



2026 OUTDOOR POOLS OPERATIONAL PLAN Update

Park Board Committee Meeting
Monday, March 30, 2026



The purpose of this presentation is to provide a review of the 2025 outdoor pool season and secure a decision from the Board on the 2026 operational changes for outdoor pools.



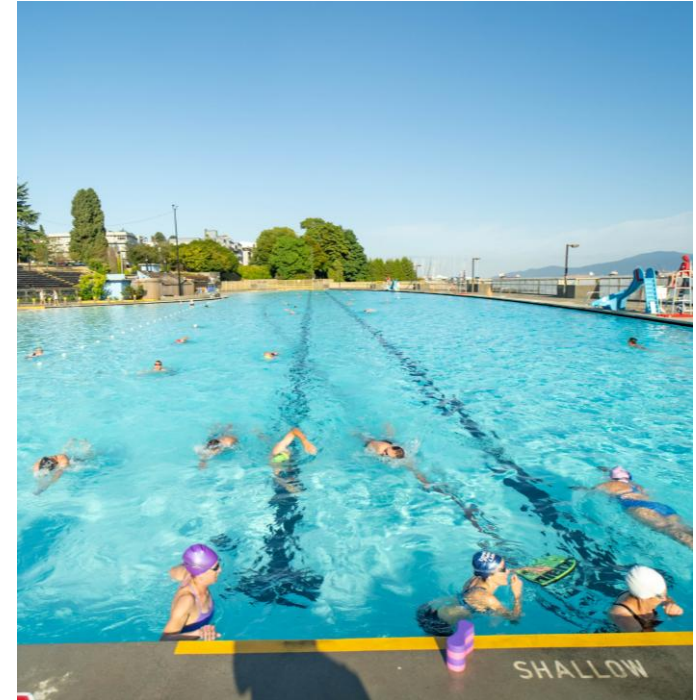
Outdoor Pools Reservation System

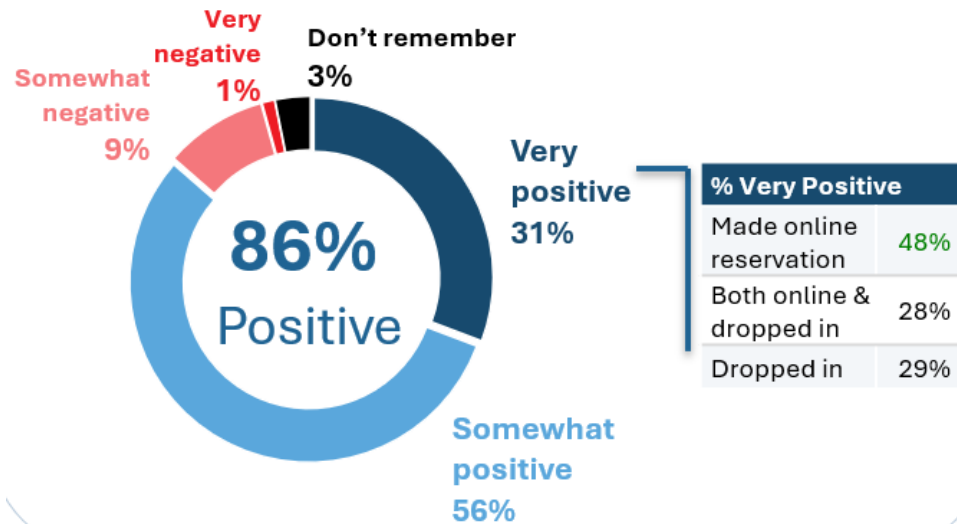
- **2018:** Park Board began reviewing outdoor pool access to address patron health, safety, and experience.
- **2020:** Introduced reservation-based sessions to improve safety, access, and service predictability.
- **2025:** Implemented targeted adjustments to the session structure at Kitsilano Pool.



Aquatic Services Model

- Aquatic services function through two distinct staffing systems (indoor & outdoor) that reflect different operational contexts and collective agreements.
- Changes to the BC Health Act and aquatic safety review with the Lifesaving Society led to lifeguard-to-swimmer ratios reducing from 1:100 to 1:60.
- Capacity remains constrained by workforce availability and scheduling preferences, reflecting nationwide trends in the aquatics sector.

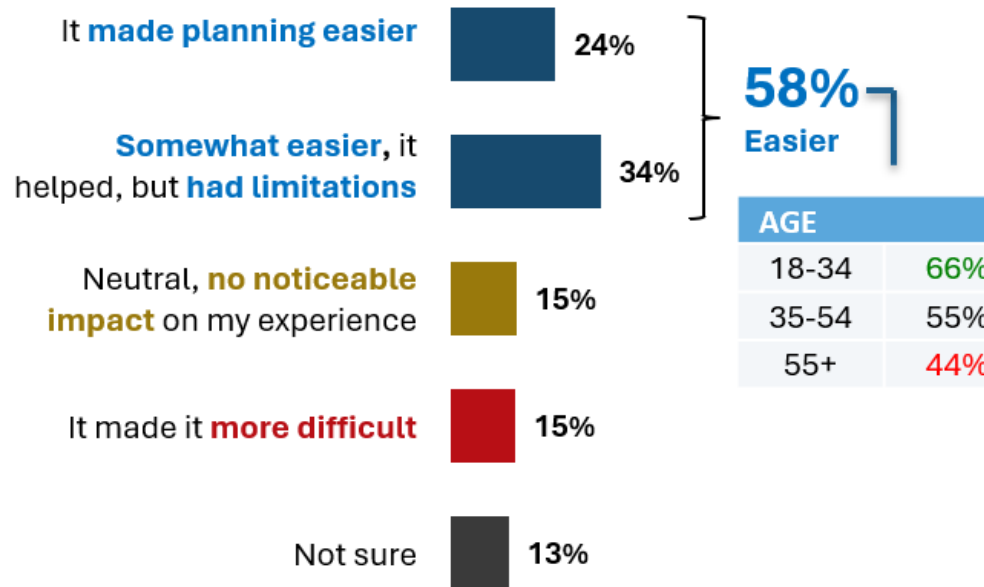




Q4. How would you rate your recent experiences accessing Vancouver's outdoor pools over the summer?

Experience Accessing Vancouver's Outdoor Pools

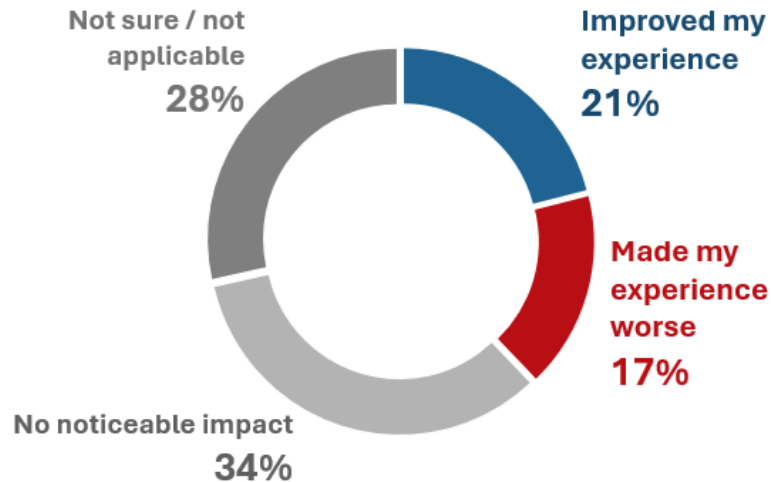
- Overall patron experience is good, with 86% of recent visitors rating their visit positively.
- Users who could not secure a reservation still reported a largely positive overall experience.
- Users of the reservation system were more likely to be very satisfied with their overall experience.



Reservation System Feedback

- The most appreciated aspects were predictable swim times and reduced crowding
- The least appreciated aspects were that reservations were filled too quickly and finding available time slots

Q6. Did the reservation system make it easier, or harder, for you to plan your visit to an outdoor pool in Vancouver?

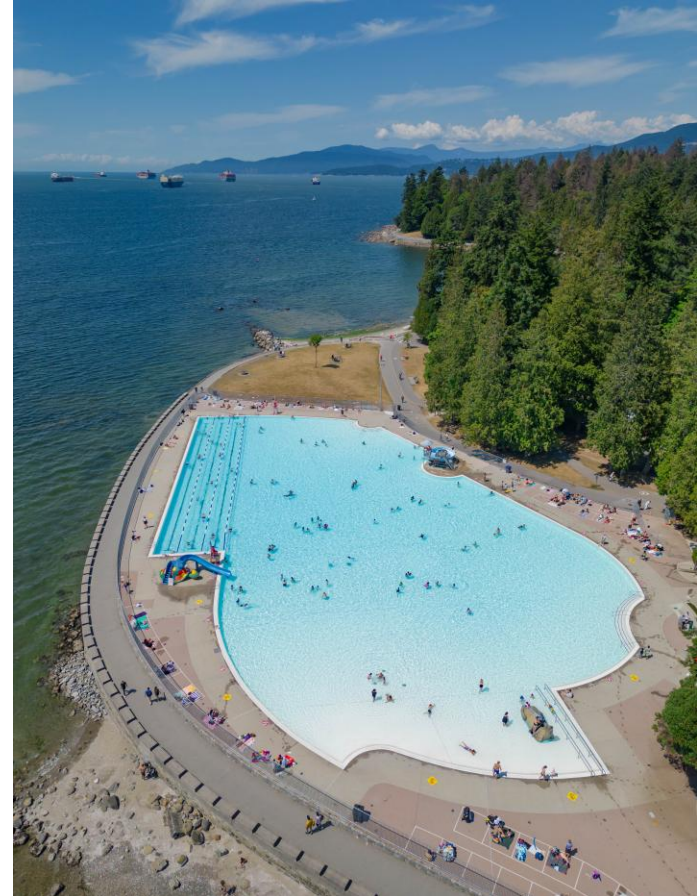


Impact of Operational Changes at Kits Pool

- No visible change to reservation rates before and after changes
- Reservations filled more quickly, compared to before the change.
- Most users reported no noticeable impact (34%) or were unsure whether the changes affected their experience (28%).

Q9. In August, the Park Board made some changes to their reservation system at Kits Pool by combining the last two daily sessions into one session that ran from 3pm to 8:30pm. If you attended Kits Pool, how did this adjustment affect you?

- In 2025, staff engaged the City's Strategy & Project Support Office (SPSO) to conduct a Core Service Review of Outdoor Aquatics.
- The review focused on strengthening equitable access and maximizing public value.
- This work improved data processes and developed an Outdoor Pools Utilization Dashboard.



Operating Hours and Session Design Changes

The following proposed changes are intended to create additional swim opportunities and increase overall time in pool.

FOCUS AREA	2025 OPERATIONS	2026 OPERATIONAL CHANGE
Operating Hours	Kits Pool: Open 7am Mon to Fri and 9am Sat/Sun Second Beach Pool: Open 12pm Mon to Sun New Brighton Pool: Open 7am Mon to Fri and 9am Sat/Sun Maple Grove Pool: Open 10:30am Mon to Sun	Kits Pool: Extend weekend operating hours (Sat/Sun). Second Beach Pool: Add a public session at 8:00 am. New Brighton Pool: Adjust opening and closing by 30 minutes and extend weekend length swims. Maple Grove Pool: No change
Session Length	• All public swim sessions were 2.5 hours • All length swim sessions were 1.5 hours	• Most public swims will be 3 hours • Final Kits Pool session will be 4 hours • Length swims increase to 2 hours
Changeover	• Four session breaks	• Three session breaks at all outdoor pools except Maple Grove

The following changes were identified as opportunities to improve access, equity and user experience

FOCUS AREA	2025 OPERATIONS	2026 OPERATIONAL CHANGE
Reservation Ratio	- Public swims: 80% reservable / 20% drop-in - Length swims: 50% reservable / 50% drop-in	- Public swims: 75% reservable / 25% drop-in - Length swims: 50% reservable / 50% drop-in
Late Entry	Allow entry up to 30 minutes	Allow entry up to 15 minutes before session end
No-Show Management	- No transfers and refunds - No enforcement of no shows	- Implement transfers and refunds to release unused reservations - Follow up with frequent no-show patrons
Capacity Optimization	Staff deployment was consistent across pools based on planned use (e.g. reservation allotment, weather)	Reallocate lifeguard staffing hours across sites to increase pool capacity

THAT the Vancouver Park Board endorse the 2026 operational changes for outdoor pools as outlined in this report.

