



Capital Regional District

625 Fisgard St.,
Victoria, BC V8W 1R7

Notice of Meeting and Meeting Agenda Peninsula Recreation Commission

Thursday, October 24, 2024

6:00 PM

Panorama Boardroom
1885 Forest Park Drive
North Saanich, BC V8L 4A3
[Videoconference](#)

N. Paltiel (Chair), P. DiBattista (Vice-Chair), K. Frost, S. Garnett, P. Jones, V. Kreiser, C. McNeil-Smith,
P. Murray, R. Windsor

1. Territorial Acknowledgement

2. Approval of Agenda

3. Adoption of Minutes

3.1 Minutes of the September 26, 2024 Peninsula Recreation Commission meeting

Recommendation: That the minutes of the Peninsula Recreation Commission meeting of
September 26, 2024, be adopted as circulated.

Attachment: [Minutes](#) – September 26, 2024

4. Chair's Remarks

5. Presentations/Delegations – District of Central Saanich Staff: Civic Redevelopment Engagement Results

6. Commission Business

6.1 Revised Policy: Patron Code of Conduct

Recommendation: That the revised Patron Code of Conduct Policy be approved.

Attachment: [Staff Report: Revised Policy: Patron Code of Conduct](#)

6.2 Financial Statement of Operations – Third Quarter of 2024

Recommendation: There is no recommendation. This report is for information only.

Attachment: [Staff Report: Financial Statement of Operations – Third Quarter of 2024](#)

6.3 Maintenance Projects Report

Recommendation: There is no recommendation. This report is for information only.

Attachment: [Staff Report: Maintenance Projects](#)

6.4 Sub-Regional Recreation Facility Needs Study - Verbal

Recommendation: There is no recommendation. This report is for information only.

7. New Business

8. Motion to Close the Meeting

Recommendation: 1. That the meeting be closed for the proposed service in according with Section (90)(1)(k) of the Community Charter [1 Item].

9. Adjournment

The next meeting is November 28, 2024.

To ensure quorum, please advise Denise Toso at dtoso@panoramarec.bc.ca if you or your alternate cannot attend.



**Minutes of a Meeting of the Peninsula Recreation Commission
Held Thursday, September 26, 2024, in the Panorama Boardroom
1885 Forest Park Drive, North Saanich BC**

PRESENT

COMMISSIONERS: N. Paltiel (Chair), P. DiBattista (Vice Chair), K. Frost; S. Garnett, V. Kreiser, C. McNeil-Smith, R. Windsor

STAFF: L. Brewster, Senior Manager; K. Beck, Manager, Program Services; S. Davis, Manager, Administrative Services; Liz Gregg, Manager, Facilities & Operations; D. Toso (recorder)

Regrets: Commissioner Jones; Commissioner Murray

The meeting was called to order at 5:03 pm.

1. Territorial Acknowledgement

Commissioner Windsor provided a territorial acknowledgement.

2. Approval of Agenda

The Chair added New Business: Supply of Roof Materials at the Central Saanich Centennial Park Sport Box.

MOVED by Commissioner McNeil-Smith, **SECONDED** by Commissioner DiBattista
That the agenda be approved.

CARRIED

3. Adoption of Minutes of June 27, 2024

The minutes will be amended to include Mayor Jones under regrets.

MOVED by Commissioner Frost, **SECONDED** by Commissioner Garnett,
That the minutes of the June 27, 2024 meeting be adopted as amended.

CARRIED

- 4. Chair's Remarks:** The chair expressed appreciation to the commission members for reviewing the budget ahead of time and sending questions to staff.
Chair Paltiel met with Rich, the new Panthers owner, and his partner Annie to discuss the team, their experience in Trail and vision. It was a productive start to what we hope will be an enduring relationship.

- 5. Presentations/Delegations:** There were none.

6. Commission Business

6.1 Staffing Updates - Verbal

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L. Brewster updated the commission with her retirement date, October 31, and shared that she started at Panorama in 1978 and has come full circle. It has been an absolute pleasure working in the field and with such a great community. Thank you very much, as a commission, for always being so supportive of staff and the service.

K. Beck introduced Scott Davis, new manager of administrative services. Staff are grateful to have had Val Leigh-Dorin step in and assist with budget preparation and to now have Scott onboard. Other departures: Martine King, arena coordinator, has moved on and with that vacancy being filled internally, a domino of staffing changes was kicked off at a very busy time of year; however, the vacancies create an opportunity to review each role and how they will best serve Panorama into the future.

There is no recommendation. This report is for information only.

6.2 Service Planning & Budget 2025

L. Brewster provided an overview of Service Planning:

- Drivers of the budget process include strategic plan initiatives, such as the arena equity and accessibility improvements, Centennial Park sport box and the recreation facility needs assessment study as well as community demand and market conditions.

K. Beck and S. Davis provided an overview of the 2024 financial statement of operations to August and the 2025 budget:

M. Medland entered the meeting at 5:19 pm.

- Revenues are at or exceeding budget so far for 2024, operating expenses have increased. Many revenue drivers also have an associated direct staffing cost. The projected surplus is \$35,000.
- Staff have worked extremely hard to maintain our core at 1.44% and are monitoring monthly expenditures and revenues very carefully.
- Because 2025 will be the first year of operations for the Sport Box, conservancy has been built in to the 2.55% increase to requisition associated with the management of the existing park facilities in January and the new facility in late Q1/early Q2. Figures are in line with original project plan.
- Rationale for new RPT positions.
- Salaries, human resources and overhead increases are typical without the added cost of bringing on a new service.

Discussion ensued regarding:

- Some one-on-one services may see increases above the standard level to keep up with wage costs.
- Insurance costs.
- Energy recover project has a payback of about 10 years.
- One-time expenditures.
- Correcting transfer to reserve in 2027.

**Peninsula Recreation Commission Minutes
September 26, 2024**

- Mitigation efforts.

M. Medland spoke to how requisition is calculated.

Discussion ensued regarding:

- No significant carry over of capital costs; staff are comfortable with the resources available for project work.
- Arena detailed design added to 2025 to allow for strong grant applications.
- Onboarding new services may require further discussion by the commission of the 50/50 user pay/requisition ratio.
- The importance of highlighting the percentage of requisition that is related to the new Sport Box in Centennial Park.
- The commission thanked staff for their efforts and acknowledge that the onboarding of a significant new asset is not possible without increase to requisition. It was noted that the increase can be comfortably explained to taxpayers, given that without the new service, requisition is within the normal 3 to 5% range.

MOVED by Commissioner Windsor, **SECONDED** by Commissioner McNeil-Smith,
The Peninsula Recreation Commission recommends the Committee of the Whole
recommend to the Capital Regional District Board:
That Appendix A, Operating & Capital Budget 2025-2029 – Panorama Recreation, be
approved as presented and form the basis of the Provisional 2025-2029 Financial Plan.

CARRIED

6.3 Revised Code of Conduct Policy

K. Beck spoke to regional discussions on code of conduct issues and proposed deferring discussion of item 6.3.

MOVED by Commissioner Windsor, **SECONDED** by Commissioner McNeil-Smith,
That item 6.3 be deferred to a future meeting.

CARRIED

6.4 Summer Programs and Events 2024

K. Beck provided an overview of the report.

There is no recommendation. This report is for information only.

6.5 Sub-regional Recreation Facility Needs – Verbal Report

L. Brewster spoke to Item 6.5.

- Phase 1 data collection expanded to include financial analysis pushing the public engagement into the end of October/early November.

There is no recommendation. This report is for information only.

7. New Business:

Supply of Roof Materials at the Central Saanich Centennial Park Sport Box

There was some social media chatter and a media inquiry to Central Saanich regarding misinformation about the status of the roof that was delivered. L. Gregg provided the following clarification:

- Engineers used the Town of Sidney's snow load specification based on the Canadian Building Code, not realizing Central Saanich had a different specification. Harold Engineering and JDG will review and report on necessary reinforcements, if any.
- The roof structure is not being returned.
- Harold Engineering has agreed to cover any costs associated with the reengineering.

There is no recommendation. This report is for information only.

8. Adjournment

MOVED by Commissioner Windsor, **SECONDED** by Commissioner McNeil-Smith,
That the meeting be adjourned at 7:25 pm.

CARRIED

CHAIR

RECORDER

REPORT TO PENINSULA RECREATION COMMISSION MEETING OF THURSDAY, OCTOBER 24, 2024

SUBJECT Revised Policy: Patron Code of Conduct

ISSUE SUMMARY

To seek approval of the revised Patron Code of Conduct policy.

BACKGROUND

The current Panorama Recreation Patron Code of Conduct policy was established and last reviewed in 2015. The purpose of the policy is to ensure a safe, enjoyable recreation experience.

The policy has been updated establish clear guidelines for participants, staff, coaches, officials, spectators, user groups, volunteers and other visitors using Peninsula Recreation facilities, programs and services.

Revisions to the policy include:

- Updated and expanded list of disrespectful, discriminatory or dangerous behaviours that are grounds for enforcement under the policy. Additions include harassment, hostile or unwanted contact, threats of violence, unsafe and nuisance behaviour.
- Added dress code guidelines for swimming, fitness areas and common areas. Dress code guidelines include safety considerations and exceptions for cultural attire.
- Updated and expanded staff procedures to address Code of Conduct infractions.
- Added Code of Conduct infraction levels and definitions.
- Added patron suspension guidelines for staff and managers.
- Added information on disclosure and use of personal information as it relates to Code of Conduct infractions.
- Added process to appeal staff decisions regarding Code of Conduct infractions.
- Added annual policy review cycle.

ALTERNATIVES

Alternative 1

That the revised Patron Code of Conduct policy be approved.

Alternative 2

That this report be referred back to staff for additional information.

IMPLICATIONS

Equity, Diversity & Inclusion

The updated Code of Conduct policy addresses issues of equity, diversity and inclusion within recreation facilities. The policy emphasizes the right for all participants to have a safe and enjoyable experience regardless of age, ability or identity, and the responsibility for participants

and staff to conduct themselves in a respectful way. A dress code and hygiene guidelines have been added to the policy that emphasize safety while making allowances for varying abilities and for cultural attire.

Social Implications

The updated Code of Conduct policy addresses social concerns about safe, respectful and appropriate use of Panorama Recreation facilities. It includes a formalized process for patrons to file complaints regarding the conduct of others and the addition of an appeal process. These changes have been made to improve transparency of Code of Conduct enforcement decisions, which has increasingly been requested by the public.

CONCLUSION

The Panorama Recreation Code of Conduct policy has not been updated in nine years. The policy has been updated to establish clear guidelines for participants, staff, coaches, officials, spectators, user groups, volunteers and other visitors using Peninsula Recreation facilities, programs and services.

RECOMMENDATION

That the revised Patron Code of Conduct Policy be approved.

Submitted by:	Katherine Beck, Manager of Program Services, Panorama Recreation
Concurrence:	Lorraine Brewster, M.A., Senior Manager, Panorama Recreation

ATTACHMENT

Appendix A: Revised Policy: Panorama Recreation Patron Code of Conduct



CAPITAL REGIONAL DISTRICT DEPARTMENT POLICY

Policy Type	<i>Administrative</i>		
Section	<i>Peninsula Recreation</i>		
Title	<i>CODE OF CONDUCT</i>		
Adopted Date		Policy Number	2015-01
Last Amended			
Policy Owner	Parks & Recreation		

1. **POLICY:**

Peninsula Recreation strives to provide all users the opportunity to participate in recreational activities and services in a safe and positive environment. All participants using Peninsula Recreation facilities, programs and services are expected to behave or act in a manner that respects the rights of others and to conduct themselves in such a way as to promote safe and positive experiences.

2. **PURPOSE:**

This policy provides direction for Peninsula Recreation staff to ensure facilities, programs and services are safe and inclusive for all users.

This Code of Conduct is in addition to and not in substitution of any rights an individual may have to pursue action under the BC Human Rights Code. The code of conduct is in place to:

1. Provide safe and welcoming facilities, programs and services for all visitors; and
2. Provide guidelines for participants, staff, coaches, officials, spectators, user groups, volunteers and other visitors using Peninsula Recreation facilities, programs and services.

3. **SCOPE:**

This policy applies to all staff, volunteers, participants, spectators, and visitors using Peninsula Recreation facilities, programs and services. Peninsula Recreation staff members are authorized to interpret and enforce the Code of Conduct when necessary. Staff members are authorized to determine whether certain behaviour amounts to a breach of the Code of Conduct. All such incidents are to be formally documented and reported to a manager.

To provide a safe environment for all patrons, Peninsula Recreation will not tolerate any form of inappropriate behaviour across recreation facilities, programs and services. Inappropriate behaviour includes disrespectful, discriminative or dangerous behaviour or language.

An abbreviated version of the Code of Conduct will be posted at facility entrances. Additional signage will be posted in specific areas of the facility as required to outline safety, dress code and Code of Conduct guidelines.

3.1 Disrespectful, Discriminatory or Dangerous Behavior

The following non-exhaustive list of behaviours are grounds for enforcement of this policy by staff:

- a) Possession or consumption of alcohol, illicit drugs or other intoxicating substances.
- b) Intoxication or being under the influence of drugs or alcohol.
- c) Conduct that creates unsafe conditions.
- d) Criminal behaviour of any kind.
- e) Theft of property.
- f) Failure to respect facility, materials and equipment including creating intentional mess, vandalism and/or property damage.
- g) Intimidation, fighting, attempts to goad or incite violence in others, verbal or physical threats to another's safety or wellbeing.
- h) Bringing weapons into facilities.
- i) Behaviour that promotes discrimination, racism, or hatred.
- j) Demeaning, insulting, discriminatory, taunting, ridiculing or belittling comments or conversation.
- k) Displaying or distributing discriminatory, abusive or offensive materials, words and images.
- l) Conduct, comments, actions, gestures or any other means of communication which humiliate, intimidate, offend or degrade a particular person or group.
- m) Unwanted or unwelcome physical contact.
- n) Sexual harassment, being any unwelcome behaviour, comment or conduct that is sexual in nature and negatively affects or threatens to affect, directly or indirectly, a person.
- o) Hostile or unwanted attention, including but not limited to subtle comments about personal appearance, flirting or propositions, inquiring about personal details and oversharing of personal details.
- p) Capturing or sharing photo or video of staff or other patrons without their permission.
- q) Excessive use of profanity, yelling and angry outbursts.
- r) Failing to or refusing to follow Peninsula Recreation facility rules or the directions of staff.
- s) Nuisance behaviour.

3.2 Dress Code

The following dress code is in place to ensure the safety of all users of Peninsula Recreation facilities, programs and services. If a patron fails to follow the dress code, they will be asked by a staff member to wear proper attire or leave the facility and permitted to return once they are properly attired.

Proper attire is at the discretion of management, and decisions are to be made on the basis of safety while recognizing the different views that patrons may have when choosing their swim and workout attire.

3.2.1 Swimming:

Appropriate swimwear allows the body to move freely, does not impede buoyancy and does not create an increased risk to the safety of the bather or lifeguard. Attire for swimming must be clean, must not restrict movement or create a safety hazard, and cannot be clothing worn from the street or work-out into the pool. Examples of appropriate swimwear include:

- a) Bathing suit
- b) Swim trunks, board shorts
- c) T-shirts, shorts
- d) Burkini
- e) Swim hijab with leggings and tunic
- f) Rash guard
- g) Wet suit; and
- h) Reusable or disposable swim diapers, which are to be worn by individuals without sufficient bladder and/or bowel control.

Attire for swimming that is considered unacceptable includes, but is not limited to:

- a) Undergarments
- b) Clothing which absorbs water and becomes heavy such as jeans or sweatpants
- c) Attire with long/flowing fabric that may limit movement or cause a safety risk; and
- d) Attire with studs, zippers or other metal embellishments that may damage equipment.

3.2.2 Fitness/Weight Room Areas:

Appropriate fitness attire must be worn at all times, including:

- a) Clean, enclosed exercise shoes.
- b) T-shirts or sports bras; and
- c) Shorts, leggings or pants suitable for activity.

3.2.3 Common Areas and Program Spaces:

A top, bottoms and proper footwear is required.

3.2.4 Exceptions for Cultural Attire:

Ceremonial cultural and religious attire may be worn in Peninsula Recreation facility. Where the cultural object interferes with the activity, or puts another participant at risk of harm, an accommodation may be offered.

4. DEFINITIONS:

CODE OF CONDUCT: Refers to the standards of behaviour contained in this Code of Conduct Policy.

FACILITY: A building, portion of a building and/or general premises surrounding a building operated by the CRD which is intended for, but is not limited to, athletic, educational, social or recreational use.

INAPPROPRIATE BEHAVIOUR: Conduct that is unwarranted, expressly prohibited and/or is reasonably interpreted to be demeaning, rude, threatening, offensive, damaging or that negatively impacts the well-being, health, safety, participation and enjoyment of others.

MANAGER: A CRD staff member with the job title of Manager.

PARK: Land operated by the CRD for, but not limited to, athletic, educational, social or recreational use.

PROGRAM: Any pre-planned organized activity or event that limits general public access to a portion of the park or facility.

SERVICE: Any service provided by the CRD including all methods of communication.

STAFF: Any individual employed or contracted by the CRD.

SUSPENSION: When a 'User' is prohibited from attending, or participating in any CRD Park, Facility or Program for a period of time specified by a staff member or Manager.

USER: A visitor, patron, participant, renter, volunteer, or any member of the public, group, or organization using CRD programs, Services, Parks and Facilities.

WEAPON: Anything used, designed to be used, or intended for use in causing death or injury to any person, or for the purpose of threatening or intimidating any person. This does not include kirpans, a curved, single-edged blade that baptized Khalsa Sikhs are required to wear as a religious symbol.

5. PROCEDURE:

Panorama Recreation reserves the right to refuse service and/or membership to anyone where it is deemed reasonable and justifiable. Individual(s) and/or organizations that breach the Code of Conduct could be subject to immediate eviction from all facilities. Depending on the severity of the breach, a further suspension from all facilities may be imposed. The procedure for staff members in the event of a reported Code of Conduct Breach is as follows:

1. Assess the situation
2. *Request* to participant to refrain from the prohibited activity
3. *Warning* to participant to refrain from the prohibited activity
4. *Direction* to participant to leave the property, citing the reason as failure to refrain from the named prohibited activity
5. If warranted, issue a temporary facility suspension up to 72 hours or until a manager can speak to the participant
6. If participant refuses to leave, call the police
7. Complete an incident report

5.1 Defusing Patron Interactions

The following process is intended to provide guidance to staff to effectively defuse situations where patrons are angry or escalated, in order to ensure awareness of and compliance with the Code of Conduct:

- a) Lower your voice – do not match the patron's energy or volume.
- b) Listen and confirm – practice active listening and confirm understanding.

- c) Empathize – show acceptance of their experience.
- d) Apologize – sincerely apologize for the situation that is happening, without casting blame.
- e) Assure – convey willingness to help.
- f) Selectively agree – where reasonable.
- g) Set limits – firmly indicate limits to acceptable behaviour or language.
- h) Don't take it personally – remain as neutral as possible; and
- i) Appreciate – convey appreciation for sharing relevant information or feedback.

5.2 Complaints by Individuals

Participants, users and visitors to Peninsula Recreation facilities, programs and services should report any breach of the Code of Conduct to a staff member, who will record the complaint, assess the situation, and take appropriate action.

5.3 Warnings and Suspensions

Panorama Recreation reserves the right to ensure Code of Conduct infractions are addressed consistently and appropriately and documented accurately by staff. All Peninsula Recreation staff members have the authority to temporarily suspend access to an individual for up to 72 hours. The staff member is to provide manager's contact information for follow-up purposes. The manager (or delegate) will contact the suspended patron as soon as possible to review the incident.

Suspensions longer than 72 hours must be authorized by the Senior Manager. The Senior Manager may consider any relevant factors to determine the appropriate length and conditions of suspension. Such factors include, but are not limited to:

1. Any history of inappropriate behaviour at Peninsula Recreation facilities, programs and services of the individual facing suspension; and
2. The level of risk to public/staff safety that the individual's behaviour presents.

A formal notice of suspension will be issued for suspensions longer than 72 hours to outline terms of suspension, and instructions to request reconsideration. Suspension notices are to be delivered by hand, email or registered mail. Suspensions will apply to all Peninsula Recreation facilities, programs and services, unless otherwise specified.

	Up to 72 hrs	One Week	One Month	Three Months	Six Months	One Year	Two Years	Five Years	Indefinite
First Infraction	Level One	Level Two		Level Three					
Second Infraction			Level One	Level Two		Level Three			
Third Infraction			Level One		Level Two		Level Three		

5.4 Infraction Levels:

Level 1 – Minor Infractions (Disobey)

- i. Breaking a facility rule, policy or bylaw.
- ii. Attending while under the influence of alcohol or drugs.
- iii. Fraudulent behaviour; and
- iv. Nuisance behaviour.

Level 2 – Moderate Infractions (Disrespect/Abuse)

- i. Refusal to comply with staff requests.
- ii. Causing a disturbance; and
- iii. Abusive behaviour.

Level 3 – Major Infractions (Aggression/Criminal Acts)

- i. Inappropriate or suspicious use of cameras and other recording devices.
- ii. Theft, property damage, or vandalism.
- iii. Act of violence, physical confrontation, or uttering threats to harm; and
- iv. Inappropriate sexual conduct.

5.5 Suspension Guidelines for Staff:

5.5.1 Level 1 & 2 – Minor/Moderate Infractions (Disobey, Disrespect, Abuse)

1. Staff members (two if possible) will ask the individual/group of users to cease the behaviour and educate on the Code of Conduct and inform of the procedures in a calm, open and non-confrontational manner.
2. Document all details of the incident and have all involved staff members review and sign. Forward to supervisor or manager for information.
3. If the individual/group of users is disrespectful or continues inappropriate behaviour, staff can ask the users to leave and escort them from the facility.
 - a) All staff members have the authority to suspend access for up to 72 hours or until the individual can speak with a manager or delegate.
 - b) A template letter can be found [Here](#) to provide to the individual that outlines the terms of their temporary suspension;
 - c) Staff can use their discretion around suspensions.
4. No child under 11 years of age can be asked to leave unless accompanied by their parent/guardian or police. Parents/guardians should be contacted to inform them of the situation and to collect their children.
5. Incidents involving youth aged 12-17 will require that staff contact their parent/guardian to notify them that their child has been asked to leave the facility and to complete the incident documentation process.

5.5.2 Level 3 – Major Infractions (Aggression/Criminal Acts)

1. If the individual/group of users involved in a level 1 or 2 infraction become aggressive or refuse to leave, or if a level 3 infraction is witnessed or reported to staff:
 - a) Call police.
 - b) Report the details to the dispatcher; and
 - c) Provide details of incident to police responders.
2. Update incident report with information from police, including file number if applicable. Ask other involved staff to review and sign.
3. Full documentation of any incident should be completed by staff and forwarded to the manager immediately. Incident report should be dated and signed by any staff involved.

5.6 Suspension Guidelines for Managers:

1. Review other related incident reports on file to determine if the individual/group of users has a history of incidents.
2. Review the Suspension Tracking Form to determine if the individual/group have previous suspensions.
3. Contact the individual/group via phone or email to advise that you have been informed of their involvement in an incident. Provide an opportunity to share their account of the incident.
4. Evaluate appropriate length of suspension in accordance with guidelines.
5. Consult Legal & Risk Management for legal advice as needed.
6. Complete suspension letter and file.
7. Notify staff as follows:
 - a) Management team and delegates: email including letter of suspension, incident report and other relevant documentation.
 - b) All other staff: include a printed copy in communications book where relevant, with all relevant information.
8. Photos from video surveillance and Xplor can be distributed internally to staff on a need-to-know basis. All staff must ensure that photos and personal information are secure.
9. Update Xplor account as required.
10. Where conduct may present an urgent and/or significant risk to public safety, this information will be shared by the manager with the police and/or other providers of municipal recreation services in the region.
11. Incident reports and letters of suspension will be kept on file for at least one (1) year from the time an incident is resolved, and any potential appeal periods have elapsed.

5.7 Disclosure and Use of Personal Information

Peninsula Recreation may disclose the notice of suspension, any incident reports and any identifiable information including photographs attached to the suspended individual's recreation account with Peninsula Recreation and CRD staff on a 'need-to-know' basis. The personal information is disclosed under section 26 (c) of the *Freedom of Information and Protection of Privacy Act* (FOIPPA), for the purposes of safety and security of patrons, staff and facilities.

If the individual's conduct presents a significant risk to public safety, including but not limited to any instances of criminal activity or sexual misconduct, Peninsula Recreation may disclose the notice of suspension and any incident reports to the Sidney/North Saanich RCMP under section 26 (b) of FIPPA, for the purposes of law enforcement.

5.8 Requests for Reconsideration

If a visitor/user wishes to appeal any decision made by a staff member regarding a Code of Conduct infraction, they may do so by writing the Senior Manager by email or letter. The appeal letter must include:

- a) Name and contact information of the visitor.
- b) Date of the incident.
- c) Facility and activity in which the incident occurred; and
- d) Brief chronological description of the account of the events surrounding the incident.

The Senior Manager will review the appeal and provide a response to the visitor. This appeal process is available to those individuals who:

- a) Have been suspended from the Peninsula Recreation facilities, programs and services; and
- b) Have brought a complaint to the attention of a staff member and believes the complaint was not properly addressed.

6. SCHEDULE:

7. AMENDMENTS:

8. REVIEW:

Approval Date:		Approved By:	Peninsula Recreation Commission
1. Amendment Date:		Approved By:	
2. Amendment Date:		Approved By:	
3. Amendment Date:		Approved By:	

Next Review Date:	2025	Reviewed By:	
Supersedes:			

9. RELATED POLICY, PROCEDURE OR GUIDELINE:

- ADM09, Freedom of Information & Protection of Privacy Policy
- ADM30, Standards of Conduct Policy
- ADM66, Violence in the Workplace Policy
- ADM73, Respectful workplace Policy

**REPORT TO PENINSULA RECREATION COMMISSION
MEETING OF THURSDAY OCTOBER 24, 2024**

SUBJECT **FINANCIAL STATEMENT OF OPERATIONS – THIRD QUARTER OF 2024**

ISSUE SUMMARY

To provide financial information to the Commission for the third quarter of 2024.

BACKGROUND

The third quarter financial results are now available for the period ended September 30, 2024. The statement of operating revenue and expenses for the nine months ended September 30, 2024 is attached as Appendix A.

After nine months of operations, actual results should be approximately 75% of budget utilization.

- Overall, revenue is slightly under target budget utilization at 71% of the budgeted amount, compared to 72% at this time in 2023.
- Program revenue is exceeding budget expectations at 78% of expected revenue, but has higher expenses associated with delivery than passes and admissions.
- Rental revenue is at 64% of budget utilization but is expected to increase to projected totals in Q4 due to seasonal arena rental revenue.
- Direct costs are slightly below budget expectations at 73% budget utilization.
- Indirect costs are slightly below budget expectations at 68% budget utilization.
- Grant funding is lower than expected due to the preschool expansion not happening as expected. There are also savings in budgeted expenditures as result.
- All expenses are closely monitored and continue to remain within forecasted values.

CONCLUSION

Overall performance is on target with budget expectations. Program revenue is expected to exceed expectations whereas admission and pass sales are projected to finish slightly under budget. Transfers to reserves are on track to occur as planned.

RECOMMENDATION

There is no recommendation. This report is for information only.

Submitted by:	Scott Davis, Manager, Administrative Services, Panorama Recreation
Concurrence:	Lorraine Brewster, M.A., Senior Manager, Panorama Recreation

ATTACHMENT

Appendix A – Panorama Recreation – Statement of Operations (9 Months ended September 30, 2024)

PANORAMA RECREATION - STATEMENT OF OPERATIONS 9 MONTHS ENDED September 2024

	% of Budget Used	BUDGET	2024 ESTIMATED	Year to Date 2024	Year to Date 2023	Actual difference 2023 to 2024	
		2024				\$	%
DIRECT OPERATING REVENUES							
Admissions & pass sales	72%	1,561,619	1,532,068	1,128,105	995,284	132,821	13%
Partnerships & sponsorships	120%	2,588	2,350	3,100	1,750	1,350	77%
Programs	78%	1,958,606	2,027,452	1,524,611	1,472,647	51,964	4%
Rentals	64%	1,022,887	1,025,662	652,400	631,100	21,300	3%
Grants & donations	46%	405,207	300,963	185,993	184,501	1,492	1%
Other (fees, commissions, retail sale)	79%	128,301	139,093	100,716	93,982	6,735	7%
TOTAL DIRECT OPERATING REVENUES	71%	5,079,208	5,027,588	3,594,927	3,379,265	215,662	6%
DIRECT OPERATING EXPENSES							
Instructional Services	79%	420,221	444,057	330,919	314,996	15,922	5%
Operating supplies	62%	151,396	148,745	94,204	101,550	(7,346)	-7%
Repairs & Maintenance (pool, arena, racquet)	58%	250,135	220,828	144,904	177,132	(32,228)	-18%
Travel & vehicle costs	87%	4,557	9,084	3,968	10,664	(6,696)	-63%
Wages & Benefits	74%	2,992,997	3,034,432	2,219,395	2,000,395	219,000	11%
Other (Staff training, licences, fees, dues, memberships)	60%	47,120	48,843	28,394	19,761	8,633	44%
TOTAL DIRECT OPERATING EXPENSES	73%	3,866,426	3,905,989	2,821,783	2,624,498	197,285	8%
CONTRIBUTION DIRECT OPERATIONS	64%	1,212,782	1,121,599	773,143	754,767	18,377	2%
INDIRECT EXPENSES- ADMIN., MAINTENANCE							
Advertising	35%	31,212	20,000	10,934	12,814	(1,880)	-15%
Contract for services & legal	24%	154,350	142,000	37,195	34,996	2,199	6%
CRD charges (IT, HR, payroll, finance)	74%	661,945	656,945	492,709	447,189	45,520	10%
Insurance	100%	68,400	68,400	68,400	67,160	1,240	2%
Leasehold Improvements	0%	40,000	40,000	-	-	-	0%
Licences, fees & dues	96%	140,195	151,519	134,968	122,291	12,677	10%
Rentals - Facilities and Equipment	53%	83,883	83,775	44,852	47,501	(2,649)	-6%
Repairs & Maint. (general)	53%	148,322	135,436	78,277	90,234	(11,957)	-13%
Supplies	89%	199,590	216,016	177,202	194,883	(17,681)	-9%
Travel & vehicle costs	102%	25,205	45,311	25,744	27,253	(1,509)	-6%
Utilities (hydro, sewer, water & phone)	62%	707,026	730,580	439,759	536,286	(96,527)	-18%
Wages & Benefits	70%	3,117,305	2,981,091	2,166,899	2,076,302	90,596	4%
Other (meetings, printing costs, admin. staff training)	44%	52,102	41,211	22,739	30,210	(7,471)	-25%
Contingency	0%	-	-	-	-	-	0%
TOTAL INDIRECT EXPENSES	68%	5,429,535	5,312,284	3,699,677	3,687,120	12,557	0%
INDIRECT REVENUES							
Payments in lieu of taxes & Recovery	100%	176,054	176,054	176,054	186,935	(10,881)	-6%
Interest income	4%	21,270	26,270	869	18,673	(17,804)	-95%
TOTAL INDIRECT REVENUES	90%	197,324	202,324	176,923	205,608	(28,685)	-14%
NET CONTRIBUTIONS (DEFICIT)	68%	(4,019,429)	(3,988,361)	(2,749,611)	(2,726,746)	(22,866)	1%
TRANSFERS & DEBT							
Equipment Replacement Fund	75%	403,920	403,920	302,940	165,000	137,940	84%
Transfer to Capital Reserve fund	0%	740,566	740,566	-	-	-	0%
Transfer to Internal Reserve	0%	8,404	-	-	-	-	0%
Debt-interest payments	31%	191,138	202,138	58,647	177,294	(118,647)	-67%
Debt-Principal payments	100%	167,839	167,839	167,838	427,532	(259,694)	-61%
MFA Debt Reserve interest	104%	(32,123)	(30,414)	(33,324)	(78,757)	45,434	-58%
TOTAL TRANSFERS & DEBT	34%	1,479,744	1,484,049	496,102	691,069	(194,967)	-28%
NET BEFORE REQUISITION & PRIOR YEAR SURPLUS	59%	(5,499,173)	(5,472,410)	(3,245,713)	(3,417,815)	172,102	-5%
Requisition	100%	5,499,173	5,499,173	5,499,173	5,260,398	238,775	5%
NET OPERATIONS		-	26,763	2,253,460	1,842,583	410,877	

**REPORT TO PENINSULA RECREATION COMMISSION
MEETING OF THURSDAY, OCTOBER 24, 2024**

SUBJECT Maintenance Projects

ISSUE SUMMARY

To provide information on the progress of maintenance projects.

Energy Recovery Project

Phase one of the project is complete with the new arena dehumidifier installed and currently running on electricity until the project is completed. Final design of phase two of the project is complete, and the tender is in the process of being put out to bid.

Features of the system include:

- Running the new arena dehumidifier
- Replacing the gas HVAC unit in the pool changerooms and running the new electric unit.
- Providing heat to the pool
- Heating the tennis facility
- Pre-heating the domestic hot water
- Cooling of the arena and pool air in the summer
- 58% site wide greenhouse gas (GHG) reduction

The project is currently on schedule and is set to be completed in phases over the course of the pool and arena shutdowns with final completion set for the summer of 2025.

The 2024-2025 capital plan includes a total of \$2,833,000 for the project. Phase one of the project came in at \$697,120 and \$321,678 has been committed to phase two for a total of \$1,018,798. The latest cost estimations from Polar Engineering come in at \$1,365,000 to complete the heat recovery phase. This does not include professional fees, contingency or variations from estimated equipment.

Clean BC grants have been obtained for the energy studies totaling \$37,500. Staff are confident in maximizing a Fortis BC Custom Efficiency Program grant in the amount of \$500,000, as well as applying for grants in the range of \$50,000 through BC Hydro's energy savings incentives.

Centennial Park Multi Sport Box

The new centennial park multi-sport box has broken ground. Demolition of the old lacrosse box is complete, and construction has started. The new facility will include a covered acrylic coated asphalt playing surface for lacrosse, pickleball, ball hockey and more.

The project is currently on schedule and estimated to be complete and turned over in April 2025. Site prep and foundations are currently taking place, and the roof structure is scheduled to be erected in January with boards and surfacing to follow.

The 2024-2025 capital plan includes a total of \$4,912,000 for the project. We have currently committed \$3,970,753. This includes both tenders and professional fees up to date.

CONCLUSION

The above is a progress report on maintenance projects.

RECOMMENDATION

There is no recommendation. This report is for information only.

Submitted by:	Liz Gregg, Manager of Facilities & Operations
Concurrence:	Lorraine Brewster, Senior Manager, Panorama Recreation