

Dear customers,

Over the last few months we have had a number of disruptions to our pool operations at the Maple Ridge Leisure Centre that have resulted in partial closures of the aquatic area and impacts on our customers.

I, and our team, recognize that this facility is an important part of supporting our community's health and wellness. I want to assure you that we have heard you and take your concerns about disruptions in our service levels seriously.

My sincere apologies for any inconveniences you have experienced.

I want to address some of the issues to let you know what we are doing to improve the customer service experience and earn your confidence as we move forward.

The safety of our customers and our staff team is always our highest priority. We have had a number of hygiene incidents in the last few weeks that have resulted in closures of pool tanks to ensure that the facility is cleaned and sanitized to protect the health of customers and staff.

The other area that impacts our service levels is staffing. When an aquatics team member calls in sick, this impacts the ratio of customers allowed per lifeguard in the pool to meet provincial safety requirements. As a result, we often have to make decisions on short notice on how we will adjust our scheduled and drop-in programming until we can arrange for a replacement staff member.

We recognize how frustrating it can be if you have paid for programs, are looking forward to doing a class with friends or have spent time bundling the kids up for a lesson or drop in swim to arrive to the pool find out that your program is impacted.

I want you to know that this is also frustrating for me and all of our team members as we see your disappointment. We care and want you to have the best possible customer service experience. We need to do better.

We're committed to taking specific actions to address these service disruptions. Here's some of the improvements we're making.

- Addressing staffing issues with recruitment and retention to ensure we are providing a safe and positive work environment for everyone, including ensuring our ability to deliver the programs as advertised, which may include reducing the number of programs being offered on a short-term basis.
- Working with specific user groups to implement measures to reduce the number of hygiene incidents at the pool.
- Offering refunds to customers impacted by cancellations or rescheduling of programs.
- Improving our communications to be more timely, clear and proactive so that we can continue to be transparent on any operational issues and reduce customer impacts.

I want to assure you we are on a path to improvements to address the impacts of disruptions to our customers. Our goal is to position Maple Ridge to be the leader in Metro-Vancouver for offering high-valued, quality aquatics programs that are delivered by a high-performing and dedicated team of staff.

This is not the only time you will hear from me. In the coming weeks and months, I, and my team members, will share information as we address each of the issues that has impacted our service to you.

Please feel free to reach out directly to me at 604-467-7344 or slabonne@mapleridge.ca if you have any questions or concerns you'd like to share.

Thank you for your patience and understanding.



Stephane Labonne

*General Manager, Parks, Recreation & Culture
City of Maple Ridge*