

Attachment 1

What We Heard:

Outdoor Pools Survey Summary



NEW WESTMINSTER

What We Heard: Outdoor Pools Survey Summary

January 2022



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 Engagement Summary Report

January 14, 2022

Introduction

Given the unexpected early closure of Canada Games Pool due to mechanical and structural failure, the City of New Westminster has committed to looking for alternatives to deliver swimming and aquatics programming while the new təməsewtxw Aquatic and Community Centre is under construction.

The Parks & Recreation Department identified maximizing use of the City's outdoor pools as an opportunity to continue aquatics offerings, including extending the outdoor pools season. 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.

Community input is an important component in considering and planning what programs, services and schedules could be offered for Moody Park Outdoor Pool and Hume Park Outdoor Pool. To help Parks & Recreation staff prepare for the spring 2022 programming schedule, a survey and poll were conducted in December 2021.

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 preferences and likelihood of taking part in various outdoor swimming activities, to help inform the outdoor pool season and schedule for 2022. Engagement activities included a community survey and other feedback tools on [Be Heard New West](#).

Engagement Activities

- **Be Heard New West Project Webpage**
 - Launched December 6, 2021

- 1,575 unique visitors as of December 28, 2021
- **Online Survey**
 - December 6-28
 - 554 responses
- **Online Poll**
 - December 6-28
 - 806 responses from 792 contributors
- **Ask a Question Tool**
 - December 6 – present
 - 8 questions submitted as of January 14, 2022

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)
- Notices in CityPage in the Record newspaper

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 30 – for some demographic information and representation analysis.

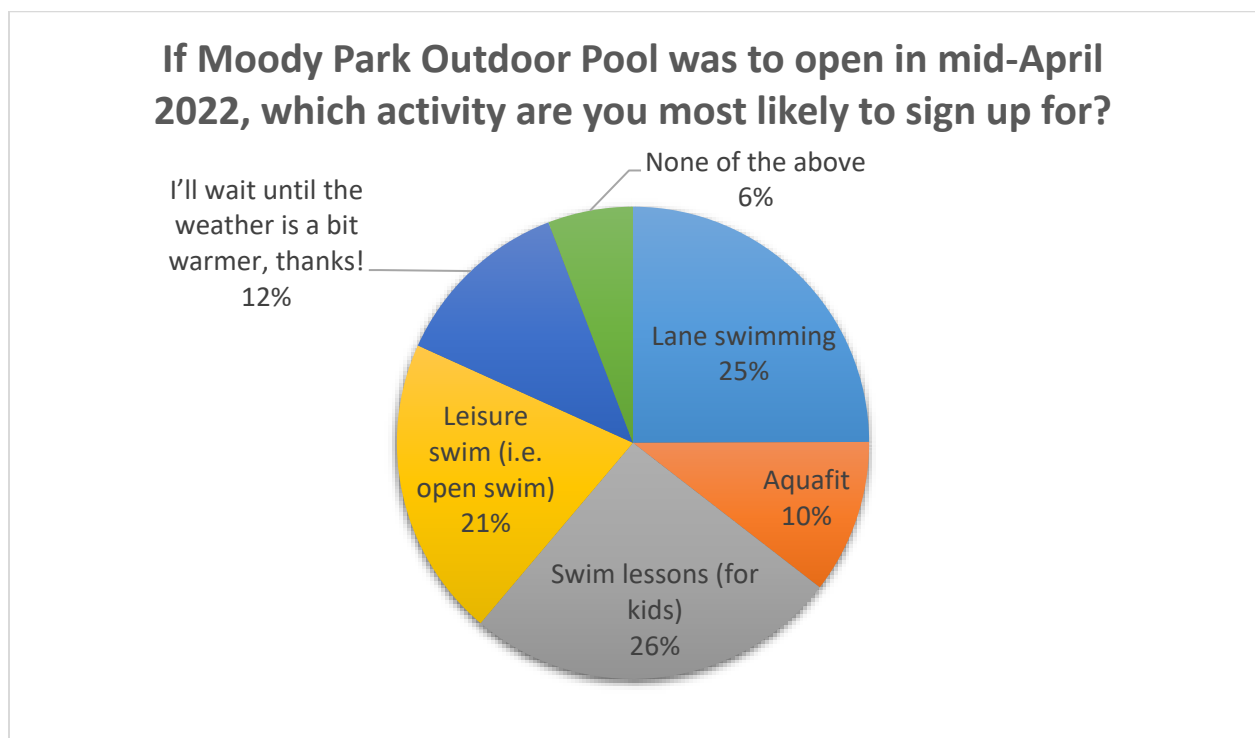
What We Heard

Poll

A quick, one-question poll was launched on Be Heard New West to gather the community's first impression on their intended use of Moody Park Pool if the outdoor pool season was to be extended. The poll was open from December 6-28, 2021 and received 806 responses. The results were divided, with roughly 20% of respondents selecting either Lane swimming, Swim lessons (for kids) or Leisure swim (i.e. open swim) as their top choices.

Question 1: If Moody Park Outdoor Pool was to open in mid-April 2022, which activity are you most likely to sign up for?

Choice	Percentage	Count
Total Responses: 806		
Lane swimming	25%	201
Aquafit	11%	85
Swim lessons (for kids)	26%	207
Leisure swim (i.e. open swim)	21%	166
I'll wait until the weather is a bit warmer, thanks!	12%	100
None of the above	6%	47

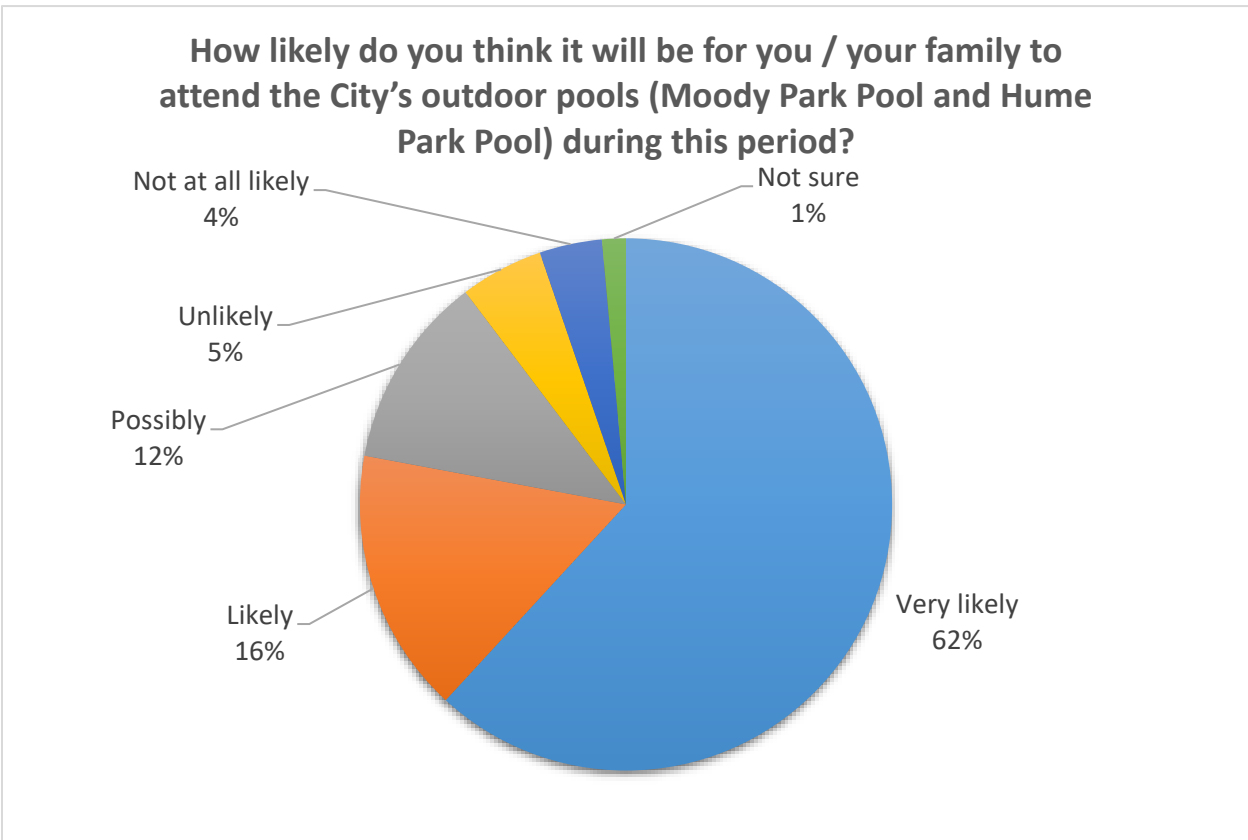


Online Survey

The online survey was open on Be Heard New West from December 6-28, 2021 and received 554 responses. Below is a summary of the results.

Question 1: With the unplanned, permanent closure of Canada Games Pool, and the new tēmәsewtx^w Aquatic and Community Centre set to open in late 2023, there will be no public indoor swimming available in New Westminster for approximately two years. Given this gap in indoor aquatics services within the city, how likely do you think it will be for you / your family to attend the City's outdoor pools (Moody Park Pool and Hume Park Pool) during this period?

Choice	Percentage	Count
Total Responses: 553		
Very likely	62%	342
Likely	16%	89
Possibly	12%	65
Unlikely	5%	28
Not at all likely	4%	21
Not sure	1%	8



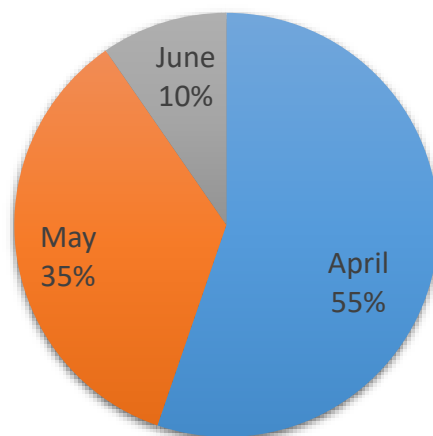
Question 2: If you did use the City's outdoor pools during this period, before the new indoor pool is opened, what aquatics activity would you / your family most like to access? Rank the activities from most likely to use (1) to least likely to use (4). Note: you do not need to rank all of the choices. For example, if there is one activity you would NOT choose, you can leave it blank.

Choice	Average Score (1= most likely)	Overall Rank
Total Responses: 544		
Leisure swimming (i.e. open swim)	1.84	1
Lane swimming	2.22	2
Registered swimming lessons	2.31	3
Aquafit classes	2.71	4

Question 3: What would be the earliest month in the year that you / your family would consider using the City's outdoor pools? The pool water is heated and set at 83.5 degrees; however, the concrete pool decks and change rooms are not heated. For comparison, the large pool at Canada Games was heated to 82.5 degrees. Important note: Due to the repair work that needs to be completed, Hume Park Pool is scheduled to open in late-June 2022 and an early opening will not be possible. However, we are considering a spring opening for Moody Park Pool in 2022 and for both Moody and Hume in 2023.

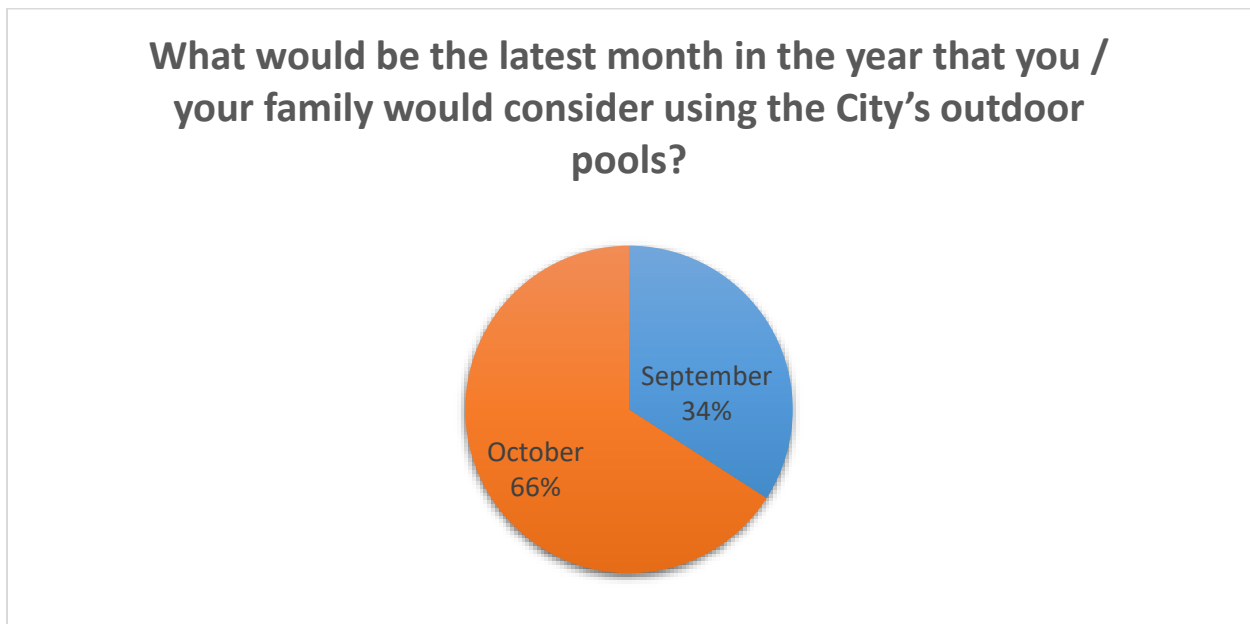
Choice	Percentage	Count
Total Responses: 550		
April	55%	304
May	35%	193
June	10%	53

What would be the earliest month in the year that you / your family would consider using the City's outdoor pools?



Question 4: What would be the latest month in the year that you / your family would consider using the City's outdoor pools? The pool water is heated and set at 83.5 degrees; however, the concrete pool decks and change rooms are not heated. For comparison, the large pool at Canada Games was heated to 82.5 degrees.

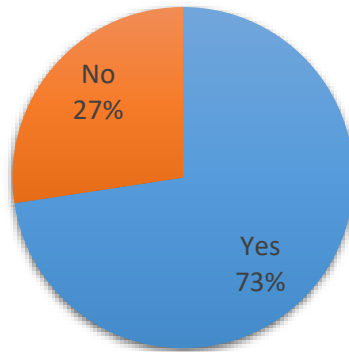
Choice	Percentage	Count
Total Responses: 551		
September	34%	188
October	66%	363



Question 5: Have you / your family attended Moody Park Outdoor Pool in the last few years?

Choice	Percentage	Count
Total Responses: 551		
Yes	73%	400
No	27%	151

Have you / your family attended Moody Park Outdoor Pool in the last few years?



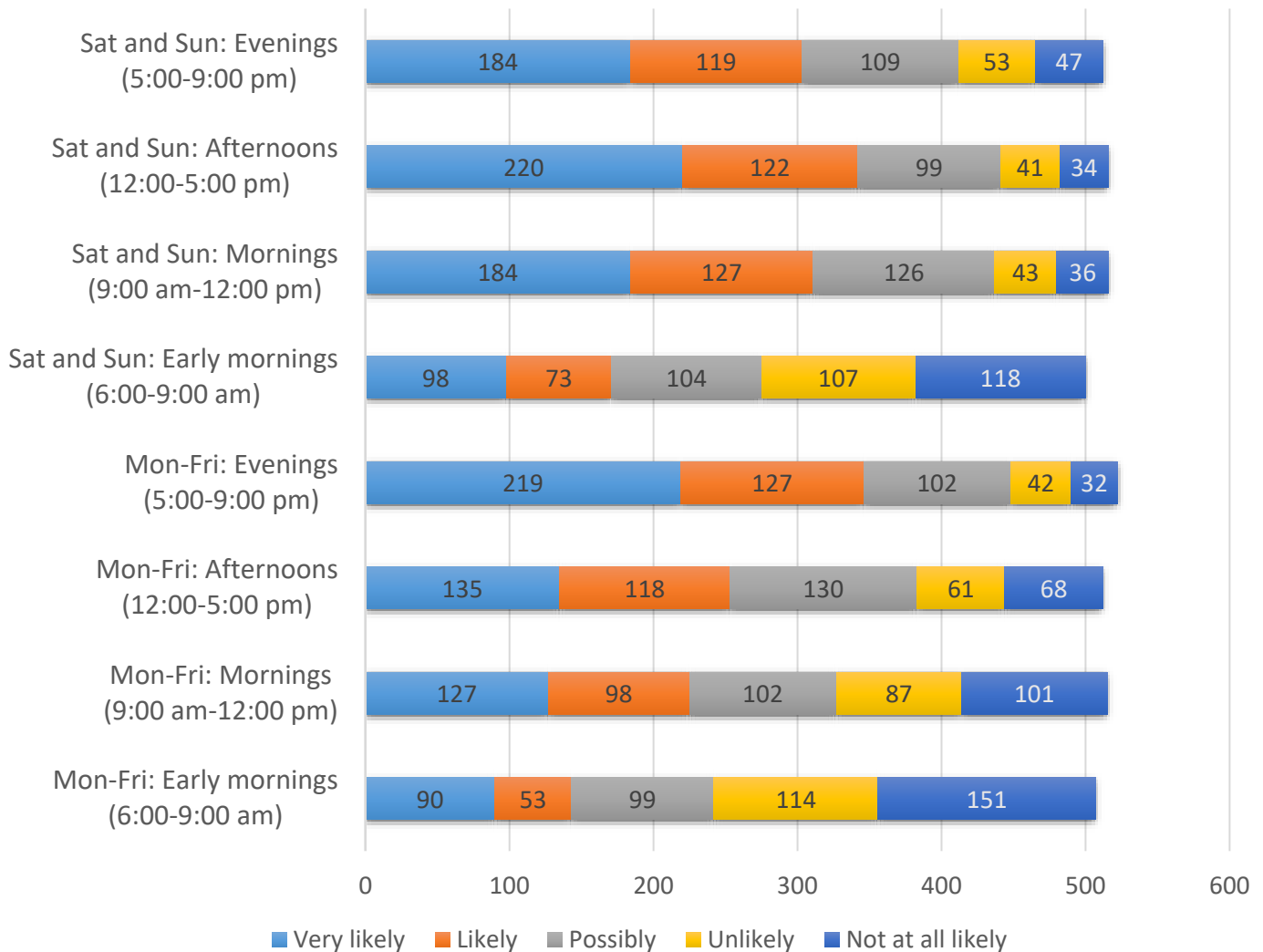
Question 6: What type of swimming do you usually do when you visit Moody Park Pool? Please rank from most often (1) to least often (4). If you only do one or two types, only rank those and leave the others blank.

Choice	Average Score (1 = most often)	Overall Rank
Total Responses: 399		
Leisure swimming (i.e. open swim)	1.4	1
Lane swimming	1.96	2
Registered swimming lessons	2.38	3
Aquafit classes	2.71	4

Question 7: Moody Park Pool is typically open daily from 12:00-8:00 pm. However, we are considering offering more available swim hours for the 2022 season (in addition to extending the season). If there were no restrictions on swim times, what times would you / your family likely visit Moody Park Pool?

Choice	Swim Time							
Total Responses: 552								
	Mon-Fri: Early mornings (6:00-9:00 am)	Mon-Fri: Mornings (9:00 am-12:00	Mon-Fri: Afternoons (12:00-5:00 pm)	Mon-Fri: Evenings (5:00-9:00 pm)	Sat and Sun: Early mornings (6:00-9:00 am)	Sat and Sun: Mornings (9:00 am-12:00	Sat and Sun: Afternoons (12:00-5:00 pm)	Sat and Sun: Evenings (5:00-9:00 pm)
Very likely	90	127	135	219	98	184	220	184
Likely	53	98	118	127	73	127	122	119
Possibly	99	102	130	102	104	126	99	109
Unlikely	114	87	61	42	107	43	41	53
Not at all likely	151	101	68	32	118	36	34	47

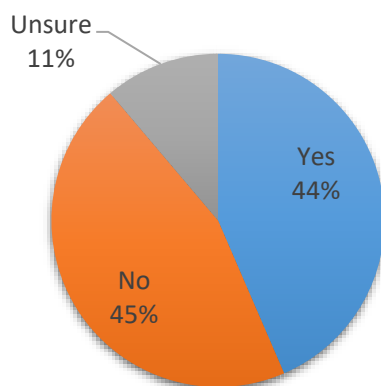
If there were no restrictions on swim times, what times would you / your family likely visit Moody Park Pool?



Question 8: Would you be interested in registering for swimming lessons at Moody Park Pool?

Choice	Percentage	Count
Total Responses: 554		
Yes	44%	241
No	45%	251
Unsure	11%	62

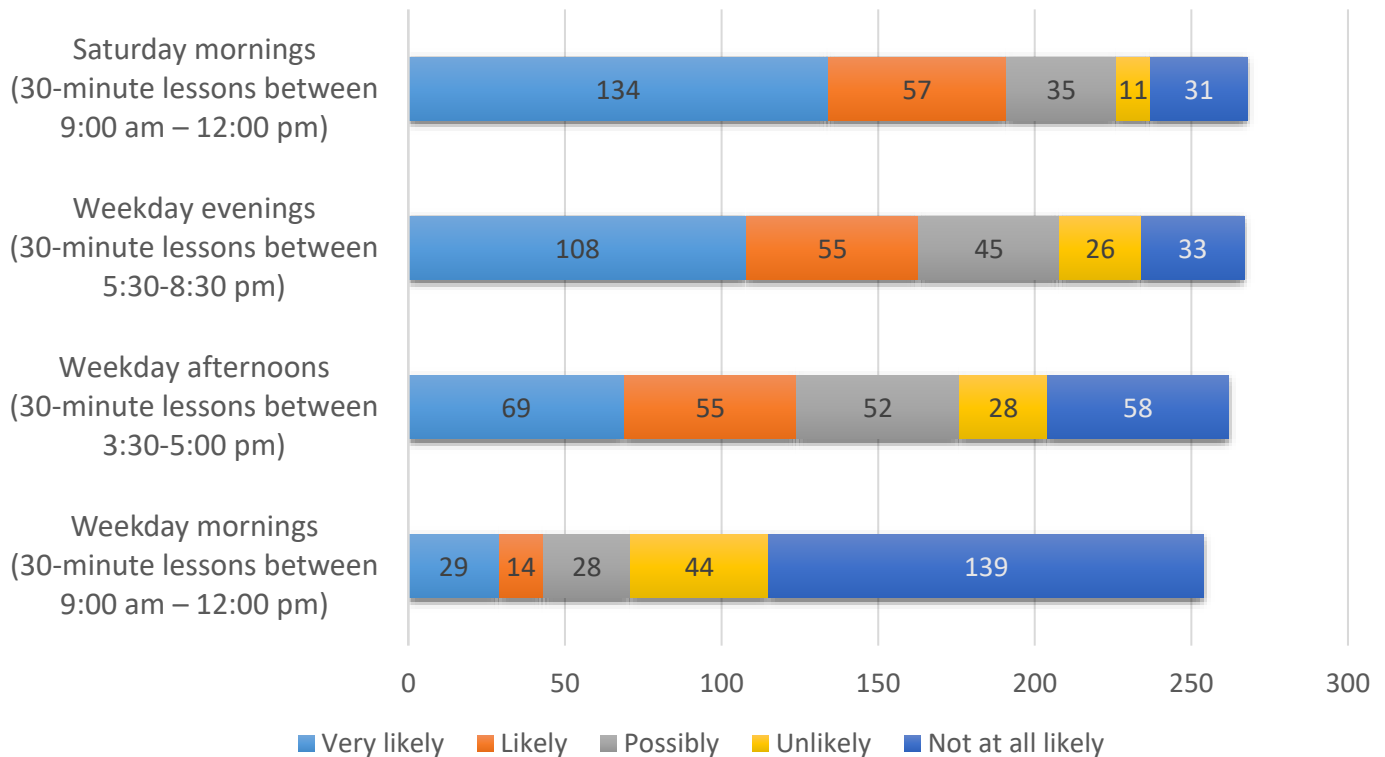
Would you be interested in registering for swimming lessons at Moody Park Pool?



Question 9: When would your child / children prefer to attend Spring Swimming Lessons (April-June) at Moody Park Pool? Note: All lessons would be 30 minutes.

Choice	Lesson Times			
Total Responses: 273				
	Weekday mornings (30-minute lessons between 9:00 am – 12:00 pm)	Weekday afternoons (30-minute lessons between 3:30-5:00 pm)	Weekday evenings (30-minute lessons between 5:30-8:30 pm)	Saturday mornings (30-minute lessons between 9:00 am – 12:00 pm)
Very likely	29	69	108	134
Likely	14	55	55	57
Possibly	28	52	45	35
Unlikely	44	28	26	11
Not at all likely	139	58	33	31

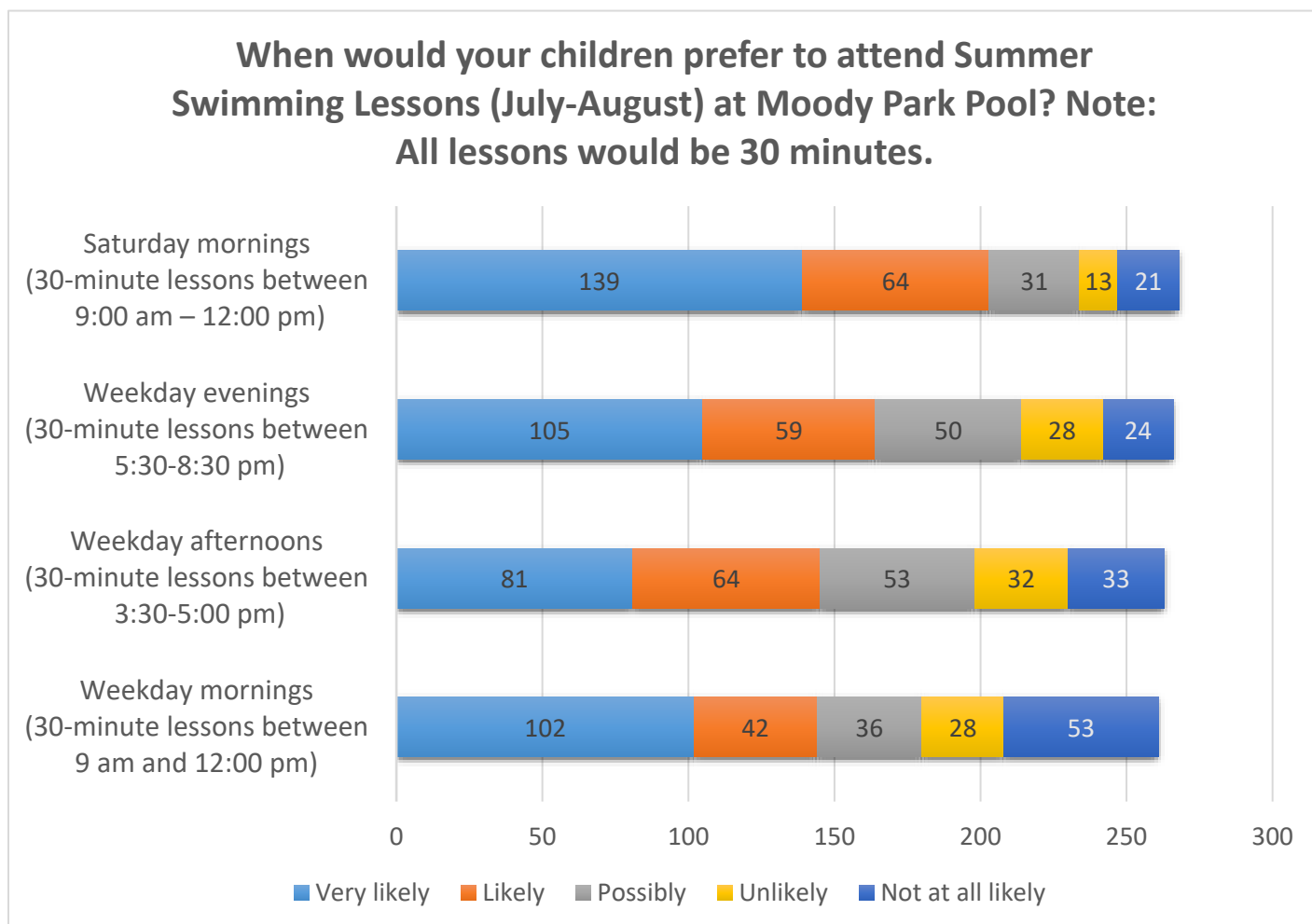
When would your child / children prefer to attend Spring Swimming Lessons (April-June) at Moody Park Pool? Note: All lessons would be 30 minutes.



Question 10: When would your children prefer to attend Summer Swimming Lessons (July-August) at Moody Park Pool? Note: All lessons would be 30 minutes.

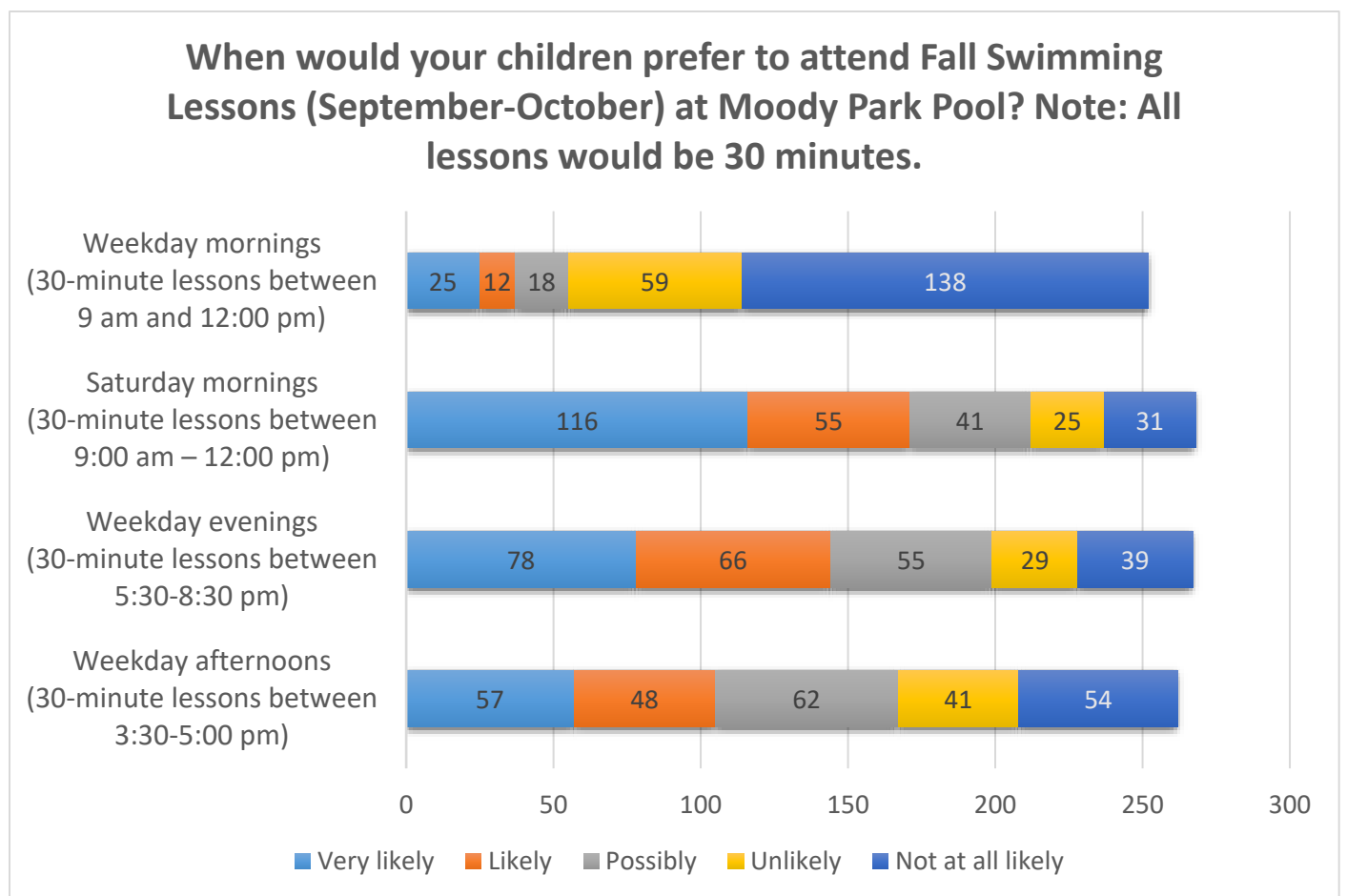
Choice		Lesson Times		
Total Responses: 272				
	Weekday mornings (30-minute lessons between 9 am and 12:00 pm)	Weekday afternoons (30-minute lessons between 3:30-5:00 pm)	Weekday evenings (30-minute lessons between 5:30-8:30 pm)	Saturday mornings (30-minute lessons between 9:00 am – 12:00 pm)
Very likely	102	81	105	139

Likely	42	64	59	64
Possibly	36	53	50	31
Unlikely	28	32	28	13
Not at all likely	53	33	24	21



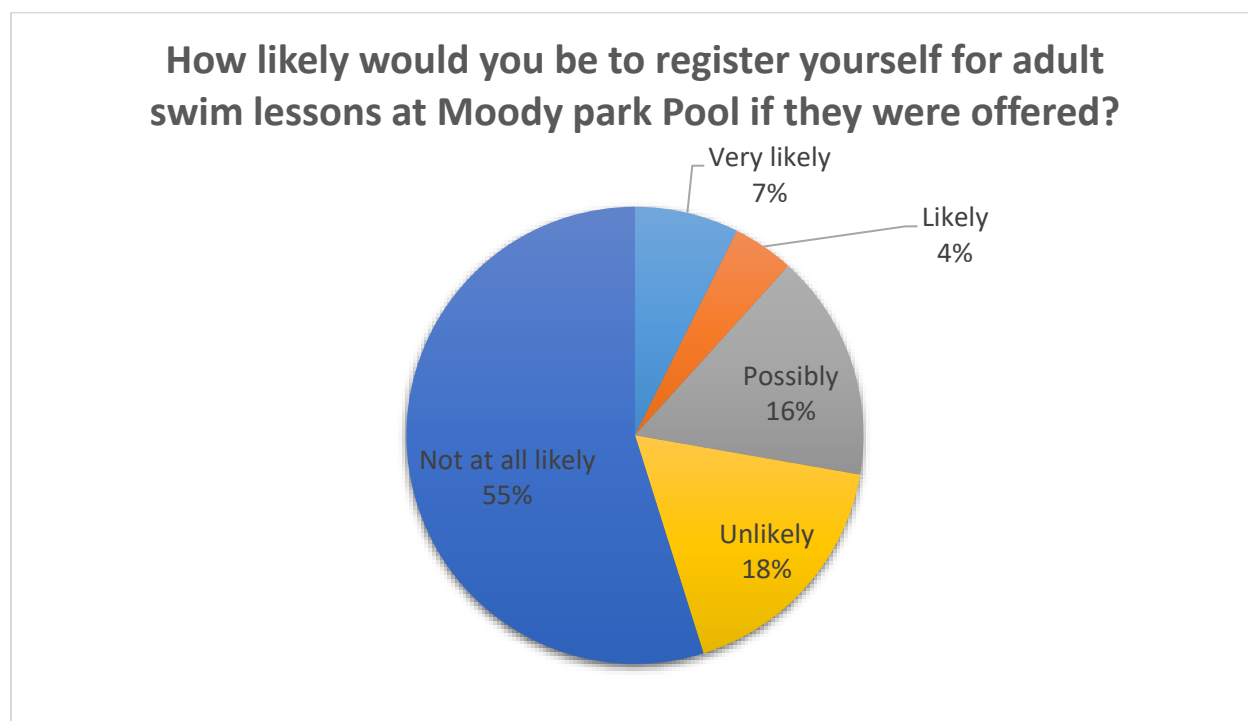
Question 11: When would your children prefer to attend Fall Swimming Lessons (September-October) at Moody Park Pool? Note: All lessons would be 30 minutes.

Choice	Lesson Times			
Total Responses: 271				
	Weekday afternoons (30-minute lessons between 3:30- 5:00 pm)	Weekday evenings (30-minute lessons between 5:30- 8:30 pm)	Saturday mornings (30-minute lessons between 9:00 am – 12:00 pm)	Weekday mornings (30-minute lessons between 9 am and 12:00 pm)
Very likely	57	78	116	25
Likely	48	66	55	12
Possibly	62	55	41	18
Unlikely	41	29	25	59
Not at all likely	54	39	31	138



Question 12: How likely would you be to register yourself for adult swim lessons at Moody park Pool if they were offered? Adult lessons would likely only be available on weekday mornings (30-minute lesson, between 9:00 am – 12:00 pm)

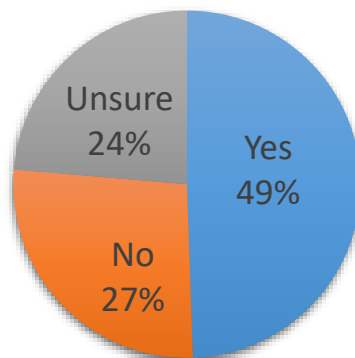
Choice	Percentage	Count
Total Responses: 299		
Very likely	7%	22
Likely	4%	13
Possibly	16%	48
Unlikely	17%	52
Not at all likely	55%	164



Question 13: Do you / your family plan to attend Hume Park Pool when it is re-opened in 2022?

Choice	Percentage	Count
Total Responses: 554		
Yes	49%	274
No	27%	149
Unsure	24%	131

**Do you / your family plan to attend Hume Park Pool
when it is re-opened in 2022?**



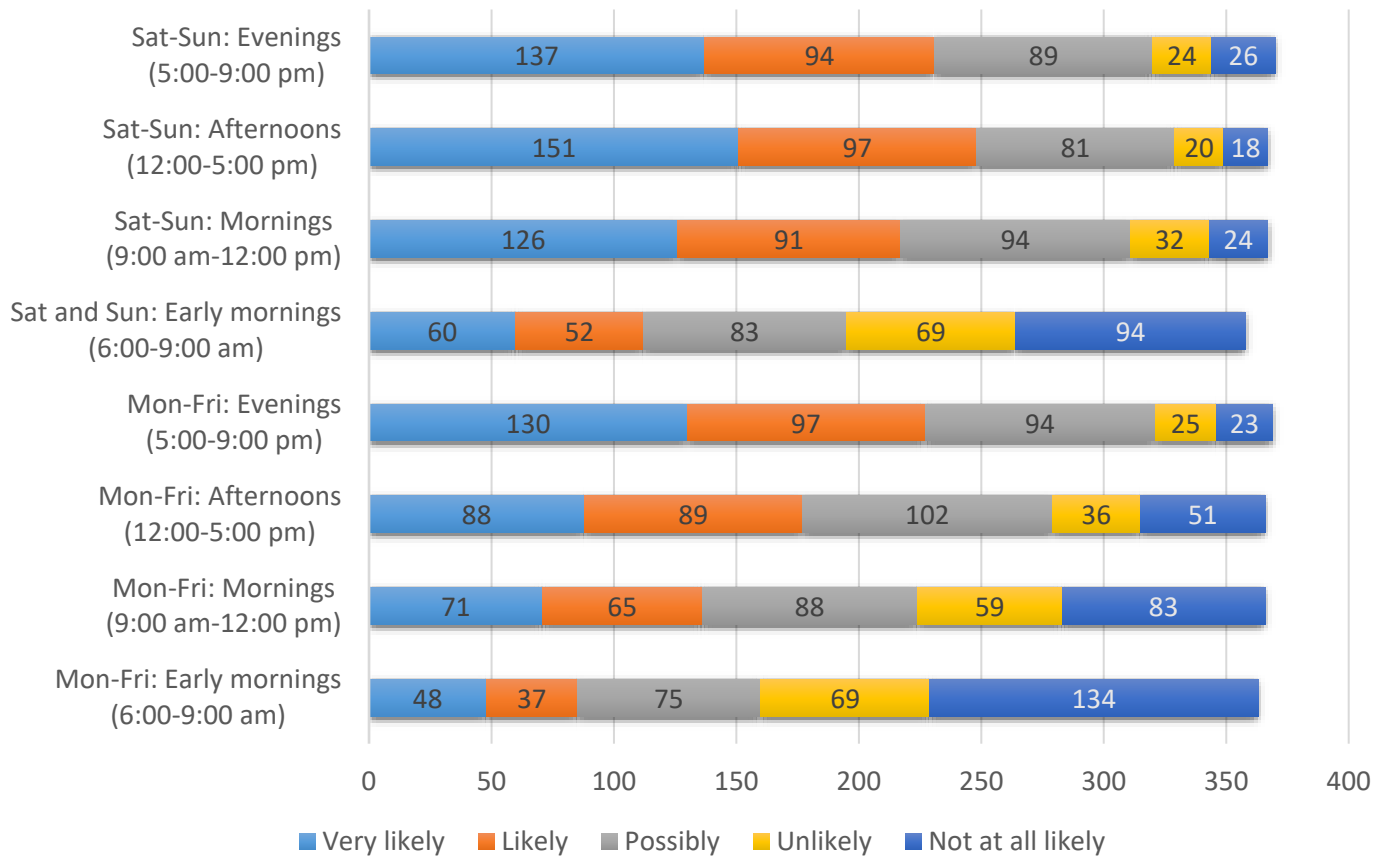
Question 14 How do you / your family expect you will typically use Hume Park Pool? Please rank from most often (1) to least often (3). If you only do one or two types, only select those and leave the others blank.

Choice	Average Score (1 = most often)	Overall Rank
Total Responses: 384		
Leisure swimming (i.e. open swim)	1.39	1
Attend registered swimming lessons	1.9	2
Lane swimming	2.02	3

Question 15: Hume Park Pool is typically open daily from 12:00-8:00 pm. However, we are considering offering more available swim hours for the 2022 season (in addition to extending the season). If there were no restrictions on swim times, what times would you / your family likely visit Hume Park Pool?

Choice	Swim Time							
Total Responses: 389								
	Mon-Fri: Early mornings (6:00-9:00 am)	Mon-Fri: Mornings (9:00 am-12:00 pm)	Mon-Fri: Afternoons (12:00-5:00 pm)	Mon-Fri: Evenings (5:00-9:00 pm)	Sat and Sun: Early mornings (6:00-9:00 am)	Sat-Sun: Mornings (9:00 am-12:00 pm)	Sat-Sun: Afternoons (12:00-5:00 pm)	Sat-Sun: Evenings (5:00-9:00 pm)
Very likely	48	71	88	130	60	126	151	137
Likely	37	65	89	97	52	91	97	94
Possibly	75	88	102	94	83	94	81	89
Unlikely	69	59	36	25	69	32	20	24
Not at all likely	134	83	51	23	94	24	18	26

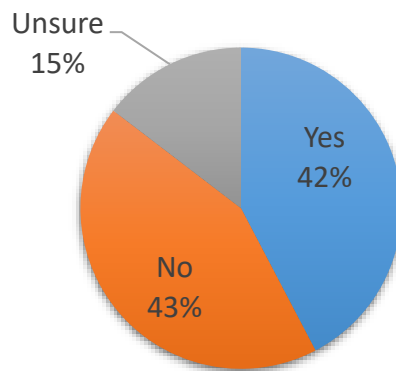
If there were no restrictions on swim times, what times would you / your family likely visit Hume Park Pool?



Question 16: Would you be interested in registering for swimming lessons at Hume Park Pool?

Choice	Percentage	Count
Total Responses: 397		
Yes	42%	168
No	43%	171
Unsure	15%	58

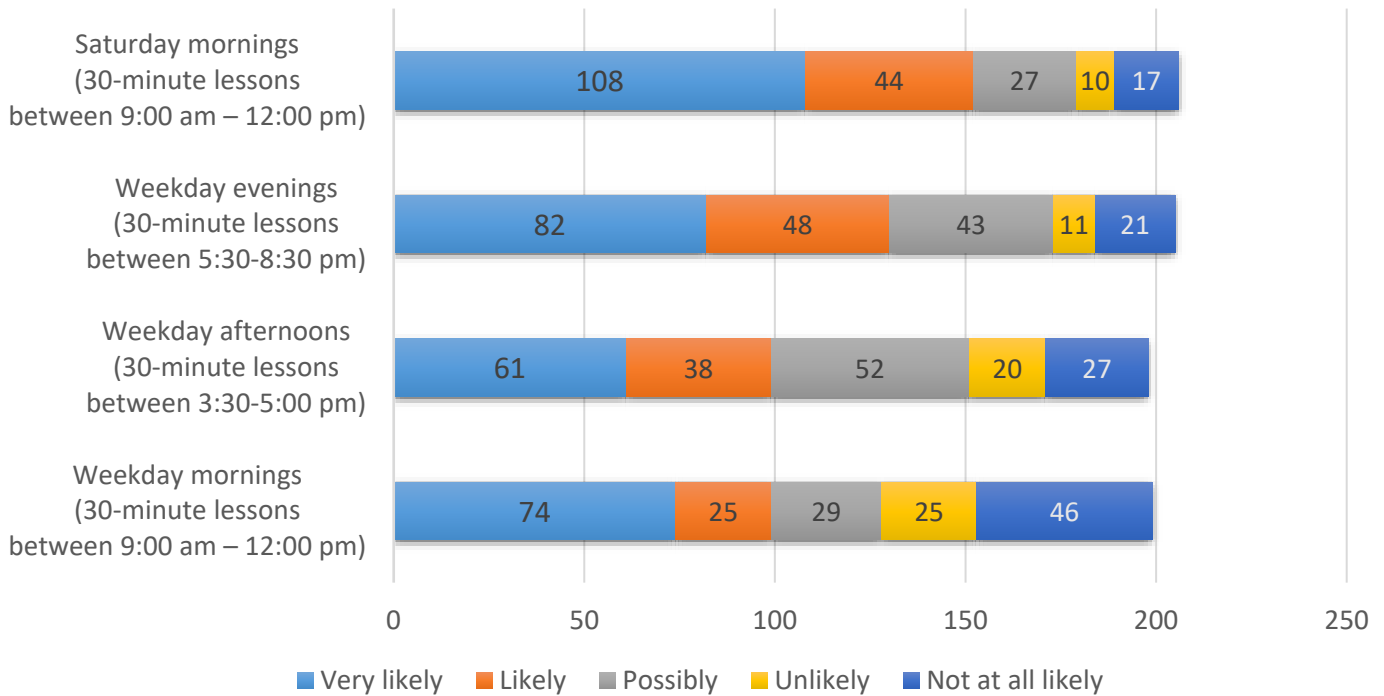
Would you be interested in registering for swimming lessons at Hume Park Pool?



Question 17: When would your child / children prefer to attend Summer Swimming Lessons (July-August) at Hume Park Pool? Note: All lessons would be 30 minutes.

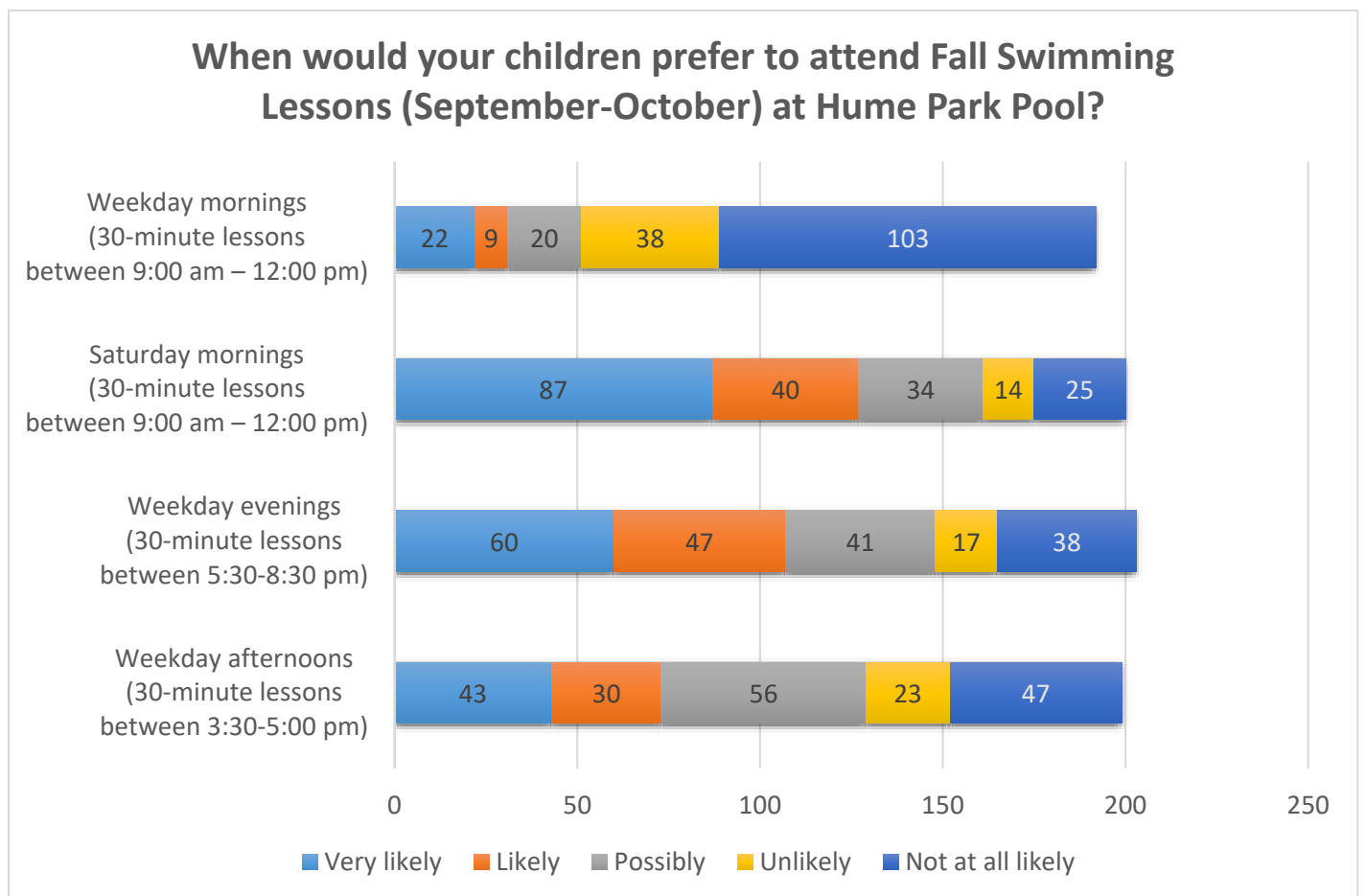
Choice	Lesson Times			
Total Responses: 207				
	Weekday mornings (30-minute lessons between 9:00 am – 12:00 pm)	Weekday afternoons (30-minute lessons between 3:30-5:00 pm)	Weekday evenings (30-minute lessons between 5:30-8:30 pm)	Saturday mornings (30-minute lessons between 9:00 am – 12:00 pm)
Very likely	74	61	82	108
Likely	25	38	48	44
Possibly	29	52	43	27
Unlikely	25	20	11	10
Not at all likely	46	27	21	17

When would your child / children prefer to attend Summer Swimming Lessons (July-August) at Hume Park Pool?



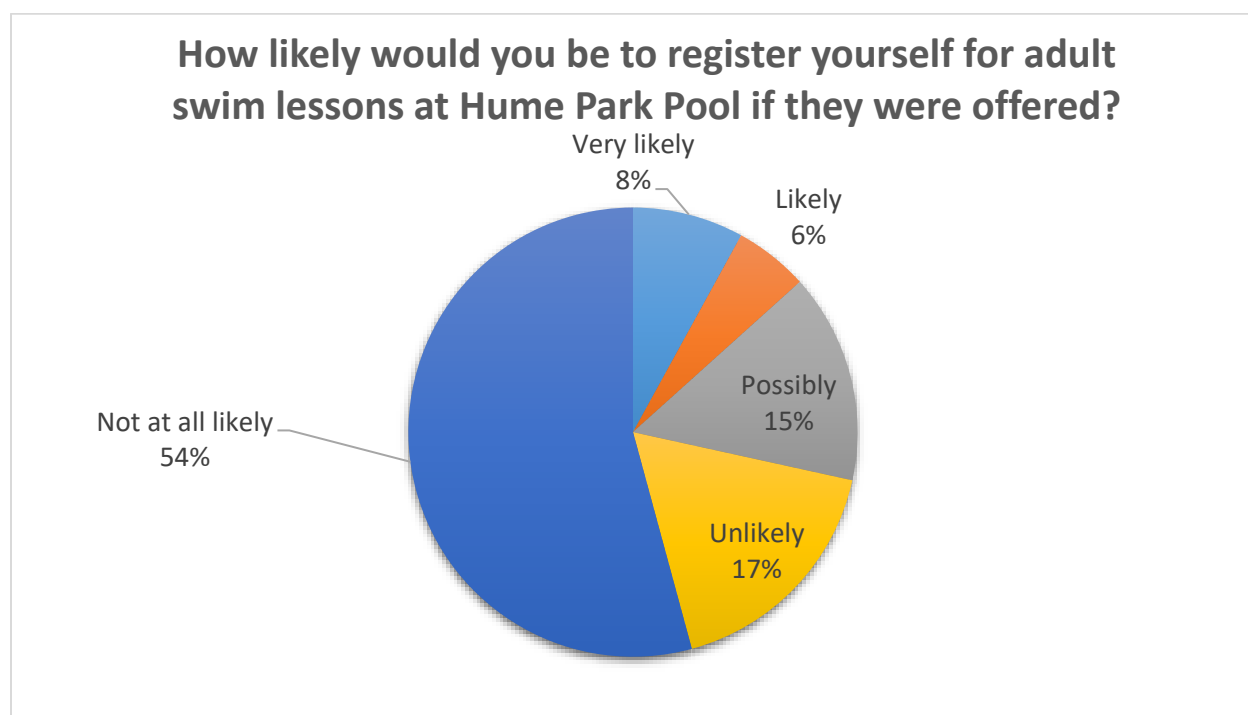
Question 18: When would your children prefer to attend Fall Swimming Lessons (September-October) at Hume Park Pool? Note: All lessons would be 30 minutes.

Choice	Lesson Times			
Total Responses: 205				
	Weekday afternoons (30-minute lessons between 3:30- 5:00 pm)	Weekday evenings (30-minute lessons between 5:30- 8:30 pm)	Saturday mornings (30-minute lessons between 9:00 am – 12:00 pm)	Weekday mornings (30-minute lessons between 9:00 am – 12:00 pm)
Very likely	43	60	87	22
Likely	30	47	40	9
Possibly	56	41	34	20
Unlikely	23	17	14	38
Not at all likely	47	38	25	103



Question 19: How likely would you be to register yourself for adult swim lessons at Hume Park Pool if they were offered? Adult lessons would likely only be available on weekday mornings (30-minute lesson, between 9:00 am – 12:00 pm).

Choice	Percentage	Count
Total Responses: 299		
Very likely	8%	18
Likely	5%	12
Possibly	15%	34
Unlikely	17%	39
Not at all likely	54%	122



Question 20: Are there any other suggestions you have for us about how we could maximize the use of our outdoor pools until the new tēmāsewtx^w Aquatic and Community Centre is open?

This was an optional open-response question and a total of 260 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
Increase heating options within outdoor pool facilities	46	<ul style="list-style-type: none"> • "Add heating to the changing rooms." • "Add tents with gas heaters poolside for the shoulder seasons?" • "Consider heating the pool to higher temps in April and September and October. Just a few degrees to take the edge off. " • "It wouldn't hurt to install a heater (maybe radiant heat) and/or some heat retention or even rubber mats on the floor in the change rooms at Hume to make them more comfortable to use in the cold weather."
Expand the proposed pool season and swim time offerings	45	<ul style="list-style-type: none"> • "Before work 0700-0900 lane swimming M-F at Moody Park would be a dream." • "Hours beyond 9pm, perhaps until midnight" • "There is daylight in the height of summer past 9. Consider keeping the pools open until 2200 or later." • "I would lane swim in outdoor pool year round if it were available, and know others that would as well." • "My suggestion would be to open Moody Park pool in March."
General support for the program	27	<ul style="list-style-type: none"> • "Excited for the outdoor pools to be open more!" • "At the moment, I'm driving to Burnaby and Vancouver to swim. I would definitely prefer to use Moody Park Pool, which is within walking distance, if it was opened." • "I appreciate that you're trying to come up with options for New West residents. Thank you!" • "I have long advocated for the outdoor pools to open earlier and close later in

		the season. Too bad a pool disaster has to precipitate this!"
Cover or enclose the outdoor pools	25	<ul style="list-style-type: none"> • "Look into the cost of getting an inflatable dome cover to put over top of the pool to extend the season as much as possible, the cover could be open on two or more sides. Also look at the cost of installing plexiglass or a similar material around the perimeter of the pool to help with blocking wind thus making the pool deck area warmer especially when getting out of the pool." • "Provide covered areas (tents?) for outdoor storage of bags/clothes." • "It's fine to swim the rain but would be nice to have a dry towel afterwards" • "Throw an outdoor bubble roof/walls onto Moody Park Pool until the new pool is built. Not sure that is the correct term but I know they talked about this sort of structure before the sports plex was built." • "Bubble to cover the pool and extend the months it could be used."
Provide adult-only swim times	24	<ul style="list-style-type: none"> • "adult only swim times please" • "Adult swims late at night during the summer months would be nice. I love swimming at night. Maybe 1-2 days a week staying open until 10 or 11?." • "I would LOVE to see some adult only times offered. It's difficult to have a relaxing swim or a workout when trying to dodge screaming children who have little supervision, it often seems. It would be great to not have the radio/music blaring as well, especially in the evening when it could be so peaceful and relaxing."

Comments specific to Hume Park Pool: <ul style="list-style-type: none"> Repairs Upgrades Expand offerings 	22	<ul style="list-style-type: none"> "It is very discouraging to know the Hume Park Pool which has been closed now for 2 summers has still not been repaired, this says so much about our city council!" "KEEP OUR HUME PARK POOL OPEN! We missed it so much!" "I strongly miss Hume Park, to the point where I have chosen to use outdoor pool services from another city. :(" "Hume park pool change rooms need to be upgraded. They are in poor condition." "I really miss my lane swimming and would love to do it down the street at Hume pool"
Children's swim lessons	7	<ul style="list-style-type: none"> "Please prioritize those already paid registered at Canada Pool Games that classes got canceled" "There should be more lesson times available than listed in your survey, ie. Saturday full day rather than only 9-12pm. Also, Sundays should also be an option to offer more times as there will be so many children wanting lessons as the Canada Games Pool has been closed for so long AND the outdoor swim season is so short." "Offer Aquafit for Parents and Babies/Tots classes in the registered class options" "Ensuring that there are enough swimming lessons for children :)"
Aquafit	16	<ul style="list-style-type: none"> "Aquafit classes at Hume park!" "Because the fitness centre at Canada Games Pool is also closed, I would be interested in aquafit classes more than anything." "I have participated in Aquafit and Zumba at Moody Pool every year since you started offering it. If Covid

		restrictions allow, I would attend 5 or 6 days a week. Thank you for this wonderful program. The instructors are great."
Bookable swim times	16	<ul style="list-style-type: none"> • "Booking system for lane swimming." • "Have time slots so that more people can access the pools" • "Especially at the Hume Park pool which is in my neighbourhood I would recommend selling blocks of time to limit the massive over crowding that takes place there. I would even consider purchasing my swim times for the week or month in advance so to reserve space." • "The pre registration of lanes at moody park made the process very smooth. Even without Covid, I would like this to continue to pre pay and choose times with less swimmers."
Partnerships	15	<ul style="list-style-type: none"> • "Sharing agreements with neighbouring municipalities so we can register for swimming lessons there as "resident"." • "Work with Burnaby to allow New Westminster residents to register with Burnaby registrants for their indoor options." • "Continue to partner with schools to provide swim lessons to children; continue to offer dedicated swim times for teens/adults/lessons."
təməsewtx ^w	15	<ul style="list-style-type: none"> • "Divert the funds from the unnecessary bike lane and 6th & 6th beautification projects to get the main pool opened ASAP." • "New pool needs an alternative name that can be remembered, pronounced, spelled and typed in English. Eg "New West Pool", "Sea Otter Pool", etc."

More adult swim lesson offerings	11	<ul style="list-style-type: none"> • “Adult swimming lessons being offered evening and weekends for those who work full time.” • “In the survey, i believe it was mentioned adult lessons would most likely be offered 9-12 week days which is not useful for most working adults. Early morning weekends would be great!”
Additional amenities	8	<ul style="list-style-type: none"> • “Add some sort of heat element like hot tub or sauna to the site” • “Make some pool facilities such as slides, wave pool, etc for both outdoor and indoor pool! It’s suppose to be family friendly place. Look at Minuro pool at Richmond as an example.” • “Have a few stair master machines and stationary bikes out early morning or after work hours on the pool apron for people to use when it isn't high public attendance.”

An additional 28 unique comments were provided, which did not fall into the above themes. Sample comments included:

- “Would also suggest extending the hours of the splash parks around New West - the heatwave last summer was brutal and the hours were not long enough.”;
- “How will you attempt to accommodate the Hyack Swim Club?”;
- “Facebook or Twitter page with up to date information, limiting number of people in using the outdoor pools, creating an equitable system that provides vulnerable folks (i.e. single parents) the ability to maximize the extended hours. I've noticed several instances - in the New West Mom's Group on Facebook - where mothers would take their children to the pool only to find upon arriving that is was quite full.”; and
- “I think the city should look at planning a second indoor pool so that if something happens to the first one we aren't entirely without”.

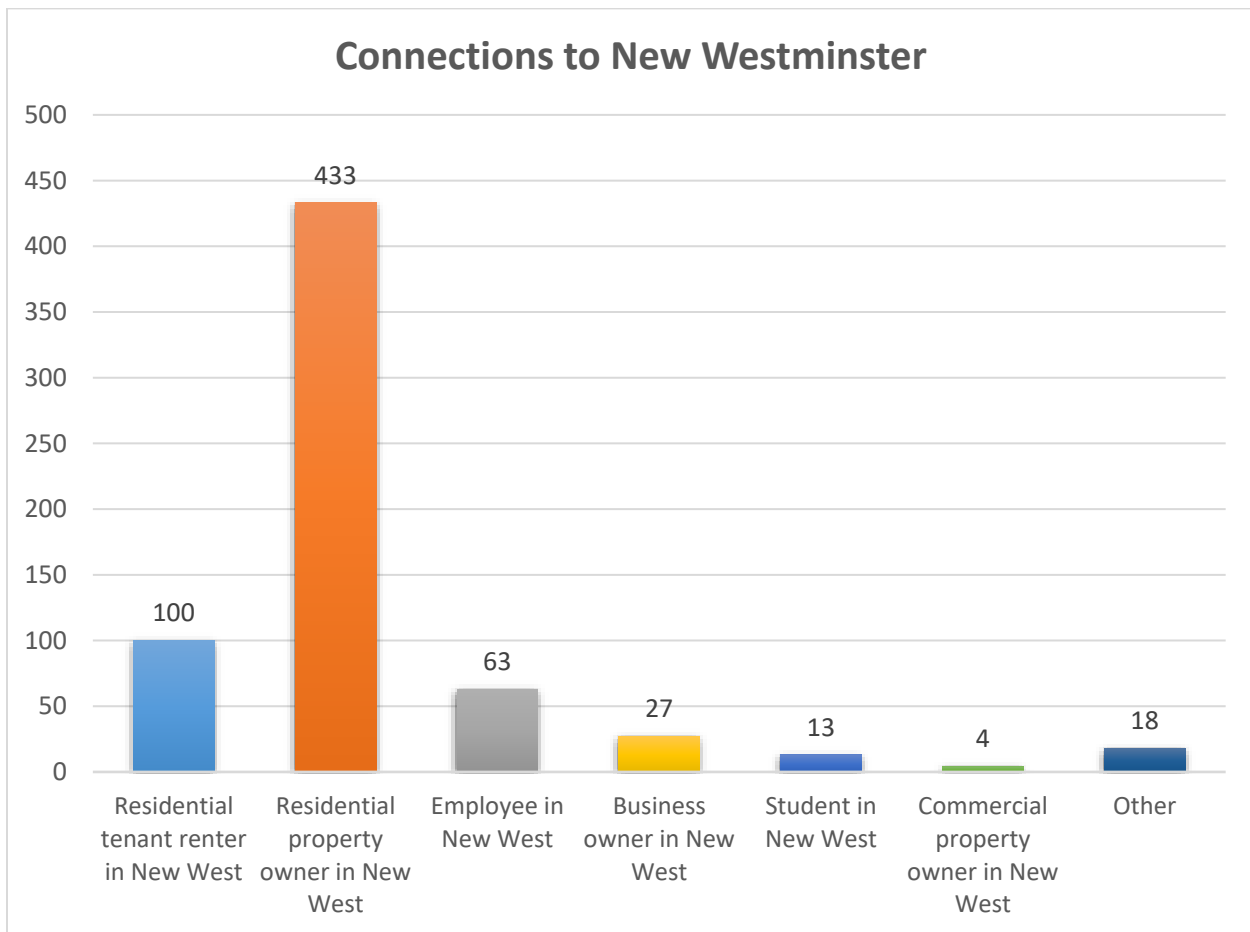
For a full list of comments provided, please see the supplementary Verbatim Report.

About Participants

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

658 responses from 553 participants

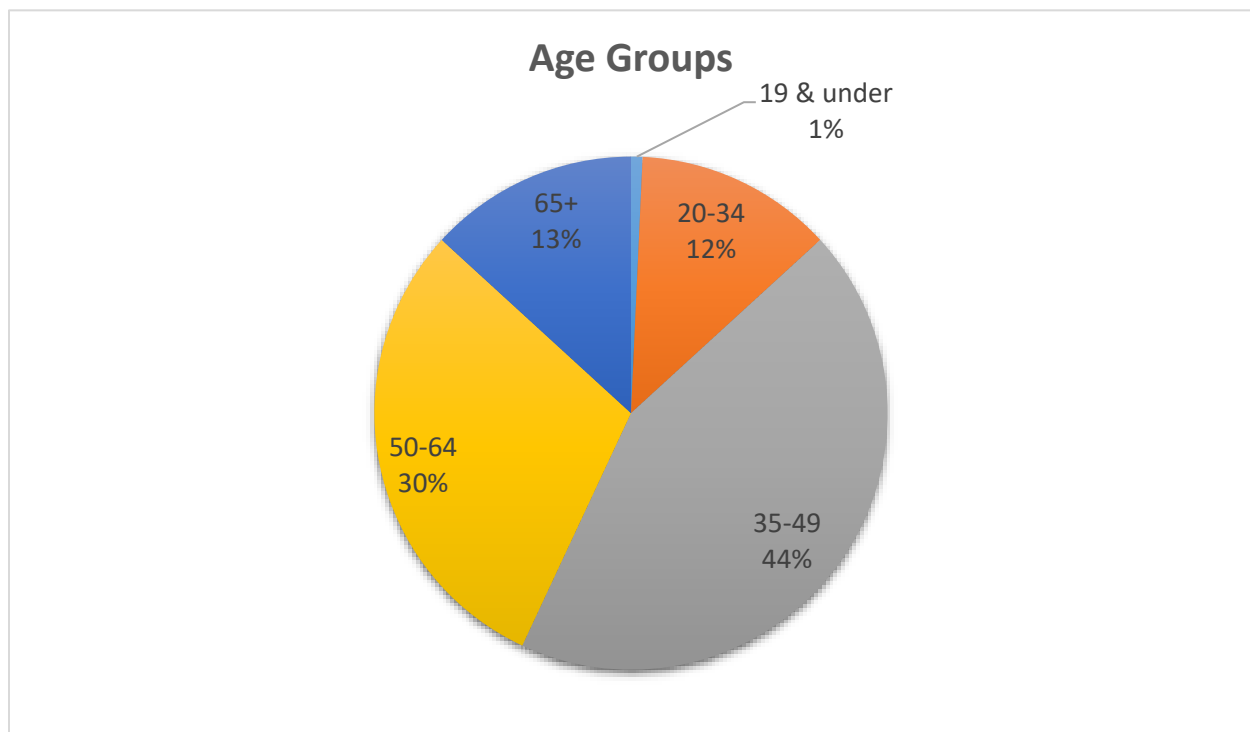
Choice	Percentage	Count
Residential tenant renter in New West	18%	100
Residential property owner condo townhouse house etc in New West	78%	433
Employee in New West	11%	63
Business owner in New West	5%	27
Student in New West	2%	13
Commercial including rental buildings industrial property owner in New West	1%	4
Other	3%	18



Age Groups

553 responses

Age Group	Percentage	Count
19 & under	1%	4
20-34	12%	69
35-49	44%	242
50-64	30%	165
65 & older	13%	73

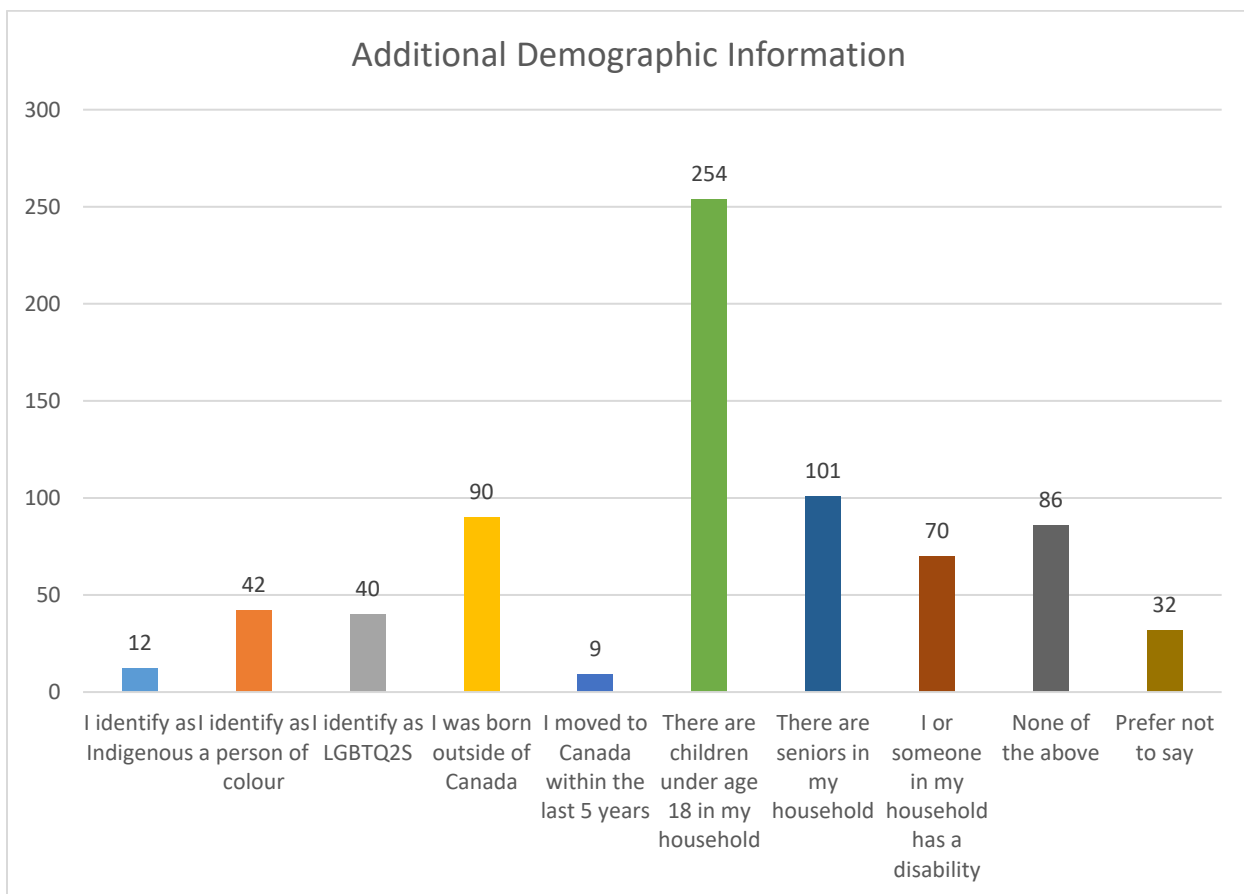


Additional Demographic Information (*select any / all that apply*)

736 responses from 553 participants

Choice	Percentage	Count
I identify as Indigenous	2%	12
I identify as a person of colour	8%	42
I identify as LGBTQ2S	7%	40

I was born outside of Canada	16%	90
I moved to Canada within the last 5 years	2%	9
There are children under age 18 in my household	46%	254
There are seniors in my household	18%	101
I or someone in my household has a disability	13%	70
None of the above	16%	86
Prefer not to say	6%	32



Demographic Analysis

As we see in most City of New Westminster engagements, residential tenants were underrepresented (18% of participants; 44% of residents according to Census), while property owners were over represented (78% of participants; 56% of residents according to Census). Three hundred and seventy eight unique New Westminster postal codes, and six postal codes from neighbouring municipalities outside of the New West, were provided by the 553 participants on Be Heard.

For age ranges of engagement participants, there were four responses from residents age 19 or younger (1% of participants; 17% of residents according to Census), and only 69 responses from those between the ages of 20 – 34 (12% of participants; 23% of residents according to Census). Both of these age groups were highly underrepresented compared to Census data. Conversely, the 35-49 year old age group was overrepresented (44% of participants; 22% of residents according to Census). Other age groups (20 -34, 50-64 and 65+) were similar (within 5%) to Census representation.

In terms of other demographic information provided by survey participants, we can compare with Census data on Indigenous, immigrant, new immigrant (arrived within past five years) and visible minority proportions of the New Westminster community. Based on this comparison, immigrants and visible minorities were underrepresented among Be Heard participants. Indigenous people and new immigrants were similar (within 5%) to Census representation.

Next Steps

Parks & Recreation staff heard loud and clear from poll and survey participants that there is a strong desire for a longer outdoor pools season, expanded hours and program offerings to maximize use of New Westminster's outdoor pools during the interim period without a public indoor pool. Staff are considering and incorporating the community's input as they develop the spring schedule for Moody Park Pool.

The engagement results will be shared with Council and the community, along with information about 2022 outdoor pool programming and how input helped shape the decisions. As the outdoor pools are opened and operating for the 2022 season, Parks & Recreation staff are also committed to ongoing monitoring and user feedback to understand how things are working and whether any adjustments could be made.