To: Dr. Erika Paterson

From: Harvey Dhaliwal

Date: June 22, 2022

Subject: Proposal for Improving Check-in Procedures at North Delta Recreation Centre

**Introduction**

The North Delta Recreation Centre is a large, newly expanded multi-purpose recreation facility located in North Delta, British Columbia. It features a hockey rink, curling rink, weight room, gymnasium, and outdoor pool. Each day, many residents visit the North Delta Recreation Centre and are required to complete a face-to-face check-in procedure with a facility employee. This procedure involves first waiting in a queue for an available attendant, scanning your facility card, and receiving your wristband. This is a standard process which pass holders, new registrants, and drop in visitors must complete.

**Statement of Problems**

Although the facility has recently renovated its online program sign-up process, the check-in process could be improved. Firstly, all individuals are required to wait in the same line-up regardless of their needs. For example, a person who holds a monthly pass and simply needs to scan in is forced to wait behind someone who wants to learn more about the available programs. This, coupled with the limitation of only up to two check-in stations, can cause unnecessary delays during busy periods.

The second problem is the use of plastic wristbands to identify all visitors. While many facilities and fitness centres no longer use wristbands, North Delta Recreation Centre continues to enforce them. The colour and pattern of the wristband varies daily, to ensure that the visitor has paid for that specific day. This system creates unnecessary waste and environmental harm considering the bands are single use. Further, it is unclear where and how these bands should be disposed of as there is no clearly labeled receptacle in the facility. The use of plastic wristbands also creates added difficulty for those with limited finger and hand dexterity. They are cumbersome to put on as they require two hands and can only be sized once. Individuals on the autism spectrum, children, and seniors may struggle to wear them comfortably and without individualized support.

**Audience**

North Delta Recreation Centre is operated by the City of Delta. The report will be addressed to the Director of Delta Parks, Recreation and Culture Carmen Gonzalez.

**Proposed Solutions**

The proposed solution for queueing involves creating an automated check-in station or gate for individuals who hold a facility pass or are pre-registered for a program. Those who require further assistance may still speak with an attendant without causing delays.

One option for eliminating wristbands is to have the employees monitor who is inside the facility and eligible for certain programs using a computerized visitor attendance system. An attendant is already present in each facility, so they could scan the visitor’s card and confirm their eligibility.

**Scope**

The following questions will be addressed in the research and report:

1. What are the facility users’ current experiences with the check-in procedure and wristband use?
2. Is there a more efficient system which can be used for check-in?
3. What are the organization’s reasons for continuing wristband use, and have they considered or tried alternatives?
4. What is the logistical and ecological impact of the wristbands?
5. What are some feasible alternatives to wristband use?

**Methods**

The collection of primary data will include a survey and questionnaire. Facility users will be asked to complete an online survey which polls their experiences and attitudes towards proposed changes. Surveys will be distributed through online community forums. The Director of Parks and Recreation will also be contacted via email questionnaire to learn more about their current process and organizational limitations. This will include questions that pertain to possible solutions the organization has tried to implement in the past for both queueing and wristband use.

Secondary sources will be consulted to gather information on the ecological impact of plastic wristbands, if available. Further research may also be conducted to determine how other facilities operate without the use of wristbands.

**My Qualifications**

I have been a resident of Delta my entire life and have used Delta recreation facilities countless times. I have been using the North Delta Recreation Centre facilities consistently for over three years, and currently visit multiple times a week. I am familiar with their processes from a user’s perspective and have many anecdotal experiences from which this project was inspired. I am motivated to help improve their processes for the benefit of the organization and fellow Delta residents.

**Conclusion**

The current check-in process at North Delta Recreation Centre can be made more efficient, accessible, and ecologically conscious. Through gathering data from community members and the organization directly, the scope of the project can be addressed. The final report will provide the organization with valuable information and feasible suggestions for improvement. I look forward to starting this project upon your review and approval.