

Commission REPORT

TO: CHAIR AND MEMBERS
PARKS, RECREATION & CULTURE
COMMISSION

DATE: 2021 April 10

FROM: DIRECTOR - PARKS, RECREATION &
CULTURAL SERVICES

FILE: 7000-01

SUBJECT: FEES AND CHARGES DURING COVID-19

PURPOSE: To provide a review for Commission of the proposed fee structure during Covid-19.

RECOMMENDATION:

1. **THAT** this report be received for information.

REPORT**1.0 INTRODUCTION**

Due to Covid-19 and Provincial Health Orders currently in effect, the programs and services offered by the Parks, Recreation and Cultural Services Department have changed. Activities are now registered programs requiring online or phone-in registration. With our limitations in the City's registration technology the City is unable to provide discounted rates (i.e. Punch Cards, One Month, 4 month and Annual Passes) for drop-in programs booked using the City's registration system.

2.0 POLICY SECTION**GOAL**

- An Inclusive Community
 - Serve a diverse community –
Ensure City services fully meet the needs of our dynamic community
 - Create a sense of community –
Provide opportunities that encourage and welcome all community members and create a sense of belonging
- A Healthy Community
 - Healthy life –
Encourages opportunities for healthy living and well-being
 - Healthy environment –
Enhance our environmental health, resilience and sustainability

- A Thriving Organization
 - Organizational culture –
Ensure that our core values are reflected in our policies, programs and service delivery
 - Financial viability –
Maintain a financially sustainable City for the provision, renewal and enhancement of City services, facilities and assets
 - Reliable services, technology and information –

3.0 BACKGROUND

Typically the City of Burnaby has a very structured fee process. Fees are set to be reasonable and competitive with comparable programs and services in nearby municipalities.

Due to Covid-19 and Provincial Health Orders currently in effect, the programs and services offered by the Parks, Recreation and Cultural Services Department have changed. To reflect this, staff are recommending a simplified rate structure of one admission fee per age category.

Be Active Analysis

The fee structure proposed in this recommendation provides all patrons with the average discount of 20% during a time when the standard Be Active punch cards/passes are not available. This fee structure maintains the relationship between admission fees. This relationship, identified in the 2015-2016 Fees and Charges presentation to commission identifies the senior/student rate at 25% of the adult rate and children's rates at 50% of the adult rate.

This chart summarizes the key impacts that Covid-19 has had on services.

ACTIVITY	Pre Covid Capacity	Pre Covid SESSION	CURRENT CAPACITY	CURRENT SESSION	FEE
Weightroom	120 Bonsor.	1-5 hours	Cameron 10 Bonsor 10 Edmonds 20	1 hour	\$6.52
Group Fitness	90 (Bonsor)	90 Minutes Maximum	Bonsor 12	1 hour	\$6.52
Lap/Family Swim	484	1-5 hours	12-30	1 hour	\$ 6.52 Be Active
Public Skate	275	2 hours	25	1 hour	\$5.57
Badminton	40-60	2-3 hours	8	45 minutes	\$2.71-\$5.86

Limited capacity in each activity dependent on Provincial Guidelines and physical distancing requirements (i.e. group fitness class requires 12x12 ft. square of space per participant.

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Technological Limitations

As a result of Covid-19 and the Provincial Health Orders in effect, the City moved from using the Recreation Division's point of sale system to an online registration system for all activities. This system allows patrons to register online via WebReg for specific activities, at specific times and locations, and is designed to take payment in full at the time of registration. The system is not capable of taking payments using pre-purchased Be Active passes.

Burnaby Residents First

To ensure that Burnaby residents had the first opportunity to participate in programs in Burnaby recreation facilities, the Burnaby First (priority registration for Burnaby residents) was introduced in October 2020. This program allows Burnaby residents an opportunity to register for programs three days in advance of non-Burnaby residents.

The City's current registration system is not able to differentiate residency for individuals who register using a Be Active pass. This inability to recognize who is and who is not a Burnaby resident would negate the Burnaby First Policy if passes continued to be accepted.

4.0 CONCLUSION

As a result of Covid-19 and the impact it has had on Parks, Recreation and Cultural Services it is recommended that council approve the simplified rate structure identified below and in the Facility Use Fee Schedule (*attachment #1*) and Program and Services Fees (*attachment #2*). (distributed under separate cover)

Recommended Drop-in Admission Fees During Pandemic

Adult (19-64)	\$5.24	\$5.50 including GST
Youth (13-18) & Senior (65+)	\$4.00	\$4.20 including GST
Child (4-12)	\$2.67	\$2.80 including GST
Tot (0-3)	Free	free
Family swim (per person)	\$2.67	\$2.80 including GST

**rounding to nearest nickel after gst is current practice for admissions.

The above rates will apply to the following:

- Skating
- Weight room
- Table Tennis
- Badminton (Drop-In Gym Sport)
- Soccer (Drop-In Gym Sport)
- Volleyball (Drop-In Gym Sport)
- Indoor Swimming
- Fitness Classes
- Squash/Racquetball
- Pickle Ball (Drop-In Gym Sport)
- Basketball (Drop-In Gym Sport)
- Yoga

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Outdoor Pool Public drop in rates during Pandemic

Adult (19-64)	\$3.52	\$3.70 including GST
Youth (13-18) & Senior (65+)	\$2.67	\$2.80 including GST
Child (4-12)	\$1.76	\$1.85 including GST
Tot (0-3)	Free	free
Family swim (per person)	\$1.76	\$1.85 including GST

These recommended admission fees are lower than the 2020 fees and charges. This is a result of the analysis below and the current market survey, which showed all lower mainland municipalities lowered their rates except Richmond. This fee structure would simplify our current fees and charges.

An analysis of the purchase practices of the City's Be Active admissions and passes in 2019, our most current normal year, identified the following.

- 20 % of our patrons paid their full admission rate.
- 34 % of visits purchased passes to obtain a 10% discount.
- 19% of visits purchased 4 month passes to obtain a 25% discount.
- 27% of visits purchased an annual pass to obtain a 40% discount.

The average discount for all categories was 19%.

Allotment rates: As the pandemic has impacted all our community groups it is recommended that the allotment rates, fees charged to rent facilities, remain the same as our 2020 rates.

Program Rates: Program rates are identified in non-bylaw fees. These are recommended to follow inflation increases to keep up with the market place. During Covid-19, the cost of providing programs has increased and class sizes have decreased to follow public health guidelines.

Seniors Memberships: Seniors Membership rates will remain the same as identified in the non-bylaw program and services fee schedule. In the event that seniors Society programs do not run, City of Burnaby fees and charges for this age group and activity will apply.

This report is for the information of Commission.



Dave Ellenwood
DIRECTOR – PARKS, RECREATION & CULTURAL SERVICES

EB:km
Covid-19 Fees and Charge