



AGENDA
CAPITAL REGIONAL DISTRICT
SOOKE & ELECTORAL AREA PARKS AND RECREATION COMMISSION
General Meeting, SEAPARC Boardroom
Thursday, May 17, 2018 at 6pm

**Sooke & Electoral Area
Parks and Recreation
Commission**

OFFICE LOCATION:
SEAPARC

Leisure Complex
2168 Phillips Road
Sooke, BC

MAILING ADDRESS:
PO Box 421
Sooke, BC
V9Z 1H4

TELEPHONE:
250-642-8000

FAX:
250-642-4710

EMAIL:
seaparc@crd.bc.ca

WEBSITE:
www.seaparc.ca

1. Call to Order
2. Adoption of Agenda
3. Approval of the Minutes of April 19, 2018
4. Correspondence
 - a) Rob Oyler, Sooke U17 Girls Soccer Team
5. Chair's Report
6. Directors' Report
7. New Business:
 - a) Staff Report: Fees & Charges 2018/19
8. Staff News
9. Fitness Gym & Multi-Purpose Space Addition – Project Update
10. Public Question Period
11. Round Table
12. Adjournment

**Capital Regional District
Sooke & Electoral Area Parks and Recreation Commission
Minutes of a Regular meeting held Thursday, April 19, 2018
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), B. Berger (Vice-Chair), D. Bishop, J. Perkins,
M. Tait (Director)
Staff: S. Knoke, SEAPARC Manager, C. Hoglund, Program Services Manager,
L. MacDonald, Recording Secretary
Absent: P. Grove
Public: 4
Press: 0

1. CALL TO ORDER

The Chair called the meeting to order at 6:09 pm.

2. ADOPTION OF AGENDA

The Chair requested that the agenda be amended as follows:

- Addition:
Item 9) Unfinished Business: Staff Report – SEAPARC Pool Roof

MOVED by Director Tait, **SECONDED** by Commissioner Bishop that the agenda be adopted as amended.

CARRIED

3. ADOPTION OF MINUTES

MOVED by Director Tait, **SECONDED** by Commissioner Perkins that the minutes of the March 15, 2018 meeting be adopted.

CARRIED

4. DELEGATION

Sooke Tennis & Pickleball Group representatives Marilyn Erickson, Leah Grownow, Bevin Bigalky and Martina Rossman reported on the condition of the Sooke Community Association's (SCA) Throup Road tennis courts and their wish to fund court improvements through partnerships with community agencies. The group would like to accommodate both tennis and pickleball on the existing courts as well as the eventual construction of stand-alone pickle ball courts.

While supportive of the Group's efforts, the Chair noted that SEAPARC's governing bylaws do not permit funding of a facility not owned/operated by the CRD. Commissioner Berger explained that historically the SCA has provided the land/facilities but upkeep and management has been the responsibility of the user group. Suggestions included registering as a non-profit society, applying to the District's Community Grant program and/or exploring the feasibility of joining the Fred Milne Society.

5. CORRESPONDENCE

- a) Keli Dunn, Amber Academy – Golf Tournament Fundraiser

Request for free use of the golf course on Father's Day weekend for a fundraising golf tournament. The Commission directed staff to offer the Academy a reduced rental rate with a required non-refundable deposit.

b) Brayden Friesen – Travel Assistance Funding

Request for funding to assist with travel costs for Sooke resident Brayden Friesen (17) to represent Canada at the BMX World Championships in Baku, Azerbaijan, June, 2018. The Commission offers assistance (max. \$400) to local organizations and athletes (under 21) travelling to provincial or higher level competitions.

MOVED by Director Tait, **SECONDED** by Commissioner Bishop that \$200 be awarded to Brayden Friesen to assist with his travel costs to participate in the BMX World Championships in 2018.

CARRIED

c) Navy League of Canada, Sooke Branch – Award Sponsorships

MOVED by Director Tait, **SECONDED** by Commissioner Berger that a donation be made to the Navy League of Canada – Sooke Branch in the amount of \$80 for the annual sponsorship of the "Athletic" and "Seamanship" Awards (\$40 each).

CARRIED

6. CHAIR'S REPORT

Construction of a proposed skate board park in Port Renfrew will not be going ahead due to liability issues. The focus will now be redirected to a bike pump track.

7. DIRECTORS' REPORT

In response to several requests received by Director Tait for a water park in Sooke, the Director suggested that SEAPARC staff begin researching water/splash parks in readiness should a grant opportunity arise. The SEAPARC Capital Plan includes \$140,000 in 2020 for "Outdoor Activity Space Development".

8. STAFF NEWS

PROGRAM SERVICES:

Community Initiative

SEAPARC has partnered with Westshore Parks and Recreation, School District 62 and the Pacific Institute for Sport Excellence (PISE) for a BC Physical Literacy for Communities initiative grant, funded by the Ministry of Health to support increasing physical literacy among students and teachers in our communities.

Special Events

Over 650 people, including 350 children, attended SEAPARC's annual free Easter Extravaganza on March 31 raising over \$650 for the Sooke Food Bank. Thank you to Darcy Smith and the program team for organizing another fantastic event.

Program Services

In an effort to streamline the reporting of program service information to the Commission, staff will now be preparing detailed quarterly program reports, with information based on each seasonal Active Living Guide, instead of providing monthly program updates.

ADMINISTRATION:

Community Recreation Bus

This year's two month summer camp bus rental is estimated to cost between \$4,000 for a 21 passenger bus and \$9,000 for a 24 passenger bus. CRD Fleet Services continues to search for ex-commercial units which could be purchased to fit SEAPARC's needs. Commission directed staff to research the feasibility of a bus being used for community groups/sports associations to help defray costs and provide a service to the community.

Bike Park

Sooke Bike Park is now open for limited use following annual park maintenance conducted by a volunteer work party on April 18, 2018. The intermediate jumps and pump track will be open for rider access while the large dirt jumps remain closed for more intensive restoration by a local contractor through the spring. We would ask bike park users to please respect trail and jump closures as repair work is underway.

Refrigeration Plant Safety Review

Worksafe BC completed an ammonia plant audit on December 1, 2017 and an order was received to replace the compressor room ammonia vent stack. The design, submitted to WorkSafe on March 16, 2018, has been approved and staff are now seeking quotes to construct. The Worksafe deadline for installation is June 30th 2018.

Golf Course Opening

DeMamiel Creek Golf Course opened for the season on April 18. A new \$395 "season's pass" offering will provide holders with unlimited access to the golf course for the 2018 season (April-October).

9. UNFINISHED BUSINESS

a) Staff Report – SEAPARC Pool Roof

Approval sought to amend the 2018 Capital Plan to permit the replacement and repair of both the leisure pool roof (scheduled for replacement in June, 2018) and the north pool roof (scheduled for replacement in 2019). Combining the projects will reduce set up and mobilization costs, capitalize on consultant services and maximize the amount of work that can only be completed during the upcoming three week annual pool shutdown. Commission comment included concerns that construction of the fitness gym may impact the north pool roof and that safeguards be set in place to ensure the work is completed during the scheduled three week pool shutdown.

MOVED by Director Tait, **SECONDED** by Commissioner Perkins that the Sooke & Electoral Area Parks and Recreation Commission recommend to the Capital Regional District Board:

That SEAPARC amend its 2018-2022 Capital Expenditure Plan reducing the cost of the Pool Roof Project from \$388,000 to \$280,500 and by moving the 2019 project to 2018.

CARRIED

10. PUBLIC QUESTION PERIOD

11. ROUND TABLE

- Fitness Gym and Multi-Purpose Space Expansion project status will be added as a standing agenda item.
- A Call for Credentials for consulting services for the provision of design, costing, tendering and construction of the expansion is currently posted on BC Bid and will close on May 4, 2018.

12. ADJOURNMENT

The regular meeting adjourned at 8:05pm. Next meeting: May 17, 2018 @ 6pm

Mike Hicks, Chair

Lynn MacDonald, Recorder

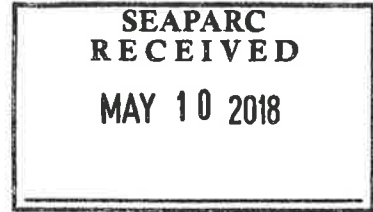
07 May 2018

Rob Oyler (Coach)

Sooke Soccer Club (Under 17 Girls Team)

7077 Maple Park Terrace

Sooke, BC V9Z 0N2



To Commission Members,

I have brought together a diverse group of 17 girls ranging in ages 13 to 16 forming a dedicated group of soccer players in Sooke, training hard with the goal to travel to Paris, France in July of 2018 to participate in the Paris World Games representing both Sooke and Canada.

Since Christmas the girls and parents have been working hard to raise the needed funds to help with airfare and accommodations while in Paris, they have already held several successful bottle drives and just recently they held a very successful beer and burger night where the Sooke Legion graciously supplied the venue and a good number of the local population came out to support, they have a few more fund-raising events planned, car washes and one more bottle drive to name just a few.

I am writing this letter as a funding request (amount to be determined by the Commission) to assist with travel costs in sending the girls to play in the Paris World Games. This funding would greatly benefit helping these young girls to fulfill a dream, to play a game they are passionate about while experiencing the customs and ways of a foreign land, an educational opportunity that will last them a lifetime one that can never be taught in schools. The new friends that they will meet, the memories that will be formed will contribute towards developing these young ladies into becoming responsible young adults.

This funding would help to fulfill a dream I believe these girls will be forever grateful and will always remember the kind generosity of folks supporting their cause, the Commission in turn will be an integral part of forming a growth strategy to our young generation some of which will become our future leaders of that I have no doubt.

I and this young team are so grateful for what folks have donated to date, I am a firm believer the benefits of supporting our youth sport programs is so vital in helping our youth to avoid the pitfalls associated with the formidable teenage years. They say it takes a village to raise a child, I truly believe that.

Sincerely,

Rob Oyler

A handwritten signature in blue ink, appearing to read "Rob Oyler".

Coach

Sooke U17 Girls Paris Team

250-415-6009



**STAFF REPORT TO THE SOOKE &
ELECTORAL AREA PARKS AND RECREATION COMMISSION
MEETING OF MAY 17, 2018**

SUBJECT: 2018/2019 Fees and Charges (effective September 1, 2018)

PURPOSE:

This report contains recommendations regarding proposed fee increases and amendments to the Recreation Services and Facilities Fees and Charges Bylaw, effective September 1, 2018.

BACKGROUND:

Each year all Capital Regional District (CRD) recreation centres are required to review and analyze their fees and charges and recommend any changes for approval by the CRD Board. Existing fees and charges are compared to other recreation centres in the area and lower mainland. As well, other data and background information is gathered to determine social and economic conditions in the community.

The last adjustment to the Fees and Charges was on September 1, 2017.

The annual process for reviewing Fees and Charges includes consideration of:

- Past and actual budgeted expenses and revenues
- Activity and usage levels
- Recognition of desired recovery rates and operational deficits
- Operational assumptions regarding access, facility enhancements and recovery
- Fees and charges at other municipal recreation departments
- Previous year's fee increases
- Economic times
- Discussions with key user groups

The primary consideration in the review of recreation fees and charges is to find a balance between fiscal accountability, access to recreation services, and the marketplace

The review process is also consistent with SEAPARC's Fees and Charges Policy:

- Fees should be based on recovery of direct costs.
- Fees should encourage maximum public participation and minimize, within reason, the tax subsidy.
- Registrants should be responsible for financially contributing to their recreation activity.
- Fees for youth and children should be lower than those for adult and senior whenever possible.
- Fees for commercial users should be more than they are for adult users.
- Fees for non-prime time use should be discounted.

Proposed Fees and Charges Adjustments

Proposed Fees and Charges Summary attached as Appendix A.

Drop-in Fees

Comparison of fees and charges to other centres indicates that SEAPARC Leisure Complex continues to offer admission fees that are slightly below average for the CRD region; however, timed pass prices are very close to the regional average. It is recommended that pass rates and drop-in fees remain unchanged this year to stay competitive with regional recreation centres and to keep participation rates high with the ultimate goal of improving community health and wellness.

Ice Rental Rates

It is recommended that ice rental rates remain unchanged this year to stay competitive with regional recreation centres and to keep participation rates high with the ultimate goal of improving community health and wellness.

Aquatic Rental Rates

Proposed rate increases for pool and lane rentals are proposed for alignment within Greater Victoria. Due to continued high demand for pool space and growth, the pool requires rate adjustment.

Private Instruction Fees

Private lessons will be removed from the SEAPARC Fees and Charges Bylaw and incorporated into program fees. This move will allow alignment with program fee increases and improve marketing opportunities.

Program Fees

Although not part of the fees and charges bylaw, program staff will review and increase fees for staff led programs as appropriate.

ALTERNATIVES:

1. That the Commission approves the recommended fee adjustments for 2018/19 as outlined in this report;
2. That the Commission approves the recommended fee adjustments for 2018/19 with some exceptions;
3. That the Commission maintains the fee structure at current levels for 2018/19.

IMPLICATIONS:

- Utility costs and staffing costs have increased; therefore any proposed increased fees are recommended to keep pace with these costs.
- Failure to meet revenue projections, for whatever reason, may result in a greater reliance on the tax requisition.

CONCLUSION:

Fees increases described in this report have been added to the Fees and Charges Summary attached.

RECOMMENDATION(S):

That the Commission approve the proposed SEAPARC Recreation Fees and Charges for 2018/19 effective September 1, 2018 for inclusion in the 2018/19 Fees and Charges Bylaw to be approved by the CRD Board.



Steve Knoke
SEAPARC Manager

SEAPARC RECREATION FEES AND CHARGES
Effective September 1, 2018

DROP- IN FEES (swim, skate, weight room, aerobic classes)		
Admission fees inclusive of tax		
Adult (19 – 59)	Single Admission	\$ 6.00
	10x	\$ 54.20
	1 month	\$ 60.10
	12 month	\$ 431.25
	Arena Dry Floor Admission	\$ 4.00
Senior (60+)	Single Admission	\$ 4.50
	10x	\$ 41.00
	1 month	\$ 45.50
	Arena Dry Floor Admission	\$4.00
Student (19+)	Single Admission	\$ 4.50
	10x	\$ 41.00
	1 month	\$ 45.50
	Arena Dry Floor Admission	\$ 4.00
Youth (13 – 18)	Single Admission	\$ 3.50
	10x	\$ 31.80
	1 month	\$ 35.50
	12 month	\$ 258.75
	Arena Dry Floor Admission	\$2.00
Child (5 – 12)	Single Admission	\$ 3.00
	10x	\$ 27.30
	1 month	\$ 30.30
	12 month	\$ 217.50
	Arena Dry Floor Admission	\$2.00
Family (Maximum 5)	Single Admission	\$12.00
	10x	\$ 108.20
	1 month	\$ 120.25
	12 month	\$ 730.00
	Arena Dry Floor Admission	\$ 12.00
Preschool Age (4 and Under)	Single Admission	\$ 0.00
Lifestyle Pass All Ages	12 month	\$ 365.00
Regional Pass All Ages	12 month	\$ 492.00

MISCELLANOUS ADMINISTRATION (Includes applicable tax)	
Administration Fee	\$ 10.00
Card Replacement/Refund	\$ 5.00
Towel Rental	\$ 2.00
Shower Fee	\$ 3.00
Loonie Admission	\$ 1.00
Toonie Admission	\$ 2.00
Cash Withdraw Fee	\$ 1.50
POOL FACILITY (Rates per hour unless otherwise noted; Subject to applicable tax)	
Private Swim Lesson (15 min.)	\$ 12.25
Private Swim Lessons (15 min.) (10% 5 lessons discount)	\$ 11.02
Pool Rental (includes 2 guards)	\$ 150.00
Pool Rental Guard/Instructor (additional staff)	Market Rate
Lane Rental – Adult / Commercial	\$ 25.00
Lane Rental – Youth	\$ 13.00 (10%)
Lane Rental – Adult Removed and placed in Commercial	\$24.00
ARENA FACILITY (Rates per hour unless otherwise noted; Subject to applicable tax)	
Private Skate Lesson (15 min.)	\$ 12.25
Private Skate Lessons (15 min.) (10% 5 lessons discount)	\$ 11.02
Ice - Adult Prime*	\$ 220.00
Ice - Adult Non-Prime*	\$ 185.00
Ice – Youth Prime Rate (8 pm – 10 pm Weekdays; 7 pm – 10 pm Weekends)*	\$ 214.00
Ice – Youth Non-Prime	\$ 107.00
Ice – Youth Early Morning Resident*	\$ 54.00
Ice – Youth Early Morning Non Resident*	\$107.00
SD 62 School Use*	\$ 80.00
Dry Floor – Adult Non Profit*	\$ 73.80
Dry Floor – Youth Resident*	\$ 36.90
Dry Floor – Youth Non Resident*	\$ 73.80
Dry Floor – Commercial*	\$ 108.00
Arena Office Space – fee per month	\$ 330.00 (2%)
RATES PER DAY FOR THE FOLLOWING ITEMS:	
Complex – Dry Floor Non Profit (per day)*	\$ 1,176.00
Complex – Dry Floor Non Profit (Move In/Out)*	\$ 588.00
Complex – Dry Floor Commercial (per day)*	\$ 1,730.00
Complex – Dry Floor Commercial (Move In/Out)*	\$ 865.00
*Discounted rental rates may be negotiated if the event provides a benefit to the community and/or facility space available in low priority times.	

APPENDIX A
Proposed 2018/19 Fees & Charges
Bylaw No.

C – SEAPARC Recreation Centre

ARENA SKATE SHOP FEES (Includes applicable tax)	
Skate Rental	\$ 3.00
Skate Rental – Family Rate (Maximum 5)	\$ 6.00
Skate Rental – SEAPARC Lessons	\$ 1.00
Skate Sharpening	\$ 4.50
Skate Sharpening 10x	\$ 40.50
SEAPARC ROOM RENTAL (Rates per hour; Subject to applicable tax)	
Boardroom	\$ 16.00
Boardroom – Local Non Profit	\$ 0.00
Multipurpose Room – Half Room	\$ 31.00
Multipurpose Room – Full Room	\$ 62.00
SEAPARC STAN JONES FIELD (Subject to applicable tax)	
Per Game	\$ 25.00
Per Game Youth	Free
FACILITY ADVERTISING (Subject to applicable tax)	
Rink Board (per year)	\$ 600.00
Zamboni Ad (per year)	\$ 1,000.00
Brochure Advertising	Negotiated
GOLF COURSE GREEN FEES AND RENTALS (Includes applicable tax)	
Adult	\$ 15.00
Adult 10x	\$135.00
Youth (8-16)	\$ 10.00
Family (Max 4 incl. 2 adults)	\$ 40.00
Extra Round	\$ 10.00
Pull Cart Rental (rounding only)	\$ 5.00
Club Rental (rounding only)	\$ 7.00



**STAFF REPORT TO THE SOOKE &
ELECTORAL AREA PARKS AND RECREATION COMMISSION
MEETING MAY 17, 2018**

SUBJECT Staff News

PURPOSE Information

ADMINISTRATION

2018 Pool Shutdown

During this year's annual shutdown (three weeks, June 11-July 2) the pool filters will be replaced and the pool roof replacement project will begin. Regular maintenance items will be dealt including underwater light replacement.

Arena Roof

Arena roof is repair is underway. Deficiencies found during the final inspection are being corrected by the contractor. The repairs are expected to be completed in the coming weeks subject to weather permitting conditions.

Refrigeration Plant Safety Review

SEAPARC has started receiving quotes to construct the WorkSafe BC required redesigned discharge stack for the ammonia room ventilation system. Installation will proceed once a firm has been selected. The WorkSafe BC deadline for installation is June 30th 2018.

Bike Park Dirt Jump Maintenance

The large jumps in the bike park are currently closed. A local contractor will be reshaping the lips and repairing features in the park. The work is expected to be completed by the end of June.

British Columbia Recreation and Parks Association (BCRPA) Symposium

The SEAPARC Manager and Recreation Coordinator attended the annual BCRPA symposium in Vancouver at the end of March. Several interesting topics covered including the following:

- Reaching the Hard to Reach: Tips and Tricks for Delivery of Physical Activity Programs for Seniors Across the Province
- Removing Barriers to Recreation
- Telling and Selling Our Story: Marketing and Branding for Recreation
- Creating Partnerships Between Indigenous and Non-Indigenous Organizations
- Spaces and Faces: BC's Stats on Recreation Infrastructure and Participation

Ice Allocation

The 2018/29 Ice Season Ice Allocation meeting is scheduled for Wednesday, May 23 @ 6pm. A volunteer is sought to represent the Commission at the meeting.

Steve Knoke
SEAPARC Manager



**SOOKE & ELECTORAL AREA PARKS AND RECREATION COMMISSION
MEETING MAY 17, 2018**

**Fitness Gym & Multi-purpose Space Addition
Project update**

SUBJECT Fitness Gym & Multi-Purpose Space Addition

PURPOSE Project Update

- April 24 - Call for Credentials issued
- Nine project teams submitted their credentials
- CRD/SEAPARC project management currently evaluating Call for Credentials
- Three project teams will be selected and invited for "Request for Proposals" (RFP)
- RFP seeks "consulting services for the conceptual design, detailed design, contract specifications, pre-tender estimates, construction inspections and construction administration" of the addition
- Draft RFP currently being review by the CRD/SEAPARC project management team
- Target date for issuing the RFP is May 18
- A mandatory site meeting with the proponents will be scheduled on May 24 (tentative)
- The RFP target closing date is June 14
- Target date for signing the contract with the architect is July 3

Project Management Team:

Project Sponsor: Steve Knoke - SEAPARC Manager
Project Manager: Andy Liu – Manager, Environmental Engineering,
Project Director: Stephen May – Sr. Manager, Facilities Management & Engineering Services

A handwritten signature in blue ink, appearing to be 'SK'.

Steve Knoke
SEAPARC Manager

INFORMATION ONLY

SEAPARC CUSTOMER COMMENT CARDS/SUGGESTIONS January 1 – April 30, 2018

Administration:

- Please GET A GYM. *(Jan. 8)*
- Please have the software upon check in let us know of Swim Club and if lanes are or are not available as we check in. *(Jan. 17)*
- The family change area is in dire need of more change tables within the individual changing rooms. It's extremely awkward and unsafe to try and change myself and my baby without a proper table to put him on. The hard plastic chairs do not help as I need to lay him down to get him dressed. The narrow wooden benches are not sufficient of practical. Safety is paramount and adding the extra change tables would mitigate potential incidents/accidents. I am proposing that a fold down table be mounted on the wall in each individual changeroom. Thanks *(Jan. 18)*
- Comment made via SEAPARC Facebook page: Just thought I would ask if it would be possible for seaparc to consider putting in a squash court? *(Feb. 7)*
- The meeting room "Boardroom" is a great space but should perhaps consider curtains. The sun heats up the room and we have to open the door towards the noisy foyer - making lectures difficult to hear, especially for hard of hearing. *(Feb. 22)*
- Maybe a bigger sign in the shower area reminding people to shut off water & conserve. Amazing how many adults do not do this *(Mar. 5)*
- Sauna sand timer. Clock that you can see from sauna window. Thank you *(Mar. 8)*
- I am allergic to scents and am finding it difficult during aquafit class. Please address the issue. *(Mar. 20)*
- Just want to put my "Vote" in for spin classes is the new gym. And keeping Jacklyn involved as much as possible. *(Mar. 23)*
- Rcvd via SEAPARC email:
On Thursday, our 9 a.m. Aquafit class ended and we headed for the change room. There were 2 women and 6 small children in there, preparing to go swimming. There were several issues of concern. These children were running around the benches screaming, while we were trying to get dressed, two rude ones watched me undress and pronounced me fat, and the women seemed to be purposely ignoring it, even when I loudly asked what mother owned these children. Very often, when our class ends, there are several elderly women who have walkers, canes and various mobility issues, preparing for the 10 a.m. class. Thankfully, they weren't there or it would have been dangerous. My question is why parents with children aren't directed to use the family room instead, for safety reasons as well as capacity...the women's changeroom is not spacious. It was a very unpleasant, chaotic, and tense situation for all of us. *(Mar. 29)*
- Please expand the ladies locker room & shower! With some aquafit classes being 20+ people - the facilities can't possibly accommodate all of us. And when there are holidays - it's chaos with all the kids! *(Mar.29)*
- With the new gym expansion please have timeslots for child care. My friends and I all travel to Westshore for a gym membership because there is absolutely nowhere in Sooke that offers this option for parents. Please! Please! and Thank You *(Mar. 31)*
- Steam room when building gym *(Apr. 1)*
- Hi Juan de Fuca sent me a complimentary visit for my B-day (mar 9/52) you may want to implement the same here? Thanks. Contact me if you do take up this idea. *(Apr. 3)*
- I haven't been to use the pool in about 1 year. Big improvements in the female change room. I like the private change stalls. Very clean change room it is better than some other facilities. *(Apr. 3)*
- New gym - please ensure we have spin bikes!!! *(Apr. 5)*
- Thoughts: Exercise leaders using the room by the kindergarten/pre school need to have consistent housekeeping rules that they educate their classes in. Are statistics kept on complaint categories? The sauna seems to get a lot. *(Apr. 17)*
- Need a big sign. Shut off water. *(Apr. 25)*

SEAPARC CUSTOMER COMMENT CARDS/SUGGESTIONS January 1 – April 30, 2018

Programs:

- via SEAPARC email:
Hi! I see that you have made some changes to the website, I like it! I read that suggestions were welcome, so I thought I would share one. I would love to participate in a fitness class, especially if I could bring my 8 year old son, kinda dual purpose, that isn't my suggestion, just a hint. What would really be helpful for me would be a filter that allows me to select the time of day and if it was a week day or week end. There are many activities for the day, I need an evening class. Thanks so much for the opportunity! *(Jan. 2)*
- The exercise dumbbells and steps really need a reorganization. Actually all the storage in that room needs reorganization *(Jan. 8)*
- Ball Class - the quality of balls is not suited for persons what are tall as they cannot hold air & therefore it is like exercising on a flat ball. *(Jan. 8)*
- Thank You for listening to your participants the new balls are great. *(Jan. 11)*
- rcvd via SEAPARC email:
Hello, Our idea for a new program would be to have a teen drop-in area. On weekends and evenings for the teens to have a safe place to hang out, with activities available like board games, movies, music, possibly with musical instruments, books, crafts, snacks etc. Would be willing to donate items and volunteer time for supervision. *(Feb. 2)*
- Thanks for the new storage in the strength & mobility room *(Feb. 5)*
- I swim 4x a week at 6am and would love to be able to do it without loud music-maybe some soft instrumental music to get the day started. We do live in a very noisy world - lets make it a bit quieter. *(Feb. 26)*
- Is it possible to have "quiet time" (no music) from 6-7am weekdays? We are bombarded with noise constantly, it is nice to start the day quiet. Thank you for considering this request. *(Mar. 2)*
- Aqua Zumba Sunday mornings - for the safety of clients & children & instructor & less interruption to class whether that section of the pool deck should be closed to through traffic during class *(Mar. 6)*
- Music too loud!! *(Mar. 6)*
- Would love some music in AM. Maybe soft classic *(Mar. 6)*
- Music in the AM please *(Mar. 6)*
- Love the music in the morning!! *(Mar. 9)*
- Please can we have a quiet hour from 6-7am. Thank you *(Mar. 12)*
- Quite music PLEASE *(Mar. 12)*
- I would like gymnastics in Sooke. It's too hard to go to Victoria every week or summer camps for gymnastics, acting, sewing. *(Mar. 21)*
- Gymnastics in Sooke. Can use a local school. There are gymnastic coaches in Sooke available. Not only pre-school level. Handball tournament between elementary schools - already done in Colwood & Langford. Soccer all summer. Soccer club "forces" families to drive everywhere. Keep it local for (especially) low income families. Appreciate the activities that start almost straight after school ends. Saves the parents the extra trip back to town. Appreciate that you include dance and arts. We hope these can take place on weekdays at some point in the future. *(Mar. 21)*
- To Whom it may concern:
On Saturday I got ready to go for length swim, I drove to Seaparc only to be told no lanes would be available because they needed the hour 12-1 to get the slide out for the kids that afternoon. There was a sign up on the front desk indicating this. I have no problem giving up my lengths for the kids however some prior notice would have been nice. *(continued...)*

SEAPARC CUSTOMER COMMENT CARDS/SUGGESTIONS January 1 – April 30, 2018

Programs (continued):

I am told the sign went up only on the Friday before. Would it not be just as easy to put it up at the beginning of the week say Monday or Tuesday, I am a regular swimmer and would have seen it. As it was I couldn't swim on Friday so missed it and wasted a lot of what I call my valuable time only to be told there was no swimming.

In my book as a grandparent the kids should always come first but it would not have taken a lot of time and effort from your staff to post this small sign up on the desk much earlier, I fear I wasn't the only one who wasted time that day. Thanks for your consideration in this matter. *(Mar. 21)*

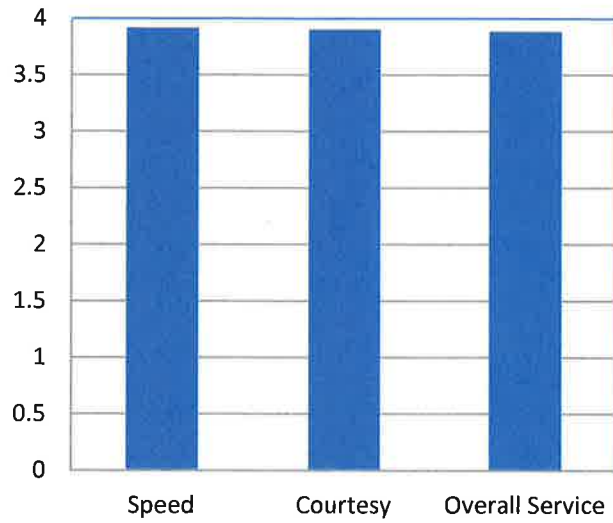
- It has become a problem during our 9am Aquafit class with the 10am instructor and participants entering the pool in the middle of our class. I had to ask the 10am instructor (who got in my way) if I was in her way she said "It's better than standing on the pool deck". *(Mar. 22)*
- Jacklyn's class is as always AMAZING!! She combines a well-structured work out plan with an attitude of fun. Wonderful! *(Apr. 5)*
- Why does seapark not have swim suit "spinner" (think salad spinner) like other facilities so we can leave the pool water here @ seapark *(Apr. 10)*

Maintenance:

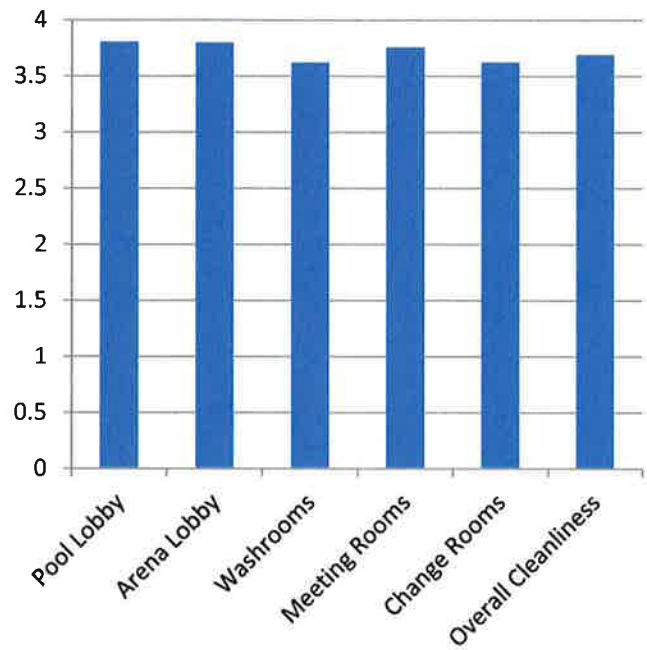
- The pool temperature is perfect. The women's change room is perfect. The hot tub temp is great. *(Feb. 3)*
- When the pool is drained during shutdown can you please grind down the terminus of the ledge (hot tub side) the tile is very sharp on the corner. The corner where it stops the top one. *(Feb. 6)*
- 1. The floor in the daycare/fitness room needs to be washed - not just swept.
2. The fitness room needs to be cooler than 20 degrees, it should be 16-18 according to the Canadian Fitness Safety Standards.
3. Fitness room needs industrial FANS - 3 at least. *(Feb. 17)*
- Garbage under seat in women's change room. *(Mar. 6)*
- Sauna is like it was last year when the element was cracked because people poured water on it. Th floor & benches are too hot to walk and sit on *(Mar. 12)*
- Sauna too cold need heat, it's become warm room. *(Mar. 14)*
- Thanks for installing the soap dish in the family change room shower by the pool. The sauna tiles and bench still too hot. *(Mar. 15)*
- I would appreciate a garbage bin by each sink. When we brush/comb our hair if not at right sink have to go looking for a garbage can - not a big deal I know but weird not to have one at each sink. *(Mar. 28)*
- Burnt feet no b...t hurts *(Apr. 4)*
- 1st faucet in women's washroom off hockey rink is loose. Faucet by ATM across from candy machines is loose and not providing water. *(Apr. 5)*
- For safety reasons I was concerned that towels hanging on the grab bars leaving the changerooms is dangerous. Maybe more hooks are needed for towels. *(Apr. 6)*
- Sauna too hot burned feet on floor *(Apr. 15)*
- I'm thinking you getting alot of complaints about how hot the sauna is. My suggestion is to disconnect one of the elements. I don't think you realize that when one of the elements were burnt out it seemed to be perfect! (for everyone) *(Apr. 15)*

SEAPARC CUSTOMER COMMENT CARDS/SUGGESTIONS
January 1 – April 30, 2018

Customer Service Ratings



Facility Cleanliness Ratings



■ Excellent = 4, Good = 3, Fair = 2, Poor = 1