

## COMMISSION REPORT

---

**TO:** CHAIR AND MEMBERS  
PARKS, RECREATION & CULTURE  
COMMISSION

**FROM:** DIRECTOR PARKS, RECREATION &  
CULTURAL SERVICES

**SUBJECT: SECURITY AT RECREATION FACILITIES**

**PURPOSE:** To provide information regarding security at recreation facilities.

---

**RECOMMENDATIONS:**

1. **THAT** Commission receive this report for information.
2. **THAT** a copy of this report be sent to Mrs. Rona Wang and Mr. Shan Wang, and Mr. James Bud and Ms. Savithri Soorga.

**REPORT**

In the spring of this year, Commission received information of two separate incidents of theft at Edmonds Community Centre. The first was by way of correspondence from Rona and Shan Wang on March 23 when they were advised of Mr. Wang's bag being stolen from the mens' locker room. The second was at the 2017 May 17 Commission Meeting at Edmonds Community Centre, when Mr. James Bud and Ms. Savithri Soorga advised in the public question period that Ms. Soorga's locker in the women's pool change room was broken into and her car subsequently stolen from the underground parking area. Both parties requested reviews and updating of security at the community centre.

This report provides Commission with an update on the thefts at Edmonds Community Centre and theft prevention measures.

To: Parks, Recreation & Culture Commission  
From: Director Parks, Recreation & Cultural Services  
Re: Security at Recreation Facilities

..... Page 2

## CURRENT SITUATION

Edmonds Community Centre with Fred Randall Pool offers a wide variety of programs including aquatics, fitness, yoga, dance, weight room, music, arts and games for all age groups (pre-school, children, youth, adult and seniors). The Centre welcomes approximately one million patrons per year or on average, 3,000 visitors per day. The facility is open 112.5 hours per week as follows:

Centre	M – F 6:00am – 10:30pm	S – S 6:00am – 9:00pm
Pool	M - F 6:00am – 10:00pm	S - S 8:30am – 9:00pm

Lockers are provided for the patrons to use during their activity at the centre. Lockers are located in the main lobby, each aquatics change room, and in the weight room. Additional wallet sized lockers are provided in view of the registration counter in the main lobby. The larger lockers in the lobby, aquatics area, and weight room are locked one time for .25 cents. Smaller lockers in the weight room return the .25 cents after use.

Through signage in the facility, patrons are encouraged to secure their belongings if storing them when visiting the centre. Unfortunately, preventing crime is an ongoing challenge. The history of locker break-ins at Edmonds Community Centre is as follows:

2015	8 break-ins
2016	3 break-ins
2017	3 break-ins

Despite the signage, patrons use lockers without securing them or they leave their belongings out in the open. Some patrons initially lock up their belongings but leave them unlocked while showering, grooming, etc. These situations expand the opportunity for criminal activity and result in incidents as follows:

2015	10 thefts
2016	23 thefts
2017	31 thefts

The criminal element is not easily identifiable and seldom predictable, although patterns can develop when an individual or individuals repeatedly target a location. They typically gain access to locker areas by paying for an admission and entering the 'paid zone' legitimately; by entering a change room through the on-deck pool viewing area; or by sneaking past the registration counter into the change rooms as unpaid.

To: Parks, Recreation & Culture Commission  
From: Director Parks, Recreation & Cultural Services  
Re: Security at Recreation Facilities

..... Page 3

## **SECURITY INITIATIVES**

Safety and security of patrons is a primary objective for our service delivery. Measures are constantly reviewed for improvement and particularly when a potential for criminal activity is identified or it has occurred. A variety of measures are in place or are being considered to provide the highest levels of safety and security.

Daily wristbands acquired at the registration counter are used to identify paid admissions. Those with criminal intent will linger in areas out of sight of staff or use discarded wristbands. Patrons without wristbands or wearing questionable wristbands are approached by staff throughout the facility to confirm admission payment and legitimate intentions. Staff also perform checks of the pool change rooms every 15 minutes.

Signage is posted throughout the facility advising patrons not to leave valuables unattended and to lock up your belongings and valuables. A review of signage and its placement has been recently concluded and is now standardized in our facilities.

Security cameras are installed throughout the facility. Capital funding is allocated annually to improve camera quantity and quality and to enhance monitoring and retrieval capabilities. Additional cameras are being considered for the aquatics change rooms with patron privacy being a significant and balancing factor.

Locker types are under review to provide the most secure and feasible product. The “bring your own lock” lockers and coin return lockers are preferred and will be used in future new and replacement installations. Edmonds Community Centre has been fitted with mostly 25 cent coin operated, pay per use lockers. Replacement of these lockers will be prioritized based on maintaining security and in consideration of other competing projects.

Security guards are hired to deter criminal activity when it occurs or is anticipated at times such as Halloween. This was done at the Edmonds Community Centre this past spring with positive affect.

Building working relationships with RCMP community officers and encouraging their presence in facilities is an ongoing and positive approach to maintaining security. RCMP members are welcomed at all centres, including Edmonds Community Centre, in general as part of the community and to be involved in programming wherever possible.

Admission control points have become common in recreation facilities. Changes to the facility layout and admission processes are being considered to enhance security through more controlled access points. Admission control points and improved observation locations for staff can improve patron scrutiny with access gateways, ‘swipe to enter’ methods of entry and well defined fair paid zones. This type of initiative

To: Parks, Recreation & Culture Commission  
From: Director Parks, Recreation & Cultural Services  
Re: Security at Recreation Facilities

..... Page 4

requires a combination of facility enhancement and admission system capability, both of which will receive full consideration for new and enhancement projects.

## CONCLUSION

The safety and security of patrons is a primary objective of our service delivery. The ongoing challenge of criminal activity receives constant attention at Edmonds Community Centre and all other City facilities. The measures noted in this report represent our efforts to minimize criminal activity and make our facilities welcoming and comfortable for patrons.



Dave Ellenwood  
DIRECTOR PARKS, RECREATION & CULTURAL SERVICES

CMC:cdc:st

p:\admin\tc\data\wp\cc\security at recreation facilities.docx