

Delegation Speaking Notes for
November 12, 2020 Corporate Services, Strategy, Risk and
Accountability Committee (CSSRA)
Item # 4.3 Rates and Fees Report F-41-20

The city of Burlington service delivery model promote the idea of unity with partnerships and providers at all levels (private and not for profit) to support recreation, sport and cultural. The City has done this extremely well and as a result have many service providers that provide diverse programming so the City doesn't have to offer these. These service providers use the existing assets that benefit the City and their mandate as they bring in rental revenues to offset the operating expenses.

The delegation are acknowledging Covid has decrease our potential capacity and has increase our operating expenses due to protocols now in place – it is for these reasons and many more that we are asking to keep the current 25% in rental to just survive. The service providers are experiencing the same issues as the City run programs but instead of cancelling our programs we are trying very hard to make them work even if we are losing money as we feel the communities needs recreation and sport during these difficult times.

It is essential for the City decision makers to understand the impact that COVID -19 has had on our businesses and why it is important to maintain the 25% discount, or even consider offering a 50% discount. Here are some reasons why:

- (1) The caps in room capacity are still in place, which limits the amount of registrations we can accept in any given program. In order to be able to continue a viable business or service, we will need the reduction in fees in order to continue operating. As small businesses, we are not equipped to invest in a program we are running and not make enough money to be able to continue to provide our service, or to keep paying our employees.
- (2) There has been a reduction in registrations for a multiple of reasons, including (but not limited to): COVID-19 protocols for parents not being able to watch some children's' participation, in drop off / pick up procedures required which causes separation anxiety (on behalf of both parents the and /or children), people choosing to delay participation until the end of the pandemic or until a vaccine is discovered or produced (some reductions in registrations can be documented to be as high as -50% to -75%).
- (3) The policy that requires parents of attendees to not be able to watch at some programs, and availability of others has caused an inequality to some program providers (ie.

Parents can watch at hockey games because there is built-in seating in arenas, but programs run in gyms or like locations are unable to have spectators due to social distancing requirements and no seating available).

- (4) In some instances, providers have had to change their actual programming in order to comply with rules and regulations – which adds to costs, makes the actual programs themselves different and potentially not the same program that participants are seeking.
- (5) A larger discount would give small businesses an opportunity to pass some program participation cost savings on to the participants, and perhaps get more people interested in joining, providing more rental opportunities and more revenue for the COB.
- (6) In some instances, program providers have had to move locations in order to maintain space, which has also had an effect on the number of participants – not every person has access to transportation, the time or the ability to travel across the city in order to participate in programming run in a different facility than where they were originally running programming. Some people are just unwilling to travel further to participate.
- (7) Less foot traffic from other programs being run in city facility and the requirement of spacing programs time slots further apart has disrupted the amount of people in any location at any time, and lowered registrations has also reduced the foot traffic in the city locations – which provides less exposure to programming that is running. Less people seeing programming running = less opportunity to market programs. If the City had some way to assist with marketing the programs that are running we are sure that help would be welcomed.
- (8) There have been limited and / or reduced hours of availability offered as rental space by the COB, which provides less ability to run classes during desirable times or days, and less revenue opportunities, not only for the program providers but also for the COB.

- (9) COVID-19 temporary wage subsidies and / or bank loans are often not viable for very small business when there are less revenue opportunities as detailed above in order to earn enough revenue to pay them back. Essentially small business would be required to take on debt in order to run programs that are not large money making businesses. (if we as providers were not offering some of these services, the cost to the COB to run these services would most likely be exponentially higher).
- (10) Is there any type of funding that is dedicated to helping small businesses stay in business and offer these unique programs or services? Or would the city consider offering a 50% discount?
- (11) If the COB is less facilities and less time slots, because small businesses end up having to close their doors, rental opportunities for the COB will most likely be lost, and we will lose some unique programming options that our communities currently enjoy.

Thank you for your time and the opportunity to speak today.

David Jones
Kids Play Sports (and on behalf of MS2 Dance & Fitness)