



Attachment A

What We Heard: Outdoor Pools: 2022 Season Feedback Summary



NEW WESTMINSTER

What We Heard: Outdoor Pools: 2022 Season Feedback Summary

February 2023



We recognize and respect that New Westminster is on the unceded and unsundered land of the Halkomelem speaking peoples. We acknowledge that colonialism has made invisible their histories and connections to the land. As a City, we are learning and building relationships with the people whose lands we are on.



Outdoor Pools: 2022 Season Engagement Summary Report

Introduction

In 2022, the Parks & Recreation Department identified maximizing use of the City's outdoor pools as an opportunity to continue aquatics offerings, while the new tēmōsew'tx^w Aquatic and Community Centre is under construction. Historically, the outdoor pools would be open from the last week of June until Labour Day, for the hours of 12:00-8:00 pm daily. Through a [community engagement process at the end of 2021](#), staff heard overwhelmingly positive feedback for extending the outdoor pools season or the 2022 season.

Following the conclusion of the extended 2022 outdoor pools season, City staff sought additional feedback on the community's experience accessing and attending the City's outdoor pools. To help Parks & Recreation staff prepare for the spring 2023 programming schedule, online and in person community surveys were conducted from November 24 through December 19, 2022.

The purpose of this summary report is to share with City Council, engagement participants, and the New Westminster community:

1. [What engagement activities were completed](#)
2. [A summary of what we heard](#)
3. [Demographic information about participants & representation analysis](#)
4. [Next steps](#)

Engagement Process

The purpose of the engagement was to seek community preference on the City's 2022 outdoor pool booking system, and the need to reserve a swimming spot online and in advance. Staff were interested to hear from the community on their feedback and preference for keeping the online reservation system or preference for returning to a drop-in swim model. The engagement also sought feedback on specific programming such as lane swimming, aquafit and swimming lessons to help guide decision-making for the 2023 pool operations. Engagement activities included a community survey on [Be Heard New West](#) and in person survey options at Centennial Community Centre and Century House.

Engagement Activities

- **Online Survey**
 - November 24 – December 19, 2022
 - 348 responses

- **In-person Survey**
 - December 3 and 7 at Centennial Community Centre
 - December 8 at Century House
 - 91 responses total

- **Ask a Question Tool**
 - November 24 - present
 - 4 questions submitted as of January 30, 2023

The opportunities to engage were communicated through the following methods:

- Email notification to various City email databases:
 - Be Heard New West subscribers
 - Parks & Recreation newsletter subscribers
 - CityPage online newsletter subscribers
- Social media posts and stories on the City's Parks & Recreation pages (Facebook, Instagram, Twitter)

Important Note: this summary of engagement input does not reflect a representative sample of the New Westminster community. The input captured here reflects the views of those who self-selected to participate, and may not be representative of the views of other community members and stakeholders. Please see section three – About Participants, starting on Page 36 – for some demographic information and representation analysis.

What We Heard

Online Survey

The online survey was open on Be Heard New West from November 24 – December 19 2022.

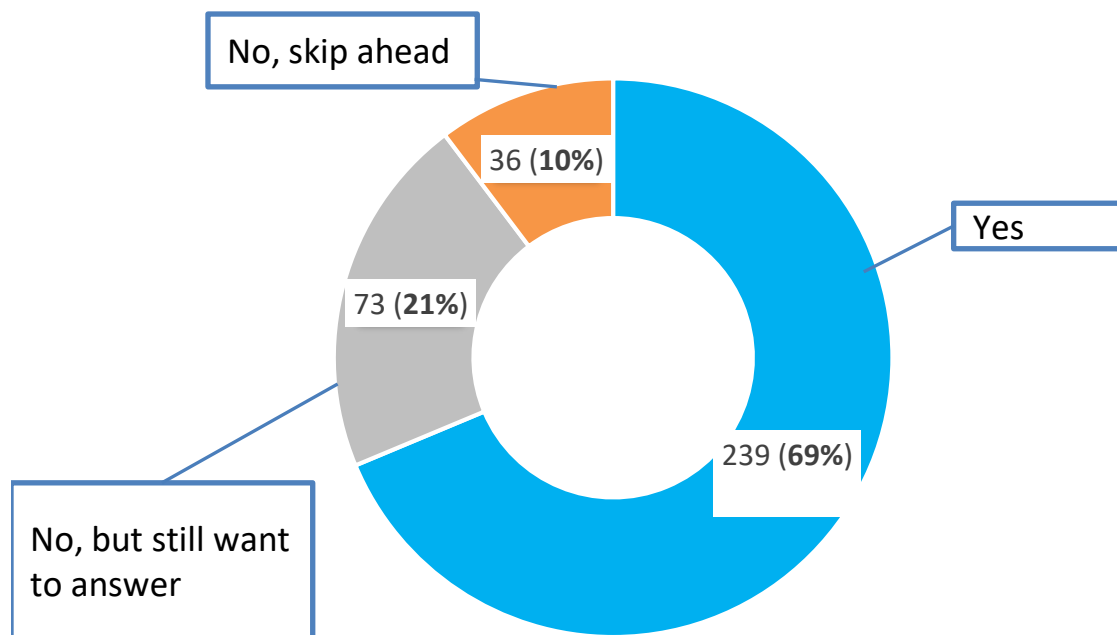
The online survey included six different sections, each about different types of swimming sessions and, in some cases, specific to either Moody Park Outdoor Pool or Hume Park Outdoor Pool. For each section, participants had an opportunity to answer the questions, or skip ahead to the next section if that topic is not relevant to them.

A total of 348 participants took the online survey. Below is a summary of the results.

Moody Park Pool Leisure Questions

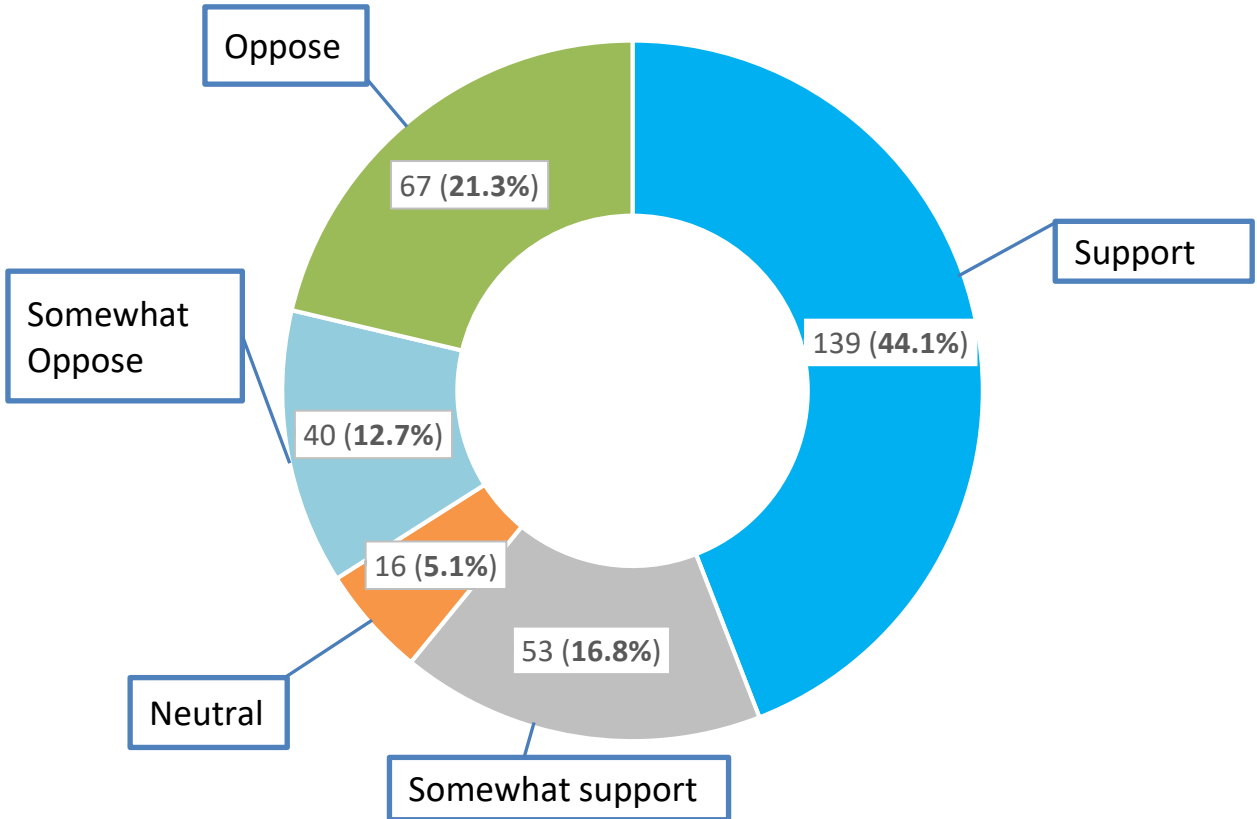
Question 1: Did you and/or members of your household participate in leisure swimming at Moody Park Pool?

Choice	Percentage	Count
Total Responses: 348		
Yes	69%	239
No, but I would still like to answer questions about leisure swimming at Moody Park Pool	21%	73
No, please skip ahead to the next survey section about lane swimming at Moody Park Pool	10%	36



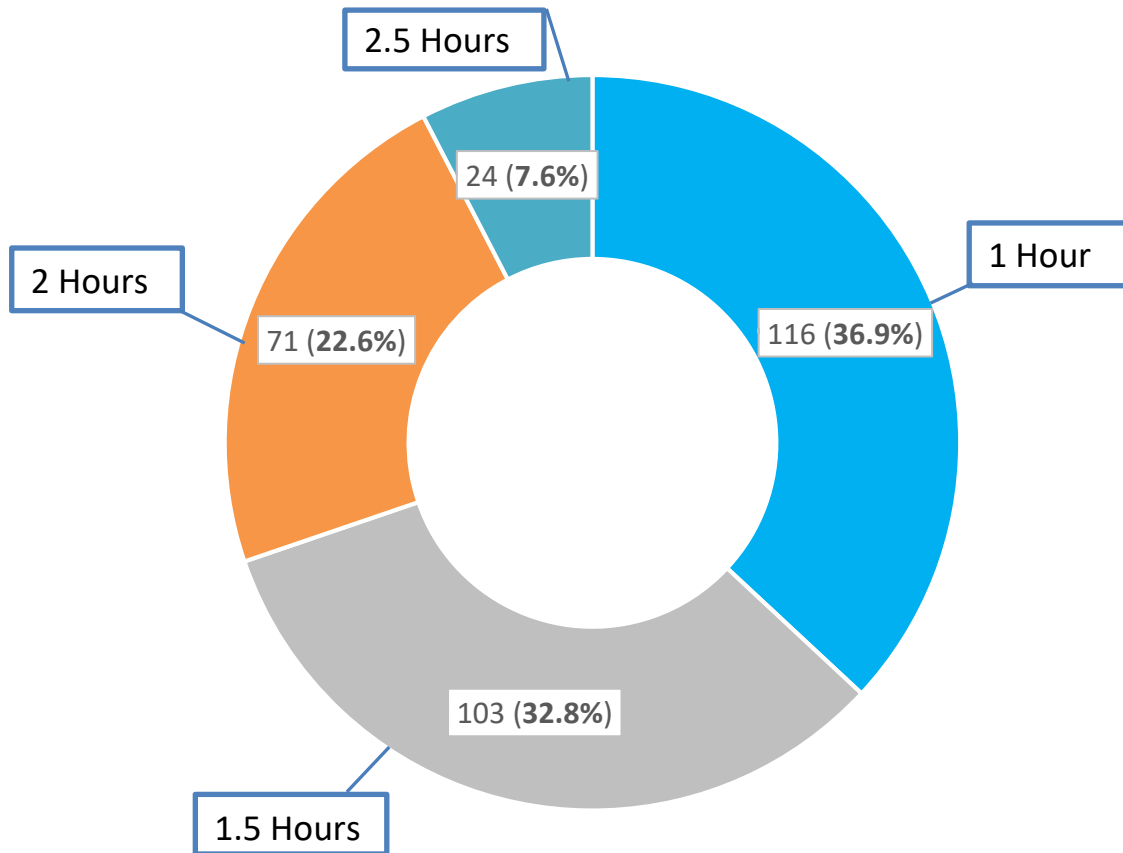
Question 2: What is your level of support for keeping the pre-registration system at Moody Park Pool for leisure swimming in particular, where pool patrons must book online in advance for a specific swim time?

Choice	Percentage	Count
Total Responses: 315		
Support	44.1%	139
Somewhat support	16.8%	53
Neither support nor oppose (Neutral)	5.1%	16
Somewhat oppose	12.7%	40
Oppose	21.3%	67



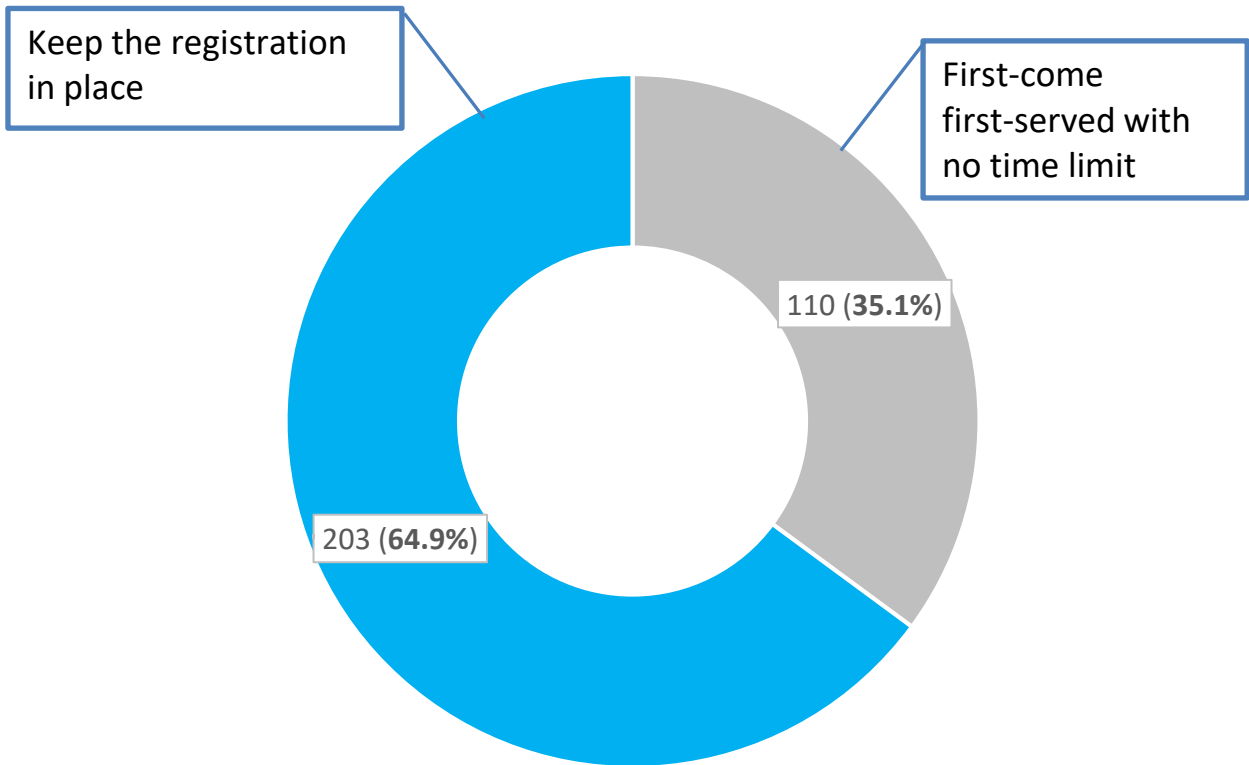
Question 3: If the registration system is continued at Moody Park Pool, the length of swim time could be changed to allow more time per booking. Which length of swim would you prefer?

Choice	Percentage	Count
Total Responses: 314		
1 hour (current system)	36.9%	116
1.5 hours	32.8%	103
2 hours	22.6%	71
2.5 hours	7.6%	24



Question 4: What is your preferred option for leisure swimming at Moody Park Pool?

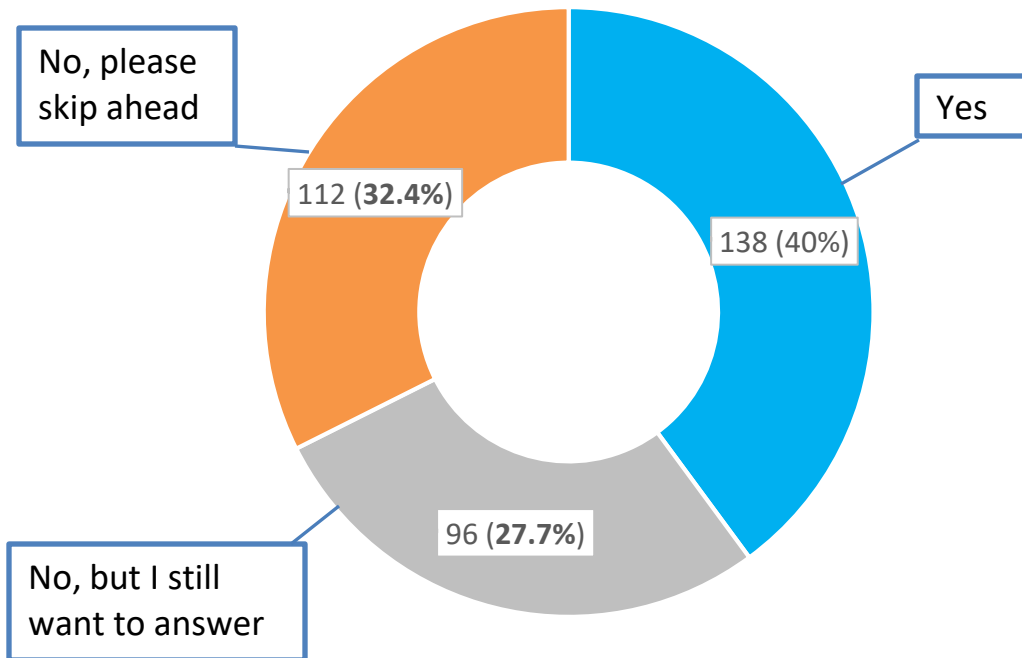
Choice	Percentage	Count
Total Responses: 313		
Fully remove the registration system for leisure swimming and return to first-come-first-served with no time limit. I understand this could include line-ups and wait times to enter during times when the pool is at capacity.	35%	110
Keep the registration system in place, with potential changes to the length of the swim.	65%	203



Lane Swimming Questions

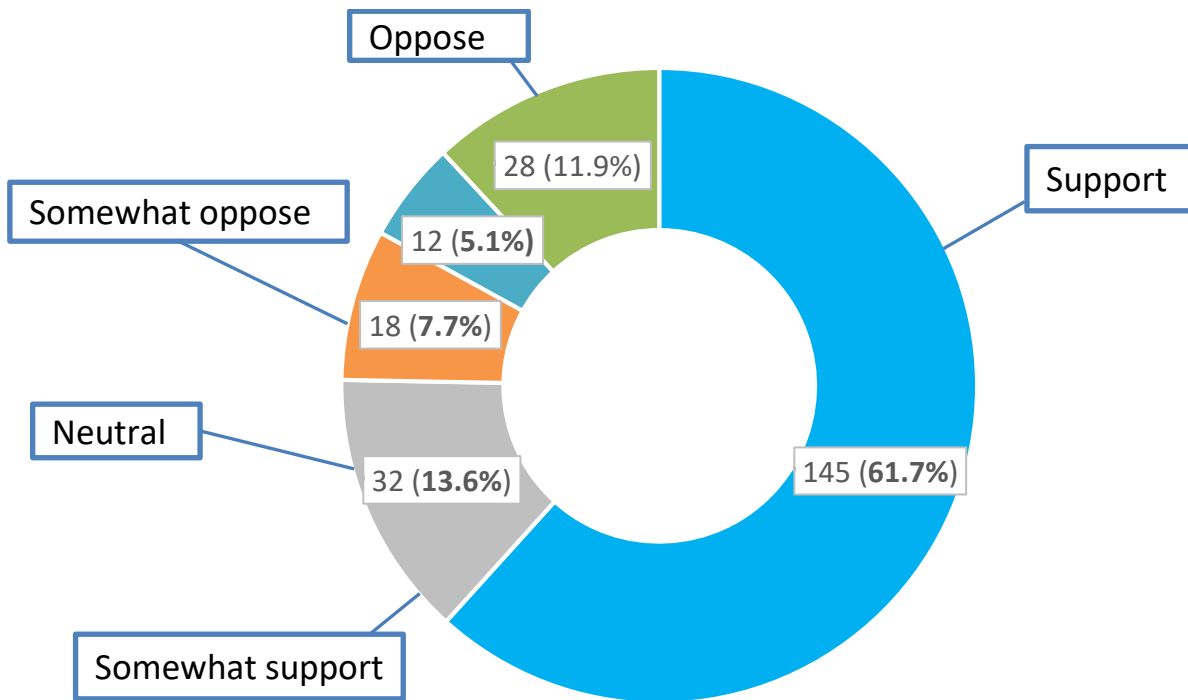
Question 5: Did you and/or members of your household participate in lane swimming at Moody Park Pool in 2022?

Choice	Percentage	Count
Total Responses: 346		
Yes	40%	138
No, but I would still like to answer question about lane swimming at Moody Park Pool	27.7%	96
No, please skip ahead to the next survey section about the registration system at Hume Park Pool	32.4%	112



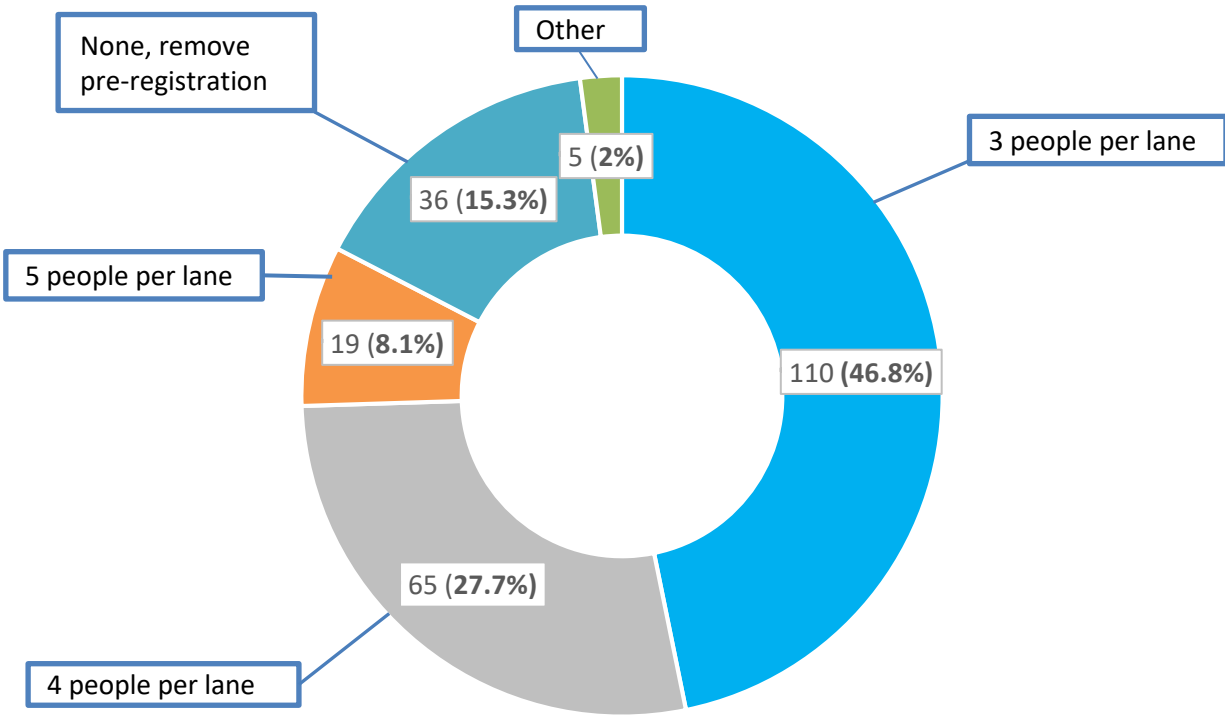
Question 6: It is possible to continue the pre-registration system for lane swimming, even if the registration system is removed for leisure swimming. What is your level of support for keeping the pre-registration system at Moody Park Pool for lane swimming?

Choice	Percentage	Count
Total Responses: 235		
Support	61.7%	145
Somewhat support	13.6%	32
Neither support nor oppose (neutral)	7.7%	18
Somewhat oppose	5.1%	12
Oppose	11.9%	28



Question 7: The current pre-registration system for lane swimming at Moody Park Pool allows for a maximum of 3 people per lane. However, the lanes can safely accommodate more swimmers. What is your preference for pre-registered lane capacity?

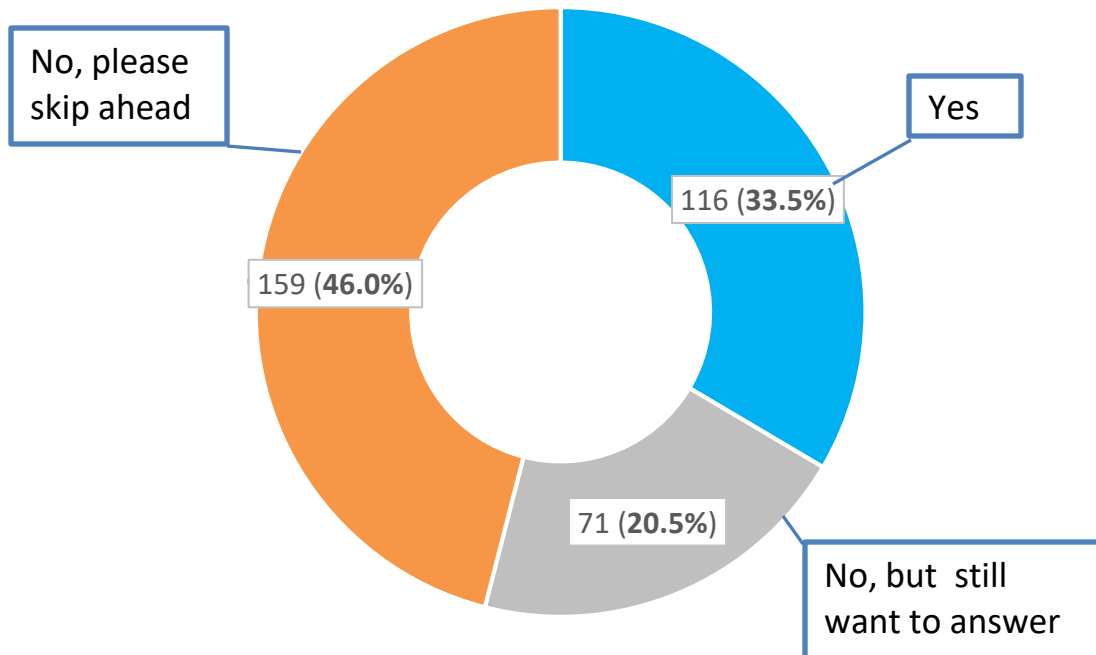
Choice	Percentage	Count
Total Responses: 235		
Maximum 3 people per lane (current system)	46.8%	110
Maximum 4 people per lane	27.7%	65
Maximum 5 people per lane	8.1%	19
None – I prefer the pre-registration system to be removed for lane swimming (Go back to first- come – first – serve for lane swimming)	15.3%	36
Other	2%	5



Hume Park Pool Leisure Questions

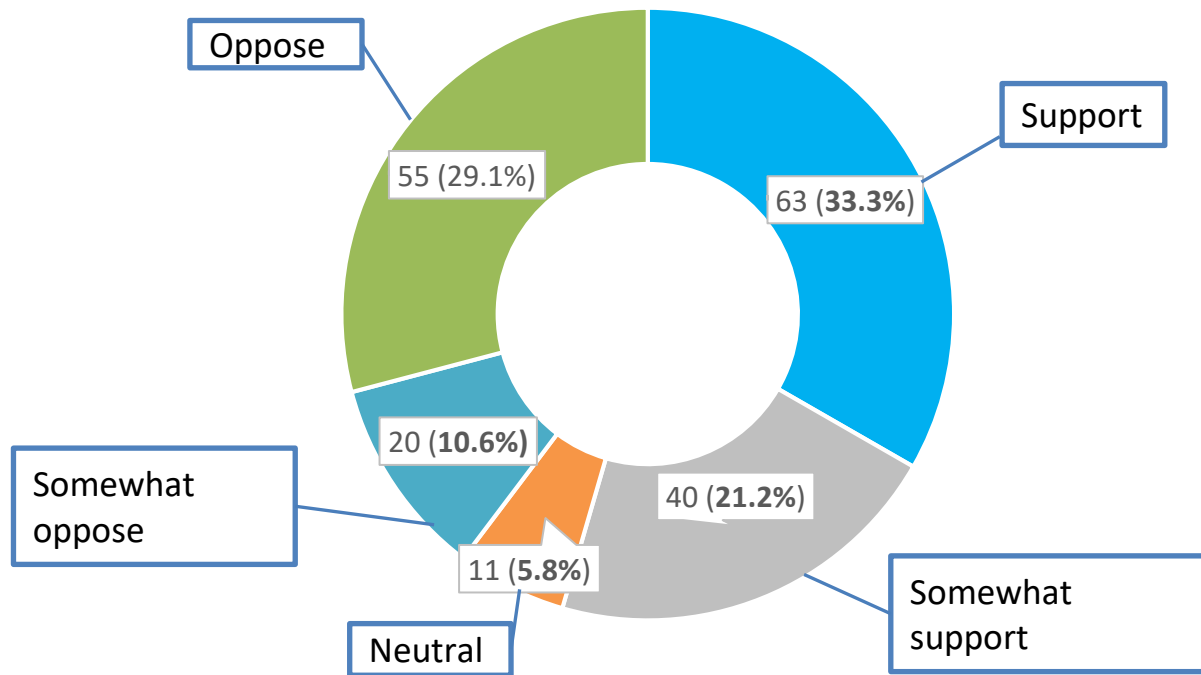
Question 8: Did you and/or members of your household participate in leisure swimming at Hume Park Pool in 2022?

Choice	Percentage	Count
Total Responses: 346		
Yes	33.5%	116
No, but I would still like to answer questions about leisure swimming at Hume Park Pool	20.5%	71
No, please skip ahead to the next survey about aquafit at both Moody and Hume	46%	159



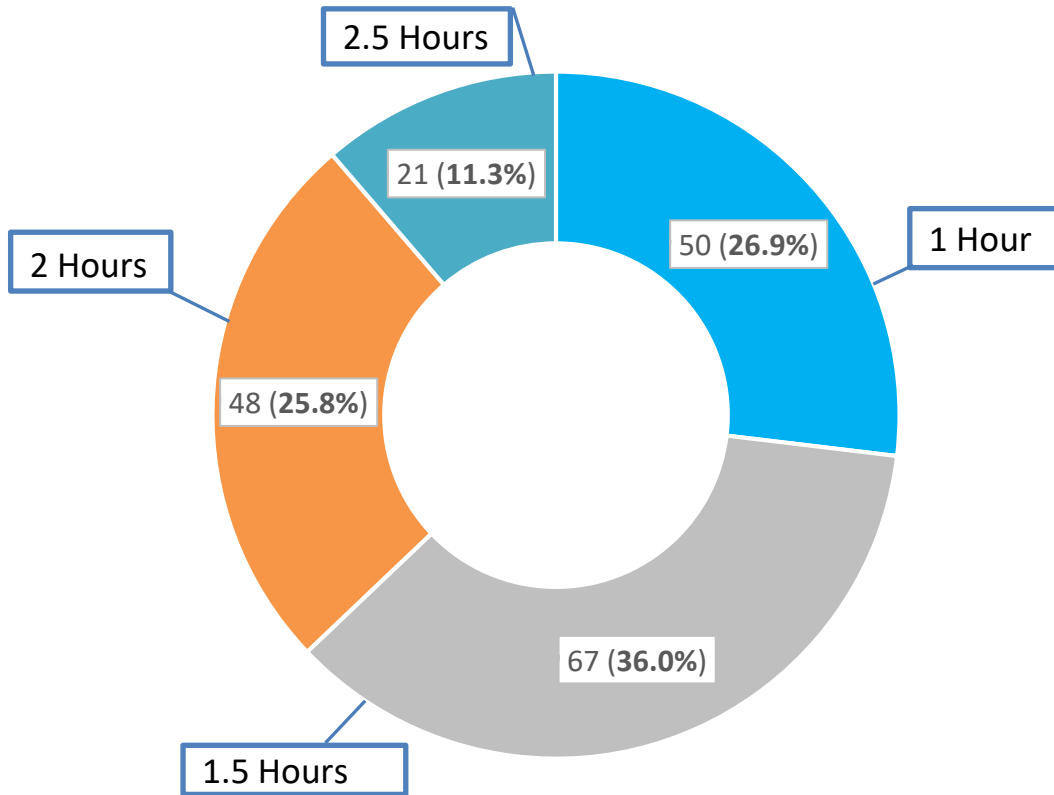
Question 9: What is your level of support for keeping the pre-registration system at Hume Park Pool for leisure swimming, where pool patrons must book online in advance for a specific swim time?

Choice	Percentage	Count
Total Responses: 189		
Support	33.3%	63
Somewhat support	21.2%	40
Neither support nor oppose (neutral)	5.8%	11
Somewhat oppose	10.6%	20
Oppose	29.1%	55



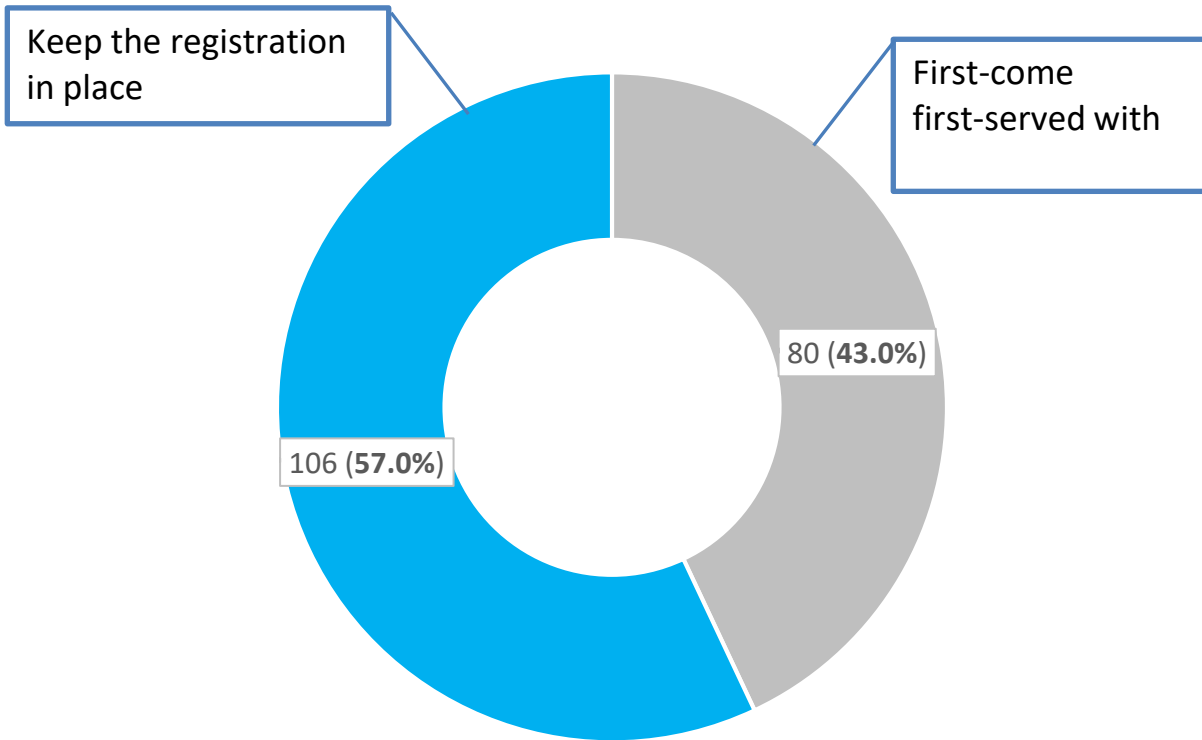
Question 10: If the registration system is continued at Hume Park Pool, the length of swim time could be changed to allow more time per booking. Which length of swim would you prefer?

Choice	Percentage	Count
Total Responses: 186		
1 hour (current system)	26.9%	50
1.5 hours	36%	67
2 hours	25.8%	48
2.5 hours	11.3%	21



Question 11: What is your preferred option for leisure swimming at Hume Park Pool?

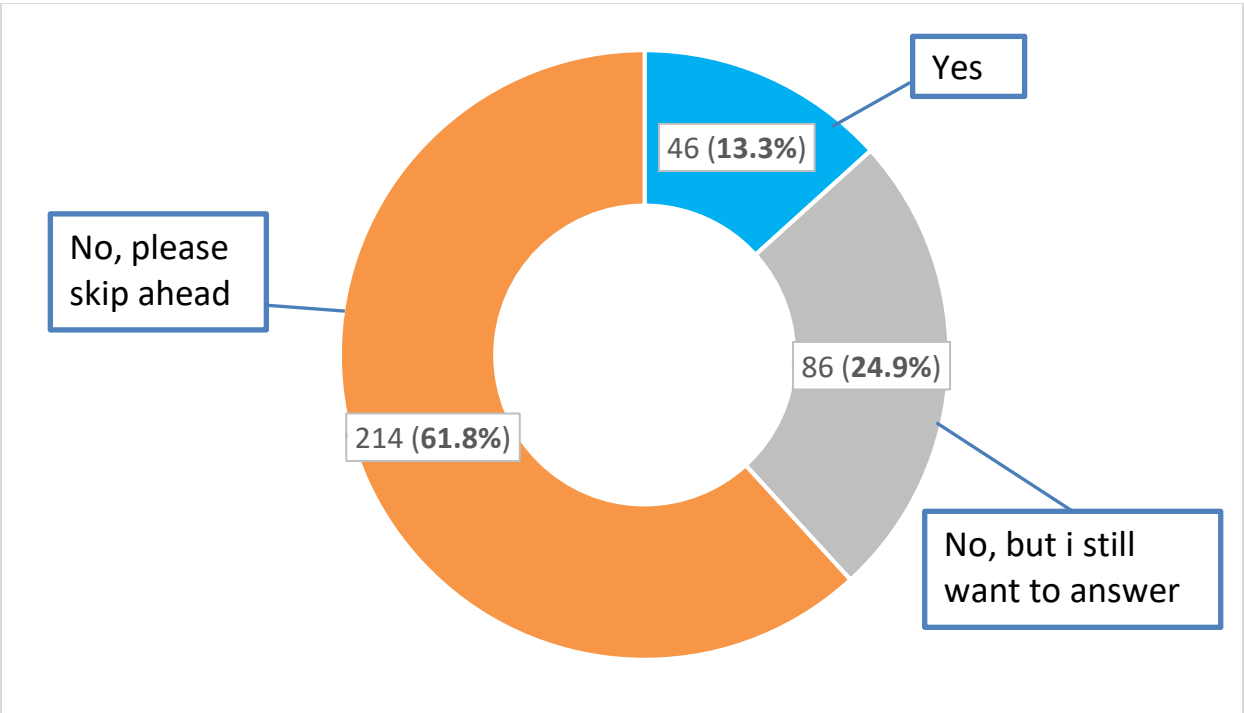
Choice	Percentage	Count
Total Responses: 186		
Fully remove the registration system for leisure swimming and return to first-come-first-served with no time limit. I understand this would include line-ups and wait times to enter when the pool is at capacity.	43%	80
Keep the registration system in place, with potential changes to the length of swim	57%	106



Aquafit Questions

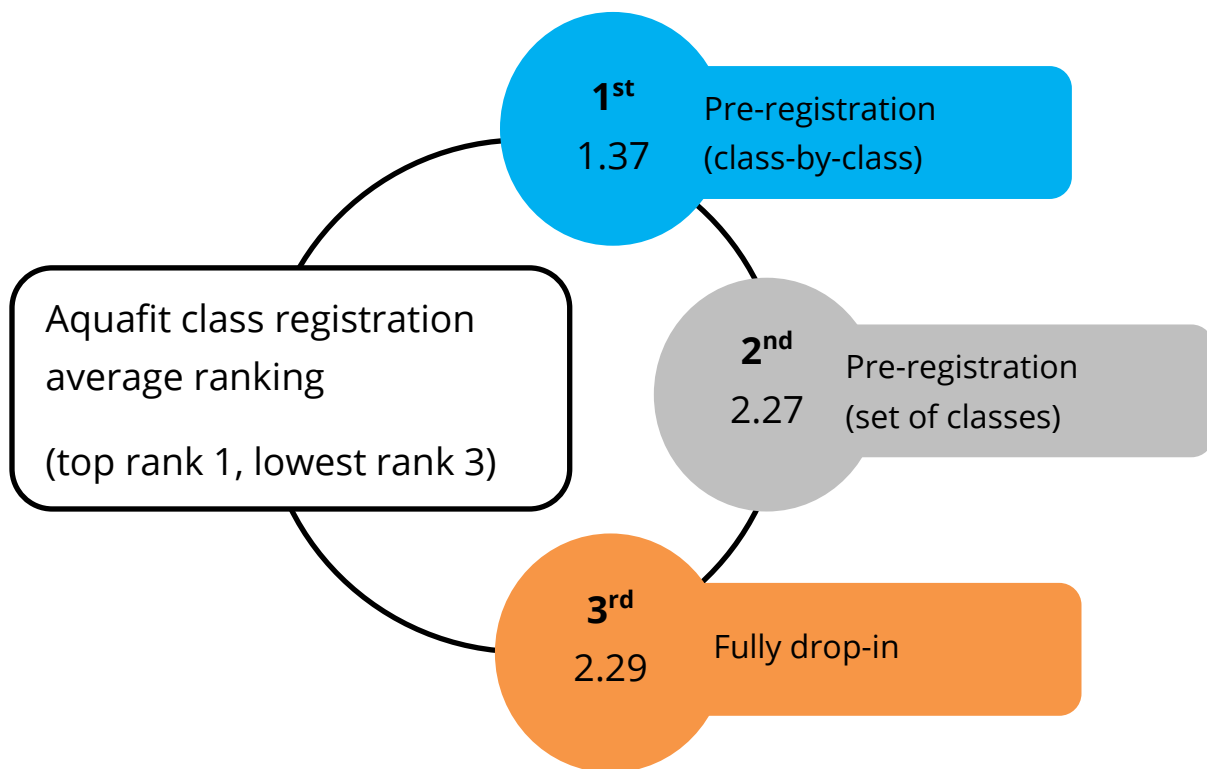
Question 12: Did you and/or members of your household participate in aquafit classes at Moody and/or Hume outdoor pools in 2022?

Choice	Percentage	Count
Total Responses: 346		
Yes	13.3%	46
No, but I would still like to answer questions about aquafit	24.9%	86
No, please skip ahead to the next survey section about swimming lessons	61.8%	214



Question 13: Before COVID, registration for aquafit at the outdoor pools was handled as an ongoing registered program, with participants registering for a specific set of classes. What is your preferred operations model for aquafit classes? Rank the options in order of what you prefer most (1) to what you prefer least (3).

Option	AVG. Rank (Top Rank is 1)
Total Responses: 130	
Pre-registration on a class-by-class basis	1.37
Pre-registration for a set of classes (i.e. same day/time for 3-4 weeks)	2.27
Fully drop-in on a first-come-first-served basis (no pre-registration)	2.29

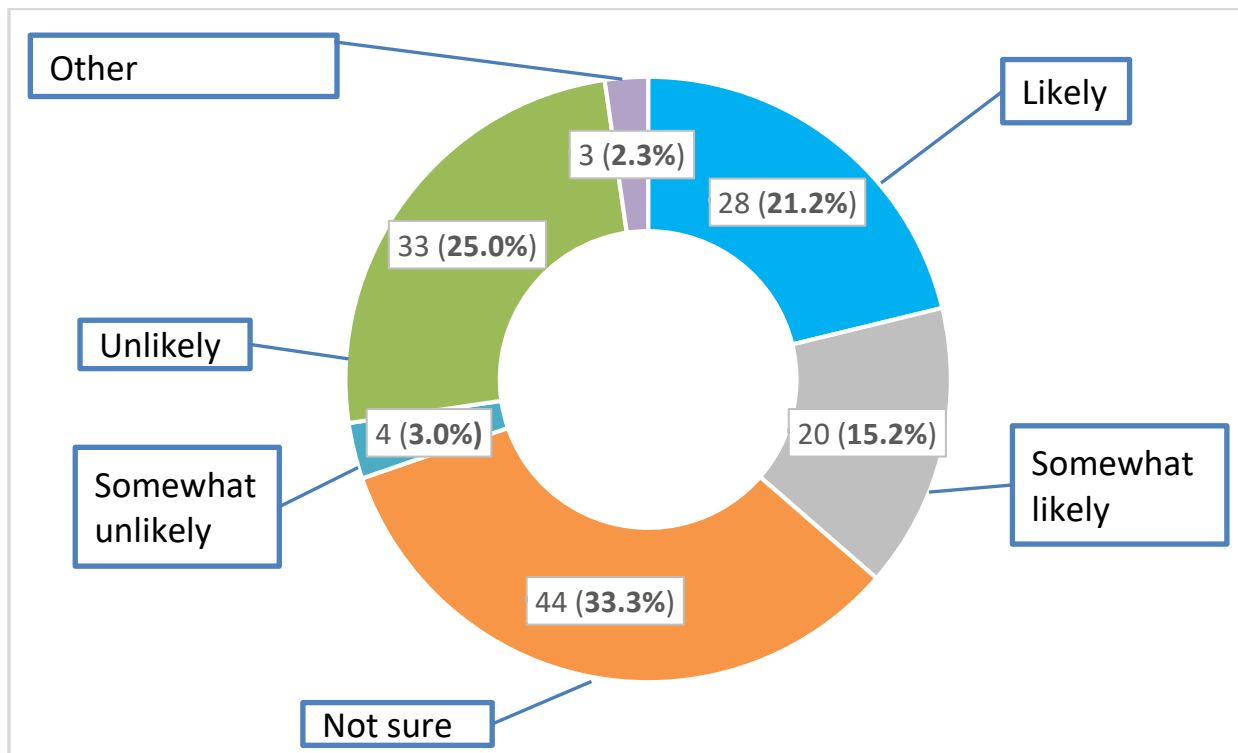


Question 14: Aquafit at Hume Park Pool: During the 2022 season, two aquafit classes were offered per week at Hume Park Pool. If there is demand, it may be possible to add additional aquafit classes to the Hume Pool schedule for 2023. What is the likelihood you would attend?

Choice	Percentage	Count
Total Responses: 132		
Likely	21.2%	28
Somewhat likely	15.2%	20
Not sure / depends on days and times offered	33.3%	44
Somewhat unlikely	3%	4
Unlikely	25%	33
Other (please specify)	2.3%	3

A total of three comments were provided by those who chose "Other, please specify." The comments included:

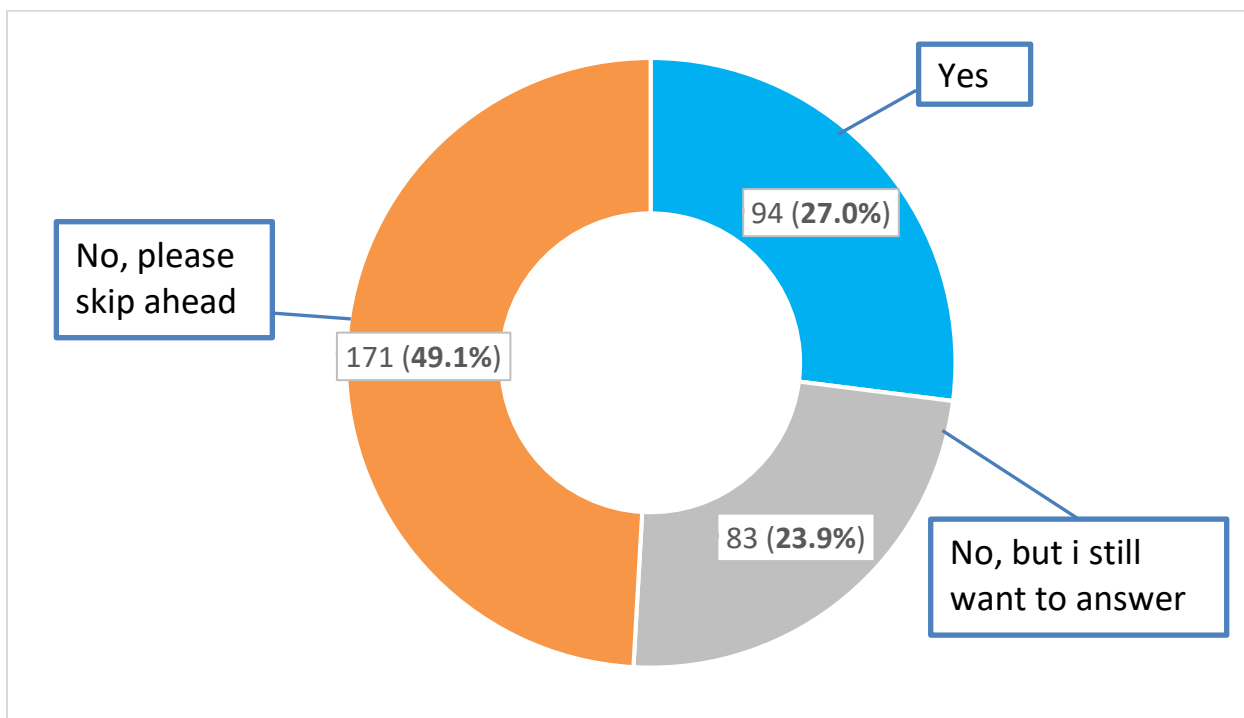
- "I use Moody Park pool."
- "If they were offered at opposite times from Moody, I would potentially attend at both pools. I really enjoyed the Moody aquafit and plan to join classes earlier than last year. I was unaware of aquafit classes when pool first opened last year."
- "too far from my home"



Swim Lessons Questions

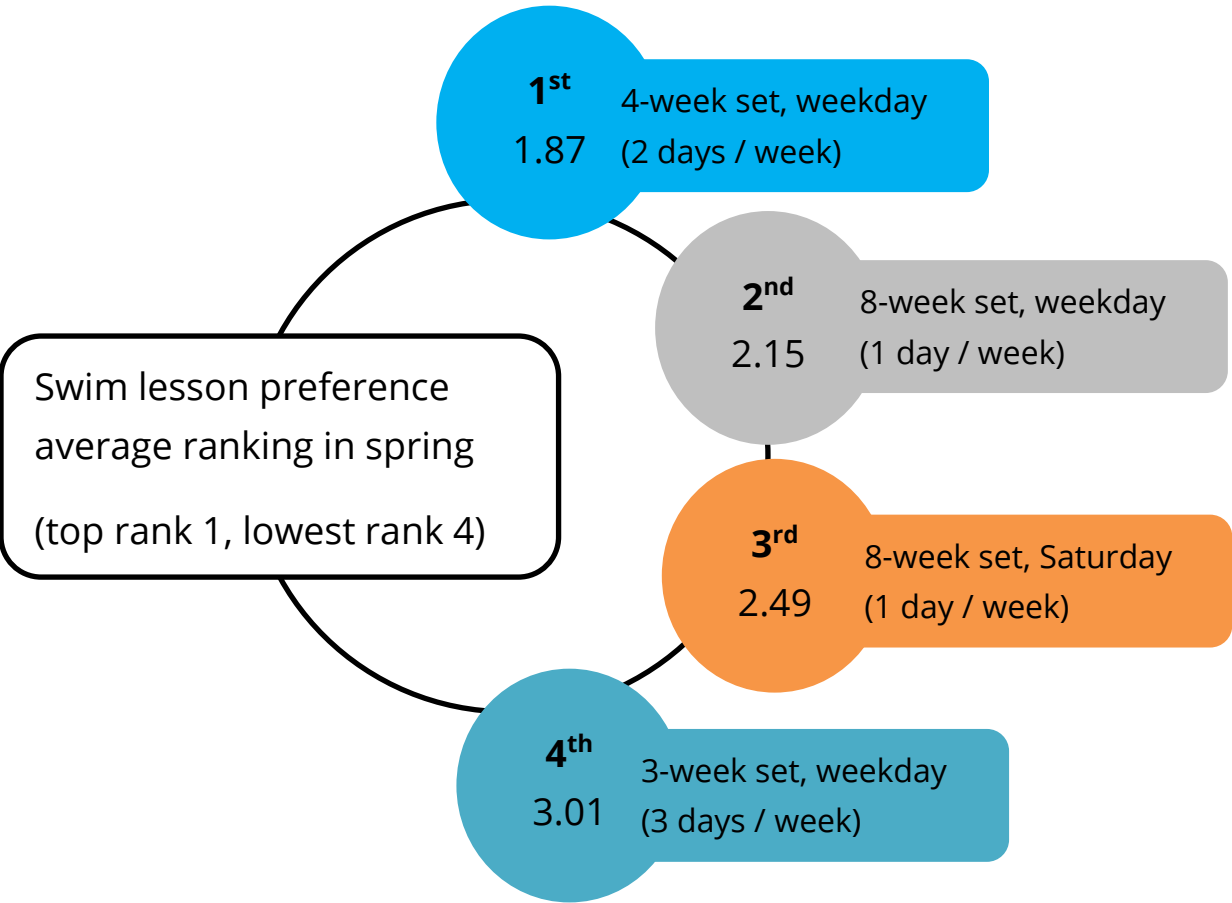
Question 15: Did your child/children participate in swim lessons at either Moody or Hume pools in 2022?

Choice	Percentage	Count
Total Responses: 348		
Yes	27%	94
No, but I would still like to answer questions about swim lessons	23.9%	83
No, please skip ahead to the last survey section about general feedback	49.1%	171



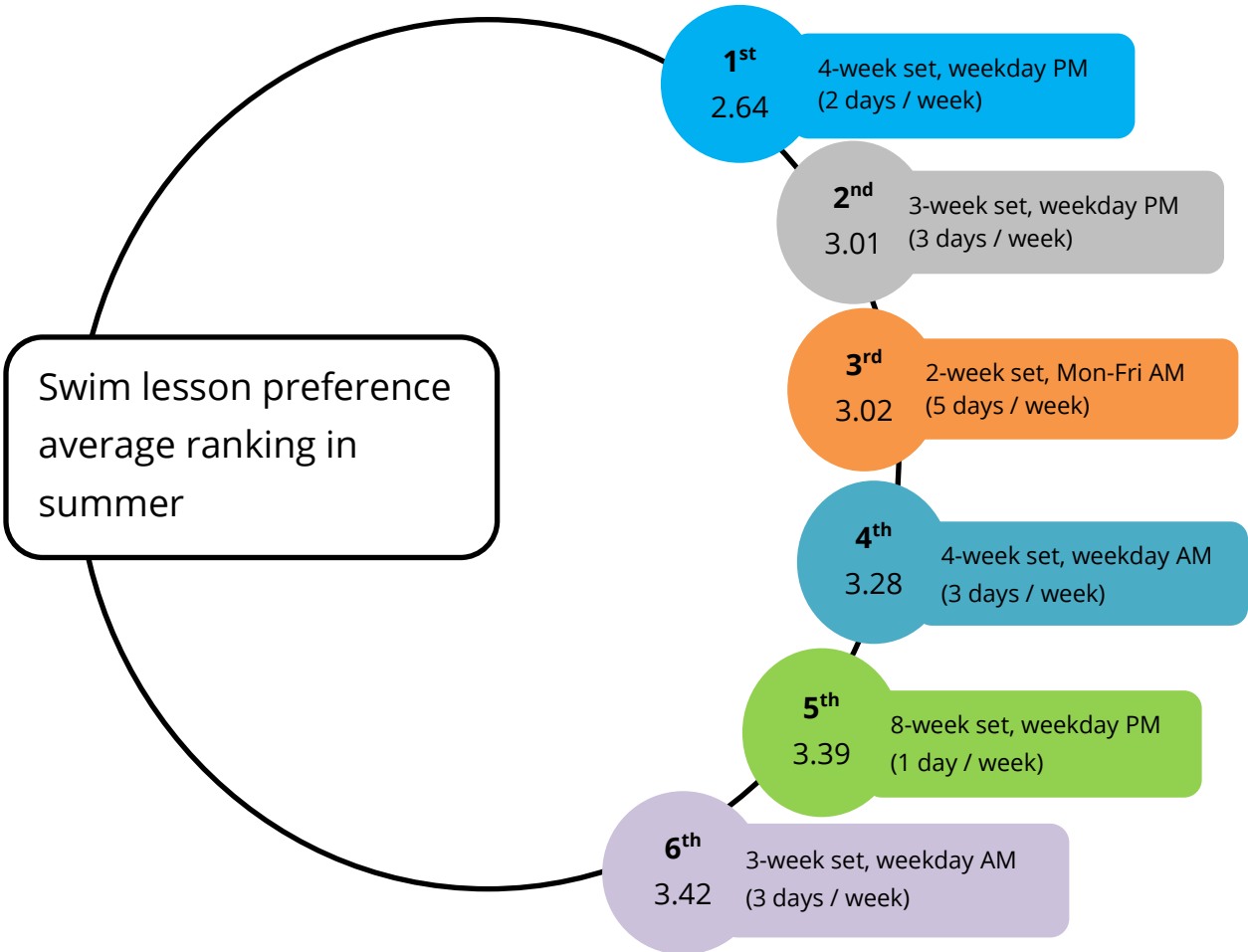
Question 16: What schedule do you prefer for swim lessons in the spring season (May-June)? Please rank from your most preferred (1) to your least preferred (4).

Option	AVG. Rank (Top Rank is 1)
Total Responses: 167	
4-week lesson set with lessons two days/week on weekdays evenings	1.87
8-week lesson set with lessons once per week on weekday evenings	2.15
8-week lesson set with lessons once per week on Saturday mornings (note this option is not always possible based on instructor availability)	2.49
3-week lesson set with lessons three days/week on weekday evening	3.01



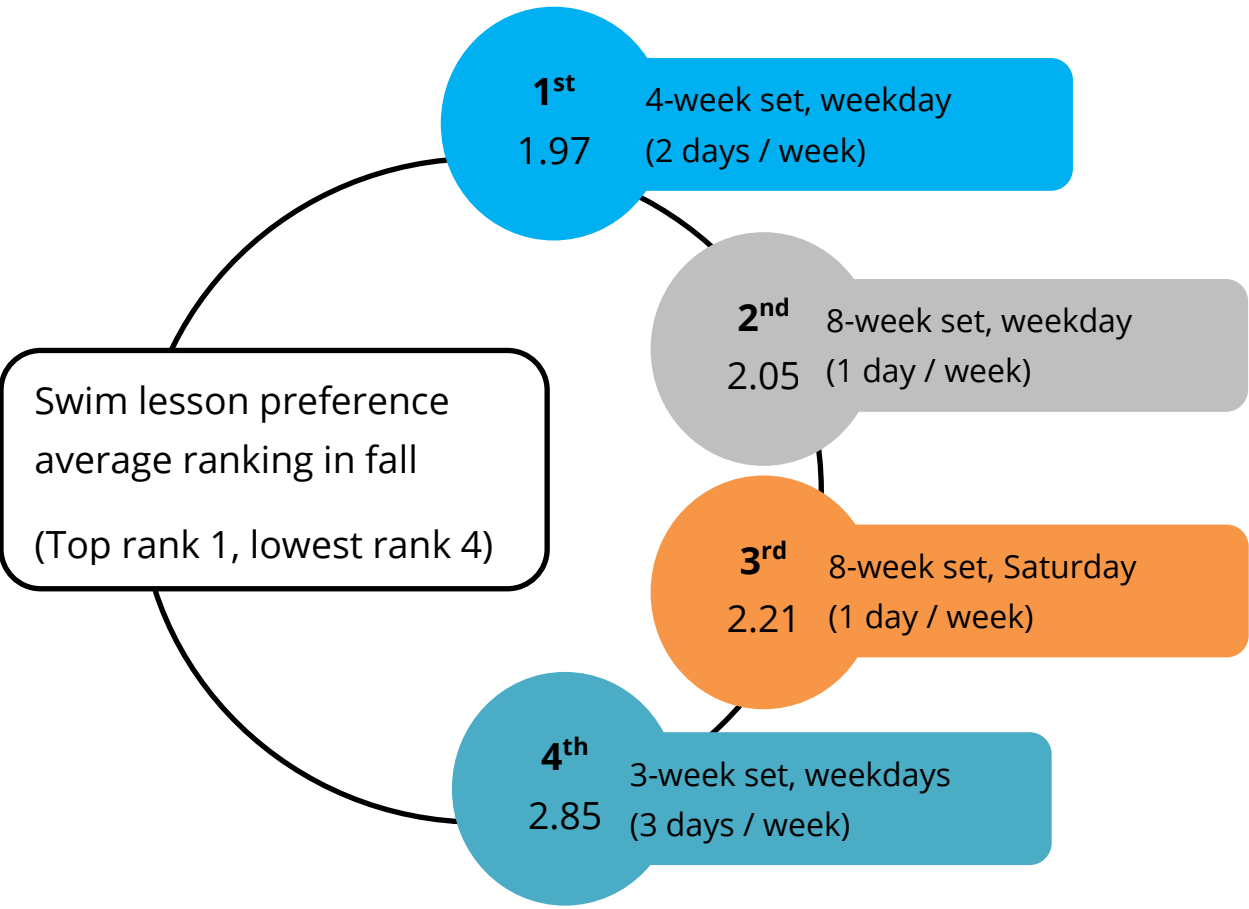
Question 17: What schedule do you prefer for swim lessons in the summer season (July-August)? Please rank from your most preferred (1) to your least preferred (6).

Option	AVG. Rank (Top Rank is 1)
Total Responses: 171	
4-week lesson set with lessons two days/week on weekday evenings	2.64
3-week lesson set with lessons three days/week on weekday evenings	3.01
2-week lesson set with lessons five days/week, Monday-Friday mornings	3.02
4-week lesson set with lessons two days/week on weekday mornings	3.28
8-week lesson set with lessons once per week on weekday evenings	3.39
3-week lesson set with lessons three days/week on weekday mornings	3.42



Question 18: What schedule do you prefer for swim lessons in the fall season (September-October)? Please rank from your most preferred (1) to your least preferred (4).

Option	AVG. Rank (Top Rank is 1)
Total Responses: 154	
4-week lesson set with lessons two days/week on weekday evenings	1.97
8-week lesson set with lessons once per week on weekday evenings	2.05
8-week lesson set with lessons once per week on Saturday mornings (note this option is not always possible based on instructor availability)	2.21
3-week lesson set with lessons three days/week on weekday evenings	2.85



Question 19: (OPTIONAL) Please share any other feedback on the 2022 Outdoor Season that may help Recreation staff plan for next year’s swim season.

This was an optional open-response question and a total of 198 responses were received. Below is a summary of the key themes across the responses. In some cases, several themes have been applied to one individual response, based on the content. This means that a single response can be counted multiple times. Note that sample comments are not edited for spelling and grammar – they are reported exactly as entered by participants.

Theme	# of Mentions	Sample Comments
Support to continue with a pre-registration system	32	<ul style="list-style-type: none"> • “Please keep the pre-registration. There is nothing worse than packing small children up for the pool, getting there and then finding out it is all full and you can't get in. The pre-registration is a pain, especially if there are no shows (maybe there could be a stand by line?), but at least you know if you will actually get into the pool! It is a huge relief for busy, working parents to avoid disappointing kids.” • “The registration system was so great - we could see how busy the pool was going to be and pick times that were less busy. This reduced stress and increased how much we used the pool. It was wonderful.” • “I loved the prebooking because before COVID it was impossible to get into the pool. I use a walker so waiting was not an option really. I would like clarification on the availability of lane swimming for those of us who like to water run in deep water.”
Opposed to pre-registration system	17	<ul style="list-style-type: none"> • “Yeah the sign up limits and registration really inhibited my ability to swim at Moody. Not knowing what weather will be sometimes, having to book one or two days in advance just to get a spot is not really feasible. I only got in a couple times this year, but really wanted to go more.”

		<ul style="list-style-type: none"> • “My kids didn’t use the pool nearly as much as they would have liked because of the pre-booking system. Their schedules are always changing so it felt impossible to plan 3 days ahead. They’d like to be able to walk to the pool and use it when it’s open. We live 1 block away and the kids only swam once this summer. If they didn’t have to pre-book, they would have gone way more times
Support for drop-in system	41	<ul style="list-style-type: none"> • “I had tried many times over the summer to register for swim times and it was always full. I ended up going to Robert Burnaby pool a few times as they offered a first come, first serve basis.” • “it would really be beneficial to have a blended model where some spots are reserved for pre-booking but a small amount are saved for drop in (say 20%)” • “If there is room and staffing for more swimmers in a pre-registered session, I don't see why drop-in cannot be allowed. I often noticed that the lanes were not full but others could not get in to use them. People register and don't show up and don't bother to cancel.” • “We need to move on from COVID. First come first serve as per all years past. Our family grew up in Hume Park Pool. Last year was not great. Love the pool and park. Use both regularly. Really want to continue.” • “i really miss the flexibility to go swimming spontaneously. i really don't like booking 3 days in advance and then having the weather change to a rainy day.”
Support for expanded operational hours	22	<ul style="list-style-type: none"> • “I have supported the extended opening of Moody pool into the Fall for years, as September is often a beautiful month.” • “Thank you for keeping the pool open extra months until new pool is ready.”

		<ul style="list-style-type: none"> • “My son and his friends swam at Hume park until Oct. 10th. It was so great to have an activity that the kids could do after school and on weekends without having to be scheduled. They could be spontaneous and had a great time! Thank you for extending the season.” • “Keeping the outdoor pools open all through September is excellent as it’s still so hot then, would love to see that again this year Please ensure kids can continue the path once starts and keep them” • “My 82 yr. old spouse really misses his walks in the pool. He used to go 3 times weekly. He'd really appreciate more time in either of the local outdoor pools, during the day.”
General feedback and comments	18	<ul style="list-style-type: none"> • “Allow for sunbathing after lane swim time bookings” • “I love our outdoor pools!” • “Was really impressed with the way things were run last season. Mixed use of lane swimming, leisure swimming and shallow and deep end mix is still the way to go I believe.” • “Thanks for all you do. I'd like more flexibility in general but would also like to know in advance when the pool is likely to be full.”
Lane swimming: access	10	<ul style="list-style-type: none"> • “We lane swim, but there are currently not enough time slots for lane swimming. If you could find a way to make more lanes available at more times, it would be super wonderful!” • “If lane swimming could start at 7am on weekdays, especially in the summer when it’s warm and swim classes eliminate the 8am lane swimming that would be great for people who are working. Thanks!”

<p>Lane swimming: lane capacity</p>	<p>12</p>	<ul style="list-style-type: none"> • “I really like the max people per lane. It made swimming WAY more enjoyable. Maybe 4 people could fit but 3 was nice in a smaller setting. It would be even better if the cancellation system didn't require you to call in - no one answered.” • “The lane registration with a maximum of 3 people per lane worked beautifully, and resulted in a very positive experience. The lanes are very narrow, and there are only three of them, so allowing more people per lane would make it much harder to accommodate swimmers of different speeds. It was greatly appreciated to have options for booking morning, midday, late afternoon and evening. I wouldn't change a thing! And thank you to all the staff.”
<p>Concerns around accessibility and equity of pre-registration</p>	<p>13</p>	<ul style="list-style-type: none"> • “Please consider the very real fact that not EVERYONE has access to a computer. Seniors, people whose first language is not English are just two groups. Drop in is much more inclusive.” • “During the heat wave I saw multiple seniors be turned away at the pools due to not registering. My elderly mom (who was not planning to swim) had to sit outside the fence to watch me with the kids because she didn't pre-register, despite there only being 4 people in the pool. The registration process seemed to override some important flexibility/common sense to assess case-by-case scenarios. If the city continues to implement the pre-registration, I hope they will consider accessibility and equity, particularly for those who do not have online access or the capacity to phone ahead.” • “There are 2 drug treatment houses within walking distance from the park pool. No one can access the pools with

		<p>the registration system as they're not allowed to access the internet and don't have computers. During the heat waves these residents are left out of a vital resource due to this technical issue. If the registration system is kept it will be very important for you to provide these people with an alternative. I can also imagine how this system is alienating all elderly people who can greatly benefit from the pools that also do not have a voice through this survey. Yes, in this day and age, not everyone uses the internet nor can they. We are residents too."</p> <ul style="list-style-type: none"> • "What a joke having a booking system. This only effected low income families that their only summer activities were the parks and pools locally. This time frame is restrictive to low income and non english that cant navigate the system. Bad decision all around."
<p>Facility</p> <ul style="list-style-type: none"> • Lighting • Temperature • Equipment 	<p>14</p>	<ul style="list-style-type: none"> • "Please increase pool temperatures during the cooler months/weather. My children were so cold during the spring session that they mostly sat on the side of the pool shivering, too cold to participate. Since there is no indoor pool, this is our only option." • "Please open the pools earlier and get some lights at Hume pool. We would have been there late into the season but the pool closed so early because of the lack of lighting." • "Bring back the climbing wall at Moody. There is not much for the older kids to enjoy at the pool with no climbing wall or diving board. A lot of kids were upset that you took away the wall this past summer." • "There are not enough seating spots for parents to wait for the children. It would

		<p>be good to add some outdoor heating for spring and winter”</p> <ul style="list-style-type: none"> • “Sometimes Moody Pool was closed/reserved for a private function, with no warning. I urge that a large sign be posted in the week preceding these events.”
Staff appreciation	6	<ul style="list-style-type: none"> • “Staff was fantastic as always.” • “This is a feedback for the staff in general. Everyone very polite and helpful and doing their best Thanks!” • “I participated in aquafit at Moody Park. Instructors varied but were all excellent. I'd like to see some classes for shallow aquafit later in the morning 10:00 or afternoon. Please continue class by class pre-reg. Evening classes were too late for me.” • “The lifeguards’ pool supervisors are the best hope they all return in 2023!”
Aquafit	11	<ul style="list-style-type: none"> • “I'd love more aquafit in schedule available for those who work fulltime 8-5. Cannot attend anything earlier than 6pm” • “Would be great to stagger aqua fit ending times with length swims to avoid shower lineups.” • “More aquafit classes!” • “More deep water aquafit that’s not in the morning would be appreciated. Typically don’t love shallow aquafit classes, but really loved the Thursday night class and the Sunday morning classes were also enjoyable. Having moved to Coquitlam and Burnaby aquafit classes due to the Canada games closures, I have to compliment New West on the excellent instructors that they have hired. Keep up the great work - I’m looking forward to the next outdoor pool season.”

<p>Feedback on swim lesson registration</p>	<p>12</p>	<ul style="list-style-type: none"> • “Registration practices need to be consistent. Eg was told couldn’t register child until set was completed only to find out others had been session was full. Also add Registration start at 10am so parents aren’t trying to get their kids to school while registering at the same time. Repeatedly posting registration dates on social” • “It is very non-participant friendly that new lesson signup occurs prior to ending of the last set such that you can’t register your children for the right group. Furthermore, if you guess as we did, you get kicked out by the staff. This is poor.” • “I was and still am super frustrated that we could not register for a second set if we were in the spring session. Registration should not have been open to residents and especially the public until after the first set was complete. It was super unfair and we suffered through cold weather only to not be able to register in summer. Very disappointed in the way that was handled this year.”
<p>General feedback on swim lessons</p>	<p>8</p>	<ul style="list-style-type: none"> • “Both my kids attended the Bronze Cross and Medallion lessons - thank you! Will you be offering National Lifeguard lessons?” • “There was no option for Weekend swimming lessons for the summer season. Weekend swimming lessons are often the only option for many working parents. Please consider having weekend swimming lessons for all spr/sum/fall. Also lessons for under age 3 please” • “Swim lessons for adults would also be a useful addition” • “ More offerings for higher swimming levels... Please change your swim programs to match all the cities levels.

		It's hard to sign up elsewhere when you can't compare levels."
Adult-specific swim options	2	<ul style="list-style-type: none"> • "Open earlier such as 7AM for before work swimming, and also bring back the later swims for adults only as there was years ago" • "It would be nice to have a registered adult swim scheduled for Hume/Moody in the morning or after the pool closes to the general public." • "I most enjoyed the section in the middle where the "leisurely lane swimmers" swam. I just dog paddle and don't like deep water, but still want an orderly exercise. I prefer adult only and/or very early swim times where there's not kids playing."
Leisure program feedback	7	<ul style="list-style-type: none"> • "More entire pool leisure swims. Lifeguards should check all lane swimmers to ensure that they have actually booked lane swimming. Get rid of the 1 giant floating mattress. The lifeguards' pool supervisors are the best hope they all return in 2023!" • "Leisure times specifically for babies and toddlers" • "Please bring back deep end for big kids. Have lane swim during toddler swim."

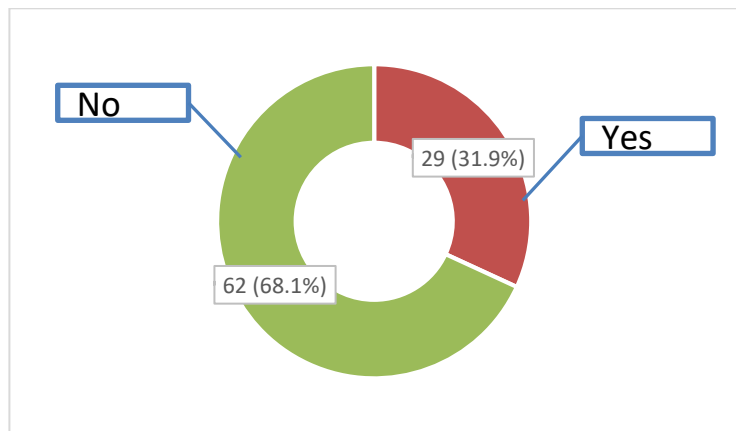
In-Person Surveys

City staff conducted short, in-person intercept surveys at Centennial Community Centre on December 3 and 7, 2022, and at Century House on December 8. The in-person surveys included similar questions to the more detailed online survey; however, fewer questions were included and the feedback was not separated by specific pools. Therefore, the in-person survey results are being reported separately here.

A total of 91 people participated across the three different days. Below is a summary of the responses.

Question 1: Did you and/or your family attend one of the New West outdoor pools this year? (Moody Park Pool and/or Hume Park Pool)

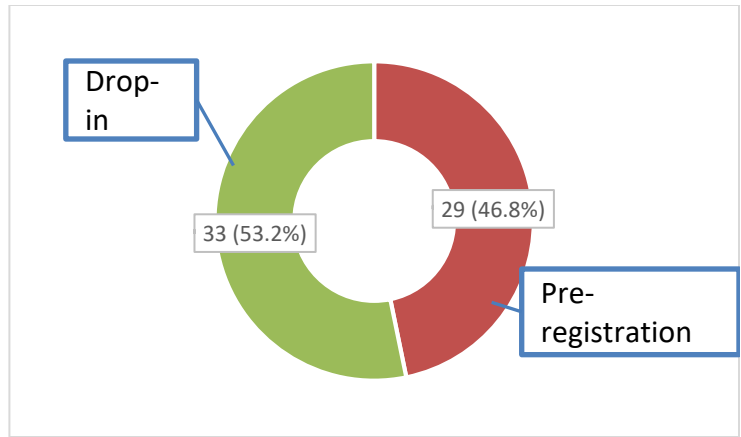
Choice	Percentage	Count
Total Responses: 91		
Yes	31.9%	29
No	68.1%	62



Question 2: If you did not attend an outdoor pool in New West this year we still have a question for you. This year we had a pre-registration system where people needed to sign up online in advance for a swimming spot. We have heard mixed reviews about this, and some requests to return to a drop-in model where it's first-come-first-served for outdoor swimming. This can lead to line-ups when the pool is at capacity. **Which system would you prefer?**

- **Pre-registration**
- **Drop-in**

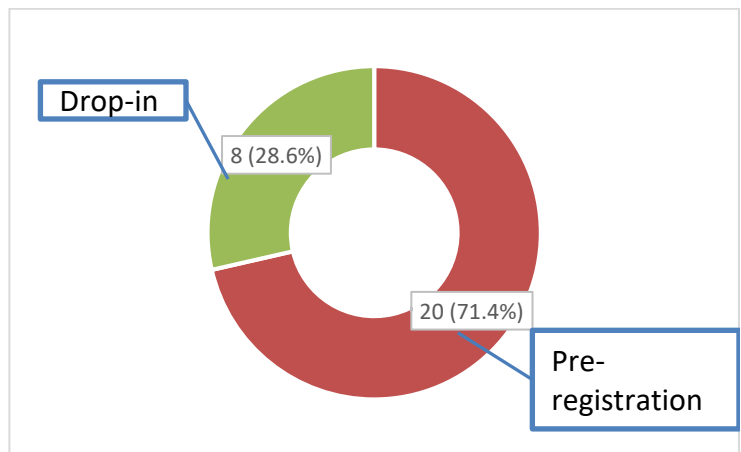
Choice	Percentage	Count
Total Responses: 62		
Pre-registration	46.8%	29
Drop-in	53.2%	33



Question 3: (Asked to those who said they did attend one of the pools in 2022.) This year we had a pre-registration system where people needed to sign up online in advance for a leisure swimming spot. We have heard mixed reviews about this, and some requests to return to a drop-in model where it's first-come-first-served for outdoor swimming. This can lead to line-ups when the pool is at capacity. **Which system would you prefer for leisure swimming?**

- **Pre-registration**
- **Drop-in**

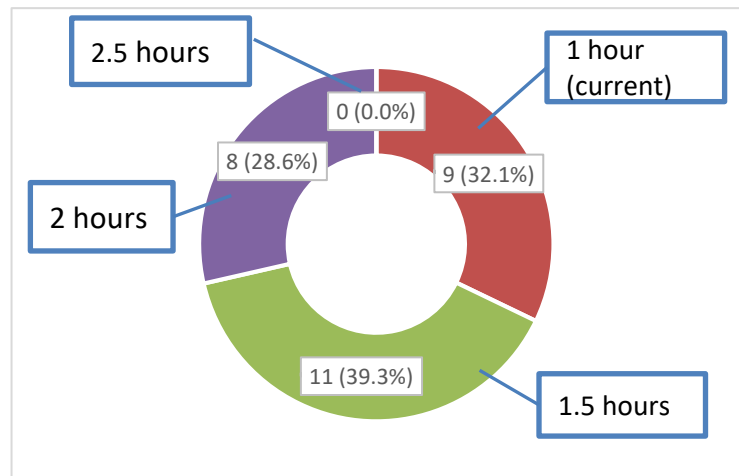
Choice	Percentage	Count
Total Responses: 28		
Pre-registration	71.4%	20
Drop-in	28.6%	8



Question 4: With the pre-registration system, the current booking time is 1 hour. Multiple times can be booked back-to-back. If we keep the pre-registration system, **what length of swim would you prefer for leisure swimming?**

- **1 hour (current)**
- **1.5 hours**
- **2 hours**
- **2.5 hours**

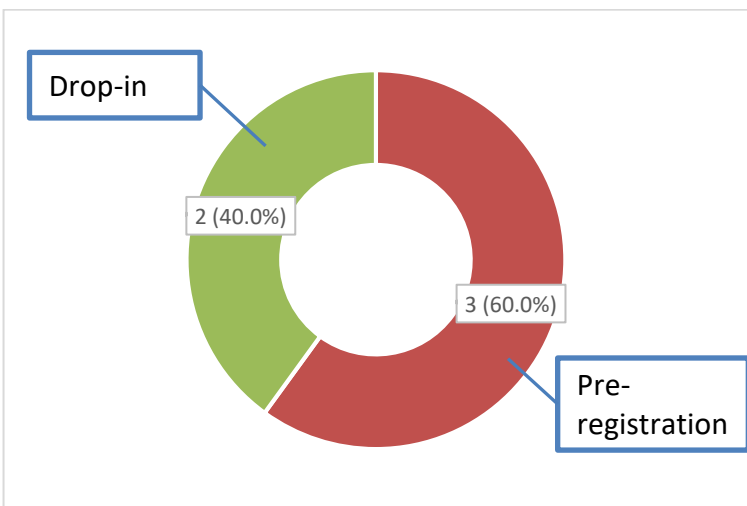
Choice	Percentage	Count
Total Responses: 28		
1 hour (current)	32.1%	9
1.5 hours	39.3%	11
2 hours	28.6%	8
2.5 hours	0.0%	0



Question 5: This year we had a pre-registration system for lane swimming at Moody Park Pool. We have heard mixed reviews and some requests to return to a drop-in model. **Which system would you prefer for lane swimming specifically?**

- Pre-registration
- Drop-in

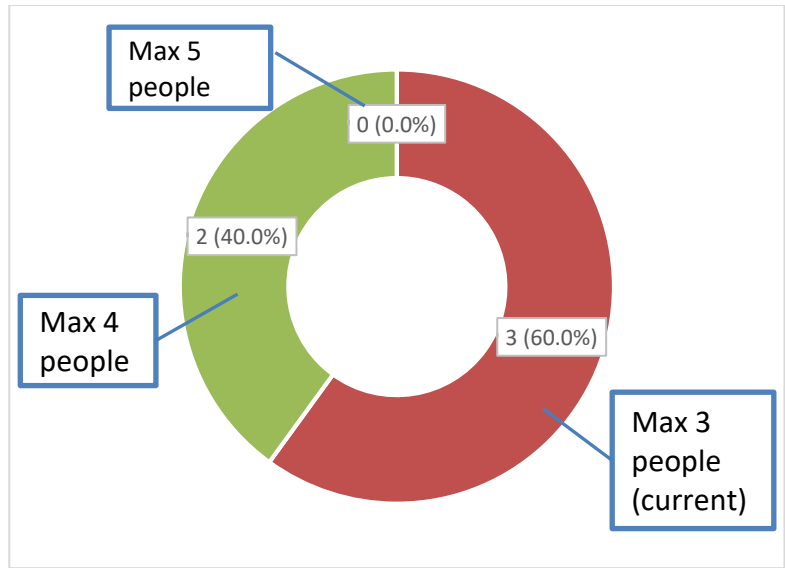
Choice	Percentage	Count
Total Responses: 5		
Pre-registration	60.0%	3
Drop-in	40.0%	2



Question 6: The current pre-registration for lane swimming allows for maximum of 3 people per lane. However, the lanes can safely accommodate more swimmers. If we keep the pre-registration system for lane swimming, **how many swimmers per lane do you prefer?**

- Max 3 people per lane (current)
- Max 4 people per lane
- Max 5 people per lane

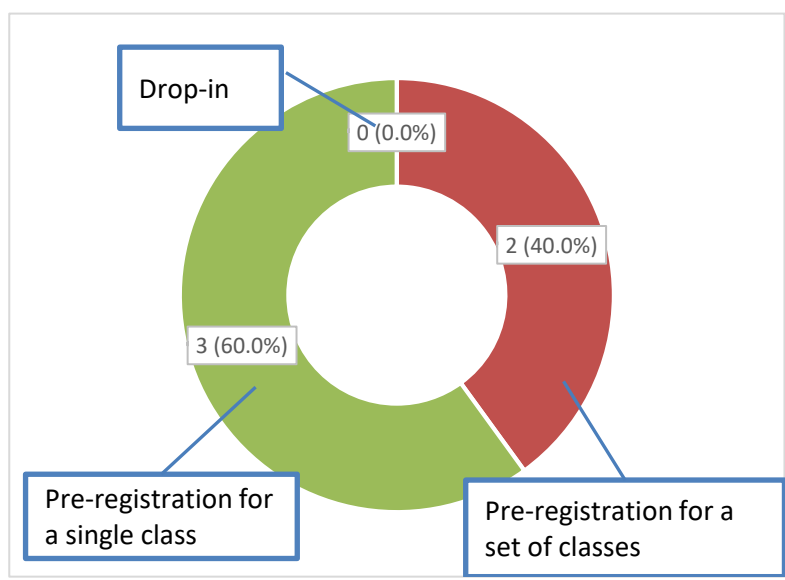
Choice	Percentage	Count
Total Responses: 5		
Max 3 people per lane (current)	60.0%	3
Max 4 people per lane	40.0%	2
Max 5 people per lane	0.0%	0



Question 7: In the past, we had pre-registration for aquafit where people would sign up for a set of classes – i.e. every Thursday for 4 weeks. This year, we did pre-registration but only on a class-by-class basis. **Which system would you prefer for aquafit classes in the future?**

- **Pre-registration for a set of classes**
- **Pre-registration for just one class**
- **Drop-in (first-come-first served and people are turned away once the class is full)**

Choice	Percentage	Count
Total Responses: 5		
Pre-registration for a set of classes	40%	2
Pre-registration for a single class	60%	3
Drop-in	0%	0



About Participants

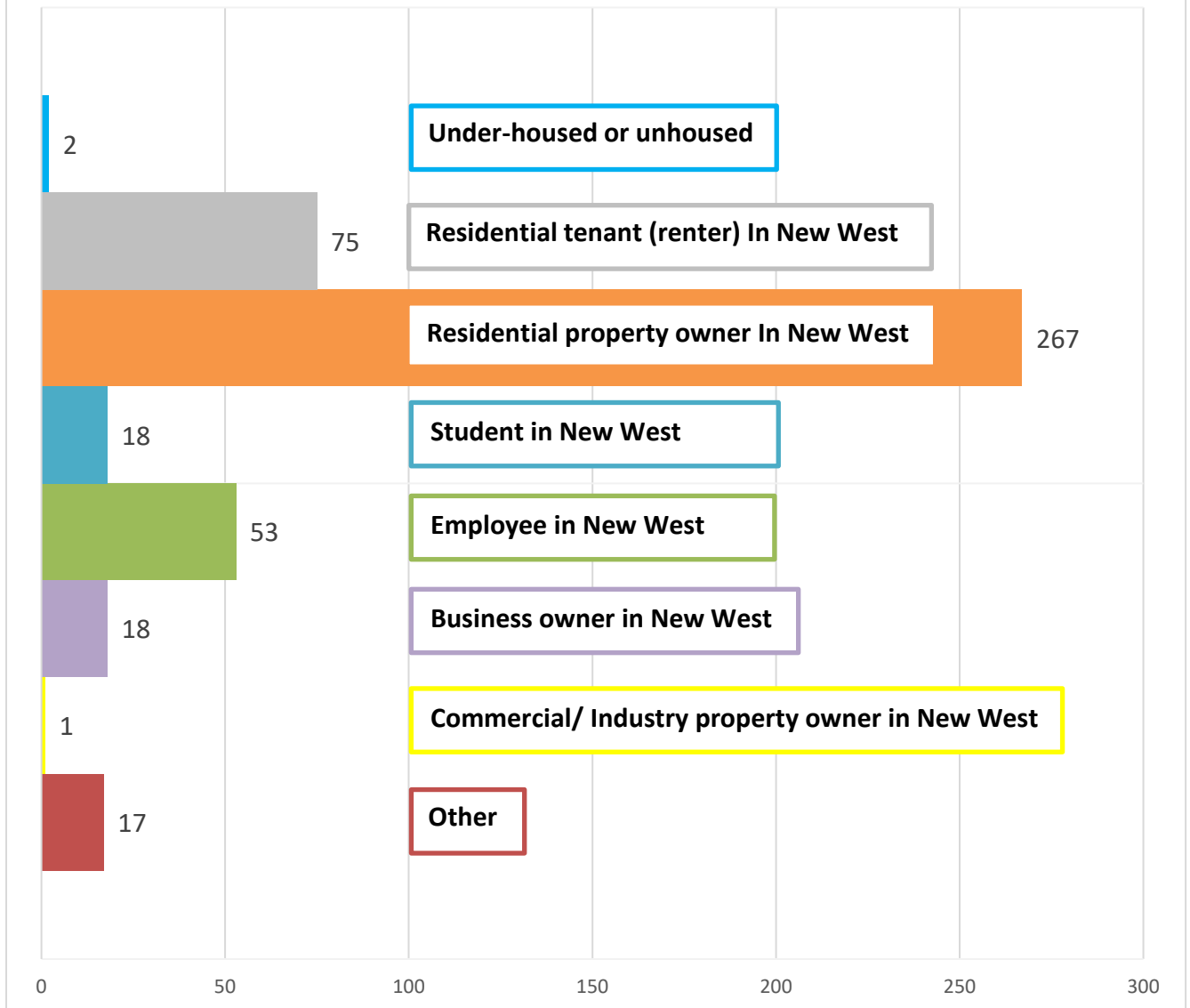
Note: Demographic information about participants was only collected via the online survey on Be Heard New West. No demographic information was collected from the in-person survey participants.

Connections to the City (*select all that apply*)

Total Participants: 348

Connection (please select all that apply)	Number of Participants	% of Participants
Under-housed or unhoused	2	0.5%
Residential tenant (renter) in New West	75	21.5%
Residential property owner in New West	267	76.7%
Student in New West	18	5.2%
Employee in New West	53	15.2%
Business owner in New West	18	5.2%
Commercial/ Industry property owner in New West	1	0.3%
Other	17	4.9%

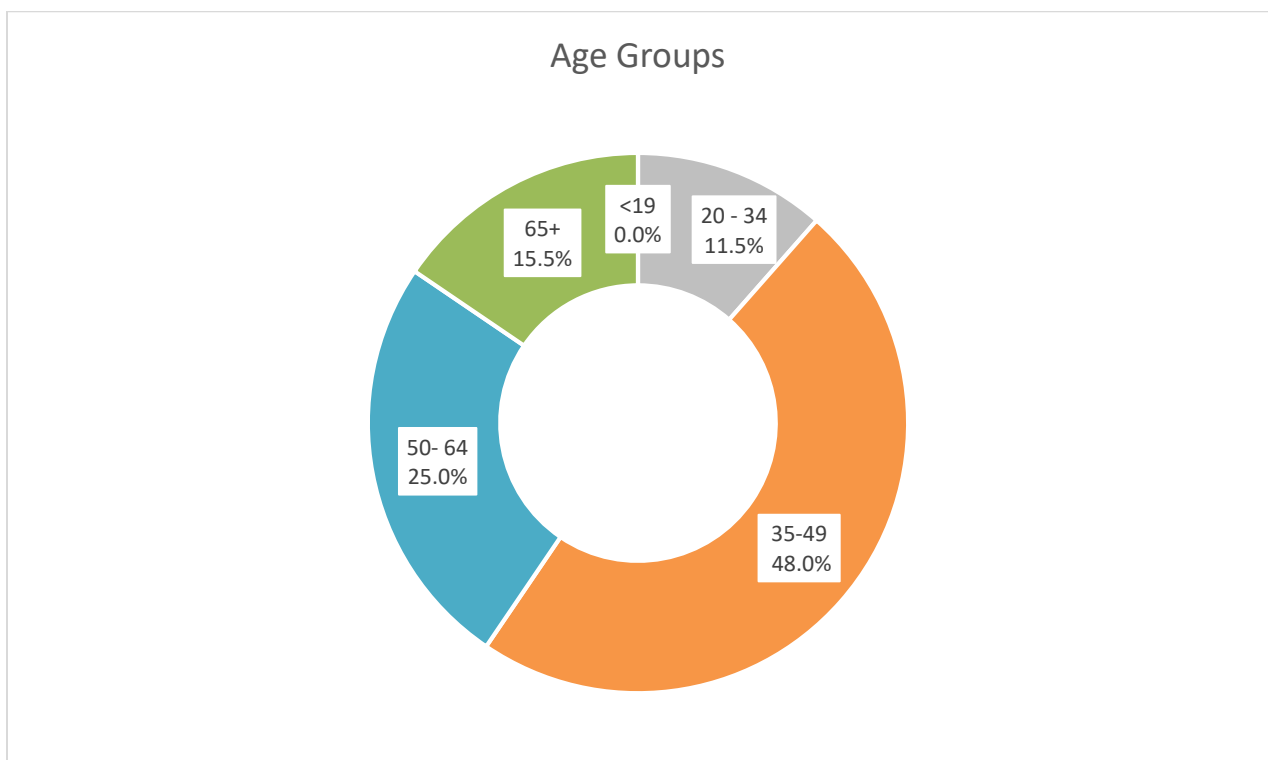
Connections to New Westminster



Age Groups

Total Participants: 348

Age Group	Number of Participants	% of Participants
19 & under	0	0%
20-34	40	11.5%
35-49	168	48%
50-64	86	25%
65 & older	54	15.5%

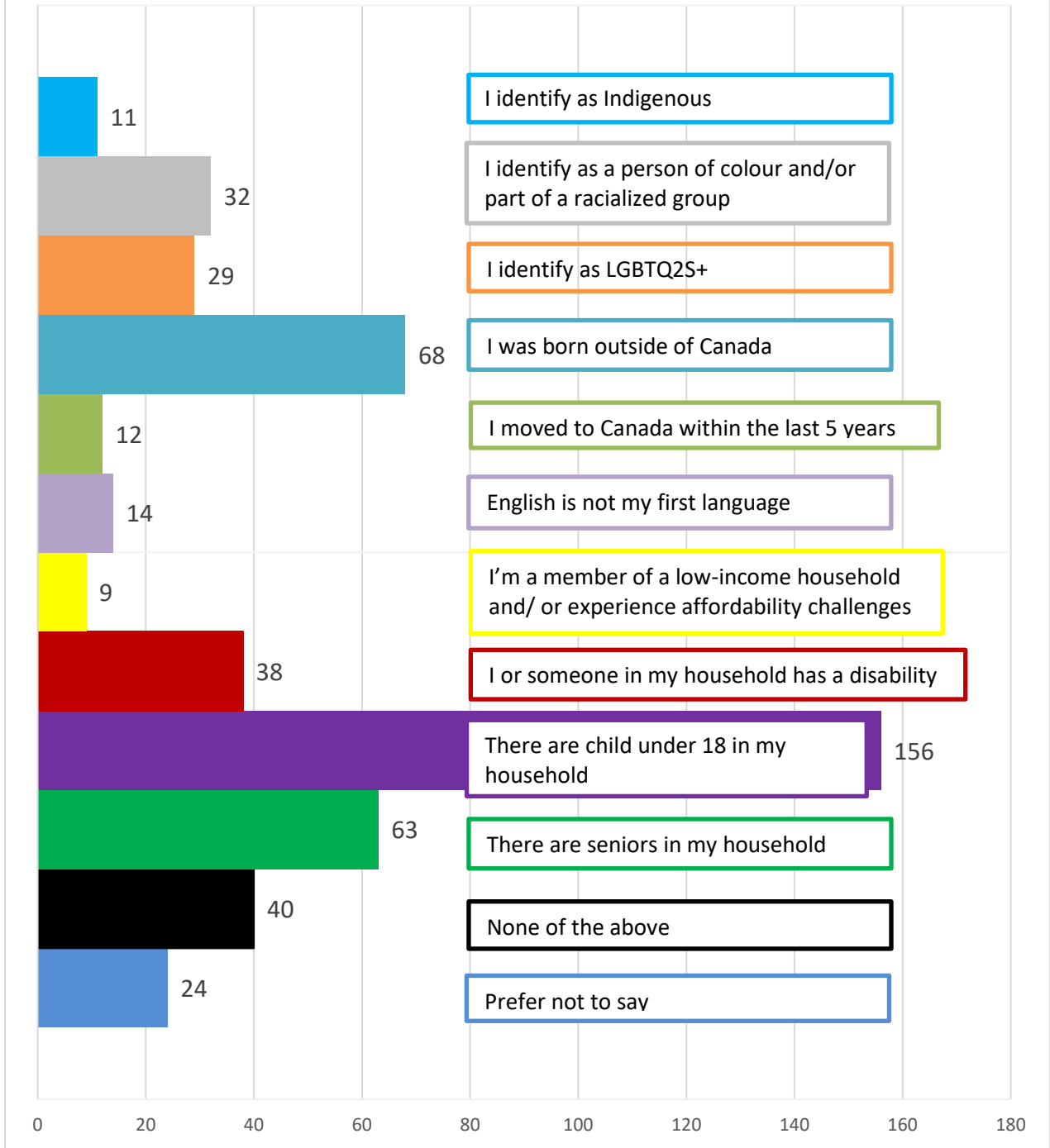


Demographic Identification

Total Participants: 331

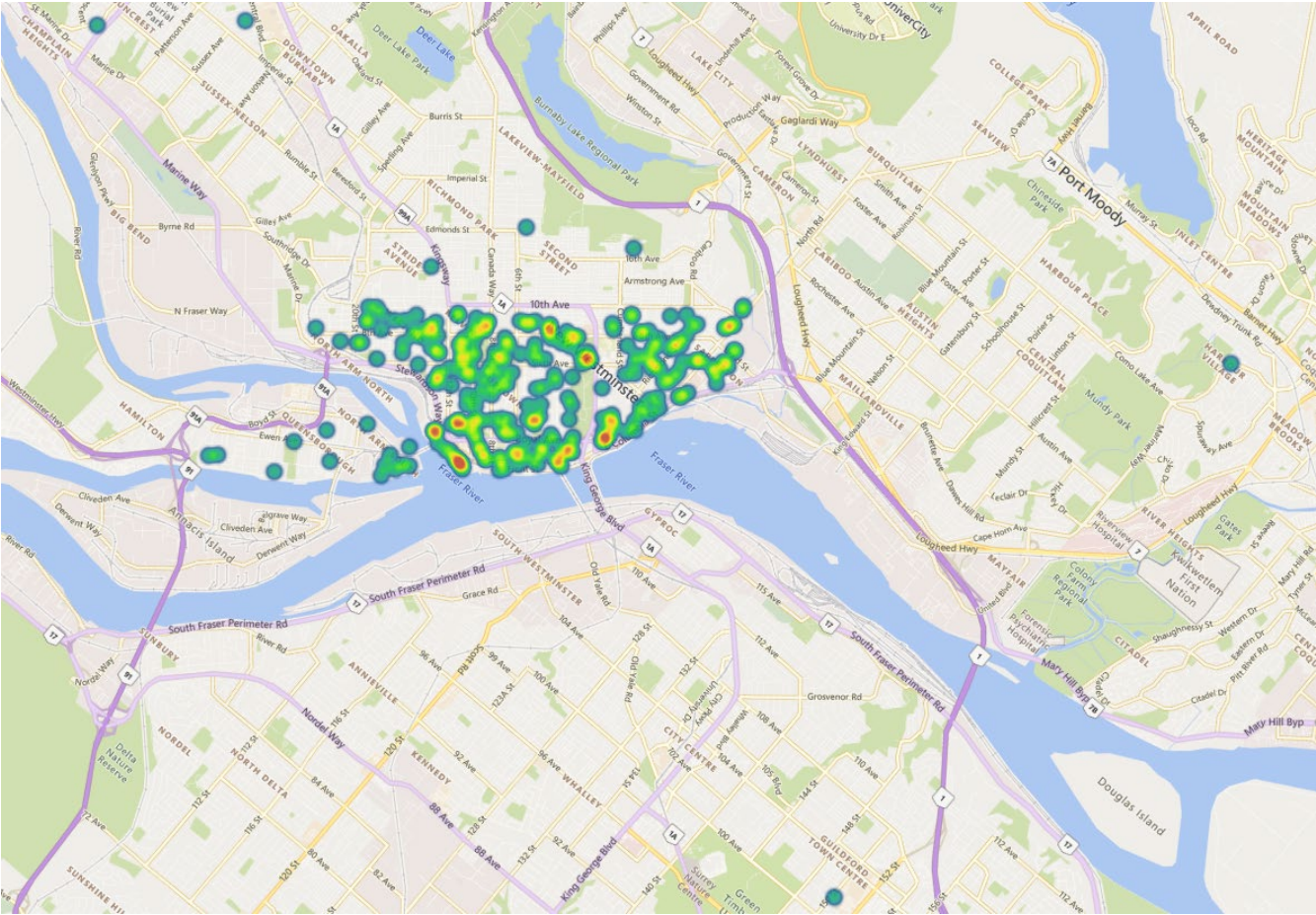
Demographic identification (please select all that apply)	Number of Participants	% of Participants
I identify as Indigenous	11	3.3%
I identify as a person of colour and/or part of a racialized group	32	9.7%
I identify as LGBTQ2S+	29	8.8%
I was born outside of Canada	68	20.5%
I moved to Canada within the last 5 years	12	3.6%
English is not my first language	14	4.2%
I'm a member of a low-income household and/ or experience affordability challenges	9	2.7%
I or someone in my household has a disability	38	11.5%
There are child under 18 in my household	156	47.1%
There are seniors in my household	63	19%
None of the above	40	12.1%
Prefer not to say	24	7.3%

Connections to New Westminster

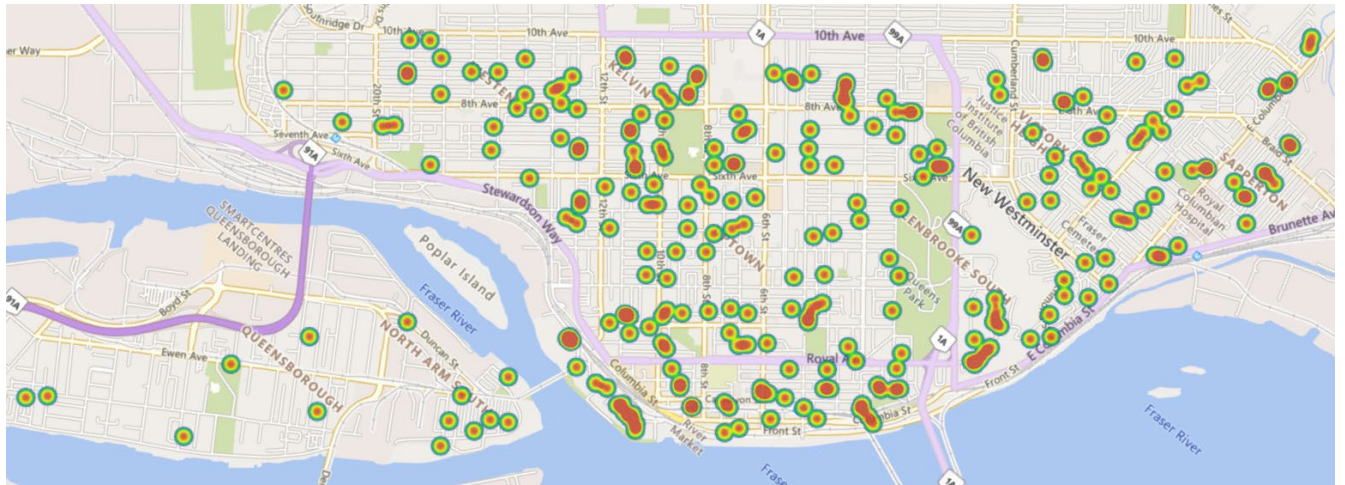


Geographic Location

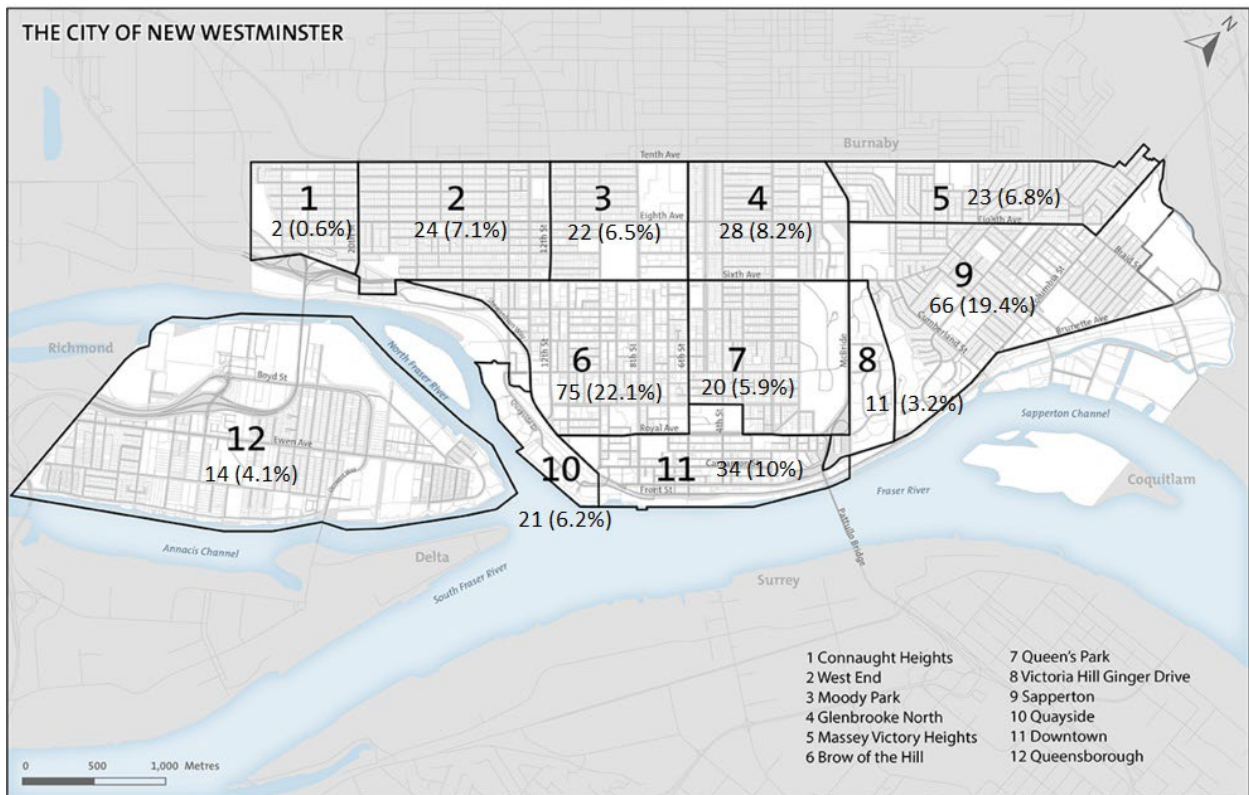
The location of online survey participants in the Lower Mainland:



The location of online survey participants in New Westminster:



The percentage of online survey participants in each New Westminster neighborhood:



Demographic Analysis

As we see in most City of New Westminster engagements, residential tenants were underrepresented in the online survey, making up 21.5% of participants compared to the 44.5% of total residents who are tenants (StatsCan Census, 2021). Furthermore, property owners were overrepresented, making up 76.7% of online survey participants while representing 54.7% of total residents (StatsCan Census, 2021). Eight online survey participants provided postal codes for municipalities outside of New Westminster, with the remaining 340 participants from New Westminster. Participation in the survey was seen across all the city, with the highest participation in: Brow of the Hill (22.1%), Sapperton (19.4%) and Downtown (10%) neighbourhoods.

The online survey engaged participants between the ages of 19 and 90. Two age groups in particular were underrepresented: those under age 19, and those age 20-34. No residents under age 19 took the survey; however, 16.5% of New Westminster's population falls into this age group (StatsCan Census, 2021). While 11.5% of online survey participants were in the 20-34 age category, this group makes up 23.9% of the total population. On the contrary, participants ages 35-49 were overrepresented, making up 48% of survey participants while comprising 22.9% of the city's population. Age groups 50-64 and over 65 were represented within 5% of the 2021 Census proportion.

In terms of other demographic information provided by survey participants, we can compare with Census data on Indigenous identity, immigrant, recent immigrant (arrived within past five years) and visible minority proportions of the New Westminster community. Based on this comparison, immigrants and participants who identify as racialized were underrepresented among Be Heard participants. Participants identifying as Indigenous and recent immigrants were represented within 5% of Census representation.

Next Steps

Based on the mixed feedback and range of preferences we heard from participants related to pre-registration vs. drop-in access to the outdoor pools, the City is responding by introducing a hybrid approach for the upcoming 2023 outdoor pool season. This will include a pre-registration system for those who want a guaranteed swimming spot, while also retaining 20% of swim spaces for drop-in visitors who want the flexibility to attend via walk-ins.

Swim times will also be extended to 90 minutes to allow for additional leisure and lane enjoyment, while still ensuring the facility is available for many people throughout each day.

The City recognizes that providing as many swimming lesson sets and aquafit program offerings as possible, while balancing access to leisure and lane swimming, is important. Staff will continue to address spring, summer, and fall schedules based on community input and public demand.

New flexible outdoor pool facility guidelines will also be introduced in the 2023 season to ensure increased access, including free parent/guardian access on deck to supervise children, and the ability to give walk-in patrons access to fully-booked swims with our 30 minute no-show policy. More information on our new guidelines will be available online in the coming months.