

SPORTS AND RECREATION ADVISORY COMMITTEE

DATE: Wednesday, November 12, 2025

TIME: 7:00 p.m. to 9:00 p.m.

PLACE: Council Committee Room
Coquitlam City Hall
3000 Guildford Way
Coquitlam, BC

CALL TO ORDER AND TERRITORIAL ACKNOWLEDGEMENT

ADOPTION OF MINUTES

1. Minutes of the Sports and Recreation Advisory Committee Meeting held on Wednesday, September 10, 2025

Recommendation:

That the Minutes of the Sports and Recreation Advisory Committee Meeting held on Wednesday, September 10, 2025 be approved.

NEW BUSINESS

2. Disc Golf User Groups (Presentation by Brett Wells, BC Disc Golf Association and Carl Bruggeman, Mundy Park Disc Golf Club)

7:05 – 7:25 p.m. (20 minutes)

3. Climate Action Plan (Presentation by Jenalee Kluttz, Manager Environmental Sustainability)

7:25 – 7:50 p.m. (25 minutes)

4. Facilities Bookings Process Review (Presentation by Darryl Lal, Senior Manager Policy and Business Services and Jonathan Pavich, Manager Business Services)

7:50 – 8:15 p.m. (25 minutes)

5. 2025 Year-End Review / 2026 Work Plan Development (Presentation by Tobi May, Director of Major Capital Projects)

8:15 – 8:40 p.m. (25 minutes)

6. Committee Members' Roundtable / Emerging Issues (Standing Agenda Item)

8:40 – 8:55 p.m. (15 minutes)



OTHER BUSINESS

NEXT MEETING DATE - 2026

ADJOURNMENT

SPORTS AND RECREATION ADVISORY COMMITTEE**Wednesday, September 10, 2025**

A Regular Meeting of the Sports and Recreation Advisory Committee convened on Wednesday, September 10, 2025 at 7:05 p.m. in the Multipurpose Room, Mundy Park Outdoor Pool, 655 Hillcrest Street, Coquitlam, BC, with the following persons present:

** Indicates virtual attendance*

COMMITTEE MEMBERS: Councillor Craig Hodge, Chair
Councillor Trish Mandewo, Vice Chair
Erin Davidson, Citizen Representative
Sara Maglio, Coquitlam Field Sport Association
Andrea Mattinson, Coquitlam Indoor Athletics Association
Cameron McBryer, Citizen Representative
Emily Moughtin, Citizen Representative
Chuck Peries, Coquitlam Tennis Club
Karen Schofield, Citizen Representative
Isabel Silvestre, Citizen Representative
Cydney Smythies, Citizen Representative
Carl Trepanier, Citizen Representative*

ABSENT: Dan Cooper, Citizen Representative (Regrets)

GUESTS: Councillor Robert Mazzarolo
Jason Rollins, Coquitlam Sharks Aquatic Club (re: Item 2)

STAFF: Tobi May, Director Major Capital Projects
Doron Fishman, Manager Parks Planning and Design
Leila Todd, Project Manager Major Capital Projects
Michael Teed, Park Planner 2
Alex McLellan, Committee Clerk

CALL TO ORDER AND TERRITORIAL ACKNOWLEDGEMENT

The Chair called the meeting to order at 7:05 p.m. and provided an Indigenous territorial acknowledgement.

ADOPTION OF MINUTES

1. Minutes of the Sports and Recreation Advisory Committee Meeting held on Wednesday, June 11, 2025

The Minutes of the Sports and Recreation Advisory Committee Meeting held on Wednesday, June 11, 2025 were approved.

NEW BUSINESS

2. Sports/Recreation User Group - Coquitlam Sharks

Jason Rollins, Vice President Coquitlam Sharks Aquatic Club, gave introductory comments about the user group, noting that the Club is celebrating 65 years as an organization and is currently the largest outdoor aquatic club in province with approximately 400 members serving Coquitlam and the Tri-Cities. The Coquitlam Sharks Aquatic Club Representative further noted that it is one of few clubs in the province that offers all four disciplines of speed swimming, artistic swimming, water polo, and diving and that members, beginning at 5-6 years old, are all competitive athletes and swimming lessons are not provided.

The Coquitlam Sharks Aquatic Club Representative advised that the Club is in its first season at Mundy Park Outdoor Pool since its renovation and held its first meet at the facility with 750-780 athletes daily over a weekend and noted that the facility has met needs well, and demand for facility space and time is key issue for the Club.

Councillor Mazzarolo entered the meeting at this point (7:12 p.m.).

Discussion ensued relative to the following:

- The facilities that are used during the May to August competitive season, including Mundy Park and Eagle Ridge Outdoor Pools, and during the September to April off-season, including the City Centre Aquatic Complex and Poirier Sport and Leisure Complex.
- The impact of user allocation policies in Coquitlam and neighbouring municipalities on access to facility space and time for clubs and lessons by residents and non-residents.
- The impact of wait times to access public swimming lessons and costs of private lessons that make it difficult to both access life-saving skills and meet the minimum requirements to get into competitive clubs.

- A suggestion to run outdoor pools year-round to accommodate demand, following examples in Burnaby.
- The depth required for artistic swimming, which is met by all facilities used by the Club.
- That the trend to include splash parks in facilities supports the long-term success of the Club by introducing young children to water sports.
- The availability of parking and alternatives used by the Club, including renting the Hillcrest Middle School lot during the summer.
- The employment of former athletes as coaches, which provides reliable employment for young people.

3. Update on Town Centre Park

The Manager Park Planning and Design and Park Planner 2 gave a presentation entitled “Town Centre Park Tennis Enhancements Concept Design” and referred to slides found in the Agenda package.

Discussion ensued relative to the following:

- A desire for succession planning for the Inspiration Garden to maintain the mature trees, community food, volunteerism, and education.
- The proportions of parking versus facility and green space, including the suggestion to maintain the existing gravel parking lot as long as possible during construction, questions about the functionality of parallel parking on Pipeline Road as an arterial route, the feasibility of a parking structure, and the suggestion of a pick-up/drop-off location.
- Appreciation of the addition of the tennis court support building to meet contemporary needs.
- The need to clean dust from tennis courts during construction to mitigate damage that may result when dust settles into the porous material.
- The timeline of Pipeline Road reconstruction.

In response to Committee discussion, staff noted the following:

- Washrooms serving the tennis courts will include existing facilities in the park as well as a single universally accessible washroom in the support building.
- Tennis court numbers are guided by the Town Centre Park Master Plan and the City’s Tennis and Pickleball Strategy, which include population projections and will meet Tennis Canada recommendations on a citywide basis.
- Metro Vancouver will maintain a statutory right-of-way over the water main infrastructure, which will accommodate only low intensity uses but will integrate with the park.

4. Update on Burke Mountain Community Centre and Burke Village Park

The Director Major Capital Projects gave a presentation entitled “Burke Mountain Community Centre and Burke Village Park Schematic Design” and referred to slides found in the Agenda package.

Discussion ensued relative to the following:

- Safety and traffic flow concerns of a single vehicular entrance and exit to parking, with suggestions to widen the road.
- Maintenance of underwater and overhead lighting in the pool, which is a common issue in aquatic facilities due to difficult access.
- Appreciation of unique design responding to the topography.
- Appreciation of incorporating six swimming lanes in the pool.
- Possibility to reconsider capital project processes to expedite construction of facilities in high demand, for example by pre-clearing sites.
- Provision of charging stations for both electric vehicles and micromobility devices.
- Glazing and related treatments to manage glare in the gymnasium, and cleanliness of floor length glazing where children play.
- Control of access to spaces throughout hours of operation to manage safety.

In response to committee discussion, staff noted the following:

- The library and aquatic facility will have full environmental separation, and the library will not hold artifact-level items that would require further protection from humidity and other elements.
- Vehicular access plans make considerations for the complexity of the site, demand for loading, and further parking to be built in adjacent developments.
- Aquatic facility lighting will use LEDs for longevity with easy access provided to related systems.

The Manager Park Planning and Design and Park Planner 2 left the meeting at this time and did not return (8:40 p.m.).

5. Committee Members’ Roundtable / Emerging Issues (Standing Agenda Item)

The Chair invited Committee members to share emerging issues and information regarding events occurring in their communities.

Discussion ensued relative to the following:

- A reduction of membership in the Tri-Cities Eagles Field Hockey Club.
- A suggestion to install screens at Town Centre Park during events to display the stage activity to those seated further away.

- The Highland Games receiving access to sufficient field space at Town Centre Park following construction.
- Disturbance of residents on Wilmot Avenue by music played at Mundy Park Pool after hours.
- Appreciation from Mundy Park Outdoor Pool users of the new facilities and extended season.
- Suggestions of sun safety requirements for outdoor pool staff.
- Mundy Park lacrosse box and fields maintenance timelines.
- A challenge to access to public ice time at City rinks and a perceived increase in demand.
- Concerns with the extension of the contract for the operation and maintenance of Planet Ice, and long-term operating and capital plans.
- Increased membership in the Dogwood Pickleball Club membership.
- Safety concerns with humidity and wet floors on the pickleball courts at the Dogwood Pavilion at the Poirier Forum.
- Seniors' pickleball mentorship of youth in partnership with the YMCA.
- A successful pickleball fundraising tournament.
- A large pickleball facility opening in Tsawwassen for tournament and professional play.
- Congratulations to the Coquitlam Junior Adanacs for winning the Minto Cup.
- The temporary use permit application presented to Council by the Coquitlam Express for use of industrial space, and related land-use issues.
- The 15th Annual Terry Fox Run in Coquitlam to be held on Sunday, September 21 in Mundy Park.
- Coquitlam Tennis Club updates including its 60th anniversary event, a successful open tournament, and membership at a high point in recent memory.
- A meeting the Coquitlam Field Sports Association has requested with City staff to discuss asset management plans and collaboration, field fees implementation, and use of data and national sports organizations standards in recreation planning.
- The effect of provincial legislation on development charges as well as economic trends on recreation project timelines and financing such as Burke Mountain Community Centre and Blue Mountain Park.

OTHER BUSINESS**NEXT MEETING DATE – Wednesday, November 12, 2025****ADJOURNMENT**

The meeting adjourned at 9:12 p.m.

MINUTES CERTIFIED CORRECT:

Councillor Craig Hodge, Chair

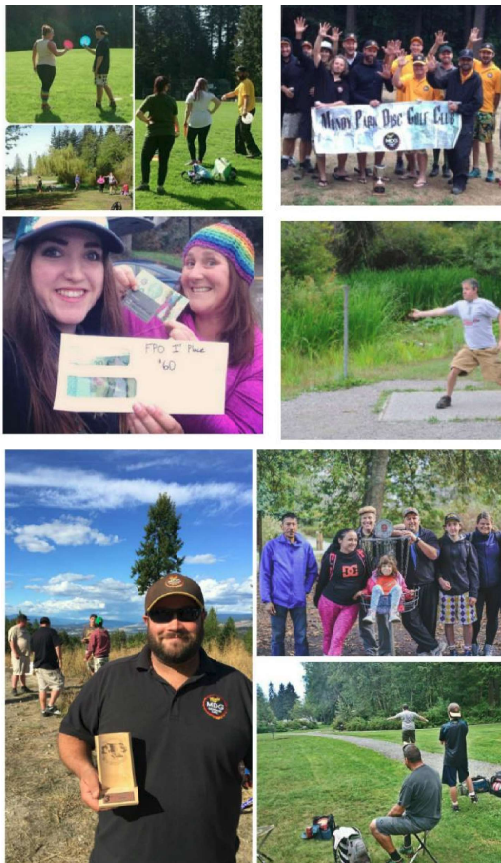
Alex McLellan, Committee Clerk

UNLOCKING THE VALUE OF DISC GOLF FOR COQUITLAM

Low-Cost, Inclusive, and High-Impact Recreational Asset

BC Disc Golf Association & Mundy Park Disc Golf Club

Speaker:
Brett Wells,
BCDGA Director of Membership



AGENDA

- Who are we? Our Objective
- Brief History of Mundy Park & Disc Golf
- Growth Trends in BC (UDisc Data)
- Current Usage & Impact Metrics (Mundy Park)
- Demographic Diversity & Accessibility
- Play Etiquette & Stewardship
- Examples of Municipal Adoption
- Next steps
- Discussion & Questions

WHO ARE WE?

- Local disc golf advocates and community members
- We've seen firsthand how disc golf brings people together
- We volunteer at events and help maintain courses
- We support players of all ages and experience levels — from first-timers to long-time regulars

Our Objective

The intent for today is to highlight how disc golf uniquely serves families, youth, seniors, and visitors alike. Demonstrate how Mundy Park has become a model for accessible, low-barrier recreation in Coquitlam. We'll also explore opportunities to expand access to disc golf across the city as demand continues to grow.



We're looking to foster a consistent working relationship with the Sports and Recreation Advisory Committee of Coquitlam and advocate for Disc Golf

3

BRIEF HISTORY OF MUNDY PARK DISC GOLF

DISC GOLF BRANCH REPORT

The last few months have been busy ones for the DGB, as we await the provincialization of our parent body, soon to become the BC DSS. Perhaps the most exciting news concerns the new nine-hole disc golf course to be established in Mundy Park in Coquitlam. It'll be in by summer if things proceed according to schedule, and thanks to great presentations by Jim Brown, Liam Robinson and Rosse Lapper, it will be at no cost to our organization! Let's hope it's only the first of many similar installations to come around the province over the next few years. If you think your city or town might be interested, contact the DGB for advice, information, and assistance.

Rosse Lapper has also coordinated the upgrade at the Little Mountain Disc Golf Course in Queen Elizabeth Park in Vancouver. The 13 diseased willows have been replaced by 21 flowering cherries, maples, and ashes, and there are four new protective hedges — in a few years when they've grown a bit, it'll

look dynamite. Then, of course, there are the nine extended teepads, all 6'x12' poured concrete, and the modified pin placements on holes #2, 5, and 8, which have combined to make the course much more challenging. The signs were also cleaned up, and still to come are Mach III conversion kits for the remaining old-style pole holes, a

chip trail along fairway #9, a new bridge over the waterfall, and new drainage ditches. Whew! Thanks to the Parks Board for their skilled labour, the VDSS for kicking in \$4000, and the volunteers (especially Rosse) who put in many hours of labour on the course.

Of course, these modifications mean that all course records must be set

anew. If you have a witnessed ace or hot round, contact Jim Anderson to see if you belong in the record books. Finally, we have changed the out-of-bounds rule at Little Mountain. The curbs are no longer in bounds — your disc must be touching or above grass to be OK. The path by tee #10, tee pads themselves, and leaners against either side of the boundary fence with the ball golf

course remain in bounds as before. These and other rules will be detailed in the new score cards which will be out soon.

The DGB also ran the Duck Golf series, (see accompanying article and photos), and is working towards the Western Canadian Championships, also at Little Mountain, on May 27-28th. We plan to guarantee a purse of at least \$500 for disc golf, and combined with the major FPA freestyle event to be held as part of the same event, promises to be a good time you won't want to miss. Contact Rosse at 604-876-7924 or the VDSS at 737-3009 for more info.

Last but not least, keep your eyes open for the one-page DGB Newsletter we're trying to publish once a month.

Scott Lewis

The Disc Golf Branch 1988/89



- Installed in **1989**, led by Jim Brown, Liam Robinson and Rosse Lapper
- **Mundy Park Disc Golf Club** founded shortly after
- Hosted many events, Duck Golf, Pacific Coast Open, Trinity Classic, JMac Memorial.

4

BRIEF HISTORY OF MUNDY PARK DISC GOLF



5

BC DISC GOLF REGIONAL INSIGHTS



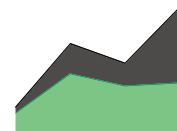
What is BC Disc Golf?

The BC Disc Golf Association (BCDGA) fosters community, advocates for the sport, and supports events across British Columbia. Through outreach, insurance, and funding, we help grow and unite the disc golf community.



What is UDisc?

UDisc is the leading disc golf app on both Apple and Android devices. Players can find courses, get a map of the course, keep score, track their rounds, find events and much more.

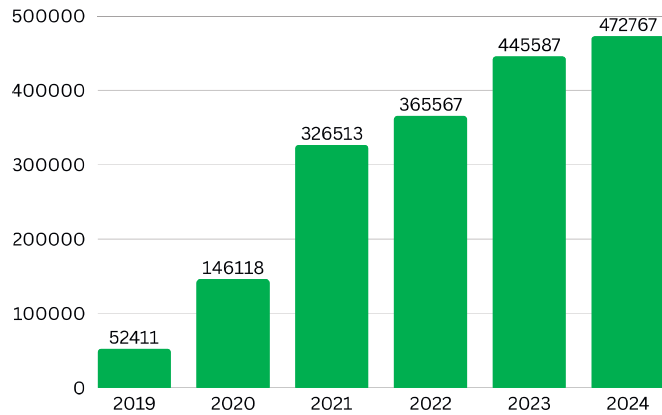


How is the data collected?

Everything on this sheet is collected from players that choose to track their disc golf rounds with UDisc. While there are many disc golfers worldwide, the number of players who use UDisc varies by region, so comparing these statistics against local survey data is the best way to extrapolate their findings.

6

RECREATION HOURS BY YEAR IN BC



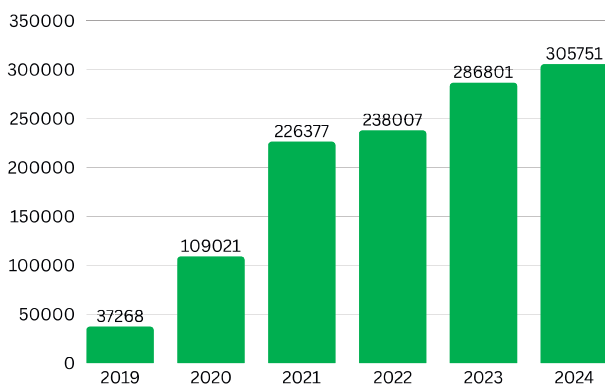
• Recreation Hours: The amount of time spent playing disc golf during Rounds

- The number of Recreation Hours for a single Round is calculated as the time elapsed between the Round start time and the time at which the Round is finished.
- For Rounds where the time elapsed is unreasonably small or unreasonably large (which may occur, for example, when a player enters their scores after playing the whole Round or when a player forgets to tap the "Finish" button right away), the number of Recreation Hours for that Round is a reasonable estimate based on the hole count and layout averages.
- Rounds recorded by players with and without UDisc accounts are both included.

Stats and information
powered by
UDisc

7

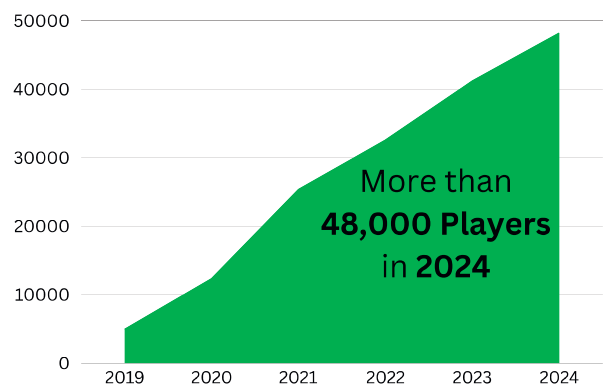
ROUNDS PLAYED BY YEAR IN BC



In **2024** that was more than
1 Billion Steps
taken on disc golf courses in **BC**



UNIQUE PLAYERS IN BC BY YEAR



Average year-over-year increase is
65.6% since 2019

Stats and information
powered by
UDisc

8

MUNDY PARK STATISTICS



9

DEMOGRAPHIC DIVERSITY & ACCESSIBILITY

- Disc golf is one of the few sports where **youth, adults, and seniors regularly play together**, often on the same scorecard — parents, grandparents, and kids.
- Players self-select their level of competitiveness — from casual walkers to tournament athletes.
- **Entry cost is under \$20 to start** — making it one of the most financially accessible activities available.
 - 96%+ of courses in BC are free to play
- Course design can be done with **mobility accessibility in mind**

Playing in my Shoes
Sunday May 26th - **FIRST DAY** of Accessibility week in Canada
Play from another person's perspective to understand different abilities!

WHEELCHAIR THROW throw from a seated position!
What barriers affect your play from this position?

WRONG ARM THROW throw with your 'wrong' arm!
Is it difficult to throw with your non dominant arm?

BLINDFOLD THROW throw with a blindfold!
Can you find the basket without sight?

EARPLUG THROW throw with earplugs!
How does reduced hearing or deafness affect play?

This event is happening simultaneously all across the entire Province!
Find a location near you!

Actively Promoting Inclusion and Accessibility to Disc Golf & All Sports!

Change your Perspective, Break Barriers and **HAVE FUN!**

SCAN ME FOR MORE INFORMATION
<https://udisc.com/events/playing-in-my-shoes-7KS3Dd>

Meep Meep
Keremecos

10

PLAY ETIQUETTE & STEWARDSHIP

- Disc golf follows a “**leave no trace**” and “play through” culture, similar to hiking and golf.
- Players are expected to:
 - **Yield to pedestrians & other park users**
 - Retrieve stray discs without damage
 - Let faster groups play through
 - Pack out garbage — even if it’s not theirs
- The **PDGA Disc Golfer’s Code** (widely adopted in BC leagues) is built on ***Respect the Course. Respect Other Players. Respect the Public.***
- Unlike some sports that require supervision or officiating, disc golf is largely self-enforced, especially valuable for shared-use parks.



11

DISC GOLF IN SCHOOLS ACROSS BC



12

IMPROVING DISC GOLF IN PARKS

- **Improvements to existing Disc Golf amenities**
 - Tee pads, signage, baskets, practice areas
 - Additional space, landscaping etc.
- **Adding Disc Golf to new park design**
 - Short layouts fun and friendly for all ages (*Pitt Meadows*)
- **Working with existing Golf Infrastructure**
 - Permanent Disc Golf installation playable one night a week (*Burnaby Golf*)
- **Full dedicated course implementation** (*Raptors Knoll, Langley Township*)
 - Long term projects
 - Short, Recreational, or Championship level layouts
 - multi-layout flexibility for daily use + elite competition, strong branding/tourism, structured design/amenities



13

EXAMPLES OF RECENT MUNICIPAL ADOPTION

- **Bonson Park Disc Golf Course - Pitt Meadows**
- Disc Golf Course: A brand-new course for all ages and abilities, with removable targets for winter versatility.
- Winter Tobogganing Hills: Enhanced slopes ready for sledding when snow falls.
- Natural Shaded Canopy Areas: Perfect for outdoor gatherings, picnics or relaxing in nature.
- Flood Mitigation: The park has been raised by two feet, with swales added to manage stormwater efficiently.
- Sustainability: Upgrades enhance usability and environmental resilience.
- Bonson Park's evolution, from a rock pit to a dynamic recreational hub, highlights its rich history. Once a dry, grassy area with limited summer use, it is now a year-round destination for activity and relaxation.



14

EXAMPLES OF RECENT MUNICIPAL ADOPTION

- **Central Park Pitch & Putt - Burnaby Golf**

- Flows with existing golf layout
- Full time disc golf during the rainy winter months
- One evening a week during the summer months (Tuesday)
- Bookable for special events
- 8th most popular disc golf course in the world in January 2025, most popular in Canada during that time
- Baskets made in BC



- **Kensington Pitch & Putt - Burnaby Golf**

- Building on success from Central Park
- Full time disc golf during the rainy winter months
- One evening a week during the summer months (Thursday)
- Baskets made in BC



15

NEXT STEPS - DISCUSSION & QUESTIONS

- **We'd like to invite you to join us for a round of Disc Golf!**

- Enjoy the sport for yourself! Educate us on how best to work together

- **Let's refresh the Mundy Park disc golf course!**

- The **club can support with Fundraising.**
- **New Baskets** with a clean fresh look for **under \$10,000**
 - These could be installed with **no ground disturbance** in existing locations and existing basket sleeves
- Improved Signage for newcomers and families, improved practice area

- **Create a community working group for longer term park projects**

- **Identify Park Plans** where Disc Golf could be a good fit
- Collaborate on **community surveys** and communications
- Connect you with **Professional course development services**



16

City of Coquitlam

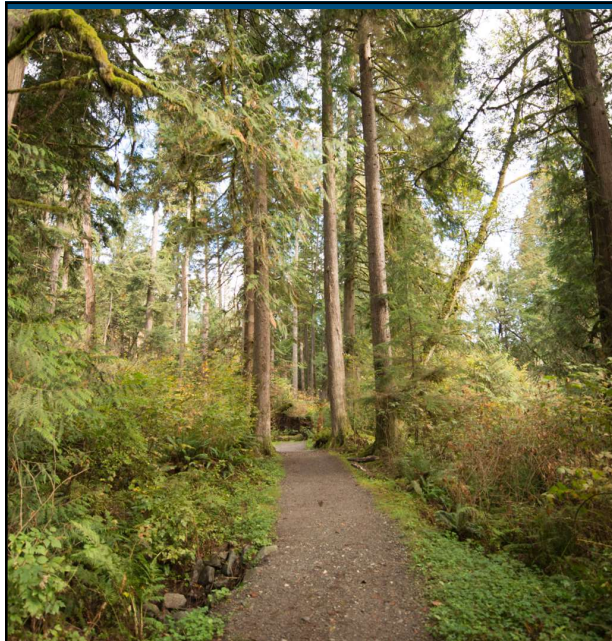
Climate Action Plan Update

Sports and Recreation
Advisory Committee
Presentation

November 12, 2025

    
coquitlam.ca/

Coquitlam



Purpose of Presentation

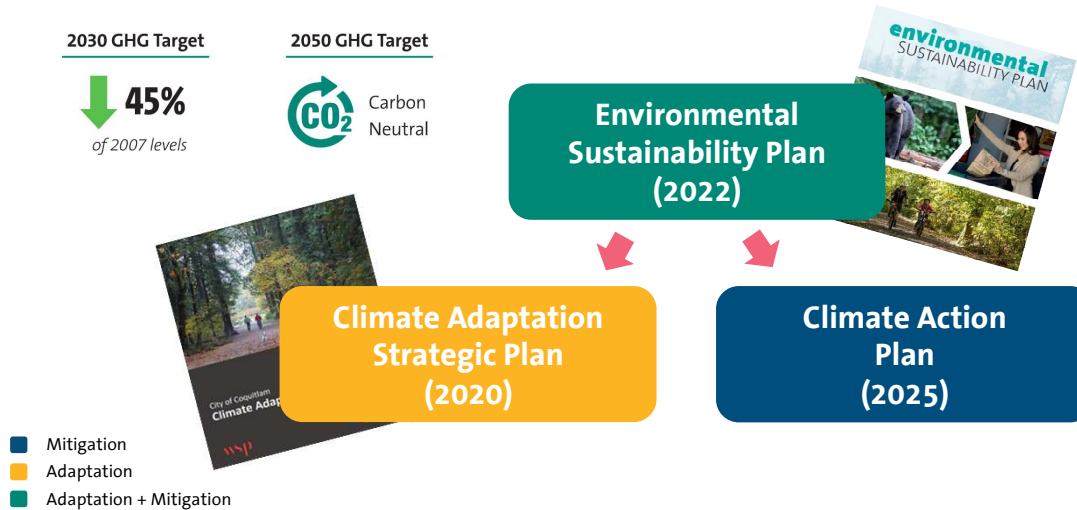
We are engaging your committee to:

1. **Provide an update** on the development of the Climate Action Plan.
2. **Present an overview of actions that** align with the Sports and Recreation Advisory Committee priorities.
3. **Gather your input** on how we can work together to ensure effective implementation of actions.

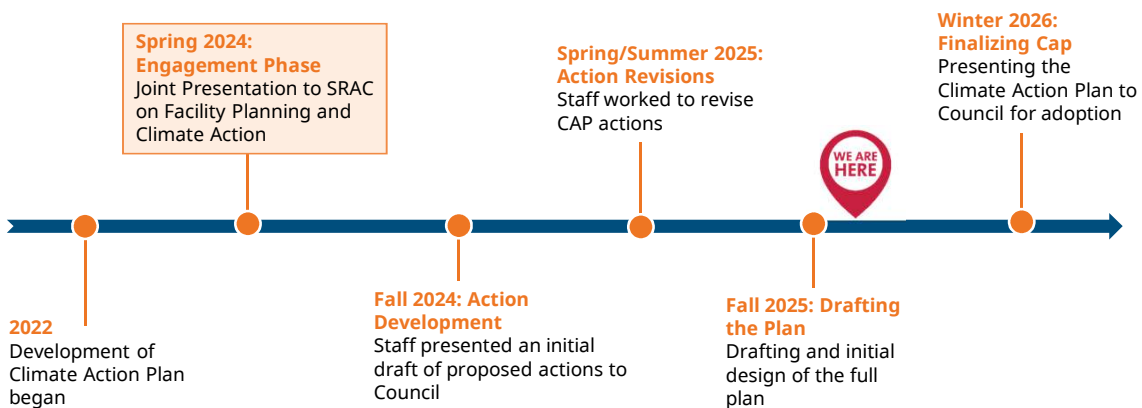
Coquitlam

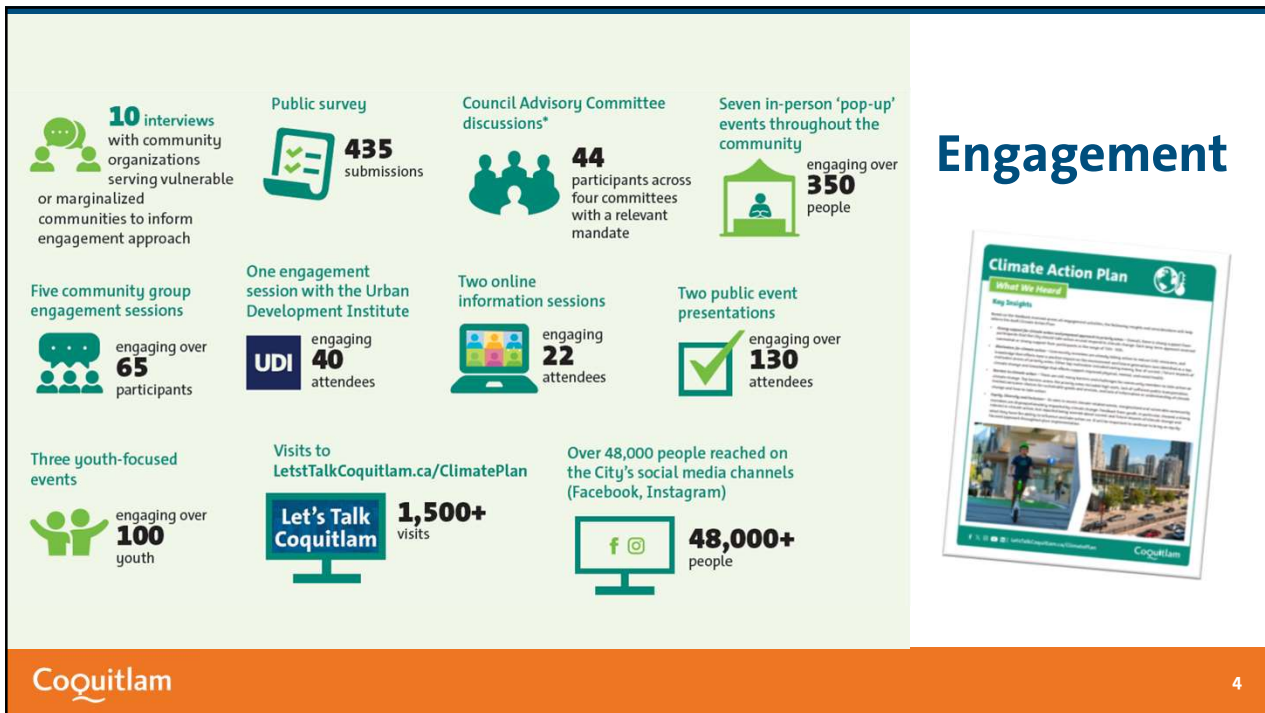
1

Environmental Sustainability Plans



Climate Action Plan Timeline





Guiding Principles



Alignment with Coquitlam's Major Facilities Roadmap



The Climate Action Plan puts forward actions that support:

1. Sustainability, adaptability and efficiency in facility design and renewal.
2. Climate-ready and fiscally sustainable facilities.
3. Well connected public transit and micro mobility networks around sports and recreation facilities.

Action Highlights

FOCUS AREA	ACTIONS
How We Lead	• Explore sustainability options for each new civic facility to address carbon pollution where feasible, improve energy efficiency and resilience to climate impacts, and realize operational and cost benefits. • Continue to assess existing facilities for opportunities to improve energy efficiency, reduce emissions and enhance climate resilience and implement this work as part of asset renewal and capital planning processes, leveraging funding opportunities where possible and realizing cost and operational benefits. • Collaborate with utility partners and/or other organizations to pilot new low carbon technologies for civic facilities and fleet such as energy storage, solar and other renewables, or district energy to improve resiliency. • Building on ongoing success, continue to actively pursue resources and funding through grants, incentives, and in-kind contributions from other levels of government, NGOs, and utility partners to support civic climate initiatives.

Action Highlights

FOCUS AREA	ACTIONS
How We Move	• Advocate with other local jurisdictions to Trans Link and the Province for increased funding for more accessible, reliable and affordable public transit and active transportation.
	• Support expansion and use of low carbon car sharing and shared micromobility.
How We Build	• Explore ways to support and promote programs and initiatives that help protect vulnerable individuals from extreme weather events including initiatives that support access to cooled indoor spaces and cleaner air spaces, as well as income-qualified programming available through government and utility partners.

Action Highlights

FOCUS AREA	ACTIONS
How We Steward	• Identify opportunities to integrate climate-resilient planting, shading features, and landscaping into design and improvement projects to enhance cooling, storm water management and storm resilience.
	• Increase biodiversity and resilience of City parks and greenspaces.
	• Complete and implement the City's Urban Forest Management Strategy.
How We Consume	• Develop initiatives to reduce solid waste generation and increase diversion at all City facilities, as well as City-hosted and City-led events.

Discussion



Communication and Engagement

- What are effective ways to share climate action initiatives and successes with sport and recreation communities?
- How can we make sustainability visible and engaging at recreation facilities, events, or programs?
- Are there specific approaches or types of messaging that would resonate most with the sport and recreation community?

(Think about approaches, as well as types of messaging, for example climate change and health, future/youth focused messaging, emissions reduction, facility and programming resilience, energy reduction and cost savings, etc.)

Discussion

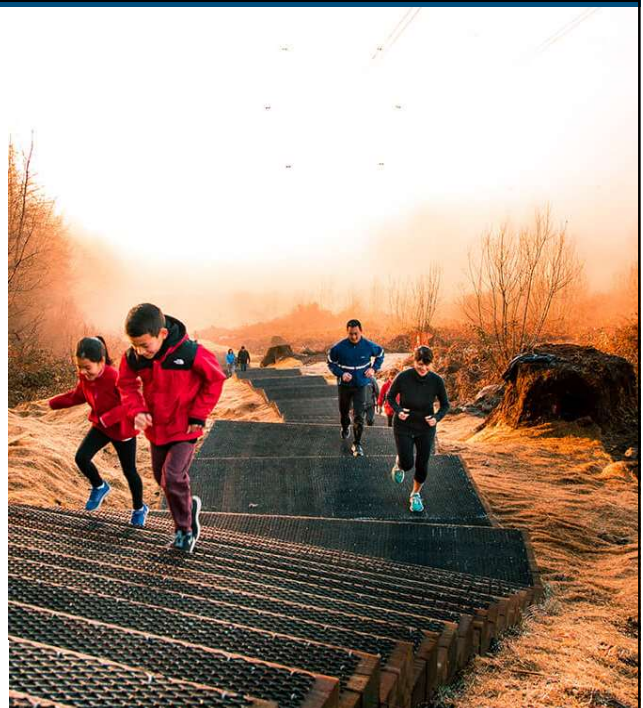


Collaboration

- How might the City and local sport organizations work together to advance the goals of the Climate Action Plan?
- What partnerships or initiatives could strengthen connections between the sport, recreation, and climate action?
- Are there examples of local sport organizations already implementing sustainable practices that the City could support or learn from?

Next Steps

1. Incorporate today's discussion in implementation planning
2. Present draft plan to Council in Winter 2025
3. Work toward final adoption of the plan in early 2026





Questions?

Coquitlam

14



Thank you!

Jenalee Kluttz, jkluttz@coquitlam.ca
Manager Environmental Sustainability

 | coquitlam.ca

Coquitlam

City of Coquitlam
Parks, Recreation,
Culture and Facilities

Facility Bookings Process Review

Sports and Recreation
Advisory Committee
November 12, 2025

    
coquitlam.ca/

Coquitlam



Agenda

1. Purpose of the Review
2. Review Approach
3. What We Heard
4. Key Findings
5. Recommendations

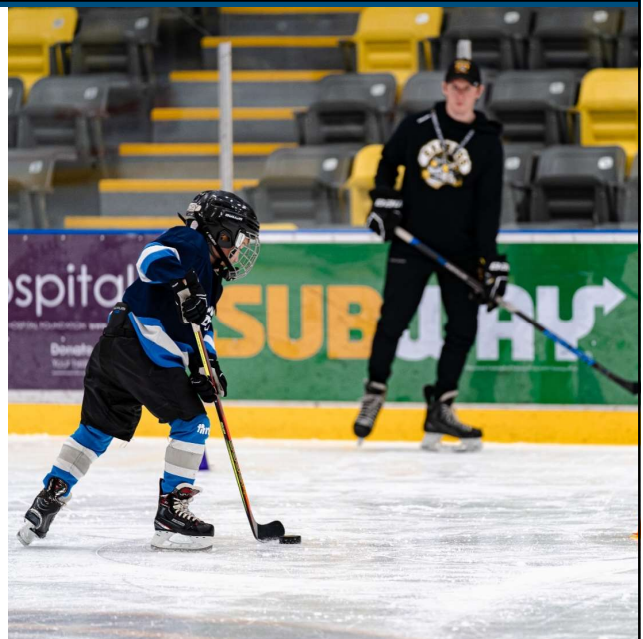


Coquitlam

1

Purpose of Review

- Assess how facility bookings interacts with the community
- Ensure a transparent, consistent, and user-friendly process
- Identify barriers and inefficiencies



Coquitlam

2

Review Approach

- 4-month review with 20+ staff and user groups consultations
 - Coquitlam Metro Ford Soccer Association
 - Coquitlam Sharks
 - 4th Port Coquitlam Scouts
- The approach combined formal process improvement tools with best practices in municipal service delivery.



Coquitlam

3

What We Heard

- Regular user groups find renewal requirements redundant
- Contract Amendment process is a time consuming multi-step process
- Response times are less than ideal
- Technology should be better leveraged
- There are unnecessary barriers to booking facilities



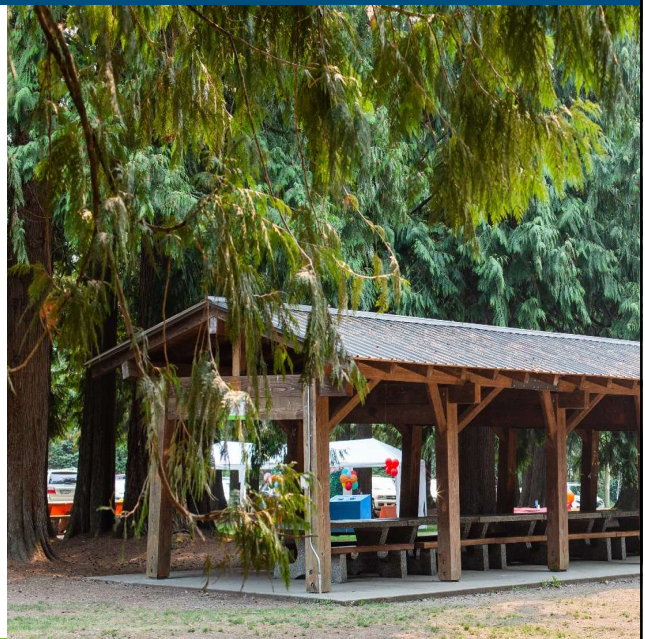
Key Findings

- Customer Experience Opportunities
- Process Inefficiencies
- Communication Gaps
- System & Software Limitations
- Policy & Administrative Barriers



Recommendations

- Simplify Booking Renewals for Regular Users
- Streamline Amendments Process
- Standardize Response Deadlines
- Remove Barriers to Booking



Coquitlam

6



Questions?

Thank you

f t i y l | coquitlam.ca

Coquitlam



2025 Snapshot

- ✓ 5 Highly Engaged Meetings
- ✓ 3 City-Wide Long-Range Plans
- ✓ City's Largest Capital Project
- ✓ 4 Major Park Designs
- ✓ 4 Received Sports & Recreation Groups
- ✓ Celebrated 1 grand opening Facility tour
- ✓ Shared many organizational achievements
- ✓ Advocated for residents and user groups



Summary of 2025 Activities

Date	Topics
February 12, 2025	Work Plan, TOR, Sports Field Strategy
April 9, 2025	Sports Hall of Fame, Handball, Major Facilities Roadmap, Mundy Park Pool Update
June 11, 2025	Field Lacrosse, Fraser Mills Park, Burke Mountain Athletic Park
September 10, 2025	Mundy Park Pool Tour, Coquitlam Sharks, Town Centre Park Tennis Upgrade, Burke Mountain Community Centre, Burke Village Park
November 12, 2025	Disc Golf, Climate Action Plan, Facilities Booking Process Review, Year-End Review

Feedback on 2025 Activities

Please tell us:

- What should we do the same or differently in 2026?
- What is your one key takeaway or learning?
- Which activities or topic made you feel most or least engaged?
- Do you have any other thoughts about SRAC meetings?

2026 Work Plan Development

Please tell us:

- What topics should be considered for inclusion on the 2026 work plan?
- Are there items that should be brought to the committee annually?

Some things we are considering:

- Glen Park Improvements Update
- Accessibility and Inclusion Plan
- Other?

Coquitlam

4



Thank you

f t i y l | coquitlam.ca

Coquitlam