



**AURORA FAMILY
LEISURE COMPLEX
LIAISON COMMITTEE
MEETING AGENDA**

THURSDAY, MAY 7, 2015

2 P.M.

**PROGRAM ROOM B
AURORA FAMILY LEISURE COMPLEX**



**TOWN OF AURORA
AURORA FAMILY LEISURE COMPLEX
(AFLC) LIAISON COMMITTEE
MEETING AGENDA**

Thursday, May 7, 2015
2 p.m. to 3:30 p.m.
AFLC Program Room B

Councillor Sandra Humfryes in the Chair

- 1. OPENING REMARKS**
- 2. PREVIOUS MEETING MINUTES OF APRIL 24, 2015** pg. 1
- 3. REVIEW OF UPDATED AFLC OUTSTANDING DEFICIENCY LIST** pg. 6
- 4. DETERMINATION OF PRIORITIES**
- 5. REVIEW OF FEEDBACK PROCESS** pg. 13
- 6. NEXT MEETING**
- 7. ADJOURNMENT**



TOWN OF AURORA
AURORA FAMILY LEISURE COMPLEX (AFLC)
LIAISON COMMITTEE MEETING MINUTES

Date: Thursday, April 24, 2015

Time and Location: 2 p.m., Program Room B, Aurora Family Leisure Complex

Committee Members: Councillor Sandra Humfryes (Chair), Councillor John Abel, Councillor Michael Thompson, Deni Crescenzi, Juergen Daurer, Wendy Frappier, Janet Matthews, Gene Scherrer, and Jo-anne Spitzer

Member(s) Absent: Frans LeRoi

Other Attendees: Councillor Tom Mrakas, Neil Garbe, Chief Administrative Officer, Al Downey, Director of Parks & Recreation Services, Ilmar Simanovskis, Director of Infrastructure & Environmental Services, and Linda Bottos, Council/Committee Secretary

The Chair called the meeting to order at 2 p.m.

1. INTRODUCTIONS

The Chair asked the Committee Members and other attendees to briefly introduce themselves and express their interest in, or connection with, the Aurora Family Leisure Complex (AFLC). Introductions were made around the table.

2. PURPOSE OF COMMITTEE

The Chair reviewed the purpose of the Committee in assisting with the tracking and implementation of improvements related to the AFLC. Suggestions were offered for the approach to be taken in reviewing the AFLC Outstanding Deficiency List, determining priorities, and identifying the items that staff may address quickly.

3. REVIEW OF AFLC OUTSTANDING DEFICIENCY LIST

The Committee discussed various elements of the AFLC deficiencies with reference to “Attachment 1 – Memorandum from Director of Infrastructure & Environmental Services (dated April 14, 2015); Re: Aurora Family Leisure Complex (AFLC) Outstanding Deficiency List”, as well as the “AFLC List of Concerns – Space by Space” (dated April 23, 2015) and photographs of various areas of the AFLC, which were provided by citizen members at the meeting. The following items were highlighted (staff comments in brackets):

Deficiencies	Comments/Suggestions
Approach	Prioritize deficiencies; identify action items; determine feasibility, accountability, dates; use holistic approach based on user needs; find ways to make it work
Accountability	Too many layers, e.g., contractors, subcontractors, supervisors; need accountability at all layers; need single point of contact; identify name and responsibility; need continued accountability afterwards (Phillip Galin oversees changes)
Communication to users	Need communication to users on regular basis; weekly or bi-weekly; display lists on easels; should indicate if temporary fix; add column on chart for interim solution; need orientation or meet and greet
Communication from users	Need to determine process for users to communicate issues to staff; need more user engagement; task someone to survey members; hold open houses and meet with groups to get feedback (already have suggestion box and message board)
Communication within staff	Staff are overwhelmed; need to be informed of their “go to” staff person
Design	Seems done by novices; if wish to attract new members, need to focus on accommodating more members
Quality control	Determine responsibility; some deficiencies not resolved professionally
Back door locked – inaccessible	Four programs for seniors; too far to walk to front door; mobility issue for seniors; use of back door worked well before; need fob system or monitoring; need staff to investigate options (discussed during design phase; more efficient with one control desk; challenge is control and safety; staff to park in back lot with key entry at back door)

Deficiencies	Comments/Suggestions
Change room – benches	Two benches insufficient; need two more; (previously no lockers in fitness change room; design added lockers; need to remove lockers to add benches to maintain wheelchair accessibility; staff to place warning stickers on lockers to be removed to accommodate added benches)
Change room – floor mats	Previously had perforated floor mats; need mats returned to help prevent slippery floors
Change room – hair dryers	Too high; one dryer dropped down (quick fix); need all hair dryers lowered
Change room – handicapped	Need more hooks
Change room – men’s shower	Hot water tap releases cold water and cold water tap releases hot water; potential liability issue (staff will test each shower head)
Change room – women’s cubicles	Two cubicles insufficient and too large; need minimum of four cubicles
Change room – women’s shower	Low water pressure; replace eco shower heads with regular heads; use same heads as new ones at SARC which work well; test pressure vs. SARC
Change room – women’s shower	Soap dishes missing; plastic soap dish was affixed to wall (quick fix)
Construction garbage	General construction garbage present on site
Fitness centre – aerobics/yoga room	Privacy issue; use kraft paper temporarily; (blinds have been ordered; staff will check delivery date and report back)
Fitness centre – equipment	Orientation of equipment (staff responsible; could meet with members to discuss changes needed)
Fitness centre - program room size	Too small to accommodate number of users; users asking if gymnasium space could be used when not in use for youth
Fitness centre - program room and track temperature	Users complaining rooms are too hot; no windows open; wires draped; not enough outlets; no water available; suggested using fan to take heat out; wall control not working; liability issue (staff will investigate and report back)
Fitness centre – windows	Sun and dimpled glass causing visual discomfort; users suggested that classes and equipment face the other direction, away from sun
Garden atrium	Uneven; need to check for proper base
Lockers	Too small; unable to fit bag, coat (same lockers, no issues previously; new lockers only in Family change room)

Deficiencies	Comments/Suggestions
Parking – accessibility	Need more than four handicapped parking spaces (sufficient per rules; can designate four more)
Parking – Sports Dome users	Saturday morning issues when Sports Dome users park at AFLC (overflow is Legion parking lot but space is limited; part of agreement with Sports Dome is to use AFLC parking lot; Town is receiving benefit)
Skateboard park	Cracks already in concrete (contractor responsible); sharp stones around edges should be moved back to sidewalk; need grass buffer; area lacking supervision; need more signage respecting indemnity and responsibility
Squash area	Need to reach out to key users for feedback
Suit water extractor	Located in change room with no drain; bucket was placed underneath; needs monitoring (quick fix)
Wristbands	Staff to provide costs

4. DETERMINATION OF TOP PRIORITIES

The Committee agreed on the following priorities:

Top Priorities	Actions
Communication	<ul style="list-style-type: none"> • Staff to post current list of deficiencies/status in AFLC lobby • Staff to report back with updated, consolidated list • Staff to post updated list in AFLC lobby, make paper copies available for pickup, and e-mail updates to AFLC members • Communications staff to assist in communicating with AFLC members • Staff to be kept informed of developments
Back door locked – inaccessible	<ul style="list-style-type: none"> • Staff to investigate and report back on options, costs, and feasibility of opening back door
Parking – accessibility	<ul style="list-style-type: none"> • Staff to designate four additional handicapped parking spaces at front of facility and post signage
Skateboard park	<ul style="list-style-type: none"> • Staff to remove sharp stones from proximity to skateboarders

AFLC Liaison Committee Meeting Minutes
Thursday, April 24, 2015

Page 5 of 5

5. NEXT MEETING

The Committee agreed to meet next on Thursday, May 7, 2015, at 2 p.m. in Program Room B of the Aurora Family Leisure Complex. It was also agreed that the meeting would include a tour of the AFLC facility.

6. ADJOURNMENT

The meeting was adjourned at 3:53 p.m.

COMMITTEE RECOMMENDATIONS ARE NOT BINDING ON THE TOWN UNLESS
ADOPTED BY COUNCIL AT A LATER MEETING.

Aurora Family Leisure Complex Liaison Committee Meeting Agenda

Thursday, May 7, 2015

Issue	Room	Item	Priority	Request	Response	Estimated Cost	Recommendation	Target Completion	Status
1	F pool dressing room	One Hair Dryer Still Far too high to be useful		Lower 2nd Hair Dryer by 3"	The height of the hair dryer was designed to allow for an adult to dry hair without having to bend over or otherwise be in an unnatural position. It is not recommended to lower the second hair dryer.	\$1,000	Not Recommended		No Action
2	F pool dressing room	First Hair Dryer Lowered but unsightly temporary fix		Final remediation still required	Hair dryer was lowered as quickly as possible to address concerns. Remediation work still required to properly finish the area	\$1,000	In Progress	June	In Progress
3	F pool dressing room	Not enough benches in locker room		Install 2 new benches in locker room on opposite wall of lockers. Need to remove lockers to add more benches. Put notice on lockers that will be removed to notify other members of proposed change prior to installing new benches.	Upon investigating this area, staff believe that two more benches can be added without having to remove any lockers. See drawings	\$1,500	Pending Approval		Pending Approval
4	F pool dressing room	Kiddie lockers too small		Install full length lockers in wasted space area as per photos. Budget for new larger lockers for 2016	Replacement of lockers to full size can be accommodated with removal of some existing lockers.	\$8,000	Pending Approval		Pending Approval
5	F pool dressing room	No Coat or book rack		Install Coat and book rack in space to right of entrance door	Need clarification on what a book rack is and its purpose. Will proceed with installing an additional 6 hooks in area.	\$120	In Progress		In Progress
6	F pool dressing room	Water Extractor in Locker area with no drain		Re-locate to left end of wall opposite showers, near drains	Spinner will be relocated to far wall within shower area, electrical supply will have to be relocated before moving unit and existing area will need patching See drawing	\$1,500	In Progress		In Progress
7	F pool dressing room	Not enough hooks in shower area		Install 10 Large hooks on wall opposite showers, (for bags). Install more hooks between shower stalls. (For towels) Install more hooks in change cubicles.	7 hooks are in place. Staff will install an additional 3. See Drawing	\$60	Completed		Completed
8	F pool dressing room	2 Change Cubicles are insufficient, and unnecessarily large Minimum of 4 needed.		Divide 2 new Change Cubicles into 3 Convert one toilet stall to a change cubicle - and label.	Not recommended to reduce size if existing change stalls or to eliminate on toilet stall to add additional cubical. Additional cubicles are available in family change room for those needing larger change space. Estimated costs to convert two existing change stalls to three is \$ 5,000	\$5,000	Not Recommended		No Action
9	F pool dressing room	No waste bin in washroom area for paper towels. No waste bin in Locker room area.		Install proper waste bin under sink area. Move large waste bin into locker area.	Existing waste bin are centrally located and close to the sink. Additional bin requires additional bags and costs related to maintenance in an area where demand does not warrant additional capacity.		Not Recommended		No Action

Aurora Family Leisure Complex Liaison Committee Meeting Agenda

Thursday, May 7, 2015

Item 3 Page - 2

06/05/2015

Issue Room	Item	Priority	Request	Response	Estimated Cost	Recommendation	Target Completion	Status
10 F pool dressing room	Floor area between showers and lockers always wet.		Install floor mats in area between showers and lockers to prevent slipping.	Floor mats are being phased out of use due to mould and hygiene issues. Debris and bacteria remain within and underneath mats and cause cleaning challenges. Preference is to have open floors to allow proper cleaning and minimize risk of mould growth. Exposed tile floor easier to clean and reduced amount of standing water to avoid above concerns.		Not Recommended		No Action
11 F pool dressing room	Unfinished ceiling and lighting 9 foot gap in locker room		Re-configure duct work and lighting fixtures so ceiling can be closed.	Staff are aware of this issue and have been in discussion with contractor for some time on this issue. This will be resolved but remains the contractors responsibility.		Contractor	Noted Deficiency	In Progress
12 F pool dressing room	Poorly completed joins between concrete walls in locker room		Repair and finish properly, seal and paint.	Agreed. This has been previously identified to the contractor and must be completed by them.		Contractor	Noted Deficiency	In Progress
13 F pool dressing room	Temporary fix of suction cup soap dishes in showers		Replace temporary suction-cup-fix with permanently installed fixtures	These were installed as a quick option to resolve the issue. Permanent dishes will be installed.	\$2,000	Proceed		Work in Progress
14 F Staff Change Room	No shower for pool staff to use at end of shift to remove chlorine.		Install shower in Female Staff Pool Change room	Showers were not included in original design. Team investigated option of adding showers during construction and concluded that space is inadequate to allow for effective use. Plumbing and drainage not available to accommodate showers at this time. Costs would be significant due to servicing requirements		Not Recommended		No Action
15 F Staff Change Room	This is much too small for all staff - it holds one person at a time			This was as per the approved design. Area intended to accommodate one staff member at a time.		Not Recommended		No Action
16 F Staff Change Room	The locks do not work on either door exterior or toilet doors			The door locks are designed to only lock from the inside. Staff are investigating changes to allow for locking of the door from the outside as well. Will consult users to determine best arrangement. Toilet door has some deficiencies that need to be rectified by the contractor.	\$2,000	Contractor	Noted Deficiency	In Progress
17 F Staff Change Room	The lockers are too small and pool staff drop their belonging all over the place because there are no hooks to hang their towels			Hooks will be added to the male and female staff change rooms.	\$50	Proceed		Work in Progress

Aurora Family Leisure Complex Liaison Committee Meeting Agenda

Thursday, May 7, 2015

Issue Room	Item	Priority	Request	Response	Estimated Cost	Recommendation	Target Completion	Status
18 F Staff Change Room	How many staff are in the facility at any given time. There are not enough lockers or designated space for any of them.			This is as per the design. There isn't room to add more lockers.		Not Recommended		No Action
19 M Staff Change Room	No shower for pool staff to use at end of shift to remove chlorine.		Install shower in male Staff Pool Change room	Showers were not included in original design. Team investigated option of adding showers during construction and concluded that space is inadequate to allow for effective use. Plumbing and drainage not available to accommodate showers at this time. Costs would be significant due to servicing requirements		Not Recommended		No Action
20 M Fitness Change Room	Not enough benches			This is as per the design. More benches can be installed by removing more lockers possibly in corner area. See drawing	\$1,500	Pending Approval		Pending Approval
21 M Fitness Change Room	Showers: No water pressure- too close to wall			Staff will investigate the possibility of removing conservation restrictors if agreed to by the Committee Council members. Maximum flow L/Min9.5 Staff recommend conservation showers remain as per building code		Not Recommended		No Action
22 M Fitness Change Room	Handicapped shower stall: Cold/hot water is reversed			To be addressed ASAP		Complete		Complete
23 M Fitness Change Room	Lockers too small- cannot fit bags/coats; dirty on base			Replacement of 16 lockers to full size can be accommodated with removal of some existing lockers.	\$8,000	Pending Approval		Pending Approval
24 M Fitness Change Room	Electrical wires exposed near dryers			Contractor will make as tight as possible, wire do not pose a hazard due to low voltage. Exposed wires are low voltage control wires for the AC units, Contractor to make as tight as possible, staff will conceal for better appearance		Contractor	Noted Deficiency	
25 M Fitness Change Room	When door is open- Direct line of sight from entrance to naked men!			Resolved. Lockers have been installed adjacent to shower line of sight to eliminate exposure.		Complete		Complete
26 M Fitness Change Room	Shower stall is laminate- will deteriorate			Showers are not laminate but solid plastic and designed for wet environment applications.		No Action		No Action
27 M Fitness Change Room	Urinals and T oilets are 2 meters from the bench			This should not be concerning for users as typical conditions exist in other public spaces. However, if desired, staff can install privacy shields adjacent to the urinal.	\$3,000	Pending Approval		Pending Approval

Aurora Family Leisure Complex Liaison Committee Meeting Agenda

Thursday, May 7, 2015

Item 3 Page - 4

06/05/2015

Issue Room	Item	Priority	Request	Response	Estimated Cost	Recommendation	Target Completion	Status
28 M Fitness Change Room	Lack of floor mats			Floor mats are being phased out of use due to mould and hygiene issues. Debris and bacteria remain within and underneath mats and cause cleaning challenges. Preference is to have open floors to allow proper cleaning and minimize risk of mould growth. Exposed tile floor easier to clean and reduced amount of standing water to avoid above concerns.		Not Recommended		No Action
29 M Fitness Change Room	Lack of cleanliness- mold around shower stall/ general floor			There is no presence of mould. Some staining of grout due to high iron content of water within the showers. We will increase cleaning inspections		Complete		No Action
30 F Fitness Change Room	Both Hair Dryers still too high		Lower one dryer by 3" and 1 by 6".	One hair dryer to be lowered to accommodate children.	\$1,000	Pending Approval		Pending Approval
31 F Fitness Change Room	Paper Towel Dispenser and waste too far from sink area		Move Towel dispenser to right wall in sink area. Move Waste receptacle to under sink area	Contractor to relocate as per design.		Contractor	Noted Deficiency	In Progress
32 F Fitness Change Room	No place to hang coats or boots		currently occupied by misplaced towel and waste dispenser.	Not recommended to add any additional hooks at entrance area due to width and door swing requirements.		No Action		No Action
33 F Fitness Change Room	Replace kiddie lockers inside entry door with full size adult lockers to include space			Replace bank of lockers at entrance door to large sized units.	3,000	Pending Approval		Pending Approval
34 F Fitness Change Room	No lighting between washroom area and bench area.		Install ceiling light between washroom area and bench area.	Agreed that this is a dark area. Will review design requirements and resolve lighting issue	\$2,000	Pending Approval		Pending Approval
35 Fitness Studio	Big Issue: there is no place for members to put coats and boots.		Spaces need to be re-configured - Space must be found for coats and boots.	Additional cubby unit can be installed in corner behind mirrored wall. Or move studio equipment from 114 to window area and use closet for coat/ boots storage	\$2,000	Pending Approval		Pending Approval
36 Fitness Studio	The fitness studio now contains lots of equipment. It takes up valuable floor space needed for the classes.		Find a solution for storing needed fitness equipment	The space that is there was dedicated for storage. There are no other alternatives other than using more floor space within the main area.		No Action		No Action
37 Fitness Centre	The platforms and risers are kept in a small room with a narrow doorway creating a bottle neck.			The space that is there was dedicated for storage. There are no other alternatives other than using more floor space within the main area.		No Action		No Action
38 Fitness Studio	Morning sun beaming into members eyes while on equipment			Blinds have been ordered and will be installed.		Proceed		In Progress

Aurora Family Leisure Complex Liaison Committee Meeting Agenda

Thursday, May 7, 2015

Issue	Room	Item	Priority	Request	Response	Estimated Cost	Recommendation	Target Completion	Status
39	Fitness Studio	All rooms are too hot no air circulation		each fitness studio and gym should be on it's own control system	BAS adjustments are ongoing. Adjustments will be required every season to accommodate shoulder experience at least once seasonal cycle to make necessary adjustments. Improvements in air circulation and temperature will be accommodated through the existing system.		Monitor		In Progress
40	Fitness Studio	privacy issues related to interior glass			Open transparent space was a design feature of this building. This is a trend in space design. Staff have had comments on the benefits of this design as well. Staff recommend no change to the glass. Addition of frosting can be done to reduce visibility.	\$5,000	Not Recommended		No Action
41	Parking	Front parking is over loaded because the back parking lot is not being used. Because the back door is locked.		Allow Fobbed Access to back door as outlined in letter.	elimination of north control desk occurred to centralized control at main entrance. Staff will be parking on the north lot to free up some more space in the south lot. Addition of handicap cap spots will improve situation, see item #43 staff to investigate options for providing public access from the north entrance and improve signage at south entrance to direct visitors to reception desk.	\$10,000	Not Recommended		No Action
42	Parking	inappropriate use of front lot by sports dome users			dome does have agreement to use south parking. Overflow was to be at legion but that has stopped. Committee parked this as "not a priority"		No Action		No Action
43	Parking	Not enough handicapped parking spots		Immediately Increase number of handicapped parking spots to 10 or more. Immediately Remove construction vehicles and debris from front of building and convert that area to all handicapped parking.	staff can provide 8 spots (4 on south island and 4 on west face). Monitor to see if an additional 2 spots are required, repaint parking spots and install appropriate signage	\$1,000	Proceed		In Progress
44	Cycle Studio	The room should have been bigger- Already at capacity This room hosts up to 20 participants			Unable to change		No Action		No Action
45	Cycle Studio	Ceiling should have been higher			Unable to change		No Action		No Action

Aurora Family Leisure Complex Liaison Committee Meeting Agenda

Thursday, May 7, 2015

Item 3 Page - 6

06/05/2015

Issue Room	Item	Priority	Request	Response	Estimated Cost	Recommendation	Target Completion	Status
46	Cycle Studio The room is too HOT!!! 21 degrees Celsius is what people keep. Fans are not a sufficient answer to the gross problem and concerns. There has already been over heating incidents in the room. Wires draped all over the room- electrical		Self controlled AC - so instructors can control the temps.	A mobile cooling unit has been ordered and will be installed. A permanent separate cooling unit will be requested for in the 2016 capital program	\$20,000	Permanent Solution under review for 2016		Proceed
47	Cycle Studio No windows open to the outdoors			Unable to change		No Action		No Action
48	Cycle Studio Not enough outlets			Additional outlets are not required.		No Action		No Action
49	Aqua Fitness Equipment Aqua Fitness is the largest classes held in the facilities. Largest classes are between 35-40 participants		There is not enough equipment at either pool to run a sufficient class	Review Drop in Status				
50	Aqua Fitness Equipment Equipment is never replenished. Equipment needs to be replaced every couple of years due to deterioration		No matter who plays with equipment it should always be in the budget	Place in Operating Budget for 2016				
51	Aqua Fitness Equipment Gym/fitness pays for the equipment. However the pool staff use it when teaching and babies eat the equipment - if pool uses it pool should pay for it.		Maintaining equipment - broken belts and belts that need maintenance	Place in Operating Budget for 2016				
52	Water Fountains There are a number of issues with the water fountains. Participants working out have bottles they want to refill			Existing water fountains in lower and upper hallway and at squash court will be replaced with combination fountain and bottle filling station. Capital project already approved for this in 2015. One to be installed for Community Feedback	\$15,000	Proceed		Work in Progress
53	Water Fountains gym fountain pressure was too low			Has been adjusted.		Complete		Complete
54	Water Fountains Upstairs are the very back of the building by youth facility			This cannot be changed		No Action		No Action
55	Water Fountains the water pressure is better but the water is WARM			Corrected in March		No Action		Complete
56	Water Fountains we had one in the old gym now we do not have any			Design did not call for fountain in the gym due to overspray and water and safety related to impact hazard.		No Action		No Action
57	Water Fountains they want a tap for filling bottles upstairs near the track and cycle room and downstairs near the gym and gymnasium			See item 52		No Action		

Aurora Family Leisure Complex Liaison Committee Meeting Agenda

Thursday, May 7, 2015

Issue Room	Item	Priority	Request	Response	Estimated Cost	Recommendation	Target Completion	Status
58 Skate Board Park	Cracks- Contractor accountability- Cost?			Warrant issue for contractor		Contractor		
59 Skate Board Park	Landscaped rocks are too close to edge- Kids can crash. Move them back. SIGNAGE for Indemnity		Move them back.	Skate park designed by company that builds skate parks all over North America. Liability issued covered through town insurance. Recommended no additional signage be installed. Signage posts can be more of a hazard. Risks are what they are and additional signage does not provide the town with any additional protection.		Landscaped Rocks Removed		Completed
60 Other	family change room has power door but others don't...		Ask Chris about AODA requirements and provide feedback	Facility complies with AODA		No Action		No Action
61 Other	nails in parking lot causing tire punctures			Entire parking lot has been swept		Complete		Completed
62 Other	baby sitting					To be Discussed		
63 Other	are pavers properly installed in court yard area (foundation materials)					Contractor	Noted Deficiency	
64 Other	lights poles and cameras around skate park. (what are we doing to address this)			Camera is installed under Soffit. additional lighting is required		In Scope	Noted Deficiency	Pending
65 Other	wrist band are not a good idea. Are there other options							
66 Other	add large scale thermometers			Building Thermostats show room temperature Can add clock with temperature read out		In Progress		In Progress
67 Men's Aquatic Change room	Small bench to be added near hair dryers					Pending Approval		No Action
68 Fitness Studio	Along with Blinds please add a water fountain in the fitness room			Blinds are being installed. Staff to monitor temperature after information has been given. Water fountain is not recommended in wood floor Area		Monitor		In Progress
69 Fitness Studio	Please Install Fans in Fitness Area							

Facility Service Request Workflow

