

From: ["Levitt, Karen" <karen.levitt@vancouver.ca>](mailto:karen.levitt@vancouver.ca)
To: ["Direct to Mayor and Council - DL"](#)
Date: 8/1/2025 5:03:53 PM
Subject: Outdoor Pool Operational Changes - Board Briefing Memo
Attachments: PB - GMO - Outdoor Pool Operational Changes - Board Briefing Memo - 2025-07-30.pdf

Dear Mayor and Council,

For your information, attached is a memo that was shared with Park Board Commissioners on Wednesday, July 30, 2025, concerning outdoor pool operational changes.

If you have any questions, please reach out to Steve Jackson.

All the best,

Karen

Karen Levitt, Acting City Manager
karen.levitt@vancouver.ca
The City of Vancouver acknowledges that it is situated on the traditional territories of the x m k y m/Musqueam, S wx\u00fclu817 _w\u00fclmesh/Squamish and s lilw ta /Tsleil-Waututh nations

From: Park Board GM's Office <pbgmo@vancouver.ca>
Sent: Wednesday, July 30, 2025 12:50 PM
To: Park Board Commissioners - DL
Cc: PB LT (Leadership Team) - DL PB Communications
Subject: Outdoor Pool Operational Changes - Board Briefing Memo

Dear Commissioners,

The purpose of this memo is to update you on operational adjustments to Vancouver Park Board outdoor pools commencing on August 5, 2025.

As per our practice to continually monitor and adjust our operations in response to operational needs and feedback received, we will be trialling a few operational adjustments for the remainder of the summer season to offer greater flexibility for drop-in users. The following updates will be implemented:

50% discount for all outdoor pools for the final 45 minutes of the session:

A 50% discount will be applied to drop-in admissions for the final 45 minutes of outdoor pool swim sessions. This will not be applicable for length swim sessions (7 am – 8:30 am) or to reservations. The goal of this is to create better value for drop-in users who may be less familiar with time slots who may arrive late in a session, or who have less flexibility in their schedules.

Kits Pool session schedule change:

The 3 pm to 5:30 pm and 6 pm to 8:30 pm swim sessions at Kits Pool will be combined into a single 3 pm to 8:30 pm session. The goal of this is to offer greater flexibility for drop-in users to arrive at varying times while enabling them to enjoy a sufficient length swim session. This change will result in a reduction of reservable swim slots at Kits pool by one session daily.

Drop in capacity:

The current reservation system will remain in place. Our baseline ratio is set at 80/20, with 20% of spots

initially allocated for drop ins. We actively manage capacity based on actual attendance, by increasing drop in availability, when possible, while ensuring safe swimmer-to-lifeguard ratios are maintained.

Outdoor aquatic operational changes:

The outdoor aquatics system, which includes both pools and beaches, is managed comprehensively based on demand and capacity, with staffing adjusted accordingly. With the consistently high demand for outdoor pools, these facilities are being prioritized. As Trout Lake will remain closed for the season due to ongoing water quality concerns, lifeguards originally assigned to Trout Lake are being reallocated throughout the outdoor aquatics system.

These changes align with our ongoing efforts to adapt services in response to operational realities, Vancouver Coastal Health considerations, and community needs.

Park Board response:

- PB Communications\u2019 will be issuing a media release to notify the public of these modifications.
- To ensure broad public awareness, updates will also be made to the City and Park Board websites, shared via social media channels, and posted on-site through signage in the coming days.
- If you receive media requests on this matter, please don't hesitate to refer them to pb.communications@vancouver.ca.

Regards,
Steve Kellock (*he/him*)
Director, Recreation Services – Vancouver Parks and Recreation



July 30, 2025

MEMO TO : Park Board Commissioners

FROM : Director, Recreation Services

SUBJECT : **Outdoor Pools Operational Changes - Board Briefing Memo**

Dear Commissioners,

The purpose of this memo is to update you on operational adjustments to Vancouver Park Board outdoor pools commencing on August 5, 2025.

As per our practice to continually monitor and adjust our operations in response to operational needs and feedback received, we will be trialling a few operational adjustments for the remainder of the summer season to offer greater flexibility for drop-in users. The following updates will be implemented:

50% discount for all outdoor pools for the final 45 minutes of the session:

A 50% discount will be applied to drop-in admissions for the final 45 minutes of outdoor pool swim sessions. This will not be applicable for length swim sessions (7 am – 8:30 am) or to reservations. The goal of this is to create better value for drop-in users who may be less familiar with time slots who may arrive late in a session, or who have less flexibility in their schedules.

Kits Pool session schedule change:

The 3 pm to 5:30 pm and 6 pm to 8:30 pm swim sessions at Kits Pool will be combined into a single 3 pm to 8:30 pm session. The goal of this is to offer greater flexibility for drop-in users to arrive at varying times while enabling them to enjoy a sufficient length swim session. This change will result in a reduction of reservable swim slots at Kits pool by one session daily.

Drop in capacity:

The current reservation system will remain in place. Our baseline ratio is set at 80/20, with 20% of spots initially allocated for drop ins. We actively manage capacity based on actual attendance, by increasing drop in availability, when possible, while ensuring safe swimmer-to-lifeguard ratios are maintained.

Outdoor aquatic operational changes:

The outdoor aquatics system, which includes both pools and beaches, is managed comprehensively based on demand and capacity, with staffing adjusted accordingly. With the consistently high demand for outdoor pools, these facilities are being prioritized. As Trout Lake will remain closed for the season due to ongoing water quality concerns, lifeguards originally assigned to Trout Lake are being reallocated throughout the outdoor aquatics system.

These changes align with our ongoing efforts to adapt services in response to operational realities, Vancouver Coastal Health considerations, and community needs.



Park Board response:

- PB Communications will be issuing a media release to notify the public of these modifications.
- To ensure broad public awareness, updates will also be made to the City and Park Board websites, shared via social media channels, and posted on-site through signage in the coming days.
- If you receive media requests on this matter, please don't hesitate to refer them to pb.communications@vancouver.ca.

Regards,

Steve Kellock (*he/him*)
Director, Recreation Services – Vancouver Parks and Recreation

Copy to: PB Leadership Team
PB Communications