



Kelowna Indoor Recreation Facility Strategy

# What We Heard Report

May 2022





# Table of Contents

<b>1</b>	<b>INTRODUCTION</b>	<b>1</b>
<b>2</b>	<b>COMMUNITY SURVEY</b>	<b>2</b>
2.1	SURVEY FINDINGS	2
<b>3</b>	<b>GROUP SURVEY</b>	<b>18</b>
3.1	SURVEY FINDINGS	19
<b>4</b>	<b>CONCLUSIONS</b>	<b>28</b>
<b>5</b>	<b>APPENDICES</b>	<b>30</b>
	APPENDIX A: POSTCARD	30
	APPENDIX B: CODED ACCESS SURVEY	31
	APPENDIX C: GROUP SURVEY	39
	APPENDIX D: GROUP SURVEY RESPONDENTS	44
	APPENDIX E: AREA MAP	45

# 1

## Introduction

The City of Kelowna enhances the lives of residents and visitors through the provision of indoor recreation facilities. These facilities allow residents to live healthier lives and become more connected with each other and their community. Due to an increased demand for indoor recreation in Kelowna from the public and user groups, the City is renewing its Indoor Recreation Facilities Strategy. The strategy will help the City make informed decisions regarding new or renovated facilities to serve the recreation and sport needs of Kelowna residents.

A comprehensive program of engagement was implemented to gather the thoughts from many perspectives in Kelowna. The tactics utilized included a coded access survey; a survey of organized groups associated with recreation and a series of meetings and discussion sessions with user groups, partners, and stakeholders in Kelowna. Combined these findings present a comprehensive perspective on the provision of indoor recreation in Kelowna.

Tactic	Participation	Margin of Error
Coded Access Survey	1,292	+/- 2.72% 19/20 *
Stakeholder / Group Survey	45	N/A

*\*If the survey was fielded using random selection, this level of participation would equate to a margin of error of +/- 2.72 % 19 times out of 20.*

# 2

## Community Survey

A survey was fielded to Kelowna households to gather their perspectives on indoor recreation provision in Kelowna. It required respondents to answer the questions considering the perspectives of all people in their household. Participation in this survey required an access code that was unique to each household. The access codes were distributed to households using a postcard. In addition to the access code, the postcard provided a brief explanation of the project and directions on how to access the survey. The City's engagement website, [getinvolved.kelowna.ca](https://getinvolved.kelowna.ca), was used to host the survey. Postcards were mailed to 50,756 households. Refer to Appendix A to see the postcard. The City of Kelowna had some additional access codes which could be provided to households who misplaced or did not receive an access code. While the survey was fielded online, residents were able to request hard copies of the questionnaire. The survey gathered responses from March 28, 2022 – May 9, 2022. In total 1,292 responses were gathered. If the survey was fielded through random sampling, the findings would have a margin of error of +/- 2.7% nineteen times out of twenty. The findings from the coded survey are considered representative of all households in the City of Kelowna. Refer to Appendix B for a copy of the questionnaire.

A variety of tactics were utilized to promote the survey. Aside from the distributed postcards other tactics included the following:

- News releases
- Posters and display screen ads in City facilities
- Social media posts/ads
- [kelowna.ca](https://kelowna.ca) homepage highlight
- Hosted on the City's engagement site ([getinvolved.kelowna.ca](https://getinvolved.kelowna.ca))

### 2.1 Survey Findings

The findings are presented in the order they were posed in the survey. They reflect the proportion of respondents who answered the question as not all respondents answered each question. The findings were also examined according to some subsegments<sup>1</sup>. Where appropriate and sizeable differences exist, mention is made in the report.

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<sup>1</sup> The subsegments analyzed included: area of residence; areas 1,2,3; areas 4,5,6; area 5; area 9,10; households with children 0-9 yrs, 10-19 yrs, households with no children; households with adults 20-29 yrs, 30-49 yrs, 50-69 yrs, 70+ yrs; and satisfaction with indoor recreation facilities.



### 2.1.1 Top of Mind Thoughts

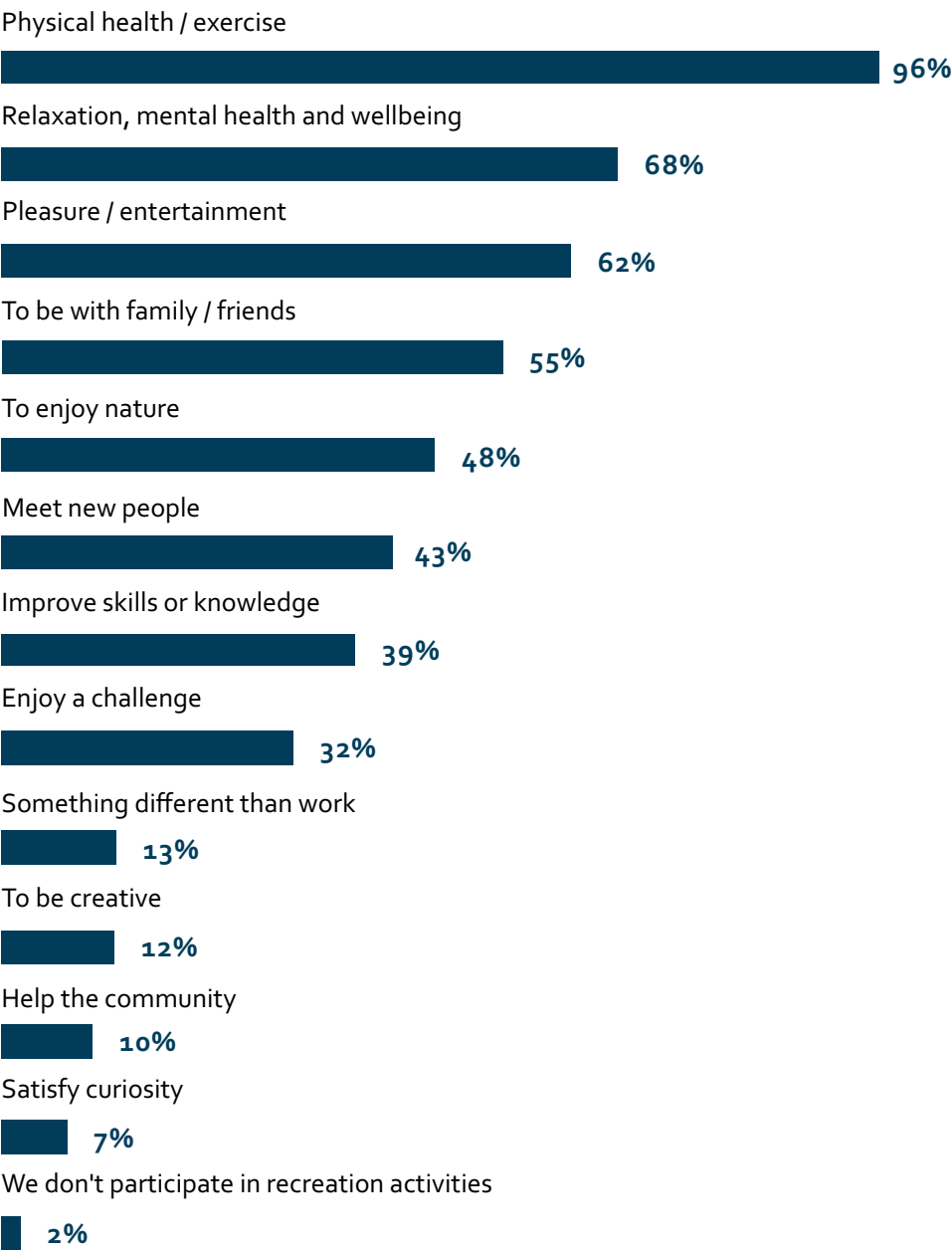
To begin the survey, respondents were asked to identify the main reasons their households participate in recreation activities. As illustrated in the accompanying graph, almost all respondents (96%) participate for physical health and exercise. Notably, over half of respondents said that relaxation, mental health, and wellbeing (68%), pleasure and entertainment (62%) and to be with family and friends (55%) are also reasons their household participates in recreation activities in Kelowna.

#### Subsegment Analysis

- Respondents aged 30-49 years are more likely to participate in recreation activities to be with family and friends (65%) compared to those aged 50-69 years (51%) and those aged 70+ years (49%).



### Main Reasons Your Household Participates in Recreation Activities



## 2.1.1.2 Current Usage and Visitation

A series of indoor recreation activities were presented to respondents. For each activity they were asked to identify if someone in their household participated in the activity at least two times in a season prior to disruptions resulting from COVID-19. Less than half of respondents said that someone in their household participated in fitness activities – unstructured or drop in (45%), pool activities – leisure or drop in (44%) and fitness activities – class or program (41%). Refer to the graph.

### Subsegment Analysis

- Respondents aged 30-49 years are more likely to participate in leisurely pool activities such as a fun swim and family fun (58%) than those aged 20-29 years (40%), 40-59 years (40%) and those aged 70+ (36%).
- Respondents aged 30-39 years are also more likely to participate in structured club pool activities (42%) compared to those aged 20-29 years (26%), 50-69 years (23%) and those aged 70+ (26%).

## Regular Household Activities - INDOOR

Fitness activities - unstructured or drop-in



Pool activities - leisure or drop-in



Fitness activities - class or program



Walking / running



Pool activities - structured club or program



Art and culture appreciation



Gymnasium activities - structured league or program



Reading / research



Arena ice activities - unstructured or drop-in



Arena ice activities - structured club or team



Social activities



Court activities



Visual arts and craft activities



Gymnasium activities - unstructured or drop-in



Performing arts activities



Gaming



Curling



Gymnastics and parkour



Combative activities



Arena non-ice activities



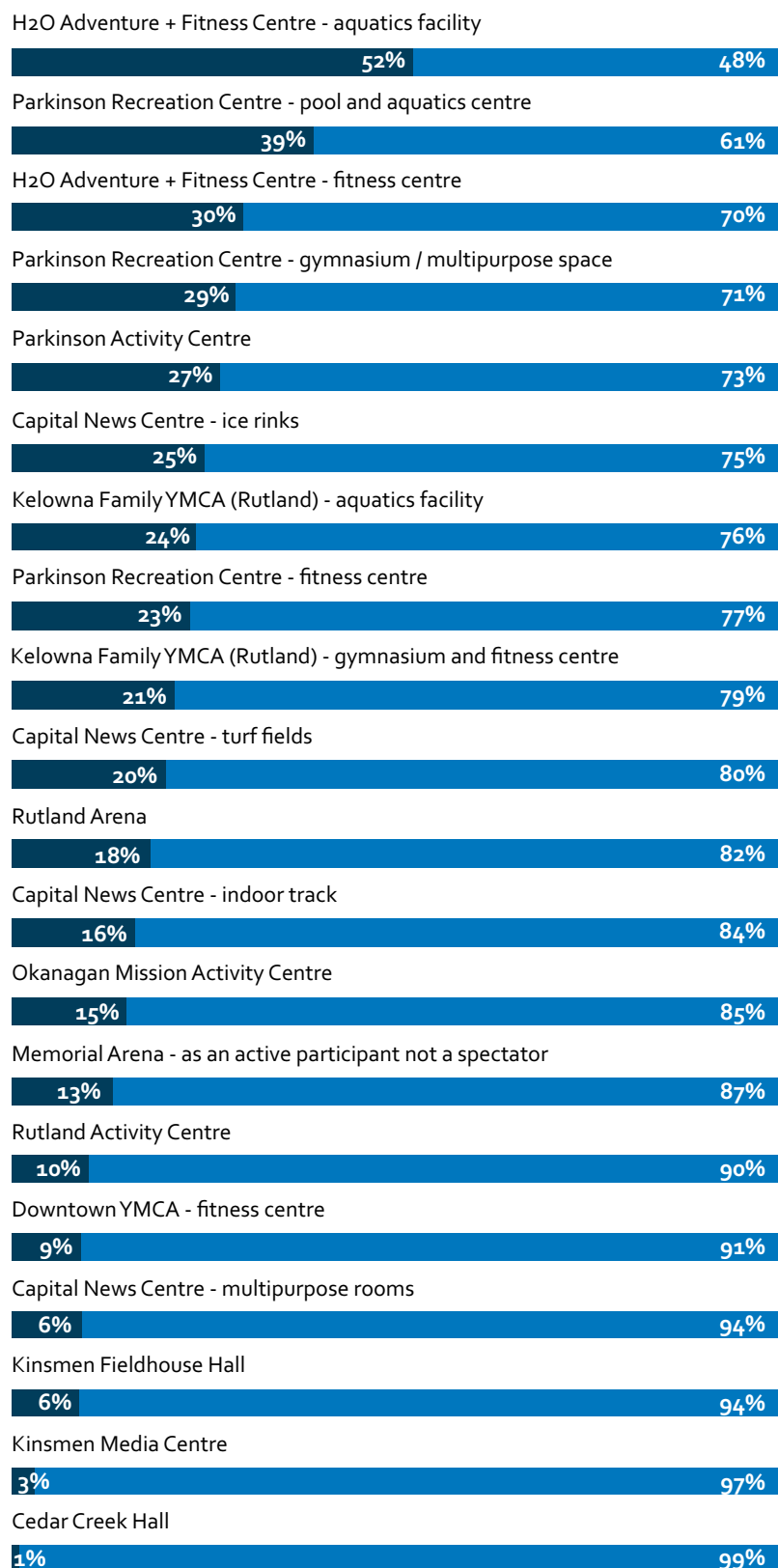
Respondents were then given a list of indoor recreation facilities and spaces and asked to identify the frequency of which a household member used each. The largest proportion of users (52%) identified the H2o Adventure + Fitness Centre – aquatics facility as the most frequently visited facility over the last three years. Approximately one-quarter of respondents said that a household member visited the Parkinson Recreation Centre – gymnasium and multipurpose space (29%), the Parkinson Activity Centre (27%), the Capital News Centre – ice rinks (25%) and the Kelowna Family YMCA (Rutland) – aquatics facility (24%) over the last three (3) years. Refer to the graph.

## Subsegment Analysis

- Respondents aged 20-29 years are more likely to use the aquatics facility at the H2o Aquatic and Fitness Centre (32%) than those aged 70+ years (16%).
- Households with children aged 0-9 years (24%) are more likely to use the Kelowna Family YMCA (Rutland) aquatics facility than households without children (8%).
- Households with children aged 0-9 years (21%) are more likely to use the ice rinks at the Capital News Centre than households without children (8%).

## Indoor Recreation Facility Usage

■ USED ■ DID NOT USE





### 2.1.3 Recreation Service Assessment

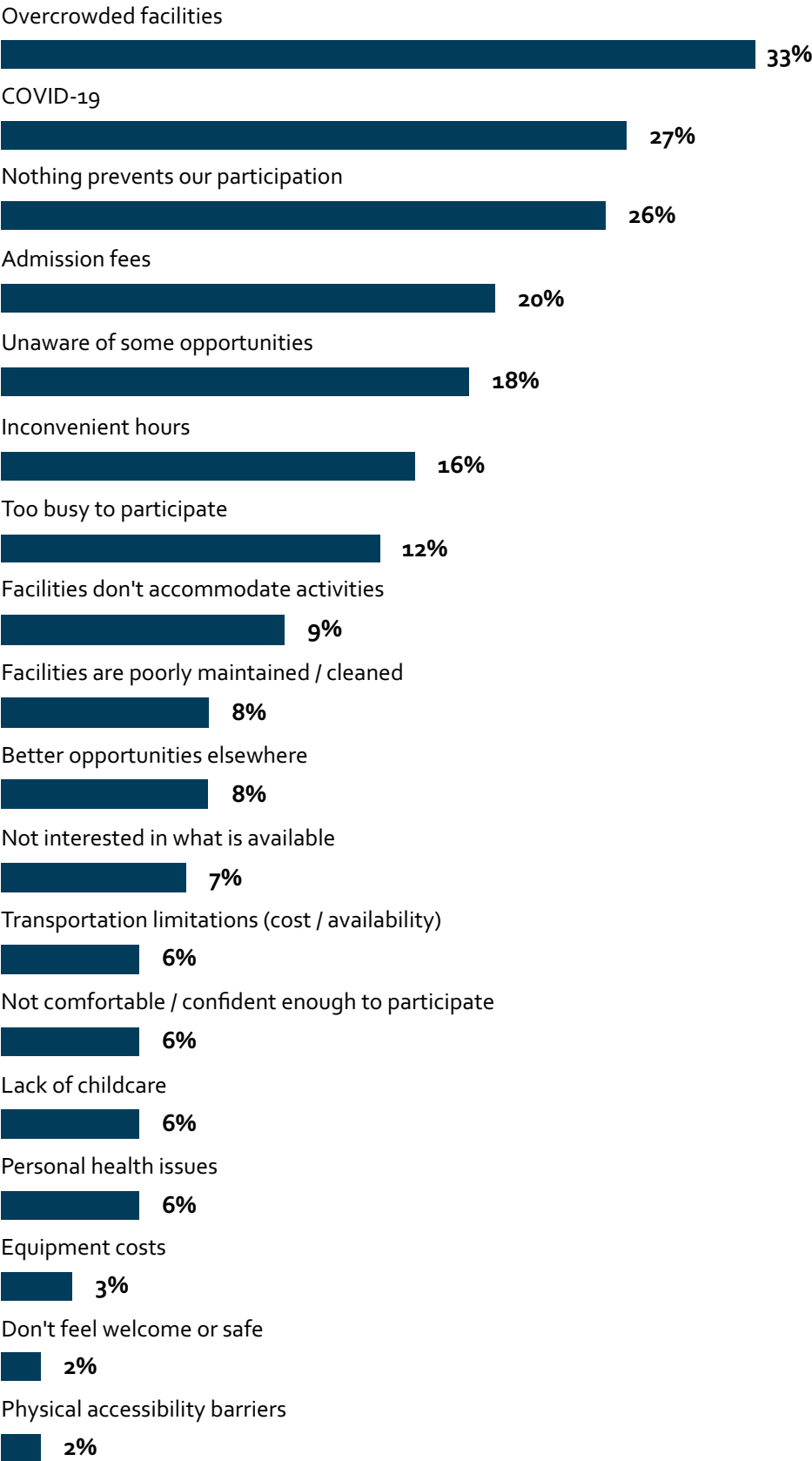
Next, respondents were asked if anything prevents a household member from participating in indoor recreation opportunities in Kelowna. As illustrated in the accompanying graph, one-third (33%) of respondents said that overcrowded facilities are the biggest barrier to participating in indoor recreation activities. Approximately one-quarter (26%) of respondents said that nothing prevents their household from participating. Refer to the graph.

#### Subsegment Analysis

- Respondents aged 70+ years are more likely to say that nothing prevents them from participating in indoor recreation activities (35%) compared to those aged 20-29 years (21%) and those aged 30-49 years (17%).
- Those aged 20-29 years (29%) and those aged 30-49 years (28%) are more likely to say that admission fees prevent someone in their household from participating in indoor recreation activities compared to those who are 50-69 years (17%) and 70+ years (15%).
- Those aged 20-29 years (26%) and those aged 30-39 years (25%) are more likely to say that being too busy prevents them from participating, compared to those aged 50-69 years (13%) and those aged 70+ years (6%).
- Respondents who said they are dissatisfied with the availability of facilities in Kelowna are more likely to say that overcrowding (53%) prevents their household from participating in indoor recreation opportunities compared to those who are satisfied (24%).
- Those who live in Area 5 are more likely to say that admission fees (35%) prevent someone in their household from participating in indoor recreation than those who live in Areas 9 or 10 (17%) and Areas 1,2 or 3 (18%). (Refer to Appendix E to see the map of areas.)

Respondents were able to identify barriers

#### Barriers to Participation

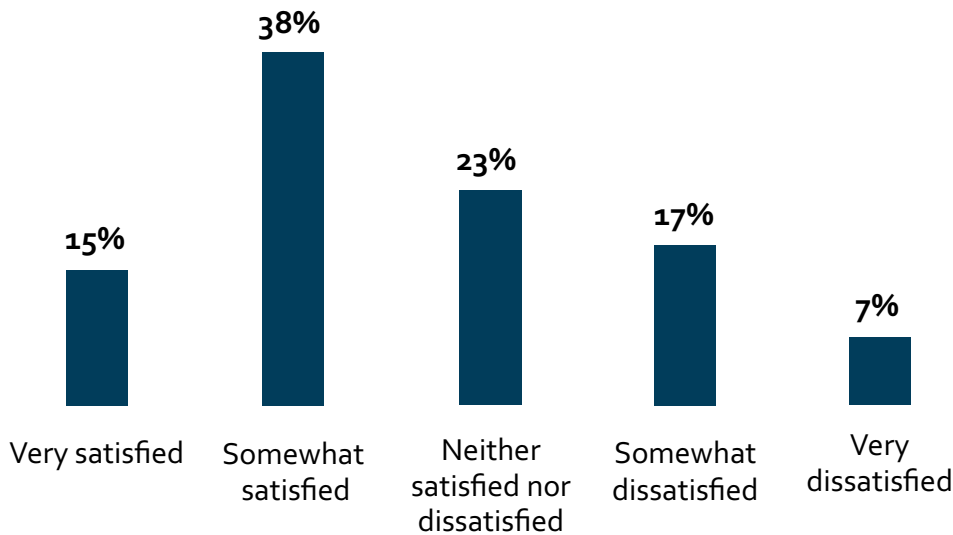


to participation that were not listed in the accompanying graph. The most commonly mentioned ones include the following:

- Inconvenient location of facilities and lack of public transportation (34 comments)
- Registered programs reach capacity to quickly (13)

Regarding the availability of indoor recreation facilities and spaces in Kelowna, over half (53%) of respondents said that they are satisfied (very satisfied and somewhat satisfied) with the availability of spaces and facilities. Approximately one-quarter (24%) said they are dissatisfied with the availability of facilities and spaces.

### Satisfaction with Availability of Indoor Recreation Facilities and Spaces



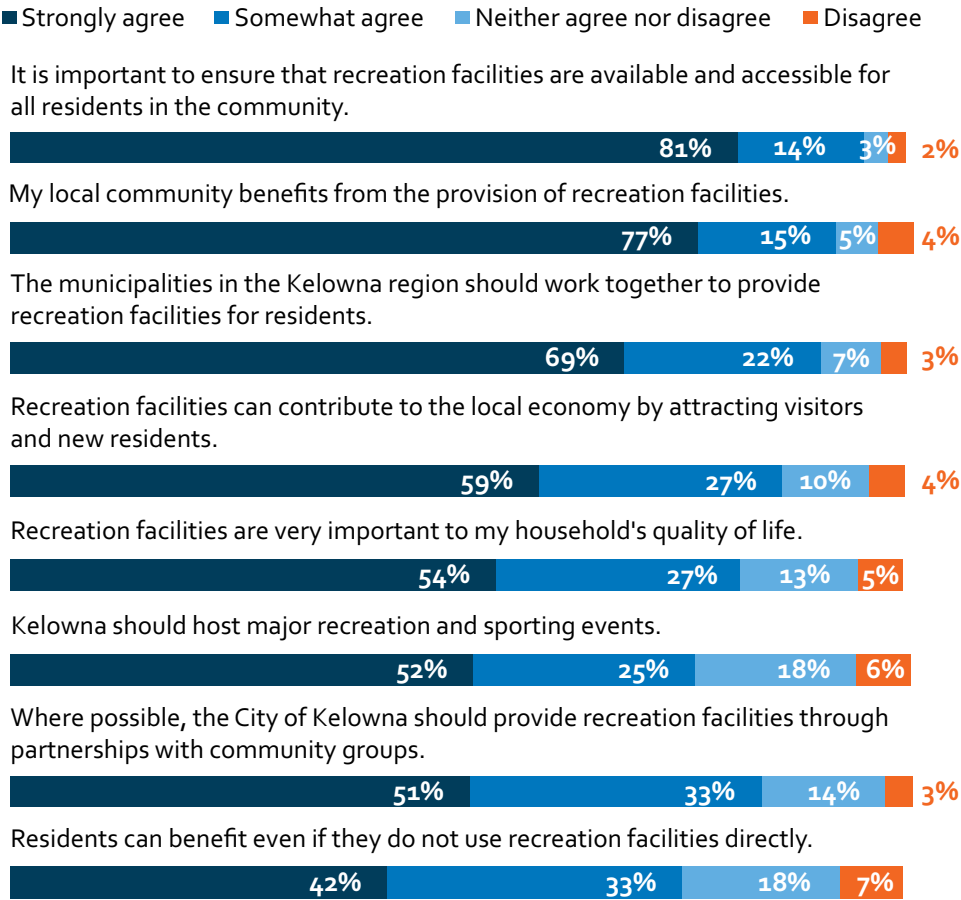
## 2.1.4 Values and Considerations

Respondents were presented with several statements regarding the provision of indoor recreation facilities in Kelowna. For each statement they were asked to identify the extent to which they agreed. Over three-quarters of respondents (80%) strongly agree that it is important to ensure that recreation facilities are available and accessible for all residents in the community. In lower, but similar proportions, respondents also strongly agree that the community benefits from the provision of recreation facilities (77%) and that municipalities in the Kelowna region should work together to provide facilities for residents (69%). As illustrated in the graph, at least three-quarters of respondents somewhat and strongly agreed with each statement.

### Subsegment Analysis

- Respondents aged 20-29 years (67%) are more likely to agree that the City of Kelowna should provide recreation facilities through partnerships with community groups than those aged 70+ years (46%).

## Values and Considerations

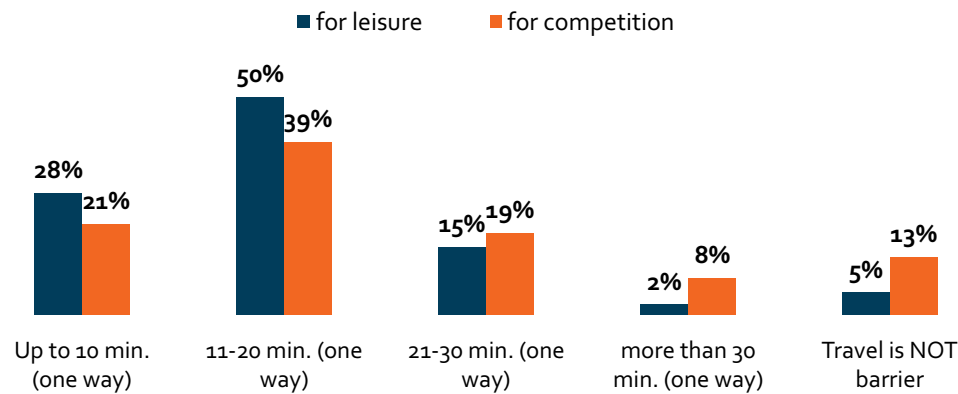


### 2.1.5 Willingness to Travel

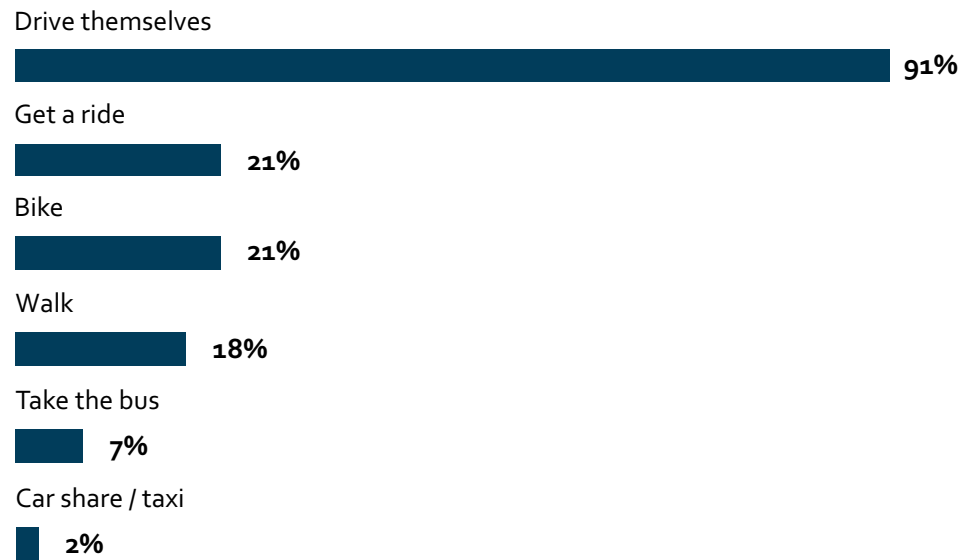
Participants were asked about their willingness to travel (one way) by car or bus to indoor recreation facilities before travel becomes a barrier to participation. As illustrated in the graph, the largest proportion of respondents are willing to drive eleven to twenty minutes to indoor recreation for leisure (50%) and competition (39%). Greater proportions of respondents are willing to travel further for competition purposes than for leisure purposes (13% said travel is not a barrier for competition, compared to only 5% that said travel is not a barrier for leisure).

Respondents were then asked about how their household typically travels to recreation facilities. As illustrated in the accompanying graph, the majority of respondents (91%) said that they drive themselves to recreation facilities in Kelowna. A miniscule minority of respondents (2%) said they use a taxi/ carshare.

Willingness to Travel (One Way)



How Do Members of Your Household Travel to Recreation Facilities



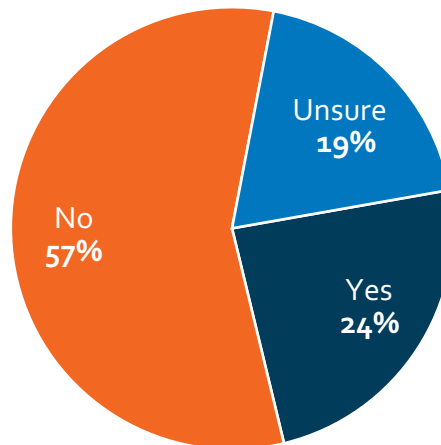
## 2.1.6 Future Priorities and Focus Areas

As illustrated in the graph, over half of respondents (57%) said there are not adequate indoor recreation facilities in Kelowna. Approximately one-quarter of respondents (24%) said that recreation facilities in Kelowna are adequate.

### Subsegment Analysis

- Respondents who said they are dissatisfied with the availability of indoor facilities in Kelowna are more likely to say that there are not adequate recreation facilities (93%) compared to those who are satisfied with the recreation facilities and spaces (44%).
- Respondents who live in Area 1, 2 or 3 are more likely to say that there are not adequate indoor recreation facilities in Kelowna (66%) compared to those who live in Area 5 (48%). See Appendix E for the map of Areas.
- Households with youth aged 10-19 years (71%) are more likely to say that there are not adequate indoor recreation facilities in Kelowna compared to households with no kids (52%).

### Are There Adequate Indoor Recreation Facilities?

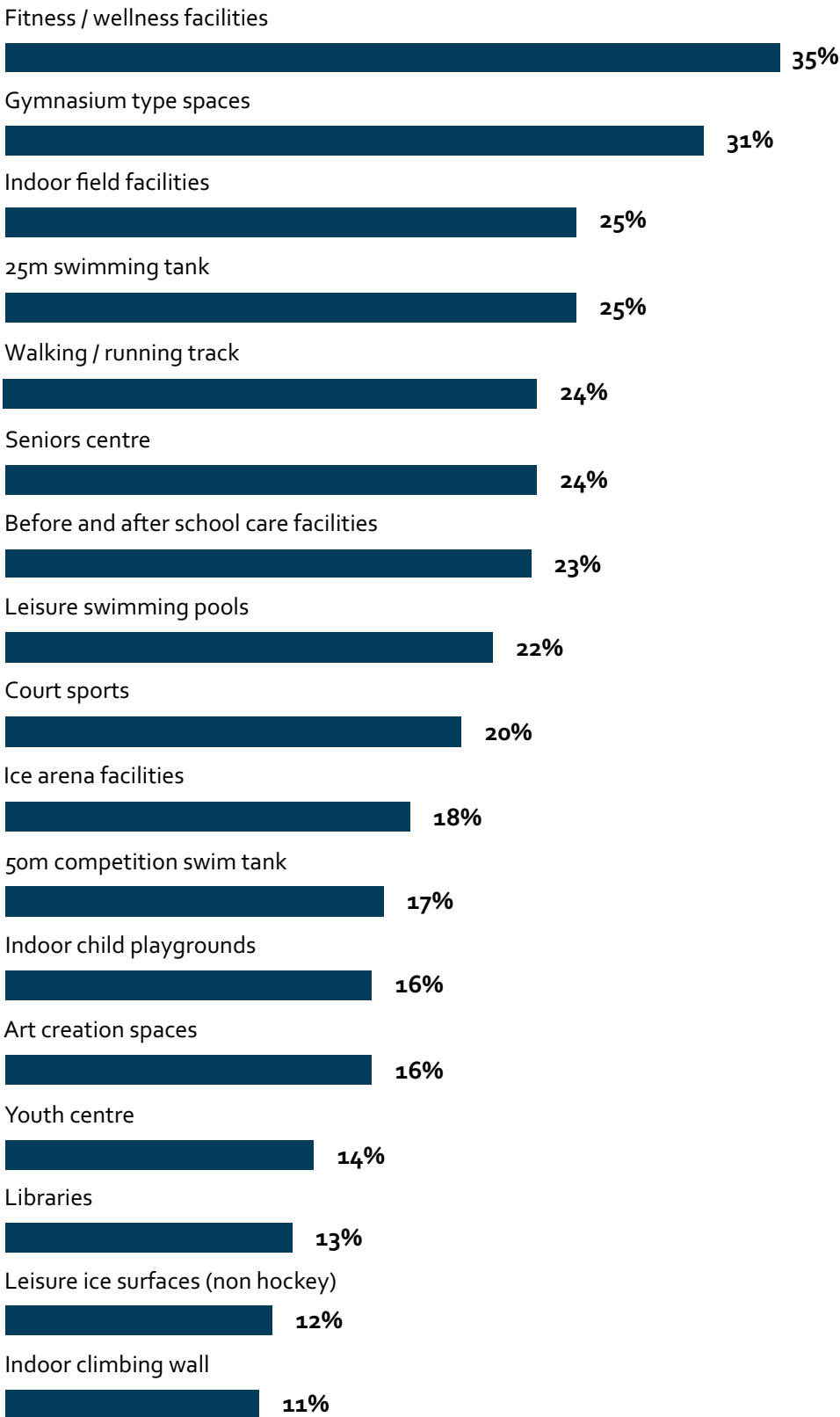


Respondents who said there are not adequate facilities in Kelowna or those who are unsure were then asked to identify indoor recreation facilities and spaces they think should be more readily available or enhanced. Respondents were provided with a list of indoor facilities and asked to select up to five that should be more available or enhanced. As illustrated in the accompanying graph, fitness, and wellness facilities (35%) and gymnasium type spaces (31%) were identified as a top priority. In lower, but similar proportions, indoor field facilities (25%), 25m swimming tank (25%), walking and running track (24%) and a senior's centre were also identified as top priorities.

### Subsegment Analysis

- Households with children aged 0-9 years (47%) are more likely to say that before and after school childcare facilities should be more readily available or enhanced compared to households without children (19%).
- Respondents aged 30-39 years are more likely to say that indoor child playgrounds need to be more available or enhanced (28%) compared to those aged 20-29 years (12%), 50-69 years (10%) and those aged 70+ years (9%).
- Respondents aged 70+ years are more likely to say that seniors centres need to be more available or enhanced (44%) compared to those 20-29 years (10%), 30-39 years (5%) and those aged 50-69 years (27%).
- Respondents who said they are dissatisfied with the availability of indoor recreation facilities, are more likely to say that gymnasium type spaces should be more readily available or enhanced (43%) compared to those who are satisfied with facilities in Kelowna (27%).

### INDOOR Facilities That Should Be Enhanced or More Available



*\*Graph continues on next page*



- Respondents who live in Area 5 are more likely to say that before and after school care facilities (40%) need to be enhanced compared to those who live in Area 9 or 10 (21%), Area 1,2 or 3 (21%) and Areas 4,6,7 or 8 (23%).
- Respondents who reside in Area 9 or 10 are more likely to say that court sport facilities and spaces (28%) need to be more readily available or enhanced compared to those who reside in Area 5 (14%) (Refer to Appendix E for a map of the Areas).

Respondents were asked to identify indoor spaces that should be more readily available that are not included in the accompanying graph. The most common are listed below:

- Indoor pickleball courts / space (64 comments)
- Indoor tennis courts / space (18)
- An inclusive space for individuals with disabilities and seniors (16)

## INDOOR Facilities That Should Be Enhanced or More Available (Continued)

Dance / program / martial arts rooms



Archery lanes / range



Performing arts / show spaces



Multi-purpose program rooms



Event hosting facilities



Community meeting rooms



Community hall / banquet facilities



Classroom / training space



Curling rinks



Art display spaces



Parkour room / gymnastics space



Year round indoor flat surfaces



Museum / interpretive facilities



Community group office / admin space



Storage space (for groups)



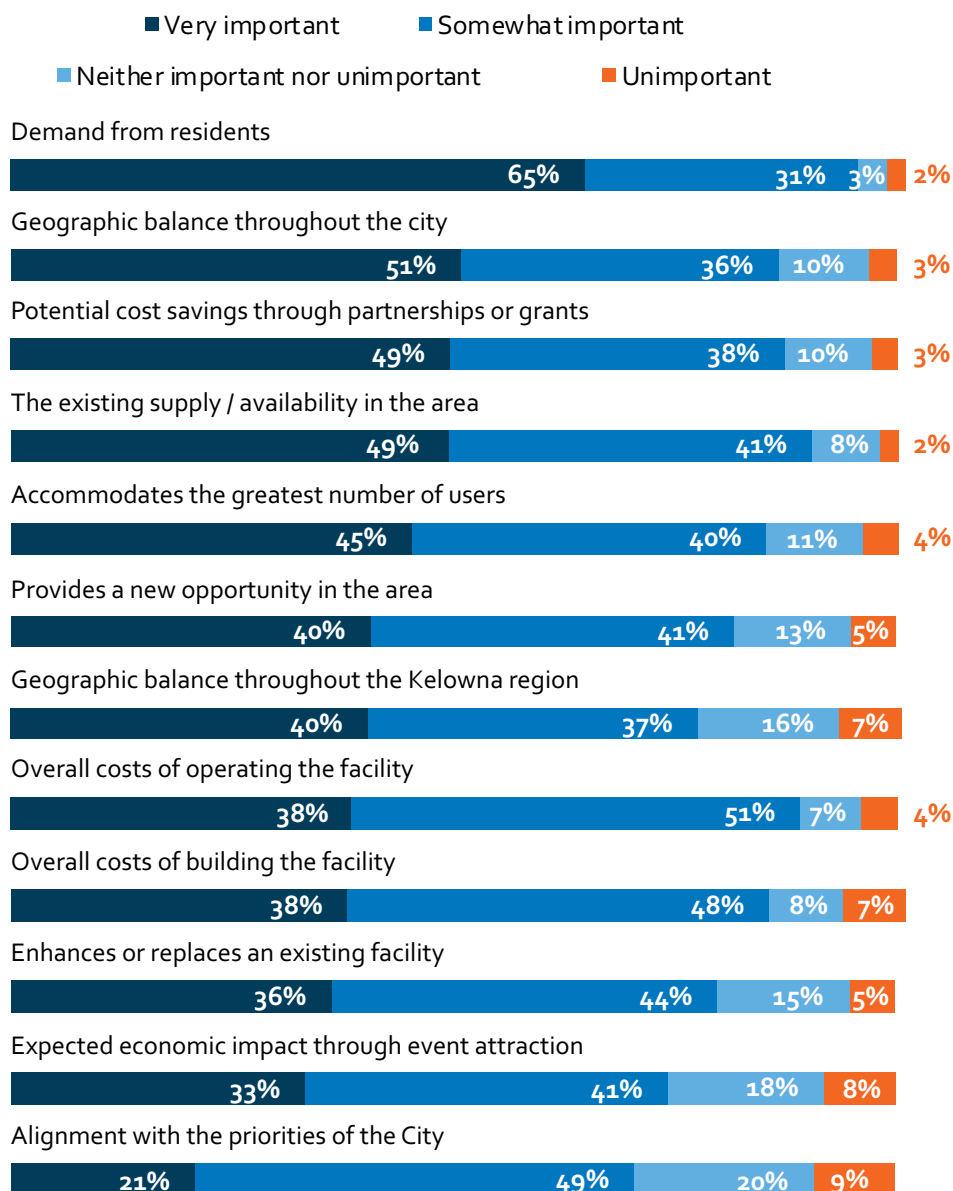
Social banquet facilities



## 2.1.7 Prioritization Criteria

When considering public investment in indoor recreation facilities there are limited resources available. Due to this, priorities must be determined based on criteria. Respondents were provided with a list of factors that the City could use to prioritize investment in indoor facilities in Kelowna. For each factor they were asked to identify how important it should be when the City sets its priorities for the provision of indoor recreation. Approximately two-thirds (65%) of respondents identified demand from residents as a very important criteria when making decisions. Approximately half said geographic balance throughout the city (51%) is a very important criteria that the City should use when prioritizing investment in indoor recreation facilities. Refer to the graph to see the importance respondents put on the other criteria.

### Importance of Criteria to Set Priorities



## 2.1.8 Willingness to Pay

The City of Kelowna recreation facilities are paid for by a combination of tax support and fees paid by users. To ensure that community needs regarding indoor recreation facilities in Kelowna are better met, respondents were asked a variety of questions regarding tax increases.

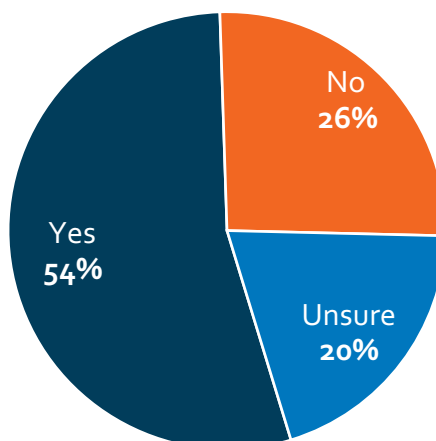
As illustrated in the accompanying graph, over half (54%) said they would support a property tax increase for enhancements to facilities their household would use, while approximately one-quarter (26%) would not support a tax increase.

### Subsegment Analysis

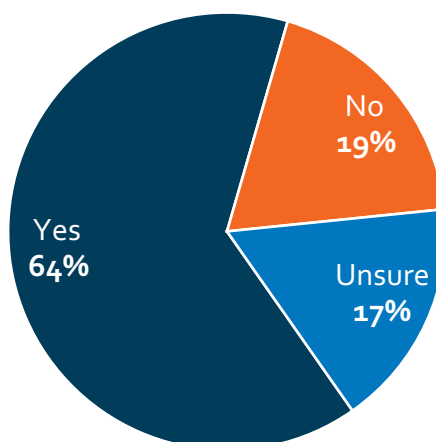
- Respondents who reside in Areas 1, 2 or 3 are more likely to support an increase in property taxes for enhancements to new facilities their household members would use (72%) compared to those who live in Area 5 (53%). See Appendix E for a map of the Areas.

Considering new facilities, respondents were asked if they would support a tax increase for new indoor recreation facilities that their household would use. As illustrated in the graph, almost two-thirds (64%) of respondents said they would support an increase in property tax for new facilities their household would use in Kelowna. Less than one-quarter (19%) would not support an increase in property tax.

### Would Support Property Tax Increase for ENHANCEMENTS to Facilities Your Household Would Use

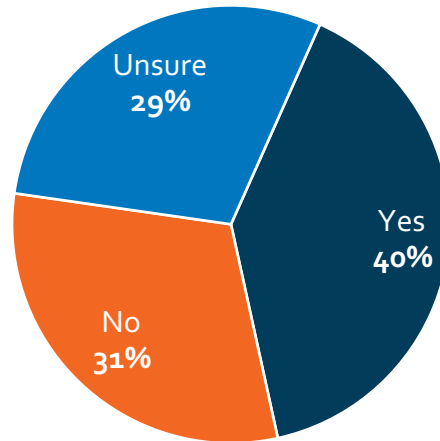


### Would Support an Increase in Property Tax for NEW FACILITIES Your Household Would Use



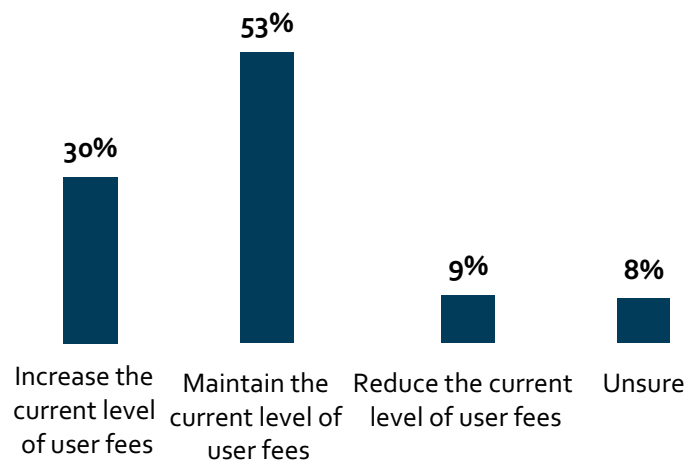
As illustrated in the graph, less than half (40%) of respondents said they would support an increase for enhancements to indoor recreation facilities their household may not use. Almost one-third (31%) said they would not support a tax increase for enhancements their households may not use.

### Would Support an Increase in Property Taxes for ENHANCEMENTS for Facilities Your Household May Not Use (but are important to the community)



Finally, respondents were asked to identify their level of support in relation to user fees for the development and redevelopment of recreation facilities. As illustrated in the graph, approximately half (53%) of respondents expressed support for maintaining the current level of user fees. Approximately one-third (30%) supported an increase in the current level of user fees.

### Would Support an Increase in Property Taxes for ENHANCEMENTS for Facilities Your Household May Not Use (but are important to the community)



## 2.1.9 Other Comments

Finally, respondents were able to share any other comments related to the provision of indoor recreation in Kelowna. A variety were shared including reiteration of responses already provided. The most frequently mentioned other comments are noted below:

- Residents would like to see an indoor recreation centre developed in Glenmore to meet the demand of the growing area (40 comments).
- Ensure that current and new facilities are universally accessible and inclusive (29 comments). The following should be considered:
  - » Subsidy programs for low-income families
  - » Safe spaces for LGBTQ groups
  - » Improved accessible parking
- A dedicated indoor pickleball space / facility is needed to meet demands of the growing sport in Kelowna (21 comments).
- Respondents support the redevelopment of the Parkinson Recreation Centre as the building and amenities are aging (16 comments).
- The addition of a 50m tank to attract provincial and national swimming and diving events to the City of Kelowna (15 comments).
- The need for more ice surfaces due to an increase of demand from users and lack of current ice times (14 comments).
- The need for better geographic balance of indoor recreation amenities to better serve the population of Kelowna (10 comments).
- The need to collaborate with the school district to increase gymnasium space for users (10 comments).
- Respondents support an increase of user fees to maintain property taxes for residents (10 comments).



## 2.1.10 Household Profile

Respondents were asked several questions about their household. The responses are presented in the following table. Figures in parenthesis are representative of the 2016 census.

Area of Residence (do you live within Kelowna city limits?)	
Yes	98%
No	2%

City Zone of Residence	
Area 1	2%
Area 2	4%
Area 3	33%
Area 4	16%
Area 5	12%
Area 6	3%
Area 7	8%
Area 8	4%
Area 9	15%
Area 10	4%

Tenure in Kelowna	
Less than 1 year	4%
1-5 years	16%
6-10 years	15%
More than 10 years	65%

Household Composition (by age)*	
0-4 yrs	4% (4%)
5-9 yrs	6% (5%)
10-14 yrs	5% (5%)
15-19 yrs	6% (5%)
20-29 yrs	9% (13%)
30-39 yrs	11% (13%)
40-49 yrs	12% (12%)
50-59 yrs	14% (13%)
60-69 yrs	19% (14%)
70-79 yrs	11% (10%)
80 yrs and older	3% (9%)

*\*The figures in parentheses represent the proportions from the 2016 census.*

Household Composition	
Couple with children	41%
Couple without children	31%
Lone parent family	4%
One person household	13%
Multigenerational household	2%
Two or more adults not a couple	6%
Other	4%
Prefer not to answer	3%



# 3

## Group Survey

A survey was fielded with a variety of organizations in Kelowna. These organizations included indoor recreation groups but also included a series of others who may use recreation facilities and spaces in Kelowna.

An email introducing the project and inviting participation in the survey was sent to a representative from each organization. Attached to the email was a hard copy of the questionnaire along with a hyperlink to an online version of the same questionnaire. Each group was asked to provide one response. Refer to Appendix C for a copy of the questionnaire.

Responses were gathered from March 22, 2022 – April 22, 2022. In total 45 responses were gathered. These findings are not representative of all groups in Kelowna however they do provide insight into the perspectives of the organizations responding. Refer to Appendix D for the list of groups who participated in the survey.

# 3.1 Survey Findings

The findings below are presented in the order they were asked in the questionnaire.

## 3.1.1 About Your Organization

The survey began by gathering information about the organizations. There was an array of responses from indoor groups, sports organizations, adult sport organizations and others indicating a diversity of activities and mandate, participants, and sizes.

As illustrated in the accompanying graph, the respondents provide programs and services to a multitude of ages, with the majority being teens (78%) and adults (63%).

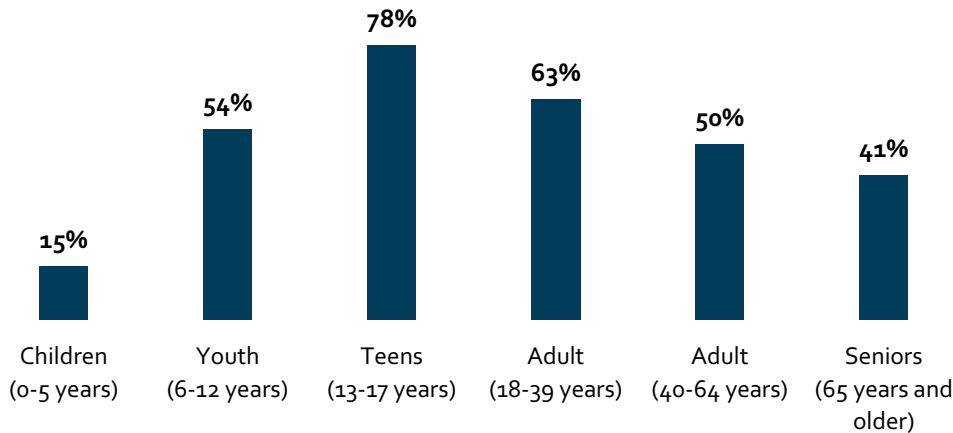
Considering the participation / membership numbers, the respondent organizations represent different group sizes. As illustrated in the accompanying graph, almost half (46%) of organizations have two hundred and fifty-one or more participants, while the minority (11%) of organizations only have up to fifty participants.

Respondents were than asked to identify their expectation for participation over the next few years. Almost all groups (89%) said they expect an increase, while only two percent (2%) said they expect a decrease in participation. Refer to the graph.

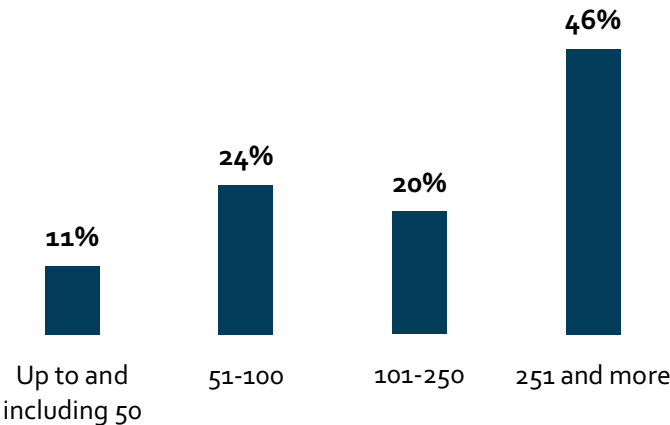
Respondent groups were asked what impacts their need for programming space in City facilities. A variety of comments were shared and the most frequent are listed below:

- The lack of indoor field space availability (12 comments)
- The lack of bookable aquatic space (5)
- Organizations turning participants away due to lack of space (4)
- The lack of gymnasium space (4)

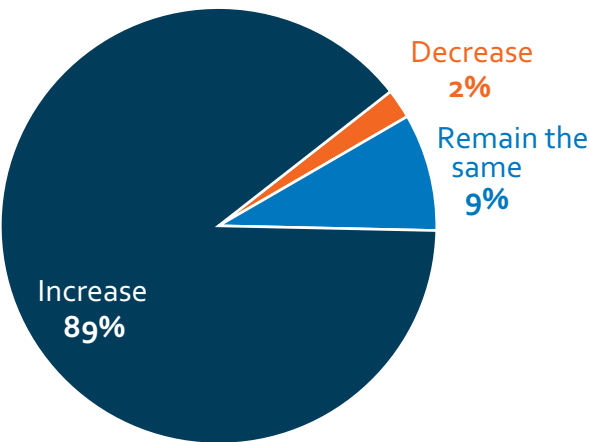
Primary Age of Participants



How Many Participants Belong to Your Organization



Expectation for Participation Figures

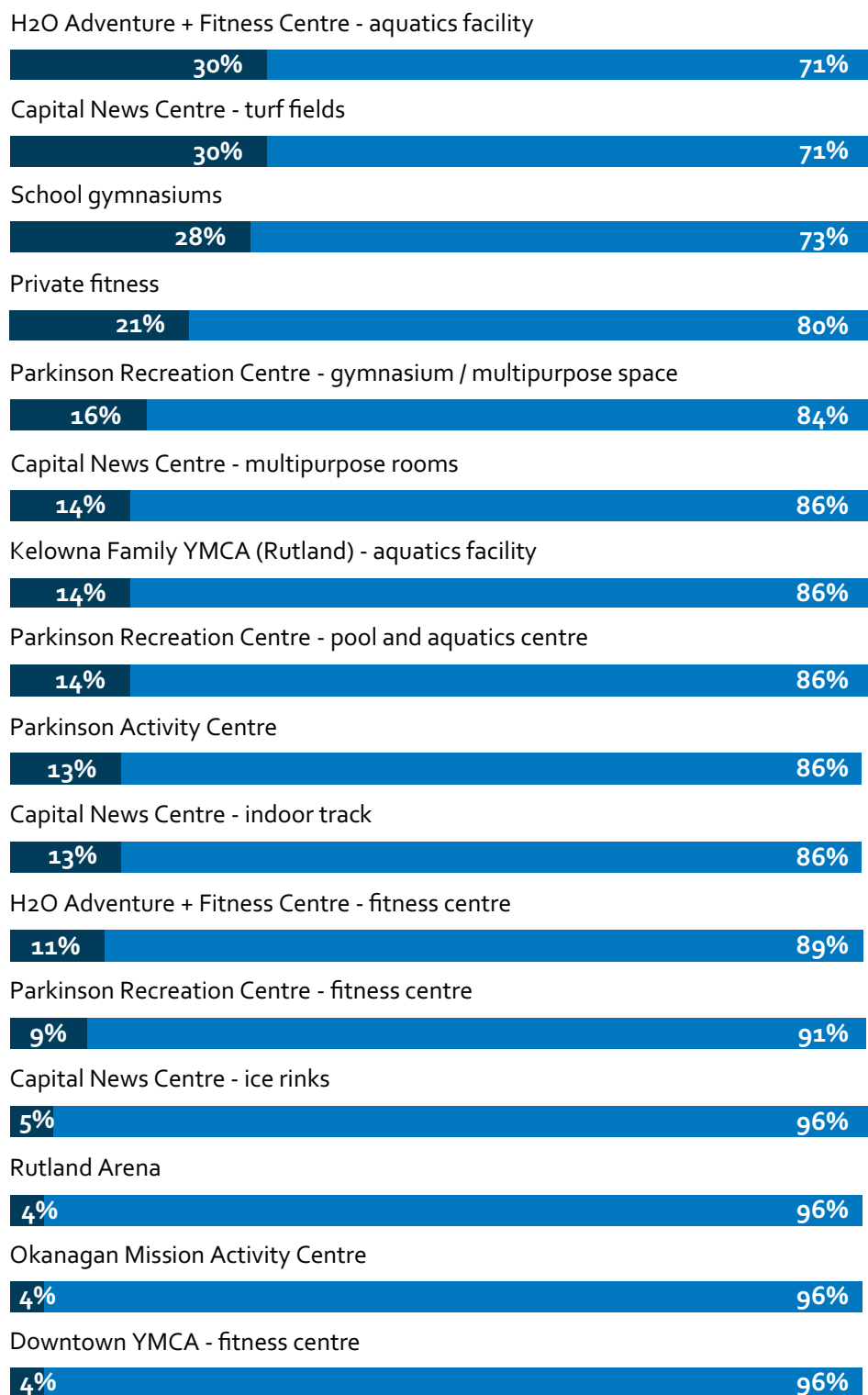


### 3.1.2 Facility Utilization

Respondents were provided with a list of indoor recreation spaces and facilities and asked the frequency of which they had used each for programming in the previous three years. Almost one third of respondents utilized the H2O Adventure + Fitness Centre – aquatics facility (30%) and the Capital News Centre – turf fields (30%) over the last three years. Refer to the graph.

#### Facility Usage

■ USED ■ DID NOT USE



\*Graph continues on next page

## Facility Usage (Continued)

Memorial Arena - as an active participant not a spectator



Kinsmen Media Centre



Kelowna Family YMCA (Rutland) - gymnasium and fitness centre



Rutland Activity Centre



Cedar Creek Hall



Kinsmen Fieldhouse Hall



### 3.1.3 Values and Considerations

Respondent organizations were presented with statements regarding the provision of indoor recreation in Kelowna. For each statement they were asked to indicate the extent to which they agree.

As illustrated in the graph, almost all respondents (86%) strongly agree that the municipalities in the Kelowna region should work together to provide recreation facilities, that Kelowna should host major recreation and sporting events (84%) and that the City of Kelowna should provide recreation facilities through partnerships with community groups (84%). Over three-quarters strongly agreed with all statements.

## Values and Considerations

■ Strongly Agree ■ Somewhat Agree ■ Disagree

The municipalities in the Kelowna region should work together to provide recreation facilities.



Kelowna should host major recreation and sporting events.



Where possible, the City of Kelowna should provide recreation facilities through partnerships with community groups.



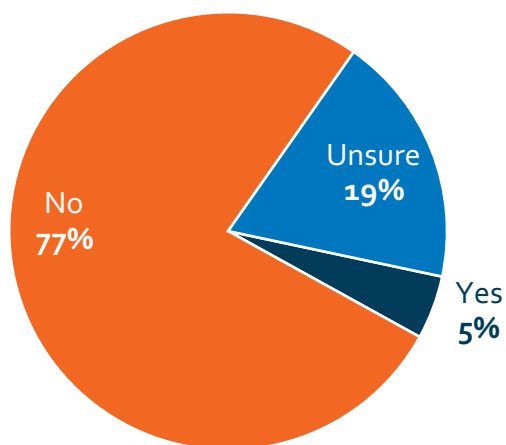
Recreation facilities can contribute to the local economy by attracting visitors and new residents.



### 3.1.4 Future Priorities and Focus Areas

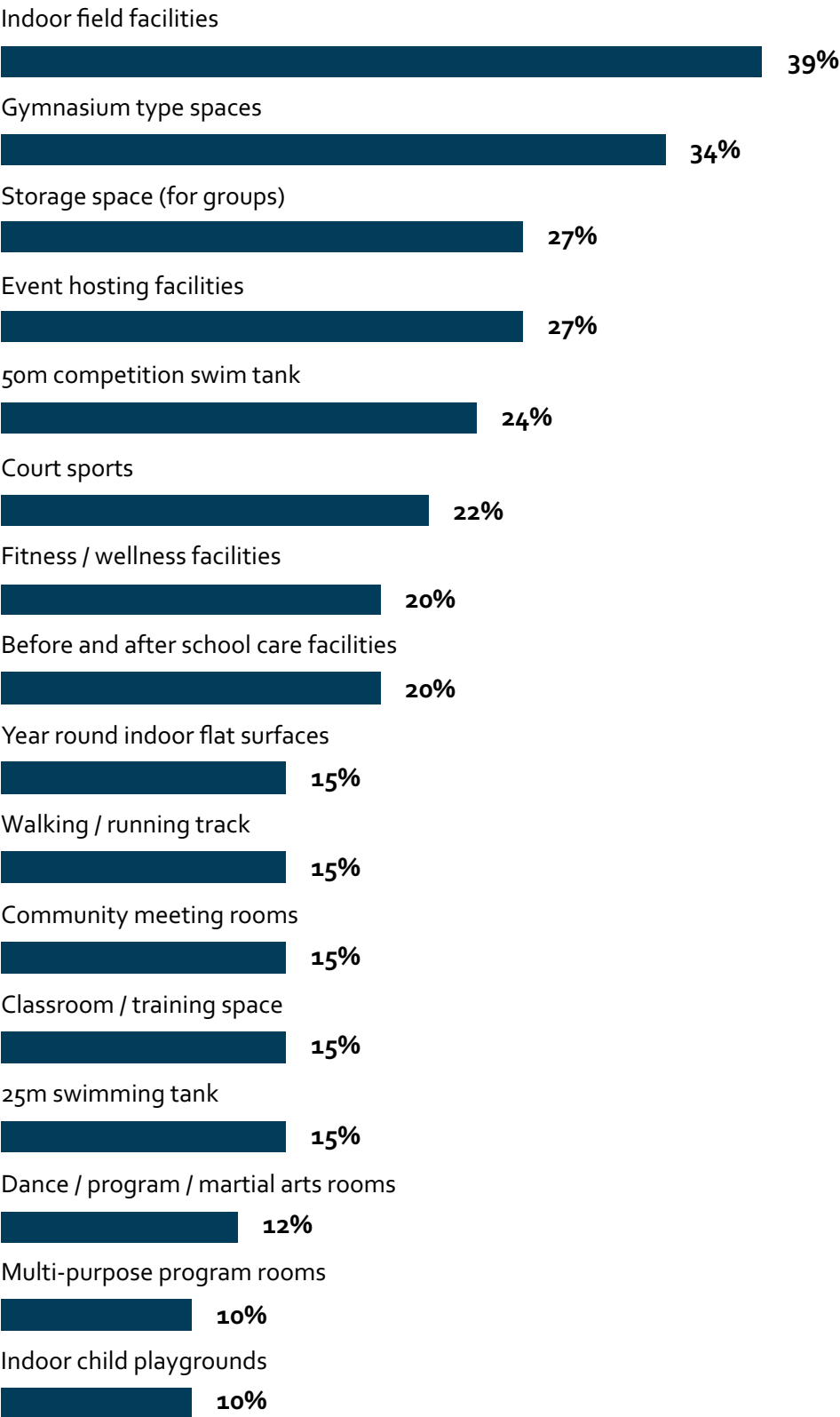
When asked if there are adequate indoor recreation facilities and spaces in the city of Kelowna, approximately three-quarters of respondent organizations (77%) said there is not. A minority of respondents (5%) said that there are adequate indoor recreation facilities. Refer to the graph.

Are There Adequate Indoor Recreation Facilities?



Respondents who said there are not adequate indoor recreation facilities (and those who are unsure) were asked to identify up to five facilities and amenities that should be more readily available or enhanced in Kelowna. The most frequently identified spaces include indoor field facilities (39%) and gymnasium type spaces (34%). Respondent groups also identified storage space (27%) and event hosting facilities as spaces that also need to be more readily available or enhanced. Refer to the graph.

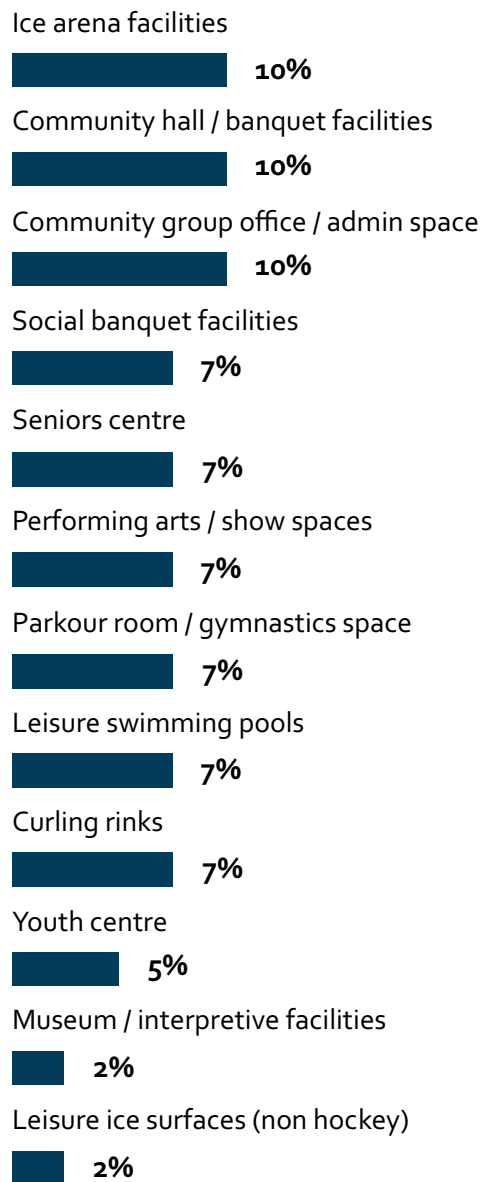
Indoor Recreation Facilities That Should be Enhanced or More Available



\*Graph continues on next page



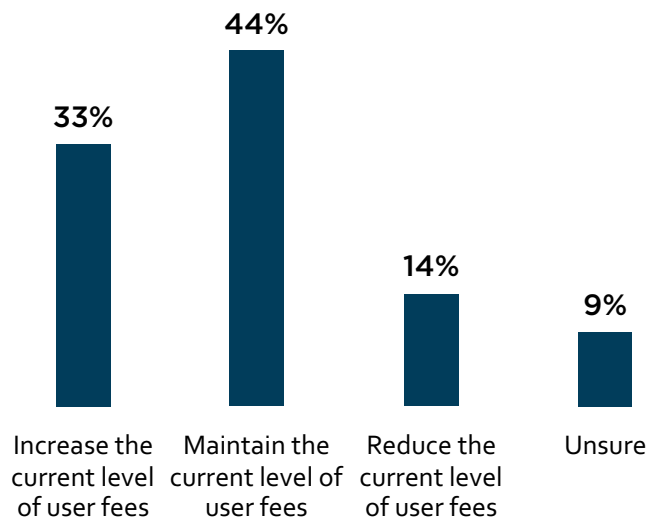
## Indoor Recreation Facilities That Should be Enhanced or More Available (Continued)



### 3.1.5 Willingness to Pay

The City of Kelowna facilities are paid for by a combination of taxes and user fees. Respondents were asked to identify their thoughts on changes in user fees to support the development and redevelopment of recreation facilities in Kelowna. As illustrated in the graph, one – third (33%) of respondents support an increase in the current level of user fees, while less than half (44%) expressed support for maintaining the current level of user fees in relation to the development and redevelopment of recreation facilities in Kelowna.

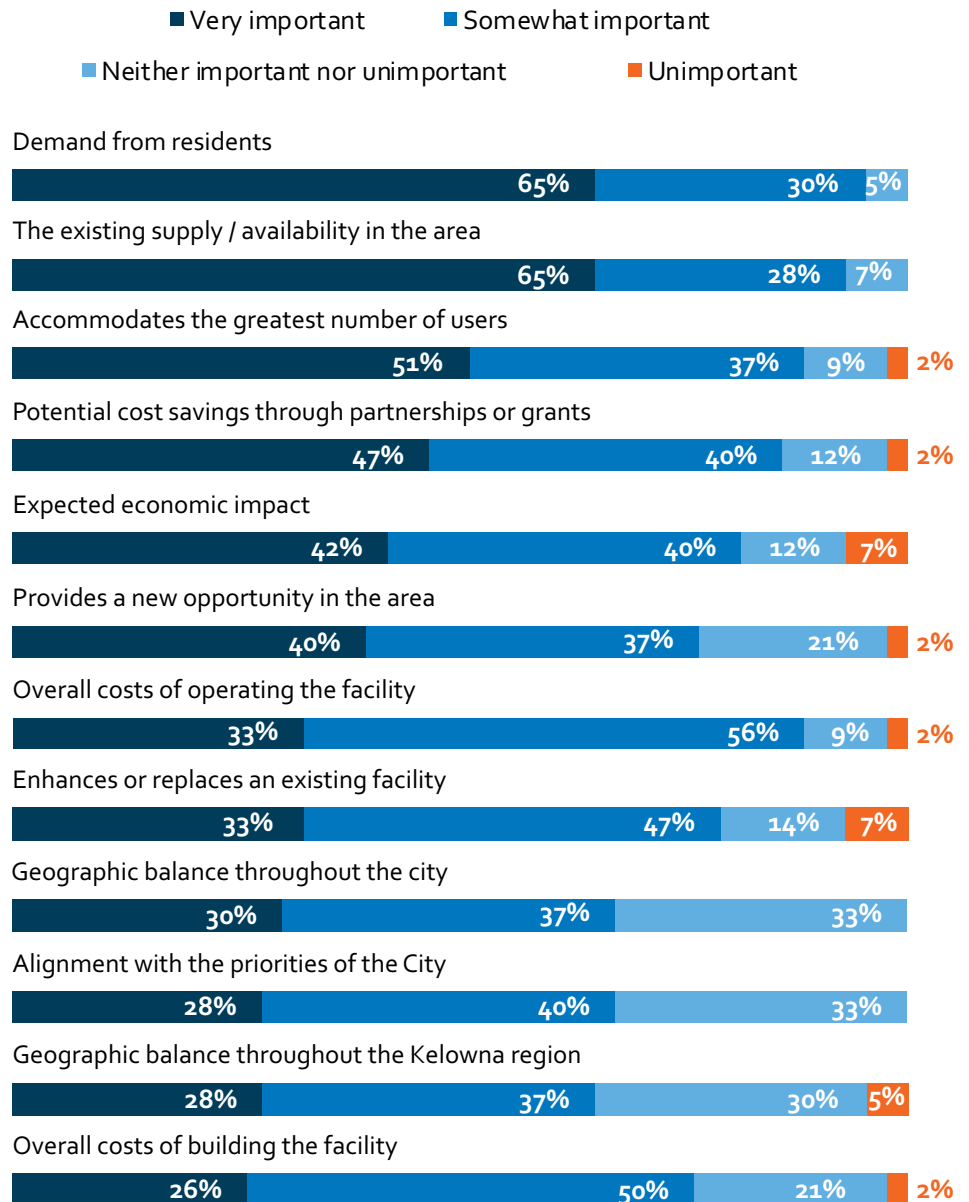
Support in Relation to User Fees



### 3.1.6 Prioritization Criteria

Respondent groups were provided with a list of factors that the City could use to prioritize investment in facilities and amenities in Kelowna. For each factor they were asked to identify how important each factor should be when priorities are set. Almost two-thirds of group respondents identified demand from residents (65%) and the existing supply / availability in the area (65%) as being very important criteria the City should use when prioritizing investment in indoor recreation facilities and spaces. Refer to the graph for the importance respondents provided to other prioritization criteria.

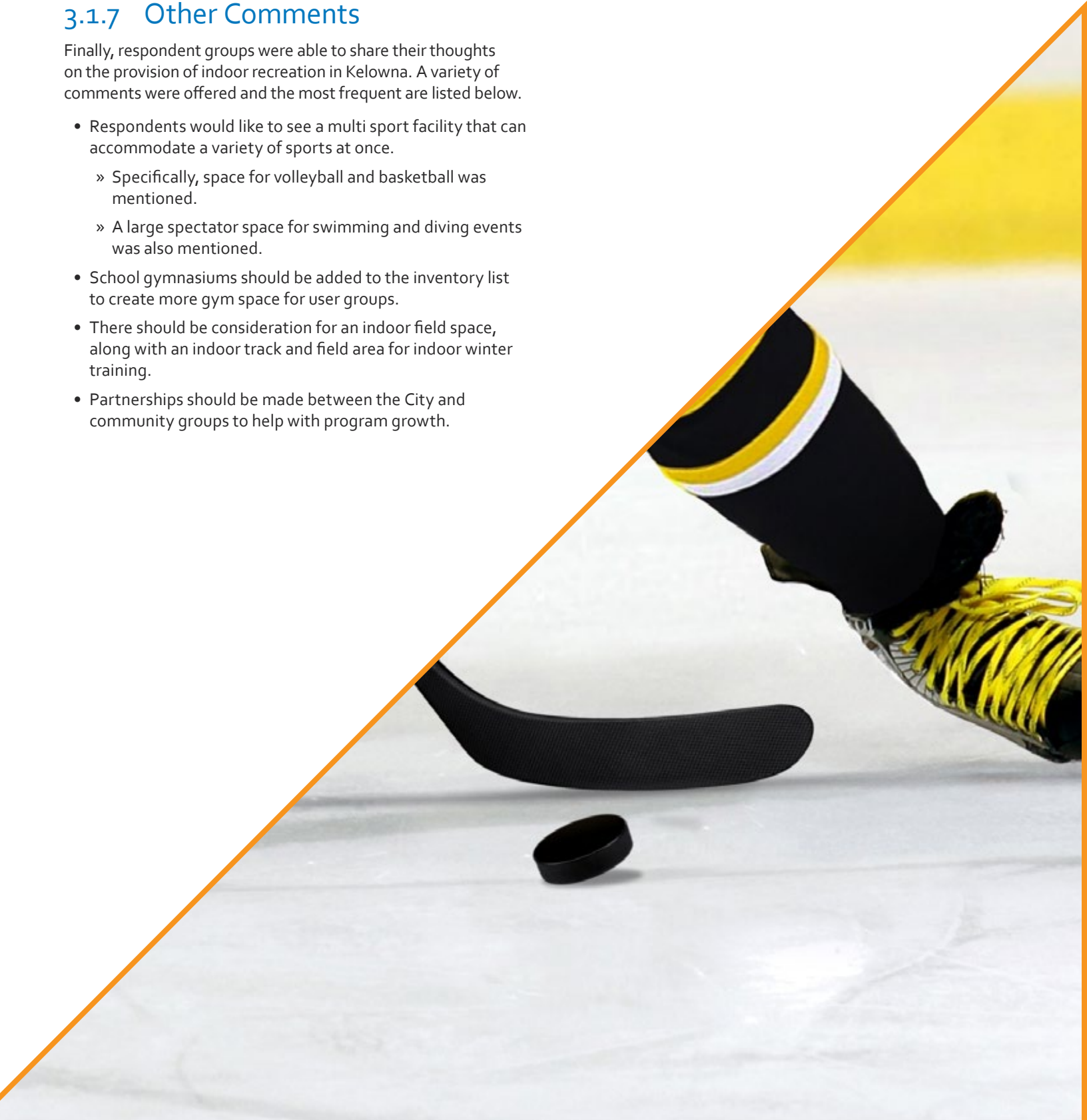
#### Importance of Criteria to Set Priorities



### 3.1.7 Other Comments

Finally, respondent groups were able to share their thoughts on the provision of indoor recreation in Kelowna. A variety of comments were offered and the most frequent are listed below.

- Respondents would like to see a multi sport facility that can accommodate a variety of sports at once.
  - » Specifically, space for volleyball and basketball was mentioned.
  - » A large spectator space for swimming and diving events was also mentioned.
- School gymnasiums should be added to the inventory list to create more gym space for user groups.
- There should be consideration for an indoor field space, along with an indoor track and field area for indoor winter training.
- Partnerships should be made between the City and community groups to help with program growth.



# 4

## Conclusions

A number of conclusions have been drawn considering the different engagement tactics employed. These conclusions presented below represent the key takeaways from all engagement, however some may be found in one specific mechanism. For details related to these concluding statements, refer back through the detailed findings.

- Overcrowding, costs related to admission fees and being unaware of some opportunities are impacting the ability for residents to access indoor recreation opportunities.
- There is general dissatisfaction with the availability of indoor recreation facilities in Kelowna. The City should evaluate the geographic balance of these facilities and ensure indoor recreation opportunities are accessible to all areas of Kelowna.
  - » Glenmore was identified as an area in Kelowna that lacks indoor recreation facilities.
- The City should consider partnering with the schools to increase capacity for programming.
  - » User groups are seeing an increase in participation therefore demanding more space for their programs.
- There is belief that it is important to ensure that recreation facilities are available and accessible for all residents in the community.
- The majority of residents are willing to travel eleven to twenty minutes for leisure and competition activities. However, respondents are willing to travel longer for competition activities.
- Less than one third of residents say there are adequate recreation facilities in Kelowna. Facilities and spaces that were identified for enhancement or being more readily available include:
  - » Fitness facilities
  - » Gymnasium spaces
  - » Indoor field spaces
  - » 25 m tank
  - » Walking / running track
  - » Senior's centres
  - » Before and after school care

- The City should consider a new facility with amenities to ensure they can host a variety of provincial and national sporting events while also considering community recreation opportunities. While considering community recreation opportunities there should be an emphasis on court sports (pickleball, volleyball and basketball) as well as ice sports.
- Criteria to consider when prioritizing projects should be: demand from residents, geographic balance, cost savings through grants and partnerships and the existing supply and availability in the area.
- Over two-thirds of respondents said they would support an increase in property tax for new facilities in Kelowna.





# A

## Appendices

### Appendix A: Postcard

#### We Want to Hear from You!

The City of Kelowna is developing an Indoor Recreation Facilities Strategy. The Strategy will help guide the City's decisions and investment into these important quality of life services to serve the recreation and sport needs of residents and visitors.

Your input is very important in helping to shape the Strategy. Please visit [getinvolved.kelowna.ca](https://getinvolved.kelowna.ca) to access the survey using the code provided on the other side of this card. Please note, this access code is unique to your household and can only be used once.

If you require assistance completing your survey or to request a paper copy of the survey, contact [recreation@kelowna.ca](mailto:recreation@kelowna.ca) or call 250-469-8800. You will be required to provide your access code to the customer service representative.

#### Recreation Facilities Strategy Household Survey

Kelowna Resident

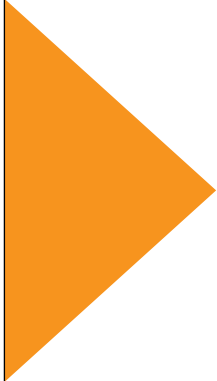
Your Unique Access Code Is


XXXXXXXXXX

Please visit [getinvolved.kelowna.ca](https://getinvolved.kelowna.ca) to access the survey using the above code.

**The deadline to complete the survey is April 22, 2022**


## Appendix B: Coded Access Survey





### Kelowna Indoor Recreation Facility Strategy

# Household Questionnaire




Access Code: \_\_\_\_\_

The City of Kelowna is developing an Indoor Recreation Facilities Strategy. The Strategy will help guide the City's decisions and investment related to these key quality of life services. Investment in the development and maintenance of our recreation-based facilities will ensure that our residents continue to have spaces to foster healthy, active lifestyles and community connections, while contributing to our local economy. Planning for the provision and redevelopment of indoor recreation facilities is necessary to ensure City resources are appropriately allocated as we support the recreation and sporting needs of our community.

Gathering input from residents is critical to the development of the Strategy. Please have an adult in your household complete the questionnaire considering the thoughts and needs of all members of the household. Your responses will be combined with all others when presented in a summarized report. Some analysis will be reported according to smaller sub-groups such as household composition or where responses are located from within the city. The information you provide will only be used for research purposes and will be securely stored. Your anonymity will be protected. **Please complete the questionnaire by April 22, 2022. This survey will take you approximately 20 minutes to complete.**

If you have any questions regarding this survey or the Indoor Recreation Facilities Strategy, please contact Doug Nicholas (City of Kelowna) at [dnicholas@kelowna.ca](mailto:dnicholas@kelowna.ca).



## Section 1: Top of Mind Thoughts

1. What are the main reasons that members of your household participate in recreation activities? (Check all that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> Physical health / exercise                    | <input type="checkbox"/> Improve skills or knowledge             |
| <input type="checkbox"/> Enjoy a challenge                             | <input type="checkbox"/> Help the community                      |
| <input type="checkbox"/> To be with family / friends                   | <input type="checkbox"/> Relaxation, mental health and wellbeing |
| <input type="checkbox"/> Meet new people                               | <input type="checkbox"/> To enjoy nature                         |
| <input type="checkbox"/> To be creative                                | <input type="checkbox"/> Satisfy curiosity                       |
| <input type="checkbox"/> Pleasure / entertainment                      | <input type="checkbox"/> Something different than work           |
| <input type="checkbox"/> We don't participate in recreation activities | <input type="checkbox"/> Other (please specify): _____           |

## Section 2: Current Usage / Visitation

2. Please respond as per your household's participation **prior to disruptions resulting from the COVID-19 pandemic**.

From the list below, please select indoor activities in which household members participated on a regular basis (at least 2 or more times per month during the suitable / available seasons for each activity type).

### Indoor Activities

- |  |  |
|--|--|
| <input type="checkbox"/> Arena ice activities – structured club or team (e.g. skating, hockey, ringette)           | <input type="checkbox"/> Combative activities (e.g. boxing, martial arts)                            |
| <input type="checkbox"/> Arena ice activities – unstructured or drop-in (e.g. public skating, shinny)              | <input type="checkbox"/> Walking / running (e.g. gymnasium, indoor track)                            |
| <input type="checkbox"/> Arena non-ice activities (e.g. lacrosse, roller derby)                                    | <input type="checkbox"/> Social activities (e.g. banquets, community / group get-togethers)          |
| <input type="checkbox"/> Pool activities – structured club or program (e.g. swimming, diving, aquafit)             | <input type="checkbox"/> Court activities (e.g. racquetball, squash, wallyball)                      |
| <input type="checkbox"/> Pool activities – leisure or drop-in (e.g. lane swim, slides, family fun)                 | <input type="checkbox"/> Art and culture appreciation (e.g. visit galleries, museums, watch theatre) |
| <input type="checkbox"/> Fitness activities – class or program (e.g. spin, yoga, bootcamp)                         | <input type="checkbox"/> Gymnastics and parkour  |
| <input type="checkbox"/> Fitness activities – unstructured or drop-in (e.g. cardio, weight training)               | <input type="checkbox"/> Curling   |
| <input type="checkbox"/> Gymnasium activities – structured league or program (e.g. basketball, pickleball, soccer) | <input type="checkbox"/> Reading / research  |
| <input type="checkbox"/> Gymnasium activities – unstructured or drop-in (e.g. pick-up basketball, badminton)       | <input type="checkbox"/> Gaming (e.g. computer and board games)                                      |
| <input type="checkbox"/> Visual arts and craft activities (e.g. pottery, painting, scrapbooking)                   | <input type="checkbox"/> Other (please specify): _____   |
| <input type="checkbox"/> Performing arts activities (e.g. participation in theatre, musical program)               | <input type="checkbox"/> Other (please specify): _____   |

3. For each of the facilities and spaces listed, please indicate how frequently you or a member of your household used or visited each in the previous 3 years. (Note- if multiple household members used the facility at the same time please count that as one use / visit.)

	1 - 9 times	10 - 20 times	21 or more times	Did not use / visit in the previous 3 years
Parkinson Recreation Centre – pool and aquatics centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parkinson Recreation Centre – fitness centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parkinson Recreation Centre – gymnasium / multipurpose space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Memorial Arena – as an active participant not spectator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kelowna Family YMCA (Rutland) – aquatics facility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kelowna Family YMCA (Rutland) – gymnasium and fitness centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Downtown YMCA - fitness centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parkinson Activity Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rutland Activity Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Okanagan Mission Activity Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rutland Arena	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kinsmen Media Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kinsmen Fieldhouse Hall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H2O Adventure + Fitness Centre – aquatics facility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H2O Adventure + Fitness Centre – fitness centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Capital News Centre – turf fields	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Capital News Centre – ice rinks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Capital News Centre – indoor track	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Capital News Centre – multipurpose rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cedar Creek Hall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Section 3: Recreation Service Assessment

4. What, if anything, prevents you or someone in your household from participating in indoor recreation opportunities in Kelowna? (Check all that apply.)

- |   |  |
|---|--|
| <input type="checkbox"/> Nothing prevents our participation               | <input type="checkbox"/> Better opportunities elsewhere                    |
| <input type="checkbox"/> Admission fees                                   | <input type="checkbox"/> Physical accessibility barriers                   |
| <input type="checkbox"/> Transportation limitations (cost / availability) | <input type="checkbox"/> Unaware of some opportunities                     |
| <input type="checkbox"/> Overcrowded facilities                           | <input type="checkbox"/> Not interested in what is available               |
| <input type="checkbox"/> Facilities are poorly maintained / cleaned       | <input type="checkbox"/> Don't feel welcome or safe                        |
| <input type="checkbox"/> Facilities don't accommodate activities          | <input type="checkbox"/> Personal health issues                            |
| <input type="checkbox"/> Too busy to participate                          | <input type="checkbox"/> COVID-19  |
| <input type="checkbox"/> Equipment costs                                  | <input type="checkbox"/> Not comfortable / confident enough to participate |
| <input type="checkbox"/> Inconvenient hours                               | <input type="checkbox"/> Other (please specify): _____                     |
| <input type="checkbox"/> Lack of childcare                                |  |

5. How satisfied are you with the availability of indoor recreation facilities and spaces in Kelowna?

- ☐ Very satisfied  
☐ Somewhat satisfied  
☐ Neither satisfied nor dissatisfied  
☐ Somewhat dissatisfied  
☐ Very dissatisfied

## Section 4: Values and Considerations

6. Please indicate your level of agreement with the following statements.

Statement	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
Recreation facilities are very important to my household's quality of life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My local community benefits from the provision of recreation facilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Residents can benefit even if they do not use recreation facilities directly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is important to ensure that recreation facilities are available and accessible for all residents in the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreation facilities can contribute to the local economy by attracting visitors and new residents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The municipalities in the Kelowna region should work together to provide recreation facilities for residents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kelowna should host major recreation and sporting events.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Where possible, the City of Kelowna should provide recreation facilities through partnerships with community groups.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Section 5: Willingness to Travel

7. Generally, how far are you willing to travel (one way) by car or bus to use the following indoor recreation facilities before travel becomes a barrier to participation?

Facility / Space	I/we are willing to travel up to 10 min (one way) to participate at these spaces	I/we are willing to travel 11 - 20 min (one way) to participate at these spaces	I/we are willing to travel 21 - 30 min (one way) to participate at these spaces	I/we are willing to travel more than 30 min (one way) to participate at these spaces	I / we do not think travel time is a barrier to participate at these spaces
Indoor recreation amenities for leisure (e.g. leisure pools, fitness / wellness facilities)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Indoor recreation amenities for competition (e.g. lane pools, gyms, arenas)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Currently, how do members of your household typically travel to recreation facilities?

- ☐ Drive themselves
 ☐ Take the bus
- ☐ Get a ride
 ☐ Car share / taxi
- ☐ Walk
 ☐ Other (please specify): \_\_\_\_\_
- ☐ Bike

## Section 6: Future Priorities & Focus Areas

9. Answering on behalf of your entire household, do you think there are adequate indoor recreation facilities in Kelowna?

- ☐ Yes (Please proceed to Question 11)
- ☐ No
- ☐ Unsure

10. Please select up to **five (5) INDOOR** recreation facilities and spaces that you believe should be more readily available or enhanced in Kelowna. A couple of things to consider:

- » There are costs to building and operating recreation facilities and spaces (this may impact taxes and/or user fees).
- » Your responses will be used to help determine facility priorities for planning purposes. They may not lead to changes in a facility or new facilities being built.

- |   |   |
|---|---|
| <input type="checkbox"/> 25m swimming tank (e.g. lane swimming, aquafit)                            | <input type="checkbox"/> Indoor child playgrounds   |
| <input type="checkbox"/> 50m competition swim tank  | <input type="checkbox"/> Indoor climbing wall   |
| <input type="checkbox"/> Archery lanes / range  | <input type="checkbox"/> Indoor field facilities (e.g. soccer, tennis, pickleball, ball hockey, lacrosse) |
| <input type="checkbox"/> Art creation spaces (e.g. dedicated studios, maker spaces)                 | <input type="checkbox"/> Leisure ice surfaces (non hockey)  |
| <input type="checkbox"/> Art display spaces   | <input type="checkbox"/> Leisure swimming pools (e.g. for fun including water play features)              |
| <input type="checkbox"/> Before and after school care facilities                                    | <input type="checkbox"/> Libraries  |
| <input type="checkbox"/> Classroom / training space   | <input type="checkbox"/> Multi-purpose program rooms  |
| <input type="checkbox"/> Community group office / admin space                                       | <input type="checkbox"/> Museum / interpretive facilities   |
| <input type="checkbox"/> Community hall / banquet facilities  | <input type="checkbox"/> Parkour room / gymnastics space  |
| <input type="checkbox"/> Community meeting rooms  | <input type="checkbox"/> Performing arts / show spaces  |
| <input type="checkbox"/> Court sports (e.g. racquetball, squash)                                    | <input type="checkbox"/> Seniors centre   |
| <input type="checkbox"/> Curling rinks  | <input type="checkbox"/> Social banquet facilities  |
| <input type="checkbox"/> Dance / program / martial arts rooms                                       | <input type="checkbox"/> Storage space (for groups)   |
| <input type="checkbox"/> Event hosting facilities   | <input type="checkbox"/> Walking / running track  |
| <input type="checkbox"/> Fitness / wellness facilities (e.g. exercise / weight room)                | <input type="checkbox"/> Year round indoor flat surfaces (for activities such as lacrosse & roller derby) |
| <input type="checkbox"/> Gymnasium type spaces (e.g. basketball, volleyball, badminton, pickleball) | <input type="checkbox"/> Youth centre   |
| <input type="checkbox"/> Ice arena facilities (e.g. hockey, figure skating, ball hockey, lacrosse)  |   |

- a. In addition to the indoor spaces identified above, are there any other types of **indoor spaces** that you think should be more readily available? If so, please note them here.

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## Section 7: Prioritization Criteria

11. The City has limited resources when considering public investment in indoor recreation facilities and spaces. For this reason some facilities and spaces have to be prioritized over others. **Please indicate how important each factor should be when the City sets priorities.**

	Very important	Somewhat important	Neither important nor unimportant	Somewhat unimportant	Very unimportant
Demand from residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alignment with the priorities of the City	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall costs of operating the facility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall costs of building the facility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The existing supply / availability in the area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Potential cost savings through partnerships or grants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Expected economic impact through event and visitor attraction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Geographic balance throughout the city	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Geographic balance throughout the Kelowna region	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enhances or replaces an existing facility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accommodates the greatest number of users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides a new opportunity in the area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Section 8: Willingness to Pay

12. City recreation facilities are paid for by a combination of tax support (including property taxes) and fees paid by users.

To ensure that community needs for indoor recreation facilities in Kelowna are better met, indicate your level of support for an increase in annual property taxes in each of the following scenarios?

- Would you support an increase in property taxes for *enhancements to current facilities* your household members use?
  - ☐ Yes
  - ☐ No
  - ☐ Unsure
- Would you support an increase in property taxes for *new facilities* your household members would use?
  - ☐ Yes
  - ☐ No
  - ☐ Unsure
- Would you support an increase in property taxes for *facilities that are important to the broader community but that your household members may **not** use?*
  - ☐ Yes
  - ☐ No
  - ☐ Unsure

13. Which of the following options do you support in relation to user fees for the development and redevelopment of recreation facilities?

- ☐ Increase the current level of user fees
- ☐ Maintain the current level of user fees
- ☐ Reduce the current level of user fees
- ☐ Unsure

## Section 9: Other Comments

14. Please use the following space to provide any other comments you have about the provision of indoor recreation facilities in Kelowna.

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## Section 10: Household Profile

15. Do you live within the Kelowna city limits?

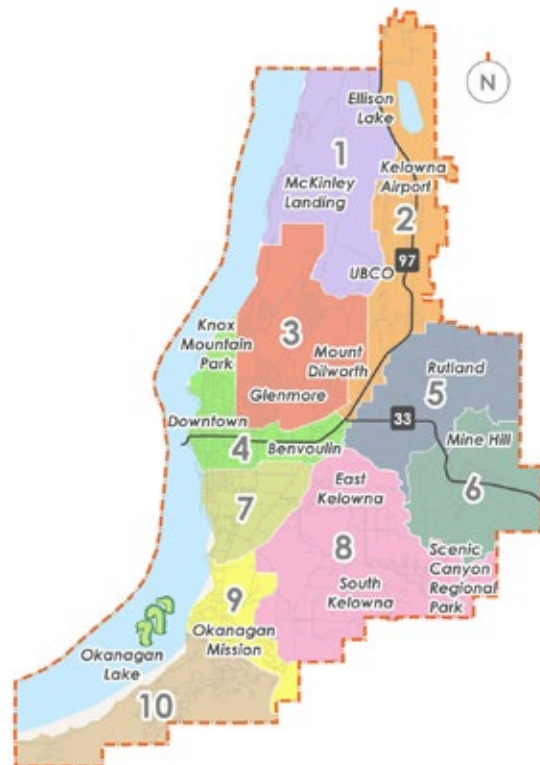
- ☐ Yes (go to 15a)
- ☐ No (go to 15b)
- ☐ Unsure (go to 15b)

a. In which area of Kelowna do you live? (Refer to the map.)

- ☐ Area 1
- ☐ Area 2
- ☐ Area 3
- ☐ Area 4
- ☐ Area 5
- ☐ Area 6
- ☐ Area 7
- ☐ Area 8
- ☐ Area 9
- ☐ Area 10

b. Where do you live?

- ☐ Other (please specify): \_\_\_\_\_





16. Please provide your postal code: \_\_\_\_\_

17. How long have you lived in the Kelowna region?

- ☐ Less than 1 year
- ☐ 1 - 5 years
- ☐ 6 – 10 years
- ☐ More than 10 years

18. Please describe your household by identifying the number of members in each of the following age groups – including yourself!

_____ 0 - 4 yrs	_____ 5 - 9 yrs	_____ 10 - 14 yrs	_____ 15 - 19 yrs
_____ 20 - 29 yrs	_____ 30 - 39 yrs	_____ 40 - 49 yrs	_____ 50 - 59 yrs
_____ 60 - 69 yrs	_____ 70 - 79 yrs	_____ 80+ yrs	

19. Which best describes your household composition?

- |  |  |
|--|--|
| <input type="checkbox"/> Couple with children    | <input type="checkbox"/> Multigenerational household (at least 3 generations)                        |
| <input type="checkbox"/> Couple with no children | <input type="checkbox"/> Two or more adults not a couple (e.g., roommates, siblings living together) |
| <input type="checkbox"/> Lone parent family      | <input type="checkbox"/> Other   |
| <input type="checkbox"/> One-person household    | <input type="checkbox"/> Prefer not to answer  |

20. Have you or members of your household immigrated or resettled in Canada within the past five (5) years?

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

21. Do you or members of your household identify as Indigenous?

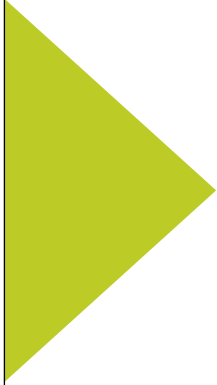
- ☐ Yes
- ☐ No
- ☐ Prefer not to answer


22. Do you own or rent your current residence?

- ☐ Own
- ☐ Rent
- ☐ Other
- ☐ Unsure

**Thank you very much for taking the time to participate in the survey!**

## Appendix C: Group Survey





### Kelowna Indoor Recreation Facility Strategy

# Community Group Questionnaire


The City of Kelowna is developing an Indoor Recreation Facilities Strategy. The Strategy will help guide the City's decisions and investment related to these key quality of life services. Planning for the provision and redevelopment of indoor recreation facilities is necessary to ensure City resources are appropriately allocated as we support the recreation and sporting needs of our community.

#### We Want to Hear From You!

Gathering input from organized groups who are delivering recreation services to residents of Kelowna is critical to the development of the Strategy. **Please submit the questionnaire by April 15, 2022. Only one response per group / organization is requested.** Thank you very much!

**Note:** A survey focused on the redevelopment of Parkinson Recreation Centre was fielded in the summer of 2021. The responses provided were valuable as we plan for the future PRC site (Kelowna Community Campus). This survey, however, is concerned more broadly with indoor recreation in Kelowna. Your participation in this survey is important for a higher level of planning.

If you have any questions regarding this survey or the Indoor Recreation Facilities Strategy, please contact Doug Nicholas (City of Kelowna) at [dnicholas@kelowna.ca](mailto:dnicholas@kelowna.ca).



## Section 1: About Your Organization

1. What is the name of your group / organization?

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2. Briefly explain the purpose of your organization (mission) and its main activities.

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3. From the age groups below, please indicate which ones best describe your primary participants / members. (Select all that apply.)

- ☐ Children (0-5 years)
- ☐ Youth (6-12 years)
- ☐ Teens (13-17 years)
- ☐ Adult (18-39 years)
- ☐ Adult (40-64 years)
- ☐ Seniors (65 years and older)

4. How many participants typically belong to your organization?

- ☐ Up to and including 50
- ☐ 51-100
- ☐ 101-250
- ☐ 251 and more

5. What is your expectation for participant figures over the next few years?

- ☐ Decrease
- ☐ Remain the same
- ☐ Increase
- ☐ Unsure

- a. What is impacting your need for programming space?

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## Section 2: Facility Utilization

6. There are a variety of facilities and spaces that are used by groups as they provide programs and events. For each of the facilities and spaces listed, please indicate how frequently your group has used it for your programming in the previous 3 years.

	1 - 9 times	10 - 20 times	21 or more times	Did not use / visit in the previous 3 years
Parkinson Recreation Centre – pool and aquatics centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parkinson Recreation Centre – fitness centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parkinson Recreation Centre – gymnasium / multipurpose space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Memorial Arena – as an active participant not spectator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kelowna Family YMCA (Rutland) – aquatics facility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kelowna Family YMCA (Rutland) – gymnasium and fitness centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Downtown YMCA – fitness centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parkinson Activity Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rutland Activity Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Okanagan Mission Activity Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rutland Arena	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kinsmen Media Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kinsmen Fieldhouse Hall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H2O Adventure + Fitness Centre – aquatics facility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H2O Adventure + Fitness Centre – fitness centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Capital News Centre – turf fields	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Capital News Centre – ice rinks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Capital News Centre – indoor track	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Capital News Centre – multipurpose rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cedar Creek Hall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School gymnasiums	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Private fitness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- a. What other facilities and spaces does your group use regularly in the delivery of its programs?

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## Section 3: Values and Considerations

7. Please indicate your group's level of agreement with the following statements.

	Strongly Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
Recreation facilities can contribute to the local economy by attracting visitors and new residents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The municipalities in the Kelowna region should work together to provide recreation facilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kelowna should host major recreation and sporting events.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Where possible, the City of Kelowna should provide recreation facilities through partnerships with community groups.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Section 4: Future Priorities & Focus Areas

8. Do you think there are adequate indoor recreation facilities in Kelowna?

- ☐ Yes (Please jump to Question 10)
- ☐ No
- ☐ Unsure

9. Please select up to **five (5) INDOOR** recreation facilities and spaces that should be more readily available or enhanced in Kelowna. A couple of things to consider:

- » There are costs to building and operating recreation facilities and spaces (this may impact taxes and/or user fees).
- » Your responses will be used to help determine facility priorities for planning purposes. They may not lead to changes in a facility or new facilities being built.

- |   |   |
|---|---|
| <input type="checkbox"/> 25m swimming tank (e.g. lane swimming, aquafit)                            | <input type="checkbox"/> Indoor child playgrounds   |
| <input type="checkbox"/> 50m competition swim tank  | <input type="checkbox"/> Indoor climbing wall   |
| <input type="checkbox"/> Archery lanes / range  | <input type="checkbox"/> Indoor field facilities (e.g. soccer, tennis, pickleball, ball hockey, lacrosse) |
| <input type="checkbox"/> Art creation spaces (e.g. dedicated studios, maker spaces)                 | <input type="checkbox"/> Leisure ice surfaces (non hockey)  |
| <input type="checkbox"/> Art display spaces   | <input type="checkbox"/> Leisure swimming pools (e.g. for fun including water play features)              |
| <input type="checkbox"/> Before and after school care facilities                                    | <input type="checkbox"/> Libraries  |
| <input type="checkbox"/> Classroom / training space   | <input type="checkbox"/> Multi-purpose program rooms  |
| <input type="checkbox"/> Community group office / admin space                                       | <input type="checkbox"/> Museum / interpretive facilities   |
| <input type="checkbox"/> Community hall / banquet facilities  | <input type="checkbox"/> Parkour room / gymnastics space  |
| <input type="checkbox"/> Community meeting rooms  | <input type="checkbox"/> Performing arts / show spaces  |
| <input type="checkbox"/> Court sports (e.g. racquetball, squash)                                    | <input type="checkbox"/> Seniors centre   |
| <input type="checkbox"/> Curling rinks  | <input type="checkbox"/> Social banquet facilities  |
| <input type="checkbox"/> Dance / program / martial arts rooms                                       | <input type="checkbox"/> Storage space (for groups)   |
| <input type="checkbox"/> Event hosting facilities   | <input type="checkbox"/> Walking / running track  |
| <input type="checkbox"/> Fitness / wellness facilities (e.g. exercise / weight room)                | <input type="checkbox"/> Year round indoor flat surfaces (for activities such as lacrosse & roller derby) |
| <input type="checkbox"/> Gymnasium type spaces (e.g. basketball, volleyball, badminton, pickleball) | <input type="checkbox"/> Youth centre   |
| <input type="checkbox"/> Ice arena facilities (e.g. hockey, figure skating, ball hockey, lacrosse)  |   |

- a. In addition to the indoor spaces identified above, are there any other types of **indoor spaces** that you think should be more readily available? If so, please note them here.

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## Section 5: Willingness to Pay

10. Which of the following do you support in relation to user fees for the development and redevelopment of recreation facilities?

- ☐ Increase the current level of user fees
- ☐ Maintain the current level of user fees
- ☐ Reduce the current level of user fees
- ☐ Unsure

## Section 6: Prioritization Criteria

11. The City has limited resources when considering public investment in indoor recreation facilities and spaces. For this reason some facilities and spaces have to be prioritized over others. Please indicate how important each factor should be when the City sets priorities.

	Very important	Somewhat important	Neither important nor unimportant	Somewhat unimportant	Very unimportant
Demand from residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alignment with the priorities of the City	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall costs of operating the facility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall costs of building the facility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The existing supply / availability in the area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Potential cost savings through partnerships or grants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Expected economic impact through event and visitor attraction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Geographic balance throughout the city	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Geographic balance throughout the Kelowna region	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enhances or replaces an existing facility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accommodates the greatest number of users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides a new opportunity in the area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Section 7: Other Comments

12. Please use the following space to provide any other comments you have about the provision of indoor recreation facilities in Kelowna.

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**Thank you very much for taking the time to participate in the survey on behalf of your group / organization!**

**Your input is very important to the development of the Indoor Recreation Facility Strategy.**

## Appendix D: Group Survey Respondents

1. Kelowna Ultimate Players Society
2. T2 Volleyball
3. Central Okanagan Wrestling Association
4. Energy Volleyball Club
5. Okanagan College Coyotes Baseball
6. Special Olympics
7. Okanagan Athletics Club
8. Kelowna Kendo Club
9. Okanagan Mission Community Hall Association
10. Kelowna Judo Club
11. Okanagan Freestyle Fencing
12. People In Motion
13. Urban Rec Okanagan
14. Kelowna Curling Club
15. Gneiss Climbing
16. Kelowna Paddle Centre
17. Thompson Okanagan FC
18. Kelowna Minor Fastball Association
19. Okanagan College Basketball Program (Men's and Women's)
20. Kelowna Senior Slo Pitch Association (KSSA)
21. Kelowna Triathlon Club
22. Pickleball Kelowna
23. Priest Valley Vicars Rugby Football Club
24. Kelowna Skating Club
25. BC Community Football Association
26. Ogopogo Summer Swim Club
27. Okanagan Athletics
28. Club Volleyball
29. Community Recreational Initiatives Society
30. Kelowna Aquajets Swim Club
31. RHKA
32. Kelowna Men's Soccer League
33. Kelowna Springboard Diving Club
34. Kelowna Minor Football Association
35. Okanagan Mainline Football Society
36. Kelowna Bocce Club
37. Kelowna Badminton Club
38. Okanagan Mission Hall Association
39. Kelowna Tsuruoka Karate Club
40. Okanagan Masters Swim Club
41. University of British Columbia – Okanagan Campus
42. Kelowna Water Polo Club
43. Jr Heat Volleyball Club
44. Accessible Okanagan – Wheelchair Rugby
45. Kelowna Lawn Bowling Club

# Appendix E: Area Map

## Legend

- City Boundary
- Highway
- Local Road
- Park / Wetland
- Waterbody
- City Sector No.
  - 1
  - 2
  - 3
  - 4
  - 5
  - 6
  - 7
  - 8
  - 9
  - 10

