



CITY OF KINGSTON
**INFORMATION REPORT TO ARTS,
RECREATION AND COMMUNITY POLICIES
COMMITTEE**

Report No.: ARCP-11-018

TO: Chair and Members of Arts, Recreation and Community Policies Committee

FROM: Lanie Hurdle, Commissioner, Community Services

RESOURCE STAFF: Nadine Partridge, Manager, Recreation Programs

DATE OF MEETING: September 22, 2011

SUBJECT: Artillery Park Aquafit Program

EXECUTIVE SUMMARY:

On July 19, 2011 Council directed staff to review the Artillery Park Aquafit program and fees as well as consult with members to identify concerns.

Staff has now had two meetings with Artillery Park members and have identified the following main concerns as follows:

1. Proposed 2012 Wellness Membership
2. Senior age change from 55 to 65
3. General affordability of programs and services
4. Better integration of Aquafit program at the Outdoor Aquatic Centre

Other more minor issues were identified by members and are noted in the body of this report. Staff have reviewed concerns and identified actions to address them. These actions are operational in nature and do not require Council's approval.

RECOMMENDATION:

This report is for information only.

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AUTHORIZING SIGNATURES:

ORIGINAL SIGNED BY COMMISSIONER _____ Lanie Hurdle, Commissioner, Community Services
ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER _____ Gerard Hunt, Chief Administrative Officer

CONSULTATION WITH THE FOLLOWING COMMISSIONERS:

Cynthia Beach, <i>Sustainability & Growth</i>	N/R
Denis Leger, <i>Transportation, Properties & Emergency Services</i>	N/R
Jim Keech, <i>President and CEO, Utilities Kingston</i>	N/R

(N/R indicates consultation not required)

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OPTIONS/DISCUSSION:

On July 19th 2011, Council passed the following motion:

WHEREAS there has been considerable public concern about the current Parks and Recreation fee schedule specifically concerning for the fees for use the aqua fit program; and,

WHEREAS there is a need for further public input into the recreation fee schedule;

THEREFORE BE IT RESOLVED THAT Council direct staff to investigate the fees for the aqua fit program, and that a report with recommendations be brought to the August 25, 2011, Arts, Recreation and Community Policies Committee meeting for consideration.

Staff met with Artillery Park members on August 15th and September 8th. Staff identified the following major concerns and appropriate actions to address those concerns:

1. Proposed 2012 Wellness Membership

Concern: This proposed membership for 2012 would eliminate separate pool and Aquafit memberships. Members identified a concern about paying for services that they may not use (i.e. gym) and that currently separate membership options are available.

Action: Current membership types (i.e. wellness, Aquafit, pool and gym) will be maintained and a standard fee increase of 3% (2% inflation + 1% capital) will be applied to memberships in 2012, subject to Council approval.

2. Senior Age Change From 55 to 65

Concern: In 2011, senior's age for all programs at Artillery Park was changed from 55 to 65. All 2010 senior membership holders were grandfathered moving forward and only new senior memberships & drop-in's had to be 65 years old to be eligible for a discount. The age change was implemented as a result of recommendations in the Parks & Recreation Master Plan, Section 3, Planning for an Evolving Population Base, endorsed by Council in 2010. Council also endorsed the implementation of the Subsidy Program for Affordable Recreation in Kingston (SPARK).

Action: On September 6th, Council passed a motion to direct staff to complete an assessment of the impact of reducing senior's age from 65 to 60 years old for all City programs and services. Artillery Park programs will be considered within this assessment.

3. General Affordability of Services and Programs

Concern: Members expressed concerns with fees and charges of programs and services in general, not only as it applies to the Aquafit program and Artillery Park.

Action: Although this particular concern is much broader than Aquafit and Artillery Park, staff identified this concern brought forward by members. Staff is planning to undertake a review of all fees and charges within the next year.

4. Better Integration of Outdoor Aquatic Centre Aquafit Program with Artillery Park Aquafit Program

Concern: Members indicated that they would like to have the Aquafit programs at both Artillery Park and the Outdoor Aquatic Centre better integrated for members and lower rates for drop in Aquafit passes at the Outdoor Aquatic Centre.

Action: Staff will review opportunities for both programs and rates for next season.

In addition to the concerns noted above, other issues that were raised during the meetings included:

Flexible Payment Plan and Membership Holds: Members raised concerns about flexible payment plans and the idea of being able to implement a hold on memberships. As a result, payments for yearly memberships can now be made on a monthly basis. The City currently has an option for a one month hold for membership which will be reviewed by staff and additional options for membership holds will be considered.

Impact of Artillery Park Renovations on Programs: There were concerns about the potential impacts on programs of the renovations at Artillery Park. A plan is being developed to minimize the impacts on programs during renovations at Artillery Park. Additional meetings with members will take place over the next few months to review options.

Overall, staff noted the need to improve communications with members and will do so through written communications and meetings as required.

EXISTING POLICY/BY LAW:

N/A

NOTICE PROVISIONS:

N/A

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ACCESSIBILITY CONSIDERATIONS:

N/A

FINANCIAL CONSIDERATIONS:

N/A

CONTACTS:

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EXHIBITS ATTACHED:

N/A