

CENTRE DUFFERIN RECREATION COMPLEX

BOARD OF MANAGEMENT

Minutes of the Regular meeting held November 3, 2022 via ZOOM

Attendance: Lindsay Wegener Shelburne
Steve Anderson Shelburne
Heather Foster Amaranth
Melinda Davie Mono
Darren White Melancthon

Kim Fraser Facility Administration Manager
Marty Lamers Facility Maintenance Manager
Emily Francis Recreation Program Coordinator

Absent: Chris Gerrits, Margaret Mercer, Dan Sample and Geer Harvey

Meeting called to order by Board Vice-Chair, Melinda Davie at 6:30pm.
A quorum was present.

Land Acknowledgement:

Vice-Chair, Melinda Davie read the land acknowledgement

Declaration of Pecuniary Interests:

Vice-Chair, Melinda Davie stated that if any member of the board had a disclosure of pecuniary interest that they could declare the nature thereof now or at any time during the meeting.

Agenda:

MOTION #1 – Moved by H. Foster seconded by D. White. Be it resolved we approve the agenda dated November 3, 2022 as circulated and presented. Carried

Discussion & Approval of Minutes of Previous Meeting September 28, 2022:

MOTION #2 – Moved by L. Wegener seconded by H. Foster. That the minutes of the CDRC Board of Management regular board meeting held virtually on September 28, 2022 be approved as circulated and presented. Carried

Financial Report:

Second payment installment made for roof replacement project.
Due to the looming teachers strike, discussion weather to offer a camp program. After discussion the Board chose not to offer camp program, instead offer public skate and shinny hockey opportunities.
After review of the CDRC financial reports and accounts, the following motion was presented.

MOTION #3 – Moved by L. Wegener seconded by D. White. That the CDRC Board of Management receive the financial reports and paid accounts in the amount of \$376,897.57, as presented by the Facility Administration Manager. Carried

Human Resource – Job Placement Interviews:

After acceptance of employment offers the following candidates were hired.

MOTION #4 Moved by S. Anderson seconded by D. White. Be it resolved that the CDRC of Management hires the following for the 2022-2023 seasonal contract positions:

- Maintenance Attendant: Cole Alexander, Brody Armstrong and Cal Stinson
 - Concession Booth Attendant: Shannon Kinsman, Leah Bennington, Gabrielle Spencer and Becca Walsh
- Carried

Facility Administration Manager and Recreation Program Coordinator Reports:

See Schedule A

See Schedule B

MOTION #5 – Moved by L. Wegener seconded by D. White. That we receive the reports from the Facility Administration Manager and the Recreation Program Coordinator.

Carried

Facility Maintenance Manager’s Report:

See Schedule C

MOTION #6 Moved by S. Anderson seconded by H. Foster. That we receive the report from the Facility Maintenance Manager.

Carried

Old Business:

Review Respect and Responsibility (RZone Policy):

From the last meeting a link to the RZone Policy was shared. Suggest increase display and signage in the facility to bring awareness.

<https://www.shelburne.ca/en/town-hall/r-zone-policy---respect-and-responsibility.aspx#Staff-is-receiving-inappropriate-written-or-verbal-communication>

New Business:

Facility Bookings, Program Registration and Point of Sale Solutions

See Schedule D – Report

MOTION #7 – Moved by D. White seconded by H. Foster. That we CDRC Board of Management receives the report from the Recreation Program Coordinator regarding facility bookings, program registration and point of sale solutions; And further that the CDRC Board approves the purchase of the ACTIVE Network platform at the cost of \$30,638.00 plus applicable taxes. Carried

Confirmation by By-law:

MOTION #8 – Moved by L. Wegener seconded by H. Foster. Be it resolved that leave be given for the reading and enacting of by-law #09-2022 being a by-law to confirm certain proceedings of the CDRC Board of Management for its regular board meeting held November 3, 2022. Carried

Adjournment:

MOTION #9- Moved by H. Foster seconded by S. Anderson. That we now adjourn at 8:16pm to meet again on January 25, 2023 at 6:30pm. Carried

Secretary - Treasurer

Chairperson

Dated

SCHEDULE 'A'

Facility Administration Managers Report – November 3, 2022

General Information:

- Continual day-to-day administrative duties that include phone calls and walk-in inquiries, invoicing and collections, payables and disbursements, rental contracts, bookings, monitoring the rental schedule and payroll administration.
- Completed seasonal ice schedules and contracts
- Ongoing, receiving and responding to numerous and various facility rental booking requests.
- Fielding numerous rink board and wall sign advertising inquiries
- Need to complete the request from the Melancthon Recreation Task Force to provide user data information
- Completed Canada Summer Jobs payment claim report

Old Business:

- Met with ACTIVE Net representative to review proposal.
- Prepared and sent offers of employment to fill openings for Arena Operator-Maintenance Attendant, Youth Maintenance Attendant and Concession Booth Attendant positions. All Youth Maintenance Attendant and Concession Booth Attendant offers are accepted. Arena Operator-Maintenance Attendant position remains vacant.

New Business:

- SMHA addressed concerns between Penetang and SMHA spectators (see attached email)
- Will begin preparation for the CDRC 2023 Draft Budget

Kim Fraser
Facility Administration Manager

SCHEDULE 'B'

Submitted By: Recreation Program Coordinator Emily Francis

To: CDRC Board of Management

Date: Thursday November 3, 2022

Subject: Recreation Program Coordinator Report

October Overview

- Continuing to assist with day-to-day operations including phone inquiries, email inquiries etc.
Completing invoices for upcoming programs.
- Continuing to make updates to the CDRC information on the Town of Shelburne website and actively creating graphics and posting on the CDRC social media.
- Preparation for the Home Alone Safety for Kids course and PA Day Camp on Monday October 24, 2022
 - Home Alone Safety for Kids: 19 participants
 - PA Day Camp: 25 campers
- Free Skate sponsored by the Shelburne Air Cadets Sunday October 2, 2022
- **Public Skating (\$3.00 per skater)**
 - Friday October 7, 2022 6:30-7:30pm (77 skaters)
 - Monday October 24, 2022 2:30-3:30pm (50 skaters)
 - Friday October 28, 2022 5:30-6:30pm Halloween Public Skate with special guests from Haunt in the Park (117 skaters)
 - Additional dates available soon.
- New PA Day Camp added Friday December 23, 2022
- Preparation, execution and clean up the **Halloween Trick or Treat Drive Thru on Saturday October 29, 2022, from 1:00-3:00pm**
 - Registrations: 325 (250 arrived)
 - Businesses: 17
 - Rural Rescue
 - Local Home Finder
 - Ken Bennington Real Estate
 - Go with Crowe
 - Dufferin Mutual Insurance
 - Shelburne Fair
 - Dominos Pizza
 - Marge McCarthy Realty
 - Shelburne Minor Hockey Association
 - McDonald's Shelburne
 - 164 Squadron Air Cadets
 - Nicol Insurance
 - Skate Canada Shelburne
 - Tim Hortons Shelburne
 - Country 105
 - Sylvia Joneses Office
 - Shelburne Lions
 - Donations: 3
 - Foodland Shelburne
 - Tim's No Frills

- Fix N List
- Volunteers: 14
- Meeting on Friday October 21, 2022, with the Lifesaving Society to discuss the CDRC Pool transition for the summer of 2022. They will be sending through a contract over the coming weeks to begin offering their programs from May-September.
- **Active Network Software**
 - Meeting with Active Network Software representative to discuss the software fees and answer any additional questions.
- Upcoming in November: Transfer course for Lifesaving Society Trainer Certification
 - With the elimination of Red Cross Swim programs, all Red Cross certifications must be transferred over to Lifesaving Society. I will be attending a 2-day (half day) course to complete this transition.

SCHEDULE 'C'

Facility Maintenance Managers Report – November 3, 2022

GENERAL INFORMATION

Circulating pump replacing dressing room 7 leaking. (Waiting on pump.) \$1888.65

Scheduling of operation staff.

Volume of facility usage and general building maintenance has increased.

Youth orientation training.

CDRC repairing south side siding to resolve some issue before roofers capped edge of building. (Not a roofer issue.)

Kore mechanical diagnosing and troubleshooting ammonia alarm sensor fault, life of sensor head depleted, replacement recommended part on order.

Restrung a set of nets \$891.00 nets and safety pads

Co-op student working out well

New Roof replacement issues.

Roof installation completed October 17, 2022, flashing of roof completed October 28, 2022.

Roof truss site visit. Waiting for quote for repair. I believe this will be an issue. No longer are they talking a simple fix possibly building towers to support roof and a week worth of repairs to replacing up to 8 braces. Was this not part of the reason we had SBA, to do a check for structure integrity prior to installing roof. I am not an engineer, but I do believe this is an over kill fix.

Overseeing damaged antenna from roofer informed SBA and Town of Shelburne water department. (Water meter repeater) repaired Oct 31, 2022

THR roofing company, deficiency interim site inspection.

Staffing

Left posting up as operator declined employment Sept 26, 2022, had 4 applicants that applied after leaving messages only one returned my call. Had a working interview orientation with a candidate on Sunday, Oct 23, 2022, for the PT operator. Has not signed or returned offer of employment. Also had a working orientation with a candidate on Saturday, Oct 29, 2022, for a youth position and would like to send offer of employment.

Like to discuss additional operation and capital expenditures for 2023.

Marty Lamers

Facility Maintenance Manager

Centre Dufferin Recreation Complex

REPORT

Meeting Date: November 3, 2022

To: CDRC Board of Management

From: Kim Fraser, Facility Administration
Manager and Emily Francis, Recreation
Program Coordinator

Subject: Facility Bookings, Program Registration
and Point of Sale Solutions

Recommendation

That the Centre Dufferin Recreation Complex Board of Management receives the report from the Recreation Program Coordinator regarding facility bookings, program registration and point of sale solutions.

And Further That the CDRC Board approves the purchase the ACTIVE Network platform at the cost of \$30, 638.00

Background

Currently, facility bookings and registration requests are made by completing an online form through the Town of Shelburne website. Once the form is completed and submitted, it is emailed to CDRC staff who need to manually create an invoice for the request, transfer data to necessary spreadsheets or create a manual rental contract. Invoices and rental contracts are then sent to the customer and the CDRC is required to follow up and ensure that payments are being made.

As the CDRC continues to grow with increase in recreation programs, facility bookings and concession sales, a better and efficient solution is required.

Analysis

Four (4) different online solutions were reviewed by the Facility Administration Manager and Recreation Program Coordinator. Virtual demonstrations of each took place and inquiries were made to other municipalities using these solutions.

List of online solutions reviewed

1. Catch Corner

2. Perfect Mind
3. Book King
4. ACTIVE Network

Other municipalities using ACTIVE Network software

1. Town of Minto (population 8, 671)
<https://anc.ca.apm.activecommunities.com/minto/reservation/landing>
2. City of Orillia (population 31, 166)
3. Saugeen Shores (population 13, 715)
4. Kincardine (population 11, 389)

Cons of our current registration process:

- Very manual process (participants fill out a registration form, after it is received at the CDRC we move the information to a spread sheet, send through an invoice, follow up for payment).
- Forms do not always come through and there is no tracking as to what happened to them.
- Participants are not required to pay at the time of registration so there is no commitment.
- Room for errors as we are transferring information from different spread sheets.
- Lack of communication from participants: participants do not communicate when they will not be attending programs after completing the registration form and invoices being sent.

The features and functionality of the ACTIVE Network suits the needs of the growing CDRC. Using this platform, we will have the following options:

- Participants will be able to book and pay for programs directly online.
- POS system to be used for all drop-in programs and concession sales. This will help to track inventory in our concession booth as well as the accurate numbers for our drop-in programs.
- Facility rentals can be entirely booked online: There is an option for the CDRC to approve all rental inquiries before they are made official.
- Send out quick mass emails is there is a new program, ice available for rent etc.
- Pull off instant reports for our programs instead of manually creating group lists.
- Communicate using trigger emails – if there is an hour of ice available you can send an email to anyone who has booked ice around that time in the last month.
- Facility calendar – which will eliminate the excel spreadsheet we are currently using.
- In the future it can be connected with our dressing room assignment board to automatically assign dressing rooms to rentals if necessary.

Overall benefits

- ACTIVE Network is a marketing tool for new CDRC programs: it will display all offerings in one space as well as group them based on age, date etc.
- See an increase in revenue through rentals and programs as it is convenient for the user and does not require contacting the facility.
- Increase efficiency for both the CDRC and facility users.
- ACTIVE Network will allow the CDRC to accurately track our facility usage (# of participants from each municipality).

Implementation time

- Step 1 Sign the contract with ACTIVE Network: once the contract is signed the project will start in 5-6 weeks.
- From the project start date, 8-10 weeks before the software will go live. During this time, weekly training will be held for staff to build and learn the system.
- Our ideal go live date in order to open summer registration is April 1, 2023.

Financial Impact

The total price in 2023 is \$30, 638.00

The annual subscription cost onward will be \$5,000.00 plus HST

Based on the 2022 Revenue the annual projected contract value is \$13, 834.00 (this includes the annual subscription \$5,000.00).

Supporting Documentation and Information

Attachment 1: Active Network Proposal

Respectfully Submitted:

Kim Fraser Facility Administration Manager and Emily Francis Recreation Program Coordinator



Schedule

Company Address Active Network Ltd.
Suite 2600
Three Bentall Center
595 Burrard St
PO Box 49314
Vancouver BC V7X 1L3

Created Date 11/2/2022
Quote Number 00127306
Currency CAD

Prepared By Molly Mueller
Opportunity Owner Melinda Miller
Owner Email melinda.miller@activenetwork.com








Contact Name Kim Fraser
Phone 5199252400
Email kfraser@shelburne.ca

Bill To Name Centre Dufferin Recreation Complex
Bill To Contact Kim Fraser
Bill To Address 200 Fiddle Park Lane
Shelburne, ON L9V 3C9 Canada

Ship To Contact Kim Fraser
Ship To Address 200 Fiddle Park Lane
Shelburne, ON L9V 3C9 Canada

Product	Product Type	Description	Quantity	Fee %	Total Price
ACTIVENet - (credit card refunds - flat fee)	SaaS		1		0.10
ACTIVENet - ACH Remittance- Every 1 week	Service	ACTIVENet - ACH Remittance- Every 1 week	1		
ACTIVENet - Annual Subscription Fee - Essentials Tier	SaaS	The ACTIVENet - Annual Subscription Fee - Essentials Tier includes the following modules and functionalities: - Program & Activity Registration - POS (Point-of-sale) -Marketing & Communications -Standard Reports -Facilities	1		5,000.00
ACTIVENet - Canadian Debit Card refunds - flat fee	SaaS		1		0.10
ACTIVENet - Functionality: Facilities	SaaS	ACTIVENet - Functionality: Facilities	1		
ACTIVENet - Functionality: POS (Point-of-sale)	SaaS	ACTIVENet - Functionality: POS (Point-of-sale)	1		
ACTIVENet - Functionality: Program & Activity Registration	SaaS	ACTIVENet - Functionality: Program & Activity Registration	1		
ACTIVENet - Public Interface - Online Transaction Fee	SaaS	Rates for organizations under \$1,500,000 in annual revenue through ACTIVE Net.	1	2.95	
ACTIVENet - Public Interface Fee Set up - passed to online registrant	SaaS		1		
ACTIVENet - SaaS		ACTIVE Net Service Package STANDARD 3 consists of the following Services: • remote business process review • remote functionality review & data collection preparation • remote data collection review • remote data entry (system inventory and policy controls) • remote user testing • LMS training			



ACTIVENet - Service Package Standard 3	Service	<ul style="list-style-type: none"> • remote supplemental training • remote Go Live preparation • remote go live support • remote hardware configuration • remote system optimization training <p>The scope of Services is contained to the 3 functionalities of choice.</p> <p>50% of total Service costs will be billed at Service initiation, payable within 30 days of the date of invoice.</p> <p>50% of total Service costs will be billed at Service completion, payable within 30 days of the date of invoice.</p>	1		23,734.00	
ACTIVENet - Staff Interface - Canadian Debit Transaction - flat fee	SaaS		1		0.15	
ACTIVENet - Staff Interface - Payment Processing Fee - Credit Card	SaaS	Rates for organizations under \$1,500,000 in annual revenue through ACTIVE Net.	1	2.05		
ACTIVENet - Staff Interface - Payment Processing Fee - Electronic Cheque/Check Processing	SaaS		1	0.50		
ACTIVENet - Staff Interface - Technology Fee	SaaS	Rates for organizations under \$1,500,000 in annual revenue through ACTIVE Net.	1	0.70		
ACTIVENet - Support Standard Package	Maintenance	Support package for organizations under \$1,500,000 in annual revenue through ACTIVE Net.	1	0.20		
ACTIVENet - Technical Services: Financial Export	Service	ACTIVE Net Technical Services: Financial Export consists of the following Services: <ul style="list-style-type: none"> • remote configuration, testing & training 	1		1,904.00	

Total Price CAD 30,638.00

Annual Projected Contract Value CAD 13,834.00

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The payment options we offer may include MasterCard, Visa, American Express and Discover.

If your order includes hardware, please note that all hardware orders have a 30-day return policy, and it is recommended that you inspect your purchases upon delivery.

*Sales tax and shipping not included in total price. Sales tax and shipping, where applicable, will be added to your invoice.

By signing this Schedule, you agree to the terms and conditions governing your use of the Software and Services as set forth at:
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 Product Terms - <http://www.activenetwork.com/membership-terms>
 Third Party Hardware Product Attachment - <http://www.activenetwork.com/thirdpartyhardware-terms>



Schedule

Client

Signature:

Name:

Title:

Date:

PO# (if applicable):

Active Network Ltd.

Signature:

Name:

Title:

Date:
