

COVID-19 Emergency Response: Update

as of September 14, 2020

Corporate Services, Strategy, Risk &
Accountability Committee

September 17, 2020

Legislative Update

Report Projection – October 2020

Environment, Infrastructure and Community Services Committee

Meeting Date – October 5, 2020

Consent Agenda

- Public Tree Removal Report - 2477 Queensway Drive
- RS-08-20 Little Free Libraries

Regular Agenda

- EAB Management Plan Update
- CW-26-20 Naming of Three Multi-Use Recreational Trails

Confidential

Community Planning, Regulation and Mobility Committee/Public Meeting

Meeting Date – October 6, 2020

Public Meeting

Regular Agenda

- CC-04-20 Nelson Quarry Communications Plan
- PL-52-20 Response to Staff Direction for Nelson Quarry
- CM-29-20 Municipal Development Corporation

Confidential

- BEDC-08-20 Confidential update regarding MOU

Report Projection – October 2020 (continued)

Corporate Services, Strategy, Risk and Accountability

Committee

Meeting Date – October 8, 2020

Consent Agenda

- F-19-20 Investment Policy
- L-23-20 Small Claims Court – Claim Limit Increase to \$35,000

Regular Agenda

- COVID-19 emergency response (verbal)
- CM-28-20 Service Re-design Interim Modifications and Resumptions
- Corporate Project Status Reporting
- CL-18-20 Procedure By-law Amendments (Correspondence and Petitions)
- CL-19-20 2021 Council Schedule

Confidential

- Verbal Update COVID-19 (if required)
- L-13-20 Confidential - Insurance Reporting
- L-25-20 Legal Advice Respecting a Planning Matter
- L-26-20 Confidential Legal Update on an Insurance Matter
- L-27-20 Confidential - Strategic Land Report
- L-28-20 Confidential Legal Update on a Litigation Matter

Council Workshop

Meeting Date October 20, 2020

- Community Planning Workload - Looking Forward

COVID 19 Financial/Budget Update

Joan Ford,
Chief Financial Officer

COVID 19 Property Tax Collection Update

April 21st Instalment \$105.4M (City, Region & Education)
Collections to Sep 9 \$ 101.9M
Collection Rate 97% (Sept 2019 97%)

August 20th Instalment \$110.2M (City, Region & Education)
Collections to Sep 9 \$ 97.4 M
Collection Rate 88% (Sept 2019 95%)

Tax Relief Extension for Waiving Penalty and Interest until August 31, 2020.
Final property tax instalments delayed to Aug. & Oct. (previously June & Sept.)

Deferral PAP Plan (Monthly to Dec 2020): 246 accounts representing \$4.8M of the August instalment

Penalty & Interest Revenue to end of August \$731,578 (2019 \$1,524,663)

Additional Property Tax Data

August Installment Outstanding as of Sep 9, 2020

Class	August Levy	Total August Outstanding	% of August Levy
COM	\$ 19,056,559.69	\$ 5,212,003.56	27%
IND	\$ 13,911,902.92	\$ 816,966.67	6%
RES	\$ 70,533,543.63	\$ 6,049,289.37	9%
MULTI-RES	\$ 6,332,926.74	\$ 668,278.30	11%
FARM	\$ 357,069.58	\$ 61,105.16	17%
TOTALS:	\$110,192,002.56	\$12,807,643.06	12%

Deferral Program as of Sep 9, 2020

Class	# Enrolled	August Installment Outstanding	% of August Outstanding
COM	54	\$ 4,077,174.43	78%
IND	15	\$ 149,308.51	18%
RES	157	\$ 106,076.38	2%
MULTI-RES	20	\$ 498,056.21	75%
FARM		\$ -	0%
Total	246	\$ 4,830,615.53	38%

COVID 19 Cash Flow Update

Cash Flow Projections (September 8/20)

	2020	2018/2019
July 31 st	\$44.2M	\$29.6M
Aug 31 st	\$56.0M*	\$21.0M
Sept 30 th	\$44.7M**	\$19.0M
Oct 31 st	\$31.4M***	\$29.7M
Nov 30 th	\$16.4M****	\$48.1M

* Includes Region's June 30th deferred remittance of \$36.1M

** Assumes School Board's remittance of \$29.9M

*** Assumes Region's remittance of \$35.5M

**** Includes funding announced under Safe Restart Agreement of \$6M

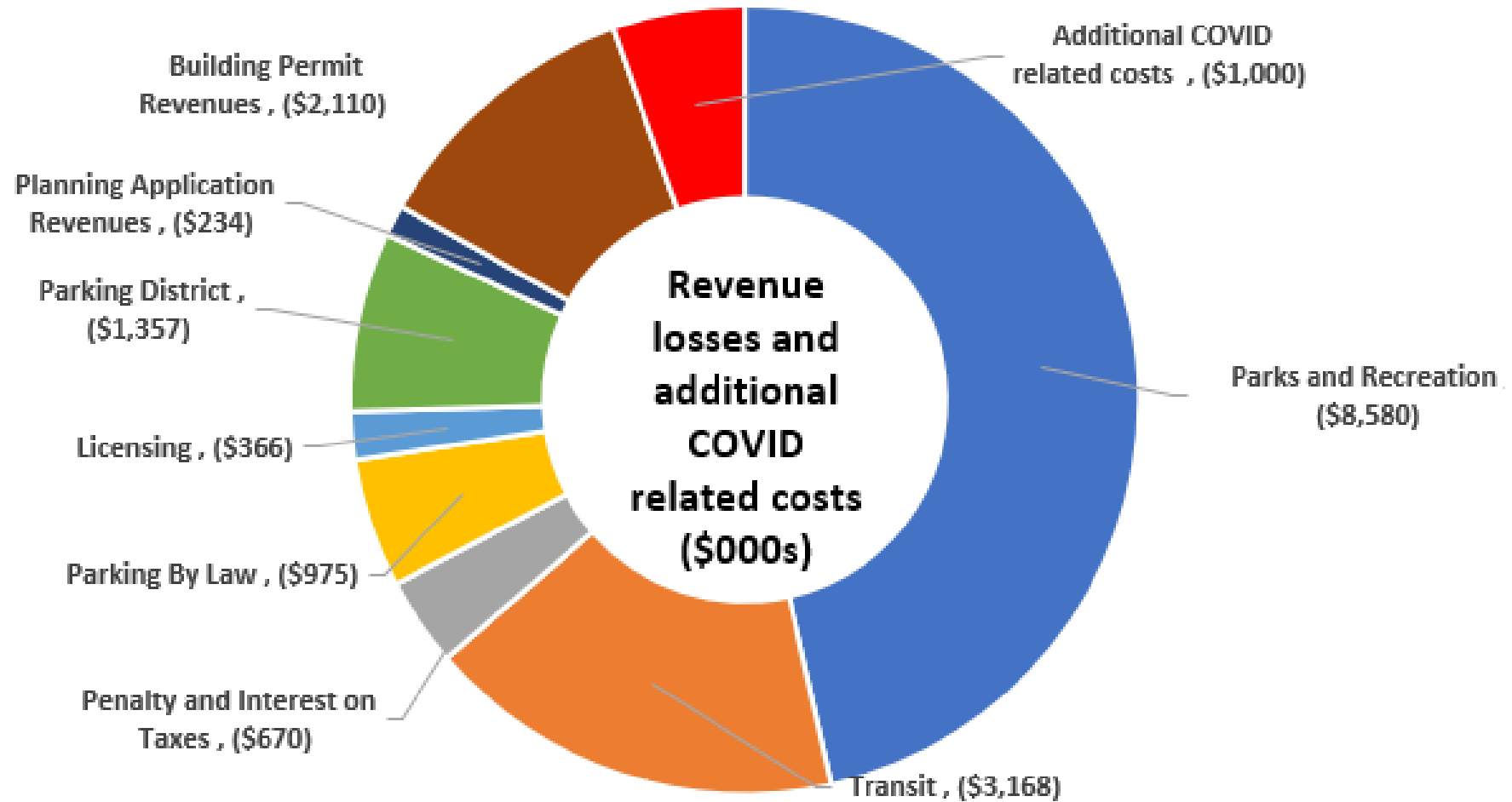
Updated Year-end Projections

2020 Year End Projections for COVID-19 pandemic*

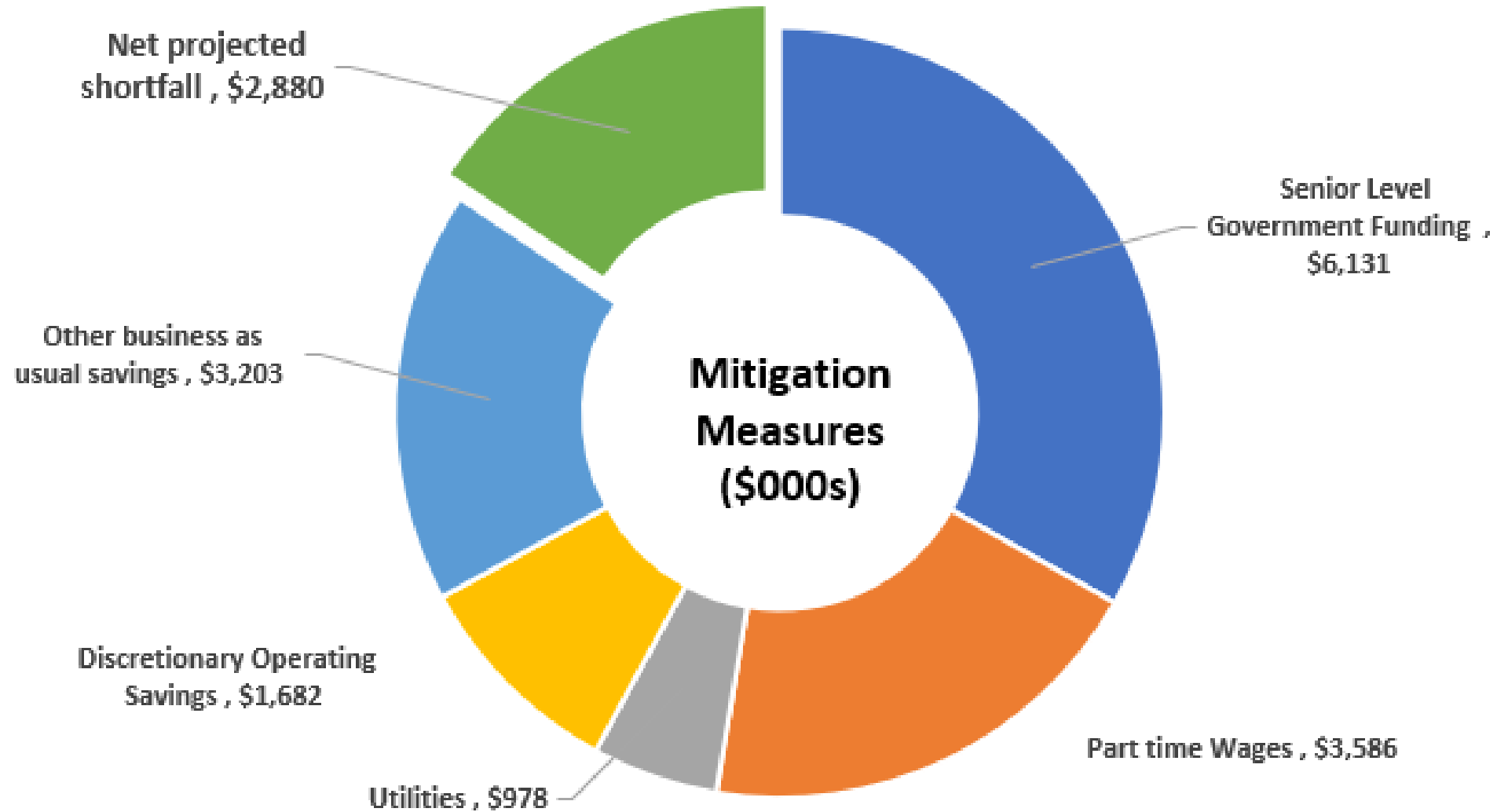
* Stage 3

Estimated Year End Net Financial Impact	
Revenue Losses (Tax Supported)	\$ 13,759,545
Revenue Losses (Non-Tax Supported)	\$ 3,700,693
COVID Related costs	\$ 1,000,000
Total Revenue Losses and COVID related costs	\$ 18,460,238
Expenditure Restraint Program Savings	\$ 6,246,096
Other Operational Savings	\$ 3,202,609
Total City-Initiated Mitigation Measures	\$ 9,448,704
Projected Shortfall	\$ (9,011,534)
Senior Level Government Funding	\$ 6,131,285
Net Projected Shortfall	\$ (2,880,249)

Revenue Losses/COVID costs



Mitigation Measures



Summer Program Re-Cap & Fall 2020 Update

Chris Glenn,
Director, Recreation Services

Summer Statistics

951 registrations

38,620 drop-ins

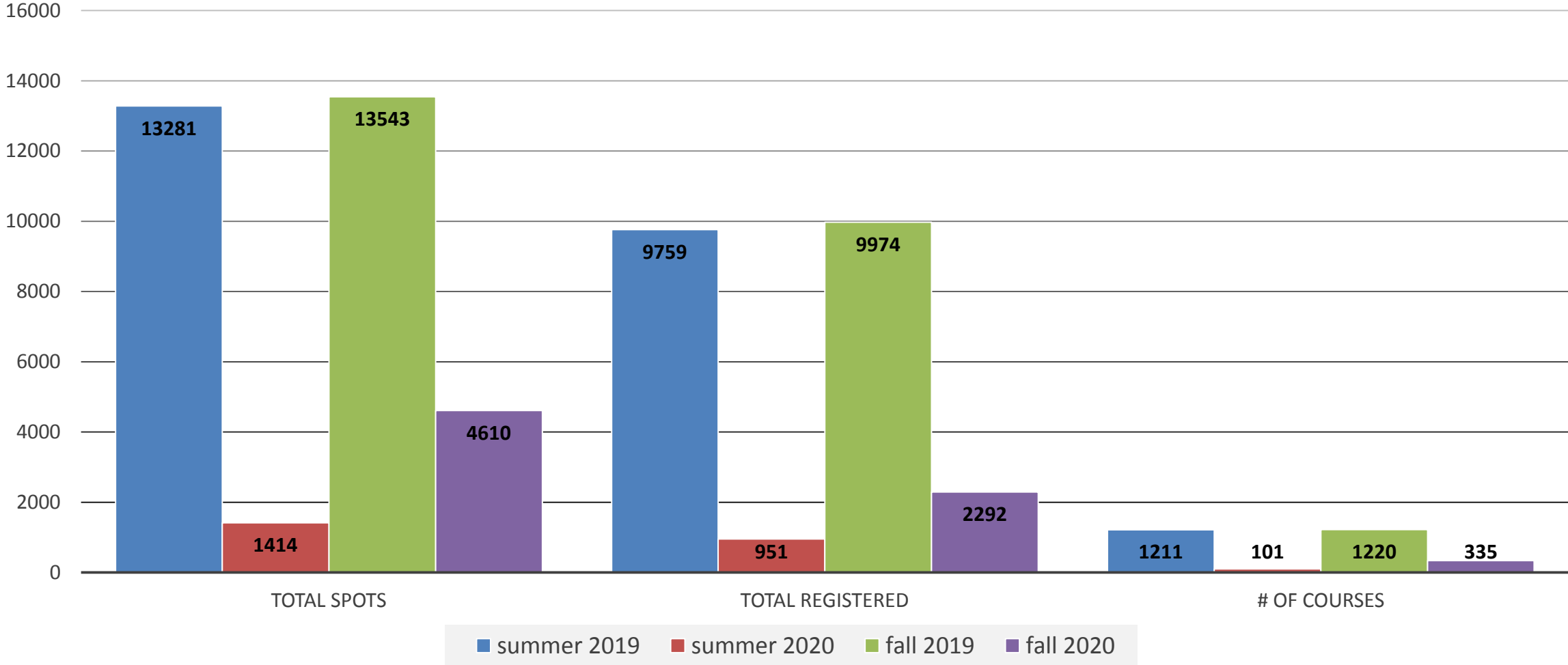
\$164,000 F to Summer Resumption Plan

19282 rounds of Golf

33 videos of “Active at home”



2019 vs 2020 Comparison



Success Factors



Facility

- Health and safety protocols
- Slow re-opening
- Collaboration between services
- Distance markings
- Designated entrance/exits
- Plexiglass barriers
- Signage
- Spacing out programs and rentals allowing time to clean and disinfect in between

Staff

- Clear Communication
- Collective discussions and interpretation of regulations
- Resiliency
- Training
- Ability to quickly pivot and re-design program offering
- Opportunity to offer shorter program sessions allowing staff the ability to adapt offering as pandemic situation evolved

Customer

- Re-setting expectations
- Online registration
- Cashless payments
- Orientation videos incl. program specific details e.g. camps
- Online screening prior to entry
- Virtual programming

User Groups

* Does not incl. ad hoc or private groups

Gyms

- **In fall 2019:** approx. 40 groups with average of 6162 hours/week of rentals*
- **In fall 2020:** approx. 34 groups with an average of 600 hours/week of rentals*

Ice

- In **September of 2019** we had 6 pads of ice and in **2020**, we have 3 pads for an average 246 hours/week*
- **Post Thanksgiving in 2019;** we had 10 pads open and in **2020** we anticipate 9 pads for 11 groups for an average of 586 hours/week*

- Summer rentals – during Stage 2 was primarily outdoor, and only organizations with national or provincial affiliation that were cleared to return to play.
- Stage 2 -no game play was permitted
- Stage 3 to end of July – some increases in use, including permits for outdoor recreation, sport fields, photography, no picnic reservations issued at all in 2020
- Less inventory available due to: school assets unavailable, cleaning and disinfecting window after every rental
- Lower program capacity in following with health and safety protocols, leading to less revenue for user groups
- 25% fee reduction from City is helpful
- Return to play plans required from all sport groups

Building on Summer for Fall...

- Maintaining online pre-registration while slowly offering in-person admissions
- Allocate space following principles from the Recreation Framework
- Continue with shorter program blocks which leads to more registration opportunities
- Slow re-introduction of indoor pools
- Health and safety precautions
- Rentals & programs are staggered and allow time for disinfecting and cleaning in between renters
- Re-introduction of programs for individuals with a disability as a “family program” (e.g. social bubble)
- Continuing of outdoor programs as long as weather permits
- Extra resources required to adhere to safety protocols, such as cleaning and screening

Questions