Community Services Advisory Committee (CSAC)
Meeting Minutes
August 11, 2011
4-6pm
Civic Centre – Georgetown Boardroom

Agenda Items

1. Attendance
    a. Gordie Miskow
    b. Russ Nielson
    c. Chris Hay

2. Approval of Agenda
    a. Approved

3. Discussion Topic #1 – User Fees and Charges Policy – Draft – review and provide comment on content
    a. Overall feedback was positive. General feeling that the Policy was fair, comprehensive, and logical. The Policy provided adequate direction and guidance, but was sufficiently flexible. No concerns around proposed discount ratios or recovery rates were highlighted at the meeting. Several comments were received via email, however were not discussed at this meeting. Several of these comments were document edits, while others were intended to ensure clarification and consistency within the documents content. These suggestions will be reviewed and where appropriate included in the next version of the Policy Draft.

4. Discussion Topic #2 –Affordability at the Multiplex - review proposed access fees and provide comment
    a. Overall there was little feedback regarding the fairness and/or affordability of the rates proposed, which suggests general acceptance. There was a suggestion that number no further value added pieces were required beyond the level of affordability for the memberships There was agreement that providing the TIPPS option (paying for your membership via the TIPPS property tax program) would be a useful tool to encourage membership sales
    b. A number of ideas were identified that could be incorporated to enhance opportunities, including;
        i. Include the arenas (and possibly the Illusions gymnasium) in the all access pass
        ii. Allow for upgrades and swaps for memberships at no penalty to eliminate the risk to the community
        iii. Include birthday party rates and / or packages on signage, or marketing material to increase community awareness.

iv. During the grand opening and / or a couple of times a year allow for a free period of time (ie. weekend) so that people cold sample the facility), and use as an opportunity to sell memberships
v. Invite schools to the facility(free)
vi. Separate open house for Seniors, highlighting program options
vii. Consider special events to keep the facility fresh and interesting (Heritage Day – dress up in costume / Council speedo day / etc.)

5. Meeting Adjournment / Next Meeting Time is up. No need to meet further at this time.

<u>Reference Documents</u>
Preliminary Draft of User Fees and Charges Policy
Proposed Multiplex Access Fees and Passes