

Recreation, Culture and Community Services

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Department Overview

Mission Statement

The city will use public leisure services as a vehicle for achieving certain socially worthwhile goals and objectives, in which such achievement clearly results in indirect benefit to all citizens.

- To use leisure services to foster a sense of community identity, spirit and pride.
- To use leisure services to foster growth of individuals to reach their full potential.

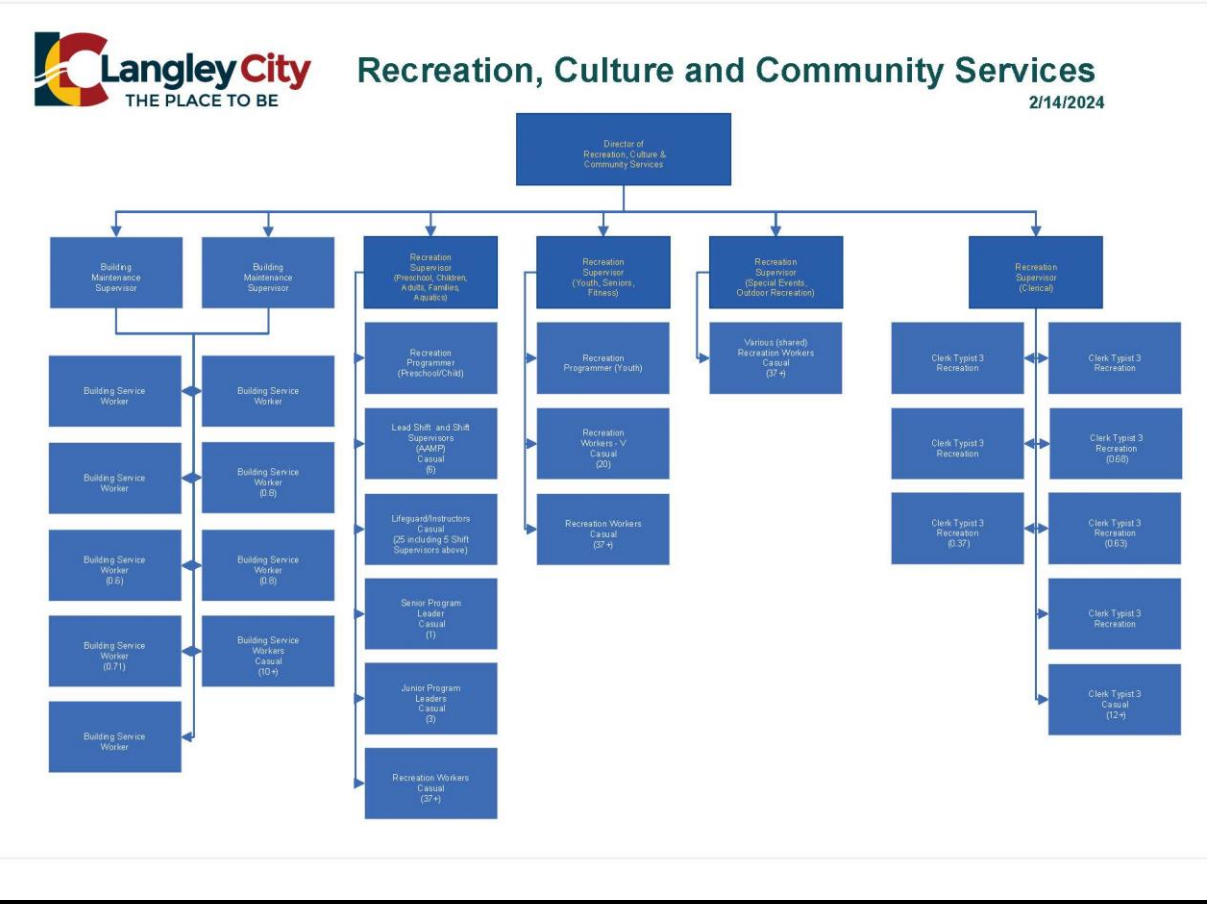
Vision

Langley City is “the Place to Be” for diverse parks, recreation activities, cultural and heritage experiences. These opportunities strengthen community connections, support healthy and active lifestyles, protect and enhance the environment



Organizational Chart

The Recreation, Culture and Community Services Department include 5 exempt staff and approximately 80 union staff or 35 FTE staff. Staffing levels fluctuate throughout the year due to seasonal programming.



Services

The Recreation, Culture and Community Services Department can be summarized in five distinct categories: Programming & Marketing, Facilities, Community Events, Partnerships and Committees, and Customer Service.

1. Programming & Marketing

- Plan, implement, and supervise a variety of registered recreation programs for all age groups including preschool, children, youth, adult, senior and family.
- Plan, implement, and supervise a variety of single session programs for all ages including but not limited to: Roaming Rascals, After 3, Youth Night, Teen Time, Recreational Volleyball, Pickleball, Badminton, Basketball, Fitness classes.
- Plan, implement, and supervised seasonal daycamps for preschool and school aged children.
- Operate and supervise usage of weight room, games room, fitness track, gymnasium, and spin bike room in the Timms Community Centre.
- Supervision of length swimming, leisure swimming and aquatic fitness programs at Al Anderson Memorial Pool.
- Administer the Adopt-A Program,
- Administer the Light Up the City Program,
- Assist in the administration of the Temporary Food Truck Program,
- Actively seek out and secure additional funding, grants, and donations for programs and services including the Canada Summer Jobs Program, for summer day camp staff, before and after school recreation grants, and the BC Fairs Festivals and Events Grant, to name a few.
- Administration of the Ice Users Subsidy and Leisure Access Grant program to subsidize City of Langley residents in the pursuit of recreational opportunities.
- Plan, implement and administer the City of Langley Employee Wellness Program including discounted membership, wellness initiatives-
- Coordinate with host organizations to provide support and access to city services required to plan and execute a successful event.
- Produce content, update and maintain recreation and event specific sections of the City website.
- Implementation of the Child Care Action Plan. Renovate Douglas Recreation Centre for expanded childcare with funding from the Childcare BC New Spaces Fund.
- Support the community implementation of the Living Well Langley, Poverty Reduction Strategy.
- Implement the recently completed Parks, Recreation and Culture plan.

2. Facilities

City Operated

- City Hall
 - Al Anderson Memorial Pool
 - Douglas Recreation Centre
 - Timms Community Centre
 - Fire Hall
 - Parks Operations building
 - Engineering Operations building
 - Annex
 - Sport Fields
 - Community Stage
 - Event Spaces
- ✓ Process facility rentals for user groups at all City operated recreation facilities, sport fields and other sport facilities using ACTIVENET software.
 - ✓ Perform maintenance and repair services for all City operated recreation facilities as well as City Hall, Langley City Library, Community Police Office, City of Langley Fire Hall, Parks Operations Facility, Operations Centre, Sendall House, and Langley Community Services city owned buildings.
 - ✓ Book private functions in City of Langley Park facilities including City Park covered picnic area and Sendall Gardens Legacy Gazebo.
 - ✓ Organize usage of the sports box at Douglas Park and lacrosse box at City Park for ball hockey and lacrosse associations.
 - ✓ Book, schedule, and maintain the City of Langley Community Stage for community events.
 - ✓ Book and schedule the Douglas Park Spirit Square Performance Platform.
 - ✓ Book and schedule McBurney Plaza.
 - ✓ Process field rentals for user groups at all City of Langley Parks using the ACTIVENET software.
 - ✓ Process event requests on City owned lands.
 - Facility Maintenance repair coordination for all civic facilities.
 - Janitorial services for several civic facilities.

Outside Agency Operated

- Langley Community Services Society
- Langley Seniors Resource and Recreation Centre
- Langley Twin Rinks
- Stepping Stone Society

3. Community Events and Tournaments

City Organized Events

- Al Anderson Memorial Pool Events
- Community Day Festival
- Family Day
- Halloween Scaretaclular Youth Event
- Local Government Day
- Magic of Christmas
- National Canadian Film Day
- Outdoor Movie Night Series
- Remembrance Day
- Sounds of Summer Concert Series
- Youth Week

Partnership Events

- Art + Music in the Park
- Dancing in the Park - Dancing for Dessert
- Dancing in the Park - Rock Step Swing
- Earth Day
- Holiday Artisan Craft Market
- Langley Literacy Fair
- Langley Walk
- Seniors Week
- Spark Animation Festival

Community Grant Supported Events

- Bard in the Valley
- Downtown Langley Business Association McBurney Plaza Summer Series
- Global Fest
- Terry Fox Run

Community Organized Events

- 1824 to 2024 Bicentennial Portage Heritage Event
- Art in the Park
- British Invasion Car Show
- Carnavalito Latin Festival
- Coldest Night of the Year
- Danny Baylan Concert
- Heritage Classic Car Show
- Johnny Elvis Concert Series
- KatMoon Concert Series
- MS Walk
- National Indigenous Peoples Day
- Outdoor Fine Arts Fair
- Overdose Awareness Day
- Raphael House Summer BBQ
- Repair Café

- RSG Tour of Music Concert Series
- Salute to Summerfest
- Santa Shuffle
- Sousa's Saxes Jazz Concert
- Southgate Church Easter Event
- Walk for MMIWG2S
- World Sing Day

Sports Tournaments

- BC Wheelchair Basketball - Breakers Festival
- BC Wheelchair Basketball - High Performance Camp
- BC Wheelchair Basketball - NextGen Camp
- Douglas Park Pickleball - Charity Tournament
- Douglas Park Pickleball - PADS Tournament
- Douglas Park Pickleball - Skills Clinics
- Langley Baseball - 8yr old All-Star Tournament
- Langley Baseball - 9yr old Selects Tournament
- Langley Baseball - 11/12yr old Districts Tournament
- Langley Baseball - 11/12yr old Selects Tournament
- Langley Baseball - Mike Whitmey Memorial Tournament
- Langley Baseball - Mothers Day Tournament
- Langley Baseball - Opening Day
- Langley Baseball - Pink Bat Tournament
- Langley Flippers Swim Meet

4. Partnerships and Committees

Community Partners include:

- Ministry of Children and Families
- Fraser Health Authority – Pulmonary Rehab (COPD)
- Fraser Health Authority – Langley Mental Health & Substance Use Services (Adapted Yoga)
- Fraser Valley Regional Library
- Langley Community Services
- Canlan Twin Rinks – Pucks Program & Douglas Park Community School
- Langley Seniors Resource Centre
- Langley Meals on Wheels
- Langley Early Years Hub
- Langley Community Music School
- Langley Township
- Healthier Community Partnerships
- Canadian Tire Jumpstart Foundation
- BCRPA & Centre for Hip Health: Activage & Choose to Move programs
- Alzheimer's Society: Minds in Motion program
- School District #35
- Inclusion Langley Society

- Encompass Support Services Society
- Douglas Park Pickleball
- Pacific Sport Fraser Valley
- Downtown Langley Business Association

Program Partners:

- After Three – H.D. Stafford
- BC Centre for Elder Advocacy & Support
- BCRPA – Choose to Move
- Bookwurm Games
- Canucks Autism Network
- Evolve Camps
- Explore Science Club
- Fraser Valley Wheelchair Sports Association
- Inclusion Langley
- I-Sparc
- Langley Arts Council
- Langley Early Years Hub
- Langley Environmental Partner Society
- Langley Youth Hub
- Lorne's Guitar Lessons
- Melody Jones – Ayanna's Tent
- Langley Alzheimer's Society- Minds in Motion
- Young Innovators Robotics Lab

Committees:

- Langley Children Committee
 - Early Years Working Group
 - Middle Years Working Group
 - Child Care Working Group
 - Special Needs Advisory Committee
 - Langley Physical Literacy Committee
- Douglas Park Community School Society
- KidSport Langley
- Arts, Recreation, Culture and Heritage Committee (ARCH)
- Accessibility Advisory Committee (AAC)
- Regional Youth Week Committee
- Occupation Health and Safety Committee
- Langley Healthier Community Partnerships
- Poverty Reduction Task Group
- Langley Seniors In Action
- Municipal Volunteer Management Committee
- Langley Child and Youth Mental Health and Substance Use Local Action Team
- Community Day Committee
- Lower Mainland Municipal Recreation Coordinators Committee
- Magic of Christmas Committee
- Langley Walk Committee

- Youth Inter-Municipal Committee
- Langley Round Table (Youth)

5. Customer Service

- Process registrations for City programs.
- Process memberships for fitness, aquatics, weight room, and games room.
- Process facility rentals for private, commercial, and non-profit agencies.
- Process field bookings for sport user groups.
- Process Community Event Applications.
- Process Sport Tournament Applications.
- Process Leisure Access Grant Applications.
- Process Light Up the City Applications
- Process Temporary Food Truck Applications
- Parking ticket payment.
- Business license payments.
- Property tax payments.
- Dog license payments.
- Switchboard for the organization.

Customers

- Citizens and business owners of City of Langley
 - Citizens from surrounding communities
 - Mayor and Councillors
 - City staff
 - Stakeholders in the City and Township of Langley
 - Non-profit Organizations
 - Sport organizations
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2024 Service Highlights and Achievements

Events and Tournaments

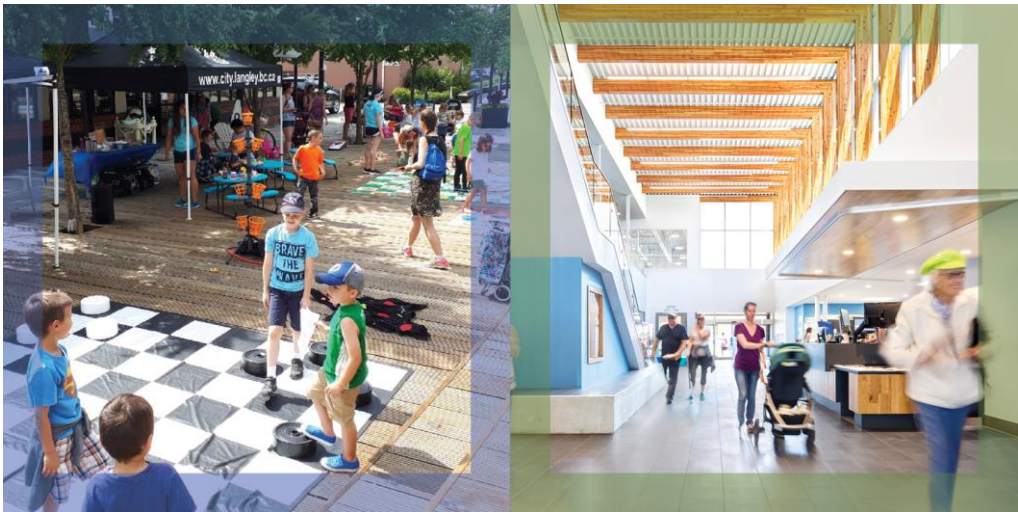
	2024 Jan 1 – Dec 31	2023 Jan 1 – Dec 31	2022 Jan 1 – Dec 31	2021 Jan 1 – Dec 31
City Events	32	32	22	7
Community Hosted Events	46	43	32	7
Sport Tournaments	15	16	9	0

Seasonal Summer Programs

	2024 Jan 1 – Aug 31	2023 Jul 1 – Aug 31	2022 Jul 1-Aug 31	2021 Jul 1 - Aug 31
Pop Up Play	Program on Hold due to Construction	99 hours	99 hours	117 hours

Facility/Field Rentals:

Facility	Total Hours Reserved 2024	Total Hours Reserved 2023	Total Hours Reserved 2022	Total Hours Reserved 2021	External Hours Reserved 2021
Douglas Recreation Centre	0	549.50	3000.75	2696.75	370.50
Al Anderson Memorial Pool	1046.25	1236	1055.75	2172.75	289
Timms Community Centre	1498	4642	7440.25	6397.34	139
Mobile Community Stage	0	34.75	0	0	0
City Park: Sand Field	341.50	655.50	720	298	298
City Park: Baseball Diamonds	4614.75	4868	6746.25	8285	8285
City Park: Lacrosse Box	410.50	395	349	353.50	353.50
City Park: Picnic Shelters	1647	1493.75	974.75	909.50	909.50
Sendall Gardens - Gazebo	50.50	86	30	8.50	8.50
Douglas Park Spirit Square	688	125.50	208.50	98.75	
McBurney Plaza	Under Construction	7	7	31	



Aquatics:

Program Participants	2024	2023	2022	2021
Public Swim, Length and Aquafit	24,600	21,795	24,443	23,417
Lessons	2,379	2,242	1,873	753 ¹
Grade 5 Swim Program	1,841	1,643	1,622	Not offered

¹ – Limited capacity due to COVID



Fitness:

	2024	2023	2022	2021
Drop-in Classes Offered (per week)	50	47	44	26
Drop-in participants	33,533	27,696	19,910	14,299
Registered Programs Offered	78	71	45	29
Participants in registered programs	837	687	480	318
Employee Wellness Passes Sold	99	114	101	86
Personal Training Package Sold	44	49	60	72



Youth:

	2024 Participant #s	2023 Participant #s	2022 Participant #s	2021 Participant #s
Total Drop-in participants	8305	6910	5995	3404
Youth Night	3210	3313	2914	1759
Basketball	812	685	781	403
Open Gym	1094	956	1037	592
Drop-In Boardgames (new program started in September 2024)	16	N/A	N/A	N/A
Teen Time (program ended in September 2024)	108	285	293	190
After 3	489	207	133	53
Girls Sports Camp July-August*	17	61	53	120
Youth Week events/ Special Events	230	N/A	179	57
Badminton	1513	1408	734	
Registered Programs	181	178	206	182
Girls Social (new program started in January 2024)	385	N/A	N/A	N/A
Youth Night Swim (new program started in summer 2024)	260	N/A	N/A	N/A

*Camp only ran for 1 week in 2024

Recreation:

	2024	2023	2022	2021
Preschool Registered Programs	98	52	41	34
Participants in registered preschool programs	475	439	332	280
Preschool Drop-ins	2,127	2,052	1,186	452
Children's Registered Programs	138	50	36	21
Participants in registered children's programs	816	537	347	195
Daycamp Programs	51	40	52	32
Participants in Daycamp Program	992	962	848	565
Adults Registered Programs (non-fitness)	44	33	27	3
Participants in registered adult programs	206	243	107	28
Summer Child Fun Pass	627	579	441	On hold due to Covid

Arts and Heritage:

	2024 # of exhibitions/# of Artists
Step Above Cultural Gallery	9 exhibitions/ 89 artists
Walkway Gallery	8 exhibitions

Gymnasium:

Staffed Single Session sport participation #'s	2024	2023	2022	2021
Badminton	5,683	4,458	4,550	1970
Badminton Courts rented/offered	412/416	509/578	41/42	Not Offered
Basketball	3,659	2,175	1,810	374
Open Gym & Family Open Gym ¹	602	2,602	2,013	251
Pickleball	2,504	2,631	1,872	579
Pickleball Court Rental (DRC)/rented/offered	Not Offered	61/72	26/29	Not Offered
Volleyball ²	1,043	914	735	11
Table Tennis	1,882	2,139	810	85

¹ – Family Gym is counted as 1 (max 6 members of the Family)

² – Volleyball was only offered for 6 weeks in 2021

Significant Issues and Trends

Program Issues:

- The most significant issue seen continues to be the rise in the number of people using Timms Community Centre with multiple barriers – addictions, mental health and homelessness.
- Increased demand for subsidized or free programs.
- Under current growth, some programs will soon require additional staffing. Youth Night is the most popular Youth Drop-in, as numbers continue to trend upwards more staffing, and resources will be required. Often see 100+ youth per night.
- Lack of youth over the age of 15 in programs.
- Continued rising costs to offer high quality activities and larger events such as youth week, Community Day and Magic of Christmas to name a few.
- Increase demand on Aquatic Swim Lessons and aquafit and lack of staff and space to offer more classes.
- Female Sport participation is on the rise amongst the youth since introducing female only registered programs, more girls are attending the drop-in sport programs.

Facility Issues:

- Aging facilities leading to increased maintenance and repairs, while staffing levels remain stagnant.
- Increased number of civic facilities without increased staffing levels to maintain.
- Lack of space in the weight room noted - some complaints regarding insufficient space for stretching and mat work.
- Inability to add more spin bikes due to size of the room (max 15 participants). Waitlist for Spin classes is common.
- More Fitness rooms are needed if fitness program is to expand. We do not currently have space to keep up with growing demands. There are only 2 fitness rooms available - MPR 3 can only accommodate 12 participants.
- More gymnasium space is needed to offer more age-appropriate sport programs ie: 12-18yrs is too large of an age range; would be beneficial for participants to split programs into 12-14/15-18yrs but lack of gym space prevents this.

- Lack of public event space is limiting the number of events that can be held, reaching capacity at Douglas Park Spirit Square during some months of the year.
- Lack of indoor event and tournament space creates booking restrictions and limitations, such as the time of the year and time of the day that events can/are booked.
- Lack of amenities in outdoor event spaces, such as proper pathways, electrical, water, washrooms, and parking.



Other Issues:

- Continue to see demands on staff to provide answers to social-service questions and information about resources and programs.
- Increased demand for City support, both financial and for equipment, to host events in the city; many groups are looking for the City to create partnerships with them or to supply them with the space at no cost.
- Continual re-enforcement and education on physical literacy – our children are not as active and as physical literate as a generation ago.
- Staff shortages across the department continue to challenge programming, community events and facility operations.

Program Trends:

- Increased demand in adapted programming and partnerships to offer programs to the wider community.

- Lack of time is stated as a main reason for physical inactivity, families are looking for less structured recreational time to suit their busy lifestyles. Drop-in type programs are becoming favoured over the traditional registered programs.
- Yoga and Spin are the highest demand for programming.
- Spin Classes continue to grow in popularity, Saturday spin has been consistently full (max.15) often turning away upwards of 6-8 people.
- Gentle-fit (formerly known as Seniorcise) classes offered 5 days per week continue to be the highest attended classes (max. 25 - often full).
- As the aging population continues to grow, many 65+ clients do not consider themselves "Senior" as they continue to work and are very active. The Adult/Senior lines have blurred and been challenged significantly. We have responded by moving away from using the term "senior" and gravitated towards "Active Aging" which is a lifestyle more than a label. Past "senior" classes are now described as "gentle" (i.e.
- Seniorcise is now Gentle-Fit referring to the type of class (lower impact) rather than an age category.
- Youth night remains as most popular program. All youth drop-in programs continue to grow the need for dedicated youth space or access to youth-friendly space in the community is desired.
- Sport single session programs (formerly known as drop-ins) are second most popular programs for youth age. Almost exclusively male.
- Youth less likely to attend during the weekday nights.
- Youth programs mainly attract under the age of 15.
- For youth programs, retainment is high. Once a youth comes to a program, they are likely to continue coming, more so if they attend with a friend.
- Some youth requesting fitness related programs such as yoga and weightlifting.

Facility Trends:

- Increase demand for Pickleball courts both inside and outside.
- Steady increase in usage of the Fitness track and Games room in the Timms Community Centre since re-opening September 2021.

Other Trends:

- Finding ways to work together with a variety of agencies and ministries to provide seamless services cost effectively. Working on implementing the overall strategic plan for the Langleys' which addresses the Health and Wellness of children, youth and families and the Poverty Reduction Strategy.
- Increased use in online access to programs and information; need to improve the city's presence online (website, ActiveNet, social media).
- The recreation guide has transitioned to an online format only. This is beneficial as programs can be updated in live time, so the guide remains accurate and not outdated.
- Move to online forms and documents that can be submitted directly through the city website; eliminate the need to download, print, hand-write, and return paper documents.

2025 Work Plan

#	Work Plan	Who	When	Strategic Plan
1	Hold More evening and winter events with a focus on arts, wellness and environment in partnership with the Langley Arts Council and other non-profits	TE	ongoing	1.f.i.
2	Provide training for Recreation Supervisors and clerks in resiliency, and mental health first aid.	KH MP	ongoing	7.b.
3	Update departmental policy and procedures	All	ongoing	
4	Complete the Capital projects planned for in 2024/2025	All	ongoing	
5	Continue to work the Langley City Schools to provide afterschool programming particularly as it relates to the Childcare Strategy.	KT	ongoing	
6	Continue the work on the community Poverty Reduction Strategy and begin implementation of the strategy using funding from the UBCM Stream 2 funding.	KH DKB	ongoing	6.c.
7	Continue to support the Foundry, the Youth Hub initiatives and the work of the Langley Child and Youth Mental Health and Substance Use Local Action Team	KH CD CM	ongoing	4.f.
8	Expand and refine the fitness class offerings to meet the needs of the participants. Explore the use of HD Stafford Middle School as a program location.	CD	ongoing	
h9	Prepare an asset management and preventative maintenance plan for the civic facility.	KH HK	ongoing	2.a.
10	Work with the Arts, Recreation, Culture and Heritage (ARCH) Committee to expand programming and activities throughout the year and throughout the city.	KH TE	ongoing	1.d. 1.h.
11	Work with the Accessibility Advisory Committee to establish an accessibility strategy.	KH	ongoing	1.c.
12	Use social media to promote pictures of events, expand marketing reach.	KH LS TE	ongoing	6.e.

13	Continue to implement the Parks, Recreation and Culture Plan.	All	ongoing	1.b. 2.c.
14	Expand youth programming, targeting 15 years+; out trips; expand After 3 program and partner with other agencies and schools.	CM CD	ongoing	1.d.
15	Continue the work on the Douglas Recreation Childcare Centre	KT KH	ongoing	
16	Refine the Sponsorship Strategy/Plan for events.	TE	Q1-Q2	
17	Recreation Worker Job Description Updates	All	Q3-Q4	7.c.i.
18	Work towards hiring dedicated Youth staff that have specific training, experience in working with youth (12-18).	CD	Q3-Q4	7.c.i.
19	Continue to find ways to get youth input into programming. Collaboration with existing Youth Committees in the schools, HUB	CM CD	ongoing	1.d.
20	Continue to expand inclusivity- Girls Only programs, Sensory Friendly Swims, Sensory Friendly event spaces	ALL	ongoing	1.d.

Financial Plan Summary & Highlights

Operating Expenses & Revenues

Departmental Summary (by Division/Major Service Area)

	2021 Budget	2022 Budget	2023 Budget	2024 Budget	2025 Budget
<u>Operating Expenses</u>					
Administration	\$341,635	\$346,575	\$369,695	\$399,135	\$402,700
Al Anderson Pool (Net)	\$433,680	\$446,770	\$530,430	\$558,810	\$672,500
Douglas Rec Center (Net)	\$287,950	\$295,490	\$357,940	\$388,140	\$401,370
Timms Community Center (Net)	\$1,129,920	\$1,143,380	\$1,232,750	\$1,307,730	\$1,424,110
Ice User Subsidy	\$206,140	\$206,140	\$206,140	\$206,140	\$206,140
Library Services	\$1,752,425	\$1,787,945	\$1,855,960	\$1,970,865	\$2,070,020
Recreation Programming (Net)	\$163,580	\$163,375	\$252,790	\$277,035	\$230,580
Special Events	\$180,830	\$181,345	\$215,605	\$251,375	\$258,780
Total Operating Expenses	\$4,496,160	\$4,571,020	\$5,021,310	\$5,359,230	\$5,666,200
Net Operating Expenses	\$4,496,160	\$4,571,020	\$5,021,310	\$5,359,230	\$5,666,200
\$ Change from previous year	\$45,060	\$74,860	\$450,290	\$337,920	\$306,970
% Change	1%	1.7%	9.9%	6.7%	5.7%
<u>Staffing Level</u>					
Full Time Equivalent Positions (FTE)	29.7	30.2	33.2	35.4	43.8