Recreation Facebook page, and in the Fall Recreation & Leisure Guide.

| <i>October</i>                                                                                                 | <i>November</i>                                                             | <i>December</i>                                                                                     |
|----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| <i>Pool reopens Splash Back Party<br/>September 30<sup>th</sup><br/>April 5<sup>th</sup> 11:00am to 3:00pm</i> | <i>National CPR Month<br/>CPR Sundays</i>                                   | <i>Seniors X-mas Tea<br/>Dec 6<sup>th</sup></i>                                                     |
| <i>50+ Stroke Corrections Event<br/>Sunday October 20<sup>th</sup> 11-12pm</i>                                 | <i>Preschool Play Date Frozen<br/>November 20<sup>th</sup><br/>11am-1pm</i> | <i>12 days of Fitness<br/>December 13<sup>th</sup> to 24<sup>th</sup></i>                           |
| <i>World Restart A Heart Day<br/>Wednesday October 16<sup>th</sup> all day</i>                                 | <i>Teen Night YAC Movie in the Pool<br/>November 28<sup>th</sup></i>        | <i>Winter Wibit Solstice Party<br/>Dec 21<sup>st</sup></i>                                          |
| <i>NID Day Swim With YAC<br/>Friday October 25<sup>th</sup> 1:00pm to<br/>3:30pm</i>                           | <i>NID Day Swim Sports<br/>November 29<sup>th</sup></i>                     | <i>Dive in Movie Mania/<br/>Christmas Wibit Days<br/>December 23<sup>rd</sup> to 4<sup>th</sup></i> |
| <i>Adults Only Dive-In Movie<br/>October 31<sup>st</sup> 8:30-10:00pm</i>                                      |                                                                             |                                                                                                     |

### ***Lifeguard Scholarship***

The Lifeguard Scholarship was a huge success last year from January to May. There were 19 participants that took full advantage of the scholarship. The success of the program has been measured with the amount of certified lifeguards that have been awarded their National Lifeguard certifications at the North Peace Leisure Pool. At the time this report was created there are currently 4 register in the scholarship to start this fall.

### ***Lifeguard PE***

A new partnership with North Peace Secondary School has permitted for this exciting new program. Lifeguard PE allows grade 12 students to get physical education credits, high school graduation credits and lifeguard certification during school hours. Students spend one semester working with the Recreation Programmer to receive their Standard First Aid, Bronze Medallion/ Cross and their National Lifeguard award. There are a total of 7 candidates this semester participating in the program.

### ***Fall Swim Lesson Registration***

Fall lessons opened up September 3<sup>rd</sup> at 9:00am with the Fall Recreation and Leisure Guide. At the time this report was created, 380 of the 401 available lesson spaces in Fall 01 were filled. There are currently 11 people on the Fall 01 waitlists for classes that filled. This new registration process has given opportunity for the facility to open up lessons based on community demand. Currently we have 2 instructors for morning lesson sets and 5 instructors for the afternoon Monday Wednesday lessons sets.

### ***Respectfully submitted:***

Charity Nelson  
Recreation Programmer, North Peace Leisure Pool  
September 10, 2019