

**Date:** Tuesday, April 26, 2022  
**To:** Sheena Fraser, Acting Chief Administrative Officer  
**From:** Christine Burns, Manager of Recreation Services  
**Subject:** Recreation Service 2022 First Quarter Report

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**PURPOSE**

The purpose of this report is to provide Council with an update on the first quarter activities of the Pemberton and District Recreation Services Department.

**BACKGROUND**

Quarterly reports are provided throughout the year to keep Council informed of Recreation Service projects and activities.

**DISCUSSION & COMMENTS**

This report provides an overview of first quarter activities undertaken by the department of Recreation Services from January 1 to March 31, 2022.

To create operational efficiencies, Staff established the fall and winter programming concurrently to the extent possible. Registration for both fall and winter programs opened on August 16, 2021.

<b>Pemberton Community Centre Activities</b>	<b>Statistics 2022</b>	<b>Statistics 2021</b>	<b>Statistics 2020*</b>	<b>Statistics 2019</b>
Registration	597 participants	516 participants	305 participants	944 participants
Classes Offered	87	70	62	180
Classes Cancelled	15 (17.3%)	8 (11.4%)	16 (25.81%)	18 (10%)
Classes Run	72	62	46	162
Gross Program Revenue	\$39,113.62	\$29,958.48	\$15,890.12	\$58,134.77

\*Due to the closure of the Pemberton & District Community Centre, because of the COVID-19 Pandemic, revenues received during this time are significantly reduced compared to previous years.

Due to bi-annual registration, planning for spring and summer programs took place in the first quarter, leading to the publication of the Recreation Guide online on Monday March 7, 2022. Spring and summer program registration began on Monday March 14, 2022. A total of 108 unique registrations, for a total deposit of \$23,372.03, made this the busiest registration day in PDCC history.

### Winter Programming 2022

Fall program registration began Monday August 16, 2021 through Perfectmind, the online booking system. Registration remains open for each program until 72 hours prior to the program starting, unless otherwise stated.

#### **1. Children's Winter Programs:**

Staff focused on creating as many school-aged programs as possible by hiring casual program leaders to complement existing successful community programs such as Pemberton Dance Studio, Jujitsu and Whistler Gymnastics.

Children's programs continued to run at full capacity. Where waitlists occurred, efforts were made to accommodate all by hiring new staff.

#### **2. Group Fitness Classes:**

Due to the fluctuating Public Health Order (PHO) restrictions over the course of the past year, Staff proceeded cautiously with program offerings for fitness. Interest was moderate to high, depending on whether the class was a value-added class or a registered program. A total of 120 value-added fitness classes were offered between January and March with 594 unique registrants. At the same time there were 37 registered fitness programs with 208 unique registrants. The number of participants in winter fitness programs was very encouraging.

#### **3. Senior's Programs (average attendance/class)**

Online programming for seniors continued to be offered throughout the winter months. Attendance was consistent when compared to the previous year, as shown below:

<b>Programs</b>	<b>January – March 2022</b>	<b>January – March 2021</b>
Strength Training	4	7
Chair Yoga	6	6

Men's Shed participation paused with the PHO modifications in December 2021 and resumed after January 18, 2022. The Pemberton Stitchers returned to the REC for their weekly sewing. Planning for more programming continued as guidelines were modified.

#### 4. Youth Programming

Participation at The REC continued to fluctuate throughout the first quarter and has not yet returned to pre-pandemic capacity. Efforts to engage youth continued throughout the winter with Staff offering more activities during operating hours. Average participant numbers are shown below:

<b>The REC (average participant use)</b>	<b>January – March 2022</b>	<b>January – March 2021</b>
Wednesday	2	4
Thursday	1	7
Friday	10	17
Saturday	5	5

#### 5. Adult Drop-In Sports

The first quarter of 2022 saw the return of adult drop-in sports with pickleball and badminton. All of this was accelerated with the successful application for a ViaSport grant for \$1,500 which allowed for the purchase of new equipment and nets.

#### Pre-Registered Fitness Centre Use

A total of 5,086 unique fitness centre bookings were made between January 1 and March 31, 2022.

The first quarter saw continued modifications to how fitness centres could operate. All fitness programming was canceled until January 18, 2022 as per Public Health Orders. Once open, the schedule below was maintained:

<b>Fitness Blocks (Monday)</b>	<b>Fitness Blocks (Tuesday to Friday)</b>
	6am – 7am
	8am – 9am
9am – 10am	9am – 10am
10am – 11am	10am – 11am
11am – 12pm	11am – 12pm
2pm – 3pm	2pm – 3pm
3pm – 4pm	3pm – 4pm
4pm – 5pm	4pm – 5pm
5pm – 6pm	5pm – 6pm
6pm – 7pm	6pm – 7pm
7pm – 8pm	7pm – 8pm

Below is a breakdown of the number of memberships sold in the first quarter in comparison to the first quarter of 2021. Sales have increased consistently across the membership options, resulting in an overall increase in membership sales:

<b>Pass Types</b>	<b>January - March 2021</b>	<b>January – March 2022</b>
1 Month Adult	65	95
1 Month Senior/Student	9	25
10x Adult	147	164
10x Senior/Student	34	66
3 Month Adult	33	43
3 Month Student/Senior	4	16
6 Month Adult	8	10
6 Month Student/Senior	1	1
1 Year Adult	2	5
1 Year Student/Senior	1	25
<b>Total</b>	<b>304</b>	<b>450</b>

### Facility Maintenance Update

The following maintenance work was undertaken in the first quarter.

#### January

- New Public Health Order (PHO) resulted in new partition for Customer Service Coordinator's desk space
- Sea to Sky Fire Prevention inspection and signoff
- Review Wifi shutoff and reset times at the REC
- Monthly Health and Safety Inspection
- Replace PDCC accessible door motor for main entry
- Significant snow and ice removal around the facility
- Lot 8 design review for Basketball Court

#### February

- Create Door Automation Report for Library to support accessibility project
- Order supplies for Spray Park
- Adjusted PHO decisions resulted in fitness equipment being moved back into the Fitness Centre
- Prepare for addition of Drop-In Sports and ensure all equipment in working order
- Snake and Irrigate drains in 2<sup>nd</sup> floor washrooms
- Review internal camera system
- Reseal and add finishing coat to floors, completed Room D, 2<sup>nd</sup> Floor Atrium
- Install APC power unit in cable room
- Quote from Sea to Sky to organize cable room
- Replace broken lenses on cubelites
- Build coat hooks for reception area
- Replace shower cartridge in Men's washroom
- Monthly Health and Safety Inspection
- Develop monthly building checklist for Recreation buildings and properties
- Facility Maintenance Coordinator complete Playground Inspectors Online Theory Course

March

- Review and amend cleaning contract
- Review Landscaping contract
- Facility Maintenance Coordinator write Playground inspectors certification
- Inspect submersible pumps in parkade for silt buildup
- Sweep parkade
- Refinish picnic tables
- Transfer galvanized gate from Gates Lake for use at Meadows
- Prep for Ductless Air Installation at the REC
- Schedule Flow Irrigation startup
- Complete drywall patching and painting in PDCC
- Schedule Scissor Lift Safety Inspection
- Design development to animate outdoor environment around PDCC
- Worked with the Communications and Grant Coordinator to develop the Whistler Blackcomb Foundation Grant Application
- Schedule Gates Lake Cleanup

Indoor Facility Use

Facility usage for the first quarter of 2022 varied due to PHO updates and settling into a rhythm with regular clients, including:

- École de Vallee (SD93) returned to in-class learning utilizing Room A, the Studio and the Great Hall on Monday, Wednesday, and Friday during school hours.
- Gymnastics continues full programming on Tuesday and Thursday in the Great Hall.
- Afterschool Care program in Room D.
- Pemberton Dance Academy in Room B and Great Hall C or Studio, Monday through Saturday.
- WorkBC occupies Room B weekly for in person consultations.
- Jujitsu in 1/3 of Great Hall on Monday and Friday.

<b>Facility – Pemberton and District Community Centre</b>	<b>Facility Agreements/Park Use Permits (PUPs)</b>	<b># of Sessions</b>	<b>Hours of Use</b>
Studio	5	59	329.50
Room C	2	23	23
Room B	14	43	129.50
Great Hall (C)	11	65	466
Great Hall (B)	11	53	398.50
Great Hall (A)	14	82	523
Youth Centre	11	76	353.5
<b>Totals</b>	<b>68</b>	<b>401</b>	<b>2,223</b>

## Parks and Fields

As there was no field use during the first quarter, Staff focused on monthly checks with additional attention paid late in March as the snow receded. Staff undertook regular checks at Gates Lake Park as well.

Park use permits were issued for the following;

Facility	Facility Agreements/Park Use Permits (PUPs)	# of Sessions	Hours of Use
The Barn	2	5	19
One Mile Lake Park	2	15	126
<b>Totals</b>	<b>4</b>	<b>20</b>	<b>145</b>

## PROVINCIAL HEALTH ORDERS

In December 2021 the Province announced an update to the Gatherings and Events Order which once again saw the closure of all fitness centres and programs except for some areas of programming that were permitted to continue (ie: children's and youth programs). This triggered modifications to current PDCC operations, immediately resulting in a decrease in staffing levels. As this closure was not expected to extend beyond January 18, 2022, the Village chose to honour the scheduled shifts for casual staff.

On January 18, 2022, under new PGO guidance, partial opening of gyms and fitness centres occurred and included the following:

- All group fitness and exercise classes have a capacity limit of 25 people regardless of the size of the space.
- 2m distancing recommendation between patrons while exercising.
- Instructors do not need to wear a mask when exercising (e.g., leading a group fitness class) although it is recommended.
- All individuals, including personal trainers and instructors, must wear masks when not exercising.

On February 16, 2022 restrictions for gatherings and events were removed. Remaining in place are mask mandates for indoor public spaces, Proof of Vaccine (POV) and Covid-19 Safety Plans. POV and Mask requirements were re-evaluated prior to Spring Break.

On March 11, 2022 the Face Covering Order was repealed, resulting in masking no longer being required in indoor public spaces including workspaces.

## **COMMUNICATIONS**

Recreation Services coordinates with the Communications and Grant Coordinator to ensure that information is communicated to residents through the Village eNEWS, Facebook and other social network mediums. As such, considerable communication has been undertaken to ensure the public is well informed on the updates related to the Pemberton and District Community Centre Restart plan for fitness services and all programs.

## **LEGAL CONSIDERATIONS**

There are no legal, legislative, or regulatory considerations.

## **IMPACT ON BUDGET & STAFFING**

The Recreation Services Department operates on the Squamish-Lillooet Regional District (SLRD) Board approved annual budget, reserves, grants, and on a cost recovery basis as per the SLRD Recreation Service Fees and Charges Bylaw No. 1718-2021 as approved at the SLRD Board of Directors meeting on June 23, 2021.

Budget and staffing impacts have continued to be incurred throughout the first quarter of 2022, particularly due to the Public Health Orders issued in December. Despite the disappointing adjustments that had to be made because of the PHO restrictions in the fourth quarter, PDCC Staff continued to adapt and actively planned and implemented interim programming with an aim to keeping the facility operational as permitted. In anticipation of moving forward to pre-pandemic operations, recruitment of casual staff and contractors continued and the PDCC is in a good position to adjust to the restrictions being lifted.

## **INTERDEPARTMENTAL IMPACT & APPROVAL**

The Recreation Service Department works with all Village Departments. No interdepartmental impacts or approvals are required.

## **COMMUNITY CLIMATE ACTION PLAN**

This report has no impact on the Community Climate Action Plan strategies.

## **IMPACT ON THE REGION OR NEIGHBOURING JURISDICTIONS**

Collaborative efforts between neighboring jurisdictions including Whistler, Squamish, Sea to Sky School District No. 48 and Francophone School District No. 93 as well as local community groups continues to occur to ensure consistent practices for continual operations of parks, playgrounds, spray parks and recreation facilities and programs. This has included increased communication between recreation departments of each organization to ensure consistency through the Sea to Sky Corridor for members of each community.

## **ALTERNATIVE OPTIONS**

There are no alternative options for consideration.

**RECOMMENDATIONS**

**THAT** the Recreation Services 2022 First Quarter Report ne received for information.

Submitted by:	Christine Burns, Manager of Recreation Services
Acting CAO Approval by:	Sheena Fraser, Acting Chief Administrative Officer