

NELSON & DISTRICT PARKS & RECREATION MASTER PLAN



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Executive Summary

This Parks and Recreation Master Plan was developed for the Nelson and District Recreation Commission.

The plan itself has been built with community input as its foundation. A community survey, numerous focus groups and meetings with community leaders provided solid data and comment that informed the plan. The survey was followed up with several very informative site visits. Finally, over 300 citizens in a series of four open houses reviewed the final draft plan. Others viewed and commented on the draft plan as posted on the RDCK web site. As well the consultants took the draft plan to the Nelson and District Sport Council for review and comment. The consultant team would like to thank all those who provided input and advice to this project.

It is quite apparent that, on the whole, the residents of Nelson and District are quite active in their leisure lifestyles with a leaning towards outdoor activities. This plan is prepared to support and enrich both the indoor and the outdoor recreation interests of the citizens.

One of the fundamental steps in the process of developing this Master Plan was a workshop with the leadership group to create a new Mission, Vision and Values for the Parks and Recreation Services.

The shifting recreation patterns and the associated changes in any community impact the parks and recreation delivery systems. These changes require some alterations in functions to be more responsive to community needs. This plan identifies some changes for the NDCC to consider.

Regional and citywide parks are heavily used by a cross-section of residents who are willing to travel to these amenities. In particular, trails are heavily used and there is significant demand on the part of the public to see these opportunities expanded.

Under the terms of the study, parks were given a rather 'high level only' review. It is clear, because of the heavy demand, that a more detailed Parks Master Plan should be completed to establish a park classification system, to identify needs for additional park development, and to provide an appropriate maintenance program to protect and improve the park assets.

There is heavy use of the sports fields and this use is exacerbated by an increase in school use of community sports fields. Cumulatively, there is now an overuse of sports fields. The opportunity exists to work with all stakeholders to develop a more appropriate set of uses of current and potential sports fields and to build a complimentary long-term maintenance program.

There are a number of indoor recreation facilities functioning in the Nelson area supported by size-appropriate community halls in various rural communities.

The community complex is relatively new and was built onto an existing swimming pool. The complex is well used. However, during this study the pool was required to close for emergency repairs. Given that the pool is now 42 years old, this is not surprising. There are a number of other significant repairs that must be completed in the very near future to protect this investment.

The remainder of the recreation campus is comprised of facilities that are generally functioning below their capacity. They currently do not operate under a collective vision and program. This Master Plan notes a number of changes in the patterns of use and, in keeping with these shifts, recommends action steps including the development of a campus plan intended to increase overall citizen participation and maximize the recreation investment.

The program services would also benefit from a number of improvements that can be implemented at little or no cost to better meet the needs of various segments of the community. Some of these programs would also benefit the rural residents with a set of ‘closer to home’ recreation activities in community halls.

Sport in the Nelson and Area communities has a long and strong tradition. However, the number of participants in community sport is on the decline. This is a national trend. The leadership of sport has recently developed new national and provincial programs. The Nelson District is in a prime position to refocus and reverse this trend.

Governance and policy-making are intended to maximize community resources and to support the exemplary work of the large number of volunteers who are essential to the delivery of quality services to the community. This plan recommends a number of initiatives that would result in more funding for the delivery system, provide additional support to volunteers, better inform the public and support special population groups.

The community review of the final draft of the Master Plan confirmed the findings and the recommendations in this report. In particular there was strong support expressed for three major initiatives: 1) the revitalization plans for the aquatic centre, 2) the completion of a Parks Master Plan that includes trails and parks, and 3) the concept of a coordinated recreation campus. Both the parks and the campus planning will require extensive user group involvement.

This master plan recommends actions to be taken over a 5-year time span. When this plan is adopted, a more detailed annual action plan should be developed annually in keeping with yearly objectives and associated budgets.

Introduction

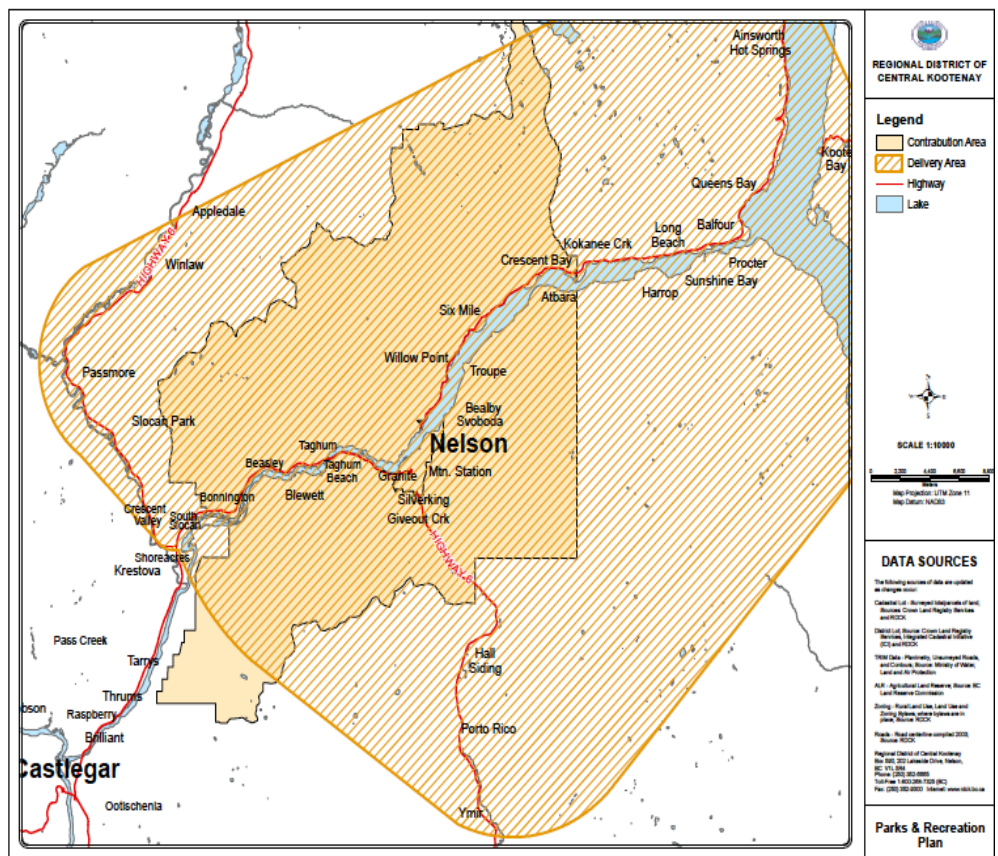
The Nelson and District area is characterized by its breathtaking scenery, a strong connection to the water, spectacular mountain vistas, quality indoor and outdoor recreation facilities, a quaint downtown core, and, a sense of community. The natural setting combined with the abundant recreation assets attract and retain community members who value healthy and active lifestyles.

The Nelson and District Recreation Commission and the local /regional governments “plays an essential role by providing outdoor and indoor venues for recreating. The Commission also oversees the delivery of a wide range of recreation opportunities made available in indoor and outdoor facilities provided by the City of Nelson, the Regional District of Central Kootenay (RDCK), the School District and other public and private organizations”¹.

The planning, construction and maintenance of parks is shared between the City (for parks and trail within the City’s boundaries) and the RDCK (for parks outside the City and within the RDCK).

The catchment area for all of the above is referred to throughout the Master Plan as the “delivery area”. It includes the City of Nelson, and Electoral Areas E, F, G and H. The population of this delivery area is 23,873.

To ensure that local and regional governments responds to changing and diverse community needs



¹ Commission’s terms of reference document for this Master Plan, 2012

in these challenging financial realities, the NDCC embarked upon a Parks and Recreation Master Planning process in 2012. Its last Master Plan for Parks and Recreation was completed in 1999.

1. Background

Recreation is essential to a high quality of life – for individuals, families and communities. It supports healthy and active choices and also fosters a sense of belonging and connection for all ages and abilities and between newcomers and those who are long-time residents. Since recreation contributes to the overall well being, it helps makes these communities attractive places in which to live, work, play, and invest.

To ensure that the residents of Nelson and District enjoy a high quality of life it is important that the services are being delivered in the most efficient and effective manner. The Commission initiated the development of a new Parks and Recreation Master Plan to meet this intended purpose.

This Master Plan defines the collective vision for parks and recreation in Nelson and the surrounding area for the next five years. It provides a framework for consistent, rational and practical decisions.

It is imperative to move forward in a manner that honours what is distinct about the region and the recreation service delivery system. The Master Plan focuses on:

- Setting direction and identifying key investments that are grounded in community needs
- Balancing needs and expectations with resources
- Creating efficiencies and revenue generation opportunities
- Reflecting the values and priorities of local community

Although not within the scope of this plan, future actions should also link with the broader context of the RDCK and the development of integrated plans that maximize the strengths of other recreation service delivery systems within the Regional District. Also not within the scope of this plan are arts and culture — but the consultants have included recommendations to support and facilitate those sectors.

2. Philosophy for Investing in Public Parks and Recreation

Recreation is defined as “all those things a person or group chooses to do in order to make their leisure time more interesting, more enjoyable, and more personally satisfying.”² Recreation is “not

² Action Challenge Committee (1990)

confined solely to sports and physical recreation programs, but includes artistic, creative, cultural, social and intellectual activities.”³

There are eight primary benefits associated with recreation that are substantiated by rigorous research.⁴ They provide a strong rationale for investing in recreation as well as the venues for recreating (e.g., parks, trails, and indoor facilities):

- Recreation and active living are *essential to personal health*, a key determinant of health status.
- Recreation is key to balanced *human development* and helps individuals reach their potential.
- Recreation and parks are essential to *quality of life*.
- Recreation *reduces self-destructive and anti-social behaviour*.
- Recreation and parks build *strong families and healthy communities*.
- *Pay now or pay more later!* Recreation reduces health care, social service, and police/justice costs.
- Recreation and parks are significant *economic generators* for communities.
- Parks, open spaces, and natural areas are *essential to ecological survival*.

It is obvious that those who use recreation facilities, spaces, parks, and trails gain direct benefit from these venues and the activities offered within them.

What is sometimes less well recognized is that those who don’t make use of these facilities *also* gain a benefit, albeit indirectly. Therefore, the rationale for investing in parks and recreation is simple in that it benefits *all* residents in the region.

“Recreation provides a way for people of all ages, abilities, and interests and cultures to mix. It is vital to the fabric of our community.”

“If you cut it out, you will not have a community.”

“Recreation is the mark of civilization”

(Quotes from the Non-User Focus Group)

3. The Format, Research, and Principles of the Master Plan

The Master Plan is designed to be a succinct, easy-to-reference document for the Recreation Commission, RDCK Board members, recreation staff⁵, City Council and staff, service providers, and members of the community.

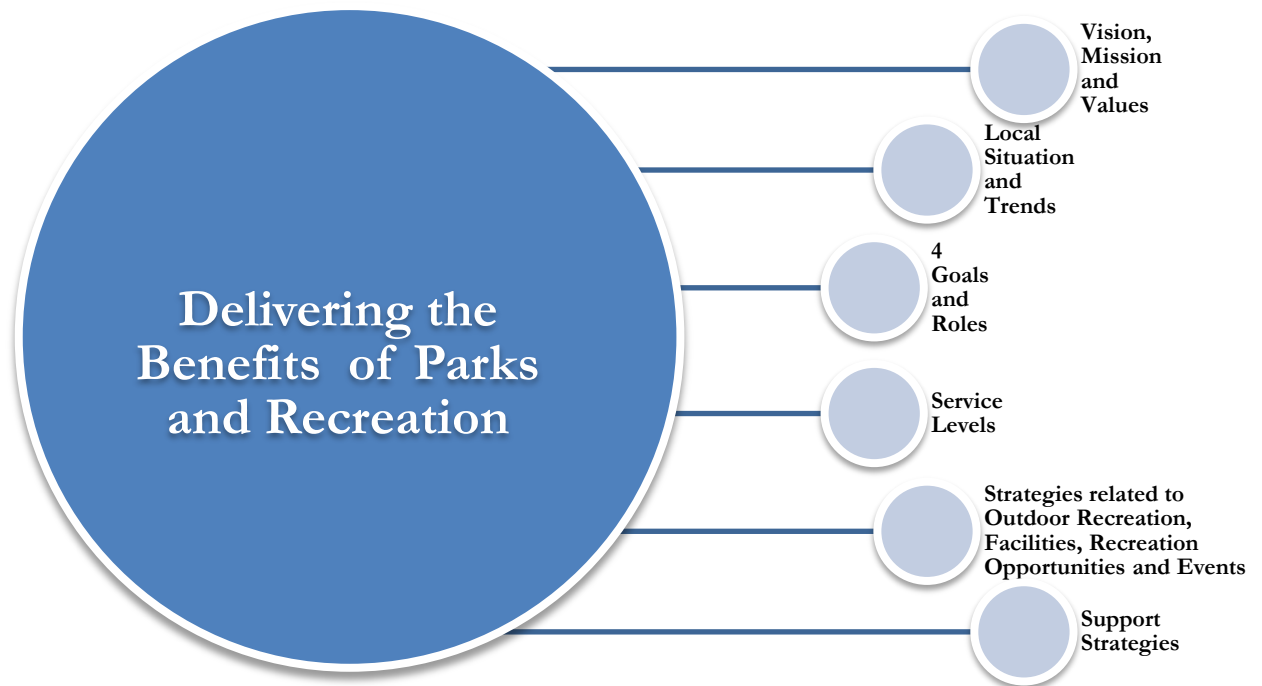
³ Canada’s Federal and Provincial Recreation Ministers (1987), *The National Recreation Statement*

⁴ National Benefits Catalogue

⁵ The RDCK staff located at the NDCC are responsible for providing recreation opportunities for the Commission. To reflect the suggested role for this staff group, we will refer to them as “recreation staff” not RDCK staff (even though RDCK is their employer) nor NDCC staff (which is where all staff except for the General Manager is located). This is to reflect the need for this staff group to function and be seen as functioning outside the walls of the NDCC facility.

Master Plan Format

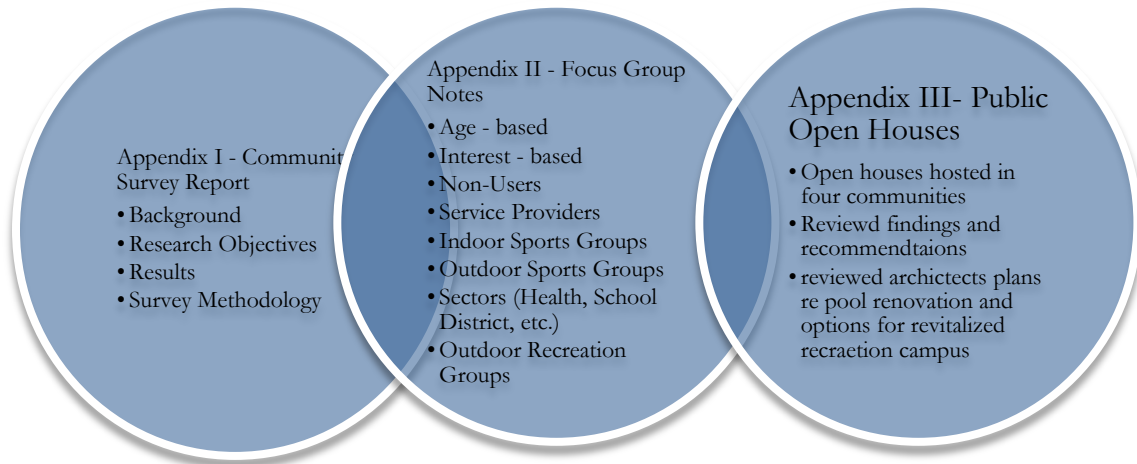
The graphic represents the plan's building blocks



The structure of the plan is as follows:

1. The plan begins with the Recreation Commission's vision for parks and recreation as defined after reviewing the community input to the Master Plan Process. It then defines the Commission's mission statement, how the mission contributes to the vision, and how the community's values shape the manner in which the Commission conducts its business (Introduction).
2. After this is an overview of relevant socio-demographic data and trends in service delivery (Chapter 1 "Context," and Chapter 2 "The Decision-Making Framework.")
3. The plan defines four goals—or desired outcomes—which parks and recreation is expected to deliver to residents of the Nelson area. It also describes the roles the Commission should play in support of these goals (Chapter 2 "Roles") and the level of services that would be appropriate.
4. The next four chapters define the strategies to support the delivery of services. (Chapter 3 "Outdoor Recreation", Chapter 4 "Indoor Facilities", Chapter 5 "Recreation Opportunities", Chapter 6 "Commission Support Strategies".

Appendices include important and detailed information. They form the foundation of the plan:



Planning Process

The process for preparing the Master Plan is community-based, that is, grounded in the needs, expectations, and priorities of members of the community; defensible, as it accurately represents the community’s perspective; and practical, taking into account the resources and service levels relevant to the region. Community research came directly from the five sources described below.

2012 Master Plan Telephone Survey (Appendix I)

This telephone survey (survey) provided representative data on the recreation behaviours and priorities of those residents who live within the Service Area. While the interviews were held with adult residents, participants were asked to think about all members of their household so that we could gather data for all age groups. The survey was conducted from May 1 to May 25, 2012.

The final survey was comprised of 300 completed calls made up as follows: 105 interviews with City of Nelson residents, 47 in Area E-West, 38 in Area E-East, 50 interviews in Area F, 11 interviews in Area G, and 49 interviews in Area H. Interviews conducted with Area G residents are included in the total sample results, but were too few to analyze as a separate area.

A sample of 300 yields reliable survey results that can be expected to be accurate to plus or minus 5.6 percentage points 19 times out of 20. Results for ‘area of residence’ and ‘demographic’ sub-groups are less reliable. The results for area sub-samples can be expected to be accurate to plus or minus 14 to 15 percentage points 19 times out of 20.

A preliminary survey report was posted on the RDCK website and a comment form was made available.

Focus Groups and Community Meetings (Appendix II)

The focus groups and community meetings worked in tandem with the telephone survey. The purpose was to provide additional details to augment the understanding of the telephone survey data. The type of information gathered at these meetings included thoughts, feelings, attitudes, values, and suggestions. These meetings were held in June 2012. Focus groups were divided into the following segments:

- Families with young children (12 and under), youth (13 to 18 years of age), young adults (19 to 34 years of age), adults (35 to 59), older adults and seniors (60 years and older)
- Community members who lead or participate in indoor and outdoor, structured and unstructured sports, recreation, and leisure activities
- Staff and community members with expertise or interests in parks, trails, and outdoor recreation
- Community organizations (private and non-profit) that provide recreation opportunities
- Staff from a variety of community sectors (e.g., public health, education, arts, culture, and early-childhood development)
- People who have trusted relationships with or advocate for people with special needs or experience barriers to participation
- Representatives from the school district, staff from the City of Nelson, and staff from the RDCK
- Non-users of recreation services

Meetings and Workshops with Recreation Commission, City Staff and RDCK Staff

Several meetings and workshops with these groups were hosted at key points in the process. They provided advice for the survey and the plan, and helped shape the process.

2011 Census and BC Stats Information

The 2011 census was analyzed to understand key socio-demographic attributes and trends.

Other community resources

The consultants' conversations with community members revealed other non-traditional sources of information, e.g., podcasts from Kootenay Coop Radio on topical recreation issues⁶. Internet research identified interesting and relevant data from Community Futures of the Central Kootenay and Nelson Affordable Housing Strategy.

Community Open Houses (Appendix III)

A series of four open houses were hosted in various jurisdictions to review the findings and gather reactions and suggestions.

⁶ http://kootenaycoopradio.com/index.php?/radio-show/show/nelson_before_nine/P30/

Planning Principles

A set of principles guide the Master Plan:

- **Provide benefits (direct and indirect) to the citizens of Nelson and District.** If there is no indirect benefit to the region (e.g., increased quality of life, inclusivity, protection of the environment, healthy, active, and well-rounded citizens, strengthening of families), the Recreation Commission should not be involved.
- **Provide services for parks and recreation at two levels: within the recreation service area (pays into the function through taxation) and within the recreation delivery area (does not pay into the function through taxation).**
- **Support investments based on what is acceptable to taxpayers.**
- **Provide or facilitate opportunities and strategies that reflect the needs and assets of the community.** The plan supports decisions that are based on the “needs” of a community (including technical and financial considerations), rather than justifying services because they are offered in other communities.
- **Be centred on community values that are vital to and shared by community**
- **Maintain relevance into the future.** A plan that only responds to a current snapshot of needs, issues, and opportunities will quickly become dated.

The Master Plan defines a vision for the future, attempting to predict needs, issues, and opportunities through a 5-year period. It makes recommendations to achieve the vision and to respond to future pressures. If circumstances change—and as priorities are accomplished—the Recreation Commission’s focus will need to be adjusted.

4. Vision and Mission

Vision Statement

A vision statement is an important planning tool because it provides clarity as well as a rallying point for the community and service providers. The following vision statement paints the ideal future picture of the Nelson and District community and details how parks and recreation play an essential role in creating that future.

Vision Statement:

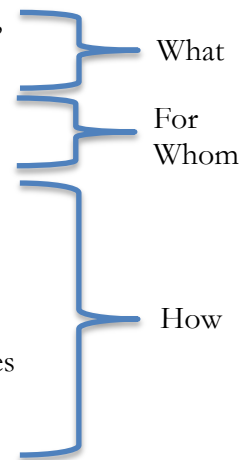
The parks and recreation delivery area can best be described as a place where—

- All community members are healthy and active
- Recreation is an important means for building a sense of community and pride locally and regionally
- The spectacular outdoors and variety of indoor facilities are part of the community’s daily life while also providing an important attraction for visitors
- The key service providers in the community work together to plan and deliver services that meet the recreation needs of all segments of the community (i.e. interests, ages, and barriers)

Mission Statement

Mission Statement:

The Commission will encourage, support, facilitate, and where necessary, provide safe and supportive recreation opportunities
... to benefit the health and vitality of all individuals, families, and communities within the Commission’s area of responsibility
... by creating a system of high quality and accessible parks, trails, recreation facilities, recreation services, volunteerism, and special events,
... using a citizen-based decision-making process, a balanced and fiscally responsible planning approach,
... being committed to regional coordination and respecting the mandates of all levels of government and other service providers



Values

Values depict the heart and spirit of a community. The following values were identified through the community engagement process and validated at the visioning session attended by representatives of the Commission, RDCK and City of Nelson.

Value Statements

- We believe that recreation is an important tool in building our communities.
- We recognize recreation as an important contributor to economic development and long-term sustainability and affordability.
- We support progressive, innovative, safe and positive recreational experiences for all members of our diverse communities.
- We remove barriers for the most vulnerable members of the community, balancing accessibility and affordability.
- We are committed to being a community of active and healthy citizens and families.
- We share resources equitably, respecting and cooperating with other service providers.
- We strive for transparent decision-making, good value for money, and proper planning for future decisions.
- We provide a happy, safe and cooperative workplace, where staff, volunteers and customers are valued and respected.

Chapter 1: Context

Understanding the community served by the Recreation Commission begins with a review of key socio-demographic characteristics.

Key Population Characteristics and Trends

There are two primary areas (collectively referred to as the ‘recreation delivery area’) that comprise the population cluster that were studied for this master plan. They are as follows:

- The **recreation service contributors**, which include those persons who pay into the parks and recreation function through taxes. These persons live in the City of Nelson, Electoral Area F or part of Electoral Area E. This service area has a population of approximately 18,000.
- The **recreation service non-contributors** include those persons living in the east portion of Electoral Area E, and portions of Electoral Areas G and H. The population of this area totals an additional 6000. These residents do not pay into the function through taxation although they are an active population group.

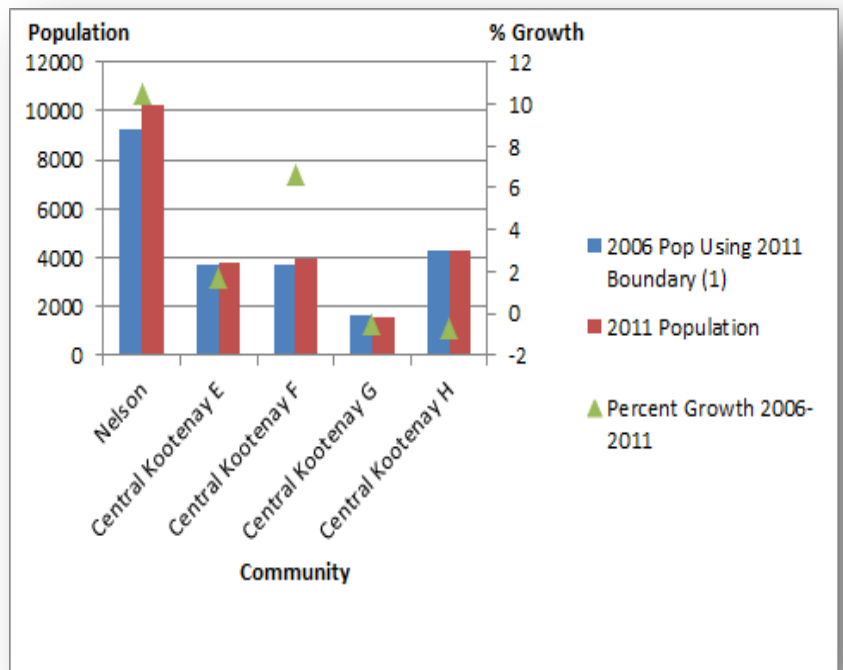
There is actually a third group that is composed of people living further away from the Nelson centre. These persons were not studied as it is assumed that they are much more casual users of these parks and recreation services.

The parks component (as outlined in more detail in Chapter 2) is not part of the Recreation Commission’s mandate. The Nelson, Salmo, E, F, and G Park Commission govern the Regional Parks separately.

A summary of the community’s key characteristics and trends is listed below:

Population:

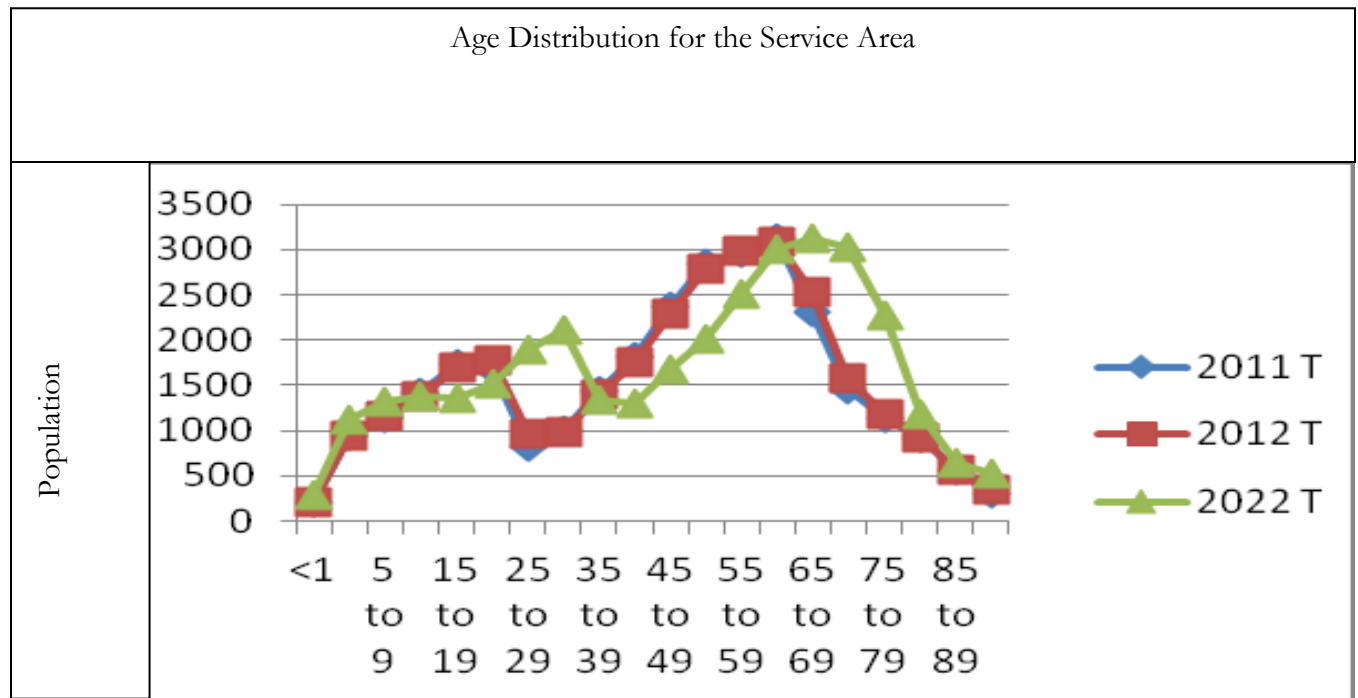
- From 2006 to 2011, both the service and delivery areas increased in population from 16,707 and 22,628 respectively
 - City of Nelson grew to 10,230, a growth rate of



- 10.5% since 2006
- Area F's population is 3,976, an increase of 6.6% since 2006
- Area E has 3,781 residents, an increase of 1.7% since 2006
- Area H has 4,289 residents, a decrease of -0.7 since 2006
- Area G's population is 1,597, a decrease of -0.5 since 2006
- BC Stats projects that the RDCK will grow between 11% and 25% from 2010 to 2035 Socio-demographic
- The median age ranges between 40.9 years of age for the City of Nelson to 47.4 for Area E. The median age for BC as a whole is 41.9.
- There are a higher proportion of women in the City of Nelson and Area F; however, the opposite is true for Areas E and H.
 - A survey by the Community Futures of Central Kootenay found that most new residents came to Nelson for the following top 5 choices: lifestyle change (140 responses), to be near family (100), a job opportunity or transfer (82), for the scenery/weather (59), or to attend school (26). There were 97% who said the Central Kootenays has lived up to their expectations⁷
 - According to the “Welcoming and Inclusive Communities Workshop Places Program – Knowledge Development and Exchange Report⁸”, the primary factors in deciding to move to the area were natural amenities and outdoor recreation. For immigrants to Canada, the most cited factor affecting their decision to move to the area was personal and family safety, the rural and small community lifestyle and affordable housing. For those who moved from other areas of Canada, outdoor recreation was the most important factor.

⁷ 2010 Nelson and Area New Resident Survey, Community Futures of the Central Kootenay

⁸ 2010 Community Futures of Central Kootenays



Economy

- Nelson and the surrounding area have experienced an “affordability challenge” similar to other desirable communities in BC, where the increase in housing prices has outpaced wage increases⁹. The cost of living was cited as a critical employee issue by 63% of employers, followed by housing, childcare and transportation¹⁰
- Tourism was seen by 66% of businesses to be one of the top two drivers of the Nelson area’s economy over the next decade. Rounding out the top five predicted economic drivers were relocation of people from urban centres (48% of businesses), arts and culture (22%), technology-based businesses (19%), and health and wellness businesses (17%).¹¹

⁹ 2010 Affordable Housing Strategy, http://www.nelson.ca/assets/City~Services/Pubs~and~Reports/1_HousingNeeds.pdf

¹⁰ 2010 Nelson and Area Business Retention and Expansion Report

¹¹ http://www.nelson.ca/assets/City~Services/Pubs~and~Reports/1_HousingNeeds.pdf

Parks and Recreation Trends

Understanding trends related to parks and recreation provides insight into potential opportunities and challenges. When studying trends, the information should not be used to *determine* but rather to *inform* decision-making.

The information below is based on the consultants' extensive work in monitoring trends, researching best practices, facilitating thought-leader forums, hosting hundreds of community focus groups, facilitating and attending trend discussions at provincial, national, and international conferences, and tracking census data.¹²

While the following is a list of national and provincial trends, our research confirms that they apply to the Commission. (Appendix I provides a detailed description of each trend.)

Customer Trends

- Increasing disparity between the “haves” and “have-nots”
- Perception of being rushed
- Shift in demand from formal to informal activities
- Desire by residents to be more involved
- Dramatic decline in volunteerism

Age-specific Trends

- Patchwork of early-childhood-development programs and supports
- Uniqueness of “tweens”
- Youth physical inactivity epidemic
- Family-centred activities
- Healthier aging population

Service Delivery Trends

- Requirement for integrated solutions
- Connections being made between health and recreation
- Changing preferences in recreation and cultural activities

¹² Socio-demographic information is based on an analysis of BC Stats and census information. Preferences and expectation information is based on many needs assessments conducted by Jennifer Wilson Consultants Ltd. and POV Ltd.

Outdoor Recreation Trends

- Trail uses as the most popular activity
- Greatest needs are in relation to trails – connectivity, information, managing uses
- Changing types of facilities for youth
- Increasing interests in dog off-leash areas and urban agriculture

Indoor Recreation Trends

- Shift in demand for activities within indoor spaces.
- Expectation for “green” buildings.
- Demanding nature of aquatics on staffing levels
- Shift toward a variety of facility-provision strategies (i.e., collaboration with not-for-profits, the private sector, etc.)
- Aging infrastructure.

Parks and Recreation Workplace Trends

- A focus on delivering benefits
- Difficulty attracting and retaining instructors
- Greater expectations for excellence
- Highly fragmented consumer demand
- Increased accountability to community

Chapter 2: The Decision-Making Framework

The Commission is in the ‘business’ of supporting health and well being, strengthening community connections, and being stewards of the environment. Healthy people, strong communities, and a sustainable environment are assets that lead to a diverse economy and investments being made by visitors and businesses. However, the Commission is a public sector organization, distinct from private-sector businesses in the following ways:

- It is driven to meet the needs of the community as a whole¹ (including people who experience barriers to participation) rather than focusing only on customer demand, as the private sector tends to do.¹³
- It offers a range of services that lead to both personal development and community development.
- It designs services in a way that removes systemic barriers to participation.

1. Goals

There are four specific goals or desired outcomes of this Master Plan that relate to the business of the Commission:

One: Strengthen the community throughout the region

The Commission provides indoor and outdoor spaces and opportunities where members of the community can connect. High-quality parks, recreation, and cultural assets foster community pride and identity.

Two: Motivate individuals and families to be healthy and active

The Commission plays a central role in the physical, social, creative, intellectual, and emotional health of the community. The RDCK accomplishes this by providing, facilitating, or supporting a variety of recreation opportunities and spaces, effectively communicating these opportunities, motivating people to participate, removing barriers to participation, and encouraging families to recreate together.

¹³ Community needs were identified through the Master Plan survey and focus groups.

Three: Serve as stewards of the environment

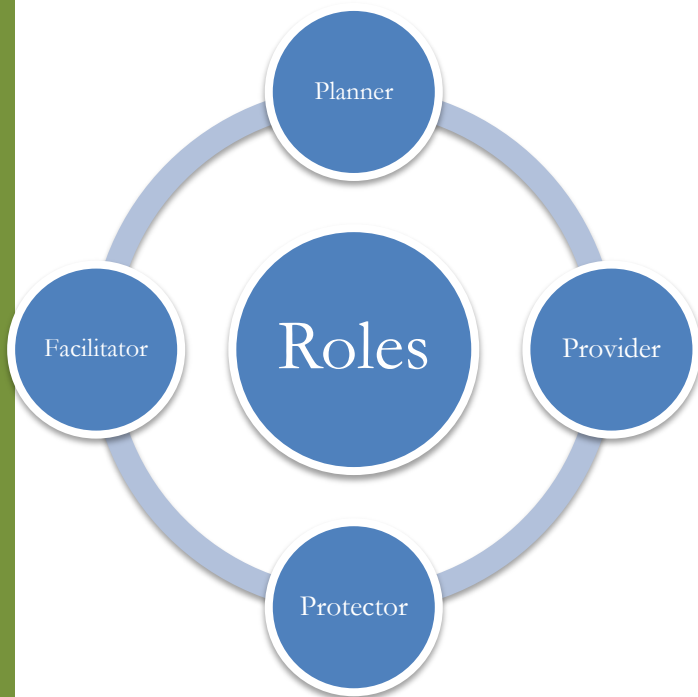
The Commission, in collaboration with the RDCK, is an educator, protector, and manager of significant natural environments, which include the landscapes, wildlife, and ecosystems that residents enjoy and value. Caring for the environment helps to provide local solutions to global issues while supporting outdoor recreation.

Four: Contribute to a diverse and sustainable economy

The Commission contributes to the regional economy by supporting local businesses, providing employment, purchasing goods and services, encouraging volunteerism, and contributing to the quality of life of community members. This, in turn, retains residents, attracts new community members, and attracts investment and visitors to the region.

2. Roles

The Commission must play four roles in order to meet the goals and deliver services effectively. The selection of the most appropriate role will depend on the particular situation. For example, if another service provider is better positioned to provide a specific activity or opportunity and can provide similar benefits, then the Commission should shift from being a *provider* to being a *facilitator*.



Planner

In this role, the Commission is responsible for defining the short-, medium-, and long-term direction for parks and recreation and for working with other groups and organizations to implement the Master Plan. It must do this through conducting research, analyzing data, getting input from the community, and seeking technical expertise.

Protector

As a protector, the Commission preserves, maintains, and manages

important indoor and outdoor spaces, in a manner that supports community participation, e.g., parks and facilities are not icons but venues that people make use of and enjoy.

Facilitator

The most important role that the Commission should play is that of facilitator. The study area has numerous leisure services provided by the private sector, not-for-profit organizations and community groups. The survey confirmed that between 28% and 44% of households use private recreation facilities, and between 16% and 28% pursue recreation activities at locations that are not public or private, e.g., private homes, services by community groups.

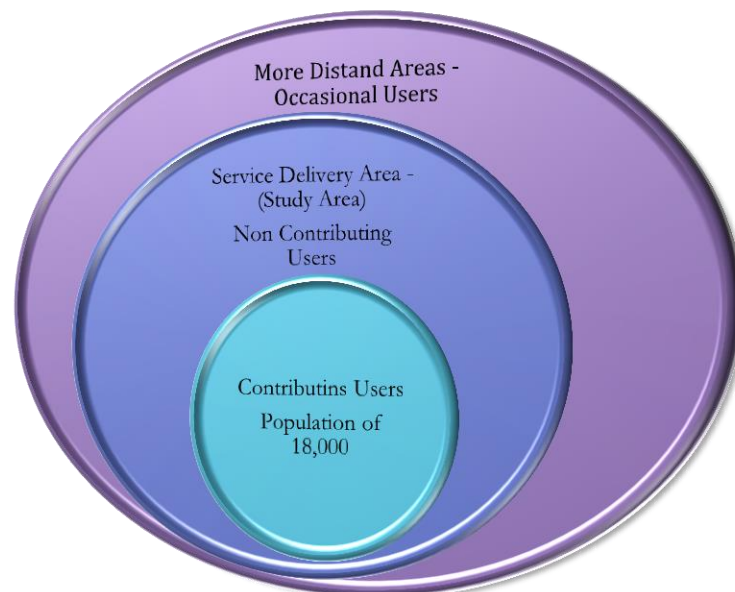
As a facilitator, the Commission should support external entities—the private sector, not-for-profits, community groups, societies, contractors, and individuals—providing leisure services or facility spaces as long as their visions, goals, and principles are complementary to the Commission’s. Working together like this helps to build community capacity and skills, broadens leadership in the community, taps into new expertise and new connections with people, and leverages resources not funded by taxpayers.

To be an effective facilitator requires staff to embrace a “community-development” philosophy and to be competent in community-engagement practices. Community development is a resource-intensive pursuit, and it requires patience. It takes effort and time to reach out to the community, to build trust, and to mobilize a diverse group of laypersons. Participation in these groups tends to ebb and flow, and therefore different skills and approaches are required over time.

When the Commission requires staff members to work as facilitators, expectations must be adjusted. The Commission has to be comfortable with longer timelines, shifting control to other entities, and measuring success differently, e.g., performance measures should include the process of building community capacity.

Provider

Only when no other agency can deliver the same benefits to the community does the Commission deliver services directly, e.g., programs in pools and arenas.



3. Users Areas

The study area contains three catchment areas, including contributing users in and near Nelson, non-contributing users who regularly visit the Nelson-Salmo area, and occasional users. The former two catchments comprise the service delivery area (blue and green), which is the focus of this study.

Investing in the Service Delivery System

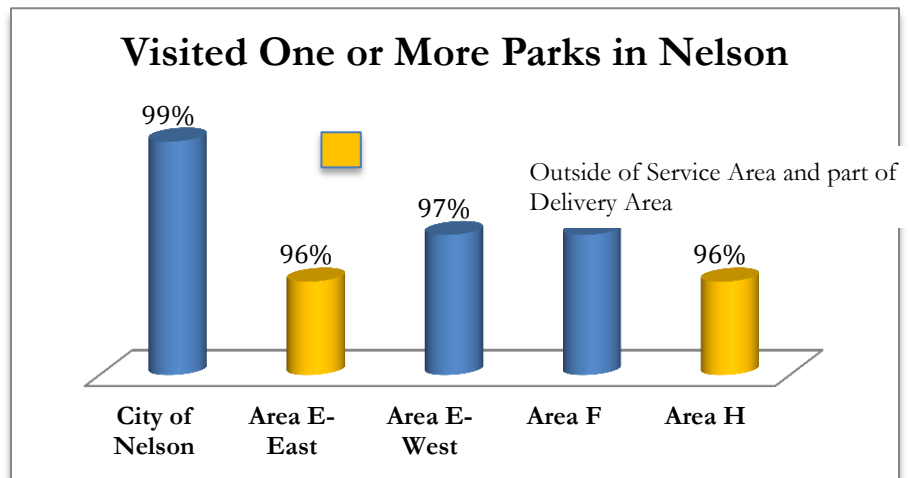
There are currently two primary methods for obtaining funds for parks and recreation facilities and services:

1. Taxation (RDCK & Nelson)
2. Fees and charges

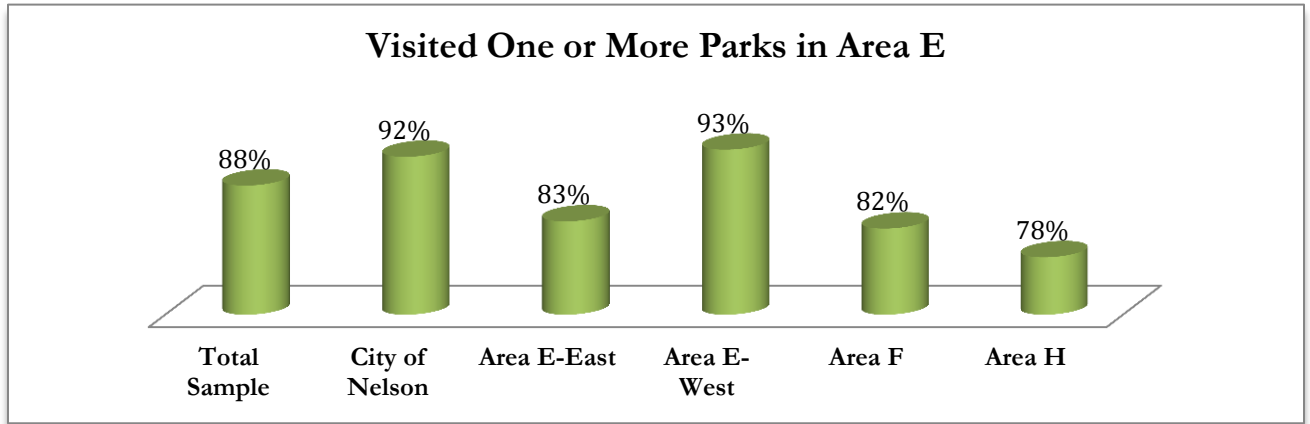
Those persons who are in the ‘contributing’ area invest through both methods. All other users pay through fees and charges only.

This Master Plan focuses on encouraging a high level of participation. Parks and recreation facilities and services are expensive to build, operate, maintain, and refurbish. Fees and charges primarily offset direct program costs, not indirect costs such as marketing, administrative functions, maintenance, and capital replacement costs. The

fees and charges paid by residents outside the ‘contributing’ area can make programs viable (i.e., bring the registration number above the minimum required to avoid cancelling the class) and therefore this benefits local residents. It would add a greater degree of fairness and equity and an improved delivery system if those areas that do not contribute tax dollars to support parks and recreation would agree to participate in funding a system that they use.



The graphs in the next section show the high use of indoor and outdoor spaces from those living in the service delivery area.

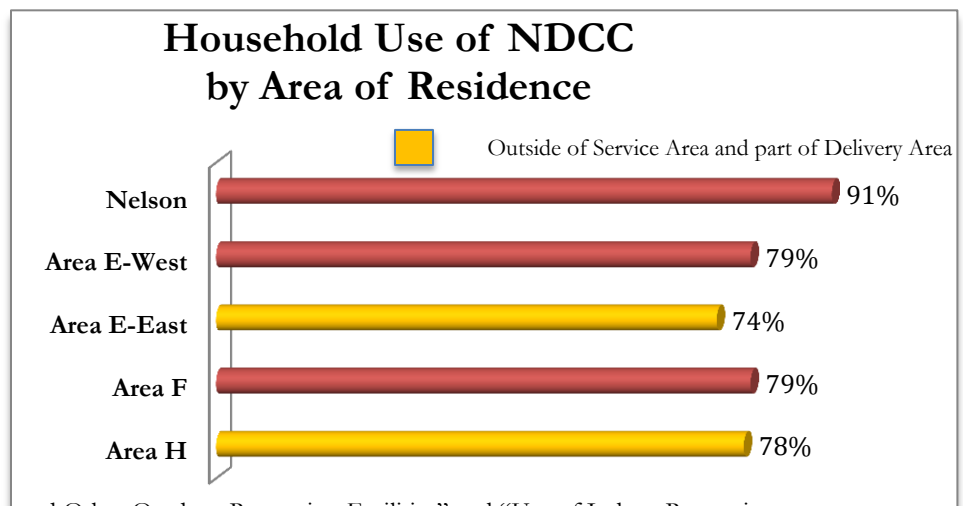


A Seamless Service Delivery System

The dividing line between the service delivery area and the remainder is invisible to those who use parks, trails and indoor recreation facilities. As the graphs show, people from within the service delivery area travel to a large number of parks.¹⁴

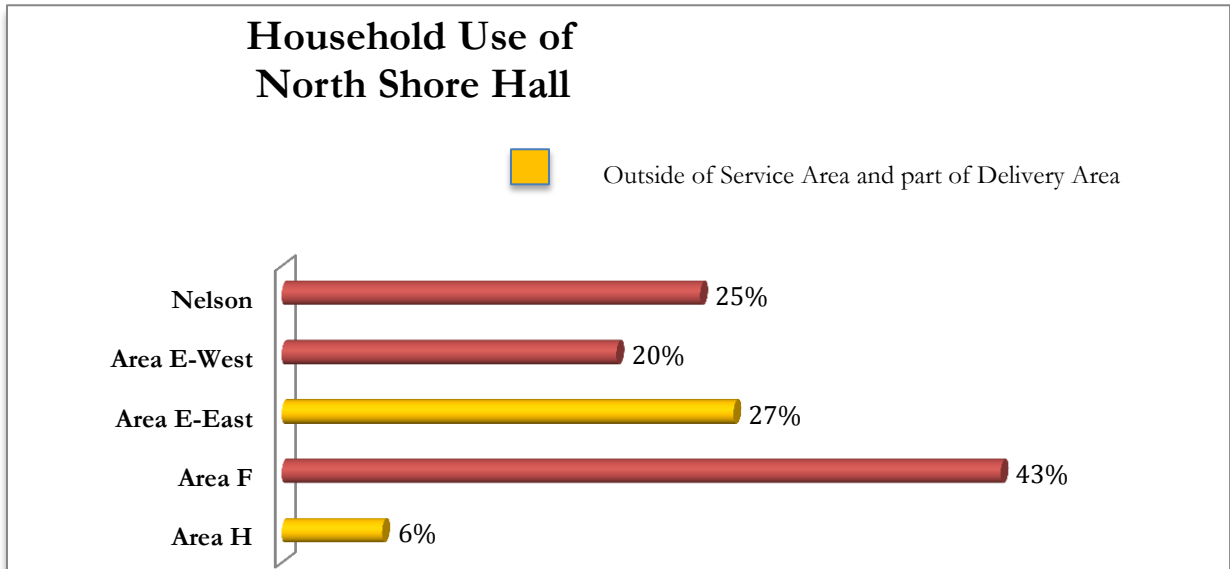
The primary role of the staff and policy makers should be to expand participation by all. These efforts will result in several important benefits:

- Participation contributes to the health and vitality of the region in terms of attracting and retaining residents
- Participation thereby provides more demand for products and services in the region
- Recreation and park services retain employees, which is a documented challenge for employers
- Healthier citizens reduce health care costs



¹⁴ 2012 Master Plan Survey, “Use of parks and Other Outdoor Recreation Facilities” and “Use of Indoor Recreation Facilities”

- The viability of recreation services increases through the fees and charges individuals pay (i.e., the higher the participation rates for recreation programs the greater the cost recovery; the higher the demand for programs the greater variety of programs can be offered; the higher the registration numbers the reduced number of classes that have to be cancelled due to low enrolment)



Obviously, these benefits could be more readily achieved with a funding model that acknowledges the overarching benefits to the entire service delivery area ¹⁵.

Recommendations

1. Assume the roles of planner, provider, facilitator, and protector.
2. Work within a community-development philosophy, train staff in community engagement, and include performance measures that recognize the facilitator role.
3. Explore a funding/decision-making model built on fairness and equity that provides support to all parks and recreation amenities that are accessed by those living in the service delivery area of this Master Plan.

¹⁵ See page 3 for a list of benefits to the region as a whole for users and non-users of parks and recreations services

Chapter 3: Parks and Outdoor Recreation

This section reviews all aspects of parks and outdoor recreation to determine if the land, the amenities and the delivery of services are meeting the needs of the population. The review includes parkland, trails, sports fields, and other amenities within parks, park maintenance, and administration of parks. The analysis indicates that there are some major challenges in the administration of parks that need to be repaired for other components of the delivery system to function efficiently. For that reason, administration is addressed first.

1. Parks Administration

In the Nelson area, parks are administered separately from recreation, and the management areas for parks and recreation are different. The Nelson and District Recreation Commission (NDRC) has no direct link to parks, though it includes three of the five stakeholders that have a role in parks in the Nelson-Salmo area.

The Regional Parks Commission is made up of the directors from Nelson, Salmo, and Areas E, F, and G. This group answers to the RDCK Board.

Because the regional district is so large, with geographically distinct units, parks services (with dedicated taxes) in other parts of the regional district operate fairly independently, though they are governed by the RDCK, as follows:

- Area A has a Park Service with a Park Commission.
- Area H, Slocan, Silverton, and New Denver have a Park Service with two Park Commissions.
- Area D and Kaslo have a Recreation and Regional Park Service with two Park Commissions.
- Castlegar and Areas I and J together have a combined Recreation and Regional Park Service. The Castlegar and District Commission funds parks in Castlegar that serve the city and the surrounding areas.

There are also distinct parks with additional governance structures, as follows:

- Sunshine Bay Park is governed by the Sunshine Bay Parks Commission, which reports to the Nelson-Salmo, E, F, and G Regional Parks Commission.
- Memorial Park (cemetery) serves the city and surrounding areas and is managed by the City of Nelson, to which Areas E and F contribute.

The Nelson-Salmo, E, F, and G Regional Parks Commission funds Regional Parks.

Parks in Nelson are owned and maintained by the City; NDCC recreation staff schedules programs and events; and the City establishes the rules and guidelines for events. While this master plan was being prepared, the NDRC agreed to contribute operational funding for Queen Elizabeth Park and the Lakeside Park sports fields in Nelson due to their regional nature.

The City, Regional District, Sports Council, School Districts, and the Crown all have roles and responsibilities with respect to parks and their use. A significant challenge in the Nelson-Salmo area is therefore a lack of coordination. For example, conflicts have arisen between bookings and maintenance operations. Information on parks, trails, and recreation / sports opportunities is highly varied and spread across multiple locations. As a result, community members, especially newcomers, find it difficult to navigate the system and learn about outdoor recreation opportunities.

The overall RDCK model of sub-regional parks services is efficient in that parks are operated with local knowledge and good access to operations staff. There is, however, no classification or distinction for parks that serve much of the region versus parks that serve City, local neighbourhood, or smaller rural area needs.

While this master plan was being prepared, the NDRC District hired a Regional Parks Operations Supervisor for all Regional Parks within the District. This position provides direct operational supervision of the Regional Parks and reports to the General Manager of Community Services.

Recommendations

4. Define regional parks as those that serve people from the region, with funding sources to match. Identify neighbourhood and community parks as those that serve local areas, with funding by municipal or local rural areas.
5. Work with other organizations on improving efficiency related to parks and trails, including planning, design, maintenance, programming, and booking.
6. Provide better information and communication to the public on parks, trails and sports and outdoor recreation programs by consolidating the information from the various organizations and providing it to the public through one portal or one inter-related set of portals.

2. Parks Classification

When preparing a Master Plan that includes parks, it is customary to classify parks into types based on the characteristics and uses of the parks and the population they serve. This is a management tool that enhances understanding of the park system, and it can be used to guide park planning, design, management and maintenance.

In the Nelson-Salmo area, it is particularly important to classify parks due to the need to define regional parks, as described in the previous section. The parks have been classified for the purposes of this master plan, but the classes are not a final decision. Parks and the populations they serve change over time, and park classifications are typically reviewed with every master plan. Some parks have characteristics that are consistent with more than one type; in these cases, the park is given a type according to its key role at the time of classification.

The following are the proposed park types for the study area:

- Regional parks are the well-known parks that draw people from throughout the region. Regional parks attract visitors who specifically travel to spend time “in the park”. People may visit these parks due to the natural features such as beaches or waterfront, or the facilities and opportunities offered, such as major walkways, sports fields, or unique amenities.
- Community parks support recreation and social activities for multiple neighbourhoods. They typically include sport fields and/or ball diamonds, washroom building, playground(s), walkways or trails, and parking lot(s). They are meant to form the visual, physical and social focus of the community and visitors walk and drive to these parks.
- Neighbourhood parks are within walking distance and meet local needs. Neighbourhood parks generally serve the catchment area of an elementary school. Neighbourhood park development may include play equipment, courts, pathways, open grass, and seating. These parks are meant to form the visual, physical and social focus of the neighbourhood. Neighbourhood parks have important benefits in relation to health, fitness, walkable community and families.

3. Park Planning Priorities

Residents of the Nelson and surrounding areas use their parks extensively. The survey indicates that 94% of households visited a park for walking, picnicking, informal activities or play over the past two years. Focus group participants expressed satisfaction with the variety of parks, the fact that many parks are available, and the experiences of diverse habitats available in parks.

In the Nelson district, parks provide recognition and protection of conservation values and access to water, beaches, and mountains. There is multi-season use and parks are typically considered safe. Within the City, parks are available for walking, viewing flowers, and many recreation activities.

There is a high level of community pride related to the parks, and high satisfaction for larger popular parks such as Lakeside Park (per the survey). The area is also fortunate to have a significant amount of park stewardship and funding by service clubs, e.g., Rotary, Gyro, Kiwanis, Lions, and Italian Club.

The community did express some needs. According to the survey, the community's fourth priority is more or better parks or sports fields. Among those who chose this priority, 58% said more, 23% said better, and 19% more and better. The primary location perceived as deficient in park space is the waterfront in Nelson. Another challenge is that some of the park infrastructure is aging.

The RDCK does not have a Regional Parks Master Plan. This makes it difficult to establish direction and to set priorities for park acquisition, park development, and operations throughout the regional district.

Recommendations

7. Prepare a RDCK Regional Parks Master Plan with a vision, objectives and recommendations to achieve an effective, coordinated parks system.
8. Until such time as a Regional Parks Master Plan is prepared, the following are recommendations related to parks:
 - Increase the amount of public green space along the waterfront in Nelson.
 - In park design processes, involve the community and consider safety (Crime Prevention through Environmental Design, or CPTED), universal design, xeriscape, parking, alternative transportation, low maintenance design, and other items of interest to staff and the community.
 - Cottonwood Falls Park – work on addressing social issues.
 - Rosemont Park – increase parking, work with the biking group on the design of structures, and add signs related to liability.
 - Lions Park – consider adding a loop path.
 - Lakeside Park – prepare a park master plan that makes maximum use of the site, and addresses aging facilities and changing needs.
 - Taghum Park – work on land tenure and management of park use, considering a park host.
 - Cottonwood Lake Park – work on management of park use, considering a park host.
 - Morning Mountain - support groups in their efforts to develop this site for sliding family sports in winter and mountain biking in summer.
 - City transfer station –prepare a park master plan for the future of this site in collaboration with the City.
 - Pulpit Rock – consider potential locations for parking, and consider or encourage a shuttle service.

4. Trails

Residents of Nelson and the surrounding area make extensive use of trails. The survey indicates that 92% of households participated in running, jogging, walking, or hiking over the past two years.

While these activities are not all located exclusively on walkways and trails, they suggest a very high level of trail use. Residents are also quite satisfied with “natural parkland and nature trails” – mean satisfaction of 4.22 out of 5, and “paths and trails for walking close to home” – mean satisfaction of 4.14 out of 5.

Focus group participants expressed satisfaction with the extensive trail system that provides access to diverse natural settings, especially in outlying areas. They noted that the trails offer healthy experiences, great views, nature experiences, and different levels of difficulty. The rail trails are very well constructed, and there are some wonderful regional trails, e.g., Nelson-Salmo Great Northern Trail. This trail, with its new trestle, allows for skiing from the Nordic Ski Club all the way to Nelson. The trail is part non-motorized and part multi-use to accommodate a range of users.

Some other popular trails are the dog walk along the waterfront at the airport, the canal between the Kootenay River, and Pulpit Rock. Most survey respondents seem pleased that dogs are allowed on trails (on leash), with the off-leash opportunity near the airport.

The Nelson-Salmo area has benefited from extensive volunteer efforts. Volunteers have been involved in building and managing trails, preparing signs related to dog management, and preparing a booklet on links between trails in Nelson.

Along with the high trail use and the accomplishments to date, the community’s highest priority is for more or better paths or trails according to the survey. Among those who chose this priority, 55% said more, 18% better, and 27% more and better. Supporting comments emphasize the need to add more trails for walking and road biking in Nelson, to better connect the trails, to specifically add trails along the waterfront, and to improve links between Nelson and the surrounding communities. More trails for hiking, walking dogs, riding horses, mountain biking and riding motorized vehicles were requested, as well as paths and trails close to where people live, including in the rural communities. There were specific suggestions to improve the Nelson-Salmo Great Northern Trail, to mark the Trans-Canada Trail (TCT) through Nelson, and to add more trails in Rosemont.

Some of the concerns expressed by focus groups include the following:

- Management of use – there are perceptions that overuse is causing trail degradation and disturbance of wildlife (by dogs and people), in some areas there are unsanctioned trails, there are conflicts between motorized and non-motorized uses (and in some cases equestrians), codes of conduct and bylaws are not being communicated or enforced (to address unauthorized uses, smoking),

commercial uses are taking place without proper training and liability (e.g., dog walkers), uses of specific trails are not designated in many cases, alpine trails near Nelson are all used for mountain biking making it difficult to hike these trails

- Communication and coordination between government, volunteers and user groups needs improvement
- Information – the lack of marketing, maps and trail descriptions may be a factor in certain trails being over-used
- Parking – there is a lack of parking at some popular trail heads (e.g., Pulpit Rock and Great Northern Trail)
- Resources – there is a lack of funding to build and maintain trails, there could be a risk of volunteer burn-out if more resources are not available to support volunteers
- Land tenure - trespassing and unauthorized use occurs as some trails cross private land, communication of information on land ownership and liability is lacking (e.g., Teck)

–

Recommendations

9. Prepare a Regional Trails Master Plan in consultation with outdoor recreation groups, tourist providers and other trail users with a vision, objectives and recommendations to achieve an effective, coordinated trail system.
10. Until such time as a Regional Trails Master Plan is prepared, the following are recommendations related to trails:
 - Plan and implement trails through Nelson connecting major parks and other destinations, e.g., to and along the waterfront, connect Cottonwood Falls Park with a trail to the waterfront and Lakeside Park, mark the TCT route, and provide loop trails.
 - Provide trails that are universally accessible where possible, especially within Nelson and close to staging areas in parks.
 - Plan and implement connections from trails within Nelson to surrounding trail networks.
 - Install more directional, regulatory and interpretive signage.
 - Work with private landowners to establish condoned routes and methods for addressing trespass and liability.
 - Encourage the City and MOTI to include bicycle lanes in the road network.
 - Improve communication and coordination among all trail managers (RDCK, BC Parks, Ministry of Forests, Lands and Natural Resource Operations, City, private landowners

willing to accommodate trails on their land) and undertake the following tasks as a group:

- Designate uses for each trail. (e.g. hiking, cycling, equestrian etc.)
- Prepare a code of conduct and distribute the information widely, e.g., on signs, maps, brochures, website.
- Prepare maps that include all sanctioned trails, along with their permitted uses and trail rating, and distribute these widely, on signs, maps, brochures, website, etc.
- Develop systems for coordinating volunteer stewardship, e.g., adopt-a-trail program.
- For private businesses that use trails, establish a code of conduct, and potentially a permitting system, addressing training and liability.

5. Sports Fields

Nelson area residents are very active in outdoor field sports. The survey indicates that 39% of households participated in field sports over the past two years. The Lakeside sports fields were used by 85% of households in the same time period.

Lakeside Park has two high quality sports fields that can be divided for practices or use by youth teams. There are also two slo-pitch diamonds that overlap with mini soccer fields. The fields and diamonds are heavily used by community sports leagues and schools, including adult and youth soccer, rugby, adult and youth baseball, adult slo-pitch and ultimate.

Queen Elizabeth Park is home to Babe Ruth youth baseball, hosting regular season games and tournaments. The community group has built dugouts and a full baseball backstop. The field has bleachers and is situated in a natural bowl that supports additional seating. The City maintains the field, supported by volunteers. The field is in an acceptable condition but would benefit from additional maintenance. L.V. Rogers Secondary School is situated above the park. While the school has a full-size field, the lack of adequate maintenance has resulted in the field becoming unplayable for organized sport. As a result, the students often use Queen Elizabeth Park.

Lions Park has a 60-foot children's baseball diamond that has recently been rebuilt with a new backstop, dugouts, and infield. The renovations were made possible with the support of the Lions Club and youth baseball.

The Selkirk College Tenth Street Campus includes a full-size sports field that was once the home to rugby in the greater Nelson area. The field is currently unplayable.

The following public schools all have fields, none of which can support organized sport in their current condition: Trafalgar Middle School (two fields and a minor field), Hume Elementary, Redfish Elementary (small sports field), Rosemont Elementary (potential soccer field and little league/slopitch), South Nelson Elementary (potential minor soccer field).

Ecole des Sentiers- Alpains (A.I. Collinson School) is located at 6-mile and is leased by School District #93 to support francophone education. The site includes a full soccer field that would need some upgrading for community use. Sunshine Bay Park has a sports field, which would benefit from resurfacing; however access is limited due to the ferry.

There are other sports fields that provide opportunities. Soccer Quest is a private indoor facility in Nelson. Some sports fields outside the study area are used by Nelson area residents, e.g., Balfour.

Residents are quite satisfied with the existing sports fields, giving them a mean satisfaction of 4.13 out of 5 on the survey. The Lakeside Park fields are well maintained by City parks crews supported by volunteers. Sports groups are pleased that they meet annually to review field allocation.

Interest in sports participation is expected to increase as the population grows. Adult soccer participation could increase. Some sports organizations indicate that there are insufficient fields to support the current numbers or any potential increases, e.g., youth soccer reports a membership of 1,000 boys and girls (about equal numbers) and has waiting lists because they cannot get as much field time as they need.

The demands are placing pressure on the fields. The Lakeside Park fields are not being taken through a proper maintenance cycle that would see one field closed in the spring and a second in the fall for major repairs and “down” time. The fields are quite close to the surface of the lake and sometimes experience flooding in the spring. There are no back-up fields adequate for league play. Schools use City fields, as they have no resources to maintain their own. The public school and college fields are in poor condition. Rugby currently shares a field with elite soccer, which is not a good situation as rugby has different needs (e.g., taller grass) and heavier impacts on fields. It was also noted that fields beyond the city borders such as those in Balfour could carry additional activities.

There are potential partnerships for increasing the availability of sports fields. Kootenay Lake School District #8 is open to discussion about partnerships and community use of school fields. Selkirk College has a history of inviting citizens onto campus to pursue active lifestyles in keeping with the mandate of community colleges and may be amenable to improving their field. Community sport groups such as Nelson Youth Soccer are willing to contribute to new sports field development.

There are also concerns related to the administration of sports. The Sports Council is not perceived as an effective advocate for the field users. There is no dedicated City staff person responsible for sports nor is there one central source of information for sports. Unlike some other communities, Nelson does not have a major industry to sponsor fields and facilities.

Fees and charges also need some attention. There are different rates for City and RDCK participants. Minor sports pay per registrant rather than for field time, therefore they block book fields. This method does not promote the most efficient use of field resources.

Recommendations

11. Establish a task force composed of the RDCK, City, School Districts #8 and #93, community service clubs, and the Sports Council to develop a strategy for improving sports fields and for administering sports in the community. The role of the task force will include, but not be limited to, the following tasks:
 - Classify the level of each field, and match maintenance and field allocation to these levels, e.g., practices can occur on lower-level fields than games.
 - Review the membership and the roles and responsibilities of the Sports Council.
 - Develop a new agreement intended to maximize the use of community assets (including school sports fields) to increase recreation participation rates among the community and school students. This will include identifying selected sports fields to be upgraded.
 - Determine responsibilities for and levels of maintenance of sports fields.
 - Establish a field dedicated primarily to rugby, considering the Selkirk College field as an option.
 - Establish one primary portal for communication of sports-related opportunities, registration, and other related information and services.
 - Review fees and charges considering the new administrative structure, costs, participants, levels of fields, and rates in other jurisdictions.

6. Other Park Amenities

As noted previously, the community has very high interest in and high visitation to parks. Nelson area residents have a strong attraction to water-oriented recreation. The survey indicates that 85% of households participated in water activities over the past two years. These activities include beach use, boating, fishing, rowing, sailing, and dragon boating.

Focus group participants expressed satisfaction with the many types of park amenities. These include playgrounds, beaches, washrooms, picnic areas, spray parks, tennis courts, basketball courts, farmer's market and community gardens (Cottonwood Park), dog off-leash trail, outdoor kiddie's

pool (Gyro Park), outdoor natural ice rink (Lions Park), bike skills areas (Rosemont and Bonnington Parks), plus special features such as viewpoints in Lakeside and Gyro Parks.

Nelson and District benefits from numerous volunteer organizations and service clubs that support developing and maintaining park amenities. There are also some programs in parks offering healthy outdoor activities, including fitness classes, day camps, and naturalist events.

In relation to park amenities, the survey indicates the lowest satisfaction for places to ride horses, outdoor skating rinks, and youth outdoor spaces such as bike skills parks and places to skateboard. There was no skate park at the time of the survey. As the Master Plan was being completed so too was a new skate park in Rosemont Park. There are two horse-riding clubs, the Nelson and District Riding Association and the Sunshine Bay Riding Club.

On the survey, satisfaction was somewhat low for picnic facilities, outdoor fitness equipment, boat launch facilities, community gardens / urban agriculture, motorized trail areas, courts, places to walk dogs off-leash, and places to ride a bike safely.

For those who chose better parks or sports fields as a priority on the survey, the main issue appeared to be the lack of an outdoor skate park. Other issues included a need for parks that support a variety of uses and age groups throughout greater Nelson. The community would also like more and updated washrooms, improvement of tennis courts, upgrading of the dog walk, more off-leash areas, exercise equipment throughout the City, more barbecue and picnic facilities, and more basketball courts (in Areas F and H).

Some additional challenges arose from the analysis of park resources, and these warrant consideration in future park planning, repurposing, and upgrading:

- There is only one dog off-leash area in Nelson, though it is typical for dogs to be off-leash in other parks. As the population grows, there may be a demand for other off-leash areas.
- A number of the tennis courts are in mediocre to poor condition, e.g., Lakeside Park, L V Rogers School, Trafalgar Middle School. The higher-level tennis players in Nelson typically play at Granite Point Club (private). It should also be noted that Balfour tennis courts are in good condition.
- No accessible playground for wheelchairs and those with disabilities is available.
- Focus group participants expressed interest in more dock space for water sports and more winter activities, e.g., outdoor skating rinks.
- Fees exist for tennis court rentals, but no one pays.

Recommendations

12. When parks are being planned and redeveloped, work with the community to identify the facilities desired, including consideration of the amenities expressed in the survey and focus groups.

7. Maintenance

City staff maintains parks within Nelson. Regional District parks in the Nelson-Salmo portion of the regional district are maintained through contracts.

Residents are quite satisfied with the maintenance of parks and trails, giving this a mean satisfaction of 4.13 out of 5 on the survey. At the same time, better maintenance of outdoor recreation facilities such as parks, trails and sports fields is the third priority of the community. The main issue is to keep parks including the dog walk at the airport, trails, sports fields and washrooms clean, safe and usable (in good working order). As noted previously, community volunteerism plays a role in park stewardship.

Chapter 4: Indoor Facilities

This chapter examines the key attributes and satisfaction levels of the indoor recreation facilities, owned by either the RDCK or the City of Nelson, located in the delivery area. A variety of operating models exists for these various facilities. The facilities may be governed or managed by the Nelson and District Recreation Commission, the City of Nelson, the RDCK, a community recreation commission, or a not-for-profit society or the private sector. The following provides a listing of these facilities:

1. Nelson and District Community Complex

(NDCC - governed by Recreation Commission)

This is the primary regional recreation (anchor) facility in this study.

The complex was opened in 2005 and includes:

1. Multi-purpose room (18'x43')
2. Aquatic centre
 - original pool tank was constructed in 1972
 - second storey fitness space was added in 1975
 - further service addition was added in 1980
 - whirlpool / fitness studio was added in 1993
 - leisure pool, slide and change rooms were added in 2005 as part of the construction of the remaining NDCC

The aquatic centre now includes:

- 25 metre 6-lane pool
- shallow teaching pool
- leisure pool with lazy river, bubbles, waterfall and spray
- 1 and 3 metre diving boards
- indoor waterslide
- hot tub, sauna, steam room
- viewing area
- women's, men's and family change rooms

Activities at the pool include:

- Red Cross Swim Kids swimming lessons
- Aquafit

- Nelson Neptunes Swim Club
- Nelson Reflections Synchronized Swim Club
 - Masters Swim
 - Public swim/lap swim/adult swim
 - Adapted Aquatics

During the course of the master plan study part of the ceiling of the pool failed requiring the closure of the facility to deal with the immediate problem and the associated causes.

Prior to initiating the repairs, the RDCK needed to decide if they should repair or replace the pool. The data from the Master Plan at that stage indicated that the pool shape and size are adequate to meet the needs of the community. As a consequence a portion of the repairs were completed.

The pool still has a number of issues connected to the mechanical and pool chamber that must be repaired in short order or the problems will escalate and become more costly.

3. Fitness facility (5,000 square feet)
 - free weights and weight machines
 - cardio equipment
 - stretching area
 - fitness studio
 - fitness classes
4. Arena
 - NHL size ice surface with 1,200 seats,
 - 6 dressing rooms (2 unisex),
 - referee room
 - concession
 - dry floor can accommodate 1,500 people (2,300 for concerts)
 - Ice season is from mid July to the May long weekend

Other than the aquatic centre, the NDCC appears to be in good condition. It is clean and welcoming. The main issues include:

- The need for a program to catch up on needed maintenance of the major equipment in the complex
- The lack of a long term major equipment maintenance program

- The lack of multi-purpose program space to meet the demand for general recreation/fitness classes and cultural programs
- A significant amount of relatively unused space on the arena concourse
- The lack of dedicated childcare space
- A front office design that requires significant staff time to process members
- A lack of adequate office space

2. Civic Centre

The historic Civic Centre was built in 1935. It originally included: a spectator ice rink, curling sheets, performing arts theatre, badminton hall, gymnasium, outdoor track and field, baseball diamonds and a smaller gym.

Generally the building is still functioning well. Improvements have been made to several aspects of the building including the ice rink. The old ice plant has been removed and the Civic Centre brine pipes are now connected to the ice plant in the NDCC. This plant is operated and maintained by the NDCC staff (Regional District). This arrangement is working well. The NDCC also manages bookings and programming.

The remainder of the Civic Centre is leased to a number of groups: a private dance studio (old library), the Nelson Gymnastics Club (Recreation Hall), the Nelson and District Seniors Coordinating Society (old administrative space).

The Civic arena has been operated by the Nelson Regional Sports Council (NRSC) since 2005. The NRSC holds a 'lease to operate' agreement with the City of Nelson who in turn has granted an annual operating amount of \$55,000 to the NRSC. All the improvements to the interior arena have been undertaken by the NRSC utilizing federal, CBT and other community grants. The NRSC also operates the Nelson Sports Museum that is housed in both the NDCC and the Civic arena.

1. Ice rink

The rink portion includes:

- sand based ice arena floor (hence single purpose)
- dressing rooms
- referee rooms
- seating for 800
- Subsidy: \$50,000 to \$70,000 plus all costs related to the operation of the shared ice plant (in NDCC budget)

2. Gymnastics Centre

This centre has built a very successful program over the last several years.

3. Soccer Training Centre

The soccer-training centre is leased by a private sector operator and provides soccer-training opportunities to the community.

4. Theatre

The City recently awarded a lease to a not-for-profit group to operate a community theatre.

The major issues at the Civic Centre seem to relate to parking and access to support services such as a concession and childcare.

3. North Shore Hall

1. Main Hall (40'x59') with hardwood floor
2. Partial kitchen

The building has had some recent renovations. The RDCK staff do offer some modest programming. The N.S. Hall is also used by the local community for activities such as meetings and social events. Search and Rescue has taken over part of the building. More programming for and with the local community could be offered.

4. Nelson Curling Rink

1. 6 sheets of curling ice (sand floor and hence single purpose)
2. Upper lounge with seating for 150
3. Commercial kitchen

This facility is owned by the City of Nelson and leased to the Nelson Curling Club. The club operates almost completely with volunteers and employs one icemaker. The membership numbers are dropping (200 in 2012) and are approaching a point where it will become difficult for the club to operate the building. The curling rink offers one draw / night in the winter (two or more hours play). During the five months of summer no programming is offered. The club does not possess the resources to offer programs or other services. No summer activities can be offered because it has a sand base floor.

5. Mary Hall – Selkirk College

This facility is accessible to the public from September to June and includes:

1. Weight room
2. Gymnasium - 12,000 sq. ft.

The Mary Hall Facility is not available in the summer and is a difficult facility to reach without a vehicle. When in operation the facility offers a good range of programs that complement the other recreation offerings in the community. More joint programming opportunities exist and the utilization of meeting rooms by the community should be explored.

6. Youth Centre

This youth centre is operated by the City of Nelson. The centre offers a full range of services focused on meeting the needs of the youth population. These services include an employment centre, counseling and lifestyle services and a wide variety of recreation programs.

The recreation programs are supported by the NDCC and utilize the following recreation facilities:

1. Indoor ramp sports area
2. Basketball hoop
3. Arts and crafts and dance studios
4. Drop-in lounge

7. Balfour Hall

The volunteer Balfour Recreation Commission operates the Balfour Hall and a number of other recreation amenities including: a community golf course, tennis courts, community playground, a playing field and a community wharf. A wide variety of recreation services offered through this commission meet a number of recreation needs and should be considered as a part of the overall parks and recreation delivery system.

The Balfour Hall includes a fitness centre and offers programs such as kids' time, carpet bowling, golf, yoga, cross-country skiing, fitness, and square dancing.

Community halls such as this one complement the larger delivery system by providing local programming 'closer to home'. They work best when they are seen as part of a continuum of services within a region. Residents are prepared to drive further for services that require a larger catchment area to be successful i.e. rinks and pools. Recreation programs work best when they are designed to compliment these regional offerings.

Many community halls are supported by regional governments who provide some resources such as the utilization of the on-line registration and accounting software which is made available to support the community hall administration. As well professional staff provide program advice and support. Given that halls are typically owned by the Regional Government the major maintenance program becomes a regional government responsibility to ensure protection of the asset. Day to day maintenance is usually provided through the services of a local contractor and volunteers.

8. Salmo Valley Youth and Community Centre

The Salmo Valley Youth & Community Centre Society with the support of the RDCK and the village of Salmo operates this former school.

It includes a youth centre (1248 sq. ft.), gymnasium (6248 sq. ft.), kitchen, multi purpose room (567 sq. ft.), family resource room (837 sq. ft.) and a music studio (750 sq., ft.). As well the building includes an indoor skate bowl.

SVYCC and the Salmo and District Recreation Commission offer a number of ongoing and special programs that benefit every sector of our local population. These programs address a wide variety of interests as well as provide opportunities for members of the community to "try out" new things.

The Fitness Centre is operated by the Salmo and District Recreation Commission and is supported by one full time staff person.

9. Slocan Health and Wellness Centre

The Village of Slocan operates a Health and Wellness Center for the use of its residents. The health clinic is equipped with three examination rooms, three offices/prep rooms, and a common waiting area. The building also includes a Library, Medical Center, and fully equipped fitness facility. The fitness facility offers a number of pieces of equipment. Pass holders access the building via an electronically controlled door activated by a fitness pass.

10 Harrop Hall

Harrop Hall is operated by the Harrop Community Society and is a relatively small facility. There is a large hall space equipped with a small kitchen and male and female washroom facilities. A small outdoor stage/beer garden was recently erected. The hall is primarily used for: exercise classes, summer farmer's markets, fall fairs, and community group gatherings.

11 Proctor Hall

The Proctor Community Society manages the Proctor Hall. The facility is a large hall with a full stage. There is a large commercial kitchen and both men's and women's washroom facilities. The hall is utilized for community events, potlucks, weddings, craft fairs, exercise classes and seniors programs.

12 Community Use of Schools

In order to bring some programming 'closer to home' in some communities there may be a number of school facilities that could be utilized to community recreation programming. Recreation staff identified the following schools: Gordon Sargent School, Hume Elementary, South Nelson Elementary, and Trafalgar Middle School. The staff could also consider some of the schools in the outlying areas. Chapter 6 includes a recommendation that would further explore this and other opportunities.

13 Use and Satisfaction

In the community survey, high levels of satisfaction were obtained for:

- Ice arena at Nelson & District Community Complex
- Public fitness facilities with exercise equipment, weight room
- Indoor pool

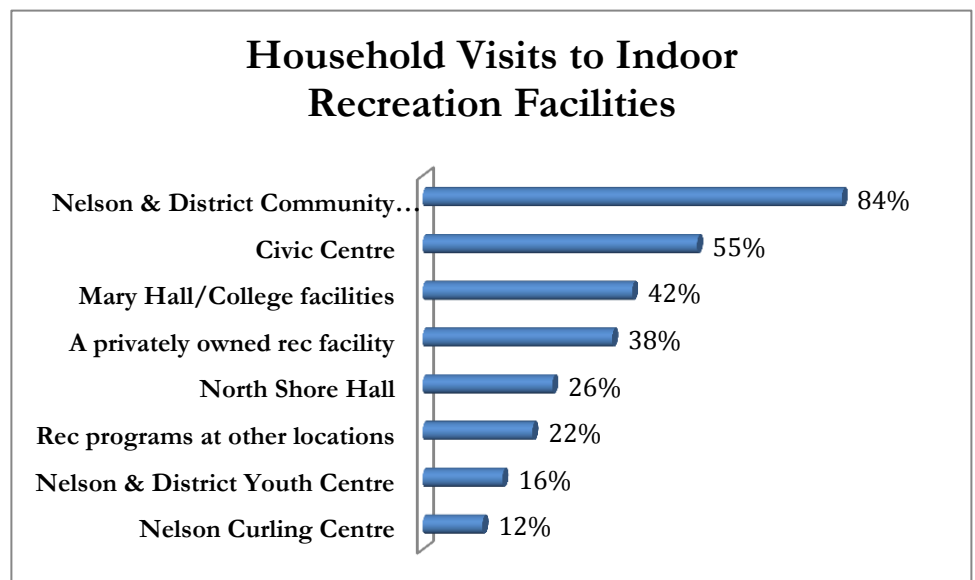
Survey respondents were least satisfied with:

- Spaces for seniors activities
- Spaces for child-minding, family programs and preschool programs

The recreation facilities in and around Nelson represent a significant financial investment. In general the buildings are serving the citizens well.

When asked about priorities, the public identified ‘more or better indoor recreation facilities or a remodelled facility’ as their fifth priority followed by ‘more or better maintenance of indoor recreation facilities’.

The recreation campus where a number of buildings are clustered is in an excellent location in the community. There are, however, several significant issues that need to be addressed.



- The parking lot is often full during the busy season. Lack of adequate parking can be a detriment to participation especially for those where mobility is a challenge.
- The NDCC has much more demand than can be met with the current program space.
- The curling rink is underutilized in the winter and is not used during the summer.
- The community soccer organizations would support an indoor soccer venue
- The Civic Centre arena is relatively well used in the winter but has no activity in the summer.
- Special events are very popular but the NDCC arena installs ice to support summer schools in mid July.
- There are multiple users in the Civic Centre that do not share resources

- Civic Centre users do not have access to childcare or concession
- Overall maintenance of the Civic Centre and the curling rink needs to be addressed.

Recommendations

13. Prepare a plan as follows for the Community Recreation Campus, including building and site improvements for review and comment by the public, user groups and consideration by the Nelson and District Recreation Commission, the City of Nelson and the RDCK:
 - Consider in the plan the following building additions, improvements, and repurposes as identified in the Master Plan and public input process: new gym and multipurpose room, additional fitness studio, dedicated childcare room, and increased administration office space. As well add a concrete floor to the current curling rink, consider a smaller curling rink facility (4 sheets) in the campus, and maximize the uses of the NDCC arena concourse
 - Include the following outside site improvements in the plan: improved vehicular circulation (giving priority to NDCC patrons), create linkages / way finding among buildings for the patrons, add outdoor seating and gathering areas, and give the site a park character with green space and trees.
14. Respond to the end of lifespan conditions and required program driven alterations for the swimming pool with needed refurbishments as soon as possible:
 - i. Overhaul pool filtration / HVAC equipment
 - ii. Add additional natural light
 - iii. Create greater accessibility in pool facility and change rooms
 - iv. Repair pool basin and add deck enhancements
15. Revise the entrance / front office area in the NDCC to facilitate scanned access to the facility by members holding bar-coded cards
16. Make better use of the NDCC arena dry floor for programming and special events throughout the summer and transfer summer ice programs to the Civic Centre arena
17. In cooperation with the School District (see chapter 6 regarding joint use), secure the use of school gyms in the evenings to support community sport and fitness programs.
18. Develop other types of ice programs in the curling rink outside of curling hours (e.g., child and youth curling, broomball).
19. Provide more support to the various community halls e.g. administrative tools, marketing support program-planning assistance, and major maintenance.
20. Consider engaging a building management service to oversee the long- term building and equipment maintenance programs for the RDCK parks and recreation division.

Chapter 5: Recreation Opportunities

This chapter presents the key strategies to strengthen recreation programs that are planned, promoted, delivered and facilitated by the Commission. These strategies are based on the degree to which recreation needs are currently being met through the survey’s participation ratings, satisfaction ratings, and priorities for all indoor and outdoor recreation functions (paths, trails, recreation programs, maintenance of outdoor recreation facilities, indoor recreation facilities, and maintenance of indoor recreation facilities.). The strategies are categorized as follows: geographically based, interest- based, age-based, and related to program design.

Residents of Nelson and the surrounding area are highly active. Of those who visited a recreation facility in the last two years (which is 93% of households), 89% of households did so to access recreation programs and services. The remainder would have attended meetings special events etc. Only 11% of survey respondents did not use recreation services or programs. Ninety-six percent (96%) had used two or more programs or activities in the previous two years.

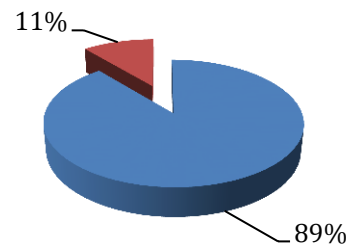
Complementing the Commission’s role are not-for-profit and private service-providers that provide a wide range of recreation programs.

These include:

- Special Events
- Fitness, gym or weight room elsewhere (not in a Commission facility)
- Stretching, balance, relaxation elsewhere,
- Advanced arts anywhere
- Volunteering

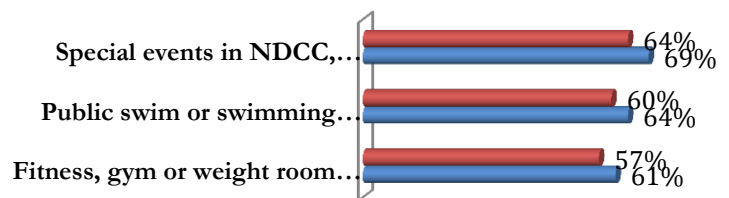
Users and Nonusers of Indoor Recreation in Nelson Area

■ Users of Indoor Recreation ■ Non-users



Top 3 Indoor Recreation Activities and Special Events Anywhere

■ Percent of Sample ■ Percent of Recreation Users



- Health and wellness programs elsewhere
- Indoor sports elsewhere

As the graphs show, most of the indoor recreation activities take place in the Commission’s facilities.



1. Geographic Area

Service Delivery Area

The top activities in the service delivery area are listed in order of the number of participants below.

City of Nelson:

- Special events at NDCC, Civic Centre, Mary Hall or parks
- Public swim or swimming lessons
- Workout at fitness facility or take fitness programs such as pilates, step class, boot camp, low impact aerobics at NDCC
- Public skating or learn-to-skate programs
- Workout at fitness facility or take fitness programs such as pilates, step class, boot camp, low impact aerobics elsewhere (not at NDCC)

Area F:

- Special events at NDCC, Civic Centre, Mary Hall or parks
- Public swim or swimming lessons
- Workout at fitness facility or take fitness programs such as pilates, step class, boot camp, low impact aerobics at NDCC
- Public skating or learn-to-skate programs
- Stretching, balance, relaxation classes (e.g., yoga) elsewhere (not at NDCC)

Area E-West:

- Public swim or swimming lessons
- Workout at fitness facility or take fitness programs such as pilates, step class, boot camp, low impact aerobics at NDCC
- Special events at NDCC, Civic Centre, Mary Hall or parks
- Stretching, balance, relaxation classes (e.g., yoga) elsewhere (not at NDCC)
- Public skating or learn-to-skate program

Area E-East:

- Special events at NDCC, Civic Centre, Mary Hall or parks
- Workout at fitness facility or take fitness programs such as pilates, step class, boot camp, low impact aerobics at NDCC
- Public swim or swimming lessons
- Stretching, balance, relaxation classes (e.g., yoga) elsewhere (not at NDCC)
- Public skating or learn-to-skate programs

Area H:

- Special events at NDCC, Civic Centre, Mary Hall or parks
- Public swim or swimming lessons
- Workout at fitness facility or take fitness programs such as pilates, step class, boot camp, low impact aerobics elsewhere (many attend programs offered by Slokan Valley Recreation Commission):
- Workout at fitness facility or take fitness programs such as pilates, step class, boot camp, low impact aerobics at NDCC
- Stretching, balance, relaxation classes (e.g., yoga) elsewhere (not at NDCC)

Survey respondents across all areas were least satisfied with:

- Recreation programs and activities for youth 13 to 18
- General recreation programs such as social, bus trips, photography, table tennis

2. Strategies Based on Interests

Trends in indoor recreation programming in Canada highlight the popularity of fitness, yoga, pilates, zumba, health and wellness, arts and culture, and personal growth activities. “Programming” extends

beyond the program itself to include components such as childcare, transportation, social interaction, and outdoor exploration.¹⁶ These trends are relevant to Nelson and its surroundings as well. In the Nelson area, the highest participation levels (activities engaged in by two-thirds to one-quarter of households) are in fitness, special events, swimming, stretching/balance/relaxation, skating, indoor sports, advanced arts, volunteering and health and wellness programs.¹⁷

Residents are generally satisfied with the recreation and arts programs and activities available.¹⁸ The following is a summary of the results.

Highly satisfied or adequately satisfied Public swimming, lessons or programs

- Fitness programs such as pilates, step class, boot camp, low-impact aerobics
- Volunteering opportunities
- Advanced arts such as painting and performing arts like dance and music, art education, or places to exhibit local art
- Community special events

Somewhat satisfied

- General arts programs
- Indoor sports programs such as curling, basketball, badminton, floor hockey, volleyball, squash
- Health and wellness programs such as nutrition, injury prevention, stress reduction
- Day camps
- General recreation programs such as social, bus trips, photography, table tennis

In terms of priorities for the future, the focus area that ranked second highest after more or better paths or trails was more or better recreation programs.

Outdoor-Recreation Programs

The community highly values its outdoor recreation, most of which is informal and not conducted through programs. Because of the importance of outdoor recreation and the natural settings in which it occurs, there is an opportunity for programs regarding safety in the natural environment, nature appreciation, etiquette, being prepared with the right equipment and clothing, and managing pets. Newcomers and immigrant populations may particularly benefit from such programs.

¹⁶ See Appendix I: Grounding Document

¹⁷ 2011 Master Plan Survey

¹⁸ There are the activities that received average satisfaction ratings above 4.00

The importance of programs related to recreation in natural settings was mentioned at the focus groups. As a result there is an opportunity to promote and support (through marketing and registration services if needed) outdoor programs already provided by the private sector (as long as they are sanctioned and professionally operated). This would improve the success of these businesses and also increase the awareness of existing opportunities. A second opportunity would be to provide more outdoor winter activities (also mentioned in the Chapter 3: Outdoor Recreation). The Commission could explore a program to 1) install more outdoor rinks on public open spaces, 2) provide or give out seed money for outdoor rink kits, or 3) initiate a “best backyard rink” contest. Programs such as these promote accessible recreation activities, are relatively inexpensive to set up, are easily maintained by the users, and can occur in a variety of locations.

General Recreation Programs

The survey data and the focus group discussions underscore the immediate need for general recreation programs. Attributes of general recreation programs are:

- Activities (indoor and outdoor) are designed to appeal to a broad range of local residents
- Activities do not require specialized space, instructors, or equipment
- Activities provide an entry point for more advanced classes offered by other service providers (including arts and crafts) and for those who did not gain basic skills at a younger age
- Activities are designed to deal with identified barriers e.g., utilizing volunteers might offset costs of programs.

A major challenge is the lack of space in the Commission’s facilities. Strategies to gain access to spaces for general recreation programs are outlined in the “Collaboration and Outreach” section in this chapter, in the Indoor Facilities chapter 4 and in the Joint Use Section of chapter 6.

3. Strategies for Age-Specific Programs and Activities

Age groups that are highly or adequately served with programs and activities are, in order of services provided:

- adults 35 to 59 years of age
- children 6 and under years of age
- children 7 to 12 years of age
- young adults 19 to 34 years of age

Ratings that were at the bottom of satisfaction ratings were:

- Family-centred opportunities, child minding, parenting, family and preschool programs

- Recreation programs and activities for youth 13 to 18

These areas are the focus of age-based strategies.

Family-centred Approach

Parents value spending time with their children because they believe this provides an opportunity to strengthen family bonds, and builds long-term trust between themselves and their children.

Recreation is an effective and healthy way for families to spend time together.

Families in Nelson and the surrounding areas experience significant barriers to recreating as a family. On the survey, the least favourable ratings were for recreation spaces for child minding, family programs, and preschool programs (This sentiment was expressed by those respondents with and without children living at home). In the focus groups, families confirmed the general barriers identified by survey respondents: being too busy, cost, lack of information, inconvenient timing of programs, not interested in offerings, programs are full, etc.¹⁹In particular they noted the following barriers: not enough family programs, lack of child care, and the cost of for families to recreate together.

Family opportunities at the NDCC tend to focus on parent and tot morning classes (when child-minding is offered), family drop-in skating and public swimming. Aside from parent and tot programs, most recreation programs are designed for specific age groups, scheduled as discrete units (with programs for adults and children at different times), and located in the facilities based primarily on availability. This approach requires families to resolve the logistics of getting to the various locations, to occupy members of the family who are not in programs at the same time, and to reorganize their busy lives to attend a program that is offered in only one time slot.

A related issue pointed out that child minding is not offered after 12 pm on weekdays nor on weekends. The survey found that for 17% of households, the lack of childcare is a barrier. This means that single parents who work during the day are not able to recreate during afternoons, evenings or weekends. Other child-minding times or operating models (such as a co-op model) could expand the number of parents who could participate in programs.

The ideal approach is to implement a family-centred practice when designing recreation programs. This requires a shift in focus. Programmers must consider the family holistically, keep in mind the barriers families face, and work with families to design these programs.

¹⁹ 2012 Master Plan Survey, page 40

Tweens

The community did not identify this group—those between 8 and 12 years of age—as a priority need. Nevertheless, it should be noted that the spending power and influence of tweens on family decisions is substantial. While tweens are often forgotten or lumped into the “children” category, this age group actually tends to reject activities aimed at children preferring instead more grown-up and sophisticated options. They want to be treated like young adults. They are savvy shoppers and have a tremendous amount of purchasing power due to a rise in disposable income and increased pampering from parents.

Recreation programs offered by the Commission for children between 8 and 12 years of age are located at the NDCC and the Civic Centre. The programs target children 5 to 14 years of age. The data gathered from the focus groups indicates tween targeted programs should be offered Saturday afternoon and after school

A marketing program aimed specifically at the tween age group could increase participation. In addition, locating programs where the tweens go to school (e.g., Trafalgar Middle School, Nelson Waldorf School) would make the programs more convenient for students.

Youth

The benefits of recreation for youth are well documented and understood. Recreation is a proven strategy for minimizing risk factors. Recreation also improves self-esteem, confidence, physical and emotional health, academics, and relationships. Giving youth the responsibility of planning recreation activities and reaching out to other youth helps teens develop social and leadership skills.

Teenagers say they like to participate in recreation activities for the following reasons:

- to socialize (with students from other schools)
- have fun
- learn something new
- be involved with the community
- volunteer
- be positioned for future employment
- hang out in a safe place (including well-lit outdoor spaces)
- have the opportunity to do homework together, and visit other communities
-

They want to learn to draw, sing, dance, cook, go on field trips, and experience co-ed activities. They value unstructured and informal activities in a space of their own as a counterpoint to the structure and demands of school. Spending time with friends is an important part of the experience, but programs of high interest will draw them without their friends. Teens also mention the importance of having food as part of the recreation activity.

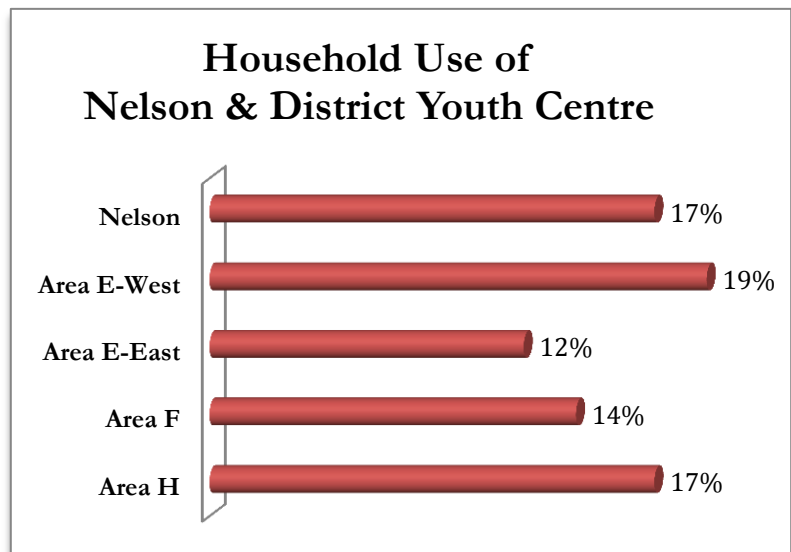
The Nelson and District Youth Centre is a real asset to the community. The Youth Centre offers a full suite of activities and support services to youth between the ages of 15 and 30 years of age. Services include: employment assistance, computer and internet access, a resource library, healthy lifestyle workshops, etc. The space includes a well-used indoor skateboard park, a basketball hoop, a music room, a pool table and games/craft areas. The variety of spaces enables 20 or more persons to be active at the same time.

Successful projects such as the mural project at the Orange Bridge are a testament to creative ways in which the youth staff engage this population. Other activities such as hip-hop dancing on site and advocacy emerged from bringing youth together on this project. That notwithstanding there is more capacity for this centre to provide more recreation opportunities.

The benefits are derived from providing a hub that is accessed by youth across the district (see graph below), a range of supports in one place, a focal point that promotes unique mixing between age groups, a place that parents know is safe, a place for youth to go when they have problems at home, and opportunities to develop trusted relationships with professional staff.

The Commission oversees youth activities at the NDCC, Civic Centre, and the Curling Centre. The activities include art, body conditioning, dance, hockey, weight training and after-school curling. There were over 2000 registrations in 2012.

Despite these programs, youth programming in the Nelson area is in need of attention. Survey respondents gave a relatively low satisfaction rating for spaces for youth and the lowest satisfaction ratings for activities for youth. It is interesting that households without children tended to give lower satisfaction ratings to youth spaces and youth activities than households with children.



The specific characteristics of successful programs include the following:

- Programming times reflect the unique needs of different age groups (e.g., the best time for youth is Friday and Saturday nights)
- Outreach workers provide roving support by talking to youth, finding out what their needs are, and providing unstructured opportunities

- Unstructured activities under the guidance of mentors so youth can come and go
- An approval process for projects that is timely and simplified (otherwise the youth will lose interest and the project will lose momentum)
- A multi-pronged approach to reach youth including: recreation staff outreach to schools, school-based marketing and programming (because students are a captive audience and space is limited at Commission facilities), collaboration with other service providers to explore way both teams can mutually support each other and youth, and easy routes into other community based activities (e.g. curling, acting, etc.)

Older Adults and Seniors

Adults between 55 and 70 years of age, sometimes called baby boomers, do not think of themselves as “seniors” and do not feel comfortable going to a seniors’ facility. This age group is generally healthy, active, about to retire or retired (or in some cases, starting a new career). They value both the health and social benefits of programs.

In the Nelson area, as is the case across Canada, there is sensitivity to the use of the label “seniors”. At the older adults/seniors focus group, one 85-year-old participant emphasized that she was not a senior. She defined seniors as those who are frail and isolated.

In terms of marketing, the baby boomers relate to ability-based descriptions as opposed to descriptions that refer to “seniors’ activities.” This group is highly demanding and typically has access to a moderate to high levels of disposable income (their homes are paid off, they don’t have children living at home, etc.). The Leisure Guide does not have a “seniors” section. Instead it refers to customers as adults if they are over the age of 18. The descriptions are based on ability to ensure people who register are appropriate for the intensity of the class, which is a good practice. However, because there is a need for more programs for this age group, there may be merit to adding a section for “Older Adults”. This section would list the programs appropriate to those looking for lower intensity fitness classes and there would be an instructor or trained volunteer to ensure correct body positions and reduce the worry of pushing oneself beyond reasonable limits.

The survey revealed the following:

1. For **active older adults** they want more programming options (general, health and swimming), regularly scheduled programs several days a week, a reasonable fee to permit their participation several times a week, involvement before changes to their programs are made, maintenance of sidewalks during inclement weather, and drop-off and pick-up by public transit at the facility.

The programs at the NDCC are highly valued and used by this age group. The walking track supports year-round activity that is particularly important in the winter months (although several mentioned how cold the arena is). The pool is well lit, centrally located,

and warm and can be used year-round. Water-based activities are particularly important to this age group. They take the stress off of joints and provide a low-impact cardio workout. Classes strengthen muscles, increase flexibility, and increase balance. This prevents falls and also improves a person's ability to recover from an injury. There are examples of participants evolving from a wheelchair to a walker to being self-sufficient - all from participating in a swimming class. Of equal importance is the social aspect as programs for this group become a lifeline to many. It often leads to them participating in other pursuits because of new friends and new options.

The survey and focus groups also emphasized the need for more programs for seniors. These programs should take into consideration the following:

For the **isolated and more frail**, the following are the key success factors:

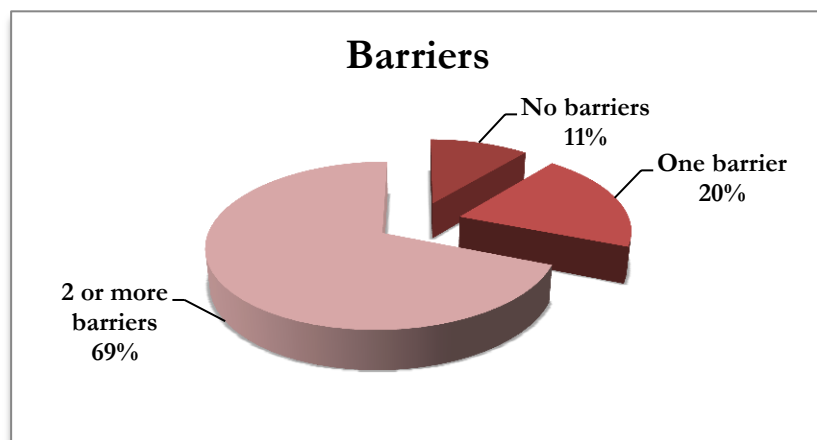
- a. Outreach by staff, friends and senior support services agencies
 - This is crucial for finding ways to encourage them to try something new, to allay any concerns (such as how to handle medications, address mobility challenges, or operate equipment), and to create a supportive social setting.
- b. Easy transportation due to the hilly topography and slippery sidewalks on rainy days and winter months
- c. Instructors or trained volunteers to monitor the group and provide a feeling of safety
- d. Social and/or life-learning component

For this group the benefits are often life changing.

The challenges to providing the programs described above include a lack of space for programs, the inconvenience of public transit, the cost of programs, and the schedule for toonie times. Bringing programs closer to the community at a neighbourhood level could reduce some of these barriers.

4. Strategies for Program Design

Many people (89% of households) experience barriers that limit or prevent participation; 20% mentioned one barrier and 69% said two or more barriers affected their own or another household member's participation in recreation programs and activities. The survey and focus group discussions identified several barriers to



participation that relate to program design:

- Costs too much (41%)
- Inconvenient program times (33%)
- No interest in program offerings (32%)
- Programs are full (25%)
- Lack of childcare (17%)

Strategies related to fees and charges, memberships and Leisure Access are addressed in Chapter 7: Support Services.

The remainder of this chapter focuses on specific strategies for addressing barriers.

Offer Programs When People Have Leisure Time

The survey revealed that for 33% of households, inconvenient times were a barrier. There are two primary explanations for this.

First, programming space is limited.

The next section provides strategies for expanding programming spaces outside current facilities to provide more program options. Within the NDCC, offering different but complementary activities at the same time will also assist in dealing with this barrier e.g., lap swimming, private lessons, and a water fitness class.

Second, planned facility closures reduce the number of programming hours available.

The NDCC is closed on holidays and holiday weekends, which is when many people have leisure time. The Recreation Commission should review the cost/benefit of providing programs at the NDCC on holiday weekends statutory holidays, and school breaks.

Collaboration and Outreach (moving outside the walls of commission facilities)

As mentioned in the last section, the lack of space means there are limited times to offer programs. This combined with unmet demands for more programs²⁰ appears to be a conundrum.

Building new space is a longer-term option. A short-term solution is to increase the number of programs that can be offered outside the Commission's facilities. Some strategies include:

²⁰ Satisfaction data from survey and focus groups emphasized a lower satisfaction rating for seniors, youth, general programs, and for child-minding spaces. Data from the survey on priorities for the future found "more and better recreation programs" was cited by 62% as a top priority.

- Promote private sector and not-for-profit programs that reflect the Commission’s goals and address unmet needs. Increasing participation for other service providers could help to make their ventures more viable (e.g., offset high rental/real estate costs).
- Partner with local service providers. Recreation staff can provide registration and marketing support for local service providers with programs in their own spaces. A nominal fee could be charged for registration and marketing services. The recreation software in use can assist with seamlessly tracking the revenue to be transferred on a regular schedule.
- Partner with local service providers to offer programs in other community spaces such as churches, community halls, curling centre, civic centre, seniors centre, theatre, St Mary’s Hall, and schools. No-cost or low-cost access to schools could be part of a joint-use agreement.

The Master Plan’s community engagement process (survey and focus groups) identified ideas for programming, delivery, and promotion of recreation opportunities for specific geographic areas, age groups, and interest areas. The recreation staff could share this information with other service providers to strengthen their services.

Inclusive Recreation

A core principle of most parks and recreation departments is inclusivity—individuals of *all* ages and abilities participate in recreation. Parks and Recreation departments must make special efforts to remove barriers, use adaptive methods, and make accommodations.

People with Special Needs

While removing barriers to recreation is important for everyone, particular attention should be focussed on the barriers experienced by those who have a history of being marginalized due to mental, physical, cognitive, or behavioural special needs.

Recreation provides profound and life-changing experiences for these individuals. The benefits include improved health, enhanced skills, muscle development, reduced reliance on drug therapies (and therefore the side effects), and a heightened sense of accomplishment, more social connections, and enjoyment. The survey identified that 16% of the population experienced barriers because of their health or other special needs.

Staff should work closely with those who have special needs and community service agencies, who have trusted relationships with this group, to identify specific ways in which programs and spaces can be more welcoming for those individuals. These actions could include:

- identify adaptive equipment and participate in community fund-raisers to purchase this equipment

- adjust rules that impact those with special needs
- design programs to be inclusive

In addition, staff throughout the NDCC should have sensitivity training to assist in providing a supportive environment. Working with patrons to set the tone for being supportive to people with special needs is also important.

Newcomers

Based on 2006 Census data, for the Regional Districts of Kootenay Boundary and Central Kootenay, the immigrant population represented 11.5% of the total population, visible minority residents represented 2.3% of the population and aboriginal residents represented 4% of the population. In the “Knowledge Development and Exchange Report”²¹, immigration and cultural diversity are seen as strengths to the economy (84% rated cultural diversity as “important” or “very important”). The ideas from this report for creating a more welcoming and inclusive community are listed in the table above.

Table 2: Ideas for more welcoming and inclusive communities

	Count
Increased employment/economic opportunities	31
Community/Newcomer events	30
Community willingness to accept newcomers	29
Advertise available services and contacts	27
Multicultural events	26
Housing (quality, affordable, rentals)	24
Mentor Program	24
Public Education/Awareness of newcomer/racism issues	24
Public Transit	20
More/Improved ESL training	14
Public institutions take the lead on inclusiveness	14
Immigration service hub	11
Welcome Wagon Program	11

The Commission can contribute to this strategy in numerous ways:

- Diversify its employees and volunteers to reflect the population it serves.
- Coach staff of recreation facilities to make an extra effort so that visible minorities feel welcome.
- Contribute to or acknowledge multi-cultural events and programs in the facilities.
- Use programs and social spaces to specifically encourage newcomers to interact with long-term residents.
- Promote information about local cultural events and services through the Leisure Guide.
- Identify volunteers to translate the brochure.

²¹ 2010 Community Future Central Kootenay and Selkirk College “Welcoming and Inclusive Communities and Workplaces Programs: Knowledge Development and Exchange Report”

- Include this information on the NDCC website and host other community information, or provide links to existing websites.
- Distribute recreation information to cultural groups.

Flexible Programming Format

Across Canada recreation practitioners are shifting the design of their activities from formal and structured formats to more informal activities and flexible formats. This is in response to a general ‘lack of time ‘ barrier. People’s lives have become more and more complex—work schedules, commuting time, and multiple responsibilities all play a part. As a result, informal activities—activities that people can do alone or with anyone, at any time and at any place—have become highly popular. Drop-in programs and programs with punch cards are good strategies that cater to these needs. Even registered programs are now being compressed (in terms of numbers of sessions).

Dynamics related to the format of programs are especially applicable to the Nelson area and this is validated by two observations from the survey:

- “No time, too busy” was a barrier to 52% of the survey households.
- There is very high participation in informal activities that people can pursue on their own schedule and close to home, for example, running, jogging, walking, hiking, outdoor activities, going to the weight room, dog walking, etc.

The recreation staff has implemented important strategies to provide flexibility including the punch card passes and over 60 drop-in programs in fitness, aquatics, and skating.

Recommendations

Outdoor

21. Identify outdoor recreation programs that align with the Commission’s role and promote or provide where gaps exist

Age-specific

Families

22. Create additional child-minding options to enable parents to work out in the afternoon, evenings and on weekends.

Tweens

23. Design programs that specifically target tweens (children between 8 and 12 years

of age), secure programming space where tweens go to school, and design marketing tools to reach those who are home schooled.

Youth

24. Work with NDYC staff to explore opportunities to support and expand their work and to bridge between NDYC activities and Commission programs.

Older Adults and Seniors

25. Identify community and neighbourhood spaces close to home for recreation programming for older adults and seniors.
26. Collaborate with existing seniors' organizations to either offer or promote general programs and health and wellness programs with a social component in non-Commission facilities.

Program Design

27. Conduct a detailed review of current program offerings to resolve programming concerns and barriers to participation.
28. Review the cost/benefit of providing programs at the NDCC on holiday weekends, statutory holidays, and school breaks.

Inclusive Recreation

29. Work with people who have special needs and the community service organizations who have trusted relationships with this group to create new and modified programs and equipment.

Chapter 6: Commission Support Strategies

Implementing the Master Plan will require the Commission to focus its energies in three main areas: 1) governance, 2) policies and practices, and 3) marketing and communications.

The intention of this Master Plan is to provide an overall template. Once the Master Plan is adopted it will be important to create a strategic plan. Material has been gathered through the master plan process to support this next phase.

1. Governance

Findings

The Nelson and District Recreation Commission’s stated mandate is to “play an essential role providing outdoor and indoor venues for recreating. It also oversees the delivery of a wide range of recreation opportunities made available in indoor and outdoor facilities provided by the City of Nelson, the Regional District of Central Kootenay (RDCK), the School District and other public and private organizations”²².

Parks are governed separately from indoor recreation (see chapter 3 for an explanation of the administration system). The governance area for parks is different geographically from the recreation service area.

The current mission of the recreation department is “the pursuit of quality leisure for a healthy community”. The current model is built on the understanding that it is essential for the City and the Regional District to work cooperatively to manage the community’s services and assets. The current Commission grew out of two bodies; the Recreation Commission and the Aquatics Commission. Its task was initially to open and manage the Nelson and District Community Complex and now it also provides policy direction for the NDCC. The joint bylaw was last revised in 2009.

The current commission is composed of strong supporters of recreation who recognize the successes and the challenges that face the system. Presently, the staff of the NDCC sees their mandate as primarily focussing on the NDCC. They feel ‘bound by the walls’ of the complex with a few exceptions namely:

- booking of playing fields as an agent of the City
- booking of the Civic Centre arena as an agent of the Sport Council

²² 2012, Commission’s terms of reference document for this Master Plan

- providing a modest number of programs in the Civic Centre and the college
- administering the North Shore Hall
- offering some programming in parks for camps, etc.
- supporting selected community special events

The recreation staff are functioning under an assumed mandate that does not include cultural recreation services or activities.

The Commission currently plays little or no role in the governance, direction, or coordination of the various park functions. The City of Nelson does have a separate Parks Section and an Advisory Committee but its responsibility is limited to parks within the city. The RDCK has a park staff member to manage their parks and oversee maintenance contracts. The School District has dramatically cut outdoor maintenance staff to a current complement of two.

There are a number of recreation service providers in the Nelson area, but little coordination/facilitation of these organizations. It is therefore likely that there are gaps and some overlaps in services. While the system is working, it operates as a ‘patchwork’ and it is not efficient in relation to the objective of meeting as many recreation needs as possible in the greater Nelson community.

The Nelson Regional Sports Council (NRSC) was established in 1999. Currently the NRSC operates the ice rink at the Civic Centre, supports the Kids Sport Program and participates in the sport destination-marketing program (NKLTA). The Council also provides a number of other community based programs such as: Sports Day Canada, Canadian Sport for Life, the Rick Hansen tour, the Olympic torch run, and the upcoming Clara Hughes national tour. Sport club and sport camp registrations also fall under this service. Sport councils are desired organization for communities committed to building and supporting community sport. However, over the past several years a number of sport groups have drifted away from the NRSC and are either not members or are not active participating members.

Sport Councils function in a number of communities in BC and help support the growth and development of community sport. The best Sport Councils are partners with their local governments in the provision of leisure services. Where this partnership is strong and meaningful, the sport community is typically healthy and functioning at a higher level. The role of Sport Councils usually includes but is not limited to the following:

- Agent in coordination of indoor and outdoor sport groups to assist staff in the process of facility bookings
- Advisor on capital planning to local governments and supporter of fund-raising as it pertains to indoor and outdoor sport facilities

- Trainer/ coordinator of volunteers beyond what is provided directly by the officials, coaches, and parents of community sport organizations
- Advisor on matters of policy affecting local sport
- Manager of facilities where appropriate

This study did not look into matters pertaining to the not-for-profit cultural sector.

2. Joint Use Agreement

The indoor and outdoor recreation chapters noted that there are many opportunities to make better use of school buildings and sport fields for community recreation. Joint use agreements are recommended with School Districts #8 and #93, Selkirk College, and appropriate cultural organizations to the mutual benefit of all parties and the community. It is suggested that there are benefits to all parties to maximize the use of existing spaces before constructing new ones. Negotiating such agreements can be challenging considering the need to control expenditures by each of the potential partners. A number of functional working agreements exist in BC and could be used as a template for a local joint use agreement.

3. Policies and Practices

Fees and Charges

Fees

Typically recreation departments set the fees for services based on balancing the following factors:

- i. The level of investment for different age groups. Adults are usually set as the base level and recover 100% of the direct costs of the service. Other age groups may be subsidized to encourage their participation and to reflect their general ability to pay (e.g., many departments set youth fees at a lower cost recovery to reflect their lack of disposable income and the desire to invest in youth health)
- ii. The financial availability to offer the service

A comparison of similar regional districts (Sunshine Coast Regional District, Comox Valley Regional District, and Regional District of Nanaimo), shows that the admission rates are significantly lower in the Nelson area (e.g., for youth the rate is \$3.35 for NDCC compared to \$5.00 at SCRCD facilities, \$3.84 at RDN facilities and \$3.40 at one of the CVRD's facilities). In addition, the NDCC passes include swimming, fitness and skating whereas most other regional districts have fewer types of activities included.

The NDCC youth pass is set at approximately 50% of the adult pass. Students and seniors are at 77% of the base rate, and children are approximately 40% of the base rate. The annual pass provides a

savings of 40% off general public admission fees. The participation numbers are quite high, (i.e., 185,000 in 2010 for the NDCC) and the participation rate for population served is also higher than other regional district facilities (11 visits per capita compared to three visits per capita in Creston, Qualicum and the Comox Valley)²³.

However, for some residents there is a disconnect between the value of the pass and perception of value. Survey and focus group participants noted that in some cases cost is perceived as a barrier to participation.

In addition, there is a perception that because the ‘new’ pass includes swimming, fitness and skating, people who only want swimming are paying more they are subsidizing other activities.

In fact, the pass provides clients with more opportunities at a cost that would be considered reasonable even if the choices were limited to one or two activities.

Pass options

Passes appeal to those who want to work out several times a week and to those who want to come several times a day or at different times of the week. Passes are all about flexibility for “keeners”.

The NDCC also offers a punch card option. Punch cards are based on the number of visits. This option appeals to those who don’t know how many times they will use it but want to make sure that they are not paying for something they are not going to use.

One potential enhancement to the current passes would be to restructure them to allow residents in the RDCK to use their pass at any regional district facility. This would mean that a resident within the Nelson and District Commission delivery area or those that live in the outlying areas that may access more than one complex could use their pass at the Castlegar and/or Creston facilities. The intent would be to provide more value for the pass without adding any cost and to make the recreation options easy and accessible to support a healthy lifestyle close to where people work, live and shop.

A similar pass has been implemented in the Greater Victoria area where an annual pass from one recreation centre is valid for drop-in fitness activities at 14 other municipally operated recreation centres in the Victoria (and Sooke) area. The revenue derived from the purchase stays with the facility where the person bought the pass. The rationale is that the place where a person purchases the pass is most likely the place where they recreate the most. The outcome of implementing this initiative is a wider and more convenient set of services for people wanting to access recreation in their daily lives. Those who previously declined to purchase memberships at one recreation centre may now consider the option given the ability to participate even during working hours and far from their own local recreation centre.

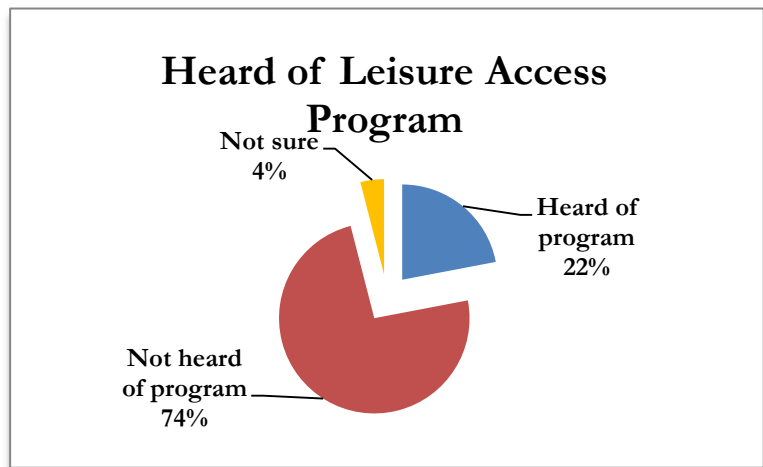
²³ 2012 best practices research conducted by Jennifer Wilson Consultants Ltd.

This program would be aimed at families and commuters and would provide greater flexibility to enjoy different facilities and times that are convenient. The promotion of this value-added service could also be an opportunity to address the misperceptions about the value of the current passes as compared to single admissions. This could be done in a positive and proactive manner to not be seen as being defensive.

The Leisure Access Program (financial assistance)

A core principle of public recreation is inclusivity - to purposefully reach people with low incomes. For this segment of the community, feeling part of the community, being able to learn something new, and feeling a sense of accomplishment and joy takes on even greater significance. In addition, many who do become participants in recreation go on to be involved in the community in other ways because of the skills, self-confidence, and sense of belonging nurtured through positive recreation experiences.

Financial assistance should be viewed as an investment in the health of the community as a whole. When the whole community is healthy and barrier-free then everyone benefits. This view is what



distinguishes the public sector from the private sector. Public recreation means going beyond the strategies noted above to also provide access to programs and opportunities that reflect the person’s interests and not restricting the activities to those that do not have a net cost.

In addition to the activities that are provided, it is also important to have a simple and respectful application process. Otherwise the application process itself will prevent people from applying.

The need for this program in the Nelson area is supported by the data. The Local Health Area Indicators of Economic Hardship show that the prevalence of low-income persons is 12.3% (2005 data). The focus group participants noted that housing is very expensive in the Nelson area. Twenty-nine percent (28.7 %) of tenants and owners in Nelson pay 30% or more for housing (similar to the 29% for B.C. as a whole).

What is not obvious from this data is the number of families who are living just above the poverty line and still struggling to make ends meet. For these families, accessing recreation is often not an option. In fact, the survey showed that a third (35%) of those in the lowest household income bracket of \$27,000

or less said cost was the most important barrier limiting or preventing participation in recreation. Of those with household incomes of \$45,000 or less cost was a barrier to 30%.

The Commission has a Leisure Access Program that provides up to 50% off passes or admissions for people using the NDCC. People are eligible for this program based on an “adjudicator” who verifies financial need. These are professional staff work in the social work sector, family services, the food bank, Family Place and Freedom Quest. In 2010, 250 Leisure Access cards were issued and this number has risen since this time. The use of an external referral process is a good practice since many of those in need already have a relationship with these service providers. However the use of the label “adjudicator” is not a friendly label and doesn’t reflect the intent of the program to be respectful and welcoming. Other titles such as recreation agent or recreation host would be more welcoming.

The survey revealed that 74% of the population had not heard of the program and 4% were not sure. More importantly only half (47%) of those in the lowest household income bracket of \$27,000 or less and 31% of those with \$45,000 or less income had heard of the Leisure Access Program. This is problematic since those who would be connected to organizations who support people with low incomes did not know about it.

The feedback from the focus groups is that even with 50% off, a pass is still prohibitive. The greatest savings is the annual pass; for a family the savings would be \$606.11 and for a youth it would be \$151.83. It is the financial impact of paying for one year at a time (i.e., \$914.00 for a family annual pass or \$228.57 for a youth annual pass) that is a barrier.

There are other financial assistance options the Commission should consider to provide the benefits of recreation to those who will benefit the most. Some recreation departments price their programs to recover costs with one non-paid space made available for persons needing financial assistance. Other departments work with applicants to determine an appropriate payment plan options while others provide incentives if the applicant demonstrates a commitment to becoming healthier.

Toonie or loonie activities are a great way to provide an inexpensive recreation opportunity and are offered at the NDCC. However, focus group participants mentioned not knowing when the loonie or toonie times take place. Providing leisure counselling is an important element of financial assistance so that opportunities are matched with interests and the person remains motivated.

For those who experience physical and mental barriers to participation, they receive 50% off of a regular adult or child admission fee. Free access is provided to the person who assists the person with special needs.

Those over 80 years of age access the facility for free.

4. Marketing and Communication

Marketing is a process. In the context of parks and recreation, it involves identifying the community’s recreation needs, shaping the services in response to those needs to deliver real benefits to the community, making the community aware of what parks and recreation offers, and motivating the community to participate.

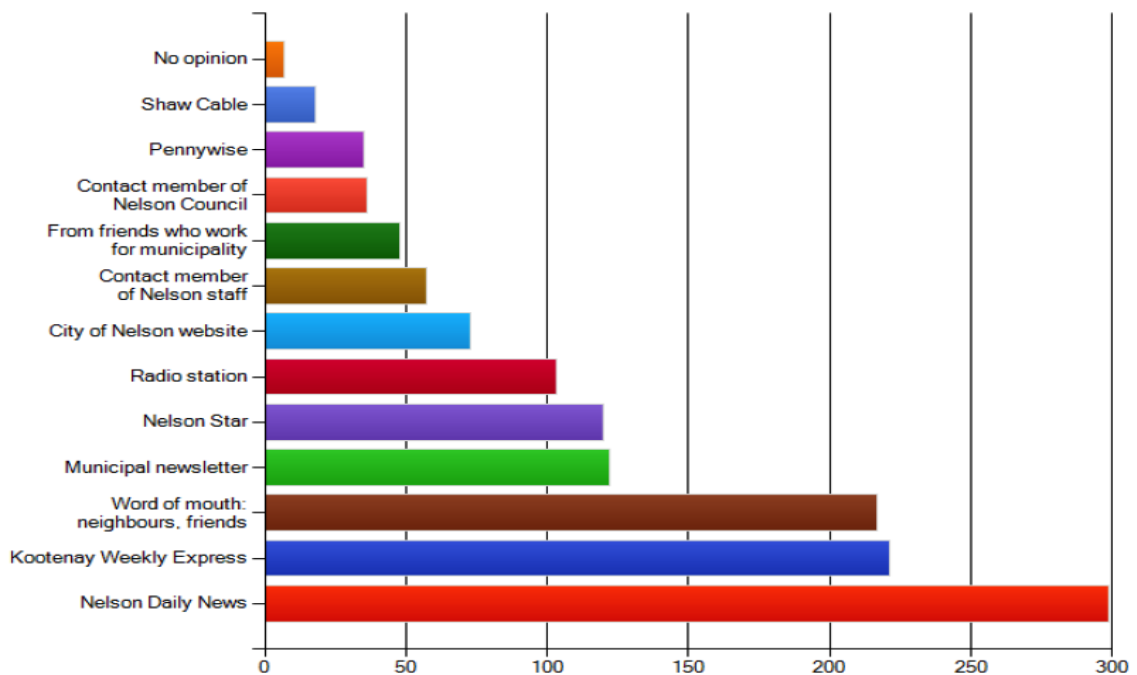
Successful marketing happens consistently over the long term and uses resources in a way that meets the community’s needs. Done well, marketing improves an organization’s image—it motivates the organization to provide high-quality services, and the benefits and accomplishments of an organization become well known.

Communication

Participants of the survey and focus groups emphasized the need for improvements to communication. A third (33%) said that the lack information is a barrier to their participation and 23% said they don’t

Question 11: **Communications**

Respondents ranked the top 3 ways that they learn about municipal government issues.



The number one information source for respondents was the Nelson Daily News.

feel well informed about indoor and outdoor recreation. Communication is a critical success factor for getting people to participate in activities and opportunities. The 2009 Citizen Survey Report conducted

by the City of Nelson found that the most important methods people used to learn about government activities were the newspaper and word of mouth. The focus groups provided insight into other means to engage newcomers into community life, e.g., a welcome package, key resource material relating to recreation.

Marketing and Communication Plan

The Master Plan provides a solid foundation for the next step, which is to develop a marketing and communication plan. Such a plan need not be expensive to develop or put into action. One general plan/approach could be used for the entire RDCK and tailored to the individual centres. Many departments in BC have developed social marketing tools that cost very little and yet boost awareness and attendance / revenues.

One-Stop Shopping

One-stop-shopping was a consistent theme raised at all focus groups. “One-stop shopping” is having similar information conveniently available in one place. In terms of parks and recreation communication tools, this would mean that printed materials, a website that is mobile-device friendly, and possibly a mobile app would identify all parks and trails (with maps), a list of all leisure activities for all key service providers, and a way to register for programs.

Part of the “one-stop shopping” experience would also be the ability to register and book non-RDCK recreation services. The RDCK’s Active CLASS Network system can house the data electronically in one place and generate a variety of communication tools with different shelf-lives, for example, *Recreation Guides* (seasonal), newsletters (monthly), web-based (immediate), and customized emails that reflect the customer’s interests (immediate).

Customer Service

Recreation is about creating positive experiences. For customers, the experience begins with the quality of the communication tools, the registration process, the manner in which customers are greeted and treated, the signage so new people know where to go (in the absence of staff’s assistance), the quality of instructional staff and the standard of maintenance in the building. Each and every person is an ambassador. Customer service is an ongoing commitment and requires constant re-affirming.

Customer service is compromised at the NDCC by the design of the entry area. In the absence of redesigning this area, extra effort is required to be warm and welcoming and to provide a way for people to properly cue for assistance. This is particularly important when new people decide to come to the Centre for the first time. The focus group with non-users revealed this experience is intimidating, confusing and has caused people to not come back. A redesign of this entrance has been recommended in chapter 4.

Communication Between Groups

An opportunity that was raised in many focus groups was the need for better communication between service providers. Service providers are very resourceful. Because they are to a great extent self dependent this can translate into working in silos.

Better coordination and communication would benefit all service providers. It would ensure services are complementary, cross-promoted, and do not inadvertently occur at the same time, providing the community access to more options at different times.

The RDCK staff can play an important role by hosting working sessions to promote coordination between groups. The benefit of playing this role is to fully understand what services are available in the community and to help maximize efforts.

Chapter 2 presents the rationale and benefits of encouraging the participation of residents from beyond the service areas (i.e. Electoral Areas G and H). In order for those community members to participate, they need to feel informed about the services.

Recommendations

- 30. Create a joint task force to include the City of Nelson, the RDCK, and School Districts #8 and #93 to develop a new Joint Use Agreement for better utilization of indoor and outdoor school facilities, NDCC-governed indoor facilities, and City and RDCK parks in concert with the improvement of sport fields (see recommendation 11).
- 31. Revitalize the role and mandate of the Nelson Sport Council to include facilitation of indoor and outdoor facility allocation meetings for sport, and to advise on planning and programming related to sports.

Fees and Charges

- 32. Explore the merit of a pass to provide access to all regional district drop-in activities.

Leisure Access/Financial Assistance

- 33. Work with referral agencies to fine-tune the current program and determine why so few people know about it.

Marketing and Communication

- 34. Develop a Marketing and Communication Plan

Listing of Recommendations

Decision-making Framework

1. Assume the roles of planner, provider, facilitator, and protector.
2. Work within a community-development philosophy, train staff in community engagement, and include performance measures that recognize the facilitator role.
3. Explore a funding/decision-making model built on fairness and equity that provides support to all parks and recreation amenities that are accessed by those living in the service delivery area of this Master Plan.

Park Administration

4. Define regional parks as those that serve people from the region, and exclude those neighbourhood and community parks that are funded by municipal or local rural areas.
5. Work with other organizations on improving efficiency related to park and trail planning, maintenance, programming, booking, and information and communications.
6. Provide better information to the public on parks, trails and sports and outdoor recreation programs by consolidating the information from the various organizations and providing it to the public through one portal or one inter-related set of portals.

Park Planning

7. Prepare a Regional Parks and Recreation Master Plan with a vision, objectives and recommendations to achieve an effective, coordinated parks system.
8. Until such time as a Regional Parks and Recreation Master Plan is prepared, the following are recommendations related to parks:
 - Increase the amount of public green space along the waterfront in Nelson.
 - In park design processes, involve the community and consider safety (Crime Prevention through Environmental Design, or CPTED), universal design, xeriscape, parking, alternative transportation, low maintenance design, and other items of interest to staff and the community.
 - Cottonwood Falls Park – work on addressing social issues.
 - Rosemont Park – increase parking, work with the biking group on the design of structures, and add signs related to liability.
 - Lions Park – consider adding a loop path.

- Lakeside Park – prepare a park master plan that makes maximum use of the site, and plan for aging facilities and changing needs.
- Taghum Park – work on land tenure and management of park use, considering a park host.
- Cottonwood Lake Park – work on management of park use, considering a park host.
- Morning Mountain - support groups in their efforts to develop this site for sliding family sports in winter and mountain biking in summer.
- City transfer station –prepare a park master plan for the future of this site (confirm with City).
- Pulpit Rock – consider potential locations for parking, and consider or encourage a shuttle service.

Trails

9. Prepare a Regional Trails Master Plan in consultation with outdoor recreation groups, tourist providers and other trail users with a vision, objectives and recommendations to achieve an effective, coordinated trail system.
10. Until such time as a Regional Trails Master Plan is prepared, the following are recommendations related to trails:
 - Plan and implement trails through Nelson connecting major parks and other destinations, e.g., to and along the waterfront, connect Cottonwood Falls Park with a trail to the waterfront and Lakeside Park, mark the TCT route, and provide loop trails.
 - Provide trails that are universally accessible where possible, especially within Nelson and close to staging areas in parks.
 - Plan and implement connections from trails within Nelson to surrounding trail networks.
 - Install more directional, regulatory and interpretive signage.
 - Work with private landowners to establish condoned routes and methods for addressing trespass and liability.
 - Encourage the City and MOTI to include bicycle lanes in the road network.
 - Improve communication and coordination among all trail managers (RDCK, BC Parks, Ministry of Forests, Lands and Natural Resource Operations, City, private landowners willing to accommodate trails on their land) and undertake the following tasks as a group:
 - Designate uses for each trail. (e.g. hiking, cycling, equestrian etc.)
 - Prepare a code of conduct and distribute the information widely, e.g., on signs, maps, brochures, website.
 - Prepare maps that include all sanctioned trails, along with their permitted uses and trail rating, and distribute these widely, on signs, maps, brochures, website, etc.
 - Develop systems for coordinating volunteer stewardship, e.g., adopt-a-trail program.

- For private businesses that use trails, establish a code of conduct, and potentially a permitting system, addressing training and liability.

Sport Fields

11. Establish a task force composed of the RDCK, City, School Districts #8 and #93, community service clubs, and the Sports Council to develop a strategy for improving sports fields and for administering sports in the community. The role of the task force will include, but not be limited to, the following tasks:
 - Classify the level of each field, and match maintenance and field allocation to these levels, e.g., practices can occur on lower-level fields than games.
 - Review the membership and the roles and responsibilities of the Sports Council
 - Develop a new agreement intended to maximize the use of community assets (including school sports fields) to increase recreation participation rates among the community and school students. This will include identifying selected sports fields to be upgraded.
 - Determine responsibilities for and levels of maintenance of sports fields.
 - Establish a field dedicated primarily to rugby, considering the Selkirk College field as an option.
 - Establish one primary portal for communication of sports-related opportunities, registration, and other related information and services.
 - Review fees and charges considering the new administrative structure, costs, participants, levels of fields, and rates in other jurisdictions.

Other Park Amenities

12. When parks are being planned and redeveloped, work with the community to identify the facilities desired, including consideration of the amenities expressed in the survey and focus groups.

Indoor Facilities

13. Prepare a plan as follows for the Community Recreation Campus, including building and site improvements for review and comment by the public, user groups and consideration by the Nelson and District Recreation Commission, the City of Nelson and the RDCK:
 - Consider in the plan the following building additions, improvements, and repurposes as identified in the Master Plan and public input process: new gym and multipurpose room, additional fitness studio, dedicated childcare room, and increased administration office space. As well add a concrete floor to the current curling rink, consider a smaller curling rink facility (4 sheets) in the campus, and maximize the uses of the NDCC arena concourse

- Include the following outside site improvements in the plan: improved vehicular circulation (giving priority to NDCC patrons), create linkages / way finding among buildings for the patrons, add outdoor seating and gathering areas, and give the site a park character with green space and trees.

14. Respond to the end of lifespan conditions and required program driven alterations for the swimming pool with needed refurbishments as soon as possible:

- i. Overhaul pool filtration / HVAC equipment
- ii. Add additional natural light
- iii. Create greater accessibility in pool facility and change rooms
- iv. Repair pool basin and add deck enhancements

15. Revise the entrance / front office area in the NDCC to facilitate scanned access to the facility by members holding bar-coded cards

16. Make better use of the NDCC arena dry floor for programming and special events throughout the summer and transfer summer ice programs to the Civic Centre arena

17. In cooperation with the School District (see chapter 6 regarding joint use), secure the use of school gyms in the evenings to support community sport and fitness programs.

18. Develop other types of ice programs in the curling rink outside of curling hours (e.g., child and youth curling, broomball).

19. Provide more support to the various community halls e.g. administrative tools, marketing support, program-planning assistance, and major maintenance.

20. Consider engaging a building management service to oversee the long- term building and equipment maintenance programs for the RDCK parks and recreation division.

Recreation Opportunities

21 Identify outdoor recreation programs that align with the Commission's role and promote or provide where gaps exist

22. Create additional child-minding options to enable parents to work out in the afternoon, evenings and on weekends.

23. Design programs that specifically target tweens (children between 8 and 12 years of age), secure programming space where tweens go to school, and design marketing tools to reach those who are home schooled.

24. Work with NDYC staff to explore opportunities to support and expand their work and to bridge between NDYC activities and Commission programs.
25. Identify community and neighbourhood spaces close to home for recreation programming for older adults and seniors.
26. Collaborate with existing seniors' organizations to either offer or promote general programs and health and wellness programs with a social component in non-Commission facilities.
27. Conduct a detailed review of current program offerings to resolve programming concerns and barriers to participation.
28. Review the cost/benefit of providing programs at the NDCC on holiday weekends, statutory holidays, and school breaks.
29. Work with people who have special needs and the community service organizations who have trusted relationships with this group to create new and modified programs and equipment.
30. Create a joint task force to include the City of Nelson, the RDCK, and School Districts #8 and #93 to develop a new Joint Use Agreement for better utilization of indoor and outdoor school facilities, NDCC-governed indoor facilities, and City and RDCK parks in concert with the improvement of sport fields (see recommendation 11).
31. Revitalize the role and mandate of the Nelson Sport Council to include facilitation of indoor and outdoor facility allocation meetings for sport, and to advise on planning and programming related to sports.
32. Explore the merit of a pass to provide access to all regional district drop-in activities.
33. Work with referral agencies to fine-tune the current program and determine why so few people know about it.
34. Develop a Marketing and Communication Plan

Appendix 1 Community Survey Report

Greater Nelson Parks and Recreation Master Plan Survey Report

Points of View Research & Consulting Ltd.

6/29/2012

EXECUTIVE SUMMARY

Survey Overview

The Nelson & District Recreation Commission has embarked on a process of updating the region's Parks and Recreation Master Plan. The renewed Plan will set strategic directions for the next five years and establish longer-term capital or other major goals. A comprehensive public consultation plan is a key component of this process and included a community-wide telephone survey.

The purpose of the survey was to provide up-to-date information on the recreation behaviours and priorities of residents of the recreation service area and residents of E-east who are not in the service area. The recreation service area includes the City of Nelson and Electoral Area F, and portions of Electoral Area E, G and H. The results of the survey will be used to inform the vision and strategies of the Master Plan.

The final sample was 300 comprised of 105 interviews of City of Nelson residents, 47 in Area E-West, 38 in Area E-East, 50 interviews in Area F, 11 interviews in Area G, and 49 interviews in Area H. Interviews conducted with Area G residents are included in the total sample results, but were too few to analyze as a separate area. A sample of 300 yields reliable survey results that can be expected to be accurate at least plus or minus 5.6 percentage points 19 times out of 20. Results for area of residence and demographic sub-groups will be less reliable. The results for area sub-samples can be expected to be accurate a minimum of plus or minus 14 to 15 percentage points 19 times out of 20.

Highlight Summary of Survey Results

Participation in Outdoor Activities. Survey respondents were asked if they or anyone in their households participated in each of 22 types of outdoor activities. The information obtained from this question provides a snapshot of how recreation service area residents are recreating outdoors and the relative popularity of various outdoor activities. The top three outdoor activities in the greater Nelson area are:

- *running, jogging, walking or hiking* (94% of households)
- *visiting a park for walking, picnicking or informal activities or play* (92% of households)
- *beach use such as lounging or swimming* (85% of households)

Use of Parks and Other Outdoor Recreation Facilities. Large majorities of households (89%) had at least one person who visited *Lakeside Park* and a *Provincial park* in the past two years.

The other top three destinations were:

- *Lakeside Playing Fields* (85% of households)
- *Waterfront Pathway* (84% of households)
- *Cottonwood Falls Park or the Farmers Market* (79% of households)

Use of Parks and Other Outdoor Recreation Facilities in the Greater Nelson Area. The survey results for levels of household visits to any park in a specific area in the past two years are as follows:

- Nearly all households (98%) represented in the survey sample had someone who had visited at least one park in the City of Nelson in the past two years.

- Nearly nine in ten households represented in the survey sample (88%) had someone who had visited at least one park in Area E in the past two years
- Eight in ten sample households (79%) made a visit to an Area F park in the past two years
- Six in ten sample households (61%) made a visit to an Area H park in the past two years

Satisfaction with Outdoor Recreation Facilities. When survey respondents were asked to rate their satisfaction with outdoor recreation facilities, very high levels of satisfaction were obtained for:

- *Places for downhill skiing*
- *Larger popular parks such as Lakeside Park*
- *Places for cross country skiing and snowshoeing*
- *Amount and type of planting in parks such as flower beds, shrubs, trees*
- *Natural parkland and nature trails*
- *Waterfront and beach parks*

Survey respondents were least satisfied with:

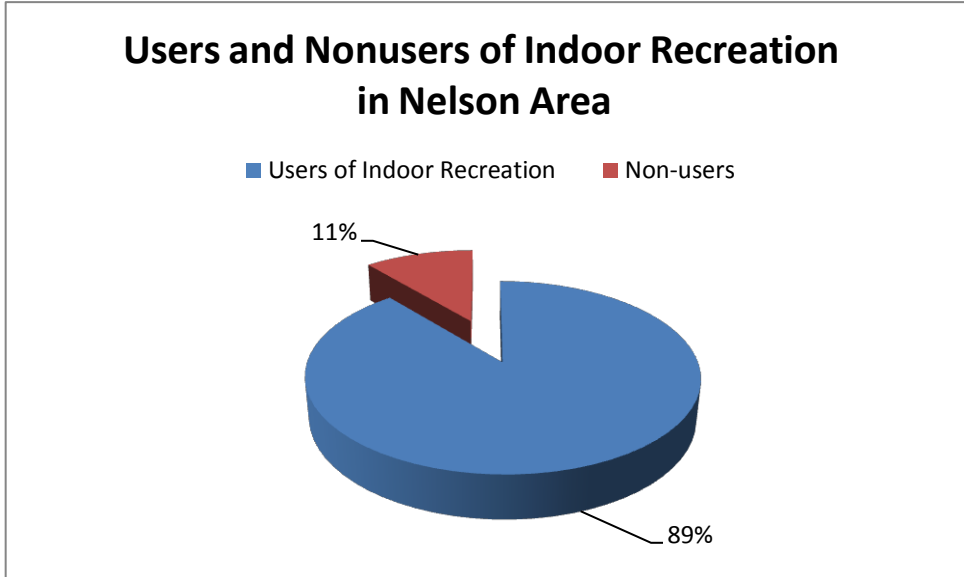
- *Places to ride horses*
- *Outdoor skating rinks*
- *Youth outdoor spaces such as bike skills parks and places to skateboard*

Use of Indoor Recreation Facilities. Survey respondents were asked if anyone in their household had visited any facility on a list of specific indoor recreation facilities in the past two years. A very high level of household visits to Nelson & District Community Complex was found - 84%. Next highest in level of visits was the Civic Centre at 55%.

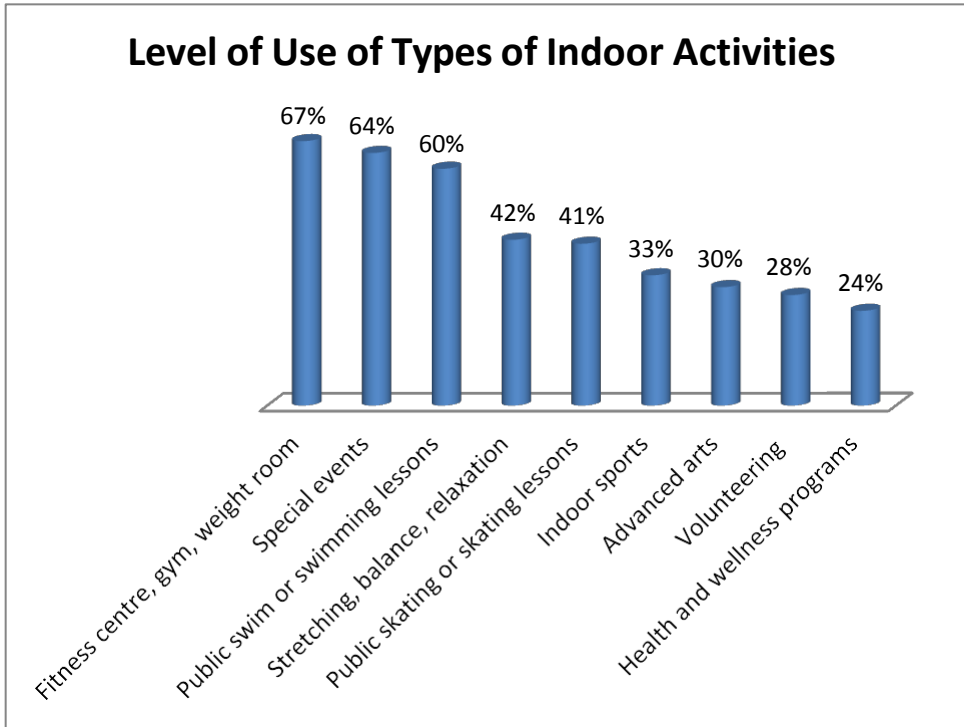
Visits to one or more public recreation facilities were made by a very large majority of nine in ten households in the survey sample (91%).

Participation in Indoor Recreation Programs and Activities. High levels of household participation in indoor recreation programs and activities was found - 89% of households in the survey sample had at least one person who has used indoor recreation programs and activities offered at some location in greater Nelson in the past two years. One in ten (11%) had no users of indoor recreation.

Nearly all household users used more than one type of program or activity, 96%, while 4% only used one of the types of programs or activities asked about in the survey.



The next chart reports the indoor recreation programs and activities, regardless of location, engaged in by two-thirds to one-quarter of households in the survey sample. For example, use of a fitness centre, gym or weight room, used by 67% of households, could be at a public or a privately owned facility.



Satisfaction with Indoor Recreation Facilities, Programs and Activities. When survey respondents were asked to rate their satisfaction with indoor recreation facilities, programs and activities very high levels of satisfaction were obtained for:

- *Ice arena at Nelson & District Community Complex*
- *Public fitness facilities with exercise equipment, a weights room*
- *Indoor pools*
- *Public swimming, lessons or programs*
- *Fitness programs such as pilates, step class, boot camp, low impact aerobics*

Survey respondents were least satisfied with:

- *Spaces for childminding, family programs and preschool programs*
- *Spaces for seniors activities*
- *Recreation programs and activities for youth 13 to 18*
- *General recreation programs such as social, bus trips, photography, table tennis, etc.*

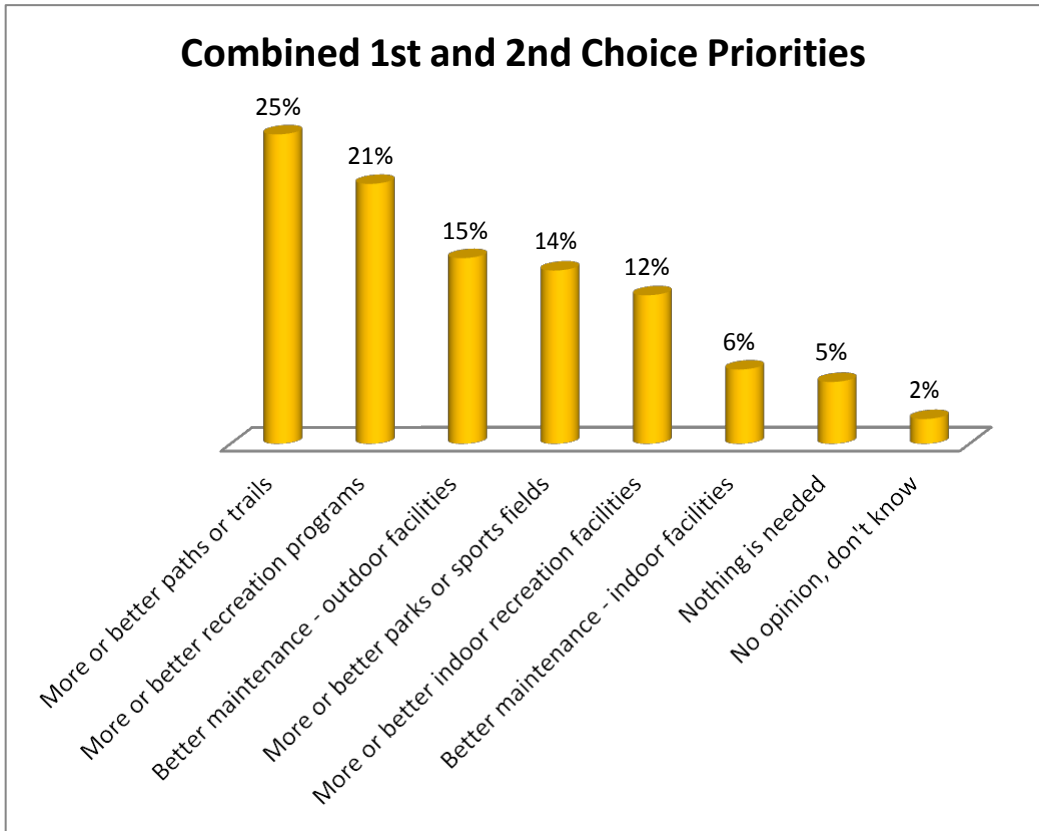
Barriers that Limit or Prevent Participation. When asked if there are barriers that limit or prevent participation in recreation activities by someone in their household, 11% of survey respondents indicated no difficulties limiting or preventing participation of themselves or other members of their households in indoor or outdoor recreation. 20% mentioned one barrier and 69% said two or more barriers affected **their own or other household members' participation in recreation programs and activities.**

The most frequently mentioned barrier was *no time, too busy with other things*, said to be a barrier to participation by half (52%) of survey respondents. Lack of time was followed by *what I or we want to do costs too much* - 41%. Participation in recreation is affected in one-third of households by *lack of information, inconvenient timing of programs, and/or no interest in what is available or what is of interest is not available.*

- Two-thirds (68%) of those in the lowest household income bracket of \$27,000 or less said **cost** was a barrier. Over half (55%) of those with household incomes of \$45,000 or less said **cost** was a barrier.

Priorities for Improvements. Survey respondents were read six potential priorities for improvements to outdoor and indoor recreation in the new Parks and Recreation Plan and asked to identify the two that are most important to them. The first choice priority of the largest percentage of survey respondents (27%) was *more or better paths or trails*. Next was *more or better recreation programs including fitness, arts, crafts, health and wellness for different age groups* (19%). About one in ten survey respondents (8%) either felt that no improvements are needed or did not have an opinion on what was most needed.

As shown in the chart, when first and second choices are considered, the largest percentage of survey respondents continued to support improving indoor and outdoor recreation by providing *more or better paths or trails*, followed by providing *more or better recreation programs*. The percentages shown in the chart are based on total responses, N=519, not total respondents.



The next table shows the combined first and second choice priorities of each area’s residents with the rank order of the priority shown in parentheses. The most important priority for all areas is *more or better paths or trails*. All areas had the first three improvements shown in the table among their top three priorities.

Combined First and Second Priorities by Area

Base: Total combined responses

Priority Options	Nelson	Area E-West	Area E-East	Area F	Area H
More or better paths or trails	28% (1)	25% (1)	23% (1)	21% (1)	24% (1)
More or better recreation programs including fitness, arts, crafts, health and wellness for different age groups	22% (2)	20% (2)	18% (2)	17% (2)	23% (2)
Better maintenance of outdoor recreation facilities such as parks, trails and sports fields	14% (3)	20% (2)	16% (3)	14% (3)	18% (3)
More or better parks or outdoor sports fields	14% (3)	13% (3)	7% (6)	21% (1)	11% (5)

	Nelson	Area E-West	Area E-East	Area F	Area H
More or better indoor recreation facilities or a remodelled facility for new uses	11% (4)	11% (4)	14% (4)	13% (4)	13% (4)
More or better maintenance of indoor recreation facilities	5% (5)	7% (5)	13% (5)	6% (5)	2% (6)

Effectiveness of Communication. Three-quarters of survey respondents (74%) said they feel informed about indoor recreation opportunities available to residents of Nelson and the greater Nelson area.

These included 26% that said they feel very well informed and 48% that said they feel adequately informed. Almost a quarter (23%) did not feel informed.

Seven in ten survey respondents (72%) said they feel informed about outdoor recreation opportunities available to residents of Nelson and greater Nelson area. These included 27% that said they feel very well informed and 45% that said they feel adequately informed. Again, around a quarter (26%) did not feel informed.

Just over one in five survey respondents, 22%, had heard of the Leisure Access Program.

- Nearly half of those in the lowest household income bracket of \$27,000 or less (47%) and 31% of those with \$45,000 or less income had heard of the Leisure Access Program.

INTRODUCTION

BACKGROUND

The Nelson & District Recreation Commission has embarked on a process of updating the region's Parks and Recreation Master Plan. The renewed Plan will set strategic directions for the next five years

and establish longer term capital or other major goals. A comprehensive public consultation plan is a key component of this process and included a community-wide telephone survey.

The purpose of the survey was to provide up-to-date information on the recreation behaviours and priorities of residents of the recreation service area and residents of E-east who are not in the service area. The recreation service area includes the City of Nelson and Electoral Area F, and portions of Electoral Area E, G and H. The results of the survey will be used to inform the vision and strategies of the Master Plan.

RESEARCH OBJECTIVES

The main objectives of the survey were to:

- measure the household levels of participating in outdoor recreation activities in the past two years
- measure the levels of household use of parks and other outdoor recreation facilities in the past two years
- determine satisfaction with outdoor recreation facilities
- measure the levels of household use of indoor recreation facilities in the past two years
- measure the household levels of participating in recreation programs in the past two years
- determine satisfaction with recreation programs available for residents in various age groups and with various types of programs
- identify barriers that limit or prevent participation
- describe community priorities for improvements to indoor and outdoor recreation
- measure the effectiveness of communication about recreation opportunities

RESULTS

Survey respondents were read the following introduction to the survey, which describes the purpose of the survey and its role in the process of developing a Plan for parks and recreation in Nelson & District recreation service area.

The Nelson & District Recreation Commission is embarking upon a Master Plan process to support “*the Pursuit of Quality Leisure for a Healthy Community*”. The specific purpose of the plan is to “*set strategic work plan directions for the next five years for recreation facilities, parks, trails, recreation programs, and service delivery*”. An important part of this planning is to understand the needs and preferences of residents, and this survey provides an important opportunity for you to give your input.

PARTICIPATION IN OUTDOOR ACTIVITIES

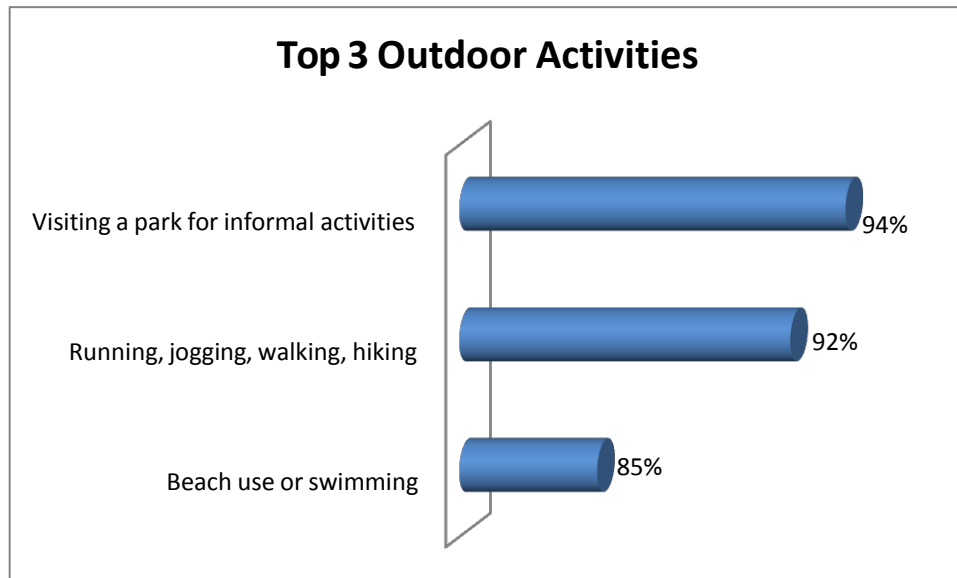
2a. First I am going to read you a list of outdoor activities. Please tell me if you or anyone else in your household participated in this activity somewhere in Nelson or the greater Nelson area during the past two years, that is from January 2010 through December 2011.

Survey respondents were asked if they or anyone in their households participated in each of 22 types of outdoor activities. The information obtained from this question provides a snapshot of how greater Nelson residents are recreating outdoors and the relative popularity of various outdoor activities. The City of Nelson and the Regional District Recreation Commission do not provide facilities or other kinds of support for many **of these activities and wouldn't be expected to, but a comprehensive picture provides a** context for those that are supported by facilities, programs, etc. and allows the tracking of changing trends in recreation.

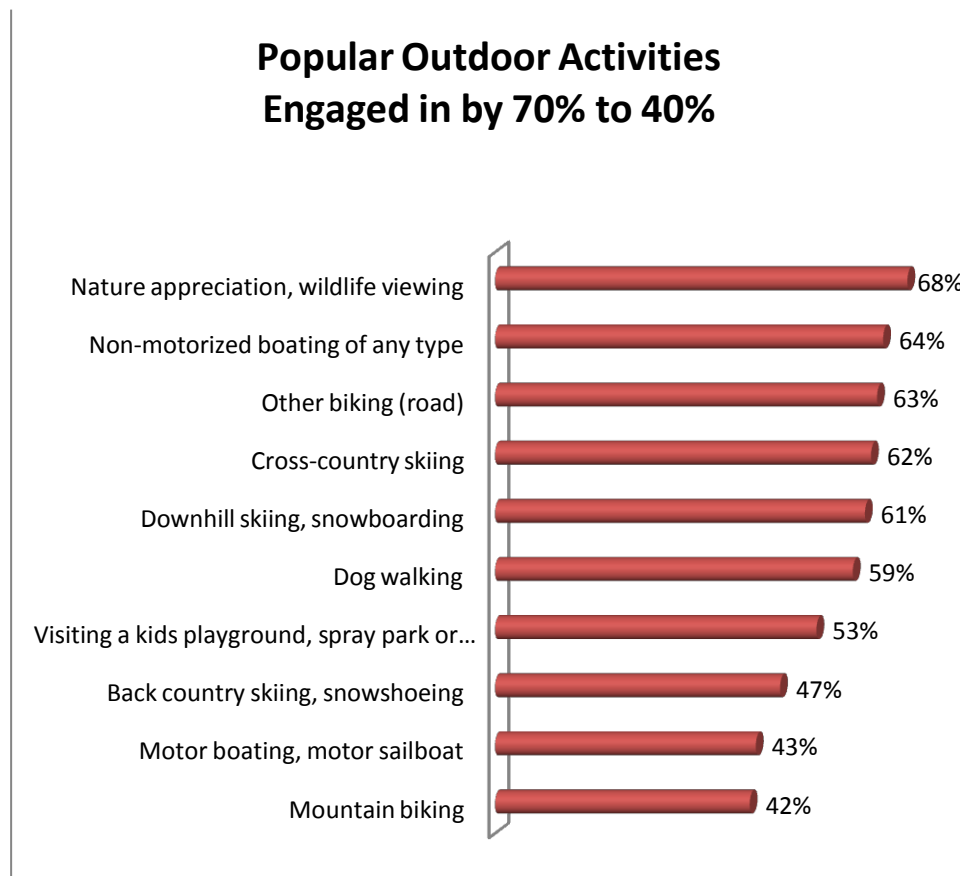
The time frame of the past two years was selected to a) provide more accurate measures of usual participation levels of seasonal outdoor activities that can be adversely affected from year to year by inclement weather, lack of snow etc. and b) prevent under-estimates of usual facility visit levels in the event of temporary closures of a facility or part of a facility for repairs, additions, renovations, etc.

As shown on the next chart, the top three outdoor activities in the greater Nelson area are:

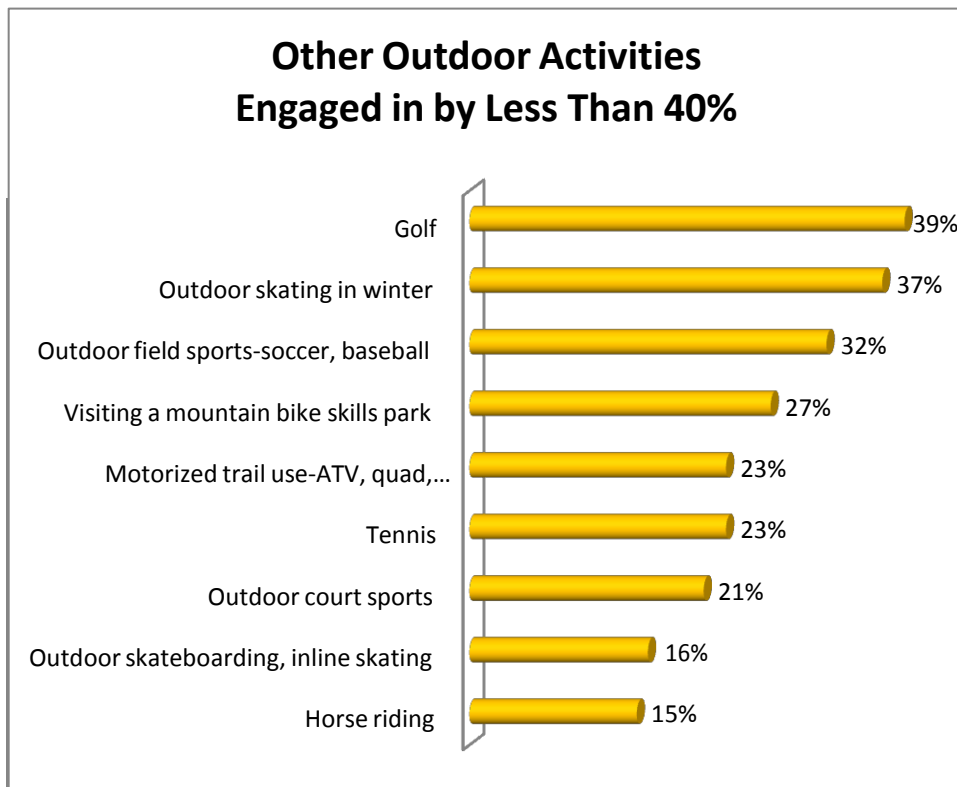
- *running, jogging, walking or hiking*
- *visiting a park for walking, picnicking or informal activities or play*
- *beach use such as lounging or swimming*



Other popular activities enjoyed by someone in half to two-thirds of households are shown in the next chart.



Household participation in other outdoor activities is shown in the next chart.



Fishing was the most frequently volunteered other outdoor activity (18 mentions). Also frequently mentioned were camping (11 mentions), gardening (9 mentions), hunting (7 mentions), sledding / tobogganing (6 mentions), and mountain / rock climbing (5 mentions).

PARTICIPATION IN OUTDOOR ACTIVITIES BY AREA

The next table shows the results for each area. The numbers in parentheses after some of the percentages indicate the top five activities in the area. In other words, (1) signifies the activity engaged in by the largest percentage of households in a particular area.

Each area had these three activities in their top five:

- *Visiting a park for walking, picnicking or informal activities or play*
- *Running, jogging, walking or hiking*
- *Beach use such as lounging or swimming*

Nelson had these additional activities among its top five:

- *Nature appreciation, wildlife viewing*
- *Other types of biking (not mountain biking)*
- *Cross-country skiing*

Area E-West had these additional activities among its top five:

- *Nature appreciation, wildlife viewing*
- *Other types of biking (not mountain biking)*

Area E-East had these additional activities among its top five:

- *Motor boating, sailboat with motor*
- *Non-motorized boating such as kayaking or canoeing, etc.*

Area F had these additional activities among its top five:

- *Non-motorized boating such as kayaking or canoeing, etc.*
- *Dog walking*
- *Downhill skiing or snowboarding*

Area H had these additional activities among its top five:

- *Other types of biking (not mountain biking)*
- *Nature appreciation, wildlife viewing*

Outdoor Activities by Area of Residence

Base: Households with at least one person who engages in activity

Activity	Nelson	Area E- West	Area E- East	Area F	Area H
Visiting a park for walking, picnicking or informal activities or play	96% (1)	83% (1)	93% (1)	96% (1)	86% (2)
Running, jogging, walking or hiking	96% (1)	80% (3)	90% (2)	89% (2)	87% (1)
Beach use such as lounging or swimming	91% (2)	82% (2)	81% (3)	80% (3)	77% (3)
Nature appreciation, wildlife viewing	71% (3)	70% (4)	63%	63%	62% (5)
Non-motorized boating such as kayaking or canoeing, paddle board, windsurfing, dinghy sailing	63%	56%	69% (5)	66% (4)	58%
Other types of biking (not mountain biking)	69% (4)	61% (5)	48%	57%	67% (4)
Cross-country skiing	68% (5)	45%	61%	62%	48%
Downhill skiing or snowboarding	63%	51%	59%	64% (5)	55%
Dog walking	58%	38%	62%	66% (4)	61%
Visiting a playground, water spray park or kiddie pool such as Gyro Pool	58%	59%	33%	60%	41%
Backcountry skiing or	51%	44%	33%	45%	46%

Activity	Nelson	Area E- West	Area E- East	Area F	Area H
snowshoeing					
Motor boating, sailboat with motor	40%	25%	71% (4)	47%	36%
Mountain biking	42%	44%	37%	37%	46%
Golf	36%	26%	52%	41%	37%
Outdoor skating in winter	44%	26%	30%	27%	37%
Outdoor field sports such as soccer, slopitch, baseball, rugby	39%	31%	28%	33%	14%
Visiting a mountain bike skills park such as Art Gibbons Memorial Park also called Rosemont Park	32%	24%	13%	29%	24%
Motorized trail use - ATV, quad, snowmobile	16%	20%	25%	24%	45%
Tennis	23%	23%	18%	36%	8%
Other outdoor court sports such as basketball, roller hockey, volleyball	22%	16%	15%	22%	22%
Skateboarding or inline skating	18%	4%	17%	23%	4%
Horse riding	7%	24%	26%	13%	24%

HIGH FREQUENCY OUTDOOR ACTIVITIES

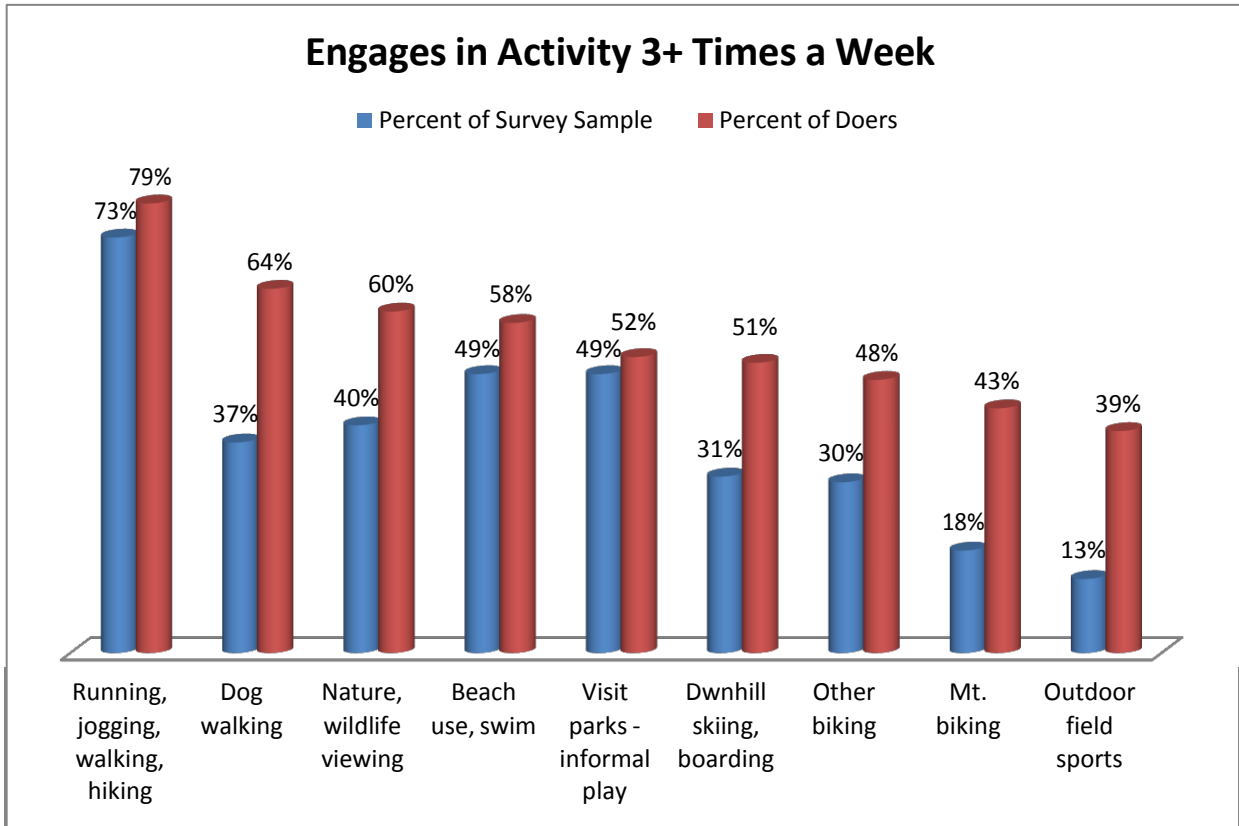
2b. ONLY CODE 1 ACTIVITIES IN Q2a, Do you or anyone in your household participate in this activity three times a week or more on average?

The next charts present frequency results in two ways. The blue columns give the percentage of households that have someone participating in that activity that engages in the activity frequently, which is defined as three times a week or more. The red columns give the percentage of the total survey sample that engages in the activity frequently, which is defined as three times a week or more. If the activity is seasonal, the results reflect the time of year that the activity is engaged in.

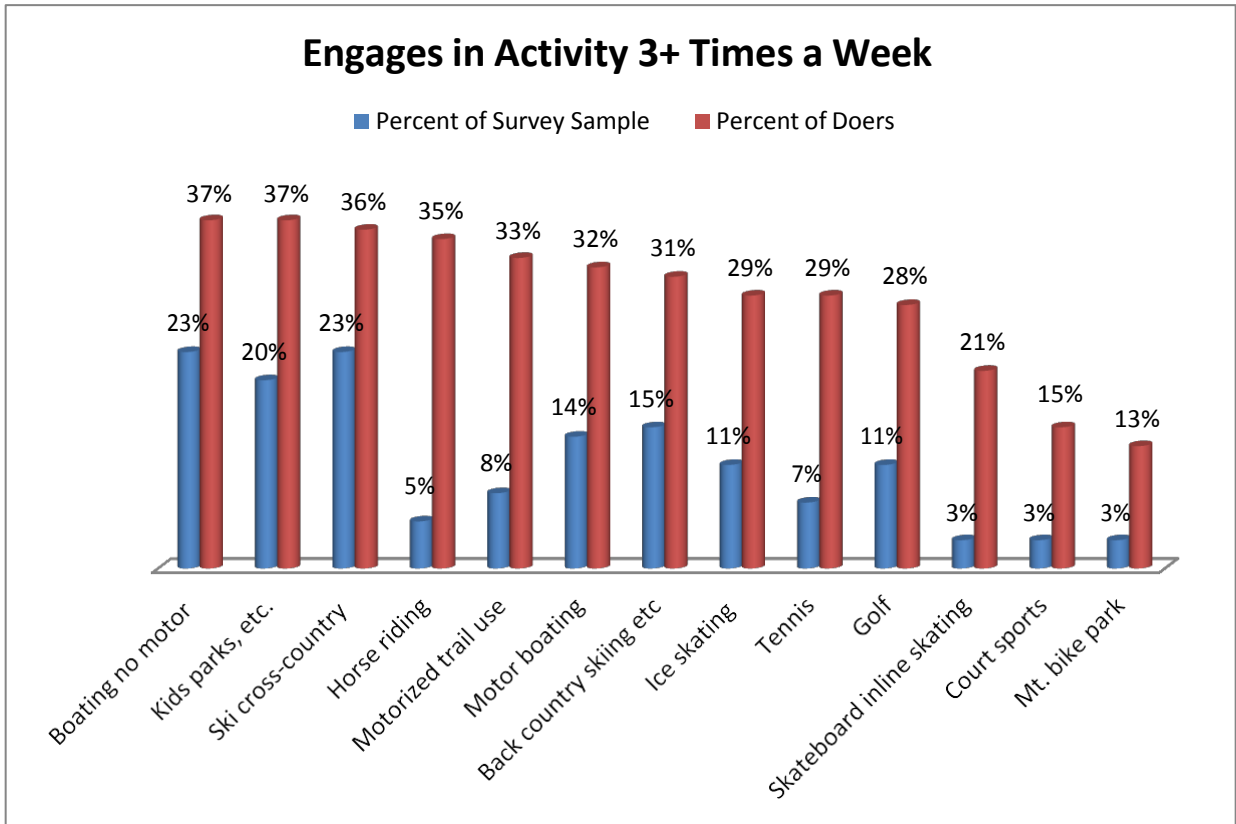
The cut-off frequency of three times a week or more was selected because a) frequency along with participation levels can lead to a better understanding of use, especially with respect to current and future pressures and demands for new and upgraded facilities, and b) at least three times a week or more is the frequency of physical activity required to produce health benefits if engaged in with sufficient duration and intensity.

For example, 79% of those who run, jog, walk or hike engage in this activity three times a week or more. These active runners, joggers, walkers, and hikers represent 73% of survey sample households.

Projecting the survey results to the population, it can be inferred that approximately 73% of households in the recreation service area (including Area E-East, which is outside the service area) have at least one person who engages in this activity a minimum of three times a week or more.



The next chart shows the other outdoor recreation activities and the percentage of frequent participation of three times a week or more of those who participate in the particular activity and the percentage of the total survey sample.



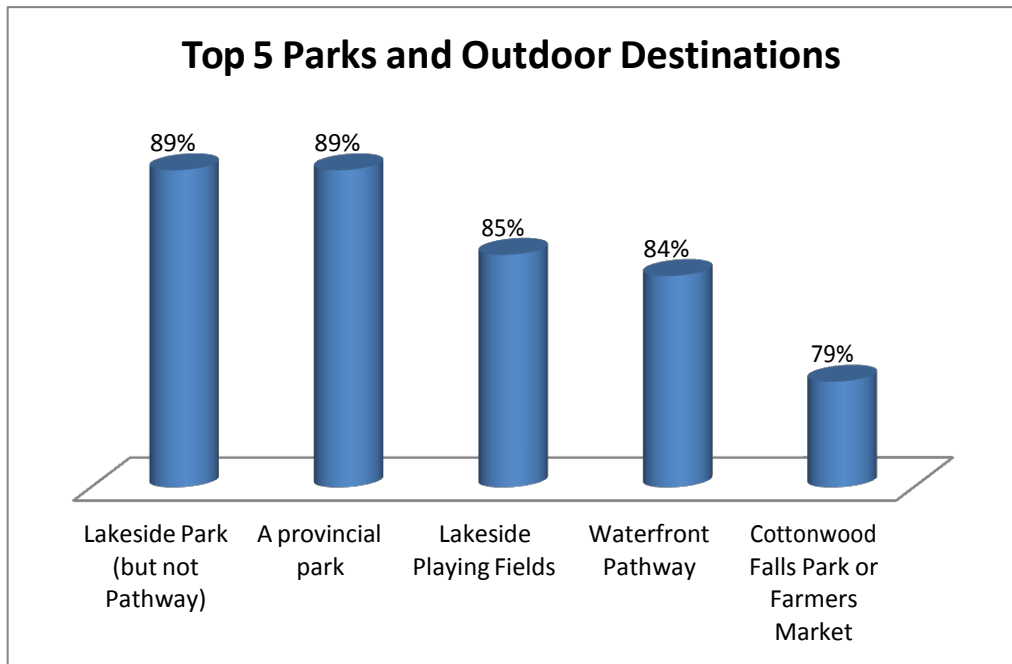
USE OF PARKS AND OTHER OUTDOOR RECREATION FACILITIES

3. In the past two years, did you or anyone in your household visit these parks and trails?

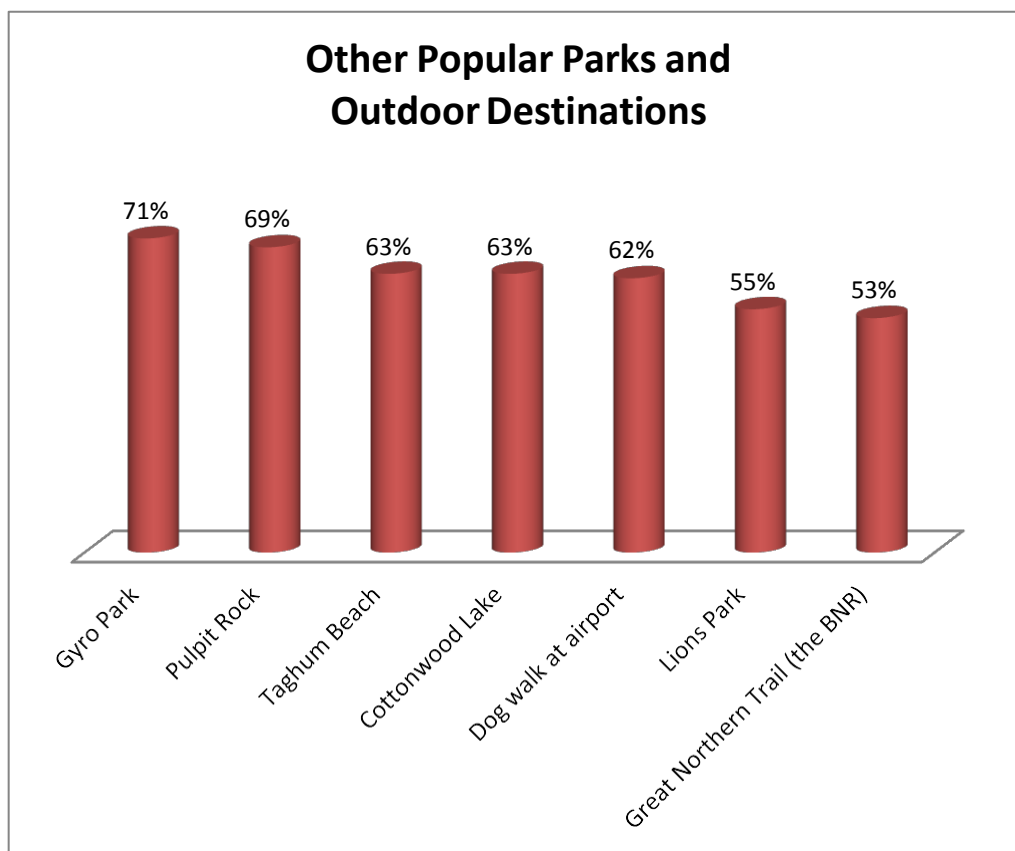
As shown in the next chart, large majorities of households (89%) had at least one person who visited *Lakeside Park* and a *provincial park* in the past two years.

The other top three destinations were:

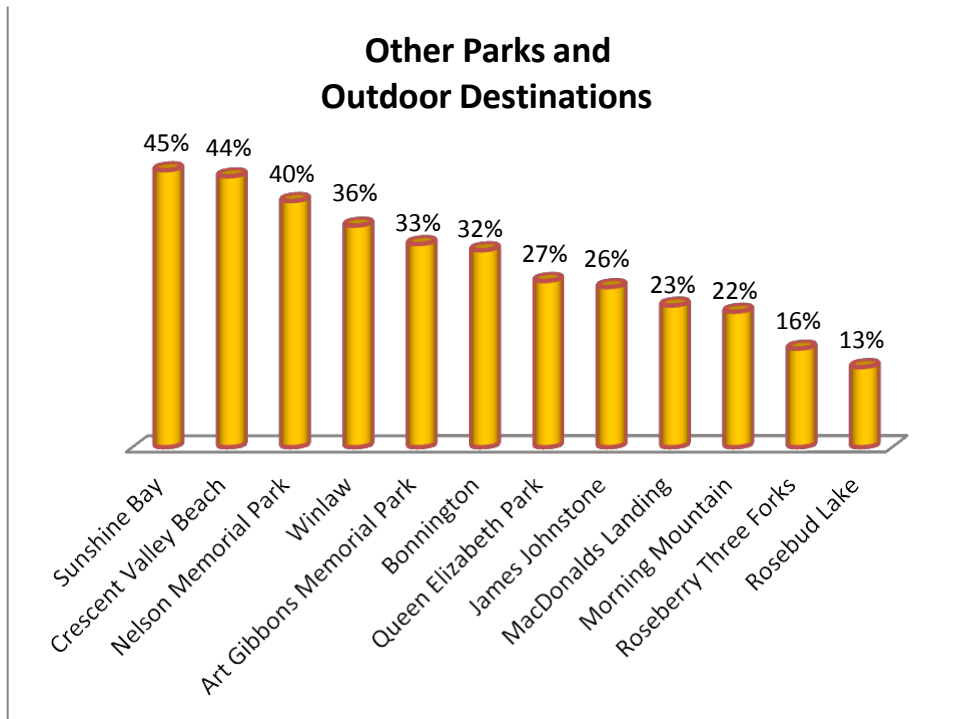
- *Lakeside Playing Fields*
- *Waterfront Pathway*
- *Cottonwood Falls Park or the Farmers Market*



Half or more households had visited the popular parks in the next chart and Great Northern Trail.

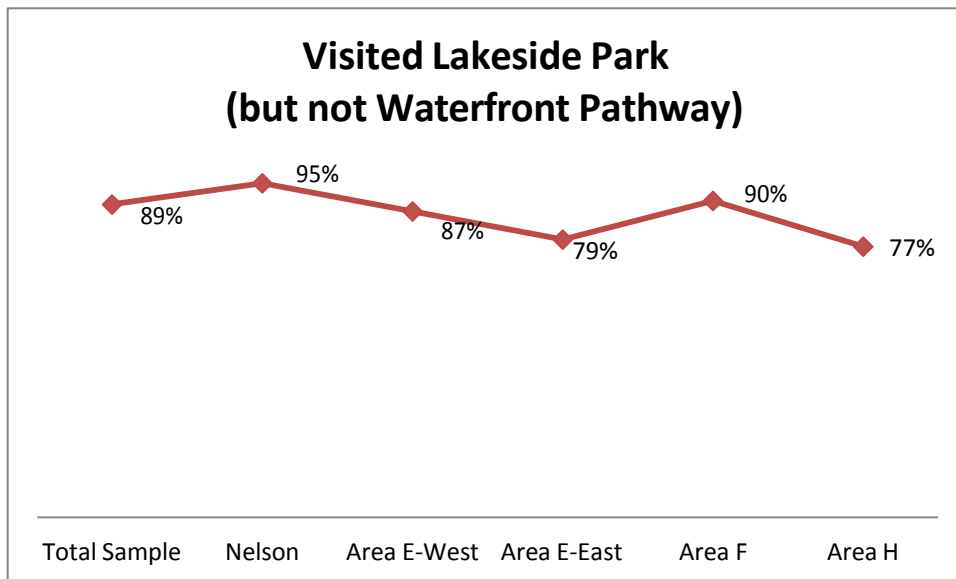


Other parks and outdoor destinations visited by fewer than half of households are shown in the next chart.

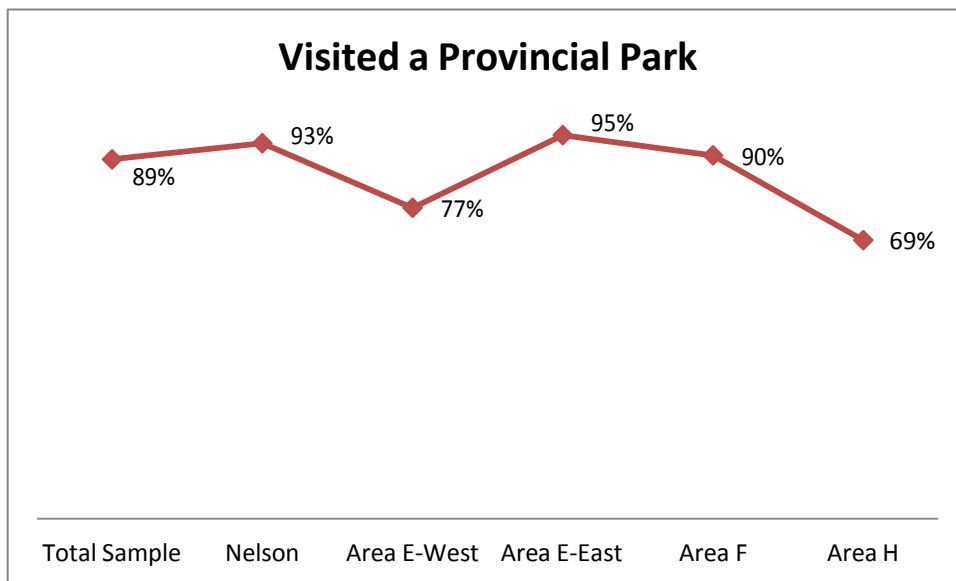


The next five charts show the level of household visits by each area’s residents to each of the 5 top park and outside destinations.

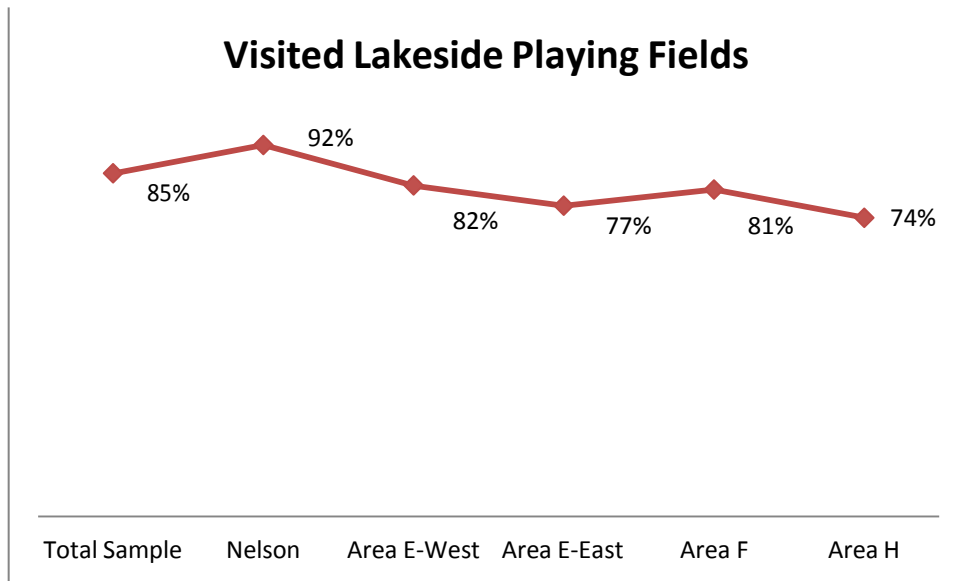
City of Nelson residents had the highest level of household visits to Lakeside Park, followed by Area F and Area E-West residents.



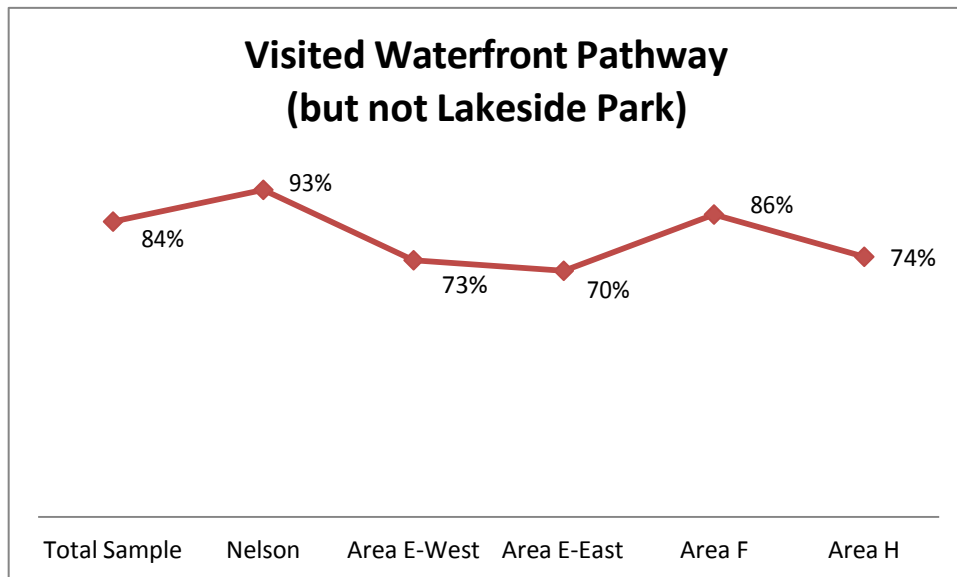
Area E-East, City of Nelson and Area F residents had the highest level of household visits to a provincial park.



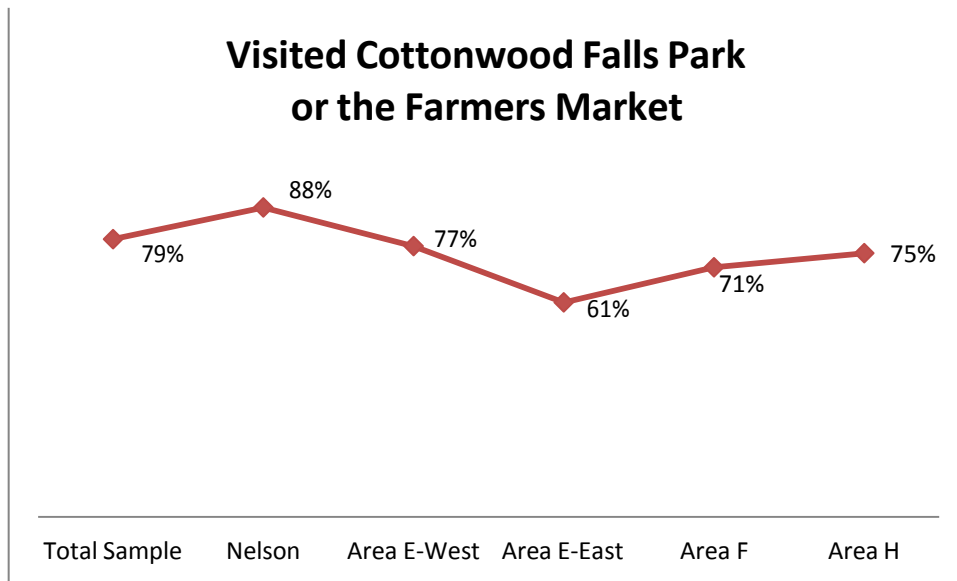
City of Nelson residents had the highest level of household visits to Lakeside Playing Fields.



City of Nelson residents had the highest level of household visits to Waterfront Pathway, followed by Area F residents.



City of Nelson residents had the highest level of household visits to Cottonwood Falls Park or the **Farmer's Market**.

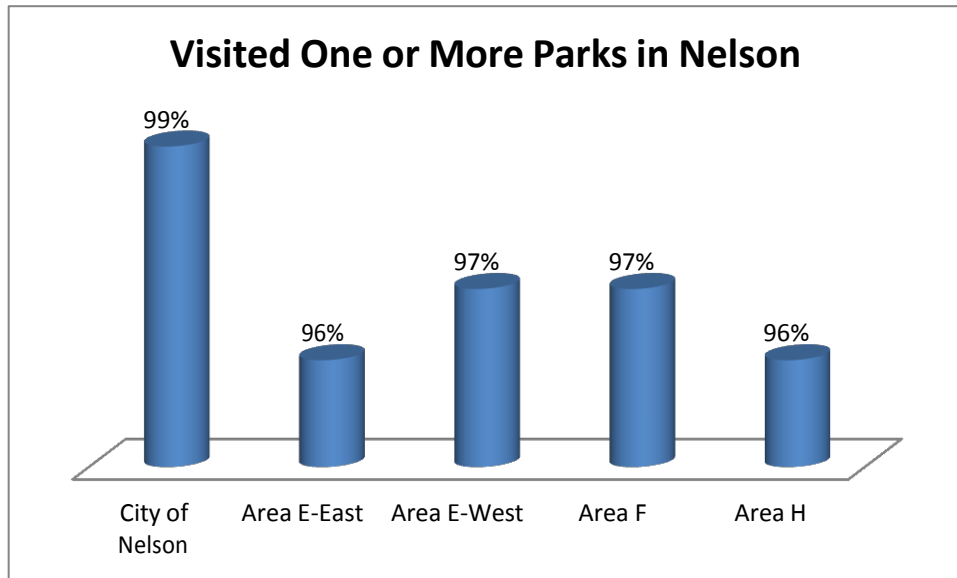


The next series of charts shows household levels of visits in the past two years to any park in a specific area. Note that these household users may have visited only once or many times, may have visited only one of the parks in the area or several or all of them, and any one or all members of multi-person households may have visited.

The City of Nelson parks included:

1. Lakeside Playing Fields
2. Waterfront Pathway but not Lakeside Park
3. Lakeside Park but not Waterfront Parkway
4. Cottonwood Falls Park or the Farmers Market
5. Art Gibbons Memorial Park, also called Rosemont Park
6. Lions Park, which includes a spray area, ball diamond, outdoor rink in winter, basketball court
7. Gyro Park
8. Queen Elizabeth Park
9. Dog walk at the airport
10. Nelson Memorial Park (the cemetery)

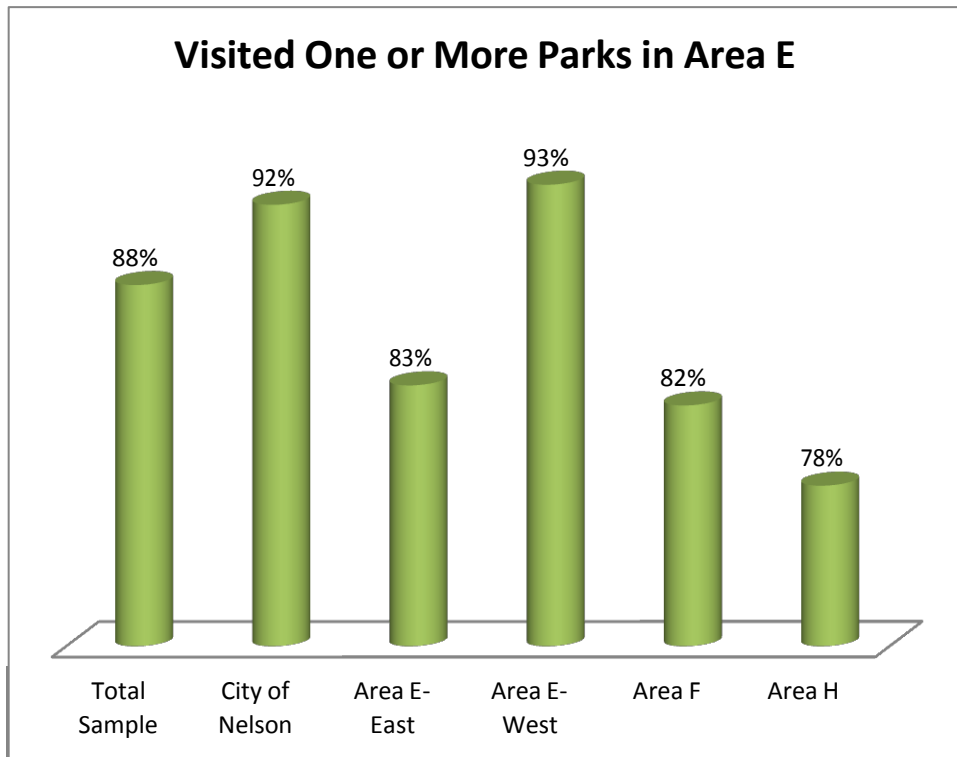
Nearly all households (98%) represented in the survey sample had someone who had visited at least one park in the City of Nelson in the past two years. A large majority of the residents of the various areas of greater Nelson had visited a park in Nelson.



Area E parks are:

- 1) Sunshine Bay
- 2) Cottonwood Lake
- 3) Taghum Beach
- 4) Morning Mountain

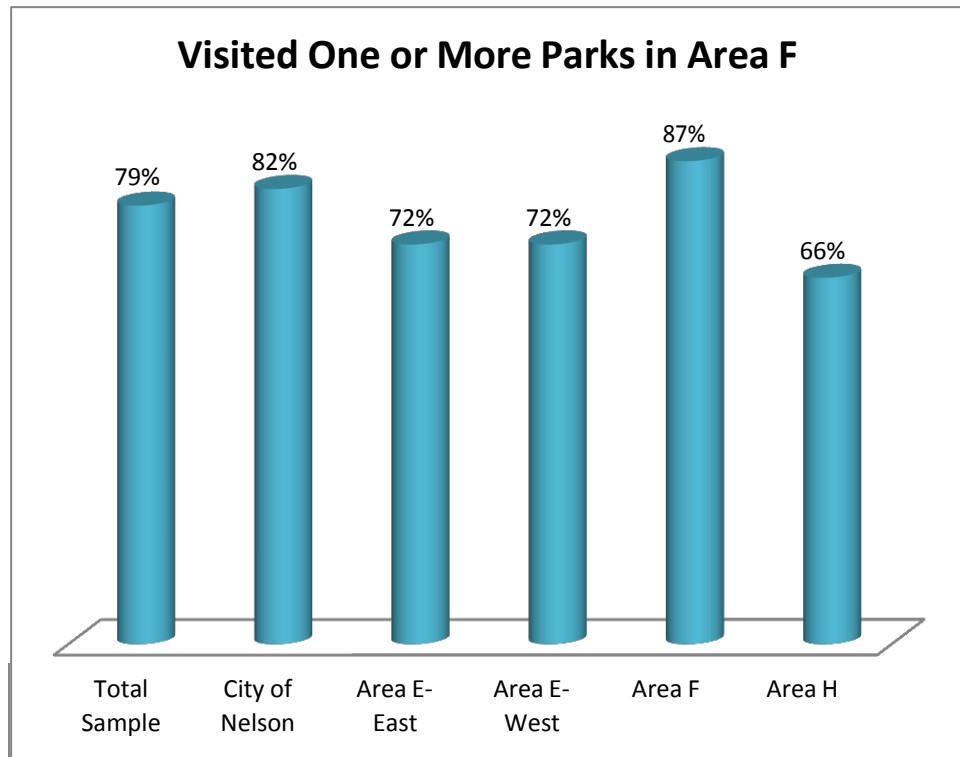
Nearly nine in ten households represented in the survey sample (88%) had someone who had visited at least one park in Area E in the past two years. Residents of Area H had a lower level of household visits to Area E parks than Nelson and Area E-West residents.



Area F parks are:

1. Bonnington
2. Pulpit Rock
3. MacDonaldis Landing
4. James Johnstone

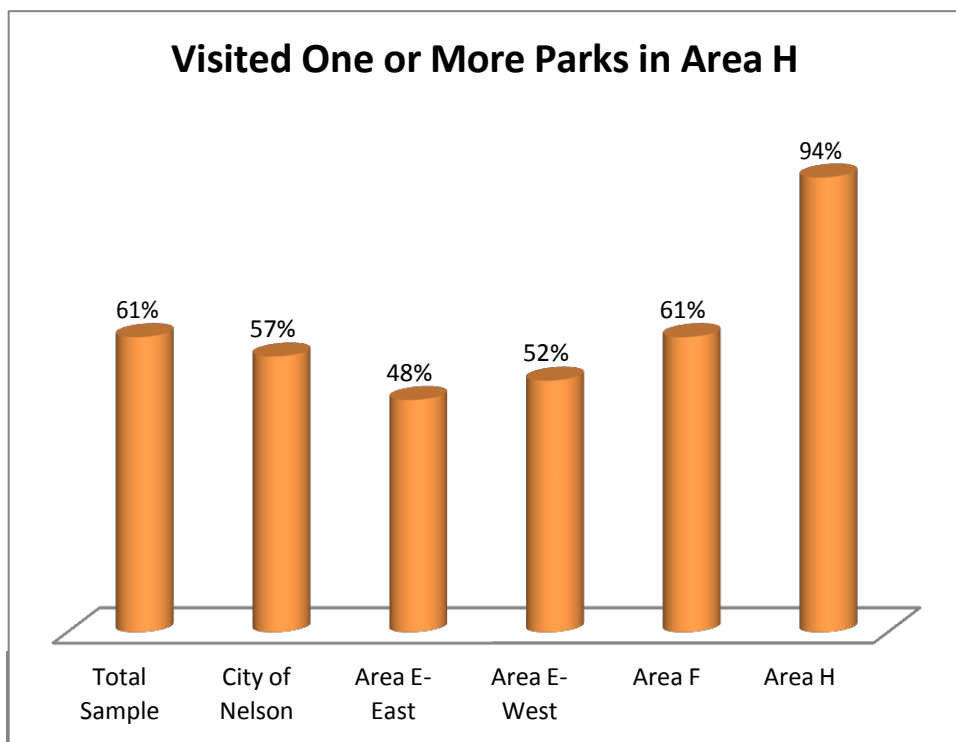
Eight in ten sample households (79%) made a visit to an Area F park in the past two years.



Area H parks are:

1. Crescent Valley Beach
2. Winlaw
3. Roseberry Three Forks

Six in ten sample households (61%) made a visit to an Area H park in the past two years. A very large majority of households residing in Area H (94%) had visited one or more of its parks.



Household Visits to Other Parks (Not Top 5) by Area of Residency

Base: Households with at least one person who visited and lives in the area

Park or Other Destination	Total Sample	Nelson	Area E-West	Area E-East	Area F	Area H
Gyro Park	71%	78%	67%	71%	59%	59%
Pulpit Rock	69%	79%	67%	58%	70%	45%
Taghum Beach	63%	71%	77%	32%	54%	73%
Cottonwood Lake	63%	78%	62%	28%	62%	39%
Dog walk at airport	62%	70%	51%	42%	68%	51%
Lions Park	55%	70%	57%	33%	51%	35%
Great Northern Trail (the BNR)	53%	67%	54%	29%	54%	25%
Sunshine Bay	45%	38%	32%	87%	48%	26%
Crescent Valley Beach	44%	41%	29%	21%	48%	89%
Nelson Memorial Park	40%	49%	42%	29%	34%	27%
Winlaw	36%	32%	30%	28%	38%	60%
Art Gibbons Memorial Park (also called Rosemont Park)	33%	44%	29%	17%	31%	22%
Bonnington	32%	29%	18%	20%	45%	46%
Queen Elizabeth Park		36%	26%	52%	41%	37%
James Johnstone	26%	31%	20%	17%	37%	9%
McDonalds Landing	23%	26%	26%	17%	31%	6%
Morning Mountain	22%	27%	26%	13%	16%	18%

Park or Other Destination	Total Sample	Nelson	Area E-West	Area E-East	Area F	Area H
Roseberry Three Forks	16%	15%	18%	15%	15%	25%
Rosebud Lake	13%	7%	21%	10%	20%	11%

SATISFACTION WITH OUTDOOR RECREATION FACILITIES OVERALL AND BY AREA

The next table gives the mean (average) satisfaction ratings for each area. The rating scale ran from 1 to 5, where 1 was “very dissatisfied” and 5 was “very satisfied”. The first column lists the means in descending order for the total sample. The numbers in parentheses after some of the area means indicate the top five rated facility or amenity for that area. The highest ratings of 4.00 or above are highlighted in blue and indicate high or adequate levels of satisfaction. The lowest ratings of 3.30 or below are shaded in yellow, and these are the outdoor recreation facilities with which survey respondents were least satisfied.

Very high levels of satisfaction were obtained for:

- Places for downhill skiing
- Larger popular parks such as Lakeside Park
- Places for cross country skiing and snowshoeing
- Amount and type of planting in parks such as flower beds, shrubs, trees
- Natural parkland and nature trails
- Waterfront and beach parks

Survey respondents were least satisfied with:

- Places to ride horses
- Outdoor skating rinks
- Youth outdoor spaces such as bike skills parks and places to skateboard
- In general, residents of Area E-West tended to give lower satisfaction ratings to outdoor recreation facilities in comparison with residents of City of Nelson and Area E-East.

Mean Satisfaction Ratings for Outdoor Recreation: Nelson, Area E-West and E-East

Base: Respondents who provided a rating and reside in the area

	Total Sample	City of Nelson	Area E-West	Area E-East	Area F	Area H
Places for downhill skiing or snowboarding	4.51 (1)	4.57 (2)	4.58 (1)	4.32 (3)	4.47 (1)	4.59 (2)
Larger popular parks such as Lakeside Park	4.47 (2)	4.62 (1)	4.51 (2)	4.47 (1)	4.15 (4)	4.44 (3)
Places for cross country skiing and snowshoeing	4.26 (3)	4.42 (3)	4.24 (4)	4.14	4.09 (5)	4.28
Amount and type of planting in parks such as flower beds,	4.24 (4)	4.35 (4)	4.10	3.99	4.21 (2)	4.42 (4)

	Total Sample	City of Nelson	Area E-West	Area E-East	Area F	Area H
shrubs, trees						
Natural parkland and nature trails	4.22 (5)	4.34 (5)	3.96	4.27 (4)	3.99	4.38
Waterfront and beach parks	4.22 (5)	4.33	4.23 (5)	4.27 (4)	3.92	4.29
Places for mountain biking	4.16	4.10	4.39 (3)	4.06	4.21 (2)	4.27
Paths and trails for walking close to home	4.14	4.29	3.53	4.14	3.78	4.65 (1)
Sports fields - soccer, slopitch, and all other field sports	4.13	4.21	3.83	4.10	4.08	4.21
Maintenance of parks and trails	4.13	4.21	3.83	4.11	4.17 (3)	4.05
Playgrounds or spray parks	4.12	4.24	4.00	3.95	4.03	4.21
Outdoor areas for social and cultural gatherings or festivals	4.10	4.25	3.47	4.18 (5)	4.00	4.08
Destination trails that are driven to	4.09	4.16	3.97	3.99	3.98	3.85
Smaller parks that most people get to on foot or bike	4.07	4.15	3.97	4.10	3.95	4.04
Golf courses	4.03	3.97	3.68	4.39 (2)	3.84	4.32 (5)
Picnic facilities such as shelters and barbecues	3.96	4.02	3.64	3.85	3.99	4.08
Outdoor fitness equipment for exercise	3.91	4.07	3.68	3.50	3.84	3.95
Boat launch facilities	3.71	3.85	3.09	3.59	3.68	4.05
Community gardens and other urban agriculture amenities	3.71	3.66	3.61	3.69	3.67	4.12
Places for motorized use of trails	3.48	3.39	3.24	3.64	3.46	3.80
Outdoor courts for tennis, basketball, roller hockey, volleyball	3.47	3.52	3.10	3.56	3.33	3.74
Places to walk dogs off leash	3.45	3.51	3.22	3.55	3.33	4.21
Safe places to ride a bicycle	3.45	3.36	3.27	3.46	3.36	3.27
Places to ride horses	3.30	3.15	3.23	3.51	3.24	3.51
Outdoor skating rinks	3.17	3.31	2.90	3.15	3.11	3.11
Youth outdoor spaces such as bike skills parks and places to skateboard	2.78	2.55	2.77	2.97	2.97	3.34

USE OF INDOOR RECREATION FACILITIES

5. Did you or anyone in your household participate in recreation activities or programs or attend special events at any of the following recreation facilities in the past two years, that is from January 2010 through December 2011?

A very high level of household visits to Nelson & District Community Complex was found - 84%. Next highest in level of visits was the Civic Centre at 55%.

- Of those households that had visited Nelson & District Youth Centre in the past two years, 73% had children living at home and 27% did not. 38% of households with youth 13 to 18 years old living at home had a household member who had visited the Youth Centre, and 62% did not.

On the next chart, the wording on the questionnaire referenced by the label, “Rec programs at other locations” was: Did you or anyone in your household participate in recreation activities or programs, health and wellness programs or attend special events at any other location in the Nelson area in the past two years? In other words, these are programs at locations that are not public or private.



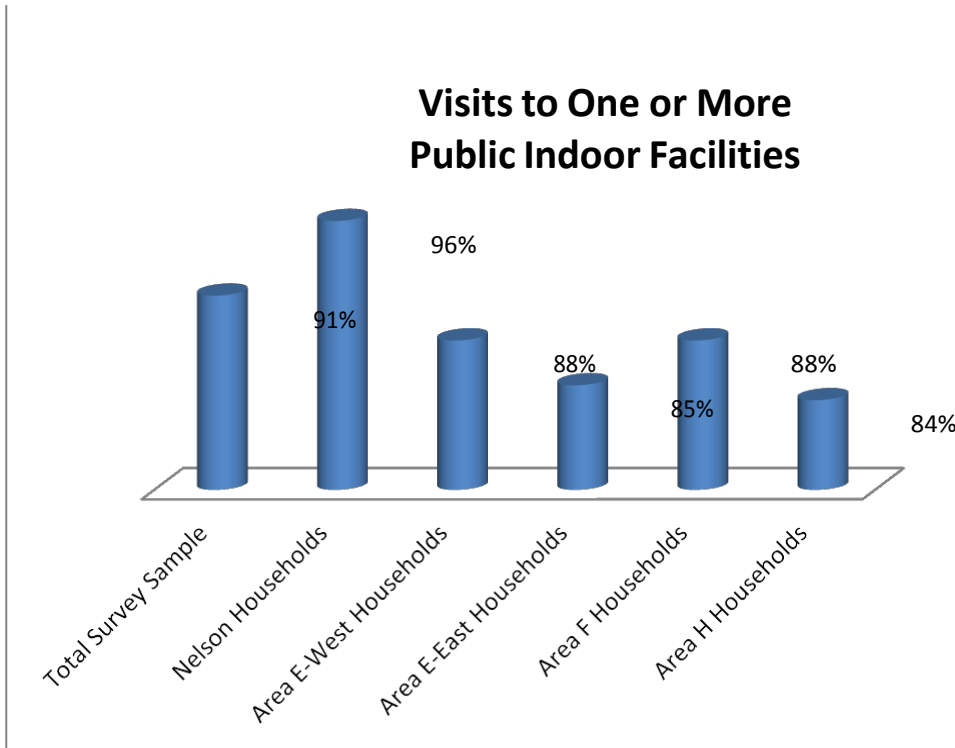
USE OF INDOOR RECREATION FACILITIES BY AREA

Two ways of summarizing facility draw or catchment will be presented. The first way groups the public facilities, that is, the facilities owned by the City of Nelson or the Regional District of Central Kootenay. The next chart shows the level of use of one or more of these public facilities in the past two years by households of the survey sample and in each area. A very large majority of nine in ten households in the survey sample (91%) had at least one person who visited at least one publicly owned facility in the past two years. The use levels ranged from 96% of Nelson households to 84% of Area H households.

Public facility visitors represent a cross-section of the community and included:

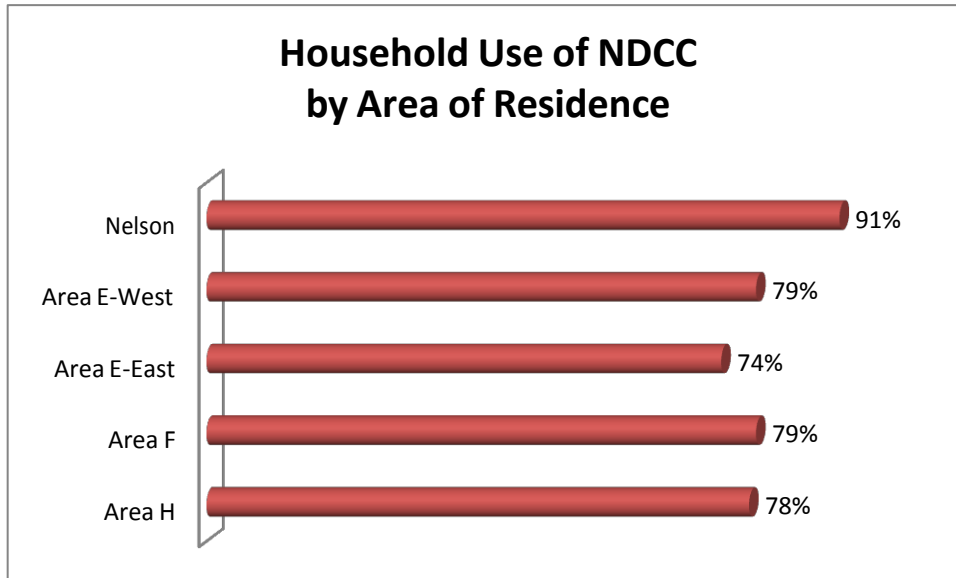
- 98% of those with children at home and 86% of those with no children in the home

- 86% of those in the lowest household income group of \$27,000 or less, 90% of those with household incomes of \$45,000 or less

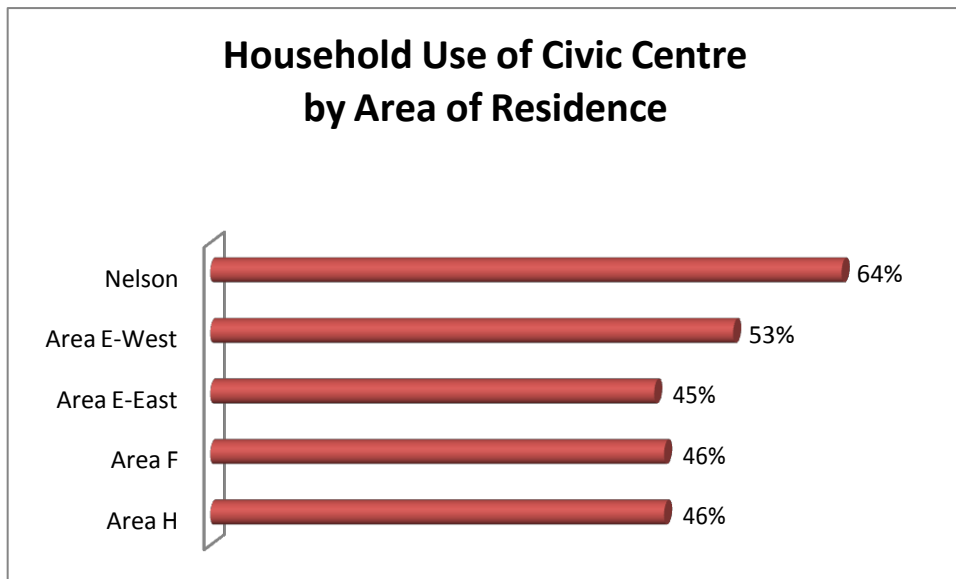


The second way of summarizing facility catchment is illustrated in the next series of charts. These charts show the percentages of households surveyed in each area that had at least one member of the household use a specific facility at least one time in the past two years. Note that these results cannot be used to determine the percentage of users that reside in a particular area that are using the facility or how many visits a year they are making.

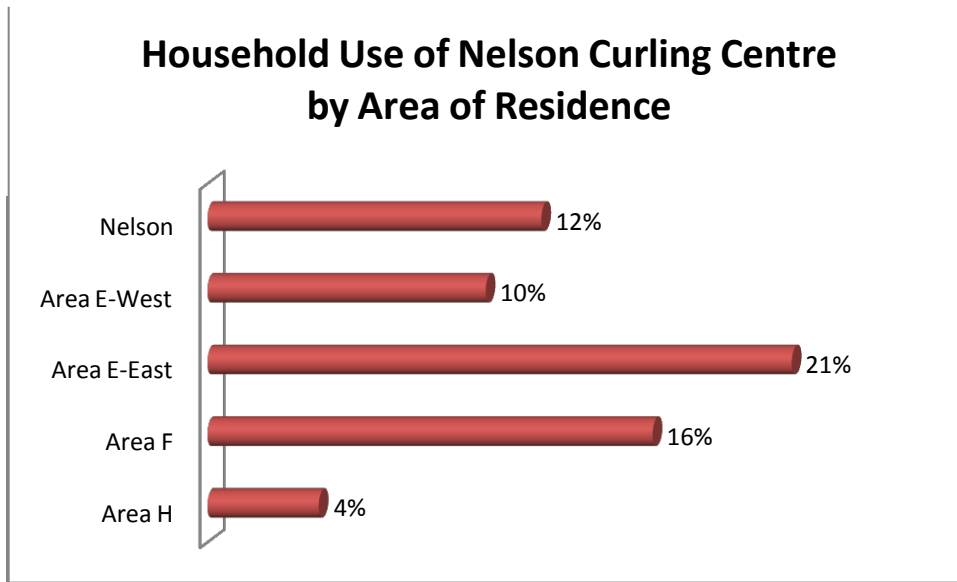
All areas had high visitation levels to NDCC, led by City of Nelson residents. Residents of Area E-East may have the lowest level.



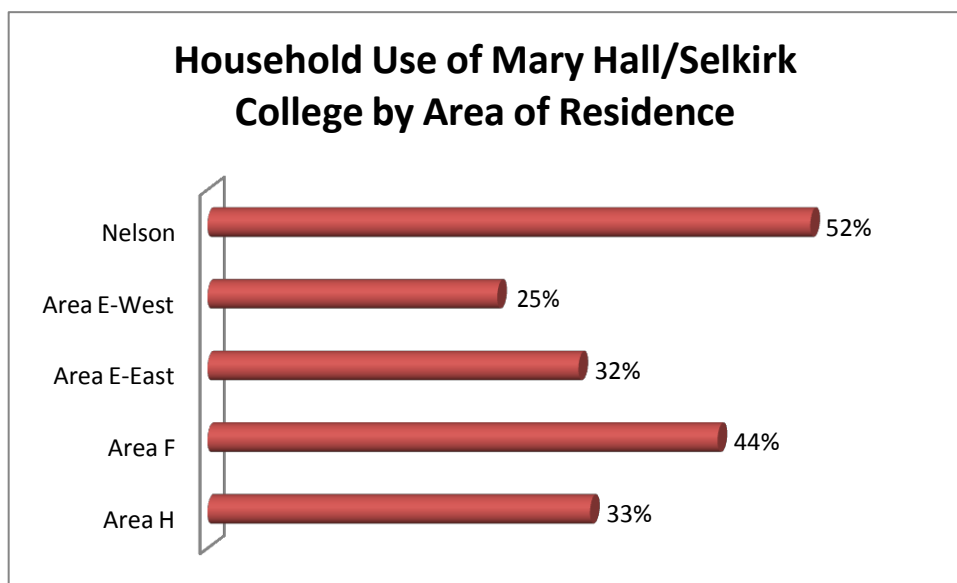
City of Nelson residents appears to have the highest level of visits or participation in recreation at the Civic Centre.



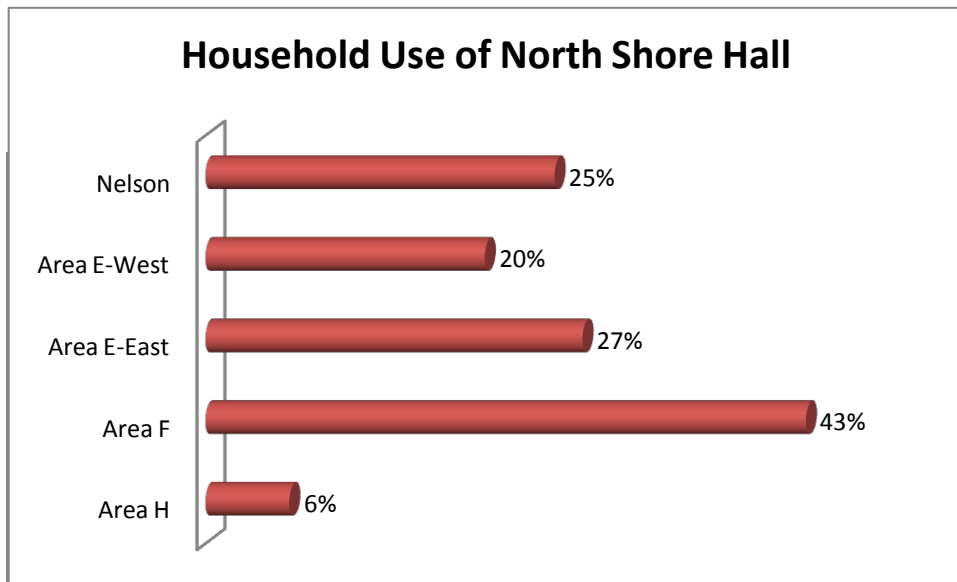
Residents of Area E-East may be most likely to visit or participate in recreation at the Nelson Curling Centre.



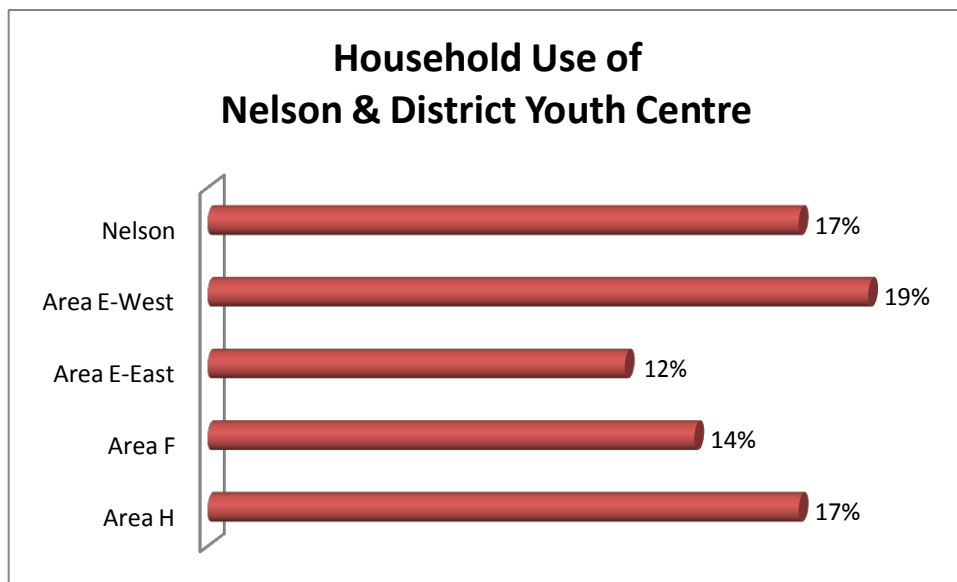
Residents of the City of Nelson and perhaps those of Area F were most likely to visit or participate in recreation at Mary Hall / Selkirk College recreation facilities.



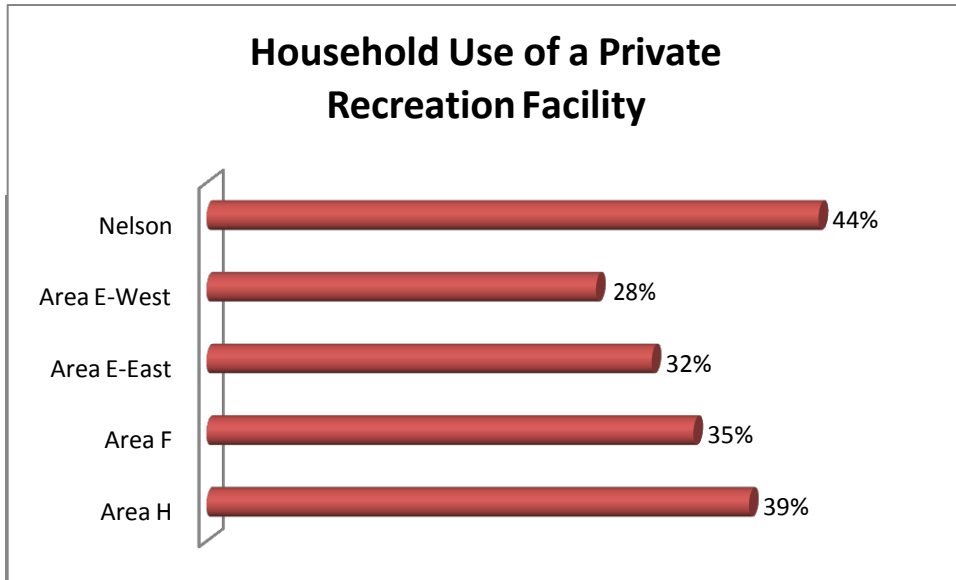
Residents of Area F were the most likely to use North Shore Hall and residents of Area H were least likely to use it.



Use of the Youth Centre did not appear to vary much by area of residency. Level of use by residents of Area E-East and Area F may be lower than use by residents of the other areas.



Use of a privately owned facility appears to be led by residents of the City of Nelson. The wording on the survey questionnaire for “Private Recreation Facility” was: any privately owned recreation facility such as a fitness or athletic club.



Residents of Area E-East, Area H and City of Nelson appear to lead participation in recreation programs and activities at other locations in the greater Nelson area. “Other Locations” is defined as not public or private. The wording on the questionnaire was: Did you or anyone in your household participate in recreation activities or programs, health and wellness programs or attend special events at any other location in the Nelson area in the past two years?



PARTICIPATION IN INDOOR RECREATION PROGRAMS AND ACTIVITIES

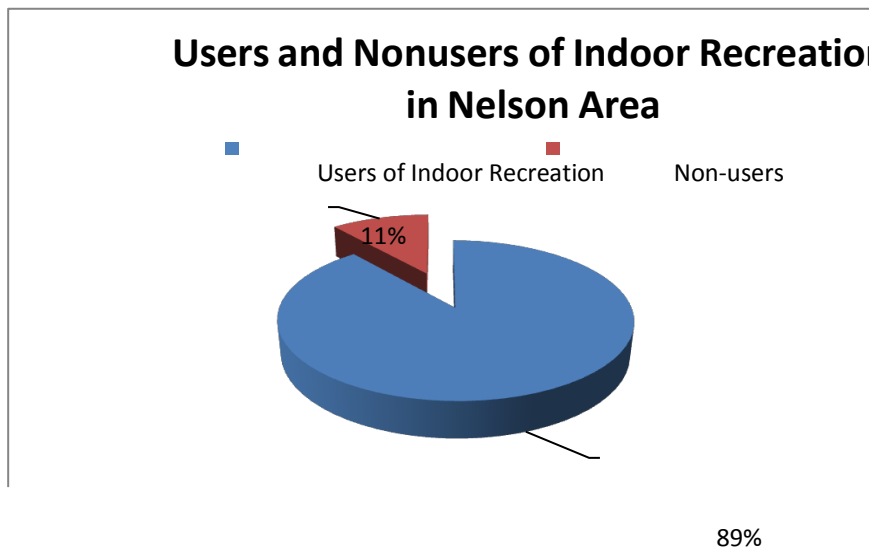
7. Now, I will ask you about some specific types of programs and activities offered in the Nelson area that you or someone in your household may participate in. Do not include programs offered in Castlegar or other larger communities except for Nelson. Please include drop-in sports. Have you or anyone in your household participated in:

278 of the 300 survey respondents had at least one person who had visited one of the indoor recreation facilities in the greater Nelson area. These recreation facility users or visitors represented 93% of households in the survey sample.

Participation in various types of indoor programs and activities was only asked of indoor facility users. However, 10 survey respondents who said that at least one person in their household had visited a facility then said that no one in their household participated in any of the programs or activities asked about in the survey.

As shown in the next chart, 89% of households in the survey sample had at least one person who has used indoor recreation programs and services offered at some location in greater Nelson in the past two years, and 11% had no users of indoor recreation.

A very large majority of households that use indoor recreation programs and activities, use multiple types of programs. 12 of the 268 users of indoor recreation services within the greater Nelson area, or 4%, only used one of the types of programs or activities asked about in the survey, while 256 (96%) used two or more programs or activities in the past two years.

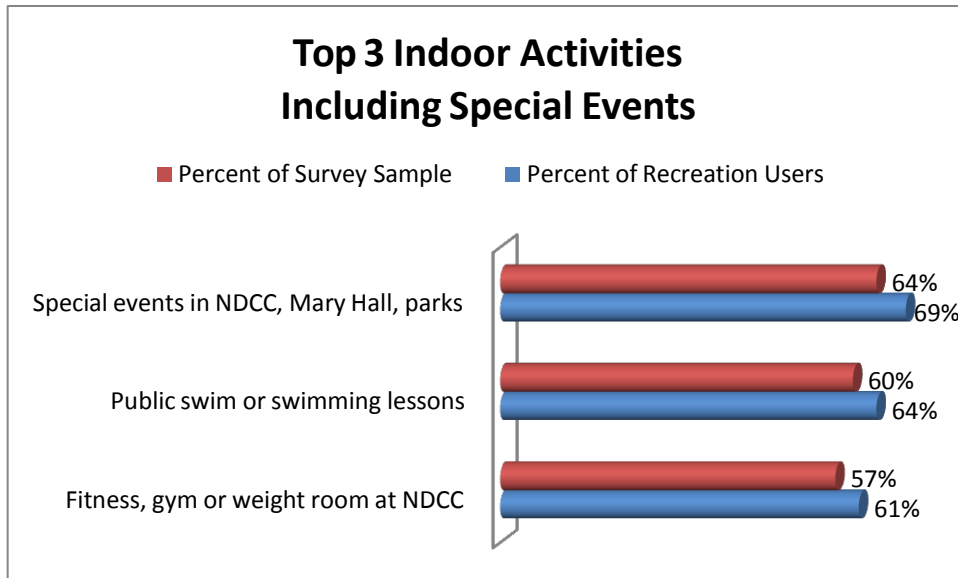


Two different analyses of indoor program participation and indoor or outdoor special events attendance will be presented. The results of the first analysis are shown in the next three charts. The percentages in these charts give the proportion of survey sample households and the proportion of indoor facility user households that have at least one person who participated in that program or activity at that particular

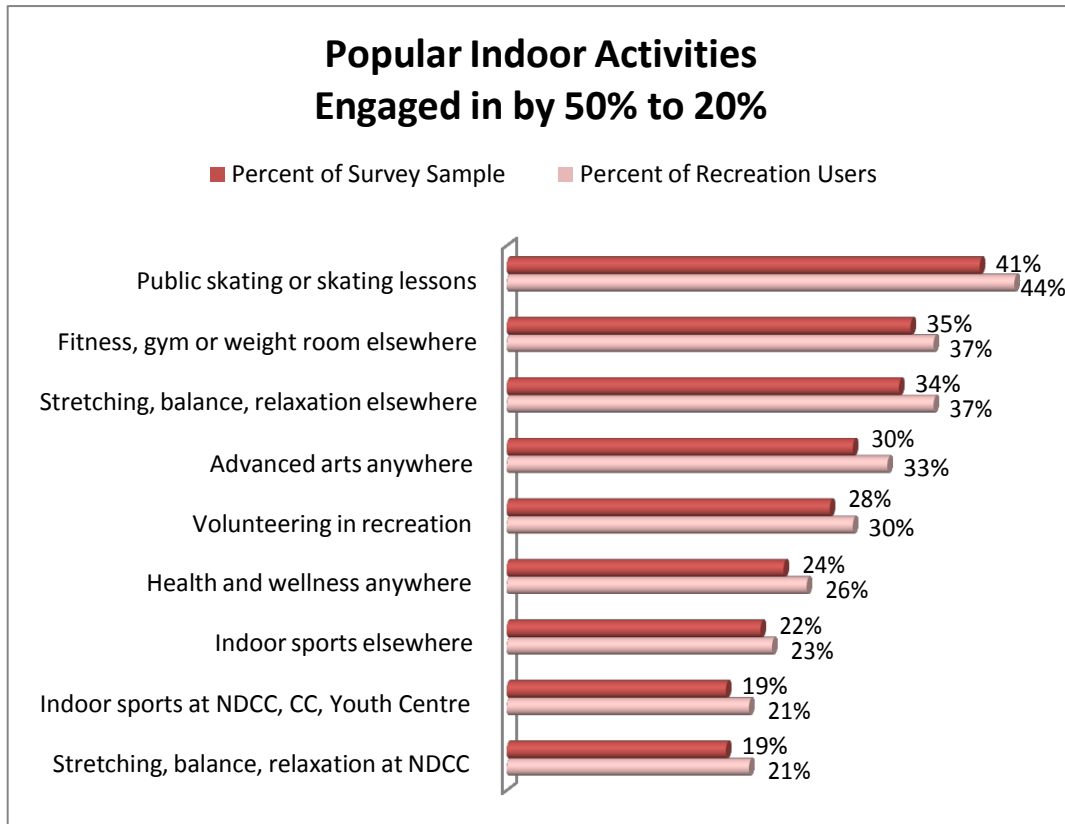
location at least once in the past two years. Note that some program locations may be counting the same people, e.g., skate club or hockey league at NDCC and skate club or hockey league at the Civic Centre may include mostly the same households. The main value of this analysis is that it shows the percentages of households participating in certain types of activities at a public facility as compared with the percentages engaging in that type of activity at other non-public locations.

As shown in the next chart, the top three indoor recreation programs and activities or indoor/outdoor special events are:

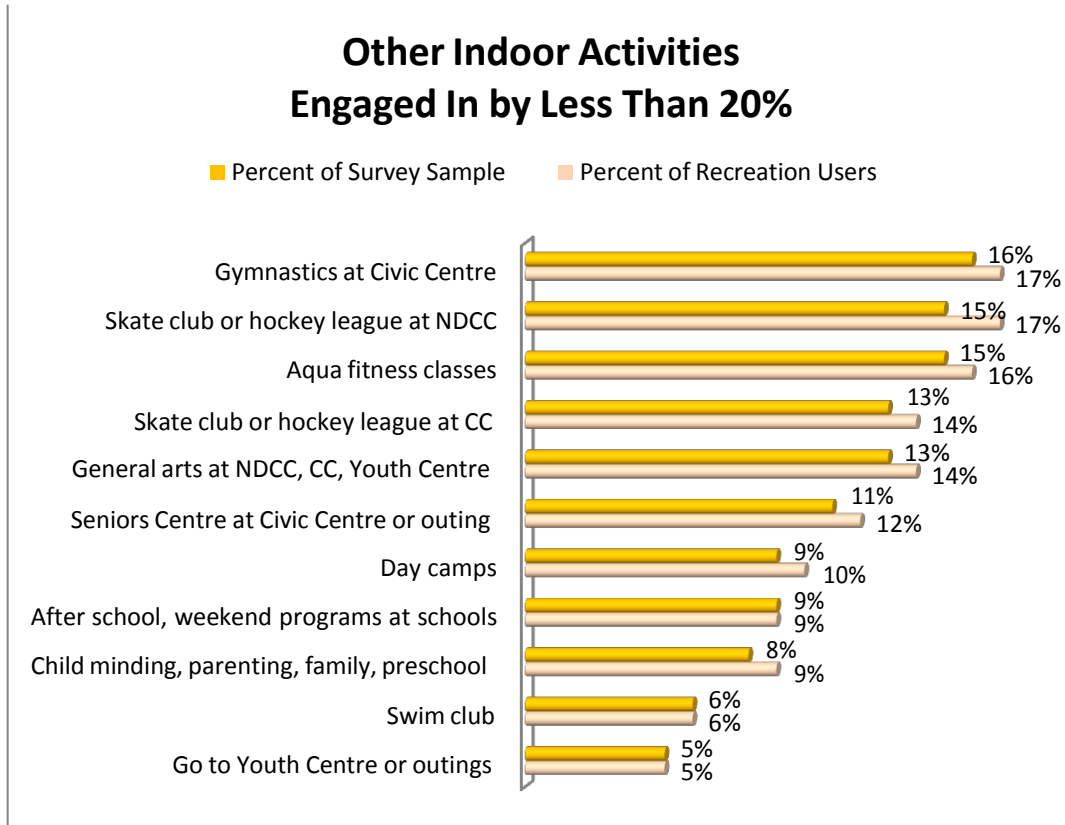
- *Special events held in Nelson & District Community Complex, Mary Hall or public parks*
- *Public swimming or swimming lessons*
- *Work out at a fitness centre, gym or weight room in Nelson & District Community Complex or take fitness classes such as pilates at Nelson & District Community Complex*



Other popular activities (some at particular locations) that are enjoyed by someone in 41% to 21% of households in the greater Nelson area are shown in the next chart.



The next chart shows other less utilized indoor recreation programs and activities (some at particular locations).

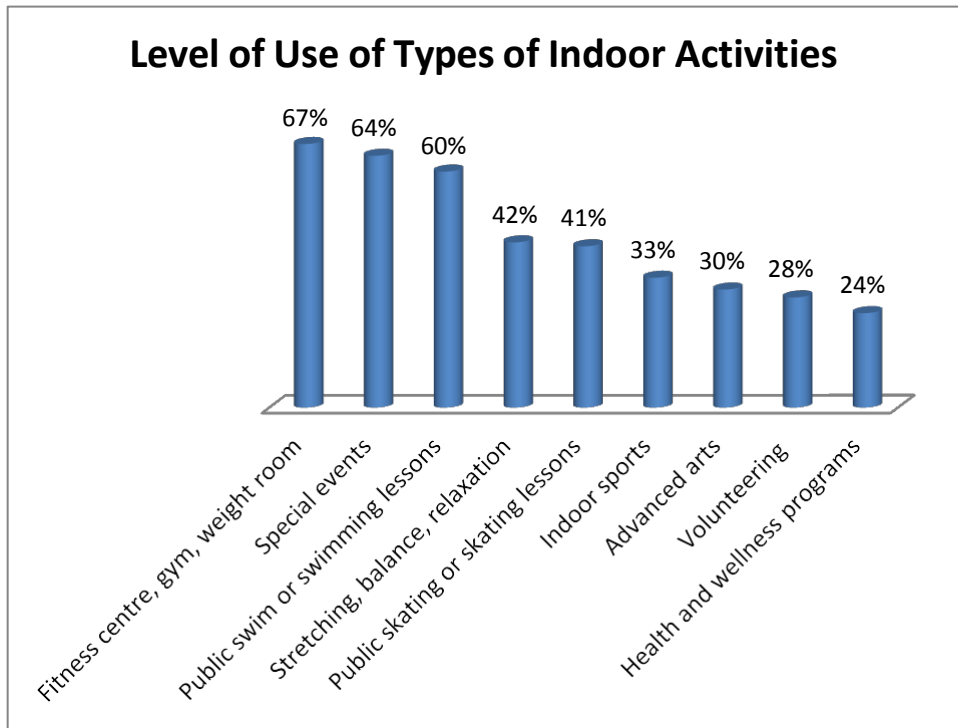


The second way of analyzing the participation data for indoor programs and activities is to eliminate consideration of where certain types of programs are held when calculating the percentage of households with at least one person who has used that type of program or activity in the past two years. The main value of this analysis is that it shows the percentages of households participating in certain types of activities regardless of where they are held. Note that the percentages reported on the next two charts use the total sample base of 300 instead of the 278 facility users.

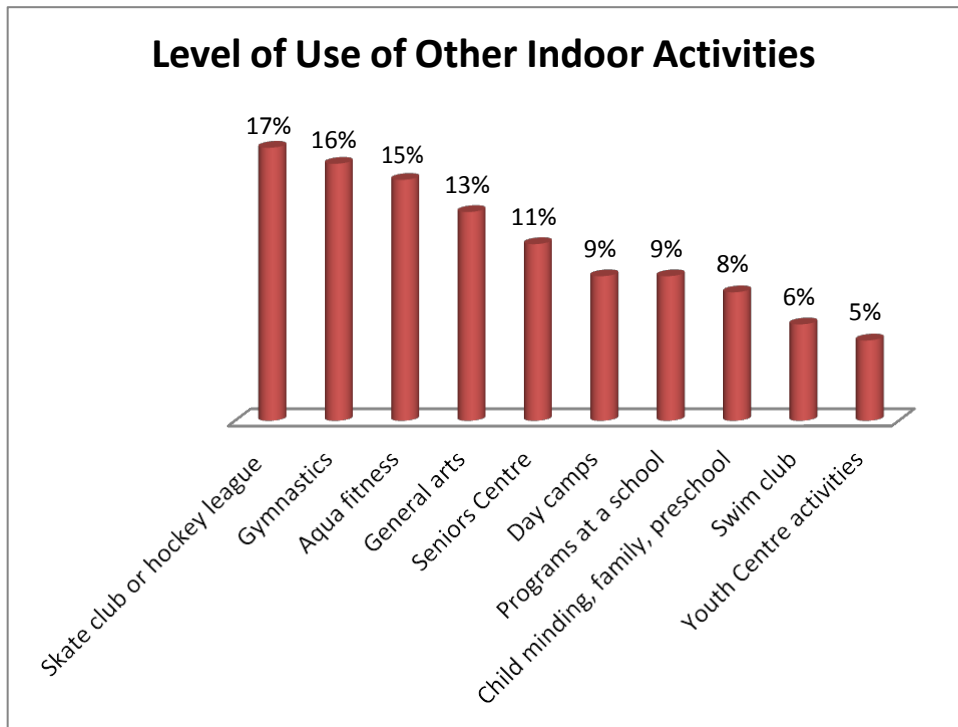
The rank order of popular programs changes somewhat when types of activities are analyzed regardless of where they are located.

- *Use of fitness centres, gyms and weight rooms* is the #1 type of program in terms of household use. Two-thirds (67%) of survey sample households had someone who used a fitness facility or participated in a fitness program in the past two years.
- *Special events* (64%) and *public swim or swimming lessons* (60%) are still in the top three indoor activities.

The next chart shows the results for programs and activities used by a least a quarter of households after eliminating consideration of location.



The next chart reports the other less utilized programs and activities engaged in.



PARTICIPATION IN INDOOR RECREATION ACTIVITIES BY AREA

The next table shows the participation results for residents of each area. The numbers in parentheses after some of the percentages indicate the top five indoor programs and activities for area residents (including indoor and outdoor special events). In other words, (1) signifies the recreation activity engaged in by the largest percentage of households in a particular area. Note that the percentages in the table are calculated using the base of 300 survey respondents not the 287 indoor facility users.

Nelson had these top activities:

- Special events at NDCC, Civic Centre Mary Hall or parks
- Public swim or swimming lessons
- Workout at fitness facility or take fitness programs such as pilates, step class, boot camp, low impact aerobics at NDCC
- Public skating or learn to skate programs
- Workout at fitness facility or take fitness programs such as pilates, step class, boot camp, low impact aerobics elsewhere (not at NDCC)

Area E-West had these top activities:

- Public swim or swimming lessons
- Workout at a fitness facility or take fitness programs such as pilates, step class, boot camp, low impact aerobics at NDCC
- Special events at NDCC, Civic Centre Mary Hall or parks
- Public skating or learn to skate programs
- Stretching, balance, relaxation classes (yoga etc.) elsewhere (not at NDCC)
- Health and wellness programs offered in Nelson area

Area E-East had these top activities:

- Special events at NDCC, Civic Centre Mary Hall or parks
- Workout at fitness facility or take fitness programs such as pilates, step class, boot camp, low impact aerobics at NDCC
- Public swim or swimming lessons
- Stretching, balance, relaxation classes (yoga etc.) elsewhere (not at NDCC)
- Public skating or learn to skate programs

Area F had these top activities:

- Special events at NDCC, Civic Centre Mary Hall or parks
- Public swim or swimming lessons
- Workout at fitness facility or take fitness programs such as pilates, step class, boot camp, low impact aerobics at NDCC
- Public skating or learn to skate programs
- Stretching, balance, relaxation classes (yoga etc.) elsewhere (not at NDCC)

Area H had these top activities:

- Special events at NDCC, Civic Centre Mary Hall or parks
- Public swim or swimming lessons

- Workout at fitness facility or take fitness programs such as pilates, step class, boot camp, low impact aerobics elsewhere (not at NDCC)
- Workout at fitness facility or take fitness programs such as pilates, step class, boot camp, low impact aerobics at NDCC
- Stretching, balance, relaxation classes (yoga etc.) elsewhere (not at NDCC)

Indoor Recreation Programs and Activities by Area of Residence

Base: Households with at least one person who engages in activity

Activity	Nelson	Area E-West	Area E-East	Area F	Area H
Workout at fitness facility or take fitness programs such as pilates, step class, boot camp, low impact aerobics at NDCC	64% (3)	48% (2)	52% (2)	57% (3)	39% (4)
Workout at fitness facility or take fitness programs such as pilates, step class, boot camp, low impact aerobics elsewhere (not at NDCC)	37% (5)	26%	30%	35%	40% (3)
Special events at NDCC, Civic Centre Mary Hall or parks	72% (1)	48% (2)	64% (1)	63% (1)	44% (1)
Public swim or swimming lessons	71% (2)	55% (1)	35% (3)	60% (2)	43% (2)
Stretching, balance, relaxation classes (yoga etc.) elsewhere (not at NDCC)	35%	30% (4)	34% (4)	38% (5)	29% (5)
Stretching, balance, relaxation classes (yoga etc.) at NDCC	23%	13%	18%	18%	12%
Public skating or learn to skate programs	50% (4)	32% (3)	31% (5)	43% (4)	26%
Indoor sports programs elsewhere (not at NDCC, CC, Youth Centre)	28%	5%	13%	28%	8%
Indoor sports programs at NDCC, CC, Youth Centre	19%	15%	20%	29%	9%
Advanced arts such as painting and performing arts like dance and music, art education at any location	35%	26%	24%	28%	23%
Volunteering in recreation	28%	25%	22%	36%	20%
Health and wellness programs offered in Nelson area	23%	27% (5)	23%	24%	26%
Skate club or hockey league at NDCC	24%	1%	6%	16%	7%
Skate club or hockey league at Civic Centre	17%	2%	8%	18%	4%
Gymnastics at Civic Centre	20%	20%	0%	21%	7%
Aqua fitness	14%	14%	17%	16%	15%
General arts – music, painting, crafts etc. at NDCC, CC, Youth Centre	14%	10%	13%	19%	5%
Seniors centre activities in Civic Centre	11%	16%	7%	15%	7%
Day camps	14%	9%	3%	8%	6%
After school or weekend programs at a	7%	7%	12%	12%	7%

Activity	Nelson	Area E-West	Area E-East	Area F	Area H
school					
Child minding, parenting, family or preschool programs	9%	9%	6%	4%	11%
Swim club	6%	1%	0%	12%	5%
Youth activities in Nelson & District Youth Centre	4%	4%	10%	3%	6%

SATISFACTION WITH RECREATION PROGRAMS AND INDOOR FACILITIES OVERALL AND BY AREA

The next table gives the mean (average) satisfaction ratings for the total sample and each area. The rating scale ran from 1 to 5, where 1 was “very dissatisfied” and 5 was “very satisfied”. The first column lists the means in descending order for the total sample. The numbers in parentheses after some of the area means indicate the top five rated facility or amenity for that area. The highest ratings of 4.00 or above are highlighted in blue indicating high or adequate levels of satisfaction. The lowest ratings of 3.30 or below are shaded in yellow on the next table, and these are the indoor recreation facilities and programs with which survey respondents were least satisfied.

High levels of satisfaction were obtained for:

- *Ice arena at Ice arena at Nelson & District Community Complex*
- *Public fitness facilities with exercise equipment, a weights room*
- *Indoor pools*
- *Public swimming, lessons or programs*
- *Fitness programs such as pilates, step class, boot camp, low impact aerobics*

Survey respondents were least satisfied with:

- *Spaces for childminding, family programs and preschool programs*
- *Spaces for seniors activities*
- *Recreation programs and activities for youth 13 to 18*
- *General recreation programs such as social, bus trips, photography, table tennis, etc.*
- In general, residents of Area E-West tended to give lower (less favourable) satisfaction ratings to some of the indoor recreation facilities and spaces.

Satisfaction Ratings for Indoor Recreation: Nelson, Area E-West and E-East

Base: Respondents who provided a rating and reside in the area

	Total Sample	City of Nelson	Area E-West	Area E-East	Area F	Area H
Facilities						
Ice arena at Ice arena at Nelson & District Community Complex	4.25 (1)	4.20 (2)	4.14 (3)	4.48 (1)	4.17 (3)	4.38 (1)
Public fitness facilities with exercise equipment, a weights room	4.20 (2)	4.18 (3)	4.25 (1)	4.19 (3)	4.19 (2)	4.38 (1)
Indoor pools	4.15 (3)	4.26 (1)	4.18 (2)	3.97	4.00 (5)	4.29 (2)
Maintenance of indoor recreation facilities	4.08 (4)	4.14 (4)	3.94 (4)	4.02 (5)	4.03 (4)	4.20 (4)
Ice arena at Civic Centre	4.01 (5)	4.00 (5)	3.79 (5)	4.28 (2)	3.95	3.99
Indoor gyms	3.96	3.88	3.60	4.06 (4)	4.28 (1)	4.11 (5)
Local recreation spaces and halls	3.81	3.80	3.22	3.80	3.86	4.23 (3)
Use of schools for community programs	3.51	3.56	3.29	3.62	3.31	3.74
Spaces for youth activities	3.46	3.47	3.51	3.47	3.25	3.75
Spaces for seniors activities	3.41	3.33	3.24	3.51	3.59	3.57
Spaces for childminding, family programs and preschool programs	3.35	3.53	3.11	3.33	3.24	3.18
Programs and Activities						
Public swimming, lessons or programs	4.16 (1)	4.23 (1)	3.82 (5)	4.11 (3)	4.11 (4)	4.23 (2)
Fitness programs such as pilates, step class, boot camp, low impact aerobics	4.15 (2)	4.20 (3)	3.66	4.17 (2)	4.27 (1)	4.14 (4)
Volunteering opportunities	4.11 (3)	4.05 (5)	3.68	4.21 (1)	4.26 (2)	4.28 (1)
Advanced arts such as painting and performing arts like dance and music, art education, or places to exhibit local art	4.04 (4)	4.22 (2)	3.76	3.76	3.87	4.22 (3)
Community special events	4.03 (5)	4.04	3.99 (3)	3.86	4.10 (5)	4.22 (3)
Programs and activities for adults 35 to 59	3.97	4.06 (4)	3.67	3.85	4.04	3.87
Public skating or learn to skate programs	3.97	4.01	4.06 (2)	3.98 (4)	3.84	4.00
Programs and activities for children 6 and under	3.92	3.91	4.23 (1)	3.57	3.97	4.13 (5)
Programs and activities for children 7 to 12	3.82	3.91	3.96 (4)	3.43	3.82	3.83
General arts programs	3.81	3.85	3.69	3.90 (5)	3.56	4.04
Programs and activities for young adults 19 to 34	3.76	3.88	3.42	3.49	3.64	3.82
Indoor sports programs such as curling, basketball, badminton, floor hockey, volleyball, squash	3.76	3.68	3.77	3.65	3.97	3.93

	Total Sample	City of Nelson	Area E-West	Area E-East	Area F	Area H
Health and wellness programs such as nutrition, injury prevention, stress reduction	3.74	3.63	3.67	3.86	3.87	4.01
Programs and activities for adults 60 and older	3.66	3.61	3.62	3.53	4.19 (3)	3.26
Day camps	3.63	3.60	3.68	3.58	3.90	3.29
Family centred opportunities, child minding, parenting, family or preschool programs	3.62	3.63	3.48	3.76	3.63	3.61
General recreation programs such as social, bus trips, photography, table tennis, etc.	3.55	3.50	3.38	3.34	3.89	3.63
Recreation programs and activities for youth 13 to 18	3.44	3.49	3.15	3.35	3.54	3.35

The next table shows the mean (average ratings) of survey respondents living in households with children under 19 living at home and those who have no children in the home.

- In general, survey respondents living in households with no children tended to give less favourable satisfaction ratings than those in households with children in the home.

The least favourable ratings given by those with children at home were to (all above 3.30 except spaces for seniors activities):

- *Spaces for seniors activities*
- *Spaces for child-minding, family programs and preschool programs*
- *Recreation programs and activities for youth 13 to 18*
- *General recreation programs such as social, bus trips, photography, table tennis, etc.*
- *Use of schools for community programs*

The least favourable ratings given by those with no children at home were to (last two were above 3.30):

- *Spaces for youth activities*
- *Spaces for child-minding, family programs and preschool programs*
- *Day camps*
- *Recreation programs and activities for youth 13 to 18*

Mean Satisfaction Ratings for Indoor Recreation:

Children and No Children in Household

Base: Respondents who have children under 19 at home and provided a rating

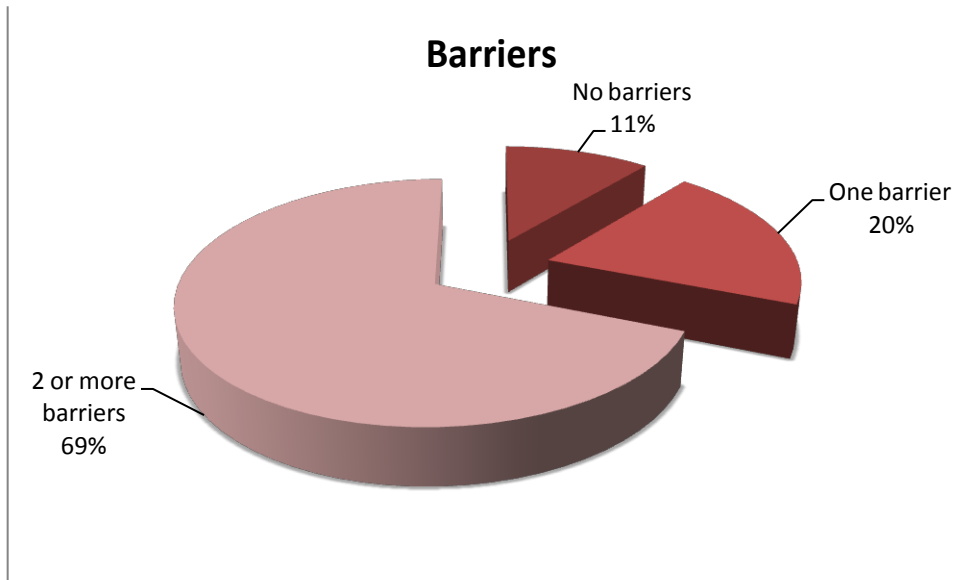
	Total Sample	Have Children	No Children
Facilities			
Ice arena at Ice arena at Nelson & District Community Complex	4.25 (1)	4.31(1)	4.19 (1)
Public fitness facilities with exercise equipment, a weights room	4.20 (2)	4.24 (2)	4.17 (3)
Indoor pools	4.15 (3)	4.12 (4)	4.18 (2)
Maintenance of recreation facilities	4.08 (4)	4.16 (3)	4.00 (4)
Ice arena at Civic Centre	4.01 (5)	4.02 (5)	4.00 (4)
Indoor gyms	3.96	3.95	3.96 (5)
Local recreation spaces and halls	3.81	3.85	3.78
Use of schools for community programs	3.51	3.56	3.46
Spaces for youth activities	3.46	3.60	3.30
Spaces for seniors activities	3.41	3.19	3.55
Spaces for childminding, family programs and preschool programs	3.35	3.41	3.27
Programs and Activities			
Public swimming, lessons or programs	4.16 (1)	4.17 (2)	4.15 (2)
Fitness programs such as pilates, step class, boot camp, low impact aerobics	4.15 (2)	4.11 (5)	4.17 (1)
Volunteering opportunities	4.11 (3)	4.08	4.13 (3)
Advanced arts such as painting and performing arts like dance and music, art education, or places to exhibit local art	4.04 (4)	4.16 (3)	3.93 (5)
Community special events	4.03 (5)	4.18 (1)	3.90
Programs and activities for adults 35 to 59	3.97	3.98	3.97 (4)
Public skating or learn to skate programs	3.97	4.00	3.93 (5)
Programs and activities for children 6 and under	3.92	4.14 (4)	3.66
Programs and activities for children 7 to 12	3.82	3.99	3.65
General arts programs	3.81	3.89	3.74
Programs and activities for young adults 19 to 34	3.76	3.75	3.77
Indoor sports programs such as curling, basketball, badminton, floor hockey, volleyball, squash	3.76	3.64	3.88
Health and wellness programs such as nutrition, injury prevention, stress reduction	3.74	3.63	3.84
Programs and activities for adults 60 and older	3.66	3.77	3.60

	Total Sample	Have	No
Day camps	3.63	3.81	3.39
Family centred opportunities, child minding, parenting, family or preschool programs	3.62	3.75	3.46
General recreation programs such as social, bus trips, photography, table tennis, etc.	3.55	3.55	3.56
Recreation programs and activities for youth 13 to 18	3.44	3.52	3.36

BARRIERS THAT LIMIT OR PREVENT PARTICIPATION

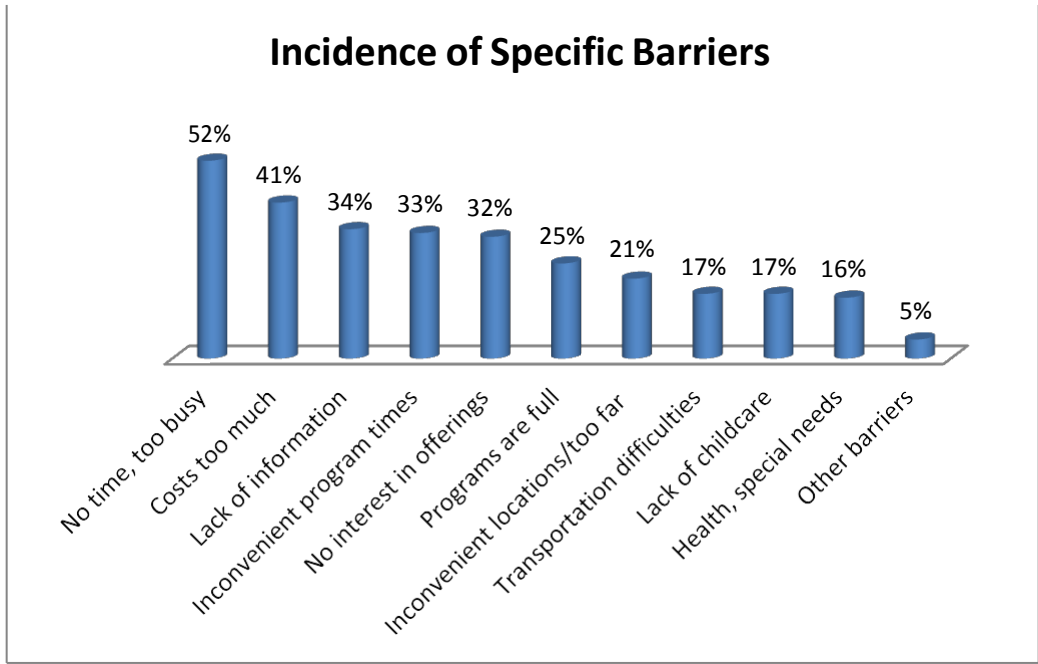
9a. Certain barriers may limit or even prevent participation in indoor and outdoor recreation programs and activities. Do any of the following potential difficulties affect the participation of yourself or another member of your household?

As shown in the next chart, 11% of survey respondents indicated no difficulties limiting or preventing participation of themselves or other members of their households in indoor or outdoor recreation. 20% mentioned one barrier and 69% said two or more barriers affected their own or other household members' participation in recreation programs and activities.



The most frequently mentioned barrier was *no time, too busy with other things*, said to be a barrier to participation by half (52%) of survey respondents. Lack of time was followed by *what I or we want to do costs too much* - 41%. Participation in recreation is affected in one-third of households by *lack of information, inconvenient timing of programs, and/or no interest in what is available or what is of interest is not available*.

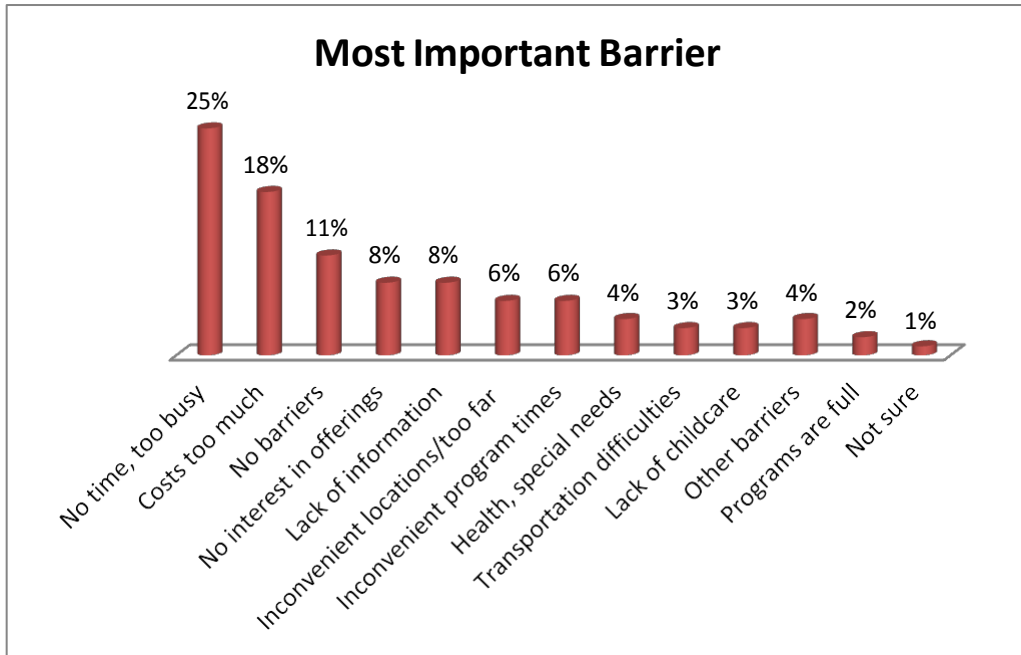
- Two-thirds (68%) of those in the lowest household income bracket of \$27,000 or less said **cost** was a barrier. Over half (55%) of those with household incomes of \$45,000 or less said **cost** was a barrier.



9b. IF MORE THAN ONE DIFFICULTY, Which difficulty would you say is the most important barrier for you or your household?

Those who mentioned more than one difficulty were asked which was most important. The two most important barriers or only barrier affecting the largest percentages of households are *no time, too busy with other things*, affecting 25% and *what I / we want to do costs too much* affecting 18% of surveyed households.

- A third (35%) of those in the lowest household income bracket of \$27,000 or less said **cost** was the most important or only barrier limiting or preventing participation in recreation. Of those with household incomes of \$45,000 or less **cost** was a barrier to 30%.



Detailed area results will not be reported due to small sub-sample sizes. The most important barriers affecting residents of the different areas are listed below:

Nelson households

- No time, too busy with other things – 22%
- What I / we want to do costs too much – 21%

Area E – West households

- What I / we want to do costs too much – 25%
- No time, too busy with other things – 21%

Area E – East households

- No time, too busy with other things – 31%
- Inconvenient locations / too far away – 17%

Area F households

- What I / we want to do costs too much – 22%
- No time, too busy with other things – 17%

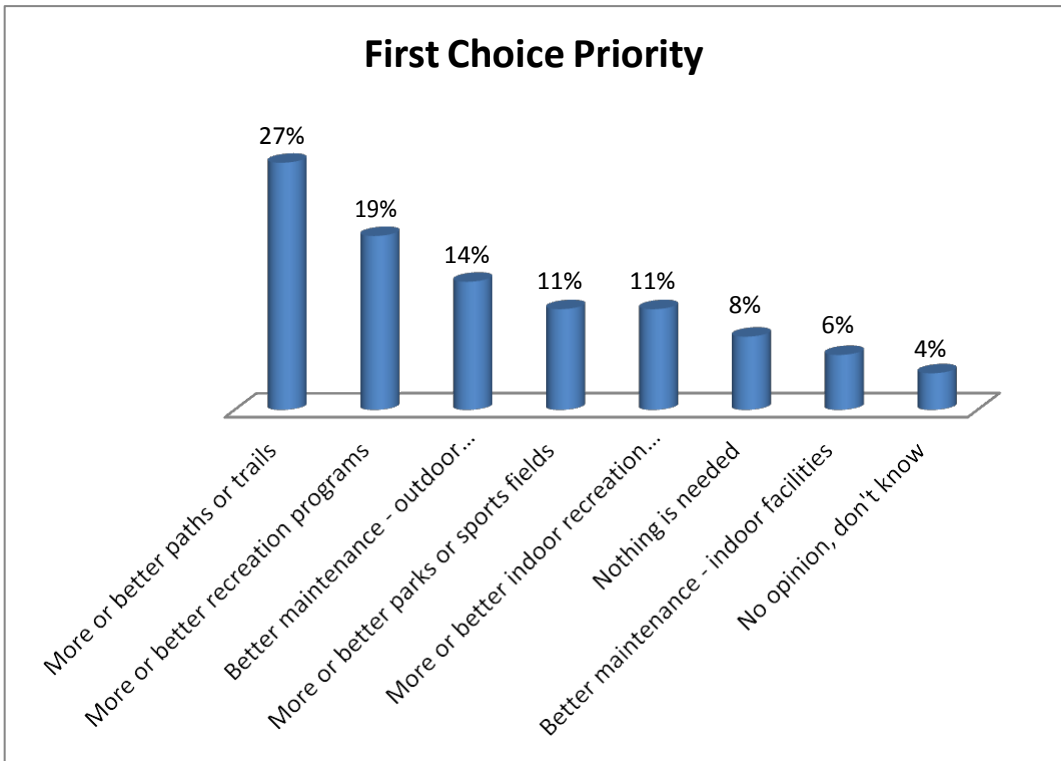
Area H households

- No time, too busy with other things – 40%
- Inconvenient locations / too far away – 15%
- What I / we want to do costs too much – 15%

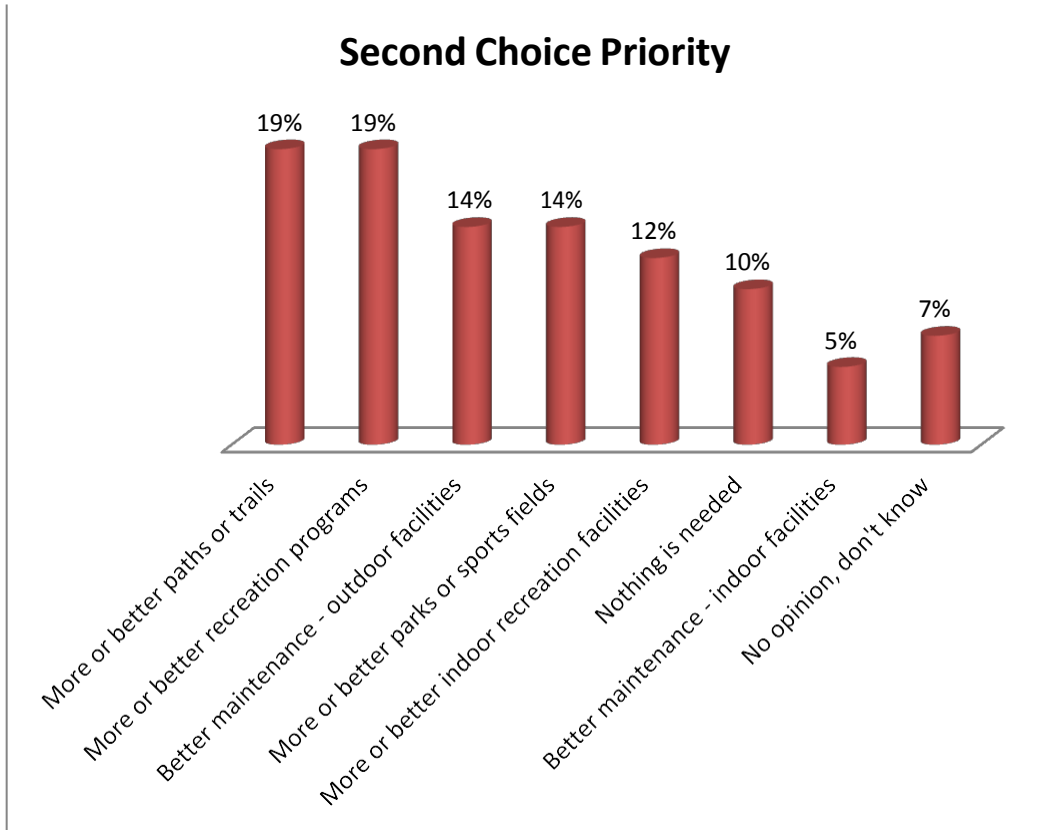
PRIORITIES FOR IMPROVEMENTS

10a. Now I am going to read six potential priorities for improvements to outdoor and indoor recreation in the new Parks and Recreation Plan and ask you to identify the two that are most important to you. Which of these is your first choice for improvements to indoor and outdoor recreation? Which is your second choice?

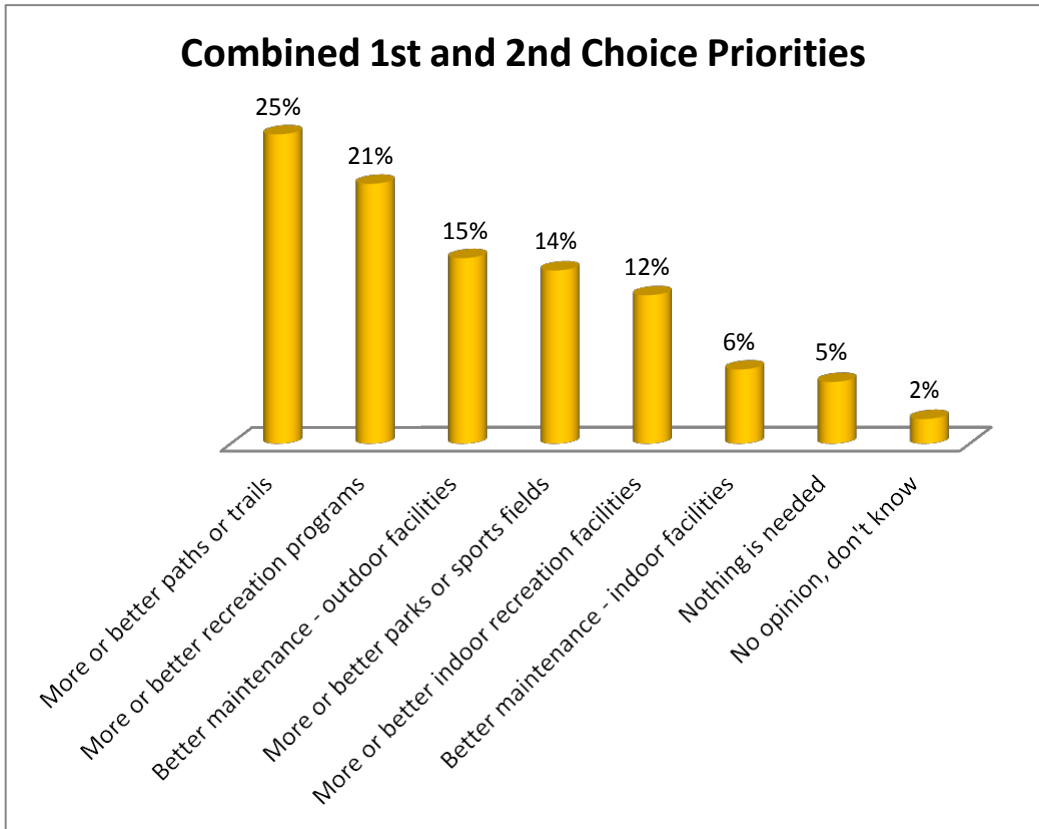
The first choice priority of the largest percentage of survey respondents (27%) was *more or better paths or trails*. Next was *more or better recreation programs including fitness, arts, crafts, health and wellness for different age groups* (19%). About one in ten survey respondents (8%) either felt that no improvements are needed or did not have an opinion on what was most needed.



The next chart shows the level of second choice support for each of the six options. Of the 264 survey respondents who indicated a second choice priority for improvements, one in five chose *more or better paths or trails* or *more or better recreation programs* (both 19%).



When first and second choices are considered, the largest percentage of survey respondents continued to support improving indoor and outdoor recreation by providing *more or better paths or trails*, followed by providing *more or better recreation programs*. The next chart shows the combined choice percentages for each option. The percentages are based on total responses, N=519, not total respondents as in the previous two charts giving results for first choice and second choice priorities.



COMBINED FIRST AND SECOND CHOICE PRIORITIES BY AREA

The next table shows the combined first and second choice priorities of each area’s residents with the rank order of the priority shown in parentheses. The most important priority for all areas is *more or better paths or trails*. All areas had the first three improvements shown in the next table among their top three priorities.

- *Better parks or sports fields* was very important to Area F residents (tied with *more or better paths or trails* for first ranked priority) but not important to many residents of Area E-East.

Combined First and Second Priorities by Area

Base: Total combined responses

Priority Options	Nelson	Area E-West	Area E-East	Area F	Area H
More or better paths or trails	28% (1)	25% (1)	23% (1)	21% (1)	24% (1)
More or better recreation programs including fitness, arts, crafts, health and wellness for different age groups	22% (2)	20% (2)	18% (2)	17% (2)	23% (2)

	Nelson	Area E- West	Area E- East	Area F	Area H
Better maintenance of outdoor recreation facilities such as parks, trails and sports fields	14% (3)	20% (2)	16% (3)	14% (3)	18% (3)
More or better parks or outdoor sports fields	14% (3)	13% (3)	7% (6)	21% (1)	11% (5)
More or better indoor recreation facilities or a remodelled facility for new uses	11% (4)	11% (4)	14% (4)	13% (4)	13% (4)
More or better maintenance of indoor recreation facilities	5% (5)	7% (5)	13% (5)	6% (5)	2% (6)

10b. FOR 1ST, AND 2ND CHOICES, What type of improvements are needed? Are you talking about a facility or program? Where? Are more needed or does it need to be better in some way? Any other details?

i. First, is more needed or does it need to be better in some way?

Survey respondents who chose better maintenance as a first or second priority were not asked if more is needed or does it need to be better in some way, because better maintenance was assumed to include both aspects of improvement.

As shown in the next table, “more” or “both more and better” account for large majorities of the responses for three of the four options. The exception was *more or better indoor recreation facilities or a remodelled facility for new uses*, for which the proportions of “more” and “better” responses were similar.

Type of Improvement Needed: More, Better or Both

Base: Total responses for question 10a, combined 1st and 2nd priority

Priority Options	More	Better	Both more and better
More or better paths or trails	55%	18%	27%
More or better recreation programs including fitness, arts, crafts, health and wellness for different age groups	62%	15%	20%
More or better parks or sports fields	58%	23%	19%
More or better indoor recreation facilities or a remodelled facility for new uses	44%	38%	17%

The main improvements identified by survey respondents are summarized below for each priority, followed by a sampling of survey respondents’ comments on the improvements they feel are needed. All of the respondents’ comments on improvements are listed in the Appendix to this report beginning on

page 3. Note that the comments have been listed by the respondents' area of residence, however, the comment could refer to recreation anywhere in the greater Nelson region.

More or better paths or trails

The main issues for the number one priority are to add more trails for walking or road biking in Nelson and between Nelson and surrounding communities. More trails for hiking, walking dogs, riding horses, mountain biking and riding motorized vehicles were requested, as well as paths and trails close to where people live, including in the rural communities.

Need to have a walking trail all across Nelson's waterfront area.

Continuation of Lakeside Trail to Red Sands Beach; improve waterfront access; connect Cottonwood Park to the lakefront.

More paths outside the city on the North Shore.

Trails need to be interconnected - City of Nelson and outlying areas, the rural areas.

There needs to be trails for recreational walking and hiking, complementing the mountain trails that are currently being used.

Need more mountain biking trails that are non-technical on the Nelson side of the lake and within easy reach of Nelson.

Needs to be more, the ones we have are not that well marked or maintained - all over.

The bike trails (not mountain biking trails) are steep and rough. There's not a ton of options for regular bikers. There's really only one pretty easy one at Mountain Station.

Need more trails off the forestry roads.

More needed. More trails in Blewett for walking and biking, and marked with signage. Pulpit Rock could use a few extra handrails or safety devices to grab onto.

More variety and locations in general to choose from in the Slocan Valley.

More or better recreation programs including fitness, arts, crafts, health and wellness for different age groups

When it comes to the number two priority, more or better recreation programs, survey respondents cited a need for more variety in programming, less costly programs, and scheduling that is convenient for employed people. Also mentioned were a need for better communication, providing programs in the outlying communities in halls or other spaces, and providing venues for exhibiting local artwork. The comments listed below and in the Appendix to this report identify some specific program suggestions.

Need a greater variety of courses, more classes for adults such as dance, language, arts, cooking at rec centers and colleges.

More variety and access for all age groups but mostly the younger and older age groups.

Need better access for young people, a bigger range of programs for young people, health and wellness targeting young people at the Nelson rec complex.

Better timing of the programs for people who work during the day, especially the fitness facilities. Lower the cost of classes at the NDCC.

In general, I think there needs to be more programs that are targeted for people over 60 and I think there needs to be a better organized schedule. Sometimes cost is also a barrier to some people.

Increase in art programs for adults for general Nelson and Nelson area.

Need more swim hours at the Nelson swimming pool at the community complex.

Smaller recreational areas so it's not too crowded in the rural and urban areas. Need small neighborhood facilities, community halls in the rural areas.

More availability - don't really know the reasons why they're not available. I think it comes down to time and space. We don't have enough space, so the times get jammed up. More spaces would fix the problem at indoor sports facilities.

Adult program times should better coincide with school age children's school hours - indoor rec programs.

More variety outside of Nelson. People don't want to drive back after supper from the outlying areas.

Better maintenance of outdoor recreation facilities such as parks, trails and sports fields

The main issue for the third choice priority, better maintenance of outdoor recreation facilities, is to keep parks including the dog walk at the airport, trails, playing fields and washrooms clean, safe and usable (in good working order). The comments listed below and in the Appendix to this report identify other specific concerns.

The ground is too uneven on the soccer fields - Lakeside Park.

Ball fields – need better drainage and greater of control over grass and weeds.

The tennis courts need fixing - Lakeside Park.

Improvement of cleaning and maintenance of ball parks and/or 'no dogs allowed' signage at Queen E baseball field.

Some of the sports outdoor areas need to be better maintained. Some of them could be larger - the rural facilities and more so at the end of Nelson rather than right in town.

The Nelson dog walk at the airport could use some attention.

The trails need more garbage collection and monitoring, doggy bags, and signage to keep people off private property - around trails.

Need more at bathroom facilities - all of the parks.

Spring maintenance - garbage in public spaces; standards vary between locations, and would like to see the level the same at all locations - general Nelson and Nelson area.

Clearer paths, free from debris - not any park in particular, but basically all trails and parks need this improvement.

Keep all the trails clean of debris and safe.

More or better parks or sports fields

For those who chose better parks or sports fields as a priority, the main issue appears to be the lack of an outdoor skate park. Other issues included a need for more sports fields, ball diamonds and outdoor basketball courts and parks that support a variety of uses and age groups throughout greater Nelson.

Dome field - outdoor sports field for rainy months.

I think that Lakeside Park has some really nice outdoor exercise machines that are not accessible to the whole town. They should be dispersed throughout the city so everybody can use them. Nelson really needs a skateboard park. They are denying people the opportunity and it would be a health benefit.

Have skate parks, at least one outdoor good one.

More barbecue and picnic facilities. There are some at Lakeside, but not very many at other facilities (if any). There aren't any locations other than Lakeside that are walking distance to have picnics and outings with family. The ones that already exist are okay, but there should be more parks, especially in Upper Fairview and Uphill.

More multi-use parks like Lions Park so that very little kids can play and older kids can also play. Multi use for multiple age groups - in the various little neighbourhoods in Nelson.

Need an all-weather field at Lakeside somewhere for soccer, rugby, field hockey.

A track is needed and a skateboard park.

More parks and trails available to dogs – at parks and trails in general.

They need more, better, and for a lower cost. A lot of kids can't afford hockey and gymnastics and they don't have anything to do. If they want to use the rec centre, that costs money. Get that skate park going, and get it free! Throughout the Nelson area.

There are facilities at the fields that are locked for most of the season, so it can't be used by anyone, and there is a lack of public facilities throughout Nelson - Gyro Park, various provincial parks, throughout Nelson.

More or better indoor recreation facilities or a remodelled facility for new uses

The main issues for priority number five, more or better indoor recreation facilities, are to improve the Civic Centre and to increase the spaces available for a variety of indoor recreation activities.

Need bigger facilities, a bigger area for more classes to run simultaneously - Nelson Community Complex.

The mechanical system is overwhelmed by the sheer use. Not a refreshing environment to swim in - Nelson & District Rec Centre Pool.

I think they need to remodel the Civic Centre for better multi-use purpose activities. The movie theatre space used. I would like to see it used for sport.

More indoor fields. It would be nice to have a larger field for indoor soccer.

Need a community hall that has a kitchen that can be used for banquets - should be at NDCC.

Better dressing rooms, better showers. To get to the other dressing room you shouldn't have to walk through the men's washroom - Civic Centre.

Indoor climbing gym would be appreciated - the rec centre/Civic Centre in downtown Nelson. It needs to have space for squash courts, and the building needs to be renovated. The building is made of wood, is very old and smelly and needs to be updated.

There is a lack of studio space available in this town. There are lots of people offering programs, but it's hard to find good space to run fitness programs, dance programs, etc. that is big enough and available – anywhere central ideally, close to the downtown core.

Needs to be more available in the rural areas.

They eliminated the squash club this year, cut it down to two courts. Build a new squash club and a climbing gym.

In the original plan there was supposed to be a padded floor for walking. It's not good for you to walk on cement - the upper level of the ice rink at the NDCC.

Better maintenance of indoor recreation facilities

The main issues for priority number six, maintenance of indoor recreation facilities, are the Civic Centre and Nelson & District Community Complex.

The building and washrooms inside the Civic Centre.

Aquatic Center: The chlorine is way too high; higher level of cleanliness and sanitation throughout whole pool area, and in particular, the showers; higher level of staff training would be beneficial; making use of the facility affordable to all.

Improve maintenance of change room area at the pool – NDCC.

Fix the North Shore gym and fix the bathrooms too.

Janitorial type work - replacing burned out light bulbs in the Curling Rink in Nelson, renovation to make facilities more modern, better lighting too - indoor arena.

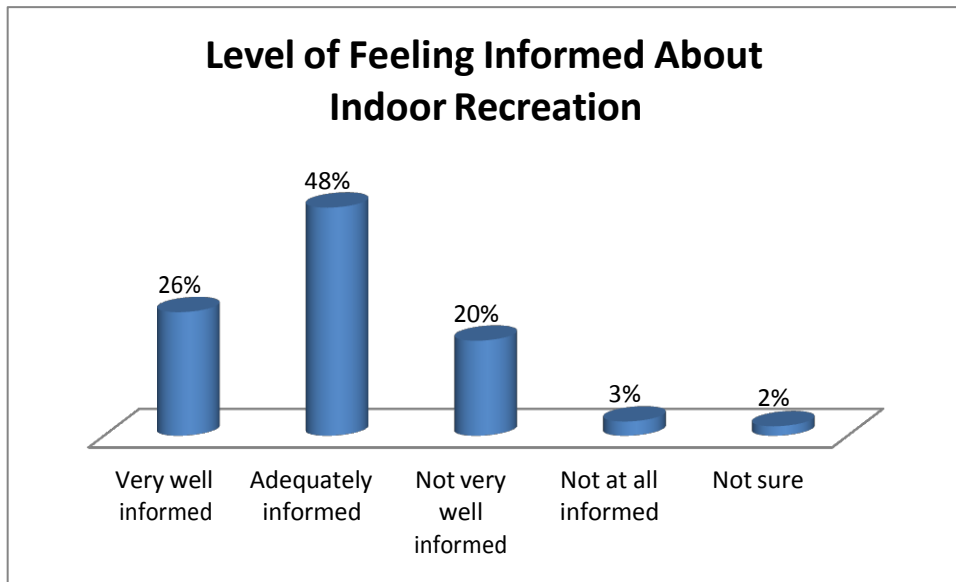
The aquatic centres are too cold (the water) - all aquatic centres in Nelson.

Make sure the floor is safe to walk on and facilities are safe for everyone - in general everywhere.

COMMUNICATION EFFECTIVENESS

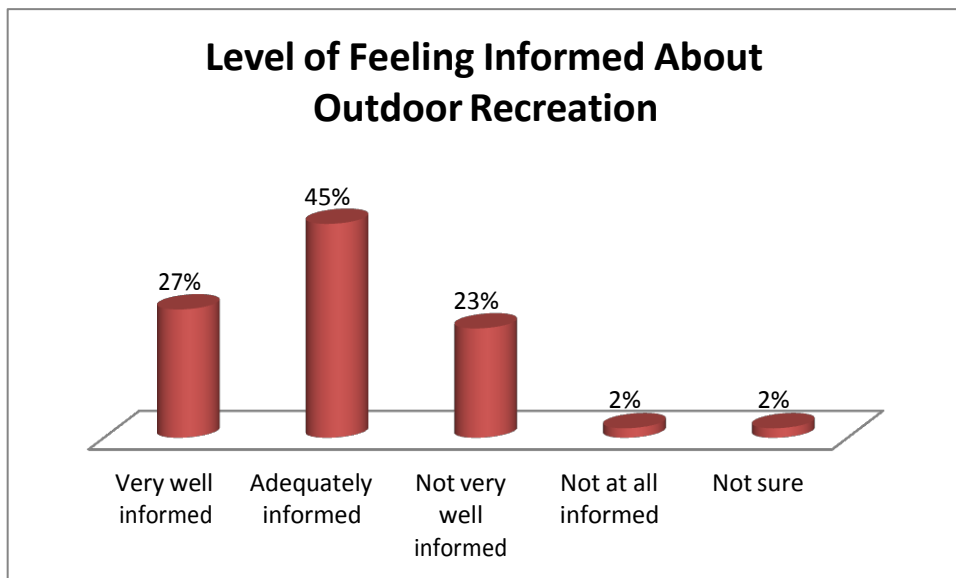
11a. In general, how informed do you feel about indoor recreation facilities, programs and special events that are available to residents of Nelson and the greater Nelson area?

Three-quarters of survey respondents (74%) said they feel informed about indoor recreation opportunities available to residents of Nelson and greater Nelson area. These included 26% that said they feel very well informed and 48% that said they feel adequately informed. Almost a quarter (23%) do not feel informed.



11b. In general, how informed do you feel about outdoor recreation facilities such as parks, trails and beaches that are available to residents of Nelson and the greater Nelson area?

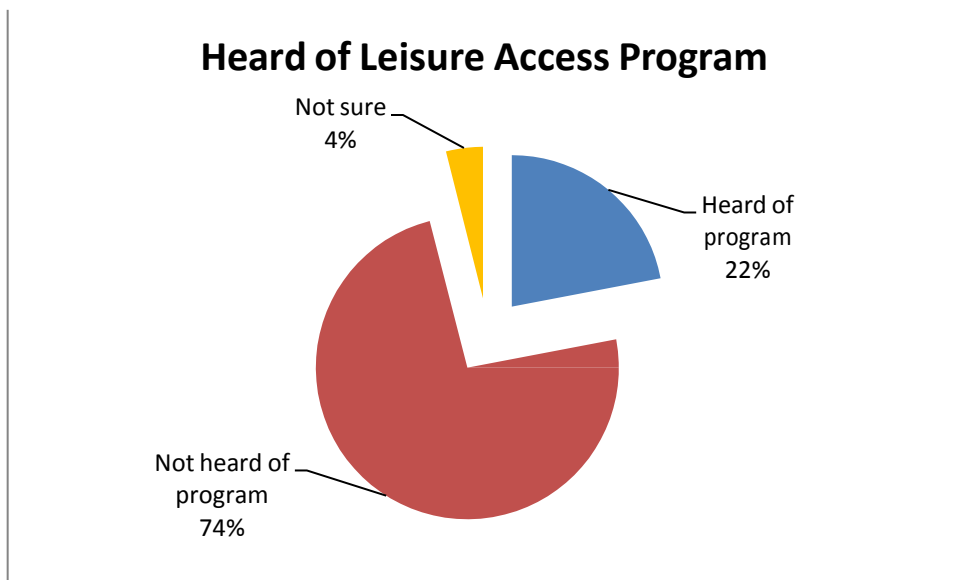
Seven in ten survey respondents (72%) said they feel informed about outdoor recreation opportunities available to residents of Nelson and greater Nelson area. These included 27% that said they feel very well informed and 45% that said they feel adequately informed. Again, around a quarter (26%) do not feel informed.



12. Before today, had you heard of the Leisure Access Program?

Just over one in five survey respondents, 22%, had heard of the Leisure Access Program.

- Nearly half of those in the lowest household income bracket of \$27,000 or less (47%) and 31% of those with \$45,000 or less income had heard of the Leisure Access Program.



SURVEY METHODS

Survey Design and Sample Size

The survey design was a telephone survey of adult residents of the recreation service area overseen by the Nelson & District Recreation Commission. This region includes all of the City of Nelson and Electoral Area F and parts of Electoral Areas E, G and H. Electoral Area E-East was included in the survey even though it is outside the boundary of the recreation service area because the recreation behaviours of its residents were of interest to the Commission. The goal was to obtain sub-samples of around 100 City of Nelson residents and 50 in each of five sub-areas using area quota sampling. The area quota for Area G was revised downward to 20-30 due to insufficient sample once the area sample frames had been developed.

The survey sample frame was developed by identifying the civic addresses located within the boundaries of the recreation service area of each of the electoral areas. Regional District of Central Kootenay staff provided technical assistance by identifying civic addresses within the recreation service area for the electoral areas. These civic addresses were then matched to telephone numbers using large databases of phone numbers that are reasonably up-to-date. The resulting matched sample was purged of businesses, government, and associations of various types. The multi-step process of developing a sample frame for sparsely populated electoral areas and for two sub-areas of Area E - households located within the recreation service area and those outside the boundary - resulted in small area sample frames that required numerous call backs to obtain acceptable numbers of interviews for quantitative analysis. These sub-samples fell short of sufficient numbers for quantitative analysis for Area G. The data of Area G residents is included in the results reported for the total sample but not in charts and tables showing results for specific areas.

The final sample was 300 comprising 105 interviews with City of Nelson residents, 47 in Area E-West, 38 in Area E-East, 50 interviews in Area F, 11 interviews in Area G, and 49 interviews in Area H. Interviews conducted with Area G residents are included in the total sample results, but were too few to analyze as a separate area. A sample of 300 yields reliable survey results that can be expected to be accurate at least plus or minus 5.6 percentage points 19 times out of 20. Results for area of residence and demographic sub-groups will be less reliable. The results for area sub-samples can be expected to be accurate a minimum of plus or minus 14 to 15 percentage points 19 times out of 20.

QUESTIONNAIRE DEVELOPMENT AND INTERVIEWING DATES

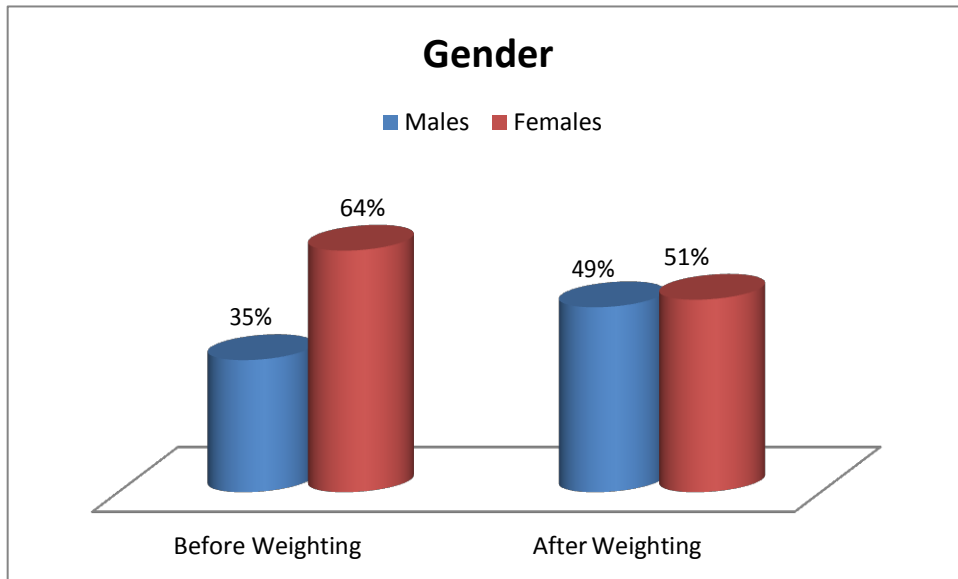
The questionnaire was developed by the consulting team, led by Ana Wiggins, and members of a survey advisory committee comprised of Recreation Commission representatives, Regional District of Central Kootenay staff and City of Nelson staff. The questionnaire was pre-tested on April 19th to improve the wording of questions, the flow from topic to topic, and instructions to the interviewers. The survey was conducted during weekday evenings, on Saturdays, or at scheduled appointment times. The survey took place from May 1st to May 25th, 2012. All interviewing was carried out by trained interviewing staff that worked in a fully supervised central telephone facility equipped with computer-assisted telephone Interviewing (CATI) software. Prospective respondents were screened for eligibility on age (must be at least 19), no one in household an elected official, and no one in household employed by local government in recreation or parks.

DATA WEIGHTING AND ANALYSIS

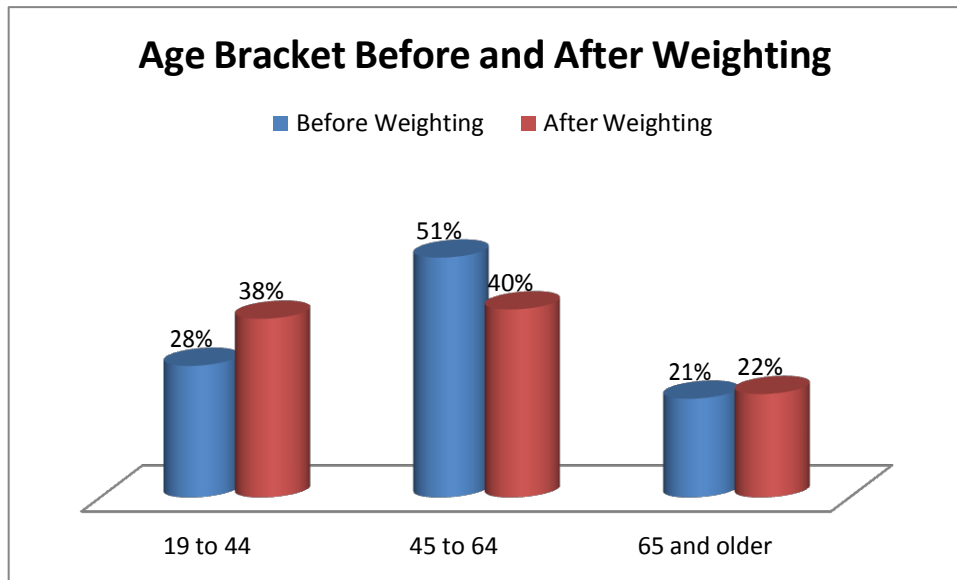
Prior to analysis, the data were weighted to represent population proportions for each area and on gender and age bracket. Cross-tabulations were run by area of residence, age bracket, children or no children in the household, household income bracket, and users of recreation services. Other statistics and cross-tabulations were computed as needed to aid analysis and interpretation of the findings.

DEMOGRAPHIC PROFILE OF SAMPLE

Before weighting on area, gender and age bracket, the actual gender representation of the sample was skewed towards females - 64% female and 35% male. The next chart shows gender before and after weighting.

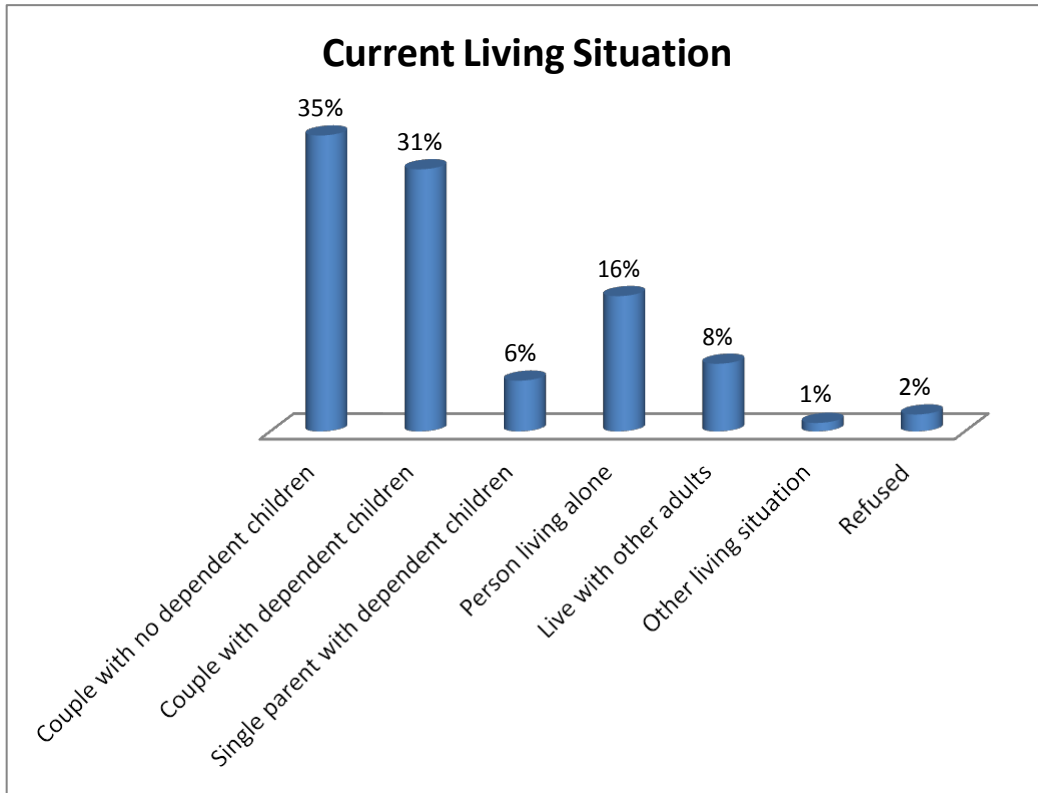


As shown in the next chart before weighting on area, gender and age bracket, the sample slightly over-represented 45 to 64 year olds and under-represented 19 to 44 year olds.

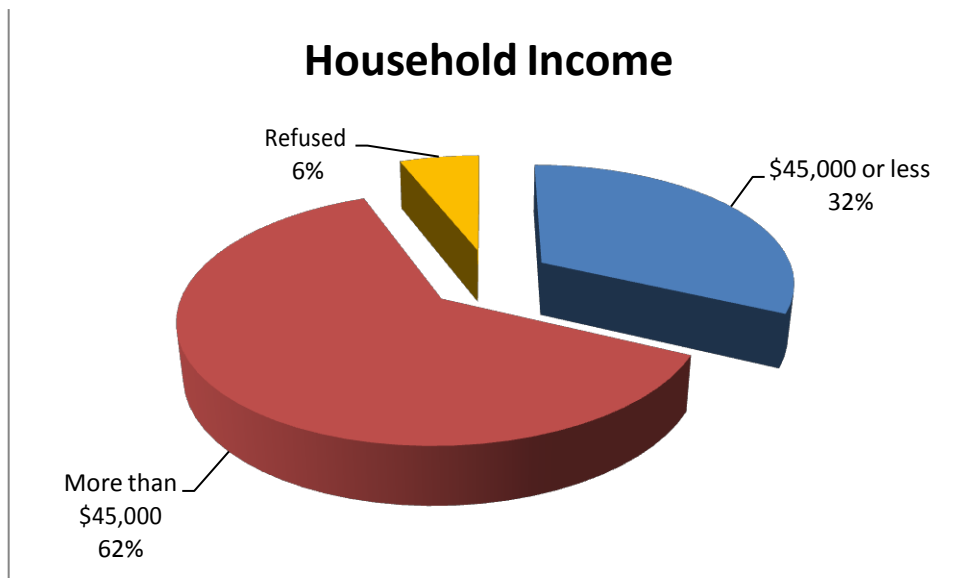


After weighting, approximately a third of the sample comprised couples with no dependent children and almost a third consisted of couples with dependent children. Another 6% were single parents with children living at home.

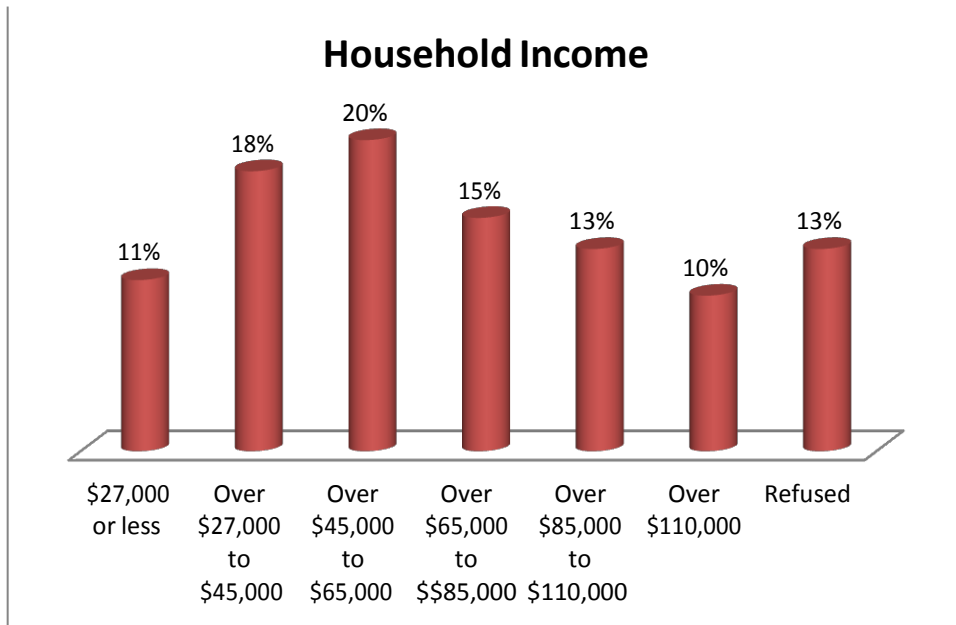
- 13% of the weighted sample and 35% of those with children living at home had one or more young children, 6 years or under.
- 16% of the weighted sample and 44% of those with children living at home had one or more children 7 to 12 years of age.
- 18% of the weighted sample and 50% of those with children living at home had one or more children 13 to 18 years of age.



Three in ten households in the sample had total annual incomes of \$45,000 or less, and six in ten had higher household incomes.



The next chart shows the annual household income distribution of the sample after weighting.



Appendix II - Community Focus Groups

Adults (19 – 59) Focus Group

PARKS & OUTDOOR RECREATION – STRENGTHS

- scenic
- challenging (in a good way)
- social
- free
- proximity of hiking
- access to waterfront
- managed & maintained well
- accessible
- public use
- publicly paid
- lakeside parks

PARKS & OUTDOOR RECREATION - CHALLENGES

- too many dog restrictions & rules
- safe cycling
- paved bikeways
- not enough green space downtown
- wheelchair accessibility
- shore access – public access on north shore being blocked
- bike lanes

PARKS & OUTDOOR RECREATION - OPPORTUNITIES

- wheelchair accessibility
- shore access, particularly the north shore, (privatizing public space)
- tramway usage, go down farther, up higher in the town
- mountain bike trails & give-out creek
- affordability
- energy generating fitness equipment
- real estate value
- holiday weekend openings
- green space of NDCC parking lot should be compact car parking
- collaboration with other groups
- child minding, family programs & preschool is a necessity
- Camps no longer exist the way they did, and are no longer affordable
- lots of family programming during the week but there is very limited space during the times that would work for families
- lack of space that's available and reasonably priced for programs is limited.
- Community based activities are being pushed out that are private

COMMUNICATIONS

- Sign boards could be better used to advertise
- Websites need to be more informative
- Blast emails can be sent out to users

PROGRAMS, ACTIVITIES & SPECIAL EVENTS - STRENGTHS

- well located
- great personal trainers
- programs, activities – lots to choose from
- open late
- staff
- lots of expertise in the area
- active population
- large pool
- affordable
- very fortunate to have what we have
- centre of town
- talented fitness instructors

PROGRAMS, ACTIVITIES, SPECIAL EVENTS - CHALLENGES

- real estate
- better link between communication of private recreation opportunities
- not able to hold your pass anymore
- holiday weekends need to be open
- affordability
- outlook for planned revenue
- ventilation in fitness centre
- facility passes to expensive
- pool maintenance shut-down seems to be at an inopportune time
- collaboration between facilities & groups
- no competing businesses with gym at NDCC, may be pricing out a lot of people

External Organizations & Service Providers

INDOOR FACILITIES - STRENGTHS

- NDCC – reasonably priced, good variety, child-minding, multi-purpose, concerts, celebrations, new clean big pool, rink, old buildings are affordable, range of options, gym

- Increased use of Pulpit Rock
- Accessibility of soccer
- Good pool, large fitness space, accessible, great potential, variety of classes, gyms, many options, great change rooms
- time selections of programming
- different options
- North Shore Hall – close with community feel
- variety of gyms with weights & classes

INDOOR FACILITIES - CHALLENGES

- Cost to use the pool here is expensive,
- No place for community dances/weddings
- Schools not being used
- Not walking distance
- Air quality – Civic Centre
- NDCC – chlorine levels an issue
- Bus transfer to facilities is poor
- Parking is limited at NDCC
- space is limited for running programs
- Prime time is limited at all facilities
- Summer programs for school age do not always match parents work hours
- Even with LAP, families aren't able to afford programs
- Lack of convention gathering space
- high price ice skating, poor to no rink
- Single use curling building – low use, memberships declining
- Find ways that leisure is encompassing culture
- Programs for parent/child
- Cost of pool use for school students
- Space for partnership for mental health & health programs
- make it accessible, affordable, particularly for children in low-income homes
- few if any access to indoor basketball courts for youth
- air quality at the Civic is poor
- Chlorine levels still an issue for many people
- access is difficult for low income families
- not within walking distance for many
- schools are underused

PROGRAMS, ACTIVITIES & SPECIAL EVENTS – STRENGTHS

- lots of options for kids, gymnastics, x-country ski club, swimming
- potential (due to master plan)
- high level of community interest to work together
- engagement & interest
- variety of activities offered
- broad, even distribution and general satisfaction

- program/activity variety
- lots for children & arts
- training facilitators are amazing
- something to offer all ages

PROGRAMS, ACTIVITIES & SPECIAL EVENTS – CHALLENGES

- can't satisfy everyone
- importance of not just a revenue generating facility
- user or taxpayers pay for revenue increase
- programs have to be attractive enough to create the cost
- conscious money management
- funding to get programs off the ground
- often low success rate due to low registration
- need to give programs a chance to grow
- engaging those groups that are lower users, outreach
- online leisure guide
- consistent hours
- affordability for lower socio-economic households
- respectful identification of low-income kids to access programs with dignity
- youth under served, under-represented
- need free introductory classes to entice people
- space for family affordable opportunities, & programs
- door to door bus service
- involve Selkirk for additional surveys
- respond to squeaking wheel
- after school programs, need to plan ahead. Programs coordinated well in advance for parents to plan
- Schools are taking classes to Castlegar because it's actually less expensive
- Opportunities for schools to collaborative with facility programs
- cannot satisfy everyone's needs
- Cement mezzanine is hard on knees, needs rubber floor
- space at NDCC is limited for running programs
- prime times are very limited
- parking is limited
- maintaining trained professionals
- need to change the way we staff programs
- need more consistent hours
- expand services to maintain staff

OPPORTUNITIES

- work together with school facilities, used most for sport teams. Opportunity for kids ie. Belly dancer & zumba for kids, outside of the box, too scared?
- Birthday parties, use equipment
- something ongoing that the community could be apart of, ongoing committee, workshop,

- keep dialogue going, planning process
- try and bring out activities that involve parent & kid, modelling behaviour ie. Fun baseball game
- more parent involvement, create unstructured time ie. Canada Day, Baseball Day, Soccer Day...no need for high commitment
- community can coordinate without the programs
- government & NDCC programs can help coordinate
- break down preconceived notions of how things are, marketing is key
- be open to try new things
- good relationship building ie. Library co-supporting pools,
- handshake between culture and physical activity
- community gardens can involve inter-generational members – kids to seniors
- go to where people already are ie. Seniors homes

Indoor Sports Groups

- Volunteer retention is challenging, sometimes it's helpful to provide discounts to volunteers to entice them to help.
- Least satisfied group – 13- 18 years
- Leisure Guide has been scaled back and become a cost to user groups
- Sports Council prepares sports user's summer guide and publish it in the paper.

OPPORTUNITIES

- Getting kids in sport earlier
- Sport Drop in programs
- Tailor more programs to have more flexibility for users.

Outdoor Sports Groups

- Some fields here are unplayable.
- Tennis courts also in bad shape
- Some respondents for tennis may have been using the private clubs
- Nice to have one stop for sports information
- Soccer is full and has waiting lists
- Soccer and tennis have financial assistance programs
- Also kids sport and success by 6
- Sport gets good support from service clubs.
- Need Track, Stadium, Bleachers around fields
- Would like to be in a position to encourage tournaments- sport tourism
- Proper docks for water sports clubs

Parks and Trail Users

- trails behind Columbia Power, CPC owns it -going to the BC NATIVE trust.
- Canal between Kootenay River, very popular & heavily used.
- huge increase in rock climbing -Talk Rock should be included in group list.

PARKS - STRENGTHS

- provides focal points for recreational activities
- community input
- community pride in maintaining parks
- typically safe
- city parks availability for walking, viewing flowers, etc.
- beaches
- diversity & variety of nature & habitats
- large percentage of population are interested in parks & trails
- free access to parkland for all
- access to water
- provincial natural values
- great choice
- focus on growth design for future
- Lack of vandalism
- close access, accessible
- multi-season use
- community input

PARKS - CHALLENGES

- need more winter activities (outdoor skating rinks)
- addressing needs of all age groups (Harrop-Proctor)
- lack of bylaw enforcement
- overuse
- ensure that parks stay multi-use and not get overly specific (Lion's Park, place to picnic vs baseball hazard)
- overuse
- overuse, spoiled by loving too much

- provincial parks have lack of maintenance staff, programs (ie. interpretation centre)
- Parks - City (don't know)
- tax base too small
- heavy use increases need for maintenance & repair
- lack of finances
- lack of maintenance staff coordination between gov't volunteer groups
- recognition, valuing, & protection of conservation values
- smokers
- disrespectful use
- lack of funding for maintenance & new construction for new sports

TRAILS & PATHWAYS - STRENGTHS

- landscape variety
- natural settings
- extensive
- access
- diverse
- volunteer & public & group hours to build
- near water
- mountainous
- abundant
- natural beauty
- variations
- abundant & diverse
- healthy experiences
- close by
- great views
- diversity
- variety
- special nature of plants, animals, birds
- extensive
- volunteer & public groups
- hours
- respected place, cared for
- extensive
- rail trails very well constructed
- good signage

- diverse
- dog access
- different levels of difficult
- maintaining natural environment

TRAILS - CHALLENGES

- proliferation of non-sanctioned trails
- unauthorized use
- smoking
- overuse(crescent valley beach, English bay, create more than 1 place, pulpit rock, degradation of trail), both as a social aspect, trails are being ruined, wildlife are being deterred (good/bad)
- impact on wildlife, not necessarily the parks themselves, but parking, access, smaller areas
- recognition of value
- lack of funding
- lack of bylaw
- addressing needs of all age groups, (middle aged group is being ignored)
- coordination between gov't & volunteer use
- communication
- increased need for maintenance & repair
- managing groups, i.e. rock climbing, bolting (done well, who decides)
- ensuring profit groups have proper training & liability
- risk of volunteer burnout
- equestrian needs
- conflict with motorized use, not suitable for motorized
- overall coordination between all groups, including govt.
- limited vertical trails, exercise trails like pulpit rock
- managing overuse at certain trails
- lack of alpine trail availability in close proximity to Nelson
- overall coordination between all groups & govt.
- opportunistic use by commercial (i.e. dog walkers with many dogs not on leash)
- alpine trails access, maintain access, people have to drive instead of accessing local trails that need repaired access
- trespassing & unauthorized use
- communication of information on land ownership (solution? waiver sign "access at own risk") concern is multi-layered
- Lawrence - find ways to partner

- proliferation of non-sanctioned trails
- trail connectivity - Lawrence, Castlegar Friends of Parks & Trails is creating something that connects the trails, trail head in north end to Slocan trail head, may have signage & maps, helpful if private land owners could indicate their property line with a sign
- volunteer stewardship
- more regular coordination meetings among all users
- taxpaying members need to have voice and impact on decisions
- profit businesses need to have proper training, liability & permits
- need bicycle trail/lanes that provide transport, not just recreation
- increased public green space along waterfront

MAINTENANCE, MANAGEMENT OF USE - STRENGTHS

- well kept
- community volunteerism
- cooperation between volunteer, ministry, fire crews
- SVRT - managing conflict i.e. dogs
- posting friendly signage, attractive signage
- advising dog owners worked well
- unofficial maintenance & trail clearing (dog doo, cans, garbage, fallen trees)\
- city parks are beautifully planted & maintained
- fantastic job
- maintaining natural environment
- space
- easy access created
- variety
- dog access

WHAT ARE THE PRIORITIES FOR THE FUTURE PLAN?

1. Develop a system of coordination (RDCK) & investment of parks & trails
2. Communication between groups, user groups, and government
3. One stop shopping for communication of trails & parks
4. General website that can be accessed for every group, with website that can be linked to groups
5. Code of Conduct
6. Establish & educate code of conduct for specific types of trails usage
7. Recognize diversity of interests & needs, based on ability & experiences ie. smokers, equestrians
8. More public access to green space on waterfront
9. Process for group users different from individual

Seniors Focus Group

Use of Parks & Outdoor Destinations

- Cottonwood Falls
- Market

Participation of Outdoor Activities

- Cross Country skiing
- Downhill

PARKS & OUTDOOR RECREATION – STRENGTHS

- Rotary Shelter
- Accessibility
- Variety of space
- Several parks
- Many groups contributing
- Variety of opportunities: hiking, walking
- location

PARKS & OUTDOOR RECREATION - CHALLENGES

- Rough pathways on waterfront, icy in winter
- Weather
- Icy conditions for walking
- Parking access
- Creation of new trails
- Other motor vehicle access
- Lack of dog off leash
- Overuse (pulpit, GNR)
- Not enough public transportation
- Wheelchair access at elementary schools and playgrounds
- Amber Bay & Silver Bay do not drop off seniors at NDCC directly
- Hall St & Cedar St are dangerous

PARKS & OUTDOOR RECREATION - OPPORTUNITIES

- Adopt-a-trail program to help with maintenance
- Look at surrounding communities for best practices
- Signage on Columbia River
- Interpretive Signage
- Wheelchair access – waterfront

- Green open spaces – boulevard
- ARBLG
- Why reinvent the wheel?

INDOOR RECREATIONAL FACILITIES - STRENGTHS

- Variety: pool, fitness area, ice skating
- Indoor walking area
- Social interaction
- Great instructors & leadership
- School pool swim lessons
- School winter sports (skating)
- Healthy people with disposable incomes
- Friendship
- Kidsport – allows kids to be involved

INDOOR RECREATIONAL FACILITIES – CHALLENGES

- Hall St. Entrance
- No bus service to the front door of the NDCC
- Very difficult for the mobility impaired
- Gordon Sargent School is sitting empty, next to a park, kitchen, bus stop
- Broader Horizons/Senior's Drop In Centre
- Change perception of seniors
- Required space for seniors not in good health with mobility health challenges
- Recruit volunteers to help with driving seniors
- Handidart accessibility and needs advertising to inform seniors
- Too many stairs
- Need volunteer coordinator to connect those in need with those that would like to help and matching volunteers to organizations
- One person can make a difference to the success of an activity
- Pool cleanliness
- Cost of facility – particularly for seniors on a fixed income
- Toonie time at a bad time for seniors
- Transit
- No multi-purpose room
- Not enough senior swim programs
- No heat in arena
- Accessible & affordable
- No transit to front of facility
- Private schools are not accessing swim programs
- Business & place of work need a 1 ½ hour lunch break to attend fitness programs
- All inclusive membership

Service Providers

Challenges

- non-cooperation between groups
- difference between non-profit & for-profit
- need more for-profit incentives
- accountability for investments
- lack of information
- signature community event
- volunteer sign-up & retention
- liability issues
- childcare issues
- seniors facilities
- space
- promote tourism more, Nelson is the place to be
- no large industry to support fields & facilities
- Mindset “we don’t pay for sports”
- Leveraging grant money
- Need to do more 3P projects
- Affordable rates
- Liability issues
- Not enough public funds for youth workers
- Some representation, committee, specifically for sports groups
- No city staff person responsible for sports needs
- Service provider type of committee, communicating, scheduling, communicating
- No bigger picture coordinator, need an over-arching body
- Need a website for ALL recreation programs
- Fees are high
- Nelson lacks facility to house over 500 (tourism)

Youth

Strength

- Hub for youth across the region
- Safe and parents trust that it is a safe environment
- Parents know the staff there

- Wide range of age groups (13 – 35) come here and this provides a positive dynamic between age groups who don't typically mix
- Proven success of using a mural project (graffiti art installation on the Orange Bridge) to attract youth to paint and to socialize outside
- This in turn got youth involved in other issues
- Facebook with subpages for different groups is an effective communication tool. If programs or activities change, youth are notified in a timely manner. In addition, parents can also view what is going on

Challenges

- Simplify process and reduce the approval time for public arts programs and Council to waive the \$300 fee
- NDCC is not as welcoming as it could be for youth
- At risk youth are difficult to reach. Requires skilled outreach youth workers
- Youth don't always stay interested in the same thing for long periods of time
- Use to have a girls group who would plan and implement activities for girls
- Youth are not patient and want activities and stimulation immediately
- Mixing between genders

Opportunities

- Role for skilled outreach workers to connect with at risk youth
- Leverage the success of the public art to attract youth for the art itself and for gathering in a healthy environment
- Explore unstructured activities at the YCC with the support of 1 or 2 more youth workers on site
- Explore music and cooking activities as they are attractive to youth
- A calm hangout space in the YCC or other space
- Strengthening the connection between youth, YCC and Recreation Commission facilities and opportunities

NON-USERS

PARKS, TRAILS AND OUTDOOR RECREATION – STRENGTHS

- Lots of variety
- Nothing can't do
- Most things advertised

PARKS, TRAILS AND OUTDOOR RECREATION – CHALLENGES

- Don't hear about other opportunities outside area H
- No enough dog parks
- Safety issues to do with lack of lighting in parking lots
- Maintenance of brush in urban areas – no sight lines

- Crescent Valley Bread – gift from family but on demand crossing at intersection by Crescent Valley Beach Park needed. Two fatalities. Highway's has been asked
- Tennis court in Lakeside needs resurfacing – only decent ones are at golf course, all school sites are falling apart
- Information not getting out – especially between the City and RD
- Need for one-stop shopping
- Not just a website
- Rail bed from Lakeside past Cottonwood going to Salmo South – badly maintained

FACILITIES AND PROGRAMS/ACTIVITIES – STRENGTHS AND CHALLENGES

- YC – highly attractive to area H youth
- Barriers for Mary Hall – expensive and lots of day they are closed because of holidays and union contracts; Perceived as private
- Barrier on Stat holidays – people are free and facility is closed
- Buying a pass and then facilities not available due to private bookings
- Changes in schedule are not well advertised
- Taking bus can take the whole day to get to and from where need to go
- Not having a ramp in the pool is a big deal
- Change rooms have slippery floors
- Pool deck scary for people with canes, walkers and hard to get into pool
- Grab rails on benches and benches too low
- Access for all make it better for everyone
- Consolidate information between Castlegar, Nelson and Slocan
- Include in library information
- Leisure Guide should cover all areas – like library
- Pricing between Castlegar and Nelson a big issue
- No large multi-purpose room or facility but community halls are inexpensive
- Shortage of rooms
- Investigate joint use of schools
- Use School buses for transit option
- The feeling of the NDCC is not warm and welcoming
- Staff are too busy
- There is no queuing so new people don't know how to get one on one attention
- Location of fitness area and windows is intimidating to new users or those who aren't fit
- Signage at NDCC doesn't explain where things are and staff too busy to give guidance
- New people are on their own
- Very cliquish

- New people need an orientation
- Front desk staff need to come from a sense of service – they are providing an experience not just processing people or conducting a transaction
- Nice to have staff who speak different languages
- Lack of awareness of Leisure Access Pass
- 2 single people pay more than a family pays
- Cleanliness of machines is an issue and monitoring users to ensure they follow etiquette
- Special events – road closures make it very difficult for those with mobility issues to get to close to where they need to go
- Lack of integration with school spaces to promote after school use
- Shortage of accessible space
- Colours not attractive at NDCC
- Resurrect joint use agreement and trade space for learn-to programs
- Allow cleaning for community use by volunteers
- Opportunity for students to use transit (like then do in Trail) instead of a their own bus fleet to save money

VALUE TO NON-USERS

- All participants emphatically supported an investment in recreation even though they were non-users
- “recreation is the mark of civilization”
- Part of being a community
- If you cut it out, you will not have a community
- Provides a way for people of ages, abilities, interest and culture to mix – vital to the fabric of our community
- Recreation opportunities enrich
- Opportunity to reduce isolation
- Place to be social
- Skills are learned

Appendix III – Public Open House Responses to Draft Master Plan

2014 NELSON PARKS & RECREATION MASTER PLAN COMMENT CARDS

Total Cards - 74

Survey Monkey - 15

WHAT DID YOU THINK OF THE MASTER PLAN?

NEUTRAL	GOOD	POOR
8	73	2

POOL
TRAILS
PARKS
ENVIRONMENT
NDCC FACILITY
RECREATION PROGRAMS
INDOOR RECREATION
OUTDOOR RECREATION
SENIORS
YOUTH
PARKING
TRANSPORTATION
RECREATION CAMPUS IDEA
CURLING
BIKE LANES/PATHS
INFRASTRUCTURE

NEED MORE	NEED IMPROVEMENT	NEED LESS	AGREE WITH MP
	19	3	
15	7		1
15	10		1
9			
	3		
4	1		
5			
8	1		1
4	2		
9			
7	3	1	
5	1		
	2	3	28
3	6		
10	3		
5	1	1	

PRIMARY INTEREST

SPORTS	ENVIRONMENT	OUTDOOR REC	ARTS & CULTURE	INDOOR REC
15	14	36	17	22

OTHER

#4 recommend isn't clear
5 & 6 mile beach

1
3

Need more volunteers
old rink surfaces

3
1

affordable	3
Blue Line Café needs improving	3
childminding/babies/tots	3
climbing wall	1
community gardens	1
conference/meeting room	2
connect arena & curling bldg	1
Consult with user groups	3
Coordinate all facilities	1
flowrider	2
food scarcity is the issue	1
Forest resource mgmt needed	1
funding	2
improve arena entrance	1
Inform better of LAP	1
Keep pool essentials only	1
keep pool open on long wknds	1
Less ice	2
make high-use parks regional	1
mountain biking trails	2

valuable	
outdoor running oval	1
path/trails signage	4
pickle ball	2
public access/boat access	1
restore civic field to a field	1
sell merchandise	1
serve wider community	1
slow down, make it right	2
Soccer field drainage	1
solar power	1
sundeck NDCC	1
taghum beach improved	2
team with school district	2
Xcountry ski	2