

Public Engagement Report



VanSplash: Vancouver Aquatics Strategy

OCTOBER 2019

Vancouver Board of
Parks and Recreation

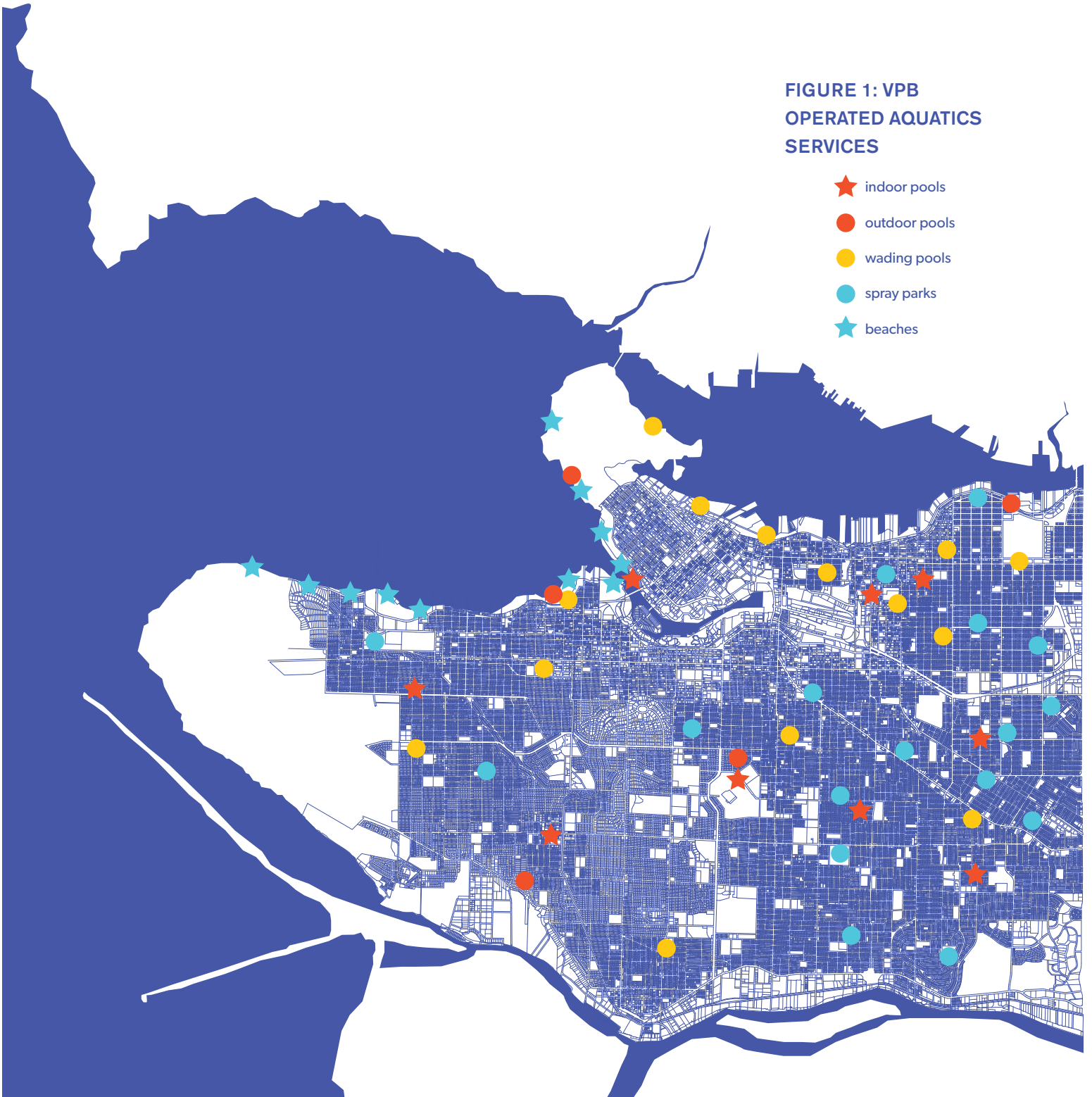


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**FIGURE 1: VPB
OPERATED AQUATICS
SERVICES**

- ★ indoor pools
- outdoor pools
- wading pools
- spray parks
- ★ beaches



Executive Summary

In 2016, HCMA Architecture + Design (HCMA), in collaboration with RC Strategies (formerly PERC), were engaged by Vancouver Board of Parks and Recreation (VPB) to develop a new long range vision for the future of aquatics in Vancouver. The future vision will be informed by a core belief that along with providing opportunities for physical health and well-being, aquatic services play a key role in supporting community and personal well-being, and in enhancing social inclusion.

From beaches to pools, there is a long history of providing aquatic services within the City of Vancouver. Vancouver is uniquely positioned as a coastal City and our relationship to water is deep in our roots. This is reflected by our high swims per person per year rate in comparison with other urban centres. The VPB currently manages nine indoor pools, five outdoor pools, three stand-alone indoor whirlpools, 14 spray parks, 15 wading pools, and nearly 18 km of beaches, including Trout Lake swimming beach (see Figure 1). In 2012 the VPB developed a Strategic Plan¹ with the mission to "provide, preserve and advocate for parks and recreation to benefit all people, communities and the environment."

The future vision for aquatics being developed in the 2017 Vancouver Aquatic Strategy (*VanSplash*) will be based upon: an understanding the current state of existing public aquatic infrastructure (including indoor and outdoor pools, spray parks, wading pools, and beaches); public opinion sought through a robust public engagement strategy that sought to ascertain the public's hopes and aspirations for the future of aquatics in the city; and looking worldwide for inspiration related to best practices, trends and innovations in aquatics and assessing their applicability to Vancouver's unique physical and social context.

VanSplash is intended to update the 2001 *Aquatic Services Review* and the 2011 *Pool Assessment Study* (both of which are described in the next section), and to build on the scope of the previous studies by increasing the targets and measures of success to include social inclusion and community well-being, by including considerations related to environmental sustainability, and to expand the range of aquatic amenities within the City to include beaches as a key component for inclusion in the overall vision and recommendations.

The vision and recommendations in *VanSplash* will be developed through four phases:

PHASE 1: POLICY REVIEW, INVENTORY, AND CURRENT STATE ANALYSIS

- *Current State Report*
- *Precedent Report*
- *Public Engagement Report*

PHASE 2: SERVICE LEVELS AND POLICY UPDATE

- *Interim Report: Recommendations for Service Delivery and Policy*

PHASE 3: DRAFT STRATEGY AND IMPLEMENTATION

- *Draft VanSplash Strategy Report*

PHASE 4: VANSPLASH ADVISORY GROUP REVIEW PROCESS

- *VanSplash Advisory Group Report*
- *Revised VanSplash Strategy Report*

¹ <http://vancouver.ca/files/cov/park-board-strategic-plan-presentation-20120627.pdf>

Executive Summary Continued

This report represents the third of the four reports to be delivered in Phase 1, and is focused on providing an overview of the various types of public engagement and the key insights drawn from the outreach. The first section provides an overview of the *VanSplash* public engagement strategy. The second section provides an overview of feedback from the *VanSplash* survey and events, and the revised section contains a more detailed review of the seniors specific engagement undertaken. The *Public Engagement Report* should be read in conjunction with the findings presented in the other two reports being delivered as part of the Phase 1 deliverables: the *Current State Report* and the *Precedent Report*.

When the draft strategy came forward for approval in 2017, public concerns were raised about several aspects – primarily the strategy’s recommendation to move away from a predominantly neighbourhood-scale indoor pool system. The Board referred VanSplash back to staff for further consideration in early 2018, and the decision was made to establish an advisory group as an additional phase of community engagement to help facilitate and guide revisions to be implemented within the 2019 VanSplash Revised Strategy report.

¹ <http://vancouver.ca/files/cov/park-board-strategic-plan-presentation-20120627.pdf>

Background

In 2001, HCMA and PERC worked with the Vancouver Park Board on the *2001 Aquatic Services Review*. The purpose of the review was to develop a comprehensive strategy to reconfigure the VPB's aquatic services and facilities and to lay a foundation for a 10-15 year revitalization plan. The specific outcome of this work was to provide the Board with recommendations that would enable them to:

- Operate the services and facilities in a cost-effective and fiscally sustainable manner
- Meet current and future demands of the City's residential and working population
- Balance the local neighbourhood services and needs with those of the City and Region as a whole

As a result of the outcomes and recommendations in the 2001 review, in 2002 the VPB endorsed the objectives for aquatic renewal consisting of:

- One city-wide (Destination) facility (up to 800,000 swims/year)
- Two community level facilities (up to 400,000 swims/year)
- Four neighbourhood level facilities (up to 200,000 swims/year)

Subsequently, the Vancouver Park Board implemented the first phase of recommendations which included:

- Building a new, city-wide destination aquatic facility at Hillcrest (2010) (replaced the Percy Norman Pool)
- Re-building Killarney Pool (2006) to a community-level pool
- Renovating Renfrew Pool (2005), which was maintained as a neighbourhood-level pool

Since 2001, the VPB has also:

- Decommissioned two neighbourhood-based outdoor pools (Mount Pleasant and Sunset) at the end of their functional lifespan and replaced them with an outdoor pool located at the Hillcrest Aquatic Centre (2010)
- Decommissioned five wading pools (Norquay Park in 2011, Prince-Edward Park in 2012, Pandora Park in 2015, Carnarvon Park in 2015 and Riley Park in 2016).
- Carnarvon and Riley Park have been converted into greenspace, and Mount Pleasant pool was converted to community garden and skateboard park
- Provided new spray parks at Prince Edward Park, Norquay Park and Pandora Park

In 2010, the VPB engaged HCMA to deliver an Aquatic Services Review. The objective of this study was to provide an update that measured the progress made with regard to recommendations and targets set in the 2001 review. The work also considered existing pool-use data to lay the groundwork for future aquatic facility renewal in the City of Vancouver. The study was intended to provide a comprehensive picture of the City's current aquatic network, and to identify new trends and issues.

Working closely with aquatics and planning staff, HCMA reviewed relevant documentation, assessed the major indoor and outdoor facilities, assessed wading pools and spray parks and conducted interviews with aquatic staff across all levels. Combining this work with research into aquatic trends and best practices, the *2011 Pool*

¹ Greenest City Action Plan, 2020 Target: reduce community based GHG emissions by 33% from 2007 levels, and 2050 Target: reduce GHG emissions by 80% below 2007 levels.

Assessment Study provided both new findings and recommended updates to the 2001 recommendations to inform the future of aquatics relative to the 10 year capital plan.

The *2001 Aquatic Services Review* made recommendations for facility renewal and policy directions, and recommended phasing out wading pools to be replaced with spray parks, as informed by public consultation. The 2011 study served as an excellent touch point for services review but did not provide an over arching strategy evaluated through a community engagement process, nor was it endorsed by the VPB as policy. The scope of work also did not include other aquatic service opportunities such as aquatic services at beaches, innovative approaches for new outdoor facilities such as natural pools or alternative modes of urban ocean swimming being seen in other marine cities, nor did it consider the role of aquatic services in supporting well-being and social inclusion.

The 2011 work confirmed the current understanding that the renovated and new facilities (Renfrew, Killarney and Hillcrest) have affected the number of annual swims, which have increased from approximately 1.36 million in 1999 to 2.2 million swims in 2014. While greatly improved, this is still below the target of 2.4 million swims set in 2001, and less than the goal of 4 indoor swims/capita set by the Vancouver Board of Parks and Recreation. With a 2011 census population of 603,500, Vancouver's swims/capita was 3.6.

It is worth noting that while the *2011 Pool Assessment Study* included internal workshops, it did not include a public outreach component. However, the 2001 Aquatic Services Review included a public consultation process that included staff workshops, user group workshops and Community Association workshops where aquatic facility needs and areas of improvement for Vancouver's pools were explored. In addition to the focus groups, a public survey was issued to 800 randomly selected adult City of Vancouver residents to explore behavior patterns and barriers to participation and needs. This report will focus on the public engagement strategy results for *VanSplash*, which, along with the *Current State Report* and the *Precedent Report*, will go on to directly influence the recommendations to be made in Phases 2 and 3. **Phase 4 provides desired revisions to the *Draft VanSplash Strategy Report* that were outlined in the *VanSplash Advisory Group Report*. These revisions were then implemented within the *Revised VanSplash Strategy Report*, which builds on the content of the two documents.**

Objectives + Methodology

OBJECTIVES

The purpose of the Strategy, as stated in the Park Board's RFP and as developed by the project team, is to develop a 10-year implementation strategy for aquatics services that:

- Offers a comprehensive and robust community and stakeholder engagement strategy, which includes an online survey.
- Frames aquatic services in the context of supporting community and personal well-being and enhancing social inclusion.
- Reviews the condition, effectiveness, and performance of the Vancouver Park Board aquatics services delivery system.
- Considers current aquatic services within a 25 year time frame which accounts for projected population growth and growth centres in the city.
- Validates optimum city-wide service levels and delivery, including metrics that measure effectiveness of service delivery (e.g. swims per capita, # of users, unmet demand).
- Explores and recommends new and innovative directions to meet city-wide indoor and outdoor aquatic services delivery
- Recommends an outdoor pool strategy, which considers the location and design of a new outdoor pool facility.
- Reviews and recommends the role of wading pools, spray parks and beaches in the aquatic system.
- Matches updated service metric(s) with an implementation plan to renew and invest in the system.
- Incorporates facility performance findings relative to greenhouse gas emissions, based on review of the project RFP and initial discussion with the Client. This is to more accurately align with City of Vancouver policy targets.¹

METHODOLOGY

The team carried out the Phase 1 work roughly as follows:

- Reviewed existing policy and literature provided by VPB including: previous aquatic service and program reviews, recent facility assessments, aquatic services use numbers (2009-2015), Park Board Strategic Framework, Vancouver Sport Strategy, Healthy City Strategy, and Greenest City Action Plan.
- Developed a branded public engagement strategy that included a public survey (responded to by over 4,500 participants including 60 translated Chinese language responses and 45 comments via e-mail) and two key public outreach events at Kitsilano beach and New Brighton Pool over a key summer weekend in July 2016 (July 23rd and 24th).
- Review of City aquatic facilities including indoor and outdoor pools, whirlpools, representative spray parks and wading pools (2-3) as well as beach and waterfront sites. The team received data on operations, number of visitors, maintenance and energy use for existing pool facilities from VPB staff, with the exception of data for Britannia Pool. Britannia is operated by a third party and the above data was requested but not received.
- Incorporated facility performance findings relative to energy use and greenhouse gas emissions, with the goal of reflecting on City of Vancouver policy targets.
- Carried out five stakeholder workshops, with 60 stakeholder groups represented, to gather specific

feedback on pool usage, to understand the users' likes and dislikes, and perceived barriers related to current aquatic services in Vancouver and the region.

- Evaluated results of review and research and provide conclusions and recommendations into a *Current State Report*.
- Reviewed findings with Staff Working Group.

The consultant study team relied on the assistance of many VPB staff and operators who contributed their time, energy and guidance in the project. Participants included: aquatics programs, operations, maintenance and management staff, as well as planning and regional representatives.

1. Greenest City Action Plan, 2020 Target: reduce community based GHG emissions by 33% from 2007 levels, and 2050 Target: reduce GHG emissions by 80% below 2007 levels.

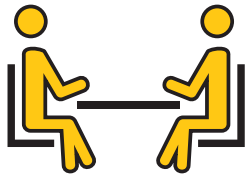
Public Engagement Strategy



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Objectives



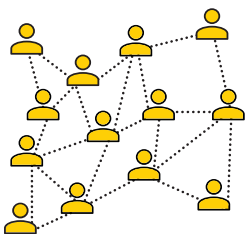
1. Solicit feedback on key functional issues and priorities related to the existing and potential future amenities

The objectives of the public engagement for the Vancouver Aquatics Strategy were to inform, consult, and involve the community of Vancouver regarding the future and innovation of aquatic amenities. The goal was to solicit feedback, create awareness, and create a shared understanding. (See breakdown to the left).



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

The engagement approach for the project was comprised of a comprehensive survey that reviewed indoor, outdoor, beach, and innovative aquatic amenities including both current and future ideas for the city. Also included were a series of focus group workshops that provided an opportunity to go into more detail in some areas, and to allow participants to provide more focused feedback.



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

To enhance the success and reach the greatest audience for the survey, the team worked to develop a brand and clear messaging (described in more detail under Strategy), and launched the survey with two significant public events held at outdoor pools in the City on busy summer weekends where usage rates were expected to be high. A social media campaign was launched simultaneously to support the survey, further raising awareness of the outreach process and garnering interest across a wide range of City residents.

Multiple choice and long answer survey questions focused on topics such as:

- What are the current aquatic experiences that people enjoy?
- What prevents respondents from using or enjoying aquatic amenities, both indoor and outdoor?
- What new innovative aquatic experiences do locals want to see in their communities?
- What activities do respondents enjoy doing at indoor pools, outdoor pools, and public beaches?



Top: Kitsilano Outdoor Pool, Bottom Left + Right: New Brighton Outdoor Pool

Engagement Process + Phases

The first of the public *VanSplash* outreach events was held near Kitsilano pool on Saturday, July 23rd, a busy summer weekend with a large number of people using the seawall, beach, pool, and adjacent green spaces. Branded tents, a branded lifeguard chair, music, and a participatory game with prizes provided interest and attracted a large number of participants. Interested members of the public could complete paper surveys, use one of four iPads to complete the survey online, or complete comment cards with specific suggestions. Background information was provided to offer context where needed for the study and input, and a large number of both VPB staff and members of the consultant team were in attendance to discuss issues and provide background as needed.

A second *VanSplash* launch event was held the following day at New Brighton Pool on Sunday, July 24th. Using the same strategy and supporting materials, the team set up in the green space near the pool and adjacent to beach and the off-leash dog area.

This process was advertised, but primarily focused on reaching an audience by going out to the public to seek input and raise awareness, rather than inviting the public to come to a specific location to provide feedback. The two locations were chosen to take advantage of the weather, the popularity of the aquatic facilities, and their geographically distinct locations. The events were scheduled to take advantage of anticipated high usage days.

Stakeholder workshops were held at a variety of times and in several locations in an effort to provide a range of possible options for potential attendees. Invitations to the workshops were managed by VPB staff, and the events were held as follows:

- Tuesday, October 25th - Hillcrest Community Centre
- Thursday, October 27th - Roundhouse Community Centre
- Monday, November 7th - Hillcrest Community Centre
- Wednesday, November 9th - Ray Cam Community Centre

In addition, various events and surveys were carried out as part of the 2017 VAS Phase 1 seniors specific work:

- Vancouver Park Board 2016 Seniors Advisory Committee Workshop
- Seniors Stakeholder Workshop
- Pool Programmer Survey Part 2: Senior Use + Programming

Building on the branding and awareness of *VanSplash* developed in the Phase 1 public engagement, the team conducted a second and final round of public engagement. The second engagement took place in the fall of 2017,

to seek feedback on the draft recommendations.

The Phase 2 *VanSplash* survey was conducted from September 18 to October 8, 2017 and sought input from the public on the draft 25-year vision and draft recommendations for service delivery

Three public outreach events were held. The first was held at Killarney on September 27, the second at Hillcrest on September 30, and the third at Vancouver Aquatic Centre on October 2, 2017.

The groups and individuals who were invited to attend stakeholder sessions in Phase 1 were all contacted during the second engagement phase, and were asked to share the information with others in their networks. VPB staff held a separate session on October 5, 2017 and invited all Community Centre Associations to attend a presentation and discussion regarding the analysis and draft recommendations.

Key Values of the Engagement Process

The public engagement process was based on the following key values:

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 both community members and staff.

INFORMED DISCUSSION

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

TRANSPARENCY

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

INFLUENCE

The results of the engagement events and survey will influence the planning for both renewal of existing and development of future aquatic amenities.

Engagement Strategy + Materials

In accordance with the above values of informed discussion and transparency, key messages were identified and used consistently across all written materials and at all public engagement events.

HCMA Architecture + Design designed a distinct brand and visual identity for the public engagement process that was used across all engagement collateral. This was named "*VanSplash*" to create a unique and friendly identity for surveying. This identity was used to enhance the clear and concise messaging and create shared memory and ownership of the output that results from the survey within the community.

Engagement by Numbers

Between July 23 and September 16, 2016 the Phase 1 *VanSplash* survey was accessed and completed by a total of 4,556 respondents.

A total of 48 individuals attended representing Community Associations, other community groups, and pool user groups attended the various Stakeholder events.

Due to the success of the engagement events, resulting in such a high number of respondents, a high degree of data granularity and accuracy is expected and the results spread across a wide variety of user types, age groups, and demographics.

A total of 45 e-mails were received between July 20th, 2016, and January 29th, 2017. This includes e-mails received directly through the *VanSplash* e-mail account, as well as e-mails directed at the Board's Commissioners, General Manager's office, and City Councillors. 40 of these e-mails were regarding an outdoor pool in the Mount Pleasant neighbourhood. While the majority of the comments were in favour of a new pool in the community, there were those that felt it was not the highest priority for the neighbourhood and its parks.

Approximately twenty percent of survey respondents heard about the *VanSplash* consultation via social media. The Park Board purchased an ad on Facebook and engaged on both Twitter and Instagram. A weekly contest was held asking residents about their experience with Vancouver's pools, photos of the public from our in-person consultation, shareable infographics, and engaging images with direct call to action to take the survey.

The Phase 1 survey was translated into Chinese written language, with copies circulated to a number of key destinations in the community including all community centres and pools. The majority of uptake was through

S.U.C.C.E.S.S., a local multi-cultural social services agency, and MOSAIC, a registered charity serving immigrant, newcomer, and refugee communities. Approximately 60 surveys were completed, the results of which were incorporated into the complete survey results.

The Phase 2 *VanSplash* survey was conducted from September 18 to October 8, 2017. A total of 1,648 respondents completed the survey during outreach online and at events set up throughout public areas in the city.

A total of 142 e-mails were received as a result of the Phase 2 survey. Over 121 of these e-mails were regarding the considered decommissioning of individual neighbourhood pools. 14 e-mails expressed disregard for the strategy in general, and 6 e-mails contained suggested ideas.

Approximately fifty percent of survey respondents heard about the Phase 2 *VanSplash* survey via Talk Vancouver e-mail invitation. The Phase 2 survey was also translated into Chinese written language and was available at all three public outreach events accompanied by a translator who spoke both Mandarin and Cantonese. Approximately 20 surveys were completed, the results of which were incorporated into the complete survey results.

Phase 1 VanSplash Survey

2

Introduction

This section presents a summary of the feedback received through the Phase 1 *VanSplash* public engagement outreach survey results.

One of the primary objectives of the public engagement was to obtain insight into the key functional issues as well as priorities for aquatic facilities in Vancouver. Growing population and tourism means our pools and beaches are more popular than ever. To address demand, the Vancouver Park Board, in association with HCMA Architecture+Design, facilitated *VanSplash*, a 10-month public conversation on the future of Vancouver's pools and beaches over the next decade.

The first phase of *VanSplash*, carried out as part of Phase 1 of the three phases of work described in the Executive Summary, was the launch of the survey, which looked at renewing aging facilities and explored innovative options such as a pop-up pool, natural outdoor pools, and ocean-based swimming.

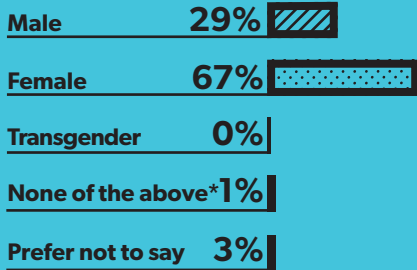
Survey evaluation summarizes both quantitative (multiple choice) and qualitative (open ended) questions in the following pages.

The survey results included in this report are taken from the *VanSplash* survey, conducted from July 23 to September 16, 2016. A total of 4,556 respondents completed the survey during outreach online and at events set up throughout public areas in the city.

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

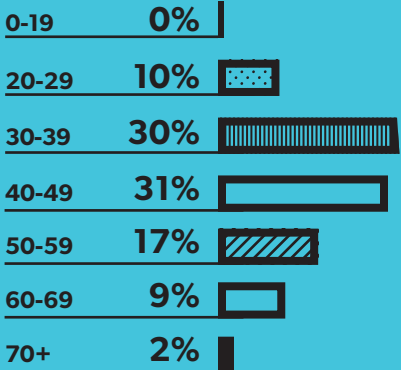
Demographics profile of survey respondents

GENDER

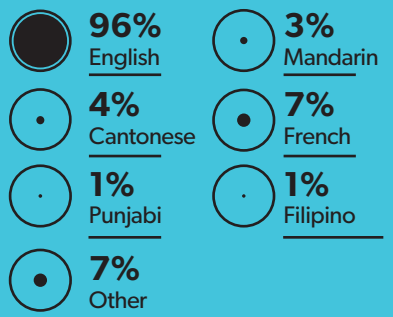


*respondents identified as non-binary, gender queer, gender neutral, two-spirit, androgynous, and gender fluid.

AGE



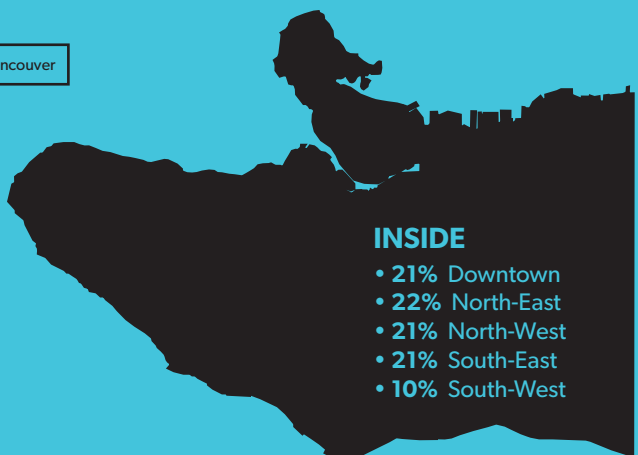
PRIMARY LANGUAGES AT HOME



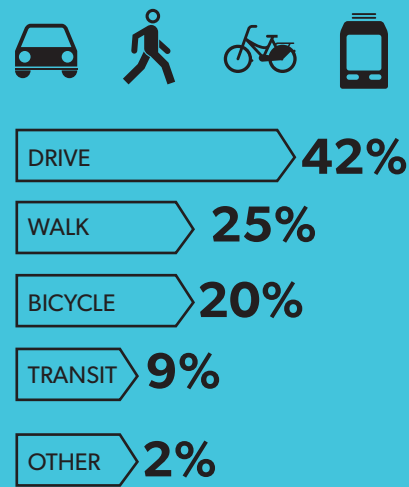
AREA OF RESIDENCY

OUTSIDE

- 7% Outside Vancouver



MODE OF TRANSPORTATION



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

HOUSEHOLD MAKEUP



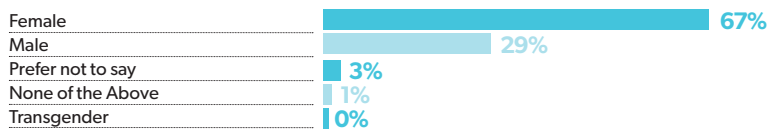
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General

Gender

While 67% of respondents identified as female, and 29% as male, 12 respondents between the ages of 20-59 identified themselves as transgender. 1% of respondents identified themselves as non of the above, who clarified that they identified as: non-binary, gender queer, gender neutral, two-spirit, androgynous, and gender fluid.

GENDER IDENTIFICATION:

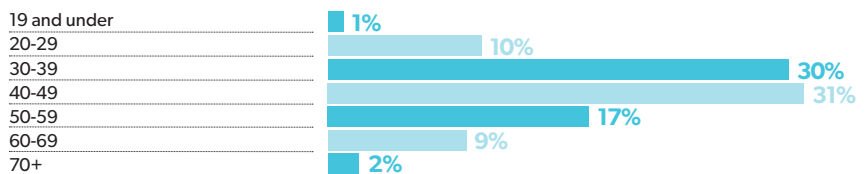


Age

Most respondents were between the ages of 30-49 (61% combined) with 11% of respondents falling under the category of 'seniors' as the 60+ group. 58% of respondents between the ages of 30-39 indicated that they did not have any children under 19 in their household, and 90% of those between 20-29 did not have children under 19 at home. 7% of respondents over the age of 70 indicated that they did have dependents under the age of 19 in their household.

It is worth noting that, according to the most recent census data, the population of the City of Vancouver is fairly evenly distributed across all age brackets. More specifically, in all categories the percentage breakdown of the population by age falls at between 14 – 17%, with the exception being the 60-69 and 70+ age groups, both of which fall slightly lower at 10% of the population for each. This would suggest that our survey was significantly lower than representative in the under 19 age group and slightly lower in the over 70 age group, while we received a higher than representative number of responses from the 30-39 and the 40-49 age groups.

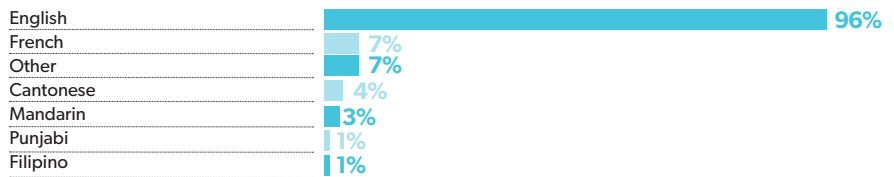
AGE CATEGORIES:



Primary Languages

96% of respondents spoke primarily English at home with French the second most common language (7%). Mandarin and Cantonese (3% and 4% respectively) were the third most common languages. 7% of respondents selected "other" and indicated a large variety of languages such as: Arabic, Armenian, Bulgarian, Croatian, Czech, Danish, Dutch, Esperanto, Farsi, Finnish, German, Greek, Hebrew, Hindi, Italian, Japanese, Korean, Kisga'a, Persian, Polish, Portuguese, Russian, Serbian, Spanish, Swedish, Ukranian, and Vietnamese.

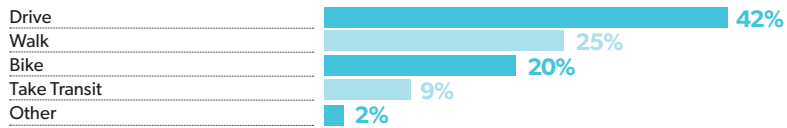
LANGUAGES AT HOME:



Transportation

A high majority of respondents (42%) drive to aquatic amenities in the city, with 51% of respondents between age 40-49 using a personal vehicle to transport. Other respondents indicated that they usually drive, but would prefer to take transit if facilities were more easily accessible by bus.

HOW DO YOU GET THERE:

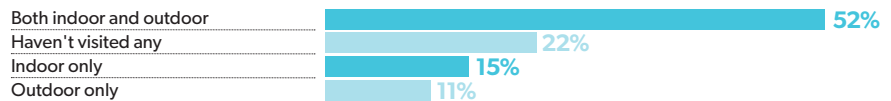


Indoor + Outdoor Pool Visits

Visits to public pools

72% of respondents have visited either indoor or outdoor aquatics facility in Vancouver in the past year. Some respondents replied that they visit only indoor or only outdoor facilities, but the response rate for both is very close with 15% visiting only indoor and 11% preferring to visit only outdoor. Of the 22% of respondents who haven't visited any public pools in the past year, most were under the age of 30 and over the age of 60, with 31% and 33% respectively foregoing all visits to facilities. Most likely due in part to mobility complications, the least likely demographic to visit was those over the age of 70, with 41% of respondents not visiting aquatic facilities.

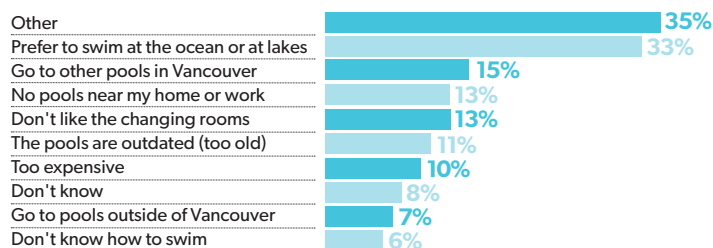
PUBLIC POOL VISITS IN THE LAST YEAR:



Barriers to Use

48% of users under 30 do not use indoor and outdoor pool facilities because they prefer to swim at the ocean or lakes. 15% of respondents will visit other facilities in Vancouver, such as facilities in their condos, YMCA/YWCA and the Jewish Community Centre.

WHY DO YOU NOT VISIT?



INSIGHT: 13% of respondents do not visit Vancouver public pools because they are uncomfortable with the changing rooms. This is slightly more of a concern in younger age groups, with 18% of those under 30 selecting this as a reason they do not visit.

The highest percentage of respondents (35%) selected "other" as their choice, and clarified the **top 15 barriers to use in order of priority**, in order number of the number of times an issue is mentioned by respondents.

- Don't enjoy swimming as an activity (25%)
- Find amenities too busy and crowded (15%)
- Too busy to fit travel and swim time into schedule (14%)
- Swim elsewhere, such as a private club or my home (11%)
- Pools seem unhygienic (9%)
- Chlorine in Pools (8%)
- Don't enjoy being surrounded by too many children (4%)
- Are disabled, or find accessibility an issue (4%)
- Find the admission process confusing, hours do not work with their schedule, and amenities are not open when they are available to visit (4%)
- Aren't aware of where aquatic facilities are located and their amenities (4%)
- Find pools too noisy (2%)
- Social norms make them uncomfortable to visit (some respondents identified that as a transgender or overweight person—they were not comfortable visiting facilities) (1%)
- Water temperature is too cold (1%)
- Cost of lessons and admissions is too high (1%)
- Have had a bad experience with aquatic facilities (1%)

What we heard

"It's sad that we are surrounded by the ocean and we can't swim in the natural sea water."

-From 2016 VanSplash Survey

What would inspire you or someone in your household to visit a Vancouver Public pool?

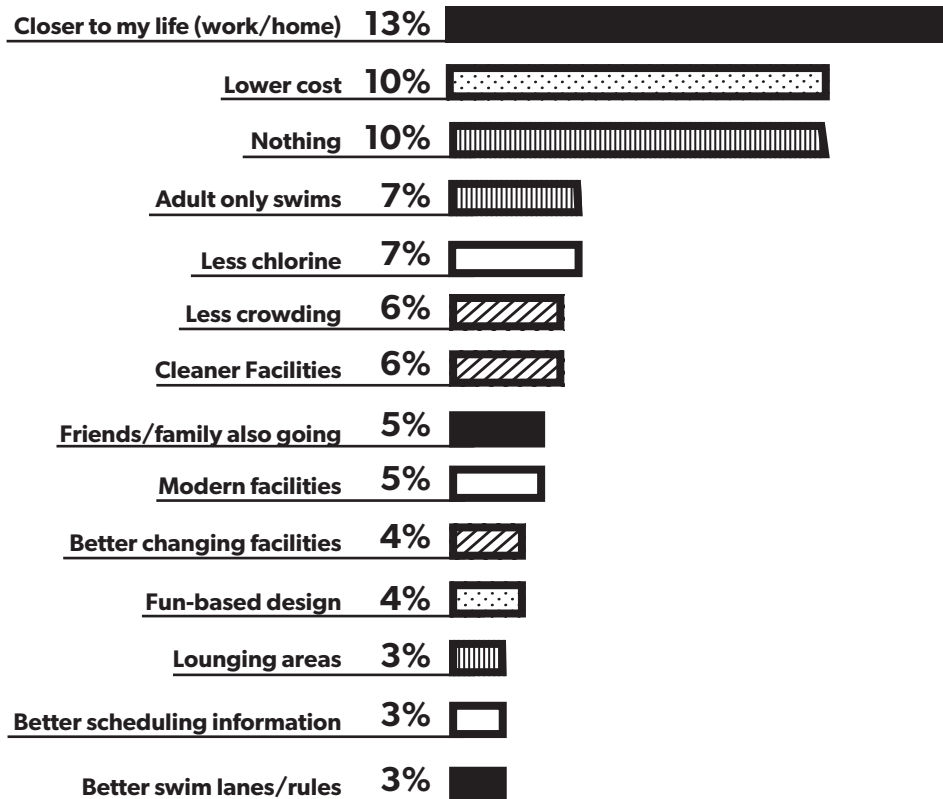
I would visit more if...

Respondents were given an opportunity to describe the things that would inspire them to visit a public pool. The top five responses were, in order of priority:

- Closer to my life (work/home) (13%)
- Lower cost (10%)
- No changes would increase my visits (10%)
- Adult only swims (7%)
- Less chlorine (7%)

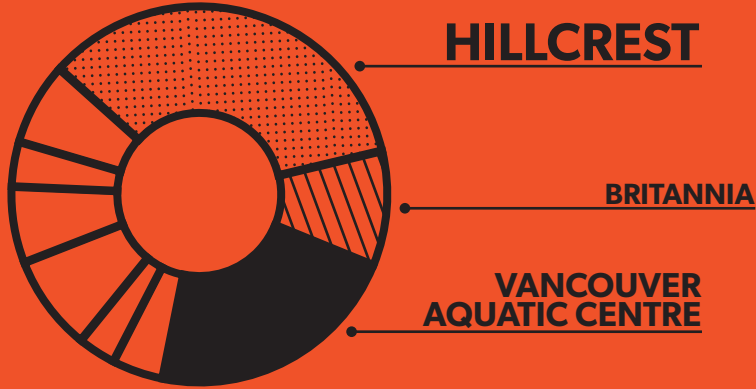
"I would visit more if...it was walkable in my neighbourhood."

-From 2016 VanSplash Survey



Overview of Indoor + Outdoor Pool Responses

TOP 3 VISITED INDOOR POOLS



29% of respondents visit indoor pools once a week or more



41% of respondents age 70+ **DON'T VISIT** indoor or outdoor pools in Vancouver

75% of respondents under the age of 30 visited

KITSILANO

Outdoor pool in the summer

95% of summertime visitors

DO NOT USE

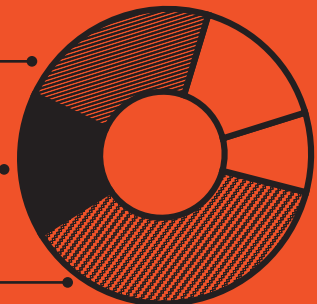
Outdoor pools for swim lessons

MOST POPULAR OUTDOOR POOLS

SECOND BEACH

HILLCREST

KITSILANO



Most popular activities at outdoor pools:

Recreation: Fun + Socializing



Fitness: Lengths + Aerobics



Swim Lessons



Swim Club Training



Physical Therapy



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

Indoor Pools

Indoor Pool Participation

Visits to the pool

For each of the four categories, there is fairly consistent usage among age groups, with no particular age category visiting more often than others.

PARTICIPATION IN THE LAST YEAR:



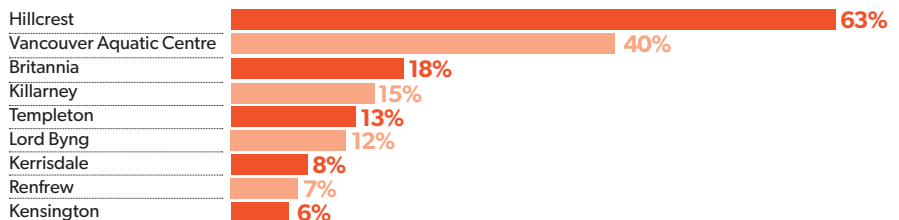
INSIGHT: Those aged 60+ are the most consistent users of indoor pools in the city, with 40% of respondents in this age category visiting pool facilities a minimum amount of once a week.

Most popular facilities

Respondents identified Hillcrest, followed by Vancouver Aquatic Centre, as the most used Vancouver Park Board aquatic facilities. The highest proportion of users at Hillcrest were shown to be within the 30-39, 40-49 and 50-59 age categories (67%, 73% and 56% respectively). 46%-47% of users aged 60+ used Hillcrest and Vancouver Aquatic Centre as their primary centre for swimming.

INSIGHT: Across age groups, all respondents were most likely to choose Hillcrest, with Vancouver Aquatic Centre following closely behind, as their most visited. This is most likely due to the variety of amenities offered at Hillcrest, its newness, and its design as a destination facility. Vancouver Aquatic Centre is popular as one of the only specialized swim amenities in the City.

FACILITIES VISITED:



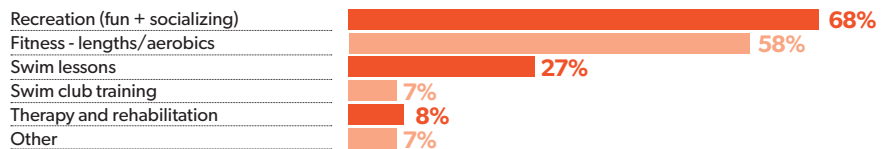
Indoor Pool Participation

Primary Activities at Indoor Pools

INSIGHT: The two most popular uses of indoor pool facilities is for casual recreation, including fun, relaxation and socialization, and fitness (such as lengths and free swims, and aerobics classes offered in water). Survey results show a slight bias towards those under the age of 50 primarily using aquatic facilities for recreational purposes, and those over 50 trending towards using facilities for fitness.

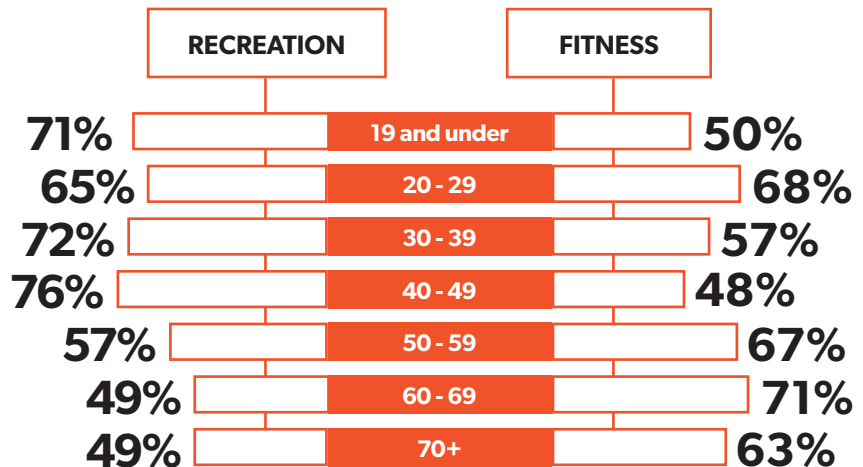
Swim lessons are the third most popular activity at indoor pools with 27% indicating that they participated in indoor lessons within the past year.

MAIN ACTIVITIES VISITORS PARTAKE IN:



Within "other" responses, the top 3 indicated activities were Sauna/steam room (22%), Hot tub/whirlpool (15%) and Water polo (12%). The top two activities closely align with the recreation (fun + socializing) activity indicated as the top priority. 7% of "other" respondents indicated diving was their activity of choice; other activities included: helping someone, visiting the gym, triathlon training and life guarding (5%, 5%, 5%, and 5% respectively).

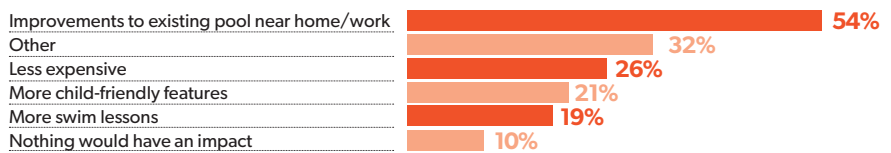
PRIMARY POOL USE BREAKDOWN BY AGE



Priorities to Increasing Usage

While the **majority of responses indicated that improvements to existing indoor facilities (such as newer changing areas and pool renovations) were the primary method of encouraging visits**, there was a slight trend toward younger patrons indicating this as a priority, with over 50% of respondents age 59 and under selecting this option and an average of only 45% of those aged 60+.

PRIORITIES TO ENCOURAGE VISITS:



32% of respondents selected the "other" category. Under this response, 13% of respondents indicated that less crowding at facilities would encourage them to visit. Another 13% indicated that more availability with regards to swim type restrictions and/or lanes open would increase visits. 9% desired a pool closer to their home, and another 9% preferred better changing facilities.

What we heard

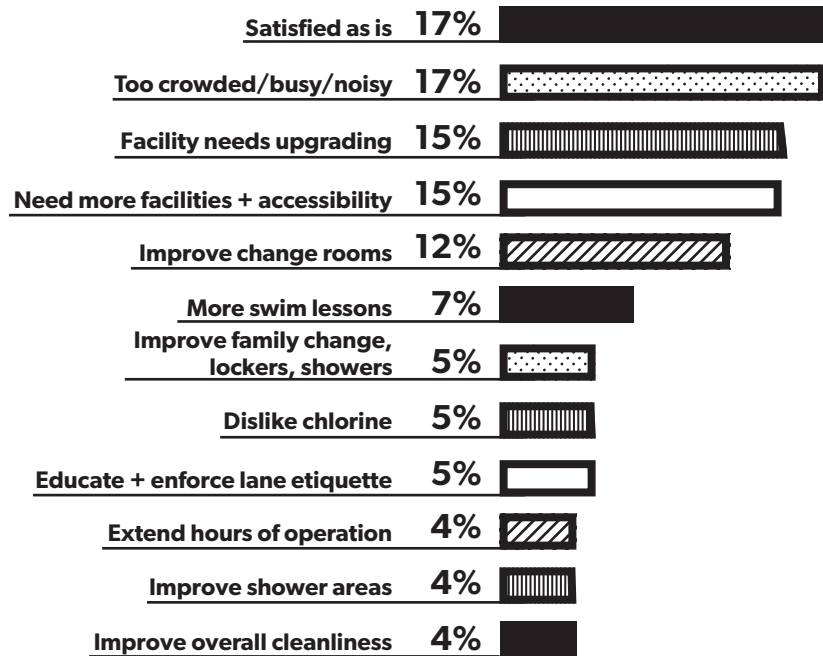
"I find it very hard to find lessons for my kids. I would like to get them in lessons but they fill up too fast."

-From 2016 VanSplash Survey

Do you have any comments you'd like to share about indoor pools in Vancouver?

I wish indoor pools were...

Respondents were given the opportunity to provide any additional feedback about indoor pools. The chart below shows their overall satisfaction and top comments.



17% of respondents to this question indicated that they were happy with the way indoor pools currently are. 15% of respondents noted that increasing locality and accessibility of facilities was important to them. **The majority of comments related to the cleanliness of facilities such as upgrading, updating, improving change areas, shower areas, and lockers.**

"My teenagers would like more "things to do" in local pools—rope swings, large slides, lazy rivers, etc. There are few of these facilities in Vancouver, so the demand is high at those locations (e.g. Hillcrest). In past years, we have frequently gone to Ladner Leisure Centre/ Eileen Dailly instead, as well as the UBC pool."

-From 2016 VanSplash Survey

Outdoor Pools

Outdoor Pool Participation

Visits to the pool

Visitors over age 50 are slightly more likely to visit outdoor pools than other age groups.

Approximately 37% of respondents indicated they visit an outdoor pool once a week or more during the summer months.

INSIGHT: Regardless of the age group, all respondents were more likely to visit an outdoor pool only 1-3 times over the summer season. Repeat visitors were lower. Users trended towards either only 1-3 visits, or more than 1 visit per week.

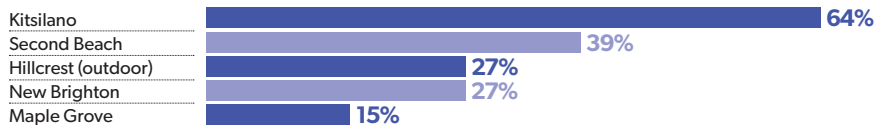
PARTICIPATION (IN THE PAST SUMMER)



Most popular facilities

By far, the most popular outdoor pool facility in the system is Kitsilano. 75% of respondents under the age of 30, and 67% of those age 60 and over, indicated this as a pool they visited in the last summer season. Hillcrest outdoor pool was most popular with respondents aged 49 and under, while only 11% respondents 60+ used that facility.

POOLS VISITED:



INSIGHT: Those aged 60+ were least likely to visit New Brighton, Hillcrest, and Maple Grove (16%, 11%, and 10% respectively). Only 4% of respondents under 30 visited Maple Grove.

Primary Activities at Outdoor Pools

The most popular reason stated for visiting an outdoor pool was for recreation (fun + socializing) with 80% of respondents stating this was their primary activity. The highest percentage of this activity use came from respondents between age 40-49, with 86% indicating this as a primary reason to visit. Older age groups were less likely to visit for recreational use (55% of those aged 70+) and more likely to visit for fitness, similarly to indoor pool statistics.

MAIN ACTIVITY VISITORS PARTAKE IN:



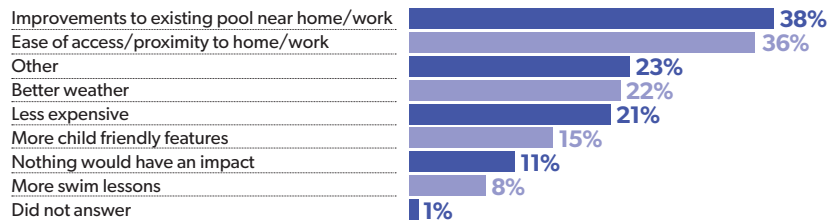
INSIGHT: As would be expected, those aged 19 and under were most likely to visit an outdoor pool for swim lessons and swim clubs with 14% and 18% respectively. Those aged 60+ were least likely with only 1% and 3% respectively indicating this response.

Priorities to Increasing Usage

Younger people were more likely to indicate that improvements to existing facilities would encourage them to visit.

Respondents between ages 30-39 and 40-49 were most likely to identify child friendly features as a priority, with 24% and 18% respectively, versus only 5% of those under 30 indicating this as an incentive. This is most likely because those in the younger demographic are less likely to be parents.

PRIORITIES TO ENCOURAGE VISITS:



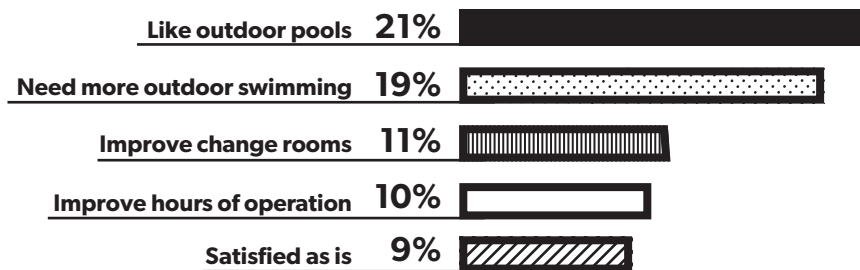
23% of respondents indicated "other" as their response with the top five priorities being indicated as parking/bike parking (11%), better hours (10%), less crowded facilities (8%), more facilities (8%), longer swimming season (8%).

What we heard

Do you have any comments you'd like to share about outdoor pools in Vancouver?

The chart below shows the top 5 responses to general comments received about outdoor pools in Vancouver. 1,155 respondents answered this question.

The highest proportion of respondents to this question indicated that they like outdoor pools in Vancouver as a source of aquatic experience (21%). 19% of respondents indicated that they think Vancouver needs more outdoor facilities as they prefer them to indoor pools.



Increased hours were important to respondents, who indicated that increasing overall hours of operation, being open 7 days a week, and extending the outdoor swimming season was a priority (10%).

"Kitsilano pool is unique and an amazing facility. It should be accessible to the public for more time in the year."

-From 2016 VanSplash Survey

Overview of Beaches + Innovative Experiences

80% of respondents visit beaches with the primary goal of **RELAXATION**

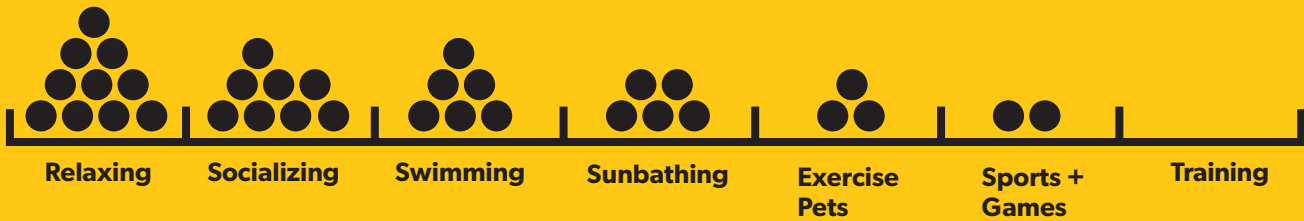
69% of respondents between ages 20 - 29 visit **KITSILANO** beach in the summer

MOST RECOMMENDED BEACH IMPROVEMENTS

- 45% More shaded areas
- 37% Alcohol allowed on beach + sold at concession stands
- 33% Less garbage on beach
- 27% More signage (e.g. water quality + temperature)

8% of respondents **WANT ALCOHOL** to be allowed on beaches

4% of respondents **DON'T WANT ALCOHOL** to be allowed on beaches



MOST POPULAR BEACH ACTIVITIES!

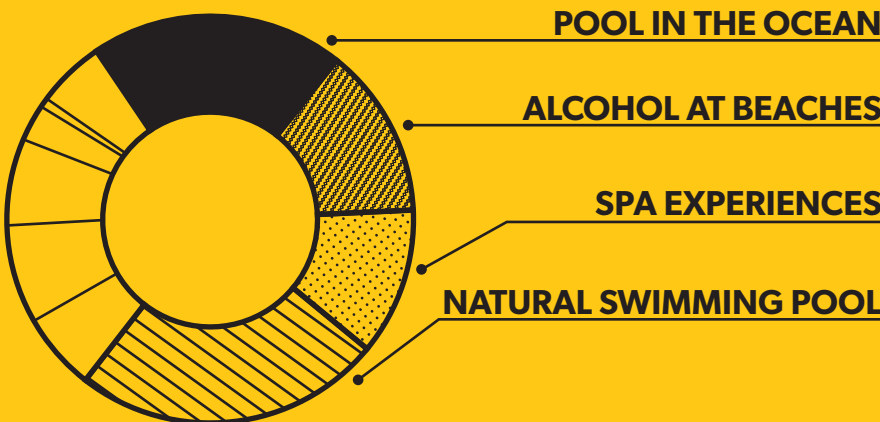
27% of respondents felt **MORE POOLS** was a priority.

7% of respondents want **MORE VARIETY** in their aquatic experiences

TOP 5 REQUESTED IMPROVEMENTS:

- 18% MORE SWIM LESSONS
- 15% LESS CROWDING
- 11% MORE FACILITIES + ACCESSIBILITY
- 6% LOVE IT AS-IS
- 5% MORE SWIM LANES

MOST POPULAR INNOVATIVE AMENITIES



Beaches

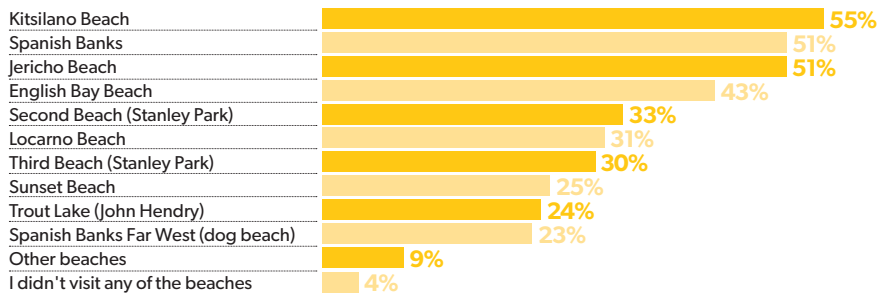
Beach Use

BACKGROUND COLOUR UPDATE?

Favourite Beaches

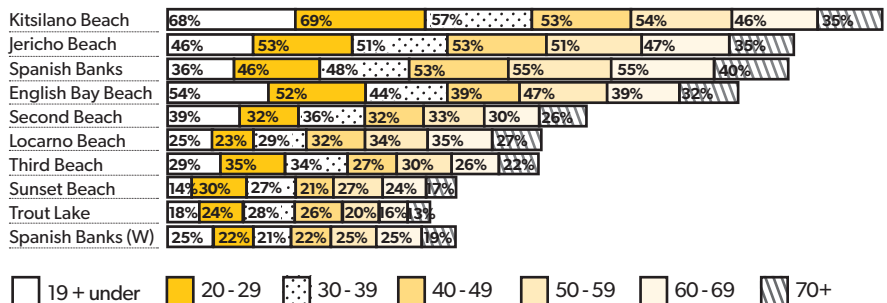
The three most popular life guarded beaches in the city are Kitsilano, Jericho and Spanish Banks.

MOST POPULAR BEACHES:



When looking at the most popular beaches by age breakdown, The top 3 beaches for respondents under the age of 30 were Kitsilano (69%), English Bay (52%), and Jericho Beach (52%). Those aged 60+ preferred Spanish Banks (52%), Kitsilano (44%), and Jericho Beach (44%).

BEACH POPULARITY WITH AGE BREAKDOWN:



INSIGHT: Kitsilano beach usage generally leaned towards younger demographics, whereas Spanish Banks beach was used slightly more frequently by groups of age 40 and up.

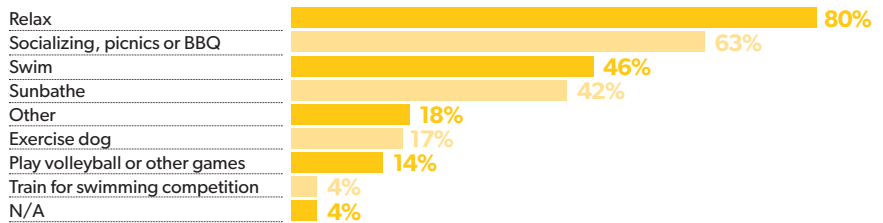
Under "other beaches," 45% of respondents indicated that Wreck Beach was their favourite beach, 12% selected New Brighton, and 8% chose Crab Park.

Beach Use

Primary Activities

Generally, beach activities such as relaxing, socializing, swimming and sunbathing were preferred more by younger demographics, with the older groups preferring relaxing and other uses.

MAIN ACTIVITIES VISITORS PARTAKE IN:



INSIGHT: The top two activities by beach-going respondents were non-water interaction. Most visitors visit the beach to relax, socialize, and enjoy food, with swimming only falling into the third most popular activity, just slightly ahead of sunbathing.

18% of respondents selected "other" and indicated the following as their top 10 beach activities:

- Walks (46%)
- Biking (10%)
- Jogging/running (9%)
- Playing in the sand (e.g. building sand castles) (7%)
- Paddleboarding and kiteboarding (6%)
- Enjoying the views (4%)
- Enjoying food (barbeques, picnics, restaurants) (4%)
- Playing with their children (4%)
- Canoeing and kayaking (4%)

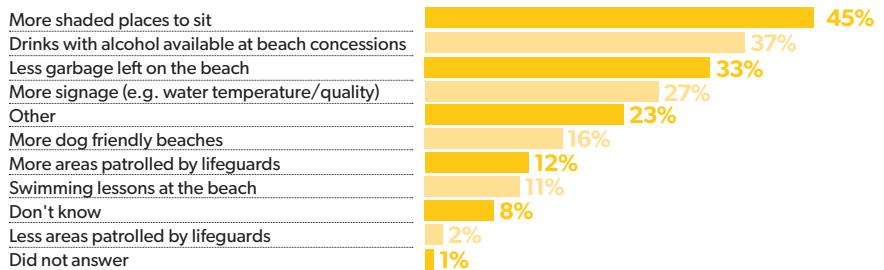
Improvements

45% of respondents indicated that more shaded areas on beaches was a priority for their visit. These results were essentially consistent across all age groups.

37% of respondents indicated drinks with alcohol available at concessions was a priority, with 57% of respondents under age 30 selecting this improvement versus only 11% of respondents over the age of 70 wanting the same amenity.

12% indicated more patrolled areas on beaches would be an improvement. This range spread between 10-14% across age demographics.

PRIMARY RECOMMENDATIONS FOR IMPROVEMENTS:



23% of respondents selected "other" and indicated the following as their top 7 recommendations to improve beach-going experiences:

- Better policing/patrolling (10%)
- Better parking facilities (more spaces, more accessible, etc) (9%)
- No smoking (8%)
- No pets allowed, smaller designated areas for dogs (8%)
- Improve water quality (7%)
- Permitting alcohol (5%)
- Better maintenance of washroom facilities (5)

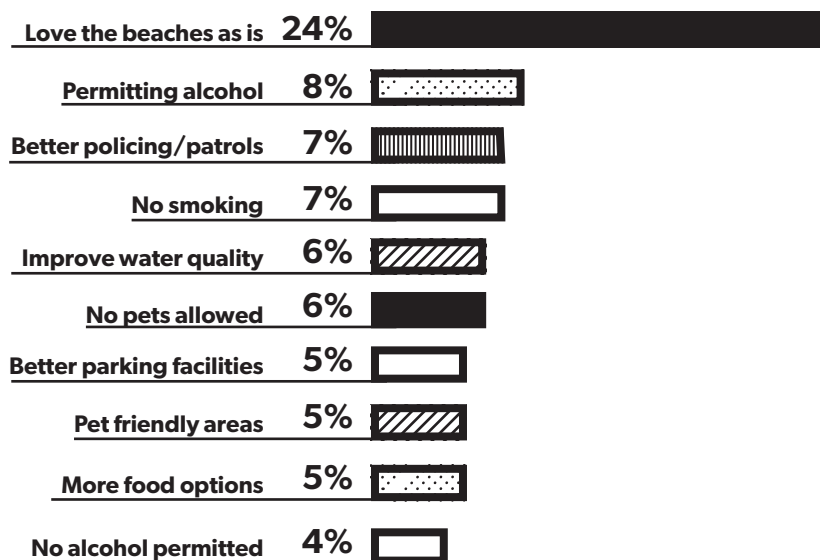
What we heard

Do you have any comments you'd like to add about beaches in Vancouver?

The responses to this open ended question were quite similar in both the types of responses and order of priority to the primary recommendations for improvement. The top ten responses are outlined below.

"Improve the cleanliness of the water at our beaches. The water must be healthy enough for people to swim in it."

-From 2016 VanSplash Survey



Interestingly, in the top ten responses, 24% of respondents indicated that they love Vancouver beaches as an amenity, and find them beautiful, clean, and easily accessible.

8% of respondents indicated that permitting alcohol on beaches was a priority, with 4% of respondents not wanting alcohol to be allowed on beaches or sold at concessions.

6% of respondents wanted less pets or no pets allowed on beaches, with 5% wanting more pet friendly areas/beach amenities.

"I love the fact that Vancouver has beaches that are pretty much unspoiled, logs to lean against instead of beach chairs, for example. But I also like the walkways so the beaches can be used year round."

-From 2016 VanSplash Survey

Innovation

Future Water Experiences

Most Requested Innovative Ideas

67% of respondents identified a natural outdoor swimming pool as an innovative feature they wanted to see as a part of Vancouver aquatics.

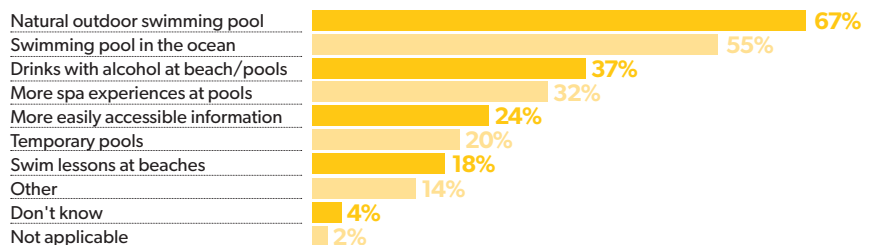
55% of respondents selected a swimming pool in the ocean as their top innovation.

32% of respondents wanted more spa-like experiences at pools. This indicates a trend towards natural, environmental and thermal spa experiences that have been popular in areas such as Scandinavia and Iceland as a cultural bathing experience.

37% of respondents identified that alcohol at beaches was important to them, with 61% of respondents between the ages of 20-29 selecting this answer, and only 18% of those 60+.

The 14% of respondents who selected "other" as their answer gave their top 3 responses as: more pools (or upgrades to existing facilities) (14%); more activities, fun, and things for kids, such as a water slide or wave pool (10%); and clean oceans, preserving natural features and eco-friendly experiences (6%). 37% of respondents identified that alcohol at beaches was important to them, with 61% of respondents between the ages of 20-29 selecting this answer, and only 18% of those 60+. The 14% of respondents who selected "other" as their answer gave their top 3 responses as: more pools (or upgrades to existing facilities) (14%), more activities, fun and things for kids, such as a water slide or wave pool (10%), and clean oceans, preserving natural features and eco-friendly experiences (6%) were the most important ideas to them.

MOST POPULAR FUTURE INNOVATIVE EXPERIENCES:



Improvements

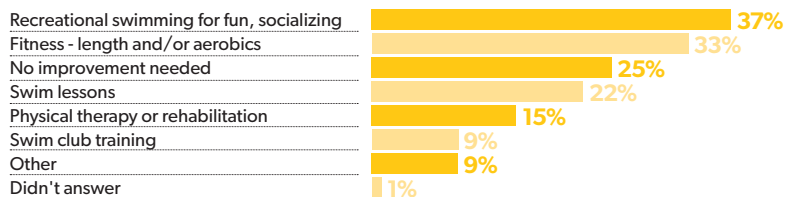
The top two priorities for future improvements were recreation (fun + socialization) and fitness, which corresponds directly with the most popular uses for both indoor and outdoor pools surveyed.

INSIGHT: Across all aquatic amenities surveyed (indoor pools, outdoor pools, and beaches) the majority of respondents indicated that recreation (fun + relaxing) were their main motivations for them to visit.

9% of respondents selected "other." Within this category, the top three things that respondents indicated need to be improved were:

- More classes/lessons (fills up quickly) activities (water polo, surfing, diving) (20%)
- More pools (specific locations, pools too crowded, pop-up pools) (12%)
- Better facilities (change rooms, physiotherapy, longer lanes, competition facilities) (11%)

MOST POPULAR FUTURE IMPROVEMENTS:



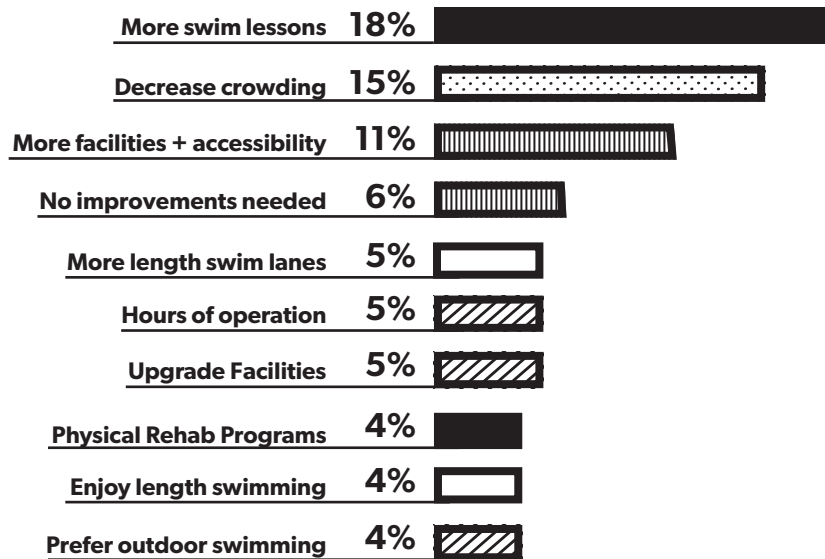
What we heard

Why did you chose those priorities for future improvements?

This question gave respondents a chance to expand upon the previous most popular future improvements and gave respondents a chance to describe what is important to them about aquatics amenities in their own words. Their top ten priorities were as follows:

"I would like more accessible lessons at my swimming level: Adult beginners, or intermediate."

-From 2016 VanSplash Survey



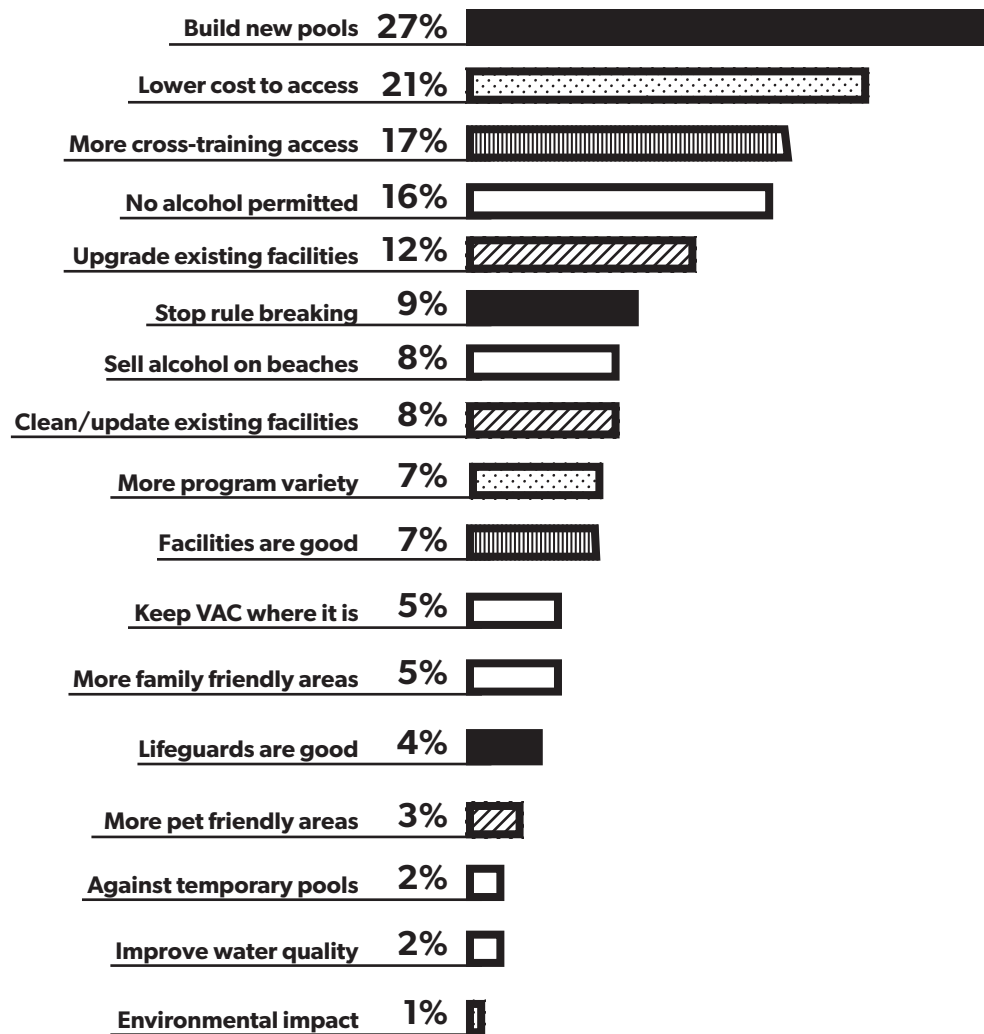
"It is frustrating to try to swim bumping into people all the time. I know we are all trying to share spaces and make accessible to all and then it ends up being a compromise for all."

-From 2016 VanSplash Survey

What we heard

Do you have any comments you'd like to add about the future of pools and beaches in Vancouver?

Of all the respondents of the *VanSplash* survey, 1462 responded to the general comments question, giving their overall feedback for both pool and beach amenities in the City of Vancouver. The responses are tallied below.



“Could pools be distributed more evenly around the city?”

-From 2016 *VanSplash* Survey

The majority of respondents indicated under their general concerns that more aquatic facilities were a priority, with some respondents noting a disparity with distribution across the city.

"I hope the pools all remain open, maybe have more pools. Outdoor pools open year-round, with warm water would be amazing!"

-From 2016 *VanSplash* Survey

Alcohol consumption on beaches was a contentious issue with 24% of respondents commenting on it (8% for the selling of alcohol and 16% against alcohol being permitted).

The majority of people indicated that they wanted more accessibility (both price and mobility), upgrades to existing facilities, including aquatic amenities at existing infrastructure, as well as new programs, resources, and new ways of swimming.

"I like the type of pools in Berlin and Copenhagen - right in the ocean, jumping off docks and decks!"

-From 2016 *VanSplash* Survey

Phase 1 Stakeholder Workshops

3

Introduction

Ultimately, seven stakeholder workshop times and locations were offered in order to gain input to the Vancouver Aquatic Strategy. The client team made all logistical arrangements and invited over 150 stakeholders from organized community groups to attend. A total of 48 individuals attended representing Community Associations, other community groups, and pool user groups attended four stakeholder workshops. At each event discussion headings were used to focus and structure the input. The following pages give an overview of the main topics of discussion and a summary of answers.

Stakeholder Workshops

Oct. 25 + 27, Nov. 7 + 9

The following is a compilation of responses from all stakeholder workshops combined: See Appendix B for a list of all stakeholders who were invited by the VPB and those who attended the stakeholder workshops, as well as stakeholder responses provided after the workshops. Some responses have been paraphrased for brevity and clarity.

Can you tell us about a very special (delightful) aquatic experience you have had and is still in your memory?

- Watching my Granddaughter in shallow water with some water based toys
- Watching my child win Gold at a national swim event
- Jumping off a dock in the summer
- Kits Beach during any hot summer day
- Paddle boarding on the ocean
- Being with seniors at an aquafit class
- Seeing families together at public pools
- Seeing the diversity of people that use public pools
- Being outdoors at a small hotel pool on the beach while on vacation
- At BC Summer Games seeing the disabled athletes compete with the able bodied athletes and do well
- While in Austria, seeing a 100 m long pool with a river flowing from it to another tank – great!
- Love Coquitlam’s City Centre Aquatic Centre and also New Westminster’s Canada Games Pool
- At the new pool in Grandview in Surrey, the lazy river – it’s great!
- As a young person, I enjoyed swimming
- Being at competitions
- Being part of a school swim team – it was my sport
- Splashing around in shallow water
- A wading pool in summer
- The confidence I gained around water once I learned to swim
- Swimming on my back and looking up at the moon during twilight hours back when Kerrisdale pool's roof was removed in the summer. Lovely!
- Witnessing a grandmother and her grandchildren jumping off the diving board at Mount Pleasant pool enticed me to jump in, introducing me to a summer of fun-filled swims, new found courage, friendships, and a deep appreciation for community swimming pools

What is good about the existing aquatic services in Vancouver?

KEY MESSAGES: Well trained and friendly staff play a key role in what workshop attendees noted as features of existing services, along with the feeling that aquatic services are inclusive to all. The number and proximity of aquatic facilities is considered good, as is the subsidy to provide reasonable access costs.

- Instructors are great
- Affordable – free options
- There are programs for all ages
- There is something in all communities
- The pool schedules are varied and offer lots of options
- The fact we believe aquatic services are worthy of public subsidy
- The convenience of the OneCard system
- We have some destination pools which everyone goes to: 2nd Beach, Kits, Hillcrest
- Our pools are often connected to other types of amenities (e.g. Hillcrest)
- The size of the investment made by the VPB each year in aquatic services
- The Leisure Access Program
- We have great outdoor pools
- The number of aquatic amenities we have is great
- They are nicely spread out throughout the City
- There is good physical literacy in Vancouver which is a precursor to use of pools
- Because our swim lessons are good, there is increasing demand for them
- There is good high level coordination in the schedule/operation of pools
- The staff at our pools are great
- There is good variety of water sports
- Everyone feels welcome in our pools
- There are baby-sitting services available at Vancouver Aquatic Centre
- The number of pools is good – there are lots in Vancouver
- The destination outdoor pools (Kits Beach, New Brighton and Second Beach) are magnificent
- There is a diverse variety of programs available; something for everyone
- There are some good neighbourhood based pools that provide a wonderful intimate aquatic experience
- Aquatic services are quite accessible in all ways
- People rave about the staff at Britannia Pool
- VPB swim lessons provide a good feeder system to organized swim clubs
- There is an inclusive culture around pools – everyone is welcome
- Lifeguards are very well trained and very good at what they do
- Variety of pools and services – something for everyone
- Pools are the great equalizer
- At all pools, you can swim anytime – there is always a space available
- The One Card pass system works really well, and will get better as more people learn just how much opportunity is available with it
- The entry cost is quite affordable
- Concessions at the outdoor pools are valuable to pool and park users

What is not so good about the existing aquatic services in Vancouver?

KEY MESSAGES: Respondents at the workshops noted that access to swim lessons was an issue, that there were not enough spaces available to accommodate need for lessons. We also heard that aging facilities and over-crowding at some pools was an issue. As a number of focus group attendees represent swim and sport user groups, there was feedback that there was not enough competitive training pool space available, and that rental costs and access times for regional clubs at suitable pools was a problem.

- Need more education about respect for facilities
- More child care at times
- No competition pool in Vancouver
- Warmer water at Kerrisdale + Templeton
- Need a hot tub + sauna at some facilities
- Bigger staff areas at pools
- Insufficient rental time for swim clubs
- Pool rental costs for regional clubs (Unless we have majority of our members living in Vancouver, we pay a premium for pool rentals)
 - Kids don't get to regional level of club because of costs – even some with lots of talent and ability that should move to our regional club don't have the resources to do so
- Area for first aid
- Slip resistance at Kerrisdale
- Deck drainage
- Steps into water for seniors
- Not enough pool time at right time – capacity
- Swim lesson registration not enough capacity
- Cleanliness in dressing rooms later in day
- Co-programming for adults + their kids at same time
- Not enough 50 m pools in the city
- Some of our pools are too crowded, especially Hillcrest
- Our facilities are aging
- We don't have any sanctioned 50 m competition pools anymore
- There is a lack of deep water at our pools for diving, water polo, and synchronized swimming
- There isn't enough user group storage on deck, especially for kayaks
- We don't have any facilities that are good for major competitions; not enough deck space, marshalling space or support areas
- We don't pay enough attention to sport in general and sport excellence specifically

- Young people in swim clubs can't be expected to only get pool time early in the morning or late at night
- Athletes can't generate a feeling of community if they have to constantly go to a different pool
- There are many times when even if we have lots more users, we can't have a pool time; preference is given to recreational users even if there is only a few of them
- There is no access to high level dry land training areas at our pools
- As swim clubs, we have to go to each pool to try to get time instead of going to one person and negotiating all our needs across the system
- Poor security at pool sites so that bikes get stolen
- Architects designing pools focus too much on aesthetics and don't ask us swim club experts about making them functional for actual swimming so, we get pools that aren't deep enough to dive into for competitive swim starts
- We don't have nearly enough capacity for swim club rentals of lanes (both 25 m and 50 m)
- Our pools are getting very old and approaching the end of their functional lifespan
- Our pools aren't earthquake proof
- We use too many chemicals in our pools; need to use something more user friendly and environmentally friendly to treat water
- Many local people don't know about many pools that are available to them
- Facilities are aging; some aren't very good
- There is a perception among non-swimmers that pools aren't for them
- The number of swim lessons isn't sufficient to meet demand
- When your kids are in swim lessons, you can't register for the next lesson set because you don't know which level to register for until so far into this set that the next set is full – so parents play games, registering for two levels at two pools for the next set until they know which one to keep and which one to cancel
- At Templeton Pool, we have tried to get a private session for trans people but have had problems with getting the correct information out there
- There is not enough teen oriented regular sessions and even more problem with no pre teen sessions on a regular basis
- Overall, we just don't have enough pool capacity
- Pools are being demolished and not being replaced; the population of Vancouver is growing but our aquatic services have decreased
- Many of the pools, especially indoor pools, are not very clean
- The beaches need to be protected from environmental pollution and commercial encroachment
- The beaches are great, but the water is often too cold and they are

cumbersome for many to access

- There are no outdoor pools south of the northern waterfront except for two wading pools (Hillcrest and Maple Grove) which are only suitable for small children
- Outdoor pools often at capacity and users face lineups in the summer
- The newer flashier pools are more costly and result in fewer pools
- Pools are overcrowded and over-programmed, not allowing enough space for free play. Lazy rivers, waterfalls and zero-entry take up too much space

Can you talk about any barriers to accessing aquatic services in Vancouver?

KEY MESSAGES: The range and diversity of answers under this category make a summary into Key messages challenging, however, the majority of responses relate to issues of lack of inclusivity: language barriers; gender and comfort barriers both in the change rooms and the pool; financial barriers; and lack of inclusivity related to use of facilities by homeless patrons who may wish to take advantage of the change and shower facilities.

- Comfort – need women’s only spaces/times (economics also an issue)
- Capacity of change rooms at peak times
- Community association has to pay to keep wading pool open, but other pools are operated by the City
- No competitive outdoor pool
- Feasibility studies done so we have shovel ready projects when grants become available
- Even when UBC reopens its new pool, there won’t be enough capacity
- We should segment seniors in younger ones and older ones, not treat them all the same
- More consistent centralized services so our club doesn’t have to approach each facility
- Lack of parking at pools, especially at Hillside Pool – congestion creates a barrier
- We don’t yet have universal change rooms in terms of gender identification
- It is very difficult to register for swim lessons as there is more demand than supply
- Vancouver Aquatic Centre is hidden away and even local people aren’t sure where it is

- Language is problem; we have trouble getting information about aquatic services to those who don't speak English
- Many of those in financial need don't know about the Leisure Access Pass
- Many of my homeless and destitute clients don't even have a bathing suit and don't know how to swim, yet would benefit greatly from using a pool, even just to get active and socialize and clean – you would have to be more proactive to get them into a pool
- Inadequate supply of aquatic facilities
- Transit to outdoor pools often require two or more transfers. It is easier to drive but parking is a big challenge at these pools.
- More outdoor pools, who wants to spend a nice summer day indoors?
- Despite a replacement being adopted in the 2010 Mount Pleasant Park Master Plan, the pool has never been replaced; the project requires the green light from the Park Board to replace this lost amenity that the community has demonstrated a clear need for.
- Amenities are undervalued; the value needs to be recognized and taken seriously. It is far more costly to deprive generations of children the opportunity to swim.
- We should not be building more waterfront outdoor pools at this point, and instead use our resources for distributing throughout the inner city
- The beaches are polluted and not very accessible by transit to many people; they are a gem and should be preserved.
- We need to prioritize building basic outdoor swimming pools to meet recreation needs and not deliberate building architectural monuments that cost a fortune but don't add up to more swims.
- Not enough indoor swimming pools, this should be increased as the population grows
- Replacing Mount Pleasant Outdoor Community Pool will solve the problem of zero access to public washrooms in the park

What should be done differently in the future in terms of aquatic services, spaces and programs?

KEY MESSAGES: Similar to the responses and feedback on Barriers to Access, the range of feedback on what should be done differently in the future is hard to summarize into Key messages. However, along with some singular interesting ideas, such as co-locating related lease spaces such as physio therapy or sports medicine practitioners, and locating pools near schools and transit, the most common feedback was to provide more destination pools (multiple tanks, diverse aquatic uses, co-located with community centres), provide more frequent and more diverse lessons, and provide more amenities for competitive aquatic sports training.

- More proximity to public transit for pools
- Build all pools close to schools so they don't have to bus to the pools
- Provide programs or diversions for parents while they wait for their kids in lessons
- Convince condo developers to divert what they would invest in condo pools to provide more public pools instead
- Add private physiotherapy and/or other sports medicine services in future pools
- Hillcrest Outdoor Pool is not close enough to our Mt. Pleasant neighbourhood. We need our own outdoor pool close to the one they closed on us. We are a poorer, less mobile neighbourhood, with high needs
- In future pools add a diverse array of water features like other modern pools, including multiple tanks, depths, water temperature, play features, whirlpool, steam and sauna
- In future pools, listen more to staff and swim club experts so as to get the design functional
- Combine non-aquatic features with aquatic features in new pools so as to provide something for everyone and complementary energy management (e.g. pools with arenas)
- Development the combination of outdoor and indoor together like in Hillcrest
- Unlike at Vancouver Aquatic Centre, in future pools, ensure a separate between spectators and swimmers for security sake
- Need more private, exclusive swim sessions for subsets of the population that need them to feel comfortable; examples are trans people
- We need more 50 m tanks – you can always make a pool area smaller, but you can't make it bigger
- We have to have more capacity for aquatic sport training; some for existing athletes and some for new users; most of us have experienced lots of frustrated demand for our sport and could grow it substantially if more space were available
- We also need a high level competition space, a centre of aquatic excellence in sport with dry land training areas and other supports for clubs

How close does a pool have to be?

- It varies by category of aquatic service; for some, like competitions and leadership training, people will travel longer distances and you can centralize these things, but for others, like fitness swimming, you should have as close as possible
- Perhaps 15 to 20 minutes walking time? Say, about 3 km?
- Should be on good transit
- In East Vancouver, fewer people drive cars, so closer
- Co-locate pools with other major recreation amenities and other large markets of users, especially schools
- Put spray decks in major parks

Is there anything else you wish to comment on about aquatic services in Vancouver?

- Of the nine categories of public aquatic services, ensure that recreation, fitness and swim lessons are available at all pools and make these services even closer to all residents
- Set a goal of every kid learning to swim
- How about, if a person shows a transit receipt that shows they used transit to get to a pool, they get a discount on their entry?
- We under utilize our oceans. How about more swim lessons on our beaches
- If you want currently non-users to use pools, you will have to be very proactive to reduce the barriers and bring them into the facilities
- Vancouver is a transportation hub for the province so it makes sense to put major competition facilities here
- Don't build pools that try to be all things to all users and yet aren't very good at meeting any one type of use; specialize pools – what is needed most is a facility for training and competition like very other urban centre has in Canada
- We need to make swimming a much bigger part of our school curriculum so that all kids learn to swim during school hours
- Be creative – not every pool needs to be a stand alone facility in a part; it could be part of a new residential or commercial tower
- We need much better marketing for aquatic programs
- Bring back community outdoor swimming pools to reduce commute time and give everyone a chance for unstructured aquatic recreation
- Look at using solar, geothermal, and modern energy-saving heat storage and pumps to heat the outdoor pools Non-carbon energy heating would also allow for extended seasons
- Build more pools at a lower cost VS. one pool that is really expensive
- Bring back low and high diving boards, they are more fun than lazy rivers!
- Neighbourhood pools could have small concession stands and picnic areas nearby to allow families and groups to picnic and swim outdoors
- Simple, open air (no ceilings) change rooms and showers provide UV light to help keep these areas clean naturally; Central Park Pool in Burnaby is a fine example of this
- Outdoor showers on a concrete pad, like at New Brighton, encourage people to shower before entering the pool and reduce maintenance costs of indoor showers
- Everyone should have access to free or low-cost swim classes; outdoor swim classes are more inviting and less intimidating
- All pools should be accessible to people with physical disabilities
- Build Mount Pleasant Outdoor Pool now; continue to build outdoor pools

SOME ADDITIONAL STATISTICS PROVIDED BY ORGANIZED POOL USING CLUBS AT THE WORKSHOP

Name of Group	Number of Participants Five Years Ago	Number of Participants Now	Spaces Used for Training	Spaces used for Competitions
English Bay Swim Club	130	138	VAC	VAC
Super Sharks Swim Club	52	52	Templeton New Brighton Renfrew	Templeton New Brighton Renfrew
Vancouver Kayak Club	80	120	Britannia	none suitable
Vancouver Vikings Summer Swim Club	-	150	Lord Byng Kerrisdale Hillcrest	Lord Byng Kerrisdale Hillcrest
I Dive Diving Academy	0	400	VAC Hillcrest	Varies year to year
Pacific Wave Synchro	130	100	Lord Byng Hillcrest UBC Templeton Watermania Minoru Steveston Jewish Community Centre	Watermania
Synchro BC			As above	
Sea Hiker Swimming	-	600-700	VAC YMCA Jewish Community Centre	Kitsilano Second Beach
BC Diving Association			VAC Hillcrest West Vancouver Grandview	VAC
Tempest Aquatics Club	0	40	Kerrisdale Pool	None
Vancouver Vipers Water Polo Club	75	125	Kerrisdale Renfrew VAC UBC St. Georges Templeton	VAC UBC
Percey Norman Wave Masters (Masters Swim Club)	21	21	Hillcrest	VAC UBC

Phase 1 Seniors Overview

4

Introduction

This section presents a summary of the feedback received through the various targeted public outreach efforts related to seniors. It consisted of Pool Programmer Surveys and various workshops which are summarized in the following pages.

One of the primary objectives of the seniors outreach was to obtain key insight into this specific demographic to assess the opportunities and amenities to increase overall inclusion of seniors in aquatic facilities.

A more broadly focused seniors workshop was hosted by the Vancouver Park Board in 2015:

- Park Board Community Dialogue; Serving our Seniors

In addition, the following pages give an overview of the events and surveys carried out as part of the 2017 VAS Phase 1 work:

- Vancouver Park Board 2016 Seniors Advisory Committee Workshop
- Seniors Stakeholder Workshop
- Pool Programmer Survey Part 2: Senior Use + Programming

Summary

The feedback collected from the seniors focused outreach is key to understanding how to encourage greater use of aquatic amenities by this growing demographic through an understanding of both what works and what the real and perceived barriers are to access aquatic services and amenities for seniors.

While there was a range of responses across all of the senior outreach events, it is possible to find overlap in key areas, as follows:

- Provide senior-focused fitness programming across a range of ages and abilities with friendly teachers trained in senior fitness programs.
- Offer times of day, and specific spaces within aquatic facilities that are dedicated to use and access by seniors only. There was also a desire in this feedback for dedicated spaces that were visually a part of the overall facilities so that, while seniors felt comfortable from a physical perspective, they were also able to feel a part of the surrounding activity. Similarly, some responses also suggested a desire for more opportunities for mixed-generational uses of aquatic amenities, but with a focus on inclusion of seniors.
- Greater and more diverse opportunities for seniors to socialize before and after their aquatic uses.
- Provide clear, simple, easy to access information on the type of programming available for seniors. It was noted that digital communication was not as effective, and suggestions were made for in-person connections including visits and outreach to seniors' housing, seniors' centres, and community and cultural groups, as well as suggestions for providing written information to these groups and also at doctors offices and rehabilitation/therapy provider offices.
- Access to the aquatic centres through dedicated HandyDART buses or finding ways to provide clear communication and wayfinding regarding how to access aquatic facilities using public transit.
- Provide change room opportunities that allow for accessible private change cubicles as many seniors feel embarrassed about their bodies, including any issues and/or disabilities. It was also suggested that adequate space for care-givers to assist in the change room was required.
- Universal access to all aspects of the facilities, but in particular ramp entry to all pools, is desirable.

The key to ensuring that improvements to existing facilities and proposed new amenities meet the needs of this demographic are: addressing the shared desires expressed by seniors, as well as considering some of the more individual suggestions for improvements and ways to remove barriers to access to aquatic amenities. As demographics trends show an increasing number of seniors in the City of Vancouver in the future, the results shared in the seniors-focused outreach should be used to shape and inform the Vancouver Aquatic Strategy moving forward.

Serving Seniors

In the fall of 2015, the Vancouver Park Board Commissioners held a special community dialogue reviewing the provision of recreational services to mature adults. It focused on how to best support people aged 55 plus with recreation facilities, programs, and services and was attended by approximately 50 people.

The purpose of the event was to:

- Create a community dialogue on health and wellness
- Listen and learn from community members by soliciting input
- Pilot a new way of engaging the community

The full report¹ gives an overview of seniors services, priorities, barriers, etc. Some of the pertinent responses as they apply to aquatic facilities are extracted below.

Note that this community dialog was not a part of the *VanSplash* project, but that the outcomes related to aquatics are represented here for reference.

What do you like about the existing recreation programs and services currently being offered to seniors in Vancouver? Name one and identify what you like and how it could be better.

- Aquafit - Hillcrest Community Centre, coffee time/cookies afterward. Oversubscribed and very crowded. Very accessible. Movement is not weight bearing. Also adapted fitness and a part of Flexipass. Should be tiered re: ages.
- More programs that promote mobility and flexibility
- Would like to have social interaction between everyone of all ages and languages—a community living room
- Swimming for older adults (90+). As people age they need more exercise, not less
- Improvements: It takes a special skill to get people exercising, good instructors are key. Introduction to exercise is a gradual process
- Kerrisdale - water aerobics, open to a lot of people, would like to see

¹ <http://parkboardmeetings.vancouver.ca/2015/20151028/CommunityDialogueOutcomesReport-20151028.pdf>

more. Like that the pool is for everyone.

- Pools are of interest; there should be a pool at Marpole
- Consider having seniors-only time at fitness centres
- Pool at Marpole helps with balance and strength, indoor and outdoor

What makes or would make our recreation facilities more accessible and welcoming to seniors/adults?

- Pool house at Marpole could be used as a seniors space (i.e. pottery class)
- Graduated/accessible entry to swimming pool (Hillcrest, Kerrisdale, and Britannia)
- Renovations should consider senior specific areas so that they feel they have a place
- Views from seniors areas should feel intergenerational and not isolated
- Every entrance should be accessible, ramps and at ground level
- Hillcrest only allows 70 people in the pool, people are always waiting for Aquafit
- Renfrew: more benches are needed in the swim pool change room - safety issue
- Have ramps rather than steps
- Another pool would be great, Aquafit is limited and when overcrowded it is scary for seniors
- More therapy pools

Help us identify priorities for senior's recreation programs/services. Is there anything missing? Should we be expanding certain programs? Are there barriers to participation?

Barriers:

- Should consider lower prices for programs, it is out of reach for some people (i.e. like One Card from YMCA)
- Lots of people don't want to commit to a longer term pass (i.e. 3 months) they prefer drop in. People often don't have money for a large outlay
- Physical ability, affordability, transportation (eligibility for HandyDART), language/cultural, time restrictions

- Pools are full and people have to travel outside their communities
- Swimming: not enough facilities to offer core and unique programs
- Disparity in pricing in different communities
- Increasing demand from seniors
- Boredom is a huge issue for seniors
- Passes and strip tickets for pools are too expensive

Priorities:

- Swim lessons for seniors
- Swimming + aquafit: fun while getting exercise

Gaps:

- Need more health improvement programs, not sure about Hillcrest
- Seniors don't know what is available

Recommendations:

- More senior/older adult activity coordinators within each centre – need to understand what needs are being met. Younger and older cultures may not always see eye to eye. We need age appropriate instructors who understand our needs.
- Invent more adapted programs
- Seniors programs should be developed by seniors and should be age specific (i.e. 55-65, 65-75, 85+). Some ages might want Aquafit whereas older folks may want more socialization programs.
- Programming schedule should ensure that there are multiple programs so that programs are complementary to keep seniors out for longer and increase chance interactions.
- Comprehensive swimming programs at Marpole
- Ask an expert , one-on-one, small groups
- Fitness for Dementia – Minds in Motion

Observations:

- Programming needs will change with times, especially with healthier seniors

- Britannia allows entrance to seniors programs at age 55 which is younger than other centres
- Diversity in programs but geographic inequality
- Health is a key interest, knowing that a program has been designed for seniors is important, need health worked to encourage participation
- Seniors are concerned about not being able to do an activity well, so they don't participate

How do we reach and involve you in our recreation centres, programs, and services? Are you on Twitter, how about Facebook? Do you want to volunteer? In what capacity? This conversation is about communication and engagement.

Communication:

- VPB should have clear and obvious resources advertised for seniors so that they know what programs are available
- Need to do better at promoting Leisure Access program to help seniors
- Provide someone who we can talk to about the programs, not just the internet
- Get information to the secretaries at doctor's offices
- Ask doctors to make referrals to programs
- Facebook: is it appropriate for all ages?

Seniors' Advisory Committee

November 18, 2016

A meeting of the Seniors' Advisory Committee was held on Friday, November 18, 2016 at Vancouver City Hall and facilitated a discussion revolving around seniors amenities related to aquatic services. See Appendix B for a list of attendees.

The following summarizes the questions reviewed and the corresponding responses.

KEY MESSAGES:

- Aquatic fitness programming that is tailored to suit seniors' abilities and their limitations, is desired. Offering a diversity of fitness classes with tiered classes designed for a greater range of ages i.e. classes designed for 50 – 60 vs. classes designed for 90 and over. Fitness instructors who are trained and age-appropriate would be appreciated.
- Consider a place within the facility that is senior specific, but also visibly connected to the overall activity.
- Opportunities to socialize before or after aquatic use would be welcomed.
- Provide greater outreach in person (vs. online) to communicate with Seniors in the community so that they understand what is available and how to access it both physically (transit) and financially.

What are the barriers to seniors using aquatic services in Vancouver?

- I have stopped swimming because public sessions are too noisy and crowded and too full of kids that splash and get in my way; we need for sessions for older citizens only;
- The same is true for fitness sessions; dedicated sessions for seniors;
- Older citizens often need places to change that are more private; cubicles that they can easily change in without displaying problems on their bodies;
- Need change areas for mixed genders and where care givers can help those they care for; separate areas large enough for at least two people;
- Keep the music down, so that I can swim – it is too loud
- We simply need more capacity – pools are too crowded and specific types of swimming, like swim lessons, are too hard to get into;

- Physically getting into a pool tank is a barrier for many – need zero deck entry to tanks;
- Advertise which sessions are friendly to those with disabilities, injury or frailties;
- Chlorine in the pool area is one of the most significant barriers;
- We need a disability access pass such that a care-giver can get in free if they are there to care for a person with disabilities;

Of the nine categories of aquatics services, which do we need to focus more attention on in terms of better serving older citizens in the future?

- Therapy and rehabilitation is a category that requires more attention now and even more as the City ages – right now there is not sufficient capacity for specialty areas (you need a referral);
- Fitness and wellness is another category that requires more attention in the future for older citizens – dedicated lane swimming sessions for slower swimmers and classes that recognize unique needs of elder citizens.

What else should be done differently in the future in terms of the delivery of aquatic services?

- There should be more focus on intergenerational swimming; enhanced enticements for elder citizens to bring grandchildren to the pool and for families to recreate as a unit
- We need areas for dogs to swim which are more physically accessible to seniors - outdoor areas at beaches or ponds;
- We also need areas where people can safely swim where there are no dogs allowed;
- Often non-swimming older people need proactive recruitment to attend swimming lessons in an environment that they know won't embarrass them

Note: There were some on the Committee who wanted more segregation of seniors, and some who wanted more integration and mixing. Likely some of both are needed.

Seniors' Stakeholder Workshop

November 29, 2016

Vancouver Park Board staff reached out to a variety of seniors' interest groups and invited representatives to attend a workshop focused on discussing aquatic services for seniors, including current non-users. See Appendix B for a list of attendees.

What is good about aquatic services in Vancouver?

- Well organized public swimming (with lanes designated for different levels of ability/speed)
- The Exercise classes
- Some facilities (like Hillcrest) have good access for people with walkers and in wheelchairs
- Some facilities (like Hillcrest) have appropriate change rooms so that if a person needs support a care giver can accompany them into a private change room)

What is bad about aquatic services in Vancouver?

- Physical access at some pools (like Vancouver Aquatic Centre)
- Water temperature at some pools (too cold)
- Change rooms at some pools (don't accommodate people with special needs in private areas but also don't have wide enough aisles for walkers or chairs)
- Lane swimmers are allowed to swim with large fins that churn up the water and make following them difficult
- Some facilities don't have adequate means to lower a chair into the pool tank
- At outdoor pools, some people can sit on the grass, but if they can't, there is no good seating to watch
- In dressing rooms, often floors are too slippery

What are the barriers to seniors accessing aquatic services in Vancouver?

- Language and internet systems can be a problem for some who find things too complicated. They need a person to help them through the processes.
- There is nothing for care givers to do once they help a patron get to the pool deck. Need a separate program or opportunity for them.
- Some people live too far from a pool and/or have transportation problems getting to the pool
- Many seniors want a program that is designed for them rather than just a drop in opportunity.
- Feelings of embarrassment at lack of swimming skill or body image
- Feelings of safety in the water
- Some seniors are homebound – the idea of getting organized to come to a pool create too many issues to manage

What should we be doing differently in the future in terms of the delivery of aquatic services in Vancouver?

- To attract seniors for a leisure experience, you need to add more of a social dimension to the experience
- To attract seniors that aren't currently swimmers you will have to be much more proactive; almost organizing everything for them (through a partner) and managing all the barriers (e.g. transportation, feelings of embarrassment, help changing)
- To attract seniors for fitness you will need a combination of separate sessions segmented by age, and mainstream sessions, segmented by ability
- You should proactively work through partners (e.g. come to the Japanese Cultural Centre to give a workshop to staff about what supports you are prepared to provide to get groups of our members coming to a pool)
- Consider incentives for friends to bring another senior
- Manage the transportation barrier

Any other comments?

- Any sessions after mid afternoon are not attractive to seniors
- A welcoming approach for seniors starts with how you label a session or opportunity, and continues with how you describe it, make it easy to register for, and how you welcome them into the facility
- While many seniors will come to mainstream programs, sessions and opportunities, you may also need some balance of segmented opportunities, sessions or programs just for seniors, and segmented further by level of ability or skill.

Pool Programmer Survey Part 2

Seniors' use + programming

Vancouver Park Board pool programmers completed two surveys during preliminary engagement, providing qualitative data on the use and organization of pools on a facility by facility basis. As a follow up, part 2 was issued and sent out, with questions specifically aimed to collect data on seniors' use and programming requirements at the various locations. The questions asked as part 2 of this survey were as follows. See Appendix C for the detailed answers from each facility, as well as an overview in the *Current State Report* Facilities Overview section.

- Is there senior specific programming at this facility? If yes, what?
- What are the most popular programs and activities for seniors?
- Is there a specific time of day that is most popular with seniors?
- Are there specific areas of your facility that are more popular with seniors?
- What would you suggest to improve to make the facility more suitable for seniors?
- Overall, is use of your facility by seniors increasing quite fast, increasing slowly, staying the same, decreasing slowly, or decreasing quickly?

The following facilities responded to the survey:

- Britannia
- Hillcrest
- Kensington
- Kerrisdale
- Killarney
- Lord Byng
- Maple Grove (Outdoor)
- Renfrew
- Templeton
- Vancouver Aquatic Centre

Phase 2 VanSplash Survey

5

Introduction

This section presents a summary of the feedback received through the Phase 2 *VanSplash* public engagement outreach survey results.

The primary objective of the Phase 2 public engagement was to return to the public following analysis of Phase 1, to share what we heard and learned, as well as share emerging draft recommendations for feedback before releasing a draft strategy. Refer to Appendix E for the display boards shown during Phase 2 public engagement.

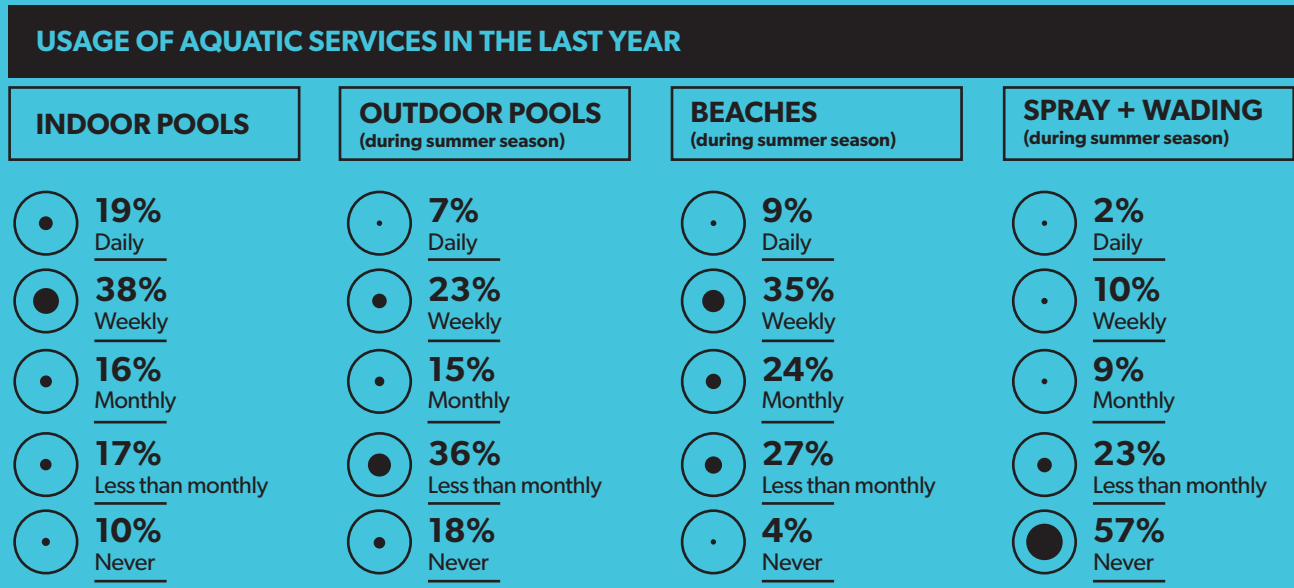
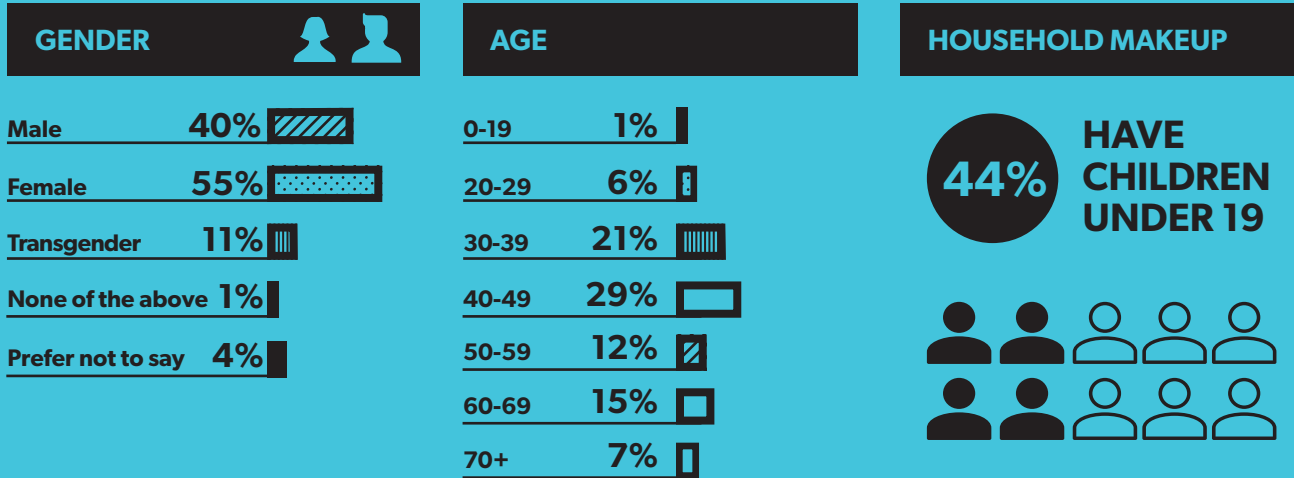
Survey evaluation summarizes both quantitative (multiple choice) and qualitative (open ended) questions in the following pages.

The survey results included in this report are taken from the Phase 2 *VanSplash* survey, conducted from September 18 to October 8, 2017. A total of 1,648 respondents completed the survey during outreach online and at events set up throughout public areas in the city.

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

Note: The results of questions 2, 4, 6, 8 and 10, where respondents are asked if they think the recommendations will improve experiences regarding a specific aquatic service offering in Vancouver, may be skewed as both "may or may not" and "don't know" are available answers, providing two different responses reflecting that a respondent may be unsure of the impact of the recommendations.

Demographic and usage profile of survey respondents



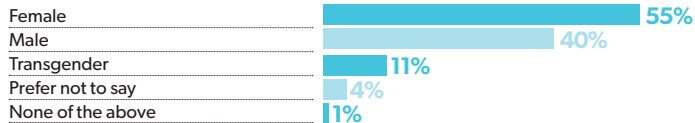
General

BACKGROUND COLOUR UPDATE?

Gender

55% of respondents identified as female, 40% as male, and 11 respondents identified themselves as transgender. 1% of respondents identified themselves as none of the above, and 4% preferred not to say.

GENDER IDENTIFICATION:

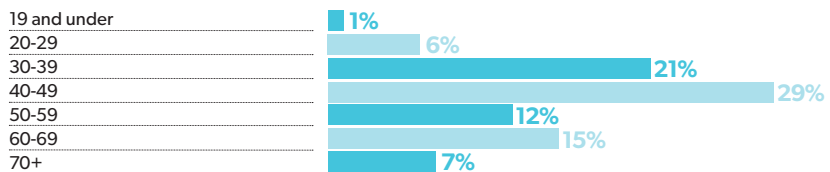


Age

The two age groups with the largest number of respondents was 30-39 and 40-49 (52% combined), which is consistent with the Phase 1 *VanSplash* Survey. 22% of respondents fell under the category of 'seniors' as the 60+ group, double the number of 60+ respondents from Phase 1 (11%). 56% of respondents indicated that they did not have children under the age of 19 in their household.

Similar to Phase 1, this survey was significantly lower than representative, according to the most recent City of Vancouver census data, in the under 19 age group and slightly lower in the over 70 age group, while we received slightly higher than representative number of responses from the 30-39 and the 40-49 age groups.

AGE CATEGORIES:



Usage

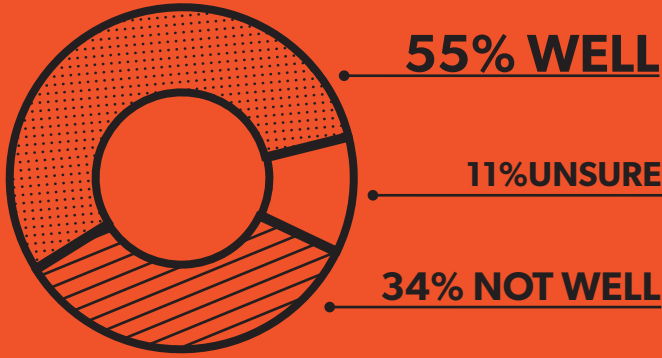
The aquatic service with the highest frequency of usage among respondents or someone in their household is indoor pools, with the highest usage frequency in the weekly category (38%). Beaches are the most frequently visited outdoor aquatic amenity with 35% of users visiting weekly. The least frequently used aquatic service among respondents is spray parks and wading pools, with 57% not using this service at all within the last year.

Area of Residency

94% of respondents reside within the City of Vancouver, 1% greater than the results of Phase 1.

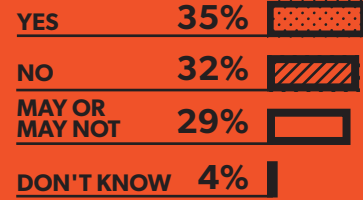
Overview of Indoor + Outdoor Pool Responses

HOW WELL THE RECOMMENDATIONS RESPOND TO WHAT WE HEARD AND LEARNED ABOUT INDOOR POOLS IN PHASE 1



55% of respondents said that they think the recommendations for indoor pools respond very well or fairly well to what we heard and learned in Phase 1.

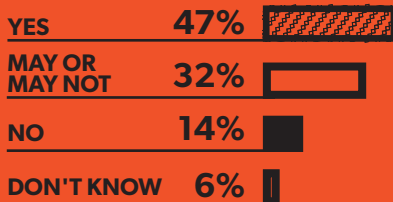
RECOMMENDATIONS WILL IMPROVE INDOOR AQUATIC EXPERIENCES



82% chose new or upgrades to indoor pools in their top 5 recommendations



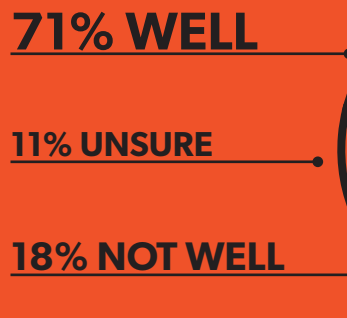
RECOMMENDATIONS WILL IMPROVE OUTDOOR AQUATIC EXPERIENCES



59% chose new or upgrades to outdoor pools in their top 5 recommendations



HOW WELL THE RECOMMENDATIONS RESPOND TO WHAT WE HEARD AND LEARNED ABOUT OUTDOOR POOLS IN PHASE 1



71% of respondents said that they think the recommendations for outdoor pools respond very well or fairly well to what we heard and learned in Phase 1.

Indoor and Outdoor Pools

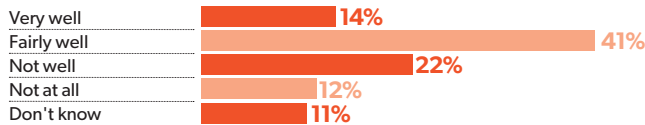
BACKGROUND COLOUR UPDATE?

Indoor Pool Recommendations

While 55% of respondents think the recommendations for indoor pools respond very well or fairly well to what we heard and learned in Phase 1, only 35% think the recommendations will improve indoor aquatic experiences in Vancouver. We suspect the inconclusive results are directly related to the considered decommissioning of Lord Byng and Templeton Pools, as over a quarter or open-ended comments concerned this, and over 100 e-mails were received regarding this. Despite the inconclusive results on the recommendations improving indoor aquatic experiences, 82% of respondents chose new indoor pools or upgrades to indoor pools in the top 5 recommendations they're most excited about.

Approximately 100 open-ended comments expressed the feeling of overcrowding at destination pools (Hillcrest). An additional approximately 200 comments were regarding sport training and competition hosting. The sport and competition related comments were fairly evenly divided between suggestions to support four areas of sport: lap swimming, 50m pools, diving facilities, and team / sport facilities.

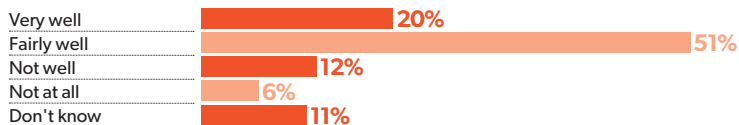
HOW WELL RECOMMENDATIONS RESPOND TO WHAT WE HEARD AND LEARNED ABOUT INDOOR POOLS IN PHASE 1



Outdoor Pool Recommendations

71% of respondents think the recommendations for outdoor pools respond very well or fairly well to what we heard and learned in Phase 1, and 47% think the recommendations will improve outdoor aquatic experiences. Approximately 60 open-ended comments were related to outdoor pools, including approximate 25 comments requesting reinvestment in existing or former community outdoor pools, and approximately 10 comments requesting not to invest in outdoor pools at all. Approximately 10 additional comments related to the desire for a longer outdoor pool season.

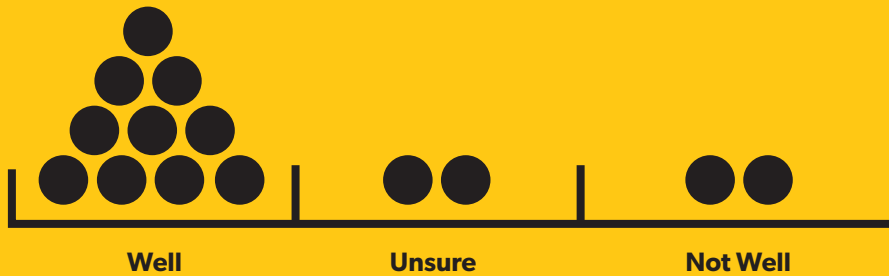
HOW WELL RECOMMENDATIONS RESPOND TO WHAT WE HEARD AND LEARNED ABOUT OUTDOOR POOLS IN PHASE 1



Overview of Beaches + Innovation Responses

75% of respondents said that they think the recommendations for beaches respond **VERY WELL / FAIRLY WELL** to what we heard and learned in Phase 1.

28% of respondents chose upgrades to beaches in their **TOP 5** recommendations they're most excited about.



RECOMMENDATIONS WILL IMPROVE BEACH EXPERIENCES



HOW WELL THE RECOMMENDATIONS RESPOND TO WHAT WE HEARD AND LEARNED ABOUT BEACHES IN PHASE 1

RECOMMENDATIONS WILL IMPROVE INNOVATIVE AQUATIC EXPERIENCES

67% of respondents said that they think the recommendations for innovation respond very well or fairly well to what we heard and learned in phase 1.



HOW WELL THE RECOMMENDATIONS RESPOND TO WHAT WE HEARD AND LEARNED ABOUT INNOVATION IN PHASE 1

Top 5 innovations people are most excited about:	Percentage
Natural outdoor pool	39%
Harbour deck	28%
Floating pool in False Creek	23%
Hot tubs at outdoor pools	20%
Urban spray parks	17%

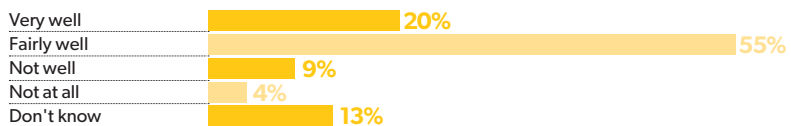
Beaches and Innovation

BACKGROUND COLOUR UPDATE?

Beaches Recommendations

75% of respondents think the recommendations for beaches respond very well or fairly well to what we heard and learned in Phase 1, and 44% think the recommendations will improve beach experiences. Approximately 60 open-ended comments related to beaches including over 20 comments expressing concerns over ocean water contamination/quality and nearly 20 comments with suggestions for rentals (lockers, umbrellas, beach chairs, wet suits). A further approximately 30 comments addressed the permission of alcohol at beaches and outdoor pools, with approximate 60% of these comments in favour, and 40% against.

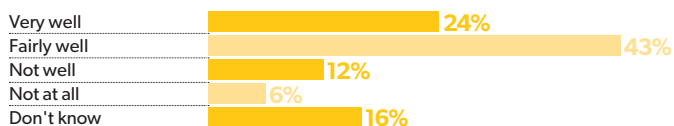
HOW WELL RECOMMENDATIONS RESPOND TO WHAT WE HEARD AND LEARNED ABOUT BEACHES IN PHASE 1



Innovative Aquatics Recommendations

42% of respondents think the recommendations will improve innovative aquatic experiences, and 67% of respondents think the recommendations for innovation respond very well or fairly well to what we heard and learned in Phase 1. Approximately 75 open-ended comments were related to innovation, approximately 45 of which commended the recommendations, and approximately 30 of which expressed concerns about innovative aquatics, stating these respondents feel existing facilities should be improved before implementing innovative aquatics.

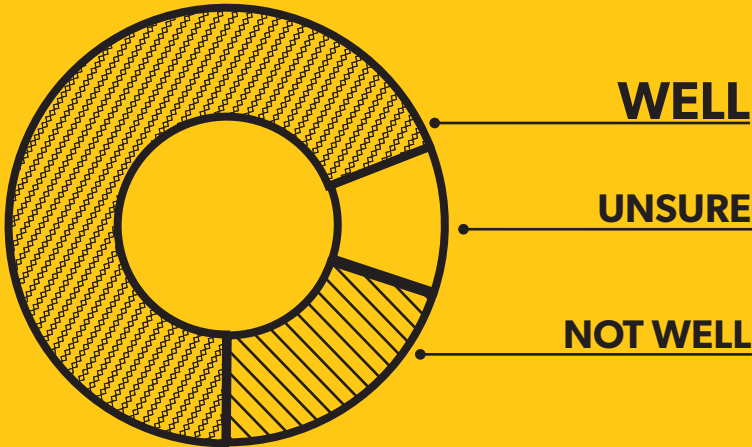
HOW WELL RECOMMENDATIONS RESPOND TO WHAT WE HEARD AND LEARNED ABOUT INNOVATION PHASE 1



Spray Parks + Wading Pools Responses

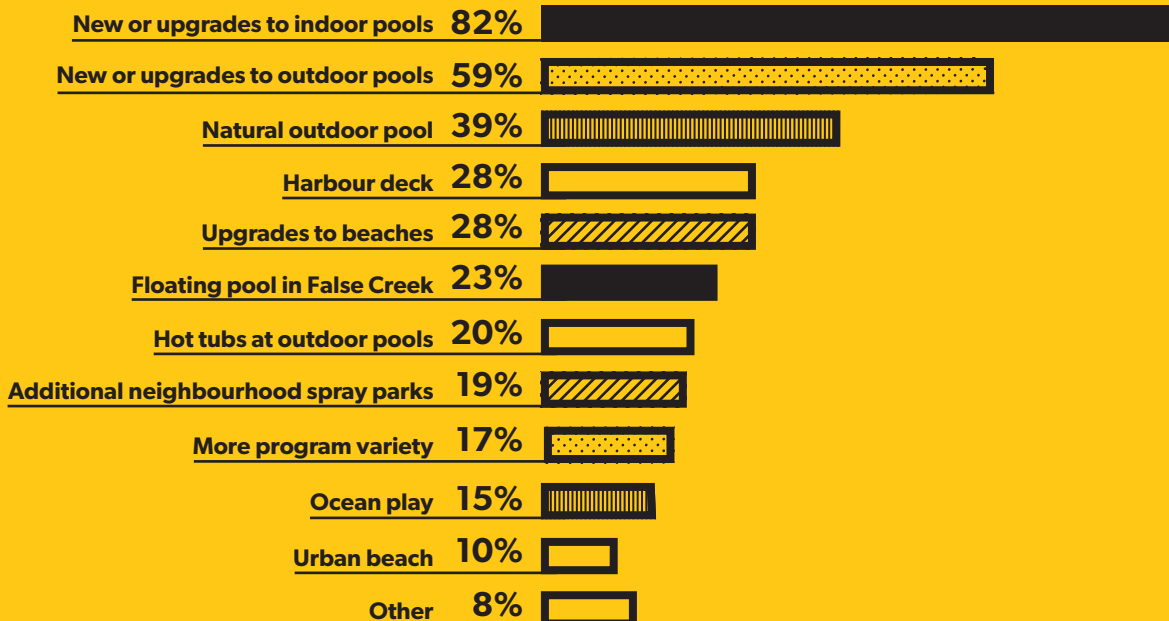
HOW WELL THE RECOMMENDATIONS RESPOND TO WHAT WE HEARD AND LEARNED ABOUT SPRAY PARKS AND WADING POOLS IN PHASE 1

RECOMMENDATIONS WILL IMPROVE SPRAY PARKS AND WADING POOLS EXPERIENCES



Top Recommendations

RECOMMENDATIONS PEOPLE ARE MOST EXCITED ABOUT



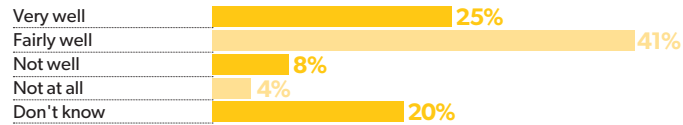
Respondents could choose up to 5.

Spray Parks + Wading Pools

Spray Parks + Wading Pools Recommendations

69% of respondents think the recommendations for spray parks and wading pools respond very well or fairly well to what we heard and learned in Phase 1, and 46% think the recommendations will improve spray parks and wading pools experiences. Approximately 30 open-ended comments related to spray parks and wading pools, two-thirds of which note a preference for converting existing wading pools to spray parks. Approximately 10 comments expressed the preference for retaining the existing wading pools.

HOW WELL RECOMMENDATIONS RESPOND TO WHAT WE HEARD AND LEARNED ABOUT SPRAY PARKS + WADING POOLS IN PHASE 1



Top Recommendations

Top Recommendations

Respondents were asked to choose up to 5 recommendations they are most excited about. The graph to the left displays the results, ranked from most responses to least. "New indoor pools" and "upgrades to indoor pools" were combined into one "new or upgrades to indoor pools" category, as were the same categories pertaining to outdoor pools.

Phase 2 Community Centre Association Meeting

Park Board staff held a session for representatives from the Community Centre Associations on October 5, 2017 in order to present and hear feedback on the draft recommendations. Hastings, Kensington, Kitsilano, Mount Pleasant, Strathcona, and Sunset Community Centre Associations attended.

The following is a summary of the key messages heard from the Community Centre Associations as well as clarification provided by Park Board staff at this meeting.

Clarification was provided:

- Regarding the feasibility of co-locating a pool with the Kitsilano Community Centre without impacting the park's service level.
- That decisions around facility programming, design and types and scale of aquatic amenities for facilities and required parking allocations will be determined through site planning and design, and will include public and stakeholder consultation.
- That while the Strategy speaks to diversifying programming, lap swimming remains a core aquatic service.
- That the Strategy provides system-wide recommendations and criteria for locating spray parks, but does not identify specific spray park locations.
- That discussions with the YMCA are in the early stages and includes discussions around access outside of the YMCA membership model.
- That the Vancouver Aquatic Centre will be renewed on site. The Strategy identifies an opportunity for more wellness amenities (large hot tub, sauna, indoor-outdoor amenities) as well as lane and leisure swimming. Programming and design to be determined in consultation with stakeholders and the public through site planning and design processes.
- That anything that heard at this meeting or through the broader consultation that is not associated with VanSplash will be collected and passed on to Park Development and other processes within the Park Board.
- That the capacity of the proposed Britannia pool would provide at least twice the capacity of two neighbourhood pools. No capacity would be lost in north-east Vancouver.
- That the proposed ideas such as a natural outdoor pool and floating pool are seen as destination facilities, able to draw a big enough crowd to be considered despite not necessarily being co-located.
- That there would be operational impact to anything adjacent to existing infrastructure during construction.
- That an outdoor pool is an open system so when it comes to water quality and access, we have a lot less control than with indoor pools. There is a misconception that the only challenge with outdoor pools is heating. But sanitation (animal control) and operation during inclement weather are all issues. The seasonal nature of the pools has revenue impact but also

impact on our limited and precious park land. Outdoor pools preclude other year round use of that space.

- The survey was available in English and Traditional Chinese.
- These are draft recommendations for review and comment. Nothing will be final prior to Board decision.

Comments:

- There are limited concrete recommendations to improve aquatics in South Vancouver in the short term.
- No new lane swimming outdoor pools are apparent in the recommendations. The outdoor pool recommendations are vague in terms of their programming.
- The proposed decommissioning of Templeton pool is not supported by the local community.
- Despite proposed upgrades, not convinced that Kensington will remain in the long term.
- Disagree with providing new facilities such as a natural outdoor destination pool and not more neighbourhood pools.
- Mount Pleasant and Sunset are ideal locations for outdoor pools.
- Teens and younger seniors should be considered.

Phase 4 Advsiory Group Report

6

Van Splash

Advisory Group Report



**VANCOUVER
NEEDS MORE
POOLS!**

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Executive Summary

In late 2018, a call for applications was promoted for a community advisory group to provide insights to Vancouver Park Board staff on the Draft VanSplash Strategy – a 25-year vision and high-level implementation plan for aquatics across the City of Vancouver. When the draft strategy previously came forward for approval in 2017, public concerns were raised about several aspects – primarily the strategy’s recommendation to move away from a predominantly neighbourhood-scale indoor pool system. The Board referred VanSplash back to staff for further consideration in early 2018, and the decision was made to establish an advisory group as an additional phase of community engagement.

The VanSplash Advisory Group selection process was designed to establish a group with a diverse range of aquatics experience and perspectives. The 19-member group of volunteers included a range of ages, backgrounds and residents from different locations across Vancouver. Members included aquatic sport coaches, parents of children in swim lessons, people living with disabilities, aquatics advocates, former competitive athletes, recreational aquatics users, ocean swimmers, and a range of other perspectives and group affiliations. The VanSplash Advisory Group was launched in January 2019 and met nine times between January and June. The group was coordinated and facilitated by a neutral, third-party consultant and all meeting notes and presentation materials were

posted to the VanSplash webpage for public access. Group members were asked to communicate the group’s work to their networks and contacts, and members of the public were able to submit letters by email for the group to consider. The mandate of the group was to review and provide insights to Park Board staff on: a) the content of the Draft VanSplash Strategy, with a focus on the strategy’s draft Recommendations, b) the amendments proposed by Commissioners at the January 29, 2018 Board meeting, and c) concerns raised by residents.

The first few meetings were intended as a learning phase and included a tour of Lower Mainland aquatics facilities and presentations on aquatics planning and trends. The group then focused on deliberations and providing input to Park Board staff on the contents of the Draft VanSplash Strategy, proposed amendments and community concerns. The majority of group discussion time was spent on the strategy’s draft Recommendations, and through these discussions many of the proposed amendments and community concerns were addressed. The amendments and concerns were also covered separately in group discussions.

The VanSplash Advisory Group’s input includes:

- Input on the draft Vision, Principles and Goals
- Input across all draft Recommendations

- Input on individual Recommendations, including those related to Indoor Pools, Outdoor Pools, Beaches, Wading Pools and Spray Parks, and Innovation
- Other group suggestions and ideas not specifically related to the Recommendations

Park Board staff will consider the VanSplash Advisory Group’s insights as they work to update the VanSplash strategy. The updated strategy will come forward to the Board in Fall 2019 for decision.



VANCOUVER NEEDS MORE POOLS!



The Advisory Group's Input

As outlined in the Terms of Reference, the group was tasked with providing insights on the Draft VanSplash Strategy, with a focus on the Recommendations. The group was also asked for input on the draft Vision, Principles and Goals, community concerns, and amendments proposed by Commissioners in January 2018.

The group worked hard to reach consensus on all of its input to the Park Board. The group's input below is all consensus-based, except where explicitly noted. See Page 20 for more information on what is consensus.

INPUT ON VANSPLASH VISION, PRINCIPLES AND GOALS

The group suggests that the wording of the draft vision is more suitable as a mission statement. The vision should be aspirational and describe the desired future state, while the mission should be about how to reach the vision. The group developed a new suggested vision, and provided some suggested changes on the previous vision to put forward as a suggested mission.

Current draft Vision:

Deliver a wide range of aquatic experiences for residents and visitors that support Vancouver as a highly-livable, world-class coastal city.

Suggested Vision:

Building communities of aquatics users for a lifetime.

Suggested Mission:

Deliver a wide range of accessible aquatic experiences for residents and visitors that support Vancouver as a highly-livable, world-leading coastal city.

To be consistent with this language, the group also suggests changing the wording in Goal 1 to say: **Continue to increase annual aquatic visits per capita** (instead of swims).

Current draft Principle #2:

Expand the definition of 'aquatics' to include beaches, wading pools, spray parks and new innovative aquatics experiences.

The group suggests **adding "competition"** to this principle.

The group did not have any further consensus insights on the draft Vision, Principles and Goals.



Notes:

Text in **blue bold** is advisory group input.

Text in **gray bold** is existing draft VanSplash content provided for reference to indicate what the group is commenting on.

The group was specific in choosing "aquatics users" for the vision, as opposed to "swimmers," as they recognize that many non-swimmers are also using aquatics facilities.



INPUT ON VANSPLASH RECOMMENDATIONS

Input Across all Recommendations

In recognition of the urgent need for increased aquatics capacity in Vancouver, an overarching message from the VanSplash Advisory Group is **“we need more pools”**. The group agreed this should be the title of the advisory group report.

Across all recommendations, ensure meaningful consultation is done with impacted communities, user groups and stakeholders – based on the City of Vancouver’s core values and guiding principles for engagement.¹ Revisit how consultations have been done

¹ <https://vancouver.ca/your-government/how-we-do-community-engagement.aspx#values>

with impacted communities. Consultation processes should include evaluation to measure effectiveness.

Clear and transparent communication should be a focus and high priority for both Park Board staff and elected officials. The VanSplash Advisory Group has identified a lack of public trust in VanSplash and the Park Board, and the group believes in part this stems from a lack of clarity and clear, accessible information.

Indoor Pools Recommendations

Suggested new recommendation:

Vancouver needs a competition facility adequate in capacity to serve local age group, master and triathlete as well as water polo, diving and synchronized swimming - big enough to host provincial and national competitions. In planning for such a facility, consult with National Sports Organizations, Provincial Sports Organizations and other user groups.



Note:

The group intentionally put forward this suggested recommendation (previous page) without specifying a proposed or potential location for such a facility.

Group input on current draft Recommendation 1:

Move away from a predominantly neighbourhood scale pool system and deliver a greater diversity of swimming experiences at larger, community and destination scale facilities

- The group supports the amended Recommendation 1, as proposed by Commissioners in January 2018: **“Support a balanced delivery model that includes neighbourhood scale pools as well as larger community and destination scale facilities to deliver a greater diversity of aquatic experiences.”**

Additional group insights related to Recommendation 1:

- **Neighbourhood pools are important**
- **Consult the local community**
- **No one is opposed to a destination pool, but where it is located is important**

Group input on current draft Recommendation 2:

Where feasible, co-locate outdoor pools with indoor pools to offer a greater range of aquatic experiences at each facility and to maximize operational efficiencies.

- **Problems with definitions of “outdoor pool” i.e. newer one at Hillcrest is a wading pool; not big enough for an adult to swim there**
- **Community input should determine type of pool built**
- **Co-location should be expanded to other community facilities, not just indoor pools**

The group supports draft Recommendation 3 as-is:

Decommission existing stand-alone whirlpools in community centres which have safety and operational challenges.

Group input on current draft Recommendation 4:

Replace Britannia neighbourhood pool with a new Community-plus scale pool on the Britannia site.

- **More / better consultation and listening is required with this community and user groups to understand what they want:**
 - **Be sure to include all classes and ethnicities**

Group input on current draft Recommendation 5:

Once the Britannia Community-plus pool is fully operational, engage with pool users, community members, key stakeholders to determine the impact of the new Britannia pool on Templeton Pool.

- **Any future consultation should start from an understanding that both Templeton and Britannia are needed in 2019 for capacity**
- **Retain neighbourhood pools:**
 - **Values, qualities, experience, accessibility can’t be replaced by larger facility**



Note:

See Page 9 for additional input on Recommendations 5 and 7

Group input on current draft Recommendation 6:

Provide a new City-wide destination pool with sport-training focus, at Connaught Park as part of a future arena and/or community centre renewal.

- **Need to consult community**
- **Sport-training-focused facility needs to include diving, synchro, water polo, etc.**

Group input on current draft Recommendation 7:

Once the Connaught pool is fully operational, engage with pool users, community members, and key stakeholders to determine the impacts of the new Connaught Pool on Lord Byng Pool.

- **Byng and Connaught areas have diverse needs**
- **Need to plan for increase in population on Jericho lands**
- **Mix of pool sizes is key**

Group input related to both Recommendations 5 and 7 (re: Templeton and Byng):

- **Templeton and Byng would remain open for a minimum of five years following the new pools (Britannia and Connaught) becoming fully operational. During this time, there would be a formal consultation process, and a thorough impact study. The group also calls for how engagement is done to be revisited, and that the engagement processes would include evaluation.**

The rationale provided for this input was to give the Byng and Templeton pool communities a level of comfort around a specific timeframe for the pools to remain open, and request a commitment to thoroughly assess the impacts of the new pools on existing pools before any decisions are made about the future of Byng and Templeton pools. The group wanted to directly address the concerns of the Byng and Templeton communities so that the VanSplash strategy can move

Note:

Two Advisory Group members oppose this input, and one member is undecided. Consensus was not reached. As part of this group discussion, the members in opposition wanted the group to discuss and consider an alternative recommendation, drafted and put forward by one advisory group member, that: "All currently existing neighbourhood pools (as of 2019) will continue to exist and will be maintained, retrofitted, renovated or replaced and not demolished". The initial group response to this suggestion was largely uncertain - based on an exercise where each member held up colour-coded cards - and several group members felt this suggestion would be in contravention of the Jan. 14, 2019 Board of Commissioners motion for the VanSplash Advisory Group to "only consider the possible future expansion and improvement of Vancouver's aquatic facilities". Therefore, the alternative recommendation was not discussed further. No other alternatives to replace the input supported by the majority of the group were suggested. The group decided to include this input in the report, despite consensus not being reached, noting that two members were opposed and one undecided.



forward, allowing some new pools to be built and increase much-needed capacity in the system.

Group input on current draft Recommendation 8:

Replace the Vancouver Aquatic Centre with a new City-wide destination pool with a health and wellness focus, with co-located outdoor aquatic amenities

- **Health and wellness focus is too narrow**
- **Should be a large, multi-purpose facility serving the needs of a wide variety/ all user groups – wellness, health, sport training, competitive meets, diving, lessons, etc.**
- **Downtown location needs to serve families, visitors, etc.**

Group input on current draft Recommendation 9:

Replace Kerrisdale pool with a new Community scale pool, as part of a future Community Centre and/or arena renewal to take advantage of co-location synergies including energy savings, operational efficiencies, and the community interest in larger facilities offering a diverse range of amenities and services in one location

- **Support recommendation but it should be a higher priority moved up in timeline**
- **Intensive consultation with community is needed**
- **Be sure to include schools in consultation**

Group input on current draft Recommendation 10:

Renovate Kensington Pool to enhance accessibility and increase opportunities for adaptive and therapeutic swimming

- **Ensure therapy components are offered at all pools**
- **More discussion/community consultation required**

Group input on current draft Recommendation 11:

Continue to consider building partnerships with other agencies to gain opportunities for public use of non-park board aquatic facilities

- The group supports the amended Recommendation 11, as proposed by Commissioners in January 2018: **“Continue to consider building partnerships with other agencies to gain opportunities for public use of non-park board aquatic facilities consistent with Park Board goals of accessibility and equity.”**
- **Concern that partnerships will make it more expensive for users (higher admission fees)**

Outdoor Pools Recommendations

Suggested new recommendation: **Renovate Hillcrest outdoor pool to make it a legal competition-size pool.** The group suggests this will meet the needs of community members calling for an outdoor pool in Mount Pleasant.



Note:

This group discussion began with a recommendation put forward by one advisory group member to “replace Mount Pleasant outdoor swimming pool”. However, several members expressed opposition or uncertainty about this suggestion and consensus was not reached. An alternative recommendation to renovate Hillcrest outdoor pool was put forward and consensus was reached.

Group input on current draft Recommendation 3:

Provide a balance of recreation, fun, socializing and fitness, through a range of outdoor pool facilities and experiences

- **Don’t limit uses**
- **Don’t create individually focused facilities**
- **Need to ensure ability/space for actual swimming in all outdoor pool facilities**
- **Dedicated swimming spaces with lines and straight walls**

Group input on current draft Recommendation 4:

Consider an outdoor pool or spray feature with every new indoor pool facility where possible with site constraints and site planning objectives

- **As long as size and scope of indoor pool isn’t compromised**

Group input on current draft Recommendation 7:

Provide a new City-wide naturally filtered destination outdoor pool in South Vancouver i.e. non-chlorinated



- **Don't limit to South Van**

The group supports all other draft Outdoor Pools Recommendations as-is:

- Recommendation 1: **Continue to invest in the existing outdoor pools to keep them as unique city wide (destination) facilities within Vancouver**
- Recommendation 2: **Prioritize locating new outdoor pools to fill current service area gaps in southcentral and southeast Vancouver**
- Recommendation 5: **Revitalize existing outdoor pools: Improve or replace changing facilities, improve food and beverage service offerings, improve or replace mechanical equipment, improve new spray features and improve deck areas to enhance quality of experience**
- Recommendation 6: **Provide a new co-located outdoor pool in South Vancouver considering Killarney or Marpole Community Centres as possible locations**

Beaches Recommendations

Group input on current draft Recommendation 3:

Invest in maintaining and enhancing existing beaches: upgrade or replace changing facilities, upgrade food and beverage service offerings, provide opportunities for shade.

- **Add beach accessibility for people with disabilities**

The group supports all other draft Beaches Recommendations as-is:

- Recommendation 1: **Consider activating or enhancing the range of aquatic experiences offered at beaches, i.e. temporary water play**
- Recommendation 2: **Find a better way to collect information on how many people use our beaches and how they use them**
- Recommendation 4: **Consider enhancing the diversity of experiences at/from beach**
- Recommendation 5: **Invest in Swimming improvements at Trout Lake**

Wading Pools and Spray Parks Recommendations

The group suggests **adding "accessible"** to all six of the draft Wading Pools and Spray Parks Recommendations. The group emphasized that **accessibility needs to include getting to the spray park (level pathway, disabled parking, etc.)**

With these additions, the group supports the draft Wading Pools and Spray Parks Recommendations:

- Recommendation 1: **To facilitate the emerging spray park system, continue to convert wading pools to spray parks or decommission them, pending locational criteria and consultation with communities**
- Recommendation 2: **Provide spray parks at destination and highly urban parks serving large populations**
- Recommendation 3: **Provide neighbourhood spray parks based**

on greatest social and geographic need and through consultation with local communities

- Recommendation 4: **Consider co-locating accessible spray parks with indoor or outdoor pools, and/or with washrooms and community centres**
- Recommendation 5: **Where possible, design spray parks in a way that water can be recycle for park use, i.e. adjacent irrigation or water features**
- Recommendation 6: **Distribute spray parks more evenly throughout the City corresponding to population distribution and density**

Innovation Recommendations

Group input on current draft Recommendation 2:

Provide wellness amenities, connected with existing and future pools

- **Include accessibility and therapeutic aspects**

Group input on current draft Recommendation 6:

Build a Harbour deck for improved access to our inlet

- **Inlet should be plural – False Creek and Coal Harbour**

Group input on current draft Recommendation 7:

Provide play structures in the ocean at existing beaches

- **With consideration of ecological and environmental impacts**

The group supports all other draft Innovation Recommendations as-is:

- Recommendation 1: **Provide a combination of temporary and permanent aquatic innovations**
- Recommendation 3: **Add outdoor hot tubs at larger destination outdoor pools that aren't co-located with an indoor pool or hot tub**
- Recommendation 4: **Build destination spray parks for fun and cooling aquatic**
- Recommendation 5: **Create urban beaches for relaxation and play**
- Recommendation 8: **Build a naturally-filtered outdoor pool for better connection to nature**
- Recommendation 9: **Assess feasibility of floating pool in False Creek**

ADDITIONAL INPUT

- **Include a glossary in the updated VanSplash strategy report**
- **Ensure First Nations are included in consultation processes and that communities' cultural traditions re: water / aquatics are considered and consulted on**
- **Plan in consideration of climate change**
- **Address water quality in outdoor bodies of water for swimming**
- **Plan facilities with recognition of existing programs**
- **Reduce the use of chlorine whenever possible**
- **Extend the Kitsilano Pool season, as this is the most unique pool in Vancouver and extended season would increase capacity in the system**
- **Empower communities to fundraise for public aquatics facilities**
- **Develop an upgrade and renovation plan, extending operational life-span for all aquatic facilities, to increase sustainability and operational efficiency including consideration of implementing green technologies**



Note:

The last bullet point is adjusted wording of one of the amendments proposed by Commissioners in January 2018.

VanSplash Overview and Context

The goal of VanSplash is to develop a 25-year vision and high-level implementation plan for the future of aquatics across the City of Vancouver, in anticipation of a changing and aging population.

VanSplash includes indoor pools, outdoor pools, beaches, wading pools, and spray parks.

THE VANSPLASH JOURNEY

The current Draft VanSplash Strategy report was released in fall 2017, following a 19-month development process that included two phases of broad community and stakeholder engagement.

Building on the mandate of the 2001 Aquatic Services Review, the document proposes a 25-year vision, a set of recommendations, and a 10-year implementation plan for the delivery of aquatic services in Vancouver. The draft strategy is informed by a technical study summarizing research

and data analysis, a precedent review, and community and stakeholder engagement input.

VanSplash was presented to Park Board Commissioners for approval in December 2017. At that time, members of the public raised a variety of concerns about the strategy, with the largest theme of concerns related to the draft strategy's recommendation to move away from a predominantly neighbourhood-scale pool system. The Board referred the strategy back to staff for "for further consideration, including the role of neighbourhood pools in relation to the qualitative experience they offer residents".

A decision was then made to establish a community advisory group to review the draft strategy in detail, and provide insights to Park Board staff about how the strategy's recommendations might be adjusted to address concerns.

With the advisory group process now wrapped up, and its recommendations presented in this report, the VanSplash Strategy will be updated where possible and brought forward to the Board for consideration in Fall 2019. While Park Board staff are responsible for developing and updating VanSplash according to the Board's direction, the elected Board of Commissioners will make the decision whether to approve the strategy.

COMMUNITY ENGAGEMENT

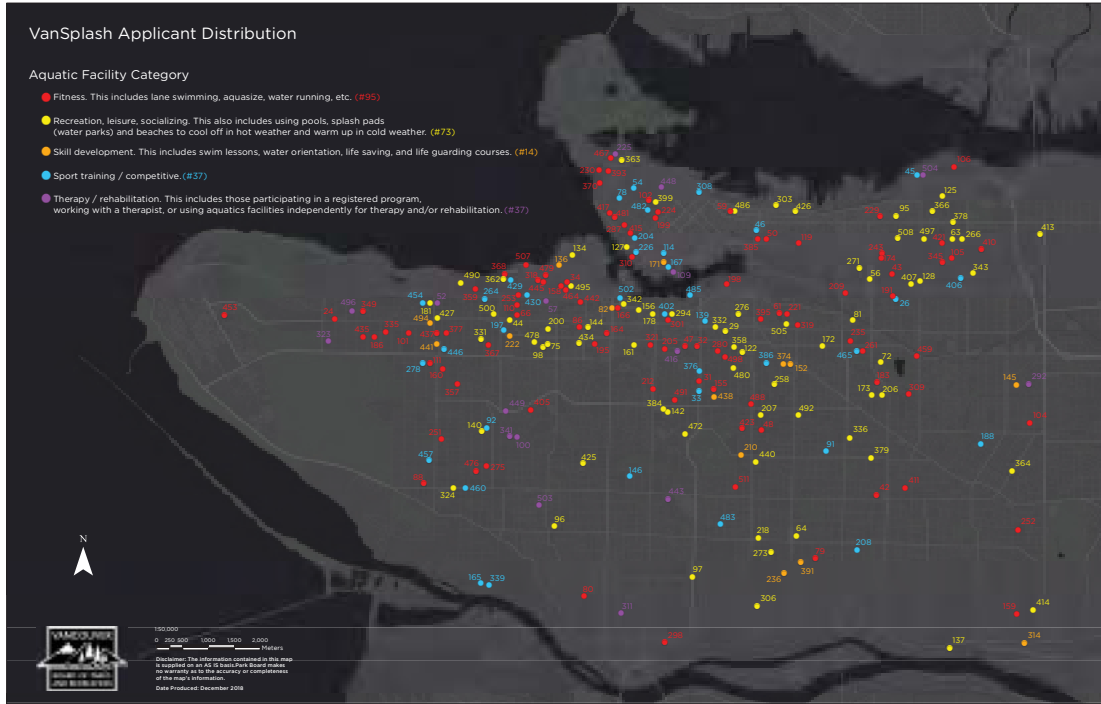
Over two phases in 2016 and 2017, the VanSplash stakeholder engagement process resulted in over 7,000 interactions with stakeholders and the public to inform the strategy recommendations. Engagement opportunities included five open house outreach events, six focus group sessions and two TalkVancouver online surveys with a combined total of over 6,300 responses, in addition to over 185 email submissions.

The process aimed to engage both aquatic facility users and non-users, and included outreach to over 150 groups including aquatic user groups, community centres, neighbourhood houses, immigrant services, City of Vancouver advisory committees, LGBTQ2 representatives, diverse advocacy groups, persons with disabilities and seniors. The engagement process was one of Park Board's most extensive processes to date in terms of numbers and diversity of groups engaged.

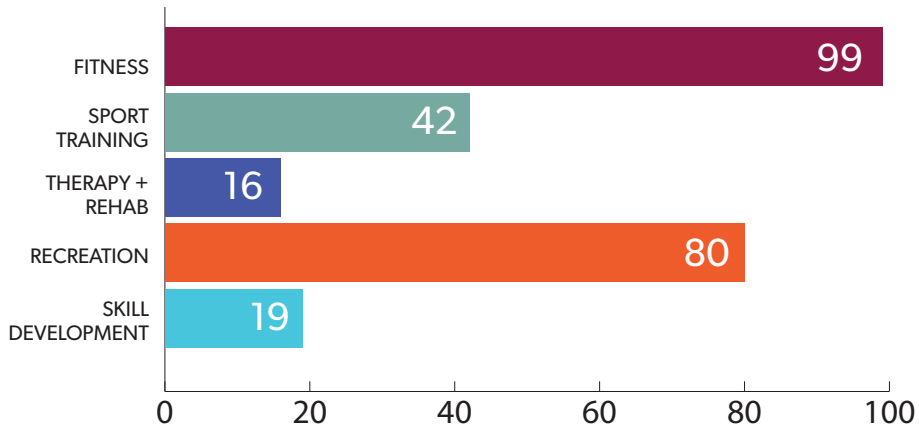
The VanSplash Advisory Group represents a third phase of engagement on the strategy, with the goal of obtaining broad perspectives and input from a range of stakeholder and user groups, along with members of the public who access a variety of aquatics services.



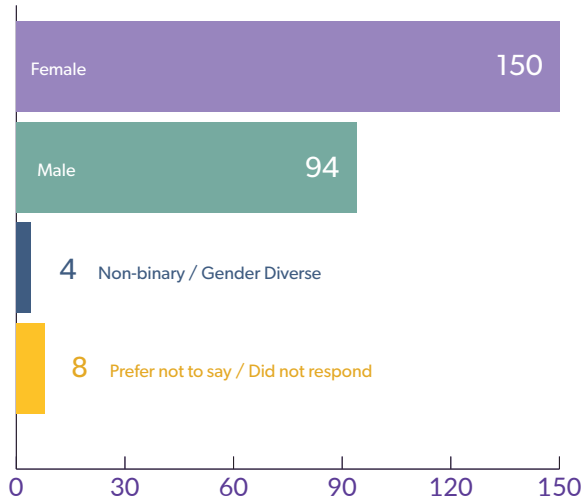
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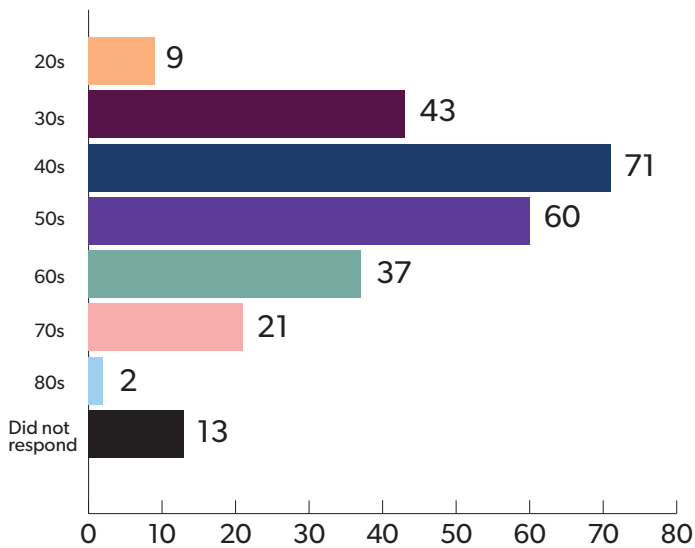
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APPLICANT DISTRIBUTION: GENDER IDENTITY



APPLICANT DISTRIBUTION: AGE



CALL FOR APPLICATIONS

103,000+ e-blast recipients

Posters & postcards at pools

Newspaper advertising

75,000+ views of social media posts & advertising

Letter to Community Centre Association Presidents

Direct outreach to aquatics stakeholder groups

14-day application period

256 completed applications received

The Board of Commissioners approved the recommended short-list of applicants in December 2018, and those 20 volunteers were invited to join the advisory group. Two successful applicants declined the invitation to join the group, and subsequently two alternate applicants from the same aquatic use category, who shared similar qualities, were invited in their place. One of these alternate applicants initially agreed to join the group, but was not able to attend the first several meetings and regretfully stepped down. The group agreed to continue with 19 members.

VANSPLASH ADVISORY GROUP MEMBERS:

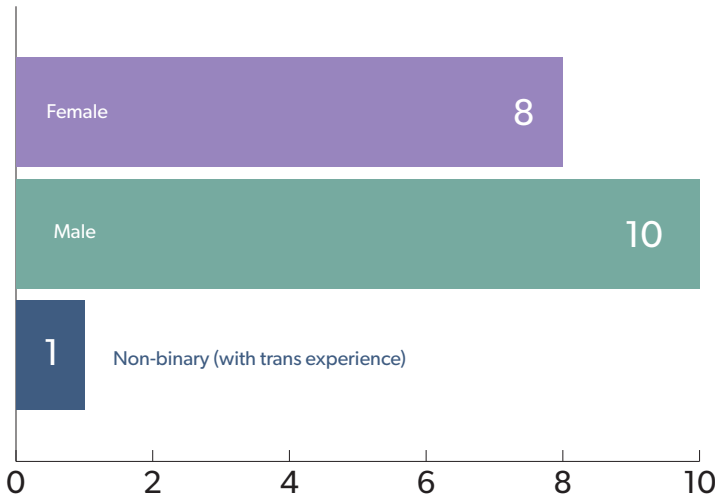


- ANTHONY ABRAHAMS
- ANTHONY MEHNERT
- JEAN CAMPBELL
- BARRY MORRIS
- KAYE CHAPMAN
- STEVIE NGUYEN
- CLIFF CHENG
- CHARLES TAI
- MICHAEL DIPIETRO
- ARTHUR TSAI
- DALE EDWARDS
- JARRETT VAUGHAN
- ABBY FERRIS
- MARIANNE WIELAND
- SAMANTHA GARRETT
- DE ALVAREZ
- IGOR KOPECKY
- PETER WONG
- CAROL MARTIN
- BRONWEN MEARS

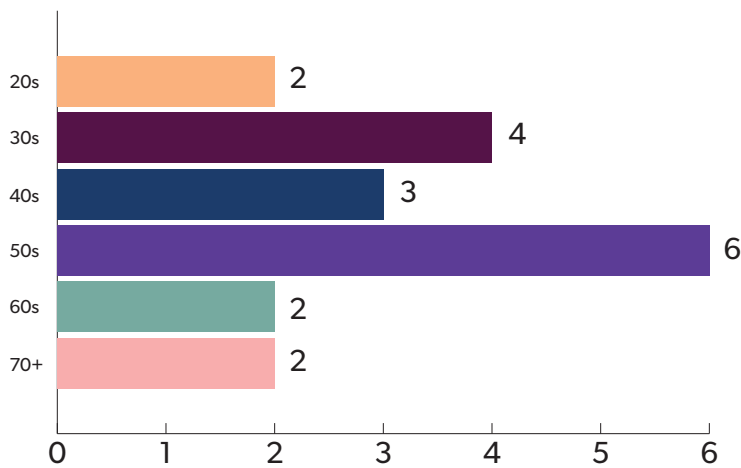


ABOUT THE ADVISORY GROUP MEMBERS

ADVISORY GROUP: GENDER SUMMARY



ADVISORY GROUP: AGE SUMMARY



DISABILITIES IDENTIFIED

- Osteoarthritis (2)
- Degenerative disc disease
- Child with autism
- Child who uses wheelchair
- Depression and anxiety
- Yes - prefer not to say

FACILITIES USED

- Britannia
- Hillcrest
- Kensington
- Kerrisdale
- Killarney
- Lord Byng
- Renfrew
- Templeton
- Vancouver Aquatic Centre (VAC)
- Kits Pool
- New Brighton
- Second Beach Pool
- English Bay Beach
- Sunset Beach
- Kits Beach
- Spanish Banks
- Jericho Beach

Aquatics groups represented:

FastLane swim group, Excecleration Triathlon and Multisport, Vancouver Open Water Swim Association (VOWSA), Vancouver Society for the Promotion of Outdoor Pools, Swim BC, Swim Canada, Canadian Dolphins Swim Club, Killarney Gators Swim Club, Honu Para Swim Society, English Bay Swim Club, Masters Swimming Association of BC, Masters Swimming Canada, iDive, BC Diving, IGLA: International LGBTQ+ Aquatics, advocate for Templeton Pool, advocate for Lord Byng Pool

Other related groups that members are affiliated with:

All Bodies Community (ABC) Fitness, SportAbility, Canadian International Dragon Boat Festival, Residents Association of Mt. Pleasant, Downtown YMCA, Metro Vancouver Alliance, Renfrew Park Community Association, Killarney Community Centre Society

Other relevant roles and experience of members:

Aquafit instructor, sport coaches, parents of children in swim lessons, synchronized swimming experience, former lifeguards, former competitive swimmers and athletes, para swimming experience, research and experience with aquatics facilities in other cities, formal education in city planning, communications expertise, Cantonese and Mandarin speaker, volunteering experience, board member experience, experience with swimming community in United States, newcomer experience

Was the group intended to be representative?

Although the membership of the VanSplash Advisory Group is diverse, it was not intended to represent the overall demographics of Vancouverites. Participation was based on a voluntary response to a call for applications, and the demographics of applicants did not represent the general population of Vancouverites or aquatics users. A different process would have been used to establish a representative sample based on population demographics.



PROCESS HIGHLIGHTS:

6 months

9 meetings (includes 1 facilities tour)

27 hours of meeting time per member

400+ hours of collective meeting time

100s more hours devoted outside of meetings to read emails from public, engage with networks and contacts, prepare for meetings, complete assignments, review meeting notes, etc.

While the Board-approved selection process was designed to create a diverse group with a wide range of perspectives, Park Board staff, Commissioners and advisory group members were all conscious of the limitations of a 19-member group in being able to include all perspectives. However, a larger group would have introduced difficulties in achieving productive meetings within time constraints; in fact, this was an identified challenge with 19 members, and the advisory group eventually agreed to longer meetings and additional meetings to ensure more time for discussion.

During Meeting #1, advisory group members discussed and identified potential groups and voices that were missing from the table, such as youth, First Nations and Urban Indigenous, homeless and vulnerable Vancouverites, and non-English speakers, among others. Group members then discussed how they could leverage their contacts and networks to help bring these voices into the conversation.

How did the group operate?

The VanSplash Advisory Group launched in January 2019 and completed eight regular meetings, plus a full-day aquatic facilities tour, before wrapping up its deliberations in June.

One additional meeting is planned for Fall 2019 to report back to the group how its input was used.

All advisory group **members had equal standing** and the group operated without a chair. Group meetings and communication were coordinated by the external facilitator, and meeting notes were captured

by an independent notetaker from Delaney + Associates. Members had an opportunity to review all draft meeting notes before they were posted online for public access.

The group's work was guided by a **Terms of Reference**, which outlined its mandate, term, structure, application and selection process, roles and responsibilities, etc. A Process Framework was also developed to outline the meeting schedule and focus topics for each meeting. Group members had an opportunity to provide input on both the draft Terms of Reference and Process Framework during Meeting #1, before they were finalized.

During the first meeting, the group also worked together to develop a **"Code of Conduct"** for group meetings, which included values such as: "we will work together in the spirit of collaboration and compromise," "we value diversity and inclusion," and "challenge ideas, not people." The facilitator reminded the group of the Code of Conduct at the beginning of each meeting.

Group **members were consulted** on decisions related to the operation of the group whenever possible. For example, meeting dates and times were chosen based on members' availability, and members helped decide the mix of City of Vancouver and non-Vancouver pools to visit on the facilities tour.

Before beginning deliberations on the draft VanSplash content, members discussed and considered whether the group would **aim for consensus in its advice** to Park Board staff. The facilitator explained that delivering consensus input would mean that staff would receive



What is Consensus?

Consensus is a lack of disagreement. It implies compromise and cooperation. The root of consensus is "consent."

Consensus means you might not agree 100%, or you may not get everything you're looking for, but you can accept and live with the outcome.

clear feedback, from the group as a whole, to consider incorporating into the updated VanSplash strategy - as opposed to potentially conflicting advice from various individual members. The group decided to strive for consensus, and periodically discussed this approach throughout its deliberations. In one situation, consensus could not be reached and the group decided to put forward the insights with a note that two members disagreed and one was undecided.

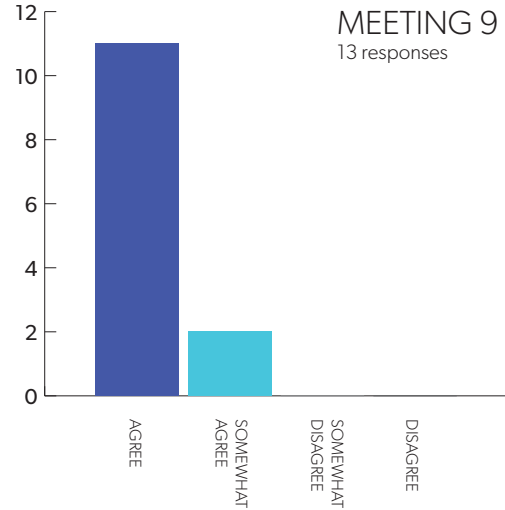
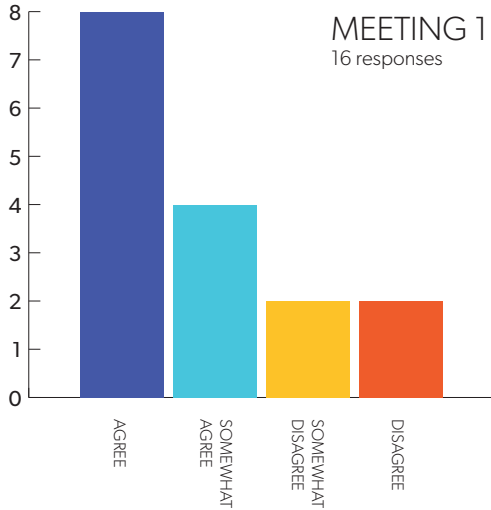
A **variety of activities and tools were used** to support members in their discussions and help identify initial levels of agreement or support for content in the draft VanSplash strategy. For example, in one meeting members used tokens to anonymously indicate their level of agreement with each of the draft indoor and outdoor pools recommendations. The results of this exercise were then used as a starting place for deliberations and suggestions for advice to Park Board staff on these recommendations.

At the end of every meeting, members were invited to complete a short **evaluation survey** to provide feedback on the structure and content of the meeting. The evaluation results were used by the facilitation team to continually adjust the approach to help meet members needs and preferences. For example, members identified in early meeting evaluations that meetings felt rushed and there was not enough time for discussion. Based on this feedback and the group's preferences, meetings were extended to three hours each, two additional meetings were added, and assignments were developed for members to complete outside of meetings. Evaluation results and written feedback were shared with all group members following each meeting.

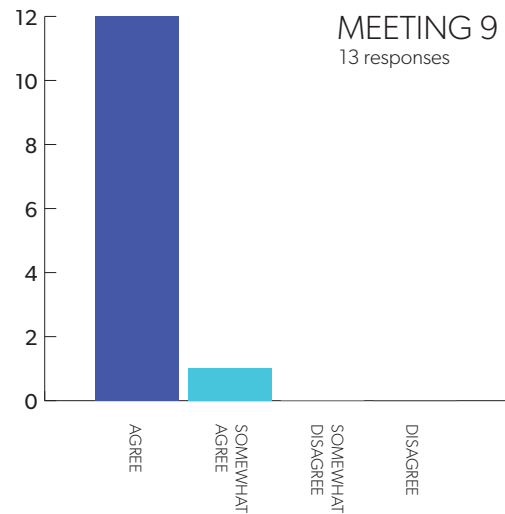
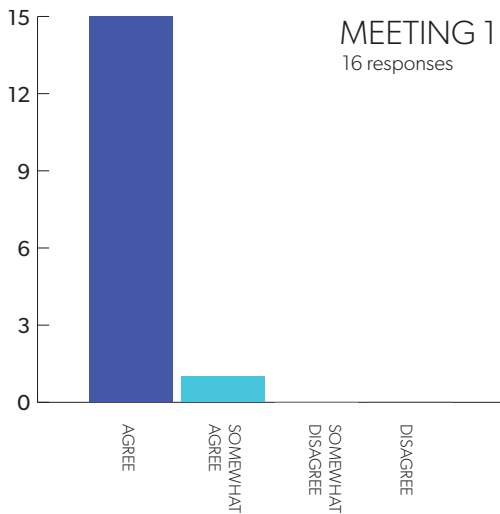
EVALUATION HIGHLIGHTS

Some of the evaluation results from Meeting #1 in January and Meeting #9 in June demonstrate some of the group’s progress. Additional evaluation questions asked members to write what they liked most and what they liked least about the meeting, and to rate whether the meeting was facilitated in an impartial way by the external facilitator.

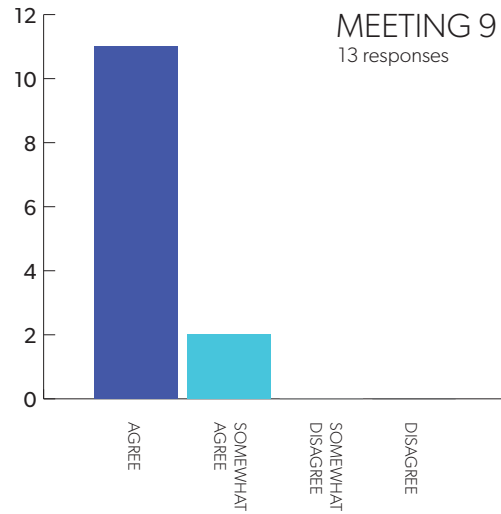
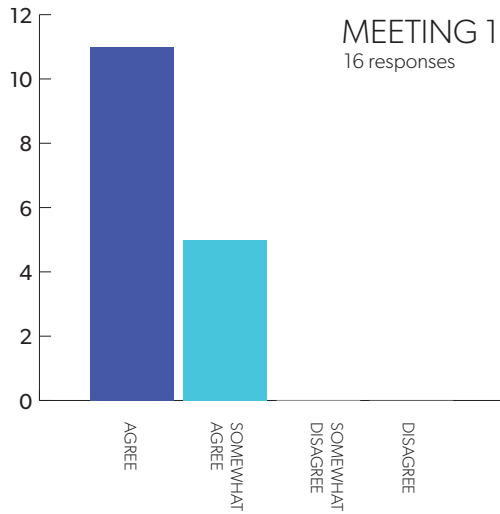
1) The session content enhanced my knowledge of the draft VanSplash Strategy and Vancouver’s public aquatics system.



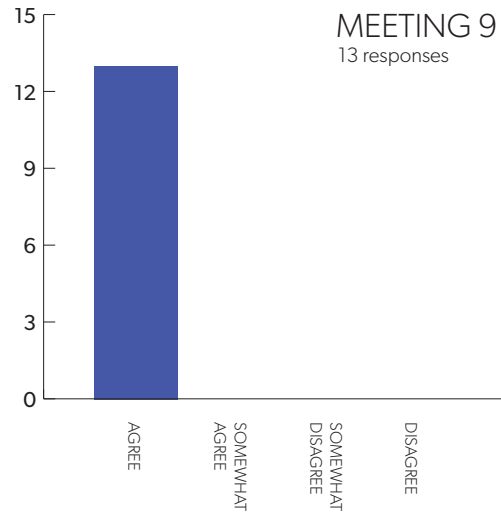
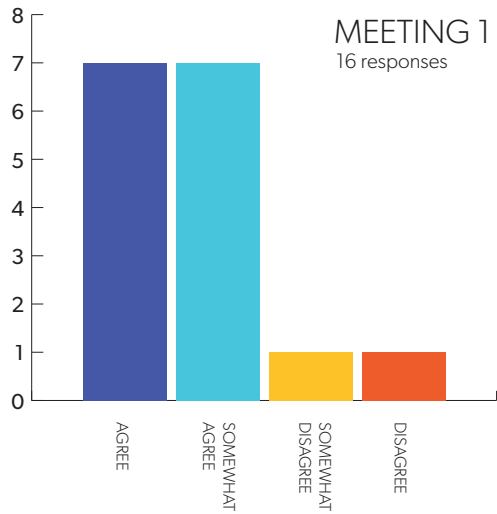
2) I was encouraged to share my thoughts and/or feedback during this engagement.



3) I had the information I needed to participate in a meaningful way.



4) I understand the VanSplash advisory group process and what the group can and cannot influence.



The Advisory Group Process

Between January and June 2019, the group met regularly to learn about Vancouver’s existing aquatic system, review the draft strategy and other information, and provide input on the draft VanSplash Strategy.

MANDATE

The group’s mandate was clearly outlined in the Terms of Reference:

“The role of the VanSplash Advisory Group is to review and provide insights to staff on the content of the draft VanSplash strategy, with a focus on the strategy’s Draft recommendations. In addition, the group will review and provide insights on the amendments proposed by commissioners at the January 29, 2018 Board meeting, and concerns raised by residents who spoke at the December 11 and 12, 2017 and January 29, 2018 Board meetings.

The advisory group is being established to provide insights and advice to Park Board staff. Based in part on the advisory group’s input, Park Board staff will revise the VanSplash strategy and bring it to the Board in 2019 for decision. The final decision-makers are the Park Board Commissioners.

Motion of January 14, 2019:

The Vancouver Park Board directs its VanSplash Advisory Group to only consider the possible future expansion and improvement of Vancouver’s aquatic facilities.”

The mandate was referenced regularly in meetings and discussed by the group, with a view to ensuring its review, insights and advice were within scope.



PROCESS OVERVIEW

Meeting 1, January 16: Kick-off and desired outcomes – discussed group Process Framework and Terms of Reference, discussed group’s mandate and measures of success for process

- Materials covered / provided: Terms of Reference, Process Framework, Board’s motion of Jan. 14, 2019 re: advisory group scope

Meeting 2, February 3: Aquatic facilities tour – visited six Greater Vancouver pools²; three City of Vancouver facilities (Renfrew, Killarney and Vancouver Aquatic Centre) and three non-City facilities (Guildford, Edmonds and UBC)

- Information provided for each facility: Year opened, cost to build, annual operating costs, annual revenue, facility features, accessibility features, capacity and usage trends

Meeting 3, February 13:

Overview of planning approach and VanSplash strategy – presentations on aquatics planning, capital planning, facilities planning and trends in aquatics

- Materials covered / provided: Current Draft VanSplash Strategy report, overview of aquatics planning, capital planning, facilities planning, trends in aquatics

Meeting 4, March 11: Vision, Principles and Goals – discussed and provided feedback on draft Vision, Principles and Goals

² Advisory group members were asked in Meeting 1 if they wanted to visit only City of Vancouver pools or a mix of COV and non-COV pools. The group’s feedback was to tour a mix of facilities.

within the VanSplash strategy

- Materials covered / provided: Existing draft Vision, Principles and Goals; book created by Byng and Templeton pool users: “The Power and Magic of Neighbourhood Pools”.

Meeting 5, April 3: VanSplash draft Recommendations – identified the least-supported indoor and outdoor pool recommendations, and discussed several of the indoor pool recommendations

- Materials covered / provided: Existing draft indoor and outdoor pools recommendations, additional context and information on the recommendations provided by staff; first batch of emails from public addressed to the group; information about YMCA proposal for new pool facility in South Vancouver

Meeting 6, April 29:

Recommendations continued – continued detailed discussions on the draft indoor pools recommendations

- Materials covered / provided: Existing draft beaches, wading pools + spray parks and innovation recommendations, with additional context and information on the recommendations provided by staff; staff presentation on Park Board land and land considerations / constraints for aquatics; updated Process Framework to reflect additional meeting and other process changes; additional emails from public addressed to the group; information in response to member requests: information about the current Britannia Master Plan process, and about funding for construction of Hillcrest



COMMUNICATIONS HIGHLIGHTS

- 20 documents from meetings posted to VanSplash webpage
- 3 e-blasts to VanSplash subscribers
- Update posters in all community centres
- 10 postcards for each member
- 1 Facebook ad campaign
- 210+ emails received for advisory group members

Meeting 7, May 3:

Recommendations continued - continued detailed discussions on the draft indoor pools and outdoor pools recommendations

- Materials covered / provided: Board Meeting Minutes from Dec. 11 and 12, 2017; consolidated list of the speakers’ summaries (copied from minutes for easy reference); video links for Dec. 11 and 12 meeting videos; supplemental memo with Park Board staff response to concerns raised; photos of wading pools; Public Health Act (Provincial govt) regulations on pools, which set the definitions for “public pool”, “wading pool”, etc.; draft glossary as requested by the advisory group and prepared by staff as a tool to inform advisory group discussions;

information about Sherbrook Pool in Winnipeg, which was referenced by a member as an example of refurbishing older facilities; suggested email text for members to share with their networks and contacts with an update on the advisory group process and invitation to provide input through members; additional emails from public addressed to the group

Meeting 8, June 10:

Recommendations continued and member submissions - returned to previous discussions on indoor pools Recommendation 1, discussed beaches, wading + spray and innovation recommendations, and discussed member submissions for additional recommendations / feedback

- Materials covered / provided: Board Meeting Minutes from Jan. 29, 2018; proposed amendments to VanSplash (copied from minutes for easy reference); video link for Jan. 29 meeting video; supplemental report of VanSplash that briefly looked into the physical suitability of proposed new pool at Connaught Park; submissions from advisory group members for additional recommendations for the group to consider and discuss; cost estimates of renovating Vancouver Aquatic Centre (VAC) vs. cost estimate for replacement; background and history of Mount Pleasant outdoor pool; additional emails from public addressed to the group

Meeting 9, June 12: Community concerns and proposed amendments - discussed community concerns heard about the current VanSplash draft, discussed the amendments proposed by previous Commissioner

in January 2018, returned to the previous discussion on draft Vision, Principles and Goals, discussed next steps to wrap up advisory group process

- Materials covered / provided: Additional emails from public addressed to the group

Role of staff

Park Board staff's primary role for the VanSplash Advisory Group process was to provide information, data, context and background on aquatics infrastructure, planning and industry best practices. During the first several meetings, the advisory group's learning phase, staff had a more active role in delivering this information through presentations and answering questions from the group. The VanSplash project manager was present for all advisory group meetings, and additional Park Board staff, City staff, and the consultant that was hired to help develop the VanSplash strategy were invited to some meetings to deliver contextual presentations to the group.

After the learning phase, when the group started to deliberate and discuss the VanSplash draft content, staff's primary role was to listen, and staff attendance was kept at a minimum. Advisory group members were asked for their preferences on staff's role in later meetings, particularly for discussions on community concerns. Staff volunteered to leave part of one meeting for a particular discussion about lack of trust in the Park Board, to ensure that advisory group members were comfortable speaking frankly. Following this, an anonymous survey was developed and conducted by the facilitation



team, which identified that a majority of group members wanted Park Board staff to be present for all remaining discussions and meetings.

Role of facilitator

Delaney + Associates acted as neutral, third-party facilitators and was responsible for planning, organizing and running all advisory group meetings. A purpose statement and objectives for each meeting were developed by the facilitator and approved by Park Board staff, and then the facilitator created the meeting agenda based on the approved objectives. The facilitator also developed the meeting activities and materials, with the exception of any aquatics-content related presentations or other material.

Throughout the process, the facilitation team also created several online surveys for advisory group members to provide their anonymous input outside of meetings. The survey input was shared with all members and used as a starting place for discussions in meetings, with the aim to maximize efficiency of meeting time.

The facilitation team was also responsible for taking notes during advisory group meetings. Following each meeting, the notes were provided to members for review and any corrections before being posted online.

Additionally, the facilitator coordinated all email communication with advisory group members - circulating meeting agendas, background information, email correspondence received for the group and all meeting follow-up materials.

Sharing the process with Vancouverites

Efforts have been made by both group members and the Park Board to communicate the advisory group's progress and work with the broader public. As part of the Park Board's commitment to transparency, all meeting material and detailed notes have been posted on the VanSplash webpage following each meeting.

Between January and June, three e-blasts were distributed to the VanSplash email list (approx. 3,000 subscribers) with updates on the group's process and reminders about meeting notes being available online. Staff also distributed posters to all Park Board community centres and swimming pools to encourage



people to check out the meeting notes and presentation materials, and a Facebook ad campaign was also used in May to share this information.

These communications materials included the vansplash@vancouver.ca email address so people could directly contact the VanSplash project manager with any questions or concerns. All emails addressed to the advisory group that were received via the VanSplash project manager and/or the facilitator were shared with members. More than 210 emails were received between April and June and shared in batches with the advisory group. A summary of correspondence received was also provided by the facilitator at the beginning of meetings.

Group members were also asked to share information about the group's work and listen to input from community members, interested groups and individuals. The facilitation team helped support group members to do this by providing a draft email update that members could copy and paste to their contacts and networks. Park Board staff also provided update postcards for group members to distribute.

Next Steps

HOW WILL THE ADVISORY GROUP'S INPUT BE USED?

Park Board staff will consider the VanSplash Advisory Group's insights as they work to update the VanSplash strategy. The group's suggestions must be considered within the context of existing Park Board policies and plans, as well as constraints such as available land and financial considerations. Staff will work to incorporate as much of the group's input as possible.

WHAT'S NEXT FOR VANSPLASH?

Park Board staff plan to bring the updated VanSplash strategy forward to the Board in Fall 2019. At that time, the Board will discuss the planning document and will make a decision on whether to approve the revised strategy, including staff recommendations.



VANSPLASH ADVISORY GROUP REPORT



Appendices



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Phase 1 VanSplash Survey Results

Appendix A

General Notes:

Under 30: Merges 19 and under & 20-29 categories

60+: Merges 60 - 69 and 70+ categories

The following pages give a more detailed breakdown of the *VanSplash* Survey results by age (multiple + single choice questions) and overall answers for open ended questions. The open ended answers were reviewed by InsightsWest who provided a higher level breakdown of the types of open responses and their prevalence.

The following is a numbered list of the sequence and overall question types asked as part of the public engagement survey:

1. In the last year, have you or anyone in your household visited...?(Single choice)
2. Why don't you or anyone in your household visit Vancouver public pools? (Multiple choice)
3. What would inspire you or someone in your household to visit a Vancouver Public pool? (Open ended)
4. How often did you or someone in your household visit a Vancouver public indoor pool in the last year? (Single choice)
5. Which of the indoor pools did you or someone in your household visit? (Multiple choice)
6. Which activities did you or someone in your household do at the indoor pool(s)? (Multiple choice)
7. What would encourage you or someone in your household to visit Vancouver public indoor pools more often? (Multiple choice)
8. Do you have any comments you'd like to share about indoor pools in Vancouver? (Open ended)
9. How often do you or someone in your home visit a Vancouver public outdoor pool in the summer? (Single choice)
10. Which of the outdoor pools did you or someone in your household visit? (Multiple choice)

11. Which activities did you or someone in your household do at the outdoor pool(s)? (Multiple choice)
12. What would encourage you or someone in your household to visit Vancouver outdoor public pools more often? (Multiple choice)
13. Do you have any comments you'd like to share about outdoor pools in Vancouver? (Open ended)
14. What beach(es) did you visit most often in the past year? (Multiple choice)
15. Which activities did you or someone in your household do there? (Multiple choice)
16. Can you recommend a change to the beaches in Vancouver that would make them better? (Multiple choice)
17. Do you have any comments you'd like to add about beaches in Vancouver? (Open ended)
18. What innovative pool or beach experiences would you like to see in Vancouver? (Multiple choice)
19. In your opinion, are there any of the following swimming types that need to be improved in Vancouver? (Multiple choice)
20. Why? (Open ended)
21. Do you have any other comments you'd like to add about the future of pools and beaches in Vancouver? (Open ended)
22. Thinking about the pool or beach you go to more often, how do you usually get there? (Single choice)
23. Are there children under 19 in your household? (Single choice)
24. Are there adults with disabilities in your home? (Single choice)
25. What languages do you speak at home? (Multiple choice)
26. Postal code zone (Single choice)
27. Do you identify as...? (gender) (Single choice)
28. Which of the following age groups do you fall into? (Single choice)
29. How did you hear about the Van Splash Survey? (Single choice)

AGE TOTAL BREAKDOWN

	Total	Age Total								
		19 and under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	4556	28	453	481	1349	1254	803	655	511	144
Answered	4556	28	453	481	1349	1254	803	655	511	144
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

1. IN THE LAST YEAR, HAVE YOU OR ANYONE IN YOUR HOUSEHOLD VISITED:

	Total	Age Total								
		19 and under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	4556	28	453	481	1349	1254	803	655	511	144
Both a Vancouver public indoor pool and outdoor pool.	2378	21	156	177	708	826	411	248	203	45
	52%	75%	34%	37%	52%	66%	51%	38%	40%	31%
A Vancouver public indoor pool only	677	3	95	98	197	155	101	125	98	27
	15%	11%	21%	20%	15%	12%	13%	19%	19%	19%
A Vancouver public outdoor pool only	513	1	58	59	179	110	99	63	50	13
	11%	4%	13%	12%	13%	9%	12%	10%	10%	9%
Haven't visited any Vancouver public pools	988	3	144	147	265	163	192	219	160	59
	22%	11%	32%	31%	20%	13%	24%	33%	31%	41%

2. WHY DON'T YOU OR ANYONE IN YOUR HOUSEHOLD VISIT VANCOUVER PUBLIC POOLS?

	Total	Age Total								
		19 and under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	988	3	144	147	265	163	192	219	160	59
Don't know how to swim	63	0	11	11	10	11	13	18	14	4
	6%	0%	8%	7%	4%	7%	7%	8%	9%	7%
No pools near my home or work	133	0	29	29	46	25	15	18	15	3
	13%	0%	20%	20%	17%	15%	8%	8%	9%	5%
The pools are outdated (too old)	104	1	18	19	33	16	21	15	11	4
	11%	33%	13%	13%	12%	10%	11%	7%	7%	7%
Too expensive	100	0	19	19	24	21	17	19	15	4
	10%	0%	13%	13%	9%	13%	9%	9%	9%	7%
Don't like the changing rooms	133	1	25	26	30	23	30	23	17	6
	13%	33%	17%	18%	11%	14%	16%	11%	11%	10%
Prefer to swim at the ocean or at lakes	325	0	71	71	110	47	46	50	39	11
	33%	0%	49%	48%	42%	29%	24%	23%	24%	19%
Go to pools outside of Vancouver (e.g. UBC, North Vancouver, Burnaby)	74	1	16	17	25	15	10	7	6	1
	7%	33%	11%	12%	9%	9%	5%	3%	4%	2%
Go to other pools in Vancouver (e.g. condo, house, YMCA/ YWCA, Jewish Community Centre)	153	2	14	16	38	31	32	36	23	13
	15%	67%	10%	11%	14%	19%	17%	16%	14%	22%
Other (please specify)	342	1	37	38	82	48	71	102	71	31
	35%	33%	26%	26%	31%	29%	37%	47%	44%	53%
Don't know	83	0	13	13	20	15	19	16	12	4
	8%	0%	9%	9%	8%	9%	10%	7%	8%	7%
Did not answer	3	0	0	0	3	0	0	0	0	0
	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%

Other (please specify) Answers:

Most common responses	% of Respondents
Don't like swimming/don't like pools	85 (25%)
Too busy/crowded	51 (15%)
No time in my life/out of town lots	48 (14%)
Swim elsewhere (at home/private club)	36 (11%)
Pools are unhygienic	31 (9%)
Chlorine in pools	26 (8%)
Don't like children	15 (4%)
Disabled/not accessible	13 (4%)
Admission confusing/not open/poor hours	12 (4%)
Not aware of them	12 (4%)
Too Noisy	6 (2%)
Social norms make it awkward	5 (1%)
Water too cold	5 (1%)
Too expensive (lessons, admission, etc...)	4 (1%)
Bad experiences	2 (1%)
Other	14 (4%)

3. WHAT WOULD INSPIRE YOU OR SOMEONE IN YOUR HOUSEHOLD TO VISIT A VANCOUVER PUBLIC POOL?

Most common responses	% of respondents
Closer to my life (work/home)	76 (13%)
Lower cost	61 (10%)
Nothing	61 (10%)
Adult only swimming	42 (7%)
Less Chlorine	40 (7%)
Less crowding	35 (6%)
Cleaner facilities	33 (6%)
Friends/family suggestion/going	28 (5%)
Modern facilities	28 (5%)
Better change rooms	22 (4%)
Fun-based design	21 (4%)
Lounging areas	20 (3%)
Marketing/better schedule information	16 (3%)
Better swim lanes (availability, rule enforcement, size, etc...)	15 (3%)
Warmer water	11 (2%)
AquaFit/water polo	10 (2%)
Adult swim lessons	10 (2%)
Event at the pool	8 (1%)
Alcohol available	6 (1%)
Parking	6 (1%)
Different social norms	5 (1%)
Longer Hours/better scheduling	-
Other	17 (3%)

4. HOW OFTEN DID YOU OR SOMEONE IN YOUR HOUSEHOLD VISIT A PUBLIC INDOOR POOL IN THE LAST YEAR?

	Total	Age Total								
		19 and under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	3055	24	251	275	905	981	512	373	301	72
1-3 times	689	4	73	77	192	171	137	109	87	22
	23%	17%	29%	28%	21%	17%	27%	29%	29%	31%
Every 2-3 months	539	4	47	51	176	183	84	43	36	7
	18%	17%	19%	19%	19%	19%	16%	12%	12%	10%
1-3 times per month	921	2	68	70	320	336	122	71	59	12
	30%	8%	27%	25%	35%	34%	24%	19%	20%	17%
Once a week or more	900	14	63	77	217	289	167	148	118	30
	29%	58%	25%	28%	24%	29%	33%	40%	39%	42%
Did not answer	6	0	0	0	0	2	2	2	1	1
	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%

5. WHICH OF THE INDOOR POOLS DID YOU OR SOMEONE IN YOUR HOUSEHOLD VISIT? SELECT ALL THAT APPLY.

	Total	Age Total								
		19 and under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	3055	24	251	275	905	981	512	373	301	72
Britannia	545	3	55	58	184	189	75	38	31	7
	18%	13%	22%	21%	20%	19%	15%	10%	10%	10%
Hillcrest	1933	14	136	150	602	715	285	175	143	32
	63%	58%	54%	55%	67%	73%	56%	47%	48%	44%
Kerrisdale	252	5	18	23	43	83	56	47	39	8
	8%	21%	7%	8%	5%	8%	11%	13%	13%	11%
Kensington	171	2	17	19	53	59	23	17	14	3
	6%	8%	7%	7%	6%	6%	4%	5%	5%	4%
Killarney	461	3	38	41	132	200	60	28	20	8
	15%	13%	15%	15%	15%	20%	12%	8%	7%	11%
Lord Byng	369	8	38	46	73	106	81	62	54	8
	12%	33%	15%	17%	8%	11%	16%	17%	18%	11%
Renfrew	226	3	24	27	70	79	32	17	14	3
	7%	13%	10%	10%	8%	8%	6%	5%	5%	4%
Templeton	396	2	38	40	120	143	58	32	31	1
	13%	8%	15%	15%	13%	15%	11%	9%	10%	1%
Vancouver Aquatic Centre	1226	15	106	121	376	333	224	170	141	29
	40%	63%	42%	44%	42%	34%	44%	46%	47%	40%
Did not answer	6	0	0	0	0	3	2	1	0	1
	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%

6. WHICH ACTIVITIES DID YOU OR SOMEONE IN YOUR HOUSEHOLD DO AT THE INDOOR POOL(S)?

	Total	Age Total								
		19 and under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	3055	24	251	275	905	981	512	373	301	72
Recreational swimming, for fun and socializing	2066	17	163	180	651	749	294	183	148	35
	68%	71%	65%	65%	72%	76%	57%	49%	49%	49%
Fitness – lengths and/or aerobics	1777	12	171	183	513	473	345	260	215	45
	58%	50%	68%	67%	57%	48%	67%	70%	71%	63%
Swim lessons	834	5	21	26	300	401	73	32	25	7
	27%	21%	8%	9%	33%	41%	14%	9%	8%	10%
Swim club training	225	7	23	30	56	77	52	9	8	1
	7%	29%	9%	11%	6%	8%	10%	2%	3%	1%
Physical therapy or rehabilitation	259	3	24	27	47	60	69	56	42	14
	8%	13%	10%	10%	5%	6%	13%	15%	14%	19%
Other (please specify)	202	3	20	23	45	54	46	33	23	10
	7%	13%	8%	8%	5%	6%	9%	9%	8%	14%
Did not answer	8	0	1	1	1	4	1	1	0	1
	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%

Other (Please Specify) Answers

Most common responses	% OF RESPONDENTS
AquaFit	19 (9%)
Helping Someone	10 (5%)
Birthday Parties	5 (2%)
Competition/Coaching	8 (4%)
Diving	14 (7%)
Water Polo	24 (12%)
Hot Tub/Whirlpool	31 (15%)
Sauna/Steam room	45 (22%)
Gym	10 (5%)
Triathlon	10 (5%)
School Trip	7 (3%)
Life guarding/Work	11 (5%)
Swim Lessons	9 (4%)
Synchronized Swimming	3 (1%)
Other	21 (10%)

7. WHAT WOULD ENCOURAGE YOU OR SOMEONE IN YOUR HOUSEHOLD TO VISIT VANCOUVER PUBLIC INDOOR POOLS MORE OFTEN?

	Total	Age Total								
		19 and under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	3055	24	251	275	905	981	512	373	301	72
Improvements to existing pool near home or work (e.g. newer changing rooms, renovated pool)	1635	14	163	177	494	532	259	168	142	26
	54%	58%	65%	64%	55%	54%	51%	45%	47%	36%
Less expensive	784	9	111	120	226	207	144	85	68	17
	26%	38%	44%	44%	25%	21%	28%	23%	23%	24%
More swim lessons	567	5	19	24	192	270	48	30	23	7
	19%	21%	8%	9%	21%	28%	9%	8%	8%	10%
More child-friendly features (e.g. toddler pools, slides)	653	3	19	22	326	259	25	20	16	4
	21%	13%	8%	8%	36%	26%	5%	5%	5%	6%
Other (please specify)	988	7	72	79	288	307	189	124	102	22
	32%	29%	29%	29%	32%	31%	37%	33%	34%	31%
Nothing would have an impact	292	2	22	24	62	85	62	58	41	17
	10%	8%	9%	9%	7%	9%	12%	16%	14%	24%
Did not answer	12	1	0	1	1	4	1	4	3	1
	0%	4%	0%	0%	0%	0%	0%	1%	1%	1%

Other (please specify) Answers

Most common responses	% OF RESPONDENTS
Wider swim lanes	7 (1%)
More/cheaper parking	41 (4%)
Cleaner/updated facility	70 (7%)
More fun features/toys/themes/wave pool/surfing	29 (3%)
Warmer water	37 (4%)
Pool closer to home	89 (9%)
Ozonated/salt water/lower chlorine	49 (5%)
Less crowding	133 (13%)
More availability (regarding swim-type restriction or lanes open)	127 (13%)
More swim lanes	67 (7%)
More pools	54 (5%)
Lower cost	6 (1%)
Improved accessibility	22 (2%)
Longer Hours	52 (5%)
50 m Lengths	55 (6%)
Adult swim times	43 (4%)
Prefer outdoor pools	10 (1%)
Water polo/aerobic classes	48 (5%)
They're fine as is	7 (1%)
Better change rooms	93 (9%)
Swim clubs/masters programs/diving lessons	33 (3%)
Hot tub/steam room/sauna facility improvements	23 (2%)
Supervision/swim lane speed enforcement	25 (3%)
Women-only swim	4 (0%)
Other	45 (5%)

8. DO YOU HAVE ANY COMMENTS YOU'D LIKE TO SHARE ABOUT INDOOR POOLS IN VANCOUVER?

	Total	Age Total								
		19 and under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	3055	24	251	275	905	981	512	373	301	72
Answered	1457	8	76	84	395	484	283	206	161	45
	48%	33%	30%	31%	44%	49%	55%	55%	53%	63%

Most common responses	% OF RESPONDENTS
Enjoy swimming facility/satisfied/no improvements needed (e.g., Hillcrest, Templeton)	254 (17%)
Swimming facility is too crowded/busy/noisy (e.g., Hillcrest)	241 (17%)
Facility needs to be updated/upgraded (e.g., Aquatic Centre, Britannia, Hillcrest, Templeton, Kensington Pool, East Aid)	223 (15%)
Need more indoor swimming facilities/facilities closer to home/improve accessibility (e.g., Olympic Village, Mount Pleasant)	219 (15%)
Improve change room facilities (e.g., cleanliness, more spacious)	181 (12%)
Improve availability of swimming lessons/children's swimming lessons	99 (7%)
Improve family change rooms/locker rooms/showers (e.g., cleanliness, change tables, availability, family only/no single adults allowed)	73 (5%)
Dislike chlorine/find alternative to chlorine (e.g., ozone, salt water, saline, bromine)	69 (5%)
Educate/enforce pool/lane (speed) etiquette	69 (5%)
Improve hours of operation/longer hours needed/open 7 days a week/extend swimming season	64 (4%)
Improve shower area (e.g., cleanliness, fix showers, more spacious)	63 (4%)
Improve cleanliness - unspecified	51 (4%)
Improve water temperature/water temperature is too cold	49 (3%)
Enjoy swimming lengths/need more time dedicated to swimming lengths (e.g., 50 meters)	43 (3%)
Need longer pools (e.g., 50 meters)	42 (3%)
Never/rarely use local swimming facilities/prefer using swimming facilities in other cities	42 (3%)
Improve/enforce hygiene rules	39 (3%)
Add more swimming lanes	38 (3%)
Too expensive/lower admissions price	37 (3%)
Improve locker room facilities (e.g., cleanliness, needs upgrade, fix lockers)	32 (2%)
Enjoy Aquafit/Aquasize/SwimFit/fitness classes/provide at different times of the day	31 (2%)
Selection/translation/question references	29 (2%)
Swimming pools should be built to a competition standard for swim meets/world class	29 (2%)
More lanes dedicated to swimming lengths (e.g., 50 meters)	28 (2%)
More child-friendly swim areas	27 (2%)
Improve parking (e.g., bike parking, no parking fees, greater availability of parking)	26 (2%)
Add water slide/water park facilities for children	24 (2%)
Improve washrooms (e.g., cleanliness, dryers, functionality)	23 (2%)
Improve privacy/separation between males and females	23 (2%)
Good service provided by staff/instructors	22 (2%)
Add/improve hot tub	19 (1%)
Concerned about closing/re-location of swimming facilities in the area	19 (1%)
Improve pool water cleanliness/pool cleanliness	18 (1%)
Transgender inclusion environment	17 (1%)
Need more/prefer outdoor swimming facilities	17 (1%)

Enjoy multi-purpose facilities (e.g., library, coffee shop, gym, spa)	16 (1%)
Satisfied with child-friendly atmosphere/activities	16 (1%)
Need wider pools/lanes	15 (1%)
Add/improve steam-rooms/saunas	14 (1%)
Dedicated times/areas in the pool for disabled and special needs individuals	14 (1%)
Lifeguards/staff need to improve (e.g., more organized, enforce rules)	14 (1%)
Improve safety	14 (1%)
Add a surf park/wave pool	13 (1%)
More deep water/dive tanks to accommodate aquatic sports (e.g. water polo, diving)	13 (1%)
Improve quality of class/fitness instruction	12 (1%)
Swimming is good for your health	12 (1%)
Enjoy adult only swim hours	11 (1%)
Improve air quality/ventilation	10 (1%)
More time/space for aquatic sports (e.g. water polo, synchronized swimming, swim clubs)	10 (1%)
Improve website/provide pertinent information online (e.g., pool hours, lane schedules)	10 (1%)
Poor overall experience with swimming facilities/not satisfied	10 (1%)
Improve availability of diving facilities/diving clubs	8 (1%)
Time-limit on showering	8 (1%)
Post etiquette in different languages	8 (1%)
Offer child-care at swimming facilities/improve child-care services	7 (0%)
Improve signage	7 (0%)
More availability/privileges for synchronized/LGBT/ swim clubs - unspecified	7 (0%)
Improve registration process/send notifications/better registration hours	7 (0%)
Improve public transit access to swimming facilities	6 (0%)
Better use of tax dollars/use money wisely	6 (0%)
More light/brightness	5 (0%)
Dedicated family swim times	4 (0%)
Swimming lesson times outside of regular swim hours	4 (0%)
Prefer YMCA	4 (0%)
Enjoy nudist/nude swimming/adult only area	3 (0%)
Enjoy Flexipass/OneCard	3 (0%)
Get rid of double-wide lanes	2 (0%)
Add pool-side/beach storage space	2 (0%)
Experience varies between swimming facilities	2 (0%)
Provide towel service	2 (0%)
Reduce diving time/space	2 (0%)
Other	63 (4%)
Don't Know/Refused	22 (2%)

9. HOW OFTEN DO YOU OR SOMEONE IN YOUR HOME VISIT A VANCOUVER PUBLIC OUTDOOR POOL IN THE SUMMER?

	Total	Age Total								
		19 and under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	2891	22	214	236	887	936	510	311	253	58
1-3 times in the summer	1267	9	107	116	436	384	204	125	103	22
	44%	41%	50%	49%	49%	41%	40%	40%	41%	38%
1-3 times per month	760	5	54	59	241	272	115	69	55	14
	26%	23%	25%	25%	27%	29%	23%	22%	22%	24%
Once a week or more	852	8	53	61	208	274	191	115	94	21
	29%	36%	25%	26%	23%	29%	37%	37%	37%	36%
Did not answer	12	0	0	0	2	6	0	2	1	1
	0%	0%	0%	0%	0%	1%	0%	1%	0%	2%

10. WHICH OF THE OUTDOOR POOLS DID YOU OR SOMEONE IN YOUR HOUSEHOLD VISIT?

	Total	Age Total								
		19 and under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	2891	22	214	236	887	936	510	311	253	58
Hillcrest (outdoor)	772	11	30	41	250	347	95	35	29	6
	27%	50%	14%	17%	28%	37%	19%	11%	11%	10%
Kitsilano	1863	14	164	178	561	553	355	209	172	37
	64%	64%	77%	75%	63%	59%	70%	67%	68%	64%
Maple Grove	428	4	6	10	126	217	44	30	22	8
	15%	18%	3%	4%	14%	23%	9%	10%	9%	14%
New Brighton	775	4	60	64	244	288	127	49	42	7
	27%	18%	28%	27%	28%	31%	25%	16%	17%	12%
Second Beach	1118	8	82	90	335	367	208	116	98	18
	39%	36%	38%	38%	38%	39%	41%	37%	39%	31%
Did not answer	16	2	0	2	3	6	1	3	2	1
	1%	9%	0%	1%	0%	1%	0%	1%	1%	2%

11. WHICH ACTIVITIES DID YOU OR SOMEONE IN YOUR HOUSEHOLD DO AT THE OUTDOOR POOL(S)?

	Total	Age Total								
		19 and under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	2891	22	214	236	887	936	510	311	253	58
Recreational swimming, for fun and socializing	2305	17	172	189	740	804	359	205	171	34
	80%	77%	80%	80%	83%	86%	70%	66%	68%	59%
Fitness – lengths and/or aerobics	1426	9	125	134	398	398	310	180	148	32
	49%	41%	58%	57%	45%	43%	61%	58%	58%	55%
Swim lessons	151	3	3	6	35	79	27	3	1	2
	5%	14%	1%	3%	4%	8%	5%	1%	0%	3%
Swim club training	120	4	11	15	37	36	24	8	7	1
	4%	18%	5%	6%	4%	4%	5%	3%	3%	2%
Physical therapy or rehabilitation	126	3	7	10	27	30	36	23	19	4
	4%	14%	3%	4%	3%	3%	7%	7%	8%	7%
Other (please specify)	93	3	7	10	19	28	23	13	6	7
	3%	14%	3%	4%	2%	3%	5%	4%	2%	12%
Did not answer	12	0	0	0	2	6	0	3	2	1
	0%	0%	0%	0%	0%	1%	0%	1%	1%	2%

Other (please specify) answers:

Most common responses	% OF RESPONDENTS
Kids Programs / Kids Activities / Birthday Parties	26%
Athletic Training / Workout	20%
Sunbathing / Tanning	17%
Lifeguard Training	8%
Relaxing / Hanging Out	8%
Aquafit / Aquasize	6%
Water Polo / Diving	4%
Shower / Sauna / Lockers	3%
Visit to check out facilities	3%
Floating	2%
Concession	1%
Dog-friendly spaces	1%
Showboat	1%

12. WHAT WOULD ENCOURAGE YOU OR SOMEONE IN YOUR HOUSEHOLD TO VISIT VANCOUVER OUTDOOR POOLS MORE OFTEN?

	Total	Age Total								
		19 and under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	2891	22	214	236	887	936	510	311	253	58
Improvements to existing pool near home or work (e.g. newer changing rooms, renovated pool)	1087	11	101	112	330	375	169	97	82	15
	38%	50%	47%	47%	37%	40%	33%	31%	32%	26%
Ease of access/proximity to home or work	1054	6	97	103	355	360	149	83	70	13
	36%	27%	45%	44%	40%	38%	29%	27%	28%	22%
Less expensive	619	6	73	79	183	169	131	56	48	8
	21%	27%	34%	33%	21%	18%	26%	18%	19%	14%
More swim lessons	229	1	5	6	70	113	24	15	11	4
	8%	5%	2%	3%	8%	12%	5%	5%	4%	7%
More child-friendly features (e.g. toddler pools, slides)	434	2	10	12	216	167	17	21	15	6
	15%	9%	5%	5%	24%	18%	3%	7%	6%	10%
Better weather	638	7	59	66	223	199	93	55	46	9
	22%	32%	28%	28%	25%	21%	18%	18%	18%	16%
Other (please specify)	676	4	39	43	192	212	143	84	73	11
	23%	18%	18%	18%	22%	23%	28%	27%	29%	19%
Nothing would have an impact	321	0	18	18	84	98	77	43	31	12
	11%	0%	8%	8%	9%	10%	15%	14%	12%	21%
Did not answer	18	1	0	1	3	9	1	3	1	2
	1%	5%	0%	0%	0%	1%	0%	1%	0%	3%

Other (please specify) answers:

Most common responses	% OF RESPONDENTS
Parking/safer bike parking	77 (11%)
Better Hours	65 (10%)
Less Crowded	57 (8%)
More of them	56 (8%)
Longer season	52 (8%)
Bathrooms/lockers/change rooms improved	48 (7%)
Heated Water	41 (6%)
Lounge space/bar/concession	40 (6%)
Lane swimming areas/times	40 (6%)
Closer to home	37 (5%)
Adult Only	35 (5%)
Shaded areas/wind or rain blocks	30 (4%)
Cleaner Facilities	26 (4%)
Hot Tub/Sauna	25 (4%)
Fun-based features (slides, surfing, etc...)	24 (4%)
Times for aquafit/water polo/swim clubs	22 (3%)
Grass area instead of concrete	17 (3%)
Deeper Water	15 (2%)
No Chlorine	14 (2%)
Events (midnight swim, DJs, nude swim, etc...)	10 (1%)
Better transit to them	9 (1%)
More toddler friendly/Childcare	4 (1%)
Better swim instructors	4 (1%)
Other	37 (5%)

13. DO YOU HAVE ANY COMMENTS YOU'D LIKE TO SHARE ABOUT OUTDOOR POOLS IN VANCOUVER?

	Total	Age Total								
		19 and under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	2891	22	214	236	887	936	510	311	253	58
Answered	1155	5	68	73	296	378	245	160	123	37
	40%	23%	32%	31%	33%	40%	48%	51%	49%	64%

Most common responses	% OF RESPONDENTS
Like outdoor pools (e.g. Kits, New Brighton, Second Beach pool, general)	244 (21%)
Need more/prefer outdoor swimming facilities	220 (19%)
Improve change room facilities (e.g., cleanliness, more spacious)	129 (11%)
Improve hours of operation/longer hours needed/open 7 days a week/extend swimming season	121 (10%)
Enjoy swimming facility/satisfied/no improvements needed (e.g., Hillcrest, Templeton)	105 (9%)
Facility needs to be updated/upgraded (e.g., Aquatic Centre, Britannia, Hillcrest, Templeton, Kensington Pool, East Aid)	69 (6%)
Swimming facility is too crowded/busy/noisy (e.g., Hillcrest)	65 (6%)
Improve parking (e.g., bike parking, no parking fees, greater availability of parking)	63 (5%)
Disappointed Mount Pleasant/Sunset/UBC pools were closed/miss them	46 (4%)
Improve shower area (e.g., cleanliness, fix showers, more spacious)	45 (4%)
Improve washrooms (e.g., cleanliness, dryers, functionality)	42 (4%)
More shade/umbrellas	33 (3%)
Improve water temperature/water temperature is too cold	31 (3%)
More chairs/places to sit	28 (2%)
Too expensive/lower admissions price	27 (2%)
Need more indoor swimming facilities/facilities closer to home/improve accessibility (e.g., Olympic Village, Mount Pleasant)	26 (2%)
Dislike chlorine/find alternative to chlorine (e.g., ozone, salt water, saline, bromine)	25 (2%)
Add/improve hot tub	22 (2%)
Add grassy/picnic area	22 (2%)
Improve public transit access to swimming facilities	19 (2%)
Add more swimming lanes	17 (1%)
Improve accessibility/availability for all	17 (1%)
Weather mentions (improve protection, bad weather)	17 (1%)
Improve pool water cleanliness/pool cleanliness	16 (1%)
Interested in year-round access to outdoor swimming facilities	16 (1%)
Enjoy swimming lengths/need more time dedicated to swimming lengths (e.g., 50 meters)	15 (1%)
More lanes dedicated to swimming lengths (e.g., 50 meters)	15 (1%)
Add water slide/water park facilities for children	15 (1%)
Improve family change rooms/locker rooms/showers (e.g., cleanliness, change tables, availability, family only/no single adults allowed)	14 (1%)
Enjoy Aquafit/Aquasize/SwimFit/fitness classes/provide at different times of the day	14 (1%)
Fun activities/competitive games for adults	14 (1%)
Concrete/cement is uncomfortable/dangerous (inside pool, general)	13 (1%)
Improve locker room facilities (e.g., cleanliness, needs upgrade, fix lockers)	12 (1%)
Need longer pools (e.g., 50 meters)	12 (1%)
More deep water/dive tanks to accommodate aquatic sports (e.g. water polo, diving)	12 (1%)
Improve availability of swimming lessons/children's swimming lessons	11 (1%)
Concerned about closing/re-location of swimming facilities in the area	11 (1%)
Lifeguards/staff need to improve (e.g., more organized, enforce rules)	11 (1%)

Enjoy adult only swim hours	10 (1%)
More child-friendly swim areas	10 (1%)
Wind break/barrier is great	10 (1%)
Include toys/activities/play structures for kids	10 (1%)
Improve cleanliness - unspecified	9 (1%)
Educate/enforce pool/lane (speed) etiquette	9 (1%)
Early morning swimming/lessons/lanes	9 (1%)
Make wading pool more available/accessible	9 (1%)
Prefer swimming in the ocean	9 (1%)
Add a surf park/wave pool	8 (1%)
Larger/better deck area	8 (1%)
Better use of tax dollars/use money wisely	7 (1%)
Improve safety	7 (1%)
Never/rarely use local swimming facilities/prefer using swimming facilities in other cities	6 (1%)
Improve availability of diving facilities/diving clubs	6 (1%)
Improve signage	6 (1%)
Enjoy nudist/nude swimming/adult only area	6 (1%)
Areas for socializing	6 (1%)
I enjoy swimming/family enjoys swimming/fun	6 (1%)
Interested in natural outdoor pools	6 (1%)
Selection/translation/question references	5 (0%)
Good service provided by staff/instructors	5 (0%)
Improve privacy/separation between males and females	5 (0%)
Improve public awareness about what's available/more promotion	5 (0%)
People should be encouraged to swim	5 (0%)
More/better concession stands	5 (0%)
Add/improve steam-rooms/saunas	4 (0%)
Improve/enforce hygiene rules	4 (0%)
Enjoy multi-purpose facilities (e.g., library, coffee shop, gym, spa)	4 (0%)
Improve website/provide pertinent information online (e.g., pool hours, lane schedules)	4 (0%)
More light/brightness	4 (0%)
Beach references	4 (0%)
Family-friendly	4 (0%)
Solar/geothermal water heating	4 (0%)
Improve payment methods/allow credit card payment	4 (0%)
Swimming pools should be built to a competition standard for swim meets/world class	3 (0%)
More time/space for aquatic sports (e.g. water polo, synchronized swimming, swim clubs)	3 (0%)
Transgender inclusion environment	3 (0%)
Swimming is good for your health	3 (0%)
More warm-water pools	3 (0%)
Dog friendly beaches/pools	3 (0%)
More attention to sun safety	3 (0%)
Learn from other countries	3 (0%)
Specified area for sunbathing/tanning	3 (0%)
Better/healthier food options available	3 (0%)
Dislike rules where children under 8 years old have to be within arms-length of parents	3 (0%)
Offer child-care at swimming facilities/improve child-care services	2 (0%)

Improve quality of class/fitness instruction	2 (0%)
Need wider pools/lanes	2 (0%)
Satisfied with child-friendly atmosphere/activities	2 (0%)
Add pool-side/beach storage space	2 (0%)
Provide towel service	2 (0%)
More space for recreational swimming	2 (0%)
Room for improvement	2 (0%)
More Staff	2 (0%)
Open water swimming (visible buoys, corridors, guidance)	2 (0%)
Improve water fountains	2 (0%)
Add retractable roof to swimming facilities	2 (0%)
Dedicated times/areas in the pool for disabled and special needs individuals	1 (0%)
Improve registration process/send notifications/better registration hours	1 (0%)
Poor overall experience with swimming facilities/not satisfied	1 (0%)
More availability/privileges for synchronized/LGBT/ swim clubs - unspecified	1 (0%)
Time-limit on showering	1 (0%)
Enjoy Flexipass/OneCard	1 (0%)
Experience varies between swimming facilities	1 (0%)
Beneficial for aging population/seniors	1 (0%)
Need more physical therapy/rehab programs	1 (0%)
Unfamiliar/unaware of swimming facilities	1 (0%)
Knowing how to swim is an important life lesson/important for personal safety	1 (0%)
Drinking alcoholic beverages should be allowed	1 (0%)
Dislike swimming/don't swim	1 (0%)
Less lanes/length/laps	1 (0%)
Other	22 (2%)
Don't Know/Refused	25 (2%)

14. WHICH BEACH(ES) DID YOU VISIT MOST OFTEN IN THE PAST YEAR?

	Total	Age Total								
		19 and under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	4556	28	453	481	1349	1254	803	655	511	144
Trout Lake (John Hendry Park)	1079	5	109	114	371	328	163	100	82	18
	24%	18%	24%	24%	28%	26%	20%	15%	16%	13%
English Bay Beach	1954	15	236	251	597	483	374	245	199	46
	43%	54%	52%	52%	44%	39%	47%	37%	39%	32%
Second Beach (Stanley Park)	1494	11	145	156	482	398	264	191	153	38
	33%	39%	32%	32%	36%	32%	33%	29%	30%	26%
Third Beach (Stanley Park)	1373	8	159	167	461	341	238	162	131	31
	30%	29%	35%	35%	34%	27%	30%	25%	26%	22%
Sunset Beach	1140	4	136	140	365	269	217	145	121	24
	25%	14%	30%	29%	27%	21%	27%	22%	24%	17%
Kitsilano Beach	2486	19	314	333	766	659	435	286	235	51
	55%	68%	69%	69%	57%	53%	54%	44%	46%	35%
Locarno Beach	1395	7	103	110	385	401	273	220	181	39
	31%	25%	23%	23%	29%	32%	34%	34%	35%	27%
Jericho Beach	2312	13	239	252	693	659	406	290	240	50
	51%	46%	53%	52%	51%	53%	51%	44%	47%	35%
Spanish Banks	2333	10	207	217	651	670	443	340	283	57
	51%	36%	46%	45%	48%	53%	55%	52%	55%	40%
Spanish Banks Far West (dog beach)	1027	7	99	106	284	279	200	155	128	27
	23%	25%	22%	22%	21%	22%	25%	24%	25%	19%
Other beaches (please specify)	402	1	52	53	135	114	63	36	26	10
	9%	4%	11%	11%	10%	9%	8%	5%	5%	7%
I didn't visit any of the beaches	185	3	18	21	41	40	37	46	30	16
	4%	11%	4%	4%	3%	3%	5%	7%	6%	11%
Did not answer	8	0	1	1	1	1	0	4	3	1
	0%	0%	0%	0%	0%	0%	0%	1%	1%	1%

Other (please specify) answers:

Most common responses	% OF RESPONDENTS
Wreck Beach	180 (45%)
New Brighton	47 (12%)
Crab Park	34 (8%)
Maritime Museum / Hadden Park	17 (4%)
Ambleside	13 (3%)
Fraser River	13 (3%)
Kits Beach	13 (3%)
Vanier Park	10 (2%)
West Vancouver	9 (2%)
Macdonald	7 (2%)
White Rock	6 (1%)

Trafalgar	5 (1%)
Centennial	5 (1%)
Whytecliff Park	4 (1%)
Acadia	4 (1%)
White Pine	3 (1%)
Tower	3 (1%)
Bikini Beach	3 (1%)
Sasamat	3 (1%)
Buntzen	3 (1%)
Nude Beaches	2 (0%)
Other mentions	46 (11%)

15. WHICH ACTIVITIES DID YOU OR SOMEONE IN YOUR HOUSEHOLD DO THERE? (BEACHES)

	Total	Age Total								
		19 and under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	4556	28	453	481	1349	1254	803	655	511	144
Swim	2073	18	235	253	638	617	346	213	172	41
	46%	64%	52%	53%	47%	49%	43%	33%	34%	28%
Sunbathe	1908	12	297	309	672	512	262	147	123	24
	42%	43%	66%	64%	50%	41%	33%	22%	24%	17%
Relax	3647	25	396	421	1115	1024	621	454	359	95
	80%	89%	87%	88%	83%	82%	77%	69%	70%	66%
Socializing, picnics or BBQ	2862	16	331	347	972	867	409	262	215	47
	63%	57%	73%	72%	72%	69%	51%	40%	42%	33%
Play volleyball or other games	622	6	124	130	227	168	70	22	18	4
	14%	21%	27%	27%	17%	13%	9%	3%	4%	3%
Train for swimming competition	186	1	27	28	55	55	36	12	11	1
	4%	4%	6%	6%	4%	4%	4%	2%	2%	1%
Exercise dog	758	3	69	72	217	202	158	108	89	19
	17%	11%	15%	15%	16%	16%	20%	16%	17%	13%
Other (please specify)	823	3	46	49	193	194	178	205	163	42
	18%	11%	10%	10%	14%	15%	22%	31%	32%	29%
Not applicable (N/A)	173	1	18	19	35	40	34	45	30	15
	4%	4%	4%	4%	3%	3%	4%	7%	6%	10%
Did not answer	14	0	3	3	2	3	0	5	4	1
	0%	0%	1%	1%	0%	0%	0%	1%	1%	1%

Other (please specify) answers:

Most common responses	% OF RESPONDENTS
Walks	375 (46%)
Biking	80 (10%)
Jogging/running	71 (9%)
Dig/play in sand/sand castles	54 (7%)
Paddleboard/Kiteboard	51 (6%)
Enjoy Views	32 (4%)
Eat/bbq/picnic/lunch/restaurant	30 (4%)
Events (Fireworks, 420 Festival, Folk Fest, etc...)	30 (4%)
Children playing	30 (4%)
Kayak/canoe	29 (4%)
Chill (drinks, joint, guitar, board games, meditation, etc...)	28 (3%)
Exercise	21 (3%)
Playground use	21 (3%)
Sailing	21 (3%)
Reading	20 (2%)
Paint/Photography	19 (2%)
Skimboard	14 (2%)
Fly Kite	5 (1%)
Volleyball	3 (0%)
Other	60 (7%)

16. CAN YOU RECOMMEND A CHANGE TO THE BEACHES IN VANCOUVER THAT WOULD MAKE THEM BETTER?

	Total	Age Total								
		19 & under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	4556	28	453	481	1349	1254	803	655	511	144
More areas patrolled by lifeguards	560	5	55	60	134	176	98	90	72	18
	12%	18%	12%	12%	10%	14%	12%	14%	14%	13%
Less areas patrolled by lifeguards	76	1	10	11	30	22	5	7	7	0
	2%	4%	2%	2%	2%	2%	1%	1%	1%	0%
More shaded places to sit	2045	13	187	200	611	580	348	303	242	61
	45%	46%	41%	42%	45%	46%	43%	46%	47%	42%
More dog-friendly beaches	712	5	94	99	219	171	131	92	83	9
	16%	18%	21%	21%	16%	14%	16%	14%	16%	6%
Swimming lessons at the beach	495	5	39	44	147	165	82	55	46	9
	11%	18%	9%	9%	11%	13%	10%	8%	9%	6%
Drinks with alcohol available at beach concessions	1708	2	272	274	672	450	189	120	104	16
	37%	7%	60%	57%	50%	36%	24%	18%	20%	11%
More signage e.g. water temperature, water quality	1238	11	164	175	373	321	204	161	133	28
	27%	39%	36%	36%	28%	26%	25%	25%	26%	19%
Less garbage left on the beach	1505	10	207	217	433	403	243	205	152	53
	33%	36%	46%	45%	32%	32%	30%	31%	30%	37%
Other (please specify) ¹	1045	3	78	81	290	288	217	166	131	35
	23%	11%	17%	17%	21%	23%	27%	25%	26%	24%
Don't know	382	5	17	22	103	103	80	74	52	22
	8%	18%	4%	5%	8%	8%	10%	11%	10%	15%
Did not answer	24	0	2	2	4	6	3	6	4	2
	1%	0%	0%	0%	0%	0%	0%	1%	1%	1%

Other (please specify) answers:

Most common responses	% OF RESPONDENTS
Better policing/enforcement/patrol	98 (10%)
Better parking facilities (e.g. more spaces/cheaper/free/accessible)	93 (9%)
No smoking (cigarettes/pot)	77 (8%)
No pets allowed/fewer dogs allowed/less dog beaches	76 (8%)
Improve the water quality at the beach	71 (7%)
Alcohol should be permitted	54 (5%)
Better bathroom maintenance/cleaner washrooms	46 (5%)
More food vendors/restaurants/food options	45 (4%)
Enforce dog leash rules/dog by-laws	37 (4%)
Better public transit service to beaches needed/provide shuttle bus service/taxi/uber	31 (3%)
Import sand from other locations/better quality sand/replace gravel with sand	27 (3%)
Better change room maintenance	26 (3%)
More bathrooms/improve availability of bathrooms	25 (2%)
More picnic areas/tables/benches	24 (2%)
Rentals (chairs, umbrellas, equipment, cabanas, etc.)	24 (2%)
Love the beaches/beaches are beautiful/fantastic/clean/easily accessible	21 (2%)
More waste disposal bins/area (e.g. recycle/cigarette dispenser)	21 (2%)
No police on the beach/no police ATVs	20 (2%)
More bicycle friendly (e.g. bike racks/lanes/paths)	19 (2%)

Cleaner beaches - general	18 (2%)
More/inexpensive concession stands	18 (2%)
Restrict beach space taken up by sports activities (e.g., volleyball nets)	17 (2%)
Regulate bikes on walking paths/separation of cyclists and pedestrians	17 (2%)
Alcohol should not be permitted/not available at concessions	16 (2%)
More chairs/seating arrangement	16 (2%)
Rake/sift/groom the beach/sand	16 (2%)
Too many tankers/shipping vessels/boats	16 (2%)
Too noisy/restrict loud music/no drums/enforce noise bylaws	15 (1%)
Alcohol/drinking area/adults only	15 (1%)
Extend beach operating hours	15 (1%)
Healthier/better concession food options	14 (1%)
Add lockers	13 (1%)
Clothing optional area/nude beaches	13 (1%)
Allow more water activities (e.g., sports, slides)	13 (1%)
More children friendly area (e.g. playgrounds)	12 (1%)
More accessible beaches/wheelchair access/beach wheelchairs	12 (1%)
Bonfire/campfire/fire pit permitted areas	11 (1%)
Pets friendly area/beaches	10 (1%)
Permit the use of inflatables water devices	10 (1%)
Improve water fountains/more water fountains	10 (1%)
Post more signs/in different languages	10 (1%)
Add/improve showers/warm water showers	9 (1%)
More fun/fun events	9 (1%)
Keep beaches natural/naturalize areas	8 (1%)
Sand is not clean (dirty, dusty, unpleasant)	8 (1%)
Add grass/trees/better landscaping	8 (1%)
Add more change rooms	7 (1%)
Enjoy playing with logs/add more logs	7 (1%)
Add buoys/larger buoys/better marked areas for swimming/to mark length	7 (1%)
More control over rowdy/bad/inappropriate behaviour	7 (1%)
Overcrowded	6 (1%)
Less commercialization/fewer stores/fewer restaurants	6 (1%)
Add more gas-powered/coin-operated BBQ's	6 (1%)
Provide sheltered areas for protection from weather (e.g., retractable roofs)	6 (1%)
Improve boat access/provide more boat-friendly beaches	6 (1%)
More shade/umbrellas	5 (0%)
Swim lessons/open water awareness	5 (0%)
Floating docks	5 (0%)
More lifeguards/extended lifeguard hours	5 (0%)
More child-friendly activities/floating toys	5 (0%)
Upgrade/expand beach facilities	5 (0%)
Provide a smoking area	5 (0%)
Designated quiet beach	5 (0%)
Up to date/posted information regarding water quality	4 (0%)
Remove ugly logs	4 (0%)
Accessibility – general	4 (0%)

Too many needles/drug paraphernalia	4 (0%)
Add live music/entertainment/art	4 (0%)
Post pertinent information on website (e.g., water temperature, slide schedule)	4 (0%)
Family-friendly atmosphere	4 (0%)
Install more stores/shopping area at beaches	4 (0%)
Educate public regarding environment	4 (0%)
No bikes at the beach	4 (0%)
Outdoor pool – general	4 (0%)
More BBQ areas	3 (0%)
Add fitness equipment (e.g., bars, rings, step-ups)	3 (0%)
More organized activities (paddle board, kayak instructions)	3 (0%)
Better maintenance – general	3 (0%)
Build more beaches/beach front	2 (0%)
Improve/more walking paths	2 (0%)
Water is too cold/temperature not good to swim	2 (0%)
More sandy entry points to beaches	2 (0%)
Protect ecosystem/wild-life habitats	2 (0%)
Lifeguards do a poor job (rude, don't enforce swimming rules)	2 (0%)
Bright/better lighting	2 (0%)
Glass containers/items should not be allowed on the beach	2 (0%)
Add swimming pool/swimming areas in beach area	2 (0%)
Add more volleyball courts/space	2 (0%)
Too many rules/regulations/bi-laws	2 (0%)
Family change room/bathroom	2 (0%)
Remove signs deterring fun/toys	2 (0%)
Surfing	2 (0%)
Fix homeless issue on beach	2 (0%)
Remove/less rocks	2 (0%)
Remove/less seaweed	2 (0%)
Build/fix seawall	2 (0%)
Beaches for locals only	2 (0%)
Reduce parking lot and replace with other uses (e.g. bike lane, tennis courts, play area, etc)	2 (0%)
Build a surf park	1 (0%)
Don't add rental chairs/equipment	1 (0%)
Do not like the beaches	1 (0%)
Allow beach bars	1 (0%)
More staff/custodians	1 (0%)
Concerned about pollution	1 (0%)
Selection/translation/question references	1 (0%)
Protect/maintain beaches	1 (0%)
More areas to socialize/lounge/hangout	1 (0%)
Enjoy free parking	1 (0%)
Promote beaches/encourage swimming	1 (0%)
Provide lifeguards with better equipment	1 (0%)
Add hot tubs/saunas	1 (0%)

17. DO YOU HAVE ANY COMMENTS YOU'D LIKE TO ADD ABOUT BEACHES IN VANCOUVER?

Most common responses	% OF RESPONDENTS
Love the beaches/beaches are beautiful/fantastic/clean/easily accessible	349 (24%)
Alcohol should be permitted	116 (8%)
Better policing/enforcement/patrol	101 (7%)
No smoking (cigarettes/pot)	99 (7%)
Improve the water quality at the beach	88 (6%)
No pets allowed/fewer dogs allowed/less dog beaches	83 (6%)
Better parking facilities (e.g. more spaces/cheaper/free/accessible)	79 (5%)
Pets friendly area/beaches	69 (5%)
More food vendors/restaurants/food options	67 (5%)
Alcohol should not be permitted/not available at concessions	64 (4%)
Cleaner beaches - general	60 (4%)
More waste deposal bins/area (e.g. recycle/cigarette dispenser)	53 (4%)
Better bathroom maintenance/cleaner washrooms	51 (4%)
Enforce dog leash rules/dog by-laws	46 (3%)
Rentals (chairs, umbrellas, equipment, cabanas, etc.)	44 (3%)
Too noisy/restrict loud music/no drums/enforce noise bylaws	37 (3%)
More bicycle friendly (e.g. bike racks/lanes/paths)	34 (2%)
Better public transit service to beaches needed/provide shuttle bus service/taxi/uber	34 (2%)
Sand is not clean (dirty, dusty, unpleasant)	33 (2%)
Too many tankers/shipping vessels/boats	33 (2%)
More shade/umbrellas	32 (2%)
Overcrowded	32 (2%)
No police on the beach/no police ATVs	31 (2%)
More bathrooms/improve availability of bathrooms	28 (2%)
Build more beaches/beach front	26 (2%)
Post more signs/in different languages	24 (2%)
More picnic areas/tables/benches	22 (2%)
Keep beaches natural/naturalize areas	22 (2%)
Beach in different country mentioned	22 (2%)
Upgrade/expand beach facilities	21 (1%)
Better change room maintenance	20 (1%)
Bonfire/campfire/fire pit permitted areas	20 (1%)
More fun/fun events	20 (1%)
Up to date/posted information regarding water quality	18 (1%)
More children friendly area (e.g. playgrounds)	17 (1%)
Alcohol/drinking area/adults only	17 (1%)
Lifeguards do a good job (professional, friendly, helpful)	17 (1%)
Protect/maintain beaches	17 (1%)
More accessible beaches/wheelchair access/beach wheelchairs	16 (1%)
Allow more water activities (e.g., sports, slides)	16 (1%)
Restrict beach space taken up by sports activities (e.g., volleyball nets)	15 (1%)
Enjoy playing with logs/add more logs	15 (1%)
More/inexpensive concession stands	14 (1%)
More lifeguards/extended lifeguard hours	14 (1%)

More BBQ areas	13 (1%)
More chairs/seating arrangement	13 (1%)
Rake/sift/groom the beach/sand	13 (1%)
Floating docks	13 (1%)
Add/improve showers/warm water showers	13 (1%)
Add live music/entertainment/art	13 (1%)
Concerned about pollution	13 (1%)
Improve water fountains/more water fountains	12 (1%)
Permit the use of inflatables water devices	11 (1%)
Swim lessons/open water awareness	11 (1%)
Add lockers	11 (1%)
Water is too cold/temperature not good to swim	11 (1%)
Less commercialization/fewer stores/fewer restaurants	11 (1%)
Too many needles/drug paraphernalia	10 (1%)
Extend beach operating hours	10 (1%)
Better waste disposal area maintenance	9 (1%)
Improve/more walking paths	9 (1%)
Do not like the beaches	9 (1%)
Regulate bikes on walking paths/separation of cyclists and pedestrians	9 (1%)
Never/rarely use beaches	9 (1%)
Add grass/trees/better landscaping	9 (1%)
Clothing optional area/nude beaches	8 (1%)
Lifeguards do a poor job (rude, don't enforce swimming rules)	8 (1%)
Healthier/better concession food options	7 (0%)
Build a surf park	7 (0%)
Add more change rooms	7 (0%)
Protect ecosystem/wild-life habitats	7 (0%)
Glass containers/items should not be allowed on the beach	7 (0%)
Too many rules/regulations/bylaws	7 (0%)
Dislike concession stands	6 (0%)
Add swimming pool/swimming areas in beach area	6 (0%)
More child-friendly activities/floating toys	6 (0%)
Provide sheltered areas for protection from weather (e.g., retractable roofs)	6 (0%)
Promote beaches/encourage swimming	6 (0%)
Don't add rental chairs/equipment	5 (0%)
Add table-tennis tables	5 (0%)
Accessibility – general	5 (0%)
Family-friendly atmosphere	5 (0%)
Don't need more lifeguards	4 (0%)
Allow beach bars	4 (0%)
Bright/better lighting	4 (0%)
Charge for parking	4 (0%)
Selection/translation/question references	4 (0%)
Discourage public from feeding birds/too many seagulls	4 (0%)
Provide a smoking area	4 (0%)
More sandy entry points to beaches	3 (0%)
More staff/custodians	3 (0%)

Post pertinent information on website (e.g., water temperature, slide schedule)	3 (0%)
Add more volleyball courts/space	3 (0%)
Needs to be more peaceful/relaxing	3 (0%)
More areas to socialize/lounge/hangout	3 (0%)
Enjoy free parking	3 (0%)
Import sand from other locations/better quality sand/replace gravel with sand	3 (0%)
Educate public regarding environment	3 (0%)
Remove ugly logs	2 (0%)
Add fitness equipment (e.g., bars, rings, step-ups)	2 (0%)
Add more gas-powered/coin-operated BBQ's	2 (0%)
I like/love Vancouver/Vancouver is a good city	2 (0%)
Provide lifeguards with better equipment	2 (0%)
Install more stores/shopping area at beaches	2 (0%)
Improve boat access/provide more boat-friendly beaches	2 (0%)
Add hot tubs/saunas	2 (0%)
Add buoys/larger buoys/better marked areas for swimming/to mark length	2 (0%)

18. WHAT INNOVATIVE POOL OR BEACH EXPERIENCES WOULD YOU LIKE TO SEE IN VANCOUVER?

	Total	Age Total								
		19 & under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	4556	28	453	481	1349	1254	803	655	511	144
Swimming pool in the ocean (e.g. examples from Europe)	2506	18	267	285	768	696	454	296	244	52
	55%	64%	59%	59%	57%	56%	57%	45%	48%	36%
Swim lessons at beaches	806	4	66	70	246	254	141	94	72	22
	18%	14%	15%	15%	18%	20%	18%	14%	14%	15%
More spa experiences at pools (e.g. hot tubs, saunas, steam rooms, relaxation rooms)	1458	6	195	201	473	394	235	153	131	22
	32%	21%	43%	42%	35%	31%	29%	23%	26%	15%
Temporary pools	919	5	88	93	251	291	172	109	91	18
	20%	18%	19%	19%	19%	23%	21%	17%	18%	13%
Natural outdoor swimming pool(e.g. clean swimming water in natural setting)	3068	16	329	345	940	851	539	384	311	73
	67%	57%	73%	72%	70%	68%	67%	59%	61%	51%
More easily accessible information (e.g. an app for public pool schedule)	1112	7	148	155	370	298	174	113	91	22
	24%	25%	33%	32%	27%	24%	22%	17%	18%	15%
Drinks with alcohol available at beach or outdoor pool concessions	1706	4	276	280	659	448	197	117	102	15
	37%	14%	61%	58%	49%	36%	25%	18%	20%	10%
Other (please specify)	647	5	42	47	172	198	123	104	86	18
	14%	18%	9%	10%	13%	16%	15%	16%	17%	13%
Don't Know	204	2	6	8	41	64	44	47	37	10
	4%	7%	1%	2%	3%	5%	5%	7%	7%	7%
Not Applicable (N/A)	83	0	4	4	15	13	20	31	18	13
	2%	0%	1%	1%	1%	1%	2%	5%	4%	9%
Did not answer	7	0	0	0	1	3	0	2	1	1
	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%

Other (please specify) most common answers:

MOST COMMON RESPONSES	% OF RESPONDENTS
More Pools (Outdoor, Indoor)/Upgrade to Existing	92 (14%)
No Alcohol	30 (5%)
Alcohol OK	18 (3%)
Food and Beverage Improvements (More choice, food carts, healthier food)	25 (4%)
Spa/Sauna/Steam Room/Hot Tub/Relaxation	21 (3%)
Changing Rooms (Cleaner, Family Rooms)	20 (3%)
Transit/Accessibility/Parking	25 (4%)
Wheelchair Accessibility/Disability-Friendly	13 (2%)
Dog Friendly	20 (3%)
More Activities/Fun/Kids (Water Slides, Wave Pool)	66 (10%)
Longer hours/season	27 (4%)
Salt Water Pool	16 (2%)
Quiet Areas	8 (1%)
Lessons and Rentals (more, sports and swimming, water polo teams)	30 (5%)
Outdoor Facilities: seating, chairs, umbrellas, rentals	24 (4%)
Improved Information /Updates/Booking	18 (3%)
Adult Only	24 (4%)

Competition Pool	14 (2%)
Water Quality (Less Chlorine)	17 (3%)
Clean Ocean/Preserving Natural Features/Eco-friendly	40 (6%)
Somewhere to Surf	19 (3%)
Less expensive	13 (2%)
Positive/Neutral	7 (1%)
More (Specific) Lap/Length/Lane Swims	16 (2%)
Nude/Clothing Optional	6 (1%)
BBQ/Fire Pits	9 (1%)
Don't know. None	1 (0%)
Other	66 (10%)

19. IN YOUR OPINION, ARE THERE ANY OF THE FOLLOWING TYPES OF SWIMMING THAT NEED TO BE IMPROVED IN VANCOUVER?

	Total	Age Total								
		19 and under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	4556	28	453	481	1349	1254	803	655	511	144
Recreational swimming for fun, socializing	1692	8	192	200	511	486	278	212	174	38
	37%	29%	42%	42%	38%	39%	35%	32%	34%	26%
Fitness – lengths and/or aerobics	1523	5	150	155	386	404	314	260	218	42
	33%	18%	33%	32%	29%	32%	39%	40%	43%	29%
Swim lessons	1011	3	46	49	306	397	151	106	88	18
	22%	11%	10%	10%	23%	32%	19%	16%	17%	13%
Swim club training	411	3	39	42	114	141	79	35	32	3
	9%	11%	9%	9%	8%	11%	10%	5%	6%	2%
Physical therapy or rehabilitation	675	2	52	54	126	148	162	184	142	42
	15%	7%	11%	11%	9%	12%	20%	28%	28%	29%
Other (please specify)	392	3	22	25	94	96	97	78	61	17
	9%	11%	5%	5%	7%	8%	12%	12%	12%	12%
No improvement needed	1158	9	143	152	376	275	193	159	113	46
	25%	32%	32%	32%	28%	22%	24%	24%	22%	32%
Did not answer	24	0	3	3	4	4	5	6	5	1
	1%	0%	1%	1%	0%	0%	1%	1%	1%	1%

Other (please specify) answers

Most common responses	% OF RESPONDENTS
Better Facilities (Change Rooms, Physio Room, Longer Lanes, Competition Facilities)	10.68%
Dog Friendly	3.56%
Don't Know	13.88%
Improve Beach Access/Lessons/Facilities/Surfing	5.34%
Kid/Family Friendly Areas	6.76%
Longer Hours/Specific Hours	3.91%
Lower Cost/Expense	1.07%
More Classes/Lessons (Registration Fills Up)/Activities (Water Polo, Surfing, Diving)	19.93%
More Leisure/Relaxation	1.78%
More Pools (Specific Locations, Pools Are Crowded, Pop Up Pools)	12.46%
Other	9.25%
Programs/Seniors/Wheelchair Access	5.34%
Water Cleanliness/Temperature/Hygiene	5.34%
Women Only/Privacy	0.71%

20. WHY?

	Total	Age Total								
		19 and under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	4556	28	453	481	1349	1254	803	655	511	144
Answered	2146	12	166	178	589	622	397	354	274	80
	47%	43%	37%	37%	44%	50%	49%	54%	54%	56%

Most common responses	% OF RESPONDENTS
Improve availability of swimming lessons/children's swimming lessons	395 (18%)
Swimming facility is too crowded/busy/noisy (e.g., Hillcrest)	320 (15%)
Need more indoor swimming facilities/facilities closer to home/improve accessibility (e.g., Olympic Village, Mount Pleasant)	233 (11%)
Enjoy swimming facility/satisfied/no improvements needed (e.g., Hillcrest, Templeton)	124 (6%)
More lanes dedicated to swimming lengths (e.g., 50 meters)	113 (5%)
Improve hours of operation/longer hours needed/open 7 days a week/extend swimming season	101 (5%)
Facility needs to be updated/upgraded (e.g., Aquatic Centre, Britannia, Hillcrest, Templeton, Kensington Pool, East Aid)	97 (5%)
Need more physical therapy/rehab programs	93 (4%)
Enjoy swimming lengths/need more time dedicated to swimming lengths (e.g., 50 meters)	91 (4%)
Need more/prefer outdoor swimming facilities	84 (4%)
Swimming is good for your health	71 (3%)
Too expensive/lower admissions price	66 (3%)
Educate/enforce pool/lane (speed) etiquette	61 (3%)
More space for recreational swimming	60 (3%)
Enjoy Aquafit/Aquasize/SwimFit/fitness classes/provide at different times of the day	55 (3%)
Add more swimming lanes	53 (2%)
More time/space for aquatic sports (e.g. water polo, synchronized swimming, swim clubs)	52 (2%)
Improve registration process/send notifications/better registration hours	52 (2%)
Beneficial for aging population/seniors	48 (2%)
Need longer pools (e.g., 50 meters)	44 (2%)
Knowing how to swim is an important life lesson/important for personal safety	43 (2%)
Dedicated times/areas in the pool for disabled and special needs individuals	42 (2%)
Unfamiliar/unaware of swimming facilities	42 (2%)
Improve accessibility/availability for all	37 (2%)
Improve quality of class/fitness instruction	36 (2%)
Areas for socializing	36 (2%)
Dislike chlorine/find alternative to chlorine (e.g., ozone, salt water, saline, bromine)	32 (1%)
Add water slide/water park facilities for children	32 (1%)
Improve water temperature/water temperature is too cold	31 (1%)
Never/rarely use local swimming facilities/ prefer using swimming facilities in other cities	30 (1%)
Swimming pools should be built to a competition standard for swim meets/world class	30 (1%)
Beach references	28 (1%)
Improve change room facilities (e.g., cleanliness, more spacious)	26 (1%)
Improve safety	26 (1%)
Enjoy multi-purpose facilities (e.g., library, coffee shop, gym, spa)	24 (1%)
More child-friendly swim areas	24 (1%)
Lifeguards/staff need to improve (e.g., more organized, enforce rules)	22 (1%)
I enjoy swimming/family enjoys swimming/fun	21 (1%)
Enjoy adult only swim hours	20 (1%)

Improve website/provide pertinent information online (e.g., pool hours, lane schedules)	20 (1%)
Improve parking (e.g., bike parking, no parking fees, greater availability of parking)	19 (1%)
Improve beach water quality/cleanliness	19 (1%)
Improve public awareness about what's available/more promotion	19 (1%)
Improve cleanliness - unspecified	17 (1%)
Need wider pools/lanes	16 (1%)
Fun activities/competitive games for adults	16 (1%)
Add/improve hot tub	14 (1%)
Improve public transit access to swimming facilities	14 (1%)
More availability/privileges for synchronized/LGBT/ swim clubs - unspecified	14 (1%)
Interested in natural outdoor pools	14 (1%)
Dislike swimming/don't swim	14 (1%)
Swimming lesson times outside of regular swim hours	13 (1%)
Poor overall experience with swimming facilities/not satisfied	13 (1%)
More warm-water pools	13 (1%)
More Options	13 (1%)
Improve pool water cleanliness/pool cleanliness	12 (1%)
Improve availability of diving facilities/diving clubs	12 (1%)
Advertising/public awareness	11 (1%)
Dog friendly beaches/pools	11 (1%)
People should be encouraged to swim	11 (1%)
More deep water/dive tanks to accommodate aquatic sports (e.g. water polo, diving)	10 (0%)
Add a surf park/wave pool	9 (0%)
Enjoy nudist/nude swimming/adult only area	9 (0%)
Better use of tax dollars/use money wisely	8 (0%)
Family-friendly	8 (0%)
Interested in year-round access to outdoor swimming facilities	8 (0%)
Adult swimming lessons	8 (0%)
Add/improve steam-rooms/saunas	7 (0%)
Improve signage	7 (0%)
Drinking alcoholic beverages should be allowed	7 (0%)
Add grassy/picnic area	7 (0%)
Less lanes/length/laps	6 (0%)
Improve family change rooms/locker rooms/showers (e.g., cleanliness, change tables, availability, family only/no single adults allowed)	5 (0%)
Improve washrooms (e.g., cleanliness, dryers, functionality)	5 (0%)
Improve shower area (e.g., cleanliness, fix showers, more spacious)	5 (0%)
Selection/translation/question references	5 (0%)
Improve/enforce hygiene rules	5 (0%)
Dedicated family swim times	5 (0%)
More light/brightness	5 (0%)
Room for improvement	5 (0%)
Improve privacy/separation between males and females	4 (0%)
Concerned about closing/re-location of swimming facilities in the area	4 (0%)
Would enjoy pools in the ocean	4 (0%)
Alcoholic beverages should not be allowed	4 (0%)

Learn from other countries	4 (0%)
Offer child-care at swimming facilities/improve child-care services	3 (0%)
Post etiquette in different languages	3 (0%)
Prefer YMCA	3 (0%)
Provide towel service	3 (0%)
Early morning swimming/lessons/lanes	3 (0%)
More Staff	3 (0%)
Open water swimming (visible buoys, corridors, guidance)	3 (0%)
Add pool-side/beach storage space	2 (0%)
More attention to sun safety	2 (0%)
Improve air quality/ventilation	1 (0%)
Good service provided by staff/instructors	1 (0%)
Satisfied with child-friendly atmosphere/activities	1 (0%)
Time-limit on showering	1 (0%)
Enjoy Flexipass/OneCard	1 (0%)
Experience varies between swimming facilities	1 (0%)
Other	95 (4%)
Don't Know/Refused	54 (3%)
None/Nothing	3 (0%)

21. DO YOU HAVE ANY OTHER COMMENTS YOU'D LIKE TO ADD ABOUT THE FUTURE OF POOLS AND BEACHES IN VANCOUVER?

Most common responses	% OF RESPONDENTS
Build / Install new pools in areas that are undeserved	27%
Have more accessible facilities (costs)	21%
Provide better access to cross-training for athletes (places to run, exercise)	17%
Opposed to selling / having alcohol in beaches	16%
Upgrade existing facilities before building new ones	12%
Crack-down on rule breakers (smokers, pets, noise)	9%
Support selling / having alcohol in Beaches	8%
Deal with existing facilities (outdated, not clean)	8%
Facilities are GOOD!	7%
Have more variety in programs (Aquasize, Diving, Water Polo)	7%
Keep VAC where it is and not move it	5%
Have more family-friendly areas	5%
Lifeguards are GOOD!	4%
Have more pet-friendly areas	3%
Voiced opposition to temporary pools; like permanent ones	2%
Comments related to water quality (complaints about chlorine, more salt water)	2%
Ensure focus on environmental impact & sustainability	1%
General survey-related comments	1%

22. THINKING ABOUT THE POOL OR BEACH YOU TO GO MOST OFTEN, HOW DO YOU USUALLY GET THERE?

	Total	Age Total								
		19 and under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	4556	28	453	481	1349	1254	803	655	511	144
Drive	1932	8	120	128	551	644	347	257	205	52
	42%	29%	26%	27%	41%	51%	43%	39%	40%	36%
Bike	916	5	113	118	334	214	154	93	75	18
	20%	18%	25%	25%	25%	17%	19%	14%	15%	13%
Walk	1125	5	116	121	309	266	211	217	168	49
	25%	18%	26%	25%	23%	21%	26%	33%	33%	34%
Take transit (sky train or bus)	426	8	88	96	131	97	59	43	29	14
	9%	29%	19%	20%	10%	8%	7%	7%	6%	10%
Other (please specify)	105	2	10	12	21	27	21	22	18	4
	2%	7%	2%	2%	2%	2%	3%	3%	4%	3%
Not Applicable (n/a)	45	0	6	6	3	6	9	21	14	7
	1%	0%	1%	1%	0%	0%	1%	3%	3%	5%
Did not answer	7	0	0	0	0	0	2	2	2	0
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

23. ARE THERE CHILDREN UNDER 19 IN YOUR HOUSEHOLD?

	Total	Age Total								
		19 and under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	4556	28	453	481	1349	1254	803	655	511	144
Yes	1704	22	45	67	563	781	243	45	35	10
	37%	79%	10%	14%	42%	62%	30%	7%	7%	7%
No	2843	5	408	413	786	473	559	609	475	134
	62%	18%	90%	86%	58%	38%	70%	93%	93%	93%
Did not answer	9	1	0	1	0	0	1	1	1	0
	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%

24. ARE THERE ADULTS WITH DISABILITIES IN YOUR HOME?

	Total	Age Total								
		19 and under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	4556	28	453	481	1349	1254	803	655	511	144
Yes	379	3	24	27	65	72	99	116	90	26
	8%	11%	5%	6%	5%	6%	12%	18%	18%	18%
No	4096	25	422	447	1264	1168	688	522	409	113
	90%	89%	93%	93%	94%	93%	86%	80%	80%	78%
Prefer not to say	69	0	7	7	17	14	15	15	10	5
	2%	0%	2%	1%	1%	1%	2%	2%	2%	3%
Did not answer	12	0	0	0	3	0	1	2	2	0
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

25. WHAT LANGUAGE(S) DO YOU SPEAK AT HOME?

	Total	Age Total								
		19 & under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	4556	28	453	481	1349	1254	803	655	511	144
English	4384	25	435	460	1302	1199	775	641	502	139
	96%	89%	96%	96%	97%	96%	97%	98%	98%	97%
Mandarin	115	5	23	28	33	34	14	6	3	3
	3%	18%	5%	6%	2%	3%	2%	1%	1%	2%
Cantonese	170	3	33	36	50	49	23	11	8	3
	4%	11%	7%	7%	4%	4%	3%	2%	2%	2%
French	303	4	29	33	78	118	41	32	26	6
	7%	14%	6%	7%	6%	9%	5%	5%	5%	4%
Punjabi	24	0	4	4	10	8	1	1	1	0
	1%	0%	1%	1%	1%	1%	0%	0%	0%	0%
Filipino	40	0	7	7	10	8	8	7	7	0
	1%	0%	2%	1%	1%	1%	1%	1%	1%	0%
Other (please specify)	338	3	21	24	108	112	55	38	31	7
	7%	11%	5%	5%	8%	9%	7%	6%	6%	5%
Not Applicable (N/A)	23	0	5	5	4	7	6	0	0	0
	1%	0%	1%	1%	0%	1%	1%	0%	0%	0%
Did not answer	7	0	0	0	0	0	1	0	0	0
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

26. POSTAL CODE ZONE ROLL-UP

	Total	Age Total								
		19 & under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	4466	27	439	466	1319	1238	785	644	501	143
Downtown	926	2	76	78	286	201	178	181	139	42
	21%	7%	17%	17%	22%	16%	23%	28%	28%	29%
North-East	973	5	102	107	353	279	143	89	77	12
	22%	19%	23%	23%	27%	23%	18%	14%	15%	8%
North-West	917	7	105	112	227	242	168	167	129	38
	21%	26%	24%	24%	17%	20%	21%	26%	26%	27%
South-East	927	2	77	79	286	322	145	94	69	25
	21%	7%	18%	17%	22%	26%	18%	15%	14%	17%
South-West	431	5	37	42	93	111	98	86	67	19
	10%	19%	8%	9%	7%	9%	12%	13%	13%	13%
Not found in Vancouver postal code database	292	6	42	48	74	83	53	27	20	7
	7%	22%	10%	10%	6%	7%	7%	4%	4%	5%

26. POSTAL CODE 9 ZONE ROLL-UP

	Total	Age Total								
		19 & under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	4466	27	439	466	1319	1238	785	644	501	143
CBD - West End 1	609	2	48	50	161	126	135	137	104	33
	14%	7%	11%	11%	12%	10%	17%	21%	21%	23%
CBD - False Creek 2	317	0	28	28	125	75	43	44	35	9
	7%	0%	6%	6%	9%	6%	5%	7%	7%	6%
Vancouver Broadway 3	650	4	66	70	211	185	82	102	82	20
	15%	15%	15%	15%	16%	15%	10%	16%	16%	14%
Vancouver South 4	421	1	22	23	115	146	91	44	33	11
	9%	4%	5%	5%	9%	12%	12%	7%	7%	8%
Vancouver Kerrisdale 5	270	4	27	31	43	59	70	67	52	15
	6%	15%	6%	7%	3%	5%	9%	10%	10%	10%
Vancouver Kitsilano 6	655	4	82	86	168	164	130	106	82	24
	15%	15%	19%	18%	13%	13%	17%	16%	16%	17%
Vancouver SE 7	267	1	30	31	66	89	41	40	27	13
	6%	4%	7%	7%	5%	7%	5%	6%	5%	9%
Vancouver East 8	534	1	53	54	182	191	69	38	32	6
	12%	4%	12%	12%	14%	15%	9%	6%	6%	4%
Vancouver Port 9	451	4	41	45	174	120	71	39	34	5
	10%	15%	9%	10%	13%	10%	9%	6%	7%	3%
Not found in Vancouver postal code database (Postal Codes 9 Zones)	292	6	42	48	74	83	53	27	20	7
	7%	22%	10%	10%	6%	7%	7%	4%	4%	5%

27. GENDER: DO YOU IDENTIFY AS...?

	Total	Age Total								
		19 & under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	2959	24	298	322	880	916	512	315	257	58
Male	856	12	106	118	246	258	159	75	61	14
	29%	50%	36%	37%	28%	28%	31%	24%	24%	24%
Female	1975	12	178	190	598	624	333	227	185	42
	67%	50%	60%	59%	68%	68%	65%	72%	72%	72%
Transgender	12	0	3	3	3	5	1	0	0	0
	0%	0%	1%	1%	0%	1%	0%	0%	0%	0%
None of the above. I identify as	19	0	5	5	8	4	0	2	1	1
	1%	0%	2%	2%	1%	0%	0%	1%	0%	2%
Prefer not to say	84	0	6	6	25	25	15	8	8	0
	3%	0%	2%	2%	3%	3%	3%	3%	3%	0%
Did not answer	13	0	0	0	0	0	4	3	2	1
	0%	0%	0%	0%	0%	0%	1%	1%	1%	2%

28. WHICH OF THE FOLLOWING AGE GROUPS DO YOU FALL INTO?

	Total	Age Total								
		19 & under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	2959	24	298	322	880	916	512	315	257	58
19 and under	24	24	0	24	0	0	0	0	0	0
	1%	100%	0%	7%	0%	0%	0%	0%	0%	0%
"20-29"	298	0	298	298	0	0	0	0	0	0
	10%	0%	100%	93%	0%	0%	0%	0%	0%	0%
"30-39"	880	0	0	0	880	0	0	0	0	0
	30%	0%	0%	0%	100%	0%	0%	0%	0%	0%
"40-49"	916	0	0	0	0	916	0	0	0	0
	31%	0%	0%	0%	0%	100%	0%	0%	0%	0%
"50-59"	512	0	0	0	0	0	512	0	0	0
	17%	0%	0%	0%	0%	0%	100%	0%	0%	0%
"60-69"	257	0	0	0	0	0	0	257	257	0
	9%	0%	0%	0%	0%	0%	0%	82%	100%	0%
70+	58	0	0	0	0	0	0	58	0	58
	2%	0%	0%	0%	0%	0%	0%	18%	0%	100%
Did not answer	14	0	0	0	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

29. HOW DID YOU HEAR ABOUT THE VANSPLASH QUESTIONNAIRE?

	Total	Age Total								
		19 and under	20 - 29	Under 30	30 - 39	40 - 49	50 - 59	60+	60 - 69	70+
Total	4556	28	453	481	1349	1254	803	655	511	144
Newspaper article	105	1	3	4	18	20	37	25	23	2
	2%	4%	1%	1%	1%	2%	5%	4%	5%	1%
Online article (e.g. Vancouver Hive, Vancouver is Awesome)	180	4	24	28	59	47	24	21	20	1
	4%	14%	5%	6%	4%	4%	3%	3%	4%	1%
Talk Vancouver e-mail invitation	1528	3	125	128	416	352	295	335	249	86
	34%	11%	28%	27%	31%	28%	37%	51%	49%	60%
Poster	64	1	6	7	15	28	6	8	7	1
	1%	4%	1%	1%	1%	2%	1%	1%	1%	1%
Pool or Community Centre staff	199	6	27	33	49	50	36	31	29	2
	4%	21%	6%	7%	4%	4%	4%	5%	6%	1%
City of Vancouver website	255	2	42	44	65	80	41	24	23	1
	6%	7%	9%	9%	5%	6%	5%	4%	5%	1%
Other Website (please specify)	42	0	8	8	12	13	5	4	3	1
	1%	0%	2%	2%	1%	1%	1%	1%	1%	1%
Instagram	11	1	3	4	2	1	3	0	0	0
	0%	4%	1%	1%	0%	0%	0%	0%	0%	0%
Facebook	1298	5	148	153	474	389	193	89	79	10
	28%	18%	33%	32%	35%	31%	24%	14%	15%	7%
Twitter	141	2	15	17	48	45	22	9	8	1
	3%	7%	3%	4%	4%	4%	3%	1%	2%	1%
E-mail/listserv	702	5	40	45	172	223	146	114	91	23
	15%	18%	9%	9%	13%	18%	18%	17%	18%	16%
Family/Friends (word of mouth)	273	4	23	27	64	88	50	44	33	11
	6%	14%	5%	6%	5%	7%	6%	7%	6%	8%
The Rec newsletter	111	1	3	4	26	46	23	12	8	4
	2%	4%	1%	1%	2%	4%	3%	2%	2%	3%
Other (please specify)	204	3	22	25	43	62	43	30	22	8
	4%	11%	5%	5%	3%	5%	5%	5%	4%	6%
Don't know	33	0	16	16	4	5	5	3	1	2
	1%	0%	4%	3%	0%	0%	1%	0%	0%	1%
Did not answer	23	0	0	0	7	3	5	3	3	0
	1%	0%	0%	0%	1%	0%	1%	0%	1%	0%

Other (please specify) answers

Most common responses	% OF RESPONDENTS
Beach/Kits Beach/Booth at Beach	31 (15%)
In person/walk by/other event/Festival	14 (7%)
City Information/At City Hall	14 (7%)
Community pool(s)/Swim clubs	34 (17%)
Radio/tv/news/newsletter/brochure	27 (13%)
Social Media	7 (3%)
Mosaic	5 (2%)
Success	18 (9%)
Talk Vancouver	12 (6%)
Other	39 (19%)

Stakeholder Workshop Attendee Lists

Appendix B

INVITED	OCT 25	OCT 27	NOV 7	NOV 9
Aboriginal Friendship Centre				X
Alderwood School				
All Bodies Swim				
Aquaventures Swim Centre				
Arbutus Club				
Arbutus Ridge Kerrisdale Shaughnessy Vision		X		
Britannia CC				
Britannia Community Schools Team				
Britannia Hockey Academy				
Britannia Secondary PE Department				
Burnaby Caprice Synchro				
Burnaby Mantas Swim Club				
Burnaby Mountain Mantas				
Burnaby North Swim Team				
Canadian Dolphin Swim Club	X			
Carnegie CC				
Cedar Cottage Neighbourhood House				X
Champlain Heights CC				
Check Your Head (Youth)				
Chena Swim club				
Creekside CC				
Coal Harbour CC				
Covenant House (youth)				
Cultural Communities				
Dive BC			X	
Dive Locker				
Douglas Park CC		X		
Downtown Eastside Residents Association				
English Bay Swim Club			X	
Evelyne Saller CC				X
Excelleration Multisport Club Collaborative Program				
Excelleration Triathlon Club				
False Creek Canoe Club				
False Creek CC		X		
Fraser Valley Masters Synchro				

INVITED	OCT 25	OCT 27	NOV 7	NOV 9
Frog Hollow Neighbourhood House				X
Gathering Place CC				
Gators Swim Club				
Gordon Neighbourhood House				
Hastings CC				
Hillcrest Community Centre				
IDive Diving Academy Association			X	
Immigrant Services Society				
International Dive Centre				
Jewish Community Centre				
Joyce Area Residents Association				
Kensington CC				
Kerrisdale CC				
Killarney CC				
Killarney Gators Swim Club		X		
Kitsilano CC				
Kitsilano Neighbourhood House		X		
Kiwassa Neighbourhood House				
Leading Edge Tri Club				
Marpole Oakridge CC				
Marpole Residents Association				
Moresport				
Mosaic				
Mount Pleasant CC				
Mount Pleasant Neighbourhood House	X			
Multicultural Helping House Society				
Multicultural Swim/Muslim Swim				
Nifty *Clothing optional				
North Shore Dive Club				
Pacemakers Swim Club				
Pacific Elite Masters Synchro				
Pacific Storm		X		
Pacific Swim Academy				
PALS Autism Society				
Percy Norman Swim Club		X	X	
Percy Norman Wave Masters			X	
Qmunity				
RayCam CC				

INVITED	OCT 25	OCT 27	NOV 7	NOV 9
Red Fox Healthy Living Society				
Renfrew CC				
Renfrew Elementary School				
Rick Hansen Foundation	X			
Roundhouse CC				
Sea Hiker			X	
Special Olympics BC				
St. Francis of Assissi				
St. Mary's Elementary School				
St. Joseph's School				
Stratford Hall				
South Vancouver Neighbourhood House				
Strathcona CC				X
Storm Water Polo				
SUCCESS				
Sunset CC		X		
Super Sharks			X	
Synchro BC			X	
Swim faster				
Tempest			X	
Templeton Secondary				
Templeton Swim Team				
Thunderbird CC				
Trans* and Gender variant Inclusion Steering Committee				
Tri BC				
Trout Lake CC				
UBC	X			X
UBC Synchro				
Urban Aboriginal Health				
VanTech				
Van Tech Swim Team				
Vancouver Aboriginal Friendship Centre Society				
Vancouver Christian School				
Vancouver Immigration Partnership				
Vancouver Inclusivity Committee				X
Vancouver Kayak Club			X	

INVITED	OCT 25	OCT 27	NOV 7	NOV 9
Vancouver Lifeguard Association				
Vancouver Master Synchro				
Vancouver Pacific Swim Club				
Vancouver Pacific Wave Synchronized Swim Club			X	
Vancouver Park Board	X			
Vancouver Underwater Hockey				
Vancouver Vipers Water Polo			X	
Vikings			X	
VPSC				
VPW				
West End CC				
Westside Montessori Academy				
West Point Grey CC				
West Vancouver Otters Swim Club				
Windermere Secondary School				
Wreck Beach Swim Club				
Waterflow Paddling			X	
YMCA		X		
YWCA				

Additional stakeholder responses were provided after the workshops by the Vancouver Society for the Promotion of Outdoor Pools and the Mount Pleasant Community Centre Association.

Seniors' Advisory Committee Stakeholder List

Appendix B

INVITED	PRESENT	ABSENT
Anthony Kupferschmidt	X	
Beatrice Ho	X	
Bob Worcester	X	
Brian Tucker	X	
Christopher Kelvahan, Vancouver Public Library	X	
Colleen McGuiness (Chair)	X	
Councillor Elizabeth Ball, Council Liaison	X	
Councillor Tim Stevenson, Council Liaison	X	
Dale Lutes	X	
Dellie Lidyard	X	
Eddy Elmer	X	
Eva Beda	X	
Eva Wadolna	X	
Ken Brown, Engineering Services, Staff Liaison	X	
Gudrun Langolf (Leave of Absence)		X
Jacqueline Weiler	X	
Jim McCully	X	
Scott Ricker (Vice-Chair)	X	
Thomas Crean	X	

Seniors' Workshop Stakeholder List

Appendix B

INVITED	PRESENT	ABSENT
411 Seniors Centre Society		X
Alzheimer Society of BC	X	
BC Centre for Elder Advocacy and Support	X	
Brock House Seniors Society		X
Centre for Healthy Aging		X
Cross Cultural Seniors Network		X
Crossreach Seniors		X
Downtown Eastside Women's Centre - Chinese Seniors Outreach		X
Frog Hollow Neighbourhood House		X
Gordon House Neighbourhood House		X
Greek Senior Citizen Society		X
Japanese Community Volunteer Association - Tonari Gumi	X	
Jewish Family Services Agency		X
Jewish Seniors' Alliance of Greater Vancouver - Peer Support		X
Kitsilano Neighbourhood House - Seniors Resource Centre Coordinator	X	
Marpole Oakridge Family Place Society		X
Marpole Seniors Hub		X
New Continental Seniors Centre		X
Renfrew-Collingwood Senior's Society Wheels to Meals		X
Seniors Services Society (formerly BC Seniors Services and Housing Information Society) - Vancouver Seniors Outreach Program		X
South Granville Seniors Friendship Centre Society		X
South Vancouver Neighbourhood House - South Vancouver Seniors' Hub		X
SUCCESS - Seniors QOL Program	X	
Vancouver Second Mile Society		X
West End Seniors Network	X	

Pool Programmer Survey Part 2 Answer Matrix

Appendix C

BRITANNIA	
Is there senior specific programming at this facility?(and if yes, what?)	Nothing specifically advertised to Senior's, but the Range of Motion Aquafit is predominantly Senior participation
What are the most popular programs and activities for seniors?	Range of Motion and Mild Aquafit
Is there a specific time of day that is most popular with seniors?	Yes, 6:30 am – 11:00 am
Are there specific areas of your facility that are more popular with seniors?	Hot spots
Are there any perceived barriers to senior's participation at this facility?	No
What would you suggest to improve to make the facility more suitable for seniors?	Gradual entry to the pool (ramp)
Overall, is use of your facility by seniors increasing quite fast, increasing slowly, staying the same, decreasing slowly, or decreasing quickly?	Steady, staying the same

HILLCREST	
Is there senior specific programming at this facility?(and if yes, what?)	No – we do offer a Mild Aquafit and a Range of Motion Aquafit which are specific to an older participant
What are the most popular programs and activities for seniors?	Aquatic Fitness/Hot facilities
Is there a specific time of day that is most popular with seniors?	In the morning and early afternoon
Are there specific areas of your facility that are more popular with seniors?	The hot facilities – hot tub, seam room, and sauna
Are there any perceived barriers to senior's participation at this facility?	Not that we are aware of
What would you suggest to improve to make the facility more suitable for seniors?	I believe that Hillcrest is very accessible
Overall, is use of your facility by seniors increasing quite fast, increasing slowly, staying the same, decreasing slowly, or decreasing quickly?	I would suggest that it is increasing slowly.

KENSINGTON	
Is there senior specific programming at this facility?(and if yes, what?)	No senior specific programming.
What are the most popular programs and activities for seniors?	Aquafit – Range of Motion and AM Aquafit Shallow classes. They also enjoy the Sauna and Whirlpool.
Is there a specific time of day that is most popular with seniors?	AM – from opening at 9am to 11 am.
Are there specific areas of your facility that are more popular with seniors?	Sauna & Whirlpool
Are there any perceived barriers to senior's participation at this facility?	Stairs entry into the pool, some have limited range of motion and the stairs are a challenge opposed to a gradual entry/ beach enter at other locations. Limited pool space is a concern for some as when the pool has program such as swim lessons or Aquafit, those that aren't participating in those classes can't be in the water. Changeroom floors are slippery and if there isn't non slip tiles, mats etc, some are scared to visit the pool.
What would you suggest to improve to make the facility more suitable for seniors?	Increased funding to increase operational hours for seniors. Many of them wake up earlier and are looking for activities. We open at 9 am vs other pools that open at 6am.
Overall, is use of your facility by seniors increasing quite fast, increasing slowly, staying the same, decreasing slowly, or decreasing quickly?	Increasing at a moderate rate. We have our regular senior patrons and we have started to notice a gradual increase that venture from other pools. They also enjoy the warmer pool temperature.

KERRISDALE	
Is there senior specific programming at this facility?(and if yes, what?)	Yes, mild Aquafit, AKA Senior Fit, and Range of Motion; we also have special events for the seniors like the Valentine's Tea and Christmas Potluck
What are the most popular programs and activities for seniors?	Senior fit and ROM
Is there a specific time of day that is most popular with seniors?	1:35 pm-2:30 pm on Monday, Wednesday and Friday for Senior Fit and 10:30 am-11:15 am on Tuesday and Thursday for ROM
Are there specific areas of your facility that are more popular with seniors?	The pool since there are no other amenities
Are there any perceived barriers to senior's participation at this facility?	<p>1) The entrance door from the hallway into the pool is quite heavy and it is not automated. If someone has a walker, it's hard to push the walker and keep the door open at the same time.</p> <p>2) the change room doors are not automated either so it is hard to get through the door with a walker or a wheelchair.</p> <p>3) There is no accessible shower setup- no shower seat and no handheld shower head</p> <p>4) No slope entry to the pool- only stairs and I have seen many people slip on the steps</p> <p>5) Since the pool is built as an outdoor pool 60 years ago, there is no insulation for the tank. During a cold winter, the water temperature can drop to an uncomfortable state that stops seniors from using the pool</p>
What would you suggest to improve to make the facility more suitable for seniors?	Rebuild Kerrisdale Pool
Overall, is use of your facility by seniors increasing quite fast, increasing slowly, staying the same, decreasing slowly, or decreasing quickly?	Stays the same

KILLARNEY	
Is there senior specific programming at this facility?(and if yes, what?)	No
What are the most popular programs and activities for seniors?	Length swimming, spa activities, and aquafit
Is there a specific time of day that is most popular with seniors?	Opening (6:15 am)-10 am
Are there specific areas of your facility that are more popular with seniors?	Swimming pools , hot tub and sauna
Are there any perceived barriers to senior's participation at this facility?	Language barrier
What would you suggest to improve to make the facility more suitable for seniors?	<p>Make all the floor non-slip</p> <p>Larger hot tub and steam room</p> <p>Add a sauna</p> <p>More accessible shower features such as handlebars and seats</p>
Overall, is use of your facility by seniors increasing quite fast, increasing slowly, staying the same, decreasing slowly, or decreasing quickly?	Staying the same

LORD BYNG	
Is there senior specific programming at this facility?(and if yes, what?)	Yes, Group fitness classes in fitness center. Mild aquafit on Fridays
What are the most popular programs and activities for seniors?	Group fitness classes in fitness centre. Mild aquafit class on Fridays.
Is there a specific time of day that is most popular with seniors?	Fridays, 2-4 pm
Are there specific areas of your facility that are more popular with seniors?	Whirlpool and fitness center
Are there any perceived barriers to senior's participation at this facility?	No
What would you suggest to improve to make the facility more suitable for seniors?	n/a
Overall, is use of your facility by seniors increasing quite fast, increasing slowly, staying the same, decreasing slowly, or decreasing quickly?	Staying the same. Lord Byng is a facility use a lot by seniors because of location and the facility is quiet.

MAPLE GROVE (OUTDOOR)	
Is there senior specific programming at this facility?(and if yes, what?)	No
What are the most popular programs and activities for seniors?	N/A
Is there a specific time of day that is most popular with seniors?	Usually the seniors come as babysitters, i.e. they bring their grandchildren, and the times vary depending on home life and the weather
Are there specific areas of your facility that are more popular with seniors?	The grass- for picnics
Are there any perceived barriers to senior's participation at this facility?	Sun exposure- there are trees but when the pool gets busy, they may not be able to stay in the shade It's hard for seniors to sit on the ground for an extended period of time.
What would you suggest to improve to make the facility more suitable for seniors?	Plant more trees for shade More picnic table and chairs in the park
Overall, is use of your facility by seniors increasing quite fast, increasing slowly, staying the same, decreasing slowly, or decreasing quickly?	Staying the same

RENFREW	
Is there senior specific programming at this facility?(and if yes, what?)	No
What are the most popular programs and activities for seniors?	Aquafit
Is there a specific time of day that is most popular with seniors?	mornings
Are there specific areas of your facility that are more popular with seniors?	Fitness centre, hot tub, sauna
Are there any perceived barriers to senior's participation at this facility?	Lack of English language, lack of swimming ability
What would you suggest to improve to make the facility more suitable for seniors?	
Overall, is use of your facility by seniors increasing quite fast, increasing slowly, staying the same, decreasing slowly, or decreasing quickly?	Increasing slowly

TEMPLETON	
Is there senior specific programming at this facility?(and if yes, what?)	Not promo-ed as dedicated to "Seniors only"...but the morning water fit Mon -Fri 10:00 am -11:00 am is 99% seniors because it fits their lifestyle /time frame. (it is light out and they can walk, drive or take the bus comfortably)
What are the most popular programs and activities for seniors?	Waterfit Mon- Fri 10:00 am – 11:00 am. *They love it and appreciate it when I provide a "Social Tea" or mini event. We do offer other programs in the Activity Room from educational health sessions in partnership with VCH and SRABC /Stroke Recovery Program.
Is there a specific time of day that is most popular with seniors?	Mornings: anytime between 8:30 and 2 :00 pm.
Are there specific areas of your facility that are more popular with seniors?	Hot tub, Sauna, Lanes and Fitness Centre and lobby/outside garden: They can socialize and be active at their own pace.
Are there any perceived barriers to senior's participation at this facility?	Outside: Weather, parking, sidewalks are cracked and bumpy from tree roots and I have been complaining for 2 years! - Lighting at night is okay – but not great. Inside: space in showers and changerooms is an issue for everyone at peak times – there are only 4 shower heads...and the handles on the hand held showers are TERRIBLE. (the handles are not balanced and they drop – so the temperature changes)
What would you suggest to improve to make the facility more suitable for seniors?	-Small things: automated door on the north side of the building. More benches and chairs. BETTER shower handles. -we definitely needs a second handrail for the whirlpool so they can support themselves better getting in and out. I requested this a couple of years ago and was told no because it needed to be grounded and it was too expensive. -Our accessibility lift needs to be replaced. We don't have one currently since the original one from 25 years ago is obsolete and can't be fixed. -It would be great to have a reno like Renfrew where a permanent ramp is included in the main pool: better for public access and staff safety.
Overall, is use of your facility by seniors increasing quite fast, increasing slowly, staying the same, decreasing slowly, or decreasing quickly?	Increasing slowly....but noticeably. Various ages from 60 – 90 years and health/abilities. "Silver Tsunami" is getting closer.

VANCOUVER AQUATIC CENTRE	
Is there senior specific programming at this facility?(and if yes, what?)	No; many Seniors come to the aquafit classes throughout the day and to swim lengths. Seniors can go to the weight room throughout the day as well.
What are the most popular programs and activities for seniors?	Aquafit, deep water classes and length swims; they are more than welcome to go to the weight room throughout the day as well.
Is there a specific time of day that is most popular with seniors?	Day time is when it is a bit quieter and more space at the pool.
Are there specific areas of your facility that are more popular with seniors?	Some come to the pool and some go to the weight room.
Are there any perceived barriers to senior's participation at this facility?	It can get busy when clubs use the pool.
What would you suggest to improve to make the facility more suitable for seniors?	Limited as it is an old facility.
Overall, is use of your facility by seniors increasing quite fast, increasing slowly, staying the same, decreasing slowly, or decreasing quickly?	Staying the same.

Phase 2 VanSplash Survey Results

Appendix D

The following pages give a more detailed breakdown of the phase 2 *VanSplash* Survey results including multiple and single choice questions and overall answers for open ended questions. The open ended answers were reviewed by HCMA who provided a higher level breakdown of the types of open responses and their prevalence.

The following is a numbered list of the sequence and overall question types asked as part of the public engagement survey:

1. How do you think the recommendations respond to what we heard and learned about indoor pools? (single choice)
2. Overall, do you think the recommendations for indoor pools will improve indoor aquatic services in Vancouver? (single choice)
3. How do you think the recommendations respond to what we heard and learned about outdoor pools? (single choice)
4. Overall, do you think the recommendations for outdoor pools will improve outdoor aquatic experiences in Vancouver? (single choice)
5. How do you think the recommendations respond to what we heard and learned about beaches? (single choice)
6. Overall, do you think the recommendations for beaches will improve beach experiences in Vancouver? (single choice)
7. How do you think the recommendations respond to what we heard and learned about spray parks + wading pools? (single choice)
8. Overall, do you think the recommendations for spray parks + wading pools will improve spray parks + wading pool experiences in Vancouver? (single choice)
9. How do you think the recommendations respond to what we heard and learned about non-traditional aquatics? (single choice)
10. Overall, do you think the recommendations for non-traditional aquatics will improve non-traditional aquatics in Vancouver? (single choice)

11. Which *VanSplash* recommendations are you most excited about?
(Choose up to 5) (multiple choice)
12. Did we miss anything? / Do you have any other comments?
(open-ended)
13. How often did you or someone in your household use these Vancouver aquatic facilities in the last year? For outdoor pools, beaches, spray parks and wading pools, think of how often you used them in the summer season. (single choice)
14. What is your postal code? (single choice)
15. Are there children under 19 years of age in your home? (single choice)
16. How did you hear about the Phase 2 *VanSplash* survey? (multiple choice)

1. HOW DO YOU THINK THE RECOMMENDATIONS RESPOND TO WHAT WE HEARD AND LEARNED ABOUT INDOOR POOLS?

	Total	Response Total						Well (merged very well or fairly well)	Not well (merged not well or not at all)
		Very well	Fairly well	Not well	Not at all	Don't know			
Total Answered	1648	229	680	359	201	179	909	560	
Percentage	100%	14%	41%	22%	12%	11%	44%	34%	

2. OVERALL, DO YOU THINK THE RECOMMENDATIONS FOR INDOOR POOLS WILL IMPROVE INDOOR AQUATIC SERVICES IN VANCOUVER?

	Total	Response Total			
		Yes	May or may not	No	Don't know
Total Answered	1648	546	479	525	68
Percentage	100%	35%	29%	32%	4%

3. HOW DO YOU THINK THE RECOMMENDATIONS RESPOND TO WHAT WE HEARD AND LEARNED ABOUT OUTDOOR POOLS?

	Total	Response Total						Well (merged very well or fairly well)	Not well (merged not well or not at all)
		Very well	Fairly well	Not well	Not at all	Don't know			
Total Answered	1648	326	840	190	105	187	1166	295	
Percentage	100%	20%	51%	12%	6%	11%	71%	18%	

4. OVERALL, DO YOU THINK THE RECOMMENDATIONS FOR OUTDOOR POOLS WILL IMPROVE OUTDOOR AQUATIC EXPERIENCES IN VANCOUVER?

	Total	Response Total			
		Yes	May or may not	No	Don't know
Total Answered	1648	781	533	228	106
Percentage	100%	47%	32%	14%	6%

5. HOW DO YOU THINK THE RECOMMENDATIONS RESPOND TO WHAT WE HEARD AND LEARNED ABOUT BEACHES?

	Total	Response Total						Well (merged very well or fairly well)	Not well (merged not well or not at all)
		Very well	Fairly well	Not well	Not at all	Don't know			
Total Answered	1648	327	907	141	59	214	1234	2000	
Percentage	100%	20%	55%	9%	4%	13%	75%	12%	

6. OVERALL, DO YOU THINK THE RECOMMENDATIONS FOR BEACHES WILL IMPROVE BEACH EXPERIENCES IN VANCOUVER?

	Total	Response Total			
		Yes	May or may not	No	Don't know
Total Answered	1648	732	615	163	138
Percentage	100%	44%	37%	10%	8%

7. HOW DO YOU THINK THE RECOMMENDATIONS RESPOND TO WHAT WE HEARD AND LEARNED ABOUT SPRAY PARKS + WADING POOLS?

	Total	Response Total						
		Very well	Fairly well	Not well	Not at all	Don't know	Well (merged very well or fairly well)	Not well (merged not well or not at all)
Total Answered	1648	408	727	124	65	324	1135	189
Percentage	100%	25%	44%	8%	4%	20%	69%	11%

8. OVERALL, DO YOU THINK THE RECOMMENDATIONS FOR SPRAY PARKS + WADING POOLS WILL IMPROVE SPRAY PARKS + WADING POOL EXPERIENCES IN VANCOUVER?

	Total	Response Total			
		Yes	May or may not	No	Don't know
Total Answered	1648	765	459	145	279
Percentage	100%	46%	28%	9%	17%

9. HOW DO YOU THINK THE RECOMMENDATIONS RESPOND TO WHAT WE HEARD AND LEARNED ABOUT NON-TRADITIONAL AQUATICS?

	Total	Response Total						
		Very well	Fairly well	Not well	Not at all	Don't know	Well (merged very well or fairly well)	Not well (merged not well or not at all)
Total Answered	1648	389	716	196	91	256	1105	287
Percentage	100%	24%	43%	12%	6%	16%	67%	17%

10. OVERALL, DO YOU THINK THE RECOMMENDATIONS FOR NON-TRADITIONAL AQUATICS WILL IMPROVE NON-TRADITIONAL AQUATICS IN VANCOUVER?

	Total	Response Total			
		Yes	May or may not	No	Don't know
Total Answered	1648	696	511	226	215
Percentage	100%	42%	31%	14%	13%

11. WHICH VANSPLASH RECOMMENDATIONS ARE YOU MOST EXCITED ABOUT? (CHOOSE UP TO 5)

	Total	Response Total				
		Proposed new indoor pools	Proposed upgrades to indoor pools	Proposed new outdoor pools	Proposed upgrades to outdoor pools	Proposed upgrades to beaches
Total Answered	1648	669	684	471	498	459
Percentage	100%	41%	42%	29%	30%	28%
		Harbour deck	Natural outdoor pool	Floating pool in False Creek	Urban spray parks	Add'l neighbourhood spray parks
Total Answered		468	635	377	273	307
Percentage		28%	39%	23%	17%	19%
		Wellness amenities	Hot tubs at outdoor pools	Ocean play	Urban beach	Other
Total Answered		247	331	247	172	130
Percentage		15%	20%	15%	10%	8%

12. DID WE MISS ANYTHING? / DO YOU HAVE ANY OTHER COMMENTS?

Note: 1058 of 1648 respondents (64%) provided an open-ended comment. Most common responses are listed below.

Most common responses	Total Answered	Percentage
Against proposed decommissioning of Templeton Pool	143	8%
Against proposed decommissioning of Lord Byng Pool	125	7%
Don't like destination pools (too crowded, etc)	101	6%
Want more lap swimming lanes and cooler water temperature	64	4%
Want more diving facilities	55	3%
Importance of Vancouver Aquatic Centre to current users, how current users utilized the space	53	3%
Want Olympic-sized (50m) pools	51	3%
Like innovation (non-traditional aquatics) recommendations	43	3%
Want more provisions for organized sports (water polo, synchronized swimming, underwater hockey, etc)	36	2%
Don't like innovation (non-traditional aquatics) recommendations, prefer to upgrade existing facilities first	30	2%
Want more provisions for team training and athletic swim lessons	28	2%
Reinvest in existing/former community outdoor pools instead of destination attractions	28	2%
Concerns about ocean water contamination/quality	23	1%
Want improved/increased transit access to pools and beaches	22	1%
Want better accommodations for physical disabilities	21	1%
Hard to find availability for children's swimming lessons and basic water safety	21	1%
Like outdoor pool recommendations	19	1%
Like recommendations for converting wading pools to spray parks	19	1%
Want rentals at beaches (locker, umbrella, beach chair, wet suits, etc)	18	1%
Want alcohol allowed at beaches / outdoor pools	18	1%
Want more parking provided	14	1%
Like destination pools (convenient, etc)	13	1%
Want longer opening times (lifeguard on duty, outdoor pool season)	12	1%
Want larger / improved family change rooms	12	1%
Don't like hot tubs (concerns regarding hygiene, necessity, etc)	11	1%
Concerns over sustainability (alignment with Greenest City initiative, driving, energy consumption)	10	1%
Want safe bike access	10	1%
Want designated senior time and programming	9	1%
Like beach recommendations	8	0%

Don't want to invest in outdoor pools	8	0%
Want extended outdoor pool season, at least 1 year-round (solar heating, retractable roofing system)	8	0%
Don't like recommendation to convert wading pools to spray parks	8	0%
Concerns regarding regular maintenance and cleanliness of change rooms at existing facilities	8	0%
Want to replace chlorine pools with alternative (ozone, ion, salt, UV)	8	0%
Want to keep beaches untouched / naturalized	7	0%
Like recommendation for new indoor pool at Connaught Park	7	0%
Want to add bandstands / pagodas / windbreaks to activate beach areas and extend swimming season	6	0%
Want more nude-swimming opportunities	6	0%
Want increased access for dogs at beaches during off-peak times / seasons	5	0%
Concerns over loss of green space and sports fields at Connaught Park	5	0%
Concerns with cost of access (fees)	5	0%
Want better diversity and inclusion (gender neutral washrooms)	4	0%
Want improved concession stand options, more beach front restaurants	4	0%
Concern over increase of traffic congestion and loss of parking for neighbouring buildings at Connaught Park	2	0%
Want new facility at Connaught Park to be a world-class competition centre	2	0%

13. HOW OFTEN DID YOU OR SOMEONE IN YOUR HOUSEHOLD USE THESE VANCOUVER AQUATIC FACILITIES IN THE LAST YEAR? FOR OUTDOOR POOLS, BEACHES, SPRAY PARKS AND WADING POOLS, THINK OF HOW OFTEN YOU USED THEM IN THE SUMMER SEASON.

INDOOR POOLS

	Total	Response Total					
		Daily	Weekly	Monthly	Every few months	Once last year	Never
Total Answered	1648	316	627	258	201	76	169
Percentage	100%	19%	38%	16%	12%	5%	10%

OUTDOOR POOLS

	Total	Response Total					
		Daily	Weekly	Monthly	Every few months	Once last year	Never
Total Answered	1648	117	381	254	336	266	293
Percentage	100%	7%	23%	15%	20%	16%	18%

BEACHES

	Total	Response Total					
		Daily	Weekly	Monthly	Every few months	Once last year	Never
Total Answered	1648	155	585	395	322	118	72
Percentage	100%	9%	35%	24%	20%	7%	4%

SPRAY PARKS + WADING POOLS

	Total	Response Total					
		Daily	Weekly	Monthly	Every few months	Once last year	Never
Total Answered	1648	30	158	149	181	190	939
Percentage	100%	2%	10%	8%	11%	12%	57%

14. POSTAL CODE ZONE ROLLUP (SINGLE CHOICE)

	Total	Response Total					
		Downtown	North-East	North-West	South-East	South-West	Not found in Vancouver postal code database
Total Answered	1623	288	397	410	237	187	104
Percentage	98%	18%	24%	25%	15%	12%	6%

METRO VANCOUVER POSTAL CODE ROLLUP (SINGLE CHOICE)

	Total	Response Total				
		Downtown and West End	North-East	North-West	South-East	South-West
Total Answered	1648	288	397	410	237	187
Percentage	100%	17%	24%	25%	14%	11%
		Burnaby	Coquitlam	Langley	Maple Ridge	New Westminster
Total Answered		23	6	2	1	1
Percentage		1%	0%	0%	0%	0%
		Pitt Meadows	Port Coquitlam	Port Moody	Richmond	Surrey
Total Answered		1	4	1	10	8
Percentage		0%	0%	0%	1%	0%
		White Rock	All remaining Postals	Did not answer		
Total Answered		2	57	13		
Percentage		0%	3%	0%		

15. ARE THERE CHILDREN UNDER 19 YEARS OF AGE IN YOUR HOME?

	Total	Response Total		
		Yes	No	Did not answer
Total Answered	1648	729	918	1
Percentage	100%	44%	56%	0%

16. HOW DID YOU HEAR ABOUT THE PHASE 2 VANSPLASH SURVEY?

	Total	Response Total				
		Talk Vancouver e-mail invitation	Newspaper article	Online article	Poster	Pool or Community Centre staff
Total Answered	1648	860	36	63	46	155
Percentage	100%	52%	2%	4%	3%	9%
		City of Vancouver website	Other website	Facebook	Twitter	E-mail / listserv
Total Answered		44	25	151	12	133
Percentage		3%	2%	9%	1%	8%
		Family / friends (word of mouth)	The Rec newsletter	Other	Don't know	Did not answer
Total Answered		316	10	109	21	1
Percentage		19%	1%	7%	1%	0%

Phase 2 Public Engagement Display Boards Appendix E

The following pages shows the display boards shown during the second round of public engagement which the Phase 2 *VanSplash* Survey questions respond to. The display boards were available online via a link throughout the Phase 2 survey as well as shown at all three public outreach events.

We want to hear from you!

Did we get it right? Your involvement and input helped shape the vision for VanSplash. You are here to let us know your thoughts on the emerging recommendations before we finalize the strategy. The result of this process will be a shared vision for aquatics in Vancouver.

What we are doing

The purpose of VanSplash is to develop a 25 year vision for the future of aquatics in Vancouver, and to recommend a ten year implementation strategy to realize the next steps required to achieve the vision.



You are here
so we can hear you!

Where we are:



Take the survey at vancouver.ca/vansplash
#VanSplash @ParkBoard @VanParkBoard



The future of aquatics in Vancouver Vision + Principles

Vision

Deliver a wide range of aquatic experiences for residents and visitors that support Vancouver as a highly-livable, world-class coastal city.

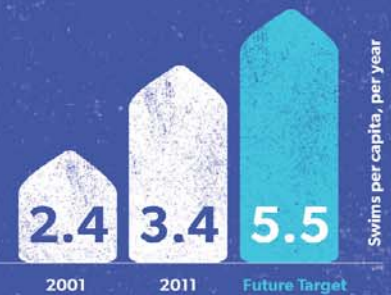
Principles

- 1 Recognize that water is only one component of the experience.
- 2 Expand the definition of 'aquatics' to include beaches, wading pools, spray parks and new innovative swimming experiences.
- 3 Enhance social inclusion through aquatic experiences.
- 4 Support community and personal well-being.
- 5 Promote and encourage active living through aquatics.
- 6 Provide flexible and functional facilities.

Goals

- 1 Continue to increase annual swims per capita*.
- 2 Accommodate Vancouver's growing and aging population.
- 3 Provide a wide range of vibrant and engaging aquatic experiences.
- 4 Provide aquatic experiences that are accessible to all.
- 7 Establish sustainability targets for aquatics.
- 8 Increase connection to nature in all aspects of aquatics.

* As a result of recommendations made in the 2001 Aquatic Strategy, the annual swims per capita increased from 2.4 to 3.4. The strategy recommends planning for an increased capacity of 5.5 swims per capita, per year.



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Current Status

Indoor aquatic experiences

The Vancouver Park Board currently manages:  **9** Indoor Pools

Legend

Traditional Aquatics



Indoor Pools:

4km

City-Wide (Destination)

Hillcrest Aquatic Centre, 2010

- Newest facility in system
- Greatest number of annual visits

Vancouver Aquatic Centre, 1974

- Diving, synchro, water polo, and elite aquatic based training
- Least efficient pool in the system
- Highest subsidy per swim, over three times the deficit of the newest facilities
- Previous studies noted problematic structure
- Serves the area with the highest expected population growth over the next 24 years

3km

Community

Killarney, 2006

- New build
- Second greatest number of annual visits

2km

Neighbourhood

Britannia, 1975

- Renovated in 1998
- Overall masterplan currently underway
- Significant service overlap with Templeton

Kensington, 1979

- Currently operates cost effectively, but is an aging facility
- Warmer pool temperature

Kerrisdale, 1955

- Renovated in 1996

Lord Byng, 1974

- Never renovated

Renfrew, 1963

- Renovated in 1970, 2005 and 2010

Templeton, 1974

- Never renovated, one of the oldest facilities in system

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Current Status

Outdoor aquatic experiences

The Vancouver Park Board currently manages:

-  **5** Outdoor Pools
-  **18** Kilometres of Beaches
*Approximately
-  **15** Spray Parks
-  **15** Wading Pools



Legend

- Traditional Aquatics
-  Outdoor Pool
 -  Not managed by VPB
 -  Lake
 -  Guarded Beaches
 -  Co-located Indoor and Outdoor Pool

Outdoor Pools:

4km City-Wide (Destination)

Hillcrest, 2010

- Newest facility in system
- Co-located in Hillcrest Park co-located with fitness, arenas, and indoor pool

Kitsilano, 1979

- Extremely long length, ideal for length swimming
- Located on cycling route, walking path, and tourist area
- Connected to Kitsilano Beach

Maple Grove, 1995

- Popular venue for children's groups and family days
- Large green space
- Quiet location within a park

New Brighton, 1973

- Mostly recreational use
- Expansive views to North Shore mountains and water
- Located within New Brighton Park, limited green space with minimal shading at pools
- Limited parking

Second Beach, 1995

- Located off seawall in high-traffic pedestrian and tourist area
- Large pool deck area with minimal shading
- Second most popular outdoor pool in system
- Located in Stanley Park

Lifeguarded Beaches:

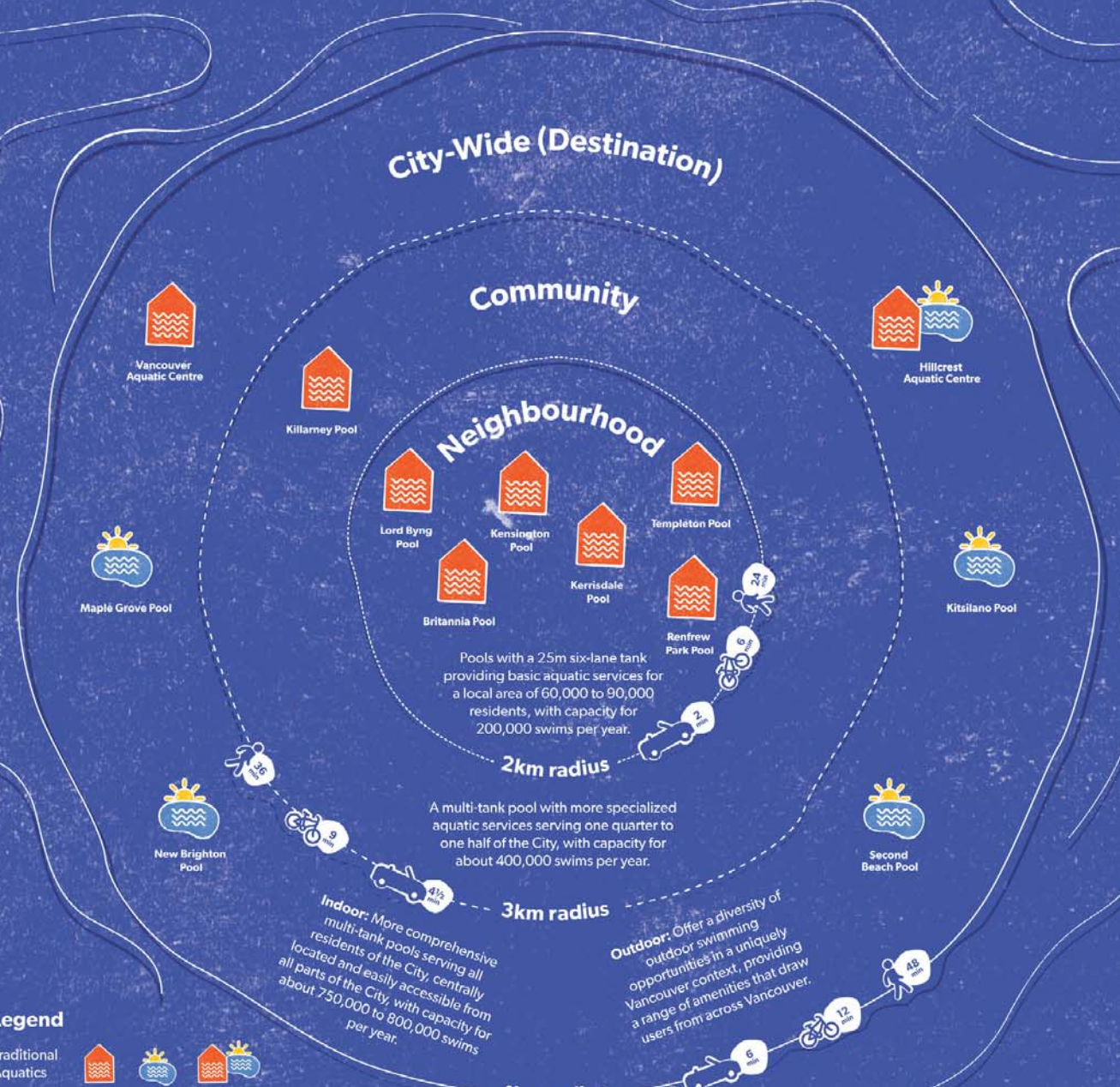
- English Bay
- Kitsilano Beach
- Second Beach
- Sunset Beach
- Trout Lake
- Jericho Beach
- Locarno Beach
- Spanish Banks
- Third Beach

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What kind of pools do we currently have?

The strategy works to ensure more equitable access to a range of experiences across Vancouver — accessible via public transport, car, bike, or walking.



Legend

- Traditional Aquatics
- Indoor Pool
- Outdoor Pool
- Co-located

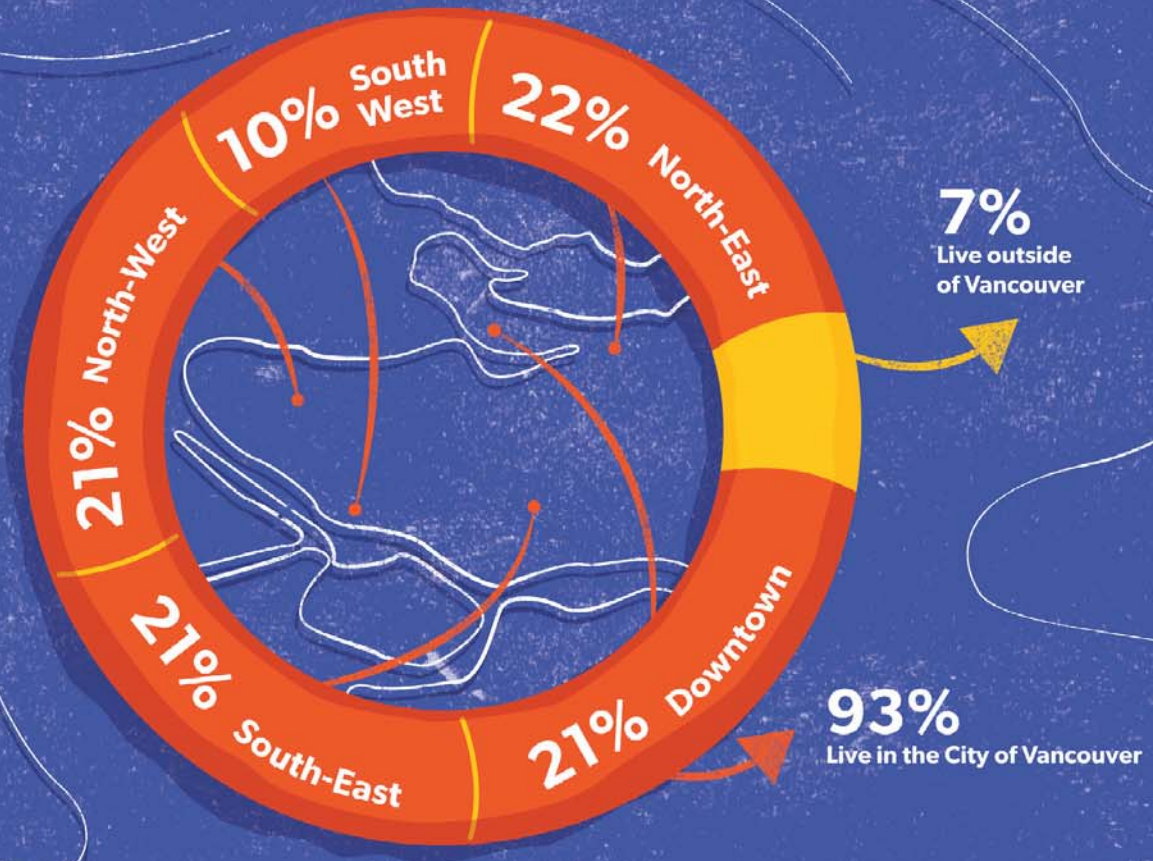
Take the survey at vancouver.ca/vansplash
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Public Engagement

We heard from over 4500 people throughout the phase 1 public consultation.

This is where they live:



More than half of respondents indicated that recreation, fun and relaxation were their main motivations to visit pools and beaches.

We reached you by



Online survey



Two public outreach events



Social media



Email comments



6 stakeholder workshops

(48 individuals representing community associations, community centers, swim clubs, swim teams, aquatic sports clubs, seniors and other community groups)

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Innovation

We heard you want more “non-traditional” aquatic amenities that add opportunities for recreation, fun and relaxation.



55%

Selected a swimming pool in the ocean as their top innovation.



67%

Identified a natural outdoor swimming pool as an innovative feature they wanted to see as a part of Vancouver aquatics.

Top things we heard from you



37%

Feel that swimming for fun and socializing is an activity that needs to be improved in Vancouver.



10%

In an open call for comments said they want more fun activities as a part of Vancouver aquatics.



32%

Want more spa-like experiences at pools.

What we learned



Waterfront cities around the world are focussing on bringing swimming back. Vancouver could benefit from innovative, non-traditional aquatic services.



Beaches are the most visited aquatic experience in the system. Interestingly, the majority of visitors do not actually swim in the water, but spend time on the sand or grass.



There are currently no outdoor public hot tubs available in Vancouver.



Spray parks offer an opportunity for all ages, from very young children to adults, to play, socialize, and seek respite from summer heat together.



Internationally, a trend is emerging toward natural, environmental and thermal spa experiences that have been popular in areas such as Scandinavia and Iceland as a cultural bathing experience.

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Innovation Recommendations



A combination of temporary and permanent recommendations.



Build destination spray parks for fun and cooling aquatic experiences in urban areas.



Provide wellness amenities, connected with existing and future pools.



Create urban beaches for relaxation and play.



Add outdoor hot tubs to outdoor pools that aren't co-located with an indoor pool or hot tub.



Build a harbour deck for improved access to our inlet.



Build a naturally-filtered outdoor pool for better connection to nature.



Provide play structures in the ocean at existing beaches.



Assess feasibility of a floating pool in False Creek.

What do these recommendations mean for you?



A greater variety of aquatic activities.



More innovative experiences to enhance traditional aquatics.



More equal access to aquatic facilities and activities across Vancouver.

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Indoor Pools

What we heard + learned

15%

go to other facilities in Vancouver, such as facilities in their condos, YMCA/ Jewish Community Centre.

40%

over the age of 60 use indoor facilities at least once a week.

59%

visit indoor pools at least once a month, with 29% visiting at least once a week.

Top things we heard from you

14%

said facilities need updating and accessibility at indoor swimming pools need to be improved (open ended question).



What is working

- Vancouver's newest or renovated pools (Renfrew, Killarney, Hillcrest) are the best utilized and most financially efficient. Indoor pool use has increased since these improvements, from 2.4 to 3.4 annual swims/capita.
- We learned that Hillcrest attracts visitors from across the city and often operates close to its designed capacity.

What is not working

- Indoor pools nearing the end of their lifespan are the least used, least efficient and require the most investment to operate (Vancouver Aquatic Centre, Kerrisdale, Britannia, Lord Byng, Templeton). These pools make up only 34% of all visits to indoor pools.
- It is difficult to access swim lessons at our newer, more popular pools.
- All areas of Vancouver are well served by indoor pools (10 minute drive), with the exception of a small area in South Vancouver.

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Indoor Pools Recommendations

- 1** Move away from neighbourhood scale pools and deliver a greater diversity of swimming experiences at larger, destination aquatic centres like Hillcrest.
- 2** Co-locate facilities with arenas and community centres, similar to Killarney, to take advantage of diversity of services offered at one destination.
- 3** Co-locate outdoor pools with indoor pools to offer a greater range of aquatic experiences at each facility.
- 4** Existing stand-alone whirlpools in community centres should be decommissioned.

Plan to decommission or replace older pools, which are operationally less efficient, require higher subsidies and are less popular with users:

- 5** Replace Templeton and Britannia with one community pool on the Britannia site.
Renovate Kensington to enhance accessibility and increase opportunities for adaptive swimming.
- Replace Kerrisdale with a new community pool as part of future arena and/or community centre renewal.
Replace Vancouver Aquatic Centre with a new wellness-oriented city-wide (destination) pool on the same site.
- Replace Lord Byng with a new city-wide (destination) pool with a sport-training focus, potentially at Connaught Park.
Continue to pursue a partnership with the YMCA for an aquatic facility in South Vancouver.

Sequencing:

Indoor Pool Recommendations



What do these recommendations mean for you?

4 future (new or replaced) facilities

2 x city-wide (destination)

A wellness oriented facility and a sport-training focused facility

2 x community facilities

- Broad access to a variety of aquatic experiences.
- Increased indoor swimming capacity across the City resulting in less-crowded facilities.
- More evenly distributed aquatic services across Vancouver in both quantity and type of facility.

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Outdoor Pools

What we heard + learned

80%

use outdoor pools for recreation, fun and socializing.



15%

noted more child-friendly features as a priority for improvement.

19%

indicated that they think Vancouver needs more outdoor pools.

49%

use outdoor pools for fitness, lengths and aerobics.

Top things we heard from you

38%

noted improvements to existing outdoor pools (e.g. newer changing rooms, renovated pool) would encourage them to visit more often.

75%

under the age of 30 visit Kitsilano pool in the summer.

67%

identified a natural outdoor swimming pool as an innovative feature they wanted to see.

55%

visited outdoor pools at least once a month in the summer.

What is working

- Vancouver has a series of city-wide (destination) outdoor pools that are well-loved 'jewels' within the aquatic system, including several ocean front pools that are unique within Canada.
- Outdoor pools support multiple activities from lap swimming to leisure and play.

What is not working

- The outdoor pools are not currently providing adequate changing facilities.
- Many of the outdoor pools are aging and require mechanical or pool upgrades.
- Concession stands and food services at all outdoor pools could be improved.

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Outdoor Pools Recommendations



Continue to invest in the existing outdoor pools to keep them as unique city-wide (destination) facilities within Vancouver.

- Upgrade or replace change rooms
- Upgrade or replace concessions and food services
- Upgrade mechanical equipment and pool basins where required



Provide a balance of recreation, fun, socializing and fitness, through a range of outdoor pool facilities and experiences.

- Add spray features for toddlers and children of all ages at outdoor pools
- Provide shade through umbrellas, planting, or shade screens
- Add/expand green space surrounding pool decks
- Add outdoor hot tubs to outdoor pools that aren't co-located with an indoor pool or hot tub
- Build a harbour deck for improved access to our inlet
- Assess feasibility of a floating pool in False Creek



Prioritize locating new outdoor pools to fill current service area gaps in south-central and south-east Vancouver.

- Build one new natural outdoor pool located in a future park beside the Fraser River



Co-locate outdoor pools with indoor pools to offer a greater range of aquatic experiences at each facility.

- Build a new outdoor pool in South Vancouver co-located with Killarney indoor pool.



Consider an outdoor pool or spray feature with every new indoor pool facility.

What do these recommendations mean for you?



Renewal of the existing outdoor pools we know and love.



Addition of a new stand alone city-wide (destination) outdoor pool and new co-located outdoor pool.



A range of outdoor aquatic pool types, distributed throughout Vancouver.



Beaches

What we heard + learned

We heard

80%

visit beaches with the primary goal of relaxation.

45%

recommend more shaded areas as an improvement.

37%

want alcohol to be allowed on beaches and available at beach concessions (4% don't want alcohol to be allowed on beaches).

18%

want swim lessons at the beach.

The most visited beaches were:



Top things we heard + learned from you

We learned



3.1 million

annual visitors to beaches (observed in life-guarded season), but, there is a lack of clear data collected on how many people visit the beach and why, compared to our understanding of pool usage.



Beaches provide a range of amenities, varying by beach, such as: concessions, seasonal life guards, sand volleyball courts, playing fields, swimming rafts, playgrounds, picnic areas, and tennis courts.



Vancouver's beaches offer a unique, natural, outdoor aquatic experience available in very few urban centres in the country.



People are willing to travel farther from their homes to visit beaches.

What is working

- Beaches are well-loved and very well-used.
- Vancouver is known world-wide for the quality of its urban beaches.
- Beaches offer natural aquatic experiences at lower capital and operating costs than indoor and outdoor pool facilities.

What is not working

- Changing and washroom facilities at some of the life-guarded beaches need to be improved.
- There is a lack of adequate shade.
- Concession stands and food services need to be improved.

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Beaches Recommendations

Maintain and enhance the quality and nature of our beaches.

- Upgrade or replace change rooms
- Upgrade or replace concessions and food services
- Provide additional shade



Consider activating or enhancing the range of aquatic experiences offered at beaches, i.e. temporary water play.

Continue to improve water quality at Trout Lake, per the draft John Hendry Park Master Plan (with City Engineering).

Find a better way to collect information on how many people use our beaches and how they use them.



Consider installing temporary urban beaches to increase equity of beach experience at key locations in Vancouver.



What do these recommendations mean for you?

Vancouverites will continue to have access to some of the most incredible urban beaches with improved amenities

Note that the Vancouver Board of Parks and Recreation is undertaking a broad study to develop a strategy specifically focused on non-motorized activities on water that will take into account beach access and amenities to support these uses.



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Spray Parks

The Vancouver Park Board currently operates:

 **15** Spray Parks

 **15** Wading Pools

Fill-and-draw wading pools, are gradually being converted to spray parks or decommissioned, consistent with trends across Canadian urban centres.



Top things we heard from you

(during Brewers Park and Clinton Park Renewal Consultation, 2016)

- 1** Spray parks are more dynamic and more fun than a wading pool.
- 2** Water needs to be activated for more hours of the day and for more days of the week; spray parks provide this flexibility.

What is working

- Wading pools and spray parks provide an introduction to water.
- Spray parks offer a greater range of use and accessibility, greater level of safety and are more socially-inclusive.
- Spray parks can be activated as play areas outside of summer, and do not need to be supervised, extending their use to more hours of a day.
- Spray parks can be designed as public space attractions.

What is not working

- Existing wading pools do not meet Health Act regulations, compelling significant conversion or removal.
- Current wading pools must be filled daily with potable water.
- Current wading pools do not provide universal access.

Recommendations

- Continue to phase-out all wading pools, converting to spray parks or closing them through consultation with local communities.
- Consider adding destination spray parks at destination and highly urban parks serving large populations.
- Consider adding neighbourhood spray parks based on greatest social and geographic need.
- Consider co-locating spray parks with indoor or outdoor pools.
- Where possible, design spray parks in a way that water can be recycled for park use, i.e. adjacent irrigation or water features.
- More evenly distribute spray parks.

What does this mean for you?

- VanSplash will set a direction for spray parks and wading pools, but the closure of specific wading pools, and decision to build new spray parks will come later, through future park renewals and consultation.
- Locational criteria will be finalized through Vancouver's Park and Recreation Master Plan in 2018.

Take the survey at vancouver.ca/vansplash

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Dive into the future of Vancouver's pools and beaches

Your involvement helped shape the vision for VanSplash, Vancouver Park Board's Aquatic Strategy.

We are now in the final phase of our consultation and we need your input! Let us know if you believe the recommendations are right for you and for Vancouver.

Frequently Asked Questions

The recommendations are based on a review of Vancouver Park Board aquatic facilities expected demographic shifts, and inspired by innovative aquatics trends around the world.

I like these new pool ideas, but don't want Templeton or Lord Byng to close.

Many of the Park Board's indoor pools are nearing the end of their lives and need to be either renewed or replaced. The proposed locations provide better coverage across the City and will support serving more residents through larger facilities with more diverse amenities. Users of Templeton will be most closely served by a new, larger pool at Britannia, and users of Lord Byng pool will be most closely served by a new pool at Connaught Park, or the UBC pool, which opened in early 2017.

Why are there fewer neighbourhood pools in the long term vision? I like them because they feel more intimate.

The City's population is growing and larger pools will help to accommodate current and new residents.

In Phase 1 of consultation, we overwhelmingly heard that people would like more diverse aquatic experiences, including increased focus on health and wellness, and leisure swimming (opportunities for play) for all ages. These are best accommodated through larger, more economical facilities with more varied amenities, under one roof.

The system will continue to include a smaller number of neighbourhood and community scaled pools.

Why is an outdoor pool at Mount Pleasant Park not being proposed?

VanSplash's proposed outdoor pool locations prioritize geographic gaps in the outdoor pool system, and areas of expected population growth. VanSplash carries forward the 2001 Strategy's recommendation from the 2001 Aquatic Strategy to co-locate outdoor pools with indoor pools and other recreation facilities for better energy use, efficiency, cost, and to provide more varied activities for families at a single location.

A 2015 study considering the placement of an outdoor pool at Mount Pleasant Park determined that it was not recommended: Mount Pleasant is close to other pools, would require high operating subsidies, and is not well served by transit or other services. The park is well used year round, and the neighbourhood is deficient in park land, with limited green space opportunities.

Why doesn't VanSplash include any therapy pools?

The needs of a therapy pool and a public pool are very different. Most therapy pool programming is highly specialized and typically provided by specialized health providers, not by municipal aquatic systems.

The Park Board continues to offer adaptive swimming lessons and improved access, and VanSplash recommends modifications to Kensington Pool to expand our adaptive swimming programs. Future pool designs will continue to consider best practices for universal accessibility and inclusivity.

Wellness amenities, such as hot tubs and steam rooms, and accessibility features such as beach entry and warmer water are being considered at new pools.

The Phase 1 engagement included significant feedback regarding liquor and licensing issues at beaches. Why are these not addressed here?

The feedback received will be considered by the Park Board's commercial operations team as part of ongoing work on concessions.

In Phase 1, 26% of respondents indicated that less expensive admissions would encourage them to visit indoor pools more often. Why are lower fees not being considered?

Municipal aquatic systems are highly subsidized as the benefits of public pools are considered to outweigh the cost. Vancouver's admission, program and rental rates are lower than most neighbouring municipalities. The Park Board's Leisure Access Program Card provides low-income Vancouver residents with free admission and 50% subsidy on swimming lessons.

Beaches, wading pools, and spray parks provide other non-user pay free-of-charge aquatic opportunities.

This is your chance to tell us if we got it right.
Please complete the survey at vancouver.ca/vansplash

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