



AGENDA
CAPITAL REGIONAL DISTRICT
SOOKE & ELECTORAL AREA PARKS AND RECREATION COMMISSION
General Meeting, SEAPARC Boardroom
Thursday, February 16, 2017 at 6pm

Sooke & Electoral Area
Parks and Recreation
Commission

OFFICE LOCATION:

SEAPARC
Leisure Complex
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Sooke, BC

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1. Call to Order
2. Election of Chair/Vice Chair
3. Adoption of Agenda
4. Approval of the Minutes of December 13, 2016
5. Delegation
 - a) Dan Hammick – Disc Golf Course
6. Chair's Report
7. Directors' Report
8. Youth Member Report
9. Unfinished Business:
 - a) Staff Report: Electrical Vehicle Charging Station
10. Staff News
11. Public Question Period
12. Round Table
13. Adjournment

**Capital Regional District
Sooke & Electoral Area Parks and Recreation Commission
Minutes of a Regular meeting held Tuesday, December 13, 2016
SEAPARC Leisure Complex Board Room, Sooke, BC**

Mission Statement:

*"Sooke Parks & Recreation Commission creates recreational opportunities for the public through the planning, development, provision and operation of recreational facilities, programs and activities with a focus on the people of the Sooke and Juan de Fuca Electoral Area"
(Mission Statement adopted October 16, 1991)*

Present: Commissioners: M. Hicks - Chair (JDF Director), B. Berger, D. Bishop, P. Grove,
J. Perkins (Vice-Chair), A. Wass-Little
Staff: S. Knoke, SEAPARC Manager, L. MacDonald, Recording Secretary,
C. Høglund, Program Services Manager
Absent: M. Tait (Sooke Director),
Public: 0
Press: 0

1. CALL TO ORDER

The Chair called the meeting to order at 1:01 pm.

2. ADOPTION OF AGENDA

MOVED by Commissioner Berger, **SECONDED** by Commissioner Bishop that the agenda be adopted as presented.

CARRIED

3. ADOPTION OF MINUTES

MOVED by Commissioner Berger, **SECONDED** by Commissioner Perkins that the minutes of the October 18, 2016 meeting be adopted.

CARRIED

4. CORRESPONDENCE

a) BC CANADA 150 – Grant Application

November 24, 2016 notification that the CRD/SEAPARC application for a \$500,000 grant to assist with funding of a fitness gym expansion at SEAPARC was unsuccessful.

b) District of Sooke – 2017 Appointments

Appointment of Councillor Bev Berger and Alternate Councillor Kerrie Reay for Jan. 1-Dec. 31, 2017 term

5. CHAIR'S REPORT

The Chair recognized the following employees on their long service anniversaries in 2016:

| | |
|----------|---|
| 20 years | Jeff Parchem |
| 10 years | Tina Logan & Sherry Jamieson |
| 5 years | Morgan Gubersky, Colleen Høglund & Samantha Law |

6. DIRECTORS' REPORT

7. YOUTH MEMBER REPORT

EMCS's Leadership Program held a very successful "10,000 Tonight Food Drive" on December 1 which collected over 11,000 items for the Sooke Food Bank.

EMCS's Youth for Change program is fundraising for the purchase/installation of an electric vehicle charging station at the school.

8. UNFINISHED BUSINESS

a) Meeting Dates/Times

Discussion of possible change to regular meeting dates/time schedule. Final decision pending Director Tait's input.

9. STAFF REPORTS

a) Staff News

ADMINISTRATION:

CANADA 150 Grant – Fitness Expansion

Review of feedback provided by Western Diversification regarding unsuccessful \$500,000 grant application and discussion of plans for future expansion based on available funding in 2017 and 2018. Project scope to be revisited by the Commission in 2017.

Golf Course

The SEAPARC Manager provided an update on the course including:

- The house on the property has been leased for a one year term;
- Westshore Parks & Recreation Administration have been approached for potential assistance with staff and equipment resources in 2017. Further discussions to proceed;
- Options for replacement of current trailer/office;
- Additional closing costs not included in original \$25,000 referendum/closing costs budget as follows:

| | |
|---------------------------------|---------------|
| District of Sooke Property Tax | \$3,334.38 |
| Due Diligence for Environmental | 1,461.82 |
| Due Diligence on House | 1,332.50 |
| Due Diligence on Valuation | <u>856.00</u> |
| TOTAL | \$6,984.70 |

Upon Commissioner query, the SEAPARC Manager noted that golf course revenues for the July-September 2016 course season were approximately \$30-35,000 and expenses approx. \$50,000 (including \$10,000 pond remediation project).

MOVED by Commissioner Berger, **SECONDED** by Commissioner Grove that \$6,984.70 be accessed from the Capital Reserve Fund for additional closing costs related to the purchase of DeMamiel Creek Golf Course.

CARRIED

Chamber of Commerce Membership

SEAPARC is interested in joining the Sooke Region Chamber of Commerce as a Non-Profit Member. The intent is to work with the Chamber and access business support for further business development at SEAPARC. Annual membership cost is approximately \$70.

Co-op Student – Asset Management

SEAPARC is seeking a co-op student to assist with the implementation of a preventive maintenance and asset management program. The student's primary duties will be to inventory current assets and document their condition. This information will assist in capital planning and ensure SEAPARC qualifies for future grant opportunities.

Registration Software (PerfectMind) Update

On December 5th 2016 SEAPARC launched new PerfectMind registration software. SEAPARC staff have been working diligently on a seamless transition for all our customers. The new software has been performing and online program registrations are now available for the first time. The move to the new software has been hard work and its success is largely due to a very hardworking, dedicated team that work together to solve many challenges.

Electric Charging Station

SEAPARC is participating in the Fleet Champions Program infrastructure incentive offered by the Fraser Basin Council. The first step is a site assessment (cost \$495, will be reimbursed). Once the assessment is complete, SEAPARC can access grant funding for up to 33% of total project costs to a maximum of \$2,000.

b) Staff Report: Commission Volunteer & Long Service Recognition Policies

As directed by the Commission at their December, 2015 meeting, staff presented new and revised policies to annually acknowledge long service employees (5, 10, 15 & 20 years) and Commission volunteer service (non-elected).

MOVED by Commissioner Berger, **SECONDED** by Commissioner Perkins that the policies presented be adopted with the following amendments:

- That the current "Annual Dinner Policy" and proposed "Commission Volunteer Recognition Policy" be combined into one policy entitled "Annual Commission Dinner/Recognition";
- That the proposed Employee Long Service Recognition Policy be implemented with the following changes:
 - Removal of Items 1. a) and c)

CARRIED

10. PUBLIC QUESTION PERIOD

11. ROUND TABLE

12. MOTION TO MOVE IN CAMERA

MOVED by Commissioner Grove, **SECONDED** by Commissioner Bishop to close the meeting in accordance with the Community Charter, Part 4, Division 3, 90 (1):

e) the acquisition, disposition or expropriation of land or improvements if the council considers that disclosure could reasonably be expected to harm the interests of the regional district.

(k) negotiations and related discussions respecting the proposed provision of a municipal service that are at their preliminary stages and that, in the view of the council, could reasonably be expected to harm the interests of the municipality if they were held in public.

CARRIED

The in camera meeting commenced at 2:15 pm and adjourned at 2:59 pm. The regular meeting reconvened at 3 pm.

13. ADJOURNMENT

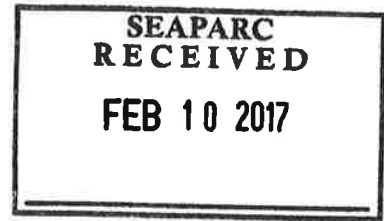
The regular meeting adjourned at 3:02 pm.

Next meeting scheduled for January 19, 2017 @ 6pm (tentative)

Mike Hicks, Chair

Lynn MacDonald, Recorder

**DELEGATIONS/REQUESTS
TO ADDRESS THE COMMISSION**



To: SEAPARC Committee

From: Dan Hammick, Disc Golf Course designer and developer

I recently had a meeting with Steve Knoke to look at the opportunity of having a Disc Golf course in Sooke. I had previously almost a decade ago worked with Sooke city planner Frank Limshue in building a course on the riverside property adjacent to the Sunriver project. I worked for about 7 months and was shot down from that location because of neighbors thinking that having people in a park having fun and exercise would disturb their ability to drive around on a tractor smoking cigars and drinking coffee on the other side of the river in peace and quiet. Mayor Evans and council at the time liked the idea of a course but not in that location due to NIMBYS. Since then I have moved on and built a course in Mexico after 4 attempts here in Victoria area, but had offered for many years to operate the demamiel course and add Disc Golf to the site with no avail as the previous owners had no vision except to sell out and retire.

Disc Golf is a non contact, lifetime sport started in Santa Cruz some 40+ years ago and is now in over 45 countries with in excess of 6000 courses, with the PDGA governing body having world level championships from 15 yrs age brackets to grand masters both men and women. Vancouver Island has a youth player in the top 5 players in the world, not from Victoria but Nanaimo area as they have had a course for over 15 years. Colwood had a course but closed due to overuse, and Comox/Courtney, Campbell River, Mt Wash in summer and Pender Island as well as Metchosin Golf Course have courses. The question is will Sooke now get in the game or bypass this opportunity again?

After speaking with Steve, he showed me some of the land beside the rec center that may be suitable and he said that would like to see more use of. I think the area may be well suited as well as some of the land area on the thumb and east side of the GC land.

As the GC is currently closed for 6 months I propose to utilize the GC to have Disc Golf available in conjunction with the ball golf course, as the GC is severely underused due to poor marketing and promotion in the past. I could then work to build on the other land that is more forested.

I believe in my attempts to operate the GC that there are many opportunities to make the GC a strong recreational and community asset, not the current \$65k a year liability that the city and seaparc are now paying for 15 years. I offer to create a PPP and have a management agreement and think that I have 6 ways to generate more revenues and use of the space if given the opportunity. These 6 specific concepts are to increase use and revenues so that the debt could be retired early and alleviate the taxpayers from subsidizing the acquisition of this land. The other option would be for the seaparc to contact with me for consulting and design of a DG course and I would supply equipment and build it. I have a budget from previous work and would build the course under a contract if that is what seaparc wanted.

Maximizing these opportunities would give youth a fun easy thing to do, increase tourism through events, have a healthier community, and pay off debt in 30-50% faster.

Below a map of the area.



I would like to discuss this further and look forward to speaking to the commission.

Sincerely,

Dan Hammick

[Redacted signature]



Making a difference...together

**REPORT TO SOOKE ELECTORAL AREA PARKS AND RECREATION COMMISSION
MEETING OF THURSDAY, FEBRUARY 16, 2017**

SUBJECT **Electrical Vehicle Charging Station**

ISSUE

Proposed installation of an Electric Vehicle (EV) charging station at SEAPARC Leisure Complex.

BACKGROUND

SEAPARC has received several requests from the public/patrons to install an EV charging station at SEAPARC Leisure Complex (Appendix A).

ALTERNATIVES

1. That \$4,000 be accessed from the Capital Reserve Fund for the installation of a single Electric Vehicle charging station located at SEAPARC Leisure Complex;
2. That \$7,000 be accessed from the Capital Reserve Fund for the installation of two Electric Vehicle charging stations located at SEAPARC Leisure Complex
3. That the Staff Report be received for information.

ISSUES

SEAPARC received a \$495 grant incentive from the BC Fleet Champions Program for an EV site assessment. The site assessment is attached and provides information on the installation of a charging station (Appendix B).

SEAPARC's EV charging station investigation addresses the following issues:

1. Estimated cost of installation
2. Selection of a site location
3. Type of charging station including the installation of a single or double cord model
4. Estimated cost of service operation including whether SEAPARC should provide EV charging to the public at no cost
5. Grant funding available to CRD - SEAPARC

The estimated cost of installing two Level 2 EV charging stations is projected to be \$9,000

The site location identified in the assessment has been chosen based on the following criteria:

- Cost of install- proximity of the power supply impacts installation costs. The proposed location makes use of existing power resources already available.
- Security – placement of the charging asset in an area of existing video surveillance protects the investment from vandalism and damage.
- Future expansion – the proposed site will permit additional capacity in the event SEAPARC wishes to provide more charging opportunities to the public in the future.

The type of charging station selected has been proven effective in a commercial setting including recreation facilities.

Estimating annual power consumption will be difficult. The average EV uses an estimated \$300 in electricity costs per year. West Shore Parks and Recreation has been consulted regarding their EV charging station and power use. They currently do not monitor their EV charging stations hydro consumption. They estimate hydro use to be minimal.

Several systems are available that track power use and bill customers accessing EV charging stations. These systems are expensive and include fees to set up, monitor and maintain billing/accounts. It is anticipated that the provision of free electricity would cost less than the implementation of a fee based point of sale system.

Grant funding is available. The CRD has been pre-approved to receive an incentive of up to 33% of total project costs up to \$2,000 for the cost of installing charging infrastructure at the SEAPARC facility.

IMPLICATIONS

SOCIAL IMPLICATIONS

By providing a charging station SEAPARC is leading the way by investing in sustainable alternative fuels.

ENVIRONMENTAL IMPLICATIONS

Electric cars eliminate tailpipe emissions improving air quality and reducing greenhouse emissions.

ECONOMIC IMPLICATIONS

Providing free charging will encourage current EV owners to visit Sooke and will encourage Sooke residents to look at EV vehicles as an option. According to BC Hydro, a typical EV uses \$2.16 of electricity per 100 km. Staff estimate that the charging station will use approximately \$300 of electricity/year, assuming the station is used daily.

INTERGOVERNMENTAL IMPLICATIONS

B.C. currently has 4,800 zero emission vehicles on the road, a two per cent adoption rate that is the highest in Canada. There are 1,100 public standard charging stations and 30 fast-charging stations in operation around the province.

The B.C. government is committing \$40 million in its pre-election budget to fund more \$5,000 rebates for buying zero-emission cars, and to extend its electric car charging network to allow longer trips.

GROWTH MANAGEMENT IMPLICATIONS

Monitoring the charging station will be necessary as electric vehicles become more popular. Sooke's proximity to Langford and Victoria (60 km round trip) makes it an ideal location for charging. There are now close to 1000 Level 2 chargers across BC, including three in Sooke, located at the T'Sou-KE First Nation, Sooke Harbour Resort and Marina, and Sooke Harbour House Resort.

CONCLUSION

The provision of an EV charging station at the SEAPARC Leisure Complex would provide an opportunity for the public to access an additional service at a regional facility. By supporting this initiative we will be enabling and fostering green innovative transportation in the region.

RECOMMENDATION(S)

The Sooke & Electoral Area Parks and Recreation Commission recommends:

That \$4,000 be accessed from the Capital Reserve Fund for the installation of a single Electric Vehicle charging station located at SEAPARC Leisure Complex.



Steve Knoke
SEAPARC Manager

WRITERS INITIALS: SK

Attachments: Appendix A (Customer Comments re: EV Charging Station)
Appendix B (EV Charging Station Assessment)

APPENDIX A

Customer Comments re: EV Charging Station @ SEAPARC

- I am a resident of Sooke. I regularly attend Seaparc with my family, for swimming, skating , and hockey. We recently purchased an all electric vehicle. I was hoping Seaparc could anticipate that more and more people are purchasing electric vehicles and that Saanich's Rec centre are all equipped with 2 EV charging charging stations. Therefore I am hopeful that Seaparc could ask the city of Sooke to provide a charging station, cost is approx. \$600, installation is simple. I would very much appreciate Seaparc doing so, we are purchased the vehicle as we believe in Sooke active, healthy lifestyle ideals. *(Dec. 13/14)*
- I've been a Sooke resident for almost 20 years, and in that time witnessed a vast amount of growth and improvements within our community. I'm writing to find out if the District of Sooke has considered installing an EV charging station in the community, primarily at SEAPARC, as well as within the town core? I suggest SEAPARC, because there are several families driving in from other communities as well as our own residents, who make countless trips to and from there for Hockey, swimming and other activities. With the limited range, EV's need to charge when and where they can.

I believe this investment would encourage others, and provide them with an incentive to make the switch to an EV, especially those who suffer from, "Range Anxiety".

As you know, Sooke has been recognized by the UBCM as a BC Climate Action Community, and we should continue to lead the way, improve our Carbon Footprint, and overall impact on the environment.

Thank you for your consideration. *(email to Mayor Tait, Dec. 8/15)*

- EV - Plug in chargers, Bigger changeroom, GYM *(Oct. 2/16)*
- Car charging station: Please install one! This is the first rec centre we have been to that lacks one. *(Nov. 12/16)*
- I was going to buy my monthly pass here, but you don't have EV chargers I will buy my pass & go to Juan de Fuca instead. Almost all Rec Centres have them & there is a growing # of electric vehicles in Sooke. *(Nov. 19/16)*

APPENDIX B



AES

Designing A Better Tomorrow

Report For Seaparc Leisure
Centre
**EV Charging Station
Assessment**
Electrical Engineering
Services

PREPARED FOR:
Seaparc Leisure Complex
2168 Phillips Road
PO Box 421
Sooke, BC, V9Z 1H4

AUTHORED BY:
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PROJECT NO. 1-16-298
December 27, 2016



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1.0 INTRODUCTION

AES Engineering Ltd were retained by the Seaparc Leisure Centre to assess the potential for the installation of an Electric Vehicle charging station at the recreational complex located at 2168 Phillips Road in Sooke, BC.

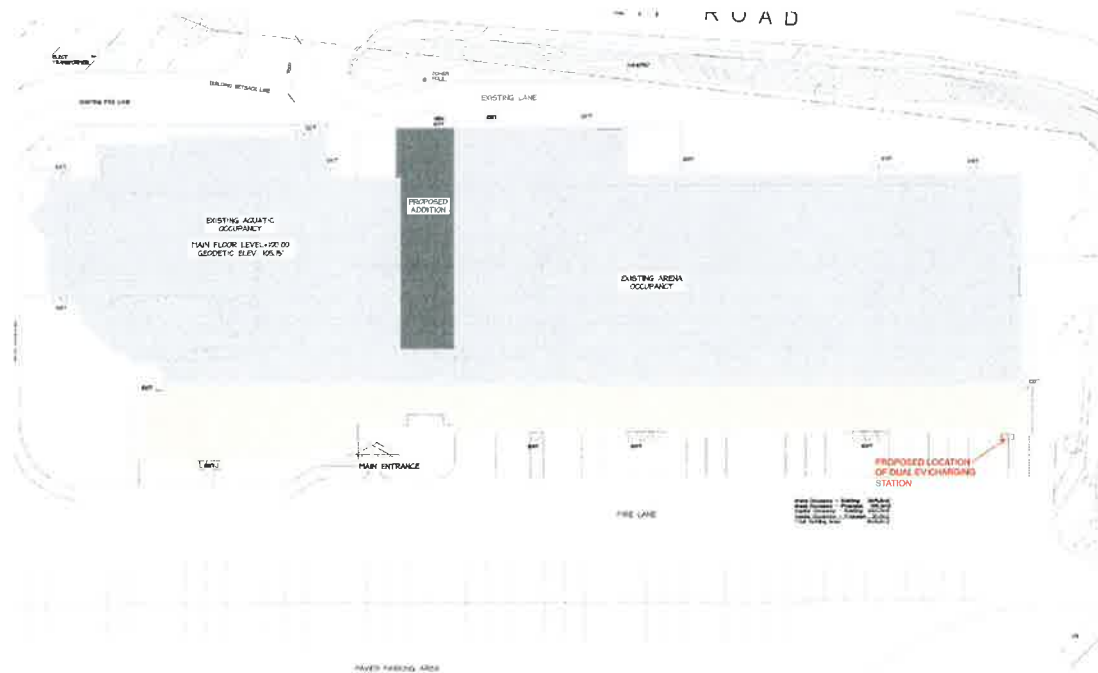
The purpose of the assessment and report is to identify a suitable location for the charging stations and provide an order of magnitude cost for the supply and installation of the EV Stations.

2.0 EV STATIONS

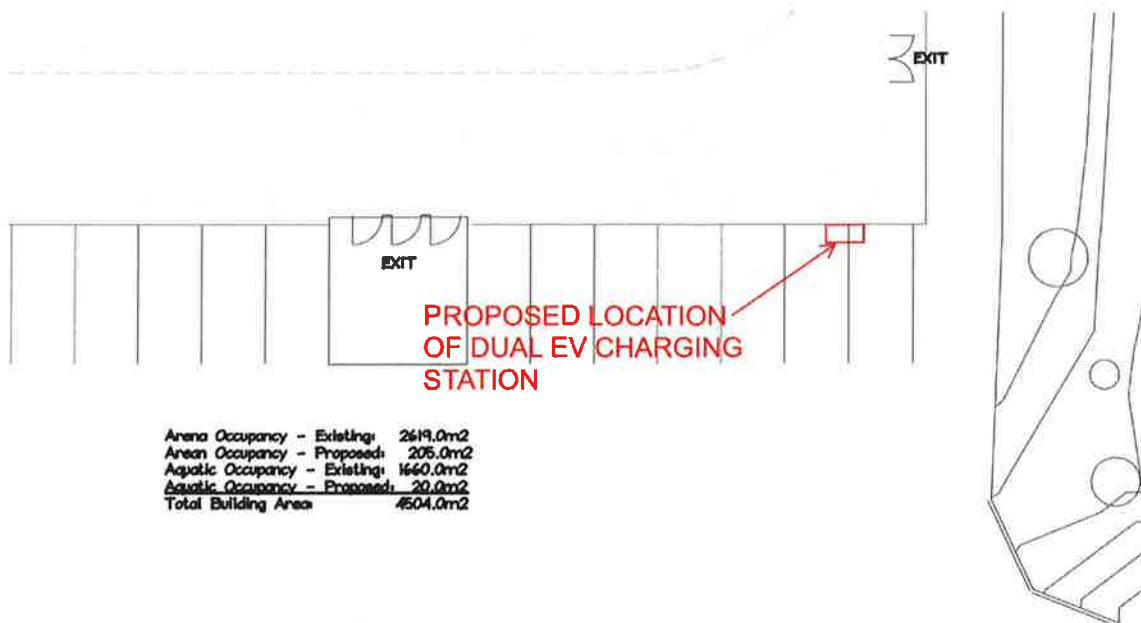
2.1 LOCATION OF EV STATIONS

Two potential locations for EV stations were examined, one being near the main building entrance and the second being the south-east end of the recreational complex.

Although near the main entrance is good with respect to convenience, the south-east end of the complex is equipped with CCTV cameras that record activities in the camera's view. This enables the facility operations to monitor the EV stations for potential vandalism.



SITE PLAN AND PROPOSED EV STATION LOCATION



EV STATION LOCATION

2.2 POWER LOCATION

Power distribution panels are located near the centre and rear of the facility, which means that the feeder circuit to the EV station will be of significant length regardless of which option is selected.

2.3 POWER REQUIREMENTS

For type 2 EV charging stations, each station requires a connection to a 40 amp 2-pole break branch circuit. Because of the distance from the existing panels to the parking lot and station locations, branch circuit wiring will likely need to be minimum #6 due to voltage drop.

2.4 PROPOSED EV STATION



Tough and reliable for public or home charging. Sun Country Highway's new EV40 charger provides high quality and high power at a low price. The charger's tough NEMA 4 enclosure is designed to take the wear-and-tear of everyday use in all environments, indoors or out. Built and tested to automaker standards, the EV40 ensures a reliable charge, every time.

- 7.7kW of power - charge your vehicle, fast
- Easy to install - your electrician can install anywhere. Indoors or out!
- Technology that works - for the life of your electric vehicle, and then some
- Reclosure - if your car can be charged, it will be charged, guaranteed
- 25 feet of charging cable - comes standard
- Rugged - fully sealed NEMA 4 enclosure to handle any weather conditions



3.0 ORDER OF MAGNITUDE COSTS

| | |
|-------------------|------------|
| Charging Stations | \$4,694.00 |
| Breaker | \$500.00 |
| Wiring | \$4,000.00 |
| TOTAL | \$9,194.00 |

4.0 RECOMMENDATIONS

Our recommendation is to install the charging station at the south-end of the facility where CCTV cameras can monitor the stations.



**STAFF REPORT TO THE SOOKE &
ELECTORAL AREA PARKS AND RECREATION COMMISSION
MEETING FEBRUARY 16, 2017**

SUBJECT: Staff News

PURPOSE/ISSUE: Information

PROGRAM SERVICES:

A number of family friendly events have been held in the past two months including the Festival of Trees, which raised over \$1,640 for the BC Children's Hospital. Thank you to Aquatic Program Assistant, Elizabeth Olsen, for once again coordinating the Festival of Trees event. Our popular Skate with Santa was held December 18th and several regular fun swims were held including a Coast Capital sponsored free swim on January 20th. We continue to offer \$2 admission on Pro D Days, which prove to always be well attended. SEAPARC received a \$1,000 grant from the Province of BC, in support of our annual February 13th Family Day event (see attachment).

To provide increased value for membership purchases, we have introduced four new dryland fitness classes, and we continue to look at additional options for expanding program services, including increasing seniors' programs options in response to community requests. This will include dedicating a page in the Active Living Guide to active aging programs and services.

ADMINISTRATION:

Lacrosse Spring Rental

SEAPARC has been approached by a local lacrosse coach to provide space for training during the spring lacrosse season. SEAPARC will provide space at the local youth rate. This rate was developed to support local youth and Sooke Lacrosse programs.

Parking Lot Banners

The District of Sooke will be installing banners on the SEAPARC parking lot lamp standards this fall. The District is working with Elida Piers and the JDF Salmon Enhancement Centre to put up banners with designs from local artists in honour of the Canada 150 celebrations. These banners will be ready for March/April and be hung every year at SEAPARC during the fall spawning season.

Preventative Maintenance Co-op Student

Naveen Kashyap has been hired from the University of Victoria Engineering Co-op Program for a three month term to assist SEAPARC in implementing an asset management program. Naveen has experience working in recreation and recently completed a Co-op work term in Edmonton completing a preventive maintenance project on city buses. Naveen's first step in his role with SEAPARC will be to complete an inventory of SEAPARC's critical assets. We look forward to working with Naveen.

Pool Natural Gas Boiler

SEAPARC experienced some challenges during the tuning phase of the pool's natural gas boiler project. Shower temperatures suffered and we received several complaints from our customers. The boiler loop temperature was not set at the appropriate temperature. This has been corrected and the boiler is performing to standards.

Golf Course

The 2017 season opening day for the course will be April 29th. Staff are currently working on creating an opening event to launch the season.

A shed has been purchased for future golf course office development. This used shed was previously a finished work space that is bright and functional. The shed does require some repair work. Once complete, the shed will replace the aging trailer/office currently on site.

Marketing the golf course will be an important step in developing golf course business. Staff would like to investigate promotional opportunities.



Colleen Hoglund
Program Services Manager



Steve Knoke
SEAPARC Manager

INFORMATION ONLY



FAMILY DAY

Celebrate at SEAPARC

Monday, February 13

Free Admission All Day

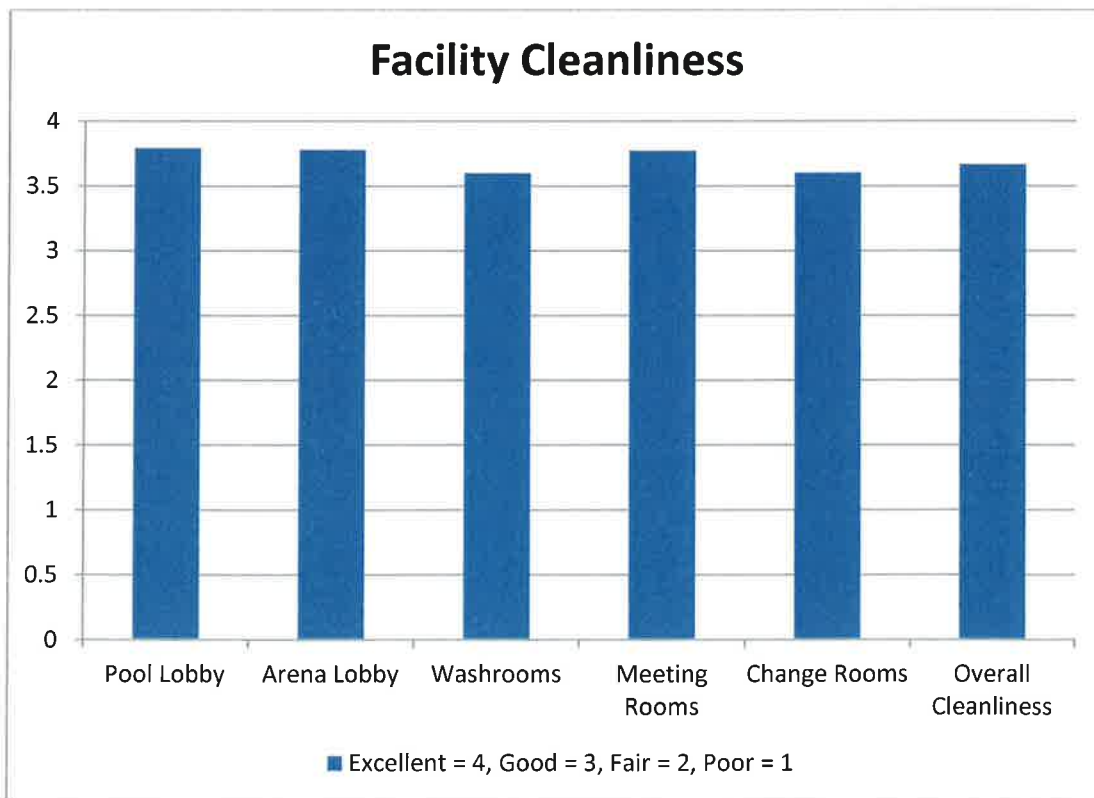
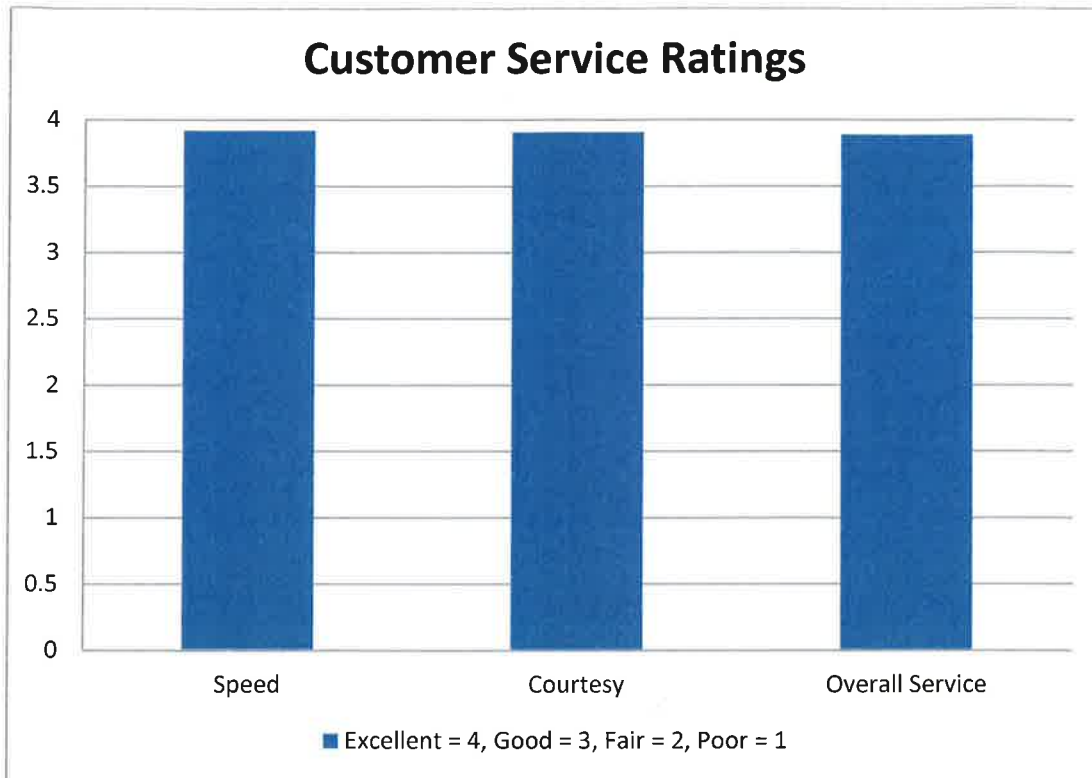
We acknowledge the financial support
of the Province of British Columbia

SEAPARC Pool
is open to everyone
12:00-6:00pm

Family Fun Skate
12:00-3:00pm
&
Family & Friends Hockey
3:15-5:00pm



SEAPARC CUSTOMER COMMENT CARDS/SUGGESTIONS
September 1, 2016 – January 31, 2017



SEAPARC CUSTOMER COMMENT CARDS/SUGGESTIONS September 1, 2016 – January 31, 2017

Programs:

- I really like Geri's class which I have been attending for approx. 4 months. I understand there will be some changes on September 6th. I hope it won't change too much as I like it the way it is. *(Sept. 1)*
- Geri's class is perfect as it is. We are all hoping it won't change too much with all the new folks. *(Sept 1)*
- Would love another "Swim Fit" 8:00 am OR a seniors swim club "Preparing for swim - seniors olympics". You have awesome staff esp Jacklyn and Joanne. *(Sept. 7)*
- Child Minding *(Sept. 8)*
- Please consider adding a children's triathlon program (ages 5-8/9-12).
 - * build strength & endurance
 - * experience all three sports
 - * after school program 330-430 *(Sept. 12)*
- Kids - noise too loud - will not do class because of this. *(Sept. 16)*
- Love the no music swim *(Sept. 16)*
- Zumba for kids would be awesome & morning Zumba for adults. *(Oct. 4)*
- 9 am aqua class is very repetitive, can we have a different teacher for 1 class at least at 9 am. *(Oct. 4)*
- I would like Seaparc to consider an Adult Figure Skate "Drop-In" like Colwood and Pearkes have. They each have 2 days a week. But even 1 would be great in Sooke. *(Oct. 4)*
- Kindergym on rainy long weekends please! *(Oct. 8)*
- Need for adult swims *(Oct. 14)*
- Stephanie is the best swim lesson instructor ever!! *(Oct. 14)*
- We come for baby swim lessons each week. The universal change room is often being used by the ladies from aquasize. Not enough room to change baby and self. *(Oct. 15)*
- I recommend Boxfit to be twice per week!! Please consider Boxfit to be twice per week like Monday & Wednesday. *(Oct. 27)*
- Need promo for Zumba: Aqua \$60. Tues \$70. Thurs \$70.00 \$200.00!!!
Need to be promo'd & included in monthly pass suggest \$75. Month *(Nov. 6)*
- Always cancelling kids programs and the excuse lack of kids is ridiculous. Other rec centers will run even if they have 3. *(Nov. 9 Facebook comment)*
- Music still inappropriate for over 50's and babys in my opinion need soft rock not hard rock not as loud. *(Nov. 12)*
- We have the best lifeguards in the world at our pool! *(Nov. 23)*
- 6am or 7am Aquafit Classes
 - would alleviate too high numbers @ 9am.
 - Allow working people to participate.
 - perhaps 1-2 days a week instead of laps. *(Nov. 30)*
- Seriously! What is the problem with Evening Aquafit? As a bedroom community many work Mon-Fri. Please, please, please we need it for Jan 2017 and will need to rebuild up attendance that has been lost. *(Dec. 4)*
- After school care would be fantastic! The day camps are amazing and the care and attention your staff has paid to anaphylactic allergies made us feel VERY safe and that's rare. If you provided after school care we would for sure come here and no where else! *(Dec. 10)*
- Once again 3 of us arrived for yesterdays pickleball at Journey, only to find out it had been cancelled!! This is not the first time, more like the 3rd, that I have arrived to find a cancellation. When I have rearranged my day, my dinner and hubby's dinner, to make sure I am there and on time, I am not happy when I find out it has been cancelled!!
I checked the calendar, I am learning I check it all the time now, for cancellations, Dec 12 was not listed. In fact it is listed as the last day to play before the New Year.

SEAPARC CUSTOMER COMMENT CARDS/SUGGESTIONS September 1, 2016 – January 31, 2017

So you can probably guess I am pretty frustrated! The lady who runs the activity, has a list of all our phone numbers. Would it now have been possible to phone all attendees to let them know? I thought that was why we gave our phone number in the first place! It is not good enough to tell people the week before only. Some people may not be there, as I and the others who arrived, were not.

The lady from the school informed us that she had told you several weeks before that the gym would be closed. So you had lots of time to let us know!

PLEASE - use the phone numbers in future and let us know!! Better still make sure your calendar lists all the cancelled days and make sure there are no others!

Now before the New Years starts I would like to confirm that the only cancelled dates will be Feb 13, April 14-15, 17. Any others and we will be contacted in advance by phone *(Dec. 13)*

- Mats in the exercise room are filthy with dirt and foot prints as though they have been put away uncleaned. Please ask instructors to ensure courtesy is carried out. *(Dec. 22)*
- I really enjoyed today's Deep Aquafit class. 1) The music was a comfortable level (usually it's too loud & bounces off the walls)
2) Myles gave clear directions & demonstrations (without having to yell to be heard) & introduced some different moves. Thanks! *(Jan. 4)*
- Drop in gym time for basketball, lacrosse, floor hockey etc in winter - schools or community hall? *(Jan. 15)*
- My son is part of the Saseenos Grade 2 swimming lesson program on Thursday. He was very upset/nervous about taking swim lessons for a couple days prior to going. Devon DID NOT WANT TO GO TO SWIMMING LESSONS AT SCHOOL (he didn't want to go, if you didn't catch that). We made him try it out and he LOVED it, he was beaming when his dad picked him up and couldn't stop talking about how AMAZINGLY AWESOME it was. Miles, thanks for being AMAZINGLY AWESOME! (you are!) and can you see that Devon is in your group again on Thursdays? You have a huge fan! Thanks again. *(Jan. 22)*
- SEAPARC should start a life guard of the month!! *(Jan. 24)*
- More than 1 yellow bouyancy belt Please. Green would be good too. The red ones are too wide & long. Thanks *(Jan. 25)*
- Hi - Last Friday and today, when parents/adults were coming to get their small children from lessons - several parents came onto the pool deck without removing their outdoor shoes. Could the instructors PLEASE remind them to remove their shoes? Thank you. *(Jan. 27)*

Administration:

- Changerooms need more benches. *(Sept. 7)*
- Please keep the DeMamiel Creek Golf OPEN all year. *(Sept. 12)*
- Miss the paintings on windows in pool area. *(Sept. 12)*
- I know this sounds unimportant, but if it isn't too much trouble for you could you re-add Skittles to the vending machine? Thanks *(Sept. 12)*
- The 6 yr old boy was in the Female changerroom. He tried to sneak and look at the girls I am very uncomfortable with this. The facility has the family changerroom. *(Sept. 14)*
- I am just passing along some comments received this week at the golf course. Most of the golfers have requested a longer season. A couple of people have hopes of golfing Christmas Day and since we live near Victoria it is in the realm of possibility to golf year around. Are we contemplating extending the current season if we expect great weather? *(Sept. 23)*
- Hi, I talked to a fellow at the golf course yesterday and he gave me your card.
This email is to support leaving the course open later than Oct. 1 and preferably year round. There are many people who are enjoying the fall golfing season. *(Sept. 28)*
- Comes here 3 x a week: EV - Plug in chargers, Bigger changerroom, GYM *(Oct. 2)*
- Please fix the speakers again! *(Oct. 10)*

SEAPARC CUSTOMER COMMENT CARDS/SUGGESTIONS September 1, 2016 – January 31, 2017

- We need a gym *(Oct. 23)*
- Missed the Halloween murals! Looking forward to seeing some Christmas/winter murals!! Hope you haven't lost your talented mural person.... *(Oct. 24)*
- Wish you guys were more flexible without rec centres on buying monthly passes. I'm looking for a three month and only centres in greater Vic have them including up island. I'd like to come visit but in looking for more options *(Nov. 9 Facebook comment)*
- The District of Sooke display of Nov 2nd should have been removed when done. District of Sooke staff decided to leave it up to get more input, but:
A) it looked messy and probably received no further input without supervision.
B) the info is for the district & should have been duly retained not left all over the SEAPARC lobby floor. *(Nov. 12)*
- Car charging station: Please install one! This is the first rec centre we have been to that lacks one. *(Nov. 12)*
- LOVE the artwork I see on the windows. The artist is VERY talented!! And her Spider was so vividly done. I was impressed. As an artist myself, I truly appreciate what she does. *(Nov. 15)*
- Is there golf course memberships available for DeMamiel Creek Golf Course? *(Nov. 16)*
- Good afternoon,
You likely receive more critical messages than affirming ones, that is not the case today. I wish to thank and commend the male life guard on duty at noon today, who assisted a boy from Poirier School, with untangling the knot in his bathing suit. I noticed the lad was visibly stressed to the point of tears, and rushed to find the second adult to assist in the change room. This friendly young man, having a great way with kids, calmed the boy quickly and solved the problem. SeaParc is blessed to have such quality, caring staff, such as this man, Jaclyn and JoAnne. The school ought to be encouraged to have an adult accompany the kids to the pool. That way, someone is always present to aid in emergencies. *(Nov. 17)*
- Plug in WIFI Booster (Source \$29) Plug it in under TV in Arena! *(Nov. 20)*
- I was going to buy my monthly pass here, but you don't have EV chargers I will buy my pass & go to Juan de Fuca instead. Almost all Rec Centres have them & there is a growing # of electric vehicles in Sooke. *(Nov. 19)*
- Because there is NO WIFI in Arena. Please buy a couple sofa chairs for lobby to sit & check messages! Place them in front of lost & Found bins! *(Nov. 20)*
- Offer community groups display space - say 1 month @ a time *(Dec. 1)*
- How about free public readings by authors or poets promoting new books? or a Writer in Residence for the Recreation Centre? *(Dec. 1)*
- I felt very sorry for Nathan and Sandra during the time these employees took to register my grandchildren for up Coming sessions using the new application for registering / billing. It would appear that not enough testing and training has occurred to streamline the process needed for seamless interaction on the front end. *(Dec. 11)*
- Could really use a bank of plastic chairs behind the whirlpool/hot tub area for patrons to cool down kore temps after shower. I've been to facilities up and down the island and all provide an area with chairs to cool down / not a huge expense. *(Dec. 19)*
- Customer Service- Could be a lot more friendly.
Facility Cleanliness- need another recycling container
My suggestion for 2017: It's time for a real-working weight scale. For everyone-staff, member the public. Located in a quiet, but accessible space. *(Dec. 27)*
- Change the window in the viewing area of the pool. remove the bottom bar. *(Jan. 24)*
- Hello, Please allow children 5 years + up to play golf, especially if they have previos golf experience. *(Jan. 26)*

SEAPARC CUSTOMER COMMENT CARDS/SUGGESTIONS September 1, 2016 – January 31, 2017

Maintenance:

- Sauna is too hot. Can't rest my feet on the wood or floor. *(Sept. 13)*
- Please ask maintenance to vacuum book bin. Thank You
Hot tub lower jets are not functioning as before maintenance. They are very weak or non active. People who do the maintenance should use the tub before and after the project to ensure the quality *(Sept. 13)*
- Wiggly bench in womens change room! No good for changing babies after swimming. little one lost balance and almost fell off. *(Sept. 19)*
- Please increase temp of mens shower - it is too cold *(Oct. 25)*
- Always Hit & Miss whether soap dispensers are filled in Women's room shower. Center toilet needs handle holding down or doesn't completely flush. *(Oct. 30)*
- Too cold air conditioning *(Nov. 7)*
- Please get new diving blocks! *(Nov. 16)*
- New diving blocks please! *(Nov. 23)*
- Please vacuum bottom of book exchange *(Nov. 28)*
- Hot water in the morning please!! *(Dec. 9)*
- Please change setting on auto-lights in Men's washroom. No good when they turn off before you're done! *(Dec. 10)*
- The pool changeroom should have detachable shower heads to help parents shower their kids without getting soaked. *(Dec. 10)*
- Please warm up the showers the water is too cold. *(Dec. 12)*
- Please Please Please!! Showers need to be warmer. *(Dec. 23)*
- The water temp in the Family changeroom seems Chilly! *(Dec. 27)*
- Burr. The water temp in family room showers is Chilly. It is difficult to get a good shower to remove different things that collect on the skin. Not great for sensitive skin. *(Dec. 29)*
- Pass holders for 5 years.
Since last June the sauna has not been satisfactory. Floor too hot, wood too hot. We waited for it to self-connect, didn't. Made a few verbal comments didn't change. Made a written comment. Didn't change. We do not have confidence that the sauna is properly monitored or maintained. Since June use of the sauna has gone down dramatically due to heat. *(Dec. 29)*
- Pet Peeve- Garbage cans left on benches and counter tops. Is this even hygienic? *(Dec. 30)*
- Thanks for responding to my comments yesterday.
Today the sauna doesn't seem warm enough but we are able to sit in it for a longer time. *(Dec. 31)*
- Water was warm/hot Thank You!! *(Jan. 6)*
- Women's changeroom needs a waste paper basket by both sinks not just 1. 2 garbage cans for hair and stuff. *(Jan. 8)*
- 10:30 - saw a man pour water on sauna. He had not read the sign - suggest a sign right above the heaters. I let him know it's a dry sauna. Sauna not hot at 9am or 10:30am *(Jan. 10)*
- Mats are nice and clean now. Thanks You *(Jan. 12)*
- 3 mornings in a row mens changeroom bench has been soaking wet. Please have maintenance dry it off after cleaning thanks. *(Jan. 30)*
- Please fix locks in family dressing room. Took myself & another lady 5 minutes to unlock a locker. Then she put \$.25 X 2 into another locker & they didn't lock at all! Not good when you have small children with you ! *(Jan. 31)*

SEAPARC Invests in Energy Savings

STEVE KNOKE

This year, SEAPARC completed two major retrofit projects to reduce energy consumption and greenhouse gas (GHG) emissions from the facility: an LED lighting retrofit and a natural gas pool boiler retrofit. The retrofits were undertaken in part with financial support from BC Hydro and Fortis and are a significant accomplishment for the facility.

Staff worked hard to ensure the project happened on time and on budget. Nathan Stewart, SEAPARC's Administrative Coordinator, played an instrumental role in successfully coordinating and managing the project while the facility was in full operation.

The LED lighting retrofit has made the facility look much brighter and more welcoming, in addition to saving the facility an estimated 150,792 kilowatt hours per year, or an estimated \$25,500 annually, in energy, operating and maintenance costs.

LED technology works well in a recreation complex and comes

with a host of new features. The entire system is much more flexible and has provided a wide range of controls and a variety of adjustments such as motion, dimming and photo cells. SEAPARC received a \$35,000 grant from BC Hydro towards the completion of this project.

The boiler retrofit will heat SEAPARC water much more efficiently and is estimated to save 61 tonnes of carbon dioxide equivalent per year. A single, high-efficiency, condensing natural gas boiler was installed, and the existing oil-fired boilers will be maintained. This will allow the majority of the building heat load, domestic water and pool water heating to be performed by the new natural gas boiler, while the existing oil-fired units will provide the heat necessary to raise the pool to operating temperature after a refill or maintenance shut down.

The new boiler was sized based on the base building peak load of 170 kilowatts. This load will allow



SEAPARC Administrative Coordinator Nathan Stewart studies the display screen on the new boiler.

the natural gas boiler to operate 95% of the year without needing the oil boilers to make up any additional load. The boiler will receive a \$5,400 incentive from Fortis BC and has a calculated payback period of two years, or an estimated \$40,000 annually.

Together, these two energy savings projects will reduce GHG emissions and help the CRD achieve our target of reducing operational GHG emissions 33% below 2007 levels by 2020. SEAPARC would like to thank all the divisions that helped facilitate these projects.

The arena is much brighter with new LED lights.



Seaparc Leisure Complex

You have been so very kind.

A heartfelt thank-you for the silent Auction prize you so kindly donated for our Beer & Burger fundraising event. The event was an enormous success with over \$1,600.00 being raised.

The gift you donated is appreciated very much.

Kind Regards, from us all
Sooke Community Choir

SEAPARC
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FEB -9 2017

Thank You

Thank you
for the GENEROUS
AND CONSIDERATE you
give to ANNOUNCING
the Blood Clinic Dates
in Sooke. IT HAS
truly BENEFITED US
By BRINGING IN MORE
DONORS.

To SEPARATE PERSONNEL

From all of us at Canadian Blood Services.
Your dedication has made a difference to the
patients of British Columbia.

of use of the Digital
Notice Boxes

CSusan
😊

Pam Day

ob Russell

Thank you!

Natasha Wakanuk

Amey Choudhary
 Canadian Blood Services
It's in you to give

John