



**AGENDA
DISTRICT OF PORT HARDY
COMMITTEE OF THE WHOLE MEETING
6:30 pm TUESDAY MARCH 8, 2016
COUNCIL CHAMBERS, MUNICIPAL HALL
7360 COLUMBIA STREET**

Mayor: Hank Bood
Councillors: Pat Corbett-Labatt, Dennis Dugas, Jessie Hemphill, Rick Marcotte, Fred Robertson, John Tidbury

Staff: Allison McCarrick, Chief Administrative Officer; Abbas Farahbakhsh, Director of Operational Services; Heather Nelson-Smith, Director of Corporate Services; Adrian Maas, Director of Financial Services

<u>Page</u>		Time:
	A. CALL TO ORDER	
	B. APPROVAL OF AGENDA	
	Motion required	1. 2.
	C. DELEGATION	
	No delegations	
	D. STAFF REPORTS	
	1. Heather Nelson-Smith Director of Corporate services report on pool/Recreation Centre Survey results	
	E. NEW BUSINESS	
	No new business	
	F. ADJOURNMENT	
	Motion required	1. 2. Time:

Port Hardy Pool/Recreation Survey

March 2016




Background

The Council of the District of Port Hardy has undertaken the first step in the rehabilitation of the existing Pool. An assessment of the Pool, conducted by Stantec Engineering Ltd., details issues and requirements to bring the Pool up to standard.

The Port Hardy Swimming Pool is now over 40 years old, normal life expectancy of a swimming pool is 30 to 40 years; this pool has approached the end of its 'active' lifespan.

It has been 25 years since a major renovation and retrofit, since that time it has served the community well.

OPTIONS



1

Option #1 - Repair existing

Extend life span up to 15 years

Repairs would also require the facility to be closed for long periods of time (minimum 1 year).

Total \$3,159,000 (estimated)



2

Option #2 – Repair and Expand the facility

Extend life span up to 15 years

This would include an addition to the existing facility, which would then be opened to allow for the upgrades to occur on the existing facility; however it may be necessary to close the pool to complete some of the works

Total \$8,016,000 (estimated)



3

Option #3- New Building

New building facility life span 30-40years

A new building would be constructed in the adjacent parking area and when complete the existing pool would be removed. The existing Pool would be open during construction, no loss of use.

Total \$10,514,000 (estimated)

RESPONSE

616

PEOPLE TOOK
THE SURVEY

75%

Respondents Live in
Port Hardy

81.2%

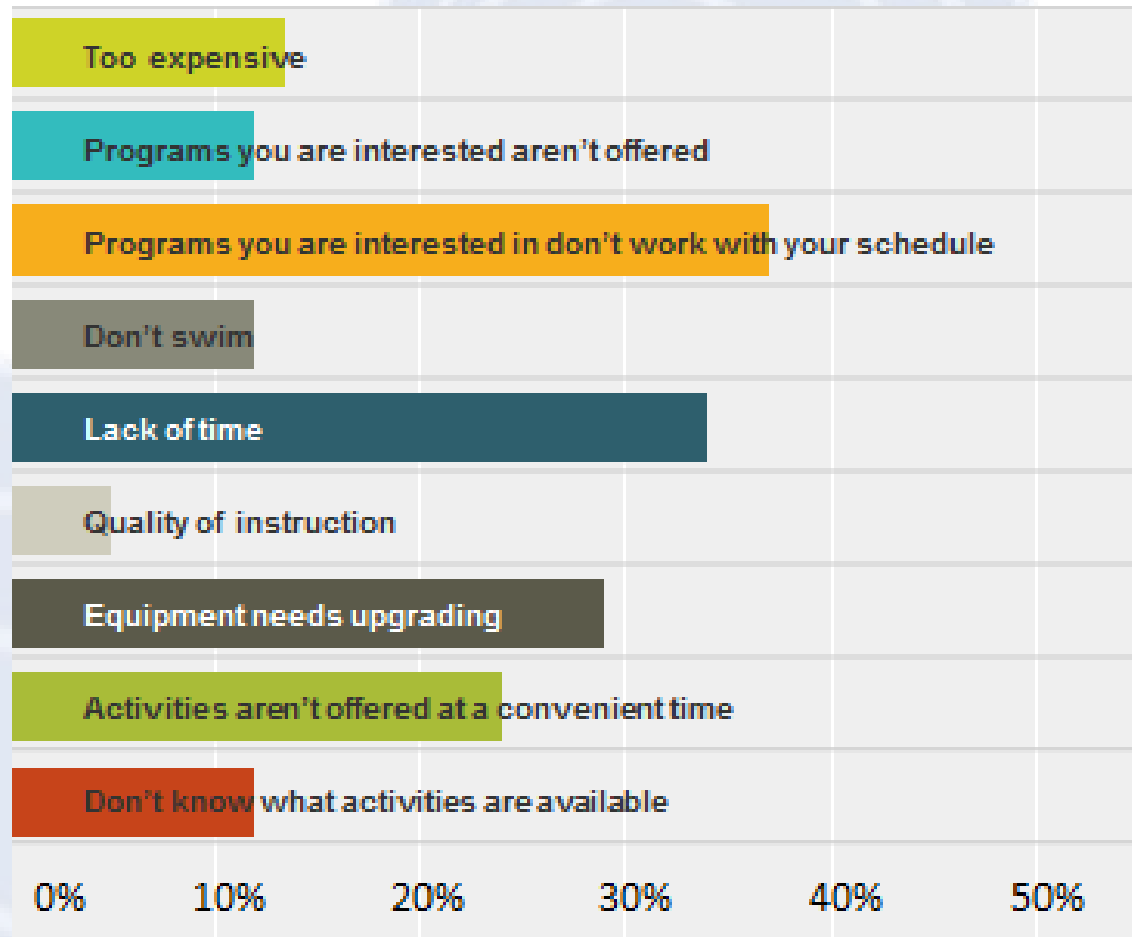
USE
THE POOL

35-49

36.27 % Age of
respondents

18.72% DO NOT USE THE POOL

Reasons

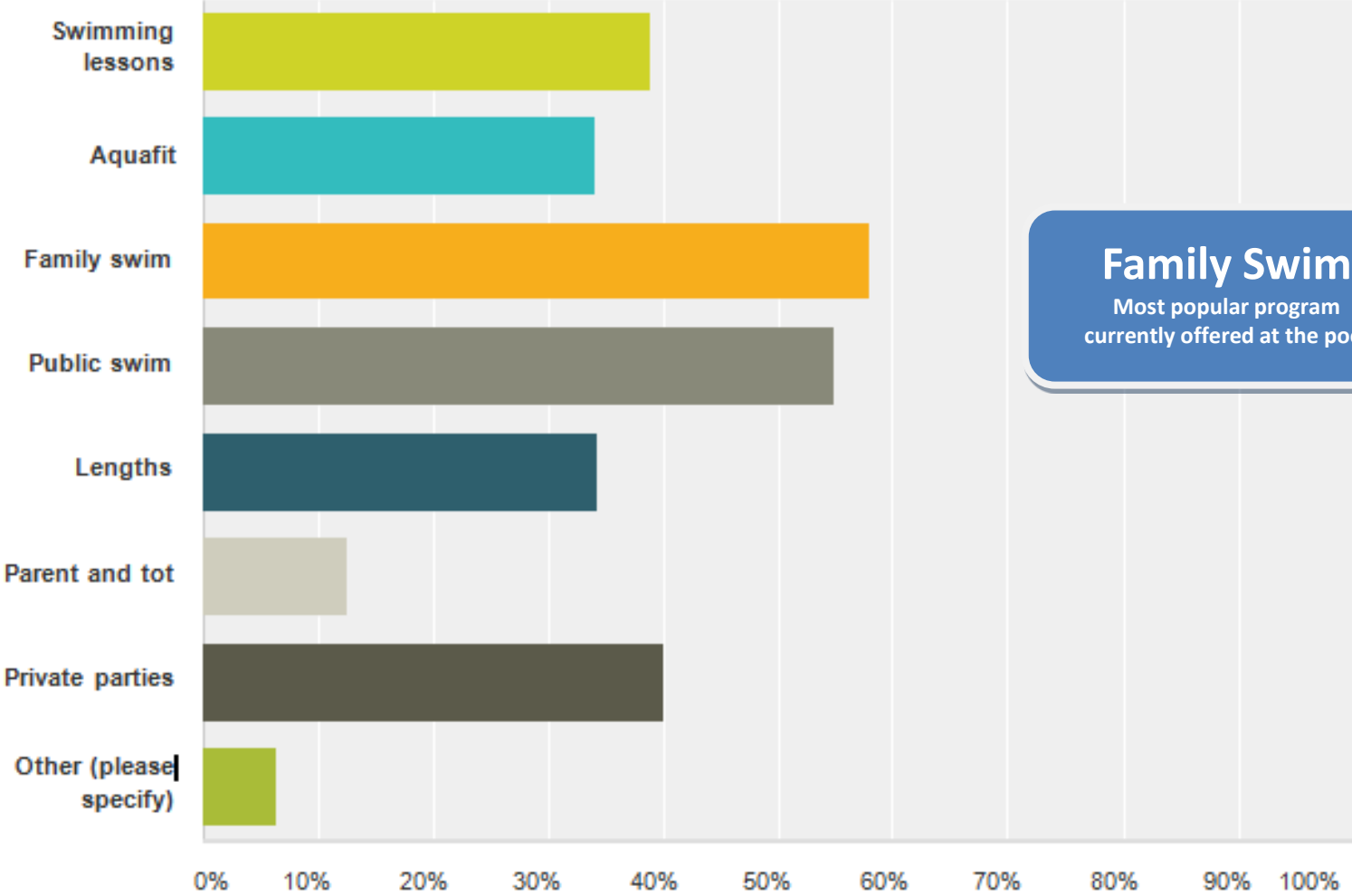


Number 1 reason *Programs don't work with your schedule*

Schedule
Young Adults
Cold
Outdated
Lazy
Moved
Interest
Activities
Closed
time
Too Old
Money
lazy
fun

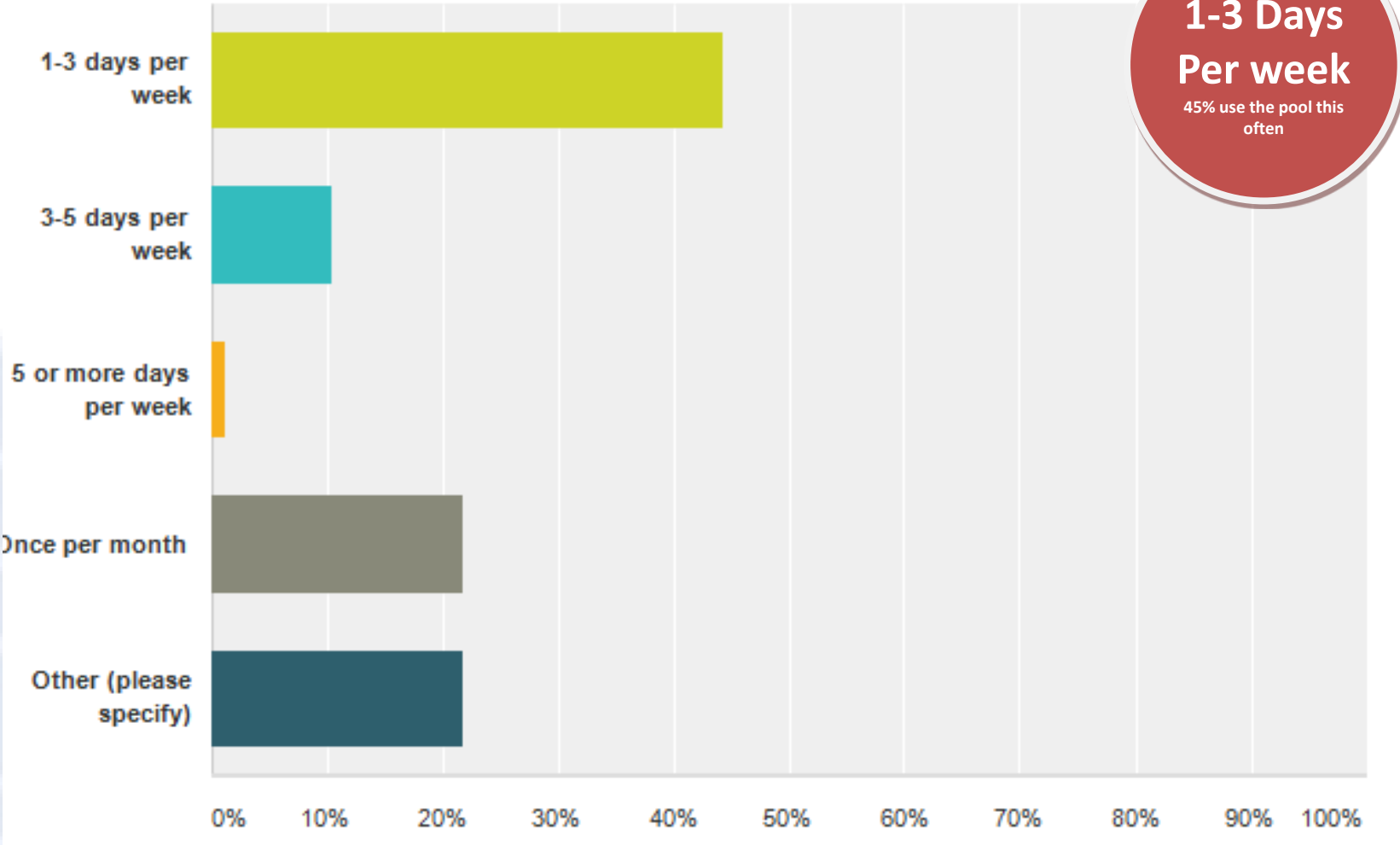
WHY WE STOPPED USING THE POOL

PROGRAMS WE PARTICIPATE IN



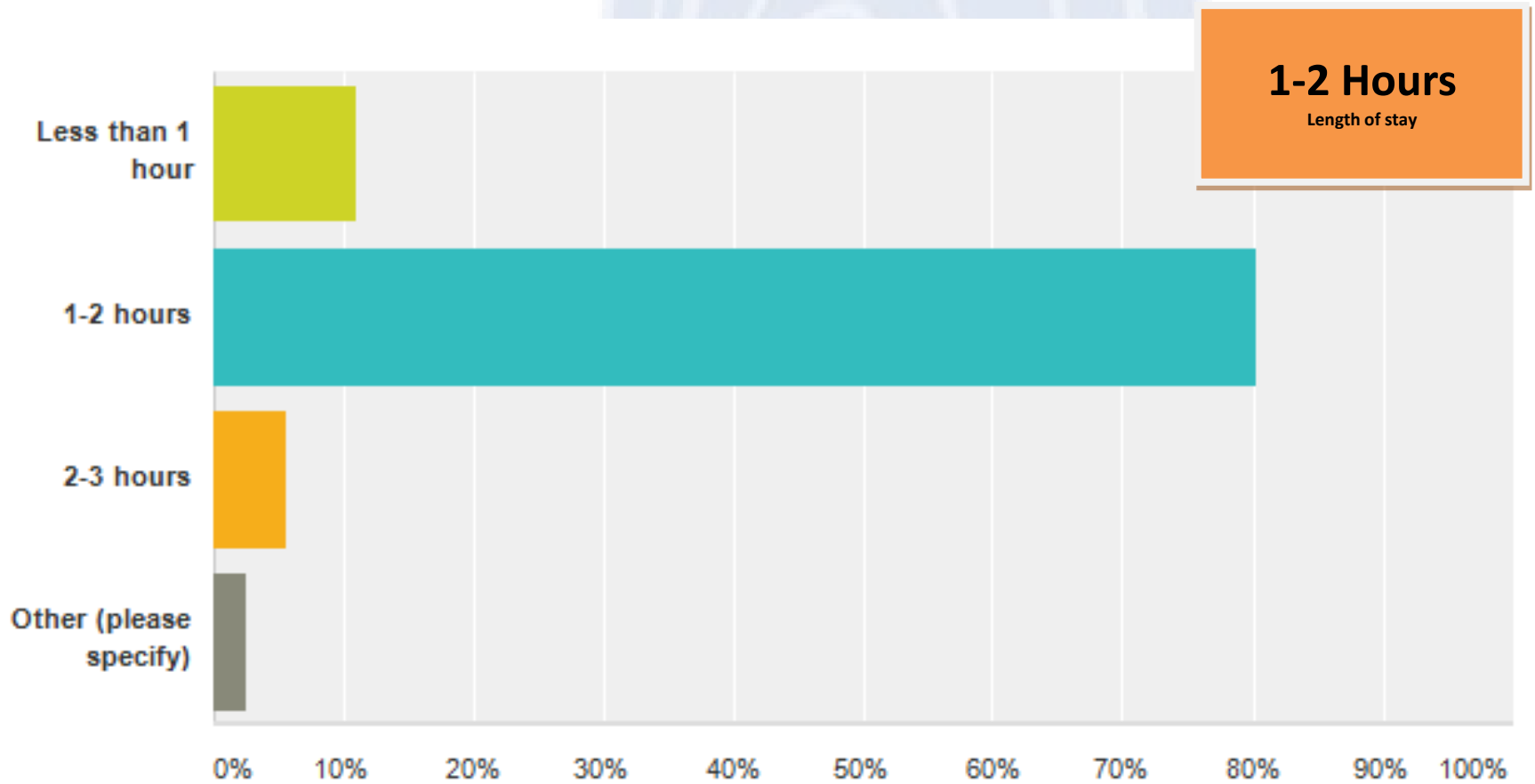
Family Swim
Most popular program currently offered at the pool

FREQUENCY

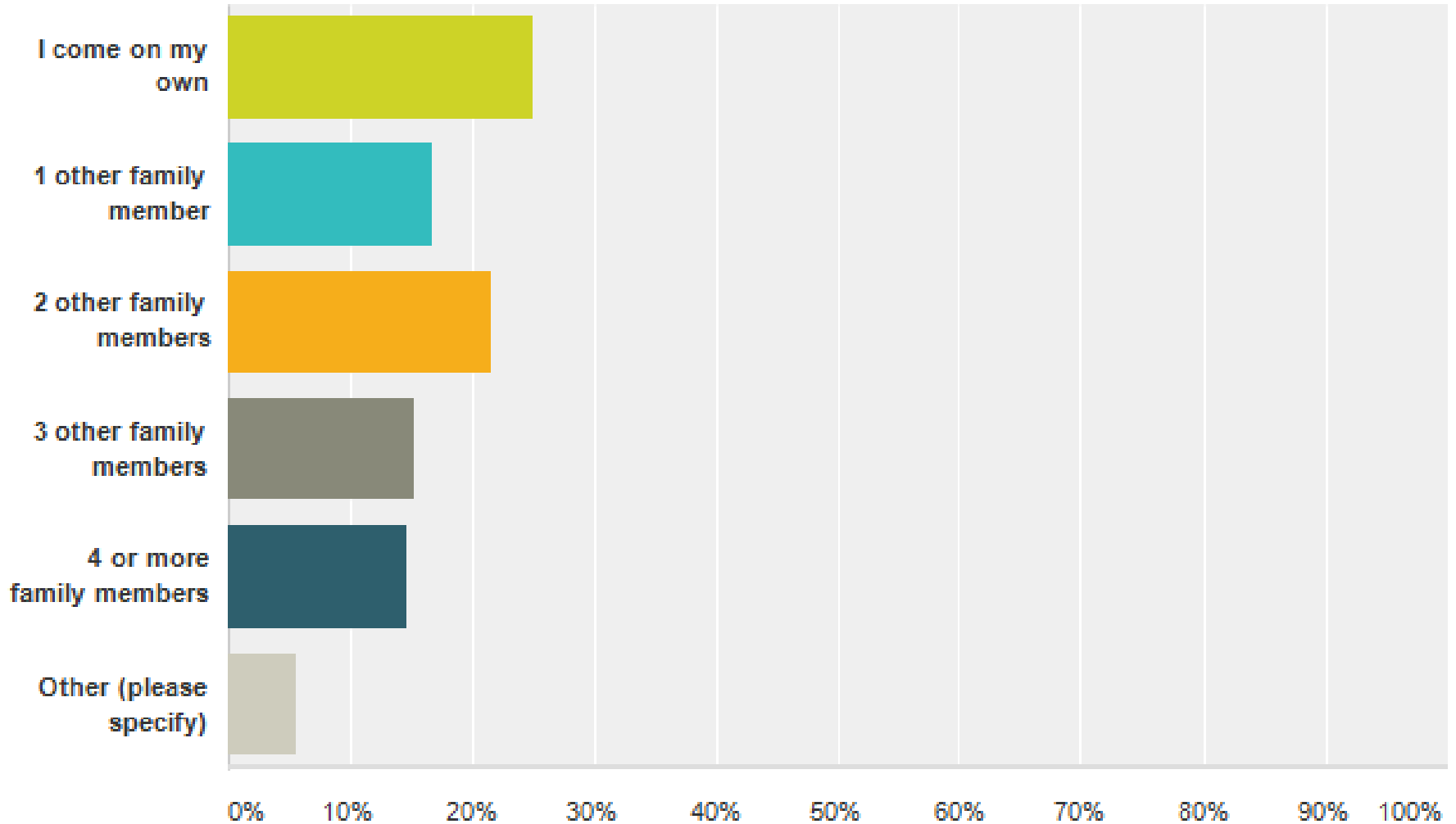


**1-3 Days
Per week**
45% use the pool this
often

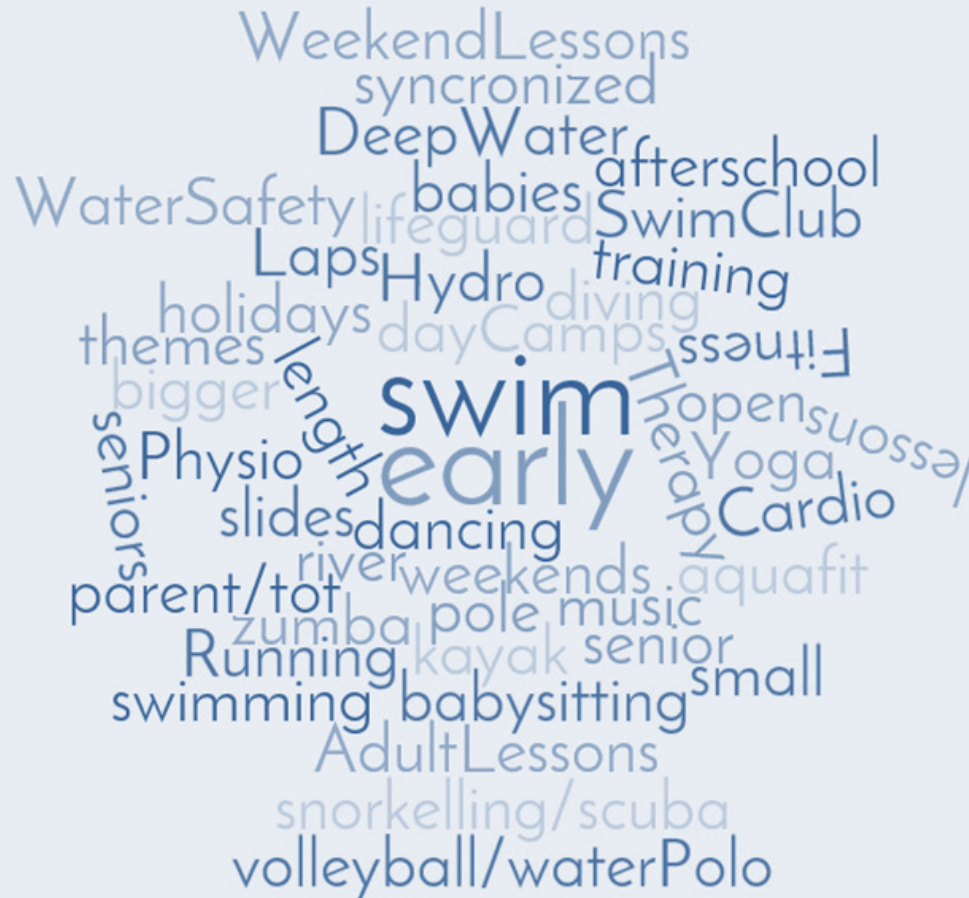
DURATION



FAMILY MEMBERS PER VISIT



BRING ON THE PROGRAMMING



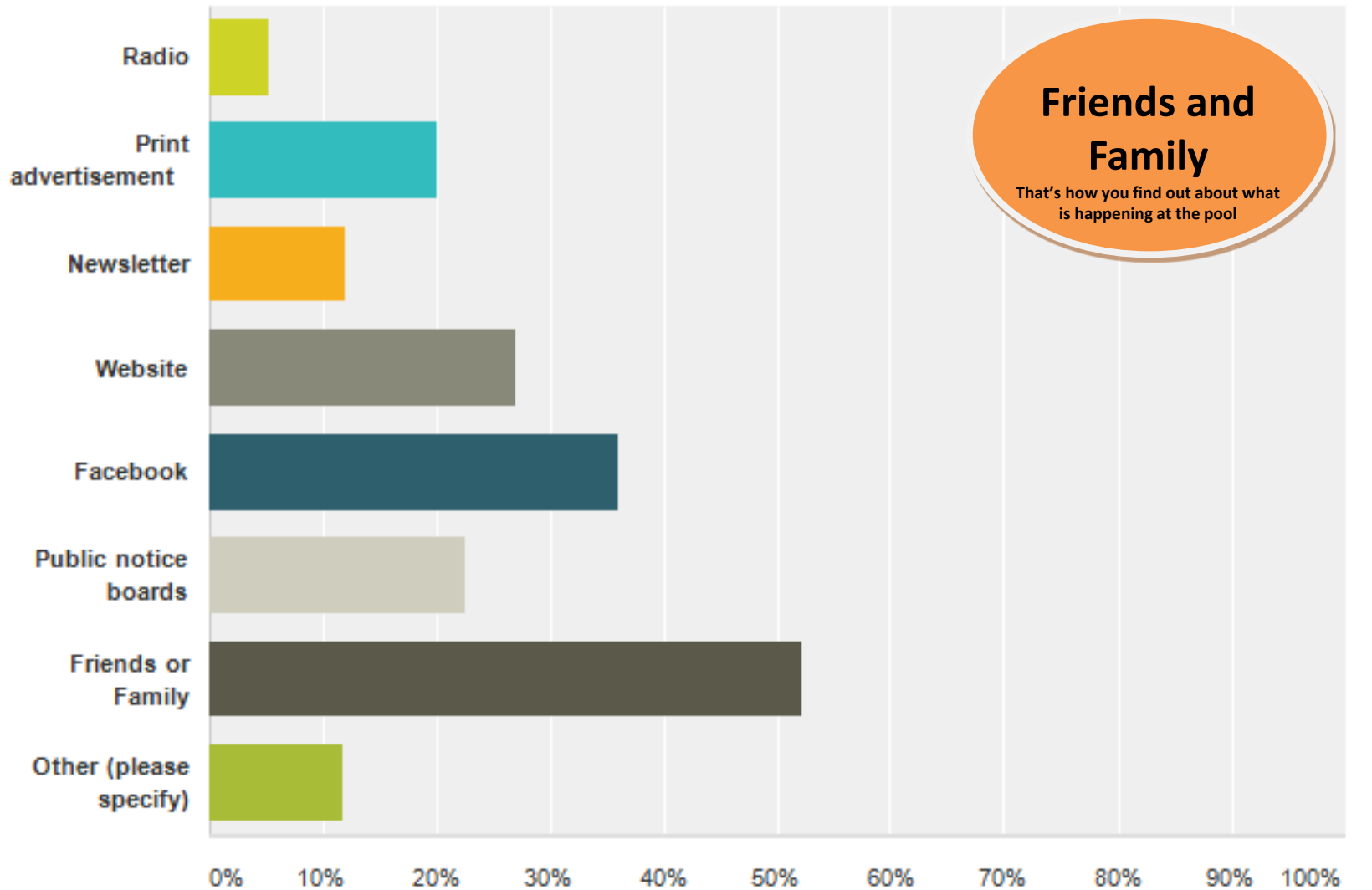
CUSTOMER SERVICE



YOUR RATING

7.4 / 10

WHAT'S HAPPENING



	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	N/A	Total	Weighted Average
It was easy to find information about the programs	2.88% 15	15.19% 79	12.88% 67	51.15% 266	15.58% 81	2.31% 12	520	3.63
It was easy to find information about the facilities	2.51% 13	13.73% 71	12.57% 65	53.38% 276	15.28% 79	2.51% 13	517	3.67
It was clear who to contact to get information/register in a program/book a facility	3.90% 20	11.31% 58	16.18% 83	44.44% 228	17.15% 88	7.02% 36	513	3.64
The hours of service were convenient	8.93% 46	20.78% 107	20.58% 106	36.12% 186	11.46% 59	2.14% 11	515	3.21
Staff were knowledgeable and able to answer questions	2.73% 14	7.99% 41	15.98% 82	42.11% 216	25.73% 132	5.46% 28	513	3.85
I was able to contact a staff person without difficulty	3.50% 18	13.98% 72	15.53% 80	38.25% 197	20.78% 107	7.96% 41	515	3.64

	Extremely Satisfied	Moderately Satisfied	Slightly Satisfied	Neither Satisfied Nor Dissatisfied	Slightly Dissatisfied	Moderately Dissatisfied	Extremely Dissatisfied	N/A	Total	Weighted Average
Information about the programs	17.49% 89	37.13% 189	17.88% 91	15.52% 79	5.11% 26	2.36% 12	0.79% 4	3.73% 19	509	2.62
Information about the facilities	19.09% 97	35.43% 180	17.72% 90	14.57% 74	6.69% 34	2.36% 12	1.38% 7	2.76% 14	508	2.66
Information about who to contact	19.88% 100	32.41% 163	17.89% 90	15.51% 78	5.96% 30	2.19% 11	0.99% 5	5.17% 26	503	2.64
Hours of service	14.40% 73	31.36% 159	20.12% 102	10.65% 54	13.21% 67	5.92% 30	2.76% 14	1.58% 8	507	3.06
Staff knowledge and ability to answer questions	23.86% 120	37.18% 187	16.10% 81	12.92% 65	4.77% 24	1.39% 7	1.39% 7	2.39% 12	503	2.46
Ability to contact a staff person without difficulty	20.51% 104	33.33% 169	18.34% 93	11.44% 58	7.10% 36	3.16% 16	1.58% 8	4.54% 23	507	2.65

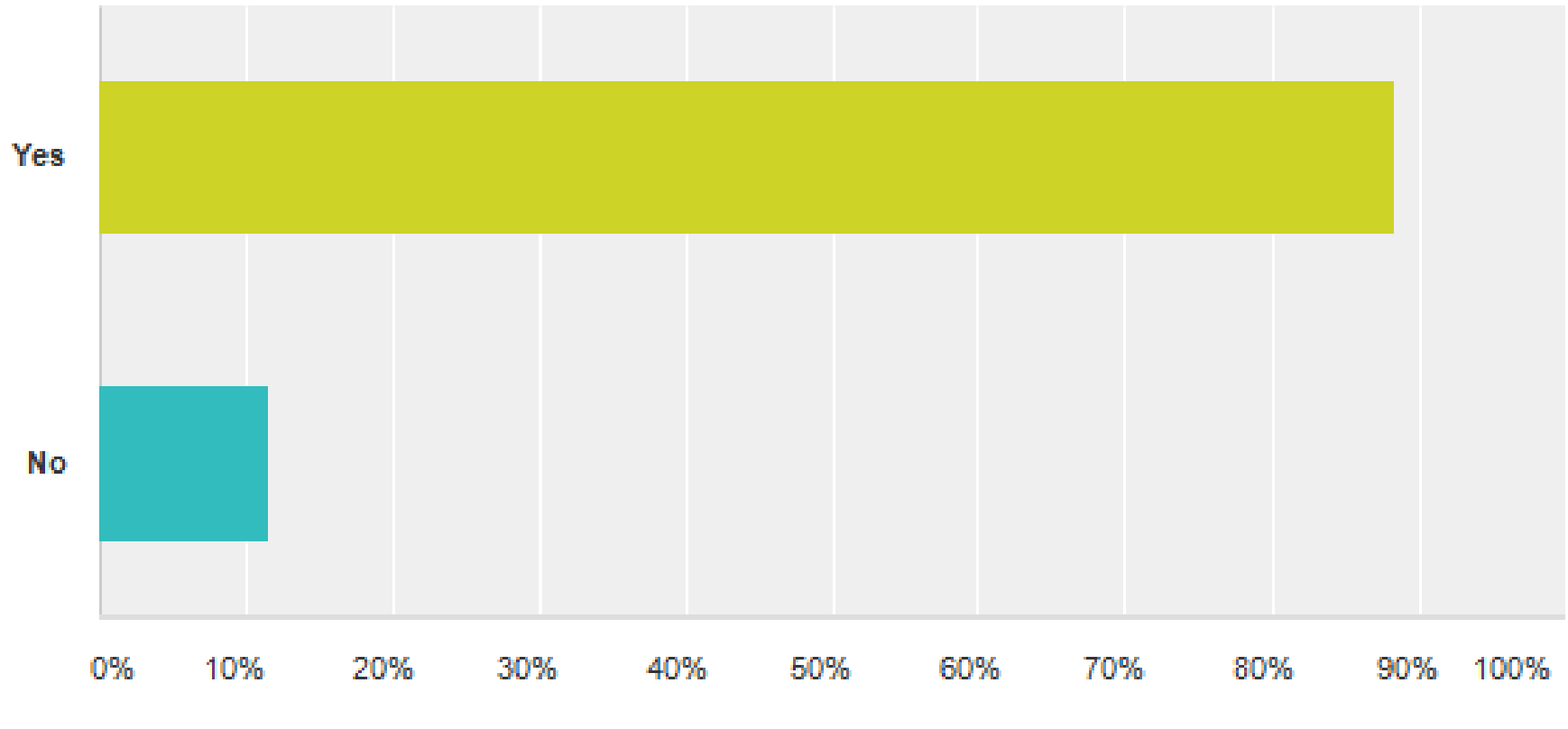


OVERALL RATING OF FACILITY

6.14 / 10

	Extremely Satisfied	Moderately Satisfied	Slightly Satisfied	Neither Satisfied Nor	Slightly Dissatisfied	Moderately Dissatisfied	Extremely Dissatisfied	N/A	Total	Weighted Average
Facility location	61.58% 319	28.19% 146	3.67% 19	4.25 22	0.58% 3	0.39% 2	0.58% 3	0.77% 4	518	1.56
Parking	35.99% 185	35.02% 180	13.42% 69	3.31 17	7.00% 36	2.92% 15	1.36% 7	0.97% 5	514	2.24
Facility accessibility	47.18% 243	33.98% 175	8.93% 46	5.63 29	2.14% 11	0.39% 2	0.97% 5	0.78% 4	515	1.86
Signs	35.49% 181	36.27% 185	13.14% 67	9.80 50	2.16% 11	0.98% 5	0.98% 5	1.18% 6	510	2.13
Facility staff	37.96% 194	36.01% 184	12.33% 63	7.24 37	3.33% 17	0.98% 5	1.17% 6	0.98% 5	511	2.09
Facility cleanliness	20.23% 104	41.25% 212	17.32% 89	6.42 33	7.98% 41	3.11% 16	3.11% 16	0.58% 3	514	2.62
Equipment quality and maintenance	9.50% 49	27.91% 144	24.03% 124	10.66% 55	12.98% 67	6.20% 32	7.17% 37	1.55% 8	516	3.38
Change rooms and washrooms	7.17% 37	23.84% 123	23.26% 120	9.30 48	17.25% 89	9.50% 49	7.75% 40	1.94% 10	516	3.66
Snack bar concession bar	12.87% 66	26.51% 136	15.98% 82	18.71% 96	6.82% 35	1.95% 10	3.12% 16	14.04% 72	513	2.98

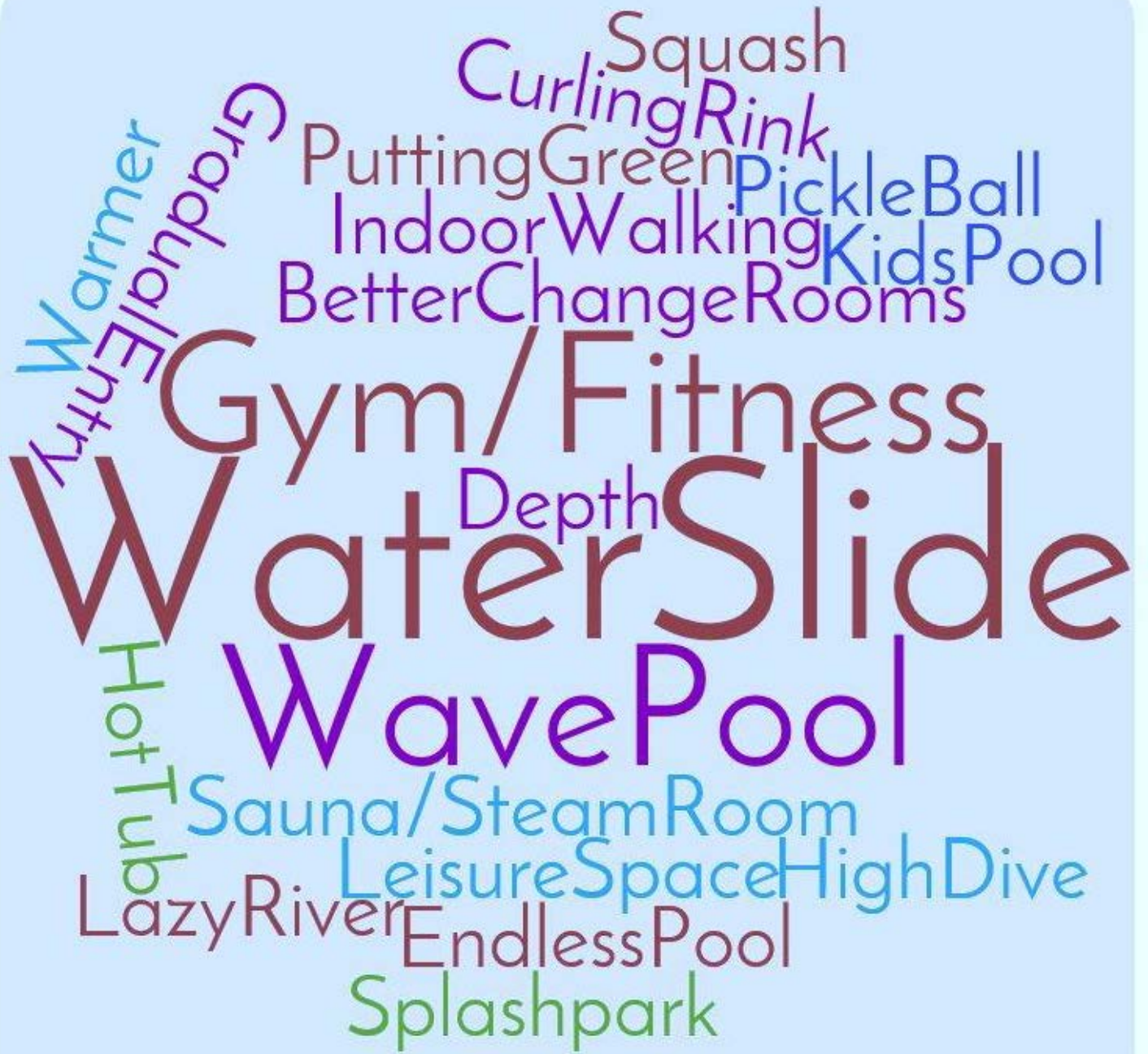
WOULD YOU RECOMMEND THIS FACILITY TO YOUR FAMILY/FRIENDS?



NEW FACILITY

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	N/A	Total	Weighted Average
The Pool should be closed	66.27% 330	16.47% 82	10.44% 52	4.42% 22	1.20% 6	1.20% 6	498	1.56
The Pool should be repaired	25.00% 122	20.29% 99	16.80% 82	16.19% 79	18.44% 90	3.28% 16	488	2.82
The Pool should be expanded	17.18% 84	16.97% 83	18.20% 89	21.47% 105	23.52% 115	2.66% 13	489	3.18
A new facility should be built	7.74% 40	5.22% 27	12.96% 67	13.73% 71	59.77% 309	0.58% 3	517	4.13
Fitness facilities should be considered in an expansion or new facility	6.58% 34	4.64% 24	8.51% 44	21.86% 113	56.48% 292	1.93% 10	517	4.19
Additional community space should be considered in an expansion or new facility	6.80% 35	6.99% 36	17.67% 91	22.91% 118	43.88% 226	1.75% 9	515	3.92
In any repair, expansion or new construction energy efficiency is important	5.43% 28	1.74% 9	5.04% 26	21.32% 110	65.31% 337	1.16% 6	516	4.41

ITEMS WE WANT ADDED



End of Report

Heather Nelson-Smith Director of Corporate Services





POOL/RECREATION CENTRE

SURVEY RESULTS



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Do you or your family use the Pool?	2
If you answered no, what are the reasons why you don't use the Pool	3
If you used to use the Pool, why did you stop?	9
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How long do you stay?	15
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*Thank you to the **616** People who took the time to participate in the survey*



INTRODUCTION

The Council of the District of Port Hardy has undertaken the first step in the rehabilitation of the existing Pool. An assessment of the Pool, conducted by Stantec Engineering Ltd., details issues and requirements to bring the Pool up to standard.

The Port Hardy Swimming Pool is now over 40 years old, normal life expectancy of a swimming pool is 30 to 40 years; this pool has approached the end of its 'active' lifespan.

It has been 25 years since a major renovation and retrofit, since that time it has served the community well.

OPTIONS

Option #1 - Repair existing

Extend life span up to 15 years

Repairs would also require the facility to be closed for long periods of time (minimum 1 year).

- **Immediate repairs**

(Cost \$830,000)

Tile repair, heating and ventilation upgrades, dehumidifier replacement and seismic upgrades.

- **Ongoing required repairs 1-9 years**

(Cost \$2,329,000)

Full tile replacement, heating and ventilation upgrade, building upgrades, plumbing upgrades, Security, general interior finishes and building systems.

Total \$3,159,000 (estimated)

Option #2 - Repair and Expand the facility

\$3,159,000 (repair Option #1)

Extend life span up to 15 years

\$4,857,000 (expansion)

Total \$8,016,000 (estimated)

This would include an addition to the existing facility, which would then be opened to allow for the upgrades to occur on the existing facility; however it may be necessary to close the pool to complete some of the works.

Option #3- New Building

Total \$10,514,000 (estimated)

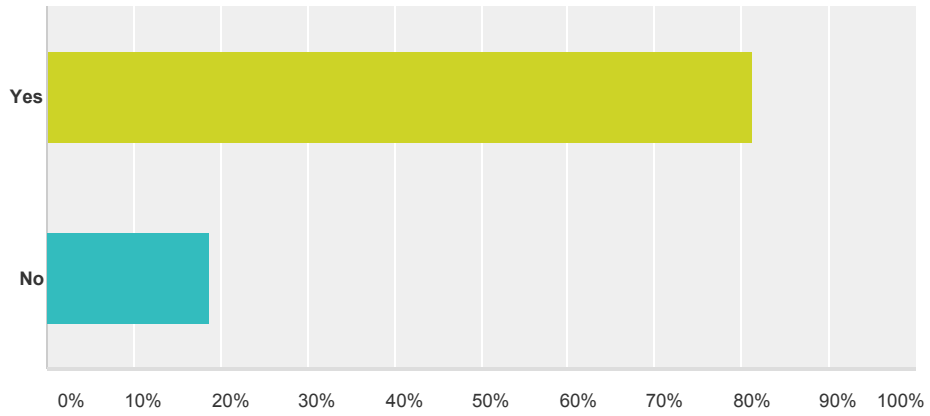
New building facility life span 30-40years

A new building would be constructed in the adjacent parking area and when complete the existing pool would be removed.

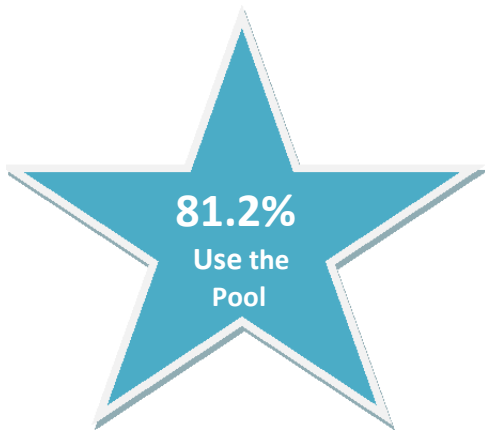
The existing Pool would be open during construction, no loss of use.

Q1 Do you or a family member(s) use the Pool?

Answered: 609 Skipped: 7

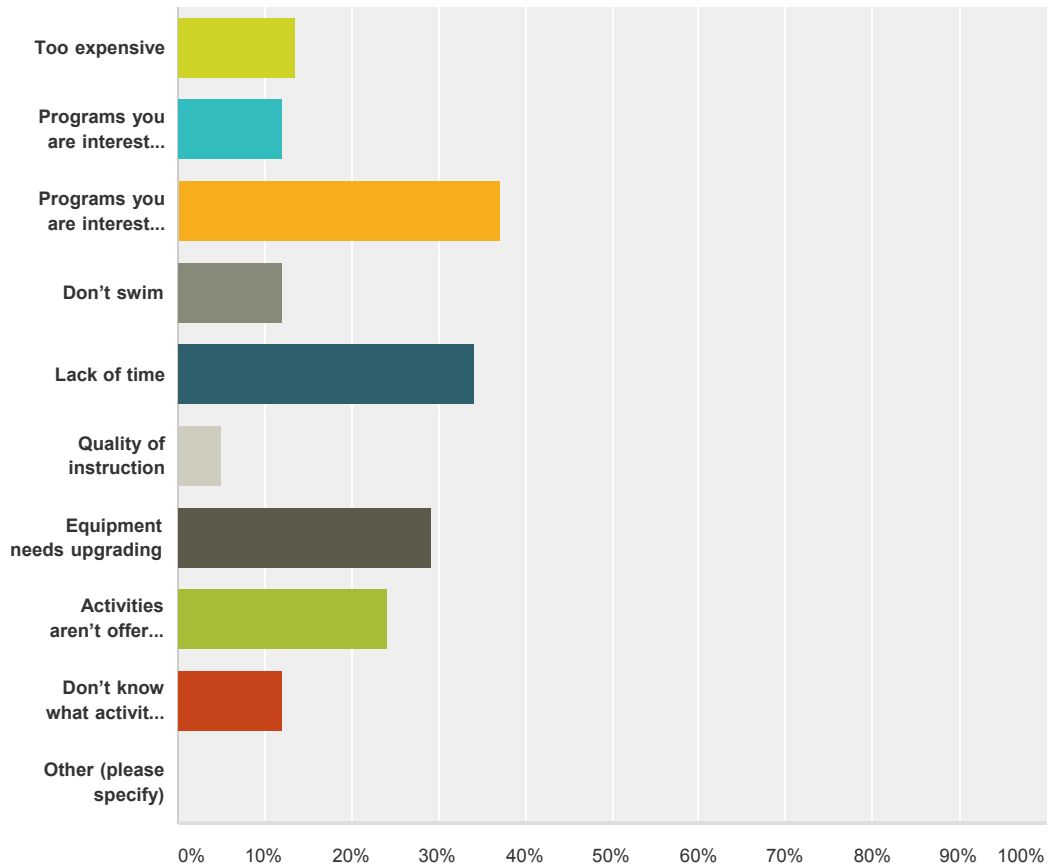


Answer Choices	Responses	
Yes	81.28%	495
No	18.72%	114
Total		609



Q2 If you answered no, what are the reasons why you don't use the Pool? (Select all that apply)

Answered: 140 Skipped: 476



Answer Choices	Responses
Too expensive	13.57% 19
Programs you are interested aren't offered	12.14% 17
Programs you are interested in don't work with your schedule	37.14% 52
Don't swim	12.14% 17
Lack of time	34.29% 48
Quality of instruction	5.00% 7
Equipment needs upgrading	29.29% 41
Activities aren't offered at a convenient time	24.29% 34
Don't know what activities are available	12.14% 17
Other (please specify)	0.00% 0
Total Respondents: 140	

Q3 If you used to use the Pool, why did you stop?

Answered: 182 Skipped: 434

Answer Choices	Responses
Not Applicable	100.00% 182
Total Respondents: 182	

#	Reason	Date
1	TOO COLD FOR A TODDLER - I LOVED WHEN I WAS PREGNANT	2/24/2016 8:16 PM
2	SWIMMING ISN'T ONE OF OUR FAMILY FAVORITES	2/24/2016 7:47 PM
3	MORE ADVERTISING AND PROMOTION NEEDED	2/24/2016 7:40 PM
4	SCHEDULING CONFLICTS - WOULD BE GREAT IF OTHER FITNESS CLASSES/FACILITIES WORKED TOGETHER....THIS WOULDN'T HAPPEN IF EVERYTHING WAS IN ONE CENTRE	2/23/2016 5:11 PM
5	Lack of time	2/18/2016 9:40 AM
6	it's the pool I grew up-ish	2/17/2016 1:33 PM
7	Started a business - lack of time for a bit. Plans to pick it up again	2/16/2016 2:48 PM
8	Temperature	2/16/2016 2:28 PM
9	tiled change room floor felt grubby, unkept, questionable sanitation. Maybe I was just there on a bad day?? Only used it once Small change room, no privacy booth, ugly.	2/16/2016 11:25 AM
10	Live in alert bay not much time to get over there but would like to come more often. I now a casual care aid at the hospital and do activities as well. I would love to bring the residents over there	2/15/2016 9:24 PM
11	just the going, getting in, getting dried off and coming home other ways to get exercise without all of that	2/15/2016 12:39 PM
12	Lack of time, had developed itchiness	2/15/2016 9:23 AM
13	use to do aquavit and enjoy!! skin rashes and allergies	2/15/2016 9:21 AM
14	Just never had the time to go back	2/15/2016 8:56 AM
15	hot tub isn't even hot and is always full	2/15/2016 8:40 AM
16	My children grew up and we used it in the winter time for parties and to break up the winter rains.	2/14/2016 10:02 AM
17	No specific reason	2/12/2016 10:28 AM
18	no time, walking preference	2/12/2016 10:24 AM
19	Not interested in swimming for exercise	2/12/2016 10:10 AM
20	New to area	2/12/2016 9:57 AM
21	WE USED TO USE THE POOL POOL TOO COLD ALL REASONS ABOVE	2/11/2016 3:47 PM
22	TIMES THE POOL WERE CLOSED DIDN'T FIT INTO SCHEDULE HOT TUB OFTEN CLOSED	2/11/2016 3:41 PM
23	NOT OF INTEREST TO ME - I DON'T LIKE WATER	2/8/2016 5:49 PM
24	I HAVE A VERY SMALL INCOME	2/8/2016 5:37 PM
25	LAZINESS	2/8/2016 5:30 PM
26	POOL TOO COLD WHEN I DEVELOPED HYPOTHYROIDISM	2/8/2016 5:28 PM
27	I don't currently use the pool, but in the future it would be great to have when I start a family & have children. I used the pool a lot as a child growing up in Port Hardy.	2/8/2016 4:13 PM

Pool/Recreation Centre Survey

28	It is very cold and the hot tub is not hot.	2/4/2016 10:28 PM
29	I USED THE POOL FOR THERAPY/REHAB OR WHEN MY KNEE NEEDED EXTRA CONDITIONING. OUR CHILDREN HAVE GROWN UP AND LEFT TOWN	2/4/2016 12:09 PM
30	I don't use the pool as often as I would like to because the women's change room is gross. It is never warm enough in there and the water puddles (doesn't drain properly in the showers) and the grout in the showers look mildewed and stained.	2/3/2016 6:41 PM
31	Water, is usually cold!	2/2/2016 10:33 PM
32	The environment in general is not comfortable. Very dark/dank and the employees aren't always in a "cheery" mood. Sometimes I find the pool/arena area is considered more of a hangout joint for delinquents.	2/2/2016 4:30 PM
33	I go to noon lane swim when I can, but I work nights so I can't make the aquafit as much as I was.	2/2/2016 9:47 AM
34	Still go once in awhile	2/2/2016 9:45 AM
35	I don't use the pool, but my son does with the Community Links Program.... The reason I don't use the pool is that it is too cold... there is nothing to do except swim lengths and there is no comfortable seating when you want to rest... It is also too small and no gradual entry. The times it is open is not long enough and it is always closed in the summer and during school breaks. I will finish the survey speaking on my son's behalf who uses the pool.	2/1/2016 11:22 PM
36	Was a good way to spend my weekend with my kids and family	2/1/2016 8:09 PM
37	Wasn't a variety of options to utilize for the money I paid.	2/1/2016 5:53 PM
38	Just lack of time.... But love aquafit classes deep and shallow water. With a good instructor it's an awesome	2/1/2016 5:48 PM
39	Lack of equipment need a kiddy pool	2/1/2016 5:46 PM
40	The pool in port hardy has become very run down over the years. While I have many amazing childhood memories at the pool, I no longer like going due to the dis-repair.	2/1/2016 3:32 PM
41	Many years ago I used to do length swim but it coincided with public swim and I did not like having to constantly avoid public swimmers while trying to length swim. I pursued other activities. Lack of time.	2/1/2016 2:54 PM
42	Mostly, we've stopped using the pool because the lessons weren't being offered in times that worked, lessons have been cancelled because of a pool failure or staff, and there have been issues with the staff	2/1/2016 1:40 PM
43	We occasionally go to public swims but would go much more if the pool and change rooms weren't freezing cold	2/1/2016 11:13 AM
44	Spite popular belief the pool actually not that warm especially in the winter and u are just as cold or colder in the pool then outside. Making it not fun for me but my 2 year old and my 7 month old as well. And it is always closed in the summer when it could be used the most and it is not.	2/1/2016 10:00 AM
45	Transportation issues	1/31/2016 11:24 AM
46	Doing other forms of exercise.	1/30/2016 7:00 PM
47	There are times I haven't used the pool due to hot tub being shut down.	1/30/2016 12:56 PM
48	NO TIME IN SCHOOL	1/29/2016 4:04 PM
49	hours not convenient for family, too cold for health reasons	1/28/2016 10:27 PM
50	I live in Port McNeill, and register my two daughters in swimming lessons 1-2 times per year in Port Hardy.	1/27/2016 1:41 PM
51	Too cold, inconsistent equipment (hot tub), cold change rooms, staff can be unprofessional, unfriendly and don't problem solve.	1/27/2016 1:34 PM
52	Outdated, no time	1/26/2016 6:39 PM
53	LACK OF TIME AND JUST LAZY	1/26/2016 4:04 PM
54	Shift work	1/26/2016 3:47 PM
55	work schedules and involved in other activities. as well as I had a hard time keeping warm even though I was swimming.	1/26/2016 9:30 AM
56	Dislike indoor pools, chlorine	1/26/2016 9:26 AM
57	Activities/lessons don't fit in our schedule. Family swim not often enough nor advertised as to when they are. Facility outdated...no kids pool shallow end too deep for younger kids	1/26/2016 9:07 AM
58	It's too cold. Was told its great for arthritis but soon as I get in I cramp up.	1/26/2016 2:19 AM

Pool/Recreation Centre Survey

59	No time and the schedule didn't work for me.	1/25/2016 11:17 PM
60	Apathetic, unfriendly staff - evening swimmers made to feel uncomfortable using full facility and scheduled time. Summer closure.	1/25/2016 9:47 PM
61	No interest	1/25/2016 8:16 PM
62	I use the pool but find that they no longer offer programs that interest me and work for my schedule. No interest or lack of imagination for swim club.	1/25/2016 8:11 PM
63	used to bring kids all the time, now I am less likely to go because of above.	1/25/2016 5:22 PM
64	Kids grew up and I am working out of town. We went at least 2-3 times a week when kids were younger.	1/25/2016 5:11 PM
65	we use the pool when we are visiting about once - twice per month	1/25/2016 10:42 AM
66	Too cold, and no kiddie pool.	1/25/2016 7:16 AM
67	I am on in exchange in Denmark.	1/24/2016 10:25 PM
68	Schedule does not work for me	1/24/2016 9:13 PM
69	To cold and hot tub usually broken	1/24/2016 8:14 PM
70	Scheduling	1/24/2016 6:56 PM
71	Last time I went to the pool I got athletes foot.	1/24/2016 11:19 AM
72	I haven't been in a few months but only because I got extremely busy and couldn't fit it into my day. I have plans to be back very soon.	1/24/2016 11:05 AM
73	48 years old and my bones ache in the cold water	1/24/2016 10:38 AM
74	Distance from home which is in Port McNeill is a negative but not a deal breaker. Have not been able to use in recent couple years due to health problems. But hope to return!	1/24/2016 9:55 AM
75	We use the pool all the time.	1/24/2016 9:26 AM
76	I felt that it was unsanitary when parents who allow their children with running head colds encouraged them to join them in the hot tub while I was using it, I am concerned for my own health and would like to see people who are visually I'll be stopped from using the pool facilities.	1/24/2016 9:25 AM
77	No lane swimming	1/24/2016 9:05 AM
78	Haven't been since high school	1/24/2016 8:14 AM
79	The prices just keep going up. They close the pool down at the weirdest times for school kids.	1/24/2016 7:44 AM
80	Too cold in dressing rooms. Pool can be too cold at times too	1/24/2016 7:16 AM
81	The yoga class was no longer offered. Felt uncomfortable in the Aquafina class as it was not a welcoming environment	1/24/2016 3:49 AM
82	We have young children. The pool is way too cold, my 2 year old son would start to turn blue within 10 minutes, he could barely make it through a swimming lesson, even with me trying to keep him warm. We would go during the summer but for some ridiculous reason you close it during the summer... Also there is no shallow splash area where little ones can stand up.	1/24/2016 12:25 AM
83	Live in Port Alice. Don't use the pool as much anymore because it smells too much in there for me and it bothers me feel I can't breathe at times in there too stuffy. Don't know the schedule there...but I do bring the kids over once in a while. Also I found the pool a lot was where ppl drop off kids and run and there was kids not listening or being brats and made it unenjoyable for the kids I brought over or for myself...also a few times I have gone there I noticed kids with chicken picks, cut and where swimming in pool which I thought shouldn't be there.	1/23/2016 10:28 PM
84	Moved away. Moved back to town a year and a half ago. The pool was very cold. Change rooms offered no privacy stalls.	1/23/2016 10:01 PM
85	not enough adult time, variety of times for aqua fit	1/23/2016 9:49 PM
86	Too cold in dressing rooms and the pool is cold mostly too.	1/23/2016 9:26 PM
87	I got older lol	1/23/2016 9:26 PM
88	hours don't fit into my daily schedule	1/23/2016 9:25 PM
89	We are on a fixed income and can't afford the rates	1/23/2016 9:21 PM

Pool/Recreation Centre Survey

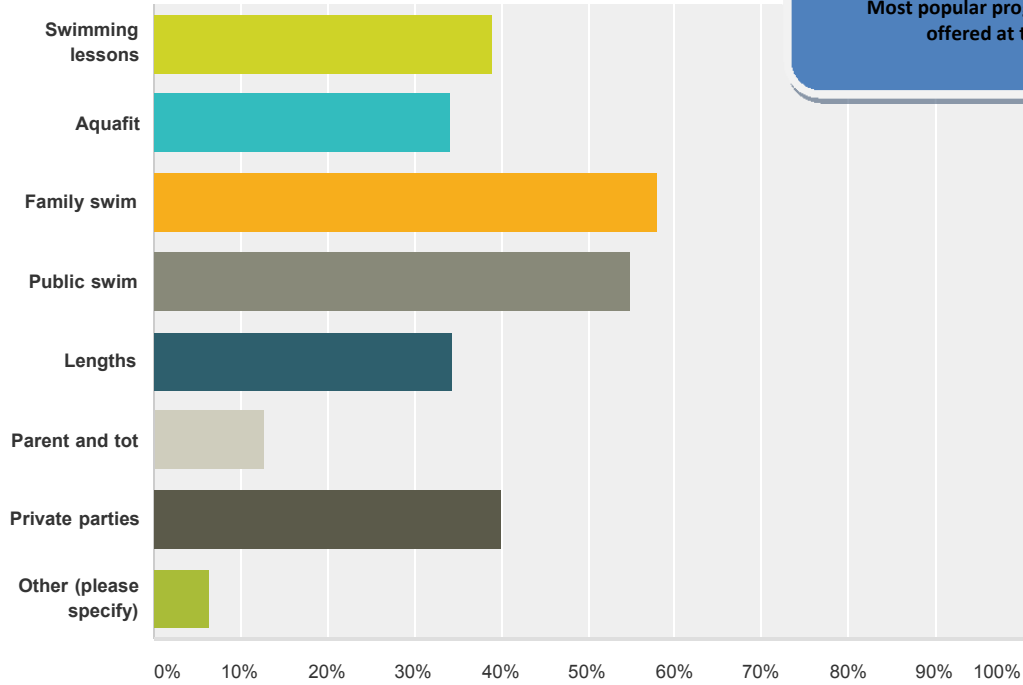
90	Change rooms to cold	1/23/2016 8:59 PM
91	I work days and don't want to go when its public swim also pool is much too cold for me.	1/23/2016 8:51 PM
92	I think I'm getting old, but when I get out of pool I get super super cold. And I noticed my daughter lips were purple and she was cold cold as well. Just my reason though get to cold when I get out.	1/23/2016 8:47 PM
93	Cold for my daughter	1/23/2016 8:30 PM
94	It's cold for young children	1/23/2016 8:29 PM
95	hard to be at pool with 2 toddlers with no shallow pool options.	1/23/2016 8:23 PM
96	Not using the pool on a permanent basis as I used to, due to having to relocate. I will use the pool when we are there on vacation and plan to use it again on a permanent basis when we retire back to Port Hardy in approximately 3 years.	1/22/2016 5:49 PM
97	Water bothered my skin.	1/22/2016 9:28 AM
98	My children grew up. The water has always been cold, since I was a little girl in fact.	1/22/2016 9:23 AM
99	My kids use the pool when with school. We have tried to use the pool but the schedule doesn't fit ours, or its closed, or the hot tub doesn't work.	1/22/2016 7:54 AM
100	The pool is too cold and the change rooms the same. The hot tub is either closed or only slightly hot and the sauna as well. The showers are also not warm enough	1/21/2016 8:49 PM
101	Don't go as much specially on cold days because pool is so cold and change rooms are cold	1/21/2016 7:03 PM
102	Swimming lessons, birthday parties, exercise.	1/21/2016 3:34 PM
103	Moved away. When I did go, I stopped because the change rooms were always freezing	1/21/2016 3:23 PM
104	The reason I'm no longer using the pool today is that I'm currently living in Vancouver. That being said the pool had provided me with an outlet for the past 4 years of life.	1/21/2016 12:18 PM
105	Why I don't frequent the pool more often is it's too expensive.	1/21/2016 11:43 AM
106	when our kids were growing up in the town and living here we used the rink for hockey and pool for lessons and birthday parties and public swimming . but they have grown up and on their own so the interest isn't there any more	1/21/2016 10:45 AM
107	Water is too cold	1/21/2016 9:25 AM
108	Pool schedule didn't work with my work schedule.	1/21/2016 6:58 AM
109	The pool should have a small child area that they can walk into. Also the pool and change rooms are so cold it is ridiculous! I have taken my grandson and his lips have been blue it is so cold. The hot tub is to small and is closed a lot. I used to attend Aqua fit but have stopped because of the coldness. I was in Inuvik last year and there pool facilities were amazing. I have lived in many small towns and Port Hardy is definitely lacking in this area.	1/21/2016 5:50 AM
110	Moved away, potentially moving back	1/20/2016 10:31 PM
111	with increasing age and young children now i find the water too cold and not suitable for young children (i.e. no gradual entry) the hot tub is too small	1/20/2016 10:08 PM
112	the pool is extremely cold. change rooms are warm-ish, and the area to put your shoes on is extremely cold.	1/20/2016 9:46 PM
113	The pool is pretty cold these days. The hot tub is not working sometimes.	1/20/2016 9:33 PM
114	The water in the pool is way too cold and makes the experience miserable!	1/20/2016 9:24 PM
115	Never open in the summer months.	1/20/2016 6:29 PM
116	timing of schedule, Pool closures, COLD POOL	1/20/2016 2:10 PM
117	The pool is too cold for my young children and 9 times out of 10 the hot tub is broken so they can't even warm up there. On top of that the showers are always cold, which obviously doesn't help the whole cold situation.	1/20/2016 12:03 PM
118	Facility is poorly maintained and operated.	1/20/2016 11:28 AM
119	its falling apart. it has been for years for 20 years when i first started working there. you cut the bottoms of your feet on broken tiles	1/20/2016 8:37 AM
120	It's too cold... Kids lips end up blue!!	1/20/2016 2:38 AM
121	Water is cold, not much hours of swim.	1/19/2016 9:56 PM
122	Lost interest	1/19/2016 9:34 PM

Pool/Recreation Centre Survey

123	We moved out of town temporarily!	1/19/2016 9:34 PM
124	It is too cold for our 16 month old baby can only last 20 minutes before he turns blue... We both work during the day have no time for parent and tots	1/19/2016 9:18 PM
125	It's gross and filthy. You cut your feet on the broken tiles	1/19/2016 9:04 PM
126	I was tired of freezing cold water, and freezing cold air in the change rooms.	1/19/2016 8:57 PM
127	It's too cold !!!	1/19/2016 8:50 PM
128	I found it too cold for my toddler.	1/19/2016 8:28 PM
129	The staff always cutting our time in the pool short to accommodate the next session	1/19/2016 8:16 PM
130	Out dated facilities	1/19/2016 8:10 PM
131	I find there is no consistency on the temperature, when my kids were small we had to leave numerous times because their lips were blue and they were over a year old. Staff would constantly go out the side door directly by the pool. Then we'd go to get changed and it was just as cold. Now it's the same thing, too cold. No shallow part for the small kids, school teaches kids to make sure their privates are covered then they go to the pool and have to, change in front of the other kids, it's not open enough, like Sat nights and closes for too long in the summer.	1/19/2016 8:04 PM
132	Feel like no activities for young adults	1/19/2016 7:39 PM
133	We live in Port McNeill. My kids are grown now. We used to bring them up.	1/19/2016 7:17 PM
134	Aqua yoga was canceled	1/19/2016 7:13 PM
135	I stopped swimming in the pool because I kept getting planters warts on my feet and then a kid pooped in the pool so I thought is it even worth it?	1/19/2016 6:45 PM
136	I moved away from Port Hardy recently.	1/19/2016 6:23 PM
137	No bathing suit!	1/19/2016 5:33 PM
138	Cold	1/19/2016 5:07 PM
139	Mother with Alzheimer's has moved in with me.	1/19/2016 4:24 PM
140	Pool is too cold for the young swimmers and the hot tub is unreliable.	1/19/2016 2:45 PM

Q4 If you answered yes, what programs do you take part in? (Select all that apply) (If you answered No to question 1 skip to question 8)

Answered: 498 Skipped: 118



Family Swim
Most popular program currently offered at the pool

Answer Choices	Responses
Swimming lessons	38.96% 194
Aquafit	34.34% 171
Family swim	58.03% 289
Public swim	54.82% 273
Lengths	34.54% 172
Parent and tot	12.65% 63
Private parties	40.16% 200
Other (please specify)	6.43% 32
Total Respondents: 498	

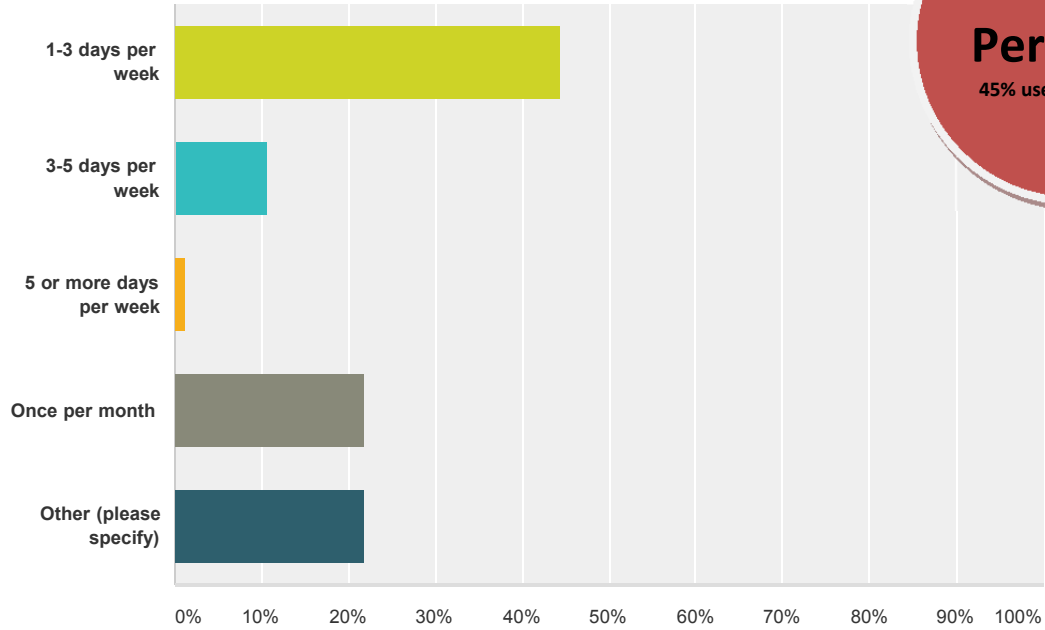
#	Other (please specify)	Date
1	SENIOR LENGTHS	2/23/2016 5:11 PM
2	Rent lane to check diving equipment	2/19/2016 1:33 PM
3	Rent a lane to check out scuba diving gear	2/19/2016 1:20 PM
4	Rent lane to check my scuba equipment	2/19/2016 1:08 PM

Pool/Recreation Centre Survey

5	USED TO DO SWIMMING LESSONS, AQUAFIT, FAMILY SWIM	2/11/2016 3:41 PM
6	SENIOR SWIM	2/11/2016 2:46 PM
7	SENIOR SWIM	2/11/2016 2:40 PM
8	Seniors	2/9/2016 3:55 PM
9	SAUNA	2/4/2016 12:09 PM
10	My grandchildren use the pool	2/2/2016 7:27 AM
11	We did use the pool, more often before	2/1/2016 9:44 PM
12	Gym facilities	1/29/2016 5:39 AM
13	Band rentals	1/26/2016 11:41 PM
14	rehabilitation options in water.	1/26/2016 9:30 AM
15	private party	1/26/2016 2:19 AM
16	Private swimming lessons	1/25/2016 8:30 PM
17	Go with school every Wednesday afternoon.	1/24/2016 8:24 PM
18	School	1/24/2016 8:14 PM
19	handicap swim	1/24/2016 12:33 PM
20	Scuba classes	1/24/2016 10:12 AM
21	physiotherapy classes in the pool	1/24/2016 9:55 AM
22	School swimming lessons	1/24/2016 8:43 AM
23	Work	1/24/2016 7:44 AM
24	Aqua yoga and Aqua fit	1/24/2016 3:49 AM
25	Hot tub, sauna	1/23/2016 10:28 PM
26	students from our school	1/22/2016 9:31 PM
27	lessons during school	1/22/2016 7:54 AM
28	I work there	1/21/2016 1:39 AM
29	Scuba	1/20/2016 10:04 PM
30	with community links	1/20/2016 7:17 PM
31	Adult swim would be nice	1/20/2016 7:26 AM
32	Birthdays	1/19/2016 9:31 PM

Q5 How often do you go to the Pool?

Answered: 517 Skipped: 99



**1-3 Days
Per week**
45% use the pool this often

Answer Choices	Responses
1-3 days per week	44.49% 230
3-5 days per week	10.64% 55
5 or more days per week	1.16% 6
Once per month	21.86% 113
Other (please specify)	21.86% 113
Total	517

#	Other (please specify)	Date
1	1-3 AND 3-5	2/26/2016 8:37 AM
2	2 PER MONTH	2/24/2016 8:10 PM
3	Work shift work out of province, so use every 2 weeks/two times a week	2/19/2016 1:33 PM
4	use a few times weekly every 2 weeks	2/19/2016 1:20 PM
5	when time permits or I make myself go	2/18/2016 9:40 AM
6	Lessons	2/17/2016 3:52 PM
7	1-3 days, once per month, lessons	2/17/2016 3:44 PM
8	occasionally for lessons	2/17/2016 2:02 PM
9	when my cousin makes me :(2/17/2016 1:33 PM
10	Whenever I have time	2/16/2016 2:33 PM
11	at least once a week if appealing	2/16/2016 11:25 AM
2	twice a year	2/15/2016 9:24 PM
13	I haven't used the pool in over a year	2/15/2016 9:20 PM
14	don't	2/15/2016 12:39 PM

Pool/Recreation Centre Survey

15	Barely now a days	2/15/2016 8:56 AM
16	3-6 TIMES PER YEAR	2/8/2016 5:56 PM
17	2 TIMES A YEAR	2/8/2016 5:37 PM
18	occasionally	2/4/2016 10:28 PM
19	3-5 DAYS WHEN DOING PHYSIO	2/4/2016 12:09 PM
20	Due to my reasoning above it has been over 5 years	2/2/2016 4:30 PM
21	as often as my work schedule allows	2/2/2016 9:47 AM
22	Seasonally dependent.	2/1/2016 9:44 PM
23	a few times a year	2/1/2016 5:50 PM
24	Once every few months	2/1/2016 5:46 PM
25	at least once every two months	2/1/2016 4:53 PM
26	It varies depending on when the lessons are being offered, if the pool is working. Also dependent on season	2/1/2016 1:40 PM
27	2-3 times a year for public/family swim, or when there is a birthday party	2/1/2016 11:13 AM
28	rarely	1/31/2016 11:24 AM
29	once or twice a year when grandkids come	1/30/2016 7:00 PM
30	Once every couple of months	1/30/2016 6:19 PM
31	Every three months	1/30/2016 9:31 AM
32	when swim lessons are available	1/27/2016 1:41 PM
33	Been there once	1/26/2016 8:43 PM
34	depends on what's happening in the year	1/26/2016 10:58 AM
35	occasionally when required	1/26/2016 9:30 AM
36	Never	1/26/2016 9:26 AM
37	once every couple months	1/26/2016 2:19 AM
38	Twice a week when we do lessons, once in a while when we don't	1/25/2016 10:10 PM
39	0 days	1/25/2016 8:24 PM
40	None	1/25/2016 8:16 PM
41	Less than once per month	1/25/2016 5:41 PM
42	When we used to go, went 2-3 times a week.	1/25/2016 5:11 PM
43	Few times a year	1/25/2016 10:28 AM
44	A few times a year	1/25/2016 7:16 AM
45	twice per month	1/24/2016 11:24 PM
46	1/3months	1/24/2016 8:14 PM
47	2 times a year	1/24/2016 12:36 PM
48	Once a year	1/24/2016 11:19 AM
49	Whenever I am able to afford it	1/24/2016 10:38 AM
50	Rarely	1/24/2016 10:12 AM
51	Referring to when I did go	1/24/2016 9:55 AM
52	When in town	1/24/2016 9:45 AM
53	Couple of times a year	1/24/2016 9:05 AM

Pool/Recreation Centre Survey

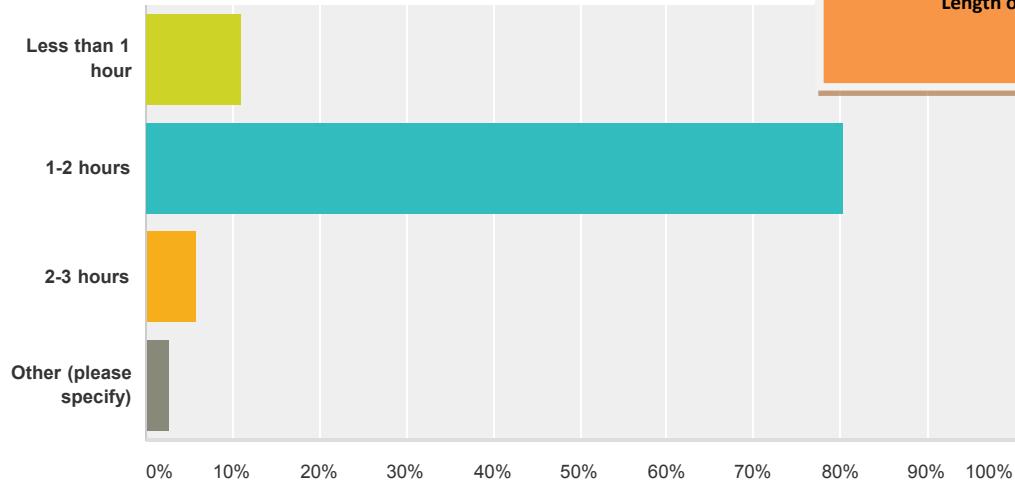
54	Once or twice a year	1/24/2016 9:03 AM
55	My son uses 3-4 times a month	1/24/2016 8:43 AM
56	At the moment never	1/24/2016 8:14 AM
57	We no longer make the drive back and forth from Port Alice and only go to the pool down island.	1/24/2016 12:25 AM
58	Once in a few months	1/23/2016 10:28 PM
59	2 times a year	1/23/2016 10:19 PM
60	Not at all	1/23/2016 10:01 PM
61	Few times a month	1/23/2016 9:26 PM
62	Every other month	1/23/2016 9:26 PM
63	Once in a blue moon	1/23/2016 9:01 PM
64	Once per month except for kids lessons when we do them	1/23/2016 8:50 PM
65	2 or 3 times a month	1/23/2016 8:37 PM
66	My daughter was going frequently but she gets way too cold	1/23/2016 8:30 PM
67	When we make it up to Hardy and the hours work with our schedule.	1/23/2016 8:28 PM
68	When i can	1/23/2016 8:23 PM
69	During a 2 week vacation or whenever I can come to Port Hardy.	1/22/2016 5:49 PM
70	4 or 5 times per month...oftener during swim lessons	1/22/2016 12:22 PM
71	Once per season	1/22/2016 9:14 AM
72	less than once per month. however if hours were more convenient and the hot tub worked on a regular basis we would buy a monthly family pass	1/22/2016 7:54 AM
73	Every couple of months	1/21/2016 6:37 PM
74	Depends on our busy schedules	1/21/2016 6:35 PM
75	Depending on how I am feeling	1/21/2016 4:01 PM
76	When at my house in Hardy	1/21/2016 3:23 PM
77	Once, every month or so. Weekly if my daughter is enrolled in lessons	1/21/2016 2:01 PM
78	3-4 times per year	1/21/2016 9:37 AM
79	When my daughter has lesson	1/21/2016 9:16 AM
80	2 times a month.	1/21/2016 7:00 AM
81	Used to be 1-3 times a week	1/21/2016 5:50 AM
82	depends on lessons	1/20/2016 10:47 PM
83	Once every three to four months	1/20/2016 10:26 PM
84	Maybe once a year	1/20/2016 9:50 PM
85	once every couple of months	1/20/2016 9:46 PM
86	5 times per month	1/20/2016 9:44 PM
87	I used to use the pool a lot when the water temperature was bearable	1/20/2016 9:24 PM
88	whenever swimming lessons are available	1/20/2016 7:24 PM
89	it varies a lot month to month - would like before school kids club	1/20/2016 5:44 PM
90	every couple of months	1/20/2016 5:40 PM
91	Family members go	1/20/2016 12:04 PM
92	Once every couple of weeks	1/20/2016 7:26 AM
93	Sporadically	1/20/2016 6:30 AM

Pool/Recreation Centre Survey

94	Less than once a month	1/20/2016 2:38 AM
95	When we get a chance.	1/19/2016 11:22 PM
96	Whenever I can get there	1/19/2016 9:59 PM
97	5 times a year	1/19/2016 9:56 PM
98	None at the moment, but hope to bring my new baby really soon when we get back to town.	1/19/2016 9:34 PM
99	Birthday parties	1/19/2016 9:31 PM
100	Random	1/19/2016 9:15 PM
101	None now	1/19/2016 8:57 PM
102	swimming lessons mostly	1/19/2016 8:50 PM
103	Few times a month	1/19/2016 8:31 PM
104	2-3 per month	1/19/2016 8:18 PM
105	Kids are starting to go on their own to public swim, I won't go anymore. They have been going about once a month	1/19/2016 8:04 PM
106	Once every 2 years	1/19/2016 7:39 PM
107	Haven't been in a while, but would like to start again.	1/19/2016 6:49 PM
108	I don't go to the pool anymore but when I did it was once per week	1/19/2016 6:45 PM
109	3 times a year	1/19/2016 5:33 PM
110	Once in a blue moon	1/19/2016 5:07 PM
111	Depends on swim lessons	1/19/2016 3:14 PM
112	2 - 3 times per month	1/19/2016 2:47 PM
113	1-2 month as a family	1/19/2016 2:45 PM

Q6 How long do you stay?

Answered: 515 Skipped: 101

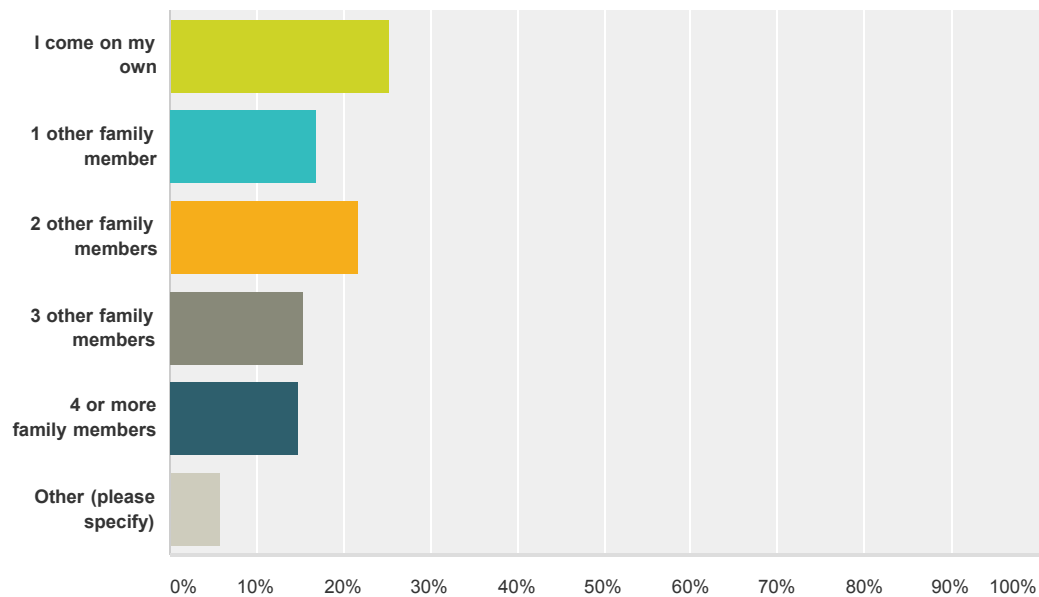


Answer Choices	Responses
Less than 1 hour	11.07% 57
1-2 hours	80.39% 414
2-3 hours	5.83% 30
Other (please specify)	2.72% 14
Total	515

#	Other (please specify)	Date
1	1-2 hours in a good facility	2/16/2016 11:25 AM
2	when I did use the pool I was there for around 2 hours	2/15/2016 9:20 PM
3	n/a	2/2/2016 4:30 PM
4	Have never swam there	1/26/2016 9:26 AM
5	0hrs	1/25/2016 8:24 PM
6	0 hrs	1/25/2016 8:16 PM
7	He stays 1 hour -2 hours	1/24/2016 8:43 AM
8	No time spent there	1/24/2016 8:14 AM
9	About 20 minutes was our longest swim	1/24/2016 12:25 AM
10	N/A	1/23/2016 10:01 PM
11	Pool is to cold... Dressing room is also to cold	1/21/2016 4:01 PM
12	Over 4 hours	1/21/2016 1:39 AM
13	Only attend for private parties	1/20/2016 12:04 PM
14	Usually for how long the event is on for. Down island is nice because its open all day	1/19/2016 8:04 PM

Q7 How many people (family members) come with you when you visit?

Answered: 521 Skipped: 95



Answer Choices	Responses
I come on my own	25.34% 132
1 other family member	16.89% 88
2 other family members	21.69% 113
3 other family members	15.55% 81
4 or more family members	14.78% 77
Other (please specify)	5.76% 30
Total	521

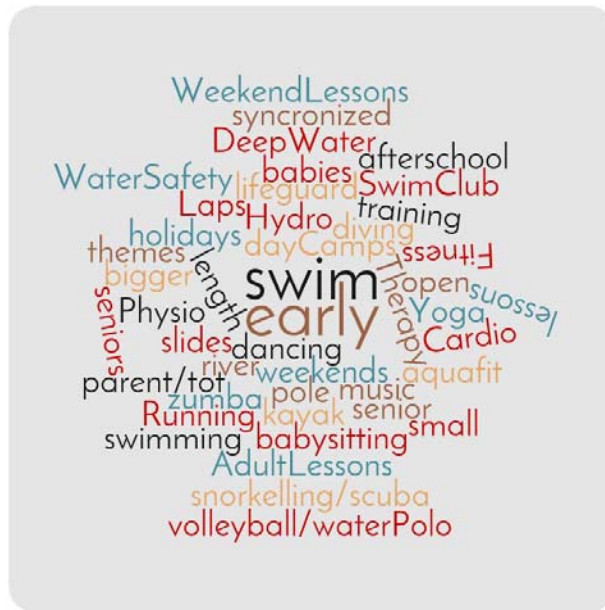
#	Other (please specify)	Date
1	I COME ON MY OWN AND WITH 3 OTHER FAMILY MEMBERS	2/24/2016 8:19 PM
2	2-3 family plus 1-2 friends	2/18/2016 8:16 PM
3	On my own for lengths, with 2 other family members for family swim	2/16/2016 12:24 PM
4	n/a	2/2/2016 4:30 PM
5	He goes with the group from Community Links	2/1/2016 11:22 PM
6	Not any	2/1/2016 5:53 PM
7	my daughter attends family swim -often bring her friends too	1/30/2016 12:56 PM
8	Whoever, mostly friends	1/26/2016 8:43 PM
9	usually for personal use	1/26/2016 9:30 AM
10	None	1/26/2016 9:26 AM
11	7	1/25/2016 8:30 PM

Pool/Recreation Centre Survey

12	0	1/25/2016 8:24 PM
13	0	1/25/2016 8:16 PM
14	I go with friends -- we carpool from Port McNeill	1/25/2016 5:41 PM
15	Just me if I went	1/24/2016 8:14 AM
16	Usually I bring my kids and their friends from Port Alice when we go swimming	1/23/2016 10:28 PM
17	I work at a school and an after- school program.	1/23/2016 10:12 PM
18	N/A	1/23/2016 10:01 PM
19	60 +students	1/22/2016 9:31 PM
20	It varies from 1- 4	1/21/2016 7:00 AM
21	Sometimes 1 other	1/21/2016 1:39 AM
22	My son goes to lessons	1/20/2016 9:54 PM
23	2-3 family and kids' friends	1/20/2016 9:48 PM
24	3 family members and often 1-2 kids' friends	1/20/2016 9:26 PM
25	30+ for birthday parties	1/20/2016 12:04 PM
26	75% of the time i come alone 25% i bring 2 family members	1/20/2016 3:31 AM
27	Different people and friends	1/19/2016 10:50 PM
28	5-7	1/19/2016 8:50 PM
29	Just the boys swim	1/19/2016 8:04 PM
30	I come on my own, or with other family (the survey will not allow me to check all that apply)	1/19/2016 7:16 PM

Q8 What programs would you like to see offered at the pool?

Answered: 442 Skipped: 174



Answer Choices	Responses	
weekend lessons	28.97%	157
water running	19.19%	104
parent and tot cardio	14.21%	77
Other (please specify)	37.60%	204
Total		542

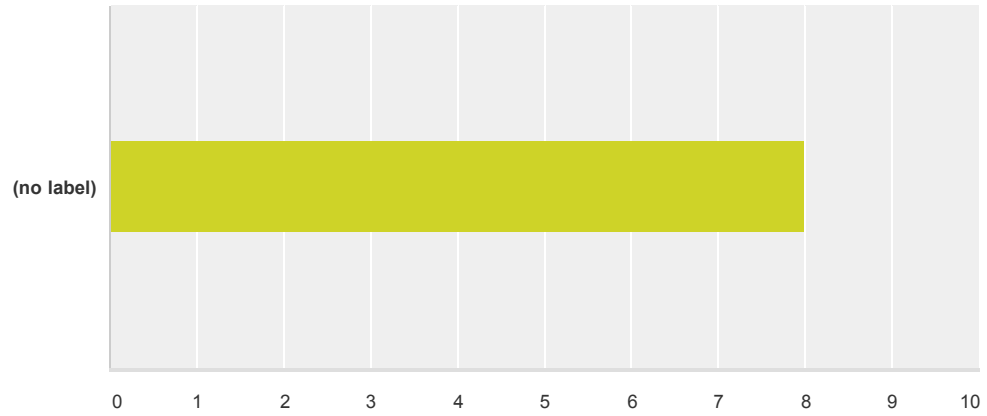
Other (please specify)	Amount
flexible swim lap times	16
gym fitness land	11
Physio	9
swim club	9
water yoga	8
aquafit on different days and times	8
snorkeling/scuba classes	7
bigger hot tub	7
aquafit	6
seniors fitness	6
early morning swim/exercise	6
themed swim	6
more times for lessons	6
small heated pool for kids	6

Pool/Recreation Centre Survey

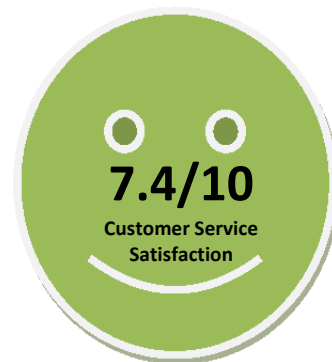
bigger sauna	6
synchronized swimming	5
water volleyball/water polo	5
kids programs (afterschool)	5
Deep water aquafit	4
adult swim lessons	4
more hours on the weekends	4
kayak, ocean and water safety	4
adult swim team	4
Hydro Therapy	3
early swim length	3
pole dancing	3
summer day camps	3
diving lessons	3
lifeguard training	3
lessons for toddlers and babies	3
any fitness classes	2
senior swim	2
more family swim	2
higher level lessons	2
open on holidays	2
slides	2
more open swim daily	2
adult swim only time	2
access to water fitness accessories	2
youth aquafit	1
grandparents and kids swim	1
indoor walking	1
surf machine	1
hospital use	1
full pool lengths	1
consistent programs	1
stairs into pool	1
massage chairs	1
music	1
tube river	1
Zumba	1
child minding	1

Q9 How would you rate your overall customer service experience? Please assign a rating of 1-10 where 1=Unacceptable and 10= Outstanding

Answered: 499 Skipped: 117

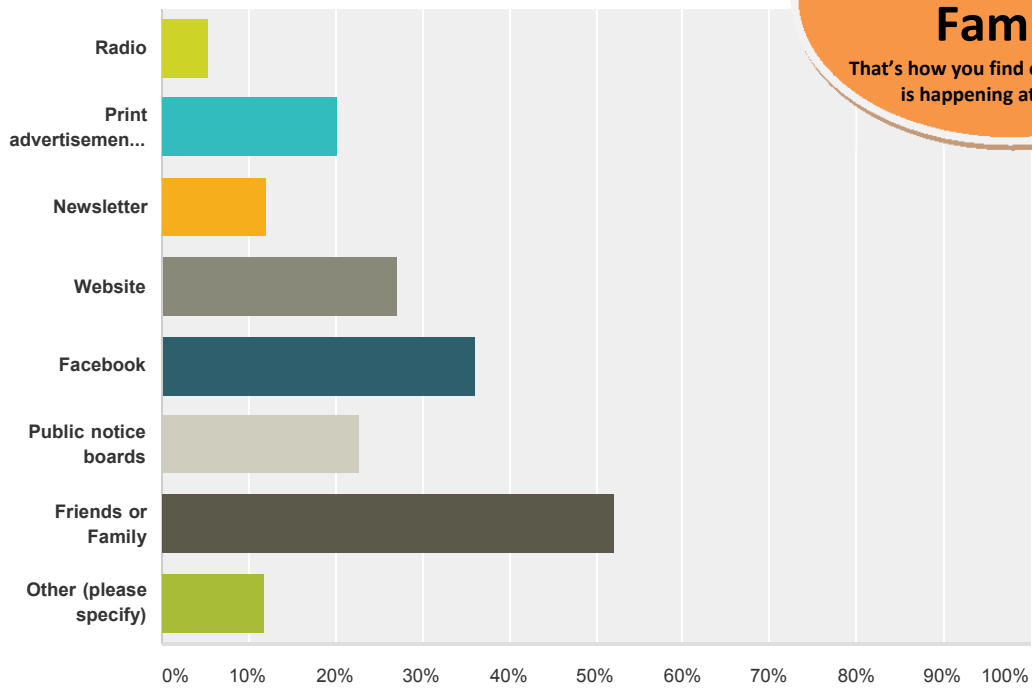


	1	2	3	4	5	6	7	8	9	10	Total	Weighted Average
(no label)	1.20% 6	1.60% 8	2.81% 14	3.21% 16	8.82% 44	13.43% 67	13.63% 68	22.04% 110	13.23% 66	20.04% 100	499	7.41



Q10 Where do you find out about events/programs at the pool?

Answered: 518 Skipped: 98



Answer Choices	Responses
Radio	5.41% 28
Print advertisement/Newspaper	20.27% 105
Newsletter	12.16% 63
Website	27.22% 141
Facebook	36.10% 187
Public notice boards	22.78% 118
Friends or Family	52.12% 270
Other (please specify)	11.97% 62
Total Respondents: 518	

#	Other (please specify)	Date
1	AT THE POOL	2/26/2016 8:38 AM
2	schedule	2/26/2016 8:22 AM
3	GO TO POOL AND PICK A SCHEDULE	2/23/2016 5:13 PM
4	go to pool to get program	2/17/2016 3:38 PM
5	BF (emoji heart)	2/17/2016 2:03 PM
6	Flyer at the pool	2/16/2016 8:59 PM

Pool/Recreation Centre Survey

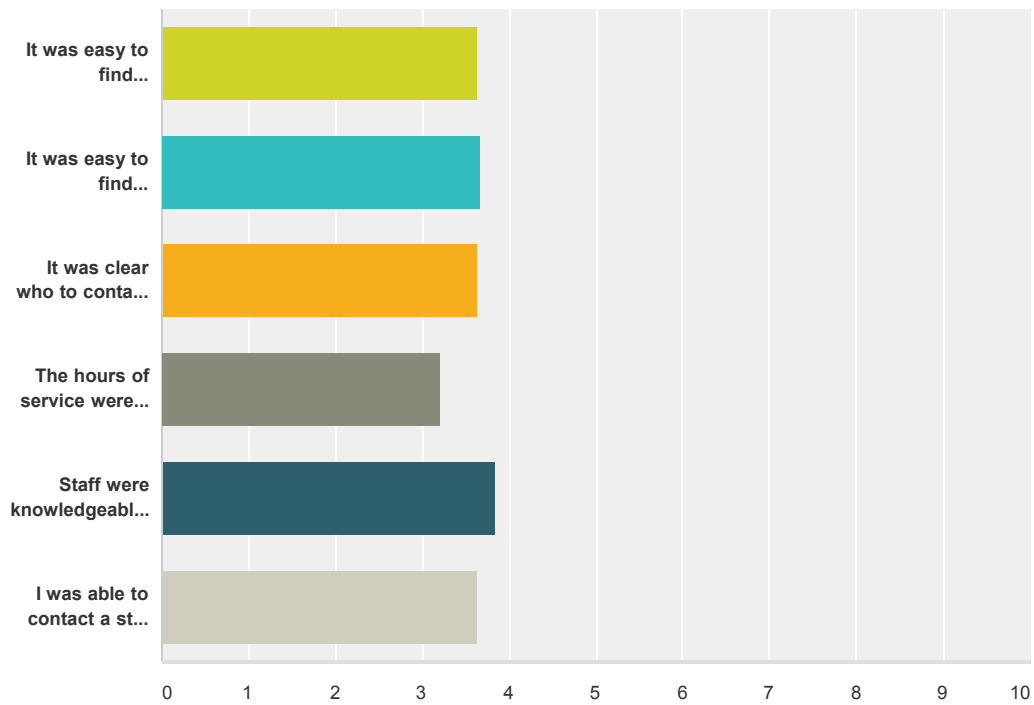
7	the door or printed schedule	2/16/2016 2:49 PM
8	bulletin board outside district office	2/16/2016 2:43 PM
9	at the pool	2/16/2016 11:26 AM
10	phone and listen to the times available	2/15/2016 9:28 PM
11	Schedule provided at pool	2/15/2016 10:26 AM
12	When I'm at the arena for hockey	2/15/2016 9:37 AM
13	NOT GREAT AT WEB SITE PAPER POOL SCHEDULE AT THE REC CENTER FRONT DESK	2/11/2016 3:49 PM
14	PORT HARDY RECREATION (FACEBOOK), WORD OF MOUTH, LIFEGUARDS, FELLOW POOL USERS	2/11/2016 3:09 PM
15	WORD OF MOUTH, LIFEGUARDS, FELLOW POOL USERS	2/11/2016 2:47 PM
16	phone call from rec staff	2/10/2016 12:20 AM
17	Call the pool directly	2/9/2016 3:57 PM
18	the pool itself	2/2/2016 9:51 AM
19	sign on the property	2/2/2016 8:44 AM
20	Usually sign outside the pool	2/1/2016 9:49 PM
21	pool	2/1/2016 3:58 PM
22	Front desk	2/1/2016 1:56 PM
23	Mostly the website	2/1/2016 11:17 AM
24	POOL STAFF	1/29/2016 3:56 PM
25	I don't get information about events at the pool.	1/28/2016 3:05 PM
26	telephone	1/27/2016 1:45 PM
27	Arena	1/26/2016 11:44 PM
28	At the pool	1/26/2016 8:45 PM
29	School	1/26/2016 9:10 AM
30	From the pool schedule	1/26/2016 9:06 AM
31	phone call	1/26/2016 2:25 AM
32	Front desk at pool	1/26/2016 1:54 AM
33	At rec centre counter	1/25/2016 9:52 PM
34	I go get a paper print out from pool desk	1/25/2016 8:14 PM
35	on site	1/25/2016 5:26 PM
36	Brochures at desk	1/25/2016 10:30 AM
37	my family has a pamphlet with the schedule in our home	1/24/2016 10:29 PM
38	school	1/24/2016 12:36 PM
39	Pat Corbett's fb page	1/24/2016 11:08 AM
40	District pamphlet which is included with the utility bills.	1/24/2016 9:29 AM
41	at the pool	1/22/2016 8:00 AM
42	We go in and ask	1/21/2016 10:11 PM
43	Pool staff	1/21/2016 12:20 PM
44	Schedule	1/21/2016 7:09 AM
45	The rec centre desk	1/21/2016 3:56 AM
46	On the glass wall as I'm going into the arena to play Hockey	1/21/2016 12:31 AM
47	Staff and schedules handed out at the pool	1/20/2016 9:53 PM

Pool/Recreation Centre Survey

48	at the rec centre	1/20/2016 9:48 PM
49	Pool schedule from the pool	1/20/2016 9:34 PM
50	Flyer at the rec centre	1/20/2016 12:06 PM
51	Pool schedule handout	1/20/2016 7:04 AM
52	Pool schedule	1/19/2016 9:26 PM
53	At the pool website is not reliable and Facebook post are also not 100% accurate	1/19/2016 8:23 PM
54	Picked up the flyer	1/19/2016 8:02 PM
55	Never hear about it	1/19/2016 7:41 PM
56	School	1/19/2016 6:50 PM
57	Pick up schedule at the pool	1/19/2016 6:36 PM
58	at the pool	1/19/2016 6:27 PM
59	Phone	1/19/2016 6:11 PM
60	Go to the pool	1/19/2016 5:09 PM
61	At the pool	1/19/2016 4:57 PM
62	Elementary school	1/19/2016 2:49 PM

Q11 Please indicate how much you agree with the following statements:

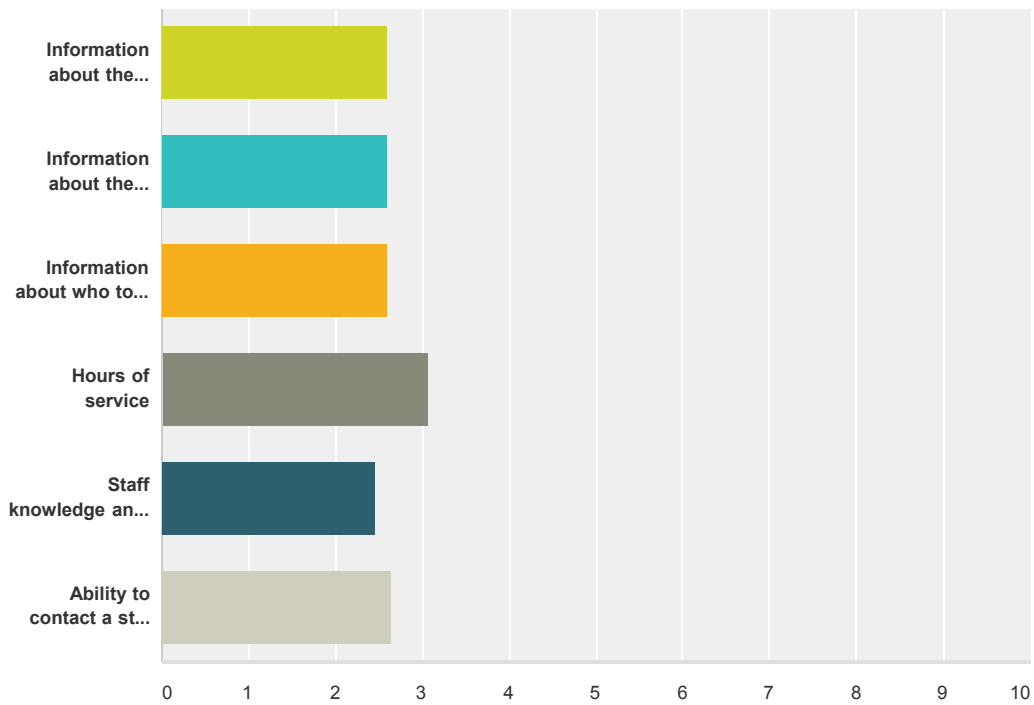
Answered: 524 Skipped: 92



	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	N/A	Total	Weighted Average
It was easy to find information about the programs	2.88% 15	15.19% 79	12.88% 67	51.15% 266	15.58% 81	2.31% 12	520	3.63
It was easy to find information about the facilities	2.51% 13	13.73% 71	12.57% 65	53.38% 276	15.28% 79	2.51% 13	517	3.67
It was clear who to contact to get information/register in a program/book a facility	3.90% 20	11.31% 58	16.18% 83	44.44% 228	17.15% 88	7.02% 36	513	3.64
The hours of service were convenient	8.93% 46	20.78% 107	20.58% 106	36.12% 186	11.46% 59	2.14% 11	515	3.21
Staff were knowledgeable and able to answer questions	2.73% 14	7.99% 41	15.98% 82	42.11% 215	25.73% 132	5.46% 28	513	3.85
I was able to contact a staff person without difficulty	3.50% 18	13.98% 72	15.53% 80	38.25% 197	20.78% 107	7.96% 41	515	3.64

Q12 Please indicate your level of satisfaction:

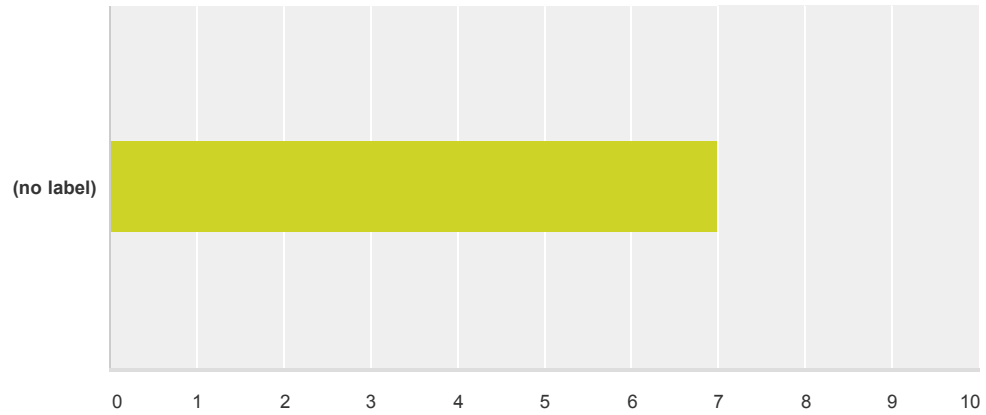
Answered: 510 Skipped: 106



	Extremely Satisfied	Moderately Satisfied	Slightly Satisfied	Neither Satisfied Nor Dissatisfied	Slightly Dissatisfied	Moderately Dissatisfied	Extremely Dissatisfied	N/A	Total	Weighted Average
Information about the programs	17.49% 89	37.13% 189	17.88% 91	15.52% 79	5.11% 26	2.36% 12	0.79% 4	3.73% 19	509	2.62
Information about the facilities	19.09% 97	35.43% 180	17.72% 90	14.57% 74	6.69% 34	2.36% 12	1.38% 7	2.76% 14	508	2.66
Information about who to contact	19.88% 100	32.41% 163	17.89% 90	15.51% 78	5.96% 30	2.19% 11	0.99% 5	5.17% 26	503	2.64
Hours of service	14.40% 73	31.36% 159	20.12% 102	10.65% 54	13.21% 67	5.92% 30	2.76% 14	1.58% 8	507	3.06
Staff knowledge and ability to answer questions	23.86% 120	37.18% 187	16.10% 81	12.92% 65	4.77% 24	1.39% 7	1.39% 7	2.39% 12	503	2.46
Ability to contact a staff person without difficulty	20.51% 104	33.33% 169	18.34% 93	11.44% 58	7.10% 36	3.16% 16	1.58% 8	4.54% 23	507	2.65

Q13 How would you rate this facility overall? Please assign a rating of 1-10 where 1=Unacceptable and 10= Outstanding

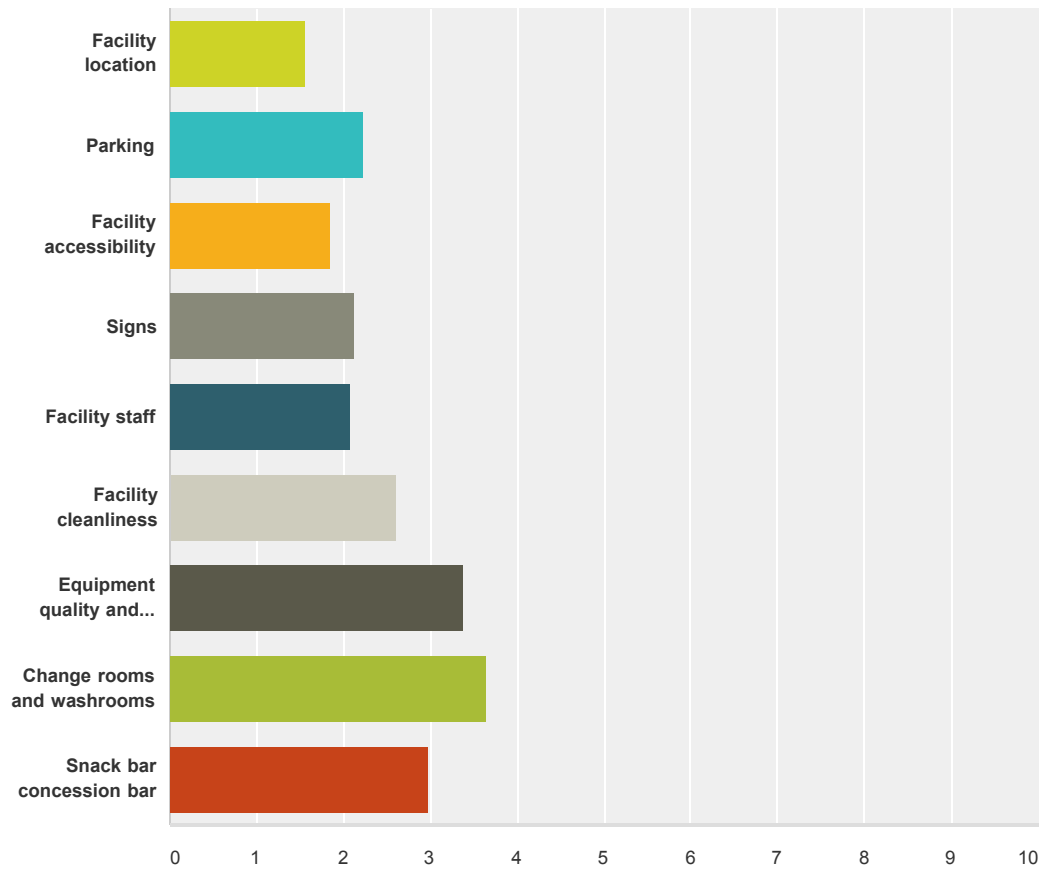
Answered: 502 Skipped: 114



	1	2	3	4	5	6	7	8	9	10	Total	Weighted Average
(no label)	1.20% 6	2.59% 13	7.77% 39	10.56% 53	14.14% 71	19.12% 96	15.94% 80	17.13% 86	7.57% 38	3.98% 20	502	6.14



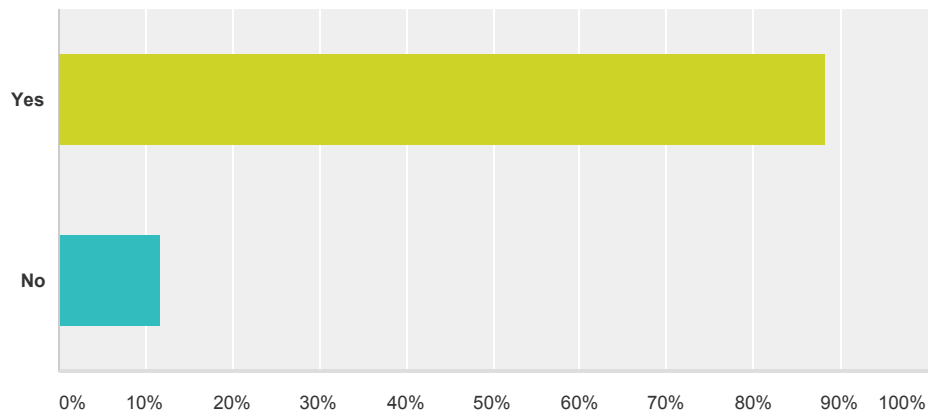
Q14 Please indicate your level of satisfaction with the following facility-related elements: Answered: 521 Skipped: 95



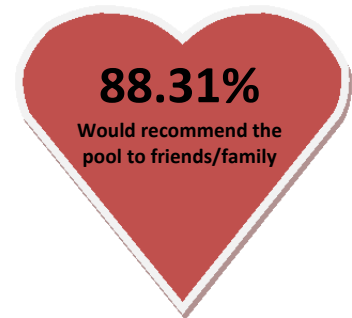
	Extremely Satisfied	Moderately Satisfied	Slightly Satisfied	Neither Satisfied Nor Dissatisfied	Slightly Dissatisfied	Moderately Dissatisfied	Extremely Dissatisfied	N/A	Total	Weighted Average
Facility location	61.58% 319	28.19% 146	3.67% 19	4.25% 22	0.58% 3	0.39% 2	0.58% 3	0.77% 4	518	1.56
Parking	35.99% 185	35.02% 180	13.42% 69	3.31% 17	7.00% 36	2.92% 15	1.36% 7	0.97% 5	514	2.24
Facility accessibility	47.18% 243	33.98% 175	8.93% 46	5.63% 29	2.14% 11	0.39% 2	0.97% 5	0.78% 4	515	1.86
Signs	35.49% 181	36.27% 185	13.14% 67	9.80% 50	2.16% 11	0.98% 5	0.98% 5	1.18% 6	510	2.13
Facility staff	37.96% 194	36.01% 184	12.33% 63	7.24% 37	3.33% 17	0.98% 5	1.17% 6	0.98% 5	511	2.09
Facility cleanliness	20.23% 104	41.25% 212	17.32% 89	6.42% 33	7.98% 41	3.11% 16	3.11% 16	0.58% 3	514	2.62
Equipment quality and maintenance	9.50% 49	27.91% 144	24.03% 124	10.66% 55	12.98% 67	6.20% 32	7.17% 37	1.55% 8	516	3.38
Change rooms and washrooms	7.17% 37	23.84% 123	23.26% 120	9.30% 48	17.25% 89	9.50% 49	7.75% 40	1.94% 10	516	3.66
Snack bar concession bar	12.87% 66	26.51% 136	15.98% 82	18.71% 96	6.82% 35	1.95% 10	3.12% 16	14.04% 72	513	2.98

Q15 Would you recommend this facility to friends/family?

Answered: 522 Skipped: 94

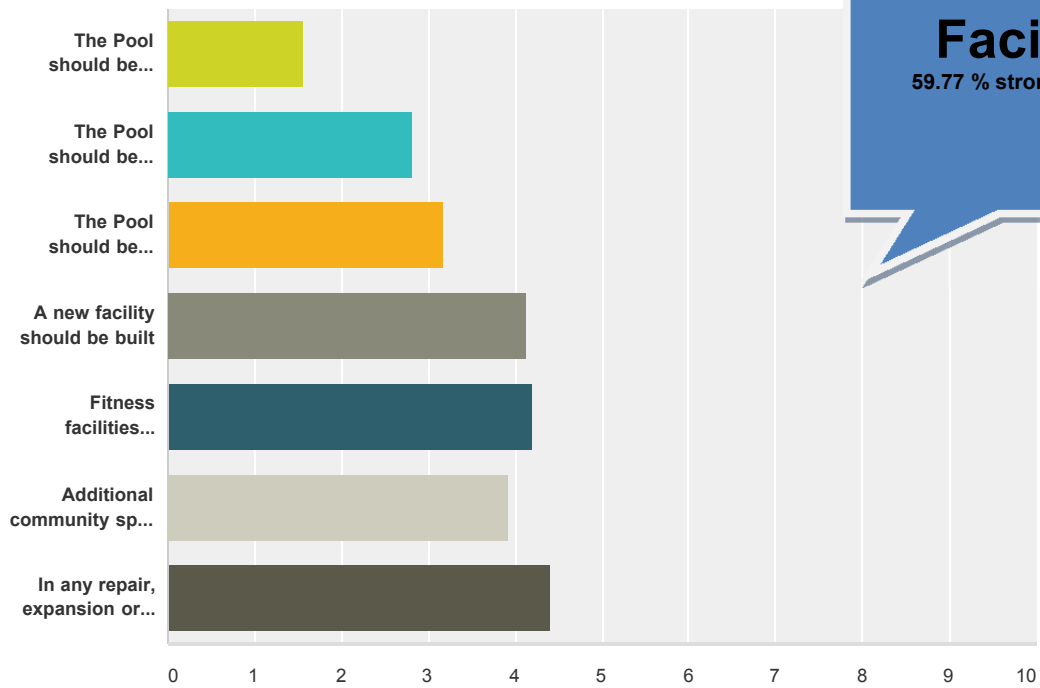


Answer Choices	Responses	
Yes	88.31%	461
No	11.69%	61
Total		522



Q16 Please indicate how strongly you agree with the following statements:

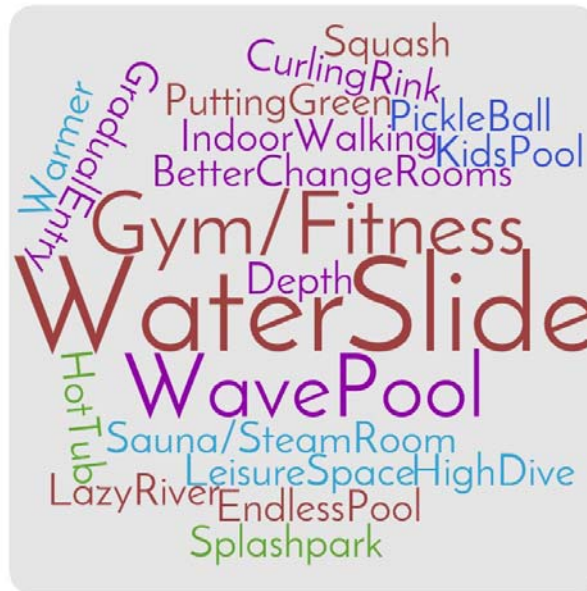
Answered: 525 Skipped: 91



Build a New Facility
59.77 % strongly agree

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	N/A	Total	Weighted Average
The Pool should be closed	66.27% 330	16.47% 82	10.44% 52	4.42% 22	1.20% 6	1.20% 6	498	1.56
The Pool should be repaired	25.00% 122	20.29% 99	16.80% 82	16.19% 79	18.44% 90	3.28% 16	488	2.82
The Pool should be expanded	17.18% 84	16.97% 83	18.20% 89	21.47% 105	23.52% 115	2.66% 13	489	3.18
A new facility should be built	7.74% 40	5.22% 27	12.96% 67	13.73% 71	59.77% 309	0.58% 3	517	4.13
Fitness facilities should be considered in an expansion or new facility	6.58% 34	4.64% 24	8.51% 44	21.86% 113	56.48% 292	1.93% 10	517	4.19
Additional community space should be considered in an expansion or new facility	6.80% 35	6.99% 36	17.67% 91	22.91% 118	43.88% 226	1.75% 9	515	3.92
In any repair, expansion or new construction energy efficiency is important	5.43% 28	1.74% 9	5.04% 26	21.32% 110	65.31% 337	1.16% 6	516	4.41

**Q17 If the facility is expanded or a new facility is considered, what other items would you like Council to consider?
Example- wave pool, squash court**



Answered: 408 Skipped: 208

#	Responses	Date
1	THE RINK AND POOL ARE ENOUGH FOR ME. THERE ALREADY IS A PRIVATE GYM, I THINK THAT'S ENOUGH AND A WALKING TRACK AT THE HIGH SCHOOL	2/26/2016 8:47 AM
2	WAVE POOL	2/26/2016 8:44 AM
3	LARGER POOL OR ANOTHER ONE FOR LAPS. LARGER HOT TUB SUITABLE FOR HYDRO-THERAPY	2/26/2016 8:39 AM
4	A GYM OVERLOOKING THE POOL, PRIVATE HOT TUBS/SAUNAS. A BIGGER HOT TUB WOULD BE NICE	2/26/2016 8:30 AM
5	a leisure pool that is warmer for children and seniors, for water therapy, eg: the pool in Gold River and Esquimalt	2/26/2016 8:23 AM
6	WAVE POOL WATER SLIDE	2/24/2016 8:47 PM
7	WAVE POOL AND EXERCISE ROOM	2/24/2016 8:42 PM
8	NO SQUASH COURT- WE HAD ONE AT STOREY'S BEACH !WAVE POOLS SHOULD ONLY BE IN SALT WATER- THAT'S A BAD IDEA	2/24/2016 8:30 PM
9	SHALLOW POOL FOR TODDLERS HOT TUB SAUNA	2/24/2016 8:24 PM
10	HOT TUB	2/24/2016 8:21 PM
11	TODDLER POOL LIKE CAMPBELL RIVER - MY IDEAL POOL IS LIKE CAMPBELL RIVER. NOT TOO FANCY BUT BASIC	2/24/2016 8:12 PM
12	SQUASH COURTS AND RACKET BALL	2/24/2016 7:49 PM
13	WAVE POOL WOULD BE GREAT! LET'S MAKE IT THE BEST ON ORTH ISLAND	2/24/2016 7:43 PM
14	FITNESS FACILITY AND CLASSES RENTAL ROOMS FOR GROUP ACTIVITIES AND MEETINGS TV/MEDIA ROOM WITH MONTHLY SHOWS CLIMBING WALL BADMINTON, VOLLEYBALL, TENNIS, BASKETBALL. LAZY RIVER/LEISURE POOL WITH BEACH ENTRANCE AND WAVES SUITABLE FOR KIDS, SENIORS, WHEELCHAIRS, LENGTHS. INDOOR TRACK	2/23/2016 5:15 PM
15	Bigger hot tub wheelchair access, bigger sauna, stream room, warm pool separate from length pool. Lazy river, shallow kids play area	2/19/2016 1:38 PM

Pool/Recreation Centre Survey

16	wave pool	2/19/2016 1:37 PM
17	wave pool and gradual entry for kids	2/19/2016 1:31 PM
18	A better hot tub @sauna also a gym area	2/19/2016 1:26 PM
19	Wave pool/warmer pool/ Lazy river (Checkout Nanaimo's Pool) & 25 meter pool for lengths Larger hot tub, steam room	2/19/2016 1:16 PM
20	Shallower pool or pool area for little kids. Warmer water as well and gradual entry. Look at the pools in Nanaimo they are fantastic	2/19/2016 1:15 PM
21	Lazy river Water slides Water sprayer Floating toys/ boats	2/18/2016 8:23 PM
22	a wave pool would be wonderful.	2/18/2016 7:11 PM
23	Various built in kid activities (big slide, etc.)	2/18/2016 1:11 PM
24	Fitness Centre - Indoor Walking/Running Track and weights. Fitness Classes	2/18/2016 9:44 AM
25	No wave pool - nothing fancy just build a basic affordable facility -pool, hot tub, sauna. Wave pools etc. just cause extra costs + much higher maintenance costs for which we will not receive grants.	2/17/2016 4:00 PM
26	wave pool, surf machine, high dive, waterslide x2, fish tanks in the reception area, baffles to reduce noise	2/17/2016 3:55 PM
27	wave pool, larger water slide that extends outside of the building x2, surf machine, high dive, fish tanks in the reception area, separate kiddie pool, in-pool water fountains to play in, lazy river, walk in hot tub, surf machine lessons, walk in pool, baffles in the roof so it's less noisy, individual change rooms in the women's change room with curtains, tv room for kids with Wiis	2/17/2016 3:48 PM
28	anything that would draw customers	2/17/2016 3:39 PM
29	wave pool	2/17/2016 3:09 PM
30	Toddler pool	2/17/2016 3:06 PM
31	wave pool, higher diving board, surf machine, bigger hot tub	2/17/2016 3:02 PM
32	fitness, gym, wave pool, upper deck for lifeguard, playroom for kids, kids pool	2/17/2016 2:56 PM
33	kiddie pool, gym, wave pool	2/17/2016 2:07 PM
34	wave pool would be awesome, fitness facility, more/better showers. Lockers (pay to use)	2/17/2016 2:04 PM
35	warm leisure pool for children and seniors, climbing wall, lazy river, water features, larger hot tub, steam room	2/17/2016 1:28 PM
36	Birthday rooms - i.e.. small rental spaces	2/17/2016 1:21 PM
37	Wave pool, fitness center, bigger hot tub, gym floor for basketball, volleyball etc.	2/16/2016 9:02 PM
38	fitness facility - free weights as well as nautilus machines	2/16/2016 2:50 PM
39	Larger sauna + hot tub kiddie pool squash court? I would do a survey on that one	2/16/2016 2:44 PM
40	Wave pool, larger sauna + hot tub, kiddie pool and round a bout	2/16/2016 2:36 PM
41	fitness area	2/16/2016 12:28 PM
42	hot tub for adults, shallow pool for babies	2/16/2016 12:25 PM
43	leisure pool (for children and seniors), steam room, *separate viewing area for parents and public*, wave pool, water features e.g.. lazy river, waterfalls, bubble pool, coin op lockers in change rooms	2/16/2016 11:55 AM
44	I think if we have a new facility built having a gym, wave pool, basketball court would be great	2/16/2016 11:47 AM
45	wave pool, closed off warm area, TVs for upcoming events	2/16/2016 11:38 AM
46	1. Steam room 2. fitness facility - female proportioned resistance equipment (weights) 3. Arts room - smaller i.e., 20x20...20x40, kiln, blow-dryer plugs: change room 4. indoor walking track (2nd floor)	2/16/2016 11:29 AM
47	use the ice arena to heat pool facility	2/15/2016 11:58 PM
48	Toddler area and a graduated entrance for wheel chairs . we do have an aging population and would be enjoyed by hospital residents in long term care.	2/15/2016 9:30 PM
49	climbing wall ... please!	2/15/2016 5:30 PM
50	Heated water in the pool Gradual slope into pool Weight room	2/15/2016 4:39 PM

Pool/Recreation Centre Survey

51	wants and dreams have dollar costs Port Hardy taxpayers can ill afford for a few that use the pool	2/15/2016 12:42 PM
52	It would be nice to have these amenities but I don't think we have the population to support the expense.	2/15/2016 10:28 AM
53	Squash courts, gym, community classes, kid pool	2/15/2016 9:47 AM
54	wave pool, pool that gets gradually deeper like the one at the Comox Valley Aquatic Centre	2/15/2016 9:38 AM
55	lazy river, wave pool, 1 big waterslide, huge diving board, warm baby pool, water attraction, pirate ship	2/15/2016 9:30 AM
56	Fitness centre	2/15/2016 9:25 AM
57	Wave pool, kiddie pool	2/15/2016 9:22 AM
58	Exercise rooms	2/15/2016 8:57 AM
59	I would like to see both of the examples and a weight/exercise room.	2/15/2016 8:53 AM
60	bigger hot tub and sauna	2/15/2016 8:48 AM
61	more programs for kids, swim club	2/15/2016 8:36 AM
62	pool size is good, but the deck around the pool needs to be enlarged due to unsafe space while the children are waiting to get into the pool for lessons. Exercise bikes and other gym equipment would be a plus--although may take a business away from someone In town I would not vote for a squash court, but instead vote for an overall court where it would have multipurpose----maybe equipment for floor hockey, volleyball, lacrosse--etc.,	2/14/2016 10:11 AM
63	Children's programs, wave pool, teen programs, swim club	2/12/2016 10:31 AM
64	Wave pool, more kids area	2/12/2016 10:22 AM
65	An indoor running track should be installed as it would provide a safe dry place for people to exercise during foul weather, This would be good for seniors as it would also provide a gathering place. A steam sauna would be nice. :)	2/12/2016 10:14 AM
66	teen programs, wave pool, seniors programs	2/12/2016 10:08 AM
67	Fitness centre, wave pool, shallow end for tots	2/12/2016 9:59 AM
68	Wave pool for kids, space for seniors centre to be available to Port Hardy seniors, drylands exercises	2/12/2016 9:51 AM
69	LENGTH POOL KIDDIE POOL HOT TUBS SAUNA AND STEAM ROOM	2/11/2016 3:49 PM
70	WAVE POOL OR LAZY RIVER BETTER DECK AREA FOR BIRTHDAYS SMALL WARM SECTION FOR BABIES COPY GOLD RIVER'S ITS THE BEST!! USE THE SPACE WHERE THE OLD POOL IS FOR ANOTHER ACTIVITY SUCH AS SKATE PARK/BIKE PARK FOR KIDS THAT'S INDOORS OR A VOLLEYBALL / BASKETBALL COURT	2/11/2016 3:28 PM
71	TUBE RIVER BIGGER HOT TUB BIG WATER SLIDE HIGH DIVING BOARD SPLASH COURTS WAVE POOL	2/11/2016 3:22 PM
72	WAVE POOL	2/11/2016 3:17 PM
73	running/walking track	2/11/2016 3:14 PM
74	WAVE POOL	2/11/2016 3:05 PM
75	TOTS POOL LARGER HOT TUB EXIT AND ENTRANCE STAIRS BOTH SIDES OF POOL	2/11/2016 2:48 PM
76	A fitness gym	2/11/2016 9:52 AM
77	Wave pool! slides, roller skating rink	2/10/2016 2:24 PM
78	A proper sized pool to host swim competitions if Port Hardy were to ever get a swim club in place. Also decent sized family change rooms with private washrooms and showers available.	2/10/2016 10:08 AM
79	I think a wave pool and a wading pool for tots would be added bonuses. A higher diving board would also be a good idea.	2/10/2016 7:07 AM
80	lazy river.	2/10/2016 12:21 AM
81	The town is still too small to pay for high end expanded facility. We need a good pool like we have now but new and that will last.	2/9/2016 3:59 PM
82	NOT SURE	2/8/2016 5:49 PM
83	WAVE POOL WOULD BE AWESOME SO THAT THE POOL STAYS OPEN ALL YEAR ROUND. GOOD FOR TOURISTS AND LOCALS. PERHAPS YOU COULD ADD A MUSEUM WITH FISH AND STARFISH FROM OUR BAY, YOU CAN US UKLULET ABOUT A GOVERNMENT GRANT FOR A SUSTAINABLE MUSEUM	2/8/2016 5:42 PM
84	WAVE POOL WOULD BE GREAT FOR ME AND A SQUASH COURT WOULD BE GREAT FOR OTHERS	2/8/2016 5:32 PM

Pool/Recreation Centre Survey

85	NO FITNESS- WOULD IMPACT ON THE GYM	2/8/2016 5:29 PM
86	POOL NEEDS A TWIRLY SLIDE	2/8/2016 5:26 PM
87	WAVE POOL STEAM ROOM	2/8/2016 5:23 PM
88	GYM	2/8/2016 5:19 PM
89	KIDDIE POOL AND LENGTH POOL	2/8/2016 5:16 PM
90	WAVE POOL, WARMER WATER TEMPERATURES, MORE SHOWERS IN FAMILY CHANGING ROOM . MORE STALLS FOR CHANGING IN BOTH GIRLS AND BOYS CHANGING ROOM	2/8/2016 5:10 PM
91	WAVE POOL, WARMER WATER TEMPERATURES, EXERCISE AREA, ROCK WALL. BETTER HOT TUB	2/8/2016 5:06 PM
92	What they call a lazy river where there is a current that can be walked or swam against.	2/6/2016 3:12 PM
93	Bringing the Curling rink into the same area so as to cut costs eg. one ice machine for both ice surfaces, junior curling program in town, alternate heating supply for the pool and possibly the municipal office and Civic center, inside walking space around perimeter of ice surface, possible squash court to double as a volleyball court.	2/5/2016 2:35 PM
94	better security/family viewing areas between pool and arena warm room with seating outside of warm room change rooms with token operated lockers and privacy shower and stalls. water slides , wave pool, kids pool and water playground high diving board 2 hot tubs one for families and one for adults only	2/4/2016 3:46 PM
95	Squash court, gym equipment	2/4/2016 3:08 PM
96	WAVE POOL - WE DON'T HAVE THE #S TO OFF SET THE COST OF THIS SQUASH COURTS- WE HAVE THEM OUT AT THE BEACH	2/4/2016 12:12 PM
97	surf rider for teens. not a lot of room required. supervision will be needed	2/4/2016 12:04 PM
98	a fitness room without equipment, with mirrors on the walls that could be used for dance classes, yoga classes, etc. the floor should be wood or laminate (non sticky for dance classes)	2/3/2016 7:02 PM
99	indoor courts for pickle ball	2/3/2016 2:23 PM
100	Use of energy efficient sources ex. solar panels, underground heating?	2/3/2016 12:02 PM
101	Wave pool would be an added attraction for young adults and kids. Birthday room for parties. Weight room or other exercise facility. Squash court, anything that adds to the versatility and attract more patrons. Spa!!! A hot tub designed for therapy, many people use the pool for therapeutic purposes. Impossible with present hot tub to ease arm or shoulder pain.	2/3/2016 10:58 AM
102	Gymnasium with group fitness room	2/3/2016 12:12 AM
103	A wave pool would be awesome! kid pool, water slides & a nice warm pool!	2/2/2016 10:41 PM
104	Just a basic pool would suffice	2/2/2016 10:41 PM
105	In my opinion any kind of activity that kids and adults can partake in. Right now the town of Port Hardy is lacking so many extra activities that people just result in crime, vandalism, loitering, drugs and alcohol. A wave pool with a potential water slide would be a great addition. Squash court and even something like a fitness center. Anything that will make things fun for kids/teens and adults that gets them out of the rut that port hardy is currently in.	2/2/2016 4:37 PM
106	Toddler pool ?? Bigger hot tub	2/2/2016 4:19 PM
107	wave pool	2/2/2016 4:14 PM
108	wave pool. long slide. weight room. indoor court.	2/2/2016 11:24 AM
109	Wave pool, bigger hot tubs friendly lifeguards	2/2/2016 11:05 AM
110	You should model the new pool similar to the pool in qualicum, it has something for all ages	2/2/2016 10:10 AM
111	racquet court, fitness room with exercise equipment	2/2/2016 9:54 AM
112	This facility is a key element for community development as well as tourism. Any additional features only add to the appeal of this facility for both residents and tourists.	2/2/2016 8:45 AM
113	Wave pool would be an excellent consideration ??	2/2/2016 7:33 AM
114	Wave pool, gradual entry, overhead sprinklers for children, equipment - balls, noodles, floatation mats, racquetball court, fitness area, larger hot tub (that doesn't have cold water running into it from a garden hose and a place to host birthday parties.	2/1/2016 11:29 PM
115	No new items	2/1/2016 9:20 PM

Pool/Recreation Centre Survey

116	squash, disc golf course, lazy river. slide	2/1/2016 7:35 PM
117	Wave pool, currant pool water slide bigger hot tub, bigger family change room, lockers with keys that we have to pay for	2/1/2016 6:05 PM
118	Fitness Centre (Weight Room, Fitness Classes, etc.), daycare services (whether it's during classes for adults or in general), kids activities (gymnastics, dance, indoor soccer, activity clubs), wave pool, water slides, and length swim pool	2/1/2016 6:03 PM
119	PROPER WATER SLIDES WAVE POOL A LOT MORE ACTIVITIES TO OFFER FOR ADULTS AND KIDS	2/1/2016 5:54 PM
120	Wave pool	2/1/2016 5:52 PM
121	Wave pool, kiddie pool, weight room, bigger diving boards	2/1/2016 5:19 PM
122	Wave pool, bigger slides, little baby area	2/1/2016 4:59 PM
123	Wave pool fitness center	2/1/2016 4:52 PM
124	Baby/tot section	2/1/2016 4:39 PM
125	racquet ball, weight room, volleyball, badminton	2/1/2016 4:04 PM
126	Racquet ball court	2/1/2016 4:00 PM
127	Wave pool, bigger hot tub (or whirlpool), Better sauna, warmer showers	2/1/2016 3:35 PM
128	I think facilities that we don't already have in Port Hardy should be considered over facilities that already exist. Port Hardy isn't big enough to have competition between similar businesses.	2/1/2016 2:55 PM
129	If a new pool is being built, and the old pool is being building is usable, it could be used for indoor events, or a fitness center. How many opinions did Council seek on the condition of their assets? How is Council planning to pay for this? Will there be grants, or corporate funding or Is there going to be a user agreement with the three local First Nations bands that use the facilities put in place? I pay taxes and a user fee and they don't. If Council doesn't want to find a way to help relieve the burden off our declining tax base then don't do it. Bulldoze it.	2/1/2016 1:56 PM
130	Very shallow kids section/area, wave pool, water slides, larger sauna, steam room	2/1/2016 11:19 AM
131	I would like to see a kid pool, along with a bigger family change room. and the possibility of a waterslide	2/1/2016 10:06 AM
132	Wave-pool, better viewing areas, expanded food facilities.	1/31/2016 9:43 PM
133	shallow/kiddie pool, weight room/fitness center, larger hot tub, waterslide, and viewing area	1/31/2016 7:31 PM
134	Concerned about expense if expanding - want to ensure at least pool survives	1/30/2016 7:04 PM
135	Wave pool.	1/30/2016 6:21 PM
136	Fitness room, sauna, hot tub...	1/30/2016 1:02 PM
137	It is difficult for some people to use the pool because of the stairs. I have seen people who use walkers struggle to get in. I also work with special needs student and need to use the lift which can be a scary process for safety reasons. A ramp with a gradual slope where a bed unit could roll my student into the water would enable us an easier/safer access. The pool also needs a separate quieter special needs change room with lift (dreams). The busy shower curtained corner change table does not leave much room for two attendants, wheelchair and manual lift while preschool children try to push past or scuttle under lift to get by.	1/30/2016 10:50 AM
138	Wave pool Space for activities and groups Squash court /racquet ball Climbing wall	1/30/2016 9:36 AM
139	A GYM WOULD BE AWESOME TO GO WORK OUT AND THEN DO SOME LENGTHS AFTER. WATERSLIDES WOULD BE A FUN ADDITION	1/29/2016 4:06 PM
140	LARGER HOT TUB	1/29/2016 3:57 PM
141	A wave pool, a baby pool, fitness centre, indoor play area for babes/children	1/29/2016 1:06 PM
142	Slide	1/29/2016 7:17 AM
143	Wave pool and slides. Port hardy is the hub for many communities	1/29/2016 5:43 AM
144	wave pool, toddler area, bigger hot tub	1/28/2016 10:30 PM
145	child minding	1/28/2016 3:07 PM
146	Yoga	1/27/2016 11:16 PM
147	Wave pool large slide	1/27/2016 10:52 PM

Pool/Recreation Centre Survey

148	Sauna, hot-tub, squash and exercise room.	1/27/2016 6:24 PM
149	HOT TUB SAUNA EXERCISE ROOM	1/27/2016 3:56 PM
150	Weight Room	1/27/2016 3:51 PM
151	wave pool	1/27/2016 1:46 PM
152	Squash court, kids pool, studio and fitness center	1/27/2016 1:37 PM
153	a nice size water slide would be awesome	1/27/2016 6:41 AM
154	River run, area for tots, childcare on site with fitness facility. Discounts for students/seniors and heart and stroke programs.	1/27/2016 12:03 AM
155	Wave pool. Badminton court.	1/26/2016 11:45 PM
156	Putting green tennis court	1/26/2016 10:33 PM
157	Bigger hot tub	1/26/2016 8:47 PM
158	Squash Court	1/26/2016 2:35 PM
159	squash court, a fancier conference room or theatre for groups up to 200	1/26/2016 11:03 AM
160	port hardy has so many existing building empty because out of town owners charge rent which is unaffordable for small clubs to run classes, the economy in town is low for small clubs to exist. without some who wants to offer a service for locals to be active and not have to pay high fees this town needs to make a place affordable for all town members to join activities and work with local members willing to offer these services. An active, healthy community should be a strong option for all members with different needs.	1/26/2016 9:44 AM
161	Yoga space, more natural surroundings	1/26/2016 9:28 AM
162	Kiddie pool, wave pool, a shape other than a perfect rectangle. Updated change rooms with more stalls. A deep/length pool and a family orientated pool that slopes from very shallow to moderately deep (like Nanaimo's pool).	1/26/2016 9:14 AM
163	Bigger hot tub that works properly and warmer pool	1/26/2016 9:09 AM
164	A kids / baby pool PLEASE! Spinning class/ workout space	1/26/2016 6:26 AM
165	squash or racquet courts	1/26/2016 6:26 AM
166	Better slide, couple diving boards. Happy life guards. One young girl is not kid friendly.	1/26/2016 2:28 AM
167	Water slides, wave pool, modern and bright, more class options, community use rooms,	1/26/2016 2:01 AM
168	Lazy river, toddler pool, slide	1/25/2016 10:12 PM
169	Waterslide wave pool	1/25/2016 9:59 PM
170	Racquetball, spin class, senior fitness, equipment rental, indoor track, rock wall	1/25/2016 9:55 PM
171	Wave pool Climbing wall Bigger water slides Science lessons	1/25/2016 8:47 PM
172	Wave pool Longer Waterslide Climbing wall	1/25/2016 8:40 PM
173	Wave pool/ slide/	1/25/2016 8:39 PM
174	Fitness facilities, water slide, yoga/dance studio (with classes)	1/25/2016 8:35 PM
175	Climbing wall	1/25/2016 8:30 PM
176	Gradual entry to pool Wave pool Squash/racquet ball Bigger water slides Hot tub Sauna Climbing wall	1/25/2016 8:17 PM
177	A shallow pool or spray park/activity area for little ones, multiple water slides. A climbing wall, indoor gym, indoor track with room enough to set up badminton or volleyball nets. If there is enough "gym" space then room to create drop-in leagues for various sports. Rooms to rent for parties or meetings. Larger change rooms or showering facilities would be helpful especially for families. Build a new facility but keep the existing building and create ways to use the space so the building isn't wasted. just fill the pool with cement and you have a large enough space for a great gym.	1/25/2016 7:59 PM
178	Wave pool, water slide, kiddie pool and heating in change rooms	1/25/2016 6:37 PM
179	kiddie wading pool and Solar heating - better heating more energy efficiency - be a leader!	1/25/2016 6:14 PM
180	Yes wave pool would be amazing	1/25/2016 5:43 PM
181	kiddie/wading pool, viewing areas, weigh/exercise room, waterslide	1/25/2016 5:34 PM
182	more fitness areas and a wave pool	1/25/2016 10:43 AM

Pool/Recreation Centre Survey

183	A shallow kids pool, warmer water, wave pool.	1/25/2016 7:21 AM
184	separate child pool, steam room	1/24/2016 11:26 PM
185	Water volleyball	1/24/2016 10:30 PM
186	Rock climbing wall	1/24/2016 10:23 PM
187	Climbing gym!	1/24/2016 10:17 PM
188	Squash court	1/24/2016 9:06 PM
189	Wave pool, children's play area in pool, fitness centre, youth program facilities	1/24/2016 8:39 PM
190	A wave pool would be awesome, but not necessary!	1/24/2016 8:30 PM
191	Wave pool...but if they consider a new building I stronger think we should make an indoor skate park with the old	1/24/2016 8:21 PM
192	Wave pool with kid park	1/24/2016 8:19 PM
193	Squash court	1/24/2016 7:17 PM
194	Fitness centre	1/24/2016 7:00 PM
195	Follow Duncan's example. You need a building that people would use and service the area community. You have a great opportunity to create and start something great with the port hardy hotel being renovated. Working together with the hotel Imagine having more room for bigger public events that you could not get before, or businesses looking for closer places for their instructional venture needs. How about community church programs? Duncan has an area for art shows. Imagine working with all the artisans and first nations and having art shows during tourist season. Why not us? What about having an area where people could learn new skills like self-defense or the many different dance programs that are out there. Irish, highland, and ballet as an example. It would also serve as the perfect centralized community muster location in an emergency. The new building would be completely earthquake compliant. Why not have a small restaurant where one can watch hockey games being played while enjoying a meal. It would help anchor acceptance of the facility in minds of the people.	1/24/2016 6:46 PM
196	Squash/racquetball courts, rock climbing wall(s)	1/24/2016 6:41 PM
197	Rock climbing wall	1/24/2016 6:39 PM
198	Wave pool, lazy river, water squirting equipment.	1/24/2016 5:50 PM
199	Separate pool foe small children and infants. Leaving a large colder pool for the older kids and adults to exercise.	1/24/2016 5:42 PM
200	Wave pool	1/24/2016 5:25 PM
201	Wave pool, lazy river, proper hot tub	1/24/2016 5:24 PM
202	Wave pool	1/24/2016 4:55 PM
203	Group work out rooms	1/24/2016 1:58 PM
204	something for handicap and wheel chair acessable	1/24/2016 12:39 PM
205	bigger water slide	1/24/2016 12:39 PM
206	Gym courts	1/24/2016 11:52 AM
207	Definitely no wave pool- they use up a lot of energy and when the hype about "a new wave pool on the north island" is over, it will be just seen as unnecessary and costly. I would very much like to see a squash court or a roller derby track, but the number of people that have knowledge of or actually play these sports on the north island are likely slim and I doubt residents would take time to learn. For an expansion, I believe that it would be more worthwhile investing in a nice gym and/or some sort of health facility (promoting healthy lifestyles, places to consult nutritionists, coaches, sports professionals, physical therapists, physical trainers... Maybe even a juice bar or a place to but health foods)	1/24/2016 11:32 AM
208	Weight room. Spinning class Possibly a squash or racquet court. Small wading pool. Sauna and hot tub more feasible than a wave pool. Easy access for growing senior population	1/24/2016 11:12 AM
209	Would love to see an area for tots, huge water slides and a lovely waiting/seating area. Hair dryers in the change rooms, more stalls for privacy. Better locked lockers	1/24/2016 10:49 AM
210	Wave pool. Total pool. More slides and diving board. Bigger hot tub	1/24/2016 10:28 AM
211	Separate saunas for men and women; squash court sounds good; a creative art space for community (like Powell River) where there's an artist gild - pottery making room with kiln and potter's wheel, a weavers room, woodworking room - offer classes, as well as membership for those wanting ongoing access to the space (or maybe that's a great idea for a different space)	1/24/2016 10:10 AM

Pool/Recreation Centre Survey

212	Fitness centre	1/24/2016 10:05 AM
213	Wave pool and kid friendly pool with their own little water slide and stuff. More water slide for the big pool.	1/24/2016 10:03 AM
214	Warmer water temperatures, steam room, cold bath, water slide, indoor tennis, smoothie and nutritional bar, gym	1/24/2016 9:49 AM
215	Baby/ toddler splash pool	1/24/2016 9:49 AM
216	wave pool, steam, sauna, kiddie pool, showers by the pool, slides,	1/24/2016 9:47 AM
217	Exercise room for the elderly, child minding so parents can enjoy the exercise benefits of the pool.	1/24/2016 9:32 AM
218	Wave pool, water slides	1/24/2016 9:25 AM
219	Wave pool	1/24/2016 9:20 AM
220	Weight room	1/24/2016 9:09 AM
221	Wave pool, kiddie pool, water slides -bigger/longer one or two, outside skate park upgrades, work out room	1/24/2016 8:47 AM
222	Kiddie pool/water park	1/24/2016 8:42 AM
223	A small child play pool/water park	1/24/2016 8:36 AM
224	Wave pool	1/24/2016 8:19 AM
225	bigger hot tub. wave pool. kids little pool or play area with shallower water	1/24/2016 8:04 AM
226	Yes wave pool! Keep slide and make a toddler pond!	1/24/2016 7:51 AM
227	Splash court for small kids would be great, And a wave pool would definitely make me want to take my family more often	1/24/2016 7:46 AM
228	Wave pools are so popular!! Kiddy wading pool maybe? Exercise equipment	1/24/2016 7:37 AM
229	Wave pool Gym. Steam sauna. Trampoline park Indoor play area like jumping Jimminys	1/24/2016 7:24 AM
230	Tots Pool!!	1/24/2016 7:16 AM
231	Bigger hot tub, steam room and new sauna	1/24/2016 6:19 AM
232	Wave pool/ bigger waterslide / splash pool for kids	1/24/2016 4:03 AM
233	Wave pool and slides for kids with limited options the pool and rink are the only things available	1/24/2016 3:53 AM
234	Squash court	1/24/2016 1:15 AM
235	A property heated pool with a shallow gradient would allow for a lot more use of the pool. Raven song pool in Qualicum is a great example of a small warm pool alongside a lap pool. Those way families of all ages can use the facilities rather than just teenagers or older people swimming laps.	1/24/2016 12:31 AM
236	Water slide, Wave Pool, Child Pool	1/24/2016 12:19 AM
237	Squash	1/23/2016 11:59 PM
238	indoor skate park	1/23/2016 11:29 PM
239	Wave pool, fitness facility, toddler pool,	1/23/2016 11:25 PM
240	Lazy river as the new one in Burnaby Fred Randall pool. great for kids and seniors	1/23/2016 11:20 PM
241	Smaller kid options. Graduated depths. Right now if your child isn't tall enough, they're pretty much screwed. Wave pool, hot tub & sauna that work.	1/23/2016 11:12 PM
242	More/better waterslides/ activities for kids. Larger pool. Larger/more hot tubs and saunas	1/23/2016 10:32 PM
243	Indoor gym	1/23/2016 10:28 PM
244	Security	1/23/2016 10:17 PM
245	N/A	1/23/2016 10:08 PM
246	Wave pool water slide	1/23/2016 9:52 PM
247	squash court, equipment rentals, fitness room	1/23/2016 9:52 PM
248	Wave pool; heated water. Big water slide(s). Hot tub. Huge diving board. Sauna.	1/23/2016 9:38 PM
249	Games room ... Ping pong Surf waves to acquire some skills, wave pool is for is old hat, Boring ! Trampoline Badminton / volleyball/ basketball... Court	1/23/2016 9:30 PM

Pool/Recreation Centre Survey

250	tot gradual entry pool, bigger hot tub, better family room, weight room, more lessons/activities	1/23/2016 9:29 PM
251	Towel and swimsuit wringer machine, and better lighting in parking area.	1/23/2016 9:27 PM
252	wave pool or tot pool or pool that you gradually enter (slopes) bigger hot tub	1/23/2016 9:26 PM
253	Would love a wave pool or kid pool with warmer water	1/23/2016 9:03 PM
254	Circuit fitness center	1/23/2016 8:55 PM
255	A wave pool is always a hit with children	1/23/2016 8:51 PM
256	Area for baby and toddlers	1/23/2016 8:51 PM
257	Endless pool for the line swimmers. A splash park would be cool to have for the kids.	1/23/2016 8:49 PM
258	Definite Fitness Facility for persons needing Rehabilitation	1/23/2016 8:45 PM
259	Wave pool. Got pool	1/23/2016 8:43 PM
260	Wave pool, tots section... Play area, exercise area, wall climbing	1/23/2016 8:38 PM
261	Warmer water so babies can learn how to swim it's too cold for them. Bigger hot tub. Shallow pool for younger kids	1/23/2016 8:37 PM
262	Thinking long-term for all ages and stages.	1/23/2016 8:32 PM
263	Indoor playground, and gym for all ages to use, also a shallow pool for babies and smaller kids.	1/23/2016 8:28 PM
264	wave pool a separate kids pool and separate warm pool like Campbell River has at their facility	1/23/2016 8:12 PM
265	Kids leisure pool	1/23/2016 2:55 PM
266	Toddler pool area, wave pool, racquetball courts, childminding facility for parents wanting to workout, indoor running track	1/22/2016 11:49 PM
267	Wave pool	1/22/2016 9:38 PM
268	Wave pool would be awesome!	1/22/2016 5:53 PM
269	Fitness centre	1/22/2016 5:39 PM
270	Fitness room	1/22/2016 5:39 PM
271	Simple pool facilities with excellent programs. Doesn't have to be fancy extras, no need for waves but smart layout, nice dry sauna, modern change area and more money into programming.	1/22/2016 1:28 PM
272	Children's pool area (shallow and warm). Fitness centre with child minding available	1/22/2016 1:01 PM
273	wave pool shallow pool for toddlers and still include hot tub and sauna	1/22/2016 12:25 PM
274	Rock climbing gym, we have lots of lakes and rivers to swim in, not all kids skate board, all tennis courts are gone, and they play at the school.....so kids need something else to do...	1/22/2016 9:29 AM
275	Waterslides, fitness area, private party room (not 1ft from the pool edge), indoor soccer area, look at white horse Canada centre for great ideas)	1/22/2016 8:04 AM
276	Depth adequate for diving, and a better water slide! The town of Inuvik NT has a similar size town with an excellent pool facility and a very fun waterslide, if you're looking for inspiration.	1/22/2016 6:37 AM
277	Water slides	1/22/2016 6:22 AM
278	wave pool	1/21/2016 7:51 PM
279	indoor track, gym for basketball teams	1/21/2016 7:35 PM
280	A wave pool would be awesome!	1/21/2016 7:19 PM
281	Fitness centre bigger hot tub wading pool warmer for young children and seniors and not as deep for beginners updated facility's aiming at all ages and open longer hours to target more people if you miss the hour or two window that's it for the day specially on weekends change rooms are cold only one shower in family change room and one toilet more programs and events to bring kids family's teens to facility lockers that you put a quarter in and they lock would be nice lazy rivers are fun in the wading pool don't close in the middle of summer maybe when kids first go back to school in September for annual updates	1/21/2016 7:11 PM
282	Fitness center, wave pool, steam room	1/21/2016 7:10 PM
283	Pool for younger children, wave pool, more slides or items for school age children	1/21/2016 7:10 PM
284	Kid's pool, big curvy slide, wave pool, themed decor, separate lengths/adult pool	1/21/2016 7:07 PM

Pool/Recreation Centre Survey

285	Wave pool would be awesome!	1/21/2016 7:01 PM
286	A children's pool area that is warmer and has walk in accessibility. Squash court Gym	1/21/2016 6:59 PM
287	A bigger hot tub and sauna.	1/21/2016 6:56 PM
288	A birthday party room.	1/21/2016 6:48 PM
289	Some land based exercise equipment which could be used as part of a monthly recreation pass. Maybe not extensive to compete with other business in town, but some so that some land based rehabilitation/physio/exercise could be done all in one place.	1/21/2016 5:01 PM
290	Children's pool with warm water for little ones to swim in;	1/21/2016 3:40 PM
291	Wave pool, separate toddler pool, more toys & floaty things	1/21/2016 2:07 PM
292	I think it would be amazing to have a recreation building that was able to house all of athletic components found in port hardy , like first choice fitness perhaps a space for yoga and that sort of thing a space where people can rent to carry out activities like a group smudge or cleanse	1/21/2016 12:23 PM
293	Fitness Center	1/21/2016 12:00 PM
294	Fitness centre, squash court, multi-purpose recreational facility (eg. basketball, volleyball, etc.)	1/21/2016 11:48 AM
295	Before you consider building a new facility you should look at the parking area at the present which is always been a conflict for funeral services and hockey tournaments etc. at the same time going on. If you expand or build a pool where is the parking going to be you still don't have enough space there. Also with the town population going down in growth and not expanding in population with the taxpayers to the town. Would be wise to build a new pool .	1/21/2016 10:57 AM
296	Senior's centre	1/21/2016 9:40 AM
297	Fitness facility, indoor water park,	1/21/2016 9:29 AM
298	Simple gym, yoga, badminton, wave pool, kiddies pool, lazy river, private shower area and if public, signage stating no nudity allowed. It makes many people uncomfortable.	1/21/2016 7:59 AM
299	Kids pool, (walk in) separate room for birthday parties(to eat)	1/21/2016 7:13 AM
300	water slides, wave pool	1/21/2016 7:02 AM
301	Water slide,	1/21/2016 6:36 AM
302	It would be nice to have everything in one place, if there were a fitness centre in there as well it would be awesome.	1/21/2016 5:54 AM
303	Wave pool, bigger diving board, new hot tub with bigger capacity, new slide.	1/21/2016 5:42 AM
304	Separate kiddie pool! Sauna.	1/21/2016 4:00 AM
305	Bigger and more water slides would be a great asset. A high dive possibly. A bigger hot tub. A better front desk, more seating in the lobby.	1/21/2016 1:46 AM
306	Wave pool, fitness facilities, hockey/ lacrosse box	1/21/2016 12:33 AM
307	Warm pool/baby pool	1/21/2016 12:32 AM
308	Maybe a kids pool, a wave pool would be awesome!	1/20/2016 11:39 PM
309	Wave pool, water slides bigger hot tub	1/20/2016 11:25 PM
310	Wave pool or wading pool for tots, maybe an outdoor water park	1/20/2016 10:56 PM
311	Wave pool/ length pool/ separate shallow , warm toddler pool/bigger slides that could extend outside and back through the facility	1/20/2016 10:50 PM
312	Wave pool	1/20/2016 10:46 PM
313	River, big water slide, toddler pool or a floor that can change the depth of the water for kids for lessons or family swims. Designated lane swims all day.	1/20/2016 10:33 PM
314	Wave pool, fitness centre, Indoor multipurpose surface 1/2 size field for indoor soccer practice, winter baseball practice, lacrosse etc. that some other pool centres have.	1/20/2016 10:21 PM
315	Sauna with Windows Bigger hot tub with wheelchair lift Ramp for wheelchair into pool	1/20/2016 10:19 PM
316	Wave pool, fitness room	1/20/2016 10:15 PM
317	A party room to use after swimming for a birthday party would be great.	1/20/2016 10:11 PM
318	wave pool, weight room, expanded parent/tot activities, bigger hot tub	1/20/2016 10:11 PM

Pool/Recreation Centre Survey

319	A fitness gym area would be amazing!!	1/20/2016 10:04 PM
320	Advise pool staff to watch chemical balance.	1/20/2016 9:56 PM
321	wave pool, wade pool, water slides. things that will allow kids of all ages to play and have fun	1/20/2016 9:50 PM
322	fitness room	1/20/2016 9:50 PM
323	definitely a wading area for smaller children. Kids 5 and under, toddlers small babies can sit and play in water that is shallow.	1/20/2016 9:48 PM
324	A small board room to hold birthday parties after swimming. High diving board. Kiddie pool separate from main pool or gradual entry pool	1/20/2016 9:46 PM
325	Wave pool Big water slide Walk in gym for kids to play like port Alice as	1/20/2016 9:45 PM
326	Hot tub, sauna, kiddy/baby family pool, gradual entry side (little kids and wheelchairs) waterslide, lazy river, diving board, eye glass holder outside of sauna, sauna with windows to see kids in pool, water bottle holder outside sauna and hot tub, warm water option for shower outside sauna, water fountain/water bottle filler outside sauna, lift for hot tub Lived in Nanaimo- didn't enjoy/overly use the wave pool- but really liked the lazy river for kids to play in AND for a walking resistance path for exercises Would NOT use a steam room	1/20/2016 9:44 PM
327	Accessible sports, wave pool, kiddie pool	1/20/2016 9:27 PM
328	Gym for youth and adults	1/20/2016 9:27 PM
329	Indoor track, squash,	1/20/2016 9:23 PM
330	High dive towers, wave pools, additional swings, themed park, additional viewing areas, multi-floors, space for fitness classes i.e.) ballroom dance, yoga, tap dance, boxing	1/20/2016 7:55 PM
331	Wave pool, full-time roller rink, full-time ice rink, gymnastics equipment.	1/20/2016 7:29 PM
332	What's there already- hit tub, sauna.. Plus kids heated pool, gym, basketball court, baseball practice, gym childcare	1/20/2016 7:25 PM
333	Wave pool lazy river water slides	1/20/2016 7:17 PM
334	Indoor skateboard park and bike pump track mini ramp too	1/20/2016 7:16 PM
335	Don't compete with existing businesses. Look at partnering with the arts community. Want to ensure that facility is used on a regular basis.	1/20/2016 5:48 PM
336	Easier access for those with disabilities to pool and hot tub	1/20/2016 4:14 PM
337	Endless current exercise type lanes , Exercise room offering all types of programs	1/20/2016 2:56 PM
338	Wave pool	1/20/2016 2:36 PM
339	fitness room, parent viewing room/space off the pool deck space, party room	1/20/2016 2:13 PM
340	Wave pool, Bigger water slide, water slide that is open (I have never seen it open), toddler pool, rates for people on disabilities	1/20/2016 12:10 PM
341	Wave pool would be nice, just having a space for the kids that wasn't freezing would be nice.	1/20/2016 12:07 PM
342	Hot tub replacement? Seems to break down quite a bit.	1/20/2016 9:18 AM
343	we do not need a wave pool. the town can't afford that. all its going to do it up taxes. you do not need to build a new building you will be removing about 50% of the parking available and its horrible as it is. Upgrade and expand... yes it will require shutting down for a year but I'm sure people will manage with enough notice.	1/20/2016 8:43 AM
344	Fitness area	1/20/2016 8:22 AM
345	Any sport that our rainy weather prohibits	1/20/2016 7:31 AM
346	Designated lengths swim area	1/20/2016 7:06 AM
347	Use ice plant heat to help with the heating costs, integrate the pool and arena as one conjoined building and upgrade the rink at the same time to make it one interconnected recreation facility. I say integrate due to the fact the arena is also in need of upgrading also. i.e. new roof and gutters, new change rooms, hvac, bathrooms. Combining the two facilities could bring down the overall costs of repairs.	1/20/2016 6:47 AM
348	both	1/20/2016 6:36 AM
349	Weight room, classrooms. Fitness rooms.	1/20/2016 6:36 AM
350	Sauna, steam room, kiddie pool	1/20/2016 3:35 AM

Pool/Recreation Centre Survey

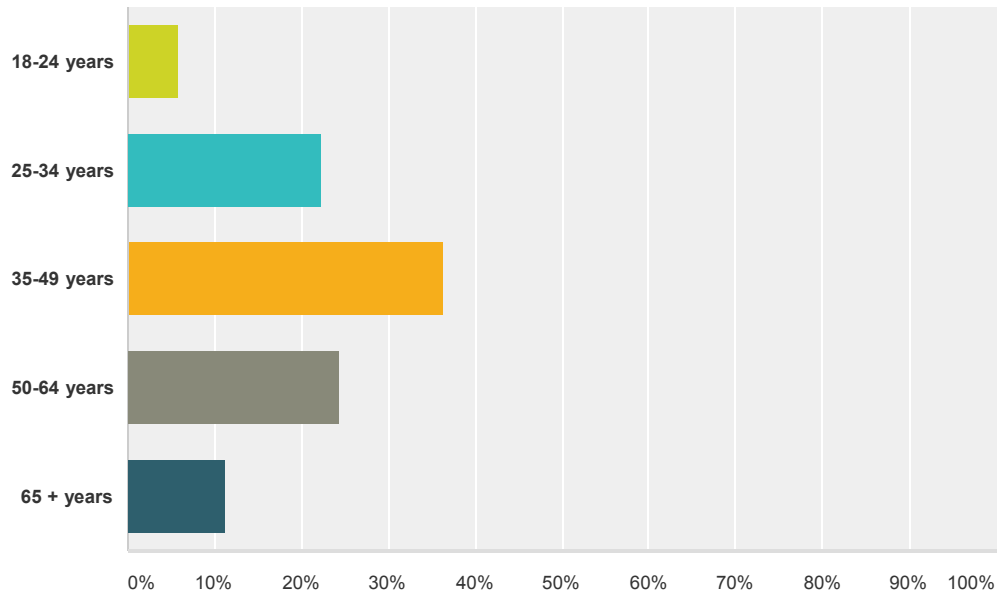
351	Gym Activities for children as port hardy is so limited for entertaining children on a rainy day. Pool heater!! Toddler splash pool...	1/20/2016 2:42 AM
352	wave pool. Also staying open for summer months and close during winter for maintenance.	1/19/2016 11:29 PM
353	wave pool extra area to rope off for Laps. Better trained and Mature staff I was horrified watching 50 kids and only one life guard actually paying attention, while the other one socialized and showed off his muscles. It was completely out of control! And I was fearful for my child.	1/19/2016 11:07 PM
354	Wave pool or a squash court would be amazing and so much fun	1/19/2016 10:54 PM
355	Both examples and maybe indoor rock climbing,	1/19/2016 10:54 PM
356	Warm leisure pool eg esquimalt pool	1/19/2016 10:29 PM
357	Wading pool for toddlers	1/19/2016 10:28 PM
358	A proper full size water slide. A proper hot tub with much more room. Sauna. Allot of room for length swim (full size pool). Maybe separate shallow entry play area for children. Wave pool would be fantastic for kids.	1/19/2016 9:54 PM
359	Slash area, slides	1/19/2016 9:49 PM
360	Wave Pool Squash & Racquet Ball Indoor Tennis Gym	1/19/2016 9:42 PM
361	I think a wave pool would attract more people	1/19/2016 9:40 PM
362	Toddler pool	1/19/2016 9:40 PM
363	Wave pool	1/19/2016 9:28 PM
364	Squash/racquetball, wave pool are cool ideas.	1/19/2016 9:23 PM
365	Nothing else. Keep it simple and be realistic. As long as we can secure a modern pool facility for the long term, Port Hardy and Mt Waddington regional district will benefit.	1/19/2016 9:22 PM
366	Would like a new pool an area for babies.. For it to be warmer especially in the pool and changing room and for bigger rooms with tables	1/19/2016 9:21 PM
367	Wave pool	1/19/2016 9:06 PM
368	Big Indoor Playground (like an outdoor park), gym/court for volleyball/badminton, roller rink, or boys & girls after school program	1/19/2016 9:05 PM
369	Toddler area, wave pool, water slide, change room always warm, water always warm	1/19/2016 9:05 PM
370	Space for activities such as tot tumble & chair fit	1/19/2016 9:02 PM
371	Wave pool would be nice.	1/19/2016 9:01 PM
372	Toddler pool Viewing room so parents and others are not actually on the pool deck	1/19/2016 9:01 PM
373	Wave pool would be awesome!!	1/19/2016 8:45 PM
374	Steam room, bigger sauna.	1/19/2016 8:42 PM
375	Hot tub, kids pool, yoga/martial arts room, dance room, sauna, steam room, the old pool could be transformed to a skate board center	1/19/2016 8:27 PM
376	Wave pool, a second hot tub (it is always crammed full and there is not enough room) a gym (treadmills, stair climbers), Change rooms with private stalls(the woman change room is horrible)	1/19/2016 8:24 PM
377	Steam room, kiddy pool, large hot tub, infrared sauna	1/19/2016 8:16 PM
378	Wave pool would be amazing, fitness area for parents waiting for kids, especially at hockey practice, coffee bar like Nanaimo, shallow area for tots, play equipment to turn off and on like NAC, change rooms like in the family change room, a place for kids parties that don't have the fee's that the Lions room has with it. The side of the pool isn't big enough.	1/19/2016 8:13 PM
379	Wave pool	1/19/2016 8:10 PM
380	Wave pool, walk in pool area, make it a recreation spot, squash racquet basketball courts and work out gym.	1/19/2016 7:58 PM
381	wave pool and a little area for toddlers to swim/play	1/19/2016 7:57 PM
382	Yes a wave pool would be fun!	1/19/2016 7:51 PM
383	Pool for small children that is warmer	1/19/2016 7:41 PM
384	Wave pool Use Local Contractors It's local dollars being used	1/19/2016 7:27 PM

Pool/Recreation Centre Survey

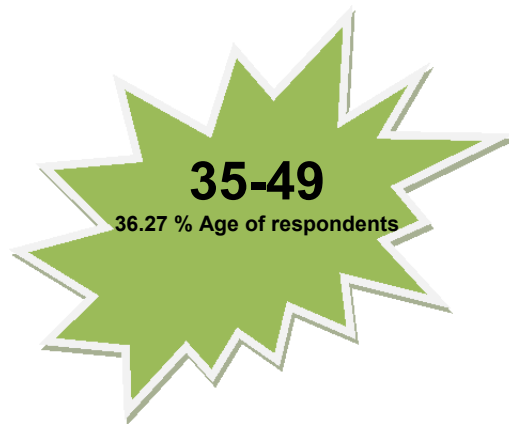
385	wave pool, kiddie pool, senior space in the facility,	1/19/2016 7:19 PM
386	Kids pool separate from adult pool. Wave pool and a water slide would also be nice.	1/19/2016 6:54 PM
387	Tot pool	1/19/2016 6:51 PM
388	Baby pool, bigger hot tub, warm change rooms, exercise room, party room, two separate pools,	1/19/2016 6:47 PM
389	racquet courts would be a welcome addition to the community and not impact any current facilities or business. Wave pools sound expensive, not sure if the demographic is right for such an item	1/19/2016 6:32 PM
390	Fitness facility, dance studio space to rent, yoga and fitness classes	1/19/2016 6:31 PM
391	Wave pool and kiddie pool	1/19/2016 6:20 PM
392	ANYTHING!!! Please consider all options for community recreation use- after school programs, fitness, child minding, squash, open drop in gym. It's very poorly programmed and facility is underutilized.	1/19/2016 6:12 PM
393	squash court	1/19/2016 5:57 PM
394	I just don't think we have the money. We have a gym in the community and squash court. we shouldn't be competing with private businesses. It would be better to consider adding the curling rink to the facility where you know you already have a strong base to grow from. The curling club is almost done and it doesn't serve the town really anymore	1/19/2016 5:48 PM
395	Wave pool Watersides Gym overlooking pool	1/19/2016 5:40 PM
396	Wave pool, squash court, gym, basketball court	1/19/2016 5:39 PM
397	Wave pool, athletics wear store!	1/19/2016 5:39 PM
398	Wave pool/ fitness	1/19/2016 5:36 PM
399	something for small kids	1/19/2016 5:31 PM
400	Wave pool	1/19/2016 5:15 PM
401	Role skating in summer ice rink	1/19/2016 5:11 PM
402	Wave pool, badminton/squash/volleyball, a total gym facility	1/19/2016 5:10 PM
403	Racquet ball/wallyball like there used to be at the gym at beach. Separate work out/exercise pool	1/19/2016 4:59 PM
404	Wave pool .. Better hot tub	1/19/2016 4:17 PM
405	Kid pool, with warmer water. Larger hot tub More lanes for lengths	1/19/2016 3:31 PM
406	Wave pool or squash/ racquetball court either would be good	1/19/2016 3:19 PM
407	Smaller pool for babies/toddlers	1/19/2016 3:04 PM
408	Better/larger hot tub/sauna facilities. Yoga studio?	1/19/2016 2:50 PM

Q18 Your age

Answered: 499 Skipped: 117

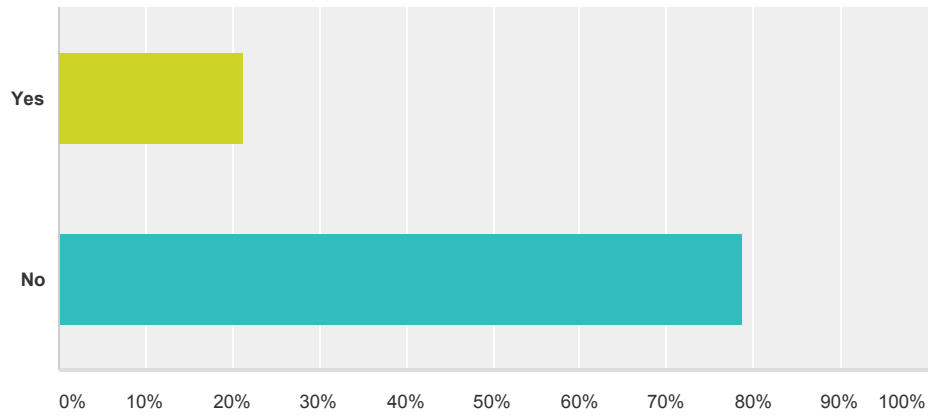


Answer Choices	Responses
18-24 years	5.81% 29
25-34 years	22.24% 111
35-49 years	36.27% 181
50-64 years	24.45% 122
65+ years	11.22% 56
Total	499



Q19 Are you filling this survey out on behalf of a child who participates in programs at the pool?

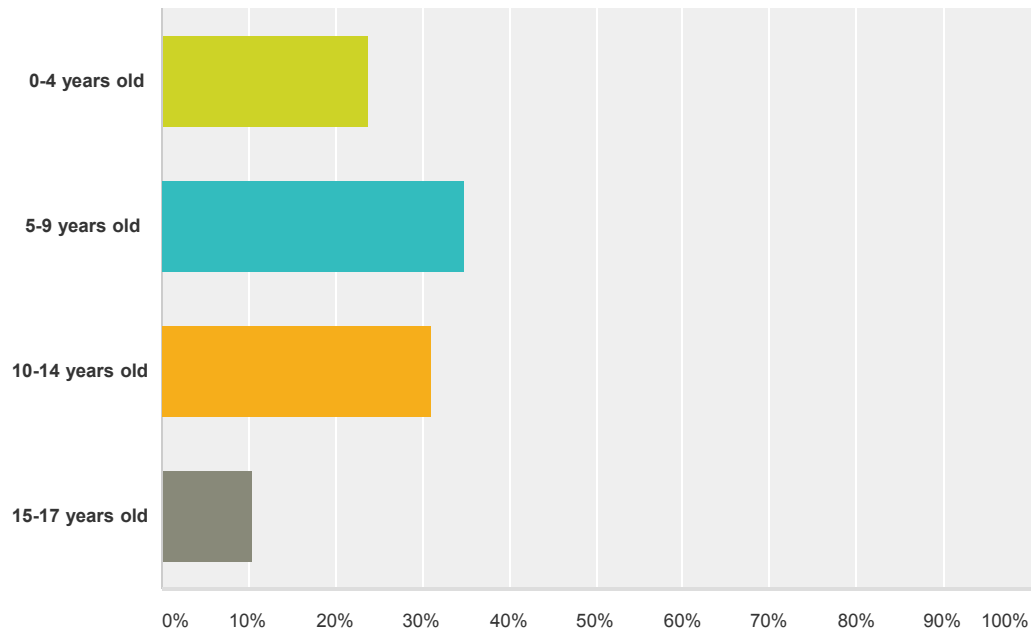
Answered: 495 Skipped: 121



Answer Choices	Responses
Yes	21.21% 105
No	78.79% 390
Total	495

Q20 How old is your child who you are filling out this survey for?

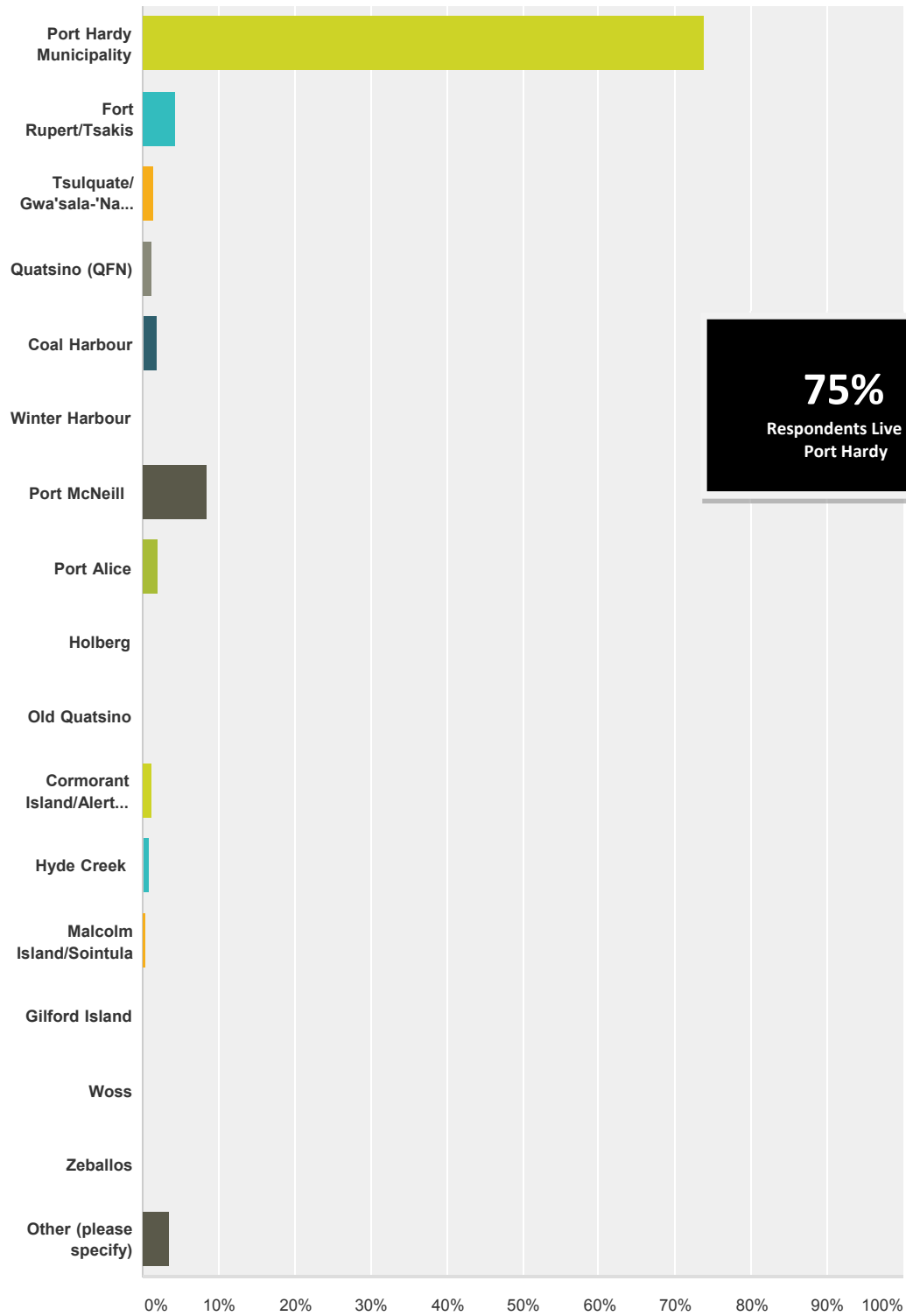
Answered: 135 Skipped: 481



Answer Choices	Responses	
0-4 years old	23.70%	32
5-9 years old	34.81%	47
10-14 years old	31.11%	42
15-17 years old	10.37%	14
Total		135

Q21 Where do you live?

Answered: 502 Skipped: 114



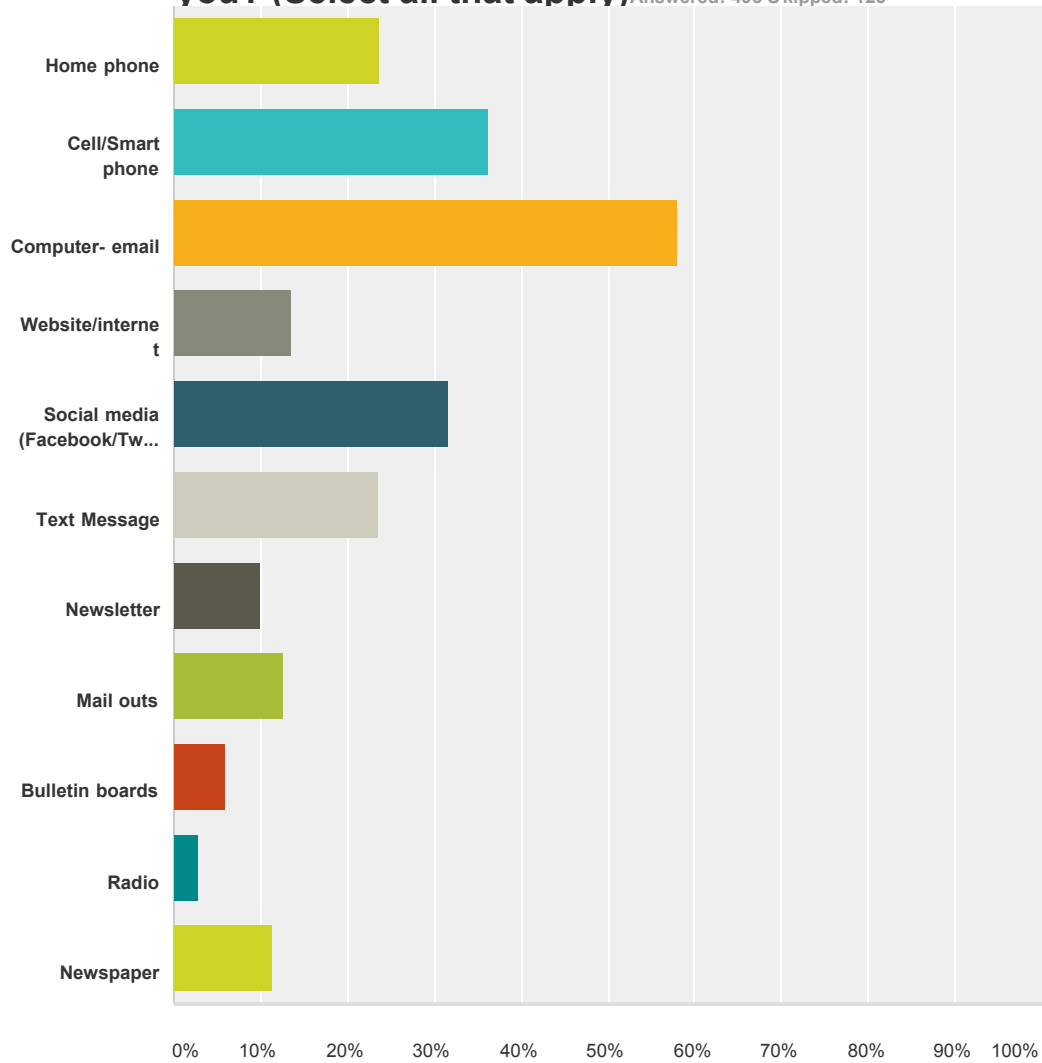
75%
Respondents Live in
Port Hardy

Pool/Recreation Centre Survey

Answer Choices	Responses	
Port Hardy Municipality	75.09%	377
Fort Rupert/Tsakis	4.38%	22
Tsulquate/ Gwa'sala-'Nakwaxda'xw	1.39%	7
Quatsino (QFN)	1.20%	6
Coal Harbour	1.79%	9
Winter Harbour	0.20%	1
Port McNeill	8.57%	43
Port Alice	2.19%	11
Holberg	0.00%	0
Old Quatsino	0.20%	1
Cormorant Island/Alert Bay	1.20%	10
Hyde Creek	0.80%	4
Malcolm Island/Sointula	0.40%	2
Gilford Island	0.20%	1
Woss	0.00%	0
Zeballos	0.00%	0
Other (please specify)	1.39%	7
Total		502

#	Other (please specify)	Date
1	GOLD RIVER	2/24/2016 8:18 PM
2	work in pt hardy	2/14/2016 10:12 AM
3	Chemainus	1/30/2016 8:07 AM
4	Mainland. Port Hardy is my home town. Family still resides there.	1/24/2016 8:41 PM
5	Fernie, parents in port hardy	1/24/2016 9:53 AM
6	Mackenzie, B.C.	1/22/2016 5:58 PM
7	just recently left the north island, but I swim when I visit.	1/19/2016 6:36 PM

Q23 How is the best way to communicate with you? (Select all that apply) Answered: 493 Skipped: 123



Answer Choices	Responses	Count
Home phone	23.73%	117
Cell/Smart phone	36.31%	179
Computer- email	58.01%	286
Website/internet	13.59%	67
Social media (Facebook/Twitter)	31.64%	156
Text Message	23.53%	116
Newsletter	9.94%	49
Mail outs	12.78%	63
Bulletin boards	6.09%	30
Radio	2.84%	14
Newspaper	11.56%	57
Total Respondents: 493		

**Q24 Name, address and phone number
(optional only used for prize purposes and
will not be used, shared or sold)**

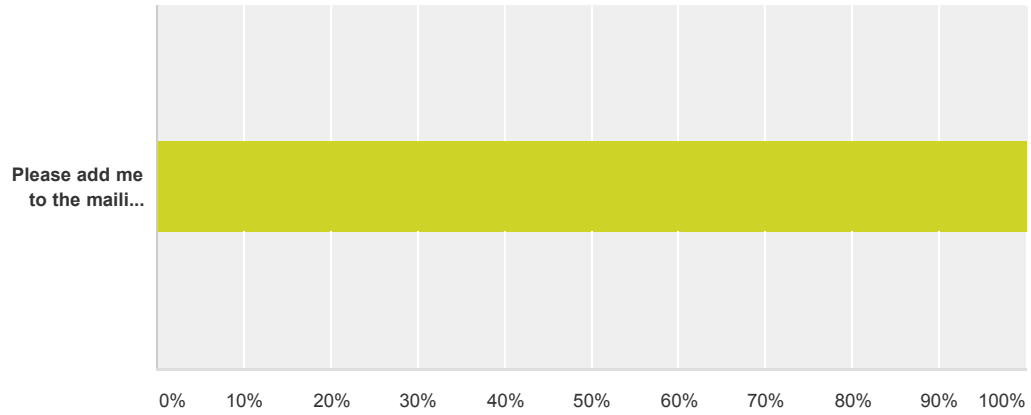
Answered: 414 Skipped: 202

Answer Choices	Responses	
Name	97.58%	404
Company	10.14%	42
Address	83.33%	345
Address 2	17.87%	74
City/Town	86.71%	359
State/Province	78.74%	326
ZIP/Postal Code	78.02%	323
Country	63.77%	264
Email Address	83.33%	345
Phone Number	79.95%	331

Names have been removed from survey

Q25 Email address: Please check here if you wish to receive updates about the pool survey results.

Answered: 260 Skipped: 356



Answer Choices	Responses
Please add me to the mailing list	100.00% 260
Total	260

Q26 Other comments

Answered: 140 Skipped: 476

#	Responses	Date
1	VERY HAPPY EVERYTHING!!! FRIENDLY STAFF	2/26/2016 8:42 AM
2	WOULD LIKE EASY-OPEN DOORS INTO CHANGE ROOMS, ETC. WOULD LIKE A LESS SLIPPERY SURFACE IN SHOWERS AND CHANGE ROOMS WOULD LIKE MORE TOWEL HOOKS THAN SHOWER HEADS	2/26/2016 8:40 AM
3	THE POOL IS AN AWESOME ADDITION TO THIS TOWN. AS A YOUNG PERSON I FIND THERE'S NOTHING TO DO IN THIS TOWN. COMING TO THE POOL IS SOMETHING MY FAMILY DOES OFTEN. I'M THINKING THE POOL COULD BE A LOT BETTER. I CAME HERE FROM MAPLE RIDGE AND IT WAS A CULTURE SHOCK MOVING HERE. THE REC CENTRE IN MR IS AMAZING. IT HAS A HUGE GYM ABOVE THE POOL AND THE GYM OVERLOOKS THE POOL. I THINK THERE SHOULD BE A SMALL POOL FOR THE KIDS OR VERY SHALLOW WATER, A WAVE POOL IS ANOTHER GOOD OPTION, BUT THERE'S A LOT OF RISKS THERE TOO. I WAS ALSO THINKING THAT THE TOWN COULD DO EXTRA FUNDRAISING SO THAT LOW INCOME FAMILIES CAN GET A FREE MONTHLY PASS. I MAKE LESS THAN 20,000 A YEAR AND IT SUCKS BEING POOR BUT SUCKS EVEN MORE WHEN YOU WANT TO HAVE SOBER FUN BUT NO MONEY TO DO SO. I WAS ON SOCIAL ASSISTANCE AKA WELFARE AND WE HAD TO BRING SOMETHING TO VERIFY WE WERE ON S.A WE BROUGHT IT TO THE REC CENTRE AND WAS GIVEN A FREE PASS FOR ONE YEAR. PLEASE CONSIDER DOING SOMETHING FOR LOW INCOME PEOPLE AND FOR THE FAMILIES OF PORT HARDY. THANKS!	2/26/2016 8:36 AM
4	I WOULDN'T WANT TO DO WITHOUT A SWIMMING POOL IN PH. CAN WE AFFORD TO BUILD A COMPLETELY NEW FACILITY IN THE NORTH ISLAND? IF WE CAN INDEED DO THAT THEN A NOW ONE WILL BE GOOD FOR GENERATIONS COME	2/24/2016 8:44 PM
5	PERHAPS THE POOL AREA SHOULD BE EXPANDED TO INCLUDE A SHALLOW AREA FOR CHILDREN. I WOULD LIKE TO SEE SAFETY RAILS ALONG THE WALLS AND OUT OF THE HOT TUB . IT WOULD BE NICE TO HAVE A SHOWER CLOSER TO THE SAUNA. HOT TUM A FEW MORE SEPARATIONS IN THE CHANGE ROOMS FOR PRIVACY WOULD BE APPRECIATED. A CLIMBING WALL ? TO TAKE ADVANTAGE IF THE HIGH WALLS THERE MUST BE EXPERTS TO WORK IT OUT?! DEFINITELY NOT AN ELABORATE EXTENSION BECAUSE PORT HARDY WIL ALWAYS BE PORT HARDY IT WILL NOT GROW MUCH OVER NIGHT. IT SHOULD NOT BE A FLAT ROOF!	2/24/2016 8:33 PM
6	OUR FAMILY HAS USED THIS POOL SINCE IT OPENED- 4 GENERATIONS - WE CONSIDER IT A VERY IMPORTANT PART OF OUR COMMUNITY	2/24/2016 8:26 PM
7	I DON'T THINK THE CURRENT FACILITY SHOULD BE DISCARDED. IF A NEW ONE IS BUILT PLEASE UTILIZE THE CURRENT BUILDING AS WELL	2/24/2016 7:50 PM
8	WE NEED TO AIM TO OFFER PROGRAMS FOR ALL AGES IN A FACILITY THAT PEOPLE WILL LIVE TO COME TO ENJOY AND RETURN WITH FRIENDS AND FAMILY. WE NEED INDOOR RECREATION AND FITNESS PROGRAMS FOR OUR WINTER MONTHS IF WET AND RAINY THANKS FOR THIS OPPORTUNITY GOOD LUCK!	2/24/2016 7:46 PM
9	WORK WITH THE PRESENT FITNESS CENTRE (MR. YATES) HAVE YOUR STAFF (REC) PLANNING ACTIVITIES. NO SUMMER CLOSURES. THERE ARE MANY PEOPLE IN OUR COMMUNITY WHO CANNOT AFFORD TO GO ON A SUMMER HOLIDAY OUR POOL FACILITY IS THEIR ONLY HOLIDAY. I SAY 'LETS HAVE THE BEST FACILITY WE CAN' IT WILL BE A DRAWING CARD FOR YOUNG AND OLD TO COME TO PORT HARDY.	2/23/2016 5:18 PM
10	I don't use the pool because I am a non-swimmer but I know for a fact it is important in drawing new people to this community - for their children in particular! I don't want to see the pool closed at all but most certainly not for the length of time it would take to do repairs and/or upgrades. Let's bite the bullet and give ourselves a new facility!	2/18/2016 7:14 PM
11	See comment on question #17	2/17/2016 4:01 PM
12	I think we need a seniors hot tub so they don't get splashed. I would also like flippers to be more available.	2/17/2016 3:51 PM
13	I really enjoy the pool, I go up there twice a week. Staff is great. We do not need pool to be closed. I feel all communities should share in the expenses. If we don't rebuild it just pushes more people to leave the north island. I think it would be really nice for parents to have a small baby pool attached to big pool for ages a couple months to 5 or 6 years of age. Also around edges of pool hand rails. I watch older people walking so carefully they need support rails.	2/17/2016 3:43 PM
14	please fix the clock in the pool area	2/17/2016 3:11 PM

Pool/Recreation Centre Survey

15	I feel that option #3 is the best way to go. The existing is old and in need of repairs. A new pool would give us 30 to 40 years of use.	2/17/2016 1:51 PM
16	I strongly believe option #3 (new facility) is the best choice, most cost effective with the 30-40 yr life span. I'm very happy that council recognizes the importance of having an aquatic centre in the community and is considering investing time, money & energy into offering Port Hardy and surrounding communities sound, up to date facilities.	2/17/2016 1:31 PM
17	Although facilities such as this are expensive they are vital & well worth the cost.	2/17/2016 1:23 PM
18	I would very much like to see a new facility as it enriches the community by helping all ages be active, healthy and social. It's also attractive to people moving here and or visiting. I would like to see hours that would work better with working people and students??	2/16/2016 9:14 PM
19	Factors that would be nice: -smaller section for babies - slightly warmer temp -hot tub accessible to the pool side as well as dressing room -fitness room -small room for rent (b-day parties, etc) - would help generate income as well as be a patron benefit -Hot tub with a decorative divider that allows a sense of privacy but still gives lifeguard oversight - dressing rooms have a bit more option for privacy. We know each other in a small town! -Updated faucet/showers - auto turn off. Save \$ + water	2/16/2016 2:56 PM
20	Good luck with the decision!	2/16/2016 2:46 PM
21	We would be willing to pay more tax to pay for repairs Pool temperature too low Salt water to replace chlorination as water treatment	2/16/2016 2:32 PM
22	mildew in shower tile grout. Not that hard to eliminate	2/16/2016 12:30 PM
23	New pool Keep old one while building new one	2/16/2016 12:26 PM
24	Thankful updating is being considered :)	2/16/2016 11:56 AM
25	Good luck	2/16/2016 11:42 AM
26	Favorite facilities I remember: Trout Park Community Centre, Burnaby Courtenay pool Dawson Creek walking track	2/16/2016 11:34 AM
27	I have used the pool in Port Hardy for many years now. I swim in Port McNeill when our pool is open in the summer months. Several years ago, I broke my collar bone and recently injured my knee. I rehabbed both in the pool very successfully. We do not have physio available to us in the North Island - that is affordable and easy to get in to. I do not want the pool in Port Hardy to close as I believe it is a very valuable community asset. Swimming is one of the only recreational sports that can be done from infants to seniors and the disabled. And is affordable. I think the region should help pay to keep the pool open & functional. But I would like the pool schedule lined up with the bus service & ferry schedule. This would make it easier & more affordable for the people from Port McNeill, Alert Bay, Sointula & Woss to use & support the pool.	2/16/2016 11:18 AM
28	seek grant funding and leverage the proximity of first nations to access additional funding.	2/15/2016 11:59 PM
29	Lotto, provincial, federal or other dollars must be found and accessed to keep open the old pool or build new especially at a time when world and north American forecasts and all government financial economies are struggling to do more with less, placing a myriad of financial systems in great jeopardy. Some countries are looking at negative interest rates and Canada and the U.S.A. are not far behind. Respected world financial analysts are right now sounding the warning bells re the mounting accumulated debt of countries including the U.S. Worldwide this is extremely sobering. It is now not the time for Port Hardy council to operate blindly of what is happening outside its control and saddle it's taxpayer base with more taxes...especially retirees who so far remain living here. It is expensive enough to live here for goods and services they require. Going forward, debt is not what residents need or want, nor increased taxation to pay for something most do not or will not use. A pool facility was never and will never be the deciding factor if someone moves here or not, or even remains here. Right now many long term residents would move if they could sell their homes. A huge number of homes are sitting vacant!!! What does that say about living here when there is a robust enough housing market just 2.5 hours away. To sell a home assessed at just under \$200,000 some owners have had to sell at near fire sale prices. What does that say. There are few purchasers. Many homes on Glacier West have been taken off the market because there are no buyers. Two beside me have been listed for at least 2 years, going on 3 yrs. There is nothing wrong with these homes. Very few people are moving here. Young people do not wish to remain here and they stay only if they have a good enough job until something else comes along. Few are buying homes. A new or even repaired pool may be nice to have, needed by some, wanted by others, but at what cost to the Port Hardy's existing business basis, most are barely making it, along with residents who remain here.	2/15/2016 1:40 PM
30	Doing "repairs" every 15 years will ultimately cost more than replacing the entire facility and in 30-40 years the cost of total replacement will be more than double the \$10+million quoted now.	2/15/2016 10:31 AM
31	It should be open space, built ecofriendly, plants, art Recommended to others because only facility (see question 15)	2/15/2016 9:50 AM

Pool/Recreation Centre Survey

32	Any newer expanded facility should function as a community gathering place where people can both come to exercise and socialize. Space should be available for meetings, gatherings, exercise, courses and service program delivery. Expanded food services would support social gatherings and meetings. For the pool, a new hot tub with a seating area around it may encourage people to use the facilities even if it is just to come and relax and socialize with friends.	2/12/2016 10:19 AM
33	NOT REALLY MUCH TO DEBATE ABOUT WE NEED A NEW ONE FOR OUR TOWN, FOR THE CHILDREN, THE ADULTS AND THE VISITORS	2/11/2016 3:44 PM
34	WHATEVER: PLEASE KEEP THE POOL I THINK THAT OPTION 3 IS THE BEST SOLUTION: NO SHUT DOWN A COMPLETELY NEW POOL NO PATCH WORK FOR THE NEXT LONG TIME PERIOD AS THE END OF WHICH WE NEED A NEW POOL	2/11/2016 3:14 PM
35	NOW IS THE TIME TO CONSIDER FUTURE REPAIR TO ICE ARENA - FUTURE CURLING RINK AREA RELOCATED TO RECREATION AREA IN TOWN. COULD HEAT ONE AREA BE UTILIZED IN ANOTHER AREA - POOL. DEFINITELY NEED MORE ORGANIZED PARKING. WHEN LARGE USAGE CURRENTLY A DISASTER - WITH A LOT OF PARKING IN NO PARKING ZONES. HOW SATISFACTORY IS A SKATEBOARD AREA - NEW DESIGN? COMPREHENSIVE 5-10 YR PLAN? WITH MONEY PUT AWAY ON AN ANNUAL BASIS? FITNESS CENTRE - GYM IN THIS AREA AS WELL	2/11/2016 3:01 PM
36	Before adding extra features please consult with similar sized user communities about the costs of running and maintaining features such as a wave pool, lazy river, water slide, etc. My family came from a community that pushed to have a new recreational facility built and the entire community is paying for the centre on their tax bills. The pool has all the extras and came into large problems with the wave-generator less than 1 year into operation. The problem took a few months to fix.	2/10/2016 10:08 AM
37	I think that we are very fortunate to have the services that we do. I trust that Council will make the most suitable choice.	2/10/2016 7:12 AM
38	Be smart - don't go overboard - build us a good new pool without the frivolity - when we grow then the pool can grow.	2/9/2016 4:01 PM
39	PLEASE DON'T SHUT THE POOL	2/8/2016 5:55 PM
40	WE HAVE MANY SENIORS IN PORT HARDY DON'T FORGET ABOUT THEM. An AREA SET ASIDE JUST FOR SENIORS. THE SENIORS ARE LOOKING TO BUILD A NEW SR CENTRE AND THE MASONS ARE LOOKING FOR A NEW BUILDING TOO. PERHAPS USE SOME OF THEIR MONEY TO HELP BUILD YOUR BUILDING. I AM ON A DISABILITY PENSION THERE IS NO DISCOUNT FOR ME.	2/8/2016 5:45 PM
41	I FEEL THAT IF THE COUNCIL CAN ARRANGE THIS IT WOULD MAKE THE APPEARANCE OF PORT HARDY. IN ADDITION TO OUR NEW FACE OF THE HOTELS- WE CAN BE EVEN PROUDER OF WHERE WE LIVE -I LOVE PORT HARDY YEA!YEAH!	2/8/2016 5:36 PM
42	POOL SHOULD BE OPEN ON HOLIDAYS	2/8/2016 5:24 PM
43	Think the pool is very important to Port Hardy and it should be made the best it can be and the staff should be improved so classes are not cancelled when a staff member gets sick.	2/6/2016 3:15 PM
44	Whitehead: Having an up to date modern recreation facility is paramount to keeping families with youngsters and seniors in the North Island area. Not everyone skates but do participate in physical activities of some sort and with inclement weather for 4 or 5 months of the year it is all the more reason to offer indoor choices.	2/5/2016 2:49 PM
45	New Pool Needs a Full time certified or ticketed maintenance person to maintain facility up to a certain standard	2/4/2016 3:51 PM
46	IF OUR TOWN WANTS TO ATTRACT NEW FAMILIES WE NEED TO HAVE A QUALITY REC-CENTRE. I THINK THE COUNCIL HAS BEGUN IN A PROPER WAY ASKING FOR OUR INPUT. I HOPE YOUNG FAMILIES WILL GIVE THEIR INPUT OF IDEAS AND OPINIONS	2/4/2016 12:06 PM
47	Once council has done its due diligence with regard to obtaining any grant dollars, council needs to clearly and concisely advise and canvas all taxpayers of the total cost/impact each option would put onto taxpayers' bills. We may all want something new, however, with declining North Island well paid jobs, coupled with the extremely flat, and very slow home sales, and the forecasts for Canada's overall financial picture, it may not be financial prudent. Taxpayers already pay a hefty increasingly high price for water, garbage, sewer and any raise to property taxes would be very wrong as you'd be then catering to only a small number of users on the backs of all taxpayers. A new pool is not going to attract any more new residents than the existing pool has done over its many years. Without some new major industry, the North Island will never attract a sustained increase in population. The whole concept may just be WAY TOO RICH for those who live here to afford what some may like to have. Someone has to pay the bill at some point...there is no free lunch.	2/3/2016 2:41 PM
48	I have been a regular pool user since 1974, it is one of the things that helped keep me on the North Island. The loss of industry over time means it is harder to attract families to the North Island. I believe it is essential to build a new pool and have at least one major recreational facility. Not every child plays hockey.	2/3/2016 11:04 AM