



November 15, 2018

His Worship Mayor Don Darling and Council  
City of Saint John  
P.O. Box 1971  
Saint John, New Brunswick  
E2L 4L1

Your Worship and Councillors:

On behalf of the Saint John Aquatic Center Commission, I want to thank the City of Saint John for their supplemental funding for the 2018 fiscal year. We appreciate the continued support that allows us to provide quality aquatic and fitness services to the residents of Greater Saint John.

We are committed to improving our operations to ensure the continued viability of our facility. This includes reducing our annual deficit and taking steps to identify efficiencies and improved service. To this end, we are in the process of implementing a formal continuous improvement program and we want to thank the City for its assistance in conducting a review of our finances and procedures in an effort to better our operations. We also want to thank you for making seats available to two of our managers on your recent Lean Six Sigma yellow belt training.

We welcome any input that you may have, particularly if it will help improve our operations and our service to our patrons. Thank you for your continued support of our facility.

Sincerely,

Mike Hugenholtz  
Chair