

H2O COMMUNITY INFORMATION FAQ

This FAQ has been created to help answer questions that may be top of mind for members and user groups during the H2O RFP process.

GENERAL QUESTIONS

- **Why is the City issuing an RFP for H2O?**

The City periodically reviews major service contracts like H2O to ensure it is receiving strong value, service quality, and long-term sustainability. An RFP is a standard process for evaluating the best operating model.

- **How long will the RFP process take?**

The exact timeline will be set by the City. Processes of this scale typically take several months to allow for proposal development, evaluation, and decision making.

- **When will a final decision be made?**

The final decision timeline will be determined by the City.

- **Is the RFP a sign the City is unhappy with the YMCA?**

No. An RFP is a normal process. We continue to have a strong working partnership with the City and remain focused on delivering high-quality service.

- **Is the YMCA currently still operating H2O?**

Yes. The YMCA continues to operate H2O and remains focused on providing safe, high quality, service to the community.

The Y will continue operating under our current agreement while the City completes the RFP Process, and through to the end of 2028. The successful proponent of the RFP will commence operations in January of 2029.

- **Is the YMCA planning to submit a proposal?**

Yes, the Y is planning on submitting a strong, competitive proposal.

- **What happens if the YMCA does not win?**

We are focused on submitting a strong proposal. Any future scenario will be managed responsibly in partnership with the City and with consideration for staff members, and the community.

QUESTIONS FROM MEMBERS AND USER GROUPS

- **Will H2O stay open during the RFP process?**

Yes, H2O will remain open and continue operating normally.

- **Will my membership or program access be affected?**

No changes are anticipated during the RFP process. Operations will continue as usual.

- **What happens to our membership if a different operator is selected?**

H2O will continue to operate as a public facility. Any changes to membership structure or policies would be determined through the City's process.

- **What does H2O contribute to the community?**

H2O is a major community asset that supports water safety, health, recreation and social connection. It is where children learn to swim, seniors stay active, families spend time together and people across the community access programs that support belonging and wellbeing.

- **How will members and user groups be consulted or kept informed?**

We will continue to share updates through appropriate channels as the process moves forward. Our priority is to keep members and user groups informed while respecting the integrity of the City's process.

For additional questions not answered within, please feel free to email:

YExperience@ymcasibc.ca