PUBLIC ENGAGEMENT REPORT

YOUR NEW SELECTION

New Westminster
Canada Games Pool &
Centennial Community Centre

September 19 2016 Prepared by HCMA Architecture + Design

















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Executive Summary



The City of New Westminster cherishes its diversity of cultures, compact size, and quality of life. Community facilities are a critical component of maintaining this identity. The renewal of the Canada Games Pool (CGP) and the Centennial Community Centre (CCC) have been identified as strategic priorities by the City of New Westminster's Mayor and Council. During the spring of 2016, HCMA Architecture + Design (HCMA) were retained to carry out a public engagement process to help determine priorities around functional programming, guiding principles and vision for these two facilities. The overall goal of the engagement process was to ensure that the renewal of the facilities reflect the requirements, needs and identity of the New Westminster community.

The engagement process was carried out in three phases which included a statistically valid survey (in partnership with InsightsWest), an extensive series of stakeholder consultation workshops and several community meetings. As part of the engagement process, HCMA developed the project brand "Your Active New West" which captured the identity and goals of this process, and provided a foundation to move forward with future engagement initiatives.



Throughout the course of the project, levels of engagement were generally very high, and the campaign succeeded both in harvesting significant quantitative and qualitative data, as well as raising public awareness of the project. Key metrics with respect to engagement include:

- Over 1,870 residents and stakeholders completed the online survey.
- Over 100 people attended stakeholder workshops from a variety of organizations and community groups.
- Over 1,500 factsheets were handed out.
- Over 300 vision postcards were completed at public community events.
- Total of over 3,000 people engaged.

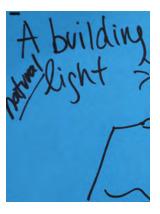


The survey, in particular, garnered an extremely high level of participation and is the highest New Westminster survey response to date. It has resulted in a high degree of data granularity and accuracy.

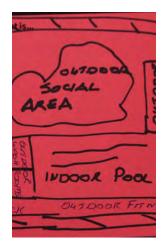
Key findings from the report can be summarized at a high level as follows:

GENERAL

- Respondents have indicated that the CGP and the CCC are very important to the identity and quality of life in the City of New Westminster.
- In both facilities there is a loyal, established user group whose needs are (for the most part) being met. Some of these needs and desires are in conflict with those expressed by people who are not currently regular users of the CGP and CCC.









CANADA GAMES POOL (CGP)

- The CGP is a well-loved facility with a cherished history that has a dedicated user group who have been using the facility for a long period of time. The largest demographic within this existing user group is typically older adults. The existing facility has a strong fitness (aquatic and non-aquatic) and competition swim focus which supports the priorities of existing patrons.
- Potential users of the facility have confirmed that the renewal of this building will influence their desire to visit it in the future.
- This same group has also expressed a need for more public swim, leisure, and swimming lesson focused programming for either themselves or members of their household, such as their children.
- There is generally a high level of support within the community for the replacement of this facility and the survey indicates that this renewal would be critical in drawing new users to the facility.

CENTENNIAL COMMUNITY CENTRE (CCC)

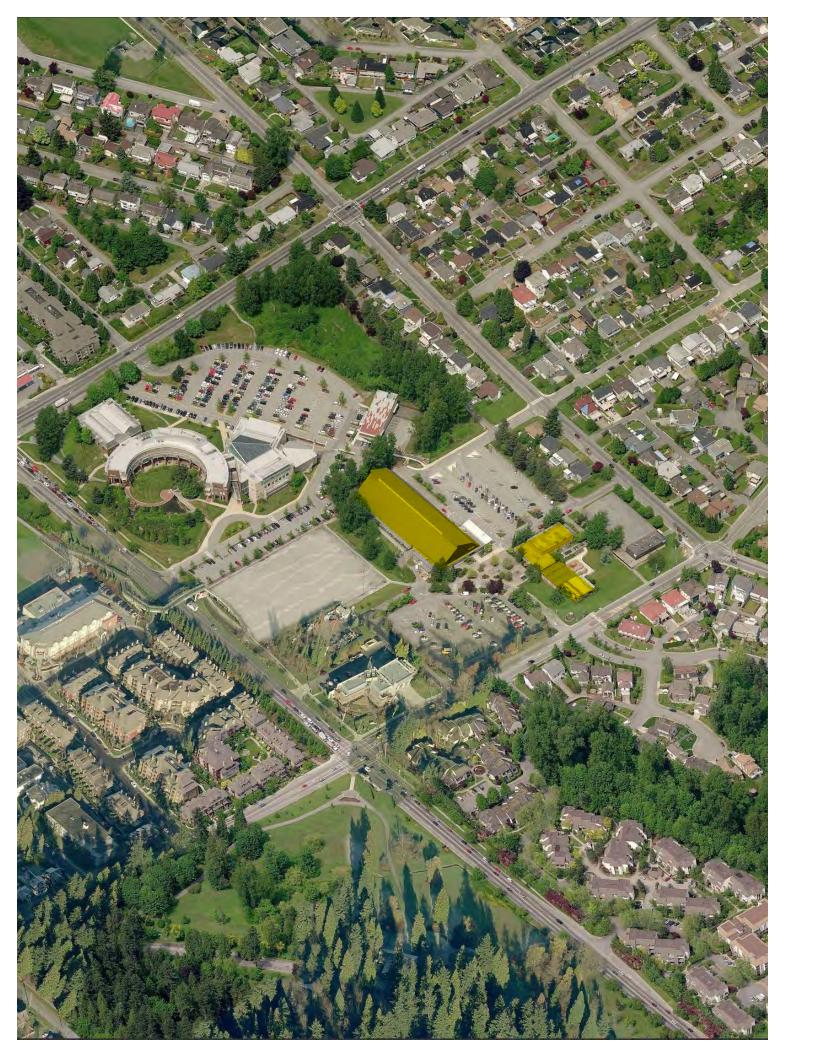
- This facility has a smaller user group that has a preference for group fitness programming.
- Support for the existing CCC is also high.
- There is less impact on potential user increase from a renewed facility than the CGP.
- Group fitness is identified as a continued priority in a renewal scenario, along with more children's programming and trending sports such as pickleball.

EMERGING ISSUES

- Identifying the programming focus of the renewed Canada Games Pool (fitness, competition, wellness or leisure).
- The size of the primary pool tank (50m or 25m tank). This has significant scope, budget and programming implications.
- The future of the Centennial Community Centre, and its relationship to the Canada Games Pool.
- Other emerging community priorities that were identified through stakeholder workshops for the renewal of the CGP and CCC are that they should be:
 - A social hub and community destination.
 - Light, bright and create comfortable environments.
 - Designed to accommodate future needs.
 - Physically and demographically accessible to all.
 - A highly sustainable development.
 - Multi-generational and flexible for mixed-uses.
 - Linked to the wider transportation network.
 - Located within a park & connected to the wider network of green spaces.

The purpose of this document is to report back on the findings from all three phases of the process, and to identify the key themes, issues, and priorities that have emerged. This report will provide the basis for which to move into an outline program that will assist with determining scope and budget, and assist Mayor and Council in moving forward with these two projects.

The engagement process has revealed some key issues that will need to be carefully reviewed moving forward as they have significant impact on project budget and scope.



Project Background



The City of New Westminster is the oldest city in Western Canada, and is currently one of the fastest growing municipalities in the region, with an anticipated population of 80,000 by 2021. It is also one of the region's most diverse communities, with immigrants making up 33% of the population.



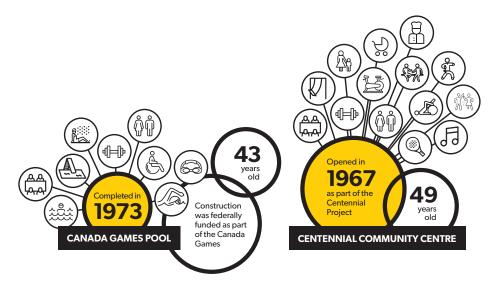
The City is at a critical moment with regard to the Canada Games Pool (CGP) and the Centennial Community Centre (CCC), both of which are aging facilities and in need of attention. At 43 years old, the Canada Games Pool was completed in 1973 and federally funded for the Canada Games. It is a 50m pool, with an additional 15m zone separated by a moveable bulkhead, that has been a regional draw within the area for competitive and fitness swimming. The Centennial Community Centre is 49 years old, was partially federally funded and completed in 1967. Both the CGP and CCC provide a variety of popular and important aquatic, fitness and community programs to residents of New Westminster, as well as the surrounding Lower Mainland region.



The City previously commissioned independent, professional consultants to complete a series of condition assessments and feasibility studies of the CGP and the CCC. The results indicated that the CGP needs to be replaced and the CCC is in need of renovation and functional upgrades. City Council has identified the renewal of these buildings as a strategic priority.

Above:
Centennial Community Centre,
Canada Games Pool, and interior of
Canada Games Pool

A key component of the project is obtaining community-based information on current and anticipated future recreational and health needs as related to services, programs and amenities at the CGP and the CCC. HCMA Architecture + Design were engaged by the City to lead and implement a public engagement strategy that facilitated this information gathering.













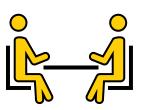




Public Engagement Strategy

Objectives

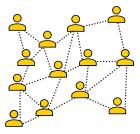
The objectives of the public engagement project were to inform, consult, and involve the New Westminster community regarding the future of aquatic, fitness and community facilities through the future renewal of the Canada Games Pool (CGP) and Centennial Community Centre (CCC). The aim was to:



1. Solicit feedback on key functional issues and priorities related to the renewal of the CGP and CCC.



2. Create awareness of the project and the issues surrounding the renewal.



3. Create a shared understanding of the different community's needs, desires and vision.

Engagement Approach

The engagement approach for the project was comprised of three key phases and activities. Phase A (Survey) and Phase B (Community Input) ran concurrently with all events taking place between May 23 to June 18, 2016. Phase C (Community Feedback) took place between June 19 - 24, 2016.

All questions and discussions during Phase A and B broadly focused on:

- What are the current experiences of the Canada Games Pool and Centennial Community Centre facilities and programs?
- What prevents people from using or enjoying the Canada Games Pool and Centennial Community Centre?
- What are the future needs and vision for the renewal of these facilities?













Key Values of Engagement Process



Above:

Example of New Westminster's existing Active Living brand identity.

Left:

Consistent and clear messaging was used across all engagement messaging, printed and digital media.

In alignment with the New Westminster City's Public Engagement Task Force the project adopted the following key values:

DIVERSITY

Involve community members who reflect the diversity of interests and opinions in the community. Employ strategies that will allow citizens who are traditionally hard to reach, access to participate.

ACCESSIBILITY & INCLUSION

Ensure the public engagement process is accessible to all community members and mitigate barriers to participation.

RESPECT

Create a respectful environment and a positive experience for community members and staff.

INFORMED DISCUSSION

Provide community members with accessible and timely information on City matters and processes.

PARTNERSHIP

Work in partnership with community members to increase community initiative and ownership of the project.

TRANSPARENCY

Ensure transparency, openness and awareness regarding the public engagement process.

INFLUENCE

The results of this engagement will influence the planning for the renewal of the Canada Games Pool and Centennial Community Centre.

Engagement Strategy & Materials

In accordance with the key values of informed discussion, transparency, and clarity; key messages were identified and used consistently across all written materials and in stakeholder workshops and public events.

HCMA Architecture + Design designed a distinct brand and visual identity for the public engagement process that was used across all engagement collateral. This built upon, but reinterpreted, the existing New Westminster 'Active Living' brand, in order to form a familiar but unique visual identity. The visual identity was used to enhance the clear and consistent messaging and create shared memory and ownership of the project within the community both now and in the future.









Engagement Process & Phases

Statistically Valid Survey: May 23 - June 27, 2016 (5 week duration)

An online survey was conducted in collaboration with InsightsWest, through: the InsightsWest "Your Insights" panel; a shareable online weblink; intercept interviews at key locations in New Westminster; and hand-filled questionnaires at facilities. Completion of the online survey was also promoted at stakeholder workshops and public community events.

Stakeholder Workshops: May 24 - 18 June 18, 2016

These workshops were held with key groups identified as being directly impacted by the renewal of the facilities. Different stakeholder groups were combined within each workshop based on similar interests, uses, or user requirements. The information we received at theses workshops was noted during meetings, photodocumented, and collated for review and analysis. We invited a wide variety of different community groups and organizations, including but not limited to the following:

- **Public Users**
- Aquatic Sports Clubs
- Hyack Swim Club
- Adjacent Neighbours
- **Resident Associations**
- City Advisory & Planning Bodies
- Senior Advisory Groups
- Youth Advisory Groups
- Accessibility Advisory Groups

- Canada Games Pool Staff
- Centennial Community Centre Staff
- Multiculturalism Advisory Groups
- **Newcomers Groups & Public Users**
- Fitness Centre Users & **Personal Trainers**
- **Local Recreation & Sports Groups**
- **Queensborough Public Users** and Residents



Public Community Events and Meetings: June 12 - 24, 2016

HCMA's engagement team attended a variety of public community events in New Westminster to promote the completion of the online survey, vision cards, and engage the public in conversation about the project. Events attended included Sapperton Days, Queensborough Kids Festival, and Pier to Landing.

The preliminary findings from the survey, events, and workshops were collated and analyzed before being presented back to the public at Open House Community Meetings on June 23 & 24, 2016 at the Centennial Community Centre and River Market. At these events the public were invited to review and comment on the preliminary findings in order for the team to further understand the nuances behind and validate feedback from the initial public engagement phases.

Engagement by Numbers

Between May 23 to June 27, 2016 HCMA engaged with approximately 3,000 New Westminster members of the public about the future of aquatic, fitness, and community facilities through the renewal of the Canada Games Pool and Centennial Community Centre. In particular, the extremely high number of survey respondents—the highest New Westminster survey response to date representing 3% of the City's population—has allowed us to gather a high degree of data granularity and accuracy.



Over 1870 residents and stakeholders

completed the online survey, including participants of in-person intercepts at:

- Canada Games Pool and Centennial Community Centre
- New Westminster Public Library
- River Market



Over 100 people attended stakeholder workshops

and we consulted with the following groups and organizations:

- Public Users
- Aquatic Sports Clubs
- Hyack Swim Club
- Adjacent Neighbours
- Resident Associations
- Senior Advisory Groups
- Youth Advisory Groups
- Accessibility Advisory Groups
- Canada Games Pool Staff
- Centennial Community Centre Staff
- City Advisory & Planning Bodies Multiculturalism Advisory Groups



- Newcomers Groups & Public Users
- Fitness Centre Users & Personal Trainers
- Local Recreation & Sports Groups
- Queensborough Public Users and Residents

Over 2000 factsheets were handed out and over 300 vision postcards were completed at the following **New Westminster Public Events:**

SAPPERTON DAYS Sunday 12th June 2016

QUEENSBOROUGH KIDS FESTIVAL Saturday 18th June 2016

PIER TO LANDING Sunday 19th June 2016



3

Evaluation

Introduction

This section presents a summary of the feedback received through all public engagement phases, including online survey, stakeholder workshops, public community events, vision cards, and open house meetings.

One of the primary objectives of the public engagement was to obtain insight into the key functional issues as well as priorities for aquatic, fitness and community facilities through the renewal of the Canada Games Pool (CGP) and the Centennial Community Centre (CCC). We have separated the evaluation into two sections:

- What we learned from the survey results
- **Emerging community priorities**

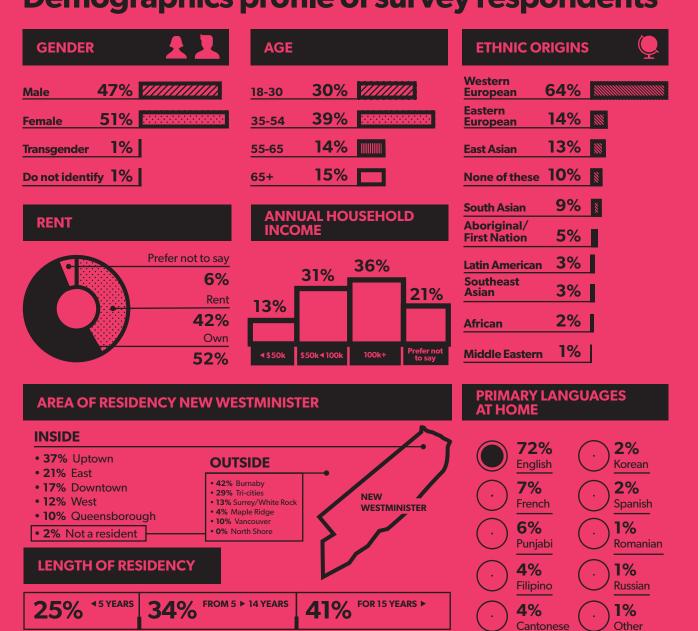
What we learned from the survey

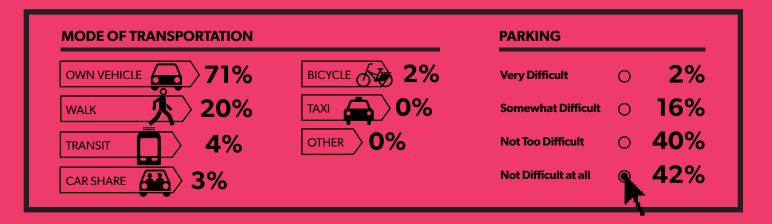
The survey results included in this report are from the online study conducted from May 23 to June 27, 2016, among a representative sample of 1,873 adults in the City of New Westminster, including 219 users of the CGP and CCC who do not reside in the City of New Westminster. Due to the central regional significance and location of the Canada Games Pool, it was important that the survey also obtain feedback from non-residents. The margin of error, which measures sample variability, is +/-2.3 percentage points.

The sample was balanced and weighted according to the most recent Statistics Canada data for age, gender, area, and ethnicity for the City of New Westminster. Survey participants were asked to respond for their entire household, to allow for an analysis of the needs of children and teenagers.

The following section contains a summary of the survey results including demographic insights into the findings. Refer to the Appendix for the detailed table of survey results.

Demographics profile of survey respondents





20▶

15

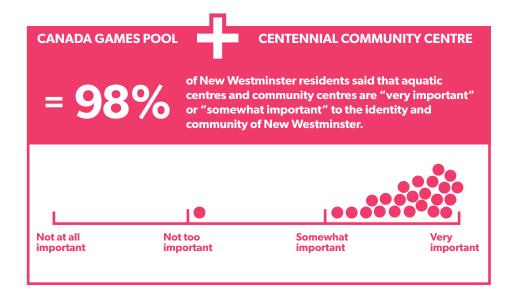
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New Westminster's Demographic

The New Westminster Community

The sample mirrored the demographic make-up of the City of New Westminster in accordance with the most recent data available from Statistics Canada, particularly on indicators such as ethnicity and language. More than a third of New Westminster survey respondents (36%) represent an ethnicity other than Western European, and three-in-ten (28%) say they speak a primary language at home that is not English. The survey also accurately reflected current gender and age breakdowns for the City of New Westminster.

More than half of residents surveyed would prefer to receive communications through Active Living Guide Magazine and the City of New Westminster website. A third of residents prefer social media, e-newsletters, and information delivered to their home.



Community Identity

Aquatic and Community Centres are important

A large majority of New Westminster residents (98%) say aquatic centres and community centres are "very important" or "somewhat important" to the identity and community of New Westminster.

INSIGHT: The public, even at this early stage of consultation, clearly understands what these facilities mean for residents and the stature of the City. It is important to note that there was little regional variations across the City: residents of all five areas are in agreement. There was also little variation in gender or age amongst respondents on this issue.

CANADA GAMES POOL

18% of New Westminster residents have

NEVER VISITED

the Canada Games Pool 44% of New Westminster residents have used the Canada Games Pool for

15 YEARS OR MORE!



58% of New Westminster residents have visited the Canada Games Pool at least once a month over the past three years



Existing user satisfaction for recreation programs and services:

84%



CENTENNIAL COMMUNITY CENTRE

45% of New Westminster residents have

NEVER VISITED

the Centennial Community Centre

22% of New Westminster residents have used the Centennial Community Centre for

11 YEARS OR MORE!



24% of New Westminster residents have visited the Centennial Community Centre at least once a month over the past three years



Existing user satisfaction for recreation programs and services:

75%

Length of use:

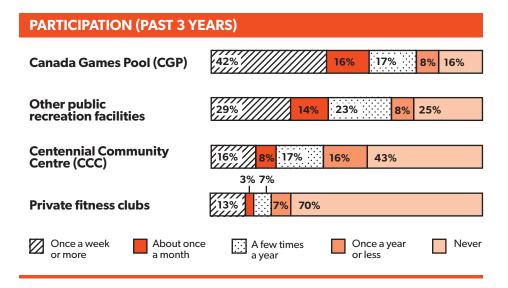
CANADA GAMES POOL CENTENNIAL COMMUNITY CENTRE Under a year 31% 1-2 years 7% 10% 3-5 years 15% 6-10 years 18% 20% 11-15 years 12% 13% 15 years

Community Participation and Satisfaction

There is a sense of tradition

Among those who have visited the facilities, two-in-five (44%) have been using the CGP for 15 years or more, and one-in-five (22%) have visited the CCC for 11 years or more.

INSIGHT: As expected, older adults are more likely to be experienced visitors to both facilities. However, a third of those aged 18-34 have experienced the CGP for 15 years or more.



Both facilities have loyal, regular users

3-in-5 (58%) New Westminster residents have visited the Canada Games Pool at least once a month over the past three years, and 1-in-4 (24%) New Westminster residents have visited the Centennial Community Centre at least once a month over the past three years.

INSIGHT: 3-in-5 residents aged 18-34 (58%) and aged 35-54 (59%) attend the CGP once a month, making it the most visited fitness facility for both groups.

User and non-user demographic profile

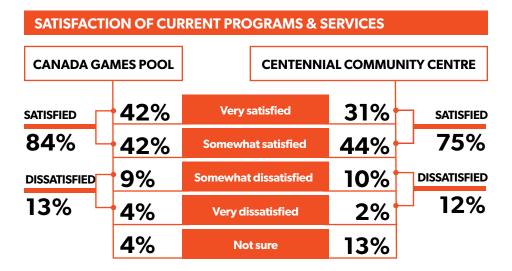
The main demographic differences reported among non-users (when compared to the entire sample) are seen on gender and region. Men are more likely to report never having visited the CCC (51%) than Women (34%), although the numbers are very close for both genders on visits to the CGP. The largest incidence of New Westminster residents who have never visited CCC is observed in "Downtown" (the area defined as south of Royal Avenue, including Quayside) at 57%.

The sample of users of the facilities featured a higher proportion of women (55%) than men (43%), compared to the demographics of the entire sample (women 51%, men 47%). This is a factor of women being more likely to answer questions on behalf of the entire household (i.e. children in the home) than men. There is no deviation from the reported demographics on age and household income, but the proportion of facility users who reside in the area defined as "East" (East of McBride) reached 69% for CCC and 89% for CGP (compared to 57% and 84% respectively for the entire sample).

Few users voice a dissatisfaction

The level of satisfaction of New Westminster residents with both the Centennial Community Centre and the Canada Games Pool is high (75% and 84% respectively).

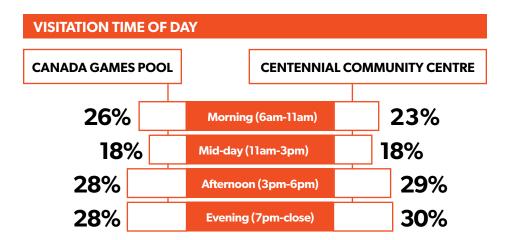
INSIGHT: As expected, CGP is more heavily used than CCC as a result of its programs. Still, very few users of either facility are not content with what they are currently participating in. The level of strong dissatisfaction is lower than five per cent for both facilities.



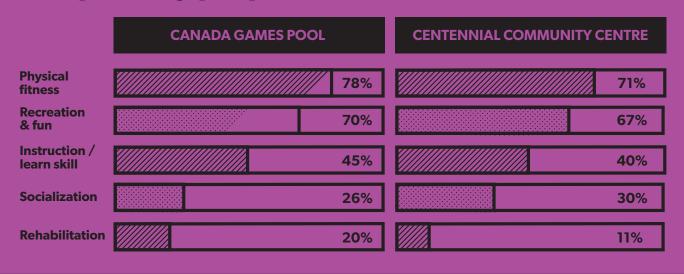
Time and Frequency of Use

More than half of visits to both facilities happen in the afternoon or evening and a quarter of users visit in the morning.

There is a significant proportion of New Westminster residents (43%) that have never visited the Centennial Community Centre. This result is much lower for the Canada Games Pool with 16% of New Westminster residents having never visited the Canada Games pool. Refer to the Current Barriers to use section (page 25) for further information.



The primary purpose for visitors to attend:



The main activities that visitors partake in at....

CANADA GAMES POOL

70%
Public Swimming

50%

Family Swimming

49%

Fitness Areas

The most used features are:

Hot Tub

53%

Main Tank Shallow Pool

41%

Fitness Equipment 47%

Warm Shallow Pool

0%

25m swimming lanes

36%

CENTENNIAL COMMUNITY CENTRE

49%

22%

21%

Group Fitness Classes

Outdoor Playground

Dance Programs



Results from questions where respondents could provide more than one response.

Current Purpose of Visit & Activities

Instruction and Rehabilitation are also important for Canada Games Pool users

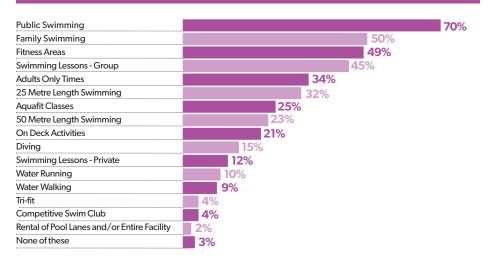
The primary purposes for visitors to attend the CGP are physical fitness (78%) and recreation & fun (70%). However, rehabilitation from an injury is more of a primary purpose for those aged 65+(36%). Those aged 35-54 are more likely to seek instruction or learn a skill (57%).

Public Swimming (70%) dominates as the main activity that visitors partake in when at the CGP. About half of CGP visitors have used the Hot Tub, and Fitness Equipment.

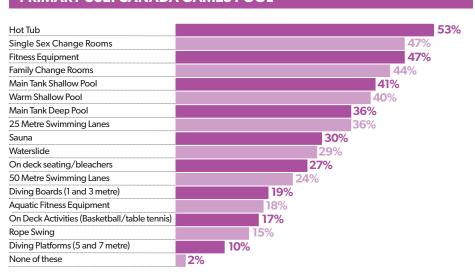
For fitness related CGP activities, gender is significant, with Aquafit being more popular with women (28% to 20%) and men preferring the fitness areas (55% to 45%).

The bigger story at the CGP is related to age. Family Swimming is a primary activity for 18-34 (52%) and 35-54 (58%), while Adults Only Times are preferred by 55-64 (48%) and 65+(50%).

PARTICIPATION: CANADA GAMES POOL



PRIMARY USE: CANADA GAMES POOL



Fitness and recreation & fun are key to both the Centennial Community **Centre and Canada Games Pool users**

The primary purposes for visitors to attend the CCC are physical fitness (71%) and recreation & fun (67%). There are some differences across age groups, with those aged 18-34 being more likely to select physical fitness, while those aged 35-54 are more likely to select recreation & fun.

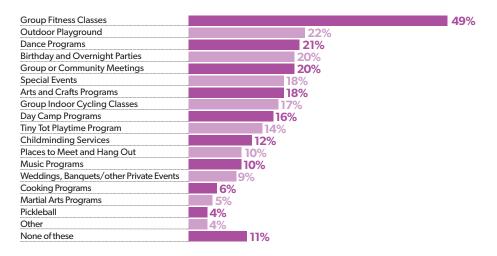
INSIGHT: It is important to note that there are no discernible differences on the issue of relying on CCC and CGP for socialization use - around one third of respondents for all age groups use both facilities for this purpose. However socialization is a more significant priority at CGP for those aged for 18-34 (31%, higher than all other groups).

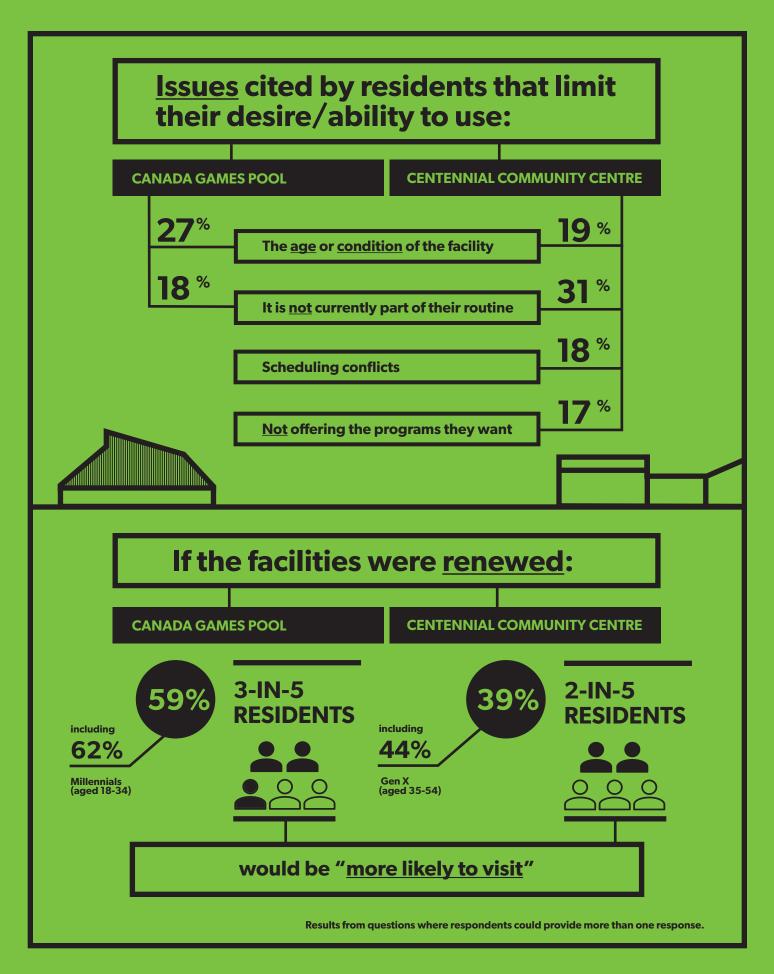
Different Age Groups and Genders seek different activities at both the **Canada Games Pool and Centennial Community Centre**

Half of CCC users (49%) have taken part in Group Fitness Classes (e.g. aerobics, yoga, step) in the past three years. The activities that visitors partake in when at the CCC are varied with the main activities being Group Fitness, Outdoor Playground, Dance Programs and Group Indoor Cycling classes. There are some gender differences on Group Fitness Classes (Women 52%, Men 43%) and Arts and Crafts Programs (Women 21%, Men 15%).

INSIGHT: While Dance Programs did not climb to the top of sought-after activities, they are particularly popular for those aged 35-54 (26%, compared to 21% average) - this is for either themselves or members of their household, such as their children.

PARTICIPATION: CENTENNIAL COMMUNITY CENTRE





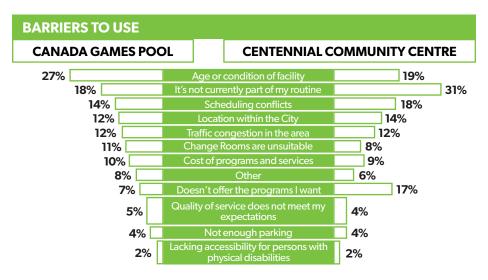
Current Barriers to Use

Age of facilities and lack of routine hinders visits to Canada Games Pool and Centennial Community Centre

The top issue that limits the desire or ability of residents to attend the Canada Games Pool is the age or condition of the facility (27%), followed by not currently being part of their routine (18%).

New Westminster residents cite four issues that limit their desire or ability to use the Centennial Community Centre: it is not currently part of their routine (31%), the age or condition of the facility (19%), scheduling conflicts (18%) and not offering the programs they want (17%).

INSIGHT: The age analysis shows that those aged 35-54 are the most critical of the current state of the facility (31%). This group would be particularly happy with the possibility of a renewed CGP.

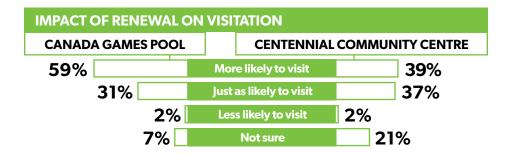


Impact of Renewal

A Renewed Facility Would attract More People to Visit

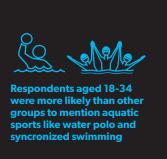
If the Canada Games Pool was renewed, three-in-five (59%) would be "more likely to visit". If the Centennial Community Centre was renewed, two-in-five residents (39%) would be "more likely to visit".

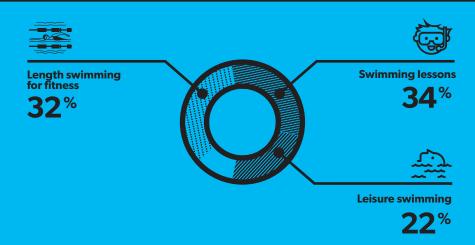
INSIGHT: The age analysis shows that 44% of those aged 35-54 would be more likely to visit a renewed CCC, and 62% of those aged 18-34 would be more likely to visit a renewed CGP.



Most popular future priorities

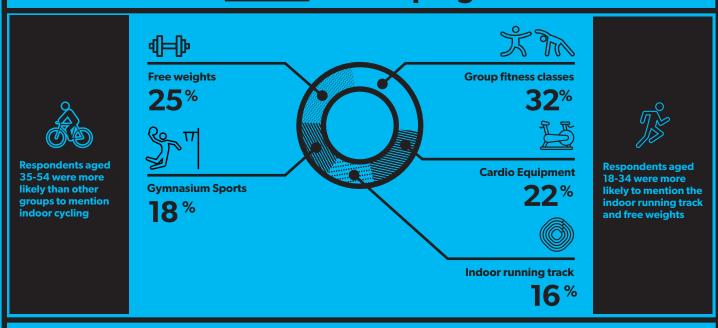
for <u>aquatic</u> related programs





Results from questions where respondents could provide more than one response.

for fitness related programs



Results from questions where respondents could provide more than one response

Future Priorities

Aquatic Priorities: Lessons Important for Young Users

The top priority among those aged 18-34 and those aged 35-54 is swimming lessons (42% and 32% respectively). In contrast, 39% of those aged 55-64 and 44% of those aged 65+ are more interested in length swimming for fitness.

INSIGHT: As outlined in other questions along the survey, those aged 18-34 and 35-54 are more interested in learning new skills for either themselves or members of their household, such as their children (e.g. swimming).

AQUATIC PROGRAM PRIORITIES

Swimming Lessons	34%			17%	-1	4% ∵	13	3%	12%	ó	10%
Length Swimming for Fitness	32%			17%	13	% ∵∵∵	14%		12%		11%
Leisure Swimming	22%		21%		.18% ∵		15%		13%		11%
Aquatic Fitness	19%	1	5%	.20% ∵		14%		16%		17%)
Hot Tub - Adults only	16%	22%	ó	209	%,∵∵∵:·	18	3%		14%		11%
Competitive Swimming	15%	17%		12% ∵∵	14%	2:	2%		2	0%	
Adventure Play	11%	22%		.18% ∵	·:·:::::::::::::::::::::::1	7 %		17%		14	%
Hot Tub - All ages	11%	18%	-18	% ::::::	∴ 20%	,		17%		169	, o
Sauna	10%	16%	17%		20%		18%	ó		19%	
Aquatic Rehabilitation	10%	15%	17% .		20%		18%		2	1%	
Outdoor Swimming	9%	15%	17% ∷	· · · · · · · · 1	8%	1	7%		24%		
Steam Room	9%	14%	19% ∵∶		18%		20%		2	0%	
Aquatic Sports	9%	11%	9% : 18	%	24%)		299	6		
Cold Plunge Pool	5% 9%	20%		19%		24%			23%		
Diving - spring board	5% 8%	17%	1	7%	26%	,		27	7%		
Spectator viewing	4% <mark>8%</mark>	15% : :	:::: 19%		24%			29%			

Fitness Priorities: Group Fitness Classes Are Popular

The top fitness priority outlined by those aged 65+ and 55-64 was Group Fitness Classes (41% and 37% respectively), along with 32% for those aged 35-54 and 28% for those aged 18-34.

INSIGHT: For those aged 18-34, the main priority was Free Weights (40%), suggesting that younger users (and prospective users) would welcome an upgrade from existing equipment.

FITNESS RELATED PROGRAM PRIORITIES

Group Fitness Classes	32%		16%	14% ∵	15%	6 1	11%	12%
Free Weights	25%	17	%	.16% ∷∵∷	16%	169	6	11%
Cardio Fitness Equipment	22%	23%		.21% ::::		15%	11%	9%
Gymnasium Sports	18%	14%	.16%	··· 17%	1	18%	17%	
Indoor Running Track	16%	13%	13% : : : :	16%	20%		21%	
Indoor Cycling	13%	18%	.16% ∵∵	∷∷ 20 %		17%	16%)
Multi-purpose Room Uses	11%	15%	7 % ::::::::	16%	22%		19%	
Martial Arts	9%	12% 12% .	14%	21%		33%		
Selector Fitness Machines	7%	18%	2%:::::::	19%		17%	16%	
Functional Performance Training	7%	13% · · ·	219	%	20%		20%	
Outdoor Fitness	7%	15% 13% ·	:::: 16 %	20%		30%		

PRIORITY LEVEL 1 2 3 4 5 6

Most popular future priorities

for community related programs



Respondents aged 35-54 were more likely than other groups to mention childminding services



Tiny Tot Playtime Program

23%



Having spaces to watch kids play

25%



Pickleball

33



Respondents aged 18-34 were more likely to mention cooking programs

Results from questions where respondents could provide more than one response.

Future priorities by Age

TOP TWO LISTED



18-34 YEARS



35-55 YEARS



55-64 YEARS



65+ YEARS

AQUATIC PROGRAMS

- Swimming Lessons **32**%
- Length Swimming for Fitness 27
- Swimming Lessons42%
- Length Swimming for Fitness 29%
- Length Swimming for Fitness 39%
- Swimming Lessons27%
- Length Swimming for Fitness 44%
- Aquatic Fitness23%

FITNESS PRIORITIES

- Free Weights 40%
- Group Fitness Classes **28%**
- Group Fitness Classes **31%**
- Cardio Fitness 22%
- Group Fitness Classes **32**%
- Cardio Fitness 25%
- Group Fitness Classes **41**%
- Cardio Fitness 32%

COMMUNITY RELATED PROGRAMS

- Pickleball 28%
- Tiny Tot Playtime Program 28%
- Spaces to Watch Kids Play 26%
- Pickleball 25%
- Dance Programs28%
- Tiny Tot Playtime Program 27%
- Pickleball 48%
- Group or Community Meetings 33%

Future Priorities (continued)

Community Priorities: Age is Defining Factor

Current and prospective survey respondents aged 18-34 are especially interested in spaces to watch kids play (26%) and the Tiny Tot Playtime Program (28%).

INSIGHT: Pickleball is extremely popular among those aged 65+ (48%). This is the only item in the entire survey that garnered the support of almost half of all members of a particular age group.

COMMUNITY RELATED PROGRAM PRIORITIES

Pickleball	33%		13%	11% ::	15%	13%		16%
Spaces to watch my kids play	25%	1:	9%	15% ::::	: 17%	1	2%	12%
Tiny Tot Playtime Program	23%	219	6	14% ∵∵	15%	12%	,	16%
Childminding Services	21%	16%	:14%	15%	5	18%	1:	5%
Martial Arts Programs	19%	17%	11%	14%	19%	•	20%)
Group or community meetings	19%	16%	16%	15%	5	17%	16	5%
Dance Programs	19%	16%	. 15%	19%	,	17%		14%
Places to meet people and hang out	18%	16%	18%	189	%	12%	179	6
Cooking Programs	16%	21%	159	%·∵: 15	%	18%	1	16%
Arts and Crafts Programs	16%	15%	21%	17	%	17%		15%
Day Camp Programs	15%	16%	. 17% ∵∷	:: 14%	20)%	18	%
Food and Beverage Services	15%	14%	.17% ∷ ∷	16%	179	%	21%	
Outdoor Playground	14%	16%	19%	18%		16%	17	%
Music Programs	12%	17%	19% ∵∷	18%		17%	18	3%
Birthday or Overnight Parties	12%	16%	16% ::::	17%	21%	,	18	%
Special Events	11%	20%	16%	18%	1	17%	17	%
Weddings, banquets or other private events	8% 1	2% 18%	199	6	22%		20%	

				-		
PRIORITY LEVEL	□ 1	2	∷ 3	4	5	6

Future Priorities by Age

The highest proportions of non-users were aged 18-34. There were clear differences in survey respondents' future priorities based on their age for fitness and community-related programs whereas aquatic programs showed little variation. A summary is provided below and in the infographic on the opposite page:

AQUATIC PROGRAMS - Length Swimming for fitness is a key priority for all age groups, while Swimming Lessons are of special importance to respondents aged 18-34 and 35-54, Aquatic Fitness is the second priority for respondents aged 65+.

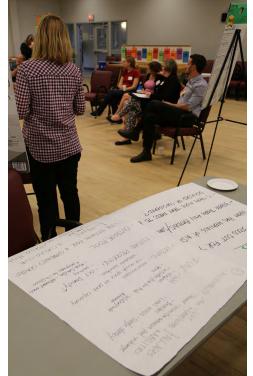
FITNESS PROGRAMS - While Group Fitness Classes are the definitive priority for most respondents, they are particularly attractive for those aged 35 and over, along with Cardio Fitness. Respondents aged 18-34 showed more interest in having access to Free Weights than their older counterparts.

COMMUNITY-RELATED PROGRAMS – Practically half of respondents aged 65+ (48%) say Pickleball is their main priority when it comes to community-related programs. The Tiny Tot Playtime Program is particularly appealing to respondents aged 18-34 and 55-64, while respondents aged 35-54 are especially interested in having spaces where they can Watch Children Play.















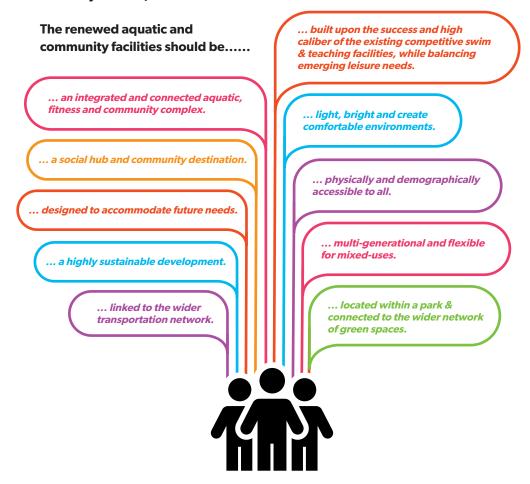
What we heard from the workshops and events

During the five weeks of the public engagement campaign, we received substantial input from a wide range of different communities and users. We spoke to a variety of users including but not limited to public users, aquatic and recreational sports clubs, adjacent neighbours, resident associations, accessibility advisory groups, seniors, multi-culturalism, newcomers and youth groups, public users and staff. During the course of these conversations and workshops, key themes began to emerge.

Using the format of the 'Dear Mr. Mayor and City Council' letter exercise we asked stakeholder groups to describe their top three priorities which we then collated and developed into 10 vision statements or emerging community themes and priorities for the future renewal of aquatic and community facilities at the Canada Games Pool and Centennial Community Centre.

It should be noted that although not everyone who contributed to the public engagement process will be in full agreement with all of the vision statements, this summary provides a high level synopsis and collective community voice for the input we've heard to date. The following emerging community themes and priorities are not arranged in order.

Dear City Council,



Dear City Council,

The renewed aquatic and community centre should be.....



... an integrated and connected aquatic, fitness and community complex.

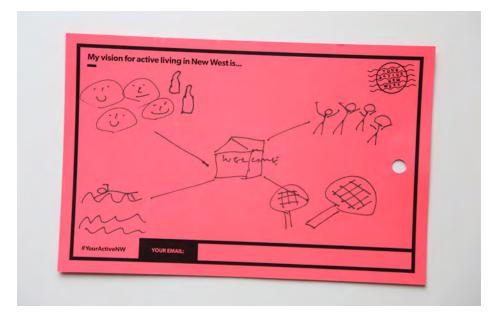
The renewed aquatic and community centre is an important opportunity to create fully connected amenities and social spaces as the heart of the community.

Many community members we spoke to highlighted that the facilities were currently disconnected but that there was a potential for the Canada Games Pool (CGP) and Centennial Community Centre (CCC) to become one recreational and community complex. A vision emerged for combining the facilities to form one integrated multi-use aquatic, fitness and community complex that supports healthy, active living in New Westminster. This vision was also supported by CGP and CCC staff, who noted operational efficiencies of integrated facilities.

The term 'one-stop-shop' was frequently used to express this vision. Participants described a place where they are able to drop their kids off at martial arts before going to the gym or zumba; or meet friends for coffee while watching their child's swim class; or swim some lengths before a meeting with their community group.

Some participants expressed a desire to consider all areas of wellness amenities such as healthcare and rehabilitation in the renewed facilities. This included maintaining the existing functions as well as exploring new partnerships with other groups and organizations to provide spaces that could accommodate mobile healthcare clinic spaces such as massage and flu-shots.

"My vision for active living in New West is...a fully functional and integrated pool, fitness facility and community centre."



Dear City Council,

The renewed aquatic and community centre should be.....



... built upon the success and high caliber of the existing competitive swim & teaching facilities while balancing emerging leisure needs.

There is significant pride, recognition and desire to maintain the status and legacy of the Canada Games Pool as a top competitive aquatic sports and fitness facility that has local and regional draw for lessons, training and events; but this must be balanced with the emerging community desire for leisure and wellness based aquatic use.

We heard a desire to retain the fitness related length and competitive swimming from both aquatic club and public pool users. Many public pool users saw the regionally recognized competitive aquatic sports facility as inspirational and a source of community pride. There were users who expressed concern about providing leisure swim features and felt that the CGP has historically been, and should remain, primarily a fitness and competitive swim focused facility.

The competitive and specialist-interest aquatic sports clubs wish to maintain a 50m competitive swim pool and see it as an opportunity to also provide a flexible pool space that can be shared by different aquatic groups, lessons and public users. However we also heard from the community that there was a need for more leisure, wellness and fun-based aquatic facilities, particularly from families, children and youth (e.g. water slides, wave pools, spray parks and lazy rivers.)

Further consideration is required regarding other smaller competitive swim groups, like water polo, synchronized swimming and diving. While most of these aquatic sports can co-exist alongside other uses, some such as diving require specialized facilities. Maintaining the current provision of these facilities in a new complex will need to be considered against spatial constraints, costs and other resident's growing leisure needs.

"I'd like to see a high performance sport facility that promotes health and wellness in the community."



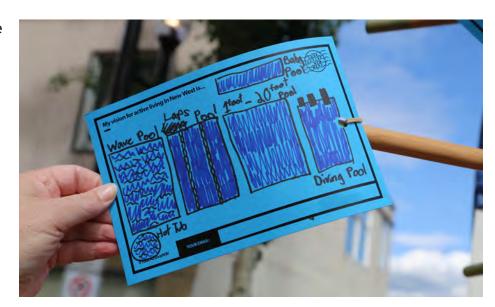
There is a high demand for pool use with many parties feeling they cannot get enough access in terms of time or space. This was reported by both public swim and swimming lessons users, as well as sports groups like the Hyack Swim Club. Competitive swim and sports clubs also reported an under-provision of support spaces for training and events such as dry land training rooms, team changing rooms, storage, coaches/officials meeting rooms, bleachers and social spaces.

Maintaining and enhancing other fitness related elements of the CGP such as the fitness centre room, hot tub and sauna was also expressed as a desire, both in support of and independent to competitive swimming use. Some people particularly liked the unique layout of the existing fitness centre.

We heard mixed views on the need or desire for an outdoor pool. The majority of people we spoke to recognized the importance of outdoor swimming, but some felt this was already met by existing outdoor pools (e.g. Moody Park.) Others wanted to see outdoor swimming offered at the CGP as part of a new integrated aquatic, fitness and community complex. Year round outdoor swimming was also highlighted by some as a desire.

"My vision for active living in New West is... a facility that accommodates athletes."

Quote from Vision Card



"My vision for active living in New West is... a children's pool and aqua-park."



Dear City Council,

The renewed aquatic and community centre should be.....

... a social hub and community destination.



We heard a desire to create a facility that will act as a social hub for the area and help support the strong sense of community within New Westminster. People would like the renewed facility to embody a neighborhood feel through the provision of welcoming and inspiring spaces, recognizing that this can be especially important to newcomers and immigrants.

A large, light and welcoming atrium space was described by many participants as vital in facilitating social interactions. This space should encourage people to interact, 'hang out' and contain accommodation such as café, food services, mini-library and lounge. People described the need for a wide range of different seating options for individuals as well as small and large groups.

Café & food services were highlighted as being an important part of making the renewed facilities a social hub. A communal kitchen was described as a potential opportunity for enhancing community wellness and social connectivity (e.g. potluck dinners, multi-cultural events, parties.)

Significant importance was placed on an atrium entry space also providing visual connection between activities that can help create a sense of openness and provide inspiration to others. The views into the pool, fitness and multi-use rooms may help encourage people to participate. Successful examples cited by respondents were Hillcrest, West Vancouver Community Centres, Edmonds and the communal living room at Century House.

Finally, we also heard people express an aspiration for the renewed facility to have a 'wow factor' as a community destination that is exciting and expressive of the vibrant, active New Westminster community. A place that people are proud of, want to visit and stay.



"When community has the opportunity to gather and connect great things happen."

Dear City Council,

The renewed aquatic and community centre should be.....

... light, bright and create comfortable environments.

Allow lots of natural light and views into indoor spaces and create comfortable controlled environments with good ventilation and appropriate temperature.

We heard the following key desires expressed relating to the creation of comfortable environments in the renewed facilities:

LIGHT & BRIGHT - Provide lots of natural light through extensive windows. We heard feedback that this was especially lacking in the existing pool and fitness centre and should be improved in renewed facilities.

AIR QUALITY AND TEMPERATURE – Improve the overall air quality, especially within the pool hall and fitness centre. Also provide better separation between spaces so they can be independently controlled.

ACOUSTICS - Improve the overall acoustic quality of spaces and provide adequate separation e.g. between fitness centre and pool.

AQUATIC ENVIRONMENT - Provide multiple bodies of water in the pool to meet different demands for use and water temperature e.g. some cited pool temperature as a barrier to current use, while others felt the temperature was ideal for competitive and fitness/length swimming. We also heard a desire to consider a reduction in &/or alternatives to chemical use for both health and environmental reasons.



"Raise the temperature in the pool! It's the coldest pool in the Lower Mainland – I quit swimming here because it's too cold."

Quote from Vision Card

"My vision for active living in New West is... a building with lots of natural light."



The renewed aquatic and community centre should be.....

... designed to accommodate future needs.

The size of the new facility, including support spaces and parking, should consider needs in 25+ years and have a strategy for accommodating future needs, uses and growth.

We heard that the new facility should consider the following in relation to meeting the needs of the community:

LARGE MULTI-PURPOSE FACILITY

- The design should meet current demands as well as consider future long-term capacity. Avoid economically compromising space and functionality at the expense of future needs.
- If it's not economically viable to complete all the development now, consider phasing of the development as part of a long-term masterplan for the site.
- Fully integrate state-of-the art technology for competitive aquatic use, as well
 as digital connectivity. Recognize that community facilities act as an important
 place for free accessible Wi-Fi within the community.

CHANGING ROOMS AND SUPPORT SPACES

- Current facilities are too small with poor spatial layout that limits practical use and should be addressed in the renewal.
- Many participants also spoke of their experience in other new regional aquatic centres where the changing rooms were already over capacity after a year or two.
- Provide sufficient spaces for team sports plus support spaces for training and storage.

POOL & DECK SPACE

- Increase, not reduce the current pool space and capacity to counteract perceived overcrowding during peak use times.
- The current provision of deck space was highlighted as being overcrowded.
- Consider a variety of retractable and adaptable spectator seating at different levels that allow for (infrequent) events use and does not compromise deck space for other public and leisure swim users.

WELLNESS, FITNESS AND COMMUNITY MEETING ROOMS

 We heard concern from people's experience at other Lower Mainland facilities, that renewal can increase demand in all areas of the facility and that this should be considered in the renewal or as part of a longer term expansion strategy.



accommodat

The renewed aquatic and community centre should be.....

... physically and demographically accessible to all.

The renewed facilities should be inclusive to all ages, genders, income, cultural practices, physical and mental abilities.

We heard that the following inclusive and universal design principles should be considered, including but not limited to:

PHYSICAL ACCESS

- Provide a variety of physical access to all internal and external common spaces and amenities so that different types of physically disabilities are accommodated e.g. beach ramp, hoist and moveable floor in the pool; fullyaccessible fitness centre and hot tub.
- Provide and expand the availability of adaptive programs.
- Continue to consult with Accessibility Advisory groups to ensure renewed facilities meet all accessibility demands.

CULTURAL ACCESS

- Design spaces that encourage social inclusion and are welcoming space for newcomers to the New Westminster community.
- Balance the desire for natural light to create bright, welcoming spaces with the need for privacy, particularly in the pool or other fitness spaces.

ECONOMIC ACCESS

- Consider the impact of a renewed facility on future building maintenance and user entry costs. New facilities should not be economically exclusionary of low income groups and need to be affordable to the majority of residents.
- Consider opportunities for economic revenue generation in the renewed facilities that can be used to offset affordability of use by the community e.g. parties and meeting room rental, sporting events.

GENDER ACCESS

 Provide a variety of facilities that do not discriminate against gender while balancing the needs of different groups for privacy.

SAFE ACCESS & WAYFINDING

- Create safe and secure spaces where people feel comfortable.
- Design to reduce thefts e.g. pool changing spaces and lockers.
- Through clear wayfinding, facilities and information should be easy to find.



"My vision is mutually beneficial facilities for all ages, levels of activities, genders and cultures. Large rooms that can be used for different activities."

The renewed aquatic and community centre should be.....

... a highly sustainable development.

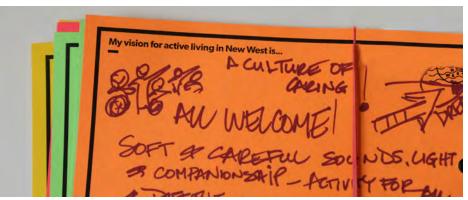
Provide an energy efficient facility without compromising user comfort. Consider the transfer or recycling of heating and cooling between the aquatic and community centre. Reduce chemical use within the aquatic facilities where possible.

We heard that the new facility should consider the following sustainability features within its design:

- Energy efficient design
- Share or exchange of heat
- Reduced chemical use
- Green roofs that support biodiversity
- Exemplary design that inspires future generations
- Prioritize sustainable modes of transport (e.g. electric cars and bicycles)
- Green landscape design (e.g. trees, planting and places for picnics)
- Renewables (e.g. solar panels)
- Reuse/repurposing of water, including rainwater

"My vision for active living in New West is an environmentally self-sufficient green building –recycling, water and solar collection and sharing, green roof, passive heating and natural light."





The renewed aquatic and community centre should be.....

... multi-generational and flexible for mixed-uses.

Integrate and encourage interaction between different generations and design flexible spaces that can adapt to a variety of co-existing needs and uses. Create facilities that can accommodate a variety of current needs and accommodate future uses relating to fitness, wellness, meetings and events.

There was a desire for the renewed facilities to respond to the needs of changing demographics within New Westminster, while also meeting the requirements of the existing users. Workshop participants highlighted that many young people and families from a variety of cultural backgrounds are moving to the area, following increases in housing costs in Metro Vancouver and because of the strong sense of community found in New Westminster. To meet these changing needs we heard from participants that the renewal should consider the following:

ACCESS & ACTIVITY FOR ALL AGES

- From childhood to golden years, the renewed facilities should provide environments where everyone feels welcome and safe.
- Provide areas for multi-generational activities and play-areas for a variety of ages (e.g. bocce, chess, checkers, mahjong, pickleball, running track and outdoor gym/circuits track.)
- Provide multi-generational aquatic play features (e.g. children's spray parks, teen-adult lazy rivers or surf wave and seniors 'playground'.)
- Provide more recreational activities for youth (e.g. table-tennis, rock-climbing and basketball courts.)
- Provide good family amenities (e.g. childminding, changing and stroller parking) as well as covered and open areas for gatherings like picnics.

BALANCE BETWEEN VIBRANCY AND COMFORT

- Some people reported they enjoyed the mix of activities within the existing CGP space and would like to maintain that sense of vibrancy. Others find the space chaotic and disorganized, particularly in terms of acoustic comfort, ventilation and lack of space.
- The renewed facilities should balance these needs so that spaces are visually transparent, full of activity and interest but are also comfortable, wellproportioned with a mixture of busy and quiet spaces.

FLEXIBLE MULTIPLE-USE SPACES

- We heard a desire for a variety of different programs and activities that would be difficult to locate within separate spaces. Flexible multi-use spaces should be considered to meet different user demands as well as encourage multigenerational interaction.
- Competitive aquatic and recreational sports groups also highlighted a desire for flexible spaces changing and support spaces that can accommodate a variety of group sizes and events.



"Busy family life needs a place to engage everyone. A place that incorporates activities for young (swimming lessons) while mom and dad get some gym time. An accessible, destination facility."

The renewed aquatic and community centre should be.....

... linked to the wider transportation network.

Create a pedestrian and cycle orientated site as a priority, while also meeting transit and parking needs. The renewed facilities should consider the wider connection to routes and trails.

We heard that the renewed facilities should:

- Make it easier for cyclists to get to the facilities through enhanced local and citywide bike paths.
- Enhance the pedestrian experience through landscaping and consider better access around the site e.g. road crossing or overpass for pedestrians.
- Connect to the wider public transport network.
- Utilize underground parking to free up area for renewed facilities that is surrounded by high-quality public open space.
- Provide adequate vehicle and cycle parking, including electric bicycle parking and charging stations. Consider partnerships with other facilities that have different peak parking demands e.g. Justice Institute BC.



The renewed facilities should feel like they are located within a green park space that is actively used as an extension of the facilities.

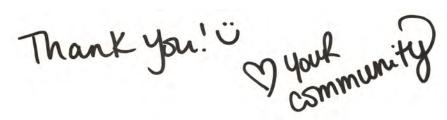
We heard some disappointment over the quality and use of public open space around the current facilities. Described by a participant as 'a pool and community centre within a carpark', there is a desire for the surrounding public open space to reflect the neighborliness and community spirit already present within the existing facilities.

People indicated that the renewal should consider the wider site and not just the location of the existing buildings - with the opportunity to maximize and utilize underused areas of the site (e.g. surface parking, gravel sports field.) Participants also mentioned that there should be acknowledgement and reference made to the wider network of green spaces, including Glenbrook Ravine.

We heard a desire for indoor and outdoor recreational spaces as an extension of the facilities (e.g. outdoor gym, fitness class areas, circuit/running track, outdoor pool) as well as gathering spaces that support community and recreational uses (e.g. picnics, farmers markets, concerts.)



linked to the wider, transport network













Moving Forward

Next Steps & Recommendations

As described in this report, the Your Active New West engagement process has identified key themes and priorities relating to the renewal of the Canada Games Pool and Centennial Community Centre. These themes and priorities are based on over 1,800 survey responses, hundreds of in-person conversations, and many other forms of both qualitative and quantitative feedback. As such they are significant in their representation of the collective voice of the citizens of New Westminster.

In addition to these themes and priorities, the engagement process also raised several key issues that will need to be addressed as the project moves into the next phase. This section of the report identifies these issues.

Moving forward, it is our recommendation that the principles identified in the previous section be used as a way of evaluating, prioritizing and making decisions regarding the needs and issues identified below.

Core Functionality and Pool Tank Configuration

Pool tank configuration is the most significant issue with this project as it determines the core functionality of the facility and has the largest impact on budget and site requirements.

The biggest difference between these configurations is the 25m vs the 50m tank. It should be noted that, with the exception of competitive swimmers and occasional fitness length swimming, very few people will use a 50m tank in its full configuration. As such, the factors that will influence this decision may not necessarily be found in a survey whose mandate is to provide statistically true representation of the entire population's needs. However, it should be noted that beyond the ability to facilitate 50m length swimming, a tank of this size does allow for a high degree of flexibility in programming and swim capacity.

As a way of testing the survey feedback, we have identified 4 different tank configurations on the following pages and commented on how they impact the needs expressed by the survey respondents and stakeholders. These configurations are based on actual facilities in the Lower Mainland, and there are many different hybrids that exist.

Decision making will need to consider the distribution of similar sized facilities in the region, cost implications, the importance of competitive swimming to New Westminster and its role in community identity.

Top Left:

Killarney Community Pool, Vancouver

Edmonds Community Centre, Burnaby

Bottom Left:

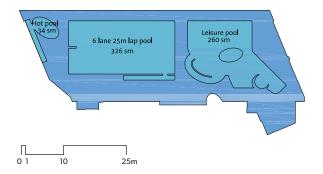
Hillcrest Centre, Vancouver

Bottom Centre & Right:

Grandview Heights Aquatic Centre, Surrey

Community Aquatic Centre

EXAMPLE: Killarney Community Pool, Vancouver



NATATORIUM: 1,317 m² COMPLETION: 2006

KEY COMPONENTS: 25m 6 Lane Lap Pool, Hot Pool,

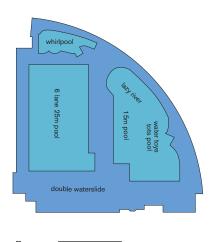
Water Slide, Leisure Pool, 1 & 3m Diving

This facility would meet one of the needs expressed by survey respondents (aged 35-54) for child oriented play features and more leisure focused pool water. However, it would be difficult for a 6 lane, 25 meter tank to address the high demand expressed for both length swimming for fitness and swimming lessons or aquatic fitness classes, with the primary issue being capacity.

Additionally, this tank size would not meet the training or competition needs expressed by the swim club or the older adults who enjoy swimming 50m lengths for fitness.

Medium-sized Community Oriented Aquatic Centre

EXAMPLE: Edmonds Community Centre, Burnaby



25m

NATATORIUM: 1,425 m² COMPLETION: 2013

KEY COMPONENTS: Aquatic Centre: 25m 6 Lane Pool, 15m Warm-Water Leisure Pool, Lazy River, Beach

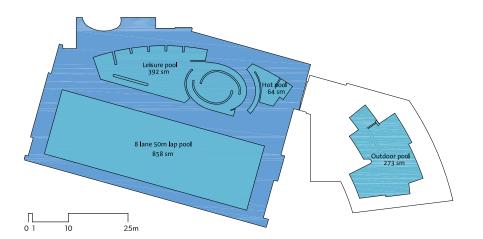
Entry, Water Toys, Double Waterslide

The configuration would be very similar to Killarney but a larger facility. Functionally, it meets similar needs for leisure focused play, swimming lessons, group fitness and 25m length swimming, however the added 15m pool increases the capacity.

Given its proximity to New West, this facility was brought up often in conversations with young families, many of whom attend here because the CGP isn't currently meeting their needs. They cited the play features and leisure tank as their primary purpose for visiting Edmonds. Another comment we heard often from users of the Edmonds facility is that it seemed undersized relative to demand (based primarily on the experience of the change rooms, and to some degree the volume of users in the pool tanks). It should be noted that in our meetings with older adults (most of whom were existing users of the CGP), many of them found Edmonds too congested and loud.

Large Community Oriented Aquatic Centre

EXAMPLE: Hillcrest Centre, Vancouver

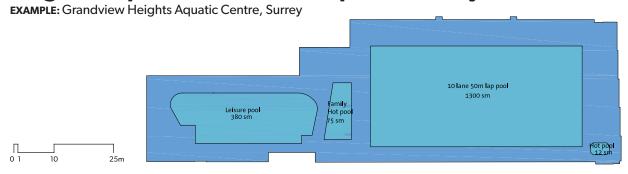


NATATORIUM: 2,456 m² (excluding outdoor pool) **COMPLETION: 2011 KEY COMPONENTS:** 50m 8 Lane Lap Pool, Leisure Pool, Outdoor Pool and Hot Tub.

This configuration meets one of the highest priority needs expressed by respondents for more "swimming lesson" and "public swim" capacity. The size of the 50m length (with moveable floor), allows for 25m length swimming and simultaneous swim lesson use of the tank. The tank can also accommodate the desire expressed by many of the current users for 50m length swimming for fitness (not competition or training) purposes. This 50m tank would also support swim club use for training purposes, but lacks the deck space, seating and operational features required to host competitions.

This facility is one of the largest in the Lower Mainland and as such it offers significant capacity both in terms of leisure and instructional use.

Large Competition Focused Aquatic Facility



NATATORIUM: 3,482 m² **COMPLETION: 2016**

KEY COMPONENTS: 50m 10 Lane Lap Pool designed to FINA standards for competitions, Dive Towers, Spectator Seating (1100), Leisure Pool with Water Slide, Hot Pools, Sauna and Steam Room, Fitness Centre, Cafe

This facility represents one of the largest pool tanks in the province, with the ability to host high (national / international) level competition. This tank would meet the needs expressed by special interest groups (specifically the swim club). Similarly to Hillcrest, the primary tank with its moveable floor could accommodate both fitness length swimming and instructional use simultaneously. Given the focus of this facility on competition needs, the water temperature in the main tank is typically quite low, which is not as ideal for swimming lesson use. The diving needs would also be met by this size of facility, although the survey does not indicate that there is a high demand for this feature. The 10 lane configuration allows for 25m length swimming across the width of the pool.

Fitness Programming

The survey has identified that fitness is a high priority both with existing users and with potential users. Currently, the cardio and free weights fitness areas at the CGP enjoy a unique relationship to the pool deck, which was identified as a positive feature by many current users. For the CCC, group fitness classes continue to be in high demand. With the renewal of the CGP, the key question will be how many and what types of fitness spaces to include in the new facility.

In a scenario in which the majority of the fitness spaces would be located in the new CGP, the following impacts would have to be considered:

ADVANTAGES

- Change room spaces from the pool can also serve the fitness areas.
- Fitness spaces can be administered from a common reception area.
- Some infrastructure savings fitness spaces tend to be cooled and heated at a
 consistent level which is different than other spaces in the building.
 Co-locating as many of these together allows the buildings mechanical systems
 to be design more efficiently.
- Pool users often enjoy the proximity of fitness space and vice versa. This is supported by the survey, which indicates a high priority for fitness focused programming.

DISADVANTAGES

- Increased size and building costs.
- Would take critical mass from fitness classes away from the CCC.
- Some fitness programming, in particular group fitness, benefits directly from being co-located with childcare facilities.

Below: Fitness Centre at Hillcrest Centre



Connection between the CGP and CCC

Currently these two facilities share a very close relationship on the site, in fact past projects have considered scenarios in which they are physically linked. Larger, fully integrated facilities have become more popular in Canada, in particular in communities where sufficiently sized sites are easily available, and where high priority is placed on service integration.

In a scenario in which the CGP and CCC were connected, the following impacts would have to be considered:

ADVANTAGES

- Fully integrated service approach (the 'one stop shop'), offering maximum value and range of programming at a single location to users. This concept was supported by current staff at both facilities.
- Potential for a larger lobby/social space that could be enjoyed by a wide range of users and offer opportunity for social connection between a broader range of users (not just aquatic users). The role of these facilities in fostering social connection amongst a diverse group of people was highly supported by many of the stakeholder groups we met with, in particular the new immigrants.
- Operational and staffing efficiencies can be achieved by combining the facilities.
- Spatial efficiencies (and as a result cost efficiencies) can be achieved, particularly in change room, mechanical, electrical, service and administration spaces.

DISADVANTAGES

 Much larger facility size - this needs to be supported by the appropriate site area, and project budget. The scale and identity would also be different to the current CCC facility which may need be considered in terms of community impact.

Appendices

A. Survey Questions

PUBLIC ENGAGEMENT SURVEY



We want to hear from you...

The Canada Games Pool and Centennial Community Centre are an important part of active, healthy living in New Westminster. Both of these facilities are aging and in a state of decline. Following recent studies, the City of New Westminster has identified the renewal of these buildings as a strategic priority.

This survey is the first step in a public engagement process that is being carried out to ensure that the renewal project is guided by the values and vision of the community of New Westminster. Whether or not you have used these facilities, your feedback is important to us and we value your input. Thank you for your participation.

#YourActiveNW



Question 1

Over the past three years, how often have you (or anyone else in your household) participated in recreation activities at the following facilities in New Westminster?

Choose one for each row.

	Once a week or more	About once a month	A few times a year	Once a year or less	Never
Other public recreation facilities in New Westminster					
Canada Games Pool (CGP)	0	0	0	0	0
Private fitness clubs in New Westminster					
Centennial Community Centre (CCC)	0	0	0	0	0

Question 2

How long have you used the facilities at the Centennial Community Centre (CCC) and the Canada Games Pool (CGP)?

Choose one for each row.

	Less than a year	1-2 years	3-5 years	6-10 years	11-15 years	15 years or more
Canada Games Pool (CGP)						
Centennial Community Centre (CCC)	0	0	0	0	0	0

Question 3

What are the primary purposes for you (or anyone else in your household) to attend the Centennial Community Centre (CCC)?

Please select all that apply.

Instruction /	To	learn	or	improve	а	skill
---------------	----	-------	----	---------	---	-------

- Rehabilitation from injury or disability
- Recreation and Fun
- Socialization / Meet with friends
- Physical Fitness
- Other
- None of these

Question 4

Have you (or anyone else in your household) participated in any of the following activities at the **Centennial Community Centre (CCC)** within the past three years?

Please select all that apply.

- Other
- Day Camp Programs
- Group Indoor Cycling Classes
- Special Events
- Dance Programs
- Arts and Crafts Programs
- Weddings, banquets, or other private events
- Childminding Services
- Group or community meetings
- None of these
- Pickleball
- Birthday or Overnight Parties
- Group Fitness Classes (Aerobics, Yoga, STEP, etc.)
- Music Programs
- Martial Arts Programs
- Cooking Programs
- Tiny Tot Playtime Program
- Outdoor Playground

Question 5

What are the primary purposes for you (or anyone else in your household) to attend the Canada Games Pool (CGP)?

Please select all that apply.

- Physical Fitness
- Recreation and Fun
- Rehabilitation from injury or disability
- Socialization / Meet with friends
- Instruction / To learn or improve a skill
- Other
- None of these

Question 6
Have you (or anyone else in your household) participated in any of the following activities at the Canada Games Pool (CGP) within the past three years:
Please select all that apply.
50 Metre Length Swimming Family Swimming Adults Only Times Rental of pool lanes and/or entire facility Water Walking Swimming Lessons – Private Aquafit classes Water Running Swimming Lessons – Group 25 Metre Length Swimming On Deck Activities (basketball/table tennis) Tri-fit Fitness Areas (Cardio and Stength Training) Diving (Springboard and Platform) Public Swimming Competitive Swim Club None of these
Question 7
When you visit the Canada Games Pool (CGP), which features do you primarily use?
Please select all that apply.
50 Metre Swimming Lanes Main Tank Deep Pool Diving Boards (1 and 3 metre) Single Sex Change Rooms Family Change Rooms On Deck Activities (Basketball/table tennis) Hot Tub Fitness Equipment Warm Shallow Pool Sauna On deck seating/bleachers Main Tank Shallow Pool Diving Platforms(5 and 7 metre) 25 Metre Swimming Lanes Aquatic Fitness Equipment Rope Swing Waterslide None of these
Question 8
Do any of the following issues limit your desire or ability to use the Centennial Community Centre (CCC)?
Please select all that apply.
Location within the City Age or condition of the facility Lacking features for accessibility for persons with physical disabilities Quality of service does not meet my expectations Traffic congestion in the area Change Rooms are unsuitable It's not currently part of my routine Scheduling conflicts Not enough parking Doesn't offer the programs I want Cost of programs and services Other None of these

Question 9								
Do any of the following issues limit you	ır desire or	ability to us	e the Canad	da Games P	ool (CGP)?			
Please select all that apply.								
Traffic congestion in the area Age or condition of the facility Cost of programs and services Its not currently part of my routine Quality of service does not meet my Change Rooms are unsuitable Lacking features for accessibility for Location within the City Doesn't offer the programs I want Scheduling conflicts Not enough parking Other None of these			disabilities					
Question 10								
All things considered, are you satisfied Canada Games Pool (CGP)?	or dissatis	fied with the	recreation p	orograms ar	nd services	at the Cente	nnial Comm	unity Centre (CCC) and t
Choose one for each row.	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	Not sure			
Canada Games Pool (CGP) Centennial Community Centre (CCC)	0	0	0	0	0			
Please type your response in the box be Centennial Community Centre (CC								
			1					
No comment								
Canada Games Pool (CGP)								
No comment			10					

Question 12					
What is missing or could be improved	l about the current C	Centennial Commun	ity Centre (CCC) and	Canada Games Pool (CGP)?	
Please type your response in the box					
Centennial Community Centre (C	cc)				
-					
A Mariana		1			
No comment					
Canada Games Pool (CGP)					
No comment		4			
No comment					
Question 13					
w		16	(000)	L C L(CCD)2	
What time of day do you most often	visit the Centennia	ai Community Cent	re (CCC) and the Can	ada Games Pool (CGP)?	
Choose one for each row.	Manage - 75,00	14:1 1 /11.00	4.6h		
	to 11:00 a.m.	Mid-day (11:00 a.m. to 3:00 p.m.)	p.m. to 6:00 p.m.)	to closing)	
Canada Games Pool (CGP) Centennial Community Centre (CCC)	0	0	0	0	
Question 14					
How do you usually get to the Center	nnial Community (Centre (CCC) and th	e Canada Games Po	ol (CGP)?	
Choose one.	mar community (contro (coo) and an	c cunada cumes i o	or (cor).	
Walk					
Bicycle					
Public transit Taxi					
Own vehicle Car Share					
Other					
Question 15					
How difficult is it for you to find a park Canada Games Pool (CGP)?	king spot for your ve	hicle at the times you	most often visit the	Centennial Community Centre	(CCC) and the
Choose one.					
Very difficult					
Somewhat difficultNot too difficult					
Not difficult at all					

Question 16
If the Centennial Community Centre (CCC) was renewed, would you be more or less likely to visit the CCC?
Choose one.
More likely to visit Just as likely to visit Less likely to visit Not sure
Question 17
If the Canada Games Pool (CGP) was renewed, would you be more or less likely to visit the CGP?
Choose one.
 More likely to visit Just as likely to visit Less likely to visit Not sure
Question 18
In a renewed pool and community centre complex, which would be your priorities for fitness related programs?
Please rank them from 1 to 6, with one being the "most important" priority for you, and 6 being the "least important".
Functional Performant Training (Sled, Airdyne Bikes, Functional Exercises) Selector Fitness Machines (Multi-function strength training units, etc.) Martial arts Group Fitness Classes (Aerobics, Yoga, STEP, etc.) Indoor Running Track Outdoor Fitness Indoor Cycling Multi-purpose Room Uses Gymnasium Sports (Basketball, Badminton etc.) Free Weights (Bar Bells, Olympic Bars, Squat Racks, etc.) Cardio Fitness Equipment (Treadmills, Elliptical Trainers, Stair Climbers, etc.)
Question 19
Are there any other fitness programs that you would like to see in a future pool and community centre complex?
Please type your response in the box below.
No comment

Question 2	0
In a renewed	pool and community centre complex, which would be your priorities for community related programs ?
Please rank ti	hem from 1 to 6, with one being the "most important" priority for you, and 6 being the "least important".
Day Car Tiny Tot Arts and Spaces Places t Special Childmin Birthday Weddin Cooking Martial Music P Outdoor Pickleba Dance F	nding Services or Overnight Parties gs, banquets, or other private events Programs Arts Programs rograms - Playground
Question 2	1
Are there any	other community programs that you would like to see in a future pool and community centre complex?
Please type y	rour response in the box below.
No comm	ent
	pool and community centre complex, which would be your priorities for aquatic programs ?
	hem from 1 to 6 with one being the "most important" priority for you, and 6 being the "least important".
Aquatic Aquatic Adventi Hot Tub Swimm Aquatic Leisure Outdoo Cold Plu Diving Sauna Spectal Diving	Swimming for Fitness Sports (water polo, synchronized swimming, etc.) Rehabilitation ure Play (poolside climbing wall, waterslide, rope swing, etc.) (available to adults only) ing Lessons Fitness (Aquasize etc.) Swimming (Lazy River, water play features, shallow wading area etc.) r swimming unge Pool platform (5 metres and higher) tor viewing spring board (1 to 3 metres) (available to all ages)
Compe	titive Swimming
Steam	KOOHI

Question 23
Are there any other aquatic programs that you would like to see in a future pool and community centre complex?
Please type your response in the box below.
No comment
Question 24
How important do you think aquatic centres and community centres are to the identity and community of New Westminster?
Choose one.
Very important
Somewhat important
Not too important Not important at all
Question 25
What are your preferred methods to receive information about recreation and aquatic opportunities in New Westminster?
Please select all that apply.
Social Media (Facebook, Twitter, etc.)
Active Living Guide Magazine
■ E-newsletter (e.g. Word of Mouse, Citypage online) ■ Brochures / Information delivered to your home
City of New Westminster website
None of these
Question 26
Are there any comments you would like to make about recreation facilities or community centres in New Westminster?
Please type them in the box below.
No comment

Thank you for taking the time to complete this survey, please be assured that your answers will remain anonymous. Data collected will only ever be presented as an aggregate.

The following questions are for statistical purposes only.

Question 27

How do you describe yourself?

- Male
- Female
- Transgender
- Do not identify as female, male, or transgender

Question 28

What is your age group?

- 0-18 years
- 18-34 years
- @ 35-54 years
- 55-65 years
- 65+ years

Question 29

Which is your current area of residence?



- West (west of Twelfth Street)
- Uptown (Twelfth Street to McBride Boulevard and Royal to Tenth Avenue)
 Downtown (south of Royal Avenue, including Quayside)
- East (east of McBride Boulevard)
- Queensborough
- I'm not a resident of New Westminster, but I have used the facilities at the CCC and/or CGP
- None of the above

Question 30
How long have you been a resident of New Westminster?
Less than 5 years From 5 to 14 years For 15 years or more
Question 31
Which is your current area of residence? Vancouver / Richmond Surrey / White Rock / Lander / Langley / Delta Maple Ridge / Mission / Abbotsford North Shore (West Vancouver / North Vancouver) Tri-Cities (Coquitlam, Port Coquitlam, Port Moody) Other
Question 32
Do you currently rent or own your home? Rent Own Prefer not to say
Question 33
What is your annual household income? Less than \$50,000 From \$50,000 to \$100,000 More than \$100,000 Prefer not to say
Question 34
The next question refers to the ethnic origins of your ancestors, from both sides of your family. Ethnic ancestry refers to your roots or cultural background, and should not be confused with citizenship or nationality.
Thinking about this, what are the ethnic origins of your ancestors?
Aboriginal / First Nation East Asian (including Chinese, Korean and Japanese) Eastern European Western European Latin American Middle Eastern South Asian (including Indian) Southeast Asian (including Filipino) African None of these
Question 35
What is the primary language spoken at your home? © English © French © Punjabi © Filipino © Cantonese © Mandarin © Korean © Spanish © Romanian © Russian © Other
Question 36
What is the total number of people in your household?
Please type the answer—in number form—in each one of the boxes below.
Adults 19-65 years Adults 65+ years Children 0-18 years

Thank you for your responses so far. Would you like to receive information related to the Canada Games Pool (CGP) and Centennial Community Centre (CCC) renewal project via e-mail?

Every person who provides their contact information will be entered into a random draw for one of three **New Westminster Active Living Passes**, each valued at least \$600. Winners will be contacted by e-mail.

Your e-mail address will not be shared with anyone and only be used to send you information re	related to this proje	ect.
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Yes, I would like to receive information via e-mail
 No, thanks

Please provide your e-mail address in the box below.

No, thanks.

Thank you for your time and input. To follow this City of New Westminster project, please check out the project website at $\underline{ \text{http://www.newwestcity.ca/YourActiveNW} }$

B. Survey Results Tables

Over the past three years, how often have you (or anyone else in your household) participated in recreation activities at the following facilities in New Westminster? Choose one for each row.

			Ger	der		Αg	ge				Area		
		CNW	Male	Female	18-34	35-54	55-64	65+	West	Uptown	Downtown	East	Q'borough
	Once a week or more	16%	11%	21%	13%	20%	15%	15%	12%	18%	11%	25%	9%
	About once a month	8%	7%	9%	4%	11%	7%	8%	8%	9%	5%	11%	3%
Centennial Community Centre (CCC)	A few times a year	17%	14%	20%	14%	22%	16%	10%	18%	19%	10%	19%	13%
Centennial Community Centre (CCC)	Once a year or less	16%	17%	16%	11%	14%	21%	27%	25%	16%	16%	14%	13%
	Never	43%	51%	34%	57%	33%	41%	39%	37%	38%	57%	31%	62%
	Once a week or more	42%	47%	39%	38%	43%	39%	51%	40%	43%	31%	53%	
	About once a month	16%	16%	16%	20%	16%	10%	11%	16%	16%	20%	13%	17%
anada Games Pool (CGP)	A few times a year	17%	13%	21%	15%	21%	18%	11%	23%	18%	12%	16%	
	Once a year or less	8%	8%	9%	8%	7%	11%	10%	9%	9%	10%	7%	
	Never	16%	16%	15%	18%	12%	22%	16%	12%	14%	28%	11%	20%
	Once a week or more	29%	31%	28%	28%	30%	22%	35%	39%	30%	28%	24%	35%
	About once a month	14%	14%	15%	18%	15%	8%	11%	16%	16%	12%	15%	14%
Other public recreation facilities in New Westminster	A few times a year	23%	22%	24%	17%		32%	19%	20%	22%		23%	
Other public recreation facilities in New Westiminster	Once a year or less	8%	8%	9%	7%	8%	9%	10%	8%	9%	6%	12%	
	Never	25%	25%	24%	29%	20%	29%	25%	18%	23%	30%	26%	20%
	Once a week or more	13%	12%	13%	13%	14%	12%	8%	15%	12%	18%	12%	
	About once a month	3%	3%	4%	5%	3%	3%	2%	6%	4%	3%	2%	
Private fitness clubs in New Westminster	A few times a year	7%	7%	7%	9%	7%	9%	3%	9%	5%	12%	7%	
Frivate inness clubs in New Westillinstel	Once a year or less	7%	7%	7%	8%	7%	6%	7%	9%	7%	6%	8%	6%
	Never	70%	70%	69%	65%	69%	70%	80%	62%	71%	62%	71%	79%

Total Respondents:

How long have you used the facilities at the Centennial Community Centre (CCC) and the Canada Games Pool (CGP)? Choose one for each row.

		Used	Gen	der		Αg	je				Area		
		Facilities	Male	Female	18-34	35-54	55-64	65+	West	Uptown	Downtown	East	Q'borough
	Less than a year	9%	10%	8%	14%	6%	9%	9%	10%	8%	12%	9%	3%
	1-2 years	13%	14%	11%	19%	10%	8%	14%	9%	11%	27%	12%	4%
	3-5 years	20%	21%	20%	26%	20%	10%	21%	24%	17%	21%	18%	38%
, , ,	6-10 years	17%	16%	17%	15%	18%	10%	20%	17%	16%	18%	16%	21%
	11-15 years	10%	9%	12%	6%	14%	11%	4%	3%	16%	2%	9%	8%
	15 years or more	31%	30%	32%	19%	31%	52%	32%	35%	31%	20%	35%	27%
	Less than a year	4%	5%	4%	6%	2%	4%	6%	4%	4%	4%	5%	3%
	1-2 years	7%	6%	7%	12%	7%	3%	5%	4%	7%	15%	7%	3%
	3-5 years	15%	12%	18%	24%	16%	7%	7%	15%	12%	20%	13%	32%
Canada Games Pool (CGP)	6-10 years	18%	19%	16%	17%	20%	9%	20%	20%	17%	18%	17%	15%
· /	11-15 years	12%	12%	12%	8%	16%	13%	6%	8%	14%	5%	10%	27%
	15 years or more	44%	46%	42%	34%	38%	65%	55%	50%	45%	38%	48%	20%

Total Respondents:

What are the primary purposes for you (or anyone else in your household) to attend the Centennial Community Centre (CCC)? Please select all that apply.

	Used	Gen	der		Αç	je				Area		
	Facilities	Male	Female	18-34	35-54	55-64	65+	West	Uptown	Downtown	East	Q'borough
Recreation and Fun	67%	61%	70%	67%	71%	57%	61%	69%	64%	61%	74%	59%
Instruction / To learn or improve a skill	40%	32%	46%	33%	48%	37%	31%	41%	39%	41%	43%	35%
Physical Fitness	71%	65%	74%	72%	68%	72%	76%	54%	72%	80%	78%	52%
Rehabilitation from injury or disability	11%	12%	11%	6%	10%	18%	16%	10%	13%	12%	12%	3%
Socialization / Meet with friends	30%	26%	32%	32%	29%	28%	29%	35%	28%	35%	32%	10%
Other	10%	11%	10%	8%	10%	12%	10%	8%	13%	3%	11%	7%
None of these	3%	5%	2%	6%	2%	1%	2%	3%	2%	2%	2%	11%

Total Respondents:

Have you (or anyone else in your household) participated in any of the following activities at the Centennial Community Centre (CCC) within the past three years? Please select all that apply.

	Used	Gen	nder		Ąģ	ge				Area		
	Facilities	Male	Female	18-34	35-54	55-64	65+	West	Uptown	Downtown	East	Q'borough
Group Fitness Classes (Aerobics, Yoga, STEP, etc.)	49%	43%	52%	56%	48%	48%	44%	37%	47%	52%	55%	56%
Group Indoor Cycling Classes	17%	17%	18%	22%	18%	16%	12%	12%	19%	12%	23%	14%
Pickleball	4%	6%	3%	2%	2%	4%	15%	3%	4%	8%	6%	0%
Childminding Services	12%	8%	15%	14%	16%	6%	5%	4%	11%	9%	18%	14%
Tiny Tot Playtime Program	14%	13%	14%	21%	13%	7%	11%	7%	12%	12%	23%	13%
Arts and Crafts Programs	18%	15%	21%	19%	23%	12%	10%	18%	15%	17%	22%	23%
Music Programs	10%	6%	13%	9%	14%	6%	5%	10%	9%	5%	14%	14%
Dance Programs	21%	16%	24%	19%	26%	13%	14%	15%	22%	18%	22%	23%
Cooking Programs	6%	3%	8%	3%	10%	5%	2%	9%	7%	2%	7%	3%
Martial Arts Programs	5%	5%	4%	3%	7%	2%	2%	3%	5%	1%	5%	7%
Day Camp Programs	16%	11%	19%	8%	23%	9%	12%	18%	15%	12%	18%	15%
Birthday or Overnight Parties	20%	15%	23%	9%	31%	9%	13%	23%	22%	8%	22%	20%
Special Events	18%	17%	17%	11%	20%	18%	18%	24%	17%	14%	17%	15%
Group or community meetings	20%	20%	19%	7%	25%	18%	23%	21%	21%	18%	20%	14%
Weddings, banquets, or other private events	9%	10%	8%	10%	9%	7%	7%	13%	8%	8%	7%	14%
Places to meet people and hang out	10%	7%	12%	11%	9%	7%	12%	12%	8%	12%	11%	7%
Outdoor Playground	22%	14%	27%	26%	27%	9%	11%	15%	20%	15%	33%	25%
Other	4%	4%	5%	3%	4%	6%	3%	2%	4%	1%	6%	8%
None of these	11%	15%	10%	14%	7%	22%	11%	18%	11%	14%	7%	11%

Total Respondents:

What are the primary purposes for you (or anyone else in your household) to attend the Canada Games Pool (CGP)? Please select all that apply.

	Used	Ger	nder		Αg	je				Area		
	Facilities	Male	Female	18-34	35-54	55-64	65+	West	Uptown	Downtown	East	Q'borough
Recreation and Fun	70%	69%	70%	75%	73%	52%	70%	70%	69%	74%	69%	68%
Instruction / To learn or improve a skill	45%	41%	48%	45%	57%	26%	27%	47%	42%	36%	50%	49%
Physical Fitness	78%	82%	76%	79%	73%	84%	87%	72%	79%	79%	82%	75%
Rehabilitation from injury or disability	20%	23%	18%	14%	15%	27%	36%	18%	22%	22%	19%	14%
Socialization / Meet with friends	26%	27%	26%	31%	28%	18%	22%	36%	22%	26%	28%	30%
Other	2%	2%	2%	1%	4%	1%	1%	3%	1%	3%	2%	3%
None of these	0%	0%	1%	0%	0%	1%	0%	0%	0%	2%	0%	0%

Total Respondents:

Have you (or anyone else in your household) participated in any of the following activities at the Canada Games Pool (CGP) within the past three years? Please select all that apply.

	Used	Ger	der		A	ge				Area		
	Facilities	Male	Female	18-34	35-54	55-64	65+	West	Uptown	Downtown	East	Q'borough
Public Swimming	70%	71%	69%	75%	75%	62%	53%	66%	69%	65%	73%	83%
Family Swimming	50%	46%	51%	52%	58%	32%	37%	41%	49%	46%	53%	66%
Adults Only Times	34%	36%	32%	30%	26%	48%	50%	37%	33%	37%	35%	21%
25 Metre Length Swimming	32%	33%	30%	38%	30%	28%	31%	31%	33%	19%	32%	45%
50 Metre Length Swimming	23%	27%	20%	20%	21%	32%	25%	24%	23%	18%	24%	28%
Swimming Lessons – Group	45%	40%	47%	46%	59%	18%	24%	47%	44%	31%	49%	55%
Swimming Lessons – Private	12%	12%	12%	9%	16%	7%	9%	12%	12%	12%	12%	17%
Diving (Springboard and Platform)	15%	17%	14%	20%	19%	9%	2%	18%	18%	12%	13%	13%
Water Walking	9%	8%	9%	4%	7%	15%	17%	6%	7%	12%	12%	7%
Water Running	10%	11%	9%	8%	9%	17%	13%	9%	9%	12%	13%	7%
Tri-fit	4%	3%	4%	3%	3%	6%	4%	5%	4%	4%	3%	4%
Competitive Swim Club	4%	4%	4%	2%	7%	2%	2%	7%	3%	5%	4%	3%
Aquafit classes	25%	20%	28%	21%	20%	36%	37%	23%	21%	28%	32%	25%
On Deck Activities (basketball/table tennis)	21%	23%	19%	27%	25%	11%	6%	19%	23%	11%	19%	34%
Rental of pool lanes and/or entire facility	2%	2%	2%	2%	4%	0%	1%	1%	3%	1%	2%	4%
Fitness Areas (Cardio and Stength Training)	49%	55%	45%	51%	47%	55%	50%	46%	51%	42%	52%	49%
None of these	3%	3%	3%	2%	2%	6%	4%	4%	4%	1%	2%	3%

Total Respondents:

When you visit the Canada Games Pool (CGP), which features do you primarily use? Please select all that apply.

	Used	Gen	der		Ą	ge				Area		
	Facilities	Male	Female	18-34	35-54	55-64	65+	West	Uptown	Downtown	East	Q'borough
25 Metre Swimming Lanes	36%	38%	35%	39%	36%	33%	37%	36%	36%	31%	38%	38%
50 Metre Swimming Lanes	24%	27%	22%	24%	24%	28%	20%	20%	25%	21%	26%	24%
Diving Boards (1 and 3 metre)	19%	22%	16%	18%	27%	11%	4%	19%	23%	12%	18%	11%
Diving Platforms(5 and 7 metre)	10%	12%	8%	9%	14%	6%	2%	9%	12%	5%	10%	7%
Main Tank Deep Pool	36%	33%	38%	40%	39%	31%	27%	42%	35%	29%	38%	41%
Main Tank Shallow Pool	41%	38%	43%	41%	51%	18%	33%	45%	41%	37%	42%	38%
Warm Shallow Pool	40%	33%	45%	49%	48%	19%	24%	34%	40%	38%	45%	44%
On Deck Activities (Basketball/table tennis)	17%	20%	15%	21%	20%	13%	6%	23%	18%	13%	11%	23%
Waterslide	29%	28%	30%	32%	40%	11%	11%	28%	31%	19%	30%	37%
Rope Swing	15%	16%	15%	14%	22%	8%	4%	15%	19%	9%	13%	13%
Aquatic Fitness Equipment	18%	16%	19%	16%	14%	24%	27%	11%	16%	22%	21%	28%
Fitness Equipment	47%	56%	41%	48%	46%	48%	45%	47%	48%	46%	48%	38%
Sauna	30%	39%	24%	43%	28%	33%	17%	31%	29%	30%	27%	46%
Hot Tub	53%	56%	50%	60%	52%	51%	47%	58%	56%	52%	48%	46%
Single Sex Change Rooms	47%	42%	50%	43%	48%	46%	48%	50%	48%	44%	46%	41%
Family Change Rooms	44%	36%	50%	52%	55%	18%	27%	30%	43%	42%	52%	58%
On deck seating/bleachers	27%	24%	29%	26%	37%	12%	16%	25%	28%	21%	27%	37%
None of these	2%	3%	2%	3%	1%	4%	4%	3%	2%	3%	1%	0%

Total Respondents:

Do any of the following issues limit your desire or ability to use the Centennial Community Centre (CCC)? Please select all that apply.

	0.1147	Gen	nder		Αį	ge				Area		
	CNW	Male	Female	18-34	35-54	55-64	65+	West	Uptown	Downtown	East	Q'borough
Quality of service does not meet my expectations	4%	5%	4%	4%	5%	4%	2%	7%	4%	4%	4%	5%
Scheduling conflicts	18%	12%	24%	20%	21%	18%	9%	17%	17%	21%	21%	17%
Location within the City	14%	13%	13%	19%	13%	11%	9%	20%	7%	24%	3%	38%
Doesn't offer the programs I want	17%	18%	17%	16%	21%	15%	14%	16%	20%	20%	17%	9%
Lacking features for accessibility for persons with physical disabilities	2%	1%	2%	3%	2%	0%	3%	2%	1%	2%	3%	2%
Change Rooms are unsuitable	8%	7%	8%	6%	10%	7%	6%	10%	6%	6%	10%	8%
It's not currently part of my routine	31%	31%	31%	31%	31%	31%	31%	41%	32%	37%	25%	19%
Age or condition of the facility	19%	16%	22%	21%	22%	15%	13%	16%	22%	15%	22%	20%
Cost of programs and services	9%	8%	8%	9%	9%	10%	7%	11%	9%	10%	10%	2%
Traffic congestion in the area	12%	13%	11%	16%	12%	14%	2%	13%	9%	18%	8%	21%
Not enough parking	4%	4%	3%	4%	4%	4%	5%	6%	3%	7%	3%	2%
Other	6%	5%	6%	8%	5%	6%	2%	5%	7%	6%	5%	2%
None of these	28%	31%	26%	28%	24%	30%	39%	23%	31%	20%	32%	25%

Total Respondents:

Do any of the following issues limit your desire or ability to use the Canada Games Pool (CGP)? Please select all that apply.

	01114	Gen	der		Αg	ge				Area		
	CNW	Male	Female	18-34	35-54	55-64	65+	West	Uptown	Downtown	East	Q'borough
Quality of service does not meet my expectations	5%	4%	5%	5%	5%	6%	1%	7%	6%	2%	3%	4%
Scheduling conflicts	14%	11%	17%	17%	17%	12%	4%	13%	13%	16%	16%	16%
Location within the City	13%	11%	14%	20%	11%	10%	6%	14%	7%	22%	1%	45%
Doesn't offer the programs I want	7%	5%	9%	7%	8%	4%	4%	6%	6%	6%	9%	6%
Lacking features for accessibility for persons with physical disabilities	2%	2%	2%	2%	2%	1%	2%	1%	1%	3%	2%	4%
Change Rooms are unsuitable	11%	10%	12%	11%	13%	7%	8%	10%	10%	7%	12%	19%
Its not currently part of my routine	18%	15%	21%	19%	16%	22%	19%	19%	21%	22%	16%	10%
Age or condition of the facility	27%	26%	28%	27%	31%	19%	23%	33%	27%	24%	30%	21%
Cost of programs and services	10%	12%	8%	14%	10%	9%	4%	10%	10%	11%	11%	9%
Traffic congestion in the area	12%	12%	11%	17%	11%	10%	6%	18%	8%	19%	7%	20%
Not enough parking	4%	4%	3%	4%	3%	5%	3%	4%	3%	5%	3%	6%
Other	8%	7%	10%	9%	8%	8%	9%	6%	10%	12%	7%	3%
None of these	35%	37%	33%	29%	33%	40%	47%	32%	38%	29%	37%	24%

Total Respondents:

All things considered, are you satisfied or dissatisfied with the recreation programs and services at the Centennial Community Centre (CCC) and the Canada Games Pool (CGP)? Choose one for each row.

		Used	Ger	nder		Αţ	ge				Area		
		Facilities	Male	Female	18-34	35-54	55-64	65+	West	Uptown	Downtown	East	Q'borough
	Very satisfied	31%	29%	32%	32%	29%	28%	38%	27%	30%	27%	37%	24%
	Somewhat satisfied	44%	42%	45%	36%	50%	44%	37%	46%	42%	38%	46%	54%
entennial Community Centre (CCC)	Somewhat dissatisfied	10%	8%	11%	13%	9%	9%	8%	8%	10%	17%	8%	7%
	Very dissatisfied	2%	3%	2%	0%	3%	3%	3%	1%	3%	2%	1%	0%
	Not sure	13%	19%	10%	18%	10%	18%	14%	18%	13%	17%	9%	17%
	Very satisfied	42%	49%	37%	37%	40%	44%	51%	39%	42%	42%	43%	38%
	Somewhat satisfied	42%	37%	45%	42%	45%	42%	32%	47%	39%	41%	43%	46%
Canada Gamos Bool (CGP)	Somewhat dissatisfied	9%	8%	10%	10%	9%	9%	7%	8%	9%	13%	8%	11%
anada Games Pool (CGP)	Very dissatisfied	4%	3%	4%	5%	3%	3%	5%	5%	4%	1%	3%	4%
	Not sure	4%	3%	4%	6%	2%	4%	5%	1%	6%	3%	3%	0%

Total Respondents:

What time of day do you most often visit the Centennial Community Centre (CCC) and the Canada Games Pool (CGP)? Choose one for each row.

		Used	Ger	nder		Αç	ge				Area		
		Facilities	Male	Female	18-34	35-54	55-64	65+	West	Uptown	Downtown	East	Q'borough
	Morning (6:00 a.m. to 11:00 a.m.	23%	21%	24%	27%	21%	27%	19%	21%	21%	17%	28%	31%
Centennial Community Centre (CCC)	Mid-day (11:00 a.m. to 3:00 p.m.)	18%	17%	18%	14%	16%	16%	30%	21%	19%	16%	17%	13%
	Afternoon (3:00 p.m. to 6:00 p.m.)	29%	31%	27%	29%	31%	22%	28%	31%	27%	32%	29%	31%
	Evening (7:00 p.m. to closing)	30%	30%	30%	29%	31%	35%	22%	27%	32%	35%	27%	25%
	Morning (6:00 a.m. to 11:00 a.m.	26%	28%	25%	22%	21%	31%	43%	24%	26%	27%	32%	15%
	Mid-day (11:00 a.m. to 3:00 p.m.)	18%	19%	18%	19%	12%	18%	35%	16%	17%	15%	17%	38%
Canada Games Pool (CGP)	Afternoon (3:00 p.m. to 6:00 p.m.)	28%	26%	28%	26%	35%	21%	11%	27%	30%	23%	26%	25%
È	Evening (7:00 p.m. to closing)	28%	27%	29%	32%	31%	30%	12%	32%	27%	35%	25%	23%

Total Respondents:

How do you usually get to the Centennial Community Centre (CCC) and the Canada Games Pool (CGP)? Choose one.

	Used	Ger	nder		Αç	ge				Area		
	Facilities	Male	Female	18-34	35-54	55-64	65+	West	Uptown	Downtown	East	Q'borough
Walk	20%	19%	20%	27%	17%	24%	14%	1%	24%	6%	36%	0%
Bicycle	2%	3%	1%	3%	1%	3%	3%	3%	2%	1%	3%	0%
Public transit	4%	3%	5%	5%	5%	6%	1%	6%	5%	7%	1%	7%
Taxi	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Own vehicle	71%	72%	70%	61%	75%	66%	80%	88%	65%	85%	57%	92%
Car Share	3%	3%	3%	5%	2%	2%	3%	3%	3%	1%	4%	3%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Total Respondents:

How difficult is it for you to find a parking spot for your vehicle at the times you most often visit the Centennial Community Centre (CCC) and the Canada Games Pool (CGP)? Choose one.

	Drive to	Ger	der		Αg	ge				Area		
	Facilities	Male	Female	18-34	35-54	55-64	65+	West	Uptown	Downtown	East	Q'borough
Very difficult	2%	3%	1%	2%	0%	6%	4%	0%	1%	7%	1%	6%
Somewhat difficult	16%	15%	17%	18%	16%	15%	12%	14%	12%	16%	23%	22%
Not too difficult	40%	38%	42%	43%	46%	29%	30%	41%	43%	43%	38%	31%
Not difficult at all	42%	44%	40%	36%	38%	49%	53%	46%	44%	34%	39%	42%

Total Respondents:

If the Centennial Community Centre (CCC) was renewed, would you be more or less likely to visit the CCC? Choose one.

		Ger	der		Αį	ge				Area		
	CNW	Male	Female	18-34	35-54	55-64	65+	West	Uptown	Downtown	East	Q'borough
More likely to visit	39%	36%	42%	39%	44%	33%	32%	35%	41%	39%	44%	30%
Just as likely to visit	37%	38%	36%	34%	37%	37%	42%	42%	36%	32%	37%	42%
Less likely to visit	2%	3%	1%	3%	2%	3%	3%	4%	2%	2%	3%	2%
Not sure	21%	22%	20%	24%	16%	27%	23%	20%	21%	26%	16%	26%

Total Respondents:

If the Canada Games Pool (CGP) was renewed, would you be more or less likely to visit the CGP? Choose one.

		Ger	der		Αį	ge				Area		
	CNW	Male	Female	18-34	35-54	55-64	65+	West	Uptown	Downtown	East	Q'borough
More likely to visit	59%	59%	60%	62%	65%	54%	46%	59%	58%	58%	63%	62%
Just as likely to visit	31%	33%	30%	30%	27%	34%	43%	33%	33%	29%	31%	29%
Less likely to visit	2%	3%	1%	2%	1%	1%	5%	2%	2%	4%	2%	3%
Not sure	7%	5%	9%	6%	7%	11%	6%	6%	7%	9%	5%	6%

Total Respondents:

In a renewed pool and community centre complex, which would be your priorities for fitness related programs? Please rank them from 1 to 6, with one being the "most important" priority for you, and 6 being the "least important".

			Gen	der		Αç	ge				Area		
		CNW	Male	Female	18-34	35-54	55-64	65+	West	Uptown	Downtown	East	Q'borough
	1	7%	6%	7%	11%	6%	4%	0%	3%	6%		7%	
	2	15%	14%	14%	15%	15%	11%	14%	15%	15%		10%	
Outdoor Fitness	3	13%	12%	14%	8%	14%	19%	16%	5%	13%		13%	
Outdoor Fitness	<u>4</u> 5	16% 20%	14% 19%	17% 22%	16% 21%	18% 19%	16% 20%	11% 20%	16% 31%	16% 17%		20% 20%	
	6	30%	35%	26%	28%	28%	31%	39%	29%	33%		30%	
	0	30 /8	33 /6	20 /8	20 /6	20 /6	3176	3970	2970	33 /6	24 /0	30 /6	32 /6
	1	18%	21%	14%	16%	19%	14%	17%	17%	16%		10%	
	2	14% 16%	15% 16%	14% 15%	16% 15%	14% 16%	8% 13%	15% 20%	19% 13%	16% 16%		13% 15%	
Gymnasium Sports (Basketball, Badminton etc.)	4	17%	16%	18%	20%	17%	14%	13%	16%	18%		17%	
Cymnasium opons (Basketball, Bauminton etc.)	5	18%	17%	19%	20%	16%	20%	19%	21%	18%		24%	
	6	17%	15%	20%	13%	18%	31%	14%	16%	17%		22%	
		000/	470/	400/	2004	0.40/	070/	440/	000/	000/	2001	0.40/	0.40/
	1	32%	17%	43%	28%	31%	37%	41%	38%	33%		34%	
	3	16% 14%	14% 15%	17% 14%	19% 15%	17% 14%	12% 13%	14% 14%	7% 7%	13% 16%		19% 15%	
Group Fitness Classes (Aerobics, Yoga, STEP, etc.)	4	15%	21%	12%	18%	15%	14%	12%	19%	15%		13%	
Oroup Filliess Classes (Aerobics, Toga, OTET, etc.)	5	11%	14%	8%	10%	12%	11%	7%	15%	10%		8%	
	6	12%	19%	6%	11%	12%	13%	12%	14%	12%		11%	
	1	9%	9%	10%	11%	8%	7%	5%	10%	7%	14%	8%	7%
	2	12%	13%	12%	12%	15%	7%	0%	4%	13%		8%	
	3	12%	10%	11%	15%	14%	5%	0%	10%	11%		12%	
Martial arts	4	14%	10%	17%	16%	15%	5%	10%	25%	11%		12%	
	5	21%	23%	20%	21%	23%	21%	21%	15%	20%		29%	
	6	33%	35%	30%	27%	26%	55%	64%	35%	37%	25%	32%	32%
	1	11%	10%	12%	9%	14%	12%	11%	7%	11%	10%	14%	17%
	2	15%	15%	15%	18%	13%	14%	15%	18%	16%		13%	
	3	17%	17%	17%	16%	17%	15%	17%	20%	16%		12%	25%
Multi-purpose Room Uses	4	16%	14%	17%	15%	14%	18%	18%	17%	15%	11%	22%	13%
	5	22%	27%	18%	24%	20%	22%	21%	18%	23%		18%	
	6	19%	18%	21%	18%	21%	19%	18%	20%	20%	25%	21%	3%
	1	25%	36%	13%	40%	21%	21%	11%	26%	26%	23%	25%	25%
	2	17%	16%	19%	18%	17%	16%	18%	14%	17%	14%	19%	26%
Free Weights (Bar Bells, Olympic Bars, Squat Racks,	3	16%	16%	15%	10%	19%	18%	16%	20%	16%		15%	
etc.)	4	16%	12%	19%	10%	16%	16%	23%	14%	14%		17%	
,	5	16%	13%	19%	13%	17%	17%	18%	20%	16%		16%	
	6	11%	7%	15%	8%	10%	12%	14%	7%	12%	14%	9%	5%
	1	7%	8%	6%	6%	6%	10%	9%	9%	9%	6%	6%	0%
	2	18%	21%	16%	18%	18%	24%	13%	21%	18%	20%	19%	13%
Selector Fitness Machines (Multi-function strength	3	22%	23%	22%	25%	18%	23%	26%	27%	21%	20%	22%	27%
training units, etc.)	4	19%	19%	19%	17%	20%	16%	21%	13%	16%		18%	
training trints, etc.)	5	17%	17%	17%	15%	21%	15%	17%	16%	18%		19%	
	6	16%	12%	20%	19%	16%	13%	14%	13%	18%	10%	17%	21%
	1	22%	23%	21%	14%	22%	25%	32%	24%	22%		27%	
	2	23%	23%	23%	17%	24%	31%	24%	26%	25%		18%	
Cardio Fitness Equipment (Treadmills, Elliptical	3	21%	19%	21%	23%	20%	22%	17%	20%	21%		23%	
Trainers, Stair Climbers, etc.)	4	15%	15%	15%	18%	15%	13%	12%	13%	17%		14%	
	5	11%	10%	11%	14%	10%	7%	8%	8%	9%		12%	
	6	9%	9%	9%	13%	9%	3%	6%	9%	7%	10%	7%	18%

	1	7%	6%	8%	7%	7%	7%	5%	2%	5%	12%	6%	10%
	2	13%	16%	10%	16%	15%	6%	9%	20%	13%	10%	15%	7%
Functional Performant Training (Sled, Airdyne Bikes,	3	18%	18%	18%	20%	17%	12%	22%	21%	16%	14%	19%	22%
Functional Exercises)	4	21%	24%	17%	21%	20%	26%	20%	16%	23%	30%	23%	3%
Functional Exercises)	5	20%	16%	26%	17%	18%	31%	21%	18%	23%	16%	17%	29%
	6	20%	19%	21%	20%	21%	18%	24%	24%	19%	18%	19%	30%
	1	16%	17%	15%	17%	19%	12%	9%	12%	18%	15%	14%	21%
	2	13%	11%	15%	9%	14%	14%	19%	11%	13%	14%	15%	10%
	3	13%	10%	16%	15%	13%	10%	12%	14%	13%	13%	15%	10%
Indoor Running Track	4	16%	15%	17%	15%	14%	20%	22%	22%	16%	14%	15%	13%
	5	20%	25%	16%	20%	20%	21%	19%	15%	21%	16%	19%	30%
	6	21%	21%	22%	23%	20%	23%	19%	23%	20%	27%	22%	16%
	1	13%	13%	11%	13%	13%	13%	10%	10%	11%	14%	12%	19%
	2	18%	18%	19%	21%	14%	18%	24%	14%	18%	18%	24%	11%
	3	16%	17%	15%	15%	18%	19%	9%	19%	15%	17%	15%	16%
Indoor Cycling	4	20%	20%	19%	20%	19%	22%	16%	23%	22%	15%	14%	26%
	5	17%	14%	19%	14%	16%	14%	30%	13%	19%	22%	17%	6%
	6	16%	18%	16%	16%	19%	15%	11%	20%	15%	13%	16%	22%

Total Respondents:

In a renewed pool and community centre complex, which would be your priorities for community related programs? Please rank them from 1 to 6, with one being the "most important" priority for you, and 6 being the "least important".

			Ger	der		Αç	ge				Area		
		CNW	Male	Female	18-34	35-54	55-64	65+	West	Uptown	Downtown	East	Q'borough
	1	33%	33%	34%	28%	25%	25%	48%	33%	34%		37%	
	2	13%	13%	13%	15%	9%	26%	5%	9%	14%		7%	
<u></u>	3	11%	14%	8%	0%	16%	10%	13%	9%	12%		15%	
Pickleball	4	15%	14%	14%	24%	18%	10%	11%	21%	11%		13%	
	5	13% 16%	9% 18%	17% 14%	17% 17%	15% 19%	18% 10%	5% 16%	12% 16%	15%		13%	
	0	10%	10%	1470	1770	19%	10%	10%	10%	15%	15%	17%	13%
	1	21%	19%	23%	22%	22%	9%	20%	20%	18%		22%	
	2	16%	14%	18%	16%	18%	13%	5%	24%	15%		16%	
	3	14%	10%	17%	16%	14%	17%	8%	9%	18%		17%	
Childminding Services	4	15%	19%	13%	15%	13%	22%	19%	20%	14%		15%	
	5	18% 15%	23% 15%	13% 16%	18% 12%	13% 19%	17% 22%	39% 8%	15% 11%	19% 16%		15% 16%	
	1	23%	22%	24%	28%	17%	27%	21%	11%	25%		21%	
	2	21%	20%	19%	22%	19%	17%	22%	21%	18%		20%	
Tierr Tet Blanding - December	3	14%	17%	12%	11%	18%	10%	14%	13%	12%		18%	
Tiny Tot Playtime Program	4	15%	15%	16%	15%	13%	15%	18%	17%	15%		19%	
	5	12% 16%	14% 12%	10% 19%	10% 13%	16% 17%	15% 20%	5% 18%	13% 26%	16% 13%		8% 13%	
	0	10 /8	12/0	1970	13/6	17 /0	20 /6	1076	20 /6	1370	2076	1370	1 /0
	1	16%	12%	18%	13%	16%	19%	18%	20%	15%	16%	15%	13%
	2	15%	12%	18%	16%	17%	18%	8%	15%	17%		14%	
	3	21%	24%	18%	21%	19%	20%	26%	16%	17%		20%	
Arts and Crafts Programs	4	17%	14%	19%	16%	18%	18%	15%	17%	18%		18%	
	5	17%	21%	15%	19%	18%	12%	19%	20%	19%		19%	
	6	14%	16%	12%	15%	13%	12%	14%	12%	14%	14%	15%	7%
	1	12%	12%	12%	12%	13%	20%	3%	13%	13%		16%	
	2	17%	19%	16%	18%	19%	17%	12%	13%	14%		21%	
l <u>-</u>	3	19%	16%	21%	17%	18%	16%	26%	17%	24%		13%	
Music Programs	4	18%	17%	18%	14%	19%	18%	21%	23%	16%		21%	
	5	17%	18%	16%	12%	17%	14%	26%	15%	18%		18%	
	6	18%	18%	16%	26%	14%	16%	11%	20%	16%	22%	10%	28%
	1	19%	15%	22%	14%	20%	28%	18%	17%	21%		16%	
	2	16%	13%	18%	16%	19%	16%	8%	20%	18%		15%	
Dance Programs	3 4	15% 19%	13% 22%	18% 17%	14% 21%	15% 20%	18% 15%	18% 17%	22% 15%	11% 18%		20% 20%	
Dance Programs	5	17%	19%	14%	18%	13%	19%	25%	12%	16%		18%	
	6	14%	18%	11%	17%	13%	7%	16%	14%	16%		10%	
	1	16%	17%	15%	17%	18%	15%	9%	10%	13%		14%	
	3	21% 15%	20%	20%	19% 17%	18%	24%	26% 13%	23% 14%	24%		20%	
Cooking Programs	4	15%	16% 14%	16% 15%	17%	15% 15%	16% 15%	13%	21%	18% 13%		18% 14%	
Cooking Frograms	5	18%	17%	18%	17%	17%	19%	18%	12%	18%		16%	
	6	16%	16%	15%	13%	17%	12%	21%	21%	14%		18%	
		4001	0624	4401	0001	4=01	0424	1001	440	0001	0001	601	0=21
	1	19%	23%	11%	23%	17%	21%	12%	11%	22%		9%	
	2	17% 11%	13% 12%	19% 12%	11% 15%	22% 11%	8% 10%	21% 0%	18% 14%	12%		25%	
Martial Arts Programs	3 4	11%	12% 15%	12%	15% 8%	11% 17%	10%	24%	14%	11% 20%		11% 12%	
ivianiai Ans Frograms	5	19%	18%	21%	26%	16%	15%	9%	36%	14%		16%	
	6	20%	19%	23%	17%	17%	38%	35%	14%	22%		28%	
	3	2070	13/0	2070	17 70	17/0	30 /6	3370	1 7 70	ZZ /0	2070	2070	0 /0

	1	15%	12%	17%	11%	20%	5%	15%	15%	16%	20%	14%	11%
	2	16%	16%	15%	18%	16%	7%	17%	31%	11%	20%	18%	8%
	3	17%	19%	16%	19%	17%	25%	4%	13%	14%	18%	16%	319
Day Camp Programs	4	14%	12%	15%	6%	15%	20%	22%	3%	16%	17%	16%	79
,,	5	20%	21%	20%	22%	18%	29%	16%	20%	24%	6%	18%	289
	6	18%	20%	17%	24%	13%	15%	26%	19%	19%	18%	20%	149
	1	12%	12%	12%	14%	13%	12%	0%	12%	7%	11%	10%	25%
	2	16%	18%	14%	14%	14%	9%	42%	12%	16%	25%	20%	6%
	3	16%	13%	18%	18%	15%	14%	17%	27%	18%	11%	13%	129
Birthday or Overnight Parties	4	17%	14%	20%	17%	19%	9%	14%	7%	21%	21%	21%	129
	5	21%	24%	18%	19%	19%	28%	25%	23%	18%	27%	18%	22%
	6	18%	18%	19%	17%	18%	30%	6%	18%	21%	5%	18%	249
	1	11%	12%	9%	11%	9%	13%	11%	15%	10%	10%	13%	0%
	2	20%	23%	16%	24%	14%	20%	26%	18%	18%	22%	21%	319
	3	16%	16%	16%	18%	14%	18%	17%	22%	18%	15%	11%	15%
Special Events	4	18%	17%	20%	18%	20%	16%	17%	15%	17%	20%	22%	229
Openia Evento	5	17%	16%	19%	18%	21%	17%	12%	11%	22%	15%	17%	149
	6	17%	15%	19%	11%	23%	16%	17%	20%	15%	19%	17%	199
			,.	10,10	11,74		10,0	,		12.70	12.12	11.72	
	1	19%	17%	21%	14%	16%	16%	33%	25%	19%	22%	21%	0%
	2	16%	17%	14%	16%	14%	17%	16%	14%	18%	11%	11%	279
	3	16%	15%	18%	17%	18%	17%	12%	19%	17%	19%	16%	49
Group or community meetings	4	15%	16%	15%	13%	15%	20%	13%	14%	16%	16%	14%	179
	5	17%	20%	15%	22%	19%	15%	12%	19%	14%	18%	18%	28%
	6	16%	15%	18%	18%	18%	15%	13%	10%	16%	14%	19%	27%
		22/			100/	201	201	201	201	-0.	201	100/	
	1	8%	5%	11%	10%	6%	8%	6%	8%	5%	3%	13%	189
	2	12%	15%	8%	14%	11%	17%	8%	12%	14%	12%	14%	0%
	3	18%	18%	18%	20%	16%	21%	18%	10%	26%	19%	14%	9%
Weddings, banquets, or other private events	4	19%	21%	17%	16%	23%	19%	18%	18%	19%	14%	19%	38%
	5	22%	21%	23%	19%	21%	14%	43%	33%	16%	26%	17%	35%
	6	20%	19%	22%	21%	24%	22%	6%	20%	21%	26%	23%	0%
	1	25%	26%	23%	26%	26%	18%	15%	35%	24%	12%	23%	28%
	2	19%	18%	20%	24%	17%	5%	24%	22%	24%	21%	17%	9%
	3	15%	18%	12%	10%	18%	23%	16%	7%	14%	11%	15%	26%
Spaces to watch my kids play	4	17%	16%	19%	19%	16%	21%	13%	12%	13%	26%	15%	27%
,,	5	12%	8%	16%	11%	12%	18%	15%	18%	10%	18%	16%	3%
	6	12%	14%	9%	11%	11%	15%	18%	7%	15%	11%	15%	9%
		400/	2007	4.50/	470/	040/	400/	400/	470/	400/	040/	470/	100
	1	18%	22%	15%	17%	21%	18%	18%	17%	19%	21%	17%	169
	2	16%	13%	19%	15%	15%	19%	15%	18%	16%	14%	13%	20%
	3	18%	20%	16%	18%	17%	20%	20%	14%	17%	23%	20%	189
Places to meet people and hang out	4	18%	20%	15%	21%	14%	14%	24%	23%	21%	13%	16%	149
	5 6	12%	9%	14%	13% 17%	14% 18%	12% 18%	8% 15%	13%	9%	13% 16%	17%	139 189
	0	17%	16%	20%	17%	18%	18%	15%	16%	19%	16%	17%	187
	1	14%	15%	14%	16%	15%	14%	3%	16%	14%	13%	15%	129
	2	16%	18%	15%	15%	17%	8%	27%	13%	17%	12%	17%	20%
	3	19%	15%	22%	21%	18%	15%	17%	29%	13%	19%	21%	19%
Outdoor Playground	4	18%	19%	17%	20%	16%	19%	21%	17%	21%	18%	15%	179
	5	16%	14%	17%	14%	17%	17%	18%	9%	17%	19%	16%	10%
	6	17%	19%	16%	15%	18%	26%	15%	16%	18%	19%	15%	19%
	1	15%	18%	13%	18%	13%	16%	12%	8%	19%	18%	15%	49
	2	14%	15%	14%	8%	18%	14%	17%	9%	12%	18%	16%	169
l		17%	20%										
			ZU%	15%	17%	20%	11%	19%	14%	19%	14%	16%	239
Food and Boyerage Condines	3				240/	400/		440/	220/	150/	400/	4 40/	
Food and Beverage Services	4	16%	17%	15%	21%	13%	19%	11% 14%	23%	15%	12%	14%	
Food and Beverage Services					21% 16% 21%	13% 17% 20%		11% 14% 25%	23% 21% 24%	15% 15% 19%	12% 18% 20%	14% 18% 22%	219 109 259

In a renewed pool and community centre complex, which would be your priorities for aquatic programs? Please rank them from 1 to 6 with one being the "most important" priority for you, and 6 being the "least important".

			Gen	der		Αç	ge				Area		
		CNW	Male	Female	18-34	35-54	55-64	65+	West	Uptown	Downtown	East	Q'borough
	1	22%	24%	20%	24%	20%	23%	20%	25%	21%	18%	22%	289
	2	21%	18%	23%	19%	23%	19%	18%	23%	20%	24%	21%	199
Leisure Swimming (Lazy River, water play features,	3	18%	17%	19%	19%	20%	13%	18%	20%	20%	15%	18%	179
shallow wading area etc.)	4	15%	15%	15%	16%	14%	14%	16%	13%	15%	17%	13%	189
shallow wading area etc.)	5	13%	12%	13%	12%	12%	16%	16%	8%	13%	13%	14%	149
	6	11%	13%	10%	11%	10%	14%	12%	11%	12%	12%	11%	49
	1	11%	10%	12%	11%	13%	12%	1%	13%	10%	13%	15%	3%
	2	22%	26%	19%	26%	22%	15%	16%	18%	22%	17%	18%	449
	3	18%	16%	19%	16%	20%	21%	16%	17%	17%	17%	22%	19%
Adventure Play (poolside climbing wall, waterslide,	4	17%	18%	16%	19%	16%	13%	20%	13%	21%	13%	17%	149
rope swing, etc.)	5	17%	18%	16%	16%	14%	29%	28%	19%	17%	28%	15%	9%
	6	14%	11%	16%	13%	15%	12%	19%	20%	14%	12%	14%	10%
	1	15%	17%	14%	7%	20%	5%	11%	14%	11%	11%	17%	18%
	2	17%	20%	15%	18%	16%	13%	27%	22%	15%	19%	19%	27%
	3	12%	10%	14%	7%	12%	15%	11%	8%	15%	8%	12%	0%
Competitive Swimming	4	14%	15%	12%	13%	15%	23%	0%	19%	11%	19%	13%	27%
compositio ominimig	5	22%	22%	22%	38%	18%	18%	29%	24%	25%	22%	20%	18%
	6	20%	17%	23%	16%	19%	26%	22%	16%	23%	22%	19%	18%
	1	32%	36%	29%	27%	29%	39%	44%	28%	33%	35%	32%	32%
	2	17%	17%	17%	17%	17%	17%	18%	12%	15%	20%	19%	20%
	3	13%	13%	13%	13%	16%	14%	7%	21%	12%	10%	12%	17%
Length Swimming for Fitness	4	14%	12%	16%	17%	14%	14%	8%	22%	15%	12%	9%	11%
	5	12%	12%	13%	15%	12%	8%	12%	7%	12%	12%	16%	8%
	6	11%	9%	13%	11%	13%	8%	10%	9%	12%	9%	11%	11%
	1	9%	9%	7%	8%	9%	6%	13%	6%	8%	19%	7%	4%
	2	15%	15%	15%	8%	18%	17%	19%	35%	12%	11%	11%	20%
	3	17%	15%	18%	16%	19%	17%	11%	11%	20%	13%	19%	16%
Outdoor Swimming	4	18%	17%	19%	20%	18%	17%	15%	6%	16%	20%	22%	23%
	5	17%	20%	15%	13%	15%	18%	27%	19%	19%	14%	18%	12%
	6	24%	23%	25%	34%	19%	25%	15%	23%	26%	23%	25%	25%
	1	34%	31%	35%	32%	42%	27%	16%	39%	34%	29%	31%	40%
	2	17%	16%	18%	17%	18%	15%	16%	13%	19%	16%	19%	12%
	3	14%	13%	14%	14%	11%	15%	19%	13%	13%	15%	13%	15%
Swimming Lessons	4	13%	14%	13%	11%	14%	15%	14%	12%	12%	13%	19%	8%
- 5	5	12%	12%	12%	15%	8%	12%	18%	12%	10%	13%	11%	18%
	6	10%	14%	7%	11%	7%	15%	16%	10%	12%	14%	8%	6%
	4	400/	4.50/	040/	400/	400/	050/	000/	4.00/	4.00/	070/	4.00/	050
	1	19%	15%	21%	19%	12%	25%	23%	10%	16%	27%	19%	25%
	3	15% 20%	12%	16% 19%	12% 21%	12%	19% 19%	19% 15%	16% 20%	17% 21%	8%	18% 16%	4% 19%
Aquatia Eitaana (Aquaniza eta)	4	14%	22% 14%		14%	22% 16%	13%	15%	14%	12%	23% 14%	16%	24%
Aquatic Fitness (Aquasize etc.)	5	16%	18%	13% 16%	16%	16%	13%	16%	21%	16%	15%	17%	12%
	6	17%	20%	15%	18%	19%	12%	16%	19%	17%	14%	17%	15%
		,0	20,0	.5,0	.570	.070	.2,0	.070	. 3 70	/0	, 0	70	.37
	1	5%	6%	3%	6%	3%	9%	0%	0%	8%	2%	3%	10%
	2	8%	9%	5%	8%	7%	6%	21%	9%	6%	15%	8%	0%
	3	17%	19%	13%	21%	15%	12%	7%	21%	18%	11%	19%	14%
Diving – spring board (1 to 3 metres)	4	17%	15%	21%	11%	23%	16%	0%	33%	13%	19%	17%	10%
	5	26%	22%	30%	23%	29%	28%	14%	18%	27%	23%	30%	33%
	6	27%	29%	28%	30%	23%	25%	57%	18%	28%	32%	22%	33%

	1	6%	7%	4%	3%	10%	0%	0%	0%	4%	16%	5%	12%
	2	14%	17%	9%	13%	14%	13%	17%	7%	12%	19%	8%	35%
	3	17%	14%	18%	28%	8%	17%	17%	15%	18%	19%	15%	0%
Diving – platform (5 metres and higher)	4	17%	17%	16%	24%	13%	17%	0%	7%	21%	16%	8%	29%
g	5	19%	15%	27%	11%	30%	13%	17%	22%	19%	13%	26%	189
	6	28%	30%	25%	22%	24%	47%	58%	48%	24%	19%	38%	12%
	1	11%	10%	12%	11%	10%	11%	14%	6%	12%	8%	13%	14%
	2	18%	20%	16%	21%	18%	24%	3%	23%	19%	9%	17%	219
	3	18%	19%	18%	19%	19%	10%	19%	15%	17%	26%	18%	149
Hot Tub (available to all ages)	4	20%	19%	22%	18%	23%	10%	23%	16%	19%	23%	21%	229
Tot Tub (available to all ages)	5	17%	17%	17%	19%	17%	16%	10%	23%	18%	16%	14%	15%
	6	16%	16%	15%	12%	13%	26%	32%	16%	15%	18%	17%	149
	1	16%	16%	15%	19%	14%	11%	15%	17%	16%	15%	16%	129
	2	22%	21%	23%	22%	22%	24%	18%	17%	26%	21%	18%	16%
	3	20%	19%	20%	17%	16%	27%	24%	24%	15%	22%	18%	38%
Hot Tub (available to adults only)	4	18%	23%	14%	14%	19%	15%	26%	26%	17%	21%	16%	89
l lot rub (available to addits offiy)	5	14%	12%	16%	14%	17%	14%	7%	9%	14%	12%	19%	119
	6	11%	10%	12%	14%	11%	8%	10%	6%	12%	10%	12%	15%
	1	10%	12%	6%	17%	3%	9%	9%	8%	13%	9%	7%	6%
	2	16%	15%	16%	16%	13%	12%	25%	27%	15%	17%	17%	7%
	3	17%	18%	16%	16%	17%	17%	18%	12%	20%	12%	20%	14%
Sauna	4	20%	21%	19%	16%	20%	24%	23%	21%	19%	21%	26%	8%
	5	18%	16%	22%	17%	20%	21%	16%	16%	16%	19%	14%	32%
	6	19%	18%	21%	18%	26%	16%	9%	17%	16%	22%	16%	33%
	1	5%	6%	4%	8%	4%	0%	0%	11%	4%	0%	9%	0%
	2	9%	10%	7%	11%	9%	7%	0%	4%	8%	21%	7%	0%
	3	20%	23%	17%	16%	23%	17%	32%	15%	24%	30%	16%	0%
Cold Plunge Pool	4	19%	13%	26%	22%	21%	15%	11%	11%	16%	26%	24%	25%
legia i lange i doi	5	24%	27%	22%	21%	21%	29%	43%	41%	25%	17%	15%	46%
	6	23%	21%	25%	21%	22%	32%	18%	15%	24%	6%	31%	29%
	4	00/	00/	00/	00/	400/	440/	70/	420/	100/	00/	00/	F0:
	1	9%	9%	9%	9%	10%	11%	7%	12%	10%	9%	9%	5%
	2	14%	17%	11%	14%	13%	18%	13%	8%	15%	18%	16%	69
Ctoom Doom	3	19%	18%	18%	20%	20%	17%	17%	15%	20%	16%	22%	20%
Steam Room	4	18%	18%	18%	17%	16%	17%	24%	14%	19%	18%	21%	189
	5 6	20%	20% 17%	21% 24%	21%	22% 19%	17% 20%	18% 21%	27% 24%	18% 18%	23% 18%	16% 16%	20% 30%
	1	10%	8%	10%	9%	13%	8%	7%	4%	13%	4%	11%	9%
	2	15%	14%	16%	13%	14%	18%	16%	11%	13%	17%	15%	229
	3	17%	18%	14%	18%	10%	12%	27%	11%	16%	28%	15%	79
Aquatic Rehabilitation	4	20%	22%	19%	20%	17%	29%	18%	18%	22%	19%	19%	249
	5	18%	17%	18%	15%	21%	18%	17%	22%	20%	11%	17%	18%
	6	21%	20%	22%	26%	25%	16%	14%	33%	15%	22%	23%	22%
	1	9%	12%	6%	12%	7%	7%	10%	22%	9%	11%	1%	7%
	2	11%	12%	9%	13%	8%	11%	12%	10%	9%	16%	8%	119
Aquatia Charta (water pala, aynahranizad ayrimming	3	9%	11%	8%	11%	10%	9%	4%	2%	7%	11%	8%	22%
Aquatic Sports (water polo, synchronized swimming,	4	18%	10%	24%	15%	19%	13%	24%	17%	26%	5%	22%	7%
etc.)	5	24%	29%	21%	19%	28%	37%	14%	22%	22%	25%	25%	379
	6	29%	27%	31%	29%	26%	28%	37%	27%	28%	31%	35%	19%
	1	4%	5%	4%	6%	3%	7%	7%	5%	2%	11%	5%	5%
	2	8%	7%	9%	9%	9%	5%	10%	10%	4%	9%	13%	109
	3	15%	16%	14%	11%	16%	17%	15%	19%	16%	11%	15%	139
Spectator viewing	4	19%	18%	20%	28%	14%	28%	15%	22%	19%	19%	9%	319
	5	24%	25%	23%	32%	22%	17%	20%	17%	28%	26%	27%	139
	6	29%	27%	29%	14%	36%	26%	32%	24%	30%	26%	33%	28%

How important do you think aquatic centres and community centres are to the identity and community of New Westminster? Choose one.

		Ger	der		Ą	ge				Area		
	CNW	Male	Female	18-34	35-54	55-64	65+	West	Uptown	Downtown	East	Q'borough
Very important	85%	82%	89%	80%	87%	88%	89%	89%	85%	81%	88%	84%
Somewhat important	13%	16%	9%	18%	11%	9%	9%	11%	12%	15%	11%	16%
Not too important	2%	2%	2%	2%	1%	1%	2%	0%	2%	3%	1%	0%
Not important at all	1%	1%	1%	1%	1%	1%	0%	0%	1%	1%	1%	1%

Total Respondents:

What are your preferred methods to receive information about recreation and aquatic opportunities in New Westminster? Please select all that apply.

		Ger	nder		Αg	je				Area		
	CNW	Male	Female	18-34	35-54	55-64	65+	West	Uptown	Downtown	East	Q'borough
Social Media (Facebook, Twitter, etc.)	40%	39%	40%	57%	40%	24%	19%	37%	37%	50%	38%	42%
Active Living Guide Magazine	54%	42%	66%	40%	61%	56%	62%	57%	54%	43%	64%	52%
E-newsletter (e.g. Word of Mouse, Citypage online)	35%	35%	35%	27%	38%	41%	34%	35%	35%	39%	31%	32%
Brochures / Information delivered to your home	30%	29%	30%	30%	30%	28%	31%	30%	29%	24%	34%	35%
City of New Westminster website	53%	57%	51%	50%	56%	54%	53%	58%	51%	58%	52%	52%
None of these	3%	5%	2%	6%	2%	2%	3%	2%	4%	4%	3%	3%

Total Respondents:

How do you describe yourself?

			Ąg	je		Area							
	CNW	18-34	35-54	55-66	65+	West	Uptown	Downtown	East	Q'borough	Not CNW		
Male	47%	43%	44%	49%	49%	53%	46%	46%	40%	45%	45%		
Female	51%	53%	55%	50%	47%	46%	53%	50%	56%	54%	55%		
Transgender	1%	3%	0%	0%	0%	0%	1%	2%	2%	0%	0%		
Do not identify as female, male, or transgender	1%	1%	1%	1%	4%	1%	1%	2%	2%	1%	0%		

What is your age group?

		Ger	der	Area								
	CNW	Male	Female	West	Uptown	Downtown	East	Q'borough	Not CNW			
0-18 years	1%	1%	1%	1%	0%	0%	1%	1%	5%			
18-34 years	30%	29%	31%	23%	28%	40%	25%	46%	18%			
35-54 years	39%	38%	41%	41%	39%	32%	43%	39%	50%			
55-65 years	14%	15%	14%	15%	15%	12%	15%	11%	20%			
65+ years	15%	17%	14%	20%	18%	16%	16%	3%	7%			

Which is your current area of residence?

		Ger	nder	Age					
	CNW	Male	Female	18-34	35-54	55-66	65+		
West (west of Twelfth Street)	12%	14%	11%	9%	13%	13%	16%		
Uptown (Twelfth Street to McBride Boulevard and Royal to Tenth Avenue)	37%	37%	37%	34%	36%	38%	42%		
Downtown (south of Royal Avenue, including Quayside)	17%	17%	16%	22%	13%	14%	17%		
East (east of McBride Boulevard)	21%	19%	23%	17%	23%	23%	22%		
Queensborough	10%	10%	11%	16%	10%	8%	2%		
I'm not a resident of New Westminster, but I have used the facilities at the CCC and/or CGP	2%	2%	2%	1%	3%	3%	1%		

How long have you been a resident of New Westminster?

		Ger	nder		Αç	je		Area					
	CNW	Male	Female	18-34	35-54	55-66	65+	West	Uptown	Downtown	East	Q'borough	
Less than 5 years	25%	27%	23%	46%	17%	16%	12%	16%	20%	38%	22%	40%	
From 5 to 14 years	34%	33%	36%	29%	47%	19%	25%	32%	35%	34%	30%	40%	
For 15 years or more	41%	40%	42%	25%	36%	65%	63%	52%	45%	28%	48%	21%	

Which is your current area of residence?

		Ger	nder	Age						
	Not CNW	Male	Female	18-34	35-54	55-66	65+			
Vancouver / Richmond	11%	16%	7%	10%	11%	10%	0%			
Surrey / White Rock / Lander / Langley / Delta	15%	16%	11%	10%	14%	20%	25%			
Maple Ridge / Mission / Abbotsford	4%	4%	4%	10%	0%	0%	0%			
North Shore (West Vancouver / North	0%	0%	0%	0%	0%	0%	0%			
Tri-Cities (Coquitlam, Port Coquitlam, Port	30%	24%	32%	30%	29%	30%	25%			
Burnaby	41%	36%	46%	30%	46%	40%	50%			

Do you currently rent or own your home?

		Gender			Ą	je		Area						
	CNW	Male	Female	18-34	35-54	55-66	65+	West	Uptown	Downtown	East	Q'borough	Not CNW	
Rent	42%	40%	43%	64%	37%	25%	28%	40%	47%	54%	29%	29%	45%	
Own	52%	53%	52%	29%	59%	68%	64%	51%	47%	43%	65%	65%	49%	
Prefer not to say	6%	7%	5%	7%	4%	7%	7%	9%	6%	3%	6%	4%	6%	

What is your annual household income?

		Gender			Ą	je		Area						
	CNW	Male	Female	18-34	35-54	55-66	65+	West	Uptown	Downtown	East	Q'borough	Not CNW	
Less than \$50,000	13%	11%	14%	17%	7%	12%	19%	9%	16%	19%	9%	7%	11%	
From \$50,000 to \$100,000	31%	30%	31%	33%	30%	30%	30%	35%	25%	42%	27%	37%	30%	
More than \$100,000	36%	41%	33%	35%	45%	35%	18%	29%	35%	29%	43%	44%	30%	
Prefer not to say	21%	19%	22%	15%	18%	23%	33%	27%	25%	10%	21%	12%	27%	



HCMA ARCHITECTURE + DESIGN

VANCOUVER

Suite 400, 675 West Hastings Street

Vancouver BC

Canada V6B 1N2

T 604 732 6620 E office@hcma.ca VICTORIA

Suite 300, 569 Johnson Street

Victoria BC

Canada V8W 1M2

T 250 382 6650 E office@hcma.ca

