



March 26, 2026

MEMO TO : Park Board Commissioners

FROM : Director, Recreation Services

SUBJECT : **2026 Outdoor Pools Operational Plan – Update – Supplemental Information
– Board Briefing Memo**

Dear Commissioners,

The purpose of this memo is to supplement the Report titled, "[2026 Outdoor Pools Operational Plan – Update](#)" by providing information related to drop-in attendance, entry processing times, registration capacity constraints and the number of drop-in patrons turned away at Kitsilano Outdoor Pool.

To better understand and to enable more detailed reporting on outdoor aquatic operations, staff began tracking drop-in activity at Kitsilano Pool in July 2025. The data provided is comprised of both system data obtained through the aquatic booking system, as well as data collected by frontline staff while they continue to perform their primary responsibilities in admissions, customer service, and site operations.

The following table provides a subset of key data points as it related to drop-in use:

Period	Session	Average Drop-ins Waiting in Line	Average Drop-in Line Processing Time (mins)	Average Drop-in Turnaways	Average Reservation	Average Drop-ins (throughout the session)
Pre-Change (July 8 - August 4)	7:00 am - 8:30 am	34	4	0.0	77	90
	9:00 am - 11:30 am	49	4	0.0	176	169
	12:00 pm - 2:30 pm	92	14	0.0	285	185
	3:00 pm - 5:30 pm	166	28	0.0	290	332
	6:00 pm - 8:30 pm	117	21	0.6	189	235
Post-Change (August 5 - August 28)	7:00 am - 8:30 am	33	5	0.0	59	88
	9:00 am - 11:30 am	41	5	0.0	135	168
	12:00 pm - 2:30 pm	52	14	0.0	211	190
	3:00 pm - 8:30 pm	118	30	0.6	259	570

**All data is in averages*

Key findings:

- While initial daily capacity limits were set to 80% reservation and 20% drop-in, day-of operational adjustments resulted in actual usage of 44% reservation and 56% drop-in (all outdoor pools)
 - Kits Pool demonstrated an actual usage of 40% reservation and 60% drop-in on average (Appendix A – Table 3)
 - Day-of operating adjustments enabled on average an extra 30% capacity on top of initial schedules (Appendix A – Table 3), with the highest single day capacity reaching 232% (2,208 swimmers vs 938 scheduled) compared to schedule.
- Data shows that drop-in turn-aways were extremely rare at Kitsilano Pool. On a session-by-session basis, there were only two sessions in 2025 when the maximum pool capacity was reached, resulting in patrons being turned away (Appendix A – Table 4).
- Drop-in line-ups were the greatest at the start of each swim session, with Kitsilano average 33 to 166 patrons at the start of each swim session
- Average processing times range from 4 to 30 minutes at the start of each swim session – wait times were roughly correlated to the number of patrons in line.
- For high-demand sessions that were fully booked (3 PM or 6 PM) drop-in volumes remained high throughout the sessions.

While some public opinion concerns focussed on the shift to prioritizing reservation and the inability to drop-in - the high drop-in usage and minimal turn-aways suggest that patrons continued to successfully access the pool through drop-in, while also supporting those users with a preference towards online reservations.

In the report that Park Board will receive on Monday, March 30, titled “2026 Outdoor Pools Operational Plan – Update”, data outlines that “32% of residents wanted to visit but could not secure a reservation”. This survey result suggests a concern regarding the perception and ability to still visit the outdoor pools and enjoy them without a reservation – or said different, lack of clarity around drop-ins and their capacity and availability. To address the perceived concerns staff are recommending implementing several operational and communication adjustments to improve access and to optimize available capacity at outdoor pools. These updated processes include:

- Implement transfers and refunds to release unused reservations.
- Implement reservation restrictions on patrons who reserve but frequently do not attend their swim session.
- Reallocate lifeguard staffing resources to increase pool capacity.
- Increase public communication to clarify that patrons can still attend outdoor pools without a reservation and that, in most cases, drop-in entry remains available.
- Online reservation messaging will display “reservations full, drop-in still available” rather than “sold out.”



One concern heard by staff that remains unaddressed by the proposed operating model relates to the preference of some users for the ability to drop-in and stay for any length of time. Given the high demand for access to outdoor pools outweighs the available capacity in the system – staff continue to recommend a time-based system to ensure that the limited supply can be enabled for enjoyment by a larger number of total patrons.

While we appreciate that this access policy isn't preferred by all swim users, public sentiment shows that it has been accepted and appreciated by most, with data supporting ongoing operational changes since the current system was implemented. Whether access is managed through reservations, drop-in entry, or a combination of both, indoor and outdoor pool capacity is ultimately constrained by required lifeguard-to-swimmer ratios, which determine the maximum number of patrons who can be safely accommodated at any given time. These safety standards, not the access model itself, are the primary determinant of how many people can use the pool at any given time. While the proposed operational changes are intended to enhance the overall patron experience by improving predictability, reducing congestion during peak periods, and supporting more equitable access across sessions, they do not increase total capacity. Rather, they optimize how available capacity is allocated within existing safety requirements to better support participation, safety, and service quality.

Regards,

A handwritten signature in black ink, appearing to be "Steve Kellock".

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

Copy to: PB Leadership Staff
PB Communications
Tanya Donaldson, Supervisor, Aquatics Training & Development

APPENDIX A

Kits Pool Data Analysis – July 1 through August 31, 2025

Table 1 - Capacity Settings – Scheduled Capacity:

CAPACITY SETTINGS (Scheduled, i.e. excl. day-of adjustments)					
	Total Capacity	Reservation Capacity	Reservation Capacity %	Drop-In Capacity	Drop-in Capacity %
Average	1,167	971	83%	195	17%
Maximum	1,493	1,235	83%	258	18%
Minimum	936	780	82%	156	17%

**Note, reservation capacity settings in booking system were rounded to nearest 10, resulting in actual capacity % varying from stated 80/20%*

Table 2 – Reservation Statistics – Bookings, Usage and No-Shows:

RESERVATION STATISTICS & USAGE						
	# of Reservations Booked	Average Booking Rate %	# of Booked Reservations Utilized	Booked Reservation Utilization %	# of Reservation No-Show	No-Show %
Average	858	86%	597	68%	261	33%
Maximum	1,197	100%	913	79%	531	60%
Minimum	261	30%	107	40%	120	22%

Table 3 – Attendance Statistics, Including Drop-Ins Turned Away:

TOTAL ACTUAL ATTENDANCE & UTILIZATION						
	TOTAL Attendance	Reservation Attendance	Drop-In Attendance	Drop-In % of Total	Actual Pool Utilization	Drop-Ins Turned away
Average	1,546	597	948	60%	130%	0.3
Maximum	2,529	913	1,872	79%	232%	15.0
Minimum	367	107	260	39%	39%	-

Table 4 – Reservation, Drop-In and Total Attendance, and Drop-ins turned away by day:

Date	Total Reservations	Total Drop-ins	Total Attendance	Drop-ins Turned Away
7/1/2025	758	1,217	1,975	0
7/2/2025	666	628	1,294	0
7/3/2025	583	511	1,094	0
7/4/2025	767	811	1,578	0
7/5/2025	616	402	1,018	0
7/6/2025	728	1,042	1,770	0
7/7/2025	783	1,111	1,894	0
7/8/2025	615	590	1,205	0
7/9/2025	227	370	597	0
7/10/2025	465	525	990	0
7/11/2025	780	910	1,690	0
7/12/2025	705	1,077	1,782	15
7/13/2025	697	1,430	2,127	0
7/14/2025	698	733	1,431	0
7/15/2025	800	1,483	2,283	0
7/16/2025	777	1,242	2,019	0
7/17/2025	781	1,480	2,261	0
7/18/2025	656	812	1,468	0
7/19/2025	551	413	964	0
7/20/2025	602	738	1,340	0
7/21/2025	731	952	1,683	0
7/22/2025	776	1,001	1,777	0
7/23/2025	767	1,174	1,941	0
7/24/2025	777	1,167	1,944	0
7/25/2025	532	436	968	0
7/26/2025	676	701	1,377	0
7/27/2025	692	1,051	1,743	0
7/28/2025	753	1,071	1,824	0
7/29/2025	811	1,405	2,216	0
7/30/2025	743	1,472	2,215	0
7/31/2025	709	981	1,690	0
8/1/2025	913	1,072	1,985	0
8/2/2025	858	1,057	1,915	0
8/3/2025	626	553	1,179	0
8/4/2025	681	810	1,491	0



8/5/2025	339	392	731	0
8/6/2025	127	359	486	0
8/7/2025	350	684	1,034	0
8/8/2025	564	770	1,334	4
8/9/2025	573	863	1,436	0
8/10/2025	607	1,601	2,208	0
8/11/2025	645	1,872	2,517	0
8/12/2025	658	1,871	2,529	0
8/13/2025	587	880	1,467	0
8/14/2025	319	449	768	0
8/15/2025	107	260	367	0
8/16/2025	223	379	602	0
8/17/2025	281	469	750	0
8/18/2025	252	596	848	0
8/19/2025	141	515	656	0
8/20/2025	437	891	1,328	0
8/21/2025	584	1,039	1,623	0
8/22/2025	677	1,521	2,198	0
8/23/2025	614	1,428	2,042	0
8/24/2025	598	1,516	2,114	0
8/25/2025	637	1,437	2,074	0
8/26/2025	635	1,511	2,146	0
8/27/2025	619	1,173	1,792	0
8/28/2025	502	726	1,228	0
8/29/2025	602	1,635	2,237	0
8/30/2025	509	702	1,211	0
8/31/2025	530	839	1,369	0