

ATTACHMENT – 1
ENGAGEMENT SUMMARY



Crystal Pool and Wellness Centre Replacement Project

ENGAGEMENT SUMMARY REPORT
FEBRUARY 2017 – JUNE 2018



Introduction

The design of Victoria's new aquatic and wellness centre to replace the Crystal Pool is built on three phases of public and stakeholder engagement – the Feasibility Study (2016), Conceptual Design Refinement (2017) and Schematic Design (2018).

In total more than 4,400 people have participated in all three phases of engagement, which included Open Houses, surveys, stakeholder meetings, sounding boards at Crystal Pool and pop-up engagement at community events.

The project began with a conceptual design based largely on the Feasibility Study completed in 2016, which identified the priority program elements for the new facility (i.e. 50m pool tank, leisure pool, fitness area, multi-purpose rooms, barrier-free access, and siting in Central Park).

During the Conceptual Design Refinement phase, engagement and communications focused on informing citizens on the project plan as well as the anticipated benefits for the community, and acquiring initial feedback from residents.

In the third phase of public and stakeholder engagement for the Crystal Pool and Wellness Centre Replacement Project, extensive feedback was collected to inform the schematic design. Feedback was also collected on Central Park which will help inform future planning for the park.

Engagement Approach

Engagement during the Conceptual Design Refinement phase consisted of in-person and online activities. The purpose of engagement was to raise awareness and understanding on what is planned for the future facility, as well as to collect feedback on the proposed concept designs.

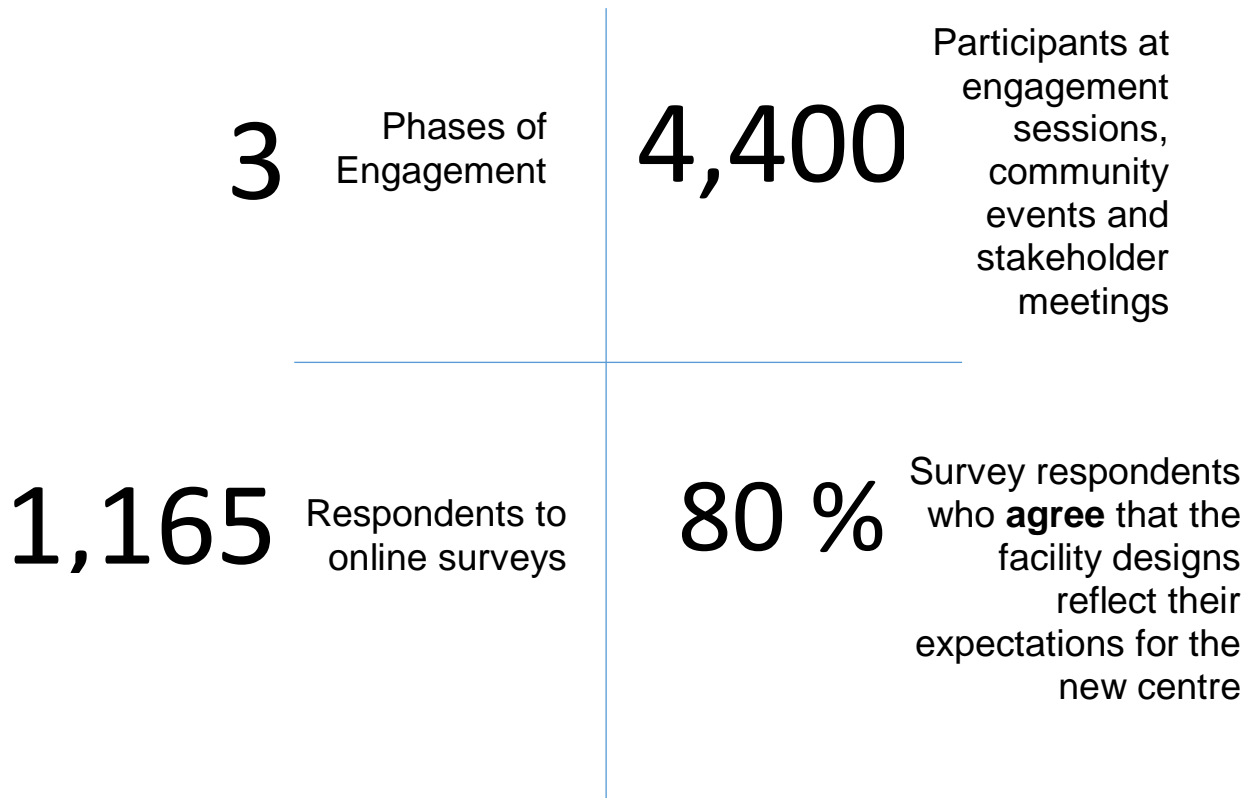
Public input in the Project Design phase was obtained through activities in three stages:

- Public Engagement 1 (February 1 – April 1, 2018)
- Stakeholder Engagement (April 1- June 15, 2018)
- Public Engagement 2 (May 15 – July 3, 2018)

Engagement in this phase was designed and conducted at the *Involve* and *Consult* levels on the International Association of Public Participation (IAP2) guide for public participation, following the principles and practices outlined in the City's Engagement Framework.

HCMA Architecture + Design led the public and stakeholder engagement sessions, focusing on presenting and gathering information specific to project design, programming and other feedback on the guiding principles to assist with overall project planning.

Engagement Highlights:



Conceptual Design Refinement Public Engagement: May – December 2017

What We Did

The engagement and communications program focused on informing citizens of the project's progress, as well as the anticipated outcomes and benefits for the community.

The project team interacted with more than 2,000 people at festivals, community events and coffee shops to discuss the project and proposed concept designs, and gained intelligence on preferred methods of communication for residents.

Meetings were also held with more than 26 organizations – including the North Park Neighbourhood Association and the Hillside Quadra Community Association – representing hundreds of citizens who live and work in the city. Input received helped to shape the interior and exterior design of the facility.

How We Engaged

From May – December 2017, the project team employed a variety of strategies to reach residents where they live, work and play. Particular attention was given to reach a diverse audience, including people who do not currently use the facility.

Event	Date	Participation
Information booth and in-person engagement at festivals, community events and coffee shops	May – September	2,000 (approx.)
Technical meetings with representatives from more than 26 stakeholder organizations	May	36
Community consultation with the North Park Neighbourhood Association	September 6, 2017	30
Community consultation with the Hillside/Quadra Neighborhood Association	November 7, 2017	30

Communication Methods:

- Project website
- Display at Crystal Pool
- Project brochure
- Project e-newsletter
- Email to stakeholders
- Media relations
- Exterior digital signage
- Social media
- Handbills
- Key messages shared with City customer service staff
- Information at Neighbourhood Association meetings and newsletters

What We Heard

Through one-on-one conversations, feedback through social media channels, and stakeholder meetings, several common themes emerged, which are outlined below:

High level of support for the project:

- High level of general support among people engaged and keen interest to learn more about the proposed designs and planned amenities.
- Need for strong project and risk management practices to ensure success.

Broad support for conceptual design and planned amenities, including:

- Family change rooms
- Improved accessibility
- Fitness areas to be all together
- Features which retain natural light
- Supportive of a location in Central Park

Suggestions for additional consideration in the schematic design stage:

- Room for spectators
- Play features
- Food and beverage service on-site

Schematic Design Public Engagement 1: February – April, 2018

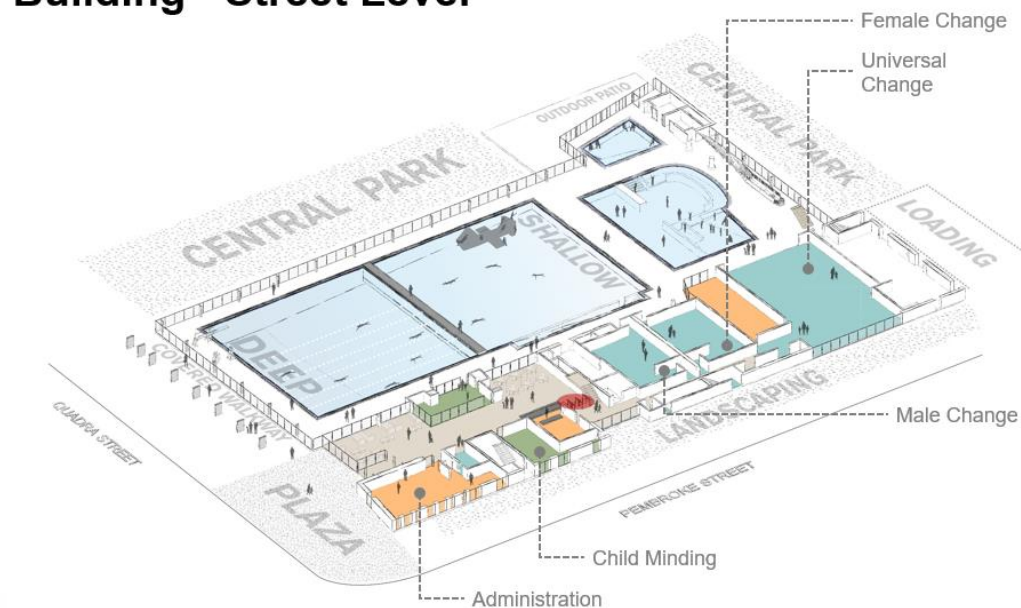
What We Did

The goal in this public engagement was to seek input on the conceptual design, anticipated use patterns, needs and expectations of users. Below are the conceptual plans that were shared.

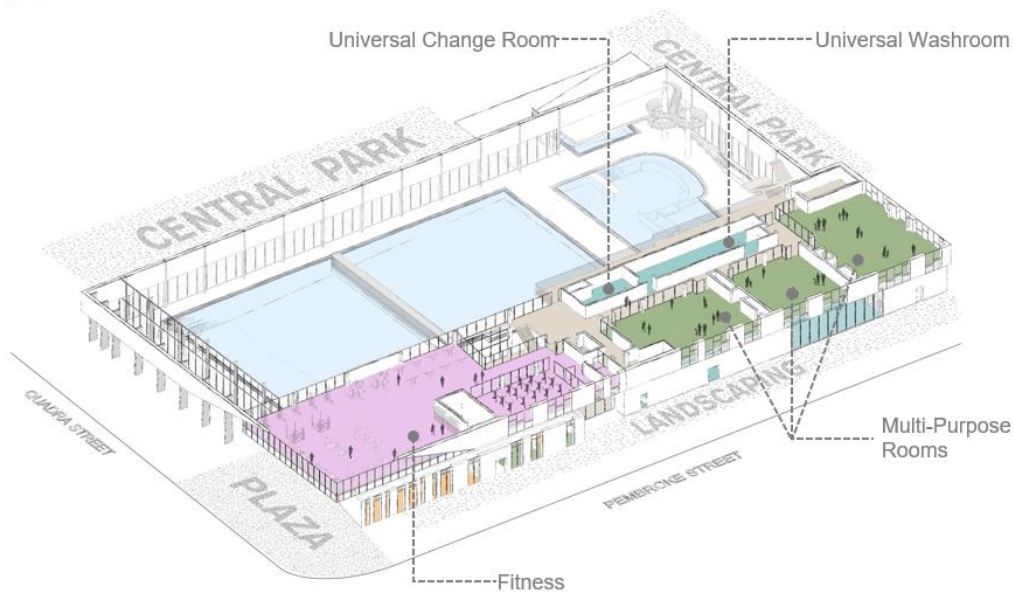
Site



Building - Street Level



Upper Level



How We Engaged

From February 2018 to April 2018, we heard feedback on the conceptual designs of the facility from 890 residents and Crystal Pool visitors.

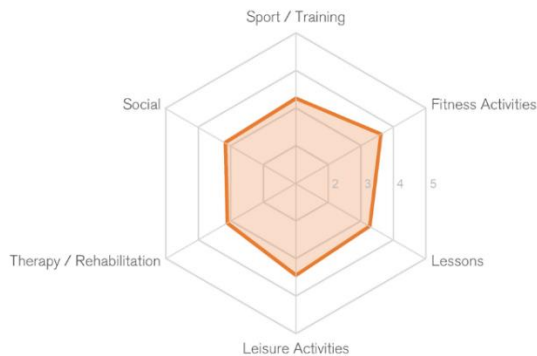
Event	Date	Participation
Online Survey	February 27- March 31, 2018	784
Community consultation sessions at Crystal Garden	February 27, 2018	106

Communication Methods:

- Project e-newsletter
- Email project stakeholders
- Media relations
- Advertising (Times Colonist, VicNews)
- Exterior digital signage
- Social media
- City website
- Displays in City buildings
- Handbills
- Key messages shared with City customer service staff
- Information at Neighbourhood Association meetings and newsletters

What We Heard

The community survey asked participants to rank their priorities for the new facility and features that they would use most.



Aquatic Priorities from Survey

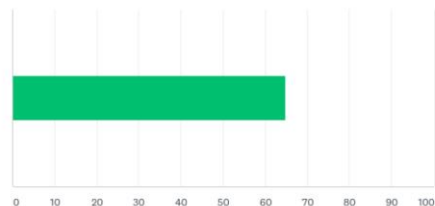


Dry Land Priorities from Survey

In addition participants were asked rate out of 100 if the proposed facility met their needs. The average score the facility design received was 65.

Q9: Do you agree that the proposed facility meets the needs of you and your community?

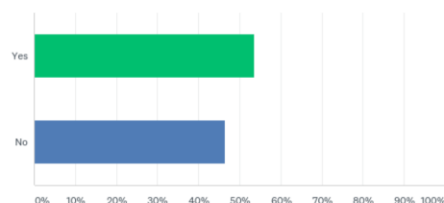
Answered: 645 Skipped: 139



Survey respondents were also asked whether they participated in other Crystal Pool and Wellness Centre Replacement Project engagement activities in the last two years. Approximately half of the respondents had already been involved and half were participating for the first time.

Q11: Have you participated in the public engagement process over the last two years?

Answered: 643 Skipped: 141



A full summary of the feedback from the online survey from this stage can be found [here](#).

Feedback Highlights from the Open House:

- Survey results indicated desire for a facility that could cater to a broad range of aquatic activities.
- Survey results also indicated desire for dry land programs that focused on fitness and community use.
- Accessibility is important and should consider those with sensory and cognitive disabilities.
- Leisure pool should support a range of recreational and therapeutic activities.
- Larger change facilities with a family change room are desired.
- Inclusive amenities that provide a range of opportunities to participate.
- Increase parking and reduce the distance to the front door.
- Integrate sustainability and achieve the City's climate action targets.
- Some interest expressed in new amenities, not shown in the conceptual design (ie. gymnasium, library, full-time childcare)



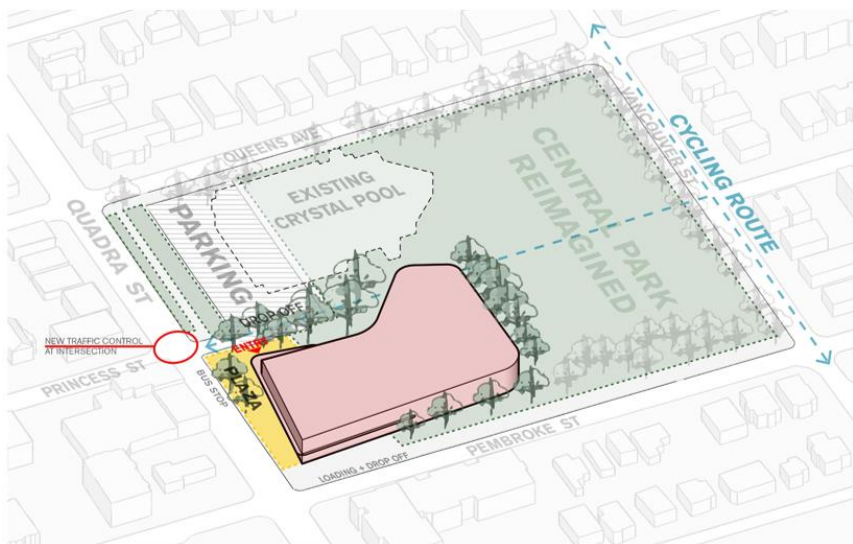
Schematic Design Stakeholder Engagement: April 1 – June 15, 2018

What We Did

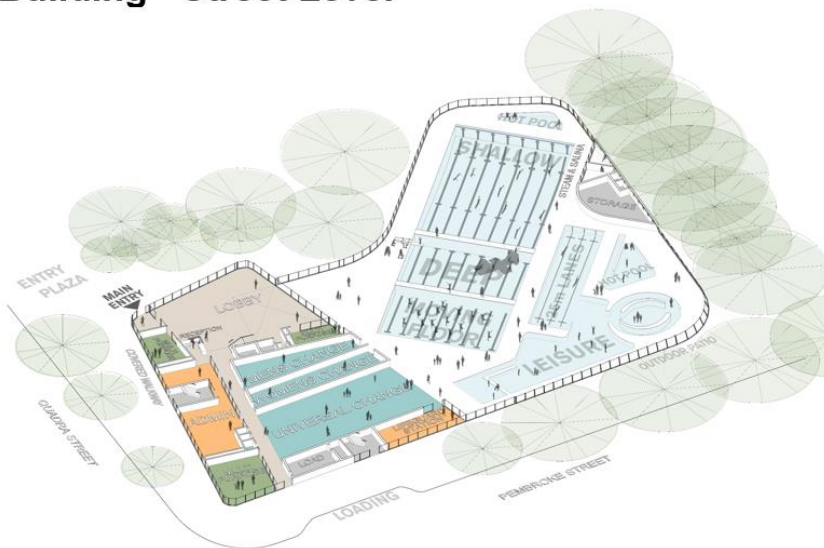
Stakeholder engagement during the schematic design stage aimed to engage and solicit feedback from organizations on the refined design of the facility, site planning, programming and partnership opportunities and identification of cultural, accessibility and inclusivity needs.

The refined designs presented were based on results of the previous engagement sessions and technical analysis completed by the project team.

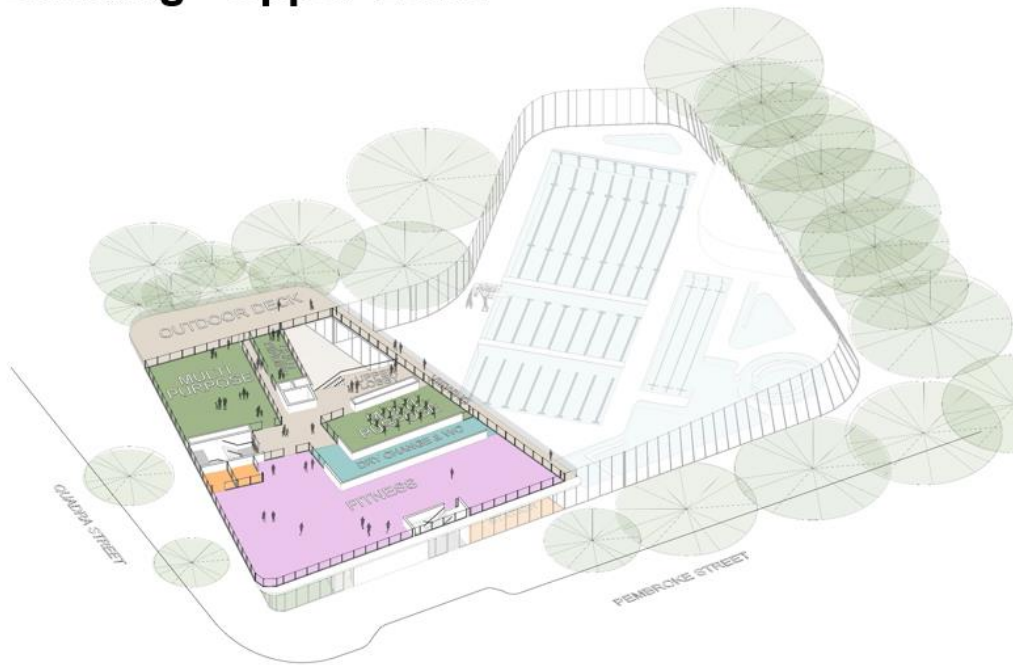
Site



Building - Street Level



Building - Upper Level



How We Engaged

From April 2018 to June 2018, the City invited representatives of 38 stakeholder organizations and individual residents to provide feedback on the refined designs of the facility. Dialogue was facilitated through a series of small group meetings.

Accessibility Groups	Rick Hansen Foundation
	Accessibility Working Group, City of Victoria
	Tyee Aquatic Club
	Recreation Integration Victoria
	Special Olympics Swim Club
	Triathlon Canada
	Active Living Victoria
	MS Society
Community	Active Living Alliance for Canadians Living with a Disability
	Oaklands Community Centre
	Hillside / Quadra Neighbourhood Association
	Quadra Hillside Community Centre
	North Park Neighbourhood Association
	Fernwood Community Centre

	Friends of Central Park
	Victoria Silver Threads
	Active Transportation Advisory Committee, City of Victoria
	North Park residents in adjacent properties
	School District 61
Sport and Recreation	Turbo H2O Fitness
	Mercury Rising Tri-Club
	Friends of Crystal Pool
	Gorge Narrows Rowing Club
	Human Powered Racing
	Oak Bay Orcas
	Victoria Curling Club
	Pacific Coast Swimming
	Swim Canada
	Private Fitness and Rehab Contractors
	Victoria Youth Paddling Club
	Victoria Master's Swim Club
	Pro Motion Rehab
	University of Victoria
	Regional municipal recreation centres
Health and Wellness	Island Health <ul style="list-style-type: none"> - Community Health Services - Outpatient Neurological Rehabilitation
Cultural	Métis Nation of BC
	Victoria Native Friendship Centre
	Inter-Cultural Association of Greater Victoria

What We Heard

Highlights from the feedback received at these sessions, include:

- The new balance of water across pool tanks allows a wider range of aquatic activities.
- Accessibility for users with a range of physical, sensory and cognitive disabilities needs to be carefully considered.
- Desire for a gymnasium in the facility.
- Retention of the maximum number of existing trees and enhance park spaces with additional planting.
- Carefully consider cultural barriers to facility use.
- Enhance facilities and access for pedestrians and bicycles.

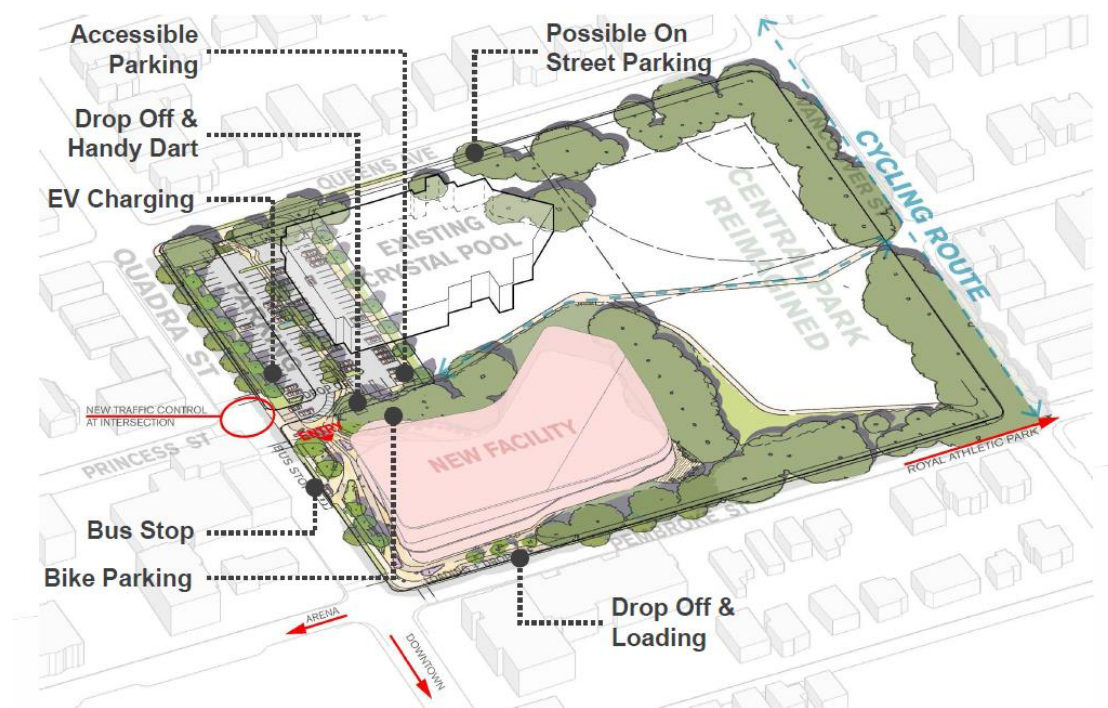
- Parking – there were differing views among participants, representing the full range of having no parking on-site, extensive parking on-site, as well as underground parking.
- Carefully consider access and programming for seniors.
- Concerns regarding operational impacts relating to potential failure of bulkheads and movable floor.
- Carefully consider drop-off and accessible parking.
- Existing park amenities such as the basketball court are highly used and important to the community; losing these during the construction period will be impactful.

Schematic Design Public Engagement 2: May 15 – July 3, 2018

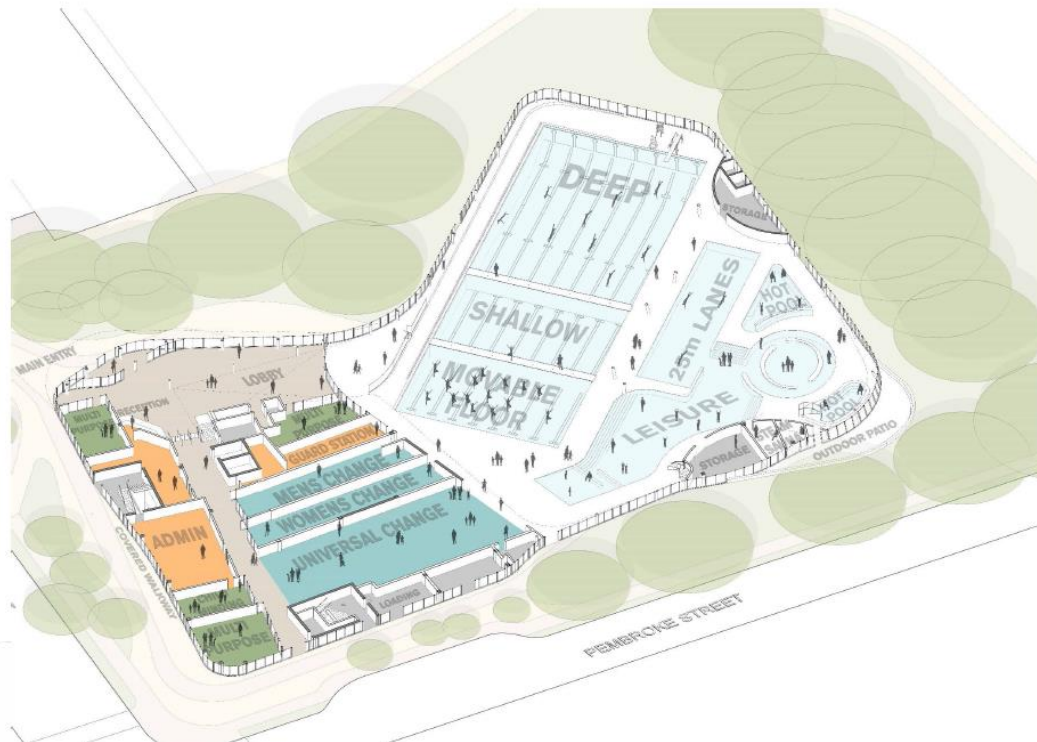
What We Did

In this stage of public engagement the updated designs were shared for feedback with the community.

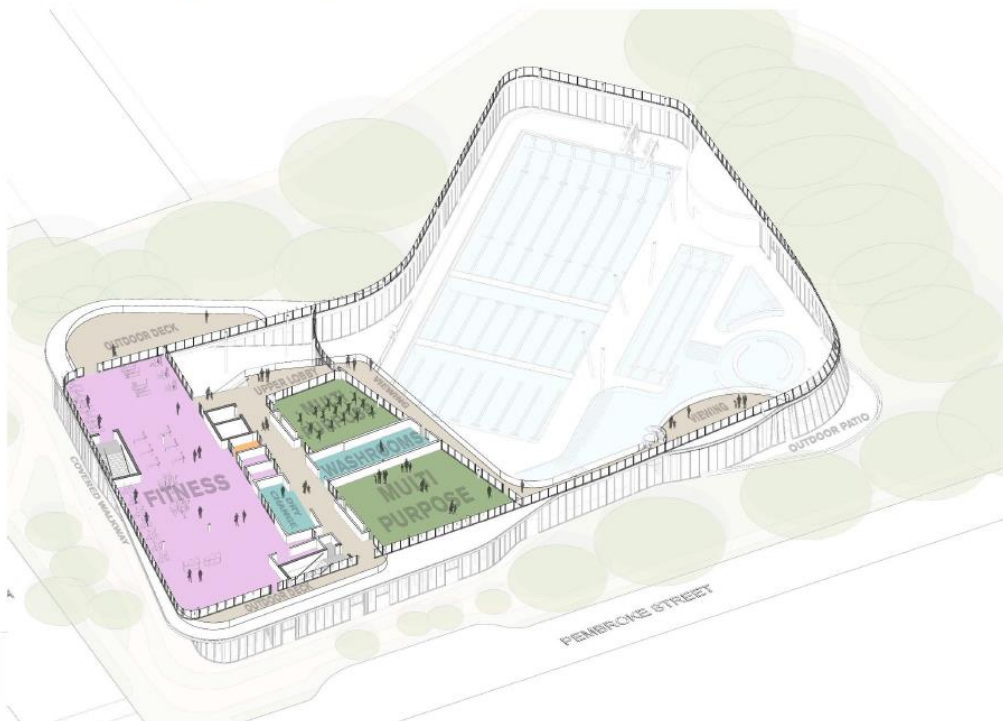
Site



Building - Street Level



Building - Upper Level



How We Engaged

Online and in-person engagement activities gave the public the opportunity to review and provide feedback on the updated design of the new facility.

Event	Date	Participation
Online Survey	June 19 – July 3, 2018	381
Community Open House at Crystal Garden	June 19, 2018	125

Communication Methods:

- Invitations to Neighbourhood Associations
- Notification to project email distribution list (community members who requested updates)
- Social media: incorporating video and social media video
- Website updates: project web page, Current Initiatives, Have Your Say, Latest News, Spotlight button
- Exterior digital signs
- Local media contact
- Three newspaper ads
- Display at Crystal Pool, City Hall
- Posters and handbills in community centres, medical clinics, regional recreation centres, schools
- Posters in City facilities
- Promotion at City/Community Events:
 - Promotion at HarbourCats games
 - Vic West Harbour Fest
 - Car Free YYJ
 - North Park street festival



Survey promotion occurred from June 19 - July 3, using all of the methods outlined above.

What We Heard:

Participants at the Open House and in the online survey were asked for their perspective on how well the key principles and facility design reflected their expectations for the new centre.

Highlights of Survey Results:

- 80% of survey respondents ***strongly agreed/agreed*** that the facility design reflected their expectations for the new centre.
 - 37% Strongly Agree
 - 43% Agree
 - 20% Disagree
- Survey participants were also asked to evaluate how well the schematic design met their expectations for each of the five project principles:

Principle	Agree
Barrier Free	91%
Inclusive (All Ages, Abilities and Families)	86%
Efficient and Sustainable	86%
High Quality Health and Wellness	83%
Place for Community	83%

- Six out of every 10 survey respondents indicated they had participated in other Crystal Pool engagement activities. This is a nearly 10% increase over the same question asked in the first online survey, an indication that people are remaining engaged throughout the public consultation process. Approximately 40% of respondents were participating for the first time.

Participants were asked for feedback and suggestions on any areas they felt the facility did not meet expectations. The project team is currently evaluating these comments and will consider them as they complete detailed design of the facility.

Complete results from the online survey can be reviewed [here](#). Feedback collected at the Open House included;

- Focus on protecting trees and integrating them with the building design is the right approach.
- Maintain and enhance the social atmosphere of the facility.
- Desire to maximize the amount of park space once the facility is completed.
- As the design progresses, carefully address cultural barriers and consider the specific needs of those with disabilities.
- Parking remained a topic of discussion, with some residents advocating for a reduction of on-site parking, others desiring to move parking underground, and many suggesting that sufficient parking is included to meet anticipated demand and mitigate impacts on the immediate neighbourhood.



Next Steps

The Project Team will present the schematic design and results from public engagement and technical analysis to Council as part of the July 2018 Project Update.

Online Survey Results

April 4, 2018

Crystal Pool and Wellness Centre Replacement Project

Wednesday, April 04, 2018

784

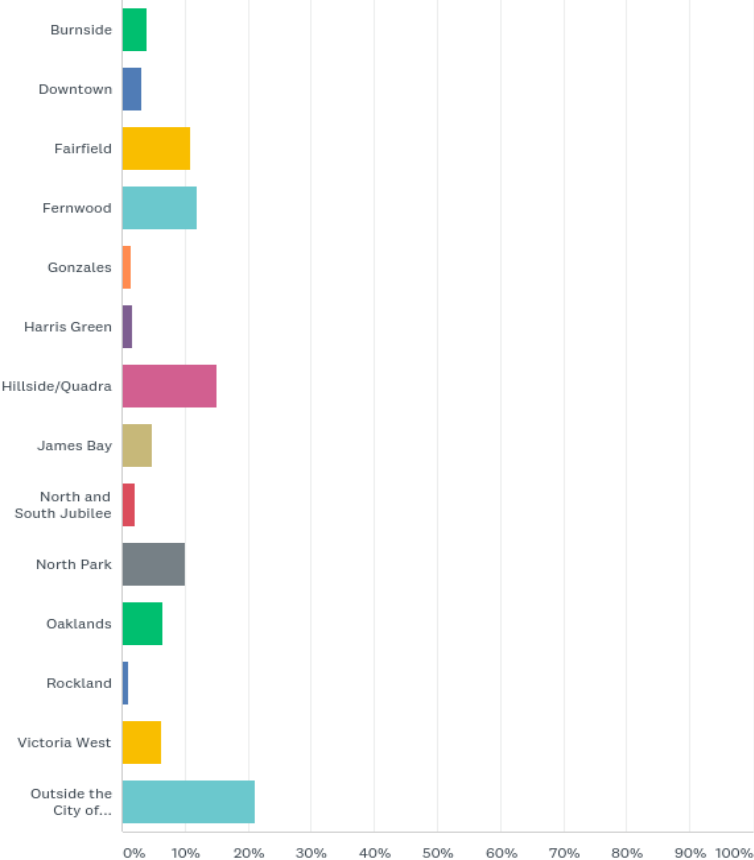
Total Responses

Date Created: Monday, February 19, 2018

Complete Responses: 645

Q1: In which neighbourhood do you live?

Answered: 774 Skipped: 10



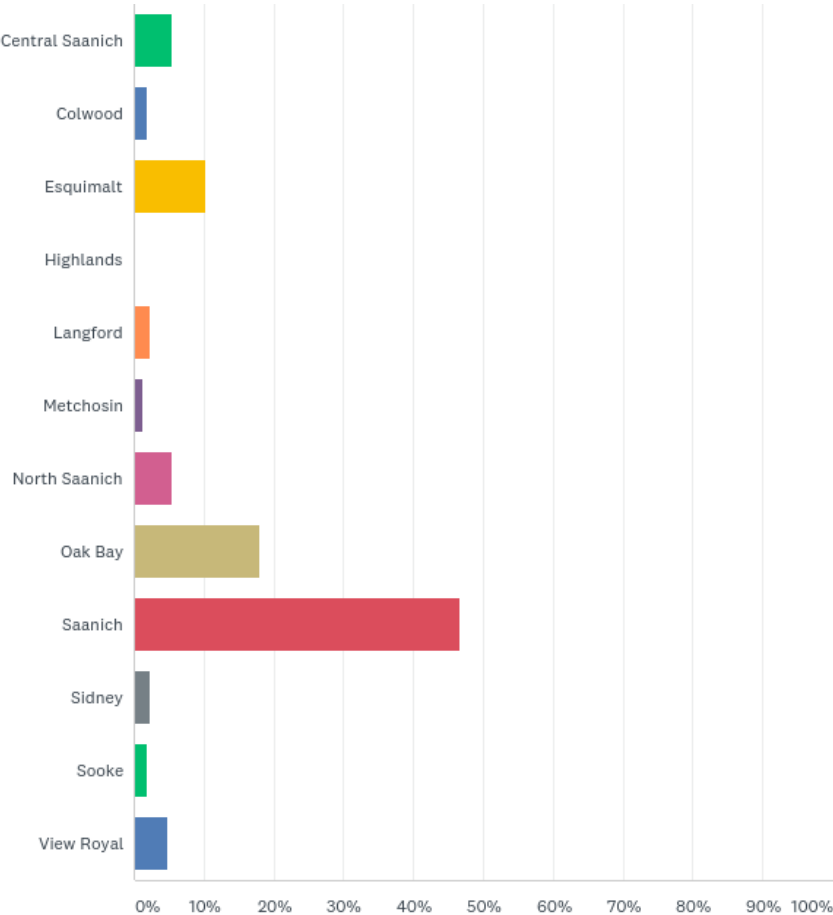
Q1: In which neighbourhood do you live?

Answered: 774 Skipped: 10

ANSWER CHOICES	RESPONSES	
Burnside	4.01%	31
Downtown	3.23%	25
Fairfield	10.85%	84
Fernwood	12.02%	93
Gonzales	1.42%	11
Harris Green	1.68%	13
Hillside/Quadra	14.99%	116
James Bay	4.91%	38
North and South Jubilee	2.20%	17
North Park	9.95%	77
Oaklands	6.46%	50
Rockland	1.03%	8
Victoria West	6.20%	48
Outside the City of Victoria	21.06%	163
TOTAL		774

Q2: If you answered "Outside the City of Victoria", please indicate if you live in one of the following municipalities.

Answered: 167 Skipped: 617



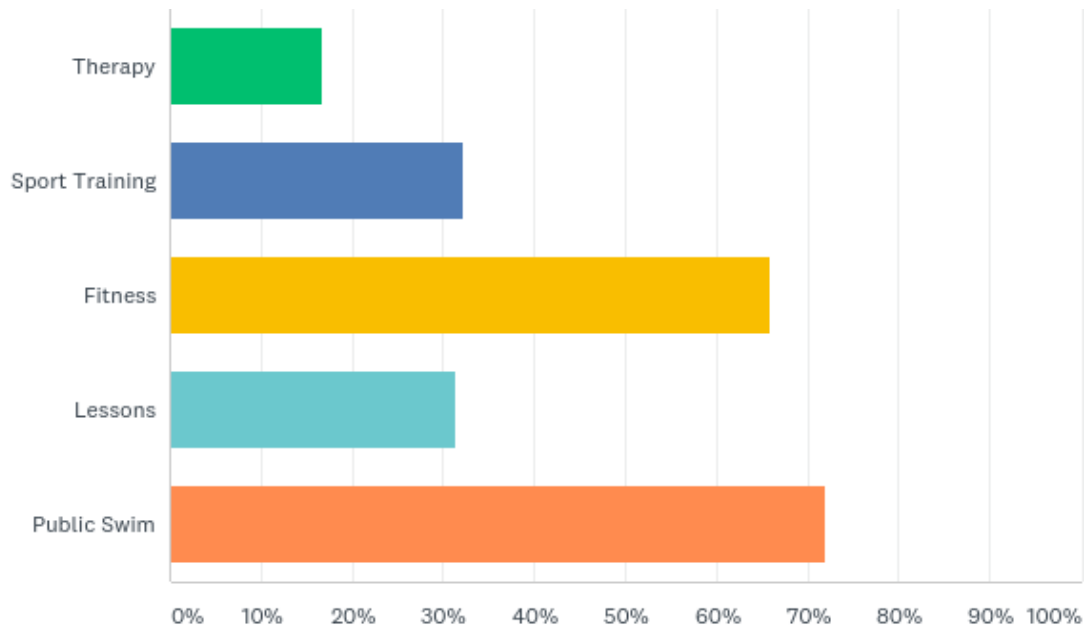
Q2: If you answered "Outside the City of Victoria", please indicate if you live in one of the following municipalities.

Answered: 167 Skipped: 617

ANSWER CHOICES	RESPONSES	
Central Saanich	5.39%	9
Colwood	1.80%	3
Esquimalt	10.18%	17
Highlands	0.00%	0
Langford	2.40%	4
Metchosin	1.20%	2
North Saanich	5.39%	9
Oak Bay	17.96%	30
Saanich	46.71%	78
Sidney	2.40%	4
Sooke	1.80%	3
View Royal	4.79%	8
TOTAL		167

Q3: Which aquatic activities would you and your family use the most? Select all options that apply.

Answered: 690 Skipped: 94



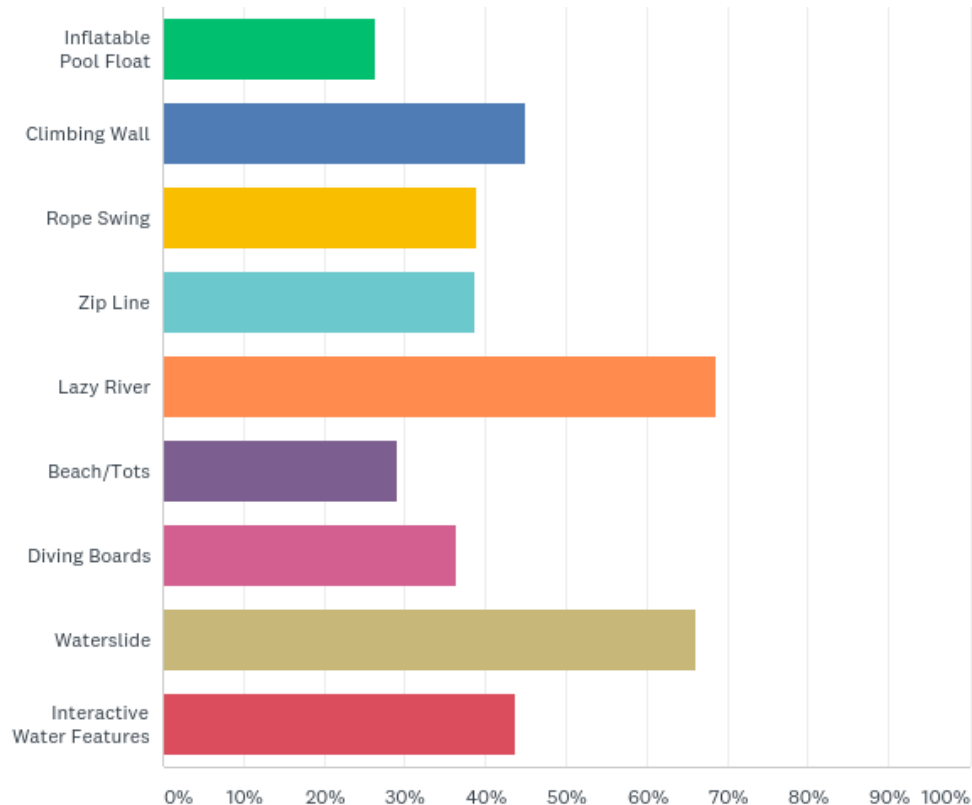
Q3: Which aquatic activities would you and your family use the most? Select all options that apply.

Answered: 690 Skipped: 94

ANSWER CHOICES	RESPONSES	
Therapy	16.67%	115
Sport Training	32.32%	223
Fitness	65.80%	454
Lessons	31.45%	217
Public Swim	72.03%	497
Total Respondents: 690		

Q4: Which leisure features would you and your family use the most? Select all options that apply.

Answered: 559 Skipped: 22^F



Q4: Which leisure features would you and your family use the most?

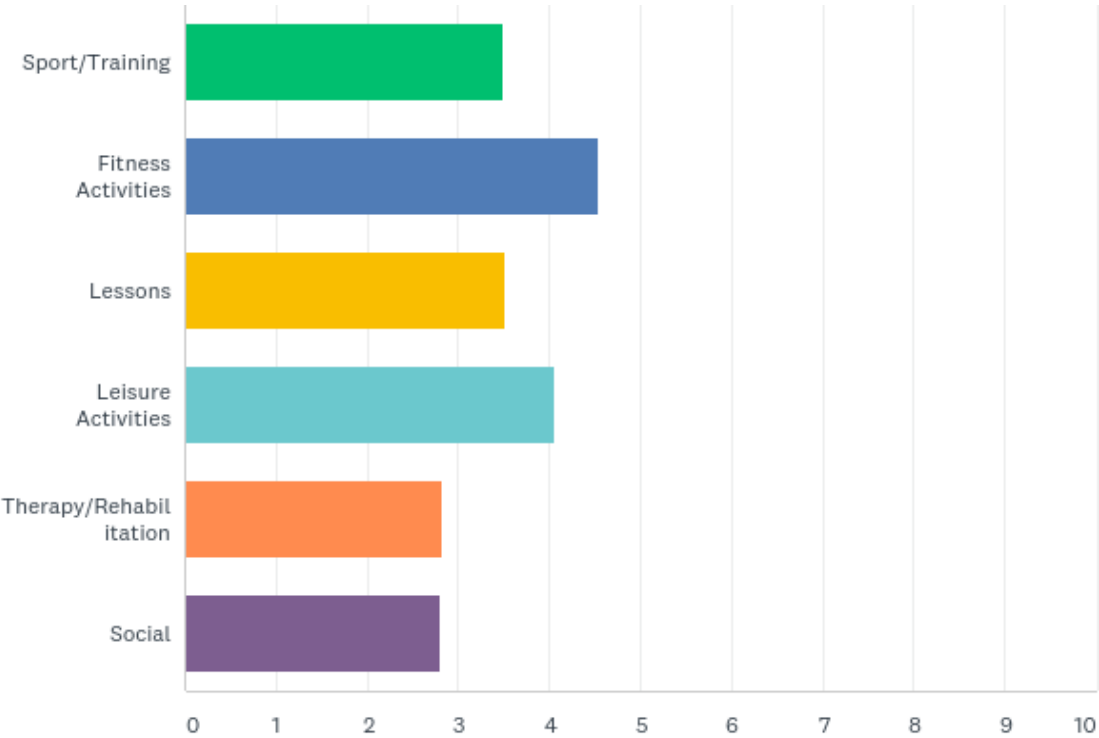
Select all options that apply.

Answered: 559 Skipped: 225

ANSWER CHOICES	RESPONSES	
Inflatable Pool Float	26.30%	147
Climbing Wall	44.90%	251
Rope Swing	39.00%	218
Zip Line	38.64%	216
Lazy River	68.52%	383
Beach/Tots	29.16%	163
Diving Boards	36.49%	204
Waterslide	66.19%	370
Interactive Water Features	43.83%	245
Total Respondents: 559		

Q5: Rank the following aquatic priorities (the highest priority being 1 and the lowest 6).

Answered: 677 Skipped: 107



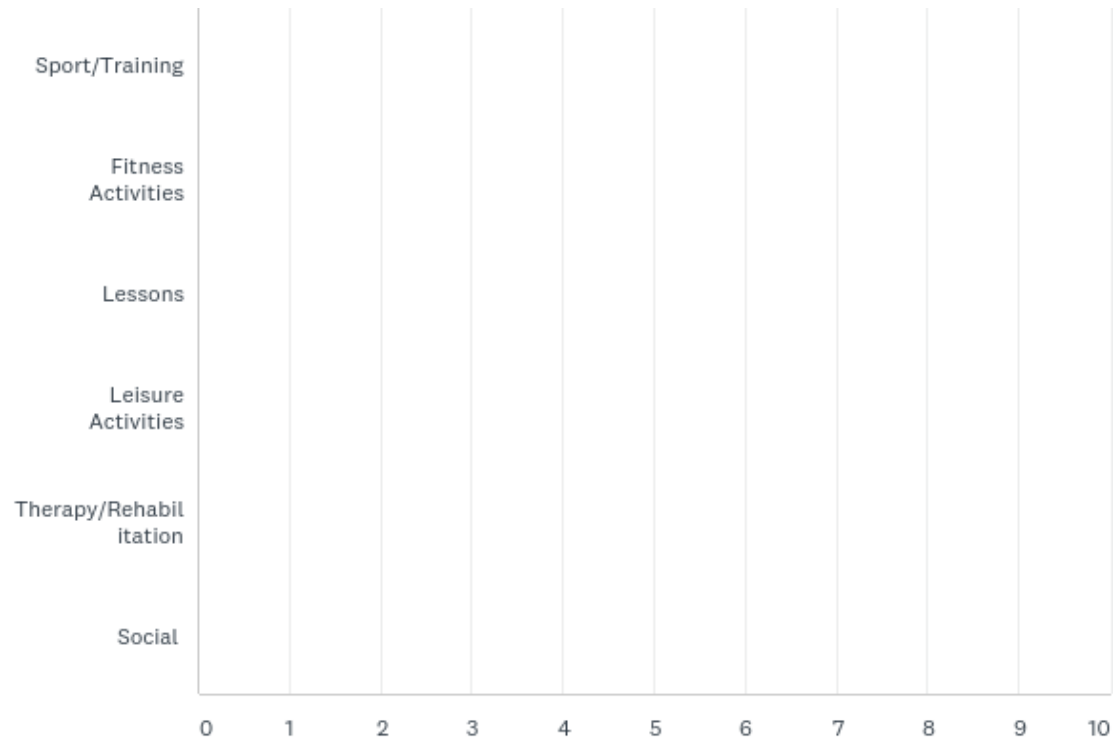
Q5: Rank the following aquatic priorities (the highest priority being 1 and the lowest 6).

Answered: 677 Skipped: 107

	1	2	3	4	5	6	TOTAL	SCORE
Sport/Training	26.36% 165	11.98% 75	8.63% 54	12.62% 79	17.89% 112	22.52% 141	626	3.49
Fitness Activities	30.02% 196	29.71% 194	19.45% 127	9.95% 65	7.20% 47	3.68% 24	653	4.54
Lessons	10.61% 66	18.49% 115	24.12% 150	19.45% 121	13.34% 83	13.99% 87	622	3.52
Leisure Activities	24.25% 154	19.84% 126	18.43% 117	18.43% 117	12.60% 80	6.46% 41	635	4.05
Therapy/Rehabilitation	6.27% 40	10.03% 64	14.73% 94	21.00% 134	24.92% 159	23.04% 147	638	2.83
Social	6.90% 44	10.66% 68	15.67% 100	17.40% 111	21.79% 139	27.59% 176	638	2.81

Q6: Rank the value of each aquatic priority from 1 (lowest) to 5 (highest).

Answered: 662 Skipped: 122



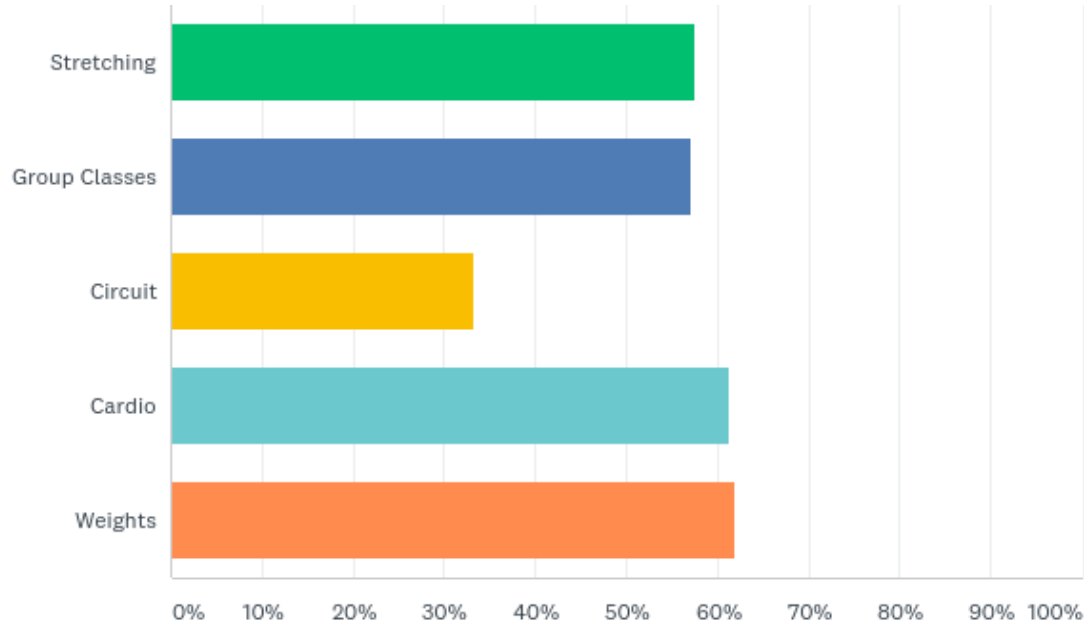
Q6: Rank the value of each aquatic priority from 1 (lowest) to 5 (highest).

Answered: 662 Skipped: 122

	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
Sport/Training	20.38% 129	15.32% 97	16.59% 105	13.59% 86	34.12% 216	633	0.00
Fitness Activities	14.85% 97	10.72% 70	12.10% 79	22.51% 147	39.82% 260	653	0.00
Lessons	16.40% 102	13.67% 85	22.03% 137	22.03% 137	25.88% 161	622	0.00
Leisure Activities	11.41% 72	15.21% 96	21.55% 136	20.92% 132	30.90% 195	631	0.00
Therapy/Rehabilitation	13.83% 86	17.68% 110	30.06% 187	20.58% 128	17.85% 111	622	0.00
Social	16.16% 101	17.44% 109	24.00% 150	18.24% 114	24.16% 151	625	0.00

Q7: What equipment and activities in the expanded and improved fitness facility would you use the most? Select all options that apply.

Answered: 645 Skipped: 139



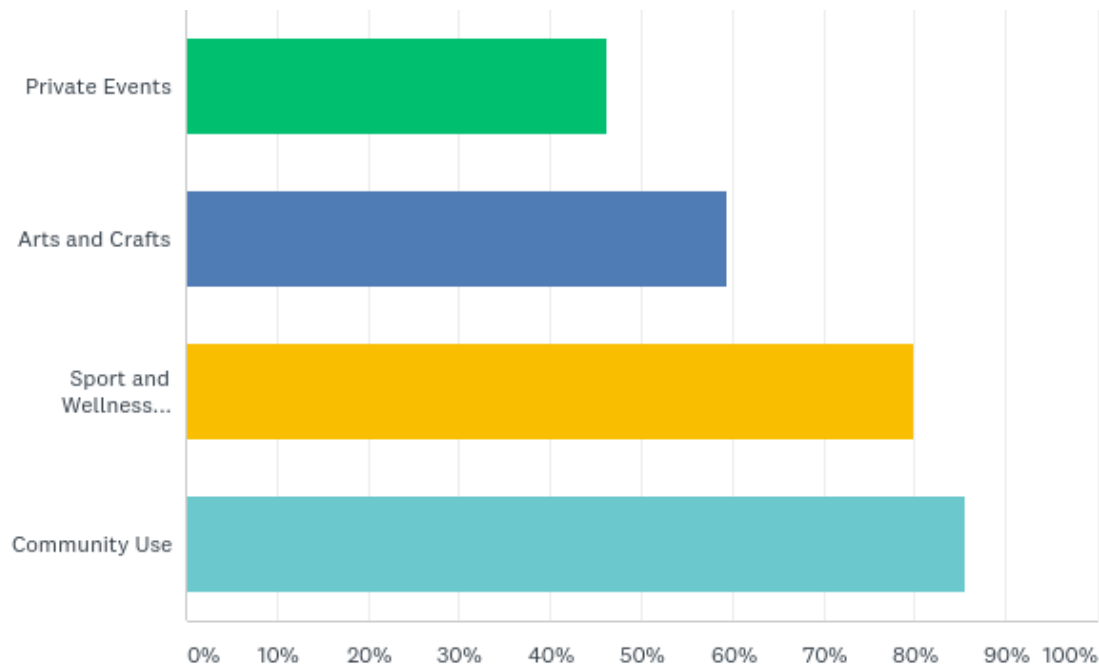
Q7: What equipment and activities in the expanded and improved fitness facility would you use the most? Select all options that apply.

Answered: 645 Skipped: 139

ANSWER CHOICES	RESPONSES	
Stretching	57.52%	371
Group Classes	57.21%	369
Circuit	33.18%	214
Cardio	61.24%	395
Weights	62.02%	400
Total Respondents: 645		

Q8: What types of activities would you like to see in the multi-purpose rooms? Select all options that apply.

Answered: 658 Skipped: 126



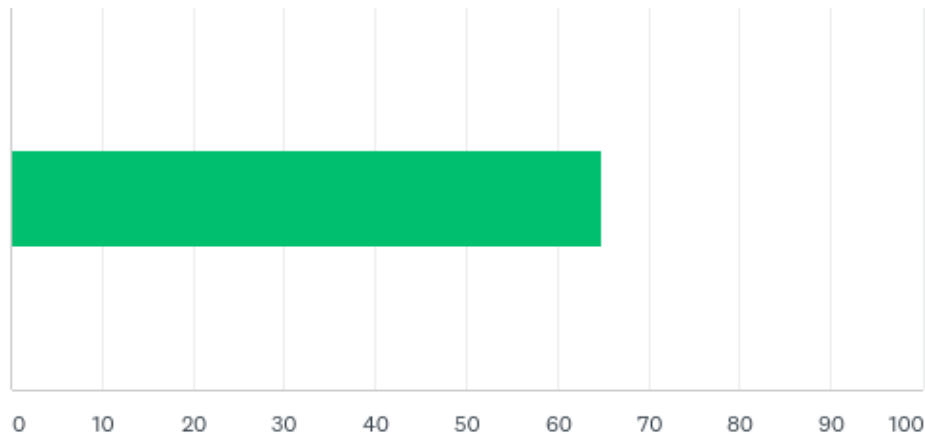
Q8: What types of activities would you like to see in the multi-purpose rooms? Select all options that apply.

Answered: 658 Skipped: 126

ANSWER CHOICES	RESPONSES	
Private Events	46.20%	304
Arts and Crafts	59.42%	391
Sport and Wellness Programs	79.94%	526
Community Use	85.56%	563
Total Respondents: 658		

Q9: Do you agree that the proposed facility meets the needs of you and your community?

Answered: 645 Skipped: 139



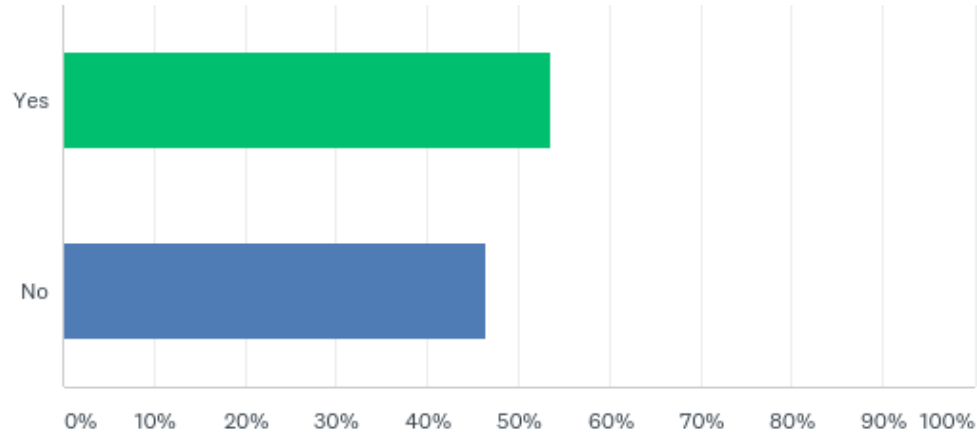
Q9: Do you agree that the proposed facility meets the needs of you and your community?

Answered: 645 Skipped: 139

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	65	41,787	645
Total Respondents: 645			

Q11: Have you participated in the public engagement process over the last two years?

Answered: 643 Skipped: 141



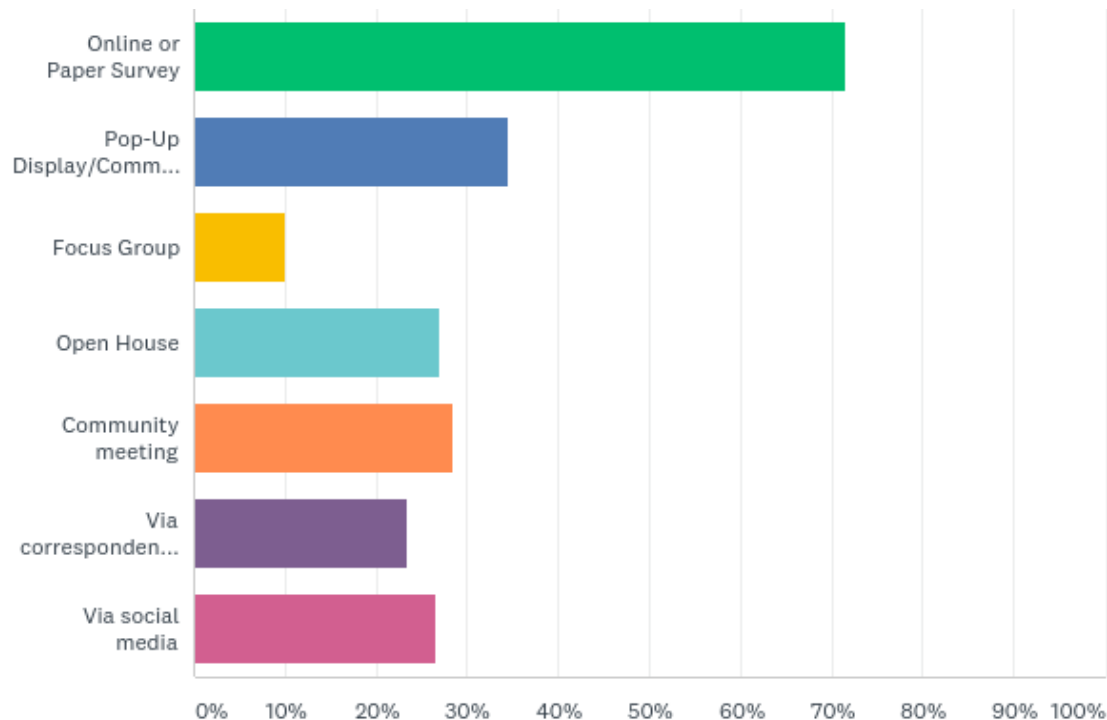
Q11: Have you participated in the public engagement process over the last two years?

Answered: 643 Skipped: 141

ANSWER CHOICES	RESPONSES	
Yes	53.65%	345
No	46.35%	298
TOTAL		643

Q12: If you answered yes to the previous question, please indicate all the ways you participated.

Answered: 345 Skipped: 439



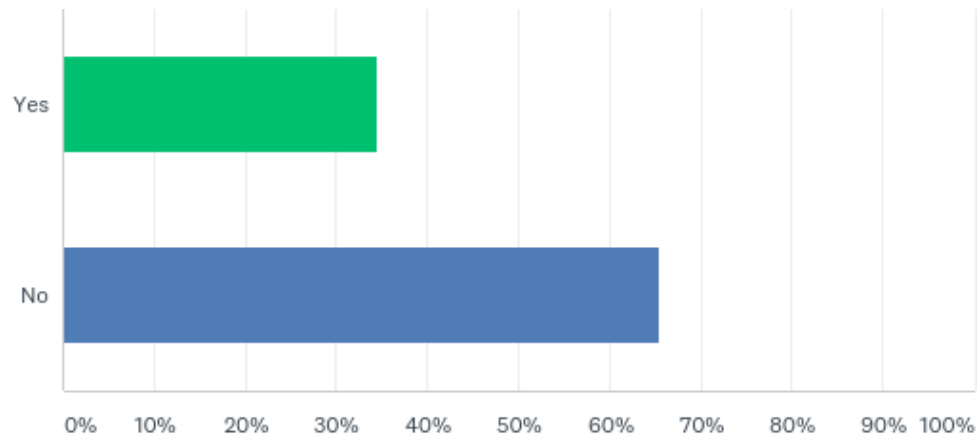
Q12: If you answered yes to the previous question, please indicate all the ways you participated.

Answered: 345 Skipped: 439

ANSWER CHOICES	RESPONSES	
Online or Paper Survey	71.59%	247
Pop-Up Display/Community Event	34.49%	119
Focus Group	10.14%	35
Open House	26.96%	93
Community meeting	28.41%	98
Via correspondence to the City of Victoria	23.48%	81
Via social media	26.67%	92
Total Respondents: 345		

Q13: Are you a member of a club or group that uses the facility?

Answered: 639 Skipped: 145



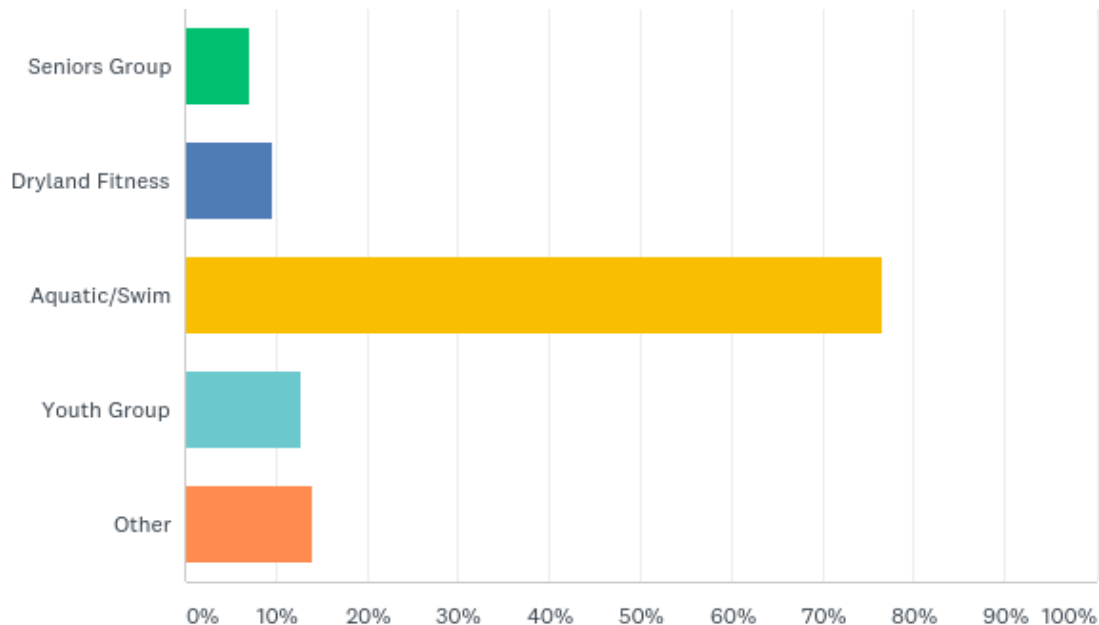
Q13: Are you a member of a club or group that uses the facility?

Answered: 639 Skipped: 145

ANSWER CHOICES	RESPONSES	
Yes	34.59%	221
No	65.41%	418
TOTAL		639

Q14: If you answered yes to the previous question, please tell us which type of group.

Answered: 227 Skipped: 557



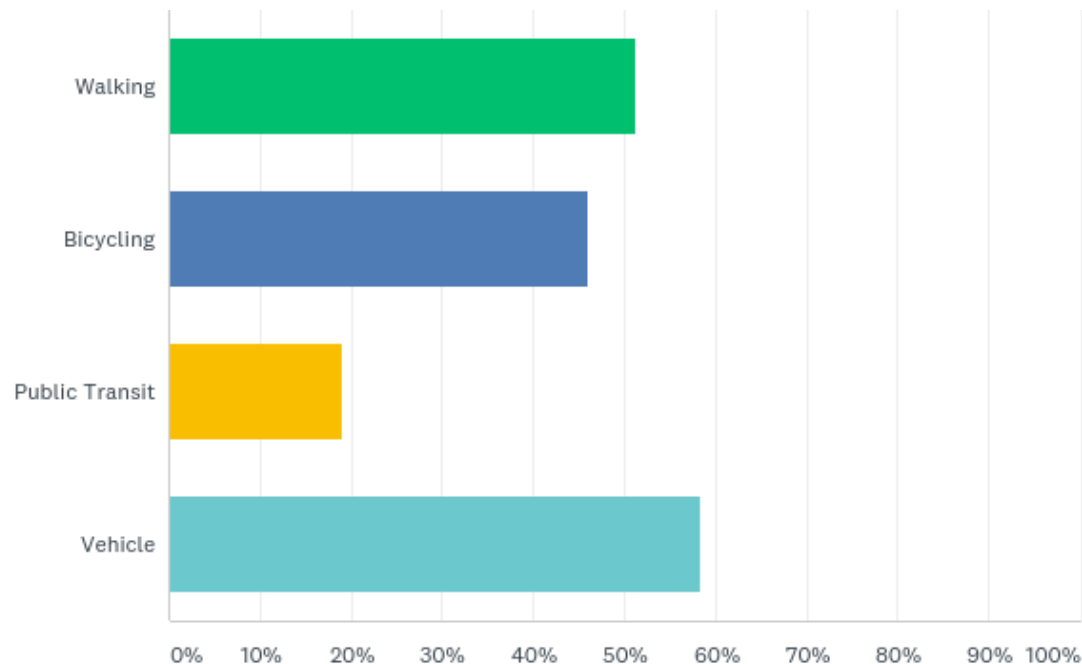
Q14: If you answered yes to the previous question, please tell us which type of group.

Answered: 227 Skipped: 557

ANSWER CHOICES	RESPONSES	
Seniors Group	7.05%	16
Dryland Fitness	9.69%	22
Aquatic/Swim	76.65%	174
Youth Group	12.78%	29
Other	14.10%	32
Total Respondents: 227		

Q15: In the future, how will you travel to get to the new facility?

Answered: 638 Skipped: 146



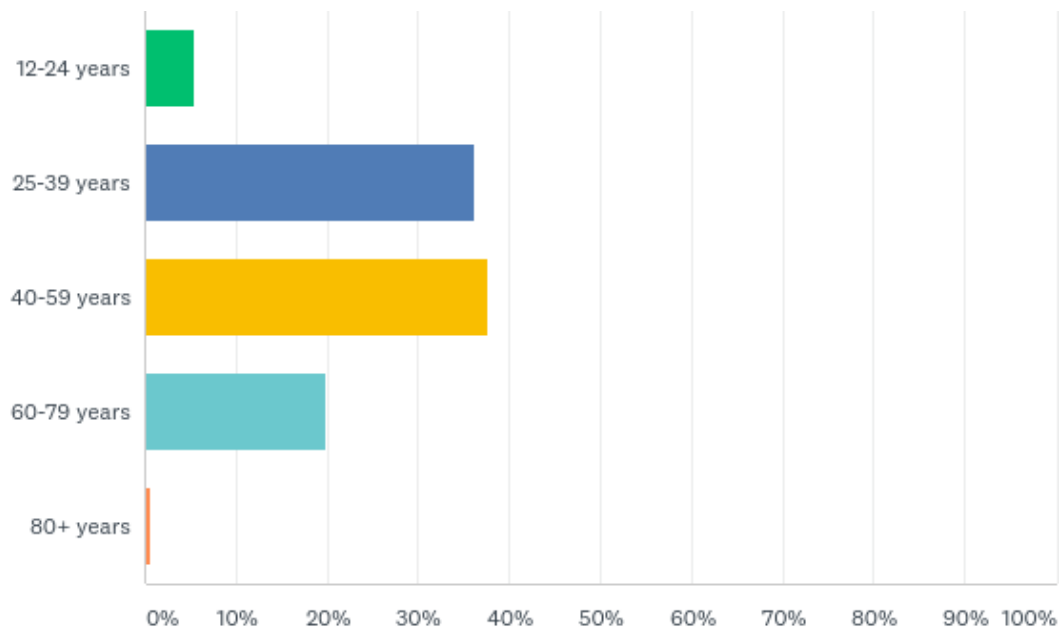
Q15: In the future, how will you travel to get to the new facility?

Answered: 638 Skipped: 146

ANSWER CHOICES	RESPONSES	
Walking	51.25%	327
Bicycling	45.92%	293
Public Transit	19.12%	122
Vehicle	58.31%	372
Total Respondents: 638		

Q16: What is your age range?

Answered: 641 Skipped: 143



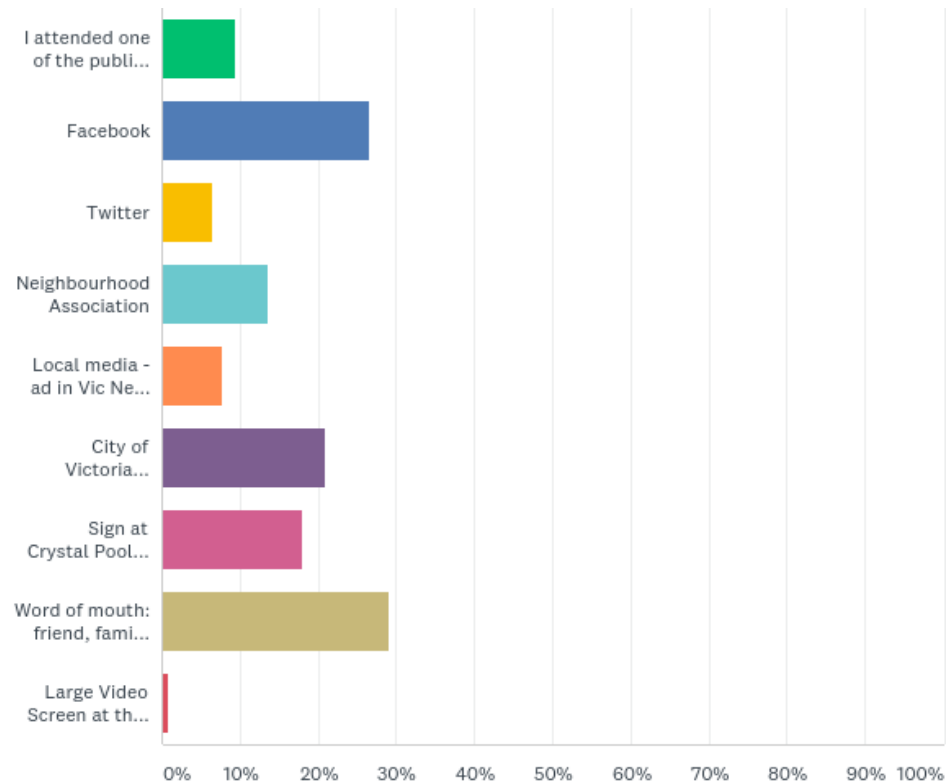
Q16: What is your age range?

Answered: 641 Skipped: 143

ANSWER CHOICES	RESPONSES	
12-24 years	5.46%	35
25-39 years	36.19%	232
40-59 years	37.75%	242
60-79 years	19.97%	128
80+ years	0.62%	4
TOTAL		641

Q17: How did you hear about this survey?

Answered: 638 Skipped: 146



Q17: How did you hear about this survey?

Answered: 638 Skipped: 146

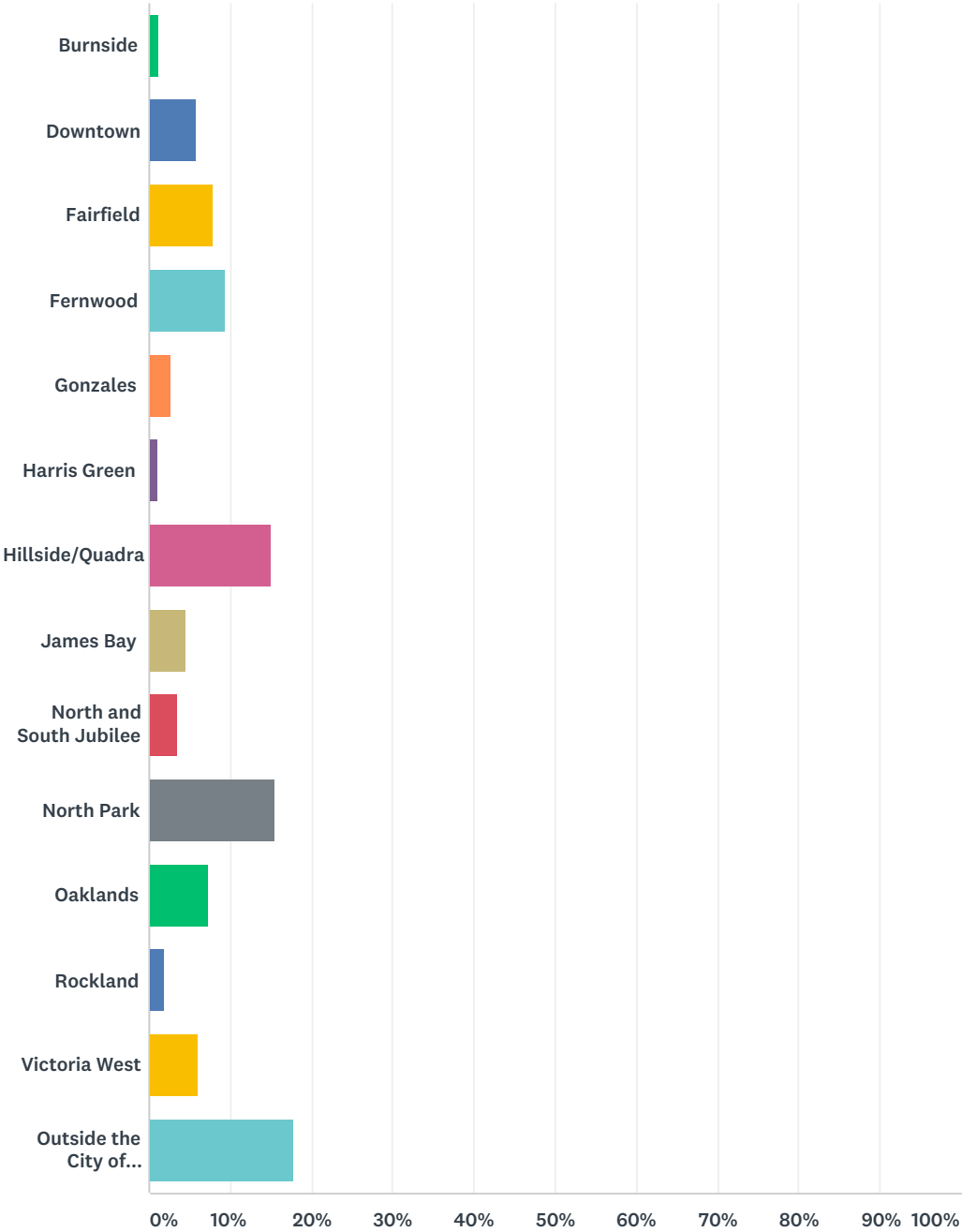
ANSWER CHOICES	RESPONSES	
I attended one of the public sessions at Crystal Garden on February 27, 2018.	9.40%	60
Facebook	26.65%	170
Twitter	6.43%	41
Neighbourhood Association	13.64%	87
Local media - ad in Vic News or the Times Colonist	7.68%	49
City of Victoria website	21.00%	134
Sign at Crystal Pool and Fitness Centre	18.03%	115
Word of mouth: friend, family member, neighbour	29.15%	186
Large Video Screen at the Save On Foods Memorial Centre	0.78%	5
Total Respondents: 638		

Online Design Survey Results

July 5, 2018

Q1 In which neighbourhood do you live?

Answered: 373 Skipped: 7



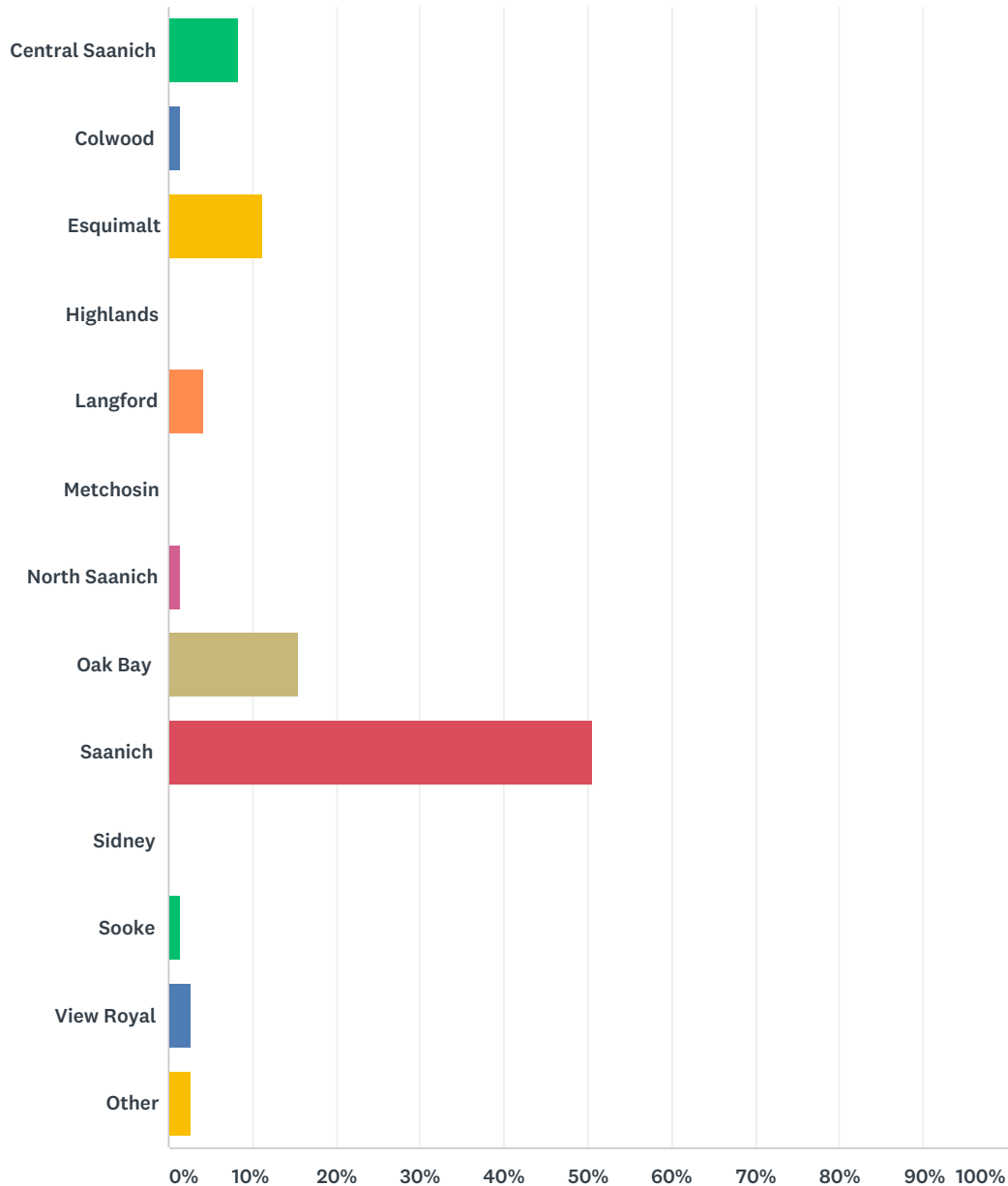
ANSWER CHOICES	RESPONSES	
Burnside	1.34%	5
Downtown	5.90%	22
Fairfield	8.04%	30
Fernwood	9.38%	35
Gonzales	2.68%	10

Crystal Pool and Wellness Centre Replacement Project: Design Survey

Harris Green	1.07%	4
Hillside/Quadra	15.01%	56
James Bay	4.56%	17
North and South Jubilee	3.49%	13
North Park	15.55%	58
Oaklands	7.24%	27
Rockland	1.88%	7
Victoria West	6.17%	23
Outside the City of Victoria	17.69%	66
TOTAL		373

Q2 If you answered "Outside the City of Victoria", please indicate if you live in one of the following municipalities.

Answered: 71 Skipped: 309



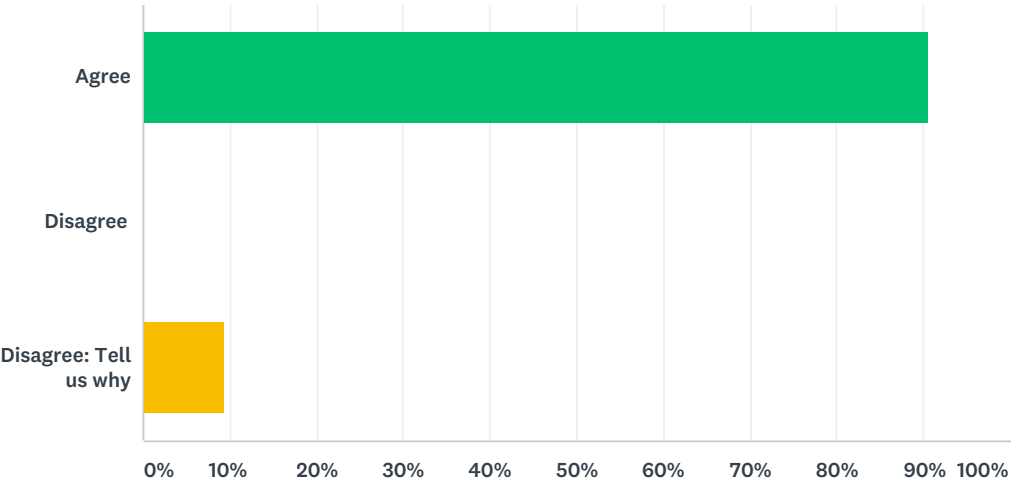
ANSWER CHOICES	RESPONSES	
Central Saanich	8.45%	6
Colwood	1.41%	1
Esquimalt	11.27%	8
Highlands	0.00%	0
Langford	4.23%	3

Crystal Pool and Wellness Centre Replacement Project: Design Survey

Metchosin	0.00%	0
North Saanich	1.41%	1
Oak Bay	15.49%	11
Saanich	50.70%	36
Sidney	0.00%	0
Sooke	1.41%	1
View Royal	2.82%	2
Other	2.82%	2
TOTAL		71

Q3 These design elements align with my expectations of a barrier-free facility.

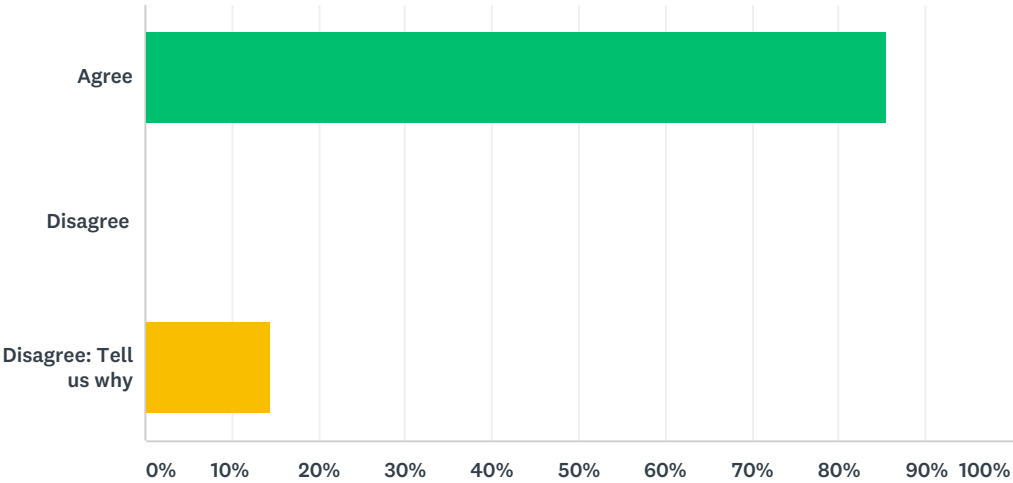
Answered: 361 Skipped: 19



ANSWER CHOICES	RESPONSES	
Agree	90.58%	327
Disagree	0.00%	0
Disagree: Tell us why	9.42%	34
TOTAL		361

Q4 These design elements align with my expectations of how the new facility will be an inclusive space.

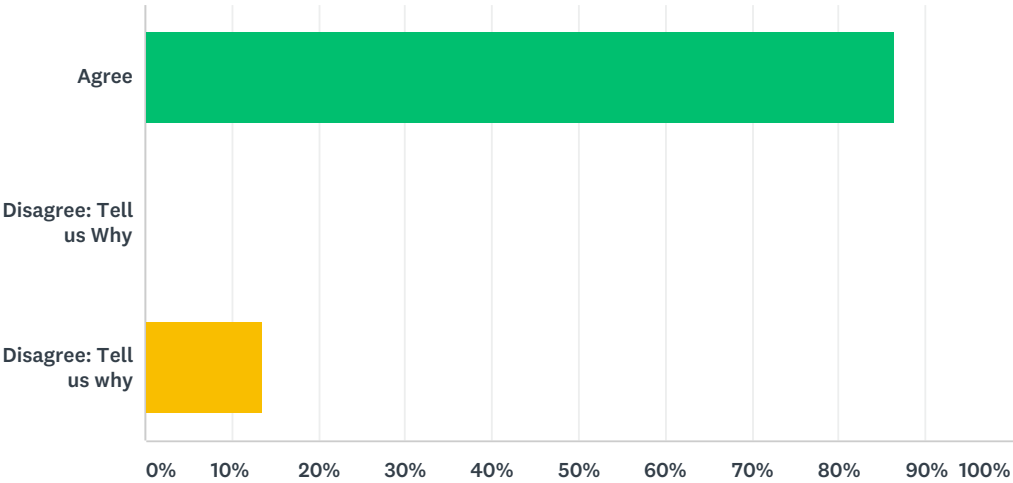
Answered: 351 Skipped: 29



ANSWER CHOICES	RESPONSES	
Agree	85.47%	300
Disagree	0.00%	0
Disagree: Tell us why	14.53%	51
TOTAL		351

Q5 These design elements align with my expectations of how the new facility will be efficient and sustainable.

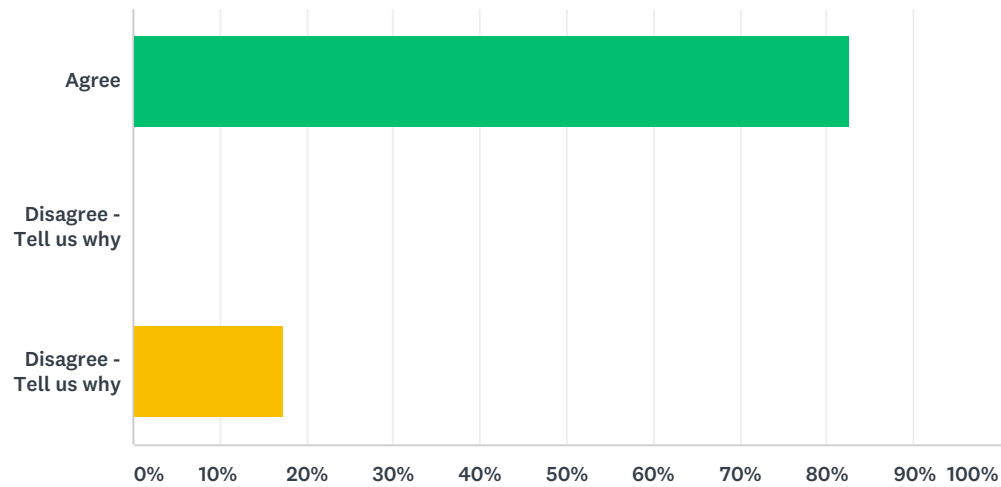
Answered: 343 Skipped: 37



ANSWER CHOICES		RESPONSES	
Agree		86.30%	296
Disagree: Tell us Why		0.00%	0
Disagree: Tell us why		13.70%	47
TOTAL			343

Q6 These design elements align with my expectations of a high quality health & wellness facility.

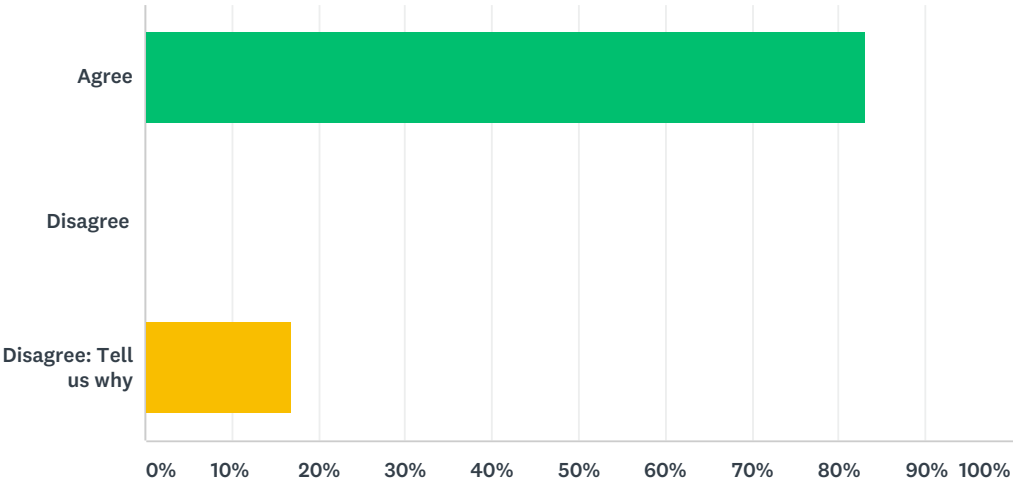
Answered: 339 Skipped: 41



ANSWER CHOICES	RESPONSES	
Agree	82.60%	280
Disagree - Tell us why	0.00%	0
Disagree - Tell us why	17.40%	59
TOTAL		339

Q7 These design elements align with my expectations of how the new facility will be a place for community.

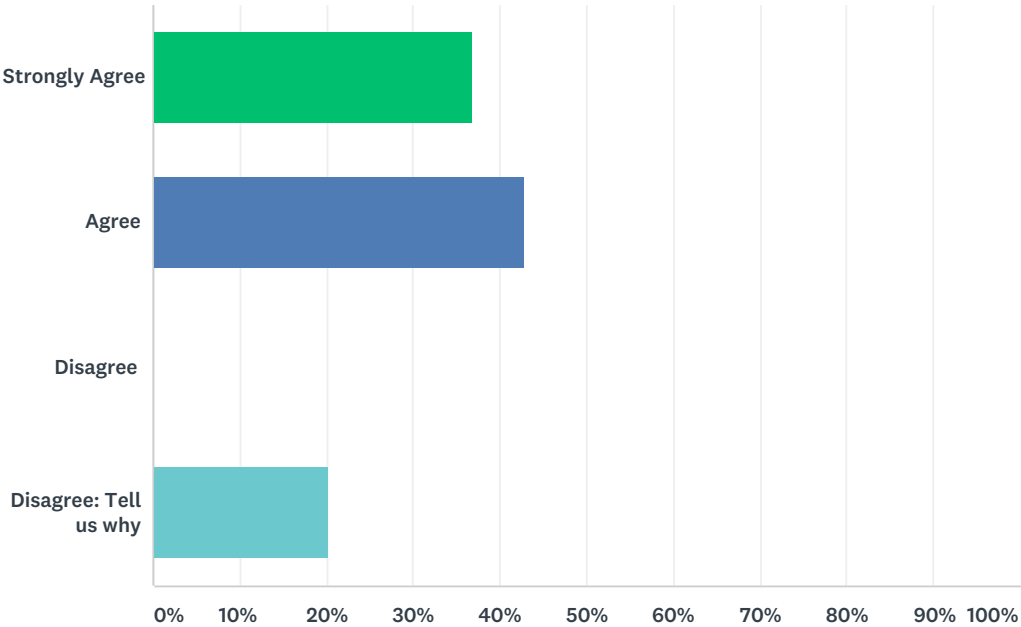
Answered: 332 Skipped: 48



ANSWER CHOICES		RESPONSES	
Agree		83.13%	276
Disagree		0.00%	0
Disagree: Tell us why		16.87%	56
TOTAL			332

Q8 The key principles and facility designs reflect my expectations for the new centre.

Answered: 321 Skipped: 59



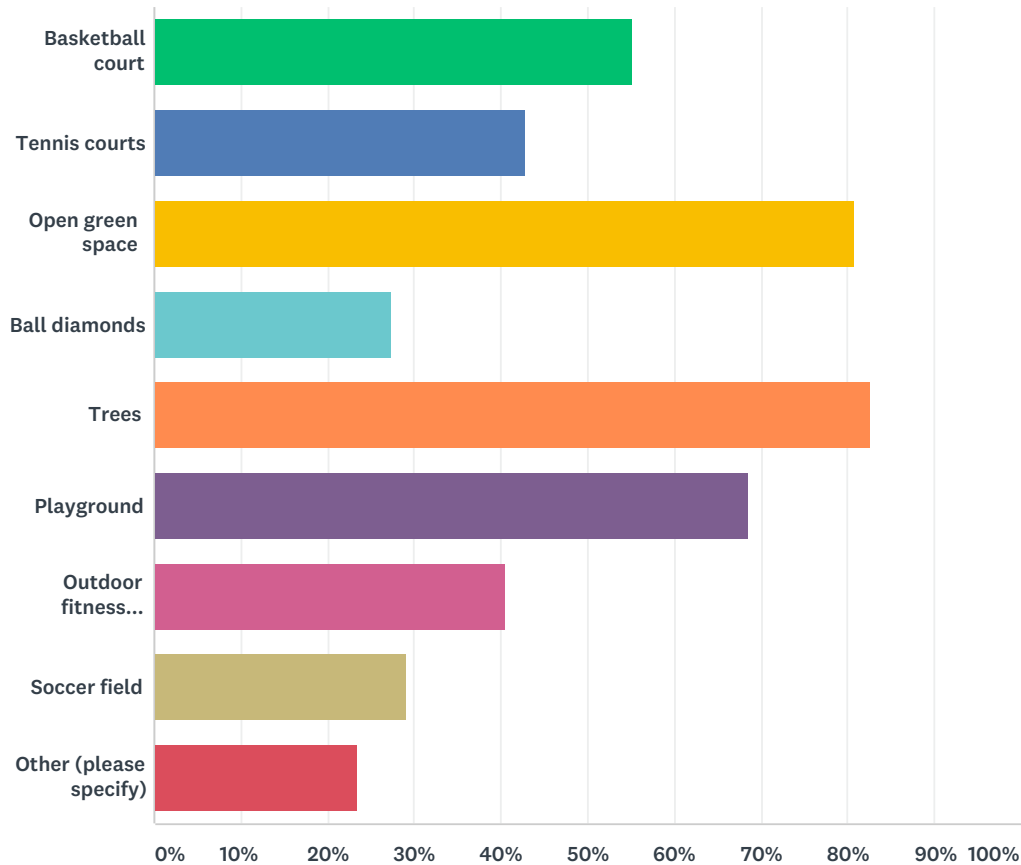
ANSWER CHOICES	RESPONSES	
Strongly Agree	36.76%	118
Agree	42.99%	138
Disagree	0.00%	0
Disagree: Tell us why	20.25%	65
TOTAL		321

Q9 Do you have any comments you would like to share?

Answered: 192 Skipped: 188

Q10 What aspects of the existing park do you value? Please choose as many as you like from the list below.

Answered: 306 Skipped: 74



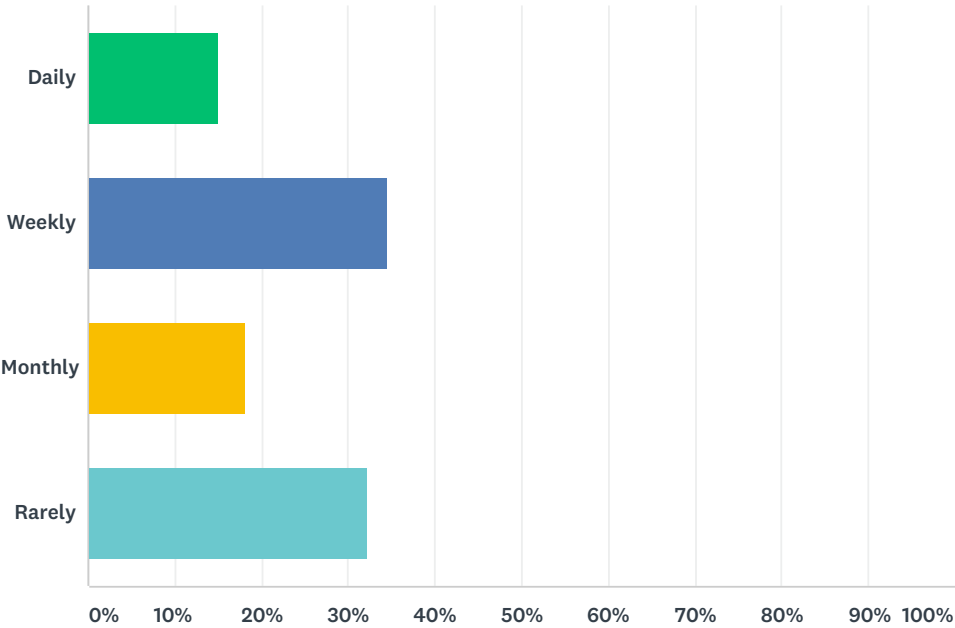
ANSWER CHOICES	RESPONSES	
Basketball court	55.23%	169
Tennis courts	42.81%	131
Open green space	80.72%	247
Ball diamonds	27.45%	84
Trees	82.68%	253
Playground	68.63%	210
Outdoor fitness equipment	40.52%	124
Soccer field	29.08%	89
Other (please specify)	23.53%	72
Total Respondents: 306		

Q11 What new activities would you like to see and enjoy in Central Park?

Answered: 122 Skipped: 258

Q12 How often do you visit Central Park?

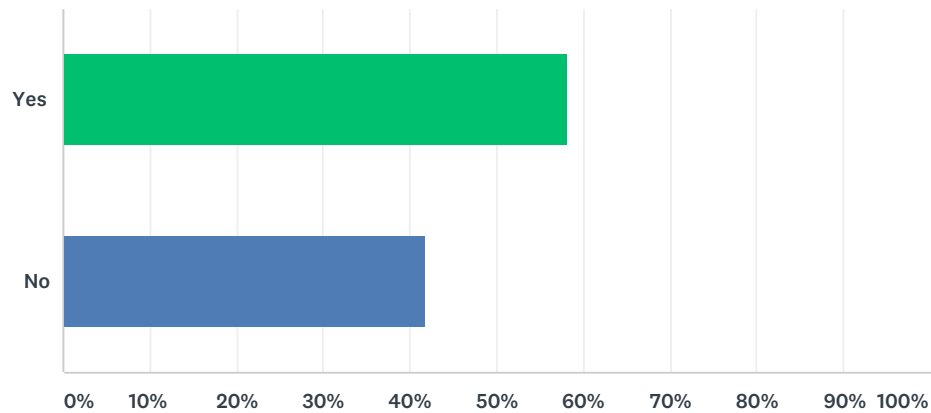
Answered: 313 Skipped: 67



ANSWER CHOICES	RESPONSES	
Daily	15.02%	47
Weekly	34.50%	108
Monthly	18.21%	57
Rarely	32.27%	101
TOTAL		313

Q13 Have you participated in the public engagement process for this project?

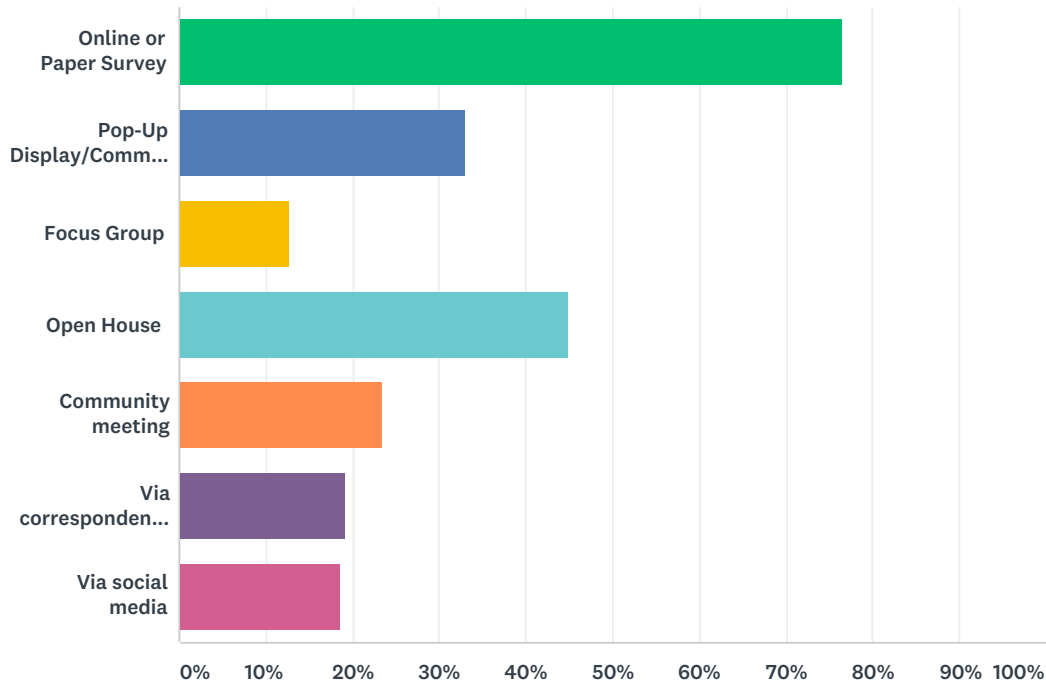
Answered: 313 Skipped: 67



ANSWER CHOICES	RESPONSES	
Yes	58.15%	182
No	41.85%	131
TOTAL		313

Q14 If you answered yes to the previous question, please indicate all the ways you participated.

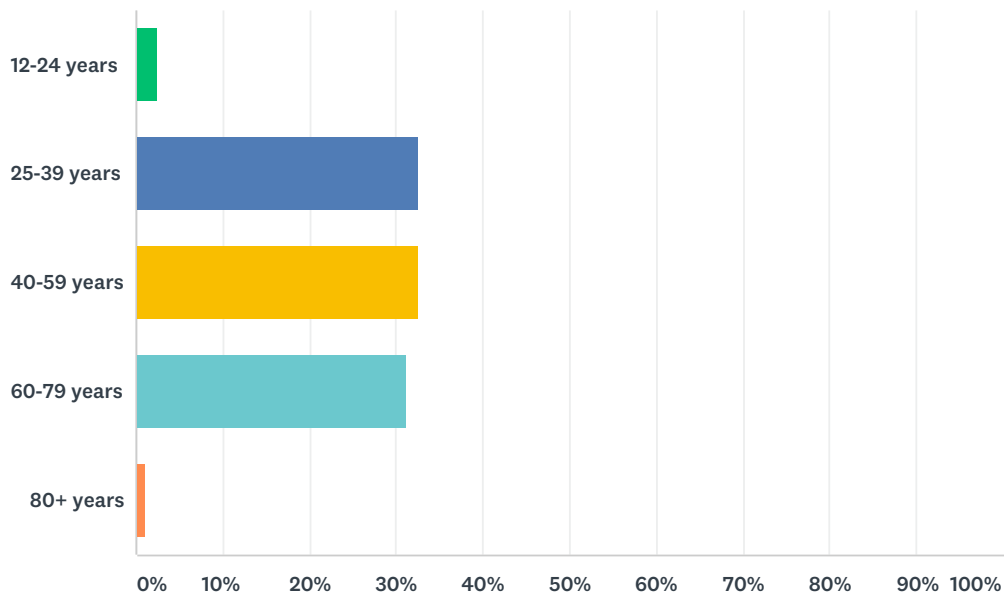
Answered: 187 Skipped: 193



ANSWER CHOICES	RESPONSES	
Online or Paper Survey	76.47%	143
Pop-Up Display/Community Event	33.16%	62
Focus Group	12.83%	24
Open House	44.92%	84
Community meeting	23.53%	44
Via correspondence to the City of Victoria	19.25%	36
Via social media	18.72%	35
Total Respondents: 187		

Q15 What is your age range?

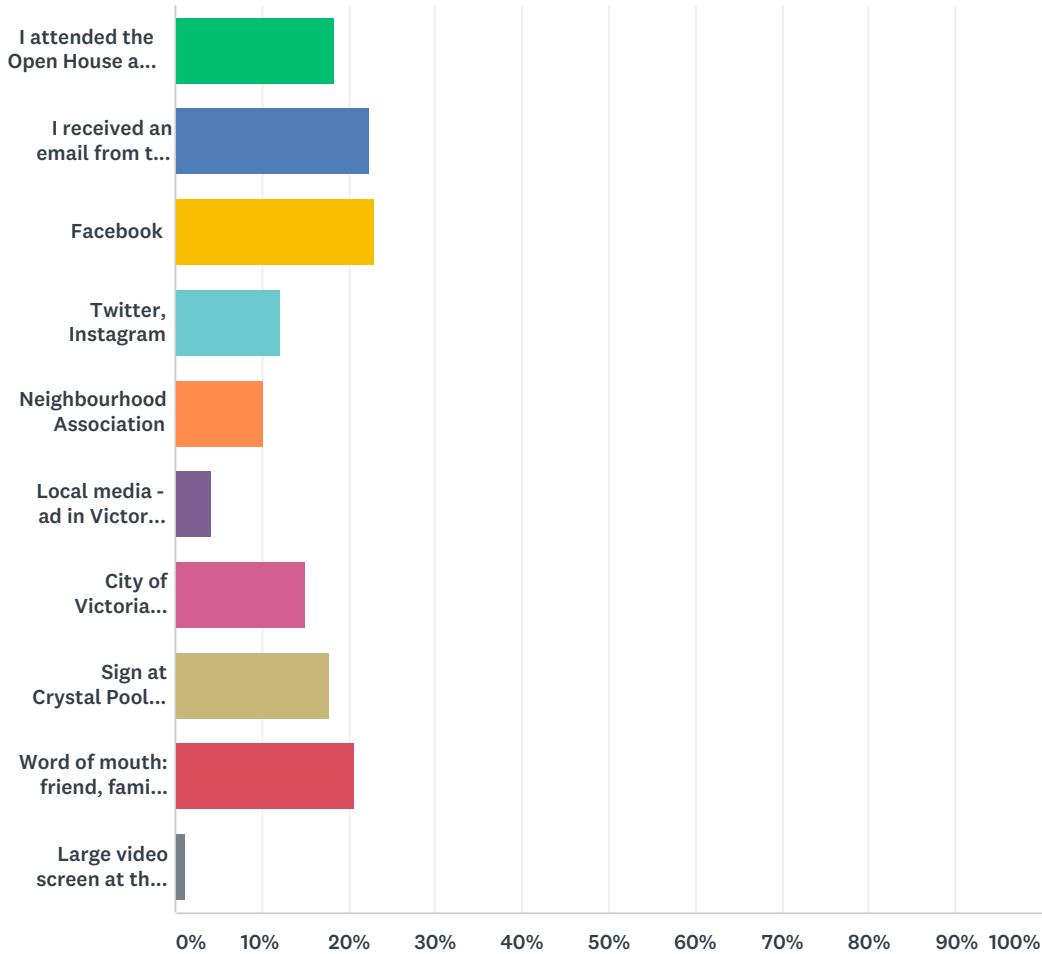
Answered: 312 Skipped: 68



ANSWER CHOICES	RESPONSES	
12-24 years	2.56%	8
25-39 years	32.69%	102
40-59 years	32.69%	102
60-79 years	31.09%	97
80+ years	0.96%	3
TOTAL		312

Q16 How did you hear about this survey?

Answered: 314 Skipped: 66



ANSWER CHOICES	RESPONSES	
I attended the Open House at Crystal Garden on June 19, 2018	18.47%	58
I received an email from the City's project team	22.29%	70
Facebook	22.93%	72
Twitter, Instagram	12.10%	38
Neighbourhood Association	10.19%	32
Local media - ad in Victoria News or the Times Colonist	4.14%	13
City of Victoria website	14.97%	47
Sign at Crystal Pool and Fitness Centre	17.83%	56
Word of mouth: friend, family member, neighbour	20.70%	65
Large video screen at the Save-On Foods Memorial Centre	1.27%	4
Total Respondents: 314		