

COMMUNITY ISSUES AND SOCIAL PLANNING COMMITTEE

*HIS WORSHIP, THE MAYOR
AND COUNCILLORS*

RE: BURNABY HEIGHTS AND EDMONDS RESOURCE CENTRE MEETING
ROOM GUIDELINES

RECOMMENDATION:

1. **THAT** Council approve the requested changes to the booking guidelines for the community meeting rooms at the Burnaby Heights and Edmonds Resource Centres, as outlined in the attached report.

REPORT

The Community Issues and Social Planning Committee at its meeting held on 1999 September 22, received and adopted the attached report presenting a proposal for adjustments to the booking guidelines for community meeting rooms at Burnaby Heights and Edmonds Resource Centres.

Respectfully submitted,

Councillor D. Johnston
Chair

Councillor N. Volkow
Vice Chair

:COPY - CITY MANAGER
- DIRECTOR FINANCE
- DIRECTOR PARKS, RECREATION & CULTURAL SERVICES
- DIRECTOR PLANNING & BUILDING

TO: CHAIR AND MEMBERS
COMMUNITY ISSUES AND SOCIAL
PLANNING COMMITTEE

1999 September 14

FROM: DIRECTOR PLANNING AND BUILDING

OUR FILE: 10.121

**SUBJECT: BURNABY HEIGHTS AND EDMONDS RESOURCE CENTRE MEETING
ROOM GUIDELINES**

PURPOSE: To present a proposal for adjustments to the booking guidelines for community meeting rooms at Burnaby Heights and Edmonds Resource Centres.

RECOMMENDATION:

1. **THAT** the Committee request Council to approve the requested changes to the booking guidelines for the community meeting rooms at the Burnaby Heights and Edmonds Resource Centres, as outlined in this report.

REPORT

1.0 INTRODUCTION

In 1994 November, Council endorsed guidelines for the use of community meeting rooms at the Burnaby Heights and Edmonds Resource Centres. The guidelines seek to ensure that the community meeting rooms will be available on an equitable basis to meet the regular and ad hoc needs for meeting space by non-profit Resource Centre tenants and other formal and informal community groups.

Reservations for the Community Room #11 at Burnaby Heights are taken by the Burnaby Information and Community Services Society (BICSS), which acts as the City's Booking Agent. The Society provides for the administration of the meeting room and ensures that groups are able to book and use the room in accordance with the guidelines endorsed by Council. A similar function is performed by the Deaf Children's Society at the Edmonds Neighbourhood Resource Centre.

BICSS has contacted staff to request a number of changes to the booking procedures for the community meeting room with a view to increasing the utility of this space for program use. This report outlines this request and presents a proposal for some adjustments to booking guidelines for the community meeting rooms.

2.0 AGENCY REQUEST

As stated, BICSS has approached staff with a request for adjustments to the booking guidelines for the community meeting room at the Burnaby Heights Community Resource Centre. The purpose of the request is to increase access to the room for regularly scheduled programs.

2.1 *Requested Change to Booking Guidelines*

Currently, booking procedures allow the meeting rooms to be reserved up to one year in advance for a maximum of four (4) times per month for a morning, afternoon or evening time slot. Additional bookings may be made 10 days in advance if the requested time slot remains available. The room is available for booking by all community groups on a first come, first served basis. Commercial and for profit groups are not eligible to use the meeting room. The City's Booking Agent is entitled to collect a \$10 booking fee to recover its costs for the administration of the room bookings, and for providing access to the room for each meeting.

The current limit of four (4) bookings per month per group was established to ensure that the room remained available for ad hoc bookings for community meetings and other activities. This limit has also tended to preclude the use of the room for more frequent, regularly scheduled community programs offered by Resource Centre tenants or other outside groups.

Judging from the record of meeting room bookings, the meeting rooms have remained available for ad hoc meetings as the use of the rooms at both Resource Centres has been relatively low. Based on a review of records for bookings at both Centres, on average, an estimated 20% of the available booking times have been utilized over this past year.

To increase use of the room, the Booking Agent at Burnaby Heights is requesting that the limit of the maximum number of bookings be increased from 4 to 8 per month. The Society anticipates that this change, in combination with other room improvements discussed below, will increase the overall usage of the room for community meetings and regular programs. At this time, one Resource Centre tenant, Burnaby Family Life (BFLI), has indicated that the requested increase in the maximum number of bookings per month would enable it to accommodate more regularly scheduled programs in the meeting rooms.

Of some concern, is the potential for the room to be over-booked for program use at the expense of accommodating more ad hoc community meeting needs. However, it is expected that the proposed limit of 8 bookings per month per group will continue to maintain access to the rooms for ad hoc meetings. In addition, BICSS and BFLI have indicated that, when available, some of their leased space at Burnaby Heights would continue be made available to accommodate additional or competing meeting room booking requests.

2.2 Requested Change to Booking Fee

To further increase the attractiveness and utility of the meeting room at Burnaby Heights to accommodate ad hoc meetings and for scheduled programs, BICSS has worked to secure contributions of meeting room equipment and furnishings from Burnaby Family Life and other agencies in the Resource Centre. Recently completed improvements to the meeting room include the coordination of a general clean-up of the room, and provision of 40 metal chairs and replacement folding tables. The Society is also reviewing the potential for agencies and other meeting room users to jointly fund other modest renovations of the meeting room to provide for the installation of a sink, counter, cupboards, additional electrical outlets, refrigerator and locking storage cupboards. These works would be carried out by City staff on request as funds become available.

To help recover costs associated with the maintenance and replacement of the new meeting room equipment, supplies and furnishings, the Booking Agent at Burnaby Heights is requesting that the Booking Agent's fee for the community room be increased from \$10 per session to \$15. The Edmonds Booking Agent supports maintaining the booking fee for the Edmond community meeting room at the \$10 level as this room has newer furnishings and finishes that are not in need of replacement or upgrading.


3.0 PROPOSED AMENDMENTS

Staff have reviewed the requested changes to the guidelines for the community meeting room with the Booking Agent at the Edmonds Neighbourhood Resource Centre. The Edmonds Booking Agent supports the requested increase in the number of permitted advanced bookings from 4 to 8 per month per group for both Centres. Staff and the Booking Agents believe that this would maintain access to the community meeting rooms for ad hoc bookings while providing some opportunity to accommodate program uses.

Staff also support the requested increase in the booking fee to be received by the Booking Agent at Burnaby Heights given the level of improvements being made in the room. The booking fee at Edmonds is not proposed to change and would remain at \$10 per session as the room does not require the same level of improvement or maintenance.

It is proposed that maximum number of advanced bookings for the community meeting room at the Burnaby Heights and Edmonds Resource Centres be increased from 4 to 8 time per month per group, and that the booking fee for the Burnaby Heights room be increased to \$15 per session. Staff will undertake to review room bookings on an annual basis. As warranted, staff would bring forward any required adjustments to the booking guidelines for consideration by the Committee. In particular, room bookings would be reviewed to ensure that access to the meeting rooms is maintained for general ad hoc community meetings, while providing for the accommodation of some regularly scheduled programming.

It is recommended that the Committee request Council to approve the requested changes to the booking guidelines and the booking fee as outlined in this report.


for D.G. Stenson, Director
PLANNING AND BUILDING

LP/dh

cc: City Manager
Director Finance
Director Parks, Recreation and Cultural Services

