

Commission Agenda	
Date	2017 Mar 23
Correspondence	(b)

From: David Wang
Sent: Tuesday, March 07, 2017 12:14 AM
To: Parks - City of Burnaby
Subject: Safety & security issues in the paid Swimming Pool at Edmonds Community Centre

To: Mr. Nick Volkow, Chairperson & Council Representative;

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Parks, Recreation & Cultural Services

MAR 07 2017

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Mr. Lance Matricardi, Duputy Chairperson;
Miss. Anne Kang, Council Representative;
Mr. James Jang, Commissioner;
Miss. Karin Alzner, Commissioner;
Mr. Lee Loftus, Commissioner;
Miss. Barbara Larkin, Commissioner;
Mr. Wayne Peppard, Commissioner;
Miss. Karen Purdy, Commissioner;

Note

The writers have been contacted to express regret for the incident and appreciation for their suggestions. Safety and protection of our patrons and their property is a priority at our centres. Unfortunately, preventing crime is an ongoing challenge and our processes and services are constantly reviewed to minimize criminal opportunity. The suggestions raised by the writers will be considered with an aim to improve the patron experience at our facilities.

Dear Sirs/Madams;

Monday (February 27), a thief - an unpaid person – simply walked into the Men’s Change Room of the paid Swimming Pool in the Edmonds Community Centre (ECC), and stole my husband’s bag from the locker leaving him almost naked there (he was left with only his swimming pants). This resulted in a very frustrating and embarrassing experience at ECC!

We were informed that on this day the thief walked off with two stolen bags (another bag was stolen from the Weight Room). We were also informed that thefts occur regularly at ECC.

Being furious to hear about this, we began to wonder, where, if any, the protection is for the safety and security of our paid members at ECC; why the lockers inside the change rooms of the paid Swimming Pool at ECC require to be repeatedly paid by coins of quarters each time to open/close them.

There is no gate or staff monitoring the paid entrance areas to the Swimming Pool and Weight Room. Anyone, paid or not, can simply walk into or out of the paid change rooms of the Swimming Pool at ECC like a free market!

The current layout at ECC makes it *too* easy for those that have not paid to enter into the paid Swimming Pool and Weight Room. The receptionists are located on the opposite side of the entrance, and they are focused on program registration and admission payment.

Entrance monitoring should be the very front line for safety & security of the members/users of the Swimming Pool & Weight Room. Without a gate/narrow entrance, and without staff located in the entrance areas, issues of safety & security will remain or may even become worse as these thieves may tell others how simple it is to steal at ECC.

The Monday locker crimes could have been easily prevented at ECC if there was a gate or staff monitoring the entrance areas for the Swimming Pool & Weight Room.

We hope the paid Swimming Pool at ECC is safe & secured because many men and women who use the facilities are only in their swim suits. If their belongings are stolen, they are left vulnerable and embarrassed. For this reason, safety and security and privacy in the Men's & Women's Change Rooms are extremely important and should be protected.

We would appreciate if you, the decision-making officers, could take immediate actions to protect the paid members/users of ECC; the actions may include, for instance, monitoring the entrance for Swimming Pool and Weight Room by putting a table/staff behind the window at the side of the entrance inside the reception counter or near the entrance areas outside of the counter. Another action may be to create a turnstile entrance for accessing the Swimming Pool and Weight Room. The Community Centre should be a safe & secure place for its members and residents.

In addition, the lockers in the Men's and Women's Change Rooms in the paid Swimming Pool at ECC are *very* inconvenient as they require users to pay one quarter each time to open/close them. Sometimes, users have to pay a second or third or even more quarters for putting in forgotten items or taking out necessary items.

As pass holders, we had experienced, and also witnessed that sometimes we or other users either had to borrow quarters from friends around or had to leave the lockers unlocked (if taking showers nearby).

The Monday locker crimes could also have been easily prevented at ECC if the lockers were quarters refundable or were permitted to use personal locks for convenience of the users, like those being used at Bonsor Recreation Complex (where the lockers require only one quarter and that quarter will be refunded when the lockers are opened so as that users are able to access to their lockers as many times as they need; or users have an option to use their own locks.)

We would also appreciate if you, the decision-making officers, could change the lockers at ECC into the lockers at Bonsor Recreation Complex (a dozen of locks have already missed on one row of the lockers in Women's Change Room of the Swimming Pool at ECC).

As pass holders, we no long feel safe to go the ECC facilities. We also worry the same for many of our friends and users who are still going to the same facilities. This has gotten many of our friends worried as well. With sadness, we have shared this embarrassing story with many others who regularly use this facility. This Monday's theft incident has permanently scarred my husband's memory and impacted our impression on the ECC's facilities. We have not swum there ever since the Monday locker crimes.

We hope that you could take the time to consider some effective measures sooner to ensure the members' safety and security and privacy at ECC since Monday locker crimes should not be condoned in paid swimming pool at ECC.

We would like to take this opportunity to thank the staff and supervisors who helped us report the crime to the police, lent my husband a shirt and blanket, and helped call our son to pick us up (we are both there and our home keys, car keys, my husband's glasses and his clothes were all in the stolen bag).

Thank you.

With our best wishes,

Rona & Shan Wang