



AGENDA
CAPITAL REGIONAL DISTRICT
SOOKE & ELECTORAL AREA PARKS AND RECREATION COMMISSION
General Meeting, SEAPARC Boardroom
Thursday, May 16, 2019 at 2pm

**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. Adoption of Agenda
3. Approval of the Minutes of March 21, 2019
4. Fitness Gym & Multi-Purpose Space Addition
 - a) Project Update
5. Chair's Report
6. Directors' Report
7. Unfinished Business
 - a) Meeting Schedule
8. New Business
9. Staff Reports
 - a) Commercial Use Access Policy
 - b) Fees & Charges 2019/20
 - c) Staff News
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, March 21, 2019 at 2pm
SEAPARC Leisure Complex Board Room, Sooke, BC**

Mission Statement:

*"Sooke & Electoral Area Parks and 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: A. Beddows (Chair), D. Bishop, P. Grove, M. Hicks (Director)
M. Tait (Director),
Staff: S. Knoke, SEAPARC Manager; A. Liu, Manager – Environmental Engineering;
L. MacDonald, Recording Secretary
Absent: J. Perkins (Vice-Chair), C. Hogle, Program Services Manager
Public: 0
Press: 0

1. CALL TO ORDER

The Chair called the meeting to order at 2:00 pm.

2. ADOPTION OF AGENDA

MOVED by Commissioner Bishop **SECONDED** by Director Hicks that the agenda be adopted.

CARRIED

3. APPROVAL OF THE MINUTES OF FEBRUARY 28, 2019

MOVED by Director Hicks, **SECONDED** by Commissioner Bishop that the minutes of the February 28, 2019 meeting be adopted.

CARRIED

4. MOTION TO CLOSE THE MEETING

MOVED by Director Tait, **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 closed meeting commenced at 2:05pm and adjourned at 3:14pm.

5. RISE & REPORT – FITNESS GYM AND MULTI-PURPOSE SPACE ADDITION

The Commission reported on the following closed meeting resolution:

MOVED by Director Hicks, **SECONDED** by Director Tait that the SEAPARC Commission recommend to the Capital Regional District Board:

1. That the amended SEAPARC 2019-23 Capital Plan, as presented in Appendix A, be approved;
2. That the SEAPARC Fitness Gym and Multi-Purpose Space Addition project budget be increased by an additional \$660,000. Increased funding will come from \$60,000 in 2019 climate action grant; \$200,000 in 2019 and \$400,000 in 2020 Capital Reserve Funds; and
3. That Contract 18-1957 SEAPARC Fitness Gym and Multi-Purpose Space Addition Contract be awarded to Knight Contracting Ltd. in the amount of \$2,857,631.

CARRIED
(Opposed: D. Bishop)

6. CHAIR'S REPORT

7. DIRECTORS REPORT

8. NEW BUSINESS

9. STAFF REPORTS

a) 2019/20 Ice Allocation Meeting

Chair Beddows will attend the May Ice Allocation meeting (date to be determined) as Commission representative.

b) April Meeting

Due to absence of both the SEAPARC Manager and Program Services Manager, the April regular meeting scheduled for April 18 will need to be moved to another date or cancelled.

The Chair proposed changing the regular meeting schedule due to scheduling conflicts. Administrative Secretary to poll Commissioners on availability.

10. PUBLIC QUESTION PERIOD

11. ROUND TABLE

12. ADJOURNMENT

The regular meeting adjourned at 3:36pm.

Next regular scheduled meeting: April 18, 2019 at 2pm

Al Beddows, Chair

Lynn MacDonald, Recorder



STAFF REPORT TO THE SOOKE &
ELECTORAL AREA PARKS AND RECREATION COMMISSION
MEETING OF THURSDAY, MAY 16, 2019

SUBJECT

Commercial Use Access Policy

ISSUE

A policy is required to formalize drop-in commercial/private entity use of SEAPARC facilities and establish a new drop-in access fee

BACKGROUND

Facility access and use by commercial operations is commonplace in public recreation facilities. SEAPARC's current Fees and Charges policy identifies and establishes a rationale for commercial rates. With the provision of a new fitness service, it is anticipated demand will increase for drop-in commercial access. To address this demand, a commercial facility access policy has been created and is attached *see Appendix A attached*. The policy aligns with SEAPARC's current Fees and Charges policy and specifically outlines the requirements for commercial facility access.

SEAPARC fees and charges policy defines commercial use as:

- Any group formed with the intent of making a profit for its owners or members.
- When an individual or select group is the direct beneficiary of a special or exclusive service which may involve instruction or private use, the fees must be paid for in whole, or in substantial portion, by the participant group or individual.
- Services of private benefit are defined as services providing their primary benefit to the individual receiving the service and the community as a whole receives little or no benefit from the service.
- The more a service provides a private benefit to the individual users the more the cost is justified to be recovered through user fees.

ALTERNATIVES

Alternative 1

That the Sooke & Electoral Area Parks and Recreation Commission recommend that:

Policy No. A-100.28 "Commercial Use Access Policy" be adopted

Alternative 2

That the Commission receive the report for information.

IMPLICATIONS

ECONOMIC IMPLICATIONS

SEAPARC currently recovers approximately 30% of operational costs from user fees. At this rate, the proposed commercial drop in access fee would be three times the adult admission or approximately \$19.50. This rate represents the market rate and effectively removes the tax subsidy from the current admission fee.

SEAPARC Fundamental Principles and Procedures on Fees and Charges states that;

- No commercial and/or private interest will be allowed to profit at the expense of taxpayers. If those groups require a Commission resource (ie. facility) to meet their own objectives and those objectives do not overlap with the Commission's service objectives, then that private/ commercial entity will be charged a rate which is consistent with market rates charged by comparable private/commercial facilities.
- The Commission has a right to profit on the use of its facilities when public resources are utilized by profit-motivated individuals, groups or companies. When admission to facilities are charged, the Commission has a right and duty to share in the percentage of revenue

CONCLUSION

With the provision of a new fitness service, SEAPARC requires establishment of a commercial access policy. The policy presently aligns with SEAPARC's current Fees and Charges policy. The market rate for access has been included in the 2019/20 Fees and Charges report for Commission approval.

RECOMMENDATION(S)

That the Sooke & Electoral Area Parks and Recreation Commission:

Recommend that Policy No. A-100.28 "Commercial Use Access Policy" be adopted



Steve Knoke
SEAPARC Manager

Attachments: Appendix A (Commercial Use Access, Policy A-100.28)

SOOKE & ELECTORAL AREA PARKS AND RECREATION COMMISSION

SECTION: A-100
POLICY NO.: A-100.28

SUBJECT: ADMINISTRATION – Commercial Use Access Policy

1. POLICY

The Commission recognizes the rehabilitation and wellness value that can be realized through use of the facilities and wishes to maximize these opportunities.

2. PURPOSE

The purpose of this policy is to provide guidance to SEAPARC staff and private therapists/instructors regarding commercial access to facilities.

3. SCOPE

This policy applies to commercial operators who conduct business and are not in the employment of or contracted to the Commission.

4. PROCEDURE

Commercial operators (physiotherapists, occupational therapists, massage therapists, kinesiologists, personal training, etc.) not in the employment of or contracted to the Commission may make use of the SEAPARC Leisure Complex facilities for the benefit of their clients under the following conditions:

- Therapists must complete and submit a registration form for approval prior to admission
- Therapists must pay the Commercial drop-in fee
- Clients must pay the appropriate drop-in fee
- Access will only be permitted during regularly scheduled drop-in sessions unless previously arranged through the relevant program coordinator
- All facility and equipment usage policies and procedures must be followed
- Facility and equipment usage by outside, private therapists/instructors may not be approved if it is determined that a similar existing service is already being provided by the Commission.

Authorized by Resolution

Effective Date:

Revision Date:



**STAFF REPORT TO THE SOOKE &
ELECTORAL AREA PARKS AND RECREATION COMMISSION
MEETING OF MAY 16, 2019**

SUBJECT: 2019/2020 Fees and Charges (effective September 1, 2019 and January 1, 2020)

PURPOSE:

This report contains recommendations regarding proposed fee increases and amendments to the Recreation Services and Facilities Fees and Charges Bylaw, effective September 1, 2019 and January 1, 2020.

BACKGROUND:

The CRD requires the Commission to approve Fees and Charges by early June each year as these are then added to a CRD Fees and Charges annual Bylaw.

The last adjustment to the Fees and Charges was on September 1, 2018.

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 and Changes

The follow changes are proposed:

Fee increases

- Rental Fees – approx. 2%
- Admission Fees – approx. 0-8%(effective Jan./20)

New Fees:

- Drop-in Commercial Use/Access (effective Jan./20)
- Rental Fees for new MP Rooms (effective Jan./20)
- Administration Fee Annual Pass
- Golf Youth 10x pass

Fee removal:

- Arena Dry Floor Admission

These increases will help offset the general increase to the tax requisition. Further they will contribute to contracted or projected increases in major operating cost categories of wages and benefits, hydro, water, and implementation of new software for registration and maintenance management.

Currently SEAPARC's fees are considered to be at an appropriate level for services required and for costs associated with the operation.

Proposed Fees and Charges Summary attached as Appendix A.

ALTERNATIVES:

1. That the Commission approves the recommended fee adjustments for 2019/20 as outlined in this report;
2. That the Commission approves the recommended fee adjustments for 2019/20 with some exceptions;
3. That the Commission maintains the fee structure at current levels for 2019/20.

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 2019/20 effective September 1, 2019 and January 1, 2020 for inclusion in the 2019/20 Fees and Charges Bylaw to be approved by the CRD Board.



Steve Knoke
SEAPARC Manager

SEAPARC RECREATION FEES AND CHARGES
Effective Date Varies See Individual Schedules

DROP- IN FEES (swim, skate, weight room, aerobic classes)				
Admission fees inclusive of tax				
Effective January 1, 2020				
		2018/19	Proposed 2020	Percent Change
Adult (19 – 59)	Single Admission	\$ 6.00	\$6.50	8%
	10x	\$ 54.20	\$58.50	8%
	1 month	\$ 60.10	\$65.00	8%
	12 month	\$ 431.50	\$465.00	8%
	Arena Dry Floor Admission	\$ 4.00	\$4.00	0%
Senior (60+)	Single Admission	\$ 4.50	\$4.75	5%
	10x	\$ 41.00	\$42.75	5%
	1 month	\$ 45.50	\$47.50	5%
	Arena Dry Floor Admission	\$4.00	\$4.00	5%
Student (19+)	Single Admission	\$ 4.50	\$4.75	5%
	10x	\$ 41.00	\$42.75	5%
	1 month	\$ 45.50	\$47.50	5%
	Arena Dry Floor Admission	\$ 4.00	\$4.00	0%
Youth (13 – 18)	Single Admission	\$ 3.50	\$3.50	0%
	10x	\$ 31.50	\$31.50	0%
	1 month	\$ 35.50	\$ 35.50	0%
	12 month	\$ 258.75	\$ 258.75	0%
	Arena Dry Floor Admission	\$2.00	\$2.00	0%
Child (5 – 12)	Single Admission	\$ 3.00	\$ 3.00	0%
	10x	\$ 27.30	\$ 27.30	0%
	1 month	\$ 30.30	\$ 30.30	0%
	12 month	\$ 217.50	\$ 217.50	0%
	Arena Dry Floor Admission	\$2.00	\$2.00	0%
Family (Maximum 5)	Single Admission	\$12.00	\$13.00	8%
	10x	\$ 108.20	\$117.00	8%
	1 month	\$ 120.25	\$130.00	8%
	12 month	\$ 730.00	\$800.00	8%
	Arena Dry Floor Admission	\$ 12.00	\$13.00	8%
Commercial Access	Single Admission		\$19.50	New
Preschool Age (4 and Under)	Single Admission	\$ 0.00	\$ 0.00	\$ 0.00

APPENDIX A
Proposed 2019/20 Fees & Charges
Bylaw No.

C – SEAPARC Recreation Centre

Lifestyle Pass All Ages	12 month	\$ 365.00	\$400.00	8%
Regional Pass All Ages	12 month	\$ 492.00		\$ 492.00

MISCELLANEOUS ADMINISTRATION (Includes applicable tax)			
Effective September 1, 2019			
	2018/19	Proposed 2019/20	Percent Change
Administration Fee	\$ 10.00	10.00	0%
Administration Fee Annual Pass	\$25.00	25.00	0%
Card Replacement/Refund	\$ 5.00	5.00	0%
Towel Rental	\$ 2.00	2.00	0%
Shower Fee	\$ 3.00	3.00	0%
Toonie Admission	\$ 2.00	2.00	0%
Cash Withdraw Fee	\$ 1.50	1.50	0%
POOL FACILITY (Rates per hour unless otherwise noted; Subject to applicable tax)			
Pool Rental (includes 2 guards)	\$ 150.00	150.00	0%
Pool Rental Guard/Instructor (additional staff)	Market Rate	Market Rate	0%
Lane Rental – Adult / Commercial	\$ 25.00	25.00	0%
Lane Rental – Youth	\$ 13.00	13.00	0%
ARENA FACILITY (Rates per hour unless otherwise noted; Subject to applicable tax)			
Ice - Adult Prime*	\$ 220.00	225.00	2%
Ice - Adult Non-Prime*	\$ 185.00	187.00	1%
Ice – Youth Prime Rate (8 pm – 10 pm Weekdays; 7 pm – 10 pm Weekends)*	\$ 214.00	215.00	1%
Ice – Youth Non-Prime	\$ 107.00	109.00	2%
Ice – Youth Early Morning Resident*	\$ 54.00	55.00	1%
Ice – Youth Early Morning Non Resident*	\$107.00	109.00	2%
SD 62 School Use*	\$ 80.00	82.00	2%
Dry Floor – Adult Non Profit*	\$ 73.80	75.00	2%
Dry Floor – Youth Resident*	\$ 36.90	38.00	2%
Dry Floor – Youth Non Resident*	\$ 73.80	75.00	2%
Dry Floor – Commercial*	\$ 108.00	110.00	2%
Arena Office Space – fee per month	\$ 333.00	337.00	2%
RATES PER DAY FOR THE FOLLOWING ITEMS:			
Complex – Dry Floor Non Profit (per day)*	\$ 1,176.00	1200.00	2%
Complex – Dry Floor Non Profit (Move In/Out)*	\$ 588.00	600.00	2%
Complex – Dry Floor Commercial (per day)*	\$ 1,730.00	1765.00	2%
Complex – Dry Floor Commercial (Move In/Out)*	\$ 865.00	883.00	2%
*Discounted rental rates may be negotiated if the event provides a benefit to the community and/or facility space available in low priority times.			

ARENA SKATE SHOP FEES (Includes applicable tax) Effective September 1, 2019			
	2018/19	Proposed 2019/20	Percent Change
Skate Rental	\$ 3.00	3.25	7%
Skate Rental – Family Rate (Maximum 5)	\$ 6.00	6.50	7%
Skate Rental – SEAPARC Lessons	\$ 1.00	1.00	0%
Skate Sharpening	\$ 4.50	5.00	11%
Skate Sharpening 10x	\$ 40.50	45.00	11%
SEAPARC ROOM RENTAL (Rates per hour; Subject to applicable tax) Effective September 1, 2019			
Boardroom	\$16.00	20.00	25%
Boardroom – Local Non Profit	\$ 0.00	0.00	0%
Multipurpose Room – Half Room	\$ 31.00	32.00	2%
Multipurpose Room – Full Room	\$ 62.00	64.00	2%
New Multipurpose Room – Half Room		40.00	New
New Multipurpose Room – Full Room		80.00	New
SEAPARC STAN JONES FIELD (Subject to applicable tax) Effective September 1, 2019			
Per Game	\$ 25.00	25.00	0%
Per Game Youth	Free	Free	
FACILITY ADVERTISING (Subject to applicable tax) Effective September 1, 2019			
Rink Board (per year)	\$ 600.00	600.00	0%
Zamboni Ad (per year)	\$ 1,000.00	1000.00	0%
Brochure Advertising	Negotiated	Negotiated	
GOLF COURSE GREEN FEES AND RENTALS (Includes applicable tax) Effective January 1, 2020			
Adult	\$ 15.00	15.00	0%
Adult 10x	\$135.00	135.00	0%
Youth (8-16)	\$ 10.00	10.00	0%
Youth 10x	\$ 90.00	90.00	0%
Family (Max 4 incl. 2 adults)	\$ 40.00	40.00	0%
Extra Round	\$ 10.00	10.00	0%
Pull Cart Rental (rounding only)	\$ 5.00	5.00	0%
Club Rental (rounding only)	\$ 7.00	7.00	0%



**STAFF REPORT TO THE SOOKE &
ELECTORAL AREA PARKS AND RECREATION COMMISSION
MEETING OF MAY 16, 2019**

SUBJECT Staff News

PURPOSE Information

PROGRAMS

Staffing

The addition of the fitness gym and two new multi-purpose space rooms will have an impact on our current service levels and staffing structure. Fitness and Aquatics will be combined into one central department. A new Fitness & Aquatic Coordinator position has been posted. One regular FTE position has been included in the planning/budget process since 2013 but hasn't been posted until this time. This position will oversee multiple responsibilities and provide some additional structure to complement our staff team. We are also reviewing strategies to ensure strong support for frontline staff now and in the future when the fitness expansion is complete.

Six new Auxiliary Aquatic staff have been hired since January. This has relieved some of the staffing pressure reported to the Commission last year.

Grants

SEAPARC has partnered with EMCS Society, West Shore Parks and Recreation, School District 62, Island Health and the Boys & Girls Club of Victoria for a grant project that will provide professional development opportunities for youth service providers and increase the capacity of current services to engage and empower youth. This is a one year initiative.

SEAPARC has been awarded Canada Summer Jobs funding from Employment & Social Development Canada of up to \$15,524 towards staffing costs for 4 Summer Camp Leaders and 4 Assistant Summer Camp Leaders. Summer camp hiring is currently underway.

The Sun River Multi Sport Box grant application under the Investing in Canada Infrastructure Program – Community, Culture, and Recreation sub-stream is still pending approval. Grant award announcements are expected in late 2019.

Scout Jamboree

The Pacific Scout Jamboree will no longer be utilizing the pool facility for their event this July. Staff will implement regularly scheduled aquatic programming in its place.

ADMINISTRATION

Annual Pool Shutdown

The pool will be closed for annual maintenance beginning Monday, June 10. Projects to be undertaken during the three week shutdown include locker cleaning/repair, tiling, sauna repairs, sewer pit clean/pump and aquatic lift hanger replacement. The pool will reopen on Tuesday, July 2.

Ice Allocation

The 2019/20 season Ice Allocation meeting is scheduled for Wednesday, May 22 at 6pm.



Colleen Hoglund
Program Services Manager



Steve Knoke
SEAPARC Manager

INFORMATION ONLY

SEAPARC CUSTOMER COMMENT CARDS/SUGGESTIONS

January 1 – April 30, 2019

Administration:

- Please do something about poor (underlined) wifi. *(Jan. 25)*
- Powerade & CLIFF bars in Concession for next season. Very popular for players. Will sell better in Concession with debit machine. *(Jan. 27)*
- please, please.... get a set of scales so that customers can weigh themselves. Thanks *(Feb. 1)*
- Please allow the purchase of Quarters through Debit for lockers! *(Feb. 2)*
- Suggested equipment for fitness room in expansion: ROWERS machines BOXES *(Feb. 19)*
- For new facility it would be amazing if you had a drop off child care for parents wanting to use the fitness center *(Feb. 23)*
- For several previous swim & tonight 2 young men have plagued my family& others with very rough loud obnoxious play. It is obvious the guards deal with them often with no success. Admin needs to step in. *(Mar. 5)*
- Maybe make the pool lose at 9:00 pm on weekends. Note this person is 11. *(Mar. 12)*
- Signs re: photo's, NOTICES RE NO CAMERA IN change room should be on wall IN change room, maybe a small plaque re: "rules" on intermittent lockers? *(Apr. 18)*

Programs:

- Add a space camp please. Pretty please with a cherry on top. *(Jan. 18)*
- Thank You Dave Ristau for starting Stability Ball classes. Walking taller, swimming stronger. *(Feb. 4)*
- Best class is with Geri for older adults. Great workout! Makes sure you are doing correct movements. Please bring her back! Thank You *(Feb. 4)*
- Jamie did a great job as substitute for Jacklyn *(Feb. 6)*
- Wish people would not tie knots in the swimbelts for aqua fit classes. Maybe a sign asking NOT to do this would be wonderful. *(Feb. 16)*
- For several previous swim & tonight 2 young men have plagued my family& others with very rough loud obnoxious play. It is obvious the guards deal with them often with no success. Admin needs to step in. *(Mar. 5)*
- Can you please get some more BLUE fins? There is only 1 pair and 1/2 = 3 blue fins :(*(Apr. 10)*
- There is a group of people that are in the 10am class that get into the pool before the 9am class if finished. it is disruptive & very annoying to a few of us. One would think that common courtesy would dictate that they wait but perhaps they need to be told not to come until 10am. *(Apr. 12)*
- I attend the 9am Shallow Water Fit. Increasingly often, people for the 10am class enter the pool long before we are done. It interrupts those who stay near the stairs and limits space for most of our movements - frankly, they are in the way. Common courtesy doesn't seem to prevail so I believe it is time to enforce "no entry while class is in session" please. *(Apr. 16)*

Maintenance:

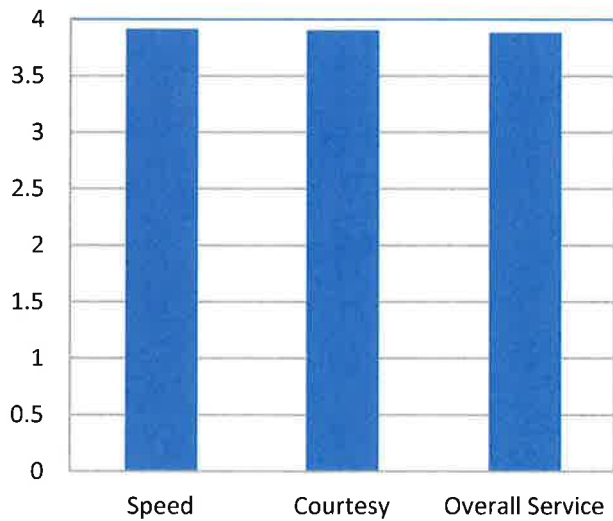
- This has happened on a number of occasions I stand on my towel to change. When I lift my towel from the floor I get a "Checker Board" design from the mold & dirt on the grout on the tiles. Needs Scrubbed & Bleached. *(Jan. 9)*
- Please could you turn up the pressure on a few more jets in the hot tub? There are only 2 that have good pressure and there is a line up for them constantly. Thank You *(Jan. 15)*
- I think this is not the 1st time I've mentioned the unattached footings of the toilet stall in the family room. They are improperly aligned. The screw hole should be outward as in the change stalls. Presently they are toward the walls. When moved they should be screwed on. *(Jan. 20)*
- 3rd day water in showers COLD! *(Jan. 24, 25 & 28) Jan. 28)*

SEAPARC CUSTOMER COMMENT CARDS/SUGGESTIONS
January 1 – April 30, 2019

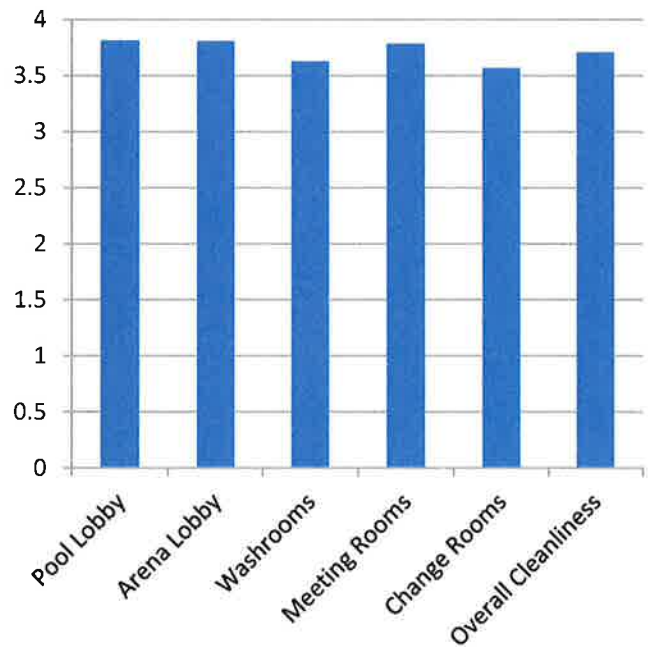
Maintenance (continued):

- Universal Change Room open shower too hot. I direct families with children to the adjustable shower in the handicapped room. *(Feb. 4)*
- Thank you for the hot water repair its beautiful *(Feb. 13)*
- Regarding the universal changeroom. In the handicapped room, i would suggest a new toilet paper dispenser (round style) because the one there always has soaking wet paper. Other solution would be a shower curtain. Toilet seat is always wet too. *(Mar. 6)*
- Lockers in Women's/Men's Pool Changerooms are very dirty. Judging by the amount of dirt in the door jams & base of lockers, it looks like lockers have never been cleaned. Often smell foul necessity spraying deodorant into locker to cope with smell. *(Mar. 10)*

Customer Service Ratings



Facility Cleanliness Ratings



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