

NO: R047

COUNCIL DATE: March 7, 2022

REGULAR COUNCIL

TO: **Mayor & Council** DATE: **March 3, 2022**

FROM: **General Manager, Parks, Recreation & Culture** FILE: **8000-30**
Acting General Manager, Planning & Development

SUBJECT: **City Centre Sports Complex – Outcome of Community Engagement**

RECOMMENDATION

The Parks, Recreation & Culture Department and the Planning & Development Department recommend that Council receive this report for information.

INTENT

The intent of this report is to provide Council with information related to the Community Engagement process undertaken regarding the design development and programming for the City Centre Sports Complex.

BACKGROUND

As part of the Surrey Invests Program and to accommodate for population growth in the City Centre area of Whalley, Council approved the design and construction of a new community facility as part of their Five-Year (2021-2025) Financial Plan – Capital Program outlined in Corporate Report No. Foo2; 2022.

City Centre Sports Complex

The City Centre Sports Complex (the “Project”), will be integrated into the Chuck Bailey Recreation Centre site and will offer a state-of-the-art community hub for residents of all ages to learn, exercise, participate in sport and to enjoy a fun and healthy environment. The Project design includes a second gymnasium, weight room, fitness studio and other indoor spaces to support enhanced programming for children, youth and seniors. The facility will provide safe outdoor spaces including a rooftop playground for childcare, expanded reception area, café, teaching kitchen and other multi-purposes spaces for additional programming.

The Project is proposed to be energy efficient and will be designed to meet the City’s goals under the Sustainability Charter 2.0, the Wood First Policy, and accessibility initiatives. The Project will also support the City’s Greenhouse Gas Emissions reduction targets.

DISCUSSION

As the City Centre area grows, so does the need for community services, programs, and social spaces. The City has set a goal of maximizing integration and connectivity, resulting in a universally designed place for everyone to use and enjoy that is flexible and adaptive so it can play an important role in community life and the identity of City Centre. The design of the Project will be innovative and creative resulting in a fully integrated facility that is attractive, friendly, and healthy, reflecting the City's passion for building great facilities for its citizens of all ages.

As an essential component of the design process, City staff in collaboration with the consultants' team, developed a creative and interactive engagement plan and process utilizing the framework of the City's Public Engagement Strategy. This engagement process involved the project team, internal and external stakeholders and the public. The intent was to help guide the creation and development of a design that best reflects the community's needs and aspirations.

The engagement plan and process were developed by City staff and the consultants' team led by SHAPE Architecture. The engagement plan included various outreach techniques and methodologies including a project web page, online questions and answers, online surveys, internal and external stakeholder workshops, online and in-person open house, social media advertisement, and posters and displays at strategic locations. The main goal of using the various tools and tactics was to maximize public engagement and increase the level of feedback responsiveness and involvement in the planning and creation of the new facility.

Engagement Phases

The Project's public engagement plan includes three phases as follows:

Engagement Phase 1 (Fall 2021) – Completed

This engagement phase included an area study for community services and demand analysis and the following:

- Sharing project information; and
- Understanding community values and needs.

Engagement Phase 2 (Fall 2021) - Completed

This engagement phase analyzed the information gathered in phase 1 to develop a preliminary building program in response to what was heard. This information was shared back with the community during the in-person and online open house. During this phase participants were asked to provide feedback on the following:

- Engagement results; and
- Proposed building programming.

Engagement Phase 3 (Spring 2022) – Not started

This engagement phase will provide an update to the public on the progress of the project, as well as the schematic design proposal. During this phase members of the public will be asked to provide feedback on the schematic design.

The following summarize key highlights from community engagement undertaken during Phase 1 and Phase 2:

Engagement Phase 1 Survey - Public Online Results

- Total survey respondents were 1,052, out of which 95% lived in the City, and of those with 71% lives in Whalley, and 29% live in other parts of Surrey.
- When comparing the demographic composition of the respondents to the demographic composition of the Whalley community (2016 Census), the following representations were noted:
 - o Most respondents were age 20 to 59 at 73% with 23% were over 60 years age and 4% younger than 19 years old.
 - o 3% of survey respondents identified as Indigenous. Roughly 3% of the population of Whalley identified as Indigenous (according to Census 2016 figures). Thus, the number of respondents who identified as Indigenous is proportionate to the number of residents who identify as Indigenous.
 - o Most respondents use public transit or drive their vehicles to Chuck Bailey Recreation Centre. 58% uses their own vehicles, 28% uses public transit, 9% walk and only 5% bike.
 - o About one third of respondents indicated that they have children who reside in their house while about two thirds of the respondents indicated that they do not have children residing with them.
- In general, the survey results indicate:
 - o The majority of public (69% of respondents) has visited the Chuck Bailey Recreation Centre in the past.
 - o 67% of people live within close proximity of the Chuck Bailey Recreation Centre.

Engagement Phase 2 In-Person and Virtual Open House

In-person and virtual open houses were held as part of phase 2 of the public engagement process to provide feedback on engagement results and proposed building programming.

In-Person Open House Event

The in-person Open House was held in the lobby of the existing Chuck Bailey Recreation Centre on November 23rd, 2021, from 3:00 - 7:00 pm. It introduced the project, the public engagement timeline, phase 1 engagement results and the proposed building program. Nine presentation boards remained on display for one week following the Open House event. Recreation Centre staff were on hand to answer questions and to encourage interested parties to offer their input.

Virtual Open House

A virtual open house was hosted on the project page for a two-week period. It included a short video introducing the project and proposed program, the nine presentation boards presented at the in-person event, and a quick poll survey to match that which was available at the in-person event. The Virtual Open House reached a total of 830 people.

Detailed outcomes are attached in Appendix "I".

The Engagement Report identified other key considerations for residents visiting other facilities. There were some top themes that emerged throughout this engagement process, which include site safety, open social areas, creative learning and skill building opportunities, large multi-

purpose spaces, an accessible and inclusive facility, outdoor programming, fitness and recreation programming, and lounging areas.

Site Safety

Members of the public would like to see an increase in measures to improve safety and security in surrounding areas, including main pedestrian routes to the building from public transit. This encourages facility use and improves people's comfort levels when visiting the facility.

It was frequently noted that pedestrian paths from transit stations feel unsafe and are a barrier to accessing facility services. These concerns can be improved with adherence to Crime Prevention Through Environmental Design principals ("CPTED") which will also increase outdoor activity to improve feelings of safety.

Open Social Areas

As with other recent facility designs, members of the public are requesting that this new expansion provide free and accessible gathering areas for the community to enjoy at any time with open social areas outside the pay zone. Survey responses indicate that non-programmed use and open social areas are important, as many survey respondents come to the Chuck Bailey Recreation Centre for the purpose of socializing with friends and members of the community. Current users of the facility noted that gathering before and after formal recreation centre activities is an important part of their recreation centre experience.

Survey responses and feedback group participants also noted that fees are a barrier to accessing services for some members of the community, and that having open social areas will eventually improve facility use. Having open seating, such as in a café, will encourage members of one family to access a variety of programs at the same time by providing a place to wait.

Creative Learning and Skill Building

Providing opportunities to build essential life skills, career skills and creative learning activities, such as woodworking, arts, and pottery, for the local community is another important feature for this expansion, particularly in this neighbourhood. It was noted that increasing density in the neighbourhood and high-rise living means that many don't have access to spaces for bike tuning and workshop/maker spaces and are becoming more in demand.

In addition, kitchen facilities are important to the community. Having a community kitchen is very important to support social event programming in the facility and improve life skills and career skills that can assist in re-entry into the workforce.

Large Multi-purpose Spaces

The engagement process identified barriers to access such as the cost of services and uncertainty as to what amenities and programs would be available. Respondents indicated a need for flexible, multi-use spaces that can be used for community meetings, special events, ceremonies, and performances. In order to increase awareness of City services, staff will review website and social media channels to ensure a broader awareness of programs and activities, as well as a clear explanation of the City's Leisure Access Program, which aids residents in need of financial support in accessing programs and activities. Additionally, Surrey Parks, Recreation and Culture offers

value programs and free activities to the community and works with not-for-profit partners to bring awareness of programs and services to their clients.

Accessible and Inclusive

Aligning with the City of Surrey's commitment to create a thriving, green and inclusive city, it is important that the building is designed for all members of the community by meeting the highest standards for accessibility and inclusivity. Survey responses and webpage comments showed that members of the community would like to see the facility designed to the highest standards of accessibility. The current facility deters people from accessing the existing services because of a lack of washroom and changeroom facilities for people with disabilities. Feedback from workshop and focus group participants noted that activities within the recreation centre should be designed to be adaptable to suit a range of capabilities, with improved signage and way finding. In addition, participants noted that they would like to see activities to allow for more private group uses which would encourage use by communities such as youth and LGBTQ2S+.

Outdoor Programming

The feedback received indicated that people would like to see more opportunities for outdoor connections, whether through outdoor fitness equipment, community gardening or rooms that open to the outdoors. Creating outdoor fitness options would improve building approachability and vitality and are in demand from the public.

The existing outdoor spaces at the Chuck Bailey Recreation Centre are currently well utilized and feedback indicates that people would like to see more opportunity. Comments from the workshop, surveys, focus group and internal stakeholder workshop participants expressed that outdoor gardening is in demand and should be maintained in the expanded recreation centre, and that the skate park is well used and should be retained. Improvements to access to washrooms and water fountains were noted by participants as something that was needed.

Fitness and Recreation

Feedback responses indicated a need to provide a fitness centre and more gymnasium programming, designed to suit a range of fitness styles and preferences. Survey respondents rated a fitness centre as the most important building amenity for the expansion. Survey respondents rated having a gymnasium as the second most important building amenity for the expansion. Gymnasium activities are most often cited in the survey as activities that respondents would like included in the expansion. Survey respondents rated a multi-purpose studio space as a very important amenity to be included in the expansion. Fitness studio activities are frequently cited as activities respondents would like to see in the expansion. Survey respondents indicated that fitness and organized sports are top reasons to come to the community centre and indicated that existing services are not satisfying current needs. Increased programming is required.

Lounge Areas

Lounge areas for seniors, elders and youth contribute to a feeling of community belonging and encourage use. Senior's Lounge Survey responses indicate that many Chuck Bailey Recreation Centre users come to access senior's programs and would like to see these program elements be located on the ground level and centrally in the building. They also indicated that the cafe is well used by those that frequent the senior's centre and needs to be in close proximity. We heard from Indigenous focus group that an elder's lounge area would be beneficial in

encouraging the Indigenous community to access services in the community centre and contribute to a sense of belonging.

Swimming Pool

The public engagement goal was to assess demand for program elements that fit within the budget constraints defined for the Project. A swimming pool could not be accommodated within the available funding which was communicated to the public during the engagement process. As such, the online survey did not include specific questions about swimming pools. However, participants were given the opportunity to add any comments and suggestions that they might have about the proposed programming and what ought to be considered in the new expansion. Engagement through the online survey and the project website Q&A indicated noticeable demand for including a pool to the new expansion. The following provides high level survey information that we received about pool/aquatic programming:

- Project Webpage:
 - o 27% of questions asked were requests for a pool, or questions about whether the project will include a pool. (17 out of 63 Questions).
 - o 25% of comments were requests for a pool (7 of 28 comments).
 - o Responses to pool questions advised that the Guildford Aquatic Centre that serves the north Surrey community, opened in 2015 includes a 50-metre pool and leisure aquatic features, and is 4 km from the Project site.
- Survey:
 - o 293 people provided comments out of 1052 survey respondents.
 - o 29% of the final comments were requests for a pool (84 of 293 comments, or 8% of total survey respondents).
- Staff did not receive specific feedback or comments about pools in our workshops / focus group or interview sessions.

Engagement Summary

Being an important component of the Engagement Phase 1, workshops were held with internal City stakeholders to support the Area Study and Demand Analysis. Staff from recreation and fitness, and culture were engaged to review and assess current amenities and community services and to identify needs and gaps and opportunities for improvements.

In addition, workshops were held with external key groups and primary stakeholders who has interest in the Project and would be impacted by the development of this new multi-purpose facility. A wide variety of individuals, community groups, and organization were invited to those workshops to ensure providing open discussion and allowing everyone the chance to speak and participate. Some workshops turnout was low due to various reasons.

Engagement Phase 1 included external stakeholder workshops and more targeted outreach to ensure that we engage most of the external key stakeholders. Those include, an Indigenous Community Focus Group, Persons with Disabilities', members of the LBGTQ2S+ Surrey Youth (through Surrey Schools), and representatives of residents of low income.

General take away from the workshops indicated that most groups are satisfied and proud of Surrey community facilities. At the same time, the participant groups identified improvement opportunities that would provide broader solutions to current barriers and enhancement of services to ensure supporting the community needs while accommodating all people from all

cultures and backgrounds. Common concerns among the participant groups were financial barriers, accessibility, intimation/no sense of belonging, and transportation.

With regards to programming, fitness classes and sport programs were highlighted as the two most important areas. The spaces that were identified as being the main amenities to include in the expansion are the fitness centre, gymnasium, and multi-purpose spaces. Arts, Heritage and Culture programming including creative learning were also identified as being very important spaces to be incorporated into the expansion.

Some of the key highlights from the feedback has been to maintain the existing skatepark and pre-school facilities, and to add additional social gathering spaces in the form of open non-programmed spaces and open social spaces. The most common amenities that people are likely to use include a café, fitness centre, running track, multi-purpose studio, community theatre space, a creative learning space and open social space.

Recognizing the fact that Whalley is a diverse community and is the most populated neighbourhood in Surrey with continuous growth, the Project is seen as an important investment. Groups suggested a universal approach to designing the facility while recognizing and acknowledging the particularity of different cultures.

The public engagement process will continue to inform the community and gain feedback as the project progresses.

Grant Funding Request

On July 6, 2021, Staff submitted a grant application to Infrastructure Canada seeking \$25 million through the Green & Inclusive Community Buildings Program. It is anticipated that the outcome of the City's grant application will be announced in 2022. City staff will continue to explore and pursue other available government grant opportunities and incentives with the intention to provide additional funding support this Project.

Indigenous Preschool Partnership and Grant Funding Request

On September 13, 2021, Mayor and Council approved Corporate Report R169; 2021, (attached as Appendix "II") for the execution of a 15-year Partnering Agreement and Lease Agreement between the City and the La Societe De Les Enfants Michif (Métis Family Services) that would allow the primary use of ±3,095 ft², to be operated as a 57-space Indigenous childcare facility within the new Project. The ±3,095 ft² for childcare is contingent on the successful application to the Childcare BC New Spaces Fund for \$3,000,000. The Childcare BC New Spaces Fund application was submitted to the Province by Métis Family Services on November 16, 2021.

Funding

Funding for the City Centre Sports Complex is available within the approved 2021 Five-Year (2021-2025) Financial Plan – Capital Program.

Next Steps

Staff will continue proceeding with the schematic design incorporating the findings of phase 1 and phase 2 engagement. Upon completion of the schematic design City staff will initiate phase 3

engagement to share the design outcome and gather feedback from the community before moving on to design development. Anticipated timeline for the project phases are as follows:

- Design: June 2021 to Fall/Winter 2022/2023;
- Construction: Fall/Winter 2022/2023 to Fall/Winter 2024/2025; and
- Occupancy: Fall/Winter 2024/2025.

SUSTAINABILITY CONSIDERATIONS

The City recognizes the value of creating a sustainable facility, especially in the Whalley neighbourhood. The Project will be pursuing certification under sustainable building energy performance standards, such as Passive House or Zero Carbon.

The Project supports the objectives of the City's Sustainability Charter 2.0. In particular, they relate to the Sustainability Charter 2.0 themes of Built Environment, Health & Wellness and Neighbourhoods and Infrastructure. Specifically, they support the following Desired Outcomes ("DO"):

- Buildings and Sites DO11: Surrey is at the forefront of sustainable and restorative building design and technology.
- Buildings and Sites DO13: Buildings are healthy and energy and resource efficient.
Buildings and Sites DO15: All new buildings, public places, and outdoor spaces are welcoming. They are safe and universally accessible.
- Wellness and Recreation DO8: Residents feel a sense of belonging and connectedness, and have opportunities for social interaction in their neighbourhoods and community.
- All Infrastructure DO1: City facilities and infrastructure systems are well managed, adaptable, long lasting, and are effectively integrated into regional systems.
- Energy and Climate DO10: Buildings in the community are energy-efficient and offset energy use with onsite energy generation.

CONCLUSION

The Project will be a welcome addition to this community. With a focus on community needs, the design concept creates a space where the community can come together to play, exercise and connect. Having heard from numerous members of the community and the staff that work in this area, it is clear that a welcoming space that provides a safe place for people to gather is a need in this community. With the intention to reduce barriers for all demographics, the expanded facility will become a state-of-the-art hub for the City Centre area. It will be a space where people of all ages, including youth, seniors, and preschoolers will feel a sense of belonging, and that will be intention built to ensure that members of the LBGTQ2S+ community, persons with disabilities, people of low income and of all diverse backgrounds feel welcomed.

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Parks, Recreation & Culture

Jeff Arason, P.Eng.
Acting General Manager,
Planning & Development

Appendix "I": City Centre Sports Complex: Engagement Report
Appendix "II": Corporate Report R169; 2021

APPENDIX "I"

City Centre Sports Complex

13458 107A Ave, Surrey, BC

Engagement Report

January 2022



SHAPE
Architecture Inc.

Table of Contents

1. Project Summary	5
Executive Summary	7
Engagement Phases	8
Timeline	9
Engagement Approach + Results	10
Communication Approach + Results	22
2. What We Heard	25
Top Themes	26
Survey Highlights	28
Safety is a top priority	32
Accessible and inclusive spaces and programming	33
Free and open social areas outside of the pay zone	34
Outdoor Programming	35
Creative learning and skills building programming	36
Increased fitness and recreation	37
Multi-purpose spaces for gatherings and meetings	38
Lounge Areas	39
Additional input	40
3. What We Proposed	43
Emerging Program Themes	44
Phase 2 engagement feedback	46
Next Steps	47
Appendix A	49
Key External Stakeholders + Outreach Partners	50
Appendix B	53
Chuck Bailey Recreation Centre, Topline Survey Results, October 28, 2021	

1. Project Summary

Executive Summary

Once a suburban town centre, Surrey City Centre has been the focus of significant residential and commercial development. It is transforming into a walkable, transit-oriented downtown core for business, culture and entertainment in Surrey, but also emerging as the region's second downtown.

The City of Surrey is planning a new expansion to the Chuck Bailey Recreation Centre to help in advancing the development of City Centre downtown core while enhancing community services to meet the growing recreation needs in the City Centre and North Surrey Area. The state-of-the-art expansion will offer Whalley residents enhanced recreation, sport, fitness and social opportunities--a place where the community can come together to play, exercise and connect and have fun.

In July 2021, SHAPE Architecture inc. was awarded the contract for the design and construction administration of the Chuck Bailey Recreation Centre expansion. The first phase of the project is the pre-design phase where the team will be conducting an area study for community services and demand analysis to determine current needs and future capacity requirements for the facility. Public Engagement is a key part of this study.

This Engagement Report summarizes the process and findings of public engagement to date. These findings have been used to craft a building space program which will be further developed into a schematic design for the budgeted building in the next phase of the project. The approach outlined within this report was designed utilizing the framework of the City's public engagement toolkit and aligned with the International Association for Public Participation (IAP2) planning methodology and best practices.

A number of engagement approaches were used to connect with community members and stakeholders. These included:

- Website
- Online Questions and Answers
- Online polling
- Workshops
- Focus Groups
- Online Survey
- Virtual and in-person Open House

Key highlights from the engagement include:

- 4,423 visits to project page since launch
- 283,873 reached in Social Media
- 1052 Survey responses
- 830 visits to the virtual open house (November 23 to December 7)
- 57 in-person open house event attendees
- 361 poll contributors since launch
- 69 questions answered on project page since launch

Top Themes Identified in Phase 1 Public Engagement:

Safety is a top priority

Increase sense of safety and security in the area immediately surrounding the building, as well as main pedestrian routes to the building from public transit.

Free and open social areas outside of the pay zone

Provide inclusive spaces that provide opportunities for the community to meet and enjoy the facility at no cost.

Creative learning and skills building programming

Deliver creative skills building activities such as woodworking, cooking, arts and crafts help build essential life skills, career skills and contribute to general wellbeing.

Durable multi-purpose spaces for gatherings and meetings

Provide flexible multi-use spaces can be used for activities ranging from community meetings, special events, ceremonies and performances.

Accessible and inclusive spaces and programming

Ensure that the building is designed for all members of the community by meeting the highest standards for accessibility and inclusivity.

Outdoor programming

Provide more opportunities for outdoor connections, whether through outdoor fitness equipment, community gardening or having rooms that open to the outdoors.

Increased fitness and recreation

Add a fitness centre and more gymnasium programming, designed to suit a range of fitness styles and preferences.

Lounge areas

Provide lounge areas for seniors, elders and youth to contribute to a feeling of community belonging and encourage community centre use.

Engagement Phases

In August 2021, the project team began planning the public engagement strategy for the Chuck Bailey Recreation Centre. The engagement process falls into three phases as outlined below:

Phase 1: Sharing information, understanding community values and needs

This phase focused on sharing preliminary information about the project and engaging the community and stakeholders on understanding what is important to them (i.e., what their needs and preferences are around programs, amenities and features), and how the existing Chuck Bailey Recreation Centre facility can better serve their needs.

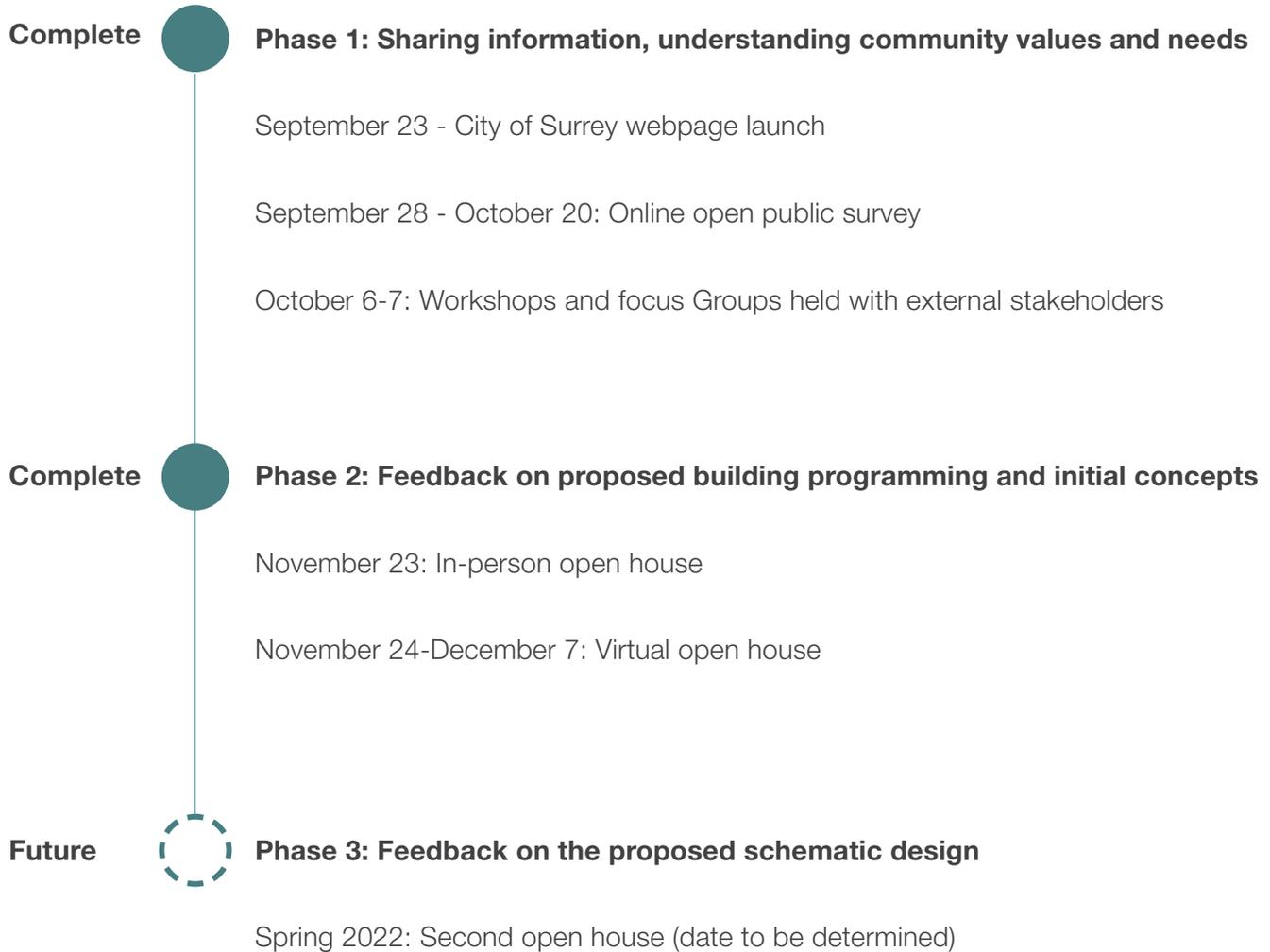
Phase 2: Feedback on engagement results and proposed building programming

This phase focused on informing the community on the phase 1 engagement outcome and decision and engaging them on evaluating the proposed building program based on that feedback as well as the design decision-making framework.. An in-person and Virtual Open House was conducted to share progress, during which participants were asked to provide feedback on the project program proposal and how well it suits their needs.

Phase 3: Feedback on Schematic Design

This phase will focus on updating the public on project progress and the schematic design proposal for the Chuck Bailey Recreation Centre expansion, designed using public engagement findings within approved budgetary constraints. Participants will be asked to provide their comments on the schematic design through the second Open House in Spring 2022.

Timeline



Engagement Approach + Results

Goals + Objectives

Decision Statement

By April 2022, the City of Surrey will have prepared a preliminary design for the Chuck Bailey Recreation Centre expansion. The facility will be a state-of-the-art community hub for Whalley residents to play, exercise, learn, socialize, and to enjoy a fun, inclusive and healthy environment.

Engagement Promise

- To inform and consult the public as we begin design. To keep the public informed, listened to, and demonstrate how feedback shaped decisions.
- Involve and collaborate with key external stakeholders. Look to stakeholders for advice and solutions. Incorporate recommendations into decisions as much as possible.
- Participants will be able to shape the outcome of the final program distribution, space requirements, building siting, outdoor amenities, project concept direction and overall massing.

Engagement Goal

To support informed participation by Whalley residents and project stakeholders in developing an expansion that reflects community values, interests and priorities while achieving the project's decision statement.

Project Objectives

- To determine the demand for various services in the local community including specifically within the scope of this project.
- To identify opportunities for the existing building to better serve the community.
- To build a set of shared values for the project that can inform decision making.

Approach

The following strategies were used to gather information on community needs and values, and to assess demand for facility amenities and programs to be incorporated into the expanded recreation centre. Throughout the engagement process, the public was encouraged to visit the project webpage and ask questions or contact staff to share feedback.

SUMMARY OF ENGAGEMENT STRATEGIES

Tool	Dates	Reach	Engagement Level
Project Webpage	Sep 27 - Dec 7	4,243 visitors	Inform
Online Survey	Sep 29 - Oct 20	1,052 results	Consult
Mixed Workshops (3) External stakeholders	Oct 6 - Oct 7	8 attendees	Involve + Collaborate
Focus Groups (5)	Oct 6 - Oct 7	22 attendees	Involve + Collaborate
Open House Event	Nov 23	57 attendees	Inform + Consult
Open House Display In person	Nov 23 - Nov 30	200 (est.) on-site traffic	Inform + Consult
Virtual Open House	Nov 24 - Dec 7	830	Inform + Consult

Project Webpage

The Chuck Bailey Recreation Centre project page launched September 27 and remains active at the time of this report, providing updated information as the project develops. It is the primary communications tool to keep the public informed about the development and process, as well as direct visitors to the various public engagement opportunities. It provides a consistent source of information throughout all phases of the project.

The website includes the following information:

- Project Summary
- Project Timeline
- Engagement Opportunities
- Questions and Answers
- Quick Polls
- Contact Information

Home » Chuck Bailey Recreation Centre Expansion

Chuck Bailey Recreation Centre Expansion

City Centre's State-of-the-Art Recreation, Culture and Sports Hub

City of Surrey is expanding Chuck Bailey Recreation Centre located in City Centre—Surrey's vibrant, emerging downtown community.

To help design a welcoming recreation, culture and sports hub that responds to the needs of all ages, abilities and backgrounds, the City is seeking feedback from residents and stakeholders, including current users and community groups, on what programs, features and amenities are important to them.

The Chuck Bailey Recreation Centre expansion is one of 20-plus projects approved by Surrey City Council as part of Surrey Invests Program included in the Five-Year (2021-2025) Financial Plan – Capital Program.

Virtual Open House

Review the proposed expanded programming based on what we heard from the community during phase 1 consultation. Share your thoughts and comments through the Provide Feedback tab below.

Project Overview Video



Watch on 

Who's Listening

Alman Arar
Project Lead

Email: parkrecreation@surrey.ca



Engagement Timeline

- Phase 1**
Sharing information, understanding community values and needs
September 28 - October 20: Online surveys were conducted
October 6-7: Met with key community stakeholders
- Phase 2**
Feedback on proposed building programming and initial concepts
November 23: in-person open house
November 24-December 7: Online open house
- Phase 3**
Feedback on the proposed schematic design
Spring 2022

Key Documents

- Phase 1: Award of Architectural Design and Construction Administration Services - Corporate Report
- Contract Award for Project Management Services - Corporate Report
- Parks, Recreation & Culture: Strategic Plan
- Survey Results Report

FAQs

- What will be included in the expanded facility?
- When will the expansion be complete?
- How can I share input so I can help shape programming and amenities that meet my needs?
- Will construction affect current programming?
- Will the expansion include a pool?
- Is this going to be a "green" building?
- How are safety considerations incorporated into design?
- When will we see the new building design?

What We Heard

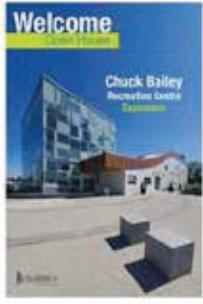
- [Who Did We Hear From](#)
- [Program + Amenities Feedback](#)
- [Focus Stories & Emerging Themes](#)

Proposed Expanded Programming

- [Arts, Culture & Making Lives & Goals](#)
- [Social Gathering / Support & Outreach](#)

Area Context

- [Access Routes & Existing Zoning](#)



PROVIDE FEEDBACK **QUESTIONS**

Tell Us What You Think

[Provide Feedback](#)



Project webpage

Online Survey

The online survey, which ran from September 27 to October 20, was the primary tool used to gather feedback from the community and identify key wants and needs.

The project team and City of Surrey Staff collaborated to develop a survey to gather data on the following subjects:

- Participant demographic data
- Community of Residence
- Primary method of transportation
- Existing Community Centre: activity demand, amenity demand, barriers to access.
- Expanded Community Centre: activity demand, amenity demand, likelihood of use.

The survey was structured in multiple choice fashion and survey participants were given the opportunity to provide additional information beyond the selections available on the survey. The survey was promoted on a variety of channels outlined in the communications approach, and was further promoted during one-on-one stakeholder meetings, workshops, focus groups and emails to local community organizations. All were encouraged to share the link with members of their associations as well as other members of the public. Nominal gift incentives were offered to participants to encourage and increase survey participation.

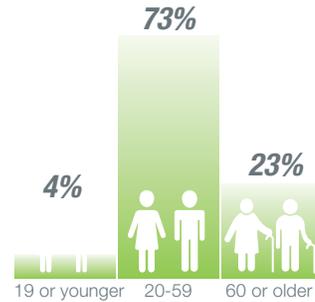
SURVEY RESPONSE AND DEMOGRAPHICS

Survey	Detail
Surveys Completed	1,056 total
Location of residence	95% of respondents live in Surrey
Proximity from Chuck Bailey	67% live within 6 blocks
Past user	69% have visited Chuck Bailey before

SECTION 1: PROJECT SUMMARY



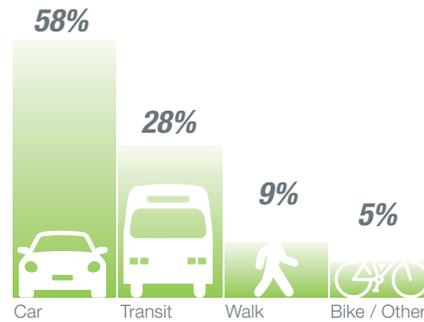
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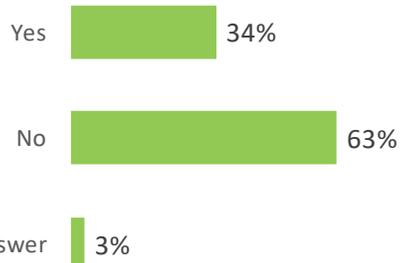
Most respondents are between 20-59 years old



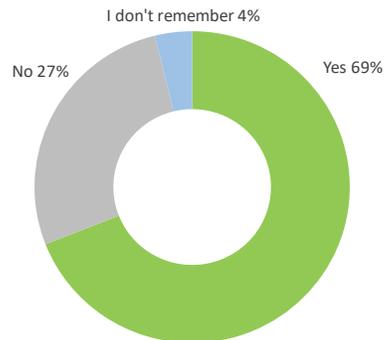
67% of respondents live within 6 blocks



Most respondents drive to Chuck Bailey



34% of respondents had children



69% of respondents have been to the Chuck Bailey Recreation Centre

External Stakeholder Workshops

Three virtual workshops were facilitated with local community groups to support collaborative discussion, to build awareness and understanding of the project. The team planned and facilitated mixed workshops with key external stakeholders. The strategy for the workshops was to organize groups by program expertise into mixed workshops, the intent being that a diverse group of people with varied interests will be better able to understand their own goals and desires in relation to those of other groups and can assist the team in developing a shared vision for the project.

Key External Stakeholders were selected by the following criteria:

- Current / future program partners / subcontractors (e.g. childcare)
- Current / future user groups
- Community leaders
- Organizations and persons best positioned to advise on potential program elements.

Participants were presented a list of potential program options, precedent images of those spaces and asked a series of questions to generate discussion within the group. Discussion was centered on the following topics:

- Function and flexibility
- Building performance
- How do you use the site?
- Building improvements

WORKSHOP SCHEDULE AND PARTICIPANTS

Session	Date	# Participants
Workshop 1	October 6	1
Workshop 2	October 6	4
Workshop 3	October 7	3

Focus Groups

Five virtual focus group sessions were used to engage interested and affected parties, including those that are seldom heard from, those in the community likely to be under-represented in an online survey, and groups that are less likely to contribute in a mixed workshop setting.

Participants were presented with a list of potential program options, precedent images of those spaces and asked a series of questions to generate discussion within the group. Similar to workshop sessions, discussion was centered on the following topics:

- Function and flexibility
- Building performance
- How do you use the site?
- Building improvements

FOCUS GROUP SCHEDULE AND PARTICIPANTS

Interested and affected parties	Date	# Participants
Persons with Disabilities	October 6	10
Members of Indigenous Community	October 6	4
Representatives of residents on low income	October 7	2
Members of LGBTQ2S+ Community	October 7	2
Youth	October 7	4

Open House

In-person and virtual open houses were held as part of phase 2 of the public engagement process to provide feedback on engagement results and proposed building programming.

In-Person Open House Event

The in-person Open House was held in the lobby of the existing Chuck Bailey Recreation Centre on November 23rd, 2021 from 3:00 - 7:00 pm. It provided an introduction to the project, the public engagement timeline, phase 1 engagement results and the proposed building program.

Nine presentation boards remained on display for one week following the Open House event. Recreation Centre staff were on hand to answer questions and to encourage interested parties to offer their input.

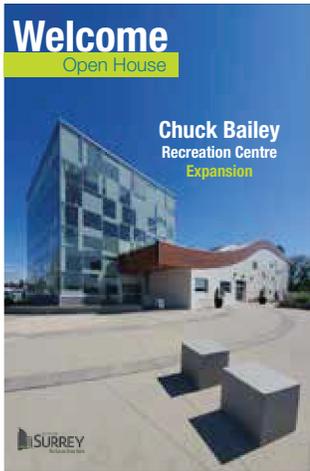
Virtual Open House

A virtual open house was hosted on the project page for a two week period. It included a short video introducing the project and proposed program, the nine presentation boards presented at the in-person event, and a quick poll survey to match that which was available at the in-person event. The Virtual Open House reached a total of 830 people.

OPEN HOUSE PARTICIPATION

Session	Date	# Participants
Open House Event	Nov 23	57
Open House Display	Nov 23 - Nov 30	200 (est. on-site traffic)
Virtual Open House	Nov 24 - Dec 7	830
Open House Video	Nov 24 - Dec 7	283 views
Poll survey	Nov 23 - Dec 7	55

Open House Boards



Whalley

City Centre's State-of-the-Art Recreation, Culture and Sports Hub

Once a suburban town centre, Whalley in City Centre has been the focus of significant residential and commercial development. It is transforming into a vibrant, transit-oriented district with the business, culture and entertainment in Whalley that also emerging in the region's second downtown. In consideration of rapid and continued population and urban growth in the area, and to support the immediate and growing high demand for community services, City of Surrey is expanding the Chuck Bailey Recreation Centre.

The project will include the following components: an expanded range of recreation, arts and culture programming, new indoor and outdoor amenities, and enhanced meeting and social opportunities. To be able to accommodate community values and sports that respond to the needs of all ages, abilities and backgrounds, the City has requested feedback from residents and stakeholders, including current users and community groups, on what programs, features and amenities are important to them. The resulting input has been used to develop a preliminary building program list.

The Project Team

Building Healthy Communities: Whalley in People can be seen and engaged

Recreation Surrey
www.recreation.surrey.ca

TURNBULL
www.turnbull.ca

SHAPE
 Architecture Inc.

Our Process

Engagement Objectives

Engagement objectives for Whalley residents and project stakeholders in developing a preliminary building program list for the facility.

- Increase understanding of the Whalley residents and project stakeholders in developing a preliminary building program list.
- Gather and record the community's input to the building program list as an ongoing process.
- Keep the public informed, interested, and active in the feedback process.
- Provide an accessible and user-friendly experience, both in-person and online.
- Continuously work to ensure the success of the program objectives, user requirements, building design, and other related community engagement.

Engagement Timeline

Three Phases of Public Engagement

Complete Phase 1: Sharing information, understanding community values and needs
 September 2021 - October 2021 (Completed)

Current Phase 2: Feedback on proposed building programming and initial concepts
 October 2021 - February 2022 (Ongoing)

Future Phase 3: Feedback on the proposed schematic design

What We Heard

Phase 1 Survey Results

From September 29, 2021 to October 15, 2021, 1,573 residents participated in an online survey which received 1,000 responses.

Who did we hear from?

Survey Demographics of Respondents

- 95% of participants live in Surrey
- Age group: 72% 18-34, 4% 35-44, 23% 45-54, 1% 55-64, 1% 65+
- Gender: 58% Male, 42% Female
- How do you get to the Chuck Bailey Recreation Centre? 28% Drive, 23% Walk, 9% Transit, 2% Bike, 2% Other

How do you use the Existing Chuck Bailey Recreation Centre?

What do you typically come to the Chuck Bailey Recreation Centre for?

- Most used facility: Community room (41%)
- Other facilities: Multi-purpose room (31%), Fitness centre (28%), Multi-purpose room (27%), Community room (26%), Multi-purpose room (25%), Multi-purpose room (24%), Multi-purpose room (23%), Multi-purpose room (22%), Multi-purpose room (21%), Multi-purpose room (20%), Multi-purpose room (19%), Multi-purpose room (18%), Multi-purpose room (17%), Multi-purpose room (16%), Multi-purpose room (15%), Multi-purpose room (14%), Multi-purpose room (13%), Multi-purpose room (12%), Multi-purpose room (11%), Multi-purpose room (10%), Multi-purpose room (9%), Multi-purpose room (8%), Multi-purpose room (7%), Multi-purpose room (6%), Multi-purpose room (5%), Multi-purpose room (4%), Multi-purpose room (3%), Multi-purpose room (2%), Multi-purpose room (1%)

What We Heard

Program + Amenity Feedback

Respondents were asked to indicate the priority of these activities.

Most satisfied with existing skate park, camps for children and preschool

A desire for fitness classes + large multipurpose spaces

Most important building amenities are fitness centre + multipurpose fitness studio

Most likely to use cafe + fitness centre

What We Heard

Workshop + Focus Group Sessions

Workshop + Focus Group Sessions

- Safety to be priority
- Provide live and open social areas outside of the gym area
- Provide more creative learning and skills building programming
- Provide smaller multi-purpose spaces for gatherings and meetings
- More accessible and inclusive
- Provide more outdoor programming
- Fitness Centre

Emerging Program Themes

Arts Culture Making, Sports + Fitness, Social Gathering, Support + Outreach

Arts, Culture & Making

Existing: Arts & Crafts, Multi-Purpose Room, Change Rooms

Proposed expanded programming: Workshop, Large Multi-purpose room, Visual Arts, Music, Multi-purpose room

Fitness & Sports

Existing: Gymnasium, Change Rooms

Proposed expanded programming: Fitness Centre, Second Gymnasium, Change Rooms, Multi-purpose room

Social Gathering

Existing: Billiards Room, Multi-Purpose Room, Youth Lounge, Community Room

Proposed expanded programming: Cafe, Lounge Area, Community Living room

Support & Outreach

Existing: Assist, Restricted Pre-school

Proposed expanded programming: Parent Office, Outreach, Assist, Pre-school, Outreach

Area Context

Access Routes

Map showing access routes to the Chuck Bailey Recreation Centre expansion site.

Existing Zoning vs Future Zoning

Map comparing existing zoning with future zoning for the area.

Frequently Asked Questions

When will the expansion be complete?

The goal is to begin construction in late 2022, construction is expected to be complete in summer 2025. We will provide an update on the timing of the project timeline.

What will be included in the expanded facility?

The goal of the facility expansion will include an expanded range of recreation, arts and culture programming, new fitness and outdoor amenities, and enhanced meeting and social opportunities. To be able to accommodate community values and sports that respond to the needs of all ages, abilities and backgrounds, the City has requested feedback from residents and stakeholders, including current users and community groups, on what programs, features and amenities are important to them. The resulting input has been used to develop a preliminary building program list.

Will the expansion include a pool?

A pool is not required at the stage of this expansion. Outdoor Aquatic Centre is the pool serving the area of North Surrey and is located at 10100 148th Street. The pool is currently under construction and is expected to be completed in late 2023. We will provide an update on the timing of the pool project.

What measures will be taken to address climate change in this new building?

The new expansion will be designed to reflect the City of Surrey's sustainability vision and objectives as set out in the Sustainability Strategy. The project will include a range of measures to reduce greenhouse gas emissions, including a highly efficient energy management system, as well as other measures to reduce the building's carbon footprint. The project will also include a range of measures to reduce water consumption, including a highly efficient water management system, as well as other measures to reduce the building's water footprint. The project will also include a range of measures to reduce waste, including a highly efficient waste management system, as well as other measures to reduce the building's waste footprint. The project will also include a range of measures to reduce noise, including a highly efficient noise management system, as well as other measures to reduce the building's noise footprint. The project will also include a range of measures to reduce air pollution, including a highly efficient air pollution management system, as well as other measures to reduce the building's air pollution footprint. The project will also include a range of measures to reduce the building's overall environmental impact, including a highly efficient environmental management system, as well as other measures to reduce the building's overall environmental impact.

Ask a Question

Submit a question or provide your feedback at:
surrey.ca/chuckbaileyexpansion



Open House Event held in the Chuck Bailey Recreation Centre Lobby

Communication Approach + Results

The communications approach was led by the City of Surrey Corporate Marketing and Communications Division (CMCD) which leveraged existing communication channels within the community and its stakeholders.

COMMUNICATIONS CHANNELS AND REACH

Channels	Reach
City of Surrey Website	
Project Page	4,243
Open House Event Page	550
<hr/>	
Social Media: Facebook / Twitter / Instagram	
Total Reach	283,873
Link Clicks	7,674
Survey Ad Campaign	
Reach	154,891
Link clicks	4,056
In-person Open House Ad Campaign	
Reach	64,132
Link clicks	2,154
Virtual Open House Ad Campaign	
Reach	64,997
Link clicks	1,439
<hr/>	
Direct Mail Postcard	
Total Reach	18,569 (City Centre)
Houses	4,226
Apartments	13,256
Businesses	1,087

Communications Channels and Reach (cont.)

Channels	Reach
Newspaper Ads (7) Surrey Now-Leader (3) Indo-Canadian Voice (2) The Link (2)	Circulation: 66,000 Circulation: 10,000+ Circulation: 10,000+
Newsletters and municipal updates	24,459
Media Release	2
Earned media (12 stories)	88,418
City of Surrey Recreation Facility TV Screens	unknown
Posters On-site Surrey Libraries - City Centre Branch Stakeholder Channels	unknown
Rack cards	400
Lawn signs	32 printed
Frequently Asked Questions	119 views
Open House Presentation Video	283 views
Open House Display On-Site Lobby Activation Display boards were up for one week	200 persons estimated
In-person outreach* Pre-school parents Youth Seniors	IPad Survey while waiting for children IPad Survey during evening drop-in IPad support for seniors

**Chuck Bailey Recreation Centre staff directed patrons to the on-site survey kiosk. In addition, staff used a portable iPad.*

2. What We Heard

Top Themes

The engagement objectives were to support informed participation by Whalley residents and project stakeholders in developing an expansion that reflects community values, interests and priorities. We have summarized the community feedback into the 8 key themes below.

Safety is a top priority

Increase sense of safety and security in the area immediately surrounding the building, as well as main pedestrian routes to the building from public transit.



Free and open social areas outside of the pay zone

Provide inclusive spaces that create opportunities for the community to meet and enjoy the facility at no cost.



Creative learning and skills building programming

Deliver creative skills building activities such as woodworking, cooking, arts and crafts help build essential life skills, career skills and contribute to general wellbeing.



Multi-purpose spaces for gatherings and meetings

Provide durable, flexible multi-use spaces that can be used for activities ranging from community meetings, special events, ceremonies and performances.





Accessible and inclusive spaces and programming

Ensure that the building is designed for all members of the community by meeting the highest standards for accessibility and inclusivity.



Outdoor programming

Provide more opportunities for outdoor connections, whether through outdoor fitness equipment, community gardening or having rooms that open to the outdoors.



Increased fitness and recreation

Add a fitness centre and more gymnasium programming, designed to suit a range of fitness styles and preferences.



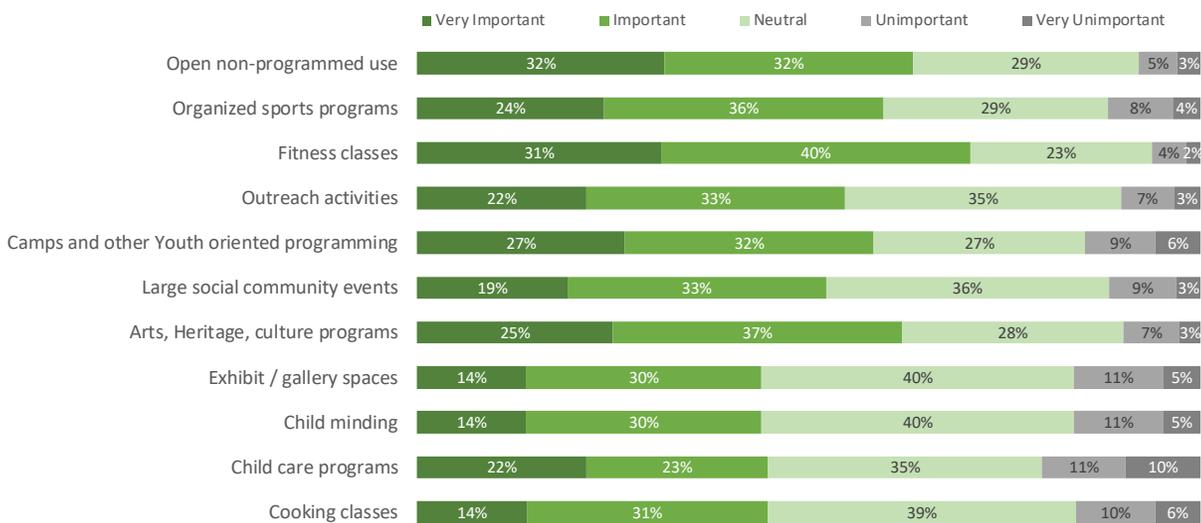
Lounge areas

Provide lounge areas for seniors, elders and youth to contribute to a feeling of community belonging and encourage community centre use.

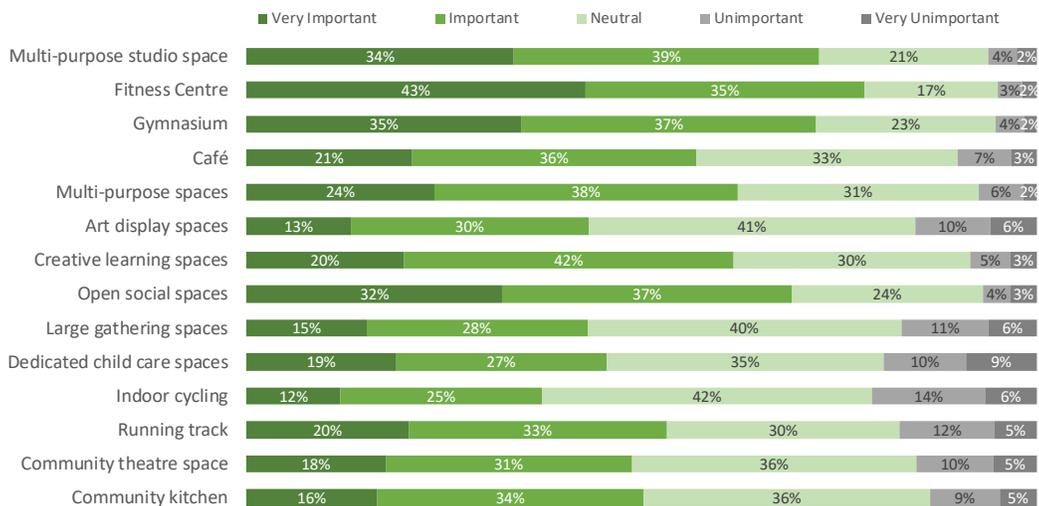
Survey Highlights

Refer to Appendix A for full report.

IMPORTANCE OF TYPES OF PROGRAMMING IN EXPANSION



IMPORTANCE OF BUILDING AMENITIES IN EXPANSION





Fitness Classes and sports programs are the most important type of programming

81% rated fitness class programming as important and very important.
60% rated organized sports programs as important and very important.

Fitness Centre, Gymnasium and Multi-purpose studio spaces are the most important building amenity to add

78% rated Fitness Centre as important and very important.
72% rated Gymnasium as important and very important.
73% rated Multi-purpose studio space as important and very important.

Better Fitness Facilities to improve satisfaction

Fitness classes were the most often cited reason for visiting the Chuck Bailey Recreation Centre, but only 37% of users were satisfied or very satisfied with services.

Organized sports were the second most cited reason for visiting the Chuck Bailey Recreation Centre, but only 42% were satisfied or very satisfied with the service.



Arts, Heritage and Culture programming is important Creative learning spaces are important

62% rated Arts, Heritage and Culture programming as important and very important.

62% rated Creative learning spaces as important and very important.

Survey Highlights

Refer to Appendix A for full report.



Maintain Skate park

Skate park is the third most cited reason for visiting the existing recreation centre and 70% of respondents were satisfied or very satisfied with the services.



Maintain Pre-school facilities

Respondents were less likely to visit the facility for the pre-school but users of that program had a 75% level of satisfaction.



Provide more Social gathering Spaces

Respondents were less likely to visit the facility for the pre-school but users of that program had a 75% level of satisfaction.

64% rated Open non-programmed use as important and very important

69% rated Open social spaces as important and very important

Likelihood of using amenities:



A cafe is most likely to be used

88% indicated that they are likely and very likely to use a cafe



Fitness Centre is second most likely to be used

82% indicated that they are likely and very likely to use a fitness centre

A running track would be used

80% are likely and very likely to use a running track

A multi-purpose studio space would be used

73% are likely and very likely to use a multi-purpose studio space

79% are likely and very likely to use indoor cycling



A community theatre space would be used

79% are likely and very likely to use a community theatre space

Creative learning spaces would be used

68% are likely and very likely to use creative learning spaces

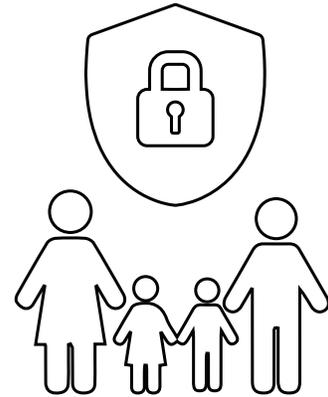


Open social spaces would be used

75% are likely and very likely to use open social spaces

Safety is a top priority

Increase sense of safety and security in the area immediately surrounding the building, as well as main pedestrian routes to the building from public transit.



Increase site safety to encourage facility use

Survey responses showed that safety concerns in the surrounding neighbourhood are a major barrier to accessing the existing facility services.

Workshop and focus group participants frequently noted that pedestrian paths from transit stations feel unsafe and are a barrier to accessing facility services.

Focus group and workshop participants note that the existing building feels unapproachable and closed off from the surrounding park, further discouraging use.

Design building to CPTED principals

Feedback from workshop and focus group participants noted that safety on site could be improved with adherence to CPTED principals.

Increase outdoor activity to improve feelings of safety

Feedback from workshop and focus group participants noted that feelings of safety and security could be improved by increasing the level of activity immediately surrounding the building.

Accessible and inclusive spaces and programming



Ensure that the building is designed for all members of the community by meeting the highest standards for accessibility and inclusivity.

Design to the highest standards of accessibility

Survey responses and webpage comments showed that some members of the community were deterred from accessing the existing services because of a lack of washroom and changeroom facilities for people with disabilities.

Feedback from workshop and focus group participants noted that activities within the recreation centre should be designed to be adaptable to suit a range of capabilities.

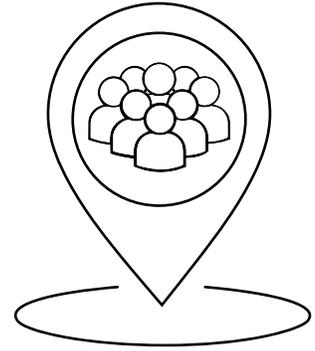
Improve signage and way finding

Workshop and focus group participants expressed that signage and way finding needs to be improved to suit current standards for accessibility and inclusivity.

Improve building programming to suit a variety of preferences and capabilities

Feedback from workshop and focus group participants noted that programming activities to allow for more private group uses would encourage use among youth and members of the LGBTQ2S+ community.

Free and open social areas outside of the pay zone



Provide inclusive spaces that create opportunities for the community to meet and enjoy the facility at no cost.

Open social areas outside the pay zone are in demand

Survey responses indicate that non-programmed use and open social areas are important. Many survey respondents come to Chuck Bailey for the purpose of socializing with friends and members of the community.

Workshop and focus group participants note that gathering before and after formal recreation centre activities is an important part of their recreation centre experience.

Survey responses and workshop and focus group participants note that fees are barrier to accessing services for some members of the community.

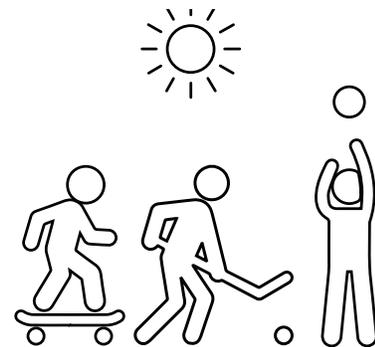
Open social areas will likely improve facility use

Workshop and focus group participants note that open seating will encourage members of one family to access a variety of programs at the same time by providing a place to wait.

Survey responses indicate that a cafe with open seating is likely to be used by most respondents.

Outdoor Programming

Provide more opportunities for outdoor connections, whether through outdoor fitness equipment, community gardening or having rooms that open to the outdoors.



Provide more outdoor activities

Workshop and focus group participants note that outdoor fitness options are in demand and would improve building approachability and vitality.

Survey responses indicate that many members of the community come to Chuck Bailey to access the surrounding park area only.

Maintain outdoor gardening

Workshop, focus group and internal stakeholder workshop participants expressed that outdoor gardening is in demand and should be maintained in the expanded recreation centre.

Maintain skate park

Survey responses indicate that the skate park is well used and should be retained. Improvements to access to washrooms and water fountains were noted by participants.

Creative learning and skills building programming



Deliver creative skills building activities such as woodworking, cooking, arts and crafts help build essential life skills, career skills and contribute to general wellbeing.

Provide creative learning spaces

Survey responses indicate that creative learning spaces for activities such as woodworking, arts and pottery are in very important in this community.

Workshop and focus group participants note that increasing density in the neighbourhood and high rise living means that many don't have access to spaces for bike tuning and workshop / maker spaces.

Provide kitchen facilities

Survey, workshop and focus group responses indicate that having a kitchen is important to the community.

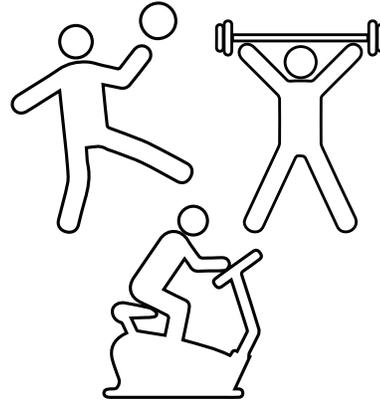
Workshop and focus group participants note that having a community kitchen would be very important to support social event programming in the facility.

Improve life skills and career skills

Workshop and focus group participants note that many members of the community would like to improve life skills and learn skills that can assist in re-entry into the workforce.

Increased fitness and recreation

Add a fitness centre and more gymnasium programming, designed to suit a range of fitness styles and preferences.



Provide more fitness amenities

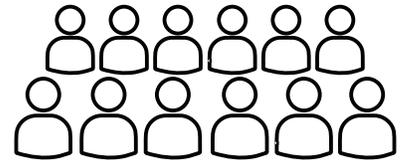
Survey respondents rate a Fitness Centre as the most important building amenity for the expansion.

Survey respondents rate having a gymnasium as the second most important building amenity for the expansion. Gymnasium activities are most often cited in the survey as activities respondents would like included in the expansion.

Survey respondents rate a multi-purpose studio space as a very important amenity to be included in the expansion. Fitness studio activities are frequently cited as activities respondents would like to see in the expansion.

Survey respondents indicate that fitness and organized sports are top reasons to come to the community centre, and indicated that existing services are not satisfying current needs. Increased programming is required.

Multi-purpose spaces for gatherings and meetings



Provide durable, flexible multi-use spaces that can be used for activities ranging from community meetings, special events, ceremonies and performances.

Durable large multi-purpose space

We heard from workshop and focus group participants that there is a need for spaces to support large social gatherings and events. A shortcoming of using the gymnasium for that purpose is the floor protection needed on the floors.

Survey respondents and workshop and focus group participants indicate demand for a space to support community theatre events that can also occur in large multi-purpose spaces.

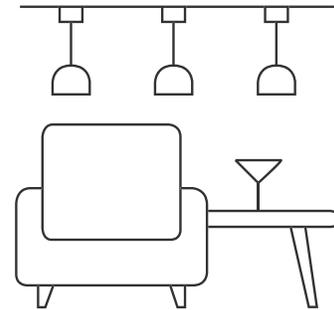
Survey responses indicate that the community would like to more of the activities that can take place in large multi-purpose spaces in the Chuck Bailey Recreation Centre Expansion.

Longhouse compatible

We heard from the Indigenous focus group that the Chuck Bailey Recreation Centre is often host to Indigenous ceremonies and events, and that a large multi-purpose room can be further designed to be longhouse compatible to support Indigenous ceremonies and events.

Lounge Areas

Provide lounge areas for seniors, elders and youth to contribute to a feeling of community belonging and encourage community centre use.



Seniors Lounge

Survey responses indicate that many Chuck Bailey users come to access seniors programs.

We heard that the existing seniors centre is difficult to access and in a remote part of the building in survey responses and workshop and focus group responses, and that this program element should be on the ground level and located centrally in the building.

Survey responses and participant feedback indicated that the cafe is well used by those that frequent the senior's centre and needs to be in close proximity.

We heard from Indigenous focus group that an elders lounge area would be beneficial in encouraging the Indigenous community to access services in the community centre, and contribute to a sense of belonging.

Youth Lounge (existing)

We understand from participant feedback that the youth access the facility after hours and are frequently using the skate park, which makes the existing youth lounge well situated in the building.

Survey responses indicate that youth camps and services are commonly used by those that currently use Chuck Bailey.

Additional input

In addition to the top themes, we heard the following from phase 1 engagement participants:

Request for a pool

A swimming pool is the most often cited request for facility expansion in online survey and on the website Q&A. A new pool is beyond the scope of this expansion project.

Impact to existing facilities

Questions were asked with regards to impact to existing facilities during construction and in the final building proposal. The team's intention is for existing facilities to remain open during construction.

Programming suggestions

We heard suggestions for programs and activities in survey responses and online Q&A on the project website. Requested activities fall into four programming themes and are summarized on the following page.

Summary of activity suggestions organized by four programming themes

Fitness & Recreation

Tai Chi
Seniors Osteoarthritis Exercise
Yoga / pilates
Pickle Ball
Group fitness programs
Tennis court
Ice rink
Dance classes
Meditation
Cricket net practice
Indoor skate
Weight room
Volleyball drop-in
Rock walls and bouldering
Seniors fitness
Ball hockey arena
Drop-in basketball
Walking/running track
Skateboard lessons
Indoor soccer
Badminton
Martial Arts
LGBTQ+ times at the gym

Support & Outreach

Parent / child programs
Toddler free play
Parenting classes
Drop-in centre
Weekend and afterschool activities for children
Adult education

Arts, Culture & Making

Music lessons
Wood crafts / woodworking
Crafting classes
Skills building classes
Pottery classes
Cooking classes
STEM classes for kids
Crocheting / knitting / sewing classes
Photography
Wilderness training
Adult arts and crafts
Watercolour classes
Glass blowing, metal, wood work
Gardening classes
Writing clubs
Bonsai making
Community Theatre
Mindfulness classes
Courses (finance, taxes, ESL, languages)

Social Gathering

Community events and workshops
Karaoke
Gaming tournaments
Social meet up events
Activities for vision impaired
Carom board indoor game
Scrabble clubs
South asian / Indian dances
Indigenous community ceremonies

3. What We Proposed

Emerging Program Themes

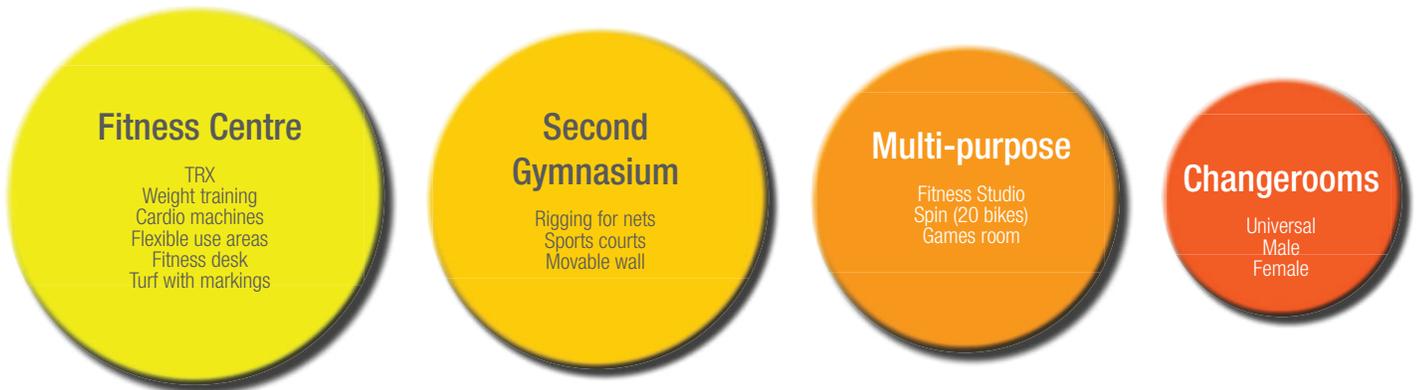
The project team has prepared a list of the following potential expanded program elements within four emerging programming themes we heard in phase 1 engagement. These expanded elements were presented to the community in phase 2 engagement Open House for feedback.



Support + Outreach

Social Gathering





Fitness + Recreation

Arts, Culture + Making



Phase 2 engagement feedback

The emerging program themes and proposed expanded programming were viewed by over 900 people through the in-person and open house. Of the 55 who took the poll 80% either strongly agreed, agreed or were neutral with the statement: The proposed site concepts and spaces will support the recreation and social needs of the community. Over 76% said they would visit the site at least once a month.

Quick poll results:

1. The proposed site concepts and spaces will support the recreation and social needs of my community.

Responses: 55

- 19 Strongly agree
- 18 Agree
- 7 Neither agree nor disagree
- 4 Disagree
- 7 Strongly disagree

2. With the expanded range of proposed programming, I am likely to visit the facility:

Responses: 55

- 4 Almost every day
- 17 A few times a week
- 8 Once a week
- 9 A few times a month
- 8 Once a month
- 3 A few times a year
- 6 Less than once a year

Next Steps

This report describes the public engagement and communications efforts planned and implemented by the project team and City of Surrey steering committee for the Chuck Bailey Recreation Centre expansion to date, and summarizes the outcome of phase 1 and phase 2 engagement.

The next step is for the project team to take the findings of phase 1 and phase 2 engagement and incorporate input into a schematic design for the Chuck Bailey Recreation Centre expansion, which will be shared in phase 3 engagement.

We will continue to inform and update the community as the project progresses.

Appendix A

External Stakeholder List

Key External Stakeholders + Outreach Partners

The following is a list of key external stakeholders, interested parties and organizations representing under-represented groups that were directly invited to participate in workshops, focus group discussions and the online survey during phase 1 engagement.

Affiliation of Multicultural Societies and Service Agencies of BC (AMMSA)

Alexandra Neighbourhood House

Alzheimer's Society of BC

Amputee Coalition of BC Society

Arts Council of Surrey

BC Housing

BC Lions

BC Muslim Association

BCRPA

Big Brothers of Greater Vancouver

Canada Kabaddi Association

Canucks Autism Network

Community Living Society

Community Garden - plot

Disability Service Organizations (list)

DIVERSEcity Community Resources

Downtown Surrey BIA

The Centre for Child Development

Fraser Health

Fraser Region Aboriginal Friendship Centre Association

Immigrant Services Society of BC

Income Assistance

ISPARC

JPOCSC - Cardiac Rehab & Healthy Heart

Katzie First Nation

Kekinow Native Housing Society

KPU

Stakeholders + outreach partners cont.

Kwantlen First Nation	Solid State Community Industries
Kwantlen Girl Guides	Sources Community Resources Centres
Kwantlen Park Secondary	South Fraser Active Living Society
Kwantlen Polytechnic University	Special Olympics BC
LGBTQ+ advocacy and event groups (List)	SportAbility
Local Elected Officials	SUCCESS
Lookout Society	Surrey Association for Community Living
Lumbala Youth Project	Surrey BIA
MCFD	Surrey Bylaws
Metis Family Services	Surrey Crime Prevention Society
MOSAIC	Surrey Food Bank
Muslim Food Bank	Surrey Historical Society
Nova Metis	Surrey Muslim School
OPTIONS Community Resources Society	Surrey Police
PICS	Surrey Poverty Reduction Coalition
PLEA (Punjabi Language Education Association)	Surrey RCMP
Progressive Intercultural Society	Surrey RCMP Support Services
Provincial Service Providers	Surrey School District
RainCity	Surrey Urban Mission Society (SUMS)
SD36	Surrey WRAP Program
SD36 Aboriginal Department	Sustainabiliteens Surrey
Seeds of Change Surrey	The Centre for Child Development
Semiahmoo First Nation	TransLink representative
Senior Advisory Board	Umoja Operation Compassion Society
Seniors Come Share Society	Whalley Legion
Sher Vancouver	Whalley Little League
Simon Fraser University	Welcome Centre of Surrey School District
	Yo Bro Yo Girl Youth Initiative

Appendix B

Chuck Bailey Recreation Centre Expansion
Topline Survey Results, October 28, 2021

Chuck Bailey Recreation Centre Expansion Survey

Topline Survey Results

October 28, 2021

The results of this survey, conducted between September 28, 2021 and October 20, 2021, are not weighted to the City of Surrey's population.

The results are based on 1,052 survey responses (complete & partial responses).



Background

City of Surrey is expanding Chuck Bailey Recreation Centre located in City Centre—Surrey’s vibrant, emerging downtown community. To meet the current and future needs of this growing neighbourhood and surrounding Whalley town centre, the state-of-the-art facility expansion will include the addition of a new sports complex; an expanded range of recreation, arts and culture programming; new indoor and outdoor amenities; and enhanced learning and social opportunities.

To help design a welcoming recreation, culture and sports hub that responds to the needs of all ages, abilities and backgrounds, the City is seeking feedback from residents and stakeholders, including current users and community groups, on what programs, features and amenities are important to them.

These results are based on 1,052 responses received from two online surveys:

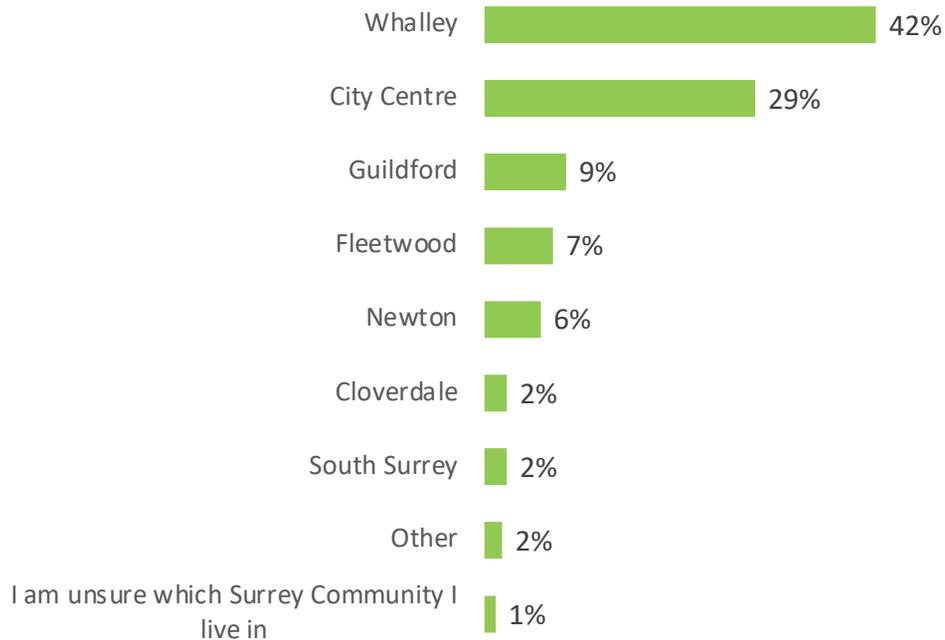
CitySpeaks Panel Survey: 109 responses from September 28, 2021 to October 20, 2021

Open Community Survey: 943 responses from September 29, 2021 to October 20, 2021

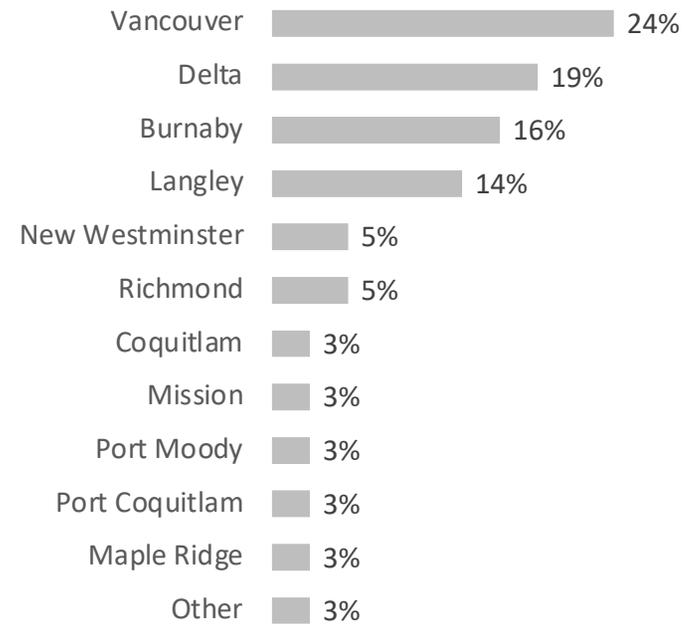
Profile of Survey Participants (#1)

95% of survey participants live in Surrey

Surrey Community



Other City of Residence



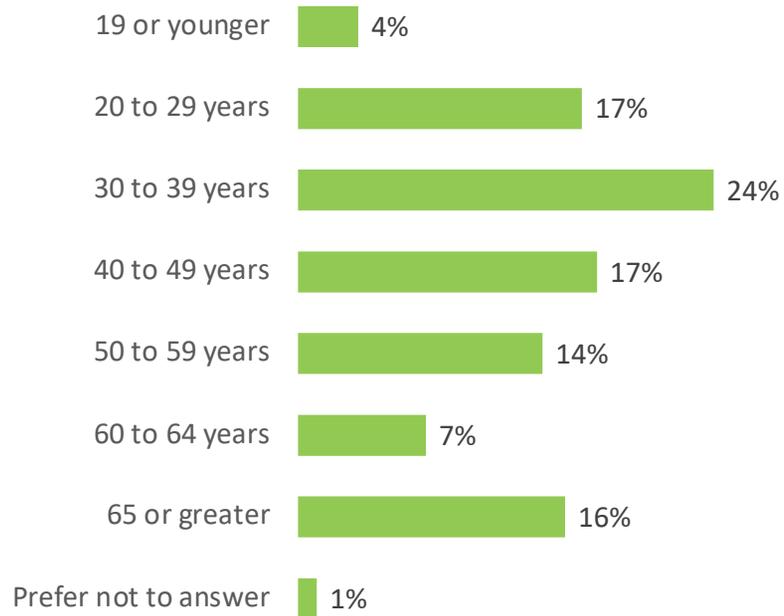
DEMOGRAPHICS

Demographics are provided as background on the composition of survey respondents. Please note these results are not weighted to the City of Surrey's population.

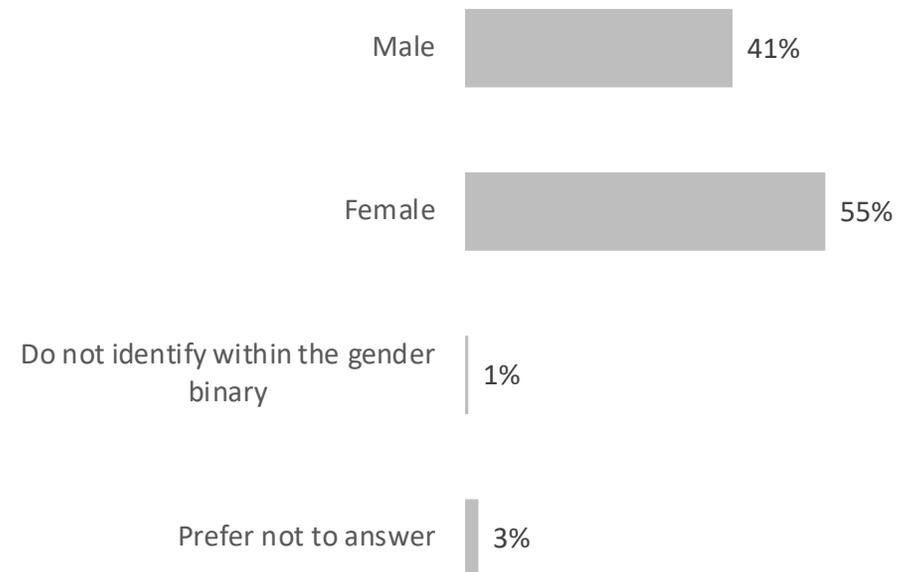


Profile of Survey Participants (#2)

Age Range

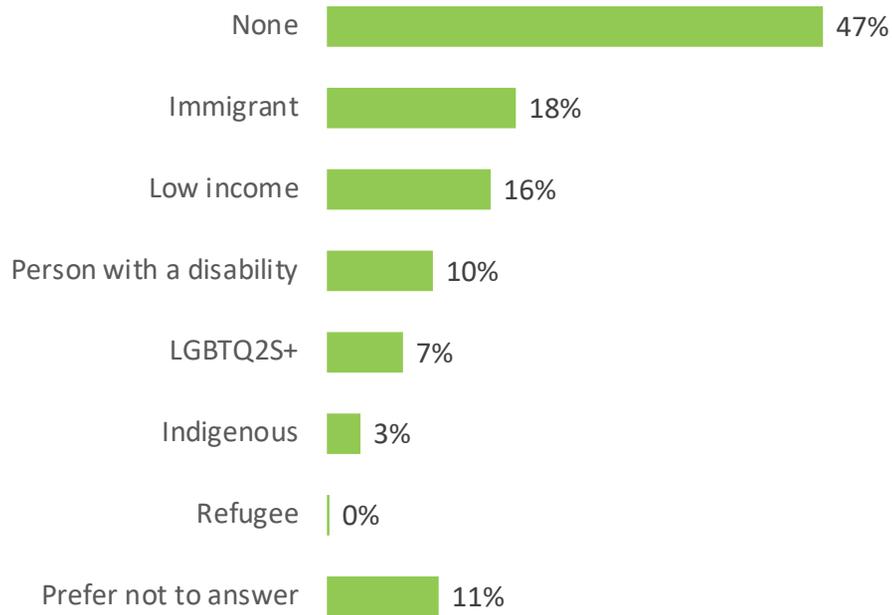


Gender

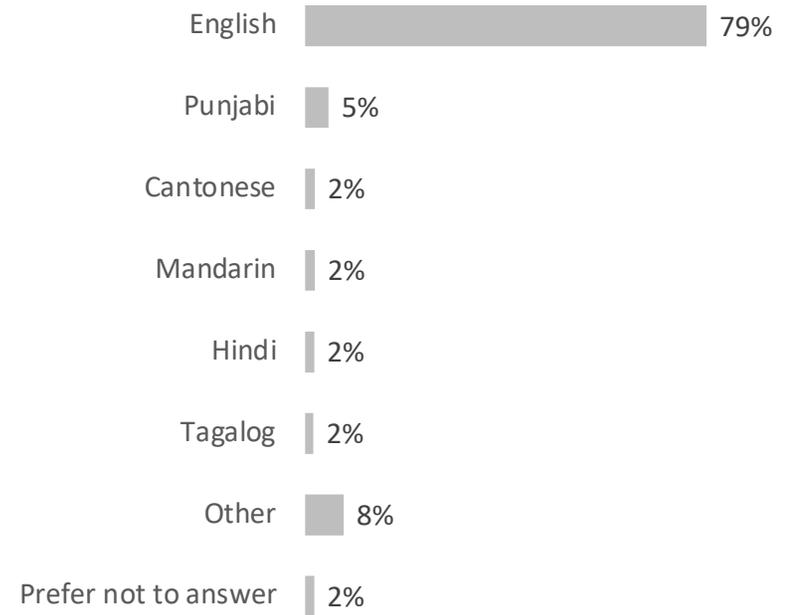


Profile of Survey Participants (#3)

Self-identified Groups

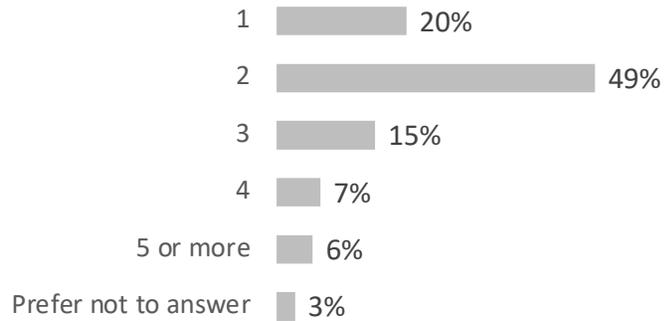


Language spoken most often at home

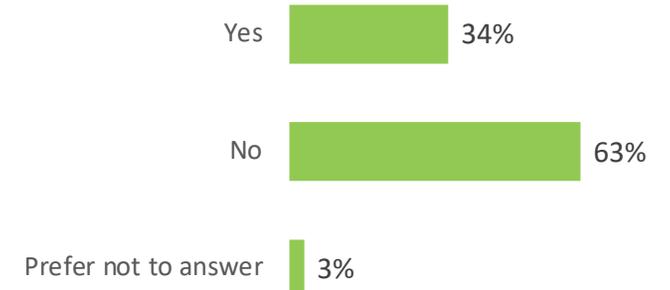


Profile of Survey Participants (#4)

Number of Adults living in home



Children living in home

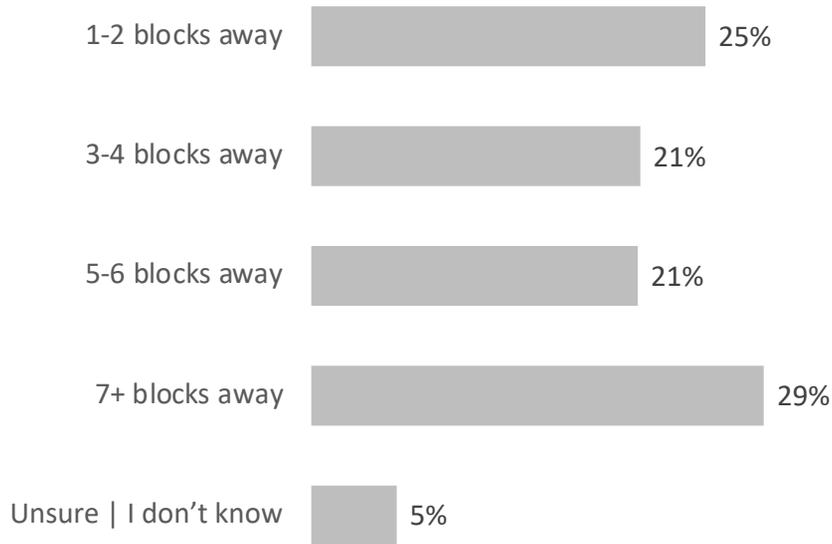


Number of Children by age group

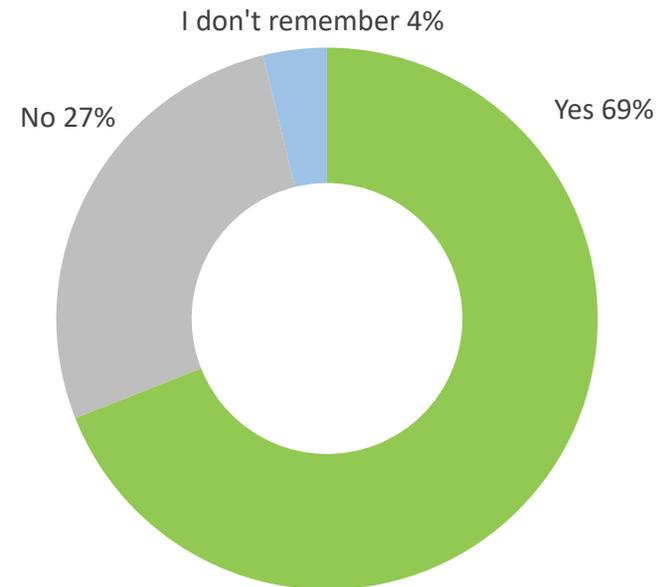
	1	2	3	4	5+
2 years and under	73%	20%	6%		1%
3 - 5 years	84%	15%			1%
6 - 10 years	78%	20%	3%		
11 - 13 years	87%	13%			
14 years and older	69%	29%			2%

Proximity to & Incidence of visiting Chuck Bailey Recreation Centre

Proximity to Recreation Centre

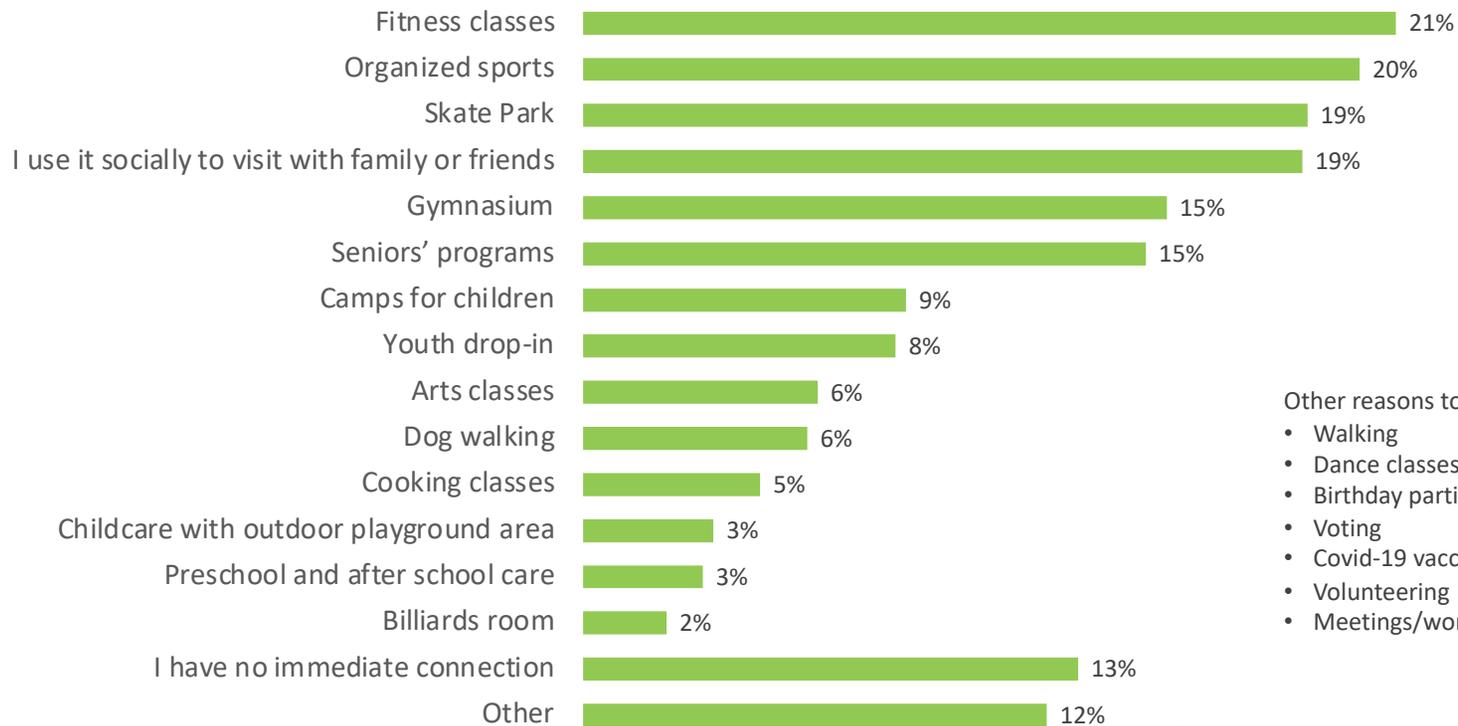


Ever Visited Recreation Centre



Q: How many blocks away from Chuck Bailey do you live?
Q: Have you ever visited or used the Chuck Bailey Recreation Centre?
Total participants: 705/1052

Reasons to visit Chuck Bailey Recreation Centre



Other reasons to visit the Recreation Centre include:

- Walking
- Dance classes
- Birthday parties
- Voting
- Covid-19 vaccinations
- Volunteering
- Meetings/workshops

Organized sports i.e. ,badminton, basketball, soccer, table tennis, carpet bowling

Fitness classes i.e., yoga, circuit training, tai chi, dance

I use it socially to visit with family or friends i.e., picnic areas, parks

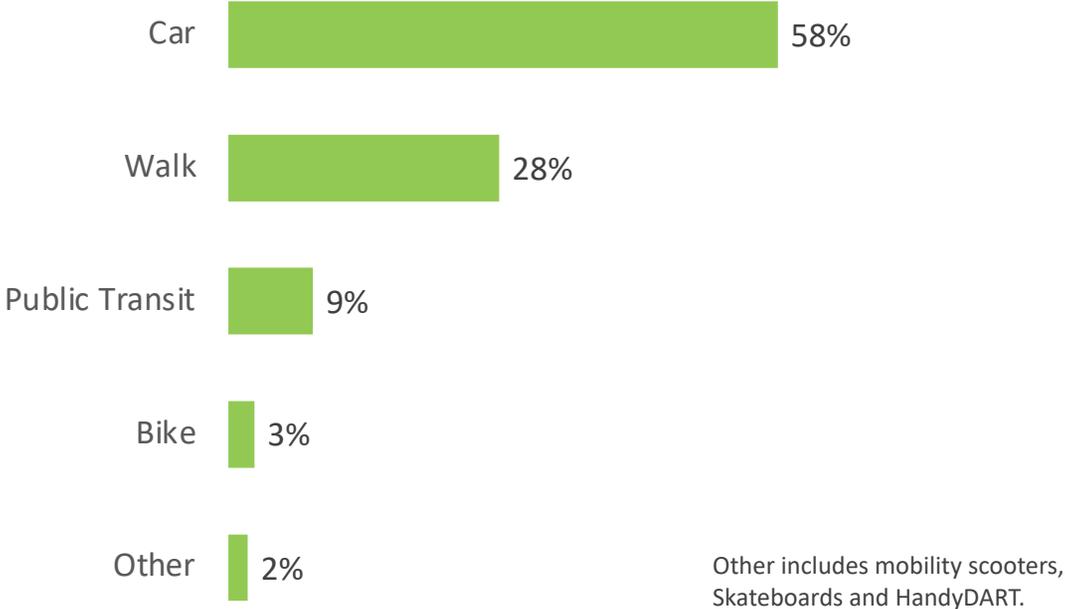
Q: What do you typically come to the Chuck Bailey Recreation Centre for? Select all that apply.

Please refer to the Verbatims file to read all the comments submitted for this question.

Total participants: 728



Getting to the Chuck Bailey Recreation Centre

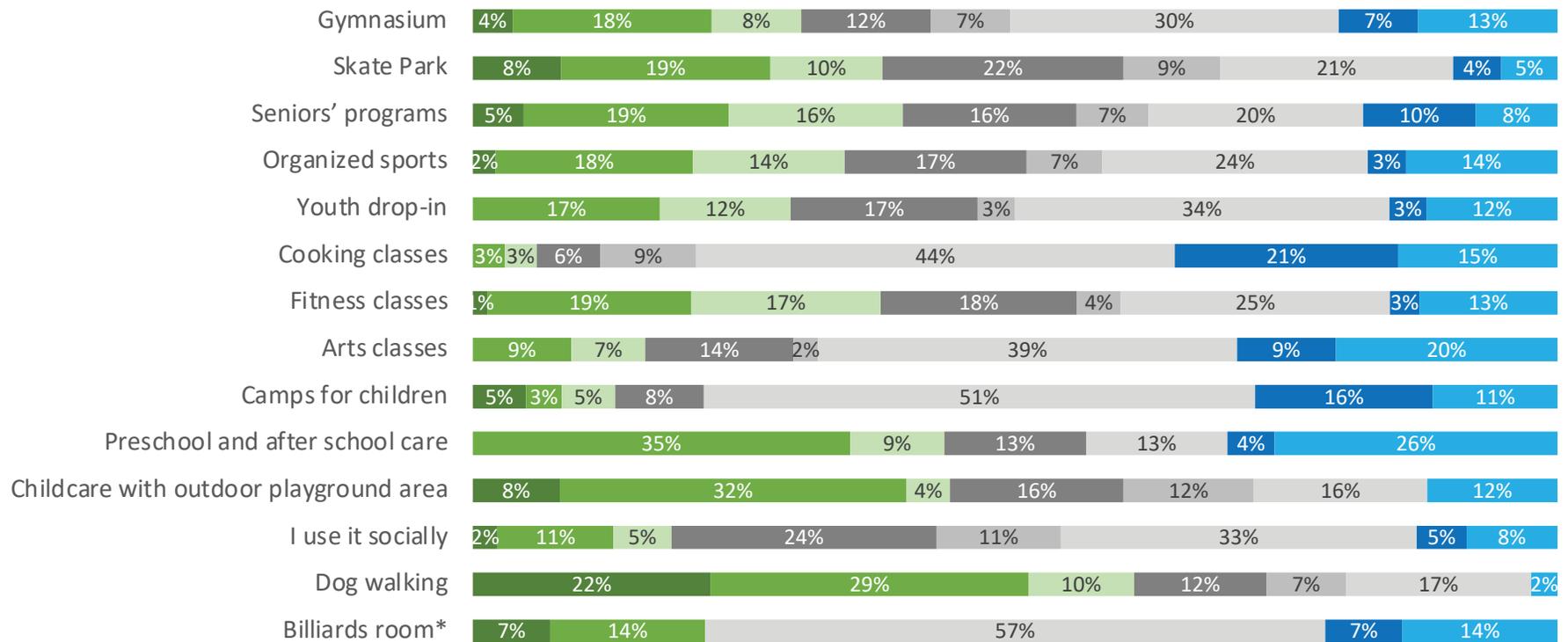


Q: How do you primarily get to the Chuck Bailey Recreation Centre?
Please refer to the Verbatims file to read all the comments submitted for this question.
Total participants: 730



Frequency of visiting Chuck Bailey Recreation Centre for Activities

■ Almost everyday
 ■ A few times a week
 ■ Once a week
 ■ A few times a month
 ■ Once a month
 ■ A few times a year
 ■ Once a year
 ■ Less than once a year

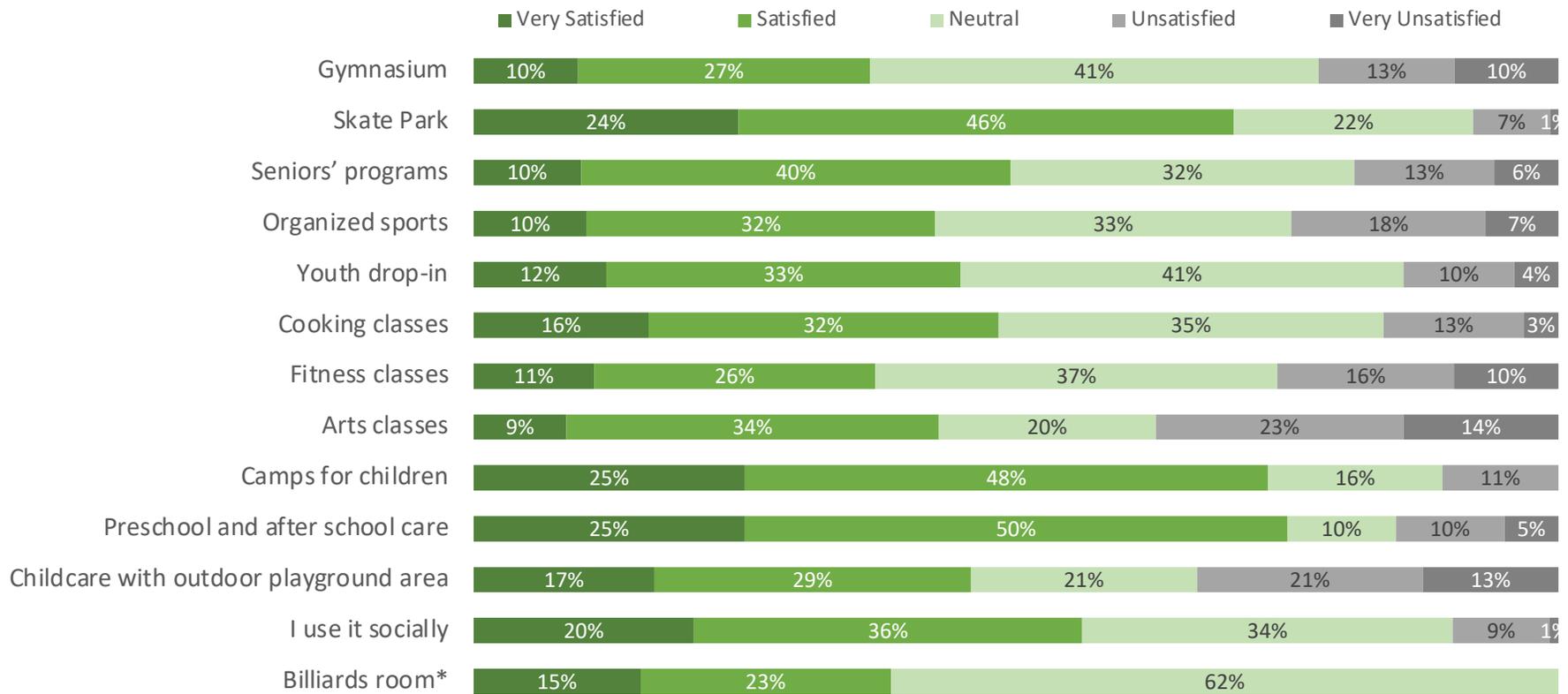


Q: How often do you visit the Chuck Bailey Recreation Centre for these activities?

Total participants: 14-149. *Caution: low base n<20.



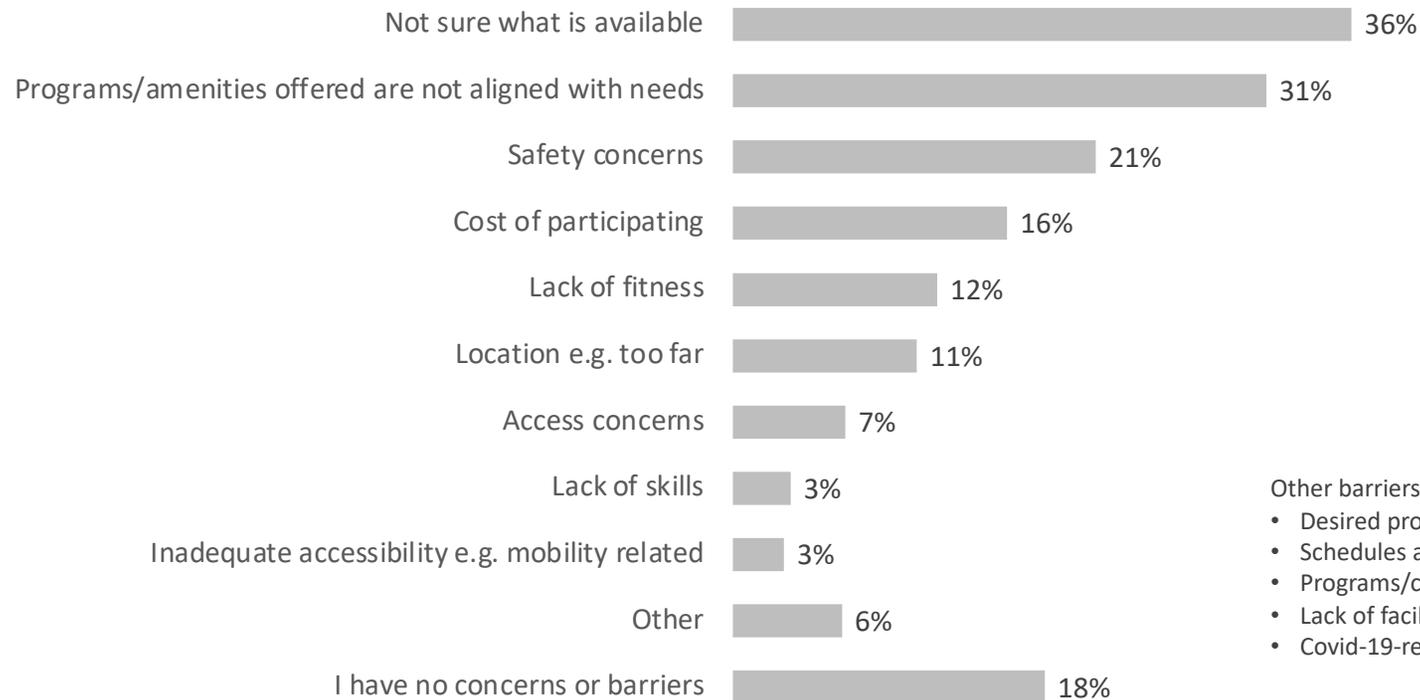
Satisfaction with the Current Availability and Delivery of these Activities



Q: How satisfied are you with the current availability and delivery of these activities?

Total participants: 13-135 (excludes *No Opinion*). *Caution: low base n<20.

Barriers/Concerns Preventing access to Recreation, Culture and other Programming at Chuck Bailey Recreation Centre



Other barriers include:

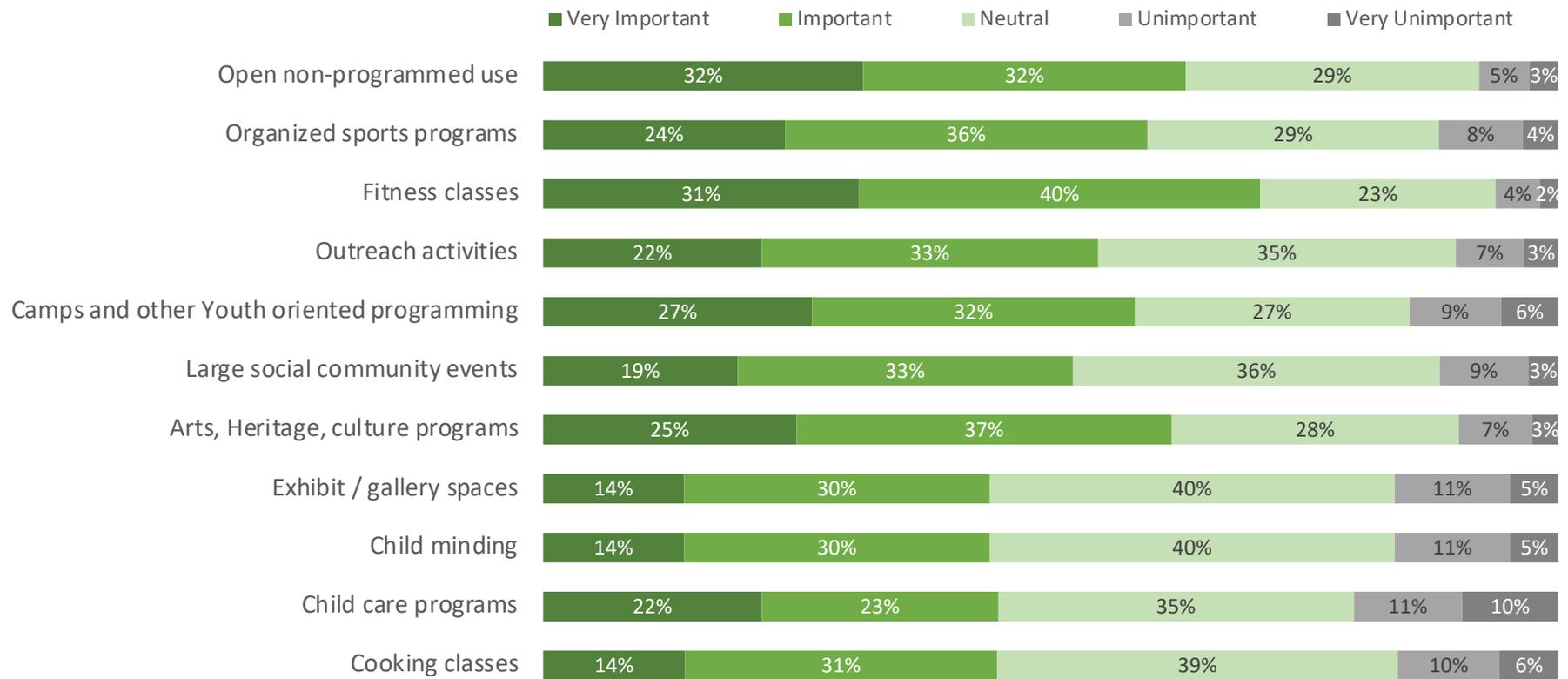
- Desired programs/classes are not offered
- Schedules are not convenient
- Programs/classes fill up too quickly
- Lack of facilities
- Covid-19-related concerns

Q: What barriers or concerns, if any, prevent you (or members of your household) from accessing recreation, culture, and other programming at Chuck Bailey Recreation Centre?

Please refer to the Verbatims file to read all the comments submitted for this question.

Total participants: 1009

Importance of Types of Programming in the new Chuck Bailey Expansion

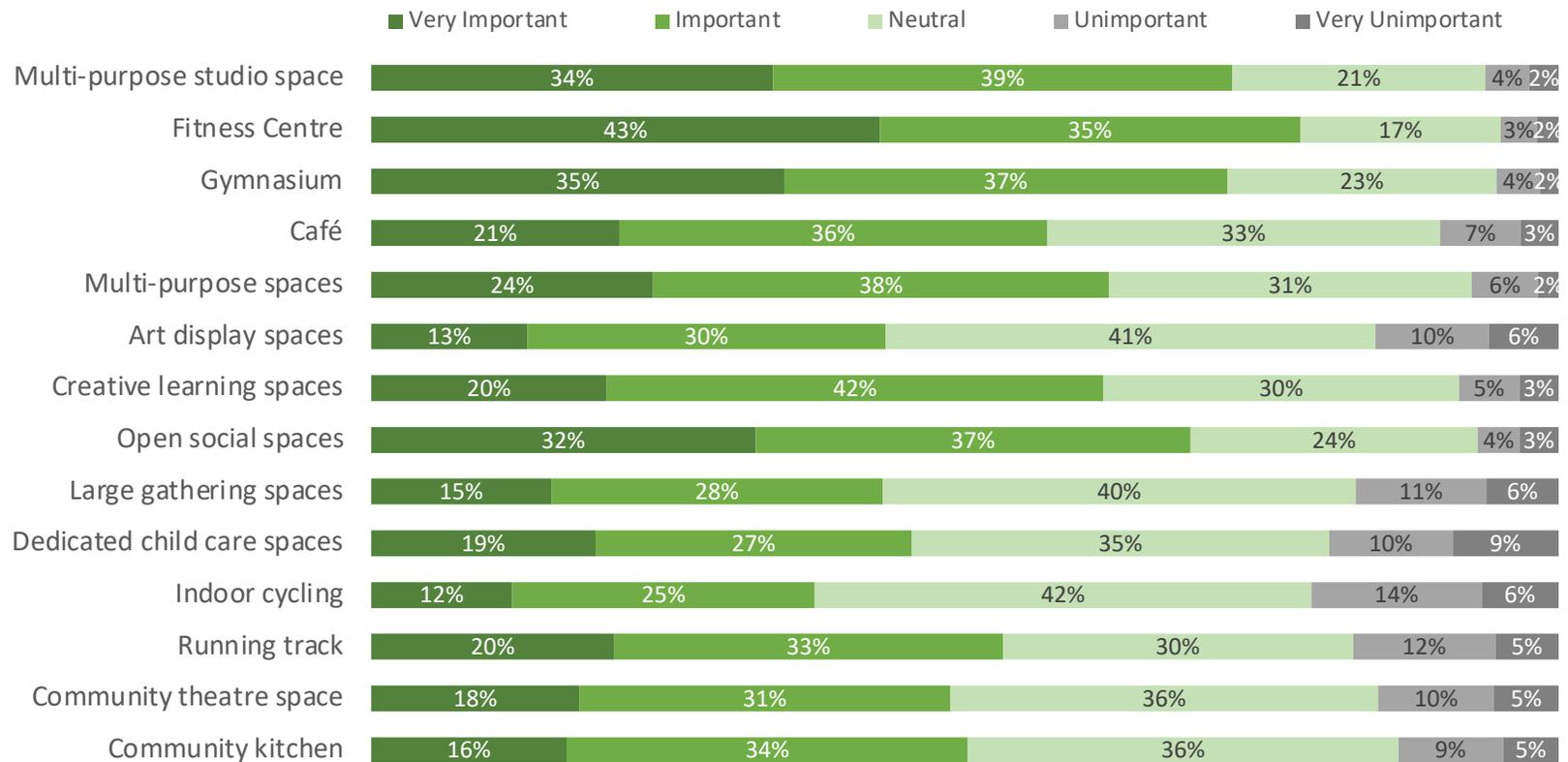


Q: How important are the following kinds of programming for you to see in the new Chuck Bailey Expansion?

Total participants: 966



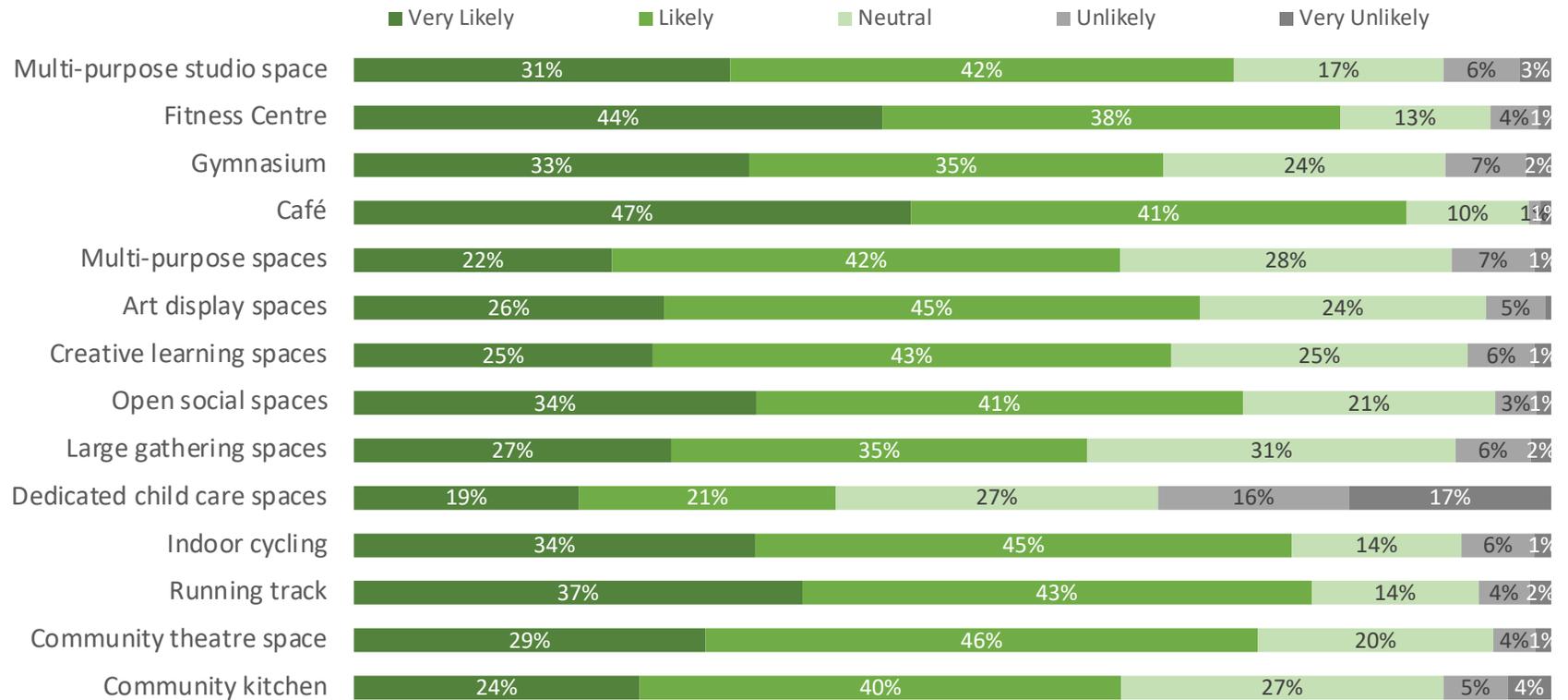
Importance of Building Amenities in the new Chuck Bailey Expansion



Q: How important are the following building amenities for you to see in the new Chuck Bailey Expansion?

Total participants: 941

Likelihood of using Amenities



Q: How likely are you to use each of these amenities?
 Total participants: 346-725

SHAPE
Architecture Inc.



CORPORATE REPORT

NO: R169

COUNCIL DATE: September 13, 2021

REGULAR COUNCIL

TO: Mayor & Council DATE: September 9, 2021

FROM: General Manager, Parks, Recreation & Culture FILE: 0450-01

SUBJECT: Proposed Partnering and Lease Agreement for use of space at 13458 - 107A Avenue (City Centre Sports Complex) to Métis Family Services – Agreement in Principle

RECOMMENDATION

The Parks, Recreation & Culture Department recommends that Council:

1. Receive this report for information;
2. Support the application by La Societe De Les Enfants Michif for Provincial capital funding of \$2,800,000 for the construction of a 57-space childcare facility to be built as additional programming and service space within the new City Centre Sports Complex (Chuck Bailey Recreation Centre expansion) project located at 13458 107A Avenue;
3. Approve the execution by the General Manager of Parks, Recreation & Culture of a Partnering Agreement between the City and the La Societe De Les Enfants Michif, subject to compliance with the public notice provisions of the *Community Charter, SBC 2003, C.26*, as approved by the City Solicitor, all as generally described in this report; and
4. Approve the execution by the General Manager of Parks, Recreation & Culture of a 15-year Lease with an option to renew for an additional 10-years between the City and La Societe De Les Enfants Michif, subject to execution of the Partnering Agreement, compliance with the public notice provisions of the *Community Charter, SBC 2003, C.26*, and satisfaction of the conditions precedent, all as generally described in this report.

INTENT

The purpose of this report is to obtain Council's support for an application by the La Societe De Les Enfants Michif ("Metis Family Services") for \$2,800,000 in Provincial capital funding for a ±3,095 ft², 57-space childcare facility (the "Lease Area") within the new addition to the Chuck Bailey Recreation Centre (the "Facility") and seek Council approval to execute a partnering agreement (the "Partnering Agreement") and a lease agreement (the "Lease") between the City and Metis Family Services, all of which are in relation to the development and operation of the Lease Area.

BACKGROUND

Site Location

The Facility is located at 13458 107A Avenue. The Lease Area will be located within the planned addition to the Facility. The surrounding neighborhood includes the “The Bailey” district of the City Centre Town Centre Plan area. The general vicinity encompasses a component of an emerging regional town centre where land use is in transition from low density urban and town centre uses to high density multi-family and commercial uses at densities ranging from 3.5 to 7.5 FAR. Within the immediate area of the Chuck Bailey Recreation Centre there are 15 active development applications involving high density residential tower projects. Notable projects include the Legion Veterans Village by the Lark Group and the University District and Surrey Masterplan residential tower projects by Bluesky Properties (Bosa). The location lies five blocks north of Central City mall, three blocks north of City Hall and the City Centre Library, and one block south of the Gateway Skytrain Station and surrounding office and retail developments.

DISCUSSION

Surrey’s urban Indigenous population is the fastest growing in British Columbia and largest in BC. The Indigenous community in Surrey also experiences one of the highest children and youth poverty rates in the region. As one of the few Indigenous-led organizations in Surrey, Métis Family Services provides child safety and family support services. There is a substantial need within the Métis community and Surrey for culturally relevant and safe childcare spaces for Métis and urban Indigenous peoples. Quality early childhood experiences for young Indigenous children that are culturally relevant can be a powerful equalizer to ensuring that they are given the best chances to thrive later in life.

The proposed Indigenous childcare is designed to provide culturally safe and trauma informed (Programs, interventions and service systems based on awareness of signs and symptoms of trauma, recovery paths and minimizing re-traumatization by the care system), wrap around services for Indigenous and Non-Indigenous children. The program is inclusive to Indigenous and Non-Indigenous children although priority will be given to Métis, First Nations and Inuit children and families in Surrey and the surrounding areas. Métis Family Services include specialized supported child development staff including infant development consultants to assist families needing extra supports. Métis Family Services works collaboratively with families and community to increase their capacity to nurture and care for their children in the most inclusive manner that honors and celebrates heritage and diversity.

City staff and Métis Family Services representatives have agreed on the terms on which the portion of the Facility can be made available for the operation of the Indigenous childcare. Subject to the conditions precedent the City will provide the Lease Area by way of a 25-year lease term. Métis Family Services will use their \$2,800,000 capital grant to fully fund the design and construction of a 57-space childcare area within the Facility. Civic Facilities has reviewed the proposal for the additional space requirement and confirm that the \$2,800,000 contribution is adequate for the additional $\pm 3,095$ ft.² of building space within the Facility. If approved, it is anticipated that the Indigenous childcare will be opened as part of the overall opening of the Facility in the Fall 2024. Licensed childcare and family-related programming have been successfully implemented at Kensington Prairie Community Centre and Surrey City Hall. The leases to non-profit organizations result in the utilization of City amenities for highly needed community programming.

The Lease

The proposed Lease will include a ±3,095 square foot indoor area, plus a ±1,500 ft² dedicated outdoor area. The Lease will govern the terms and conditions associated with the use of the Lease Area and will also ensure that the childcare facility is operated in a manner that is acceptable to the City. The Métis Family Services will provide upfront payment for the full construction cost of the Lease Area and associated fit ups.

The Lease Agreement is for a 25-year term and is subject to the following conditions precedents:

- Confirmation of Provincial funding of the childcare program;
- City Solicitor approval; and
- Compliance with the applicable notice provisions of the *Community Charter*.

Current practice regarding the leasing of City land and buildings to non-profit organizations is to lease the land/building at fair market value.

The estimated market rent of the Lease Area was calculated by examining transactions of land lease comparables resulting in a base building rate of \$27/ft.². This base rent was adjusted upward to \$31/ft.² to capture the value of the proposed finishes for a daycare centre facility:

- $3,095\text{ft.}^2 \times \$31.00/\text{ft.}^2 = \$95,945$ per annum.

Under this policy, the Métis Family Services as a non-profit organization would have the opportunity to apply to Council for an annual grant in-lieu of rent. Based on the market rental value of the Lease Area, the annual rent for the proposed Lease is \$95,945. This approach was found not to be feasible in this situation as funding provided to Métis Family Services child-care funding requires a minimum 10-year commitment in order for the Provincial capital grant funding to be made available. To address this requirement, it is recommended that the City enter into a 15-year Lease with an option to renew for an additional 10-years with Métis Family Services at the nominal sum of \$1.00. The Lease Area and associated improvements will revert back to the City after the 25-year lease term. While the nominal sum of \$1.00 is only being charged, the value that the City is receiving from this project is approximately equal to the annual rent of 25-year, which using a discount rate of 2% has been estimated at \$2,372,000.

The Partnering Agreement

The Partnering Agreement authorizes the City to provide "assistance" to Métis Family Services for this project in accordance with section 24 of the Community Charter. The proposed Partnering Agreement with Métis Family Services includes the following potential types of assistance:

- A contribution by the City of the Lease Area for use by Métis Family Services throughout the 25-year term for an Indigenous Childcare program;
- Provision or secondment of City employees or employee time to work with Métis Family Services to help coordinate the use and operation of the Lease Area with other City services or programs;
- Maintenance by the City of the parking areas, entry plaza, pedestrian pathways and landscaping adjacent to the Facility at no cost to Métis Family Services; and
- Access to and use of other areas of the Facility as agreed upon between the City and Métis Family Services for a nominal rate.

If the Partnering and Lease Agreements are approved by Council, public notice of the City's intention to provide assistance under the Partnering Agreement and its intention to dispose of property by way of lease must be provided in accordance with sections 26 and 94 of the *Community Charter*.

Legal Services Review

This report has been reviewed by Legal Services and they have no concerns.

SUSTAINABILITY CONSIDERATIONS

The Partnering Agreement and Lease of the Lease Area to Métis Family Services support the objectives of the City's Sustainability Charter 2.0. In particular, these Partnering and Lease Agreements relate to the Sustainability Charter 2.0 themes of Education and Culture, and Inclusion. Specifically, this project supports the following Desired Outcomes ("DO"):

- Diversity and Accessibility DO1: Surrey welcomes, includes, embraces and values the diversity of people who live here;
- Diversity and Accessibility DO2: Surrey is a caring and compassionate City that supports its residents of all backgrounds, demographics and life experiences;
- Learning DO3: Meaningful and accessible early childhood learning opportunities are in place for children and families;
- Diversity and Accessibility DO7: Surrey's Urban Aboriginal community is thriving with high educational outcomes, meaningful employment, and opportunities for cultural connections; and
- Age Friendly Community DO17: Families have access to affordable and quality local childcare.

CONCLUSION

Based on the above discussion, it is recommended that Council support the Métis Family Services provincial capital grant application and approve the Partnering and Lease Agreements as generally described in this report for the Lease Area within the expanded Chuck Baily Recreation Centre, all subject to the conditions precedent.



Laurie Cavan
General Manager
Parks, Recreation & Culture