

**AMENDED AGENDA**  
REGULAR MEETING OF THE RECREATION COMMITTEE  
BOWEN PARK COMPLEX CONFERENCE ROOM  
WEDNESDAY, 2013-JUN-12, COMMENCING AT 3:00 P.M.

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CHAIR: COMMISSIONER TED GREVES

1. **CALL THE REGULAR RECREATION COMMITTEE MEETING TO ORDER:**

2. **INTRODUCTION OF LATE ITEMS:**

- Add pages 12-23 to Item 7 (a) Staff Report – Facility Access Programs

3. **ADOPTION OF AGENDA:**

*(Motion required to adopt the agenda)*

4. **ADOPTION OF MEETING NOTES:**

- (a) Notes of the Regular Recreation Committee Meeting held Wednesday, 2013-MAY-08, at 3:01 p.m., in the Bowen Park Complex Conference Room. *Pg. 3-4*

*(Motion required to adopt minutes)*

5. **CHAIR'S REPORT:**

6. **GRANT REVIEW:**

- (a) Sport Tournament Grant – Review of applications and allocation of funds for the second intake of 2013 applicants. *(see binder)*

*(Motion required)*

7. **STAFF REPORTS:**

- (a) **Facility Access Programs** *Pg. 5-23*

*Purpose: To provide the Parks, Recreation and Culture Commission with options to meet the growing demand for subsidized fees by residents and community organizations to access Parks, Recreation and Culture drop-in and registered programs.*

Staff Recommendation: That the Recreation Committee provide direction to Staff.

*(Motion required to adopt recommendation.)*

8. **CORRESPONDENCE:** (not related to a Report to the Committee)

NONE.

9. **NOTICE OF MOTION:**

10. **OTHER BUSINESS:**

*(Motion required if there is other business)*

11. **QUESTION PERIOD:** *(Agenda Items Only)*

12. **ADJOURNMENT:**

**NOTES**  
**REGULAR MEETING OF THE RECREATION COMMITTEE**  
**BOWEN PARK COMPLEX CONFERENCE ROOM**  
**WEDNESDAY, 2013-MAY-08, COMMENCING AT 3:00 P.M.**

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PRESENT: Commissioner Lynda Avis, Acting Chair

Members: Commissioner Karen Alden  
Commissioner Diana Johnstone

Regrets: Commissioner Ted Greves  
Commissioner Mercedes Beaudoin-Lobb

Staff: S. Samborski, Senior Manager, Recreation and Culture Services  
M. Smith, Manager, Recreation and Culture Services  
J. Farrell, Recording

1. CALL THE OPEN MEETING TO ORDER:

The Regular Meeting was called to order at 3:01 p.m.

2. ADOPTION OF AGENDA:

It was moved and seconded that the Agenda be adopted. The motion carried unanimously.

3. ADOPTION OF MEETING NOTES:

It was moved and seconded that the Meeting Notes of the Regular Recreation Committee Meeting of Wednesday, 2013-MAR-13 at 3:02 p.m., at the Bowen Complex Conference Room be adopted as circulated. The motion carried unanimously.

4. STAFF REPORTS:

- (a) Parks, Recreation and Culture –  
Fees and Rental Policy From September 2013 to August 2016  
M. Smith, Manager, Recreation and Culture Services

It was moved and seconded that the Recreation Committee recommends that the Parks, Recreation and Culture Commission recommend that Council:

1. Approve the fees and rental adjustments which average a 3% increase annually for the period from 2013-SEP-01 to 2016-AUG-31, and further;

2. Give the first three readings to the amendment of SCHEDULE "B" of the PARKS, RECREATION AND CULTURE REGULATION BYLAW 2008 No. 7073.

The motion carried unanimously.

5. ADJOURNMENT:

It was moved and seconded at 3:16 p.m. that the meeting adjourn. The motion carried unanimously.



Lynda Avis  
ACTING CHAIR  
RECREATION COMMITTEE

CERTIFIED CORRECT:



S. Samborski  
SENIOR MANAGER  
RECREATION AND CULTURE SERVICES  
CULTURE

APPROVED FOR DISTRIBUTION:



Richard Harding  
DIRECTOR  
PARKS, RECREATION AND

## City of Nanaimo

### REPORT TO THE RECREATION COMMITTEE

DATE OF MEETING: 2013-JUN-12

AUTHORED BY: SUZANNE SAMBORSKI, SENIOR MANAGER,  
RECREATION & CULTURE SERVICES

RE: FACILITY ACCESS PROGRAMS

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#### STAFF RECOMMENDATION:

That the Recreation Committee provide direction to Staff.

#### PURPOSE:

To provide the Parks, Recreation and Culture Commission with options to meet the growing demand for subsidized fees by residents and community organizations to access Parks, Recreation and Culture drop-in and registered programs.

#### BACKGROUND:

At the 2012-NOV-28 regular open meeting of the Parks, Recreation and Culture Commission, a motion was passed that staff review all facility access programs and that the Recreation Committee lead this review as outlined in the report and bring recommendations back to the Commission for consideration.

With government program funding cuts, cost of living increases, and increasing fees, there has been an increase in requests from disease-based demographics, post-secondary students, substance abuse programs, schools and others for reduced fees to access Nanaimo's facilities. The Leisure Economic Access Policy Program (LEAP) is designed to provide facility access for children, families, and individuals, who meet the national low income cut-offs. The program was not intended to act as a general subsidy option.

The Commission currently provides subsidization for facility access in a number of ways. These include:

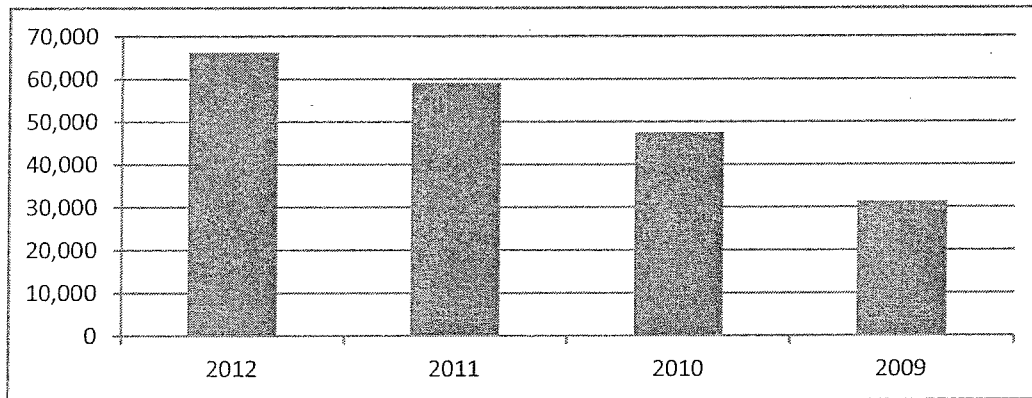
#### A. Free Access Programs:

1. LEAP – access to drop-in programs and reduction in registered programs
2. Grade 5 and 6 Access Programs – access to drop-in programs
3. 80 Years and Older – access to drop-in programs

Summary of Free Access Program Use:

	2012	2011	2010	2009
LEAP	50,516	47,293	44,106	31,390
Grade 5	5,436	5,001	1,272	not available
Grade 6	2,367	855	not available	not available
80 yrs. & Over	7,960	5,948	2,132	not available
<b>Total</b>	<b>66,279</b>	<b>59,097</b>	<b>47,510</b>	<b>31,390</b>
Monetary Value *	\$265,116	\$236,388	\$190,040	\$125,560

\* Based on \$4.00 admission rate



B. Subsidized Access Programs:

1. Passes (Rec and Corporate Passes and economy tickets)
2. School Programs – 30% discount on admission fees

The Department has a variety of promotional tools that also provide for facility access, these include courtesy and 2 for 1 passes.

There are often opportunities for partnership programs with other organizations to provide benefit to the community through facility access. These partnerships exist when the population being targeted falls under both organizations' mandate.

The most recent example is the Positive Ticketing program offered in partnership with the local RCMP detachment. Members give out "Positive Tickets" to reward wanted behaviours to community youth and marginalized persons. These types of program are specific in nature and evaluated on an ongoing basis.

DISCUSSION:

A. Free Access Programs

1. LEAP

From inception, the LEAP program was developed to assist children who could not financially access recreation facilities. In 2008, changes were made to the LEAP program to promote and support family access to facilities, recognizing the importance of families participating together.

The LEAP program currently provides the following; 50 drop-in admissions per person; 50% discount on four programs per year (to a maximum of \$40), free locker tokens; and free helmet and skate rentals. The discount can also be applied to RecPasses and economy tickets. The program currently serves 3,860 people and annual subsidization rate has grown from \$31,390 to \$50,516 in the past three years.

A survey of current LEAP users was conducted in spring 2013 to garner feedback as to whether the program was meeting user needs and what improvements or changes needed to be considered (Appendix 1).

Based on the survey results, the LEAP program appears to be working and meeting the needs of its users. There will always be requests to increase the number of drop-in passes. However, the program discounts can be applied to the already subsidized RecPasses. The additional discounts and what they can be used for will be better promoted moving forward.

Proposed Changes to LEAP:

Staff recommends the LEAP program be maintained at its current level of service provision with the following adjustments.

1. Post-secondary students with children, who financially qualify, would be eligible.
2. To maintain the programs mandate and guidelines, all LEAP pass approval will be done by Parks, Recreation and Culture staff. Working with residents consistently and fairly is critical to the ongoing success of the program. Our partners will continue to promote, assist with the forms, and continue with a seamless process.

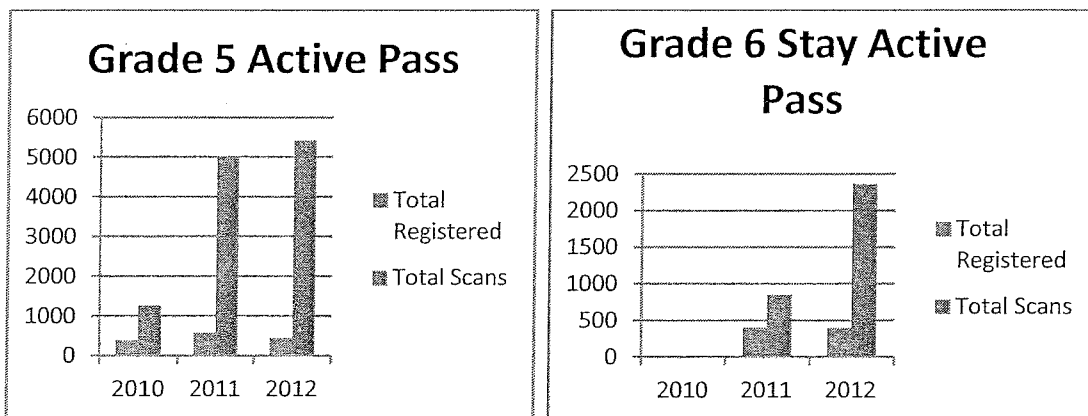
Over the past couple years, the following financial assessment tools have been incorporated to ensure the LEAP program is providing service for those in need:

- Notice of Assessment tax forms
- Child Tax Benefit form
- GST/HST Credit form
- Investment self-declaration

## 2. Grade 5/6 – Access Program

Currently the School District #68 (SD 68) accesses the recreation facilities in a variety of ways. Through discounted school rates, many classrooms access swim or skate lessons, pool and arena rentals, and drop-in opportunities.

In 2008, the Parks, Recreation and Culture Commission approved the Grade 5 Get Active pass, allowing for unlimited free drop in access for all grade 5 students in the district. In 2011, the program was expanded to Grade 6 Stay Active pass, allowing for twelve drop-ins a year. Both programs have been successful for those who participate. In discussion with the school district, more work can be done to ensure children and parents are aware of the program.



### Proposed Changes to Grade 5/6 Passes:

While the current program is a solid foundation, the focus moving forward will be increased promotion of the pass; working with the school district to get the word out through the Parent Advisory Councils (PAC), as well as the classrooms.

Staff is currently working on a proposal with SD 68 staff to create a joint *Swim to Survive* program for Grade 3 students, that, if approved, would see all Grade 3 students in the district participate in basic water survival classes to help reduce the incidence of water accidents and drowning.

Staff continues to work with SD 68 on facility access and creating opportunities to get the students involved in recreational activities.

## 3. 80 Years and Older – Free Access to Drop-in programs

During the 2009-12 fees and charges review, Council approved the Commission's recommendation that residents who are 80 years and older would receive free access. Over the past three years this has resulted in \$64,160 dollars in subsidy.

### Proposed Changes to 80 and older pass:

Commission could choose to remove the program or raise the age limit. The only other community who does this is the City of Colwood and it applies to seniors 90 and older.



## **B. Subsidized Access Programs**

1. The Commission offers subsidized recreation access for all residents of Nanaimo. The current drop-in fee model has the adult drop-in rate as the base price for all other categories. From there, seniors and students are reduced 25%, and children 50%. To break even in Aquatics alone, based on current usage, the adult drop-in rate would need to be \$12.

Commission provides further subsidy through RecPasses, Economy Tickets, and Corporate Passes. All these discounts are applied to the applicable subsidized rate.

Over the past six months, staff conducted surveys, held stakeholder discussions and gathered information from communities across British Columbia regarding access and discount programs.

The following information outlines requests for subsidy from individuals and groups and provides options for consideration.

### **1. Not-For-Profit and Social Service Organizations:**

There have been numerous requests for discounted passes from organizations who assist people in changing and improving their lives and/or work with clients with various disabilities and special needs.

Discussions were held with organizations such as the John Howard Society, Clay Tree Home, group homes (J. Garnons Williams Ltd.), and the City's Social Planner.

While access to the facilities for group home residents who qualify for the LEAP program exists, many care providers would like to have increased access to support health and wellness. The John Howard Society would like to see the LEAP pass extend to all clients regardless of their financial eligibility.

These organizations have been provided with the option to use the Corporate Pass Program to increase discounts on already subsidized recreation passes, purchase discounted bulk drop in passes and of course, register those who qualify into the LEAP program.

As previously discussed, the LEAP program's purpose is to support first children, second families and third, residents who qualify for the program.

### **Proposed Changes for Not-For-Profit and Social Service Organizations:**

Many of these organizations apply for grants-in-aid through the City's Social Planning Advisory Committee (SPAC) which includes two members of the Commission. SPAC also considers and recommends tax exemptions for many not-for-profits and social service organizations.

Option 1: The creation of Facility Access Grant for Social Service and Not-for-Profit groups that would be administered by SPAC. SPAC works with these types of groups and organizations and are best equipped to evaluate the requests being made.

The program would be developed as a grant application process (similar to current SPAC and Commission grant programs), asking groups to identify:

- the program they are offering,
- what type and amount facility access dollars they are looking for,
- how it meets their mandate,
- outcomes and measures for the program,
- identify other partners,
- ways their group could contribute back to community (non-financial), and
- any implications/barriers City staff would need to be aware of.

It is recommended that a fund of up to \$10,000 be established, either through existing funds or through a higher service level request. It could be funded fully by Parks, Recreation and Culture or jointly with Social Planning.

Option 2: That a program similar to the Corporate Pass Program be developed that allows for further discounts on RecPasses and drop-ins. This program would have an application form asking groups to identify the needs, outcomes, measures, etc.

## 2. Vancouver Island University (VIU) / Post-Secondary Students

The fees and charges bylaw recognizes post-secondary students with a valid student id card to qualify for student rates. This is a 25% reduction off the adult rate, in line with the senior's discount.

Of the information gathered from other municipalities, Mission and Abbotsford provide a free quarterly pass to students with a valid U-card. However, the local University incorporates a service fee for a variety of services in the student's tuition and the two municipalities receive about 30% of the revenue (about \$20,000 per year).

Abbotsford and Mission's agreement with the University has the University charging a set fee (currently \$40 per student) which goes to facility access and other services. While it has resulted in more student activity in the facilities, it has decreased public users in the weight rooms due to crowding and opposing dynamics in their 10,000 square foot facility as the students are more interested in heavy lifting and body building. In response to this, Abbotsford is looking at limiting student access to specific blocks of time.

### Proposed Changes for Post-Secondary Students:

With the changes proposed to LEAP program and the existing student discount in the Commission's fees and charges, staff recommends no changes to rates for post-secondary students.

Staff does recommend that discussions with VIU and other post-secondary institutions continue towards the development of a student recreation pass. This could be done through the corporate pass program, partnership program, etc. Thought would need to be given to scheduling impacts and the ability to meet the needs of general fitness users.

### 3. First Nations Groups

There are a number of First Nations groups from outside Nanaimo who are interested in facility access. Staff is going to start discussion with other community recreation providers to determine what regional options could be considered.

### STRATEGIC PLAN CONSIDERATIONS:

#### Community Building Partnerships:

There may be opportunity to work with community partners to assist in providing specific subsidy program for groups and organizations.

Respectfully submitted,



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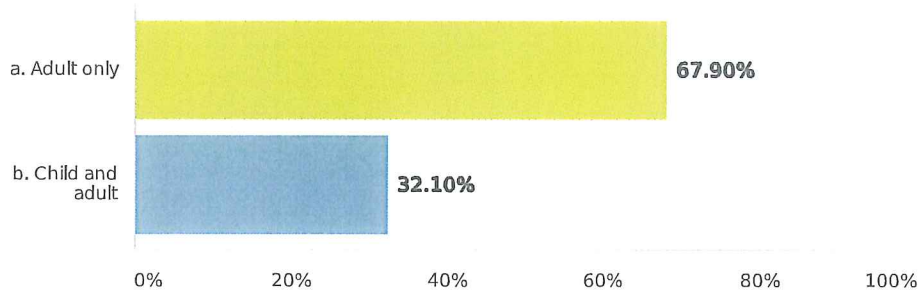
Suzanne Samborski  
SENIOR MANAGER  
RECREATION AND CULTURE SERVICES

2013-JUN-07  
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# APPENDIX 1

## Q1 What type of LEAP pass do you hold?

Answered: 162 Skipped: 5



### Answer Choices

**a. Adult only**

**b. Child and adult**

**Total**

### Responses

**67.90%**

**32.10%**

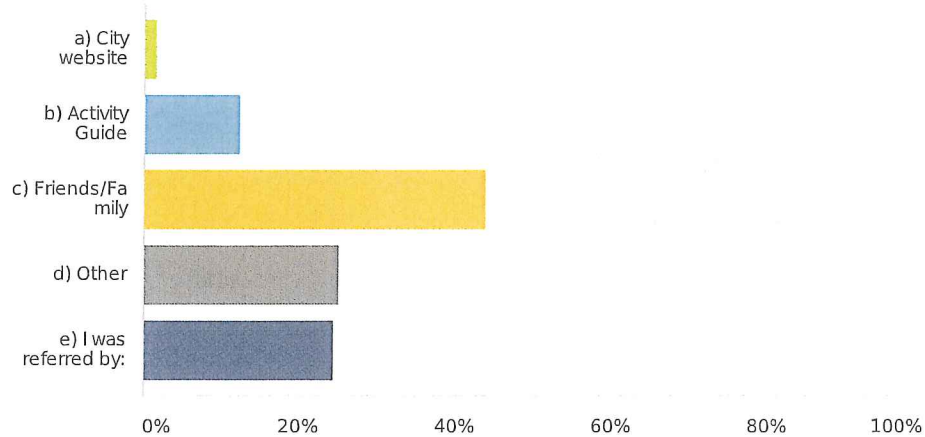
**110**

**52**

**162**

## Q2 How did you find out about the LEAP program?

Answered: 149 Skipped: 18



### Answer Choices

- a) City website
- b) Activity Guide
- c) Friends/Family
- d) Other
- e) I was referred by:

Total Respondents: 149

### Responses

a) City website	1.34%	2
b) Activity Guide	12.08%	18
c) Friends/Family	43.62%	65
d) Other	24.83%	37
e) I was referred by:	24.16%	36

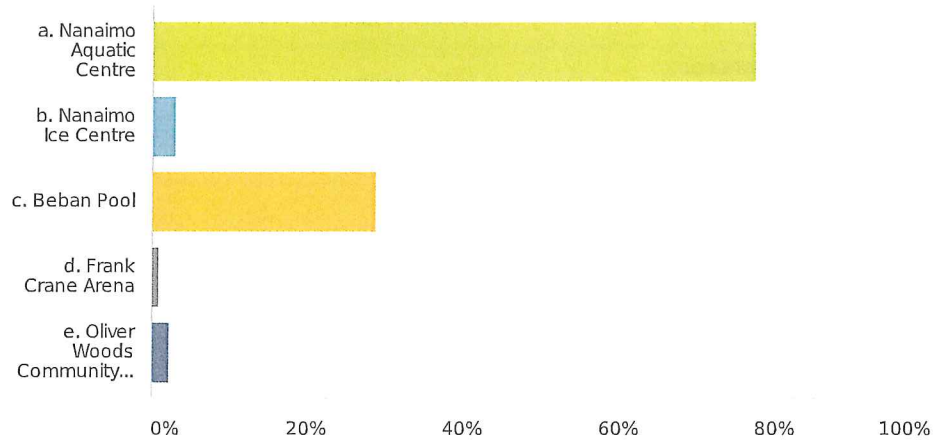
#	e) I was referred by:	Date
1	ministry	4/24/2013 3:54 PM
2	School/ highschool	4/24/2013 3:51 PM
3	Highschool office administration	4/24/2013 3:49 PM
4	Ministry and Doctor	4/24/2013 9:44 AM
5	Ministry	4/23/2013 6:09 PM
6	Ministry office	4/23/2013 2:25 PM
7	Social Worker	4/23/2013 10:25 AM
8	Progam	4/21/2013 5:07 PM
9	Progam	4/21/2013 5:07 PM
10	Progam	4/21/2013 4:47 PM
11	Alcohol rehap program	4/20/2013 5:46 PM
12	ministry	4/19/2013 10:46 AM
13	ministry	4/19/2013 9:51 AM
14	at the centre of nac	4/18/2013 9:47 AM
15	Income assistance centre	4/18/2013 9:36 AM
16	Ministry	4/17/2013 7:56 PM
17	Social worker	4/17/2013 7:47 PM

LEAP Survey

#	e) I was referred by:	Date
18	Ministry	4/17/2013 6:40 PM
19	Ministry	4/17/2013 12:52 PM
20	Ministry (for her disability)	4/17/2013 12:08 PM
21	Social Services	4/15/2013 12:23 PM
22	First started when he was in foster care.	4/15/2013 12:11 PM
23	Canadian Mental Health	4/13/2013 12:10 PM
24	social assistance	4/12/2013 10:45 AM
25	case worker	4/11/2013 7:30 PM
26	A Parks and Rec Staff Member	4/9/2013 6:40 PM
27	Mental Health and Addictions	4/9/2013 5:36 PM
28	project 13	4/9/2013 5:05 PM
29	ministry	4/9/2013 9:14 AM
30	ministry	4/9/2013 9:05 AM
31	Social worker	4/7/2013 1:07 PM
32	Saw the forms at the facility	4/7/2013 12:15 PM
33	Case Manager	4/6/2013 3:57 PM
34	Doctor	4/5/2013 10:02 AM
35	the Ministry	4/4/2013 6:41 PM
36	social worker	4/3/2013 8:44 PM

### Q3 What facility do you use the most?

Answered: 144 Skipped: 23



#### Answer Choices

**a. Nanaimo Aquatic Centre**

**b. Nanaimo Ice Centre**

**c. Beban Pool**

**d. Frank Crane Arena**

**e. Oliver Woods Community Centre**

Total Respondents: 144

#### Responses

**77.08%** 111

**2.78%** 4

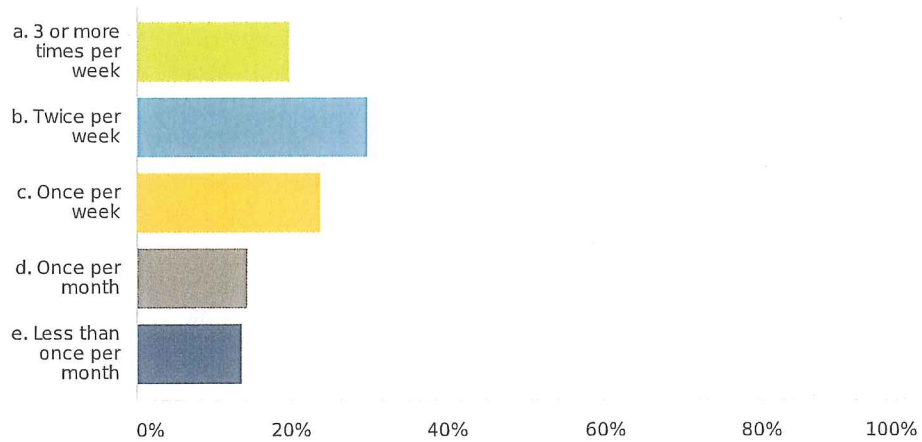
**28.47%** 41

**0.69%** 1

**2.08%** 3

### Q4 On average how often do you participate in recreational activities at PRC facility?

Answered: 149 Skipped: 18



#### Answer Choices

- a. 3 or more times per week**
- b. Twice per week**
- c. Once per week**
- d. Once per month**
- e. Less than once per month**

Total

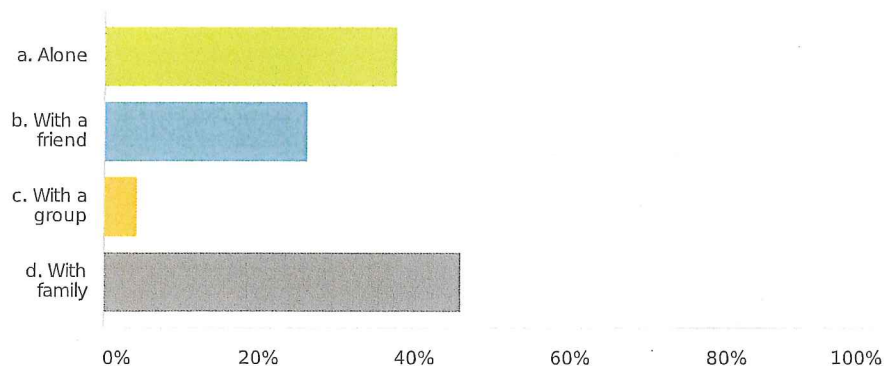
#### Responses

<b>19.46%</b>	<b>29</b>
<b>29.53%</b>	<b>44</b>
<b>23.49%</b>	<b>35</b>
<b>14.09%</b>	<b>21</b>
<b>13.42%</b>	<b>20</b>
	<b>149</b>



**Q5 Do you usually visit the recreation centres...**

Answered: 147 Skipped: 20



## Answer Choices

**a. Alone****b. With a friend****c. With a group****d. With family**

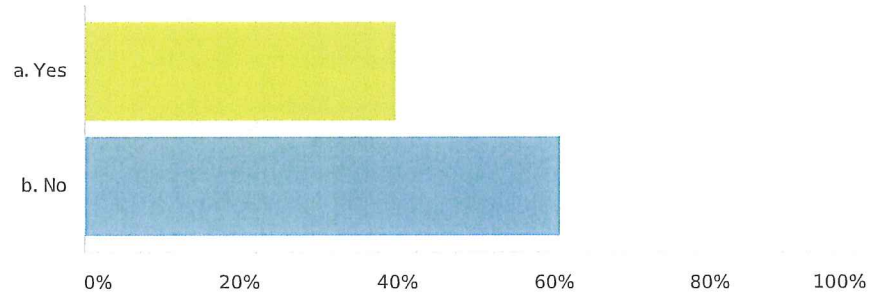
Total Respondents: 147

## Responses

**37.41%****55****25.85%****38****4.08%****6****45.58%****67**

**Q6 As part of the LEAP program you receive a 50% discount (up to \$40) on registered programs. Do you or your children participate in registered programs through the Activity Guide?**

Answered: 147 Skipped: 20



Answer Choices

**a. Yes**

**b. No**

**Total**

Responses

**39.46%**

**60.54%**

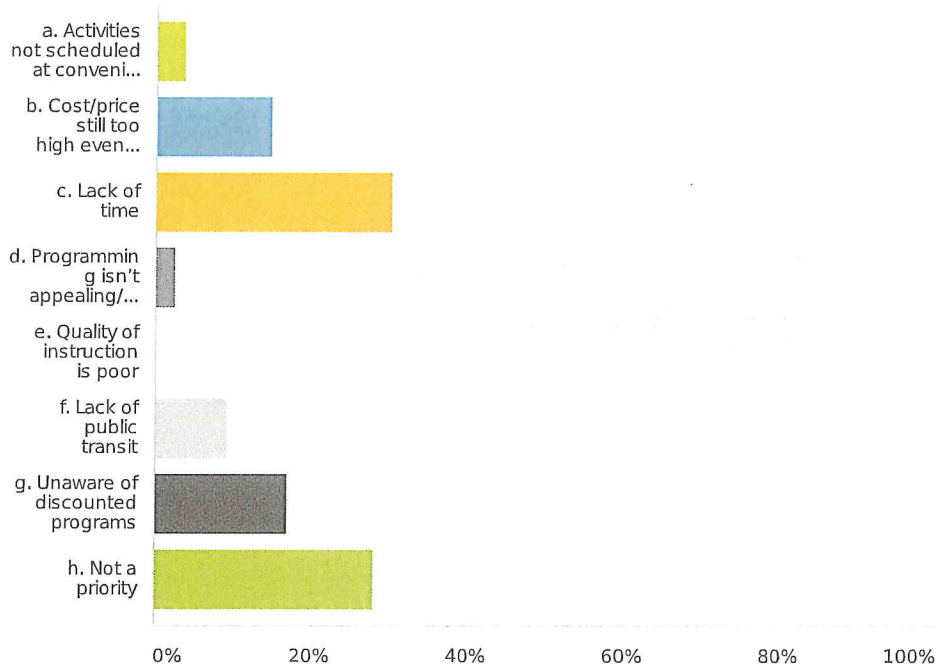
**58**

**89**

**147**

## Q7 If no, what (if anything) prevents you/your family from participating in registered programs?

Answered: 90 Skipped: 77



### Answer Choices

**a. Activities not scheduled at convenient times**

**b. Cost/price still too high even after discount**

**c. Lack of time**

**d. Programming isn't appealing/interesting**

**e. Quality of instruction is poor**

**f. Lack of public transit**

**g. Unaware of discounted programs**

**h. Not a priority**

Total Respondents: 90

### Responses

**3.33%** 3

**14.44%** 13

**30%** 27

**2.22%** 2

**0%** 0

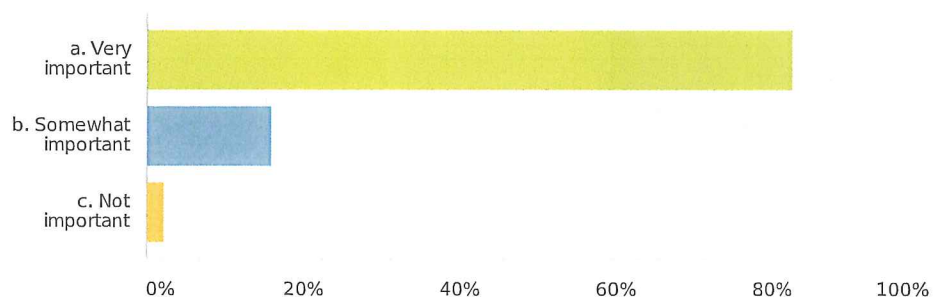
**8.89%** 8

**16.67%** 15

**27.78%** 25

### Q8 How important is the LEAP program for you or your family?

Answered: 147 Skipped: 20



## Answer Choices

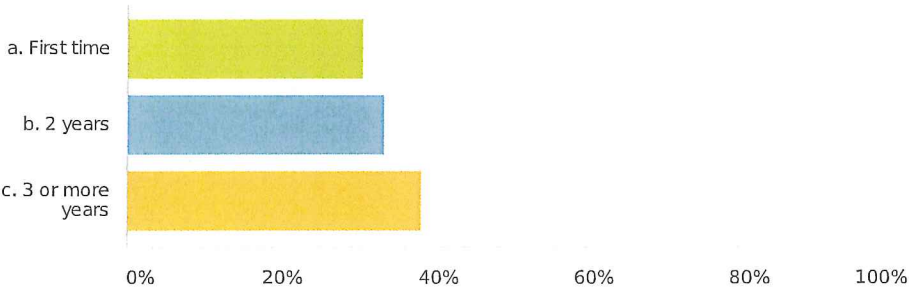
**a. Very important****b. Somewhat important****c. Not important****Total**

## Responses

**82.31%****15.65%****2.04%****121****23****3****147**

Q9 How many years have you signed up for the Leap program?

Answered: 147 Skipped: 20



Answer Choices

- a. First time
- b. 2 years
- c. 3 or more years

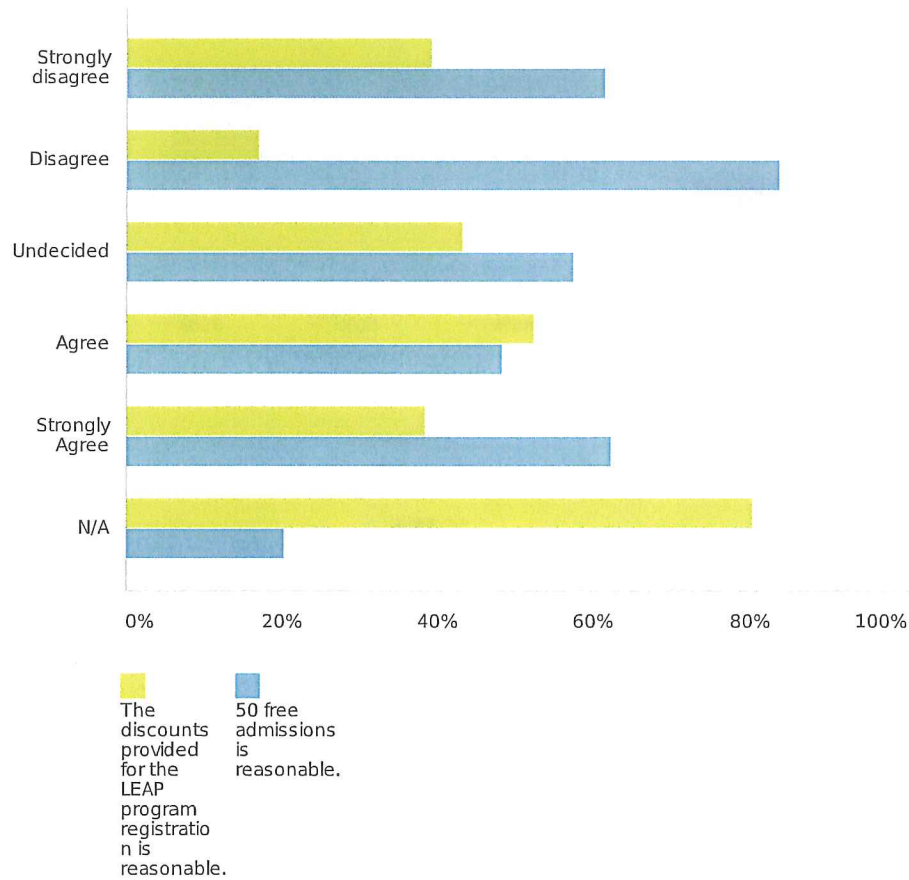
Total

Responses

29.93%	44
32.65%	48
37.41%	55
	147

# Q10 Please indicate how much you agree with the following statements:

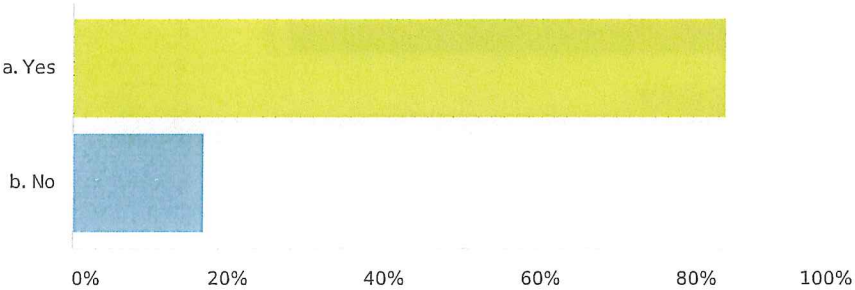
Answered: 147 Skipped: 20



	The discounts provided for the LEAP program registration is reasonable.	50 free admissions is reasonable.	Total
<b>Strongly disagree</b>	38.89% 7	61.11% 11	18
<b>Disagree</b>	16.67% 1	83.33% 5	6
<b>Undecided</b>	42.86% 6	57.14% 8	14
<b>Agree</b>	52% 52	48% 48	100
<b>Strongly Agree</b>	38.10% 32	61.90% 52	84
<b>N/A</b>	80% 4	20% 1	5

**Q11 Would you support a tiered LEAP program where some people would qualify for different discounts?**

Answered: 145 Skipped: 22



Answer Choices	Responses	
a. Yes	83.45%	121
b. No	16.55%	24
Total		145