



VANCOUVER COMMUNITY CENTRE STRATEGY

“What We Heard” Engagement Summary Report

PROJECT BACKGROUND DOCUMENT #3

NOVEMBER 2021



DRAFT

Vancouver is located on the unceded territories of the x^wməθk^wəyəm (Musqueam), Skw̓x̓wú7mesh (Squamish), and Seílwitlh (Tsleil-Waututh) Nations.



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We thank them for having cared for these lands and waters since time out of mind, and look forward to working with them in partnership as we continue to build this great city together.



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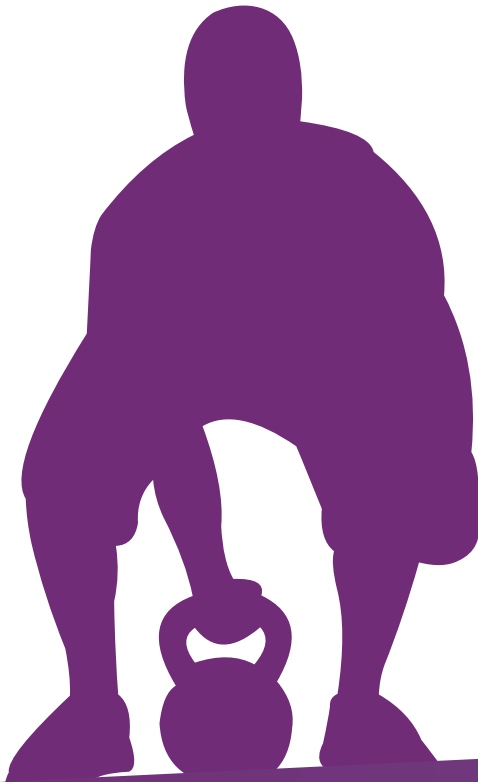
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“WHAT WE HEARD” ENGAGEMENT HIGHLIGHTS

ENGAGEMENT METHODS AND PARTICIPATION



Public Survey
(1,883 responses)



Community Group Survey
(41 responses)



Staff Survey
(175 responses)



Stakeholder Discussions
(2 sessions with 9 organizations)



Pop-up events (4)



Drop-in visits to Community Centres (casual meetings and outreach with program participants and facility users)



CCA Engagement
(5 engagements, each paired with an additional web survey feedback opportunity)

KEY FINDINGS AND THEMES



Community Centres are highly valued by residents of all ages, demographics, and interests.



There is a desire for ongoing investment and reinvestment in Community Centres.



Co-location with other recreation amenities and facilities is important and desirable (and an important factor that makes some facilities preferred).



Residents value having access to Community Centres in their neighbourhood, and proximity drives many program participation and facility use decisions.



Drop-in and flexible programming is important (Community Centres need to provide a mix of registered and spontaneous use opportunities).



Residents and stakeholders are aware that Vancouver's inventory of Community Centres is aging and in need of renewal.



Community Centres of the present and future need to be diverse and aligned with community needs. There is not a “one size fits all” approach (flexibility must be a key element of the Strategy and future renewal projects).



Equity and inclusion are critical and need to be reflected in Community Centre operations, future planning, and service delivery.



Residents and community group representatives understand that activity preferences and demands are continually evolving. Community Centres need to be adaptable to trends and evolving demands.



Community Centres have become more than just places of recreation and leisure. The COVID-19 pandemic, climate change, social challenges and dynamics, and other societal factors have further magnified the role Community Centres play in providing safe, accessible, and adaptable indoor space for a variety of purposes.



Residents and stakeholders have diverse opinions and perspectives on priority amenities and needs for Community Centres in Vancouver. However, a commonly held viewpoint is that social gathering spaces and multi-purpose / adaptable spaces are of high importance when considering new and renewed Community Centre projects.



Community Centres need to feel safe and welcoming for a cross-section of residents. The engagement clearly reflected that these attributes are important both in terms of facility design and operations.

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INTRODUCTION

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THE PROJECT CONTEXT

The Vancouver Board of Parks and Recreation (Park Board) is developing a city-wide strategy for Community Centres in Vancouver. The Strategy will:

- Establish clear service levels across the city (Optimal Level of Service Targets);
- Identify priority Community Centre projects (using a clear and transparent Prioritization Approach);
- Establish a process to ensure future Community Centre projects are undertaken in a manner that maximizes community and city-wide benefits;
- Provide guidance on how the Park Board and Community Centres can integrate data into decision making; and
- Reflect a commitment to equity and inclusion, reconciliation, and collaboration.

The Strategy will also build upon VanPlay and other Park Board and City strategic planning and policy, furthering the key directions and strategic guidance provided in these documents.



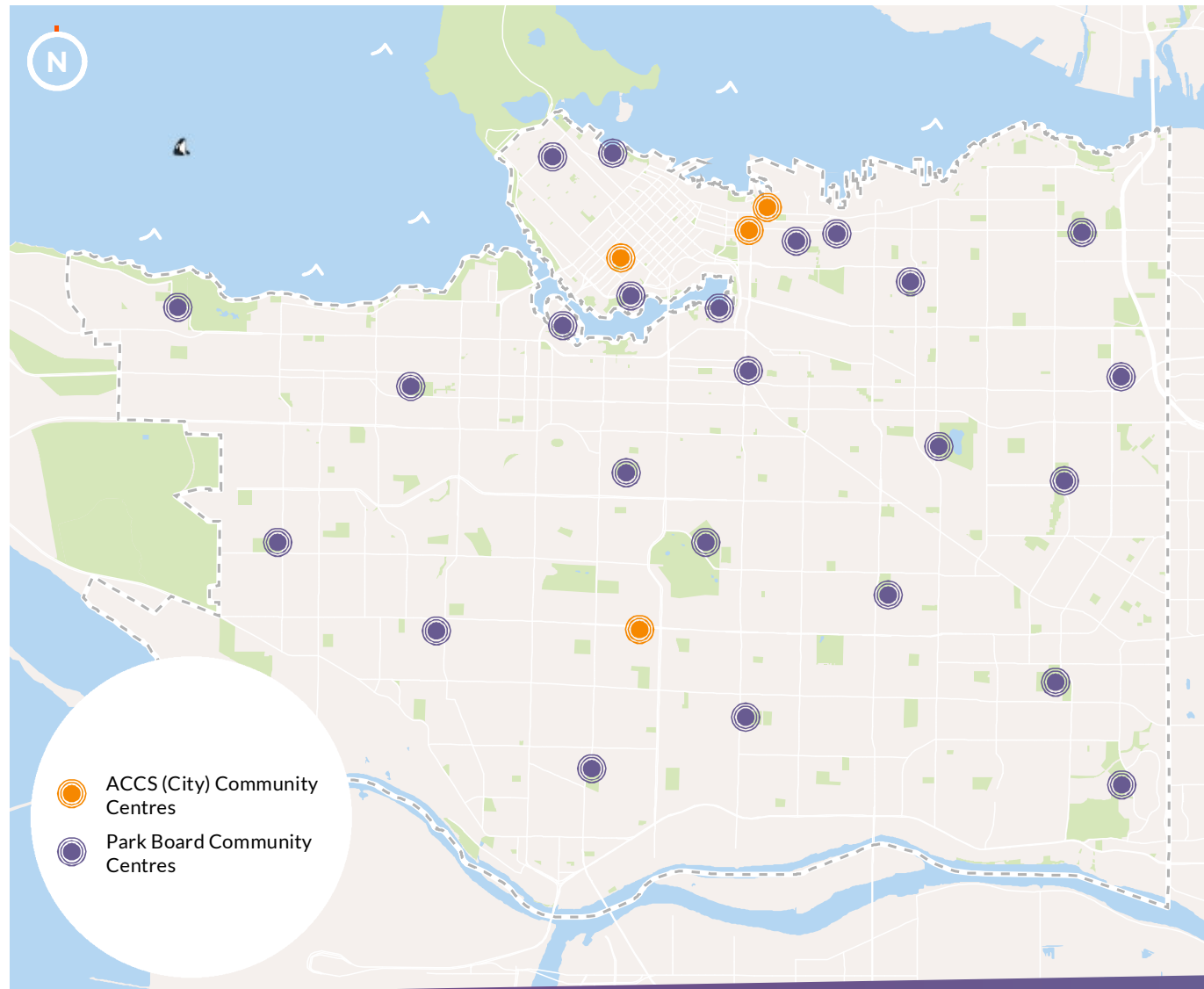
THE COMMUNITY CENTRE CONTEXT IN VANCOUVER

There are a total of 27 Community Centres in Vancouver that provide an array of recreation, culture, and leisure programming for diverse neighbourhoods across Vancouver.

24 Community Centres in Vancouver fall under the responsibility of the Park Board and 3 Community Centres in Vancouver are provided by the City's Arts, Culture, and Community Services (ACCS) department.

21 Community Centres in Vancouver are operated through a Joint Operating Agreement (JOA). Most of these JOA's involve a partnership between the Park Board and Community Centre Associations (CCA's). CCA's are valued partners in Vancouver's recreation system by helping to ensure that local programming and activity needs are reflected in the operation of Community Centres.

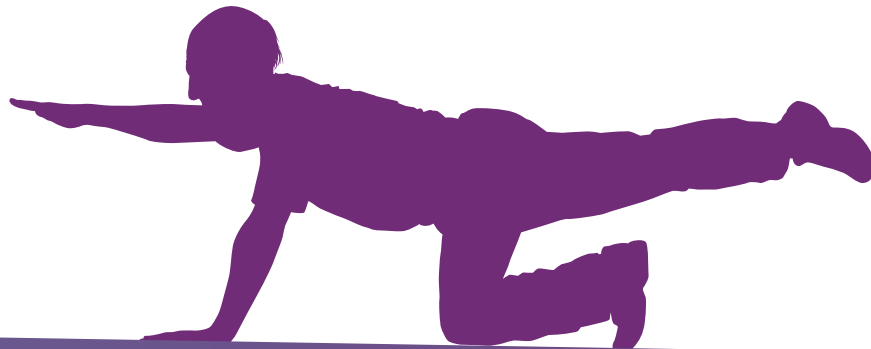
A number of Community Centres in Vancouver are co-located with other public infrastructure including pools, arenas, schools, libraries, arts and culture facilities, and child care facilities.



THE IMPORTANCE OF COMMUNITY ENGAGEMENT

Garnering input from residents, stakeholders, and Community Centre users is an important aspect of developing the Strategy. The information gathered through the engagement, along with other research conducted, provides the project team with a foundation of information from which to develop the key deliverables that will comprise the Strategy.

This “What We Heard” Engagement Summary Report presents our findings from the public engagement efforts undertaken to inform the Community Centre Strategy. A subsequent phase of engagement will be undertaken later in the project to review and refine the Strategy.



PROJECT DOCUMENTS:

- Policy, Trends and Literature Review
- Current State Report
- What We Heard Report
- Community Centre Strategy
 - » Optimal Level of Service Targets
 - » Prioritization Approach for Community Centre Capital Investment
 - » Renewal Guidelines



ENGAGEMENT FOUNDATIONS, APPROACH, AND TACTICS

ENGAGEMENT GOALS & OBJECTIVES

The engagement goals were developed in alignment with the City of Vancouver's Core Values and Guiding Principles for public participation, which clearly articulate that fostering community engagement is a fundamental civic goal. Community engagement additionally provides the public with a role in making decisions that affects or interests them.

CORE VALUES FOR PUBLIC PARTICIPATION:

1. We believe that people who are affected by a decision have a right to be involved in the decision-making process.
2. We promise that the public's contribution will influence the decision.
3. We promote sustainable decisions by recognizing and communicating the needs and interests of all participants, including decision-makers.
4. We seek out and facilitate the involvement of people potentially affected by or interested in a decision.
5. We seek input from participants in designing how they participate.
6. We provide participants with the information they need to participate in a meaningful way.
7. We communicate to participants how their input affected the decision.

Engagement professionals with the project team also follow the values and guidance of the International Association of Public Participation (IAP2).



PROJECT COMMUNICATIONS AND MESSAGING

The Communications and Engagement Plan developed at the project outset guided the overall outreach and engagement with residents, stakeholders, and community organization representatives. The engagement focus was to explore perspectives on existing service levels (strengths and gaps), explore future needs (what is an ideal future Community Centre system?), and gauge perspectives on how priorities should be set (what factors and considerations are most important?).

Engagement and communication platforms used during the spring, summer, and fall of 2021 included:

- The *Shape Your City* project website (the Public Survey was available through this platform)
- Direct surveys to targeted groups (Staff Survey and Community Group Survey)
- Facilitated meetings with small groups of stakeholders
- Pop-up community events
- Drop-in visits to Community Centres (casual meetings with program participants and facility users)

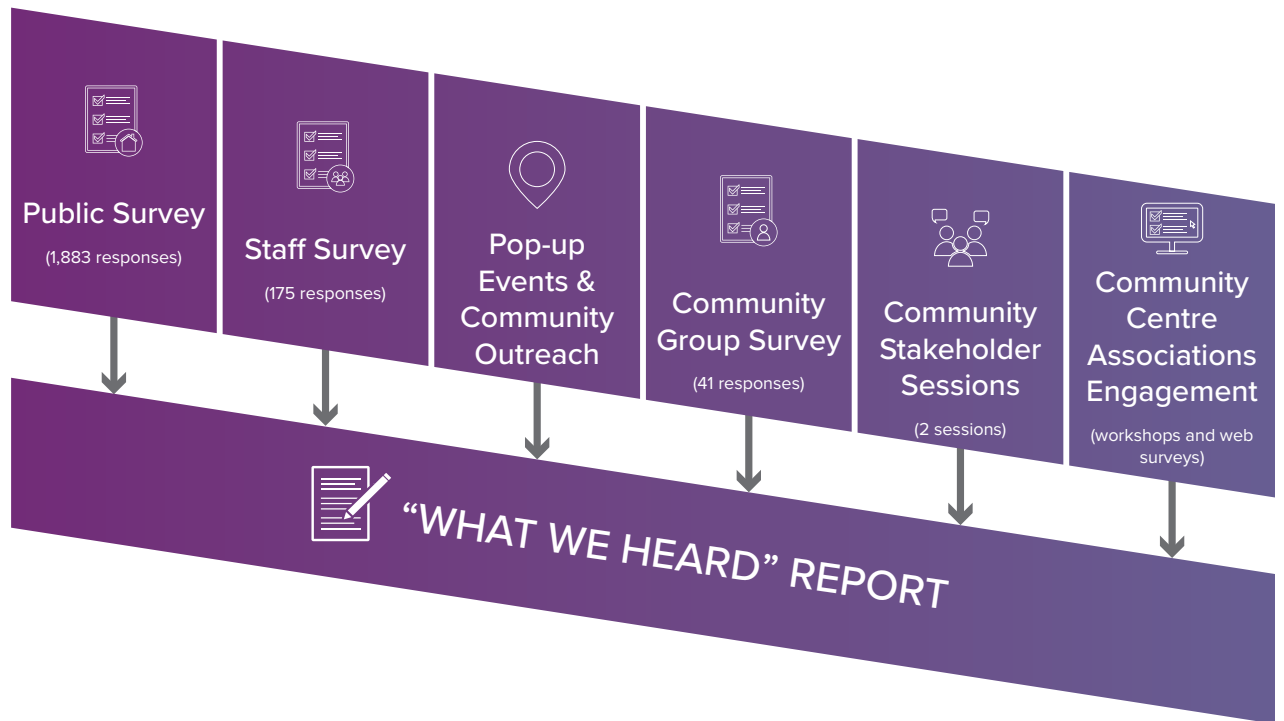


THE ENGAGEMENT TACTICS

Engagement activities took place between June and September 2021 and included a wide range of tactics aimed at ensuring diverse viewpoints and experiences were “given voice”. The continuation of the COVID-19 pandemic required the project team to rely heavily on virtual forms of engagement (the engagement planning recognized this reality and ensured all engagement tactics were accessible and conducted within public health guidelines).

The project team used a number of tactics to ensure maximum reach of the engagement opportunities and reduce barriers. These tactics included pop-up and outreach events attended by Park Board staff and translation of the public survey.

ENGAGEMENT INPUTS INTO THE COMMUNITY CENTRE STRATEGY



OTHER STRATEGY INPUTS AND CONSIDERATIONS

The Strategy is also informed by a number of other research sources and insights.

- Workshops with Park Board and City staff.
- Analysis and review of the city-wide system of Community Centres (spatial analysis, relationships to key population, and demographics indicators, etc).
- Trends and precedents reviews.
- Review of condition and assessment data.
- Review of previous Park Board, City and partner planning.

Findings from the non-engagement research are contained in two other complementary backgrounds documents, the *Policy, Trends and Literature Review* (Project Background Document #1) and the *Current State Report* (Project Background Document #2).





CCA ENGAGEMENT AND INPUT

OVERVIEW

Engagement with the Community Centre Associations (CCA's) is a critical aspect of the project given their direct involvement with operating and animating the network of Community Centres in Vancouver. Engagement with the CCA's was initiated at the outset of the project and included the following methods.



3 onboarding sessions throughout the summer of 2021 (a series of 6 webinars on key topics were developed by the project team; each session focused on reviewing and discussing 2 webinar topics).



2 strategic workshops in September 2021 to review and discuss the Draft Optimum Level of Service Targets and Prioritization Approach.



5 follow-up web surveys (each of the onboarding sessions and the two strategic workshops included a follow-up web survey to gather additional input from the CCA's and provide an alternative feedback method for CCA representatives unable to make a meeting).

The above noted engagement was intended to leverage the collective knowledge and experience of individuals representing the CCA's, essentially utilizing these important assets as an extension of the project team. Key findings from the ongoing public facing engagement and other research insights were also presented to the CCA's and discussions were convened to help further interpret the ongoing project work.



KEY THEMES

Diverse viewpoints and opinions were expressed by CCA representatives during the various meetings and through the series of follow-up web surveys. Noted below are prevalent themes and points of interest from the CCA engagements.

- Recognizing that Community Centres are part of a city-wide system, local needs and differences must continue to be a primary consideration when setting service targets and setting renewal priorities.
- CCA's would like the City and Park Board to enhance asset management practices so that a similar situation does not exist in the future (multiple Community Centres in need of renewal).
- A number of emergent issues and needs are being experienced by many Community Centres, including increasing demands to serve underhoused and vulnerable residents, the impacts of the opioid crisis, and use of Community Centre space for cooling and warming shelters. Many Community Centres are also forming key partnerships to address issues of food security.
- CCA's would like further clarity (and ongoing updates) on building condition assessments and related infrastructure data.
- Community Centre integration with surrounding / adjacent indoor and outdoor amenities is important and helps create vibrant "hubs" within neighbourhoods.
- CCA's and Community Centre staff appreciate the importance of equity and inclusion and are keen to further initiatives that ensure their facilities are accessible to all.
- A number of Community Centres have undertaken initiatives aimed to advancing reconciliation and decolonization.
- Growth and the ongoing evolution of many communities and neighbourhoods in a diverse city like Vancouver needs to be factored into future Community Centre service levels and investment (e.g. make sure Community Centres have the spaces and capacity to accommodate new residents).
- Community Centres need continued support and resources to help them provide optimal levels of service and make data driven decisions.



FUTURE CCA ENGAGEMENT AND INPUT

The majority of CCA's that participated in the September workshops and follow-up web surveys expressed support for the Draft Optimum Level of Service Targets and Prioritization Approach as overarching planning concepts. However, the CCA's were also clear that they would like further opportunities to review and provide input on the key project deliverables as they evolve and are used to determine future capital investment priorities.





STAKEHOLDER DISCUSSION SESSIONS

OVERVIEW

Two stakeholder discussion sessions were held in September 2021. Both sessions were hosted virtually and attended by representatives from the following organizations.

- City of Vancouver Persons with Disabilities Advisory Committee
- City of Vancouver Seniors Advisory Committee
- Vancouver Food Runners Society
- Alzheimer Society of B.C.
- Gordon Neighbourhood House
- City of Vancouver – Gathering Place
- Carnegie Community Centre
- Association of Neighbourhood Houses B.C.
- Vancouver Food Policy Council

Three topics were presented to participants. Summarized on the following page are key themes and points of interest from the discussions that were facilitated around these topics. It is important to note that the objective of the discussion sessions was not to drive consensus, but rather ensure sufficient space existed for a robust discussion and diverse viewpoints to be expressed.



FINDINGS



TOPIC 1: BENEFITS OF COMMUNITY CENTRES – WHAT ARE THE BENEFITS PROVIDED BY COMMUNITY CENTRES?

- Affordable, flexible, and varied programming activities and spaces.
- Sense of belonging and safety – provides a ‘hub’ for the community.
- Provides safe places for seniors to gather and socialize.
- Provides services and supports for at-risk individuals.
- Serves all ages, ability levels and interests.
- Create a sense of place, helping foster connections and participation in community life (Community Centres often become a synonymous landmark for a neighbourhood or community).
- Facilitate knowledge and access to other services and programming.
- Foster and promote active lifestyles.



TOPIC 2: FUTURE OF COMMUNITY CENTRES – WHAT DOES THE “IDEAL” COMMUNITY CENTRE LOOK LIKE TO YOU? (STAKEHOLDERS WERE ASKED TO IDENTIFY KEY CHARACTERISTICS AND ATTRIBUTES)

- Ensuring equity (different from equality) for all users to access Community Centres.
- Accommodations for a variety of users with disabilities.
- Increased ability / functionality to fulfill a community services role, especially pertaining to food security.
- Ability to meet the evolving needs and trends of older adults recreation and leisure (e.g. demand for more active pursuits, multi-generational activities, etc.).
- Increased access to change rooms and washrooms where all individuals feel safe.
- Community Centres are an extension of home, with living spaces trending to smaller dwellings (Community Centres as a “backyard” for higher density neighbourhoods).
- Need to be accessible by foot, transit, and vehicle to meet the needs of all users.



TOPIC 3: COMMUNITY CENTRE RENEWAL – HOW SHOULD WE PRIORITIZE COMMUNITY CENTRE INVESTMENT?

- Physical condition and building aesthetic is important – both indoor and outdoor.
- Physical building safety (i.e. seismic considerations).
- Ensuring all residents of Vancouver have equitable access to Community Centres.
- Look at data usage to determine priorities and high capacity centres.
- More facility space is required to meet the needs of the increasing population.
- Considerations need to be made for environmentally friendly “green buildings” (these considerations should factor into renewal prioritization based on facilities that are sufficiently “green”).



PUBLIC SURVEY

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OVERVIEW

The public survey was conducted from June 28 to September 10, 2021 through the *Shape Your City* engagement platform. The survey was available in multiple languages and promoted via social media, Park Board community outreach and with support from Community Centre staff (including posters and word of mouth). In total the survey received 1,883 responses. The survey results are provided as follows in this section and are generally presented in the order the questions were asked.

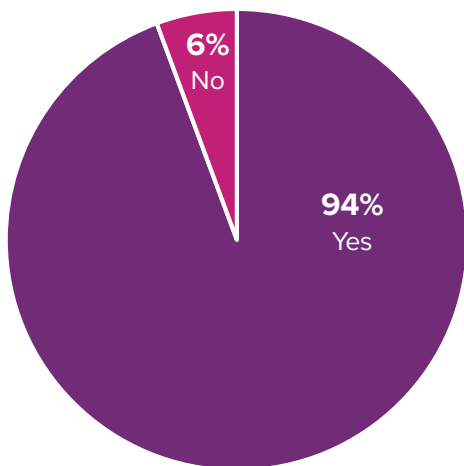


FINDINGS

COMMUNITY CENTRE USEAGE

The majority of survey respondents (94%) indicated that members of their household use Vancouver’s Community Centres.

DO YOU OR MEMBERS OF YOUR HOUSEHOLD USE COMMUNITY CENTRES IN VANCOUVER?

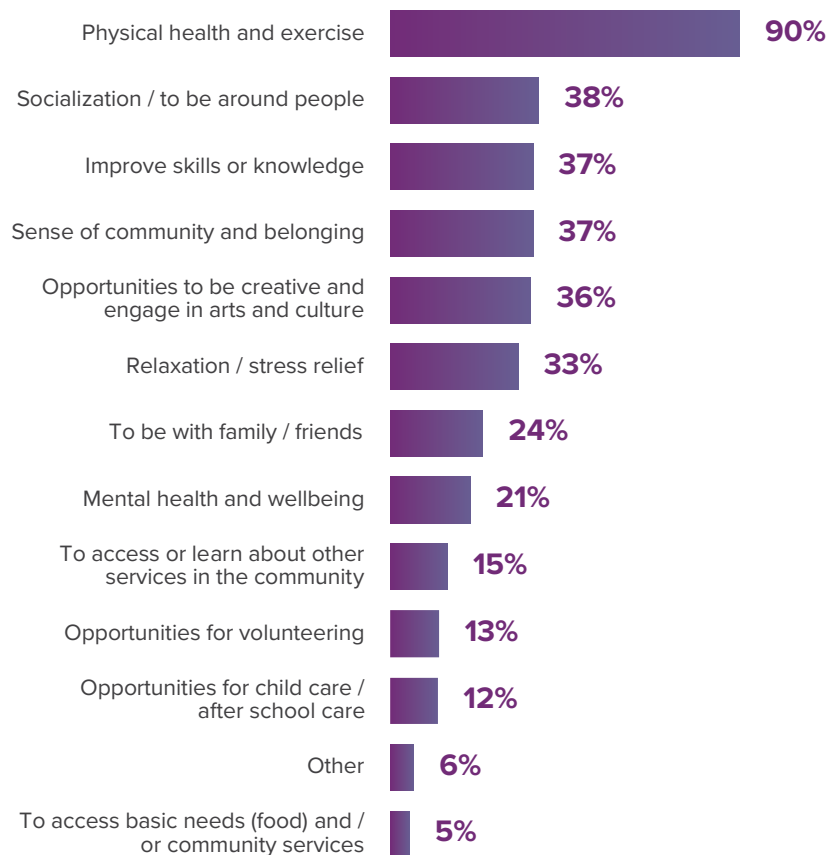


“I would love to see Community Centres that welcome all community members and offer programming that appeals to everyone.”

MOTIVATIONS

Physical health and exercise is the leading reason behind Community Centre visitation with 90% of respondents selecting this as their main motivation. Socialization (38%), improving skills or knowledge (37%), sense of community and belonging (37%), and opportunities to be creative (36%) were the next most prevalent motivators of Community Centre use among respondents.

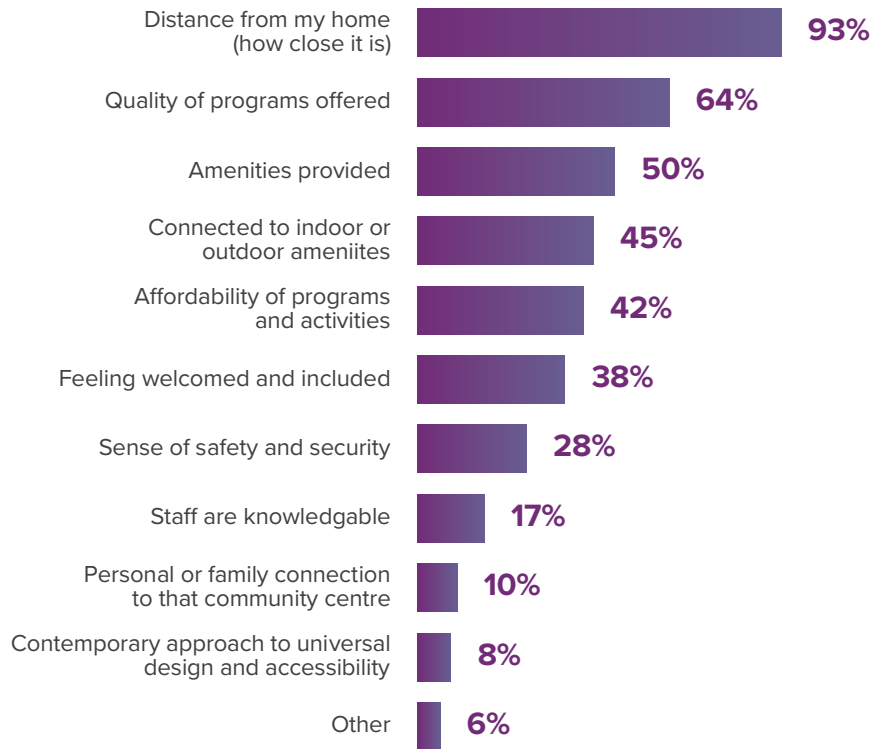
WHAT ARE THE MAIN MOTIVATIONS FOR YOUR HOUSEHOLD USING COMMUNITY CENTRES?



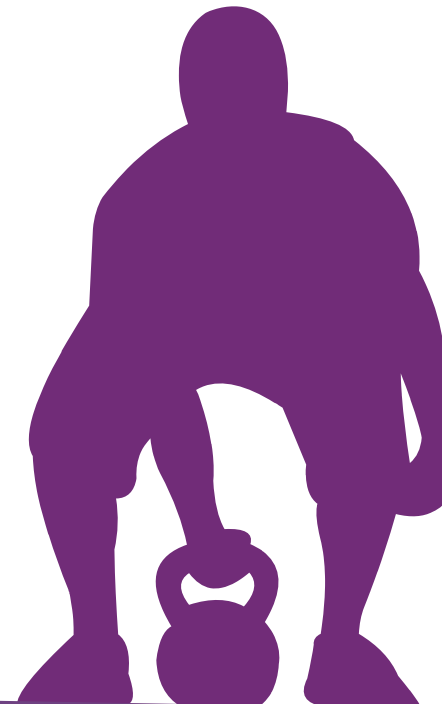
COMMUNITY CENTRE CHOICE

Distance from home is the top factor for households in deciding which Community Centres they use with 90% of respondents reporting location as the top factor, followed by quality of programs offered (64%), and amenities provided (50%).

HOW DO YOU DECIDE WHICH COMMUNITY CENTRE(S) YOU USE?



“Community facilities that provide service a low cost & are easily accessible make this a better city to live in”



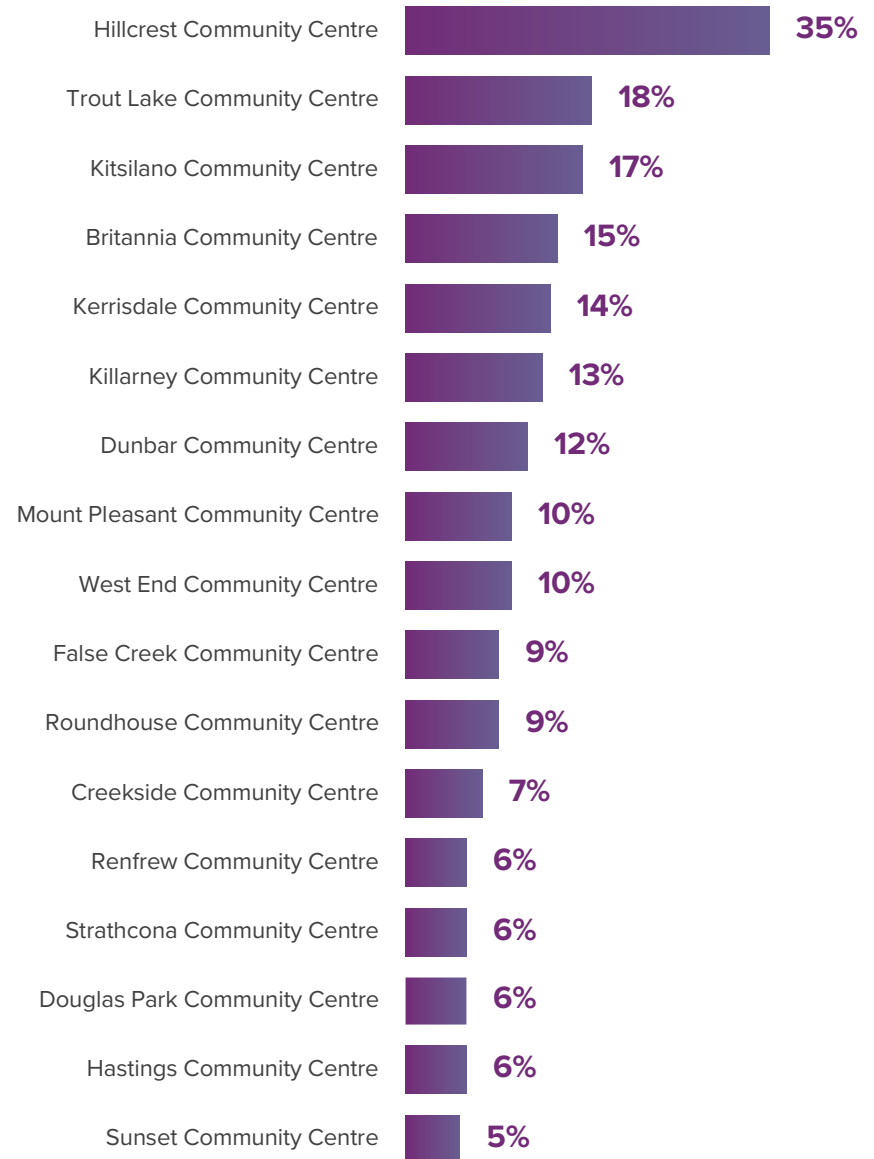
COMMUNITY CENTRE USAGE BY RESPONDENTS

Respondents were asked to identify the Community Centres they use the most. As reflected in adjacent graph, respondents identified that they utilized a variety of Community Centres across Vancouver with a high proportion of respondents identifying use of the Hillcrest Community Centre.

**These findings reflect self-reported use by survey respondents to help support analysis purposes and shouldn't be taken as an indication of the actual distribution of Community Centre use across the city.*

“Community Centres in Vancouver are absolute gems in each neighbourhood.”

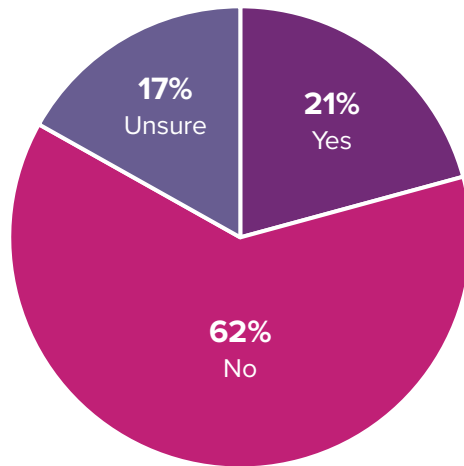
WHICH COMMUNITY CENTRE(S) DO YOU USE MOST FREQUENTLY?



USE OF OTHER (NON-COMMUNITY CENTRE) FACILITIES

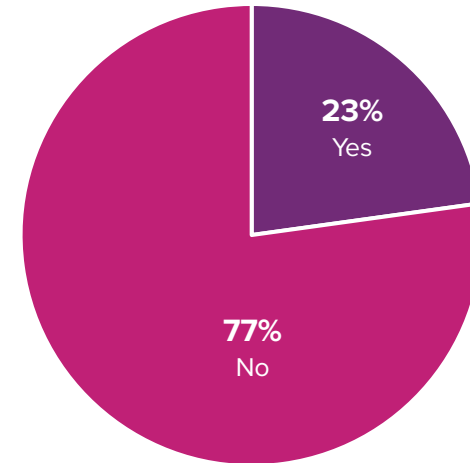
Recognizing that there are multiple recreation spaces, programs, and opportunities in Vancouver, respondents were asked if they use private facilities in the city. 21% of respondents indicated use of privately operated facilities, with 62% of respondents reporting they exclusively use Community Centres to meet their recreation needs.

DO YOU USE ANY PRIVATELY OPERATED COMMUNITY CENTRES IN VANCOUVER FOR SPECIFIC FACILITIES SUCH AS GYMS, POOLS, RINKS, PERFORMANCE SPACES, OR OTHERS?



While the majority (77%) of respondents exclusively utilize Vancouver Community Centres, almost a quarter of respondents (23%) access Community Centres outside of the city.

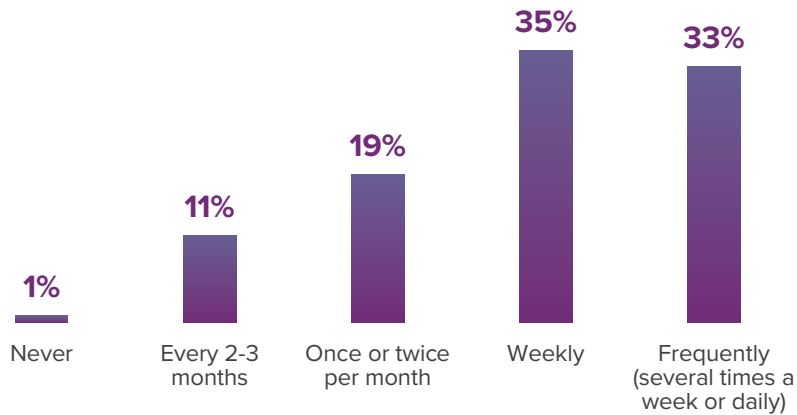
DO YOU USE ANY COMMUNITY CENTRES OUTSIDE OF VANCOUVER?



COMMUNITY CENTRE VISITATION

Over two thirds (68%) of households use Community Centres weekly or multiple times a week.

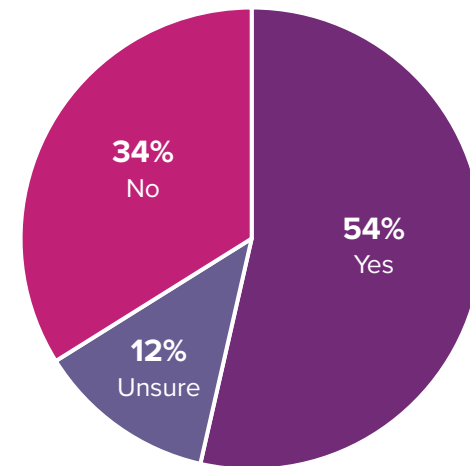
HOW OFTEN DO YOU OR MEMBERS OF YOUR HOUSEHOLD USE COMMUNITY CENTRES IN VANCOUVER (PRIOR TO COVID-19)



MEETING NEEDS

Over half of respondents (54%) indicated that Community Centres in their area of the city meet their household's needs. Approximately one-third (34%) indicated that their needs are not being met.

DO COMMUNITY CENTRES IN YOUR AREA OF THE CITY MEET THE NEEDS OF YOUR HOUSEHOLD?



"There are a lot of great Community Centres and they all serve slightly different communities. One size does not fill all."

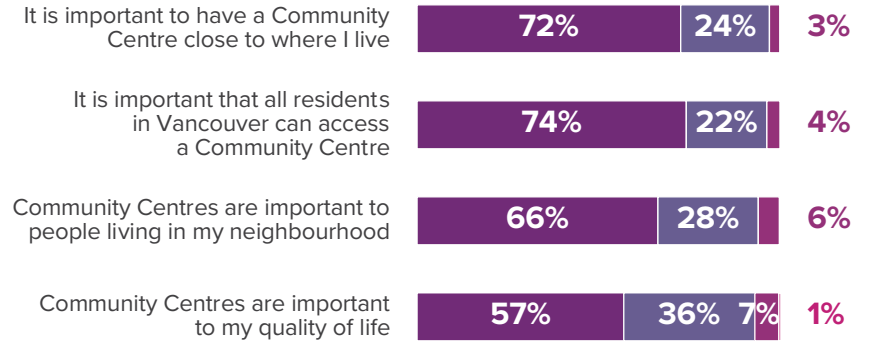
IMPORTANCE OF COMMUNITY CENTRES TO QUALITY OF LIFE

Respondents were asked to indicate the level of importance Community Centres have on their quality of life. As illustrated by the adjacent graph, respondents see the value of Community Centres to their own household and the broader community.

“Community Centres are the “hubs” of neighbourhoods”
“A place of belonging and a place for folks to connect”

DO YOU AGREE THAT...

Strongly Agree
 Agree
 Neutral
 Disagree



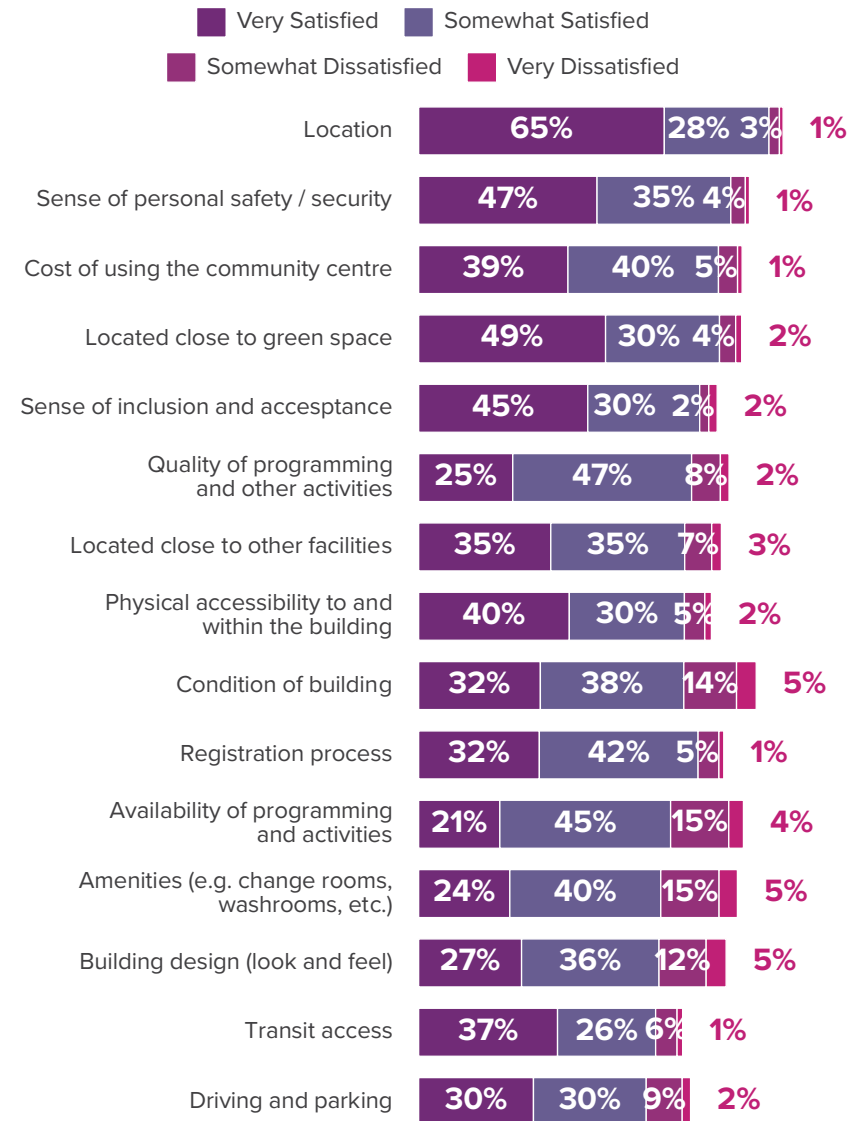
“Appreciate that there are Community Centres situated throughout the city so that there is one in close proximity to where I work and to where I live.”

COMMUNITY CENTRE SATISFACTION LEVELS

Respondents were asked to consider their satisfaction with several characteristics of Community Centres. *Neutral responses were removed from the graph below for the sake of simplicity.* As reflected in the graph, respondents were generally satisfied with most aspects of Community Centres. Location was especially identified as a favourable aspect of Community Centres (93% were very or somewhat satisfied with location). Those aspects with over 15% dissatisfaction (combined somewhat or very dissatisfied responses) were building condition, availability of programming and activities, amenities, and building design.



HOW SATISFIED ARE YOU WITH THE FOLLOWING ASPECTS OF COMMUNITY CENTRES IN VANCOUVER?



“Community Centres do a great job on programs, where they lack facilities, many centres need to upgrade their facilities as they are ageing but I believe they all provide vital services to their communities including a growing population”

“Equitable access for all Vancouver residents should be the first priority.”

“It is important to find out from a community what their needs are and base facilities and programming around that.”

“A Community Centre does not need to be ‘new and fancy’ to be good! Program offerings, low cost, and excellent instructors are most important to me. After that, the physical space and Community Centre ‘vibe’ which includes the staff friendliness, cleanliness, and feel of ‘things happening’, (e.g., art on the wall), events, opportunities.”



BARRIERS TO COMMUNITY CENTRE USE

One quarter (25%) of respondents reported that nothing prevents them from using Community Centres in Vancouver. Those experiencing barriers (75% of respondents identified at least one barrier) noted that inconvenient programs time (37%), being too busy to participate (25%), lack of interest in programs offered (21%), poor / inadequate facilities (19%), and being unaware of opportunities (17%) as the top 5 barriers.

One barrier to participation that was noted in comments is that registration for popular programs can be very difficult with classes filling up almost immediately.

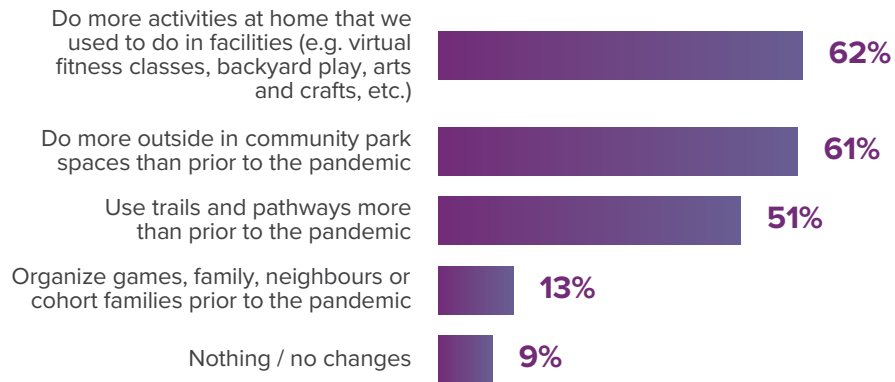
WHAT, IF ANYTHING, PREVENTS YOU OR SOMEONE IN YOUR HOUSEHOLD FROM USING COMMUNITY CENTRES IN VANCOUVER?



COVID-19 PANDEMIC IMPACTS ON ACTIVITY

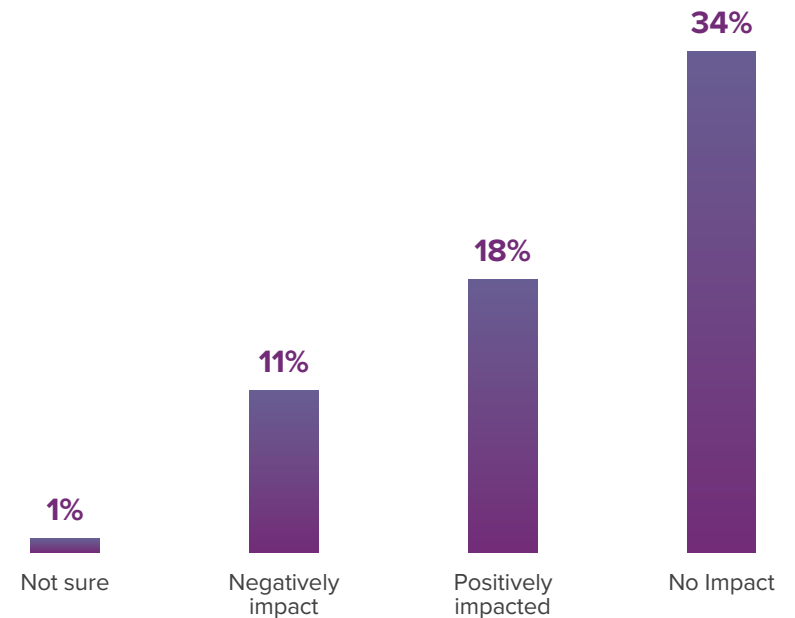
Respondents were asked how the COVID-19 pandemic has affected their use of Community Centres. 62% of households reported that they do more activities at home than they did before the pandemic. 61% of households reporting doing more activities outside in community park spaces than prior to the pandemic.

HOW HAS THE COVID-19 PANDEMIC ALTERED HOW YOUR HOUSEHOLD PARTICIPATES IN RECREATION, LEISURE AND CULTURAL SERVICES?



Respondents were asked what they think the impacts of COVID-19 will be on their households' future use of Community Centres. The highest proportion of respondents, over one-third (34%), don't believe there will be any long term impacts to their use of Community Centres. 11% responded that it will be a while before they are comfortable returning to indoor facilities and 18% reported they will use Community Centres more than before the pandemic.

WHAT IMPACTS DO YOU THINK THE COVID-19 PANDEMIC WILL HAVE ON YOUR HOUSEHOLD'S USE OF INDOOR FACILITIES SUCH AS COMMUNITY CENTRES OVER THE NEXT 2-3 YEARS?



PRIORITIZATION FOR FUTURE COMMUNITY CENTRE INVESTMENT

The survey asked respondents to answer how important, or not important certain factors should be in prioritizing future Community Centre investment. As illustrated in the graph, existing facility condition was the most important factor with 86% considering it to be somewhat or very important. The second highest priority identified was ensuring equitable access across the city, with 82% responding that it was either somewhat or very important. The third priority identified was to prioritize facilities that are well used or over capacity, with 80% believing that this consideration is either somewhat or very important.

“Many of the Community Centres are very old and need to be replaced. Facilities need to be updated in some cases, demolished and rebuilt according to current building standards and codes.”

MOST IMPORTANT CONSIDERATIONS FOR COMMUNITY CENTRE INVESTMENT



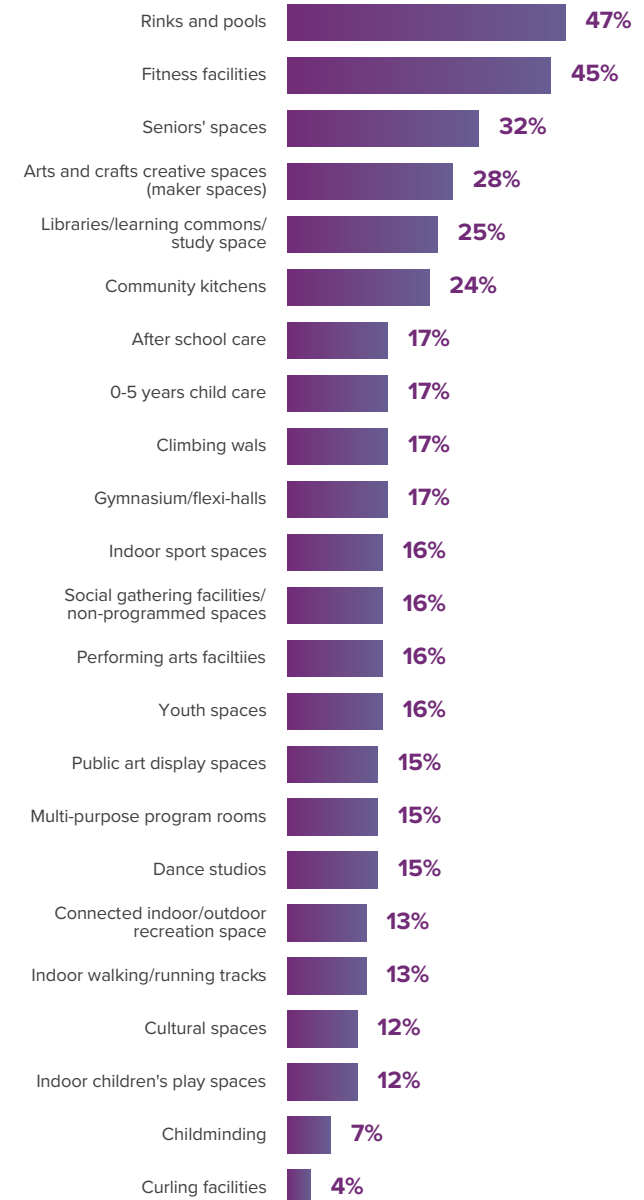
OVERALL RECREATION SPACE PRIORITIES

To get a broader sense of recreation space needs and demands, respondents were given a list of amenity types and asked to identify those that they would like to see provided in greater supply in Vancouver. Rinks and pools were identified as the most desired spaces (47%), followed by fitness facilities (45%) and Seniors' spaces (32%).

“Vancouver needs more Community Centres / swimming pools / ice rinks to meet the needs of an ever-increasing population.”

“No cost, safe, welcoming, comfortable outdoor & indoor [spaces] for people to gather. Living spaces for many are becoming smaller and it is very important that people can gather for spontaneous or planned social interaction.”

FUTURE AMENITY PRIORITIES IN VANCOUVER



RESPONDENT PROFILE

Respondents were asked a series of questions about their household to support analysis of the survey findings.

LOCATION OF RESIDENCE

Neighbourhood	
Kitsilano	10%
West End	8%
Fairview	7%
Mount Pleasant	7%
Grandview-Woodland	6%
Killarney	6%
Dunbar Southlands	6%
Kensington-Cedar Cottage	6%
Downtown	5%
Riley Park	5%
Hastings-Sunrise	5%
Strathcona	5%

Neighbourhood	
Renfrew Collingwood	4%
Marpole	3%
West Point Grey	3%
Downtown Eastside	2%
Sunset	2%
South Cambie	2%
Victoria-Fraserview	2%
Kerrisdale	2%
Shaughnessy	1%
Oakridge	1%
Live outside Vancouver	1%
Arbutus-Ridge	1%



AGE COMPOSITION OF HOUSEHOLD MEMBERS

Age Group	
Prefer not to say	3%
70+	15%
60-69	20%
50-59	22%
40-49	22%
30-39	13%
19-29	2%
13-18	3%

CHILDREN IN RESPONDENT HOUSEHOLDS

Do you have children under the age of 19 in your household?	
Yes	38%
No	60%
Prefer not to say	3%

DEMOGRAPHICS

68% of survey respondents identified as female, with men accounting for 25%. 60% identified European as their main ethnic origin. Followed by Asian with 18%, and 8% preferring not to say.

Gender Identity	
Woman	68%
Man	25%
Non-binary/gender diverse	2%
<i>Prefer not to say</i>	5%
<i>None of the above</i>	1%

ETHNICITY

Ethnic Origin of Ancestors	
None of the above	5%
Prefer not to say	8%
Oceanian	1%
<i>Middle Eastern</i>	1%
<i>African</i>	1%
<i>Centra/South American</i>	2%
<i>South Asian</i>	2%
<i>Asian</i>	18%
<i>European</i>	60%
<i>Indigenous</i>	1%





COMMUNITY GROUP SURVEY

DRAFT

OVERVIEW

A survey was distributed to a diverse array of recreation, culture and leisure based organizations. These organizations included those that use Community Centres and other Park Board amenities. This survey provided the opportunity to better understand the diverse space needs of groups, their perspectives on Community Centres (and co-located spaces), and anticipated future space needs in Vancouver. 41 responses were received from the following organizations:

- Gerado Landaverde
- Investment Softball League
- Vancouver Female Ice Hockey Association
- Canadian Dolphin Swim Club
- Douglas Park Exiles
- Vancouver Hawks FHC
- Vancouver Pacific Wave Synchronized Swim Club
- Play Vancouver
- No Frills Volleyball League
- TFC Volleyball
- Kitsilano Figure Skating Club
- Grandview Skating Club
- West Coast Celts
- False Creek Racing Canoe Club
- Queen Elizabeth Tennis Club
- Pacific Road Runners
- The Diving Locker
- Vancouver Ultimate League Society
- QE Tennis Club
- Happy Corner Preschool
- Nakashima Dojo Judo Club
- Collingwood Neighbourhood House
- Lions Gate Camera Club
- Vancouver Aikikai
- BC Libraries Coop
- 3 Corners Child Care
- Urban Rec
- South Vancouver Neighbourhood House
- Strathcona Licensed Childcare
- Hastings North BIA
- Riley Park South Cambie Community Visions
- Vancouver Vikings
- The Yoga Buggy
- Your Local Farmers Market Society
- Strathcona Licensed Childcare
- Grandview Woodland Food Connection
- Strathcona CCA
- Strathcona Residents Association
- Vancouver Junior Roller Derby
- Metro Women's Soccer League
- Killarney Youth Soccer Association

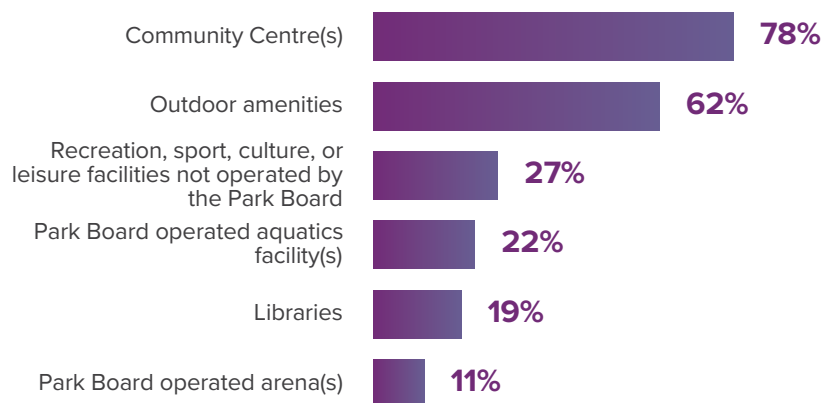
Provided as follows in this section are findings from the Community Group Survey.

FINDINGS

FACILITY USE

Organizations were asked what facilities they use for their activities. 78% of organizations use Community Centres, followed by 62% using outdoor amenities.

WHAT TYPES OF FACILITIES DOES YOUR ORGANIZATION USE FOR ACTIVITIES IN VANCOUVER?

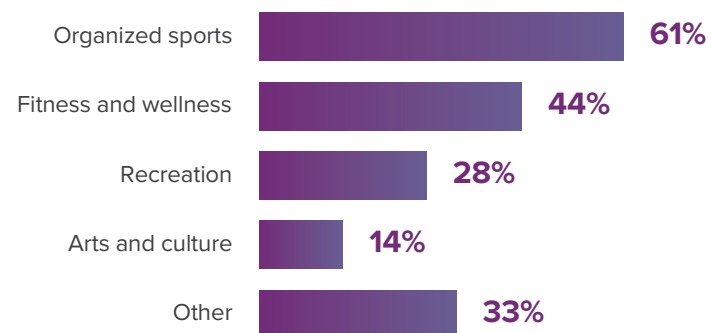


When given the option to list other facilities, amenities provided through the the Vancouver School Board (sports fields and gymnasiums), sports fields, meeting rooms, and public parks were identified.

PROGRAMMING

Organizations were asked what types of programming or activities their group provides. 61% of responding groups provide organized sports, followed by fitness and wellness with 44%.

WHAT PROGRAMMING / ACTIVITIES DOES YOUR GROUP PROVIDE AT FACILITIES THAT YOU USE? SELECT ALL THAT APPLY.

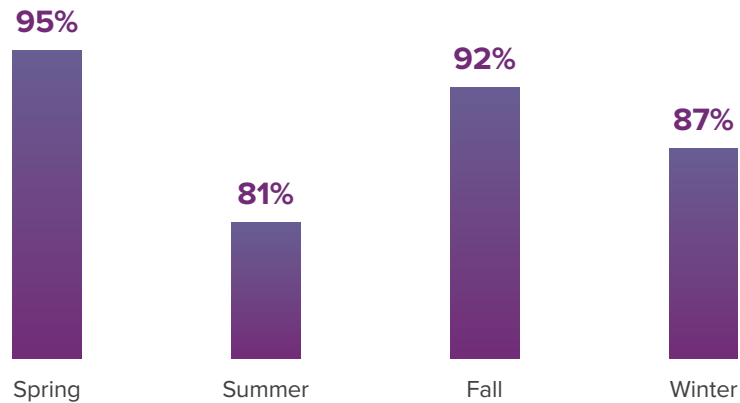


Childcare and training were the most prevalent “other” responses provided.

SEASONAL USAGE

Organizations were asked which seasons they typically require facility time in. As reflected in the graph, most groups indicated that they require time throughout the year.

WHEN DOES YOUR ORGANIZATION TYPICALLY REQUIRE FACILITY TIME? PLEASE SELECT ALL THAT APPLY.

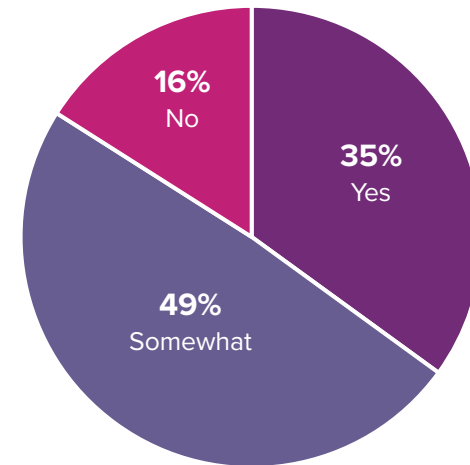


FACILITY SPACE SUITABILITY

Organizations were asked whether the facilities they use meet their needs. As reflected in the graph, approximately half of the respondents indicated that their needs are being somewhat met, with one third indicating that their needs are completely met. Only 16% of groups indicated that their needs are not being met at all.

When asked to expand on their response, several organizations noted that they have long waitlists and struggle accommodating more participants due to lack of available or suitable facility space.

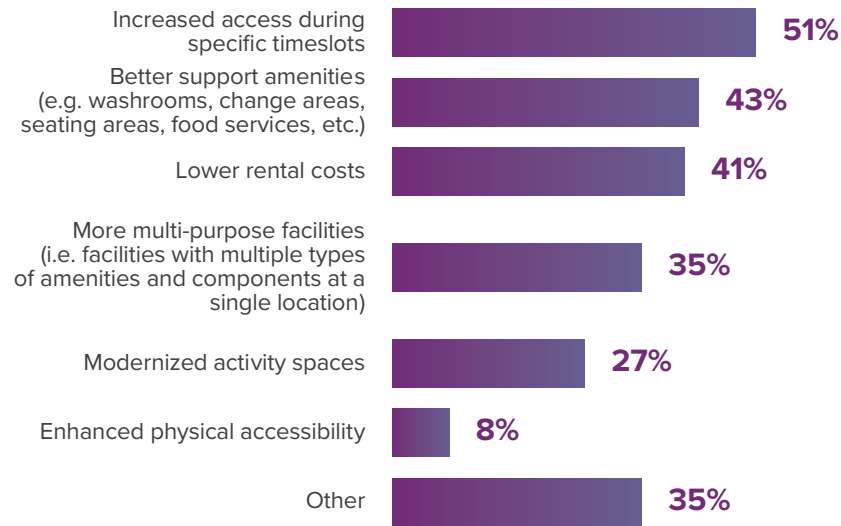
DO THE SPACES THAT YOUR ORGANIZATION USES MEET THE NEEDS OF YOUR ACTIVITIES?



IMPROVEMENTS

Organizations were asked to identify the top 3 improvements that would most benefit their organization. 51% responded that increased facility access during specific timeslots would be the most beneficial followed by improved support amenities and lower rental costs. One-third of groups also provided an “other” response, with the most prevalent theme of these comments being the need to access amenities / spaces that are better tailored for their activity type.

WHAT IMPROVEMENTS WOULD MOST BENEFIT YOUR ORGANIZATION AND ITS ACTIVITIES?



TRENDS

As content experts within their activities and programs, groups were asked to help identify any trends and changes that they are observing. The trends identified by the highest proportion of responding groups were increasing interest in an activity by a specific age group (56%), changes in how members participate and like to receive information (53%), and increasing participant expectations for facility and amenity quality (53%). Half of responding groups (50%) also noted the need for lower cost programming as a trend.

HAS YOUR ORGANIZATION OBSERVED ANY OF THE FOLLOWING TRENDS? SELECT ALL THAT APPLY.



ORGANIZATIONAL CHALLENGES

Groups were asked to identify any challenges that their organization is facing. Approximately two-thirds of responding groups (65%) identified that getting sufficient access to facilities and spaces was a challenge they are facing. Over half of responding groups (55%) identified funding and keeping user costs low as an ongoing challenge.



WHAT CHALLENGES IS YOUR ORGANIZATION FACING?



FEEDBACK FROM VANCOUVER JUNIOR ROLLER DERBY

Junior roller derby is an underserved yet vibrant sport that serves a unique demographic of youth ages 6 to 18 years. The sport has notable, socially important aspects, namely explicit body/size positivity, a reputation for inter-skater mentorship and instilling grit and physical confidence in female and non-binary-identified athletes in a safe environment. Thanks to its gender-inclusive approach that does not have the traditional either/or division of boys/girls teams, roller derby attracts a high proportion of non-binary and queer youth who may not feel welcome or included in other team sports. Prior to COVID-19, there were 50+ skaters registered with Vancouver Junior Roller Derby (VJRD), Metro Vancouver's only team. Unfortunately, the team has never had access to sufficient space from September to March to be able to play actual games, and currently only has access to adequate space to accommodate 27 skaters. As of November 2021, there were over 60 families on the team's waiting list.





STAFF SURVEY

OVERVIEW

A survey was fielded to staff involved in providing or operating Community Centres. This survey provided the opportunity to gather additional input and leverage staff’s knowledge, expertise and trends insights. In total, 175 responses were provided. The following chart provides an overview of the respondents.

**Note: Staff respondents were able to select multiple options if applicable.*

Role	Percent
Building Worker	2%
Utility Maintenance Worker	2%
Maintenance Technician	2%
Program Assistant	20%
Cashier	19%
Recreation Facility Clerk	5%
Fitness Centre Worker	3%
Lifeguard	5%
Community Youth Worker	6%
Recreation Programmer	16%
Recreation Coordinator	2%
Recreation Supervisor	12%
CCA Staff	12%
Park Board / City Staff	13%
Other	13%



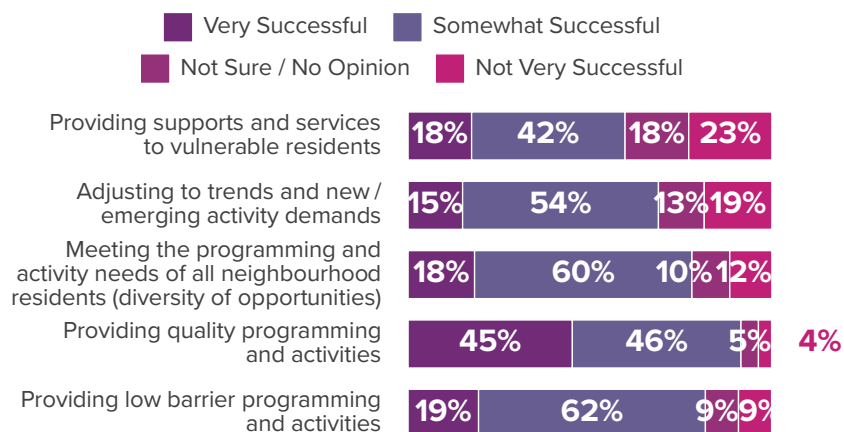
FINDINGS

LEVEL OF SUCCESS IN MEETING SERVICE OBJECTIVES

Staff were asked how successful they thought Community Centres currently are at meeting a variety of service objectives. As illustrated by the following graph, staff generally felt that Community Centres are successful at providing programming and adjusting to emerging trends and demands. Of note, almost a quarter of staff felt that they were not very successful at providing supports and services to vulnerable residents.

Space was also provided for the staff to provide written responses. Overall, the staff expressed positive attitudes towards the successes of the Community Centres, while many noted there is always room for improvement. Achieving more consistency in program quality and delivery between Community Centres across the city was identified as a key area that should be improved. Continuing to find ways to better reach underserved populations was also reiterated in the comments (especially pertaining to youth, low income residents and persons with disabilities).

HOW SUCCESSFUL DO YOU THINK COMMUNITY CENTRES ARE AT MEETING THE FOLLOWING SERVICE OBJECTIVES?



TRENDS

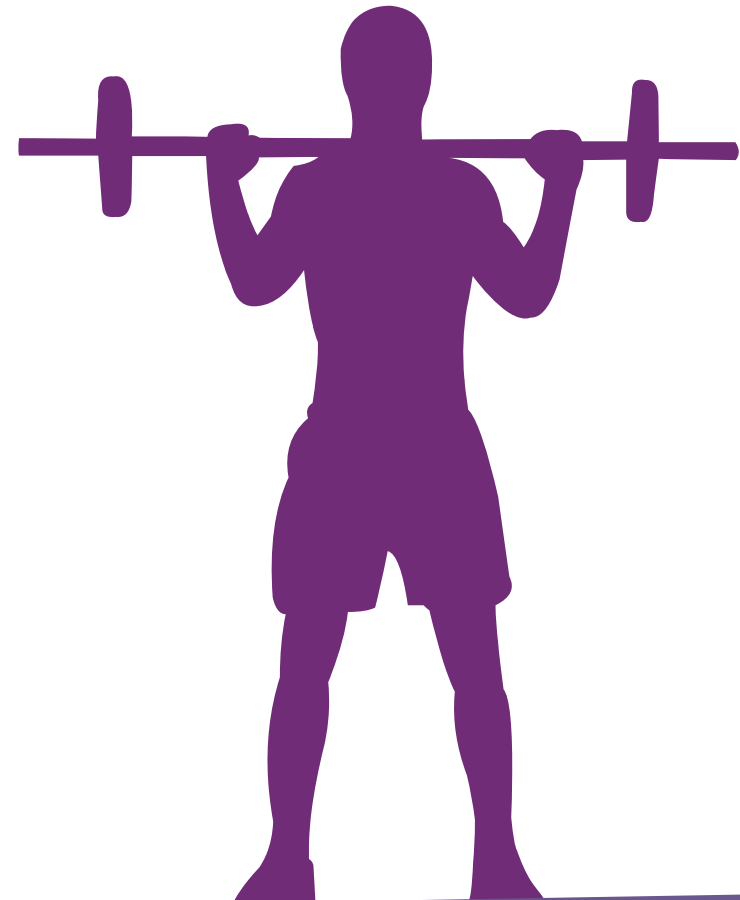
The staff were asked what trends they have noticed over the past 5-10 years. 77% of staff have observed increasing expectations for support amenities such as wifi, food services, comfortable sitting areas, and change tables. 70% of staff noted increasing demands on Community Centres to be more than programming spaces (fulfill other critical social and community service functions). 60% of staff have noticed an increased demand for unstructured recreation and sports activities.

WHAT PREVALENT TRENDS HAVE YOU NOTICED OVER THE PAST 5-10 YEARS?

Value	Percent
Increasing expectations for support amenities like Wi-Fi, food services, comfortable sitting areas, change tables, etc.	77%
Increased demands on Community Centres to be more than just places for programming and activities (e.g. fulfill a social service function, provide warming, help address food insecurity, etc.)	70%
More demand for spontaneous / unstructured / casual recreation and sport activities (e.g. drop-in gym time, pick-up games, etc.)	60%
Desire for a broader range of programming and activity options	48%
More social visits to Community Centres (e.g. people just looking to meet friends and socialize in common spaces)	47%
More demand for arts and cultural programming and activities	40%
More cross-use with co-located amenities like arena, pools, sports field, etc. (where applicable)	39%
Changes in who is using Community Centres (e.g. different demographics)	37%

Space were provided for staff to expand on their trends observations.

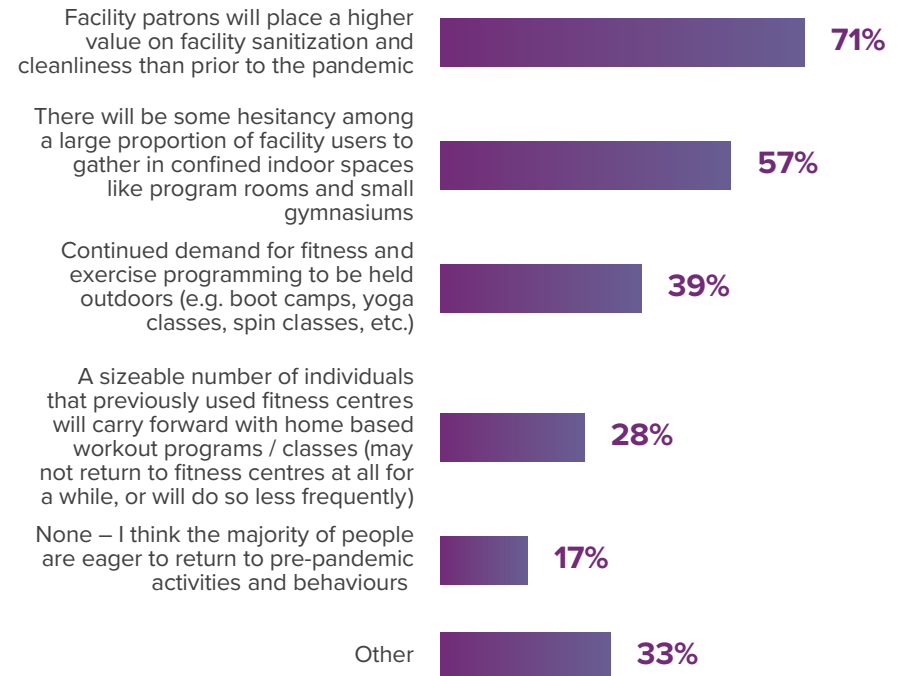
Key themes from these comments included the use of Community Centres as social “hubs” more so than in the past (e.g. gathering in lobby and common spaces) and the popularity of drop-in activities.



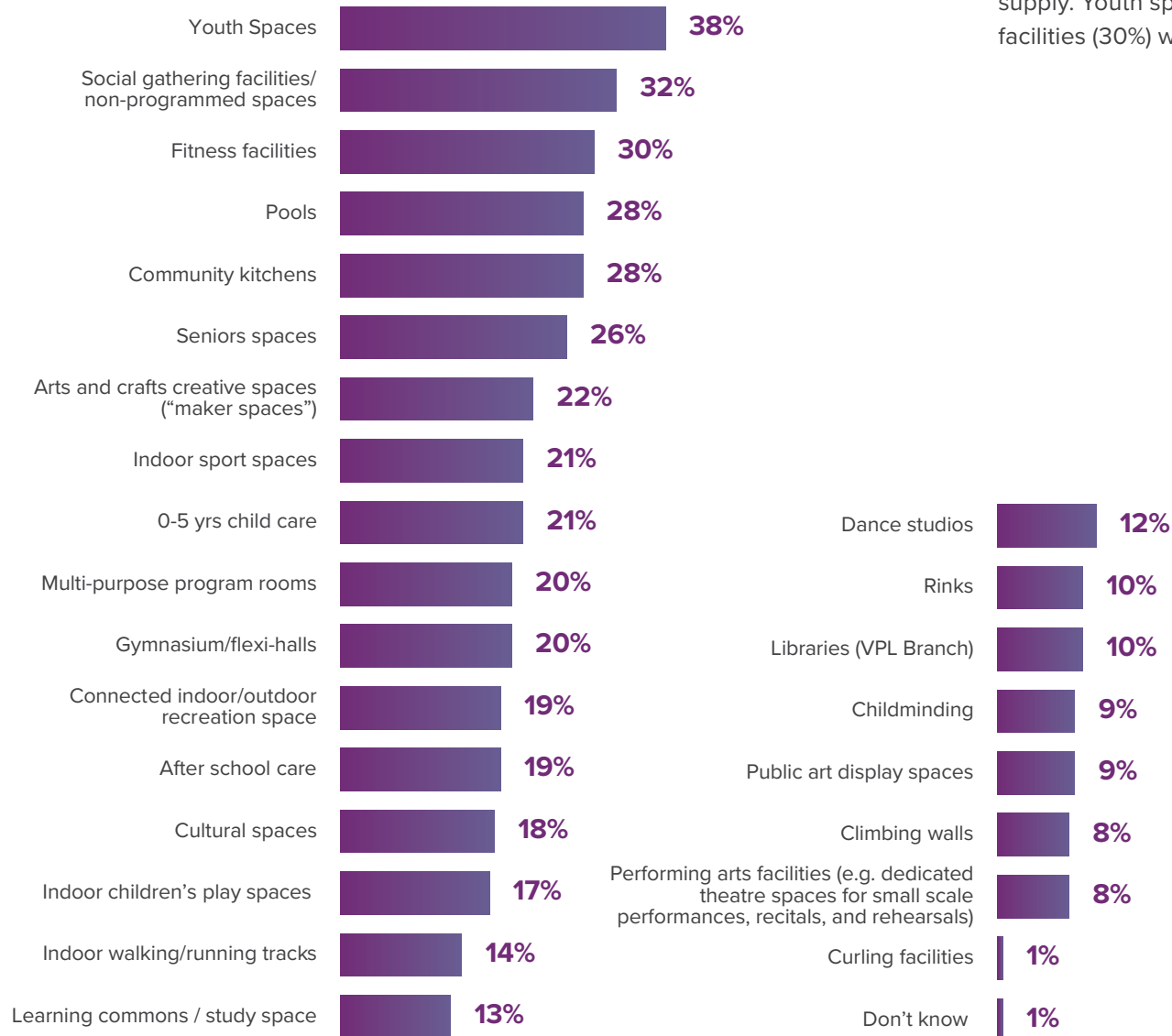
COVID-19 PANDEMIC

Staff were asked if they expect any changes or behaviours to continue once pandemic related public health measures are removed entirely. 71% of staff said they expect patrons to place a higher value on sanitization and cleanliness than prior to the pandemic. 57% of staff responded that they expect there to be some hesitancy among a large proportion of users to gather in confined indoor space. Almost one-third of staff identified “other” potential impacts with the three key themes from these additional responses being that people will continue to want increased sanitization, desire for use of larger spaces for smaller groups (to enable social distancing) and potential expectations the continuation of pre-registered programming and drop-in activities.

POTENTIAL CHANGES AS A RESULT OF THE COVID-19 PANDEMIC



COMPONENTS AND AMENITIES THAT NEED TO BE PROVIDED IN GREATER SUPPLY



FACILITY AND SPACE NEEDS

Staff were asked which main facility spaces are needed in greater supply. Youth spaces (38%), social gathering spaces (32%) and fitness facilities (30%) were the top three priority spaces identified by staff.

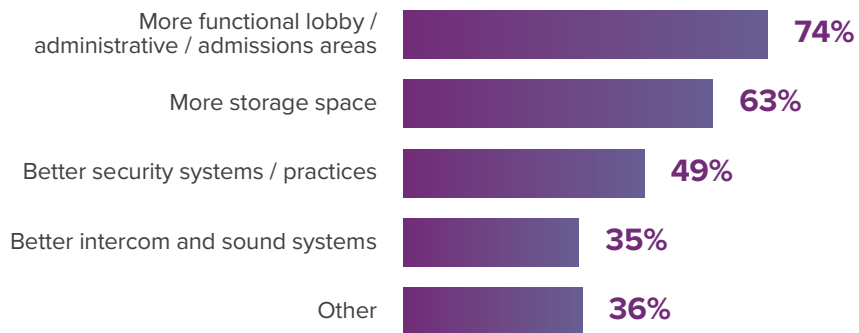


AMENITIES

Staff were next asked about support amenity improvement needed at Community Centres. 74% of staff indicated that more functional lobby areas would be beneficial, followed by more storage space (63%) and better security systems (49%).

The “other” responses primarily mentioned increased / better maintenance practices in the Community Centres, the need for air conditioning in some centres, and developing more functional lobby and administrative spaces.

SUPPORT AMENITY IMPROVEMENTS



“Lobbies should have open areas with welcoming and comfortable yet casual settings for patrons to socialize before their classes start.”

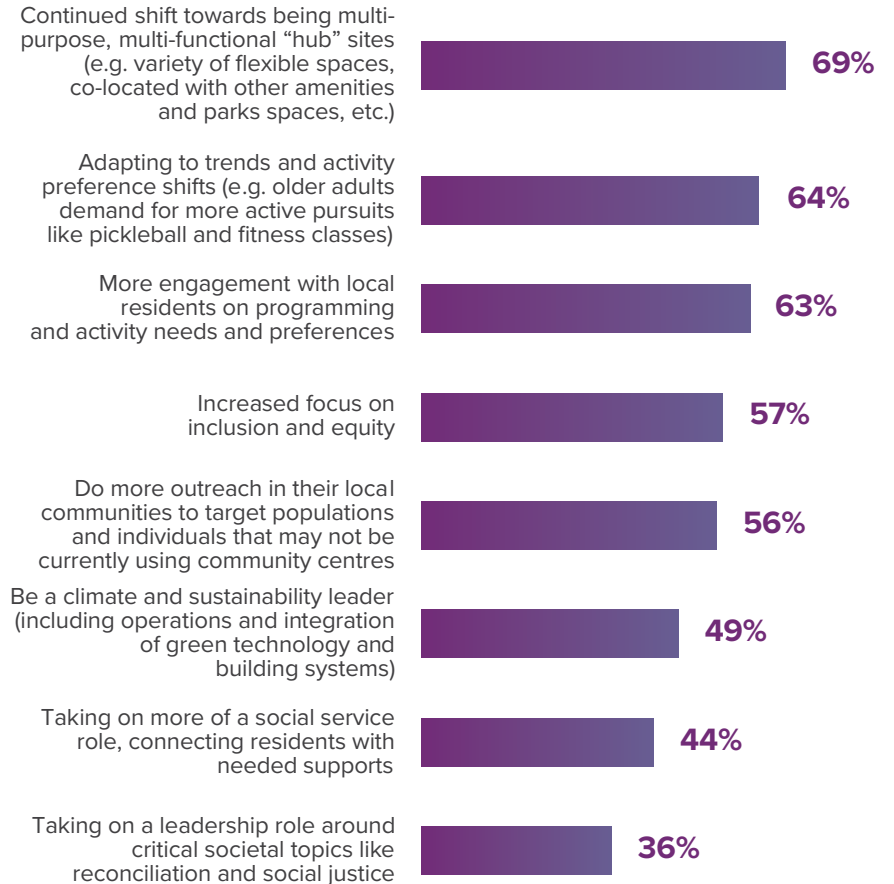


FUTURE OF COMMUNITY CENTRES

The staff were asked how Community Centres need to evolve in the future to service the residents of Vancouver. 69% of staff indicated a need for Community Centres to be multi-purpose, multi-function “hub” sites. 65% of staff indicated Community Centres need to adapt to trends and activity preferences and 65% felt more engagement is needed with residents on their programming and activity preferences.

“New facilities need to be built with a utilitarian focus. They must have multi-use functional spaces, and they must be built with programming purposes in mind.”

HOW DO COMMUNITY CENTRES NEED TO EVOLVE?



IMPROVEMENTS TO COMMUNITY CENTRES

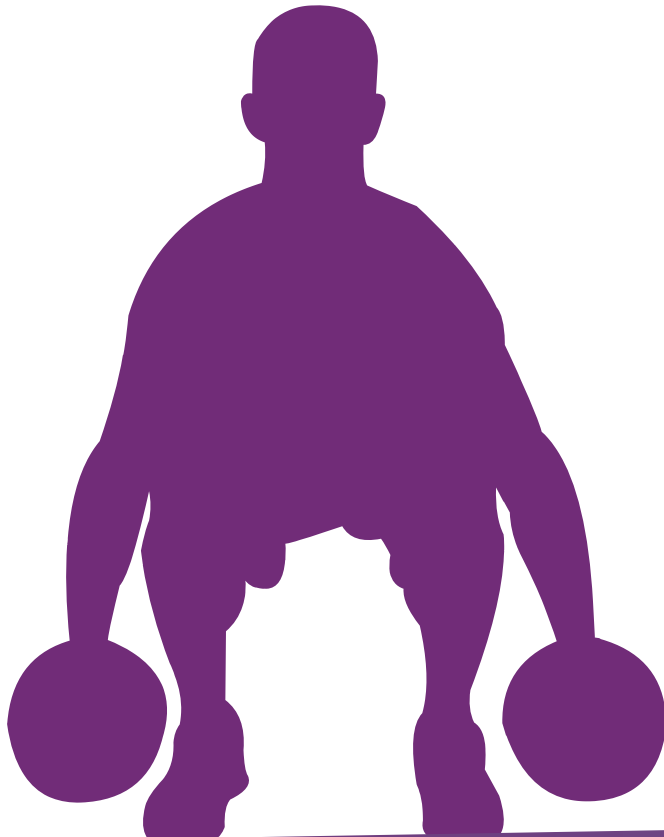
Staff were asked, “**thinking about the Community Centre(s) you work at, what changes or improvements could help you be more successful in your role/focus areas?**” The following bullets summarize the main themes from the comments provided.

- Updated facilities with more functional program space
- More flexible, multi-use space
- Additional staff resourcing, including hiring from equity seeking groups
- Increased supply of dedicated youth space
- Increase outdoor features adjacent to Community Centres (i.e. outdoor fitness areas, play spaces)
- Better addressing issues in Community Centres to free up staff time for program delivery and planning



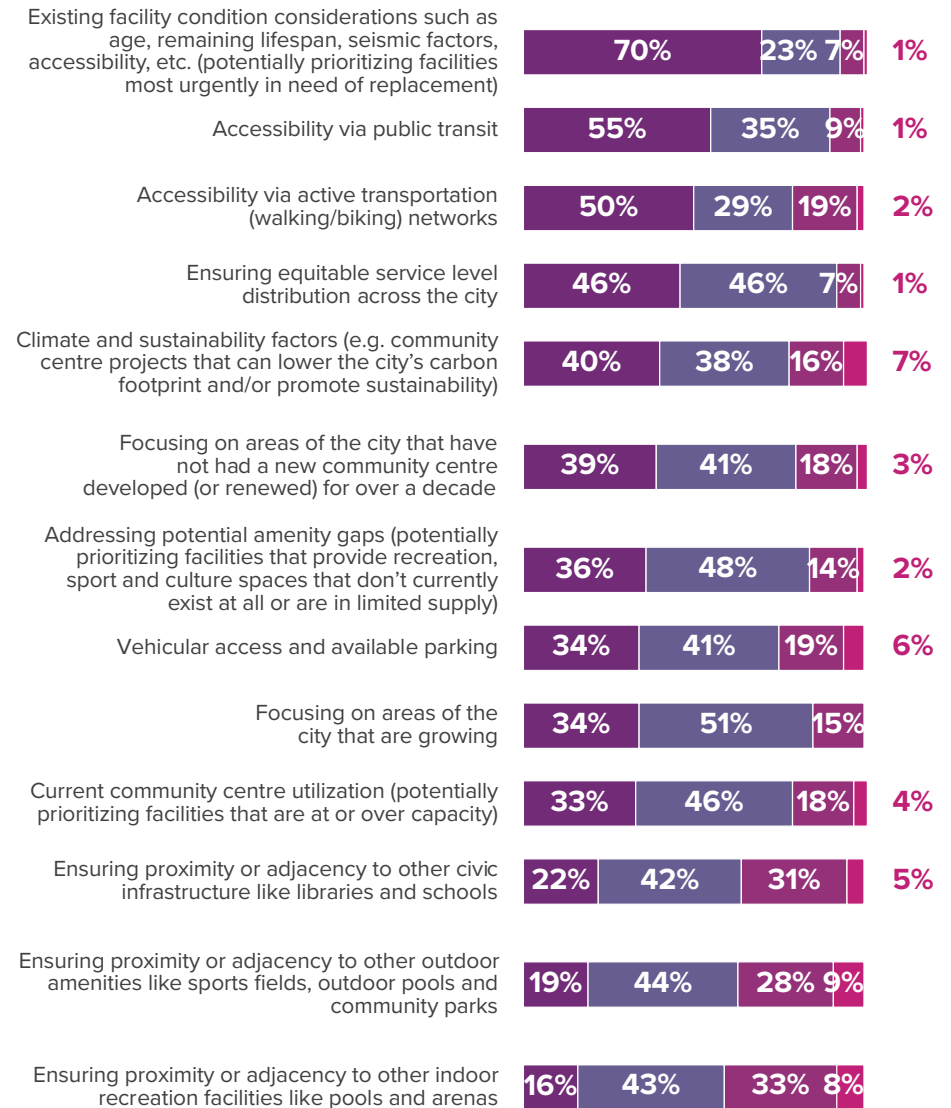
COMMUNITY CENTRE INVESTMENT PRIORITIZATION

Staff were asked for their perspectives on the considerations that should be most important when determining Community Centre investment. Existing facility condition and accessibility (both via public and active transportation modes) were identified as being “very important” by 50% or more of the staff respondents.



PRIORITY SETTING CONSIDERATIONS

■ Very Important
 ■ Somewhat Important
■ Slightly Important
 ■ Not Important





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