



THE CORPORATION OF THE CITY OF COURTENAY

BRIEFING NOTE

To: Council

File No.: 7710-05

From: Chief Administrative Officer

Date: July 25, 2022

Subject: Aquatic Services Strategy Update – What We Heard Report

Issue:

The Outdoor Memorial Pool & Aquatic Services Study has been identified as a 2021-2022 Strategic Priority. The purpose of this briefing note is to update Council on the status of the **Aquatic Service Strategy and is being presented for information only.**

Background:

City staff and the Comox Valley Regional District Staff have been working with RC Strategies & HCMA in the development of the Aquatic Services Strategy.

The Final Aquatic Services Strategy will achieve two key deliverables:

1. Development of a 10 year aquatic services implementation strategy that takes into consideration aquatic services in the Comox Valley over a 25 year time frame; and
2. Conduct an options analysis for the renewal, replacement, or relocation of either or both the CVRD Sports Centre Pool and the Courtenay and District Memorial Outdoor Pool. Options may also include upgrading the Comox Valley Aquatic Centre.

Key Considerations:

The project is currently approximately at fifty percent (50%) completion with the phase 1 or learning and engagement phase now completed.

Engagement Summary:

The community survey gathered responses from February 22, 2022 to March 25, 2022. A facility user group survey gathered responses between February 28, 2022 to April 5, 2022 and was followed up by community interest group workshops. Below is a summary of participation in the public engagement work.

- Coded Access Survey: 1,239 responses/34,286 sent out directly by mail
- Open Survey: 402 responses
- Facility Rental User Group Survey: 6 responding groups
- Community Interest Group meetings: 23 organizations

Below is a summary of the feedback received through the public engagement process as outlined in the Comox Valley Aquatic Needs Strategy What We heard Report (Attachment 1).

- Aquatics facilities are well used and valued by people and organizations.
- It is important to take measures to ensure all members of the community can use the pools. This includes:
 - facility schedules;
 - public transportation to the facilities;

Aquatic Service Strategy and is being presented for information only.

- admission costs;
 - accessibility; and
 - inclusivity.
- Offering improved aquatic accessibility and inclusive programming is very important to meet a variety of needs, including:
 - fitness;
 - socialization;
 - therapy and rehabilitation;
 - training and competition; and
 - lessons/skill development.
 - Important facility amenities include the following:
 - Dedicated lanes for swimming and competition;
 - Hot tub;
 - Therapy/warm water pool;
 - Shallow end/beach entry;
 - Aquatic play features and water slides;
 - Viewing area; and
 - Group storage
 - While there are high levels of satisfaction with the aquatics facilities, the Comox Valley Aquatic Centre receives the highest levels of satisfaction (83% of respondents).
 - While some people express dissatisfaction with the Courtenay and District Outdoor Pool (47% of the respondents) for areas concerning condition, accessibility and features of community pools, it also has some very ardent supporters saying an outdoor pool is necessary for the Comox Valley.

Next steps:

With the phase 1 of the project completed, phase two of the project can now proceed as detailed below.

Phase Two: Strategy Development and Review

Summer 2022 to Early 2023

- What We Learned Report – incorporates findings from the What We Heard Report and identifies needs and gaps and how they relate to the long term provision of aquatic facility.
- Draft Aquatic Services Strategy which will include recommendations, facility options (two options for the indoor pool and two options for the outdoor pool) including order of magnitude capital costs, service delivery models including potential policy and partnerships, operating budget implications and strategic direction.
- Follow up engagement and review with Recreation Commission, Council, CVRD and City staff, and public/user group and community stakeholders.
- Final Aquatic Services Strategy.

The What We Learned Report and the Draft Aquatic Services Strategy is scheduled for completion by the fall. The draft report will be made available to the public for comment late fall and a final report will be presented to Council for consideration in early 2023.

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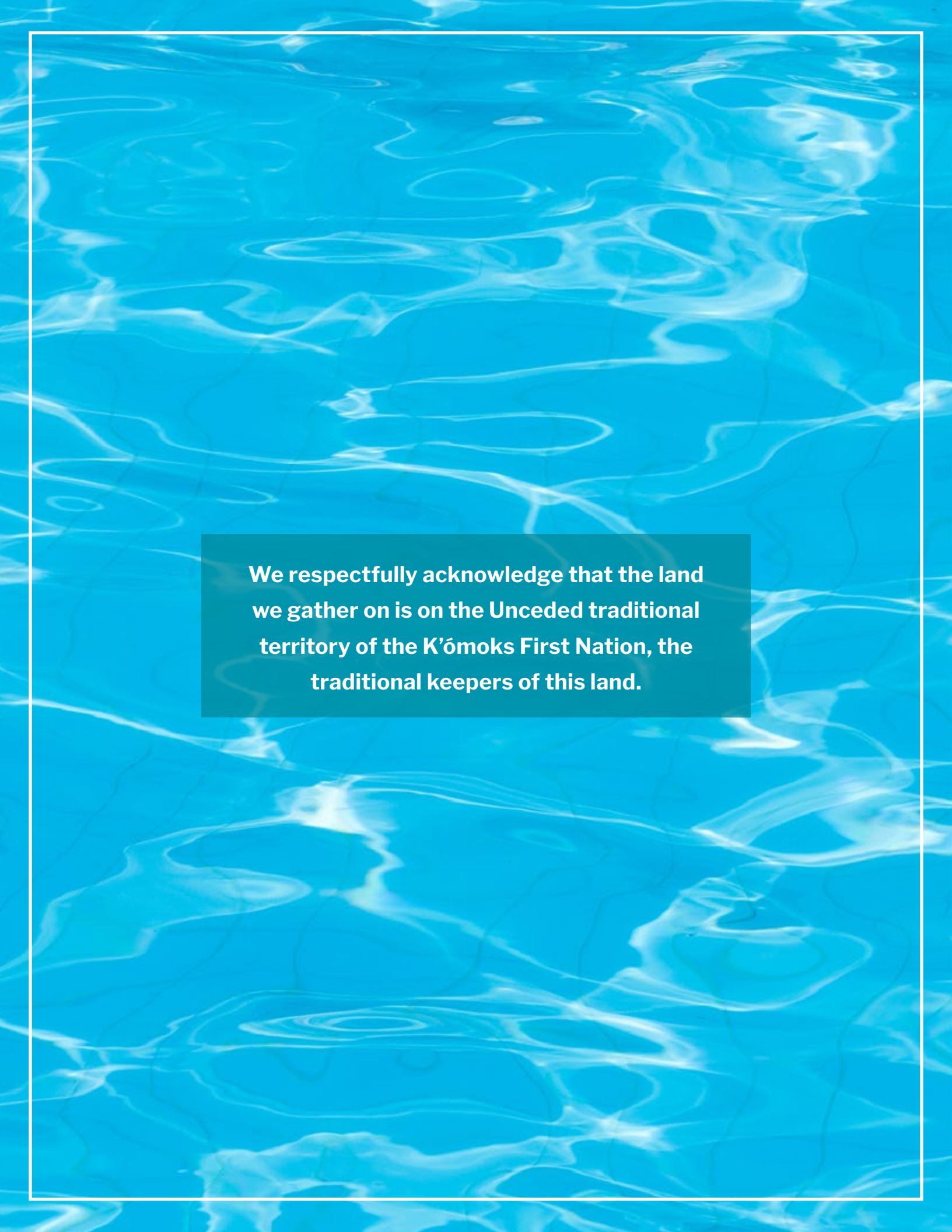
Attachment 1: CV Aquatic Needs Strategy – What We Heard Report

Comox Valley Regional District
Aquatics Strategy

What We Heard

July 2022



The background of the entire page is a vibrant blue color with a pattern of white and light blue ripples, resembling water. A thin white border frames the entire image.

We respectfully acknowledge that the land we gather on is on the Unceded traditional territory of the K'ómoks First Nation, the traditional keepers of this land.



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Section 1.0

Introduction

The Comox Valley Regional District (CVRD) and the City of Courtenay enrich the lives of Valley residents and visitors through the provision of three aquatics facilities. The Comox Valley Sports Centre, Comox Valley Aquatic Centre, and the Courtenay and District Memorial Outdoor Pool have provided opportunities for many generations to learn to swim, improve their health and fitness, train and compete, and socialize. Due in part to the condition of the facilities as well as changes in the community, and changing demands from the public and groups, the CVRD and City commissioned the development of an Aquatics Strategy. The Strategy will serve as a road map, guiding the provision of aquatic facilities and services for the next 25 years.

Gathering the perspectives of the public, user groups, community organizations and other stakeholders is integral to developing this Strategy. A comprehensive and varied program of engagement was implemented to gather the thoughts from the many perspectives in the Comox Valley. The tactics utilized included two surveys of residents (coded access and open access); a survey of organized groups familiar with the aquatics facilities in the Comox Valley; and a series of meeting and discussion sessions with user groups, partners, and stakeholders in the Comox Valley. The findings from each of the engagement tactics is presented in the above graphic, along with some details around their fielding.



Coded Access Survey

Participation: 1,239 / 34,286

Margin of Error: +/- 2.7% 19/20*



Open Access Survey

Participation: 402

Margin of Error: N/A



Stakeholder/Group Survey

Participation: 6

Margin of Error: N/A



Stakeholder Meetings

Participation: 23 organizations

Margin of Error: N/A



Section 2.0

Community Survey

Two surveys were fielded with the residents of the Comox Valley to gather their perspectives about aquatics provision in the area. Residents provided an assessment of current provision and shared their thoughts about future provision. The primary survey was fielded with households in the Comox Valley and required respondents to answer the questions considering the perspectives of all people in the household. Participation in this survey required an access code. The access codes were unique to each household and provided a mechanism of control, limiting participation to one response per household. Households in the Comox Valley were mailed a postcard with the unique access code. The postcards directed people to either the CVRD or the City of Courtenay websites to access the survey. Refer to Appendix A to see the postcard.

While the survey was fielded online, people were able to request hard copy versions of the questionnaire. Each hard copy provided was accompanied by a postage paid addressed envelope for the return of the completed questionnaires. Postcards were sent to 34,286 households with a total of 1,239 responses gathered resulting in a response rate of 3.6%. This survey gathered responses from February 1, 2022 – March 25, 2022. 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 households in the Comox Valley. All respondents were able to enter into a draw for a one-year single

membership to the CVRD Sports and Aquatics Centres. Refer to Appendix B to see the questionnaire.

The other survey option was an open access survey with no controls on participation. This survey included the same questions as in the coded access survey and was intended for those people who may not have received an access code or who misplaced it. This survey was fielded online in the same window as the coded access survey. In total 402 responses were gathered. The questionnaire primarily took place online, however hard copies were available at the request of residents. In total 34 residents (of the 402 total responses) submitted the survey in person. These findings are presented alongside the findings from the coded access survey.

A variety of promotional tactics were utilized to promote the surveys. Aside from the distributed postcards, the survey was available on the CVRD's and the City of Courtenay's (the City's) websites. Other tactics included the following:

- An advertisement was published in the City of Courtenay's Recreation Guide. (Refer to Appendix C)
- Social media posts and reposts on Facebook.
- News release with information on the project.
- Advertisements on the CVRD and City of Courtenay's Websites.
- Word of mouth from members of City Council, City Administration and CVRD Administration.
- Posters in recreation and other City facilities. (Refer to Appendix D)

2.1 Survey Findings

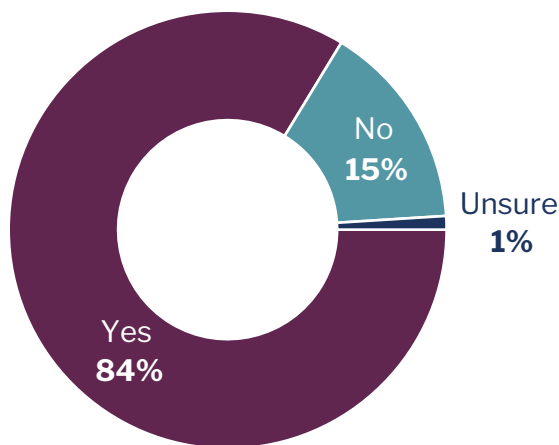
The survey findings are presented in the order the questions were posed in the questionnaire. They reflect the proportion of respondents who answered the questions; not all respondents answered each question.

The findings from the coded survey are presented below. The findings were also examined according to some subsegments¹. Where sizeable and pertinent differences exist, mention is made in the report. The open access survey findings that correspond to the coded survey findings are presented in blue text boxes alongside the graphs.

2.1.1 Current Activity & Participation

To begin the survey, residents were asked if they or anyone in their household had used a public pool either in the Comox Valley or elsewhere in the past three years. As illustrated in the graph, almost all respondents (84%) said yes.

Used a Public Pool in Last 3 Years



Open Access Survey Findings

Used a Public Pool in the Last 3 Years

Yes – 92%
No – 8%
Unsure – 1%

Subsegment Analysis

- Households with children were more likely to use a public pool than those without children (94% with children 0-9 yrs, 95% with children 10-19 yrs, 80% without children)

Those respondents whose household did not have any members who used a public pool in the previous three years were then asked what factors prevented them from using a public pool. Respondents described a multitude of factors. The main preventative

factors that respondents identified includes the following.

- The effects of **COVID-19** restrictions and the ability to access aquatic facilities. (66 comments)
- Participants have **no interest in swimming**. (30)
- Distance** to travel to access the pools. (26)
- Respondents that are **new to area and those unaware** of the available aquatic facilities in the Comox Valley Region. (12)

¹ The subsegments analyzed included: households with children (0-9 years and 10-19 years) vs those without children; tenure in the Comox Valley (< 5yrs and 5+ yrs); adults in the home (29-39 yrs, 40-59 yrs, 60 yrs and older).

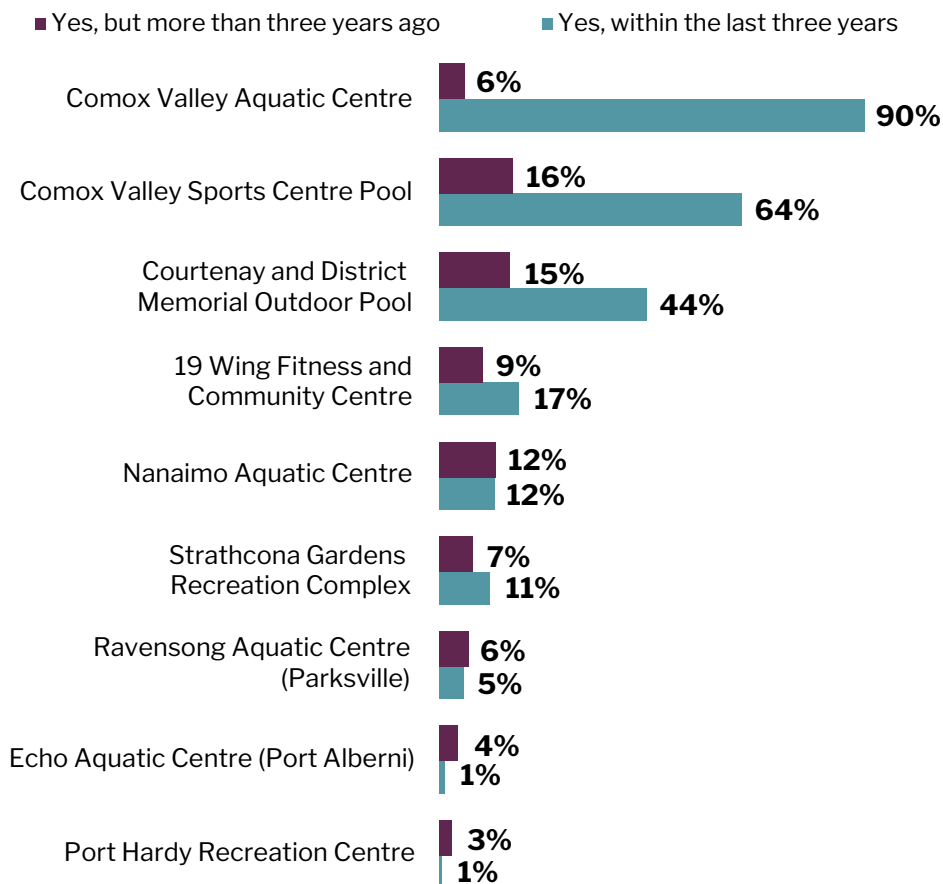
Only those respondents who said a household member used a public pool in the past three years (and those who were unsure) were asked the following questions.

Respondent households who had used a public pool were then asked to indicate, from a list, which public pools household members used. Almost all (90%) of respondents said that a member of their household had used the Comox Valley Aquatic Centre within the last three years; approximately two-thirds of respondents (65%) said that they used the Comox Valley Sports Centre Pool. Less than half of respondents (44%) said that they had used the Courtenay and District Memorial Outdoor Pool within the last 3 years. Refer to the graph for more facility usage.

Subsegment Analysis

- Households with children were more likely to use the Courtenay and District Memorial Outdoor Pool than those without children (61% with children 0-9 yrs, 69% with children 10-19 yrs, 33% without children)

Used Pools As Active Participant



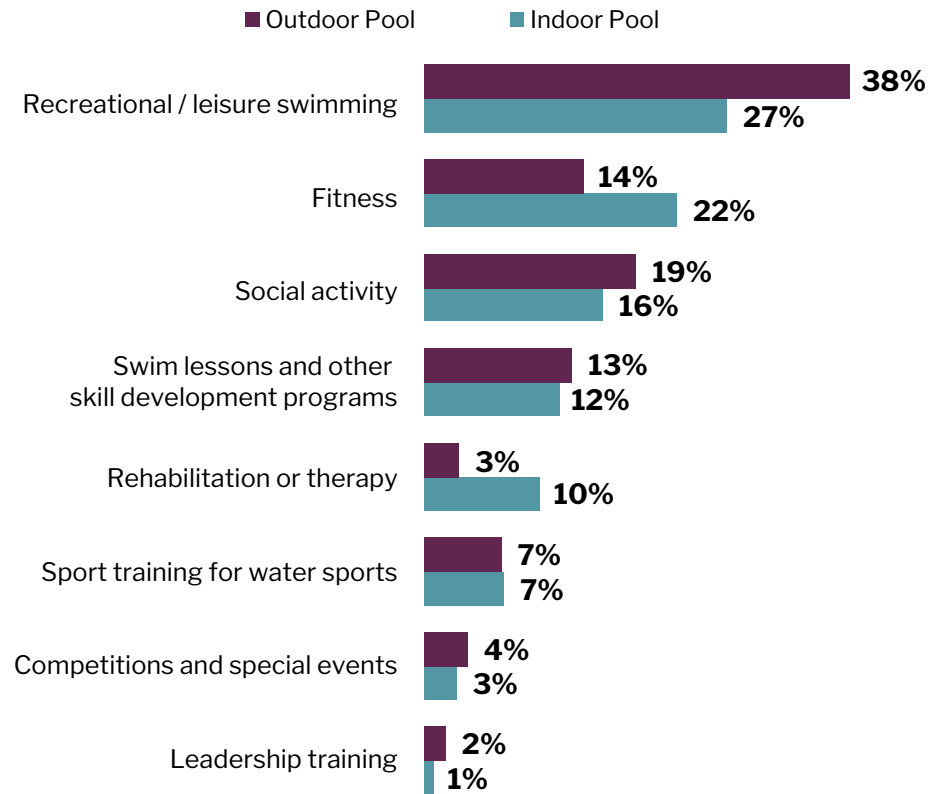
Open Access Survey Findings

Has anyone in your household used the following community pools as a participant?

- Comox Valley Aquatic Centre - 94%
- Comox Valley Sports Centre Pool - 73%
- Courtenay and District Memorial Outdoor Pool - 53%
- Nanaimo Aquatic Centre - 18%
- 19 Wing Fitness and Community Centre - 15%
- Strathcona Gardens Recreation Complex - 13%
- Ravensong Aquatic Centre (Parksville) - 8%
- Echo Aquatic Centre (Port Alberni) - 1%

A list of aquatic activities was presented to respondents. For each activity respondents were asked if a household member participated in that activity at an indoor pool and/or an outdoor pool. As illustrated in the graph, the most common activity is recreational / leisure swimming. Over one-third of respondents (38%) participated in this activity at an outdoor pool while approximately one-quarter (27%) participated in it at an indoor pool. Considering fitness activities, twenty-two percent (22%) participated in this at an indoor pool compared to 14% who did so at an outdoor pool. Refer to the graph for additional findings.

Aquatics Activities in Indoor & Outdoor Pools



Open Access Survey Findings

Indoor Pool Usage

- Recreational / Leisure Swimming - 25%
- Fitness - 18%
- Swimming Lessons - 17%
- Social Activity - 16%
- Sport Training - 10%
- Rehabilitation - 8%
- Competitions and Events - 4%
- Leadership Training - 3%

Open Access Survey Findings

Outdoor Pool Usage

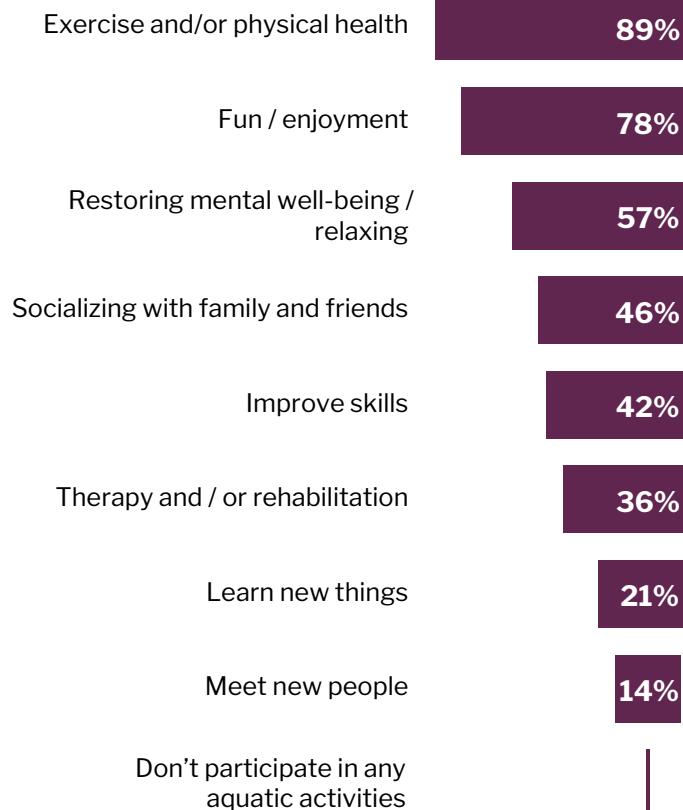
- Recreational / Leisure Swimming - 34%
- Social Activity - 19%
- Swimming Lessons - 14%
- Fitness - 14%
- Sport Training - 9%
- Competitions and Events - 5%
- Rehabilitation - 3%
- Leadership Training - 2%

When asked to identify the main reasons that household members participate in aquatic activities, the most frequent reason is for exercise / physical health (89%). Approximately three-quarters (78%) said their motivations include fun / enjoyment. Over half (57%) said their household participates in aquatic activities for restoring mental well being. Refer to the graph for other responses.

Subsegment Analysis

- Households with children were more likely to say they participate in aquatic activities to socialize (61%-65%) than those without children (37%)
- Households with younger children were more likely to say they participate in aquatics:
 - » For skill improvement (72%) than households with children 10-19 yrs (54%) and households without children (32%).
 - » To learn new things (44%) than households with children 10-19 yrs (28%) and households without children (13%).
- Households without children were more likely to identify the following reasons for participating in aquatic activities than those with children
 - » Restoring mental well-being / relaxing (60% without children, 48% children 0-9 yrs, 49% children 10-19)
 - » Therapy / rehabilitation (43% without children, 18% children 0-9 yrs, 25% children 10-19)
- Households with members 20-39 yrs (88%) and 40-59 yrs (84%) are more likely to participate in aquatic activities for fun than households with members 60 yrs and older (71%)

Main Reasons For Participating In Aquatic Activities



- Households with members 60 yrs and older (46%) are more likely to participate in aquatic activities for therapy / rehabilitation reasons than households with members 20-39 yrs (29%) and 40-59 yrs (30%).
- Households with members 20-39 yrs (64%) and 40-59 yrs (51%) are more likely to participate in aquatic activities to socialize with family and friends than households with members 60 yrs and older (37%)
- Households with members 20-39 yrs (57%) and 40-59 yrs (50%) are more likely to participate in aquatic activities to improve their skills than households with members 60 yrs and older (34%)

Open Access Survey Findings

Main Reasons for Participating in Aquatic Activities

- Fun/enjoyment - 83%
- Exercise and/or physical health - 82%
- Restoring mental well-being - 58%
- Socializing with family and friends - 53%
- Improve skills - 51%
- Learn new things - 29%
- Therapy and / or rehabilitation - 28%
- Meet new people - 15%

Aside from factors related to COVID-19, respondents were asked to identify factors that limited the use of the indoor pools (Comox Valley Sports Centre Pool and the Comox Valley Aquatic Centre) by household members. Approximately half of respondents (53%) said that the facility being too crowded is the biggest barrier at the Comox Valley Aquatic Centre; approximately one-third (37%) said the Aquatic Centre is not available during their desired times. The most cited limiting factors for the Comox Valley Sports Centre Pool included it not being available during desired times (28%), hours of operation (22%), and it being too crowded (22%).

Open Access Survey Findings

Factors Limiting the Use of Indoor Pools - Main Responses (Comox Valley Aquatic Centre)

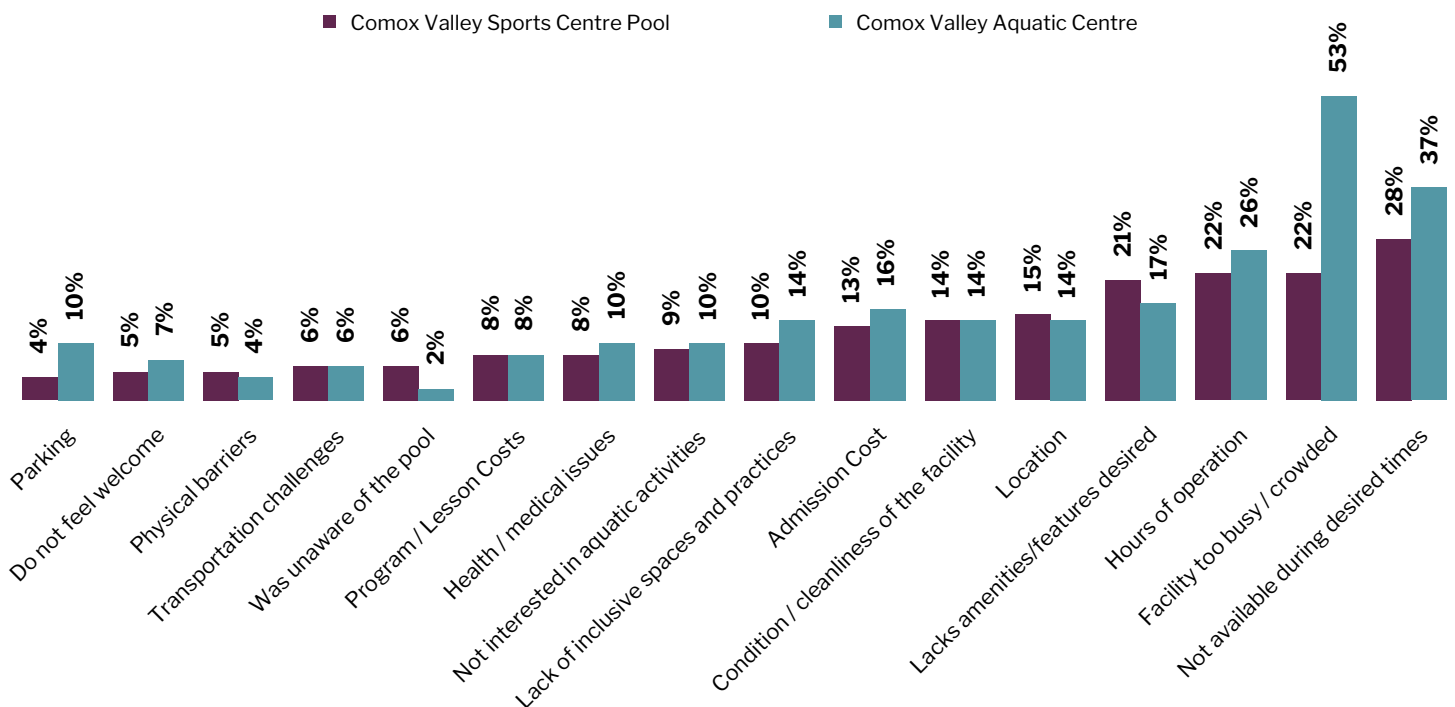
- Facility too busy/ crowded - 40%
- Not available during desirable times - 19%
- Lack of amenities - 8%
- Hours of operation - 8%
- Parking - 8%
- Condition / Cleanliness - 7%

Open Access Survey Findings

Factors Limiting the Use of Indoor Pools - Main Responses (Comox Valley Sports Centre Pool)

- Lacks amenities / features - 17%
- Not available during desirable times - 11%
- Hours of operation - 9%
- Condition / Cleanliness - 7%
- Not interested in aquatics - 7%
- Facility too busy / crowded - 5%

Factors Limiting Use of Indoor Pools



Subsegment Analysis

- Households that have lived in the Comox Valley more than five years were more likely to say that the facility being too busy / crowded limited their use of the indoor pools than those who have lived in the Comox Valley five years or less (64% vs 50%).

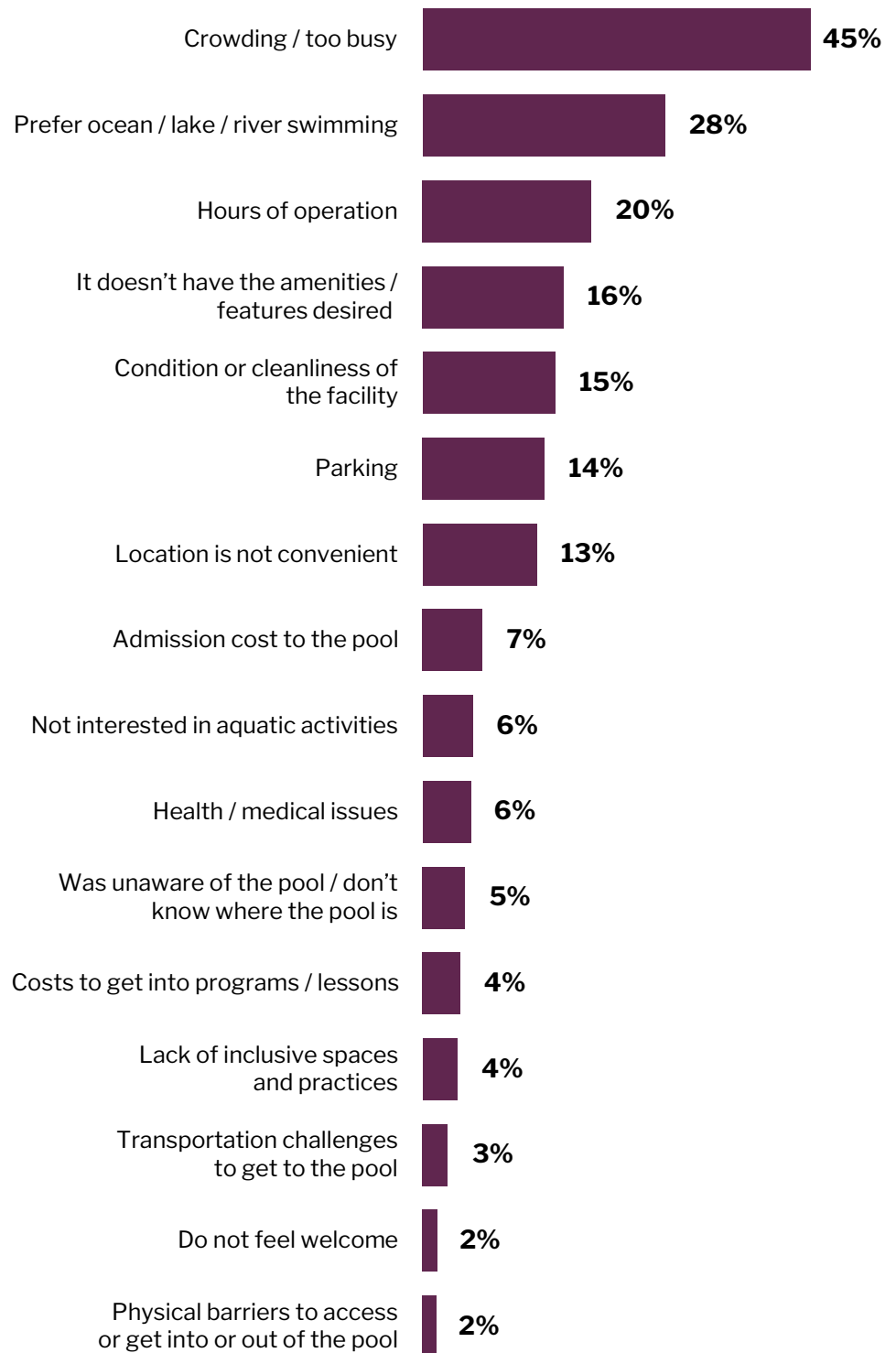
Respondents were able to identify other barriers not listed as something that limited their households' use of indoor pools. A variety of comments were offered regarding limitations to accessing indoor pools. The most frequent are listed below.

- Transportation to the pools (33 comments)
- Swimming lessons fill up too quickly (25)
- Lack of change room amenities (25)
- Limited operating hours (20)



Respondents were then asked what limited their households' use of the Courtenay and District Memorial Outdoor Pool. Over one-quarter (28%) said they prefer to swim in the natural bodies of water (e.g. ocean, lake and or river) and that is why they limit their use of the Courtenay and District Memorial Outdoor Pool. Hours of operation (20%), lack of desired amenities (16%), and the cleanliness of the facility (15%) were the next most cited reasons as illustrated in the graph.

Factors Limiting Use of Memorial Outdoor Pool



Open Access Survey Findings

Factors Limiting Use of Memorial Outdoor Pool

- Crowding/too busy - 50%
- Hours of operation - 27%
- Prefer ocean/lake/river swimming - 19%
- It doesn't have the amenities / features desired - 19%
- Location is not convenient - 17%
- Parking - 17%
- Condition or cleanliness of the facility - 15%
- Admission cost to the pool - 8%
- Costs to get into programs/lessons - 7%
- Lack of inclusive spaces - 5%

Subsegment Analysis

- Households with children were more likely to say that crowding limits their use of the Courtenay and District Memorial Outdoor Pool (58%-61%) than those without children (38%)

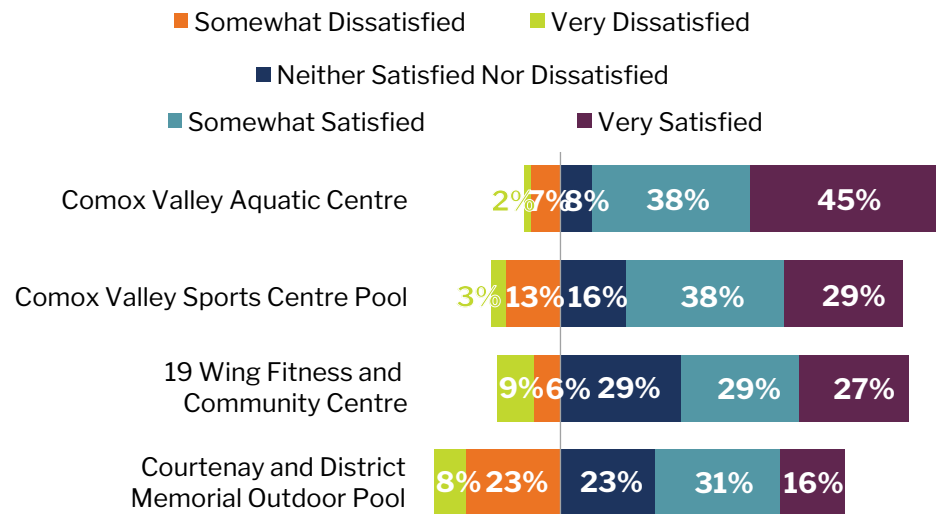
2.1.2 Aquatic Facility & Programming Satisfaction

Next, respondents were asked to rate their households' overall level of satisfaction with the facility condition, accessibility, and features of the Comox Valley Sports Centre Pool, the Comox Valley Aquatic Centre, the 19 Wing Fitness and Community Centre, and the Courtenay and District Memorial Outdoor Pool. As illustrated in the graph, over three-quarters of respondents (83%) are satisfied (45% very satisfied and 38% somewhat satisfied) with the condition, accessibility, and features of the Comox Valley Aquatic Centre. Over two thirds (67%) of respondents said they are satisfied (very satisfied and somewhat satisfied) with the Comox Valley Sports Centre Pool. Over half (56%) expressed satisfaction with the 19 Wing Fitness and Community Centre while less than half (47%) expressed satisfaction with the Outdoor Pool. Refer to the graph.

Respondents were able to explain why they gave the satisfaction ratings they did. Respondents provided a variety of unique comments regarding their dissatisfaction with the condition, accessibility, and features of community pools in the Comox Valley. The most frequent are listed below.

- Change room cleanliness (69 comments)
- Comox Valley Aquatic Centre and Courtenay Outdoor Pool are overcrowded (53)

Satisfaction With Condition, Accessibility, and Features of Community Pools



- Facilities needs better year-round maintenance (46)
- The need for bigger family and gender-neutral change rooms (38)
- Lack of information about the 19 Wing Pool (36)
- Courtenay and District Memorial Outdoor Pool had a variety of comments that are listed below:
 - » Change rooms need updating as they are too small, and lack private change areas (40)
 - » The pool is overcrowded during peak times (28)
 - » The pool needs upgrading in regard to the size and makeup of the pool floor (23)
 - » The pool and change rooms would benefit from more frequent cleaning and attention (17)

Open Access Survey Findings

Satisfaction with Condition, Accessibility and Features of Community Pools

Courtenay and District Memorial Outdoor Pool - 39%

Comox Valley Aquatic Centre - 38%

Comox Valley Sports Centre Pool - 18%

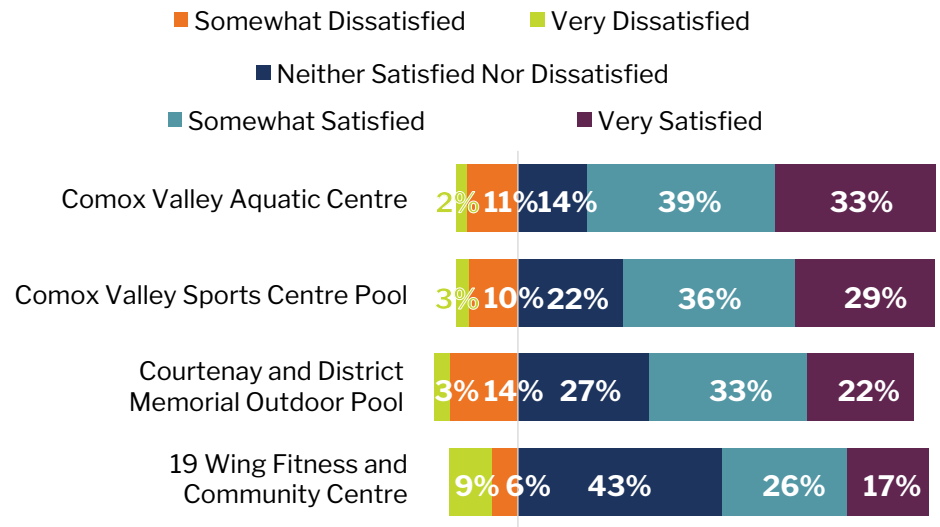
19 Wing Fitness and Community Centre - 9%

When asked about their satisfaction with the programming at the community pools in the Comox Valley, approximately three-quarters (72%) expressed satisfaction with the Comox Valley Aquatic Centre. Approximately two-thirds (65%) said they are satisfied with the programming at the Comox Valley Sports Centre and approximately half (55%) expressed satisfaction with programming with the Courtenay and District Memorial Outdoor Pool. Regarding the 19 Wing Fitness and Community Centre, less than half (43%) are neither satisfied or dissatisfied. Note: graph does not include people who had no opinion about the facility

A variety of unique comments were offered regarding programming of community pools in the Comox Valley. The most frequent are listed below.

- There is a need for more swimming lessons (65 comments)
- Better program times during the day and evening (aquafit, aquasize, aqua-motion) (47)
- More lane swim times and space (47)
- No issues regarding programming (44)
- 19 Wing Pool is not accessible, and times are not ideal (24)
- The Sports Centre Pool is closed too often (24)
- The pools are overcrowded (16)

Satisfaction with Programming of Community Pools



Open Access Survey Findings

Satisfaction with programming of Community Pools

Comox Valley Aquatic Centre - 57%

Comox Valley Sports Centre Pool - 43%

Courtenay and District Memorial Outdoor Pool - 28%

19 Wing Fitness and Community Centre - 8%



After having identified their satisfaction with the facility condition, accessibility, features of the community pools and the programming at these facilities, respondents were then asked how likely their household would use each of the community pools in the future. As illustrated in the accompanying graph, approximately three-quarters (71%) are very likely to use the Comox Valley Aquatic Centre compared with about half (45%) who said their household would very likely use the Comox Valley Sports Centre Pool. Approximately one-third (30%) said they it is very likely for their household to use the Courtenay and District Memorial Outdoor Pool. Almost half (46%) said they will not use the 19 Wing Fitness and Community Centre.

Respondents were able to explain their answers. The most frequent are listed below.

- Unaware that 19 Wing Fitness and Community Centre is open to the public. (95 comments)
- Comox Valley Aquatic Centre, Comox Valley Sports Centre are great. (57)
- Patrons prefer the Comox Valley Aquatic Centre (55)
- People really like using the Courtenay and District Memorial Outdoor Pool (44)
- Distance to pools in the Aquatic Centre affect usage (27)

Open Access Survey Findings

Future Use of Community Pools – Very Likely

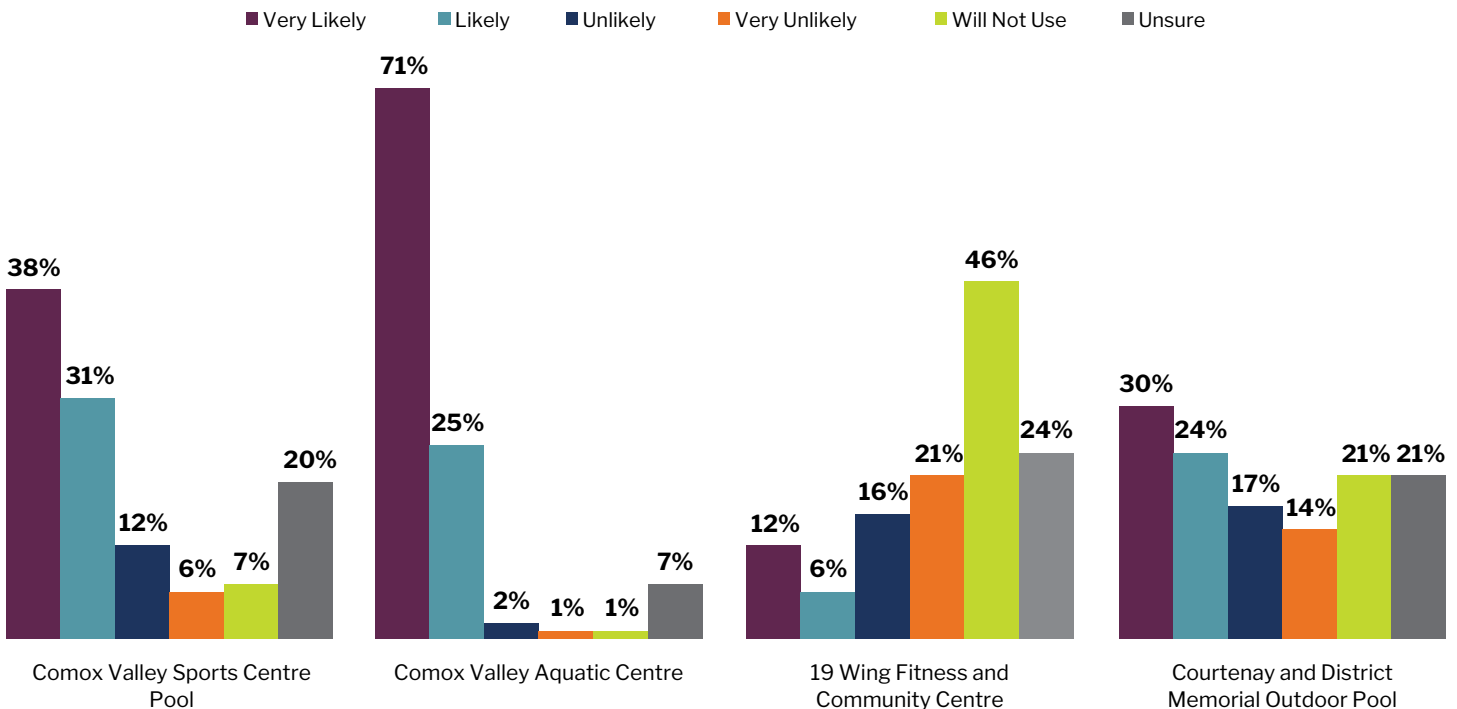
Comox Valley Aquatic Centre - 66%

Comox Valley Sports Centre Pool - 37%

Courtenay and District Memorial Outdoor Pool - 28%

19 Wing Fitness and Community Centre - 7%

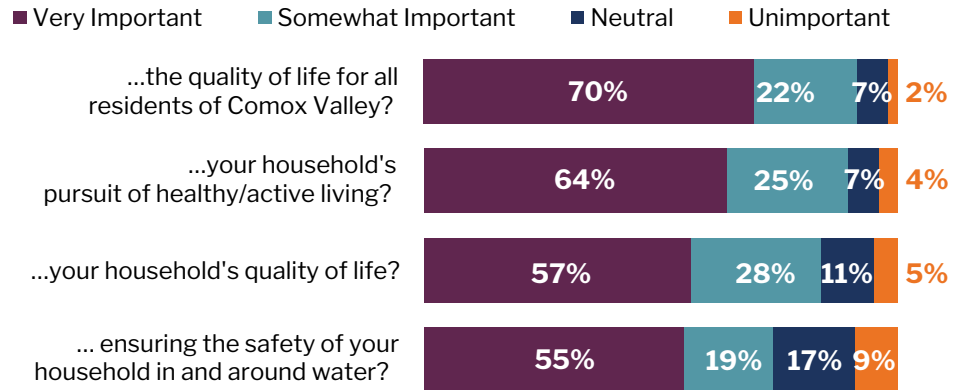
Future Use of Community Pools



2.1.3 Value and Benefits of Aquatic Opportunities

All respondents² were presented with a series of statements about the importance of aquatic opportunities. Each statement represents an outcome of providing aquatic services and respondents were asked to identify how important each outcome is. As illustrated in the accompanying graph, a majority of respondents identified all statements as very important outcomes from the provision of aquatic opportunities. Almost three-quarters (70%) of respondents said aquatic opportunities are very important to the quality of life for all residents in the Comox Valley. Approximately two-thirds (64%) said it is very important that aquatic opportunities contribute to their households' pursuit of healthy / active living. Over half said aquatic opportunities are very important to their households' quality of life (57%) and to ensuring the safety of their households in and around water (55%).

How Important Are Aquatic Opportunities to...



Open Access Survey Findings

Importance of Aquatic Opportunities

- ...quality of life for all residents of Comox Valley - 75%
- ...your household's pursuit of healthy/active living? - 68%
- ...ensuring the safety of your household in and around the water? - 66%
- ...your household's quality of life? - 64%

Subsegment Analysis

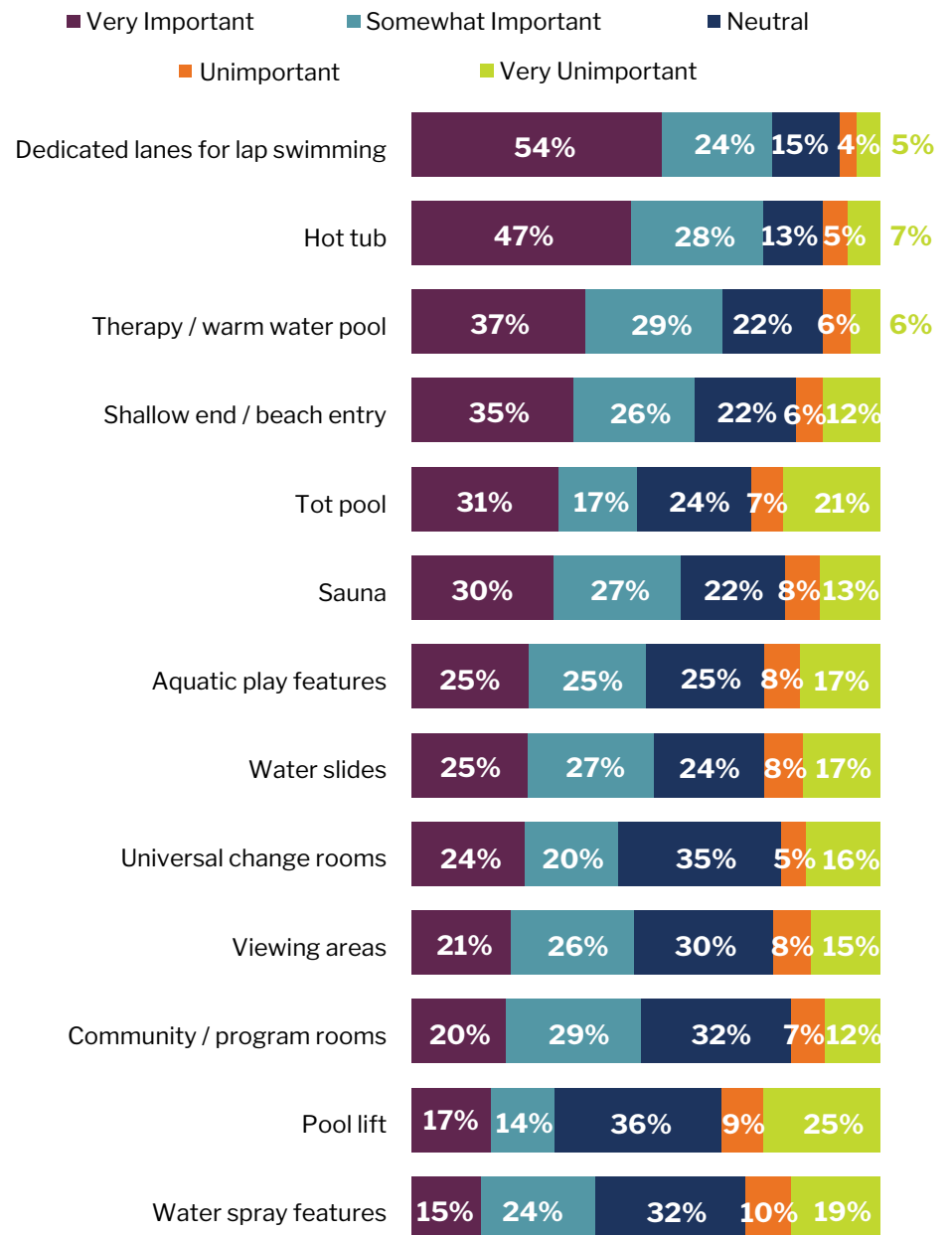
- Households with younger children (0-9 yrs) were more likely to say that aquatic opportunities are very important to ensuring the safety of their households in and around water (86%) than households with older children (68%) and those without children (44%)

² All respondents were asked the survey questions from this point through to the end - even those households who have not used a public pool in the past three years.



Community pools can accommodate a variety of activities and user experiences. Given a list of amenities that can be found in indoor pools, respondents were asked to indicate the **importance of each amenity when making a decision** to use an indoor pool. As illustrated in the graph, approximately three-quarters of respondents said dedicated lanes for lap swimming (78%) and the presence of a hot tub (75%) are very or somewhat important in deciding whether to use an indoor pool. Over half of respondents indicated the following amenities are very or somewhat important in their decision making: therapy / warm water pool (66%); shallow end / beach entry (61%); sauna (57%); and water slides (52%).

Importance of Amenities in Decision to Use Indoor Pool



Open Access Survey Findings

Importance of Amenities in Decision to Use Indoor Pool – Very and Somewhat Important

Dedicated Lane Swimming - 77%

Hot Tub - 74%

Therapy/Warm Water Pool - 65%

Play Features - 63%

Tot Pool - 63%

Water Slides - 58%

Sauna - 58%

Universal Change Rooms - 55%

Viewing Areas - 54%

Shallow End/Beach Entry - 52%

Community/Program Rooms - 50%

Pool Lift - 43%

Subsegment Analysis

- Households with younger children (0-9 yrs) were more likely to say that the following amenities are very important to their decision to use an indoor pool than other households:
 - » Tot pool (55%) versus 29% for households with 10-19 yr old children and 24% for households without children
 - » Shallow end/ beach entry (59%) versus 34% for households with 10-19 yr old children and 27% for households without children
- Households with children were more likely to say that the following amenities are very important to their decision to use an indoor pool than households without children:
 - » Water spray features: 28% (0-9 yrs), 22% (10-19 yrs), 10% households without children
 - » Water slides: 53% (0-9 yrs), 51% (10-19 yrs), 12% households without children
 - » Aquatic play features: 56% (0-9 yrs), 41% (10-19 yrs), 13% households without children
 - » Viewing areas: 36% (0-9 yrs), 32% (10-19 yrs), 15% households without children
 - » Universal change rooms: 42% (0-9 yrs), 34% (10-19 yrs), 18% households without children

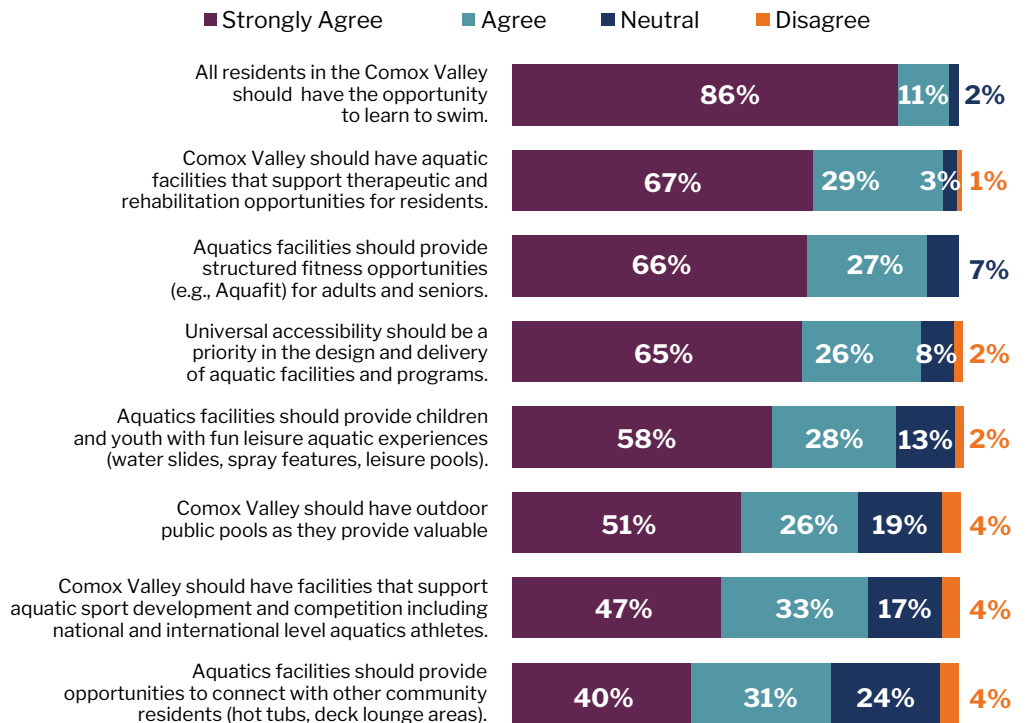


There are numerous **benefits and opportunities** that community pools provide to residents and visitors. Respondents were presented with several of these benefits and asked the extent to which they agree with each. Almost all respondents (86%) strongly agree that all residents in the Comox Valley should have the opportunity to learn to swim. Approximately two-thirds of respondents strongly agree with the following statements:

- Comox Valley should have aquatic facilities that support therapeutic and rehabilitation opportunities for residents (67% strongly agree).
- Aquatic facilities should provide structured fitness opportunities for adults and seniors (66% strongly agree).
- Universal accessibility should be a priority in the design and delivery of aquatic facilities and programs (65% strongly agree).

Refer to the graph for additional findings.

Agreement Related to Aquatics Provision



Open Access Survey Findings

Agreement Related to Aquatics Provision

All residents in the Comox Valley should have the opportunity to learn to swim - 87%

Comox Valley should have aquatic facilities that support therapeutic and rehabilitation opportunities for residents - 68%

Universal accessibility should be a priority in the design and delivery of aquatic facilities and programs - 68%

Aquatics facilities should provide structured fitness opportunities (e.g., Aquafit) for adults and seniors - 65%

Aquatics facilities should provide children and youth with fun leisure aquatic experiences - 63%

Comox Valley should have outdoor public pools as they provide valuable community experiences - 56%

Support aquatic sport development and competition including national and international level aquatic athletes - 46%

Aquatics facilities should provide opportunities to connect with other community residents - 45%

Subsegment Analysis

- Households with children were more likely to say that the Comox Valley should provide aquatics facilities with fun leisure aquatics experiences for children and youth (81-87%) compared with households without children (46%).

Respondents were able to provide any additional comments regarding aquatic facilities and services in the Comox Valley. The most frequently mentioned comments are noted below.

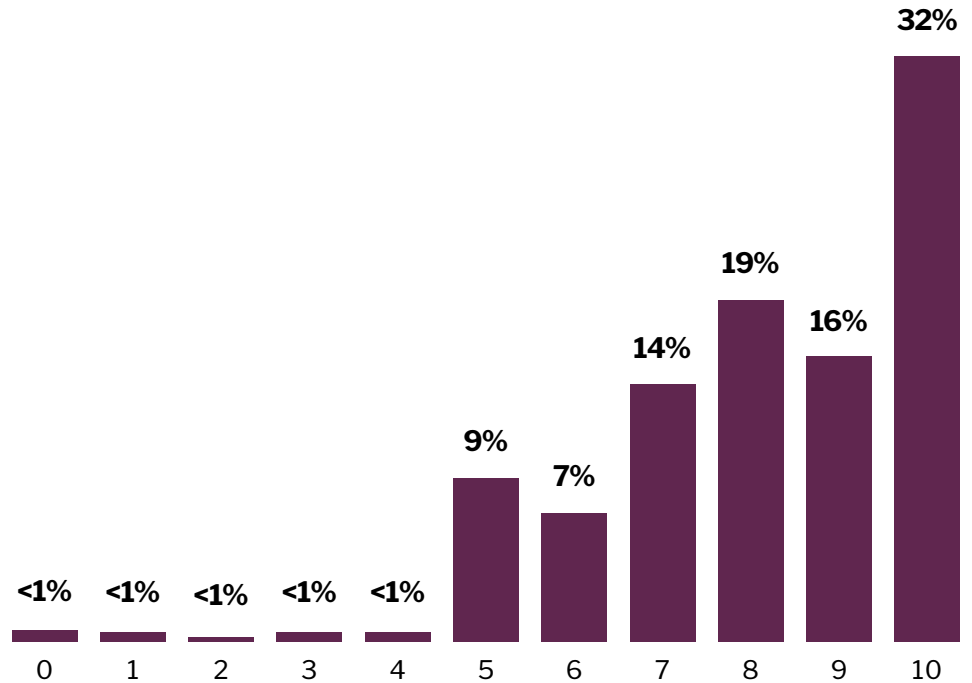
- Indoor and outdoor pools benefit the community. (35 comments)
- A dedicated pool for lane swimming, fitness classes, elite athletes and diving would alleviate overlap at existing pools. (32)
- Surrounding municipalities would like their own community pools due to distance from Courtenay. (27)
- All pools should be universally accessible. (23)
- All equipment should be properly maintained - the facility's cleanliness should be a priority. (17)
- Access to seniors only programming is desired. (16)
- It is important to have a space to access aquatic exercise classes for fitness and or rehabilitation. (15)
- Swimming lessons should be a priority. (14)



2.1.4 Provision and Access to Aquatic Amenities

Respondents were asked how important new or improved aquatic amenities are to the community. Respondents were asked to indicate their response by identifying a rating from zero (0) unimportant through to extremely important (10). As illustrated in the graph, approximately one-third (32%) of respondents said that new or improved aquatic amenities are extremely important to the community. The average score is 8.1 – respondents see new or improved aquatic amenities as quite important.

Importance of New or Improved Aquatic Amenities



Open Access Survey Findings

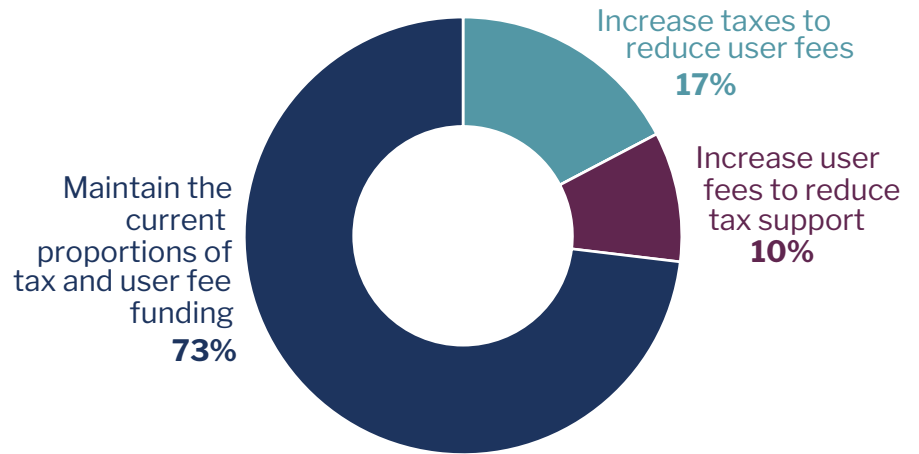
Importance of New or Improved Aquatics Amenities

- 0 Unimportant - <1%
- 1 - <1%
- 2 - <1%
- 3 - 0%
- 4 - 1%
- 5 - 8%
- 6 - 6%
- 7 - 14%
- 8 - 16%
- 9 - 14%
- 10 Extremely Important - 41%



The CVRD's and the City's aquatic facilities are paid for by a **combination of tax support (including property taxes) and fees paid by users**. Respondents were provided with three options related to tax support and user fees and asked which option they support. As illustrated in the accompanying graph, approximately three-quarters (73%) of respondents prefer to maintain the current proportions of tax and user fee funding to pay for aquatic facilities and services.

Preferred Option Related to Tax Support and User Fees



Open Access Survey Findings

Preferred Option Related to Tax and User Fees

Maintain the Current proportions of tax and user fee funding - 70%

Increase taxes to reduce user fee's - 19%

Increase user fees to reduce tax support - 11%

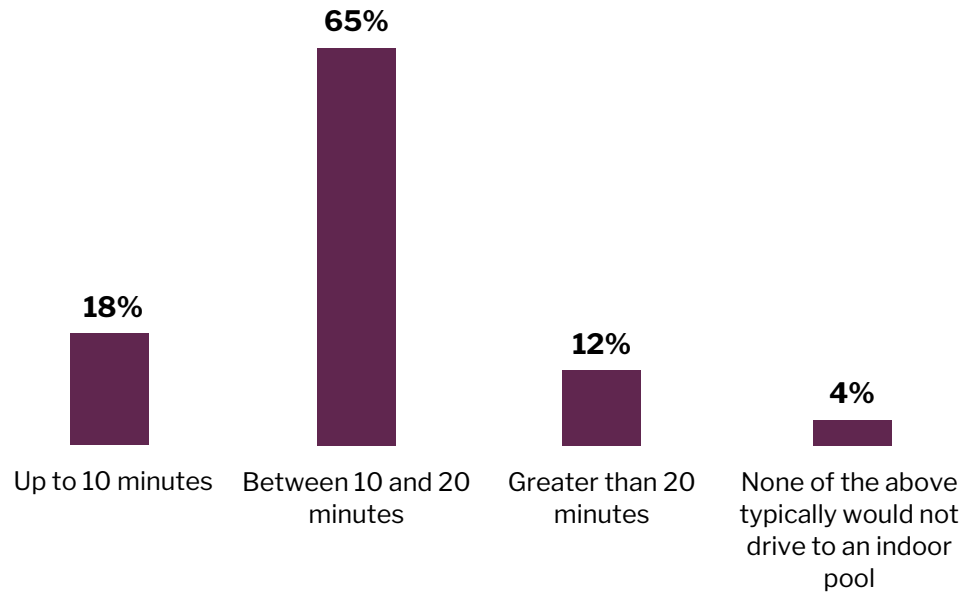


A series of questions were asked that related to travel time to access aquatics facilities. The first set of questions asked about **travel time to access an indoor pool**.

As illustrated in the graph, approximately two-thirds (65%) of respondents are willing to travel between ten and twenty minutes by car or bus to access an indoor pool.

Acceptable Travel Time to Access an Indoor Pool

(by car or bus)



Open Access Survey Findings

Travel Time to Access an Indoor Pool by Car or Bus

Between 10 and 20 Minutes - 59%

Up to 10 minutes - 26%

Greater than 20 minutes - 11%

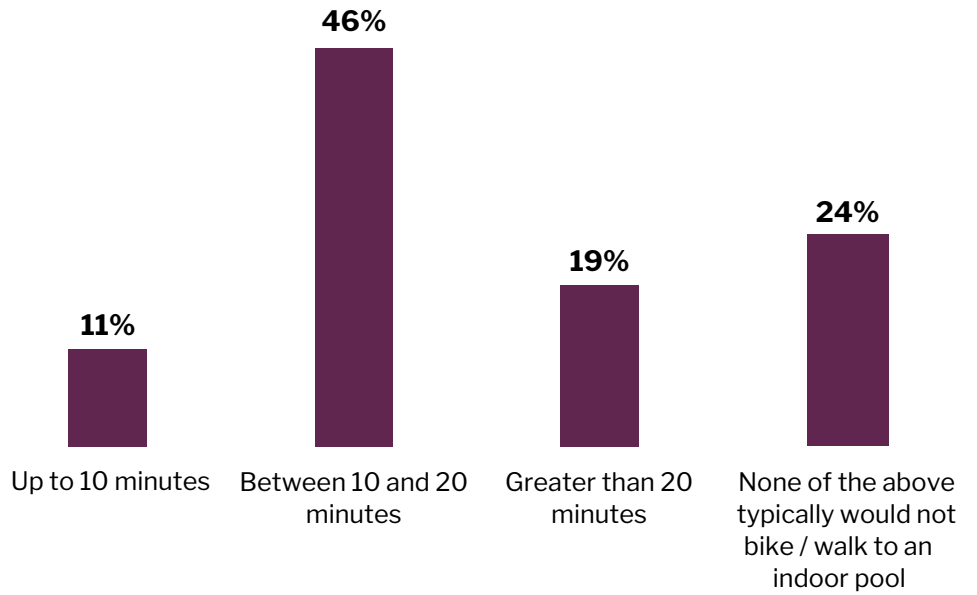
None - I would not drive to an indoor pool - 3%



Regarding travel time to indoor pools by bike or foot, almost half (46%) said they would travel between ten and twenty minutes, while approximately one-quarter (24%) said they would not typically bike and or walk to an indoor pool.

Acceptable Travel Time to Access an Indoor Pool

(by bike or foot)



Open Access Survey Findings

Travel Time to Access an Indoor Pool by Bike or Foot

Between 10 and 20 Minutes - 45%

None - I would not drive to an indoor pool - 22%

Greater than 20 minutes - 20%

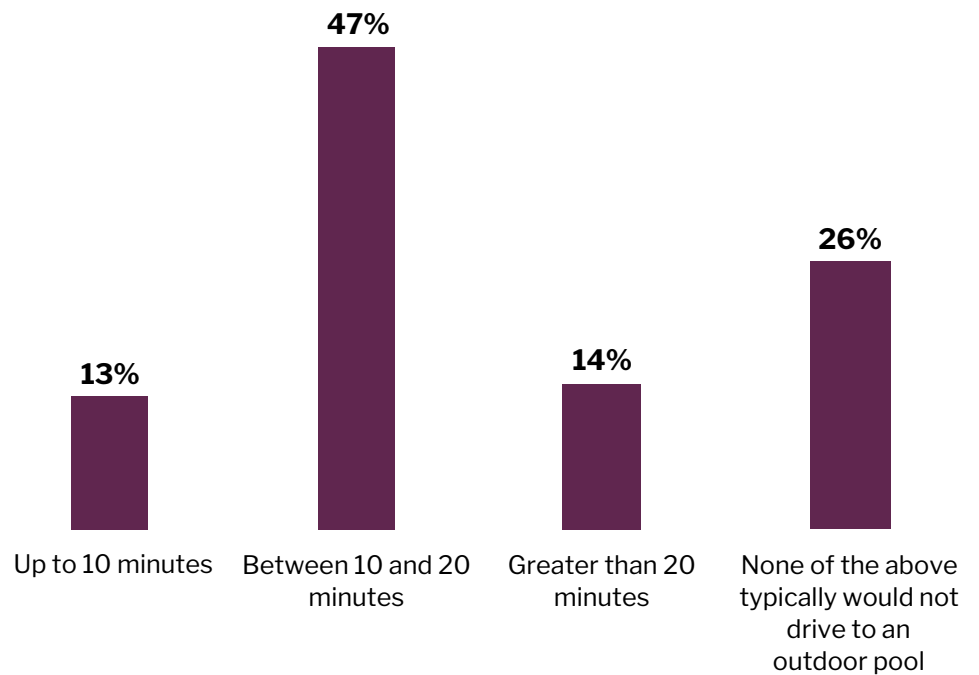
Up to 10 minutes - 13%



As it relates to **travel time to access an outdoor pool**, almost half (47%) of respondents said that they would travel between ten and twenty minutes by car or bus to an outdoor pool in the Comox Valley. Approximately one-quarter (26%) said they would not travel to an outdoor pool.

Acceptable Travel Time to Access an Outdoor Pool

(by car or bus)



Open Access Survey Findings

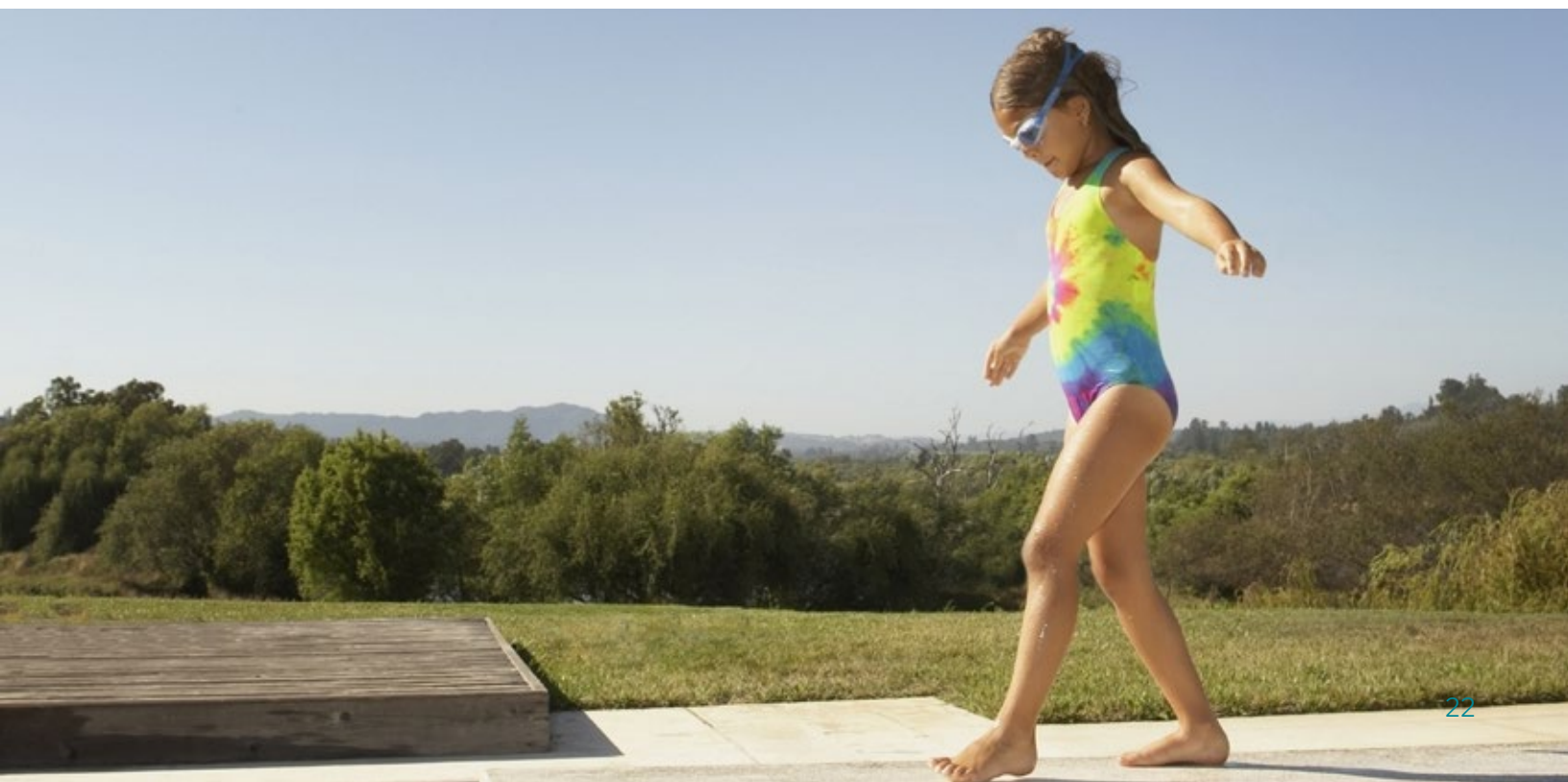
Travel Time to Access an Outdoor Pool by Car or Bus

Between 10 and 20 Minutes - 50%

Up to 10 minutes - 19%

None - I would not drive to an indoor pool - 18%

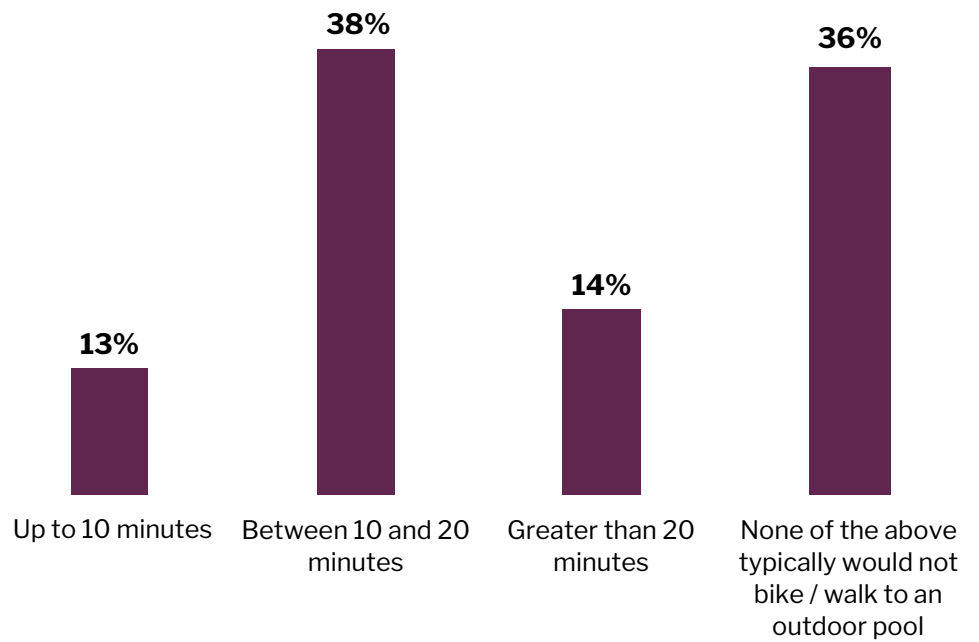
Greater than 20 minutes - 14%



Considering non motorized travel, approximately one-third of respondents (38%) said that they would travel between ten and twenty minutes by bike or foot. Similarly, thirty-six percent (36%) of respondents said that they would not travel by bike or foot to an outdoor pool.

Acceptable Travel Time to Access an Outdoor Pool

(by bike or foot)



Open Access Survey Findings

Travel Time to Access an Outdoor Pool by Bike or Foot

Between 10 and 20 Minutes - 40%

None - I would not drive to an indoor pool - 30%

Greater than 20 minutes - 17%

Up to 10 minutes - 13%



2.1.5 About Your Household

Respondents were asked several questions about their household. The responses are presented in the following table.

Residency	
Comox Valley Regional District	25%
City of Courtenay	42%
Town of Comox	24%
Village of Cumberland	5%
K'ómoks First Nation	<1%
Other	4%

Electoral Areas (CVRD residents)	
Electoral A	27%
Electoral B	39%
Electoral C	34%

Household Members that Identify as Indigenous	
Yes	5%
No	90%
Prefer not to answer	5%

Household Includes a Member Who Immigrated or Resettled in Canada Within Past 5 Years	
Yes	3%
No	95%
Prefer not to answer	2%

Household Composition*	
0-4 years	6% (4%)
5-9 years	7% (5%)
10-14 years	6% (5%)
15-19 years	4% (5%)
20-29 years	4% (8%)
30-39 years	11% (10%)
40-49 years	12% (11%)
50-59 years	12% (16%)
60-69 years	20% (17%)
70-79 years	15% (11%)
80 years and older	3% (9%)

*Figures in parentheses is data collected from the 2016 Canada Census

Total Household Income Before Taxes	
Less than \$30,000	7%
\$30,000 to just under \$60,000	18%
\$60,000 to just under \$90,000	20%
\$90,000 to just under \$120,000	15%
\$120,000 and over	17%
Prefer not to answer	24%

A woman wearing a blue swim cap and goggles is smiling while swimming in a pool. The water is clear blue, and lane lines are visible. The image is framed by a white border.

Section 3.0

Stakeholder & Group Survey

A survey was fielded with a variety of organizations in the Comox Valley. These organizations included aquatics groups but also included a series of others who may use the aquatic facilities as a site for programming or who work with community members who, in turn, may use the facilities. 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 hyperlink to an online version of the same questionnaire. Each group was asked to provide one response. Refer to Appendix D for a copy of the questionnaire.

Invitations were sent in late February and responses were gathered between the end of February (February 28, 2022) and early April (April 5, 2022). In total 6 organizations provide a response. Due to the small sample size the findings are presented in raw numbers rather than in percentages. These findings are not considered representative of all groups in the CVRD. The findings provide insight into the perspectives of the organization as it relates to aquatics in the Comox Valley Region. Refer to Appendix E for the list of groups.

3.1 Survey Findings

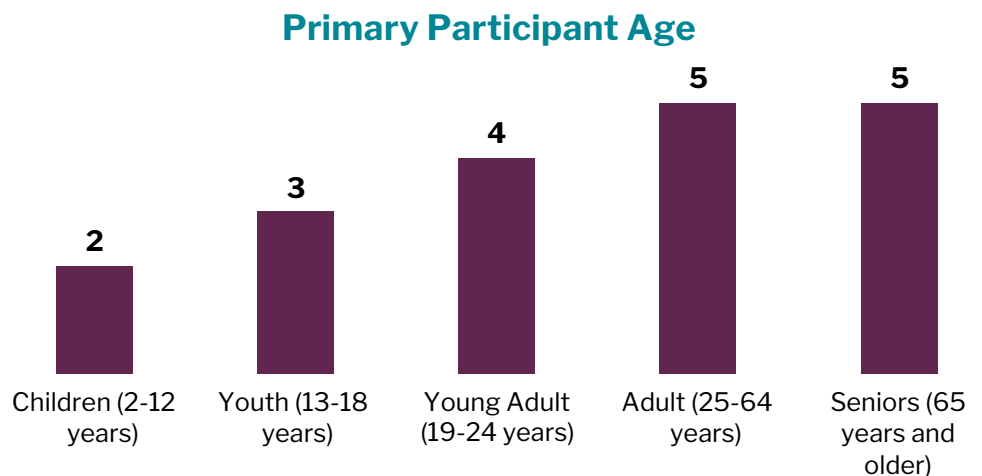
The findings are presented in the order they were asked in the questionnaire.

3.1.1 About Your Organization

The survey began by gathering information about the organizations. The respondent organizations include the following.

Organization	Purpose / Main Activities
Challenge Swim	Weekly swim program for students of School District 71 who have extra support needs (physical, social, cognitive, sensory). The program’s goal is to teach life skills, social skills, swimming skills, and enhance cardiovascular health.
Satori Lifestyle Resources	Day service for adults with disabilities. The organization provides support for community inclusion and integration through health and life skills teaching and promotion.
Comox Valley Aquatic Club	Provides competitive and non-competitive training, instruction, and development for swimmers from 5 years to 75 years of age.
Swim Smooth BC	Adult swim coaching.
CV Road Runners	Promotes the development and growth of running in the Comox Valley through leadership, education, social opportunities, programs and events for runners of all abilities.
Comox Valley Triathlon	Provides support and encouragement for members to achieve their highest personal goals in sport, whether to improve fitness, finish an event or compete internationally.

As illustrated in the accompanying graph, the respondents provide programs and services to a wide array of ages, with the majority being adults and seniors.



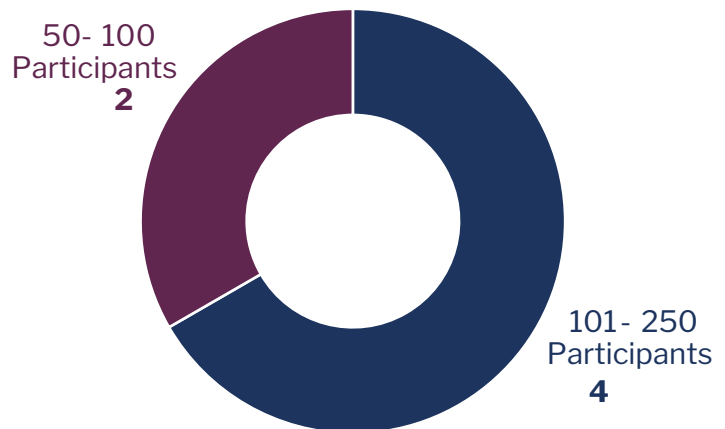
Respondents were asked to identify their groups' primary aquatic activities. Many groups provided more than one activity; however, fitness (lane swimming and aqua classes) is the most prevalent activity for respondents. Refer to the graph.

Primary Aquatic Activities



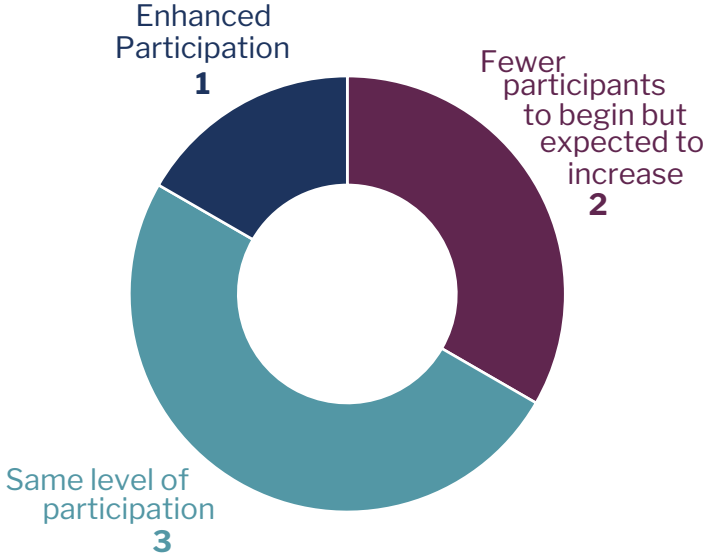
Respondents were asked to indicate their typical active participant / membership numbers. The respondents have participants numbers ranging from 50 to 250. The majority of them (4 of 6) are on the smaller size.

Active Participants



Respondents were asked about their enrolment expectations once things return to “normal”. Only one (1) group said it expects an enhanced level of participation, whereas two (2) groups expect to see the same level of participation. The other two (2) groups predict they will have fewer participants but will see an increase in the future.

Expectation for Participation



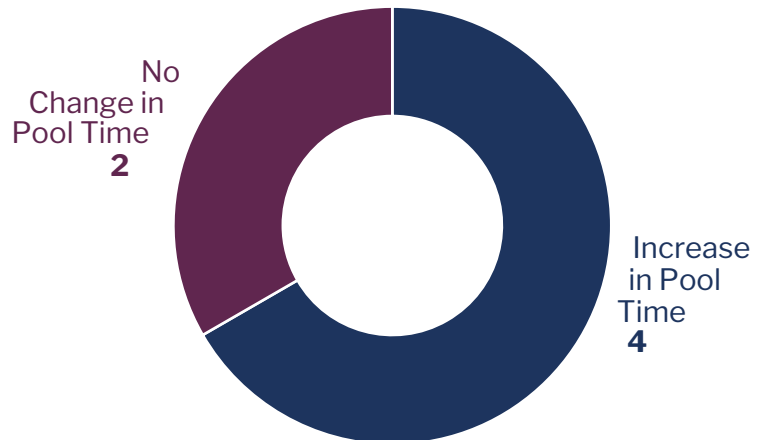
3.1.2 Aquatics Utilization

Respondents were asked to identify the proportion of their groups programming that takes place at the Comox Valley Sports Centre Pool, the Aquatic Centre and the Courtenay Memorial District Outdoor Pool. All respondents (6 of 6 groups) spent time at the Aquatics Centre for their programming, while only 1 of 6 groups spent time at the 19 Wing Fitness and Community Centre. Notably, two of the six groups utilized the Aquatics Centre for their programming one – hundred percent of the time (100%). The Courtenay and District Memorial Outdoor Pool is used by two groups for a minority of their programming.

Respondents were then asked what their organizations’ expectations are for pool time over the next few years. As seen in the graph, four of the six respondents stated that they expect to an increase of pool time, whereas two groups anticipate no change in their needs for pool time. Those groups who use the Comox Valley Aquatic Centre for their programming said they expect no change in their need for pool time.

The four respondents who expect an increase in pool time were then asked to identify the cause for that extra time. Their rationale is a greater public demand for programming generally and in swimming for fitness. Also mentioned was the progression of participants from one age group to another. COVID-19 has impacted organizations and their programming to different degrees.

Expected Need for Pool Time



Respondents were asked to identify the main issues, aside from COVID-19, that is impacting their organizations’ need for pool time. The main issues include the following:

- Ability to book desired pool times
- Accessing lane space at times desired by participants
- Accessing time slots at their groups desired pool

Groups were presented with aquatics facilities available in the Comox Valley and were asked how satisfied they are with the facility condition, accessibility, and features of the pool. Four of six (4 of 6) groups said they were satisfied with the Aquatic Centre, whereas only one of six groups said they were dissatisfied with the Aquatic Centre. The minority of respondents (1 of 6 groups) said they were satisfied with the 19 Wing Fitness and Community

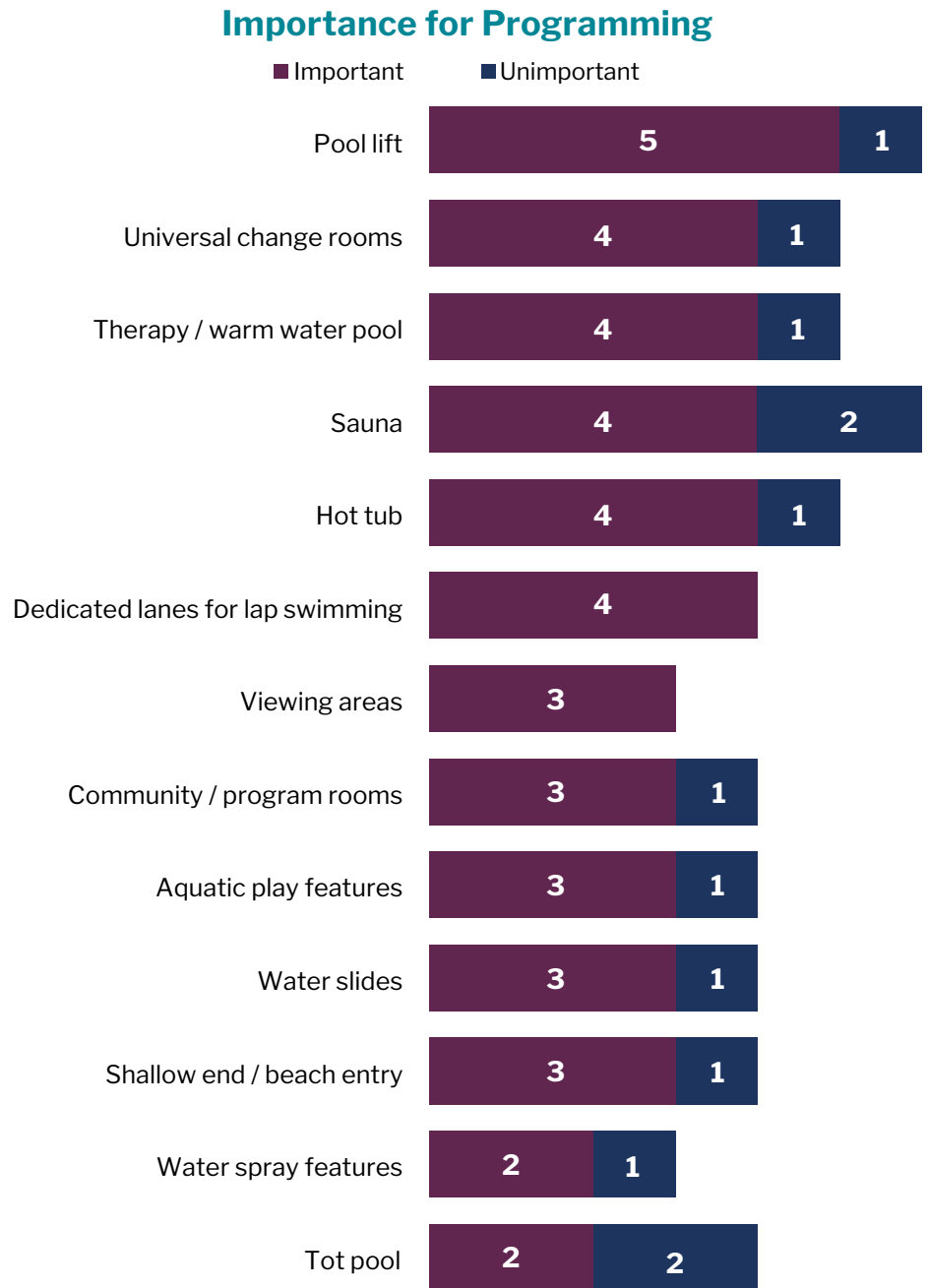
Centre. Considering the Courtenay and District Memorial Outdoor Pool, one group said they are somewhat satisfied while the other is neither satisfied nor dissatisfied.

Respondents were then able to provide additional comments regarding the condition, accessibility, and features of the pools in the Comox Valley. The suggestions listed below:

- Aquatic Centre meets the needs of those individuals with disabilities as the wave pool is easy to access, and lifts are available.
- The Sports Centre does not have a beach entry which causes access issues for users
- The family change room is too small
- The Aquatic Centre is too crowded
- The Aquatic Centre is too loud for small group coaching and training

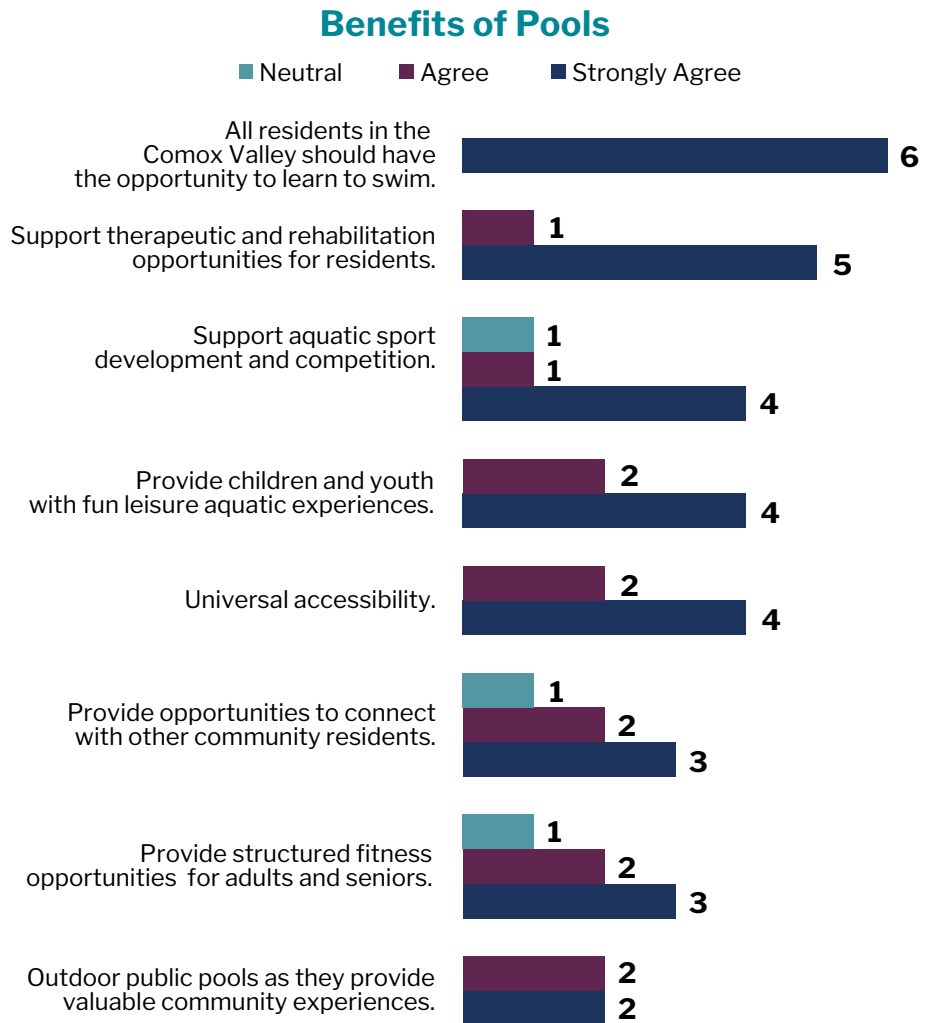
3.1.3 Future Considerations - Indoor Aquatics

Groups were presented with a list of aquatic amenities and asked to indicate how important each is to their organizations' programming. The most important amenity identified was the pool lift (5 of 6 groups). Four of six groups also identified universal change rooms, therapy/warm water pools, sauna, hot tub and dedicated lanes for lap swimming as important. Refer to the graph.



3.1.4 Other Considerations – Aquatics

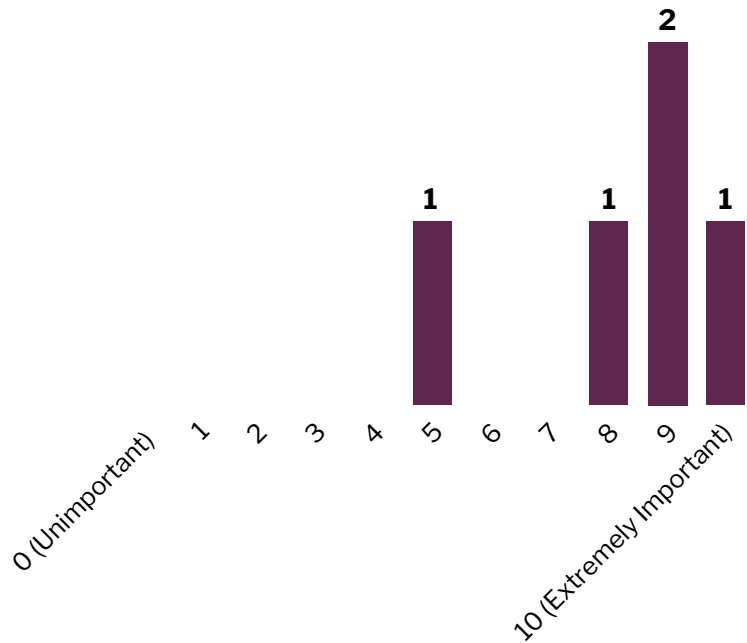
Respondents were provided with a list of benefits and opportunities for aquatics in the Comox Valley and were asked to share their level of agreement. All groups agreed that all residents in the Comox Valley should have the opportunity to learn how to swim. Moreover, nobody disagreed with the below statements. Refer to the graph on more benefit of pools.



3.1.5 Provision and Access to Aquatic Amenities

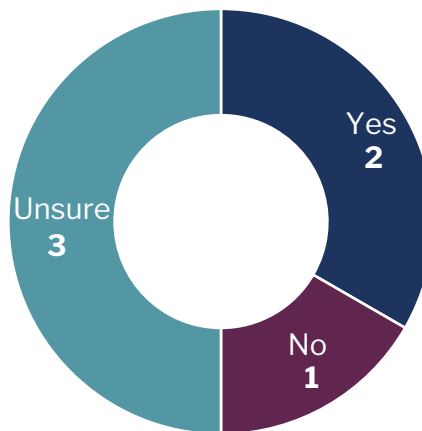
Respondents were asked how important new or improved aquatic amenities are to the community. Respondents were asked to indicate their response by identifying a rating from zero (0) unimportant through to extremely important (10). The average rating based on all six respondents was a 8.2 regarding the importance of new and or improved aquatics amenities.

Importance of New / Improved Aquatic Amenities



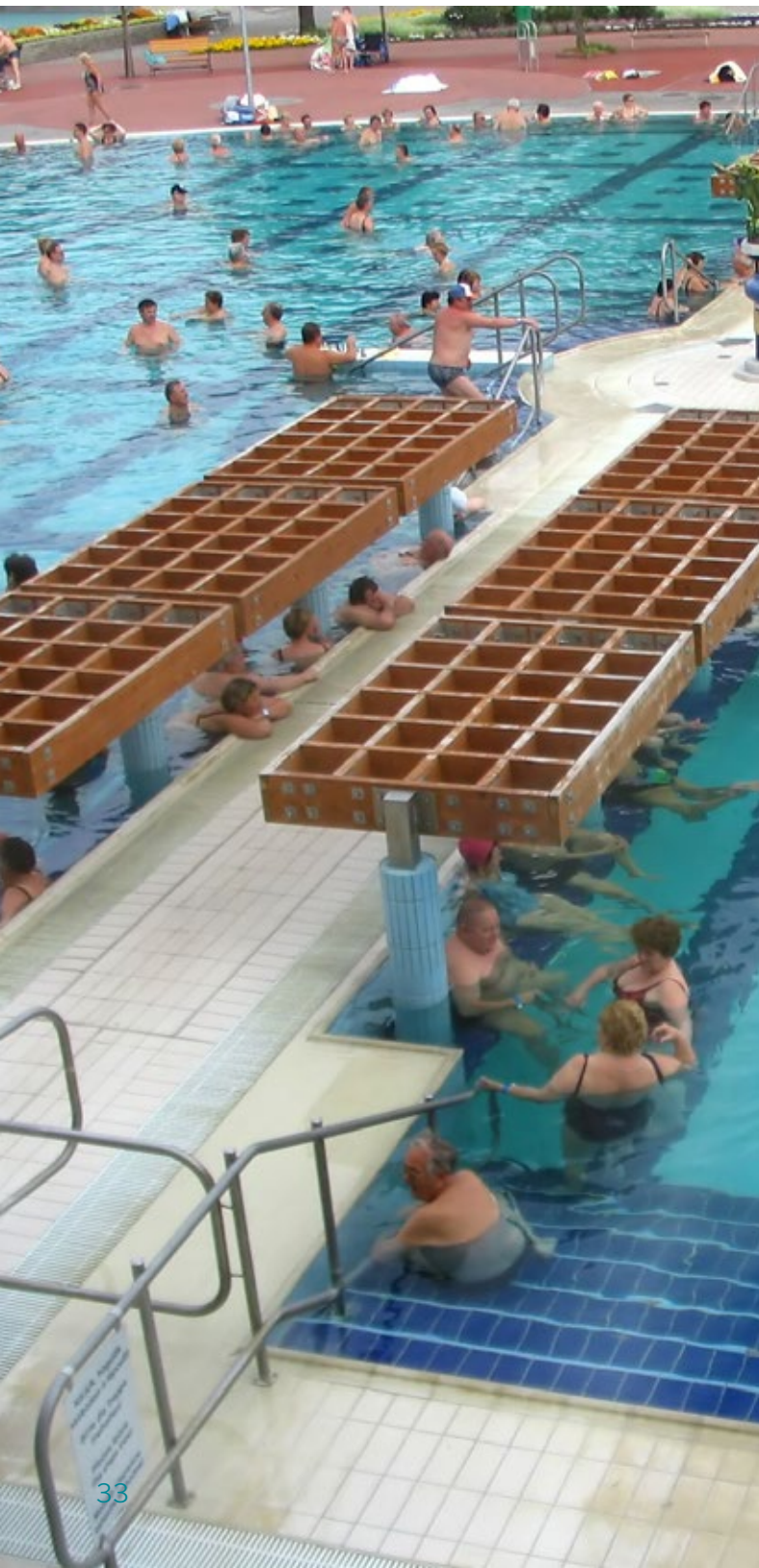
Respondents were then asked if their organization would support an increase in facility user fees and or rental fees to support aquatics provision in the Comox Valley. Only 2 of 6 groups would support an increase whereas, 3 groups are unsure and 1 would not want an increase to fees. Refer to the graph.

Support for Increase in Facility User Fees



3.1.7 Partnerships

When asked, none of the respondents have a current partnership arrangement with the CVRD or the City of Courtenay.



3.1.6 Final Thoughts

Finally, groups had the opportunity to provide any additional comments regarding the provision of aquatic in the Comox Valley. The response can be seen below:

- More access for people with disabilities.
- Create partnerships with user groups, schools, the college, and community organizations.
- More programming for youth after school is needed.
- Look into joint use agreements between the schools, CVRD and City to better serve the Community and assist with infrastructure costs.
- If considering a new facility, there are several amenities should be priority:
 - » More lane swimming options
 - » 50 m tank
 - » Steam Room / Sauna
 - » Space for programs such as Aqua Zumba and Aqua Fit
 - » Ensure the facility is centrally located
 - » Ability to host regional and provincial swim meets
- Introduce an all-inclusive aquatic pass to access all facilities in the Comox Valley.
- Partner with the Provincial Health Services Authority to promote rehab programs and overall health improvement.

A photograph of a swimmer in a pool, viewed from above, with lane lines visible. The water is a vibrant blue. A dark teal rectangular box is overlaid on the left side of the image, containing the section title.

Section 4.0

Stakeholder and Group Meetings

A series of meetings were conducted representing a range of community groups and associations. Some meetings were in a group setting via Zoom and others were one on one via telephone. The meetings were convened from March 31st, 2022 through to May 4th, 2022. In total twenty-three organizations / perspectives provided input (including two through email submission). The organizations included swim clubs, school jurisdictions, social agencies, youth groups, medical groups, and others. Please refer to the Appendix F to see the organizations and perspectives who participated in the meetings.

The intent of the meetings was to better understand the provision and state of aquatics facilities in the Comox Valley. Additionally, through the discussions suggestions were offered regarding improvements or enhancements to aquatic services for planning purposes.

A synopsis of the meetings is presented below. The synopsis represents the comments made from all the input; it should be noted however that the items presented do not represent consensus across the conversations. The items presented below include those that were mentioned multiple times by session participants.

4.1 Meeting Synopsis & Findings

The input gathered from the stakeholder input is distilled into the following main points. There is some relation between some of the points presented below. The topics are not necessarily mutually exclusive or independent of each other. The findings presented below represent the input from the stakeholders and should not be construed as analysis nor suggestion from the consulting team.

- **Aquatics services are positive and well received.** Stakeholders spoke about the importance of providing aquatic services to residents and groups in the Comox Valley. For some, the aquatic facilities provides opportunities for fitness, therapy, enjoyment, and socialization.
- **Barriers to aquatic use.** Transportation was identified as something that limits the use of the aquatic facilities. Public transportation was mentioned with specific comments related to the misalignment between the schedule of the public transportation and the facility schedule or the time of programs. As well some commented that, depending on their place of residence, some users may have difficulty getting to an aquatics centre using non motorized transportation. Another barrier mentioned is cost. There are some members of the community who have little disposable income and the costs of admission to the aquatics facility can be seen as expensive. While there are programs in place to assist people with these fees, a re-examination of the cut-off should be completed. Additionally, the fees related to coaches, care takers, and health providers using the facility should be reconsidered.

- **Accessibility and inclusivity.** These issues include physical accessibility for those with mobility issues but they also refer to ensuring that aquatics services are available to all people in the Comox Valley regardless of financial circumstance, cultural heritage, gender identify, body type, and so on. Stakeholders spoke about ensuring that there are mechanisms to enable people to get into the water (the ramp entry and lifts into the pools were cited as good) and also to navigate into the facility, change rooms, and on the pool deck. Some concerns were expressed about doorways, shower and change room set up (lifts, bench height, etc), and sizes of bathroom / changeroom stalls. While there were positive comments related to aquatics staff, there was some suggestion that further training to help staff deal with some forms of disabilities (particularly invisible ones) is needed.
- **Securing & booking time.** Long time users expressed appreciation for being able to secure their times in the pools. This helps with program stability. Some comments were made about that historical bookings can impact the ability of others to book time. Some anecdotes were shared about some smaller bookings being renegeed upon to accommodate larger bookings.
- **Hours of operation.** There were some comments from stakeholders that extended hours of operation during a day would enable people working different hours (or two jobs) the ability to access the facility later into the evening. Others spoke about a desire to see the indoor pools maintain their hours during the summer even though the outdoor pool is open.

- **Facility enhancements.** A variety of facility enhancements was identified by stakeholders. These enhancements could be considered for enhancements to existing facilities or for inclusion in any new facility. They include the following:
 - » Viewing area
 - » Indoor tot pool
 - » Group storage
 - » Competition pool with necessary features (e.g. starting blocks, timing clocks, sound system)
 - » Tarzan rope
 - » Lazy river and water slides
 - » Shade at outdoor pool
 - » Enhanced acoustics – difficulty to hear instructors when many activities are going on inside.
 - » Minimum 8 lane 25 m pool
 - » The design should focus on aquatics use (e.g. rounded sides does not support swimming lengths for competition or lessons as well as straight sides with square corners.
 - » The deck surface needs to afford users with some “traction” to avoid falls. As well a larger deck supports coaching, training, supervision, and other programs.
 - » Complementary amenities such as fitness room, classrooms / program rooms
- **Family / Universal Change Rooms.** The need for this was emphasized to such a degree that it warranted a separate mention. Stakeholders spoke about the need for additional individual change stalls. People with mobility challenges, people who need additional space, and others spoke about a need (and desire) for this type of change facility. At the Aquatic Centre this, at times, can be a bottle neck. At the outdoor pool these are really needed.
- **Communications.** A couple of suggestions were put forth as enhancing the communications between the CVRD / City and the community. Some stakeholders thought there would be benefits to holding regular aquatic users meetings so they could understand the demands for pool time, build relationships to enhance collaboration between groups, and to ensure all parties receive the same information in the same setting. It was also suggested that more regular communication occur between facility users and the CVRD/City in order to understand the challenges and needs of users. This could even include gathering regular feedback. Finally, as it directly relates to the aquatics strategy, it was suggested that a committee struck from the community be instituted to assist with implementation of the strategy.
- **Programming.** Multiple suggestions were made regarding programming. Some may have been addressed but these suggestions were proposed as ongoing considerations. They include the following:
 - » Additional lane swim
 - » Other aquatic sports such as diving, water polo, paddle boarding, and so on.
 - » Additional swimming lessons.
 - » Program / swim times for women only, gender diverse people, etceteras.
 - » Youth focused programming – including large inflatables.
 - » Swimming instruction for adults
 - » Water safety programs for the New Canadian Population (youth and adults)
 - » The promotion of the Junior Lifeguarding Club (JLC) and advanced swimming courses to aid in the number of lifeguards in the Valley. (This can provide more program opportunities and longer hours of operations.)
- **Prioritization criteria.** Stakeholders offered up a variety of criteria that should be used to prioritize multiple aquatics infrastructure projects. Projects that align with the following criteria would help set priorities.
 - » Accommodate vulnerable and barriered populations.
 - » Respect existing user groups.
 - » Youth focussed projects
 - » Broad community need.
 - » Greatest use.
 - » Ensure balance among uses in aquatics provision – competition, training, leisure, therapy.



Section 5.0

Conclusions

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

- Aquatics facilities are well used and valued by people and organizations.
- It is important to take measures to ensure all members of the community can use the pools. This includes facility schedules, public transportation to the facilities, and admission costs.
- Accessibility and inclusivity are very important things to consider. This includes ensuring the needs of people with mobility issues are addressed but also is reflected in the availability of universal change rooms.
- Offering new or improved aquatic amenities are very important. Facility amenities that are important include the following:
 - » Dedicated lanes for swimming and competition
 - » Hot tub
 - » Therapy / warm water pool
 - » Shallow end / beach entry
 - » Viewing area
 - » Groups storage
- While there are high levels of satisfaction with the aquatics facilities, the Comox Valley Aquatics Centre receives the highest levels of satisfaction. While some people express dissatisfaction with the Courtenay and District Outdoor Pool, it has some very ardent supporters saying an outdoor pool is necessary in the Comox Valley.
- Aquatics facilities should be able to accommodate existing uses but also ensure all people in the community are able to use them. A variety of needs should be provided for including, fitness, socialization, therapy and rehabilitation, training and competition, and lessons / skill development.

Appendices



Appendix A: Coded Access Household Questionnaire



Aquatics Strategy

Household Questionnaire

Access Code: _____

The Comox Valley Regional District (CVRD) and the City of Courtenay are developing a joint Aquatics Strategy. The strategy will help the CVRD and the City respond to population growth, ageing infrastructure, and the need for year-round aquatic programming to better serve the aquatic recreation and competitive needs of our community. This Strategy will provide a road map to guide the provision of aquatic facilities and services in the Comox Valley for the next 25 years.

Because of the importance of this strategy and its direct connection to the community, it is important to engage with residents, aquatic user groups, other organized groups with an interest in the provision of aquatic services, as well as key community stakeholders.

The project is scheduled for completion mid-2022, the public will have the opportunity to review and provide feedback on the draft strategy prior to completion.

All CVRD and City of Courtenay facilities are required to follow Ministry of Health Public Health Orders. As these Orders change, so will how facilities are operated.

We Want to Hear from You!

This survey is being fielded with households in the Comox Valley as a first step in understanding public use of aquatics facilities (pools) in the Comox Valley.

Please have one person (an adult) per household complete the following questions considering the thoughts and needs of all household members. The survey will take you approximately 20 minutes to complete. Please complete it by **March 25th**.

The personal information collected as part of this survey is collected under the authority of Section 26 (c) of the Freedom of Information and Protection of Privacy Act and will be used solely for the purpose of planning the future of aquatic facilities and services in the Comox Valley. Should you have any questions about the collection, use and protection of your personal information, please contact the Manager of Administration by emailing administration@comoxvalleyrd.ca or by calling **250-334-6000**; or the City of Courtenay Manager of Business Administration at rsc@courtenay.ca or **250-703-4859**.

1



CVRD
Recreation Services
communityservices@comoxvalleyrd.ca
250-334-9622

City of Courtenay
Department of Recreation, Culture
and Community Services
rsc@courtenay.ca
250-334-4441 ext 7231



WHAT DO YOU THINK?

Please answer the following questions considering **all** members of your household.

Current Activities & Participation

1. Have you or anyone in your household used a public pool (either in the Comox Valley or elsewhere) in the past three (3) years?

Yes (Proceed to Q2)

No

Unsure (Proceed to Q2)

If no, what has prevented your household from using a public pool?

(No - Proceed to Q10)

2. Has anyone in your household used the **following community pools** as a participant (not including viewing)?

Community Pool	Yes, within the last three years	Yes, but more than three years ago	No	Not sure
Comox Valley Sports Centre Pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comox Valley Aquatic Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19 Wing Fitness and Community Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtenay and District Memorial Outdoor Pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ravensong Aquatic Centre (Parksville)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nanaimo Aquatic Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strathcona Gardens Recreation Complex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Port Hardy Recreation Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Echo Aquatic Centre (Port Alberni)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. From the following list, please indicate all the activities a household member has participated in the last three years, and whether it was at an indoor pool and/or an outdoor pool.

Please note: if a household member participated in recreational / leisure swimming in both an indoor and outdoor pool then please select both columns.

Activity	Indoor Pool	Outdoor Pool
Recreational / leisure swimming	<input type="checkbox"/>	<input type="checkbox"/>
Sport training for water sports (e.g., swim clubs)	<input type="checkbox"/>	<input type="checkbox"/>
Swim lessons and other skill development programs	<input type="checkbox"/>	<input type="checkbox"/>
Rehabilitation or therapy	<input type="checkbox"/>	<input type="checkbox"/>
Leadership training (e.g., lifeguard training)	<input type="checkbox"/>	<input type="checkbox"/>
Fitness (e.g., lane swimming, aqua jogging)	<input type="checkbox"/>	<input type="checkbox"/>
Competitions and special events	<input type="checkbox"/>	<input type="checkbox"/>
Social activity (e.g., joining friends at a hot tub, or pool deck)	<input type="checkbox"/>	<input type="checkbox"/>

4. What are the main reasons that household members participate in aquatic activities?
(Please select all that apply.)

- | | |
|--|--|
| <input type="checkbox"/> Don't participate in any aquatic activities | <input type="checkbox"/> Socializing with family and friends |
| <input type="checkbox"/> Exercise and/or physical health | <input type="checkbox"/> Meet new people |
| <input type="checkbox"/> Fun / enjoyment | <input type="checkbox"/> Improve skills |
| <input type="checkbox"/> Restoring mental well-being / relaxing | <input type="checkbox"/> Learn new things |
| <input type="checkbox"/> Therapy and/or rehabilitation | <input type="checkbox"/> Other (please specify) _____ |

5. Aside from factors related to COVID-19, what has limited the use of **indoor pools** by household members? (Put a check mark to indicate if the barrier has limited your use of indoor pools or if it has limited your use of one of the pools only or both pools).

Barrier	Not a Barrier	Comox Valley Sports Centre Pool	Comox Valley Aquatic Centre	Both Pools
Not interested in aquatic activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical barriers to access or get into the pool (no ramp or pool lift; adult change tables)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health / medical issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of inclusive spaces and practices (e.g. accommodates disabilities and individual needs/considerations such as gender-neutral spaces)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Program/Lesson Costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admission Cost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do not feel welcome	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hours of operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not available during desired times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lacks amenities/features desired	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition /cleanliness of the facility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facility too busy/crowded	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was unaware of the pool / don't know where the pool is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation challenges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

a. Please identify any other barriers that has limited your use of the indoor pools. Indicate, where appropriate, which pool you are referring to.

6. Aside from factors related to COVID-19, what has limited the use of **the Courtenay and District Memorial Outdoor Pool** by household members? (Please select all that apply.)

- | | |
|---|---|
| <input type="checkbox"/> Not interested in aquatic activities | <input type="checkbox"/> It doesn't have the amenities / features desired |
| <input type="checkbox"/> Physical barriers to access or get into the pool | <input type="checkbox"/> Condition or cleanliness of the facility |
| <input type="checkbox"/> Health / medical issues | <input type="checkbox"/> Crowding/too busy |
| <input type="checkbox"/> Lack of inclusive spaces and practices (i.e., accommodates disabilities and individual needs/ considerations such as gender-neutral spaces, adult change tables) | <input type="checkbox"/> Was unaware of the pool / don't know where the pool is |
| <input type="checkbox"/> Costs to get into programs / lessons | <input type="checkbox"/> Transportation challenges to get to the pool |
| <input type="checkbox"/> Admission cost to the pool | <input type="checkbox"/> Parking |
| <input type="checkbox"/> Do not feel welcome | <input type="checkbox"/> Location is not convenient |
| <input type="checkbox"/> Hours of operation | <input type="checkbox"/> Other (please specify) _____ |
| <input type="checkbox"/> Prefer ocean/lake/river swimming | |

Aquatic Facility & Programming Satisfaction

7. Overall, how satisfied is your household with the **facility condition, accessibility, and features** of community pools in the Comox Valley? (Prior to COVID restrictions.)

Community Pool	Very Satisfied	Somewhat Satisfied	Neither Satisfied Nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't know or N/A
Comox Valley Sports Centre Pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comox Valley Aquatic Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19 Wing Fitness and Community Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtenay and District Memorial Outdoor Pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

a. Please explain your answers.

8. Overall, how satisfied is your household with the **programming** of community pools in the Comox Valley?
(Prior to COVID restrictions.)

Community Pool	Very Satisfied	Somewhat Satisfied	Neither Satisfied Nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't know or N/A
Comox Valley Sports Centre Pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comox Valley Aquatic Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19 Wing Fitness and Community Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtenay and District Memorial Outdoor Pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

a. Please explain your answers.

9. Based on your households' current level of satisfaction with facilities and services, how likely are you and/or household members to use community pools in the future?

Community Pool	Very Likely	Likely	Unsure	Unlikely	Very Unlikely	Will Not Use
Comox Valley Sports Centre Pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comox Valley Aquatic Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19 Wing Fitness and Community Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtenay and District Memorial Outdoor Pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

a. Please explain your answers.

Value and Benefits Aquatic Opportunities

10. How important are aquatic opportunities to...?

	Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Very Unimportant
...your household's quality of life?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... ensuring the safety of your household in and around water?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...the quality of life for all residents of Comox Valley?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...your households' pursuit of healthy/ active living?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Community pools can accommodate a variety of activities and user experiences. How important are each of the following amenities are to your household's decision to use an indoor pool?

	Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Very Unimportant
Dedicated lanes for lap swimming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tot pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shallow end/beach entry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pool lift	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hot tub	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sauna	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Therapy/warm water pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water spray features	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water slides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aquatic play features	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community/program rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Viewing areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Universal change rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Community pools provide various benefits and opportunities for residents and visitors. Please indicate your level of agreement with each of the following statements.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
All residents in the Comox Valley should have the opportunity to learn to swim.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comox Valley should have outdoor public pools as they provide valuable community experiences.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Universal accessibility should be a priority in the design and delivery of aquatic facilities and programs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aquatics facilities should provide structured fitness opportunities (e.g., Aquafit) for adults and seniors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aquatics facilities should provide opportunities to connect with other community residents (hot tubs, deck lounge areas).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aquatics facilities should provide children and youth with fun leisure aquatic experiences (water slides, spray features, leisure pools).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comox Valley should have aquatic facilities that support therapeutic and rehabilitation opportunities for residents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comox Valley should have facilities that support aquatic sport development and competition including national and international level aquatic athletes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Please use the space below to provide any additional comments regarding aquatic facilities and services in the Comox Valley.

Provision and Access to Aquatic Amenities

14. How important are new or improved aquatic amenities to the community? On a scale of 0 (unimportant) to 10 (extremely important). (Please circle one number)

0	1	2	3	4	5	6	7	8	9	10
Unimportant										
Extremely Important										

15. The CVRD's and the City of Courtenay's aquatic facilities and services are paid for by a combination of tax support (including property taxes) and fees paid by users (e.g., admission fees, program fees).

Which of the following options do you support in relation to **tax support and user fees for aquatic facilities and services**?

- Increase taxes to reduce user fees
- Increase user fees to reduce tax support
- Maintain the current proportions of tax and user fee funding

16. Assuming you are travelling by car or bus, how far are you willing to travel to access an **indoor pool**?

- Up to 10 minutes
- Between 10 and 20 minutes
- Greater than 20 minutes
- None of the above – I typically would not drive to an indoor pool

17. Assuming you are travelling by bike or walking, how far are you willing to travel to access an **indoor pool**?

- Up to 10 minutes
- Between 10 and 20 minutes
- Greater than 20 minutes
- None of the above – I typically would not bike/walk to an indoor pool

18. Assuming you are travelling by car or bus, how far are you willing to travel to access an **outdoor pool**?

- Up to 10 minutes
- Between 10 and 20 minutes
- Greater than 20 minutes
- None of the above – I typically would not drive to an outdoor pool

19. Assuming you are travelling by bike or walking, how far are you willing to travel to access an outdoor pool?

- Up to 10 minutes
- Between 10 and 20 minutes
- Greater than 20 minutes
- None of the above – I typically would not bike/walk to an outdoor pool

About Your Household

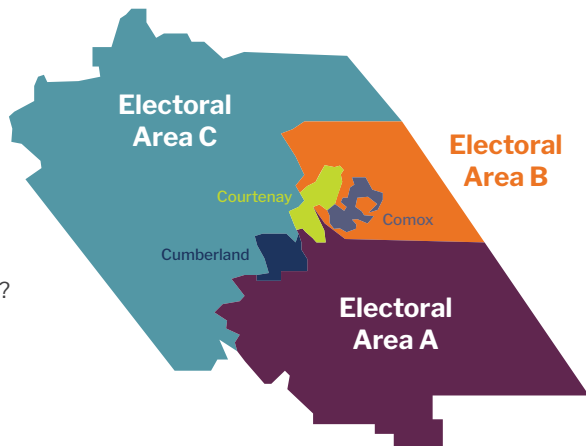
In order for us to better understand the different views and needs of residents, the next few questions allow us to analyze the data by sub-groups.

20. Please indicate the community in which you reside:

- Comox Valley Regional District
- City of Courtenay
- Town of Comox
- Village of Cumberland
- K'ómoks First Nation
- Other (please specify) _____

If Comox Valley Regional District, which Electoral Area?

- Electoral Area A
- Electoral Area B
- Electoral Area C



21. What is your postal code? _____

22. Which best describes your household composition?

- Couple without children
- Couple with children (at home)
- Lone parent family
- One-person household
- Multigenerational households (at least 3 generations)
- Two or more adults not a couple (e.g., roommates, siblings living together)

23. 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	

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

- Yes
- No
- Prefer not to answer

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

- Yes
- No
- Prefer not to answer

26. How long have you resided in the Comox Valley?

- Less than 2 years
- 2 - 5 years
- Longer than 5 years
- Prefer not to answer

27. Which of the following categories best describes your total household annual income, before taxes, in 2021?

- Less than \$30,000
- \$30,000 to just under \$60,000
- \$60,000 to just under \$90,000
- \$90,000 to just under \$120,000
- \$120,000 and over
- Prefer not to answer

Thank you very much for taking the time to participate in the survey!
Your input is very important to the development of the CVRD and City of Courtenay Aquatic Strategy.

Draw Entry Form

As a token of thanks for your time participating in the survey you can enter a draw for a one-year single membership to the CVRD Sports and Aquatic Centres. To participate in this optional draw please provide your first name and phone number or email in the entry form.

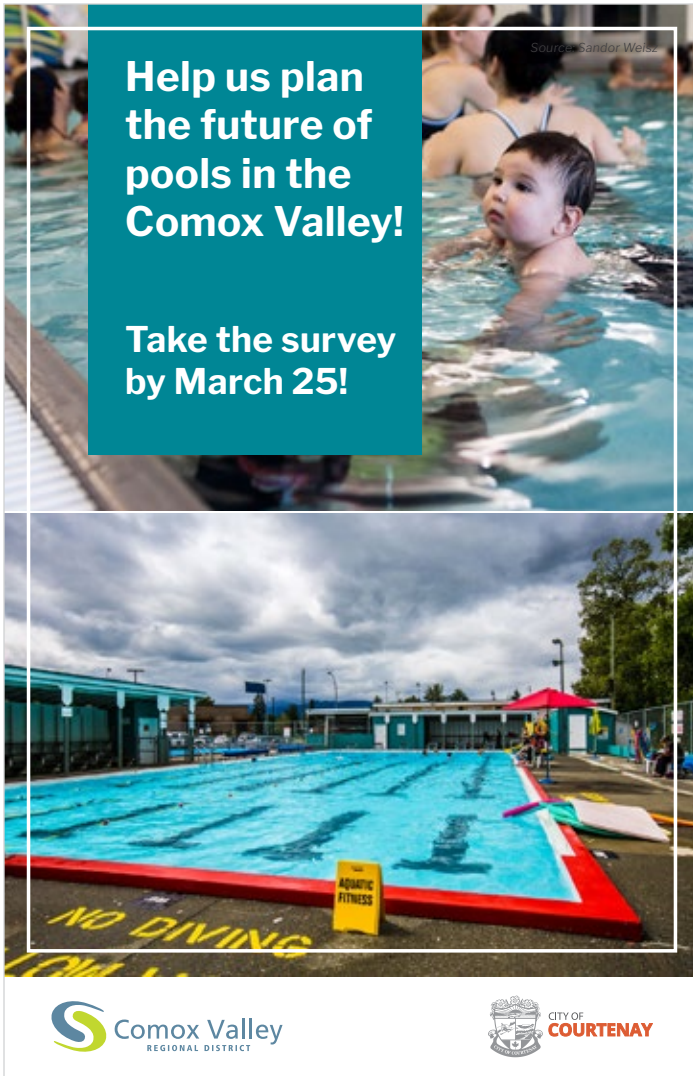
First Name: _____

Phone Number: _____

Email: _____

Your name and phone number collected here will be used only for the purposes of awarding the prize winner. Information will not be saved in connection with the responses you provide as part of this survey.

Appendix B: Postcard



Source: Sandor Welser

Help us plan the future of pools in the Comox Valley!

Take the survey by March 25!

Comox Valley
REGIONAL DISTRICT

city of
COURTENAY

The Comox Valley Regional District (CVRD) and the City of Courtenay are jointly developing a strategy for aquatics in the Comox Valley.

The Strategy will guide decision making about aquatic facilities and services for the next 25 years.

We need to hear from you and members of your household. The survey is anonymous and takes approximately 20 minutes to complete. (Survey respondents will have the option of entering a draw for a 1 year single membership to CVRD Sports and Aquatic Centres.)

Follow the links below or use the QR code to access the public survey.



QR Code
to Access
Survey

[www.comoxvalleyrd.ca/
aquaticstrategy](http://www.comoxvalleyrd.ca/aquaticstrategy)

[www.courtenay.ca/
aquaticstrategy](http://www.courtenay.ca/aquaticstrategy)



You'll need your ACCESS CODE:

XXXXXX

Survey closes March 25, 2022

If you would prefer a paper copy of the survey, please contact:

City of Courtenay 250-334-4441 ext 7231

CVRD 250 334-9622

(Keep your ACCESS CODE for the paper copy.)

City of Courtenay
Department of Recreation, Culture
and Community Services
rcs@courtenay.ca
250-334-4441 ext 7231

CVRD
Recreation Services
communityservices@comoxvalleyrd.ca
250 334-9622

Appendix C: Facility Posters

Psst!

The future of aquatics is now!

The CVRD and City of Courtenay are jointly planning for the future of aquatics in the Comox Valley.

Follow the links below to participate in a survey to share the opinions of you and members of your household. The survey is open until March 25, 2022.

www.comoxvalleyrd.ca/aquaticstrategy
www.courtenay.ca/aquaticstrategy

Comox Valley
REGIONAL DISTRICT

CVRD
Recreation Services
administration@comoxvalleyrd.ca
250-334-6000

City of Courtenay
Department of Recreation, Culture
and Community Services
rcs@courtenay.ca
250-334-4441 ext 7231

CITY OF COURTENAY

Appendix D: Group Questionnaire



The Comox Valley Regional District (CVRD) and the City of Courtenay are developing a joint Aquatics Strategy. The strategy will help the CVRD and the City respond to population growth, ageing infrastructure, and the need for year-round aquatic programming to better serve the aquatic recreation and competitive needs of our community. This Strategy will provide a road map to guide the provision of aquatic facilities and services in the Comox Valley for the next 25 years.

Because of the importance of this strategy and its direct connection to the community, it is important to engage with residents, aquatic user groups, other organized groups with an interest in the provision of aquatic services, as well as key community stakeholders.

The project is scheduled for completion mid-2022, the public will have the opportunity to review and provide feedback on the draft strategy prior to completion.

All CVRD and City of Courtenay facilities are required to follow Ministry of Health Public Health Orders. As these orders change, so will how facilities are operated.

We Want to Hear from You!

Please answer the following questions considering the perspective of your organization. **Only one response will be accepted from each group / organization.** Please submit your response by **April 1, 2022**. Hard copies of this questionnaire can be submitted by scanning it and emailing it to our consultant (parks@rcstrategies.ca). Alternatively, hard copies can be delivered or mailed to City of Courtenay City Hall (830 Cliffe Avenue, Courtenay, B.C. V9N 2J7). Thank you very much!

1



CVRD
Recreation Services
communityservices@comoxvalleyrd.ca
250-334-9622

City of Courtenay
Department of Recreation, Culture
and Community Services
rcs@courtenay.ca
250-334-4441 ext 7231



Section 1: About Your Organization

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

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

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

- Children (2-12 years)
- Youth (13-18 years)
- Young Adult (19-24 years)
- Adult (25-64 years)
- Seniors (65 years and older)

4. From the following list of activity types, please select your group's primary aquatic activities. (Select all that apply.)

- | | |
|---|---|
| <input type="checkbox"/> Recreational / leisure swimming | <input type="checkbox"/> Leadership training (e.g. lifeguard training) |
| <input checked="" type="checkbox"/> Sport training for water sports (e.g. swim clubs) | <input checked="" type="checkbox"/> Fitness (e.g. lane swimming, aqua jogging) |
| <input type="checkbox"/> Swim lessons and other skill development programs | <input type="checkbox"/> Competitions and special events |
| <input checked="" type="checkbox"/> Rehabilitation or therapy | <input type="checkbox"/> Social activity (e.g. joining friends at a hot tub or pool deck) |

5. How many active participants / members typically belong to your organization? (Consider before COVID-19).

- Up to and including 49
- 50-100
- 101-250
- 251 and more

6. When the situation returns to "normal" (e.g. provincial health restrictions are lifted), what is your expectation for participation / enrolment?

- Fewer participants
- Fewer participants to begin but it will grow
- Same level of participation
- Enhanced participation
- Unsure

Section 2: Aquatics Utilization

7. Considering your typical use (prior to COVID), please indicate the proportion of your group's aquatics programming that takes place at each of the following indoor aquatic centres. (The figures should add to 100%.)

- _____ Comox Valley Sports Centre Pool
 _____ Comox Valley Aquatic Centre
 _____ 19 Wing Fitness and Community Centre
 _____ Courtenay and District Memorial Outdoor Pool
 _____ Other

100%

8. Over the next few years, what is your organization's expected need for access to pool time?

- Increase in pool time
 Decrease in pool time (go to Q 9)
 No change in pool time (go to Q 9)

a. What is driving your expected need for additional pool time?

9. Aside from COVID-19, what are the main issues impacting your organization's need for pool time?

10. Overall, how satisfied are you with the facility condition, accessibility, and features of pools that you use in the Comox Valley?

Community Pool	Very Satisfied	Somewhat Satisfied	Neither Satisfied Nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
Comox Valley Sports Centre Pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comox Valley Aquatic Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19 Wing Fitness and Community Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtenay and District Memorial Outdoor Pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

a. Please explain your answers.

Section 3: Future Considerations – Indoor Aquatics

11. Consider the following list of aquatic amenities and components. For each item, please indicate how important it is for your organization’s programming.

Community Pool	Very important	Somewhat important	Neutral	Somewhat unimportant	Very unimportant
Dedicated lanes for lap swimming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tot pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shallow end / beach entry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pool lift	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hot tub	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sauna	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Therapy / warm water pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water spray features	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water slides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aquatic play features	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community / program rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Viewing areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Universal change rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. What other amenities, if any, would your organization like to see included in aquatics facilities?

Section 4: Other Considerations - Aquatics

13. Pools provide various benefits and opportunities for the community. Please indicate your level of agreement with each of the following statements.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
All residents in the Comox Valley should have the opportunity to learn to swim.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comox Valley should have outdoor public pools as they provide valuable community experiences.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Universal accessibility should be a priority in the design and delivery of aquatic facilities and programs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aquatic facilities should provide structured fitness opportunities (e.g. aqua-jogging) for adults and seniors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aquatic facilities should provide opportunities to connect with other community residents (hot tubs, deck lounge areas).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Aquatic facilities should provide children and youth with fun leisure aquatic experiences (water slides, spray features, leisure pools).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comox Valley should have aquatic facilities that support therapeutic and rehabilitation opportunities for residents.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comox Valley should have facilities that support aquatic sport development and competition including national and international level aquatic athletes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Please use the space below to provide any additional comments regarding aquatic facilities and services in the Comox Valley.

Section 6: Provision and Access to Aquatic Amenities

15. How important are new or improved aquatic amenities to the community? Use a scale from 0 (unimportant) to 10 (Extremely Important). Please circle one number.

0	1	2	3	4	5	6	7	8	9	10	
Unimportant											Extremely Important

16. Would your organization support an increase in facility user fees or rental fees over what you are currently paying to support aquatics provision in the Comox Valley?

- Yes
- No
- Unsure

Section 7: Partnerships

17. Please describe any current partnership arrangement you have with the CVRD and/or City of Courtenay or would consider, particularly as it relates to the provision of aquatic facilities.

Section 8: Final Thoughts

18. Please identify any challenges your organization is facing that is impacting the delivery of your programming.

19. Please use the space below to provide any additional comments regarding aquatics provision in the Comox Valley.

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 CVRD and City of Courtenay Aquatic Strategy.

Appendix E: Group Survey Respondents

1. Challenge Swim
2. Satori Lifestyle Resources
3. Comox Valley Aquatic Club
4. Swim Smooth BC
5. CV Road Runners
6. Comox Valley Triathlon

Appendix F: Stakeholder Meeting Participants

1. Comox Valley Special Olympics
2. Challenge Swim
3. Hemlock Health
4. Courtenay Youth Group
5. Fat Besties
6. Comox Valley Sharks Swim Club
7. Vancouver Island Health Authority
8. School District 71 Operations
9. Multi Sport Coach
10. North Island College
11. 19 Wing Recreation
12. B.C. Lifesaving Society
13. Comox Parks and Recreation Advisory Committee
14. Today and Tomorrow Learning
15. UB Scuba Diving
16. Blue Devils Swim Club
17. Comox Valley Accessibility Committee
18. Comox Valley Social Planning Society
19. Comox Youth Council
20. Comox Valley Kayaks
21. Comox Valley Immigrant Welcome Centre
22. Comox Valley Cougars
23. Pacific Pro Dive





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