

RE: CAMERON AND BONSOR RECREATION CENTRES
FOOD AND BEVERAGE SERVICES
BEER AND WINE SALES

ITEM 10
MANAGER'S REPORT NO. 29
COUNCIL MEETING 86/04/28

MUNICIPAL MANAGER'S RECOMMENDATION:

1. THAT the recommendation as contained in the report from the Director Recreation & Cultural Services be adopted.

* * * * *

TO : MUNICIPAL MANAGER 1986 APRIL 23

FROM: DIRECTOR RECREATION & CULTURAL SERVICES
RE : CAMERON AND BONSOR RECREATION CENTRES
- FOOD AND BEVERAGE SERVICES
- BEER AND WINE SALES

RECOMMENDATIONS:

1. THAT Council approve the sale of beer and wine in Cameron Recreation Centre, provided that the mandatory neighbourhood survey shows support of the service.
2. THAT Council approve the sale of beer and wine in the new Bonsor Recreation Centre, provided that the mandatory neighbourhood survey shows support of the service.

REPORT

At its meeting of 1986 April 16, the Parks & Recreation Commission received the attached report on the above subject.

The Commission approved the following recommendations of the report:

1. THAT the Commission reaffirm the plan for a food and beverage service at Cameron and Bonsor Recreation Centres.
2. THAT the Commission so advise Council.
3. THAT the Commission recommend Council give approval in principle to the sale of beer and wine in Cameron Recreation Centre.
4. THAT the Commission recommend Council give approval in principle to the sale of beer and wine in the new Bonsor Recreation Complex.

ITEM 10
MANAGER'S REPORT NO. 29
COUNCIL MEETING 86/04/28

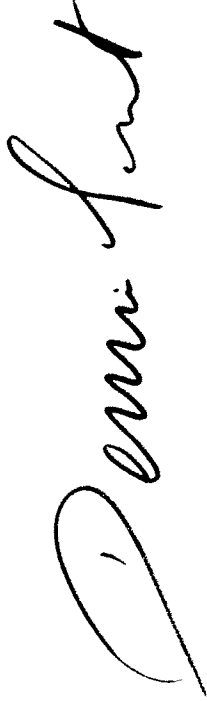
133

The Commission also approved the following additional recommendation:

5. THAT the Commission will proceed with all the regulations of the Liquor Act governing the issuance of a Class "A" Licence, including the conducting of a neighbourhood survey.

In approving the food/beverage and beer/wine service and recommending it to Municipal Council, the Commission discussion covered concerns as to whether it would be more viable for Municipal staff to run the concessions or put them out to tender.

It was determined that this issue would finally be dealt with at a later date and at this time, the Commission is recommending only approval of the service so that estimates, plans and specifications can proceed accordingly.



DENNIS GAUNT
DIRECTOR RECREATION &
CULTURAL SERVICES

PAL:ps
Attach.

RE: CAMERON AND BONSOR RECREATION CENTRES
- FOOD AND BEVERAGE SERVICES
- BEER AND WINE SALES

ITEM 10
MANAGER'S REPORT NO. 29
COUNCIL MEETING 86/04/28

RECOMMENDATIONS:

1. THAT the Commission reaffirm the plan for a food and beverage service at Cameron and Bonsor Recreation Centres.
2. THAT the Commission so advise Council.
3. THAT the Commission recommend Council give approval in principle to the sale of beer and wine in Cameron Recreation Centre.
4. THAT the Commission recommend Council give approval in principle to the sale of beer and wine in the new Bonsor Recreation Complex.

REPORT

I. INTRODUCTION

The purpose of this report is to seek from the Commission reaffirmation of the plan for a food and beverage service at Cameron and Bonsor Recreation Centres. The word 'beverage' should be interpreted as applying to coffee, tea, milk, soft drinks, etc.

The second purpose is to obtain the approval of the Commission and Council for the sale of beer and wine at Cameron and Bonsor Recreation Centres as part of the beverage service.

It is not the intent of this report to seek approval for a full bar service including the serving of hard liquor, liqueurs, etc. The licence that we would seek from the Province of British Columbia would permit such sales but by choice, the Corporation would limit its sales to beer and wine. If ever additional services were to be included, the further approval of Commission and Council would be required.

For private parties, such as weddings which are held on an allotment basis, full bar services are usually provided. In the case of Bonsor and Cameron, they could be provided by an outside source or by the resident food service.

II. BACKGROUND

The plans for the Bonsor and Cameron Recreation Centre projects both include food and beverage services.

The Bonsor Centre will feature a self-serve restaurant and catered banquet service. The Cameron Centre is designed to provide a self-serve sandwich style service.

Each food and beverage facility is designed to provide a social and refreshment opportunity for the Centres' clientele. Food/beverage facilities are focal points for recreation complexes. They have been effectively developed in various facilities around the Province, including beer and wine products. See ATTACHMENT #1 (Page 437 - 444) for a summary of the various communities providing such beverage services through their recreation facilities.

ITEM	10
MANAGER'S REPORT NO.	29
COUNCIL MEETING	86/04/28

135

III. CAMERON CENTRE

A. Background and Status Cameron Centre

Cameron Centre, when built in 1980, was designed to service the residential and business community of northeast Burnaby. It included a facility for food and beverage services located on the upper floor of the Centre. Council did not approve the inclusion of beer and wine in the beverage service when concerns were raised about the interfacing of children and the library with the food and beverage service. The operation was primarily an alcoholic beverage service with a limited food menu. At the time, it was felt the food service would not be viable on its own and, therefore, for the first 6 years of operation, food and refreshment service has been restricted to vending machines and catered functions. Bar services for social functions have operated regularly under special occasion permits.

Over the past 6 years the demand for a food/beverage service has been proven. The primary clientele wanting this service are adults using the sport facilities.

Statistically attendance is approximately:

- Total of Library and Recreation Centre : 340,000 persons annually
- Recreation Centre only : 220,000 persons annually
- Recreation Facilities - a typical : 650 adults using
daily attendance September to June. Sport/Fitness
Services
- There are also many lower seasonal : 150 Seniors
variations. : 200 Child/Youth

Total Daily: 1,000

(July and August lower use levels)

The Commission during the planning stages of the current Cameron Centre additions requested that staff again consider providing a beer and wine service in a proposed food/beverage facility.

B. Restaurant Facility Proposal

The plan prepared for Cameron Centre has a food/beverage service and social area in the space presently functioning as an open courtyard. The space is accessed from the lower floor adjacent to all the sport facilities. This space is approximately 1,000 sq.ft. The concession preparation area will be approximately 28% or 280 sq.ft. This will leave approximately 720 sq.ft. for seating. Following restaurant and fire regulation standards, it is estimated that the facility will seat 50 persons.

i) Food Service

The service proposed will be a contemporary, light menu, self-service sandwich bar style operation providing, for example, coffee and muffins in the morning; light lunch and dinner menu, including salads, soups, specialty sandwiches, fresh fruit and croissants; snacks such as ice cream, muffins, pastries and fruit and yoghurt.

This style of selection is based on industry experience, our department experience and the results of a user survey conducted in Cameron Centre. Survey results are illustrated on ATTACHMENT #2 (Page 445 - 448).

ITEM 10
MANAGER'S REPORT NO. 29
COUNCIL MEETING 86/04/28

ITEM SUPPLEMENTARY 9
DIRECTOR'S REPORT NO. 8
COMMISSION MEETING 86 04 16

-3-

The service will be provided from 7:00 a.m. - 11:00 p.m. These hours would be adjusted to reflect actual demand experience once in operation. It is expected, based on our survey and use patterns at the Centre, that the heaviest demands will be for morning coffee snack, noon lunch or afternoon snack and an evening snack and beverage.

The clientele will be Cameron Centre users and predominantly the adult sport facility users, which are the largest single user group.

The senior citizens, who are based upstairs, will also use the service as desired, however, they will have within their own program lounge area a basic coffee, tea, muffin service. This will be either managed by themselves or, if desired, through the restaurant service.

ii) Beverage Service

The service will consist basically of tea, coffee, pop, milk, etc. It is recommended that beer and wine be included as these are viewed as the most popular and most compatible with the Centre and style of food service. These two beverages are popular for active sport participants as reflected in the beverage survey summary (ATTACHMENT #3) (Page 449). The recommended approach to their sale is:

1. Monday to Saturday between 11:00 a.m. and 5:00 p.m. beer and wine can be purchased only with the purchase of food.
2. Monday to Saturday from 5:00 p.m. to 11:00 p.m. beer and wine can be purchased without food.
3. Sunday - no alcoholic beverages will be sold as restaurant operations will be very limited due to the relatively low attendance on Sundays. Under the law alcoholic drinks can be purchased only with meals on Sundays.

The beer and wine service is intended to primarily complement the food service, meeting the interests of the adult clientele and provide a desired opportunity for an enhanced social opportunity for the large number of adult sport groups using the facilities during the evenings. Special events in the Centre by all groups will continue to be catered from outside and bar service will be provided on the basis of a special occasion permit or through a pre-arranged bar service through the Centre. The Class "A" Licence would cover this option to provide bar service for banquet purposes.

C. Budget Projections

<u>Revenue</u>	Food/non-alcoholic beverage Sales	\$52,088	
	Beer and wine Sales	<u>15,860</u>	
		\$ 67,948	
<u>Expenditures</u>	Food Supplies	38% of sales	\$19,793
	Bar Supplies	40% of sales	\$ 6,344
	General Supplies	6% of sales	\$ 4,077
	Staff costs	34% of sales	<u>\$23,102</u>
			\$ 53,316
	Net Budget (Profit) - 27.4% based on expenditures		\$ 14,632
			=====

This projected budget is based on the volume of persons using the facility, the patterns of use and probable menus and drink items.

The costs, including staffing, are controlled by the sales volumes, therefore, if sales go down, the operating hours, staffing and menu selection are modified to reduce costs. This approach guarantees a net profit and is currently used in all our food operations.

ATTACHMENT #4 (Page 450 - 453) is a review of the Department's concession operations, their profit margins and actual dollars. The profits range between 20.2% and 32.9%.

The James Cowan Theatre has the only existing bar service and in 1985 produced a 12.7% profit. Profit projection for 1986 is 30.5%. This operation has proven to be a good service. Volumes of sales are limited due to the nature of the facility and limited clientele. Bar sales are primarily available before, at intermissions and immediately following performances. See ATTACHMENT #5 (Page 454) for details of bar (only) service at James Cowan Theatre.

IV. BONSOR RECREATION CENTRE

A. Facility Concept

This facility comprises approximately 86,000 sq.ft. of new, general and specialized, recreation facilities. The components include racquet facilities, a large sports hall, fitness facilities, arts studio, senior citizens lounge and program area, multi-purpose rooms, a large banquet facility, child care room and restaurant. These components are being incorporated into a single complex, including Bonsor Pool, which will have the addition of a whirl pool and learner pool.

The concept of this facility is to serve the residential and business community of South Burnaby. The scale and diversity of the facilities are designed to meet the recreation needs of the large population of this area.

Services will be directed to persons of all ages. The primary users are expected to be the adult sector as this is the predominant, current and future, demographic group. The complex will provide all levels of service including municipal level indoor sport league opportunities. This means there will be large numbers of athletic teams regularly using the facility. The fitness and aquatic facilities will also attract large groups of adult users.

The focal point of the facility is a large lobby area and a 2,000 sq.ft. restaurant facility. It is this feature, that is expected to meet the food and refreshment demands of the complex users and provide them with an attractive place to relax and socialize.

B. Planned Restaurant Facility

The planned restaurant is 2,000 sq.ft. It will accommodate approximately 100 persons. The restaurant floor area will have a small section set aside as an alcoholic beverage only area. The kitchen facilities will be designated to provide service to the restaurant customers, provide the proposed coffee and snack services in the senior citizens program area, and produce a selection of foods available on a catered basis to persons renting the various multi-use rooms and the banquet facility.

a) Food Service

The service proposed will be a contemporary light menu with the flexibility to provide hot meals, luncheon and banquet meals as required. The light menu will offer coffee and muffins in the morning; light lunches and dinners, which include salads, soups, hot and cold specialty sandwiches, fresh fruit and stuffed croissants.

DIRECTOR'S REPORT NO. 8
 COMMISSION MEETING 86 04 16



ITEM	10
MANAGER'S REPORT NO.	29
COUNCIL MEETING	86/04/28

Afternoon snacks such as ice cream, muffins, pastries, fruit and yoghurt will be provided. The evening service will offer the same light menu with the addition of hot appetizer selection and light hot meals as the market dictates.

This operation was selected based on current industry trends, department experience and survey conducted at Cameron Centre (ATTACHMENT #2) (Page 445 - 448). The location will be equipped so as to provide flexibility to market demand and new product variety. The operational hours will be 7:00 a.m. to 11:00 p.m. and will be flexible to accommodate use patterns and seasonal variations.

The food service is aimed at the facility user whether it be the social group, sports group or a rental group using the upstairs banquet/meeting hall. The senior citizens will also be provided with a special reduced portion menu at resulting lower prices which has proven to be very popular at Edmonds Centre. In addition they will have their own program area in which they have coffee, tea, muffins or the like supplied from the restaurant services.

b) Beverage Service

As well as the regular drinks, such as coffee, tea, milk, etc., beer and wine is proposed to complement the restaurant food menu and to provide an opportunity for refreshment and/or social drink opportunity for the users of the Centre.

Beer and wine will be available with food purchases from 11:00 a.m. to 5:00 p.m. They will be available without food purchases from 5:00 p.m. to 11:00 p.m. This service will be offered Monday to Saturday.

With the proposed Class A Liquor Licence, bar service could be available to groups renting banquet facilities. Most groups would acquire special permits and operate their own bar, however, the option of the Centre providing both the food and bar service would appeal to some rental customers.

The primary purpose of this restaurant will be to provide a quality food/refreshment service and social area to the Centre users. To satisfy the expectations of the adult user groups the provision of the option to purchase beer and wine is an advantage.

C. Budget Projections

<u>Revenue</u>	Food/non-alcoholic beverage Sales	\$193,519
	Beer and wine Sales	<u>38,704</u>
		\$232,223
<u>Expenditures</u>	Food Supplies	38% of sales
	Bar Supplies	40% of sales
	General Supplies	6% of sales
	Staff costs	34% of sales
		<u>\$ 78,956</u>
		\$ 73,537
		\$ 15,482
		\$ 13,933
		\$ 78,956

Net Budget (Profit) - 27.7% based on expenditures

	<u>\$181,908</u>
	\$ 50,315
	=====

These projections are based on anticipated volumes and patterns of Centre uses. These estimates are drawn from the experiences at other concession operations and use patterns at the pools and Cameron Centre.

Profit margins should remain constant and actual dollars profit and operation schedules will fluctuate with demand.

ITEM 10
MANAGER'S REPORT NO. 29
COUNCIL MEETING 86/04/28

V. SUMMARY

The two proposed food/beverage services are designed to provide a customer service at a profit. Actual food menus and style of operation will fluctuate to reflect demand patterns. Proposed beer and wine services will be limited and will complement the food services. The food service will operate at a profit with or without beer and wine sales. Profit levels are a secondary objective, however, will contribute positively to reducing net operating budgets of both facilities.

The contracting out of these operations was considered. It was concluded that the limited profits and capital costs of these components would not be particularly attractive to the private sector. It is also realized that a contracted operation would be restrictive compared to the flexibility we will have in scheduling the facility and serving the various user groups in a manner that first meets the user needs rather than the profit motive.

We can also provide greater control over the sale of beer and wine as our profit motive will not be as strong as that of a private operator. We see the control of beer and wine sales as a sensitive matter and would not want to be subject to the profit motive of a private operator. The revenues to the Centre operations would be lower on a contracted food operation.

The conclusions drawn are that a Class A Liquor Licence for each of the centres is desirable. It is needed to improve the service to our clientele. The atmosphere of the Centres will not be adversely affected by this service. The beer and wine sales will have a low profile, supplementing the food service and providing a basic beverage option to the adult clientele.

It is recommended that the food and beverage services be reaffirmed and that approval in principle be given to the sale of beer and wine in Cameron and Bonsor Recreation Centres.

If approved, staff would proceed with an application to the Province for licencing of these facilities.

ND:ps
Attach.

139

ITEM SUPPLEMENTARY 9
DIRECTOR'S REPORT NO. 8
COMMISSION MEETING 86 04 16

ITEM	MANAGER'S REPORT NO.	COUNCIL MEETING	COMMENTS	OPENED	MARGIN	BY	1	2	3	4	5	6	7	8	9	10	11	12
1983	1983	---	located in the Burnaby Arts Centre Theatre lobby no complaints received from the general public or from the private sector operated as a convenience for patrons of the facility groups renting a hall or recreation centre obtain a special occasion permit from Liquor Store and R.C.M.P. and then sell liquor at their function (eg: Charles Rummel, Bonson Rec. Centre)	---	21%	Municipality	A	Yes	Burnaby									
1978	1978	---	community organizations send in requests for Beer Gardens at designated locations in Burnaby. There are 30 permitted per year - regulated by Liquor Control and Licensing	1978	N/A	Community Group	Beer Gardens											
1973	1973	---	located overlooking the curling rink in a complex that includes an arena, curling rink, pool and social recreation centre (separated by Poirier Street) no complaints received from the general public or private sector has a food service connected to the bar and children are permitted in the licensed area operated as a convenience for the patrons of the facility the license covers the complex and the bar can be moved to other sections of the recreation complex for special functions	1973	20%	Municipality	A	Yes	Cogitlam									
1980	1980	---	community organizations send in requests for Beer Gardens at designated locations. There are six permitted per year - regulated by Liquor Control and Licensing	1980	N/A	Community Group	Beer Gardens											

ITEM 10
 MANAGER'S REPORT NO. 29
 COUNCIL MEETING 86/04/28

LOCATION	LICENCE	TYPE	BY	MARGIN	CHRGD
Delta (2 locations)	Yes	A	Municipality	38%	1971
Duncan	Yes	A	Municipality	36%	1978
			Rental Group	N/A	--
			Beer Gardens	N/A	--
			Community Groups	N/A	--
			Rental Group	N/A	--
			Special Occasion	N/A	--
			Rental Group	N/A	--
			Special Occasion	N/A	--

- located overlooking the curling rink in a complex that includes an arena, curling rink and community centre North and South Delta complexes are similar
- no complaints received from the general public or from the private sector
- operated as a convenience for the patrons of the facility
- groups renting a hall or recreation centre obtain a special occasion permit from the Liquor Store and R.C.M.P. and then sell liquor at their function
- community organizations send in requests for Beer Gardens at pre determined locations.
- regulated by Liquor Control and Licensing
- located in the centre of a complex that includes an arena, gymnasium, pool, library, arts centre and a restaurant
- there was objections from the private sector when they openly advertised for conferences and special events
- operated primarily, now, as a convenience for the patrons of the facility
- license extended to other designated areas of the building when an event takes place (similar to Coquitlam)
- groups rent the location and obtain a special occasion permit from Liquor Store and R.C.M.P.
- the Centre charges a "corkage fee" depending on the number of persons and type of liquor sold
- the Municipality has the option of running the bar themselves or allowing the group to serve their own liquor. Community groups are usually permitted to serve their own liquor for fund raising purposes

141

ITEM 10
 MANAGER'S REPORT NO. 29
 COUNCIL MEETING 86/04/28

ITEM	MANAGER'S REPORT NO.	COUNCIL MEETING	10	29	86/04/98
Beer Gardens	A	Curling Club	Approx. 25%	1973	Langley
Beer Gardens	Special Occasion or Municipality	Community Group	N/A	1978	Langley
Beer Gardens	A	Municipality	25%	1974	Juan De Fuca
Beer Gardens	Community Groups	Community Groups	N/A	1977	Juan De Fuca

community groups request Beer Gardens for their sporting events. There is a very active baseball/softball fraternity in the area. They licensed 70 beer gardens in 1985 - all regulated by Liquor Control and Licensing

located overlooking the curling rink in a complex that includes an arena, pool, curling rink and banquet hall

no complaints from the general public or from the private sector

includes a full kitchen that caters to banquets and related events for community groups

operated primarily as a convenience for the patrons of the facility

the Municipality reserves the right to provide bar service at any rental function

if the event is for fundraising the group can apply to run for themselves

a cover charge of \$1.00 per person is included in the rental for which the Municipality gives in return glasses, ice and mix. Profit 50¢ per person

community groups request Beer Gardens for their events. They gave permission for 3 in 1985. All regulated by Liquor Control and Licensing

located overlooking the curling rink in a complex that includes an arena, curling rink and community meeting rooms

no complaints received from the general public or from the private sector

Municipality takes 45% of profits from the club to cover the expenses of maintaining the building

operated primarily for the curling club although it is open for guests if signed in

Maple Ridge

LOCATION	LICENCE	TYPE	CREATED BY	FROM MARGIN	OPENED	COMMENTS
		Special Occasion	Rental Group	N/A	--	group renting the Civic Centre obtain a special occasion permit from liquor store and R.C.M.P. and sell liquor at their function
		Beer Garden	Community Group	N/A	1978	community groups request Beer Garden for their events. They limit the number to 24 per year at designated park sites
	Yes	A	Contract	Lease Rate	1981	located overlooking the pool in a complex that includes an arena, leisure pool, activity area, exercise room, racquet courts and a restaurant original opposition to liquor when plans were drawn up but no complaints received from the general public or private sector since it opened half the clientele from complex and half from the private sector
		Special Occasion	Rental Group	N/A	--	groups renting a Municipal Facility obtain a special occasion permit from the Liquor Store and R.C.M.P. and then sell liquor at their function
		Beer Garden	Community Group	N/A	1978	community organizations send in requests for Beer Gardens at pre determined locations. They allow up to 54 per year but usually only average 10 requests
		E	Municipality	Varies depending on Sales Volume	---	Telesky Stadium is licensed for bar and cider sales during events at the Stadium minors are permitted if accompanied by parents hours restricted to 10:00 a.m. to 10:00 p.m. with Sunday sales commencing at noon Sunday sales may only be made if food is purchased Food service must be open at all times beer and cider are being sold

ITEM 10
 MANAGER'S REPORT NO. 29
 COUNCIL MEETING 86/04/28

143

ITEM 10
 MANAGER'S REPORT NO. 29
 COUNCIL MEETING 86/04/28

COMMENTS	OPENED	MARGIN	BY	DATE	YES	NO	LOCATION
consideration was given to a lounge overlooking Canada Games Pool but has not been done	N/A	N/A				No	New Westminster
groups renting a hall or recreation centre obtain a special occasion permit from the Liquor Store and the R.C.M.P. and then sell liquor at their function	--	N/A					
community groups request Beer Gardens at designated locations in the city. There are 18 permitted per year - regulated by Liquor Control and Licensing	1981	N/A					
none operated by Municipality	N/A	N/A				No	North Vancouver
groups renting a hall, recreation centre, theatre or the like use special occasion permits for liquor sales	--	N/A					
community groups request Beer Gardens at designated locations in the Municipality. They allow 6 in each of 5 areas - 30 regulated by Liquor Control and Licensing	1978	N/A					
located overlooking the curling rink and pool in a complex that includes an arena, curling rink, pool and community rooms	1975	25%				Yes	Oak Bay
no complaints received from the general public or from the private sector							
operated as a convenience for the patrons of the facility and then became very popular as a social gathering point. The focus is now shifting back to being a service for the centre							

LOCATION	LICENCE	TYPE	BY	MARGIN	OPENED	COMMENTS
Port Coquitlam	No	N/A	N/A	N/A	N/A	<p>- have flexibility to either extend their lounge license to include the curling area or allow the rental group to use a special occasion permit. Seniors centre uses special occasion permit</p> <p>- do not allow Beer Gardens in parks outside but do permit them to be held in the Arena or Curling Rink. This is done with a special occasion permit</p> <p>- none operated by Municipality</p> <p>- groups renting a hall or recreation centre obtain a special occasion permit from Liquor Store and R.C.M.P. and then sell liquor at their function</p> <p>- community groups request Beer Gardens at special locations in the Municipality. There are 18 permitted each year - regulated by Liquor Control and Licenses</p>
Port Moody	Yes	A	Municipality	25%	1978	<p>- located overlooking the curling rink in a complex that includes an arena, curling rink and recreation centre</p> <p>- no complaints received from the general public or from the private sector</p> <p>- operated as a convenience for the patrons of the centre</p> <p>- community groups request Beer Gardens at designated areas in the Municipality. They allow 6 Beer Gardens in each of 5 areas - regulated by Liquor Control and Licensing. There are additional ones allowed for Golden Spike Days</p>

ITEM 10
 MANAGER'S REPORT NO. 29
 COUNCIL MEETING 86/04/28

145

ITEM 10
 MANAGER'S REPORT NO. 29
 COUNCIL MEETING 86/04/28

- groups renting halls or recreation centre obtain a special permit from the Liquor Store and the R.C.M.P. and then sell liquor at their function

- groups renting halls or recreation centres obtain a special occasion permit from the Liquor Store and the R.C.M.P. and then sell liquor at their function

- community groups request Beer Gardens at selected locations. They allow 36 per year but in 1985 only 26 were granted. All are regulated by Liquor Control and Licensing

- located in the Surrey Arts Centre Theatre

- no complaints received from the general public or from the private sector

- operated as a convenience for patrons of the facility

- groups renting Beer Creek Centre obtain a special occasion permit from the Liquor Store and the R.C.M.P. and then sell liquor at their function

- community groups request Beer Gardens at selected locations. They allow 36 per year - regulated by Liquor Control and Licensing

COMMENTS

OPENED	MARGIN	BY	TYPE	DATE	LOCATION
--	N/A	Rental Group	Special Occasion		Richmond
N/A	N/A	N/A	N/A	No	
--	N/A	Rental Group	Special Occasion		Richmond
1983	N/A	Community Group	Beer Garden	Yes	Surrey
1982	Break Even	Municipality	A		Surrey
--	N/A	Rental Group	Special Occasion		
	N/A	Community Group	Beer Garden		

ITEM 10
 MANAGER'S REPORT NO. 29
 COUNCIL MEETING 86/04/28

147

- none operated by Municipality

- groups renting halls or recreation centre obtain a special occasion permit from the Liquor Store and the R.C.M.P. and then sell liquor at their function

- have the possibility of allowing 24 Beer Gardens however do not allow them on parks or beach. One group requested in 1985 and it was held in the Arena

9
 SUPPLEMENTARY
 DIRECTOR'S REPORT NO. 8
 COMMISSION MEETING
 86 04 16

White Rock

LOCATION	LICENCE	TYPE	BY	MARGIN	OPENED
	No	N/A	N/A	N/A	N/A
		Special Occasion	Rental Group	N/A	--
		Beer Garden	Community Group	N/A	

1985 OCTOBER 17

ATTACHMENT #2

ITEM 10
MANAGER'S REPORT NO. 29
COUNCIL MEETING 86/04/28

LOCATION: Summary 290

A Food outlet is planned for the Bonsor and Cameron centres. To plan successfully we wish to know what you want offered.

1. Type of Service

Table service 20 6%
Self serve snack bar 41 14%
Self serve cafeteria style 232 80%

Comments _____

2. Morning Service

Muffins 239 75% Pancakes 33 11%
Toast 193 66% Bacon & Eggs 42 14%
Egg Muffin 140 48% Omelettes 39 13%
Pastries 142 48% Cereals 39 13%
Croissants 152 52% Fruit Drink 70 24%

Comments _____

Light meal 85 29%

3. Noon Service

Salad selection 191 65% Specialty sandwiches 119 41%
Fresh fruits 141 48% Sandwich selection 98 33%
Yogurt 117 40% Croissants (stuffed) 67 23%
Appetizers 94 32% Hamburgers 88 30%
Soup selection 206 71% Hot Dogs 68 23%
Beef dip 91 31% French Fries 80 27%
Chicken pie 87 30% Full hot meals 41 14%
Grilled cheese 105 36%

Comments _____

Light meal 58 20%
child menu 5 1%
salad bar 3 1%
combination 16 5%
all of above 68 23%
seniors lunch 1 0%

148

ITEM	10
MANAGER'S REPORT NO.	29
COUNCIL MEETING	86/04/28

149

4. Evening Service

Full hot meals	99	34%	Beef dip	93	32%
Seafood	20	6%	Salad selection	128	44%
Appetizers	46	15%	Chicken pie	84	28%
Hamburgers	95	33%	Fresh fruits	100	34%
Hot dogs	68	23%	Specialty sandwiches	112	38%

Croissants (stuffed) 49 16%

Comments _____

Antenatal spread 3 1%

5. Snacks

Appetizers	73	25%	Donuts	68	23%
Fries	90	31%	Potato chips	50	17%
Ice cream	134	46%	Granola	45	15%
Muffins	200	68%	Chocolate bars	40	13%
Yogurt	150	51%	Pastries	58	20%
Fruit	163	56%	Croissants	52	17%

Comments _____

6. How often would you use this facility?

Once a week	67	23%
Twice a week	94	32%
More than once /week	103	35%
Once a month	12	4%

Comments _____

7. How often would you use the food service.

Once a week	80	27%
Twice a week	86	29%
More than once a week	40	13%
Once a month	60	20%

Comments _____

ITEM 10
MANAGER'S REPORT NO. 29
COUNCIL MEETING 86/04/28

8. Which times would you most likely use the food service.

Morning - breakfast 23 7%
 - coffee 83 28%

Noon - lunch 97 33%

Afternoon - snack 114 39%

Evening - snack + beverage 80 27%
 - dinner 31 10%

Comments _____

9. Any comments about the atmosphere or type of decor you would like to see?

ATTACHED

10. Names of any premises you like or would like to see in this setting?

ATTACHED

11. Please add any further information that may be of assistance in planning a food outlet.

ATTACHED

9. View of facility - 64
Plants - 58
Natural Light - 54
Comfortable chairs - 26
Spacious - 9

151

10. Lounge style - 24
Other Recreation Fee - 20
No preference - 13
White Spot - 9
VBC Cafe - 6
Mr. Munchies - 5
Red Robin - 4
Sandwich Tree - 4
Denny / Binos - 3
Bay / Sean - 3
Mudshy / Macdonalds - 2

8%
6%
4%
3%
2%
2%
1%
1%
1%
1%
0%

11. Quiet Lounge - 41
Licensed - 40
Fast service - 32
Clean - 18
Quality Food - 17
Healthy Foods - 14
TV, VCR, Satellite - 11
No smoking - 9
Kids play area - 7
High chair/boster - 6
Take out - 4

14%
14%
11%
6%
6%
4%
3%
3%
2%
2%
1%

ARY 9
8
86 04 16

ITEM 10
MANAGER'S REPORT NO. 29
COUNCIL MEETING 86/04/28

ATTACHMENT #3

BEVERAGE SERVICE SURVEY

BEVERAGE PREFERRED	MORNING WITH FOOD	MORNING WITHOUT FOOD	LUNCH WITH FOOD	LUNCH WITHOUT FOOD	AFTERNOON WITH FOOD	AFTERNOON WITHOUT FOOD	DINNER WITH FOOD	DINNER WITHOUT FOOD	EVENING WITH FOOD	EVENING WITHOUT FOOD	TOTAL
Beer	0	0	7	9	9	10	26	38	23	30	152
Wine	0	0	0	1	4	5	22	24	14	21	91
Fruit Juice	38	37	11	18	22	21	7	2	21	24	201
Coffee	40	35	13	10	13	6	7	8	7	3	142
Tea	13	15	14	13	13	8	11	22	14	7	130
Milk	24	21	29	21	14	11	17	7	9	5	158
Pop	1	0	13	16	15	15	8	1	10	11	90
Mineral Water	1	0	9	4	4	2	6	4	5	3	38
Vegetable Juice	2	4	0	0	0	1	0	0	0	0	7
Seltzer	0	0	1	1	0	0	0	0	0	0	2
Milkshake	0	0	3	4	1	1	0	0	0	0	9
Hi Balls	0	0	0	0	2	3	3	7	4	4	23
Ice Tea	0	0	0	1	0	1	0	0	0	0	2
Hot Chocolate	0	0	0	0	0	0	0	0	0	0	0
Yogurt Shake	0	1	0	0	0	0	0	0	0	0	1
Postum	1	0	0	0	0	0	0	0	0	0	1
			0	0	0	0	0	0	0	0	1

Number of Patrons Questioned = 95

TYPE OF USER

Employee	-	-	-	-	-	-	-	-	-	-	4
Parent of Participant	-	-	-	-	-	-	-	-	-	-	7
Adult Fitness & Sports Participant	-	-	-	-	-	-	-	-	-	-	18
Racquet Sport User	-	-	-	-	-	-	-	-	-	-	32
Library User	-	-	-	-	-	-	-	-	-	-	18
Weight Room User	-	-	-	-	-	-	-	-	-	-	9
Seniors Participant	-	-	-	-	-	-	-	-	-	-	7

ITEM SUPPLEMENTARY 9
DIRECTOR'S REPORT NO. 8
COMMISSION MEETING 86 04 16

ITEM 10
MANAGER'S REPORT NO. 29
COUNCIL MEETING 86/04/28

ATTACHMENT #4

153

FOOD SERVICE OPERATIONS - OVERVIEW

The food services at various recreation sites have been operating since the particular facilities opened. They have provided a service to the users of the facilities and maintained a reasonable profit margin. In 1983 the Loaned Executive Assistance Program set up a committee to review the food services and make recommendations to improve menu, customer satisfaction, operations and control. The implementation of recommendations is ongoing but started in 1983 and has proven successful.

The sales increase is primarily due to improved menu selection and customer acceptance of our products. In 1984 a Food Services Supervisor was hired to further improve the services. Sales increased again in 1984 and in 1985. This supervision will be suitable to cover the expanded food service operation at both Bonsor and Cameron Centres. Customer satisfaction surveys are done for customer feedback and to provide us with planning information for the following season.

The objectives are to provide customer satisfaction and to return 130% of operating costs. This 30% profit has remained relatively constant from year to year with some variances for increased cost of food supplies and staffing costs to provide better service. Prices and staff hours are adjusted on an ongoing basis to maintain the 30% return.

The projection for 1986 is based on an average of the previous 3 years. There is significant variation from year to year because of weather at the outdoor locations, event bookings and participation levels. However, the net return is projected to be in the 30% range.

OVERVIEW FOOD SERVICE OPERATIONS 1982 - 1985

WITH A PROJECTION FOR 1986

1986 APRIL 21

	1982		1983		1984		1985	
Total Sales Volume	\$134,766	n/a	\$168,699	25% increase	\$212,275	26% increase	\$237,966	11% increase
Supervision	no records kept	no records kept	no records kept	no records kept	9,857	4.6% sales	26,599	11.2% sales
Persons Served	no records kept	no records kept	156,144	n/a	178,279	14% increase	188,692	6% increase
Average Purchase Price	no records kept	no records kept	\$1.08	n/a	\$1.19	10% increase	\$1.26	6% increase
Service Rating	no records kept	no records kept	86% good or better	87% good or better	87% good or better	88% good or better	88% good or better	81% good or better
Products Rating	no records kept	no records kept	79% good or better	83% good or better	83% good or better	88% good or better	81% good or better	81% good or better
Labour and Benefits	\$ 33,154	24.6%	\$ 44,490	26.4%	\$ 47,302	22.3%	\$ 62,906	26.4%
Supplies - Janitorial	553	0.4%	563	0.3%	479	0.2%	654	0.3%
Equipment Repair & Rental	2,302	1.7%	4,716	2.8%	5,918	2.8%	7,076	3.0%
Minor Equipment	3,804	2.8%	6,698	4.0%	9,504	4.5%	11,117	4.7%
Food Supplies	49,464	36.7%	62,755	37.2%	64,246	30.3%	82,127	34.5%
General Supplies	134,776		168,699		212,275		237,966	
Revenue	45,499	33.8%	49,489	29.3%	75,138	35.3%	66,752	28.1%
NET								

ITEM 10
 MANAGER'S REPORT NO. 29
 COUNCIL MEETING 86/04/28

OVERVIEW FOOD SERVICE OPERATIONS 1982 - 1985

WITH A PROJECTION FOR 1986

	1982	1983	1984	1985
BARNET BEACH	\$ 22,797	\$ 22,565	\$ 23,359	\$ 31,935
- Revenue	13,645	14,081	15,256	21,672
- Expenditure	9,152	8,474	8,103	10,263
- Net				
DEER LAKE	20,339	19,446	21,389	31,706
- Revenue	13,308	12,562	14,331	22,847
- Expenditure	7,031	6,884	7,058	8,859
- Net				
BURNABY LAKE RINK	21,076	23,878	29,905	33,470
- Revenue	17,462	17,759	17,240	23,948
- Expenditure	3,614	6,119	12,665	9,522
- Net				
KENSINGTON PARK RINK	27,565	28,116	36,962	41,706
- Revenue	19,879	20,442	23,084	29,976
- Expenditure	7,686	7,674	13,878	11,730
- Net				
JAMES COWAN THEATRE		31,105	39,400	39,602
- Revenue	NOT OPEN	28,809	31,104	31,604
- Expenditure		2,296	8,296	7,998
- Net				
SWANGARD STADIUM	42,999	43,589	61,260	59,547
- Revenue	24,983	25,557	36,122	39,984
- Expenditure	18,016	18,032	25,138	19,563
- Net				
TOTAL - Revenue	\$134,776	\$168,699	\$212,275	\$237,966
- Expenditure	89,277	119,210	137,137	170,031
- Net	45,499	49,489	75,138	67,935
	66.2%	70.7%	64.7%	71.5%
	33.8%	29.3%	35.3%	28.5%

ITEM 10
MANAGER'S REPORT NO. 29
COUNCIL MEETING 86/04/28

OVERVIEW FOOD SERVICE OPERATIONS 1982 - 1985
 WITH A PROJECTION FOR 1986

1986 PROJECTION		1986 PROJECTION		1986 PROJECTION	
Total Sales Volume	\$227,752	4% decrease*			
Supervision	\$ 27,829	12.2% sales*			
Persons Served	172,539	8.5% decrease*			
Average Purchase Price	\$1.32	5% increase			
Service Rating	88% good or better				
Products Rating	85% good or better				
Labour and Benefits	\$ 54,048	23.8%			
Supplies - Janitorial	540	0.3%			
Equipment Repair & Rental	6,778	2.9%			
Minor Equipment	11,360	4.9%			
Food Supplies	68,059	30.2%			
General Supplies	9,204	4.0%			
Revenue	227,752				
NET	\$ 77,042	33.9%			
Barnet Beach	\$ 25,196	16,429	8,767	- Revenue	- Expenditure
		- Net			
Deer Lake	22,722	14,662	8,060	- Revenue	- Expenditure
		- Net			
Burnaby Lake Rink	32,002	21,566	10,436	- Revenue	- Expenditure
		- Net			
Kensington Park Rink	39,249	27,045	12,204	- Revenue	- Expenditure
		- Net			
James Cowan Theatre	43,268	30,899	12,369	- Revenue	- Expenditure
		- Net			
Swangard Stadium	64,689	39,483	25,206	- Revenue	- Expenditure
		- Net			
TOTAL	\$227,126	150,084	77,042	- Revenue	- Expenditure
		- Net			

* 1986 projections are based on the average of the previous three years due to variance in weather conditions and participation at various facilities.

ITEM
 MANAGER'S REPORT NO. 10
 COUNCIL MEETING 29
 86/04/28

1986 APRIL 09

JAMES COWAN THEATRE - BAR SERVICE OPERATION 1983 - 1985
 WITH A PROJECTION FOR 1986

ITEM - SUPPLEMENTARY 9
 DIRECTOR'S REPORT NO. 8
 COMMISSION MEETING 86 04 16

1986 PROJECTION	1985	1984	1983
28 %	42.8%	29.6%	42.8%
\$ 3,569	\$ 4,188	\$ 3,643	\$ 1,509
0.3%	1.5%	0.2%	1.3%
45	147	22	45
3 %	6.3%	4.3%	12.4%
255	613	525	436
2 %	-	-	-
33 %	31.3%	34.1%	34 %
4,193	3,059	4,201	1,197
381	532	531	-
3 %	5.4%	4.3%	-
12,707	9,787	12,318	3,525
-	-	-	Revenue
30.5%	12.7%	27.6%	9.6%
\$ 3,883	\$ 1,250	\$ 3,396	\$ 338
			NET

157

ITEM 10
 MANAGER'S REPORT NO. 29
 COUNCIL MEETING 86/04/28

ATTACHMENT #5