

BV AQUATIC CENTRE MANAGEMENT SOCIETY AGM

WELCOME TO THE 2025 REVIEW!





OUR MISSION

THE BV REGIONAL POOL AND RECREATION CENTRE ENDEAVORS TO PROVIDE HIGH QUALITY LEISURE, HEALTH AND WELLNESS, FITNESS AND SPORT SERVICES TO THE RESIDENTS OF THE BULKLEY VALLEY. WE ENDEAVOR TO PROVIDE ACCESS TO ALL DURING OPERATING HOURS.



Thanks to this **AWESOME TEAM** who make
all the magic happen!

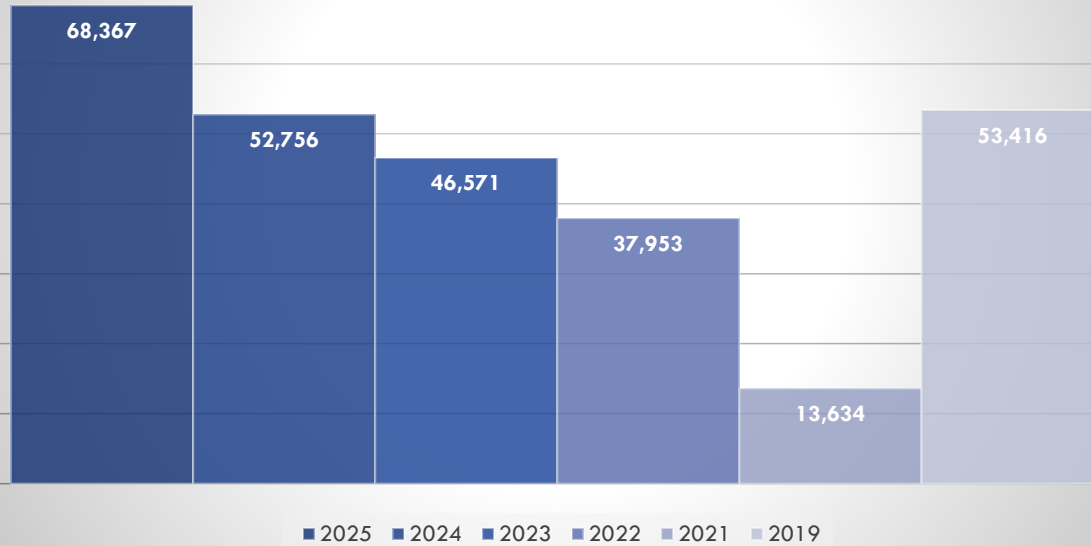


STAFF ATTRACTION AND RETENTION

- WE HAD A TOTAL OF 68 EMPLOYEES IN 2025
 - 2024: 68 2023: 55 2022: 42
- LIFEGUARD TRAINING PROGRAM
 - WE SUBSIDIZED AND HIRED 1 AQUATIC STAFF IN 2025 WITH THIS PROGRAM
- IN 2025 WE REACHED FULL STAFFING LEVELS! THIS ALLOWED US TO RE-OPEN ON MONDAYS
- ATTENDED JOB FAIRS AND THE HIGH SCHOOL CAREER DAYS TO PROMOTE EMPLOYMENT IN RECREATION/AQUATICS
- ON-GOING INVESTMENTS IN TRAINING OPPORTUNITIES AND “FUN” WORKING ENVIRONMENT HAVE BEEN IDENTIFIED AS IMPORTANT AND KEY “STAY” FACTORS FROM CURRENT STAFF
- WE CONTINUE TO INVEST IN SKILL UPDATES, ONGOING TRAINING AND PROFESSIONAL DEVELOPMENT OPPORTUNITIES
- THE MANAGER OF 10 YEARS, TAMARA, STEPPED DOWN FROM HER ROLE IN AUGUST 2025. ERIC WAS HIRED AS MANAGER AND STARTED IN SEPTEMBER.
 - ERIC MOVED ON FROM THE ORGANIZATION IN FEBRUARY 2026.

Total Annual Visits

Total Annual Visits



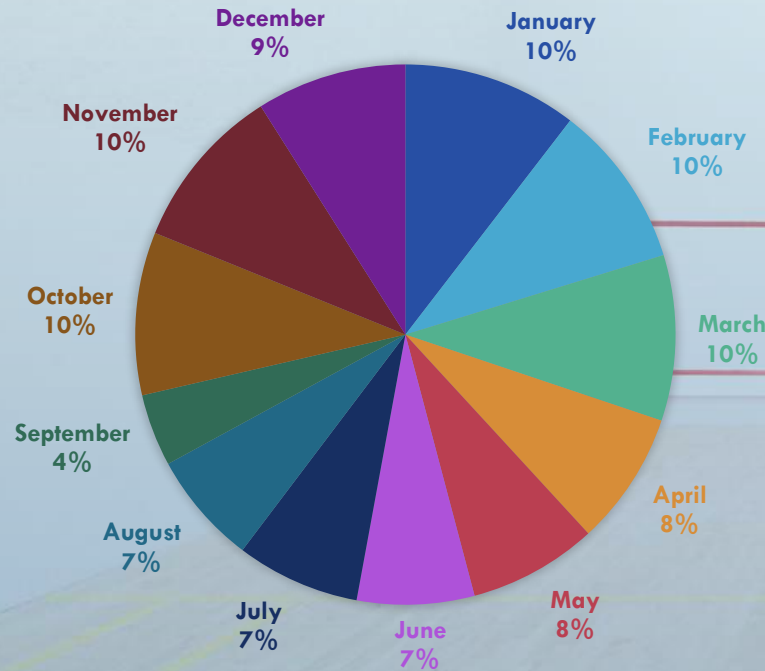
68,367

- 29% increase from 2024 (15,611 more visits)
- 28% increase from 2019 (14,951 more visits)

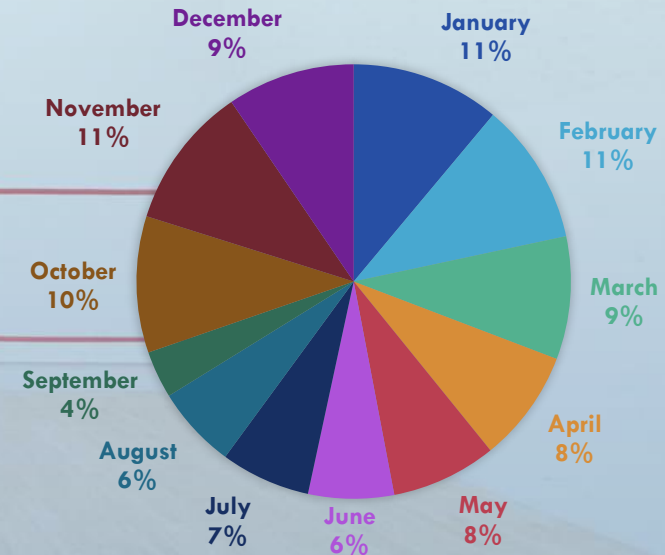


FACILITY USAGE BY MONTH

MONTHLY VISITS 2025



MONTHLY VISITS 2024



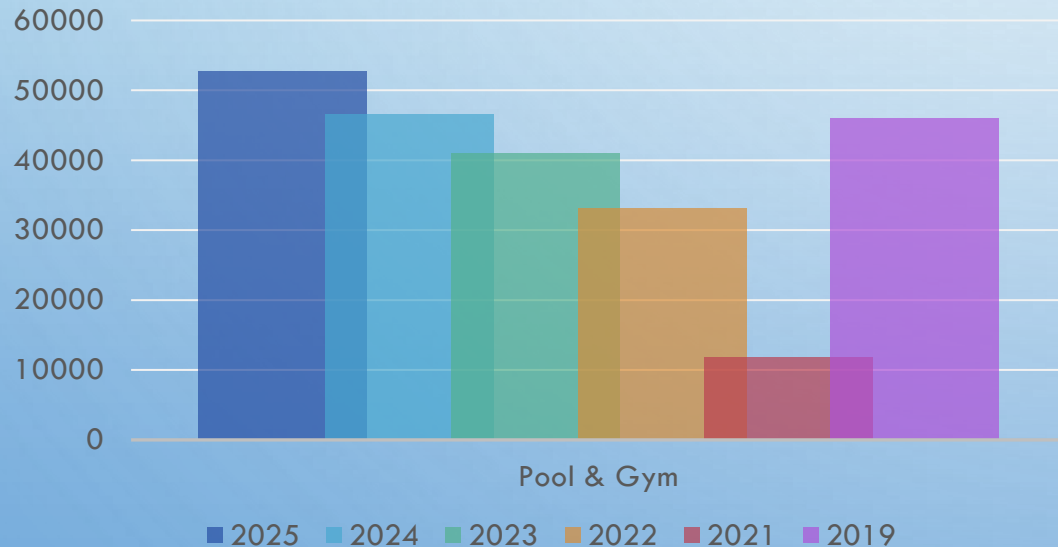
Ranging from 3,000 – 7,000 visits monthly!

FACILITY USAGE

BY AREA

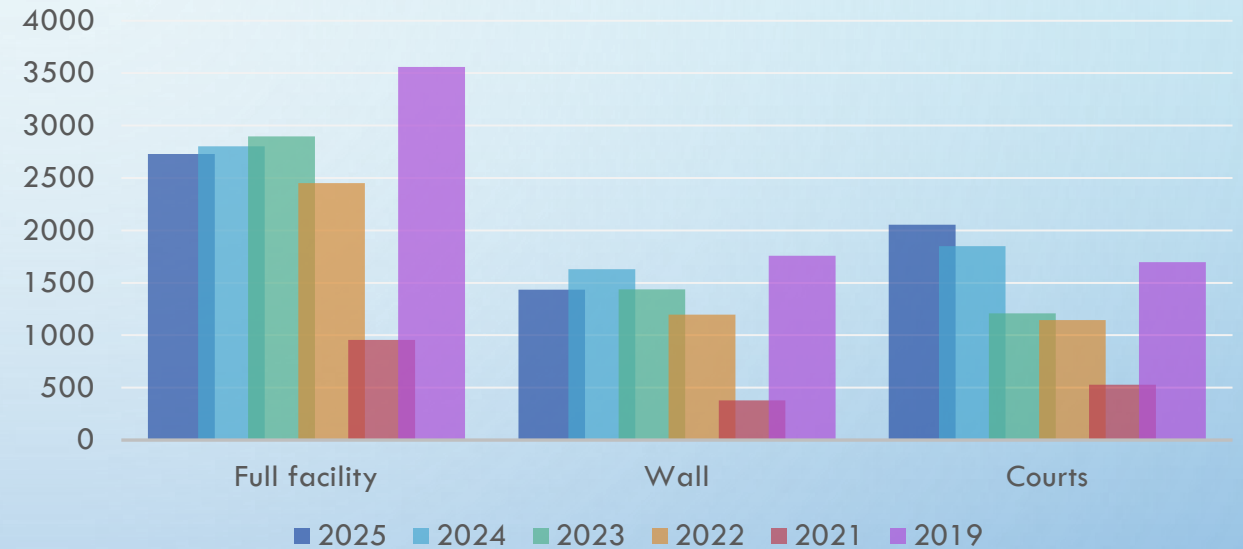


Facility Usage - Pool & Gym



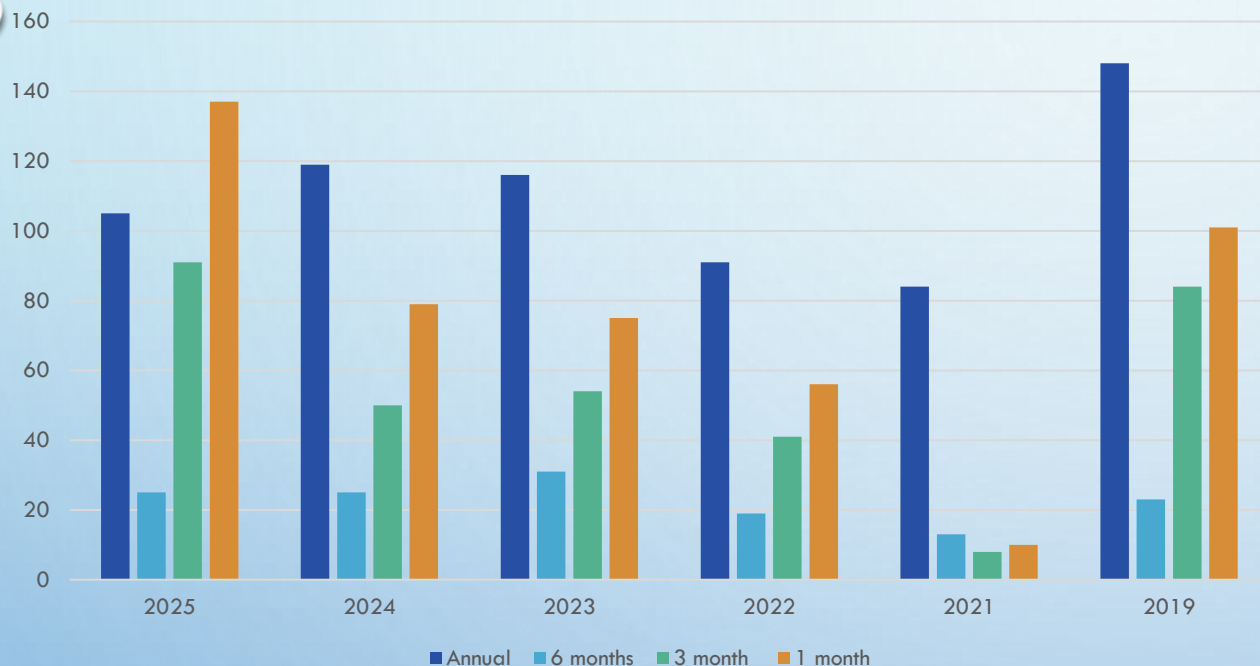
77% of our facility usage is Pool & Gym

Facility Usage by Area



MEMBERSHIP SALES

Membership Sales



Membership Sales						
	2025	2024	2023	2022	2021	2019
Annual	105	119	116	91	84	148
6 months	25	25	31	19	13	23
3 month	91	50	54	41	8	84
1 month	137	79	75	56	10	101
10 pass	1387	1329	981	753	288	1093

Trends

Fewer annual pass purchases this year.

Trends: we are seeing more people use the 3 month, one month and 10-pass and drop-in options over annual memberships.

Goals

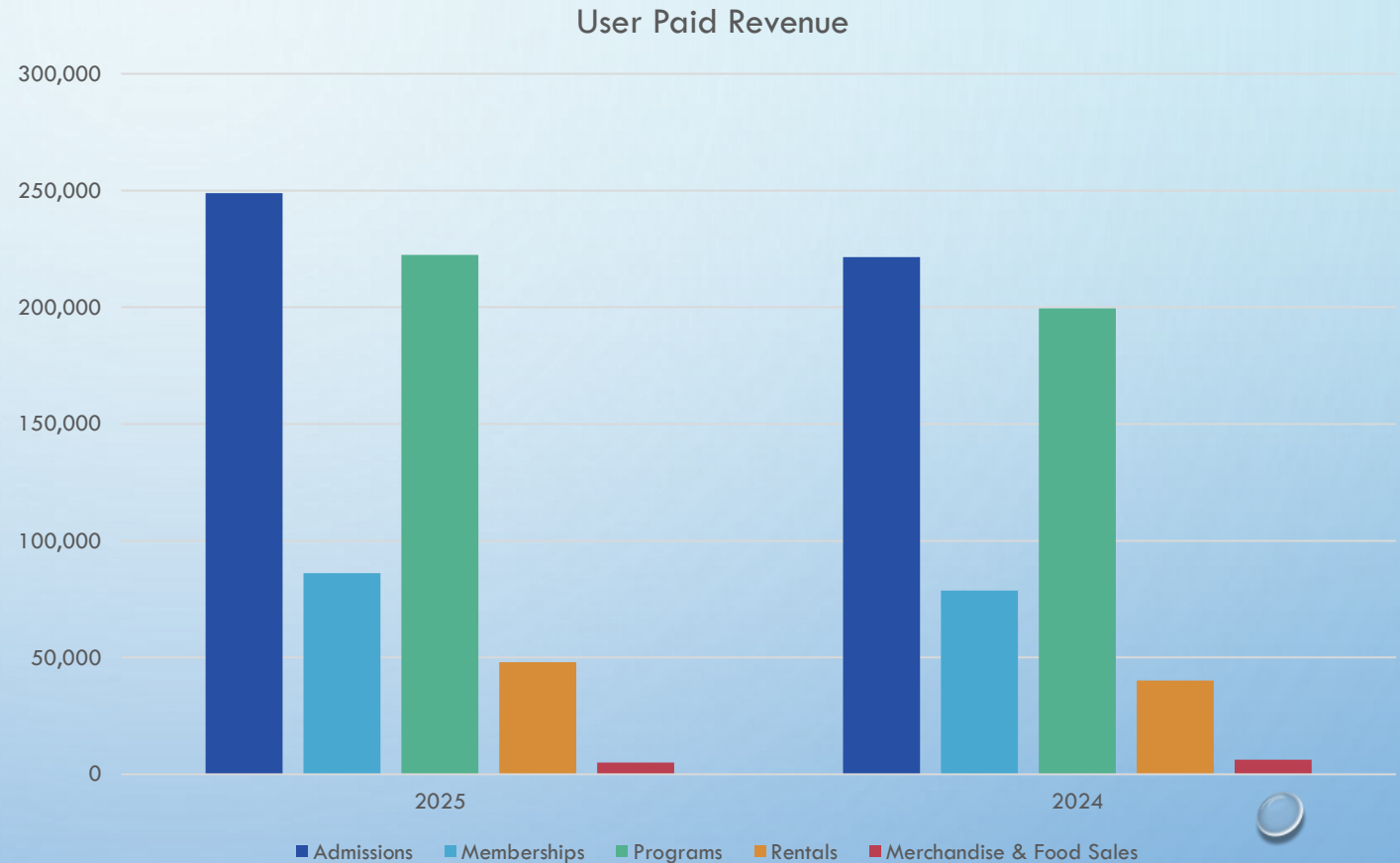
2025: focus on corporate packages:
revamped the advertisements, increased number of businesses

2026: Work towards building membership sales back up!

USER PAID REVENUE

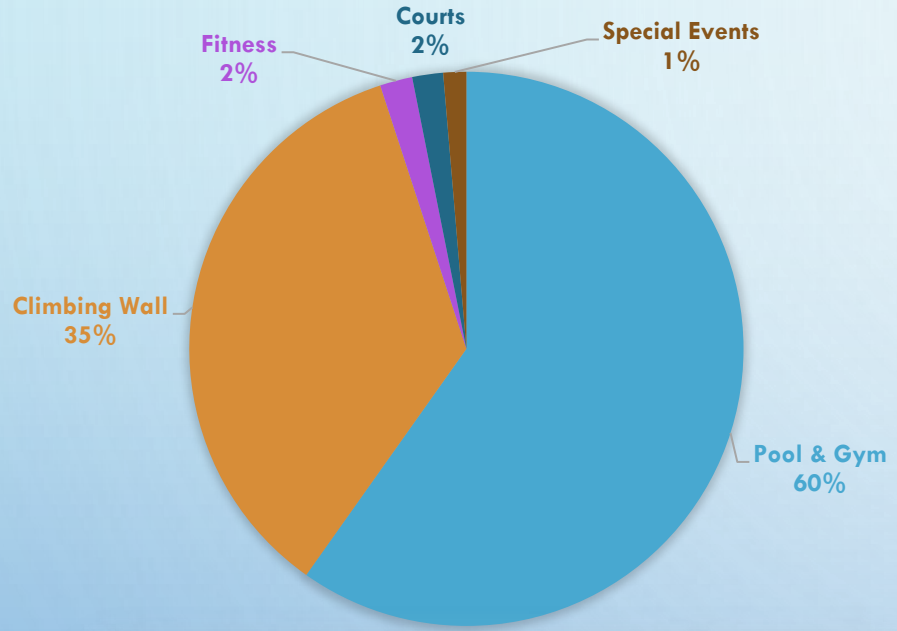


- Admission, memberships and program revenue continue to exceed budget and surpass 2019!
- Increased hours of operation with stability throughout 2025
- Rental revenue exceeded budget by 20% and surpassed 2019



PROGRAM REVENUE

2025 PROGRAM REVENUE



36% of our user income!



Program Revenue	2025	2024	2023	2022	2019
Pool & Gym	\$137,455	\$135,517	\$121,292	\$100,783	\$101,206
Climbing Wall	\$80,805	\$81,206	\$72,905	\$59,522	\$58,811
Fitness	\$4,352	\$7,513	\$4,510	\$4,929	\$4,704
Courts	\$4,137	\$1,301	\$893	\$32	\$1,233
Special Events	\$3,079	\$1,537	\$1,280	\$3,343	\$3,337

- No program fee increase in 2025
- Fitness classes discontinued Fall 2025
- Special events revenue back up!

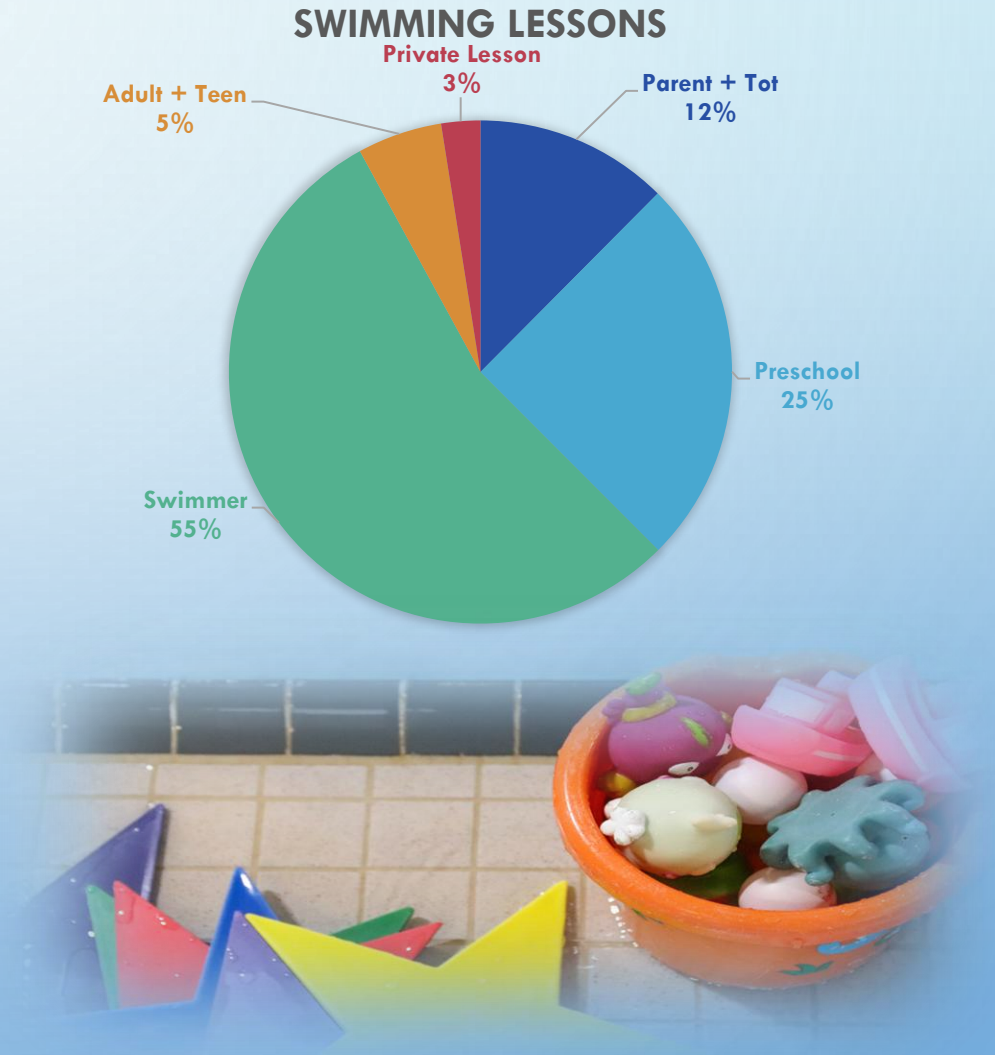
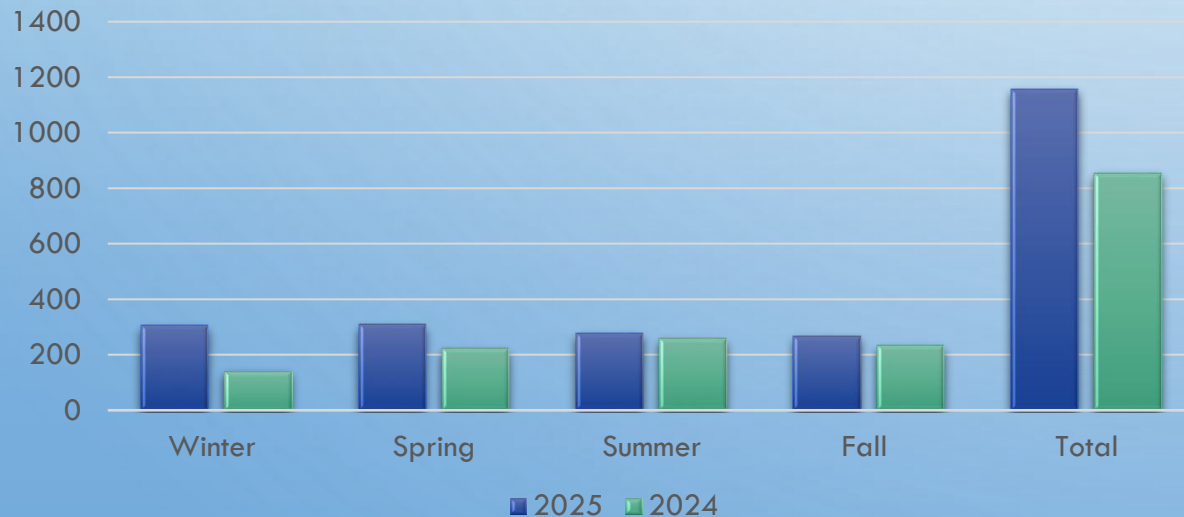


SWIMMING LESSON PARTICIPATION

1,158 swimming lesson participants in 2025!



Swimming Lesson Participation



Dry Side Programs

Monkey Climb Registrations



Total Kids Camp Registrants



- Decrease in Kids Camp Registrations and Monkey Climb in 2025
- Fall 2025, introduced Women On Walls
 - Climbing course designed to connect, empower and inspire
 - Met with lots of interest!

- Court programs more than doubled in 2025!



SPECIAL EVENTS



SO MANY FUN EVENTS THIS YEAR!

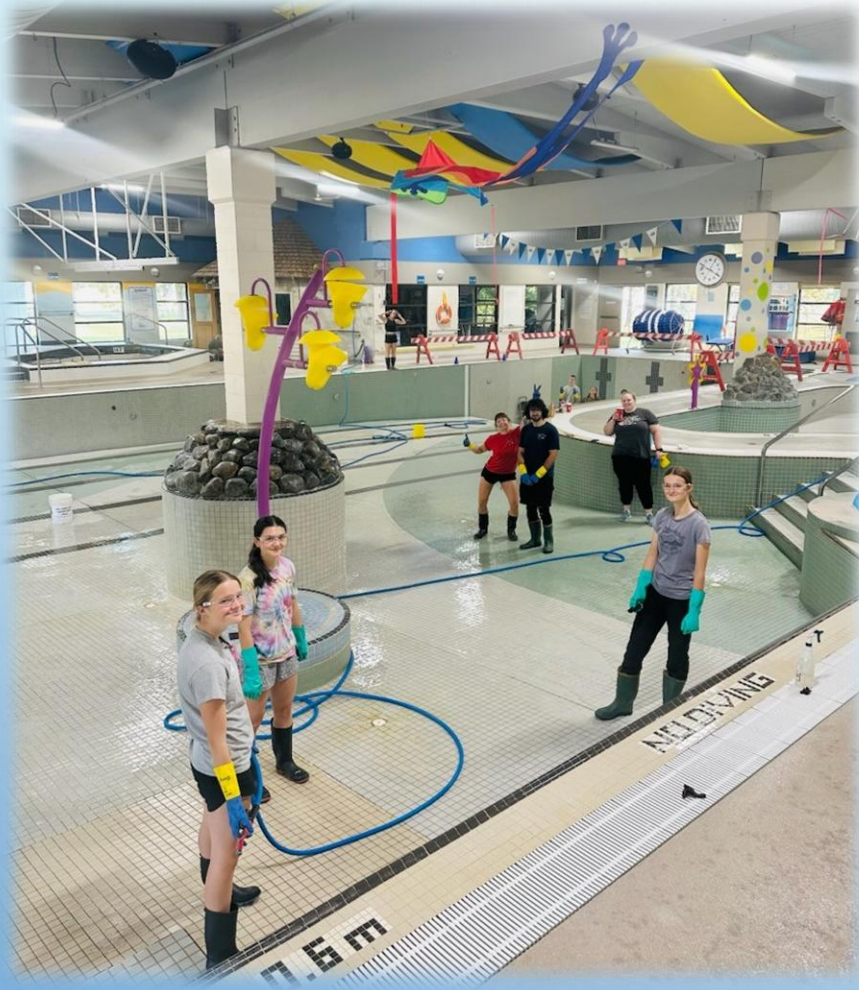


GRANTS AND DONATIONS

- Rotary Club: the high school squash and climbing club – \$1,300
 - This afterschool youth program was able to keep membership costs down and accessible for youth. There were 17 members fall 2025-spring 2026
- BV Foundation: Adaptive Aquatics program - \$3,372. This funding allows us to run Adaptive Aquatics. A free-of-charge program for school aged children with adaptive needs.
 - Adaptive Aquatics ran 3 sessions during the school year; fall, winter & spring. On average 46 students per season.
- Canada Summer Jobs: \$21,464 – 4 positions
- Employee Training Grant - \$260
- Various donations sponsoring free swims totaling over \$1,600
- Community members donated funds towards a new waterwheel chair, purchased in winter 2025. Smithers Rotary contributed \$2,000
- Ron Toews will - \$5000
- 3 new AHU-1 burners donated by Chuck Braun

Total Grants & Donation Revenue: \$36,000

2025 FACILITY MAINTENANCE CLOSURES



- WE HAD NO EXTENDED POOL OR FACILITY CLOSURES IN 2025!
- POWER OUTAGES – IMPACTED OPERATIONS A FEW TIMES
- FUNCTIONAL FACILITY CLOSURES DUE TO STAFFING LEVELS/ILLNESS DID NOT NOTABLY IMPACT HOURS OF OPERATIONS IN 2025.
- STAFF TAKES GREAT PRIDE IN OUR FACILITY'S CLEANLINESS, AND IT SHOWS!

2025 MAJOR PROJECTS

1. AHU-1 Burner fixed/rebuilt
2. One Hot Water Boiler replaced
3. Separated tot pool & Hot tub Backwash lines
4. Women's changeroom fan wall mount heaters replaced

MAJOR PROJECTS & FOCUSES 2025

FACILITY AND MAINTENANCE

- ▶ Completed:
 - ▶ Staff room casement
 - ▶ Security surveillance
- ▶ On Hold:
 - ▶ Secured bike storage. To be revisited with expansion
- ▶ Phase 1 – Facility improvement project
 - ▶ Hiring a Community Engagement & Fundraising Coordinator – hired!
 - ▶ High level marketing plan

PROGRAMS AND MANAGEMENT

- Continue to support and mentor the coordinator team
- Staff security and retention, planning for succession of our next retiree
- Continue re-establishing special events and school group programs
- Facility operation procedures; review and update as well as finalize HR policy section
- Corporate memberships – re-establish
- Community collaboration and fundraising for phase 1, facility improvements!

MAJOR PROJECTS & FOCUSES 2026/2027

Facility and Maintenance

- ▶ Completed
 - ▶ Main Drain cover replacement
 - ▶ Green Energy Assessment
 - ▶ Facility Lifecycle Assessment Report
- ▶ Shutdown projects
 - ▶ Main Pool discharge line maintenance
 - ▶ Replace the second hot water boiler
- ▶ Phase 1 – Facility improvement project
 - ▶ RFP for Schematic Design granted May 2026, to Chernoff Thompson Architects!
 - ▶ Schematic Design to be completed Fall 2026
 - ▶ Fundraise for Phase 1 Design & Schematics

Programs and Management Focuses

- Settle into organizational roles after a few transitions over the last year
- Staff security and retention, planning for succession of our next retiree, build casual and daytime staff back up. Hire fitness instructor and rebuild fitness program revenue
- Sustain swimming lesson offerings & build climbing wall programs up
- Facility operation procedures; review and update as well as the HR policy section
- Community collaboration and fundraising for phase 1, facility improvements!

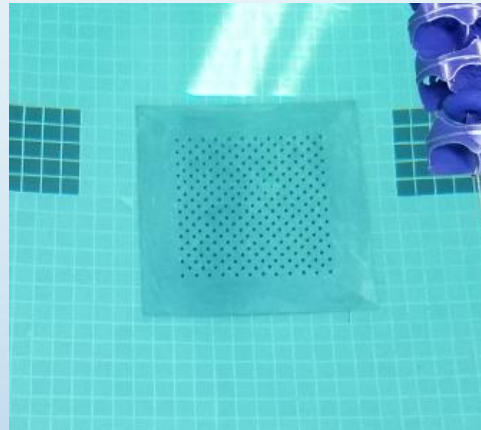
2026 Spring Unplanned Main Pool Closure

What Happened?

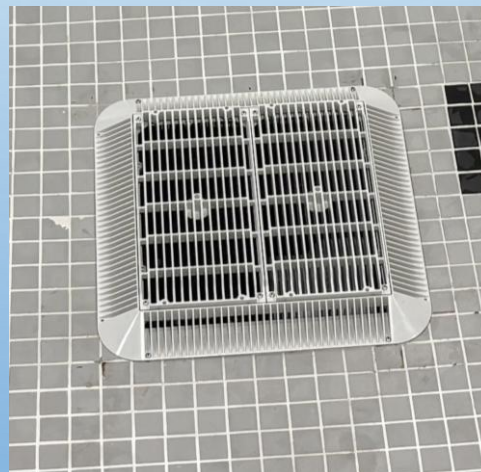
- Routine Northern Health inspection a new (to us) EHO found our main drain cover to be non-compliant
- The main drain cover in question was not the original and had been replaced sometime over 15 years ago.
- There had been no concerns brought forward from Northern Health previously.
- We had no incidents or near misses in relation to entrapment

Concern: Entrapment

PREVIOUS



NEW



What We Did:

- Worked diligently to be able to reopen as quickly as possible and keep the community informed
- Drained the main pool
 - Took advantage and scrubbed!
- Replaced the main drain cover
- Got up to code for Northern Health Pool Operating standards

Still to come:

- Audible alarm
- Emergency stop button
- Update policies & procedures

EXPANSION PROJECT PHASE 1

Addition to the front of the building

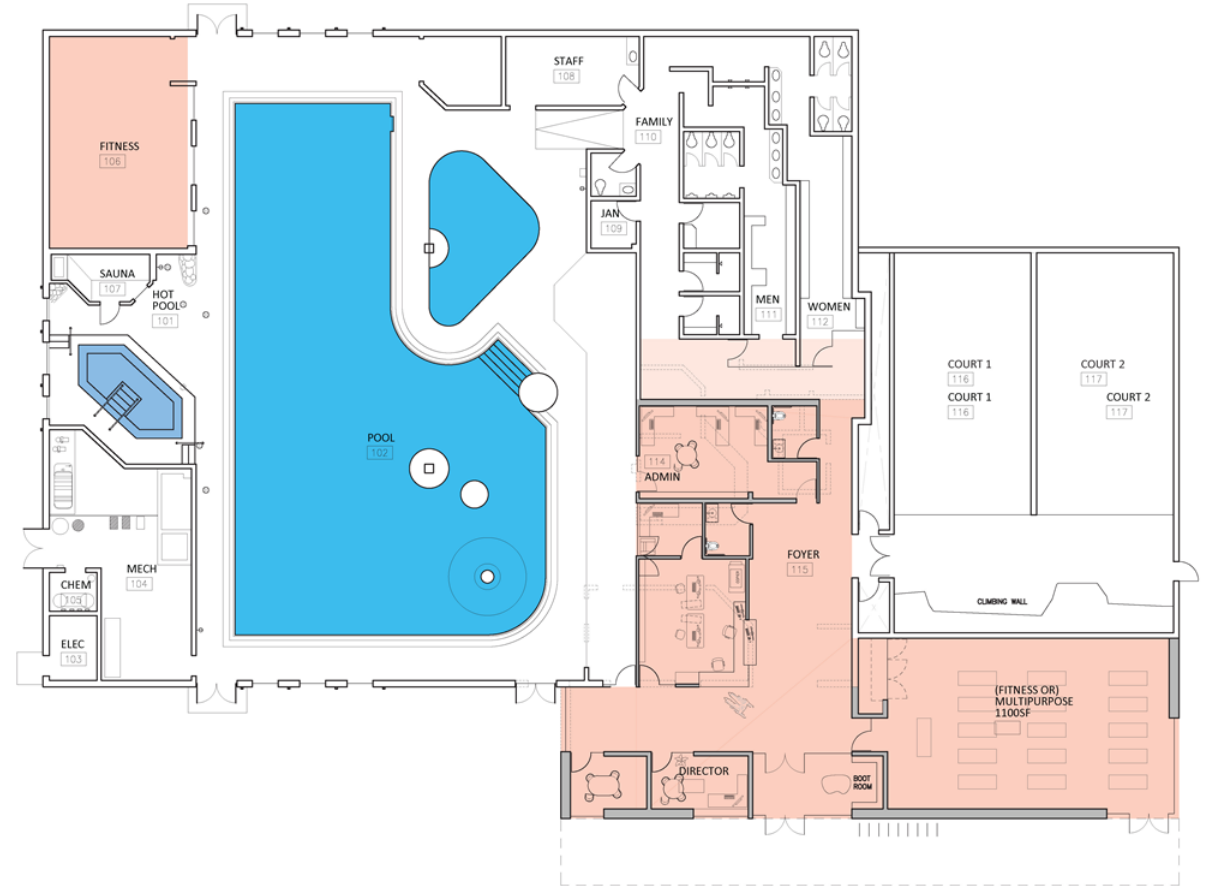
- Re-configuration of the administration and lobby area
- Larger boot-room
- Large fitness/multi-purpose room
- Dedicated office spaces
- Private director office and breakout room

Established an expansion committee

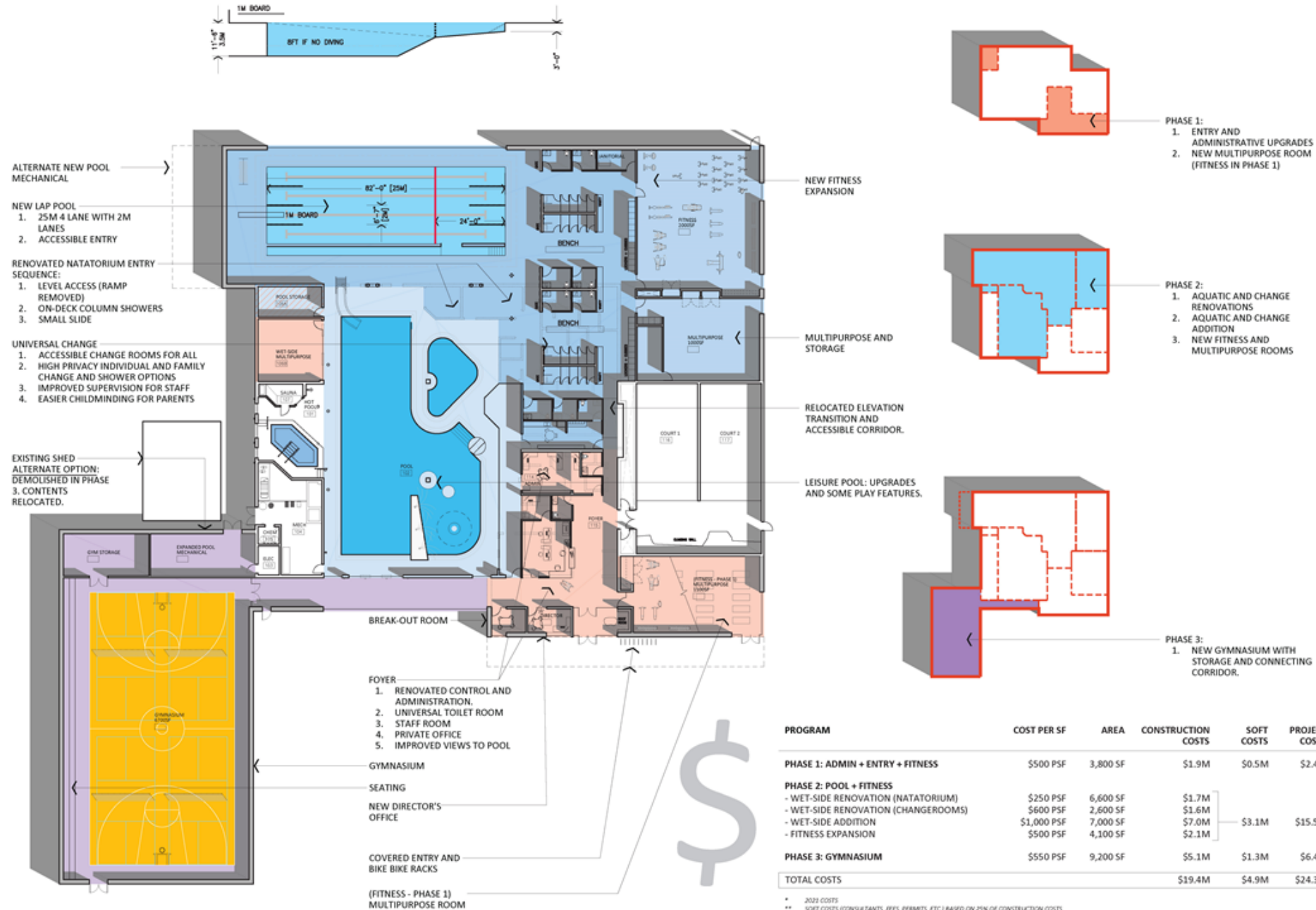
Timeline:

Design schematics completed by fall 2026

Goal to be shovel ready for 2027/2028



PROPOSED FACILITY PLAN PREFERRED OPTION - REVISED



AWARDS

Family Friendly Business of the Year!!

2025/2026

Smithers Chamber of Commerce
Community & Business Excellence Awards
Awarded May 2026



Photo by: The Moose BVLD



THANK YOU FOR JOINING US!

WE ARE EXCITED FOR WHAT 2026/27 HAS IN
STORE FOR US!



QUESTIONS?