

To: All Pool Permit Users

From: Linda Pietrangelo, Community Coordinator, Swim Toronto, TLC

Date: June 14, 2012

Re: Notes from Permit Working Group Meeting of June 6, 2012

S. Hoy commenced the Permit Working Group meeting by providing an overview of community use of pools and the way in which pool permit fees and user groups have evolved since 2008. S. Hoy further indicated that in reviewing our overall revenues from pool permits, some short falls exist. In order to address continued challenges in the TDSB operating budget, as well as ensure consistent TLC permit policies with the TDSB Permit Policy, the Toronto Lands Corporation (TLC) requires a plan of action in establishing a new fee structure that incorporates the following: (1) An increase to the pool permit fee and (2) An incentive to maximize use of pools at underutilized pools.

In presenting various fee structures and classifications, there was noteworthy discussion. At the same time, there was consensus that if permit fees are to be increased, a number of customer service concerns would need to be addressed, including:

- Maintenance and cleanliness of the pool deck and general pool area
- Ensuring pool water temperature is warmer for permit groups that have younger bathers while cooler for older bathers and after school swim teams
- Ensuring that custodial staff unlocks and opens pool entrance doors for permit holders 15 min prior to the start of the permit and leaves pool entrance doors unlocked until the end of the permit.
- Ensuring parents/spectators have the ability to be on deck while children are swimming or have access to the viewing gallery
- Ensuring that custodians check on the permit and pool and can easily be accessed when needed.
- Ensuring a more seamless and timely flow of permits to user groups
- Ensuring school Principals do not make last minute cancellations on user groups

Working Group Recommendations:

1. Increase the current flat fee of \$50.00 per hour to \$60.00 per hour on prime time hours of use at all pools - exact hours to be defined.
2. Establish an incentive on non-prime time hours where pool fees will be lower than \$60.00 but higher than the current fee of \$50.00 per hour.
3. Consider expanding community use of school hours for pools such that community use of school hours begin at 5 p.m. rather than 6 p.m. Monday to Friday.

Next Steps:

- TLC to conduct a cost-benefit analysis of increasing the base pool permit fee to \$60.00 per hour on prime hours to determine if it meets the overall goal of increasing permit revenues in the order of \$100K subsequent to a permit fee increase.
- Follow-up meeting with Permit Working Group in July.

Timelines:

- **Next Meeting of Permit Work Group: July 18, 2012 from 5.30-7.30pm TLC Offices 3rd Floor, 43 Millwood Road.**
- Recommendations to be brought forward to Swim Toronto Committee by end of August.