

SUMMARY OF COMMUNITY ENGAGEMENT

Surrey Parks, Recreation & Culture 10-Year Strategic Plan



ENGAGEMENT SNAPSHOT

Throughout 2017, a comprehensive community engagement process was used to involve over 5,000 people in the development of Surrey's Parks, Recreation & Culture (PRC) 10-Year Strategic Plan. A broad range of community members and groups shared their ideas through a series of interviews, online surveys, Idea Fairs and Open Houses, workshops, focus groups with staff and high school students, and multi-lingual 'project ambassadors' who visited popular locations and hosted pop-up events throughout the city. The following provides an overview of what we heard throughout the process. **For further details, see www.surrey.ca/PRCplan.**



4,630+

Completed
3 Questionnaires



410+

Attended
7 Public Events



250+

Attended
10 Workshops



90+

Attended
13 Focus Groups



KEY THEMES:

- » **Inclusion and access:** Our facilities, parks, programs, and events need to be inclusive and accessible for everyone. This includes physical access but also things like cost, timing, and transportation.
- » **Greater variety of programs and events:** Surrey needs a range of all-ages programs and family events as well as age-specific activities for children, youth, young adults, and seniors.
- » **Engaging our community:** We need more spaces across the City to bring people together and support local organizations and people of all ages to get involved in local arts, culture, recreation, and sports.
- » **Protect & celebrate nature:** It is vital to preserve, maintain, and increase our parks and natural areas as we continue to grow. People also want more ways to connect and interact with nature.
- » **Intercultural appreciation and connection:** Participants wanted more opportunities to learn about and celebrate the many diverse cultures of our unique community and heritage.
- » **Making Surrey a destination for parks, recreation & culture:** To make Surrey a renowned hub and stay on the forefront of new and emerging trends, we need innovative facilities, events and attractions.

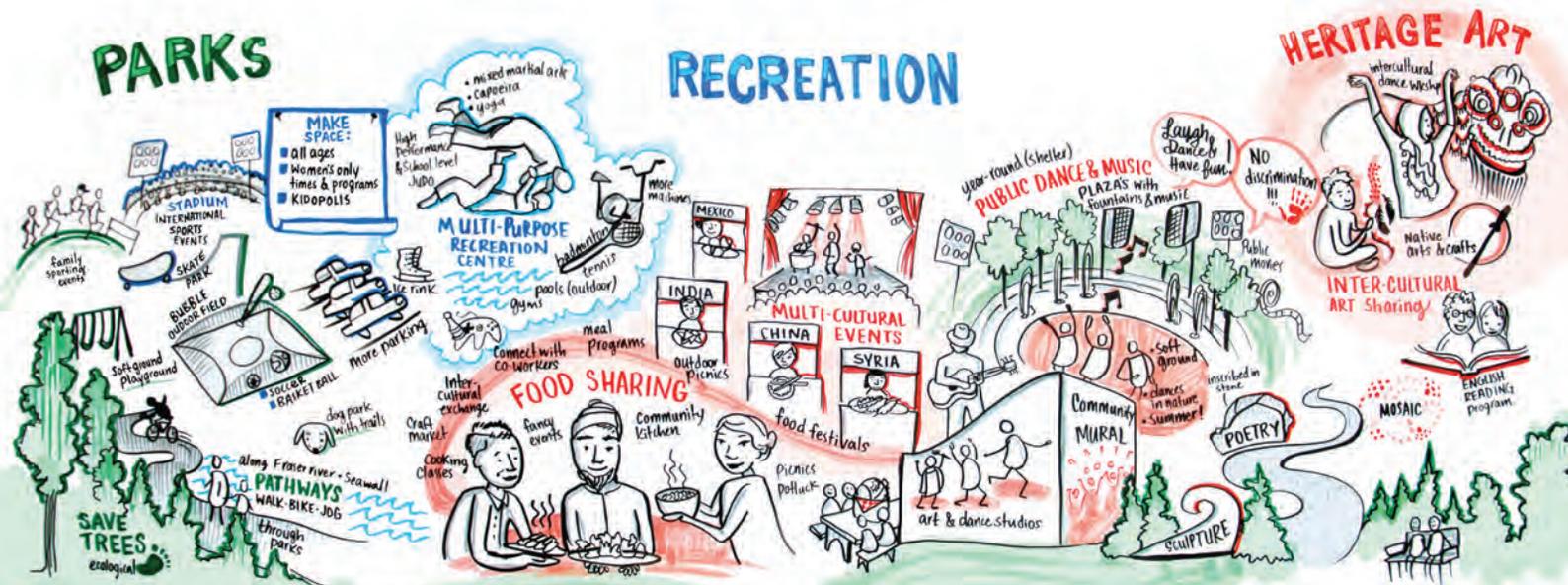


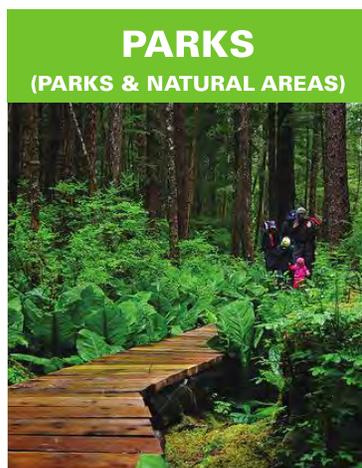
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INTRODUCTION

ABOUT THE PROJECT

Surrey is a city abundant with parks, recreational facilities, and a vibrant arts, cultural and heritage community. The Parks, Recreation & Culture (PRC) Department helps to plan, deliver and operate many of these resources and amenities. To build on these assets, and to meet the needs of a diverse and growing community, **the City is developing a new Parks, Recreation & Culture (PRC) Strategic Plan.**



The current [2008 PRC Strategic Plan](#) expired at the end of 2017 and a comprehensive process is needed create a new Strategic Plan. The new PRC Plan will:



Set Direction: The new plan will identify the greatest needs and opportunities related to facilities, programs and services needed in the City and set our direction for the next decade.



Accommodate Growth: We're expecting 100,000 new residents over the next 10 years. The PRC plan will accommodate these residents while responding to our community's changing needs and interests.



Guide Investment: The PRC Plan will help determine important funding and infrastructure decisions, and determine where and how money should be spent.

A COLLABORATIVE COMMUNITY PROCESS

Work on the new PRC Plan began in summer 2016 with preparation and background studies. In the community engagement phase, we looked to Surrey residents and community stakeholders to generate ideas and explore possibilities for the future of our parks, recreation and culture.

OVERALL PROJECT TIMELINE



Community member ideas and feedback were directly used to help to shape the new PRC Plan. Throughout 2017, a comprehensive community engagement process was used to engage over 5,000 people and identify and prioritize what matters most to Surrey residents and stakeholders. Efforts were taken to ensure we consulted with a broad range of people through a variety of activities including: stakeholder interviews, 6 public Ideas Fairs, an Open House, 3 online surveys, 10 theme-based workshops and ‘project ambassadors’ visiting popular locations and hosting pop up events across the City.

- **IN STEP 1**, community members and stakeholders explored early ideas, issues and priorities for Surrey’s parks, recreation, and culture facilities, services, and programs.
- **IN STEP 2**, community ideas were used to shape early directions for the plan which were brought back to the public and stakeholders for review and discussion.
- **IN STEP 3**, community input was used to refine directions into a draft plan which was brought back to the community once more before the plan was finalized and presented to Council for approval.

A comprehensive needs assessment was also undertaken to look at demographics and population growth and assess PRC facilities and services in each area of the City. This study also looked at trends and best practices and compared Surrey to other cities of similar size to identify where our services are excelling and where growth is needed.

This report provides a summary of what we heard throughout the engagement process.

PART 1. WHAT WE DID



ENGAGEMENT ACTIVITIES

From Spring to Fall of 2017, the City invited the entire community to get involved in the PRC Plan process. The goal was to identify, share and discuss key issues and priorities for the future. Over 5,000 people were engaged through a variety of activities:



12
Stakeholder Interviews

COMMUNITY INTERVIEWS

At the start of the process, a dozen community groups were interviewed to understand key interests and issues. Interviews included a range of arts, heritage, sports/recreation, stewardship groups and people working with as children, seniors, diverse community groups, and newcomers.



4,630+
Completed
3 Questionnaires

SURVEYS & POP-UP EVENTS

A total of three public surveys were conducted throughout the process. Multi-lingual 'project ambassadors' were used to raise awareness and reach a broad and diverse range of people. Ambassadors visited popular community locations and hosted pop up events across the City to gather input through surveys.



410+
Attended
7 Public Events

IDEA FAIRS & OPEN HOUSE

In Step 1, a series of six Idea Fairs were held in each Town Centre across the City to reach a broad and diverse range of community members and gather their ideas on key priorities. In Step 3, a final Open House was held to share the draft Plan and gather community feedback to make sure we're on the right track.



30+
Attended a
Youth Focus Group

HIGH SCHOOL WORKSHOP

To gain a deeper understanding of what youth in Surrey want for the future, the project team hosted a workshop with high school students at Queen Elizabeth Secondary. Students shared their priorities and ideas on arts, heritage, parks, and recreation and explored what would make these things great for young people in Surrey.



250+
Attended
10 Workshops

THEME-BASED WORKSHOPS

To dive even deeper into key topics like arts, heritage, parks, indoor and outdoor recreation, and community programs and events, a series of ten workshops were held in Steps 1 and 2. These events invited key community groups and the public to engage in a dialogue about the topics that were most important to them.



60+
Staff attended
12 Focus Groups

STAFF FOCUS GROUPS

In addition to the public engagement, the project team hosted a series of focus groups with City staff who work with various segments of the population such as youth, seniors, new immigrants and refugees. Approximately 60 staff participated in 12 different focus groups to share their ideas and expertise.

PROMOTION & OUTREACH

To help raise awareness of the project and opportunities to be involved, the “Help Shape Surrey” brand was created. The pottery wheel symbolizes the creativity and collaboration needed to make the plan for our shared future, together.

Engagement activities were promoted extensively and in advance to reach as many people as possible:

- **Online Promotion**

- Project webpage to promote upcoming engagement events and activities.
- Email updates sent to 28,000 people on City newsletter lists.
- Social media: Facebook updates and events, Twitter posts.

- **Print Notices**

- Press release announcing the launch of the PRC Plan
- Notices in the City’s Recreation Guide
- Notices in various City mail-outs (Tax Matters brochure, utility/water bills)
- Newspaper ads in 18 local newspapers and South Asian newspapers including: NOW, Peace Arch News, Cloverdale Reporter, Leader, The Voice/Indo Canadian Awaaz, The Link Newspaper, and Indo-Canadian Times.

- **Community Signage & Advertising**

- Posters and postcards distributed at public facilities across the City
- 107 interior bus ads
- 25 bus stop ads
- 6 SkyTrain posters
- City’s electronic billboards



In addition to the promotion listed above, a number of “project ambassadors” in branded t-shirts helped to raise broader awareness. They did extensive outreach at a wide range of locations and events:

- **Community Centres:**

- Cloverdale Recreation Centre
- North Surrey Recreation Centre
- Fleetwood Community Centre
- South Surrey Recreation & Arts Centre

- **Community events:**

- Kwantlen University Open House in City Centre
- Surrey Mayors Cup at Newton Athletic Park
- Family Sunday at the Surrey Art Gallery
- Seniors & Youth Celebrate the Arts at Guildford Rec Centre
- Surrey Muse at City Centre Library
- Family storytimes at City Centre Library
- Community Shift event at City Centre Library
- Active Aging Resource Fair at Guildford Recreation Centre
- Spring Break Family Programs at the Museum of Surrey
- Celtic Fest at Museum of Surrey
- Youth Basketball Tournaments at Fraser Heights Recreation Centre

- **Other community locations:**

- Guildford Town Centre Mall
- Newton Library
- Surrey Youth Orchestra rehearsals
- Sikh Temples



In addition, a grand prize of \$500 to spend at Guildford Centre was offered to encourage participation in the project’s various input activities.

PART 2. WHO PARTICIPATED



OVERVIEW

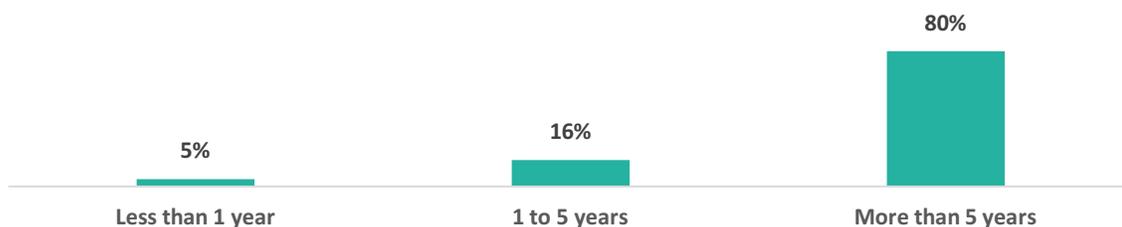
Over 5,000 people participated in the three-step engagement process. These participation rates are statistically significant – that is, enough to give us a good idea of how the overall community feels – and are quite high when compared to other City surveys and engagement activities. Efforts were taken to engage a broad and diverse range of people to hear from all the different groups that use Surrey’s Parks, Recreation & Culture.

Participants were asked basic demographic questions to get a sense of how representative they were of the broader community. Where possible, these results were used to target engagement and outreach to try and involve those who were less represented (like youth, newer residents, and non-English speakers). Specific tactics to reach more diverse audiences involved hiring Punjabi-speaking project ambassadors who visited a wide range of locations including Sikh temples, youth-focused events, and community events in new neighbourhoods; event promotion and advertising in Indo-Canadian newspapers; hosting a youth focus group with high school students; and engaging City staff who work with groups like children, youth, seniors, new immigrants, and refugees.

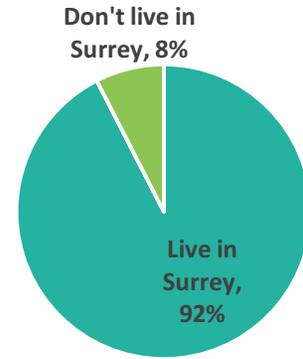
We also looked at how demographics affected people’s opinions and priorities. For some topics, responses didn’t change much based on people’s age, gender, or where they lived; however, for others, these factors made a big difference. Where there were significant differences, this has been noted in the report.

DEMOGRAPHICS

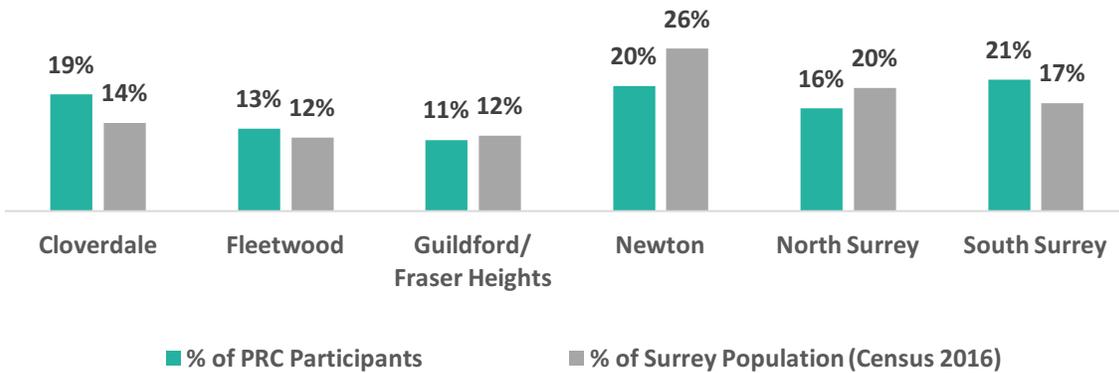
HOW LONG PEOPLE HAVE LIVED IN SURREY: The majority of participants have lived in Surrey for 5 years or more.



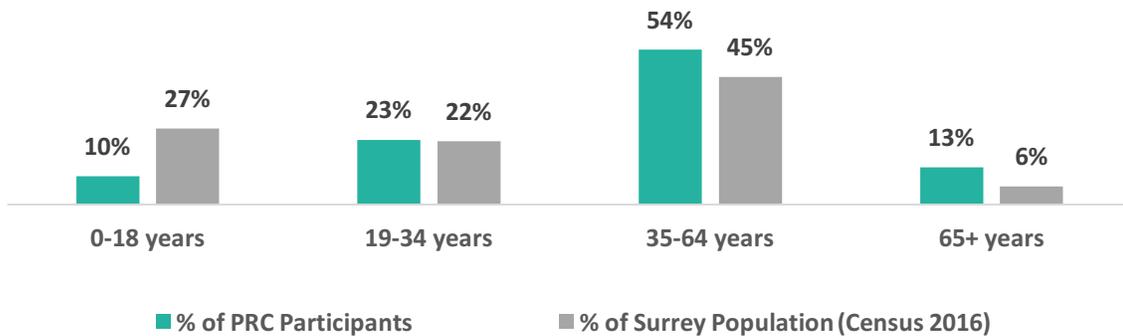
BY LOCATION: The majority of participants (92%) live in Surrey, while others come to Surrey for work, school, or leisure, or regularly visit Parks, Recreation, & Culture facilities, programs, and events.



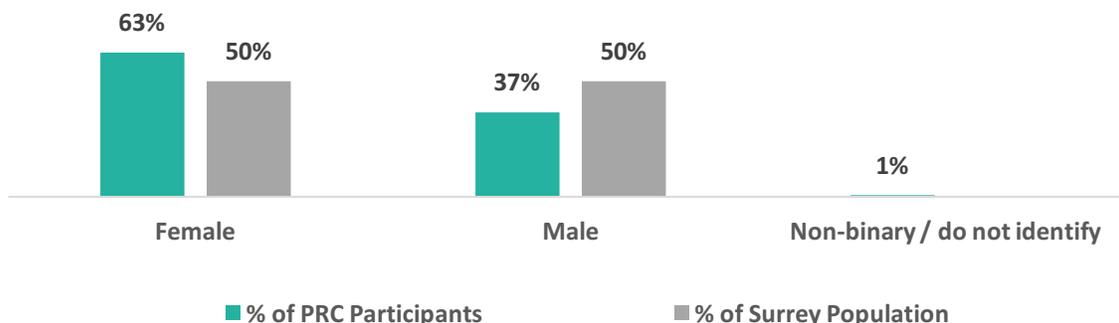
Of those from Surrey, participants came from all over the City. The proportion of people who participated from each community was quite close to the proportion of Surrey’s population in each of these areas. However, participation was slightly higher for Cloverdale and South Surrey and slightly lower for Newton and North Surrey.



BY AGE: A range of people of all different ages participated. The proportion of younger adults who participated was very close to Surrey’s actual population while the proportion of older adults and seniors who participated was higher. The proportion of children and youth was not as representative of the city’s population.

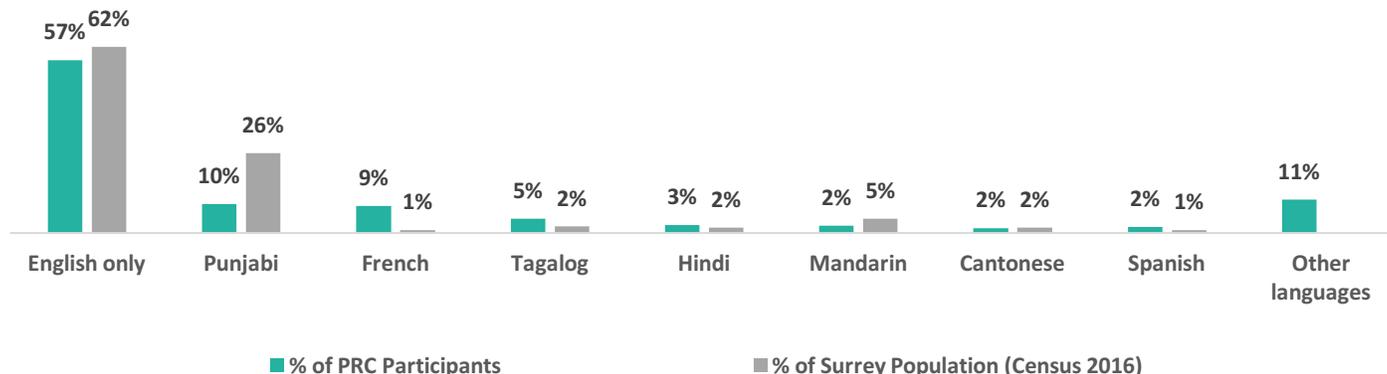


BY GENDER: The proportion of females who participated in the process was slightly higher than the proportion of males; however, this ratio is much more representative than past PRC surveys which included up to 70% female respondents. There were also a number of people who did not identify as male or female (*not reported on the 2016 Census so no comparison data was available*).



BY LANGUAGE: To better understand the cultural diversity of participants, we asked people if they spoke any languages other than English. While the proportion of certain languages, such as Punjabi, did not reflect the exact proportion of Surrey’s population, the total proportion of people who spoke languages other than English (43%) did reflect a diverse range of residents.

Targeted outreach in Steps 1 and 2 resulted in much more diverse participation (especially with Punjabi speakers) while Step 3 had a much higher proportion of English-only speakers.



PART 3. WHAT WE HEARD



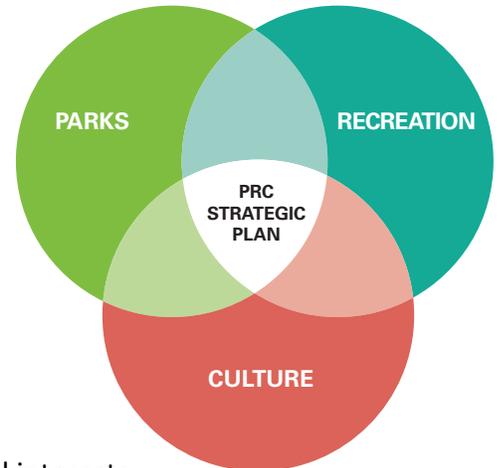
OVERVIEW

A BALANCED & INTEGRATED PLAN

One of the key themes that stood out, was the overlap between parks, recreation and culture.

While these are three separate City divisions, community members didn't see these boundaries and came up with many great ideas that integrated different topics such as heritage trails, yoga in parks, and outdoor events that celebrate our community's diverse cultures and heritage through art, music, dance, and food.

Participants emphasized that to meet the diverse needs and interests of our unique community, the City will need to take an integrated approach. Collaboration among City departments will be essential to develop a balanced plan that equally serves the future of parks, recreation, and culture in Surrey.

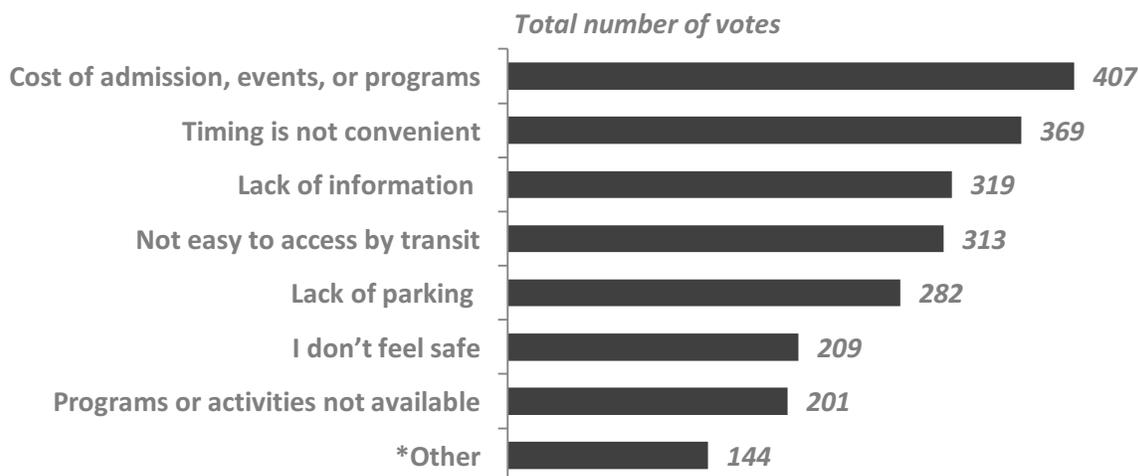


“We need a balanced plan that addresses all topics equally”



KEY CHALLENGES

In Step 1, survey respondents were asked to review the following list and identify any challenges or barriers that prevented them from enjoying Surrey's facilities, programs or events (participants could select as many that applied or add their own ideas).



The following provides a summary of related comments:

- **Greater variety of programs and classes (150 comments)**
 - More programs for emerging sports and fitness (disc golf, pickleball, badminton, acro yoga, martial arts, self defense, gymnastics)
 - More family programs (reading, arts and crafts, fitness, nature walks)
 - More activities for active seniors (cycling clubs, water running)
 - More adult-only programs and activities for millennials (movie and game nights, comedy, concerts, activity/adventure clubs, paint nights, etc.)
 - Greater variety of programs for all ages and levels (cooking, language, multicultural programs, different kinds of dance, more pottery, meditation and mindfulness, animation, textiles, wood working, maker clubs)
 - Women's only swim times
- **Transportation and access to facilities and events (49 comments)**
 - Support access to facilities by walking, cycling, and public transit
 - Connect facilities with bike routes and natural paths
 - Provide a range of facilities and amenities across the City
 - Provide shuttle services to events to avoid driving and parking congestion, especially for seniors and people with mobility challenges
 - Provide ample free parking at facilities and parks

- **Facility operations and information (47 comments)**
 - Make it easier to sign up for programs and services, address waitlist demands
 - Provide more communications and ample notice to let people know about existing facilities, services, programs, and events
 - Longer hours for community centres, parks, and pools, especially in summer
 - Provide free Wi-Fi access at facilities throughout the city
- **Community safety (33 comments)**
 - Make it safer for pedestrians to access facilities
 - Improve safety in parks and trails, ensure safe play spaces for children
 - More lighting for use of parks and recreation facilities in the evenings
 - Surveillance of parks at night to prevent illicit activities
 - Better security/surveillance to address auto theft/vandalism in parking areas
- **Affordability of facilities, programs and events (29 comments)**
 - Consider vulnerable groups in the planning services, programs, and events; provide assistance to lower income individuals and families
 - Provide free programs and activities for children, youth and seniors
 - Create a pass you can use at all City facilities/recreation centres
 - Reduce costs, particularly for cultural activities and events
 - Create a “Surrey Inspiration Guide” to let people know about free events, programs, and things to do in Surrey
- **More facilities and greater variety of facilities (21 comments)**
 - More arts & cultural facilities, performance venues, entertainment, museums
 - More recreation, sports, and fitness facilities (i.e., disc golf, pickleball, pools, squash courts, rock climbing/bouldering, slack lines)
 - More walking and cycling trails
 - More off-leash dog areas
- **Inclusive and accessible programs and classes (9 comments)**
 - More inclusive programs and facilities for children and adults with physical and developmental disabilities (i.e., adapted equipment in parks and playgrounds)
 - More multi-language programs, especially for seniors (i.e., Mandarin, Punjabi)
- **Timing of programs and classes (9 comments)**
 - More programs on evenings and weekends (for all ages, including seniors)
 - Wider variety of times for kids programs
 - More drop-in facilities and programs

HOW DO CHALLENGES AFFECT DIFFERENT GROUPS?

Some groups experience more challenges or barriers than others.

BY LOCATION:

- Residents in **North Surrey** were more likely to report that there were a lack of programs or activities that interested them.
- Residents in **Guildford** were more likely to report cost and timing as key challenges.
- Safety was more of a concern for residents from **Newton, Fleetwood, and North Surrey**. Safety was much less of a concern for residents from Guildford.
- Residents in **South Surrey** were more likely to report having no challenges.

BY AGE:

- **Youth (under 18)** were more likely to report cost, limited transit and parking, timing, and safety as barriers.
- **Younger adults (19-34)** were more likely to report a lack of programs or activities that interested them, a lack of information about facilities, programs and events, and timing as key issues.
- **Adults (35-64) and seniors (65+)** were more likely to report they had no barriers.
- **Seniors** were more likely to report limited transit as a key issue.

BY GENDER:

- **Males** were more likely to report having no barriers than females.
- **Females** were more likely to state cost, time, and availability of programs as challenges.

HOW CAN WE GET MORE PEOPLE INVOLVED?

Participants at Idea Fairs were asked for their creative ideas to get more people involved in parks, recreation, and culture. The following “word cloud” identifies the top themes and ideas shared by participants.

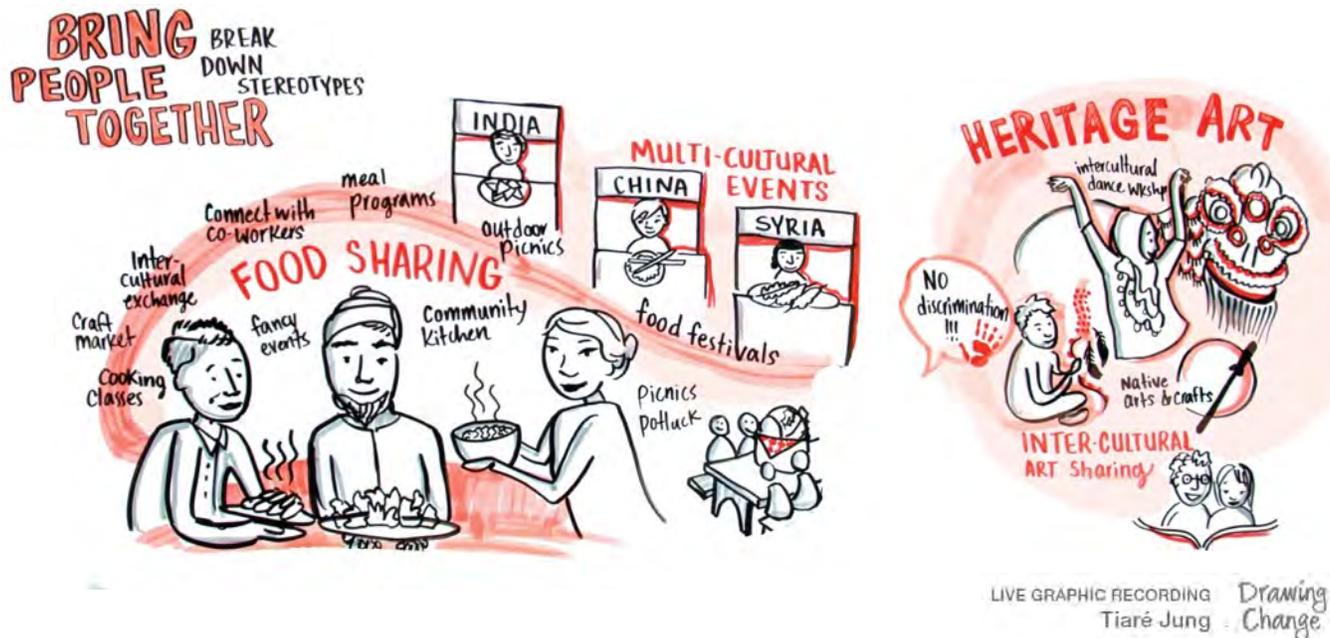


CULTURE

(ARTS & HERITAGE)

Culture Services stewards a wide range of facilities and programs within the city to provide heritage and arts learning and engagement opportunities. This division operates the City's arts and heritage facilities including Surrey Art Gallery, Surrey Civic Theatres, Museum of Surrey, Archives, and Historic Stewart Farmhouse, and delivers the City's five large-scale annual festivals.

Cultural Services is also responsible for the City's public art program, community art program and the cultural grants program. Surrey's arts and heritage facilities, programs and events serve hundreds of thousands of residents every year.



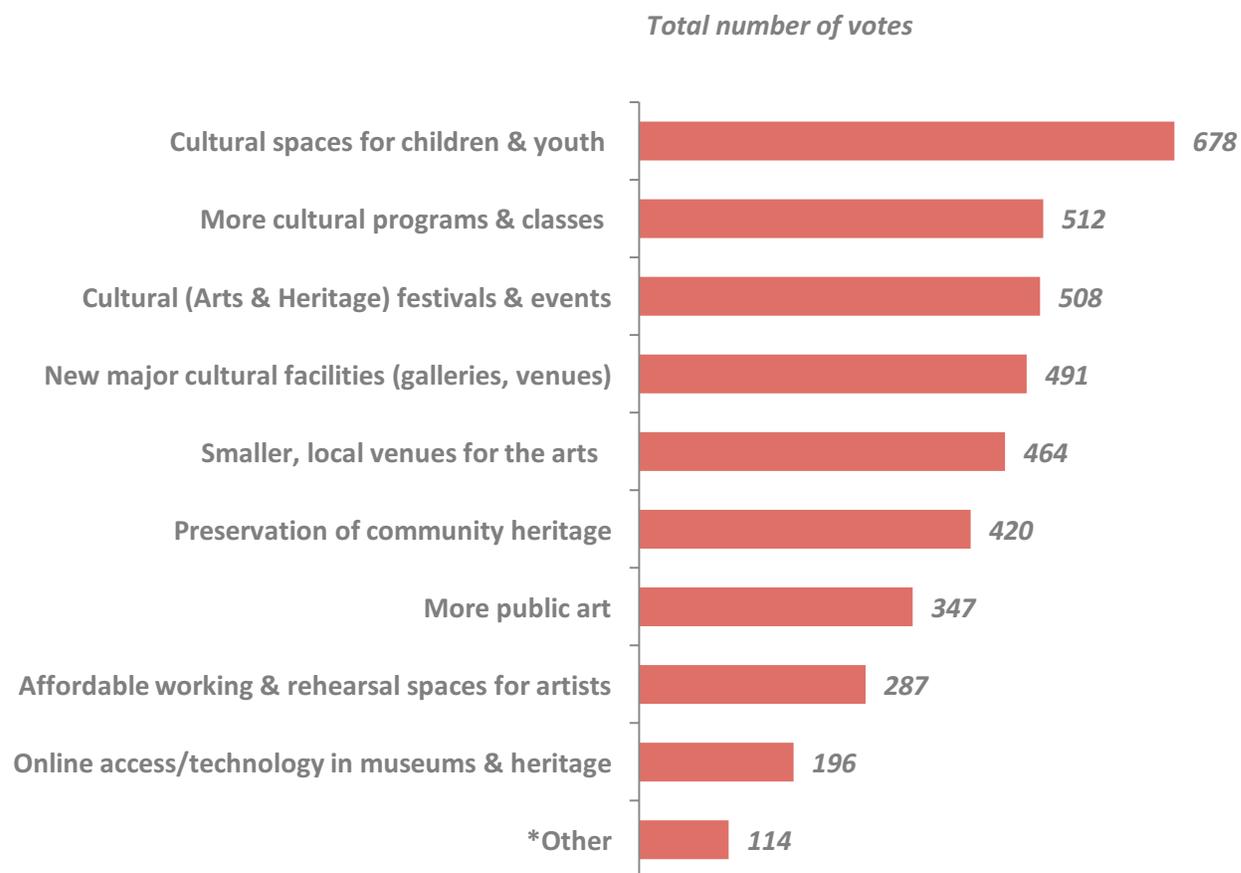
STEP 1 SUMMARY

In Step 1, participants explored early ideas, issues and priorities for arts and heritage services in Surrey.

CULTURE (ARTS & HERITAGE)

YOUR PRIORITIES

Survey respondents were asked to review the following list of priorities for culture (arts and heritage) and vote for their top 3 favourites.



* Other ideas have been combined in the list of Big Ideas below.

YOUR BIG IDEAS FOR CULTURE (ARTS & HERITAGE)

Survey respondents and participants at Idea Fairs were also asked to add their own Big Ideas for Surrey. The following provides a summary of key themes related to culture:

- **More cultural venues, facilities, and attractions (84 comments)**
 - An arts district or “Cultural Corridor” as a central hub for arts and culture
 - Establish a heritage precinct near the Museum of Surrey (farm museum and outdoor education facility, children’s museum)
 - A large capacity Events Centre to host large concerts, professional plays, ballet, theatre, and conferences (as well as sports events)
 - More multi-use facilities and affordable spaces and meeting rooms for rent
 - Low-cost neighbourhood venues for local concerts, plays and art exhibits
 - New arts spaces for innovating and exploring different mediums (interactive digital lab, drop-in maker spaces, intergenerational arts center)
 - Make facilities interesting and accessible for all ages and abilities

- **Support local arts and heritage (55 comments)**
 - Affordable live/work studios, co-op spaces for artists, and artist-in-residency programs to create, showcase and sell local artwork
 - More funding, grants, and subsidies for local artists
 - Create a Surrey Choir/Orchestra and a professional theater company
 - Showcase the cultural diversity of our community through art displays, performances, museum exhibits, and community events and festivals
 - Increase awareness of First Nations history, art and culture through displays, interpretive signage, native plantings, and educational workshops
 - Open Doors events throughout the City to showcase local artists/artisans
 - Establish a program to preserve heritage buildings and sites

- **More public art (14 comments)**
 - More large scale public art installations
 - Art sculptures at roundabouts
 - Involve local artists in the design of public art for the future LRT transit line
 - Reflect our community’s cultural diversity through architecture and public art
 - Combine art and nature through art installations at parks, art-themed playgrounds, etc.

WHO SAID WHAT?

Most topics were important to everyone, regardless of their age, gender, or where they lived. The only noticeable difference was seniors were much more likely to be concerned with preserving community heritage.

ARTS SERVICES

WHAT DO YOU WANT TO SEE IN SURREY?

Participants at Idea Fairs were asked to review the following list of ideas for arts services and vote for their top 3 favourites.



PUBLIC ART: temporary or permanent artwork that creates unique and welcoming public spaces.



INTERACTIVE ARTS: public performances and celebrations that invite people to participate.



MAKER LABS: free or affordable drop-in spaces where people can learn, innovate or create anything.



TECHNOLOGY & ARTS: places for experiencing technological arts (anything from digital video to virtual worlds to robotic sculptures).



CREATIVE HUBS: affordable spaces for artists and art organizations to grow, learn, teach, practice, and share their work.



PLACES FOR INSPIRING CHANGE: creative environments for coming together to generate understanding, caring, and positive action.

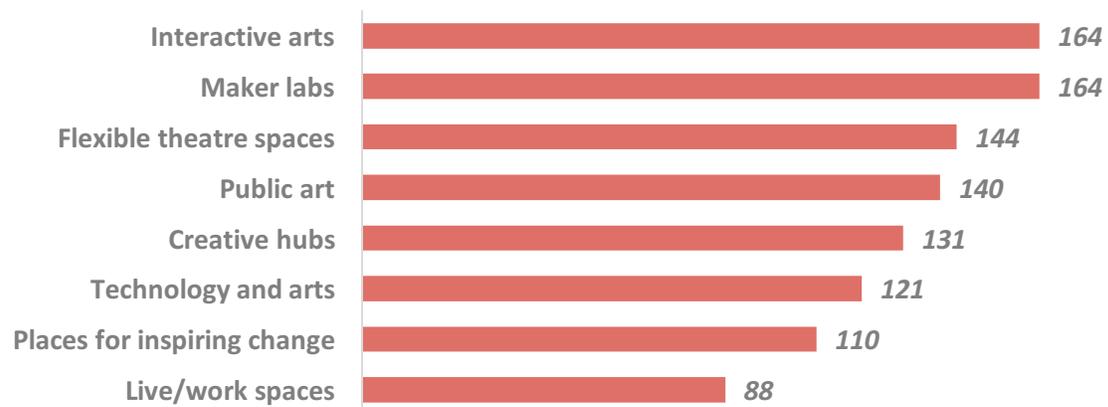


LIVE / WORK SPACES: neighbourhoods with working studios for artists / artisans and spaces for public events where they can share their work.



FLEXIBLE THEATRE SPACES: for sharing stories and performing our cultural heritage.

Total number of votes



CRITICAL ISSUES TO ADDRESS - ARTS SERVICES

Workshop participants were asked to identify the most critical issues that the new PRC plan needs to address for arts services. The following provides a summary of key themes:

Under the umbrella of arts, workshop participants shared their thoughts for **learning**, **producing**, and **presenting** all forms of art (including visual arts, performing arts, literary arts, and other integrated forms).

Participants were excited by the **potential for Surrey to be a renowned hub for innovative arts and culture**, but noted that **more funding, infrastructure and advocacy is needed**.

Participants highlighted a **gap at the City level** which affects how arts are currently supported in terms of promotion, visibility, and resources. Stakeholders stressed that the previous plan had a significant focus on recreation and that **this plan must be more balanced** to better support arts and heritage. Some suggested that the City's Culture Division (Arts & Heritage) be separated from the Parks and Recreation Divisions. Ideas to **increase visibility of local arts** included competitions, awards to recognize and celebrate local artists, integrating more cultural and First Nations arts, and promoting arts more to people "outside arts world" through social media, schools, community festivals, and more.

Participants emphasized that **arts are not a "frill" but an essential part of the community fabric**, and as such should be **easy to access for all**, regardless of age, background, income or skill level. **More venues and more affordable places to create, connect with other artists, showcase and enjoy the arts** were identified as clear priorities for the community. Specific ideas included more live/work studio spaces, artist-run centres, and artist in residency programs (that are open to the public), more multi-purpose venues and shared spaces, and a contemporary art gallery.

Partnerships were also a strong theme with participants recognizing a need for **more opportunities to connect local artists with resources and with each other** to access information, grants, mentorship, and opportunities for presenting and selling their work. Other ideas included partnerships with local schools and universities, businesses, and various community and cultural groups.

"We want Surrey to be a City where artists can live, work and thrive. We need more of everything...everywhere"

– Workshop Participant

HERITAGE SERVICES

WHAT DO YOU WANT TO SEE IN SURREY?

Participants at Idea Fairs were asked to review the following list of ideas for heritage services and vote for their top 3 favourites.



HERITAGE THROUGH PERFORMANCE:
celebrating Surrey's heritage and culture through activities like music or dance.



NEW CULTURAL CELEBRATIONS OR EVENTS: celebrating Surrey's heritage and culture in new ways (e.g., culinary events, new festivals).



INTERACTIVE HERITAGE: inviting residents to share their own stories and experiences of place through writing, art, audio or video.



PUBLIC EXHIBITS: taking museum and heritage exhibits to the streets to bring heritage into the daily lives of residents.



RE-PURPOSING OLDER BUILDINGS FOR SOCIAL GOOD: re-developing heritage sites for under-privileged community members to live and work.



CULTURAL TOURISM: combining recreation and heritage / culture through interpretive trails, tours, and 'off the beaten track' itineraries.

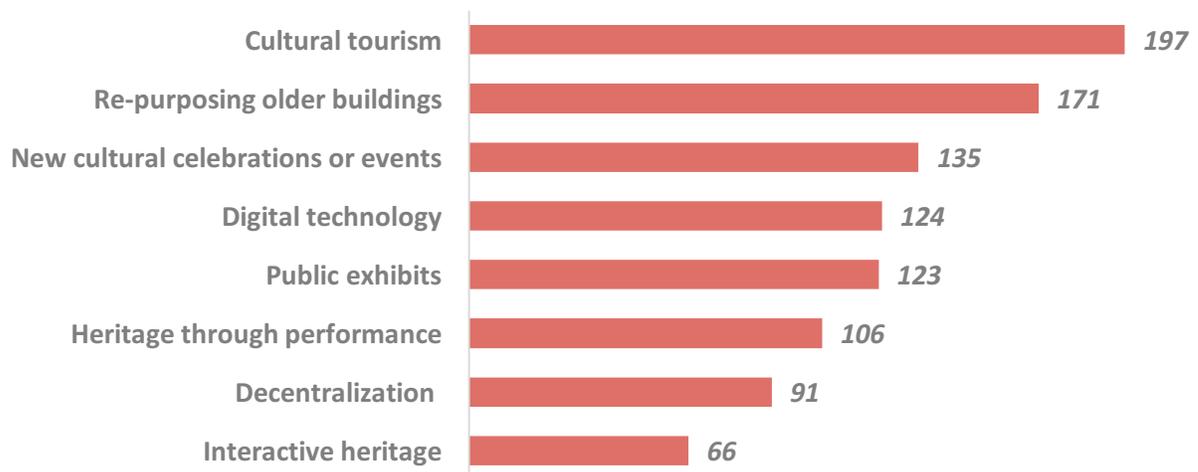


DIGITAL TECHNOLOGY: integrating social media, technology, and online exhibits to engage more people in heritage conversations.



DECENTRALIZATION: offering more heritage programs and services across the City (rather than all concentrated in specific areas).

Total number of votes



CRITICAL ISSUES TO ADDRESS - HERITAGE SERVICES

Workshop participants were asked to identify the most critical issues that the new PRC plan needs to address for heritage. The following provides a summary of key themes:

In exploring the topic of heritage, participants discussed how **technology**, **partnerships**, and **engagement** could help connect residents with the past, present and future of Surrey.

As with arts, participants expressed a desire for Surrey to be **recognized for our heritage and culture**. Stakeholders stressed the importance of engaging Surrey residents but also **attracting visitors** from elsewhere in the region and abroad. Ideas included an emphasis on creating and promoting unique and free/affordable attractions, hosting regional events (like cycling races on historic trails/routes), and partnering with others (including other municipalities) to host larger heritage-tourism exhibits, attractions, tours, or events.

Technology was identified as a critical emerging aspect of heritage, with participants highlighting the valuable role that it can play in making heritage more accessible to more people. Participants noted that digital archives, videos, interactive exhibits, virtual reality and touch screens have great potential to attract Surrey residents and visitors. Participants also noted that technology can help to **bridge language and cultural gaps** and be a valuable tool for **storytelling, connecting people, and fostering a sense of belonging**.

In addition to technology, participants had many ideas for **engaging more people** in Surrey's heritage, especially **younger audiences** like youth and millennials, and **more diverse voices** like immigrants, First Nations, and cultural groups – to share our existing heritage attractions more broadly but also to integrate new and different stories and perspectives. Participants stressed that while most people think of the 'built' aspects of heritage, Surrey also has a **rich natural and cultural history**. There are great opportunities to celebrate these aspects of our heritage in fun, interactive ways such as walking/cycling/canoe routes and tours along historic rail/water transportation routes, cultural tourism, reenactments, and storytelling through various mediums.

Stakeholders saw **partnerships** as another key component of preserving and celebrating the natural, built and cultural heritage of Surrey. Participants suggested that stronger connections are needed with **schools, senior's groups, community and cultural groups, First Nations, developers, Surrey Tourism, and historical societies**, and that an internal, interdepartmental City Heritage committee could help formalize these valuable links.

“We need to make it easy...heritage should be fun and accessible, and more integrated in our communities.”

– Workshop Participant

STEP 2 SUMMARY

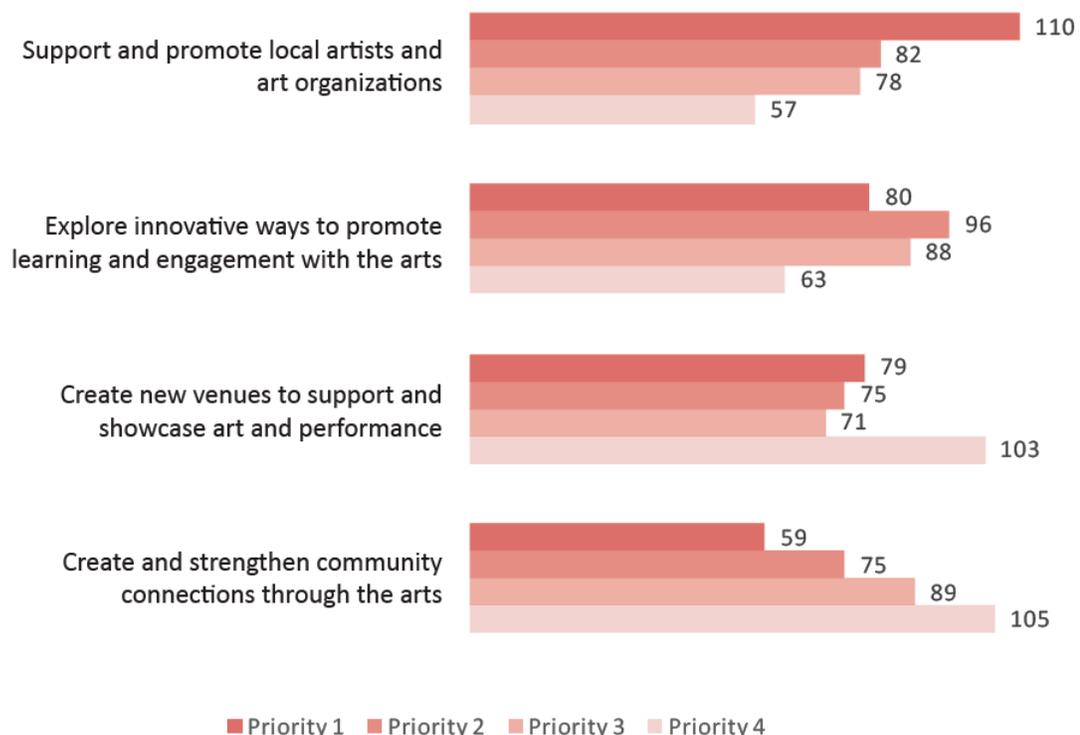
Following Step 1, participant ideas were used to create early directions for arts and heritage services. In Step 2, these ideas were brought back to the public and stakeholders for review and refinement.

ARTS SERVICES

YOUR PRIORITIES - ARTS SERVICES

Survey respondents were asked to review and rank a list of draft objectives for arts services to show what they think is most important for the future of Surrey. The following are listed in order of priority based on an average weighted score.

Which objectives do you think are most important?



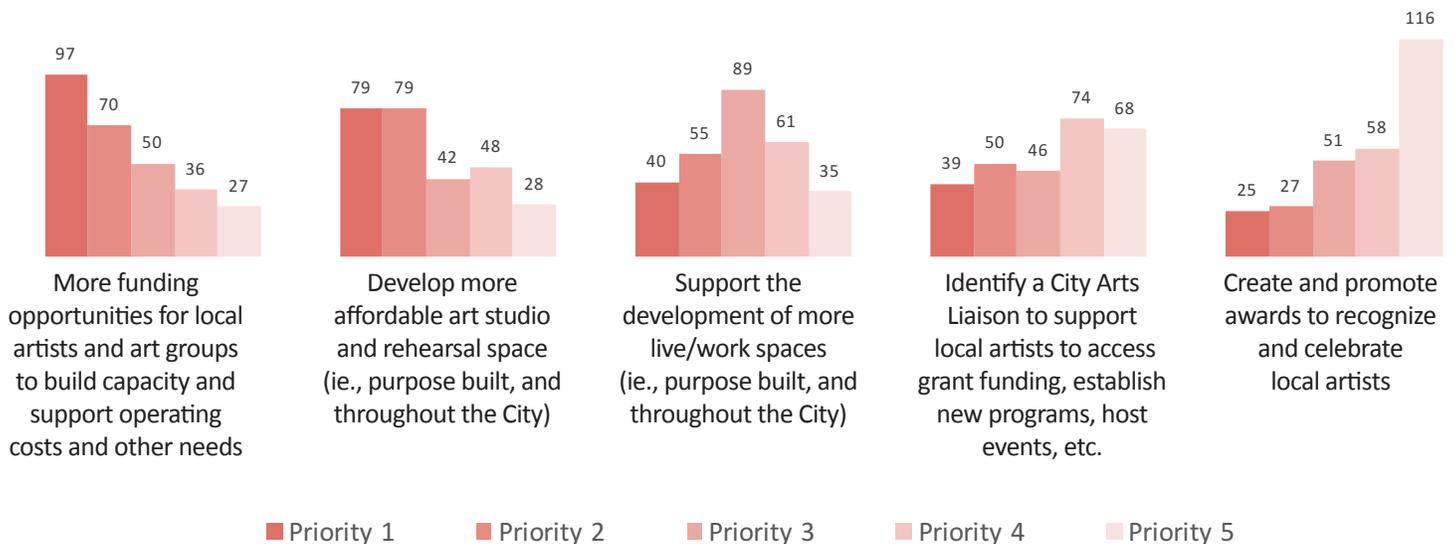
Noticeable Differences Between Groups:

- Senior respondents (65+) were more likely to prioritize 'venues for supporting and showcasing art and performance' and 'innovative ways to promote learning and engagement with the arts'

Survey respondents were then asked to review and rank a list of draft initiatives under each objective to show what they think is most important for the future of Surrey. The following are listed in order of priority based on an average weighted score.

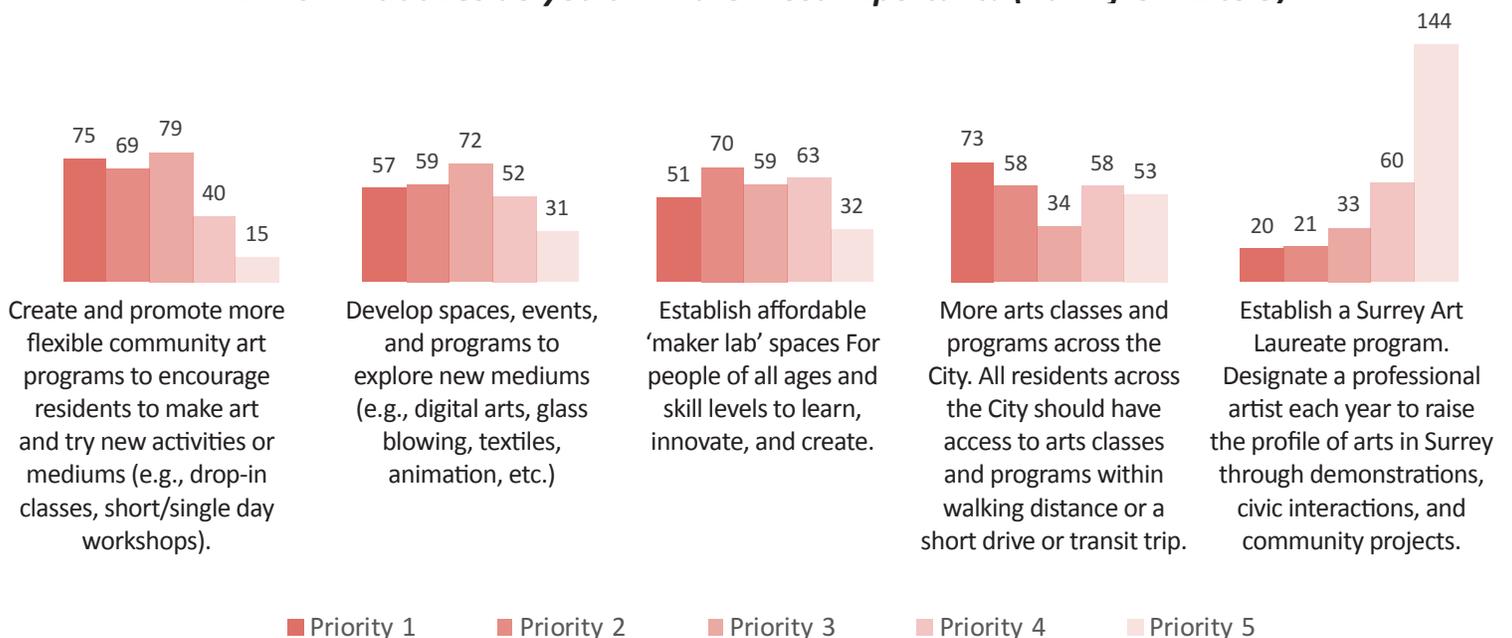
OBJECTIVE: Support and promote local artists and art organizations

Which initiatives do you think are most important? (Rank from 1 to 5)



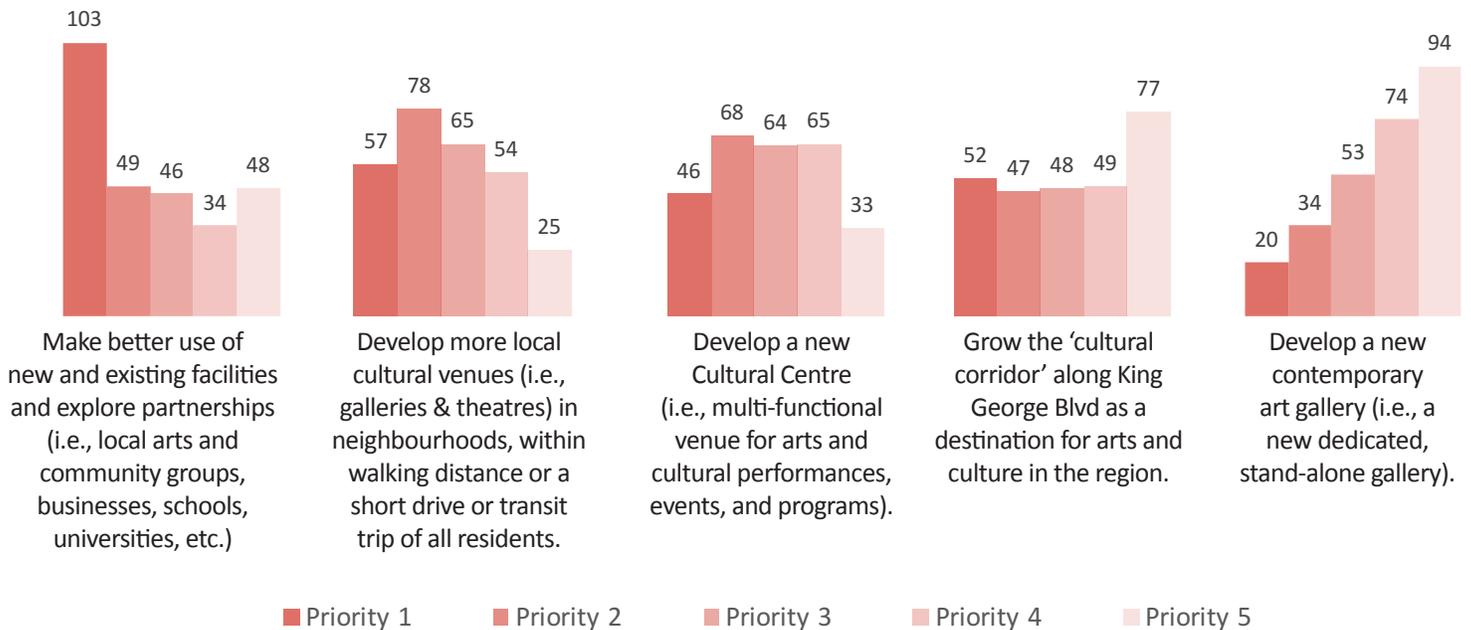
OBJECTIVE: Explore innovative ways to promote learning and engagement with the arts

Which initiatives do you think are most important? (Rank from 1 to 5)



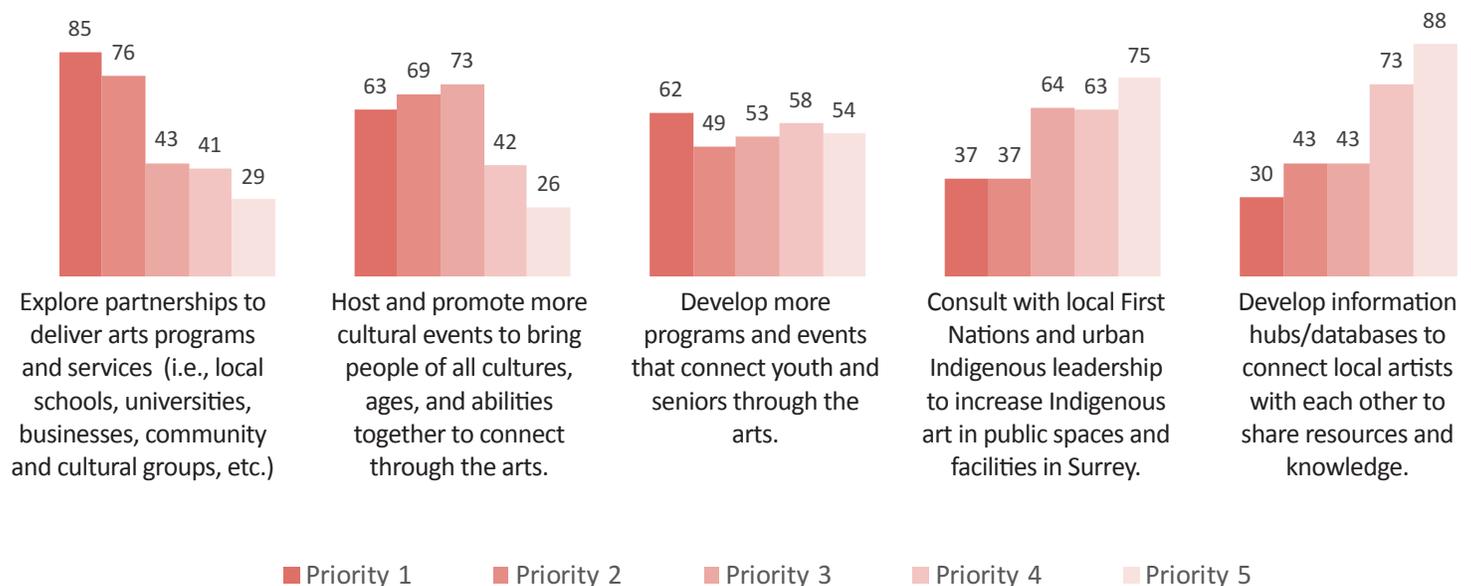
OBJECTIVE: Create new venues to support and showcase art and performance

Which initiatives do you think are most important? (Rank from 1 to 5)



OBJECTIVE: Create community connections through the arts

Which initiatives do you think are most important? (Rank from 1 to 5)



Survey respondents were also asked to share any additional comments or ideas related to arts services in Surrey. The following provides a summary of key themes:

- **Need more support for local arts (37 comments)**
 - More venues, facilities and open spaces for hosting a variety of arts programs and artists (17 comments)
 - Improve/increase collaboration and partnerships between the City and the local arts community (11 comments)
 - Increase funding for local arts, such as affordable spaces for artists and grant programs (9 comments)
- **Arts programs and events should be inclusive and accessible (26 comments)**
 - Arts programs should be available for all ages and all abilities (12 comments)
 - More passive and active art and arts programs in public spaces (7 comments)
 - Low-cost programs and venues (4 comments)
 - Programs should be offered at convenient locations and times, and accessible by transit (3 comments)
- **New and improved arts programming and venues should reflect Surrey's cultural and historical diversity (2 comments)**

TAKING ACTION - ARTS SERVICES

Workshop participants dove deeper into the objectives and initiatives to explore what they might look like in Surrey, who might be involved, and where things might be located, as well as any additional actions or ideas that could help achieve the community's goals. The following provides a summary of key themes.

General comments:

- Reconnect arts to parks and recreation as an essential public service
- Foster public-private partnerships with developers and others; invest in the arts through community amenity contributions
- Create a local arts fund through levies on film industry, development, etc.
- Access existing funds such as provincial and federal infrastructure funds
- Fundraising initiatives and events
- Grow public support and investment in the arts; public outreach campaigns to show the connections between art, mental fitness and health
- Support an inclusive, multicultural and diverse range of arts and practices
- Increase promotion of existing public/private arts programs and classes
- Support arts education and resources for children and youth

Comments on specific objectives:

- ***Create new venues to support and showcase art and performance***
 - Need larger and small venues, must be affordable!
 - Locate new venues in busy, walkable, transit accessible areas
 - Make it feasible, retrofit existing buildings or add to community centres
 - Create flexible, multi-use spaces with room for studios, rehearsals, classes, storage, and show/performance space
- ***Support and promote local artists and art organizations***
 - Need more affordable and accessible spaces as existing ones are full; create strategic hubs and pockets of live/work artist spaces throughout the City
 - Need more funding, grants, and corporate sponsorships for arts organizations to support projects as well as ongoing programs
 - Retain artists in the City; support artist-in-residency programs
- ***Explore innovative ways to promote learning and engagement with the arts***
 - Provide leading edge spaces and programs to support existing and emerging artists in a variety of mediums (textiles, ceramics, glass blowing, etc.)
 - Ensure programs are easily accessible and affordable
 - Encourage collaboration and partner with schools, parks, non-profits, etc.
- ***Create community connections through the arts***
 - Bring art and artists into diverse communities; explore partnerships with senior's homes or learning programs for non-able bodied people
 - Promote collaboration and resource sharing between local artists and arts organizations (i.e., through an online hub or database)
 - Create a City culture pass and/or map of key locations and artisan spaces
 - More free events at cultural facilities to build awareness and interaction

A YOUTH PERSPECTIVE - ARTS SERVICES

Youth workshop participants dove deeper into specific objectives and initiatives to explore what would make them great for youth in Surrey.

Specific ideas included:

- Partnerships with schools and universities to offer/promote more workshops and classes that keep up with trends (sculpting, drama, dance, music, textiles/fashion, cooking) – start young and make it interesting to keep youth engaged in the arts
- Showcases of local art along with demonstrations
- A wide variety of programs and formats (some shorter sessions, some longer)
- Programs that are easy to access/near transit

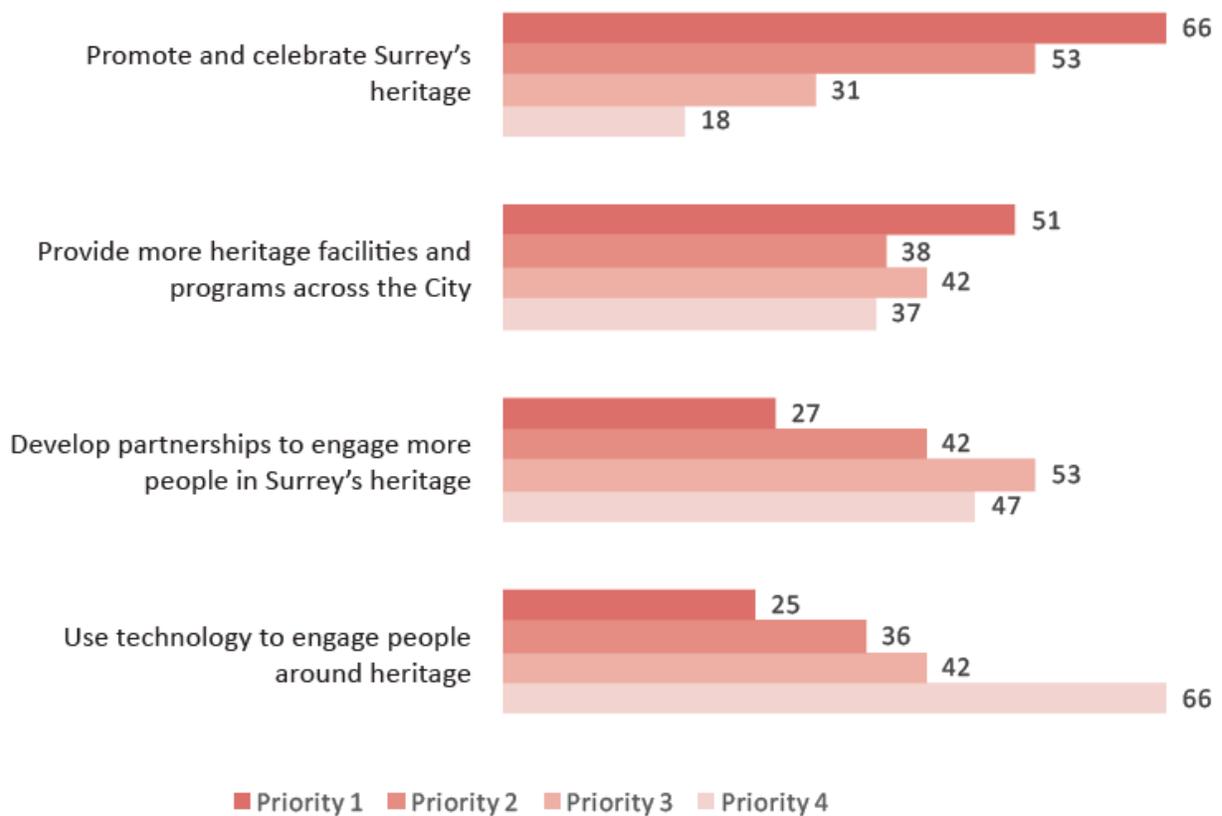
HERITAGE SERVICES

YOUR PRIORITIES - HERITAGE SERVICES

Survey respondents were asked to review and rank a list of draft objectives for heritage services to show what they think is most important for the future of Surrey. The following are listed in order of priority based on an average weighted score.

OBJECTIVES FOR HERITAGE SERVICES

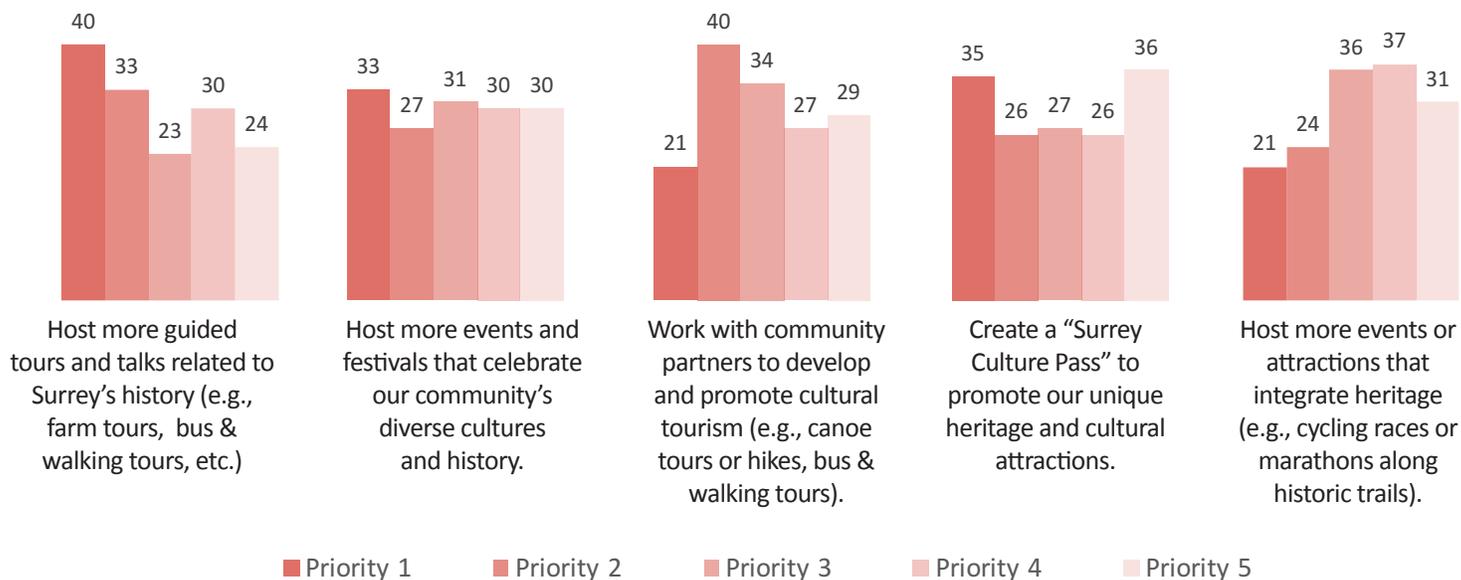
Which objectives do you think are most important? (Rank from 1 to 4)



Survey respondents were then asked to review and rank a list of draft initiatives under each objective to show what they think is most important for the future of Surrey. The following are listed in order of priority based on an average weighted score.

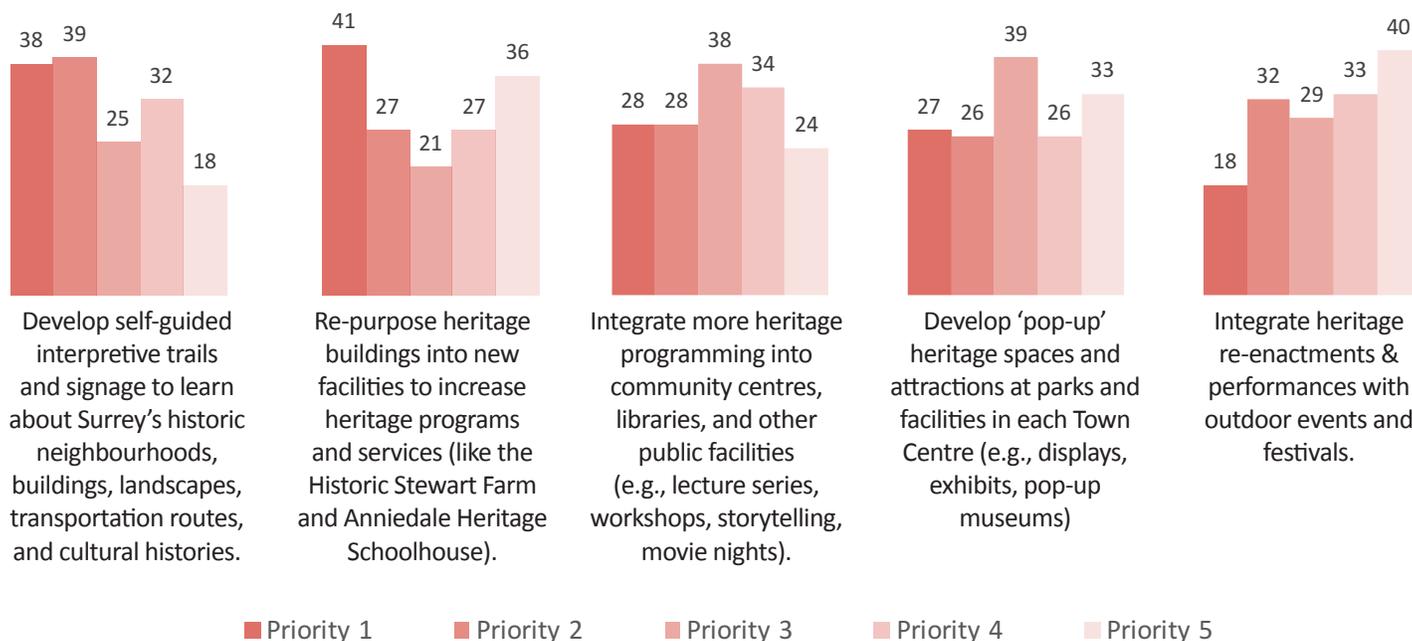
OBJECTIVE: Promote and celebrate Surrey’s heritage

Which initiatives do you think are most important? (Rank from 1 to 5)



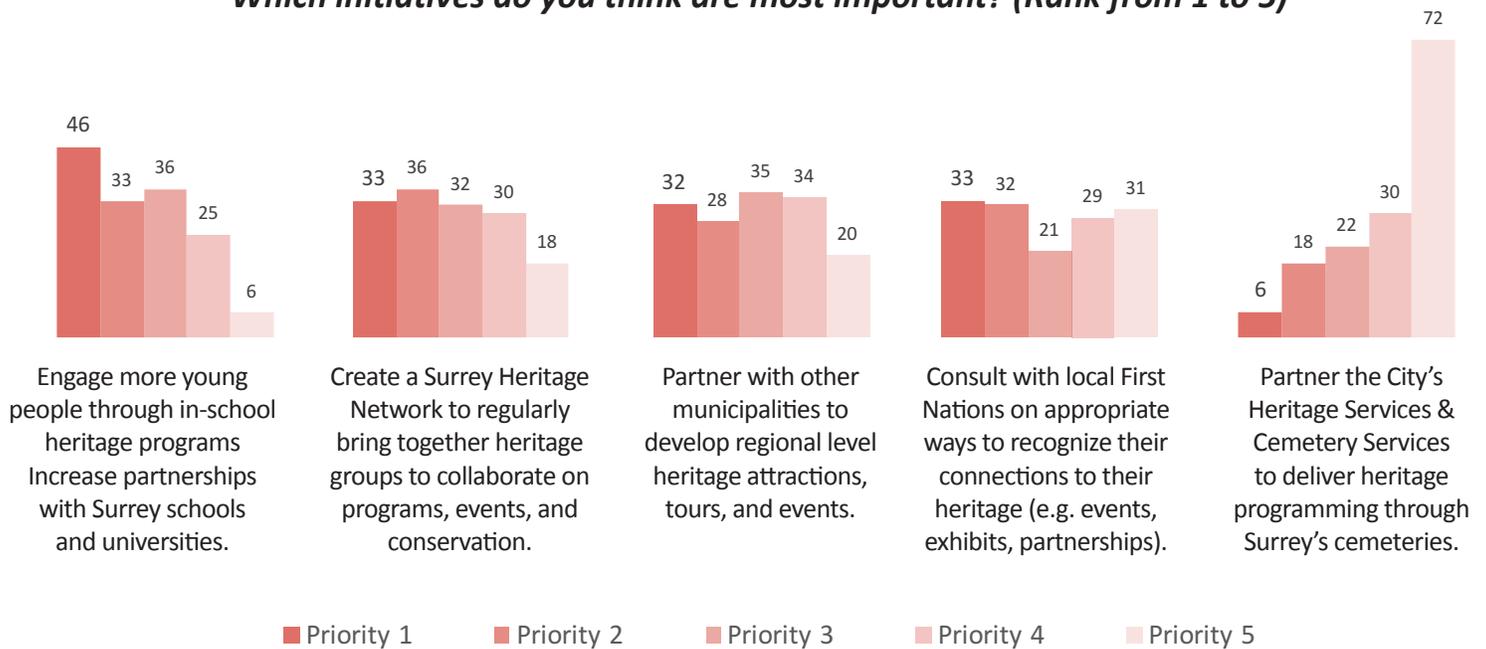
OBJECTIVE: Provide more heritage facilities and programs across the City

Which initiatives do you think are most important? (Rank from 1 to 5)



OBJECTIVE: Develop partnerships to engage more people in Surrey’s heritage

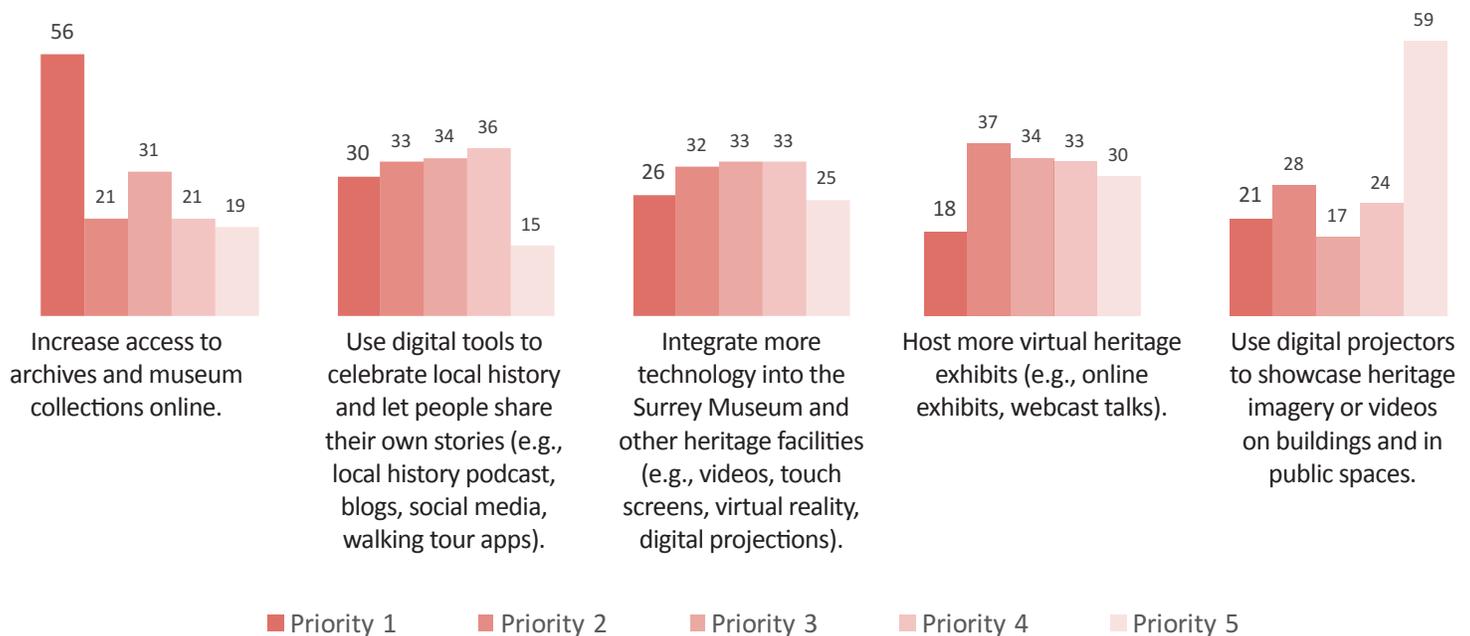
Which initiatives do you think are most important? (Rank from 1 to 5)



■ Priority 1 ■ Priority 2 ■ Priority 3 ■ Priority 4 ■ Priority 5

OBJECTIVE: Use technology to engage people around heritage

Which initiatives do you think are most important? (Rank from 1 to 5)



■ Priority 1 ■ Priority 2 ■ Priority 3 ■ Priority 4 ■ Priority 5

Survey respondents were also asked to share any additional comments or ideas related to heritage services in Surrey. The following provides a summary of key themes:

- **Heritage should better reflect Surrey’s diversity (21 comments)**
 - Celebrate Surrey’s cultural communities (9 comments)
 - Need more education on Surrey’s heritage in school curriculum and in the community (7 comments)
 - Acknowledge and reflect Coast Salish history and culture more local heritage (5 comments)
- **Protect heritage of the built environment (8 comments)**
 - Protect and acknowledge heritage buildings (7 comments)
 - Recognize public spaces and neighbourhoods as having historical value as well as buildings (1 comment)
- **Heritage attractions should be low-cost and accessible to everyone (4 comments)**

TAKING ACTION - HERITAGE SERVICES

Workshop participants dove deeper into specific objectives and initiatives to explore what they might look like in Surrey, who might be involved, and where things might be located, as well as any additional actions or ideas that could help achieve the community’s goals. The following provides a summary of key themes.

General comments:

- Use existing plans (such as the Sustainability Charter) to create a strong shared vision and plan for heritage in Surrey (including clear definitions and priorities for natural, built, and cultural heritage, digital access, and cultural/heritage tourism). Use this plan to access funding, partnerships, and human resources needed to carry out priority programs and initiatives. **many groups and individuals emphasized this as a critical first step*
- Engage more people in local heritage by sharing meaningful stories and data
- Work with citizens to figure out what type of experiences are desired in Surrey
- Work with developers and provide incentives to help protect heritage buildings, gardens, architectural elements/frontages, and other features

Comments on specific objectives:

- **Use technology to engage people around heritage**
 - Ensure technology is accessible for all (i.e., seniors and youth) and explore options for multi-language and oral histories

- Provide more access online and integrate technology in person to enhance senses such as audio, touch, and smell
 - Use technology to support creative opportunities such as pop-up events, virtual reality, podcasts or crowdsource projects
 - Promote, integrate, and increase the use of existing online assets and information (such as Surrey COSMOS, SAMAO, IT Departments, and local heritage groups and experts)
- ***Promote and celebrate Surrey's heritage***
 - Bring more diversity into initiatives and programs so more people feel included and a part of Surrey
 - Make attractions, events and programs affordable and inclusive for all
 - Host tours and events and provide transportation to make it easy to access
 - Create a Culture Pass/map of heritage attractions across the City
- ***Develop partnerships to engage more people in Surrey's heritage***
 - Pursue partnerships with community organizations, schools, local experts, indigenous groups, visible minorities and cultural groups
 - Use partnerships to integrate heritage and cultural understanding more into daily life (i.e., signage in First Nations language, travelling/mobile exhibits)
 - Use partnerships to build connections with our natural heritage (i.e., integrating field classes, hiking and exploration into local schools)
 - Support teachers to integrate local First Nations and other cultural heritage into school curriculums (i.e., professional development days, materials, etc.)
 - Create a demonstration farm to support agricultural programs and promote food and agricultural literacy in local schools and universities
 - Share more information online and through partner organizations
- ***Provide more heritage facilities and programs across the City***
 - Customize heritage attractions to each unique community/Town Centre and make sure events and initiatives are meaningful and relevant for people
 - Be proactive about preserving and repurposing existing buildings (i.e., preserve or recreate entire buildings or elements such as frontages, signage or other architectural features in new developments)
 - Consider moving existing heritage buildings to create heritage clusters/hubs (i.e., Museum of Surrey expansion in Cloverdale)
 - Encourage more people to visit heritage sites with events and programs
 - Bring heritage events to communities through temporary or mobile pop-ups
 - Use different mediums (i.e., local film, art and interactive displays)
 - Need more funding and support from the City to support more programming; explore opportunities with new and existing grants

A YOUTH PERSPECTIVE - HERITAGE SERVICES

Youth workshop participants dove deeper into specific objectives and initiatives to explore what would make them great for youth in Surrey.

Specific ideas included:

- Partnerships with elementary/secondary schools to host events and festivals
- Advertise in schools and promote through social media to engage more young people
- Offer volunteer opportunities for youth at local events and festivals
- Youth talent shows, dance/performances, and fashion shows and contests to showcase different cultures
- More outdoor events and festivals in parks across the City – include food, music, and entertainment

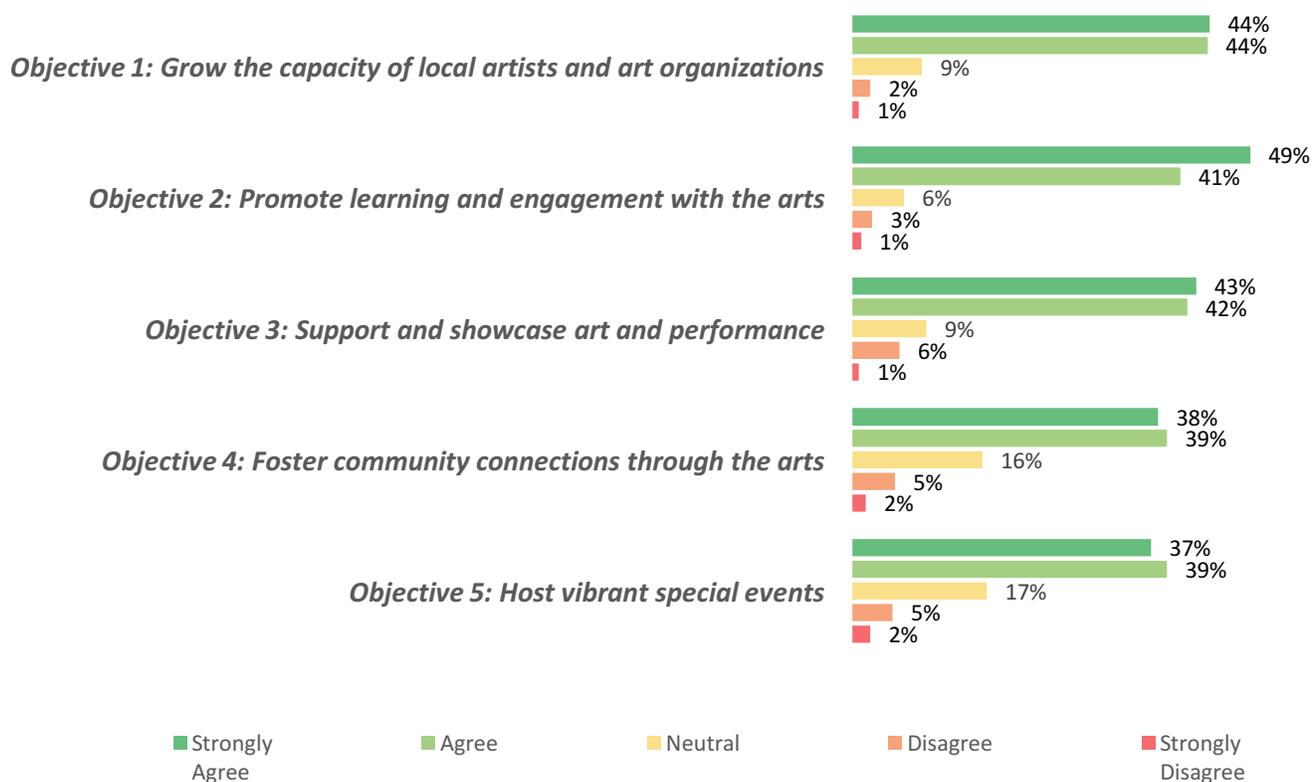
STEP 3 SUMMARY

Community input from Step 2 was used to refine early directions into a draft plan. In Step 3, the draft Plan was brought back to the public for review and comment before it was finalized.

ARTS SERVICES

DRAFT OBJECTIVES - ARTS SERVICES

Survey respondents were asked to review these objectives for arts services and rank their level of agreement.



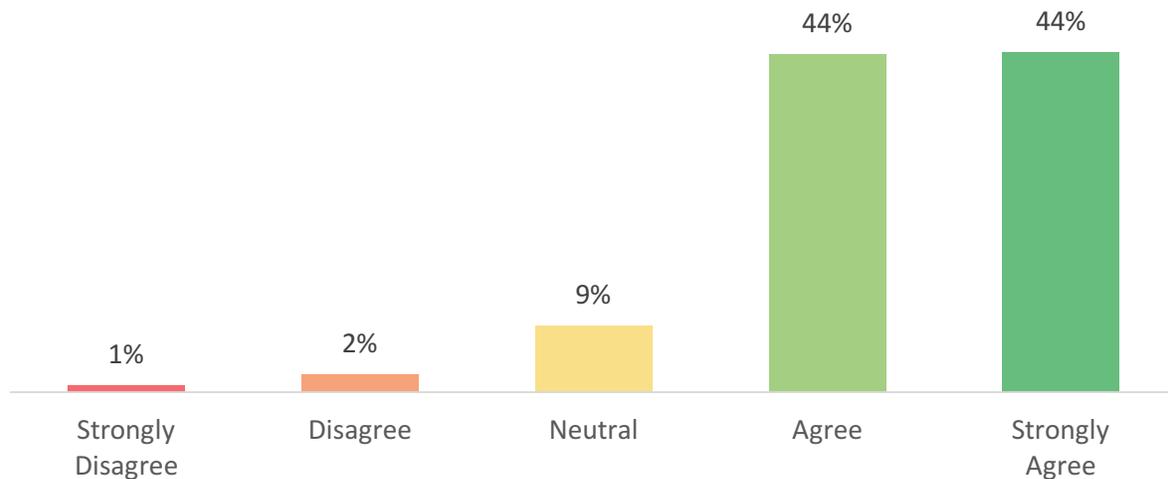
DRAFT INITIATIVES - ARTS SERVICES

Survey respondents were then asked to review a list of initiatives under each objective and rank their level of agreement.

Objective 1: Grow the capacity of local artists and art organizations

Initiatives:

- Grow the Cultural Grant Program
- Develop affordable art studio and rehearsal spaces
- Support key non-profit partners
- Integrate art space as a Community Amenity Contribution (CAC)
- Development more artist live/ work units
- Create a City Arts Liaison

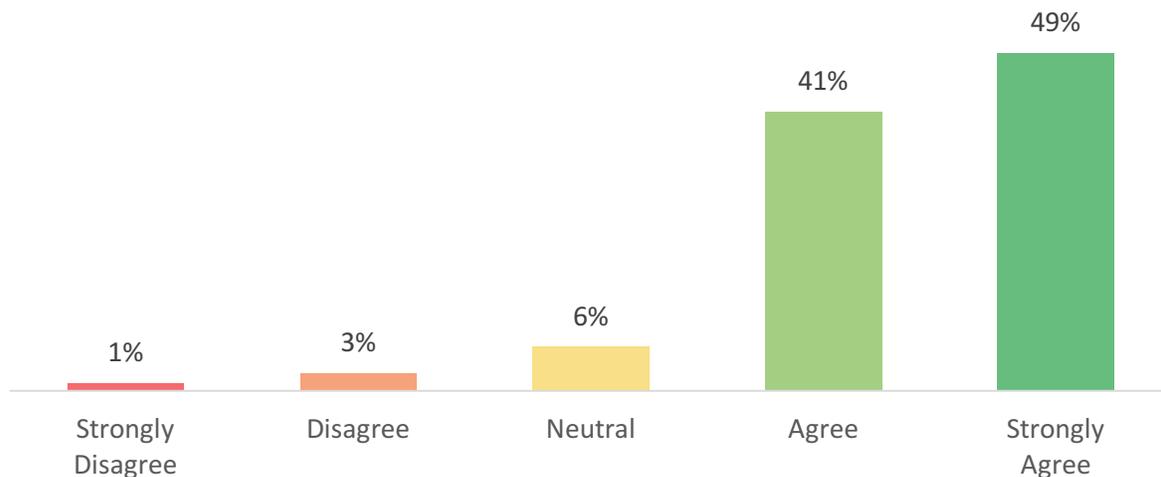


359 people answered this question

Objective 2: Promote learning and engagement with the arts

Initiatives:

- Integrate community arts space within a new Clayton Community Centre
- Integrate community arts space within a new Grandview Community Centre
- New community arts space within an expansion of the Fleetwood Community Centre
- New community arts space within an expansion of the Newton Seniors Centre
- Develop a new community art facility in Guildford
- Increase programs and services for youth and emerging adults
- Increase flexible community art programs
- Create specialized spaces to support new mediums of art
- Establish affordable 'maker lab' spaces in each community
- Establish a Surrey Art Laureate program
- Develop a strategy to advance music in Surrey
- Support new academic facilities and programs to advance the arts

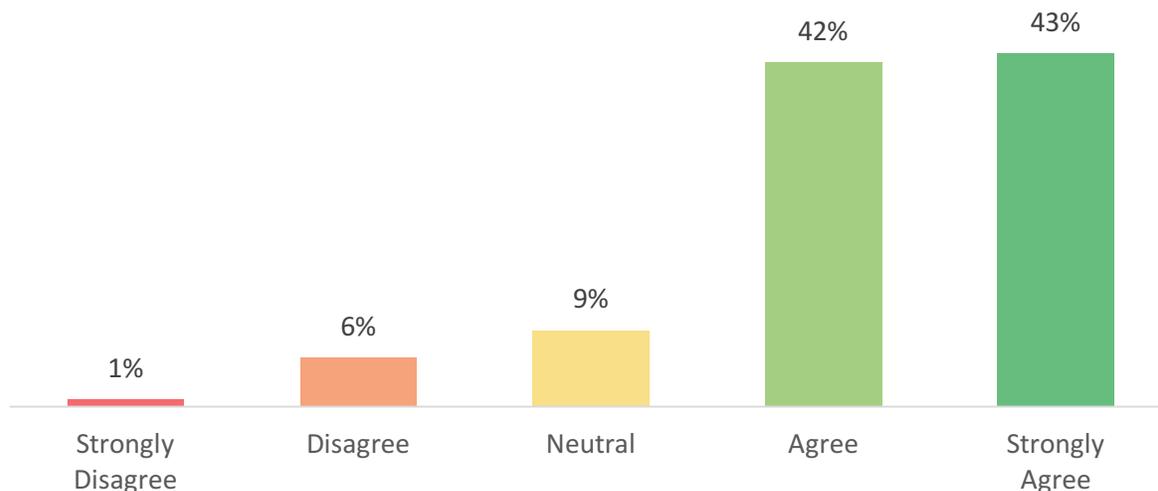


359 people answered this question

Objective 3: Support and showcase art and performance

Initiatives:

- *Develop a new Interactive Art Museum (IAM) in City Centre*
- *Develop a Surrey Art Gallery Business Plan*
- *Renovate the Surrey Arts Centre into a dedicated centre for performing arts*
- *Develop a new Art Gallery and Café in South Surrey*
- *Develop a new performing arts centre in South Surrey*
- *Plan for the longer-term development of a new performing arts centre in City Centre*
- *Advance opportunities for public art at transit stops*
- *Create new outdoor community performance space*
- *Establish an iconic public art installation within the City Centre Civic Plaza*
- *Increase developer contributions to the Private Development Public Art Program*
- *Update the Public Art Master Plan*
- *Develop a Surrey Civic Theatres Business Plan*

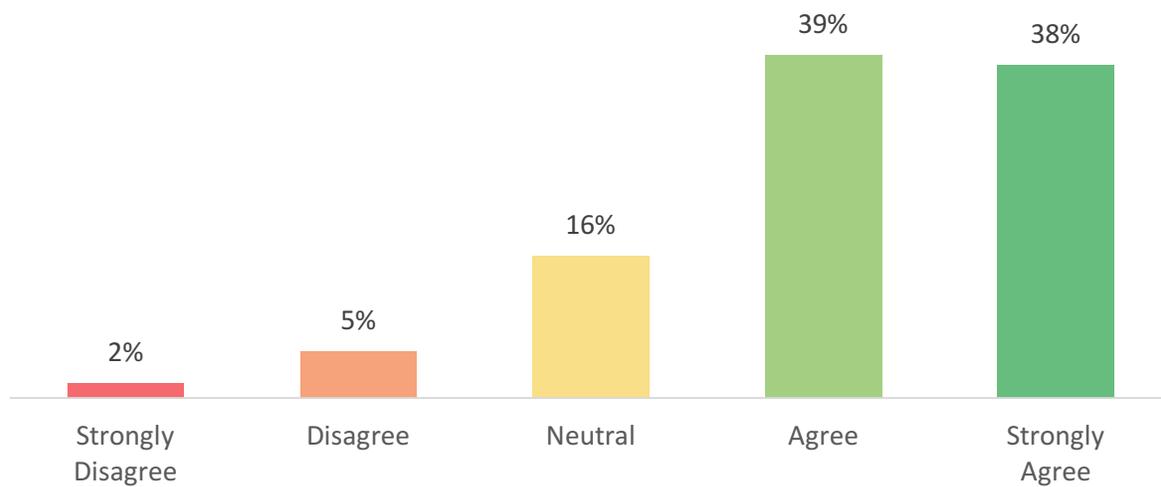


359 people answered this question

Objective 4: Foster community connections through the arts

Initiatives:

- Create cultural incubator spaces in Guildford Town Centre
- More Indigenous art in public spaces
- Create new spaces for Indigenous ceremony and use
- Host and promote more community cultural events
- Deliver more arts programs and services through partnerships
- Develop partnerships with Surrey Libraries
- Develop a Community Art and Youth Engagement Plan
- Develop a Creative Industry Strategy

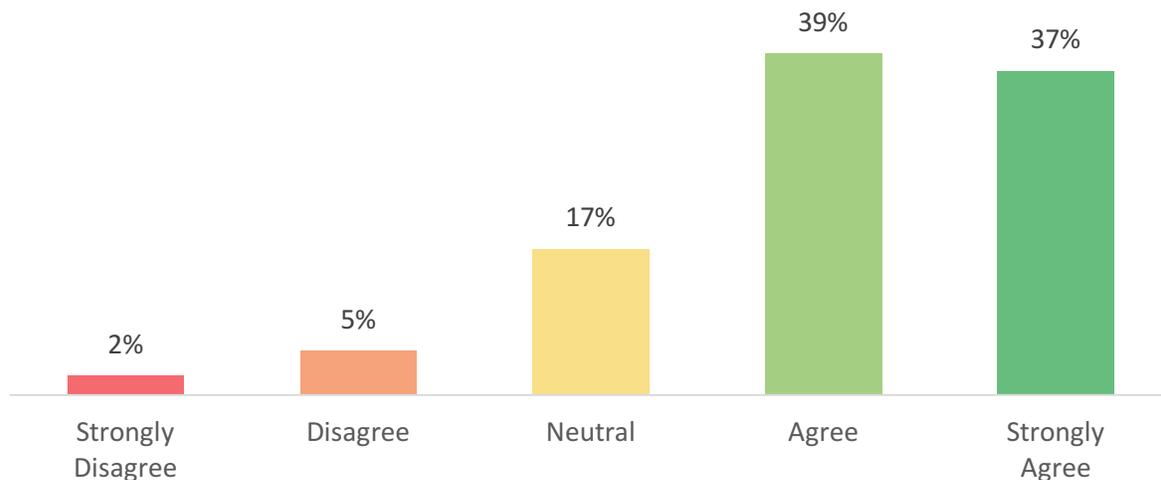


359 people answered this question

Objective 5: Host vibrant special events

Initiatives:

- *Develop a Special Events Strategy*
- *Investigate the development of a multi-sport festival in Surrey*
- *Develop a Surrey International Children's Festival Strategic Plan*
- *Explore opportunities to co-host larger special events with neighbouring municipalities*
- *Grow the profile of larger scale special events*
- *Increase Indigenous programming at special events and festivals*



359 people answered this question

COMMENTS – ARTS SERVICES

Survey respondents were also asked to share any additional comments or ideas related to arts services in Surrey. The following provides a summary of key themes:

- **Celebrating culture through the arts (16 comments)**
 - Celebrate art from other cultures as well as Indigenous (7 comments)
 - Questioned the term ‘Indigenous’ (3 comments)
 - Glad to see focus on Indigenous art and programming (2 comments)
 - Questioned the role of Indigenous art and programming (2 comments)
 - Engage with Indigenous and other cultural organizations for arts, events, and programming related to them (2 comments)

- **Arts-based events (13 comments)**
 - More events and festivals to build community – concerts, plays, block parties, street performances, heritage festivals (celebrating various cultures), outdoor movies, Surrey Fringe Festival or Culture Crawl (9 comments)
 - Ensure police presence, washrooms, and noise control for events (4 comments)

- **Locations of venues and programs throughout the City (13 comments)**
 - Want to see more theatres, galleries, art studios in Cloverdale (4 comments)
 - Focus on City Centre rather than South Surrey, venues need to be transit accessible (4 comments)
 - Want more arts and cultural events, theatre in South Surrey (2 comments)
 - Concerned about traffic in South Surrey (1 comment)
 - Where will new facilities be? (1 comment)
 - Build venues where there is space, doesn’t need to be central (1 comment)

- **Promote and support existing artists and facilities (12 comments)**
 - Support/promote local artists with storefronts, public displays, affordable markets, meeting spaces (5 comments)
 - Promote new and existing facilities and programs more, better advertising through various channels, host big events/concerts (4 comments)
 - Improve and expand existing facilities before creating new ones (2 comments)
 - Need a budget for promoting new facilities and programs (1 comment)

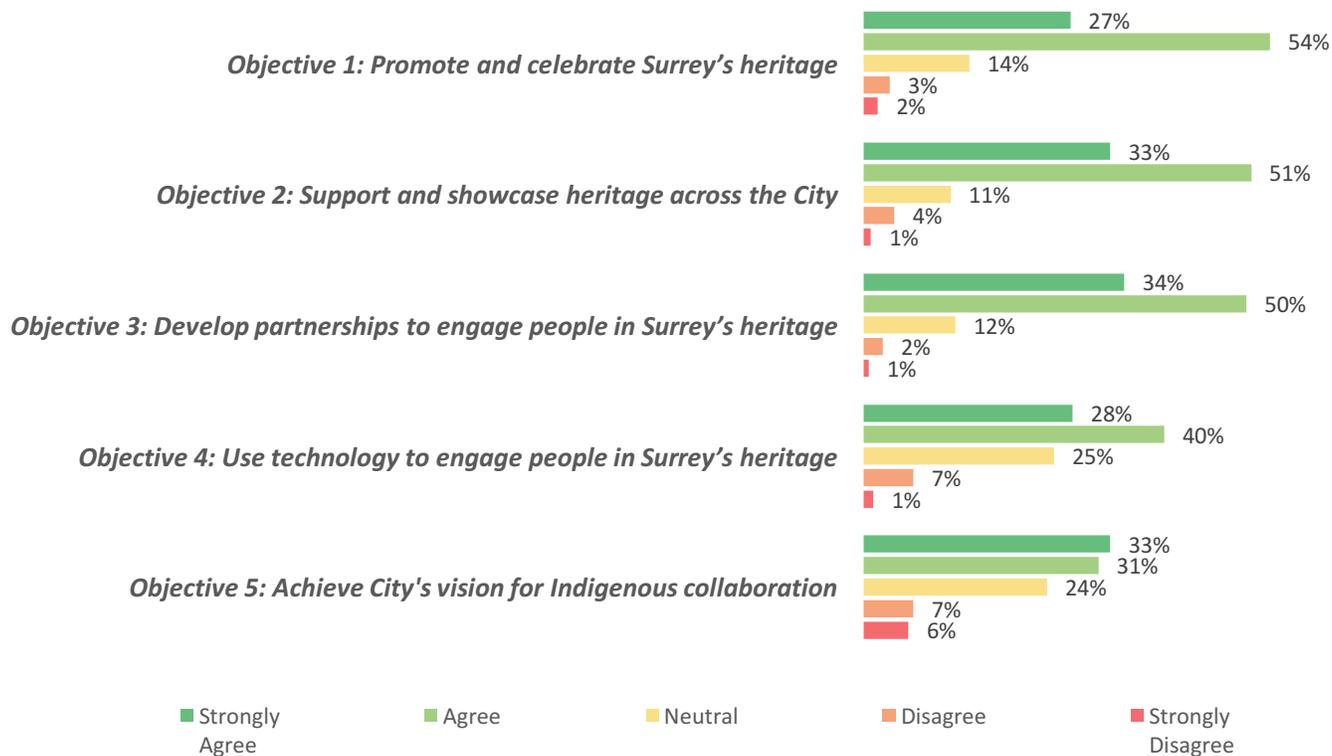
- **Venues and facilities to support artists (12 comments)**
 - Like ideas for smaller neighbourhood venues, maker spaces, and interactive arts venue (4 comments)

- Ensure studios, live/work spaces and venues are affordable for artists (3 comments)
- Comments and recommendations about specific venues (3 comments)
- Integrate arts and recreation (2 comments)
- **Programming** - Continue to improve access to new and existing programs for everyone including children, youth, adults, and people with disabilities (**11 comments**)
- **Form partnerships to strengthen local arts offerings (9 comments)**
 - Partner with post-secondary institutions and school district (Simon Fraser, Emily Carr) to develop program offerings, a fine arts school, and engage the public around social issues (5 comments)
 - Dedicated City staff to work with local arts organizations and support, fund and partner with existing groups and listen to what they need (3 comments)
 - Partner with local businesses related to youth and art and provide grants to support (1 comment)
- **Comments about funding arts initiatives (9 comments)**
 - Glad to see investment in arts and balanced distribution of resources across the City, don't take from arts to support sports (3 comments)
 - Concerned about costs, fund arts responsibly (3 comments)
 - Don't spend taxes on arts, support social issues first (3 comments)
- **Comments on the process (8 comments)**
 - Didn't like format/questions or had questions about specific items (4 comments)
 - Continue to engage people/neighbourhoods on the specifics (2 comments)
 - Keep administrative costs low, focus on arts (1 comment)
 - How will you measure success of initiatives? (1 comment)
- **Other comments**
 - More focus on music venues, symphony, music in schools (4 comments)
 - Ensure affordable housing for artists, consider grants or subsidized housing (3 comments)
 - More interactive/public art and lighting in public spaces (3 comments)
 - Overarching objectives are great and ambitious, will support the arts and build community (3 comments)
 - Ensure facilities, events, and programming are accessible for people of all ages, genders, and abilities (2 comments)

HERITAGE SERVICES

DRAFT OBJECTIVES - HERITAGE SERVICES

Survey respondents were asked to review these objectives for heritage services and rank their level of agreement.



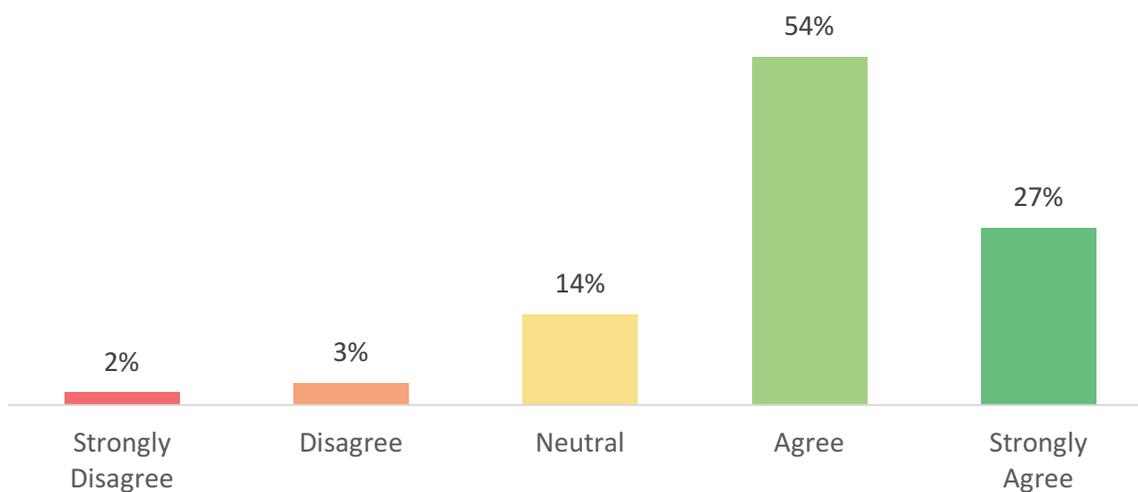
DRAFT INITIATIVES - HERITAGE SERVICES

Survey respondents were then asked to review a list of initiatives under each objective and rank their level of agreement.

Objective 1: Promote and celebrate Surrey's heritage

Initiatives:

- Host more guided tours and talks
- Host and promote more community cultural events
- Develop and promote cultural tourism activities
- Develop a "Surrey Cultural Membership" program
- Integrate heritage and sport in creative ways
- Retain and enhance historically and culturally significant features

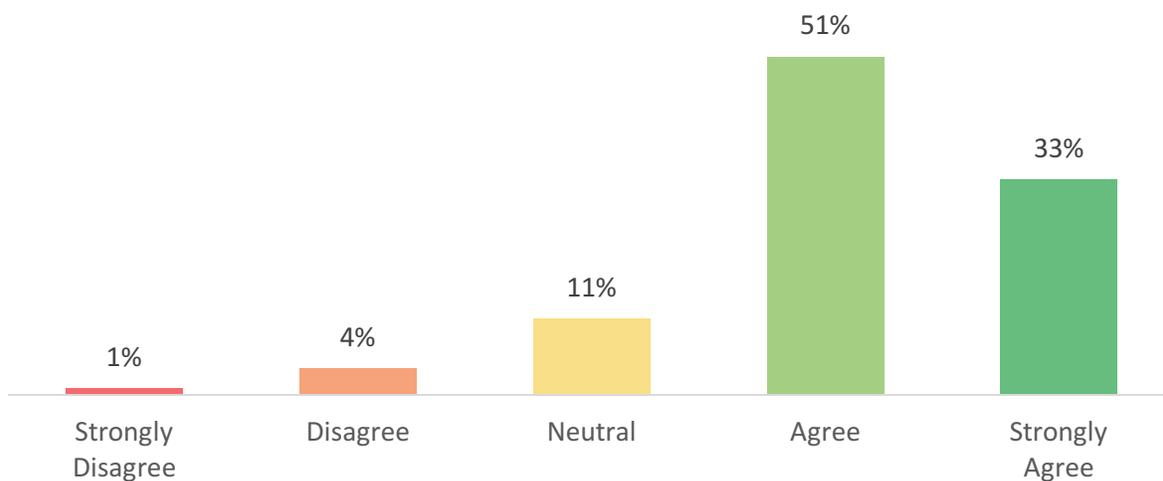


323 people answered this question

Objective 2: Support and showcase heritage across the City

Initiatives:

- *Expand the Museum of Surrey*
- *Develop more interpretive trails*
- *Renovate the Strawberry Hill Farmers Institute Hall*
- *Develop conservation and management plans for City-owned heritage site*
- *Renovate the East Cape Cod building at the Surrey Nature Centre*
- *Integrate more heritage displays and services across the City*
- *Integrate heritage re-enactments & performances into special events and festivals*
- *Study the feasibility of a new museum or interpretive centre in North Surrey*
- *Study the feasibility of a municipal mural program*

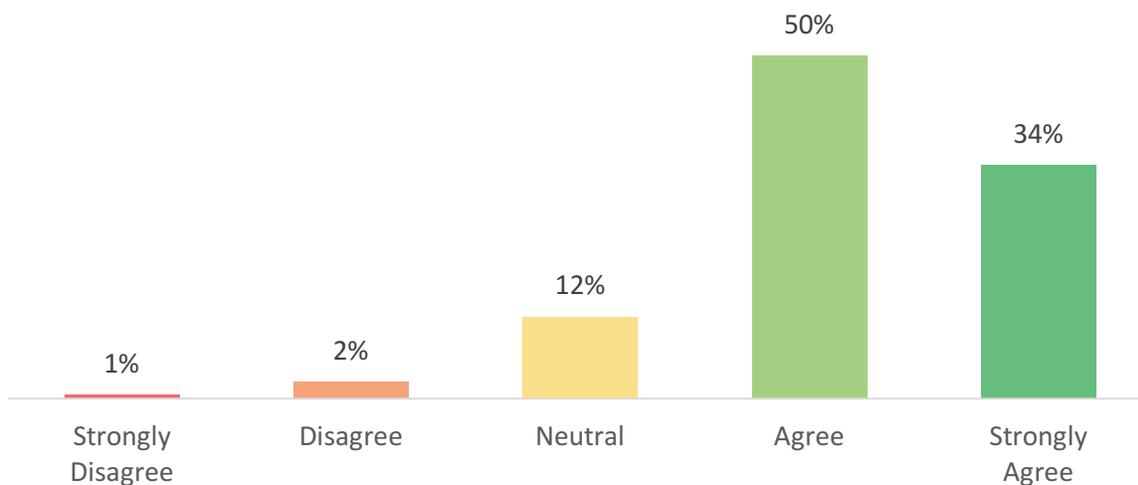


323 people answered this question

Objective 3: Develop partnerships to engage people in Surrey's heritage

Initiatives:

- *Create a Surrey Heritage Network*
- *Create partnerships with Surrey's culturally diverse community groups*
- *Engage more students with local heritage programming*
- *Engage more young adults with applied local heritage programs and curriculum*
- *Establish a working committee between Heritage Services and Surrey Libraries*
- *Explore an extension of the historic BC Electric Railway*
- *Partner with other municipalities to develop regional attractions, tours, and events*
- *Collaborate with local First Nations and urban Indigenous peoples' to share heritage and culture*
- *Develop partnerships with Cemetery Services*

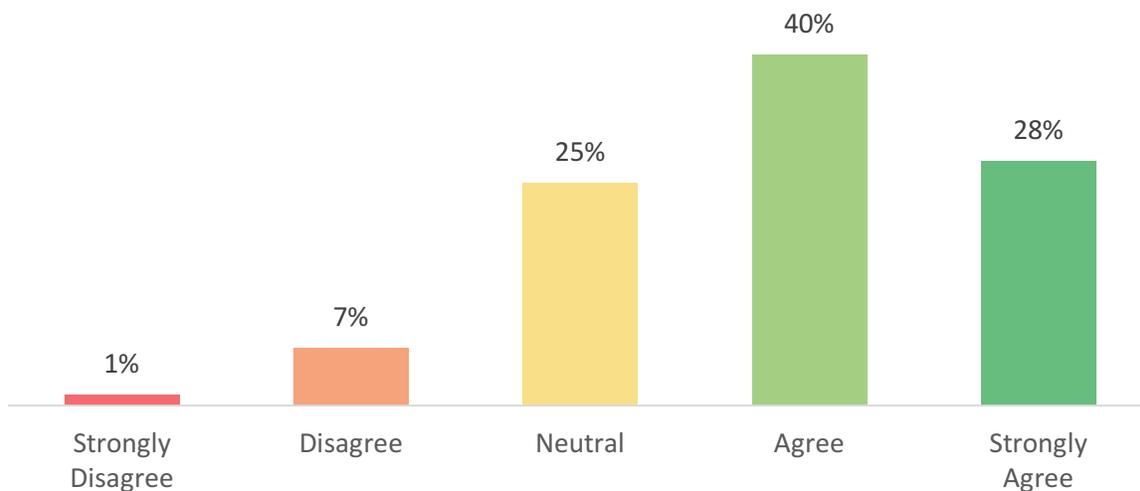


323 people answered this question

Objective 4: Use technology to engage people in Surrey's heritage

Initiatives:

- *Develop an Interactive Technology Strategy for the Museum of Surrey*
- *Develop a Digital Strategy*
- *Create interactive and immersive heritage displays in the community*
- *Explore the development of a Surrey Heritage app*
- *Use digital tools to celebrate local history*
- *Leverage digital marketing to encourage community participation*

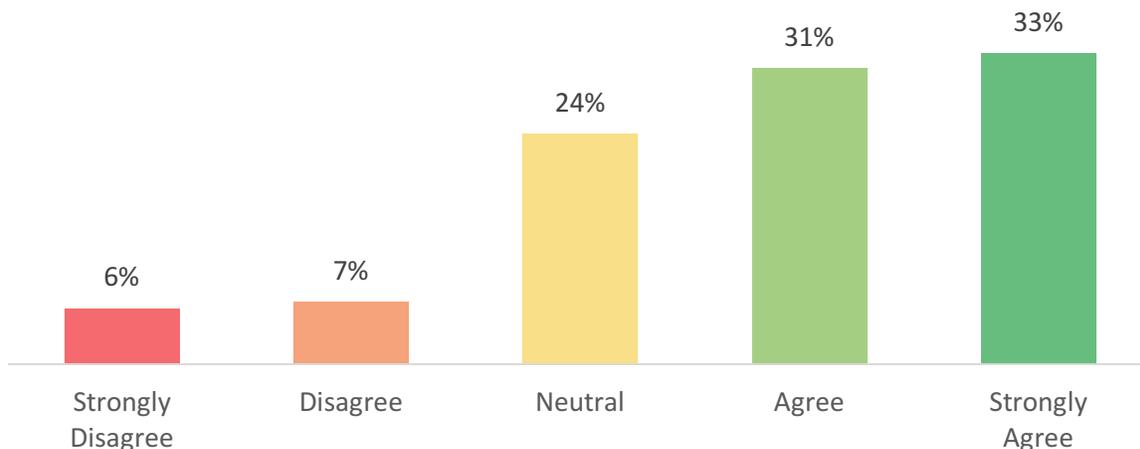


323 people answered this question

Objective 5: Achieve City's vision for Indigenous collaboration

Initiatives:

- Explore the potential for incorporating Coast Salish place names in Surrey
- Collaborate and incorporate Indigenous perspectives into policy, programming and planning
- Support public awareness and education regarding Indigenous Reconciliation
- Acknowledge traditional First Nations peoples and lands in formal events, festivals and meetings
- Deliver staff inclusion training
- Collaborate with local First Nations and Indigenous leadership in the development of new parkland



323 people answered this question

COMMENTS – HERITAGE SERVICES

Survey respondents were also asked to share any additional comments or ideas related to heritage services in Surrey. The following provides a summary of key themes:

- **Acknowledging and incorporating Indigenous collaboration (21 comments)**
 - Comments questioned the idea of Indigenous place names or other cultural recommendations (8 comments)
 - Strongly support the focus on Indigenous heritage and culture (need more action, funding and opportunities too); support place naming and suggested expanding to schools/community centres and hiring a City staff liaison to implement (7 comments)
 - Undecided about Indigenous recommendations (2 comments)
 - Acknowledge Surrey's other cultures too (2 comments)
 - Don't gloss over historic injustices by just celebrating culture, portray inclusively and accurately (1 comment)
 - Questioned whether Indigenous groups want more public education (1 comment)

- **Heritage protection and development (13 comments)**
 - Strongly support protection of heritage homes, buildings, and landscapes and concerned about losing them to development (9 comments)
 - Need to do more to restore heritage sites and maintain heritage homes so they aren't lost (2 comment)
 - Require developers to incorporate heritage into projects (1 comment)
 - Support what we have but don't infringe on progress and housing growth (1 comment)

- **Overall support** for heritage objectives and initiatives, will help build shared community values **(7 comments)**

- **Partner with schools, libraries, and seniors centres** and establish a Youth Council to engage more people in heritage and showcase/promote Surrey's heritage in more public spaces **(6 comments)**

- **Comments on the process (6 comments)**
 - Didn't like format/questions or had questions about specific items (5 comments)
 - When will things be implemented? Where will the money come from? (1 comment)

- **Other Comments**

- Concerns about spending taxes on heritage, address social issues first (4 comments)
- Questions about specific locations (2 comments)
- Use road signs, plaques, and display boards to promote and educate about heritage (2 comments)
- Examples of great museums (BC Vintage Truck Museum, Canadian Museum of Human Rights) (2 comments)
- Fact-check archives and City website for historic accuracy (1 comment)
- Create self-guided walking and biking tours (1 comment)
- Include heritage aspect to art in public buildings (1 comment)
- Missing spiritual heritage (i.e., historic churches, temples) (1 comment)
- Collaborate more with parks and arts departments (1 comment)
- Digital initiatives are good but not everyone has internet access (1 comment)
- Don't like murals (1 comment)
- Keep numerical street names (1 comment)
- Is Anniedale school being moved to the Museum? (1 comment)

PARKS

(DEVELOPED PARKS & NATURAL AREAS)

Surrey's parks are foundational to the realization of our City's vision: to become a thriving, green, inclusive City. They are the daily places where we socialize, play and relax.

Central to the role of the Parks Division is the creation of beautiful, engaging and vibrant public spaces, and the activation of these spaces with programs and services for residents. The Parks Division is responsible for the planning, development, operation and maintenance of approximately 2,700 hectares of parkland, a civic marina and three cemeteries. It oversees the stewardship of the natural environment, trails and paths, street trees, nature programs, the use of outdoor athletic facilities and community gardens.

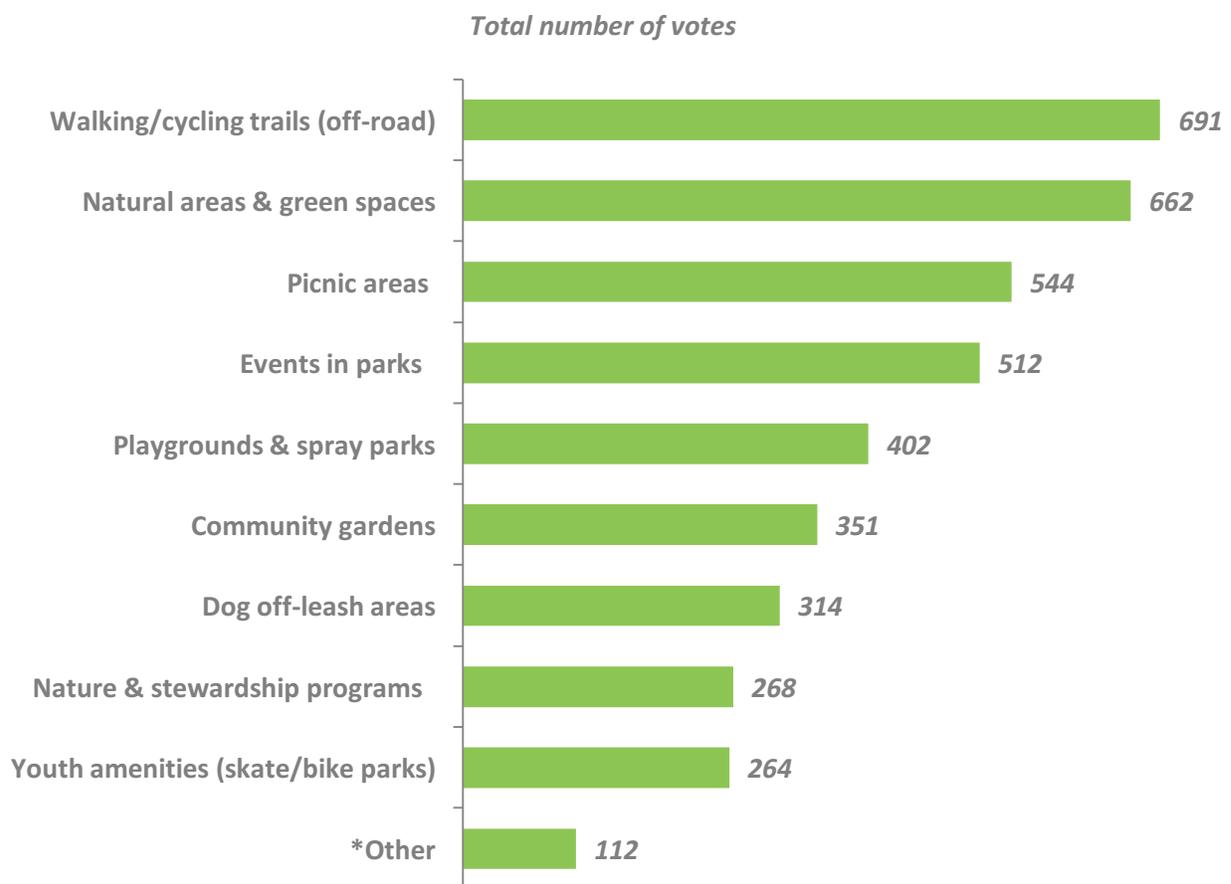


STEP 1 SUMMARY

In Step 1, participants explored early ideas, issues and priorities for parks and natural areas in Surrey.

YOUR PRIORITIES – PARKS & NATURAL AREAS

Survey respondents were asked to review the following list of priorities for parks and natural areas and vote for their top 3 favourites.



** Other ideas have been combined in the list of Big Ideas on the following page.*

YOUR BIG IDEAS – PARKS & NATURAL AREAS

Survey respondents and participants at Idea Fairs were also asked to add their own Big Ideas for Surrey. The following provides a summary of key themes related to parks:

- **More activities, features, and events in parks (224 comments)**
 - Attractive and innovative parks with fun features (i.e., treehouses, zip lines, natural play spaces, nature education, water features, camping, BMX track, covered skate and bike parks, cyclist facilities, food trucks/cafes, etc.)
 - More park infrastructure (i.e., seating, gathering places, covered areas, signage and wayfinding, garbage/recycling, water fountains, picnic tables)
 - Ensure parks and trails are accessible for people of all ages and abilities
 - Outdoor amenities that promote health, recreation and wellness (i.e., fitness equipment, obstacle courses, meditation gardens)
 - More dog off-leash areas and a large, central dog park
 - More community gardens and “food parks” with amenities for cooking/eating
- **Expand parks and natural areas (108 comments)**
 - More parks throughout the city, especially in newly developed areas
 - Create a destination park or botanical garden (like Queen Elizabeth Park)
 - Expand the green buffer to prevent noise and pollution
 - More natural walking/cycling trails
 - Increase access to the water with more public spaces on the riverfront
 - Create and connect greenways and gardens to act as bee/pollinator corridors
 - Incorporate indigenous plants and signage to celebrate First Nations culture
 - Involve youth in tree planting and stewardship clean-ups
- **Preserve and maintain parks and natural areas (87 comments)**
 - Preserve parks and green spaces to balance rapid urban growth, stop cutting down trees
 - Preserve mature trees, biodiversity, and habitat, integrate wildlife corridors
 - Maintain forested areas to prevent dumping; work with volunteers of all ages to maintain trails and parks
 - Maintain parks (i.e., garbage collection, clean washrooms, snow/ice clearing)

WHO SAID WHAT?

While most topics were important to everyone, regardless of their age, gender, or where they lived, there were a few noticeable differences. Youth and younger adults were more likely to want sheltered picnic areas and events in parks while seniors were more likely to prioritize natural areas, walking trails, and community gardens. Walking and cycling trails were a high priority for people in Fleetwood, Cloverdale, and South Surrey.

WHAT DO YOU WANT TO SEE IN SURREY? (PARKS & NATURAL AREAS)

Participants at Idea Fairs were asked to review the following list of ideas for parks and natural areas and vote for their top 3 favourites.



GREEN INFRASTRUCTURE: supporting natural processes and biodiversity through design (e.g., rain gardens, wetlands, bee gardens)



POP UP PLAZAS: small temporary parks or plazas to encourage community gathering and socialization.



SPACES FOR LEARNING OR PLAY: interactive spaces or activities in parks (e.g., street yoga, outdoor tech classes)



PARKS AS LIVING ROOMS: integrating furniture, movable seating and games, and other amenities to encourage community socialization.



FOOD IN PARKS: integrating food in public spaces (e.g., community gardens, edible plants/orchards, community meals)



NATURAL PLAYGROUNDS: integrating features into playgrounds to allow children (and people of all ages) to interact with nature.

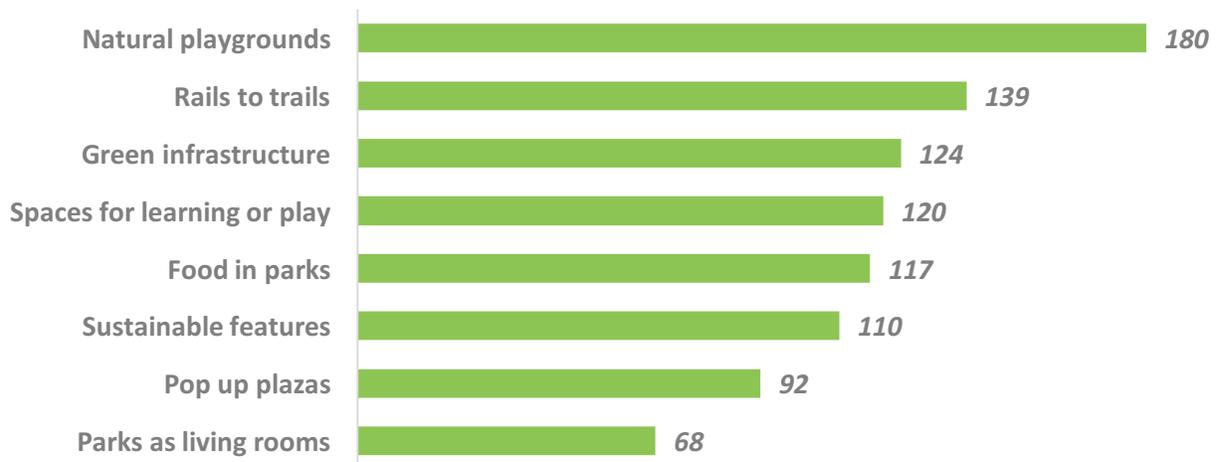


RAILS TO TRAILS: converting old, unused railway corridors to public trails and pathways.



SUSTAINABLE FEATURES: integrating solar or rainwater capture into parks to support City energy and water supply.

Total number of votes



CRITICAL ISSUES TO ADDRESS – PARKS & NATURAL AREAS

Workshop participants were asked to identify the most critical issues that the new PRC plan needs to address for parks and natural areas. The following provides a summary of key themes:

For parks and natural areas, participants discussed how **park amenities**, **natural area stewardship**, and **programming** can help to enhance Surrey’s parks and quality of life.

Preserving parks, green spaces, and natural areas was critically important. Participants emphasized the need to protect existing spaces and create more parks and trails, stressing the value of biodiversity, urban forests, green connections, and wildlife corridors. Some groups focused on the need for more **research** including inventories (of trees, key species and biodiversity), partnerships with universities, and **public education** to better understand the social, environmental and economic values that our parks and natural areas provide.

Participants emphasized the need for parks to be **accessible, safe, and well-maintained**. As parks have such a big impact on our health, recreation, and social activities, it is important that they are accessible for everyone, including people of all ages and abilities, walkers, wheelchairs and parents with strollers. Ideas included everything from ramps and railings to adapted playgrounds and ‘all abilities’ parks and park play boxes.

Public safety in parks and trails was also a key theme. Participants suggested that more activities and programming during the day would make parks feel safer. Other ideas included safer cycling connections and more lighting and security/surveillance at night.

Participants noted that **better park maintenance** would also help parks to feel more welcoming and safe and encourage people to help keep them clean (i.e., regular garbage collection, recycling bins, clean washrooms, and signage). In addition to wayfinding signage, participants also suggested that educational or **interpretive signage** could help people learn about our natural ecology and heritage and increase their sense of stewardship.

Others explored **programming for parks** including **natural play spaces** for people of all ages (i.e., climbing trees, adventure play spaces), **community events and activities**, walking tours, yoga and meditation, public art, youth programs, **stewardship** clean-ups, and edible landscaping, orchards, and **community gardens**. Participants also discussed how involving more people (like youth, seniors, marginalized communities) in activities like park stewardship and community gardening would help to promote a sense of ownership and care for our parks and green spaces.

“We need to protect our green spaces...let’s keep Surrey as the ‘City of Parks’” *- Workshop Participant*

STEP 2 SUMMARY

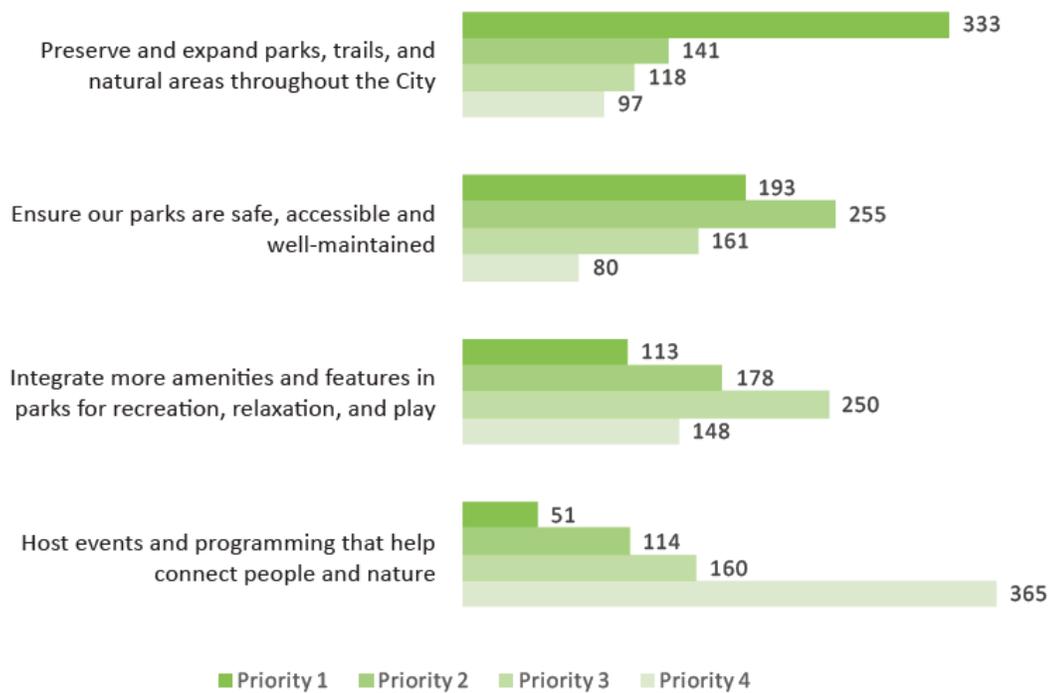
Following Step 1, participant ideas were used to create early directions for parks and natural areas. In Step 2, these ideas were brought back to the public and stakeholders for review and refinement.

YOUR PRIORITIES – PARKS & NATURAL AREAS

Survey respondents were asked to review and rank a list of draft objectives for parks and natural areas to show what they think is most important for the future of Surrey. The following are listed in order of priority based on an average weighted score.

OBJECTIVES FOR PARKS & NATURAL AREAS

Which objectives do you think are most important? (Rank from 1 to 4)

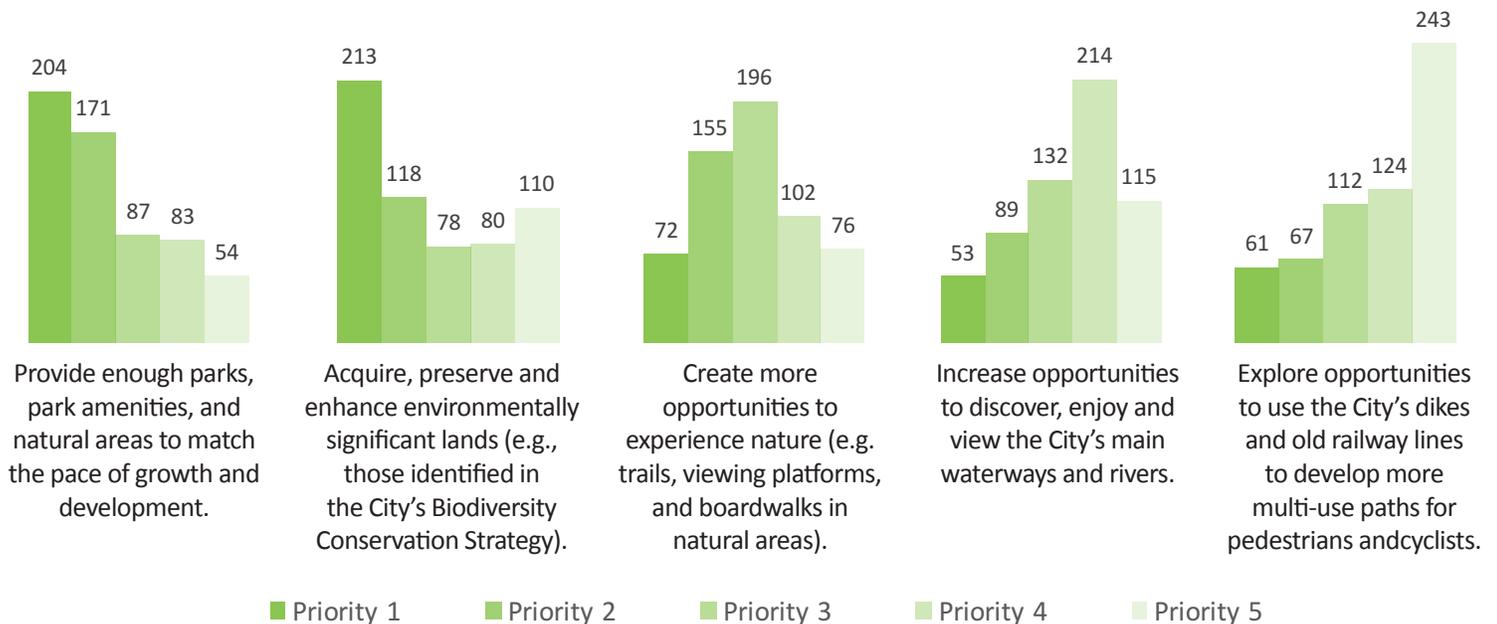


Noticeable Differences Between Groups:

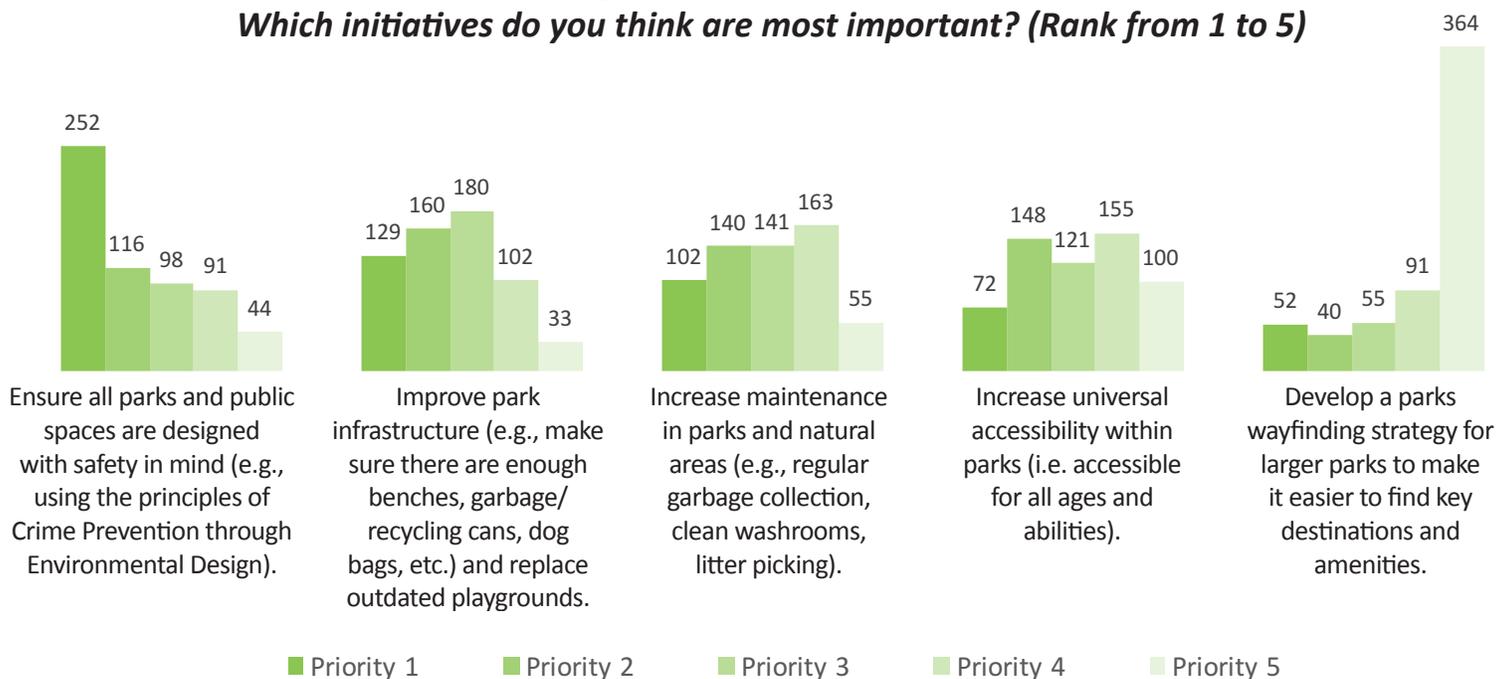
- People in South Surrey, Guildford, and Cloverdale were more likely to prioritize 'preservation and expansion of parks' and 'integration of more amenities and features for recreation, relaxation, and play'
- Female respondents were slightly more likely to prioritize 'safe, accessible, and well-maintained parks'

Survey respondents were then asked to review and rank a list of draft initiatives under each objective to show what they think is most important for the future of Surrey. The following are listed in order of priority based on an average weighted score.

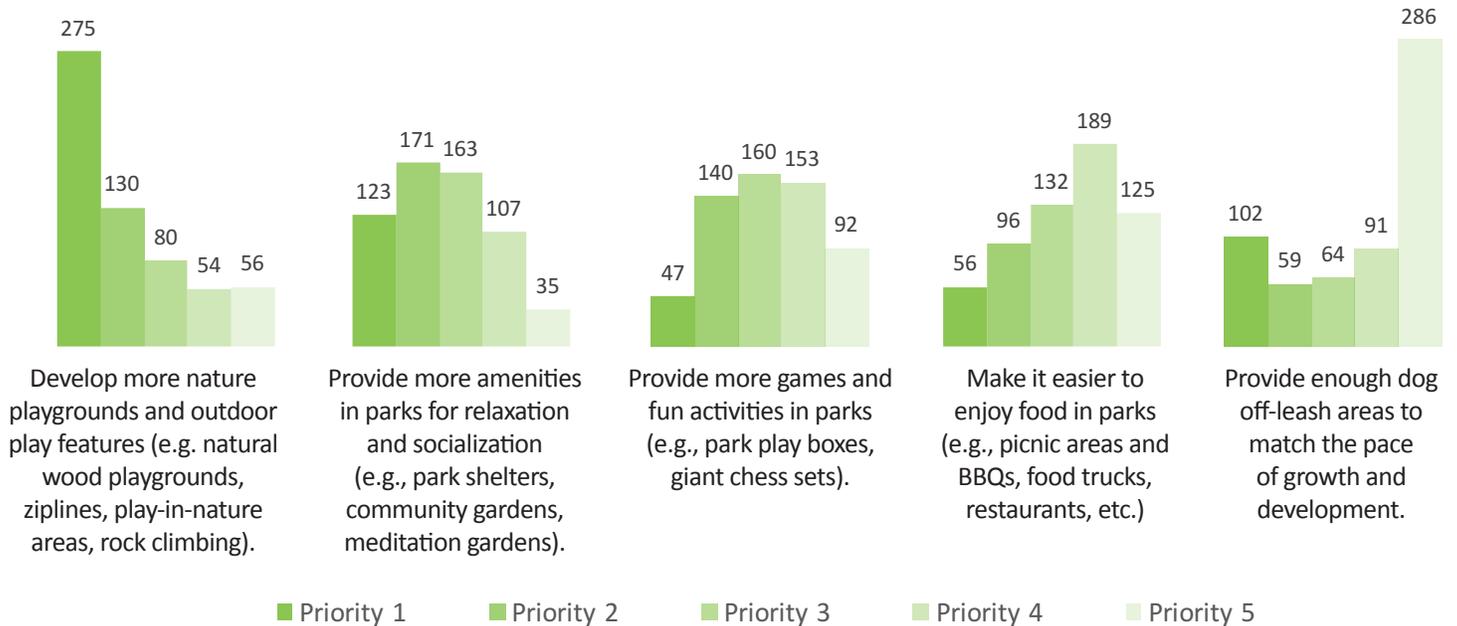
OBJECTIVE: Preserve and expand parks, trails, and natural areas throughout the City
Which initiatives do you think are most important? (Rank from 1 to 5)



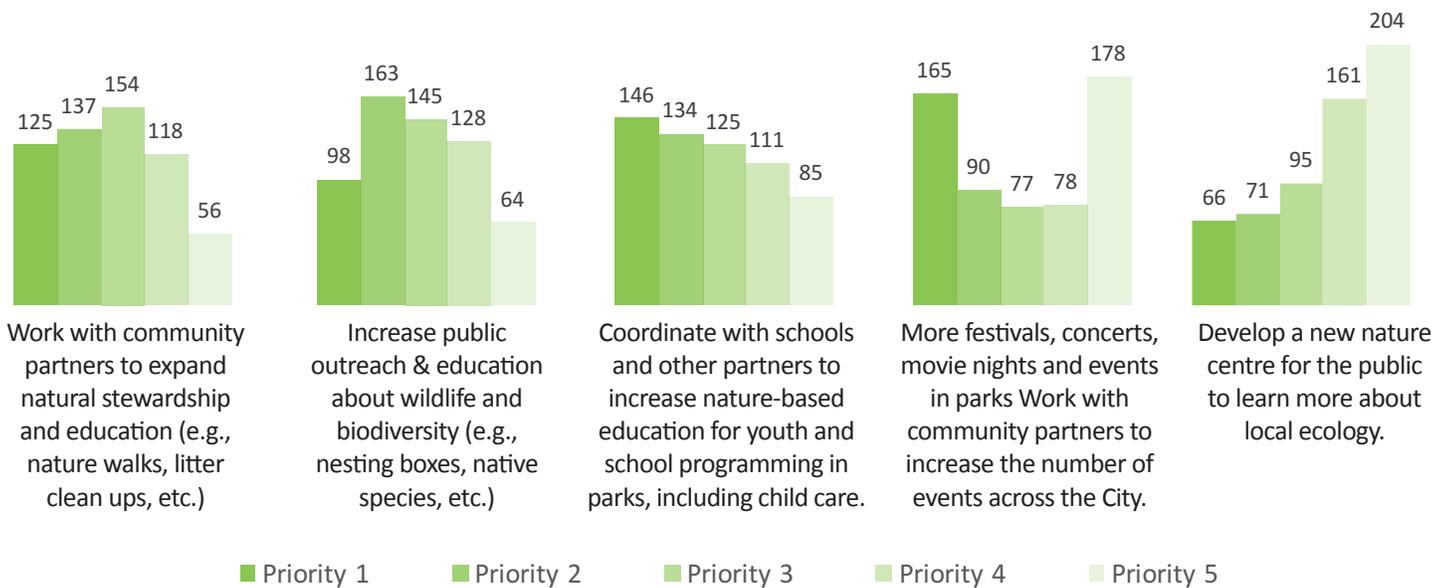
OBJECTIVE: Ensure our parks are safe, accessible and well-maintained
Which initiatives do you think are most important? (Rank from 1 to 5)



OBJECTIVE: Integrate more amenities and features in parks for recreation, relaxation, and play
Which initiatives do you think are most important? (Rank from 1 to 5)



OBJECTIVE: Host events and programming that help connect people and nature
Which initiatives do you think are most important? (Rank from 1 to 5)



Survey respondents were also asked to share any additional comments or ideas related to parks and natural areas in Surrey. The following provides a summary of key themes:

- **Preserve and increase Surrey’s parks and natural areas (109 comments)**
 - Create a connected network of trails and greenways (45 comments)
 - Preserve parks and natural areas amidst rapid urban growth (33 comments)
 - Improve and create more dog off-leash areas (19 comments)
 - Increase opportunities for education, community engagement and environmental stewardship of Surrey’s parks and natural areas (12 comments)
- **Ensure parks are accessible and inclusive for all (37 comments)**
 - Provide infrastructure that is low-cost, promotes health and wellness, and interpretive play (15 comments)
 - Design features of parks should be inclusive and accessible for all ages and abilities (13 comments)
 - Improve access to and within parks and natural areas with better transit and wayfinding signage (9 comments)
- **Improve safety and cleanliness of Surrey’s parks (33 comments)**
 - Improve maintenance of parks (i.e., cleaner washrooms, more garbage cans and recycling bins, cutting down dead trees) (21 comments)
 - Increase crime prevention and enforcement initiatives, such as by-law enforcement officers in parks and more lighting (12 comments)
- **Survey topics well thought out and all are important priorities; positive about the plan’s direction (4 comments)**

TAKING ACTION – PARKS & NATURAL AREAS

Workshop participants dove deeper into specific objectives and initiatives to explore what they might look like in Surrey, who might be involved, and where things might be located, as well as any additional actions or ideas that could help achieve the community’s goals. The following provides a summary of key themes.

General comments:

- Parks have significant value for our physical and mental wellbeing, as well as community pride, and we must continue to increase our green spaces as we grow
- Many opportunities for partnerships (with schools, businesses, developers, NGOs, community organizations, etc.), programming, and public education/stewardship
- Parks must serve a variety of uses and people across various stages of their lives
- Better park maintenance and accessibility will support more people to enjoy parks

Comments on specific objectives:

- ***Preserve and expand parks, trails, and natural areas throughout the City***
 - Strong leadership is needed; we must ensure natural areas don't lose protected status over time and keep up with rapid growth and development
 - Implement the Natural Area Management Plan and link protection of environmentally sensitive lands to the City's Biodiversity Conservation Strategy
 - Maximize existing natural areas through replanting, trail connections, and safety/ maintenance initiatives; look at areas along rivers and road ends
 - Involve developers, residents, and community organizations; look at partnerships with environmental, cycling, and farm groups, schools, etc.
 - Increase funding from the City and support through land and cash donations, levies (1-2% of development), and developer cost charges (DCCs)
 - Consider farmer's concerns, parking, maintenance, connectivity, First Nations
- ***Integrate more amenities and features in parks for recreation, relaxation, and play***
 - More shade trees, and sheltered areas to allow for year-round use
 - Balance needs of dog owners with other park users: provide clear signage for off leash areas, more garbage cans, and increase fines / enforcement
 - Balance the needs of different user groups; look at demographics and plan parks accordingly; provide a range of active and passive features
 - More natural playgrounds / outdoor play features
 - Make use of empty / unused spaces; add more features to existing parks
- ***Host events and programming that help connect people and nature***
 - More community-based events; maximize partnerships
 - Integrate stewardship/nature-based education into events
 - Intergenerational programming for children and families
 - Promote events/programs through a variety of channels to reach more people
- ***Ensure our parks are safe, accessible and well-maintained***
 - Conduct an audit of existing parks to determine what upgrades are needed
 - Improve wayfinding in parks (signage, online mapping)
 - Improve access to and within parks (better transit, easy access paths) and involve accessibility groups more in park planning
 - More park infrastructure (picnic tables, memorial benches, covered areas, garbage cans, signage, playgrounds for all ages)
 - Volunteer groups to support park maintenance (stewardship groups, sports, groups, youth/schools, religious groups, etc.) and/or corporate sponsors
 - More incentives to get people involved in park stewardship
 - Design parks with safety in mind, consider bike/trail safety, phone/hotlines in parks to report suspicious behavior or report incidents

A YOUTH PERSPECTIVE – PARKS & NATURAL AREAS

Youth workshop participants dove deeper into specific objectives and initiatives to explore what would make them great for youth in Surrey.

Specific ideas included:

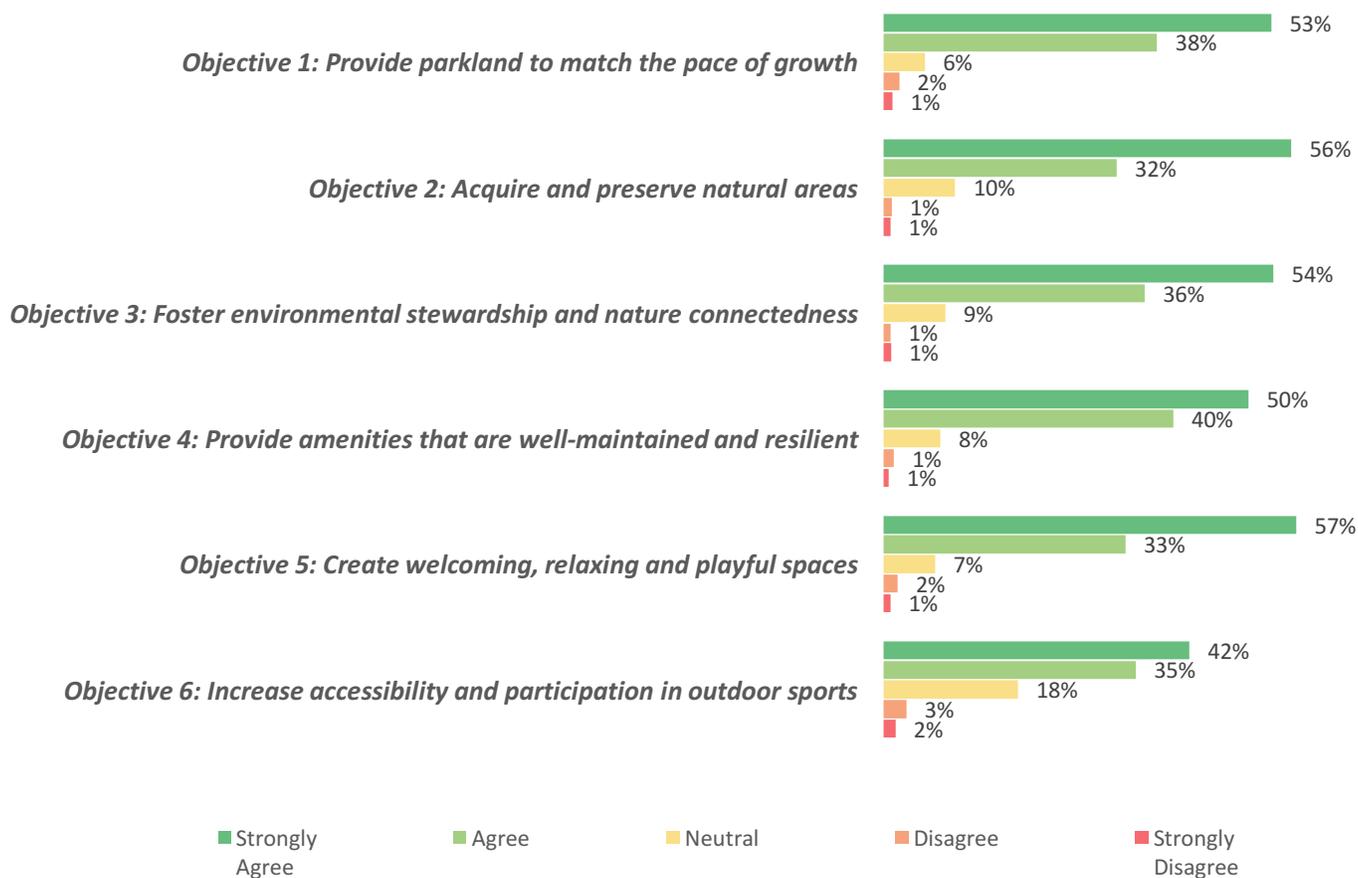
- Seating and places to hang out like hammocks
- Things to do like giant board games, bubble soccer, interactive scavenger hunts or geocaching (with apps), bike rentals, and outdoor recreation (see following section)
- Basic amenities like washrooms, lighting, and wayfinding signage
- New amenities like phone charging stations, outdoor speakers, and free wifi and special features like statues, fountains/waterfalls, bike trails, gardens, treehouses, and hilltop viewpoints with binoculars

STEP 3 SUMMARY

Community input from Step 2 was used to refine early directions into a draft plan. In Step 3, the draft Plan was brought back to the public for review and comment before it was finalized.

DRAFT OBJECTIVES – PARKS & NATURAL AREAS

Survey respondents were asked to review these objectives for parks and natural areas and rank their level of agreement.



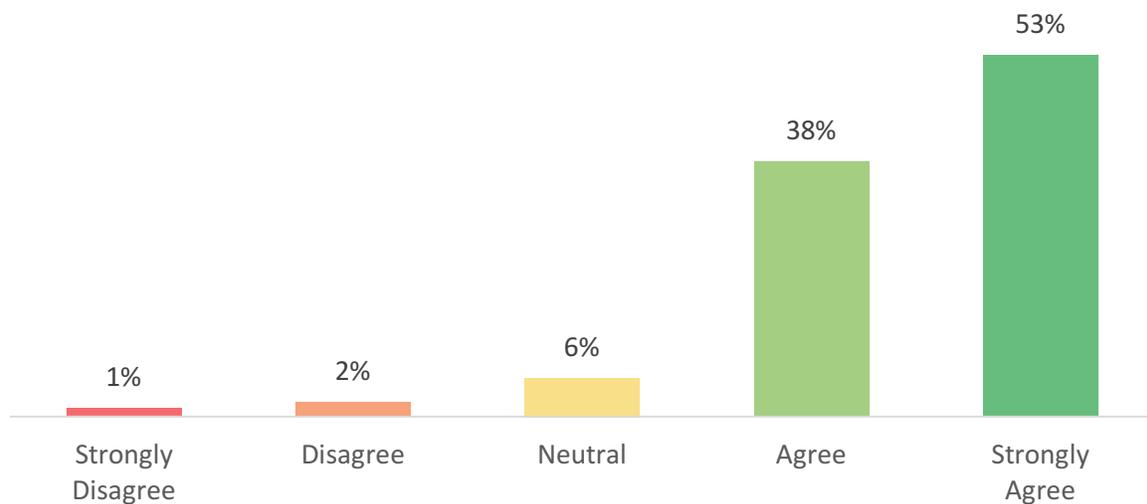
DRAFT INITIATIVES – PARKS & NATURAL AREAS

Survey respondents were then asked to review a list of initiatives under each objective and rank their level of agreement.

Objective 1: Provide parkland to match the pace of growth

Initiatives:

- Develop new parks to accommodate growth, including 28 new parks and the expansion of 17 existing parks over the next decade
- Review and adjust parkland DCC rates (contributions from developers)
- Review existing park classifications
- Develop an amenity contribution program to fund non-NCP parkland development
- Facilitate more publicly-accessible outdoor spaces in private developments
- Ensure the delivery of outdoor amenity space in private developments

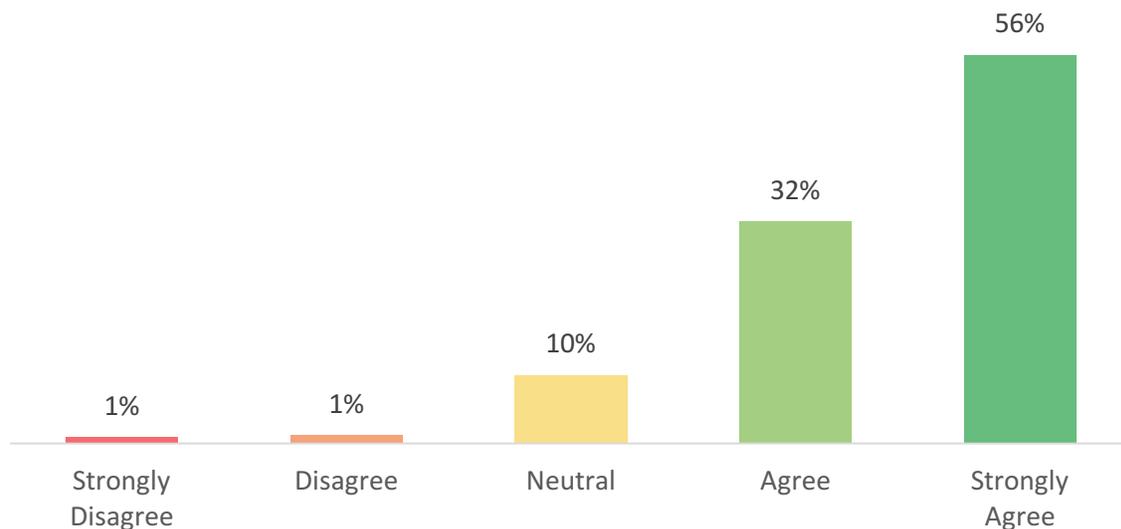


986 people answered this question

Objective 2: Acquire and preserve natural areas

Initiatives:

- *Implement the Biodiversity Conservation Strategy*
- *Plan, develop, designate and manage key sensitive ecosystems as Biodiversity Preserves*
- *Designate the Charles Richardson Nature Reserve as a Biodiversity Preserve*
- *Pursue the conveyance of riparian areas and other sensitive environmental areas*
- *Investigate the formation of a non-profit land trust and partner with land conservancy groups*
- *Develop a program to advocate for eco gifting or life estate dedications of environmentally sensitive lands*

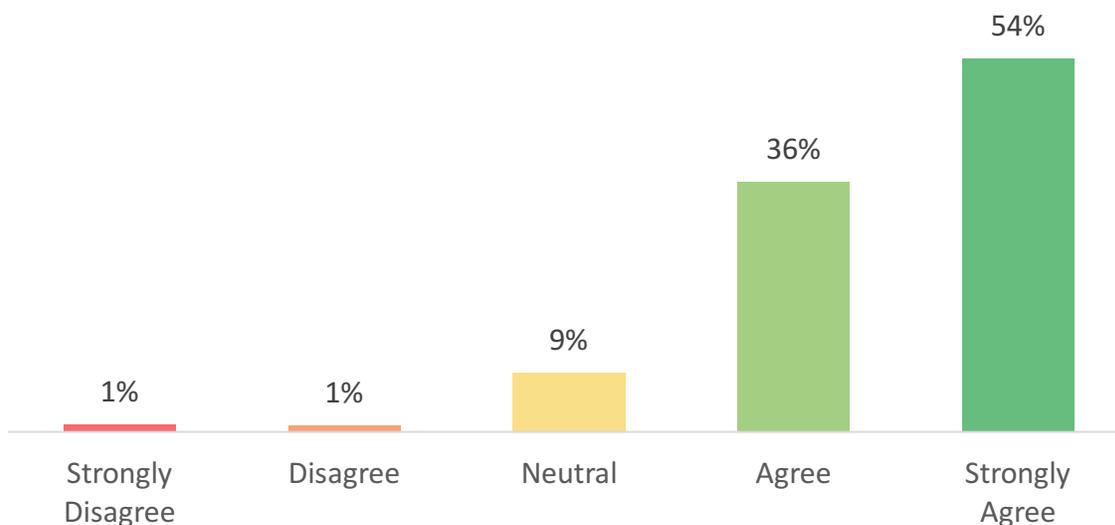


986 people answered this question

Objective 3: Foster environmental stewardship and nature connectedness

Initiatives:

- Create more opportunities for visual and physical access to nature
- Increase opportunities to discover, enjoy and experience the City’s main waterways
- Update the Blueways Master Plan
- Update and deliver the Nature Centre Concept Plan
- Develop a new nature pavilion in South Surrey
- Increase nature stewardship opportunities and programs
- Increase education and programming regarding the preservation of Surrey’s key sensitive ecosystems
- Integrate environmentally sustainable design features into parks
- Grow Surrey’s urban tree canopy
- Develop an Urban Forestry Stewardship & Engagement Plan

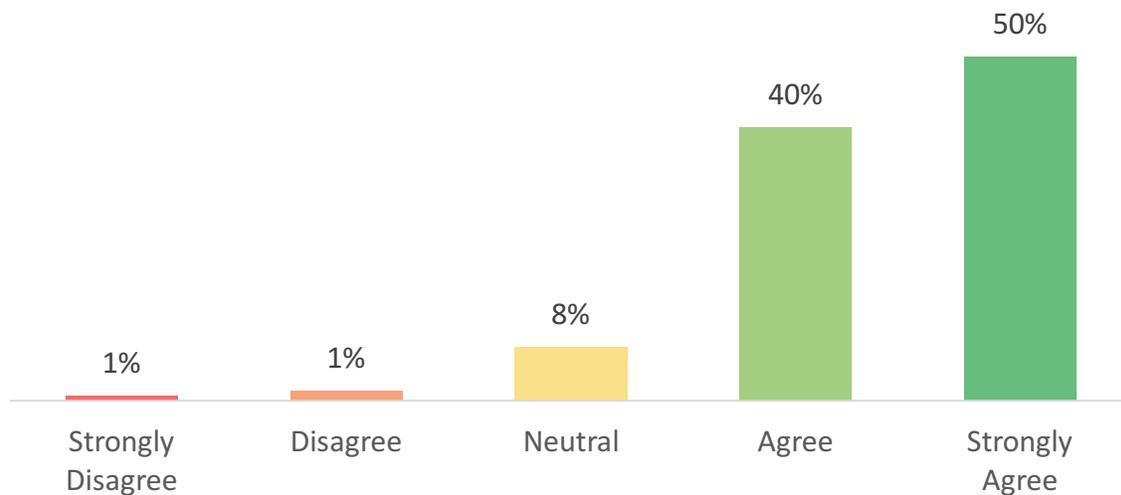


986 people answered this question

Objective 4: Provide amenities that are well-maintained and resilient

Initiatives:

- Increase park maintenance funding
- Establish a system to monitor the delay of service requests
- Link existing park maintenance budgets to population growth
- Tie operating costs of new parks to capital development
- Update the Park Construction Standards
- Establish Joint Use Agreements (JUAs) with Surrey Schools
- Grow the Lend-a-Hand program
- Expand the scope of park volunteer programming
- Study the feasibility of a recycling program in community and city level parks
- Update the Tree Risk Management Program

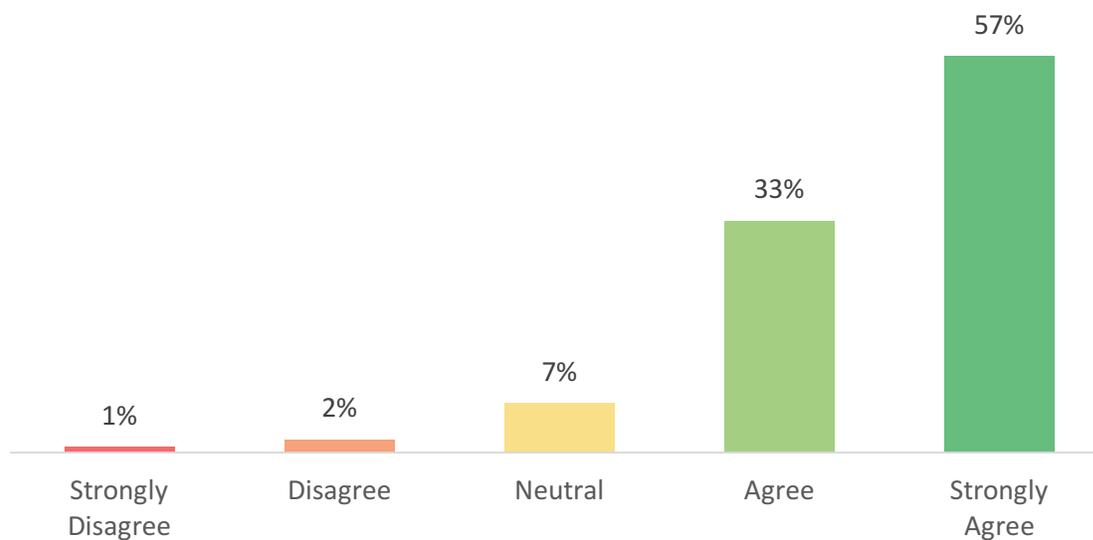


986 people answered this question

Objective 5: Create welcoming, relaxing and playful spaces

Initiatives:

- Incorporate more amenities for walking in parks
- Develop more nature playgrounds and natural play features in parks
- Develop more outdoor park pavilions and shelters
- Provide more opportunities to enjoy food in parks
- Provide more opportunities for residents to learn about and experience agriculture
- Provide washroom facilities in all community and city level parks
- Provide more amenities and spaces in parks for quiet relaxation and reflection
- Grow horticultural garden parks
- Develop a formal partnership with Surrey Libraries to deliver story walks in parks
- Expand community building programs in parks
- Update the dog off-leash strategy
- Update the Greenways Master Plan
- Develop a parks wayfinding strategy for community and city level parks

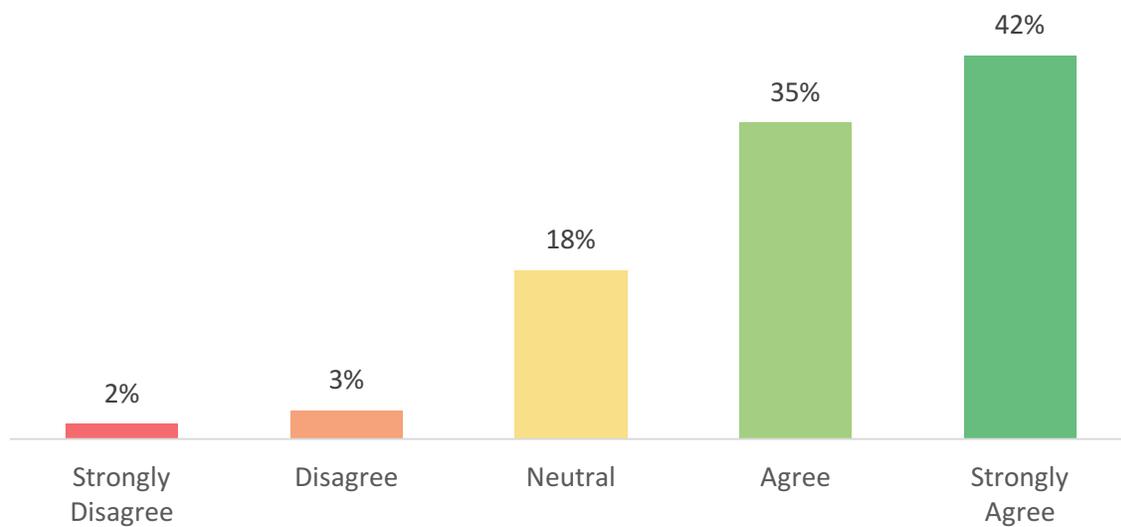


986 people answered this question

Objective 6: Increase accessibility and participation in outdoor sports

Initiatives:

- *Develop new community athletic parks in Grandview Heights and Fleetwood*
- *Expand athletic amenities in Cloverdale Athletic Park and Newton Athletic Park*
- *Develop new athletic fields at the new Sunnyside Saddle Club Park and within Clayton Park*
- *Develop more partnerships with sports associations*
- *Develop a strategy to deliver popular youth amenities*



986 people answered this question

COMMENTS – PARKS & NATURAL AREAS

Survey respondents were also asked to share any additional comments or ideas related to parks and natural areas in Surrey. The following provides a summary of key themes:

- **Preserving existing park land and natural areas (133 comments)**
 - Concerns that we are losing too many parks and natural areas to development (49 comments)
 - Concerns about the road through Hawthorne Park (26 comments)
 - Increase urban trees and green spaces (14 comments)
 - Preserve and enhance existing parks and green spaces (14 comments)
 - Increase preservation of existing natural areas (13 comments)
 - Preserve and expand habitat areas and wildlife corridors (11 comments)
 - Concerns about adding unnatural elements such as infrastructure or athletic fields next to parks and natural areas (6 comments)

- **Infrastructure & outdoor recreation facilities (44 comments)**
 - Upgrade and expand outdoor facilities for existing and emerging sports like pickleball, athletic fields, bike facilities, tennis courts (19 comments)
 - Upgrade and improve washrooms, water fountains, and other park features for all abilities (6 comments)
 - Concerns that some neighbourhoods have more facilities than others; feel they should be equal distance for all Surrey residents (10 comments)
 - Concerns about adding commercial components to parks (2 comments)
 - Provide shade in parks (2 comments)
 - More paved/unpaved trails in forested areas (2 comments)
 - Ensure parks and recreation facilities are visually attractive (1 comment)
 - Use school sport fields for unstructured, casual sports (1 comment)
 - Build facilities where they're needed, they don't have to be central or near existing facilities (1 comment)

- **Park safety (36 comments)**
 - More maintenance and patrolling in parks for cleanliness, upkeep, and safety (22 comments)
 - Concerns about safety in parks, playgrounds, and school grounds (12 comments)
 - Improve lighting in parks for public safety (2 comments)

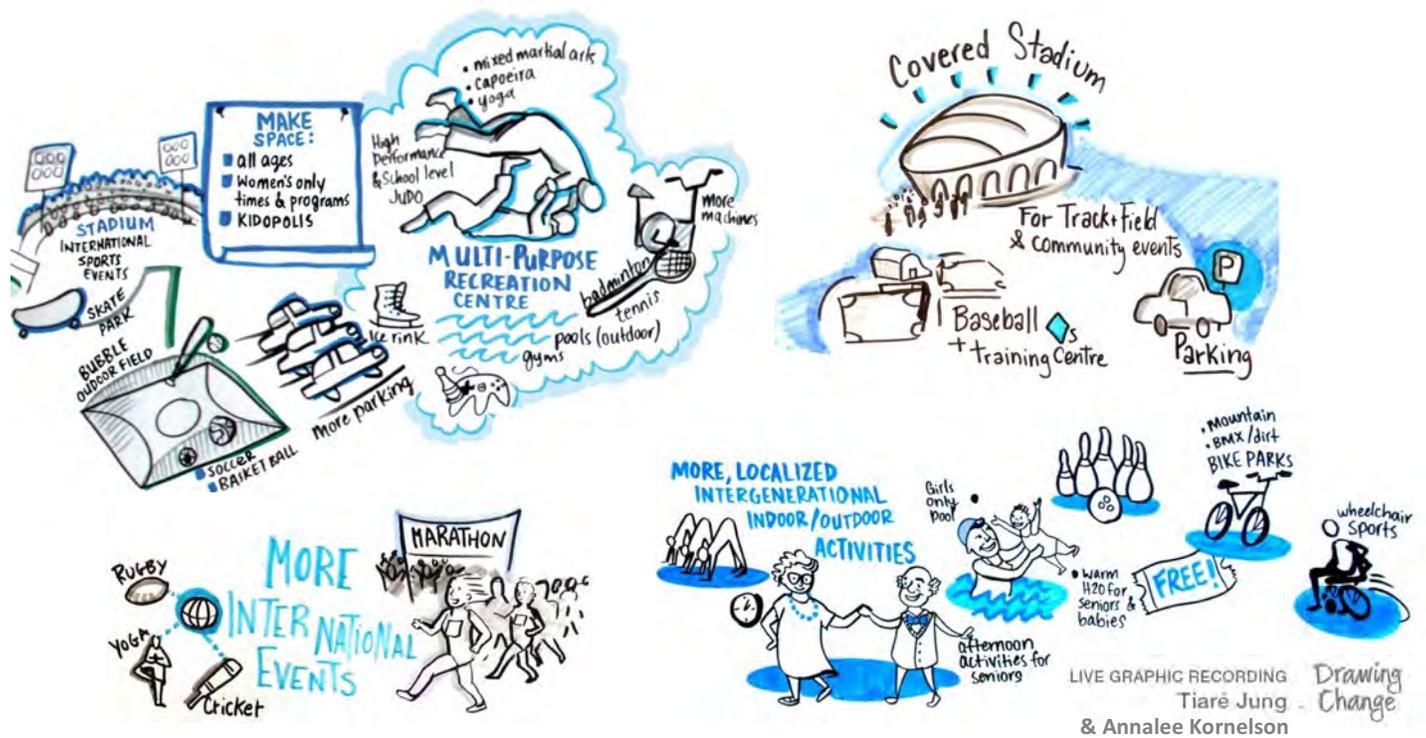
- **Parks and dogs (26 comments)**
 - More dog off-leash areas in natural settings (20 comments)
 - Dog owners need to be accountable to ensure pleasant experiences for everyone (6 comments)

- **Universally accessible parks and facilities (21 comments)**
 - Improve accessibility to parks, beaches and natural areas for people with all mobility levels (16 comments)
 - Ensure universally accessible design for all new facilities (5 comments)
- **Opportunities for active transportation and parks (20 comments)**
 - Provide more walking/cycling routes and trails to link parks and natural areas throughout the City (15 comments)
 - Like the idea of walking/cycling paths along rivers and dykes (5 comments)
- **Comments on the process (19 comments)**
 - Unfamiliar with terminology and acronyms used in survey (11 comments)
 - Didn't like survey format/questions (5 comments)
 - Want more details about how objectives will be achieved (3 comments)
- **More social and play spaces for all ages (10 comments)**
 - More youth-focused playgrounds and indoor/outdoor places for youth to socialize and hang out (5 comments)
 - More outdoor exercise equipment and 'fitness playgrounds' (4 comments)
 - More playgrounds in Surrey Central area (1 comment)
- **Overall support for parks and natural areas objectives and initiatives, think they will benefit Surrey; the Plan is ambitious and proactive (11 comments)**
- **Other comments (35 comments)**
 - Concerns about Mayor and Council making decisions that residents don't support re development and loss of parkland (5 comments)
 - Provide more/better information about park changes/expansions, new parks, and locations/wayfinding (5 comments)
 - Explore community partnerships to increase outdoor recreation and activities in parks (4 comments)
 - Concerns about traffic, parking and pedestrian safety near parks (4 comments)
 - Parks should remain open to the public at all hours (4 comments)
 - Provide opportunities for agriculture and local food in parks (3 comments)
 - Continue to engage people in neighbourhoods and engage with Indigenous communities (2 comments)
 - Concerns about raising taxes to pay for parks and recreation (2 comments)
 - Wildlife land bridges over roadways that divide parks (1 comment)
 - Consider cultural sensitivity/customs in park planning (1 comment)
 - More programmed park activities in Clayton Heights (1 comment)
 - Allocate funding based on park usage (1 comment)
 - Need more parks and green spaces in new communities (1 comment)
 - Don't add more parks until we can maintain what we have (1 comment)

COMMUNITY & RECREATION

Community & Recreation Services (CRS) operates diverse, state of the art facilities across Surrey where individuals, families, and the community gather for improved health and well-being through social, educational, recreation, and fitness opportunities. Its purpose is to provide quality, accessible health and wellness programs where participants build relationships and learn.

By working collaboratively with stakeholders and partners, CRS helps children and youth reach their full potential, supports families with services, connects and engages with seniors, and enables individuals to thrive. Priority focus areas include: fostering active living, increasing inclusivity, encouraging engagement, and building capacity.



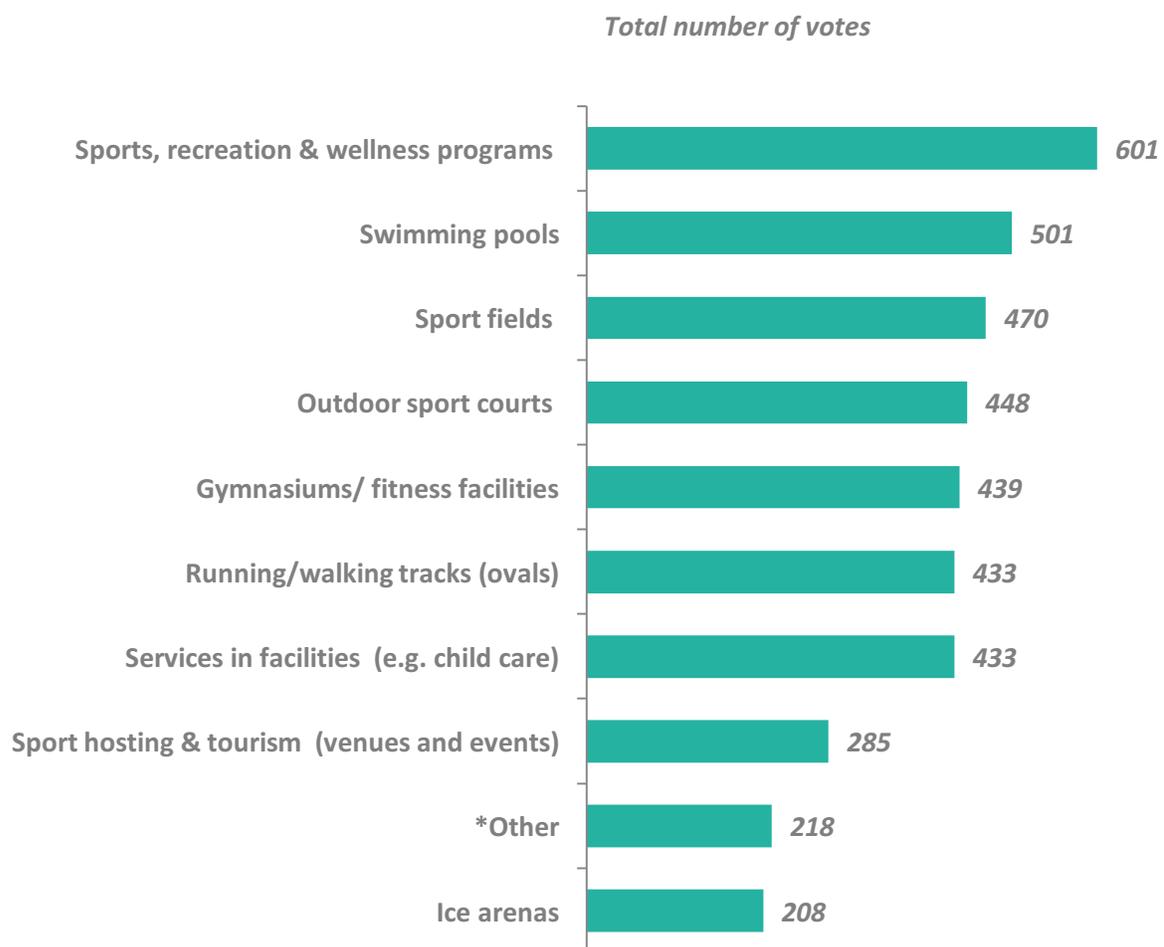
STEP 1 SUMMARY

In Step 1, participants explored early ideas, issues and priorities for indoor and outdoor recreation as well as community services, programs, and events in Surrey.

INDOOR & OUTDOOR RECREATION

YOUR PRIORITIES - RECREATION

Survey respondents were asked to review the following list of priorities for recreation and vote for their top 3 favourites.



**Other ideas have been combined in the list of Big Ideas on the following page.*

YOUR BIG IDEAS - RECREATION

Survey respondents and participants at Idea Fairs were also asked to add their own Big Ideas for Surrey. The following provides a summary of key themes related to recreation:

- **Outdoor Sports & Recreation (276 comments)**
 - More infrastructure to support emerging sports (e.g., especially disc golf and pickleball, but also badminton, Kabaddi, paintball, obstacle courses, etc.)
 - More soccer fields, outdoor ice rinks, skate and bike parks, and pools
 - Outdoor exercise facilities (e.g., gymnastics facilities, fitness circuits)
 - Improve lighting and safety at outdoor facilities
 - More seating (i.e., portable bleachers for outdoor events)
- **Indoor Sports & Recreation (55 comments)**
 - More ice hockey rinks to address current demand and availability
 - More indoor swimming pools throughout the City (i.e., in Cloverdale)
 - A new indoor training facility with running oval and gymnastics facilities
 - Indoor/weather protected courts (soccer, volleyball, basketball, squash, tennis)
 - More amenities at facilities (i.e., washrooms, change rooms, spectator seating)
- **Fitness, Health & Wellness Facilities & Programs (41 comments)**
 - More fitness, recreation and wellness facilities, equipment, and programs
 - A health and recreation centre that offers natural wellness, foods, and activities (i.e., Chinese medicine, yoga, meditation, tai chi classes, etc.)
 - An aquatic facility for water fitness, training and physical therapy
 - Locate recreation centers in parks so people can enjoy outdoor fitness too
- **Sports Tourism & Events (31 comments)**
 - A large arena or stadium to host major sporting events, tradeshow, etc.
 - Increase sports tourism in Surrey - host large events and tournaments (world softball championships, beach volleyball, disc golf, swimming, badminton, etc.)
 - Host local and regional sporting events (e.g., women's adult hockey league)
 - City organized meet ups for cycling, hiking and local touring

WHO SAID WHAT?

Preferences for sports and recreation were more likely to vary by age, gender and location. Respondents from Cloverdale (especially females) prioritized swimming pools while those from Fleetwood favoured running/walking tracks. Youth and male respondents were more concerned with sports fields, outdoor sport courts, and gymnasiums/fitness facilities while younger adults, seniors, and female respondents were more likely to prioritize recreation and wellness classes and walking/running tracks.

WHAT DO YOU WANT TO SEE IN SURREY? (RECREATION)

Participants at Idea Fairs were asked to review the following list of ideas for indoor and outdoor recreation and vote for their top 3 favourites.



NEW FITNESS TRENDS: new, innovative / hybrid fitness classes (e.g., acrobatic / flying yoga, paddleboard fitness, disco spinning, TRX, barre)



HIGH ENDURANCE SPORTS: progressive training from beginner level to athletic competition (e.g., ultramarathon running, rock climbing)



TECHNOLOGY & FITNESS: work out at home or in the studio with online / video instruction or interactive games.



MINDFULNESS & MEDITATION: programs and classes for mental wellness and relaxation.



SELF PACED FITNESS: free, outdoor fitness and recreation amenities in parks (e.g., stationary bikes, bench presses)



EMERGING SPORTS: popular new sports and activities (e.g., pickleball, disc golf, parkour)

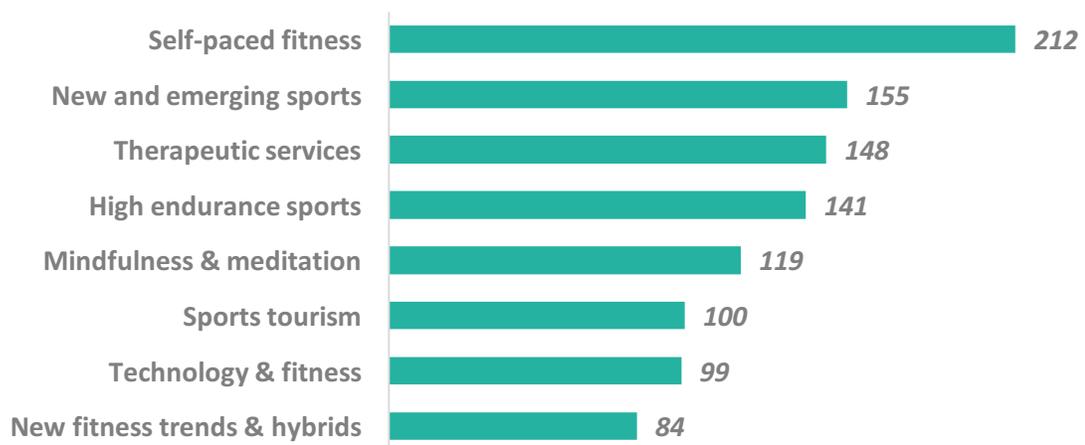


SPORTS TOURISM: hosting local, regional or national sporting events, or sports business to attract tourists and make better use of existing facilities.



THERAPEUTIC SERVICES: as the population ages, there is an increasing demand for therapeutic pools and programs aimed at rehabilitation.

Total number of votes



CRITICAL ISSUES TO ADDRESS - RECREATION

Workshop participants were asked to identify the most critical issues that the new PRC plan needs to address for indoor and outdoor recreation. The following provides a summary of key themes:

Workshop participants explored how **sports tourism, facilities & programming**, and **community partnerships** could improve indoor and outdoor recreation in Surrey.

Participants noted that the City should consider a long-term plan for hosting international events as well as a **large multi-plex venue** to host a wide range of sports and activities under one roof.

While larger-scale events and tourism were seen as desirable, participants emphasized the need to start smaller and first make Surrey a **regional destination** for local events and tournaments. This would require a **range of indoor and outdoor facilities** throughout the City to support easy access for participants, but also for parents, and spectators. Participants also stressed the need to **stay on the forefront of new and growing sports** such as pickleball, disc golf, cycle cross, beach volleyball, badminton, martial arts, and rock climbing to name a few.

Partnerships will be essential to support sports tourism and event hosting, as well as the numerous local groups and clubs who use City facilities. Participants suggested partnerships with businesses and corporate sponsors as well as local clubs, schools, health authorities, and local/national sports associations, stressing the need to collaborate to reduce competition for space and resources, increase access, and promote new and existing opportunities.

Participants liked the idea of **multi-use facilities** where people can access a range of recreation amenities in one place. Other ideas included **connecting facilities** with trails to support long distance cycling and running, and **using existing facilities for different purposes**; for example, converting ice arenas in summer to use as courts for pickleball, volleyball or tennis (or for concerts).

Participants also discussed the need for **inclusive facilities** to support people of all ages, abilities, incomes, cultures, and gender expressions. Discussions highlighted the need to offer **programming for specific groups** who are less engaged in sports and recreation, such as women, seniors, newcomers, lower income populations and people with mobility challenges. Participants also explored how Surrey can **reflect our diverse community through sports** by working with cultural groups, immigrants and newcomers, and accessibility groups.

“Let’s think big but start small and realistic”

- Workshop Participant

COMMUNITY PROGRAMS & SPECIAL EVENTS

YOUR BIG IDEAS FOR COMMUNITY PROGRAMS & EVENTS

Survey respondents and participants at Idea Fairs were also asked to add their own Big Ideas for Surrey. The following provides a summary of key themes related to community programs and events:

- **All-ages activities (100 comments)**
 - Family-oriented facilities and programs, allow parents and children to participate together (i.e., art classes, family events, guided tours, nature walks)
 - Opportunities and programs to bring youth and seniors together (i.e., heritage workshops to learn about cultural history and heritage)
 - Fun and play for adults and kids (i.e., adventure parks for all ages)
- **Community events to bring people together (53 comments)**
 - More events and festivals that create a sense of community
 - More free/affordable outdoor events (i.e., carnivals, block parties, family cookouts, farmers' markets, community art making, pet-themed events, Flower Festival in Spring, flea markets and classic car shows at parks, etc.)
 - More multicultural events
 - More inclusive community events for families and all ages
 - More small-scale events (i.e., amateur showcases, evening events at schools)
- **Arts, music, theatre, and cultural events (42 comments)**
 - More concerts like "Faded in the Park," to feature world known artists and showcase Surrey's outdoor venues (include camping options)
 - Annual festivals to draw people from all over Metro Vancouver to Surrey
 - More major outdoor arts events (i.e., summer theatre festival, multi-media arts events in parks)
 - More small-scale arts events in neighbourhoods (i.e., local concerts, live theatre, weekend night outdoor music/dance, weekend street art, outdoor art shows, food trucks, etc.)
 - More cultural events (e.g., Fusion Festival, Holi Festival, Sikh Cultural Fair, etc.)
 - More events at Surrey Art Gallery and a formal juried art show every 2 years
- **Activities for specific age groups (40 comments)**
 - More classes for adults to have fun, learn, create (i.e., dancing, mixed media art, natural product making, ceramics, etc.)
 - More programs and facilities for seniors of different ages of abilities (including a range of social, leisure, sport, recreation, and wellness)

- More youth centres to provide a safe place to hang out, fun activities, camps, conferences, and spaces for at-risk youth (consider partnerships with non-profits to offer support services)
- More activities for children and youth (afterschool programs, volunteering opportunities, nature/stewardship, recreation, music, theatre, art, contests)
- More activities and safe play spaces for young children and toddlers
- **Planning for a diverse community (22 comments)**
 - Emphasize the diverse make-up of the City through the new PRC plan
 - More exhibitions, workshops and community programming that is welcoming for people of various ages, incomes, and cultural backgrounds
 - A multicultural youth centre to educate youth about different cultures
 - Promote multicultural diversity through family-oriented programs, services, and events
 - More facilities and programs for new immigrants to support the transition
- **An inclusive and accessible community (8 comments)**
 - Make sure parks, public spaces and buildings are accessible for everyone – including people with mobility issues, wheelchairs, strollers, etc.
 - More classes, camps, programs, and recreation for people with physical and developmental disabilities
 - Include children with special needs in recreation programs with their peers
 - Make recreation more affordable for low-income participants

WHO SAID WHAT?

Preferences for community programs and events varied slightly based on age and gender but were distributed fairly evenly among the different communities across the city.

Younger adults, seniors, and females were more likely to prioritize community services (like child care) in facilities while youth prioritized outdoor events in parks. Female respondents were also more likely to prioritize cultural programs and classes, cultural festivals and events, and cultural spaces for children and youth.

WHAT DO YOU WANT TO SEE IN SURREY? (COMMUNITY PROGRAMS & EVENTS)

Participants at Idea Fairs were asked to review the following list of ideas for community programs and events and vote for their top 3 favourites.



CREATIVE PARTNERSHIPS:
exploring partnerships with local organizations to support more local community venues and shared spaces.



INTERGENERATIONAL PROGRAMS & EVENTS:
activities that bring together people of all ages (e.g., youth teaching computer classes for seniors)



FAMILY PROGRAMS:
programs for the whole family to participate together (e.g., recreation, arts).



MINI SESSIONS:
shorter programs or 1-day workshops to give busy people a taste of something new.



MULTI-USE SPACES:
buildings and rooms designed for many uses or with movable walls or furniture to adapt as needed.



COMMUNITY-DRIVEN FESTIVALS & EVENTS:
more support for local community groups to initiate their own festivals and events.



CREATIVE COMMUNITY ENGAGEMENT:
interactive ways to engage people at their own pace (e.g., geocache challenge)



UNIVERSAL ACCESS:
venues and events for people of all ages, abilities, and identities (e.g., universal washrooms, accessible facilities)

Number of votes



CRITICAL ISSUES TO ADDRESS – COMMUNITY PROGRAMS & EVENTS

Workshop participants were asked to identify the most critical issues that the new PRC plan needs to address for community programs and events. The following provides a summary of key themes:

In discussing community programs and events, participants explored how **diversity and inclusion, volunteerism**, and **special events** affect our sense of community and how, where, and why people come together.

Participants stressed that to become a City where **recreation, art, and culture are accessible and celebrated**, the community needs strong ties to City staff and resources, affordable spaces, strong collaboration and coordination among groups and volunteers, and inclusive programming to meet the needs of our unique and diverse community.

Recognizing that **volunteers, community groups, and non-profits are an essential part of community programming and events**, participants highlighted the need for a **City liaison** to work directly with community members and organizations, and support **additional funding** for local artists and groups. Others explored **issues related to volunteering** such as the time and cost involved, fatigue, competition for scarce resources, needs for training or education, overly complicated processes (such as criminal record checks), and sometimes poor treatment of volunteers. To help address some of these issues, participants highlighted the need to connect community groups with each other to tap into existing knowledge and resources (i.e., how to access grant funding, fundraise, promote events, etc.). One key idea was to create a **central communications hub** to better support and retain volunteers, share information and resources, and maximize community participation in programming and events.

Affordable, multi-use spaces were identified as critical to support community events and programming and participants suggested they would best serve community needs if they were easily accessible near all Town Centers.

Participants also discussed the need for programs and events that are **inclusive of our diverse community's needs**. Ideas included more intergenerational, intercultural, and all-abilities events and programs to bring a broader range of people together. Related ideas included free transportation or shuttles to events (for people with mobility challenges or small children), free or reduced cost admission for specific groups, gender neutral washrooms, and advertising and promotion through partner organizations (like schools).

“Events help bring people together and create a sense of pride in our community”

– Workshop Participant

STEP 2 SUMMARY

Following Step 1, participant ideas were used to create early directions for recreation and community development. In Step 2, these ideas were brought back to the public and stakeholders for review and refinement.

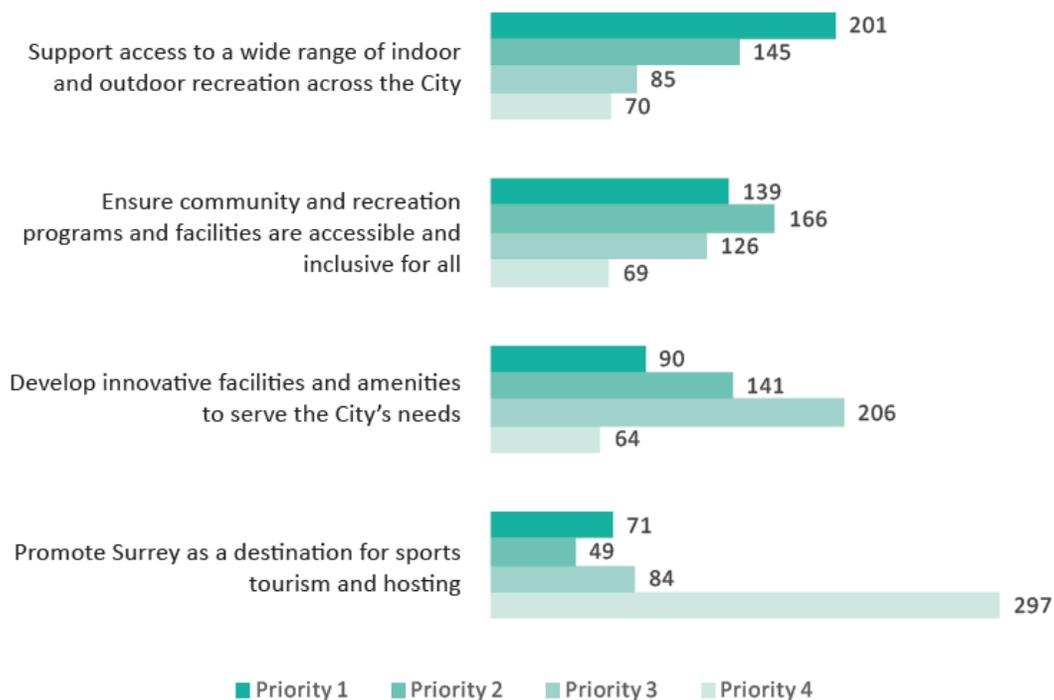
INDOOR & OUTDOOR RECREATION

YOUR PRIORITIES - RECREATION

Survey respondents were asked to review and rank a list of draft objectives for recreation to show what they think is most important for the future of Surrey. The following are listed in order of priority based on an average weighted score.

OBJECTIVES FOR SPORT & RECREATION

Which objectives do you think are most important? (Rank from 1 to 4)



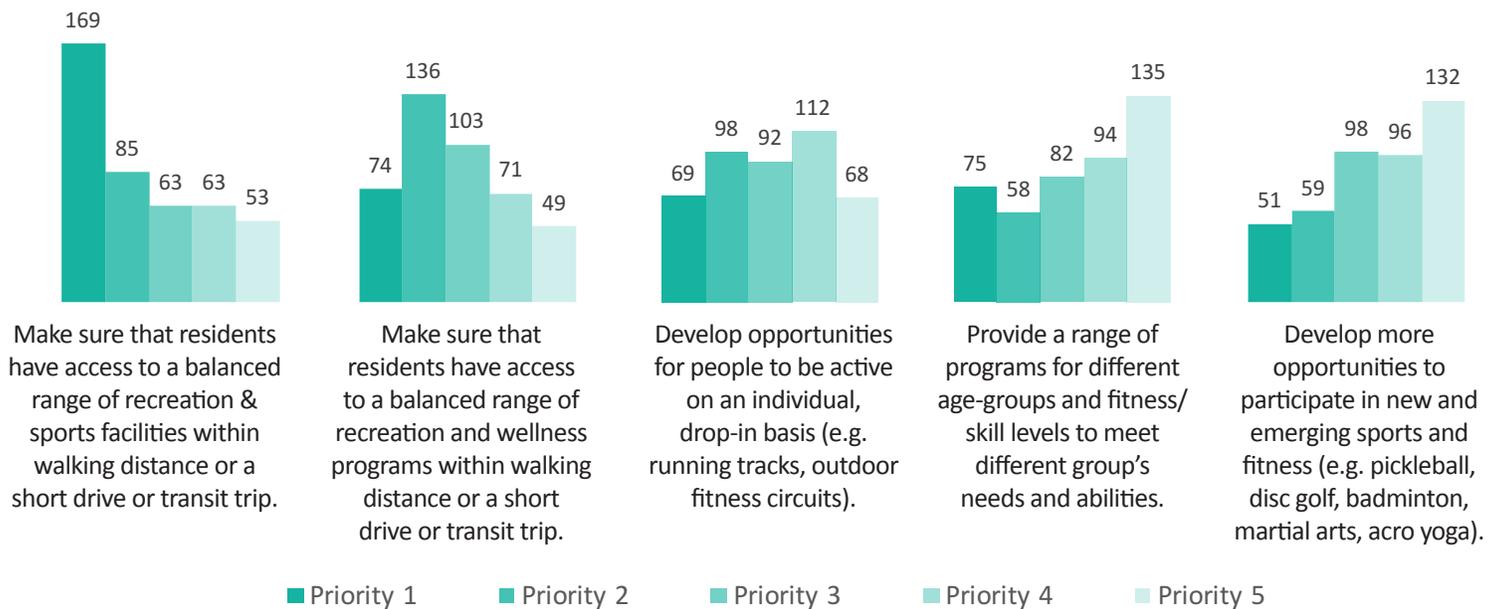
Noticeable Differences Between Groups:

- Most youth respondents prioritized 'recreation across the City' followed by 'recreation that is accessible and inclusive for all' as their top 2 choices
- Respondents from Cloverdale were more likely to prioritize 'innovative facilities and amenities' than respondents from other areas.

Survey respondents were then asked to review and rank a list of draft initiatives under each objective to show what they think is most important for the future of Surrey. The following are listed in order of priority based on an average weighted score.

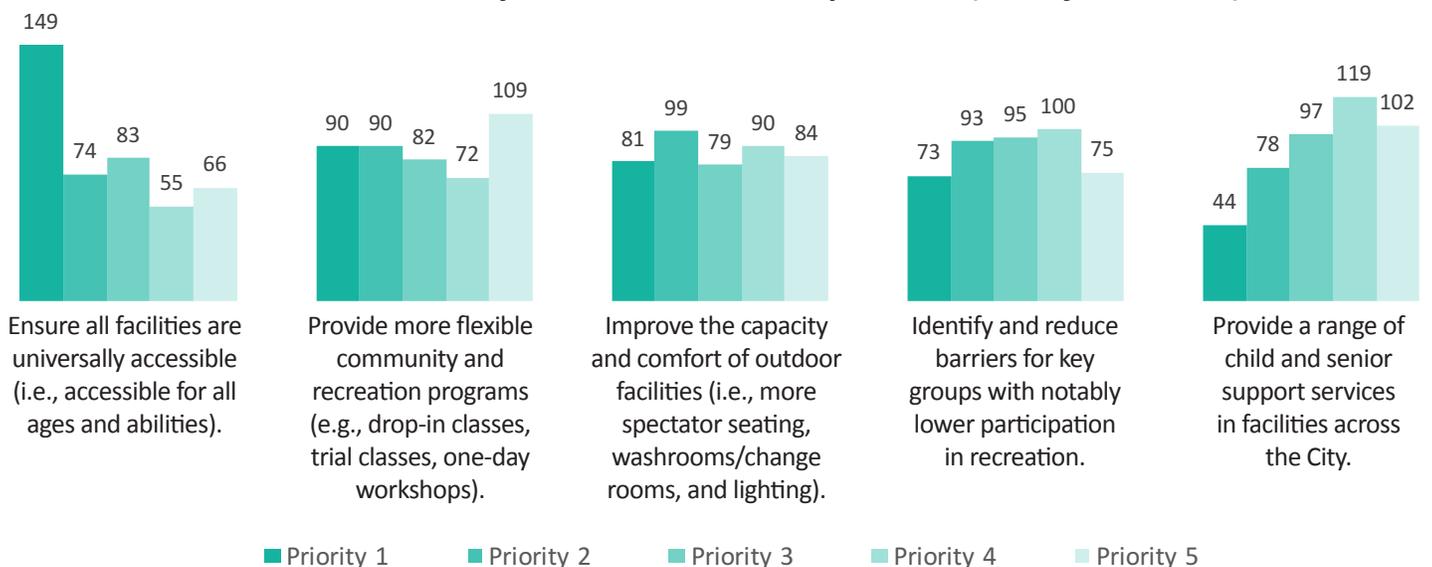
OBJECTIVE: Support access to a wide range of indoor and outdoor recreation across the City

Which initiatives do you think are most important? (Rank from 1 to 5)



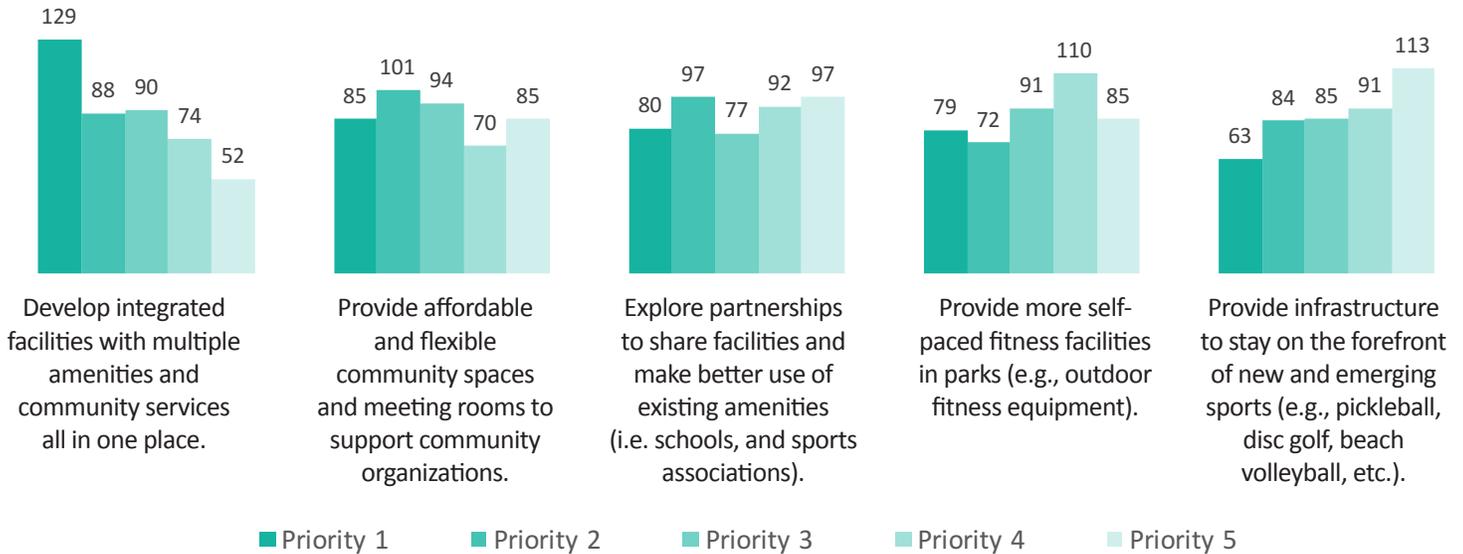
OBJECTIVE: Ensure recreation programs/facilities are accessible and inclusive for all

Which initiatives do you think are most important? (Rank from 1 to 5)



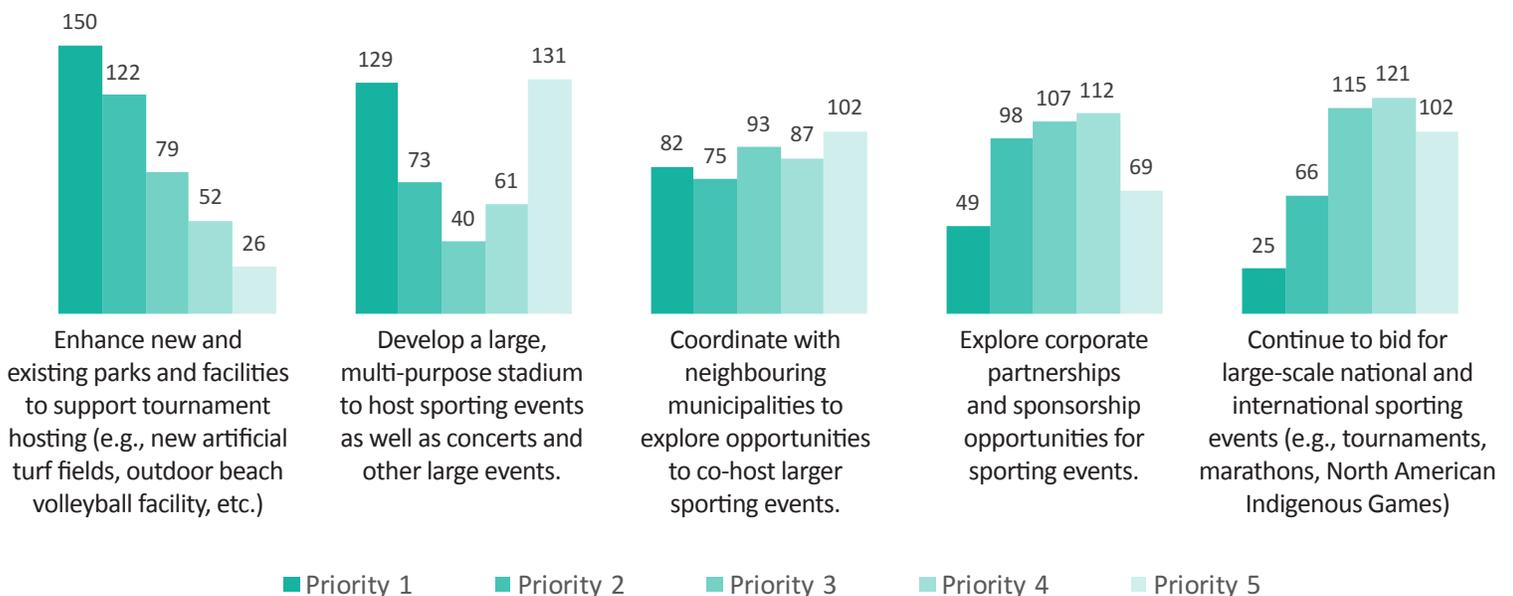
OBJECTIVE: Develop innovative facilities and amenities to serve the City’s needs

Which initiatives do you think are most important? (Rank from 1 to 5)



OBJECTIVE: Promote Surrey as a destination for sports tourism and hosting

Which initiatives do you think are most important? (Rank from 1 to 5)



Survey respondents were also asked to share any additional comments or ideas related to recreation in Surrey. The following provides a summary of key themes:

- **New and upgraded sport and recreation infrastructure (45 comments)**
 - Upgrade existing and build new multi-use facilities to address current demand and availability (i.e., ice rinks and soccer fields) (27 comments)
 - More indoor swimming pools and water-play features throughout the city (i.e., Cloverdale) (9 comments)
 - Develop or improve underutilized infrastructure to support emerging sports (i.e., pickleball, disc golf, climbing wall, Velodrome, cricket, surf park) (9 comments)
- **Recreation as an inclusive and accessible opportunity (40 comments)**
 - More opportunities for people of all ages, genders, and abilities to feel safe and welcome and fully participate in recreation (13 comments)
 - Need more affordable recreation opportunities (10 comments)
 - More flexible and drop-in options (i.e. Senior classes in the evening, yoga in the park, outdoor fitness stations at parks and trails) (8 comments)
 - More opportunities for individuals with mobility issues or special needs to access and participate in recreation along with their families (5 comments)
 - Incorporate social and community-building aspects into recreation (i.e., community gardens at recreation centres) (4 comments)
- **Need more variety of indoor and outdoor recreational and health and wellness programs and classes (9 comments)**

TAKING ACTION - RECREATION

Workshop participants dove deeper into specific objectives and initiatives to explore what they might look like in Surrey, who might be involved, and where things might be located, as well as any additional actions or ideas that could help achieve the community's goals. The following provides a summary of key themes.

General comments:

- Take advantage of synergies and opportunities to share resources with different groups and organizations
- Provide indoor and outdoor multi-use facilities
- Promote opportunities for physical activity for all ages, abilities and income levels

Comments on specific objectives:

- ***Develop innovative facilities and amenities to serve the City's needs***
 - Make better use of and maintain the land that is already available
 - Partner with schools and others to share underutilized spaces
 - Provide non-financial support too; share administrative resources with sports groups and community partners
 - Create more places that promote spontaneous and self-regulated fitness (i.e., outdoor equipment, parkour parks and courts)
 - Create a velodrome and/or multi-use sports complex

- ***Promote Surrey as a destination for sports tourism & hosting***
 - Develop a large multi-purpose stadium in a central area that close to transit for residents and visitors; partner with organizations and solicit major special events (sports and entertainment) to ensure it is viable over the long term
 - Explore opportunities for funding such as multi-government partnerships, grants, or corporate sponsors (that align with community interests)
 - Work with neighbouring municipalities to accommodate tourism impacts (traffic, transportation, parking, access, etc.)
 - Consider upgrading existing facilities prior to making any large investments

- ***Support access to a wide range of indoor and outdoor recreation across the City***
 - Ensure indoor and outdoor facilities and spaces are multi-use and flexible; provide a range of surfaces, equipment, and sheltered areas
 - Provide amenities at appropriate proximities within communities. (i.e., playgrounds and green spaces within walking distance to neighbourhoods while swimming pools may be within a short drive)

- ***Ensure community and recreation programs and facilities are accessible and inclusive for all***
 - Improve accessibility of parks/trails and ensure facilities are transit accessible
 - Provide inclusive, intergenerational programs for all ages
 - Prioritize accessibility when developing new facilities (i.e., wheelchair elevator in pools and change room lifts)
 - Support low cost or no cost programs for lower income households
 - Promote programs through partnerships with schools, community associations and other organizations
 - Integrate more education regarding ability and sport into schools

A YOUTH PERSPECTIVE - RECREATION

Youth workshop participants dove deeper into specific objectives and initiatives to explore what would make them great for youth in Surrey.

Specific ideas included:

- New amenities to make Surrey a destination for sports and recreation (beach volleyball and beach soccer courts, soccer stadium, archery tag, trampoline parks, surf park, ultimate Frisbee, cricket, rugby, dance rooms, gymnastics facilities)
- More amenities (more gyms/better equipment, flexible gymnasiums with full-size courts, basketball courts, indoor/outdoor pools, more fields, water parks, more running tracks, and more facilities for trending sports like rock climbing and pickleball)
- More special features to go with outdoor facilities (like speakers/sound systems, food and drink venues)
- Extended hours for recreation centres (including better timing for programs and more flexible time slots for sport courts) to provide youth with safe/fun things to do at night and on weekends
- More team-oriented activities, family/group activities
- More integrated facilities with multiple amenities, conference rooms, and integration of arts
- Host more inter-city sports events and tournaments

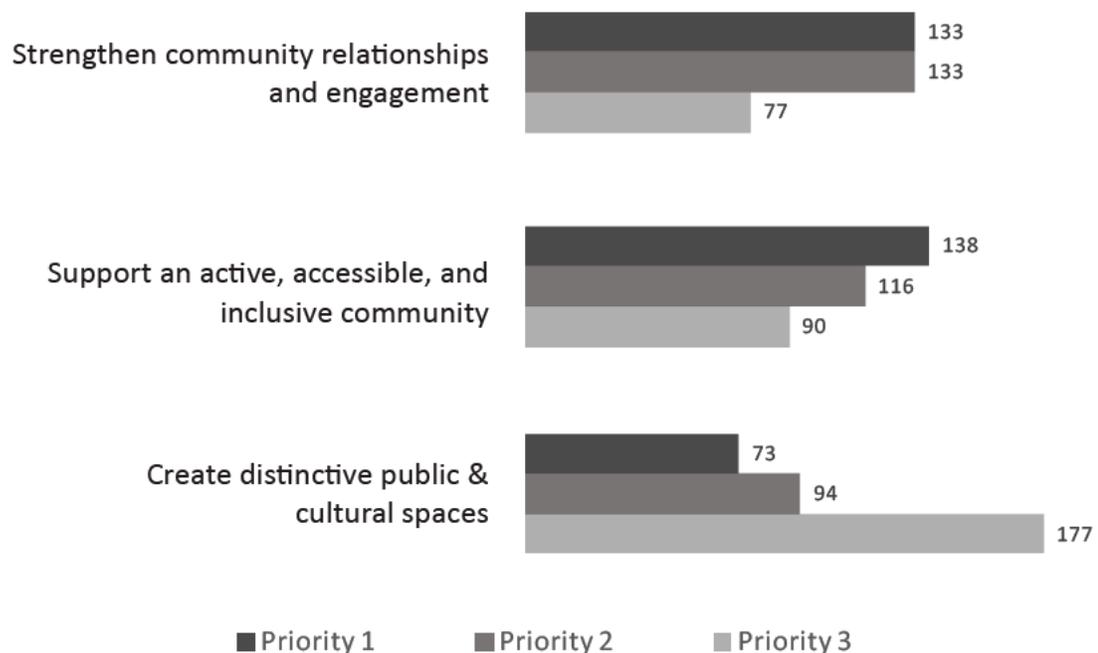
COMMUNITY DEVELOPMENT

YOUR PRIORITIES

Survey respondents were asked to review and rank a list of draft objectives for community development to show what they think is most important for the future of Surrey. The following are listed in order of priority based on an average weighted score.

OBJECTIVES FOR COMMUNITY DEVELOPMENT

Which objectives do you think are most important? (Rank from 1 to 3)

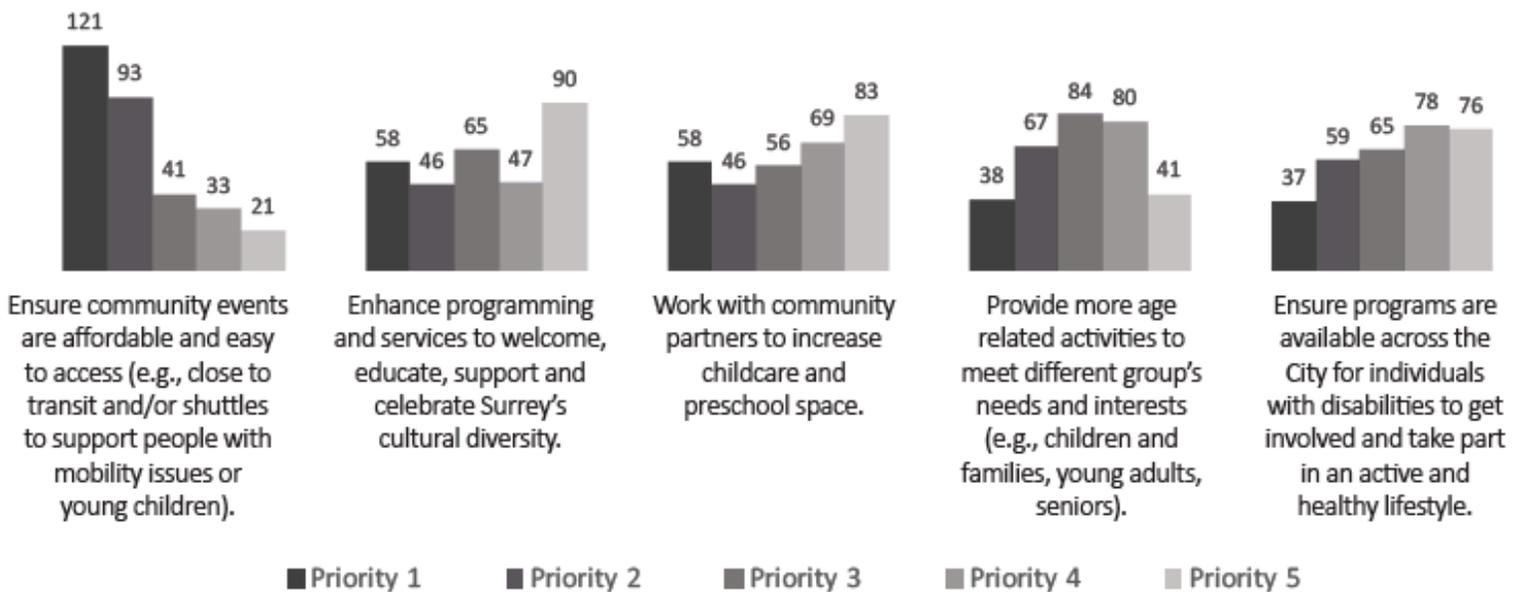


Noticeable Differences Between Groups:

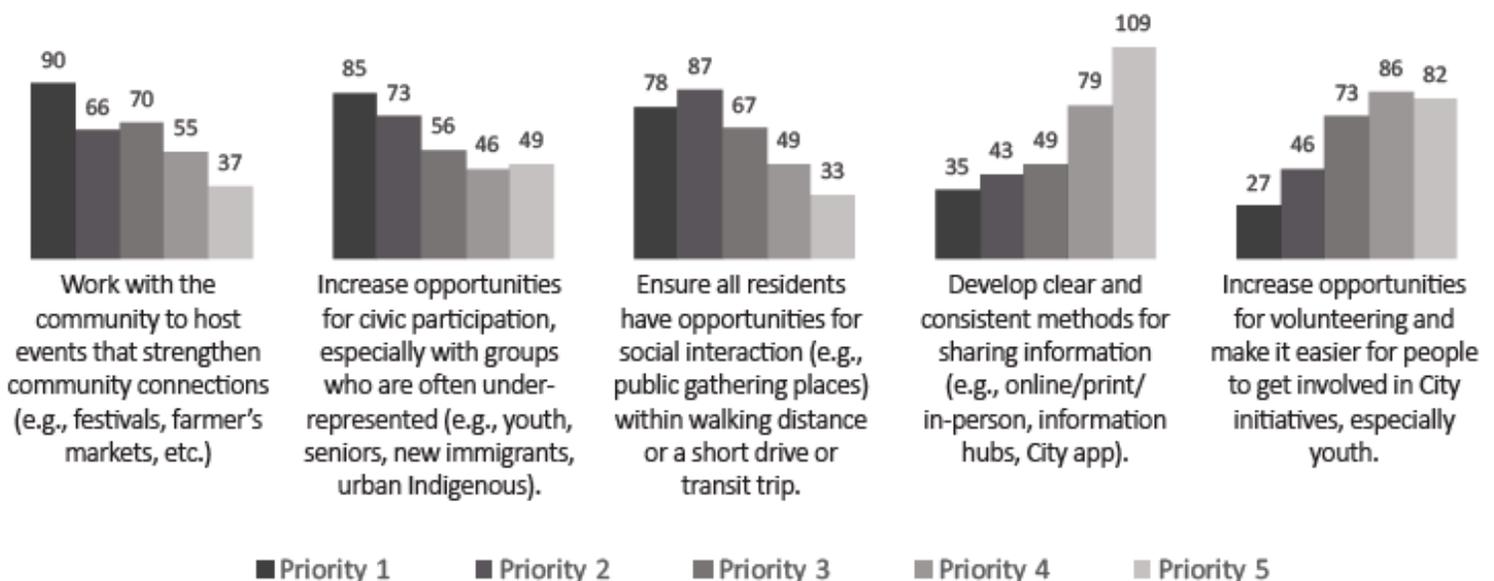
- Female respondents were more likely to prioritize 'an accessible and inclusive community' than male respondents
- Young adults (19-34) were more likely to prioritize 'community relationships and engagement' than other age groups.

Survey respondents were then asked to review and rank a list of draft initiatives under each objective to show what they think is most important for the future of Surrey. The following are listed in order of priority based on an average weighted score.

OBJECTIVE: Support an active, accessible, and inclusive community
Which initiatives do you think are most important? (Rank from 1 to 5)

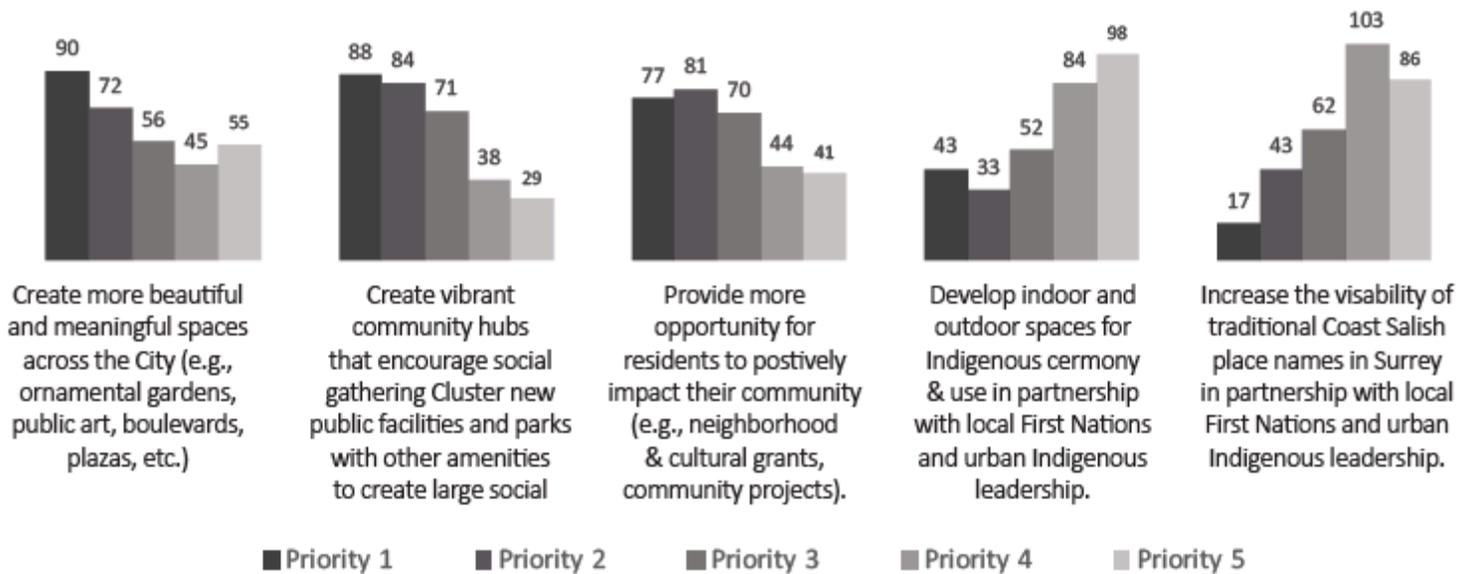


OBJECTIVE: Strengthen community relationships and engagement
Which initiatives do you think are most important? (Rank from 1 to 5)



OBJECTIVE: Create distinctive public & cultural spaces

Which initiatives do you think are most important? (Rank from 1 to 5)



Survey respondents were also asked to share any additional comments or ideas related to community development in Surrey. The following provides a summary of key themes:

- **Recognize and celebrate Surrey's diverse populations and cultures (9 comments)**
 - Acknowledge all of Surrey's diverse cultures and people, don't alienate people by only focusing on a few (5 comments)
 - Better reflect and celebrate First nations in public spaces, public art (2 comments)
 - More events to celebrate different cultures (1 comment)
 - Ensure community programs/events inclusive for LGBTQ (1 comment)
- **Create walkable community-oriented hubs in neighbourhoods (7 comments)**
 - More neighbourhood houses, farmers markets, and community gardens across the City (4 comments)
 - Walkable neighbourhoods with places to gather, socialize, and play (for all ages) (3 comments)
- **More programs and support for vulnerable populations (i.e., people with physical or mental disabilities, low income populations, at-risk youth, etc.) (6 comments)**
- **More funding and support for community organizations and initiatives (i.e., grants, land donations, low interest loans, etc.) (3 comments)**
- **Ensure community events and programs affordable and accessible for all; provide free shuttles to access community events (3 comments)**

- **Other comments**

- Slow development until services catch up
- More engagement around community planning and development
- Need better enforcement for property maintenance/upkeep
- More playgrounds

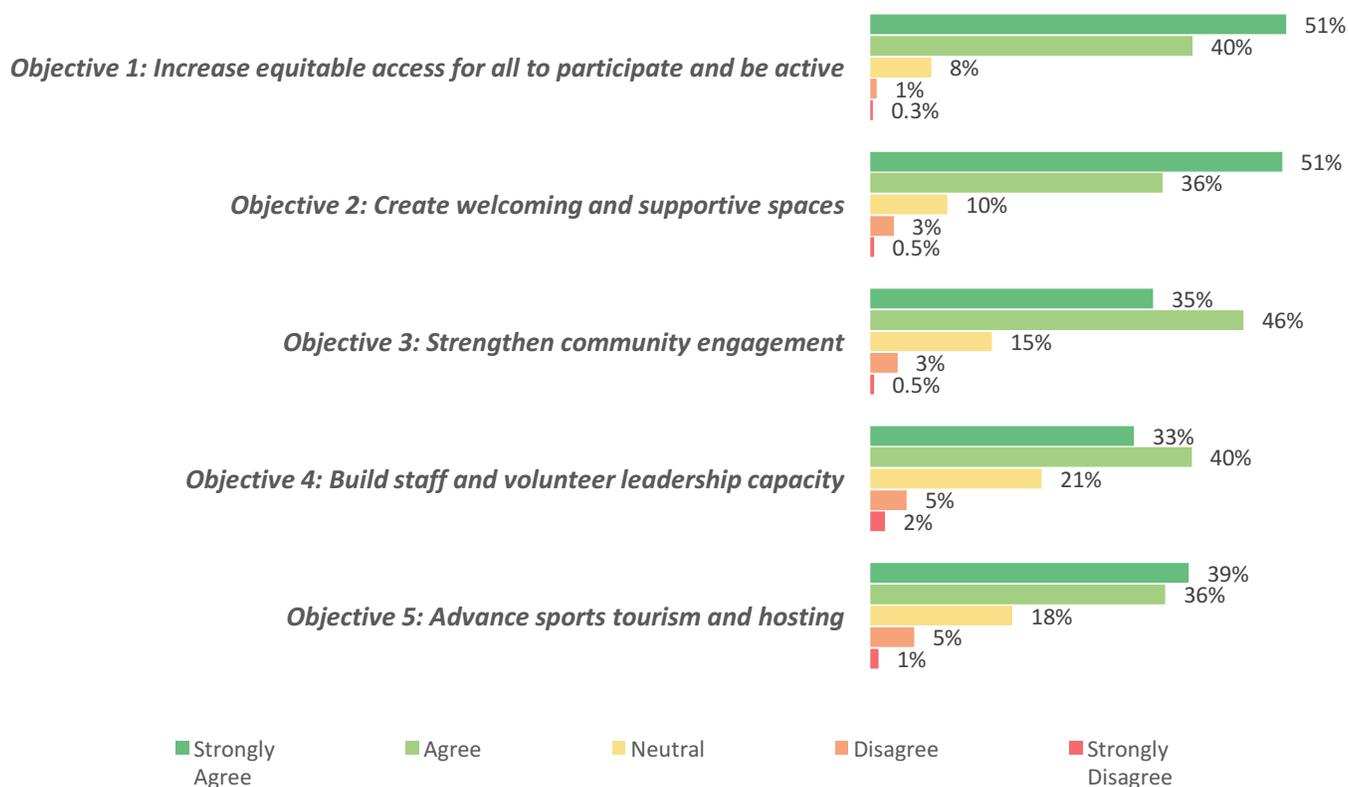
No specific workshop was held for the Community Development theme, rather related topics of inclusion, accessibility, and community bonding, were included in the other themed-workshops.

STEP 3 SUMMARY

Community input from Step 2 was used to refine early directions into a draft plan. In Step 3, the draft Plan was brought back to the public for review and comment before it was finalized.

DRAFT OBJECTIVES – COMMUNITY & RECREATION

Survey respondents were asked to review these objectives for community and recreation and rank their level of agreement.



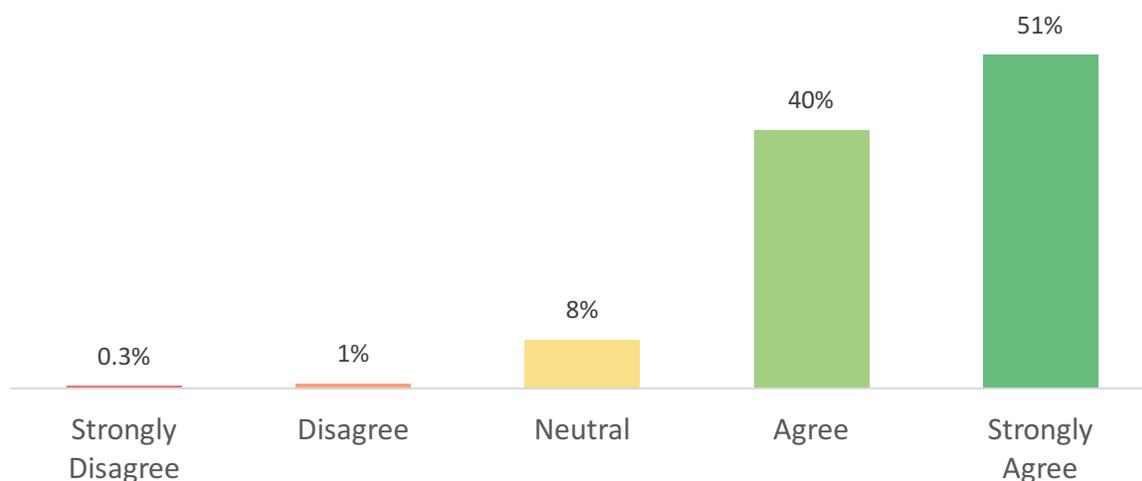
DRAFT INITIATIVES - COMMUNITY & RECREATION

Survey respondents were then asked to review a list of initiatives under each objective and rank their level of agreement.

Objective 1: Increase equitable access for all to participate and be active

Initiatives:

- Ensure recreation passes are accessible to all people
- Increase active and engaging afterschool opportunities for students
- Increase accessibility to the Leisure Access Program
- Provide more programs for different age-groups and fitness/skill levels to meet needs
- Develop an allocation and usage policy for recreation facilities and services
- Identify and address barriers to programs for key groups with notably lower participation
- Ensure programs are accessible across the City for individuals with disabilities
- Develop more opportunities and amenities for people to be active on a drop-in basis
- Create programs to encourage residents to try new and emerging sports and activities
- Develop and implement a strategy for increasing Indigenous youth participation in sport
- Pilot water based sport programming in Surrey's waterways
- Develop an outdoor recreation program

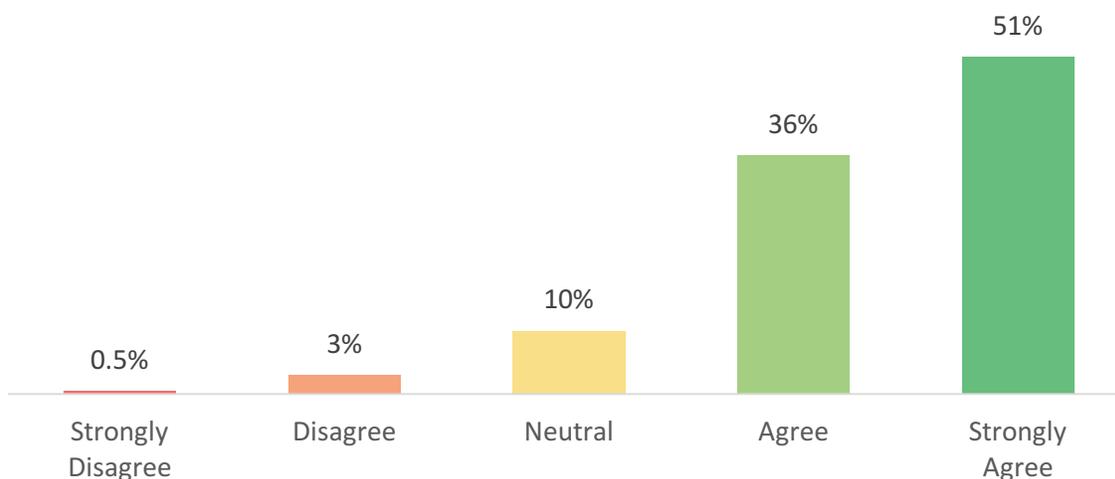


858 people answered this question

Objective 2: Create welcoming and supportive spaces

Initiatives:

- *Deliver a new community centre in the Clayton Heights community*
- *Deliver the North Surrey Sport & Ice Complex*
- *Deliver the Cloverdale Sport & Ice Complex*
- *Support the development of a new YMCA in City Centre*
- *Develop a new Community Centre in the Grandview Heights community*
- *Expand the Fleetwood Community Centre*
- *Expand the Chuck Bailey Community Centre renovation*
- *Plan for the longer-term development (10+ years) of a new ice complex in Grandview Heights and the Newton Ice Arena*
- *Increase adequate, licensed and affordable childcare (0-12 years) and preschool spaces*
- *Provide more affordable and flexible community meeting spaces*
- *Increase after-school and weekend multi-purpose use of schools*
- *Refurbish all six outdoor pools*

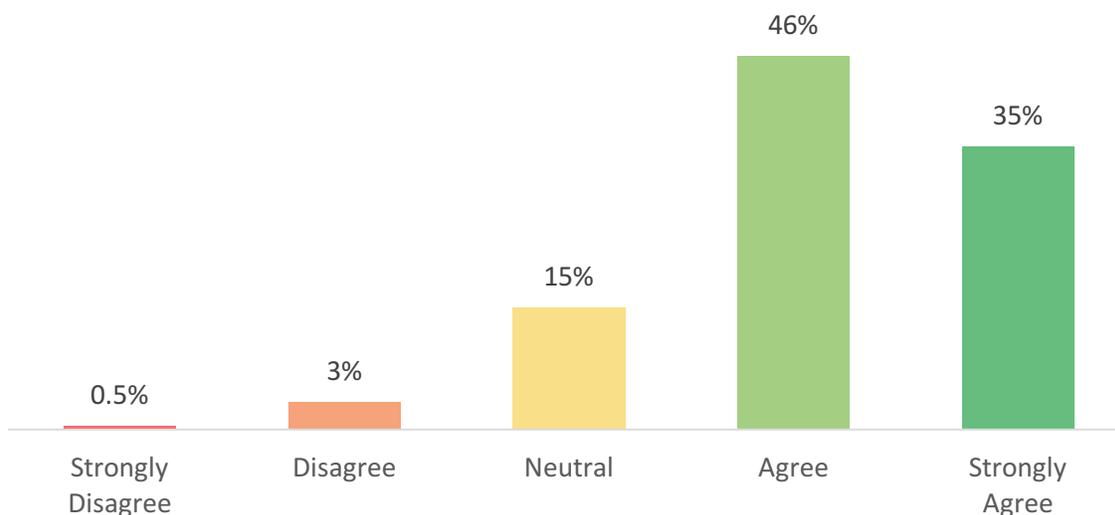


858 people answered this question

Objective 3: Strengthen community engagement

Initiatives:

- Increase community engagement and leadership training for staff
- Increase support for community led initiatives and events
- Increase community development programs
- Provide meaningful opportunities for public consultation
- Support program delivery through partnerships
- Develop a new community family services facility in Guildford
- Increase community and support services for families, emerging adults and seniors
- Streamline programming and services that welcome and support newcomers to Surrey
- Enhance opportunities for parents and guardians to connect, share and learn about parenting
- Support celebrations that acknowledge diversity and strengthen a sense of community

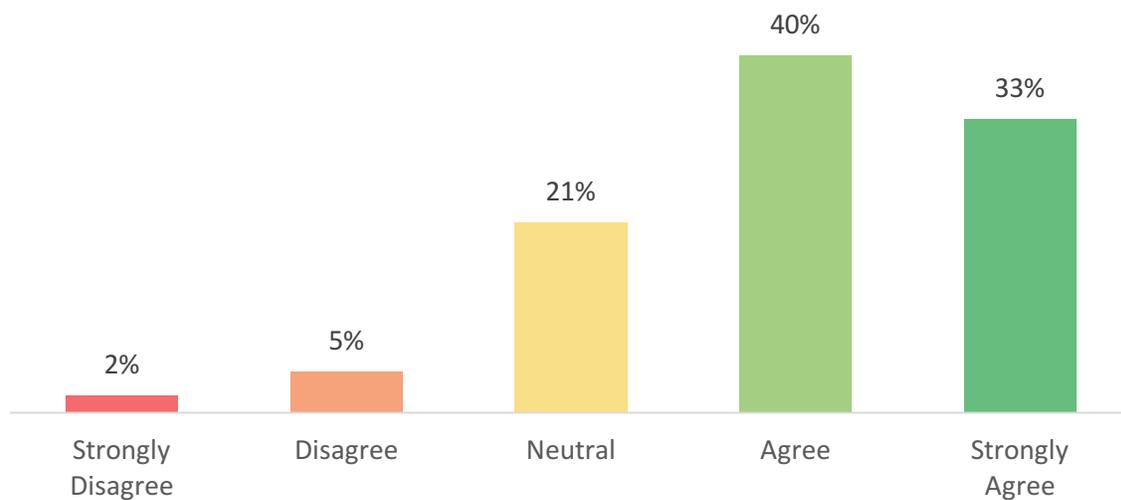


858 people answered this question

Objective 4: Build staff and volunteer leadership capacity

Initiatives:

- *Increase competency-based professional development programs for staff and volunteers*
- *Partner with LGBTQ community to incorporate and support relevant policy, programming, training and planning*
- *Make it easier for people to learn about and get involved in community volunteer opportunities*
- *Pilot an employment and job skill development program*

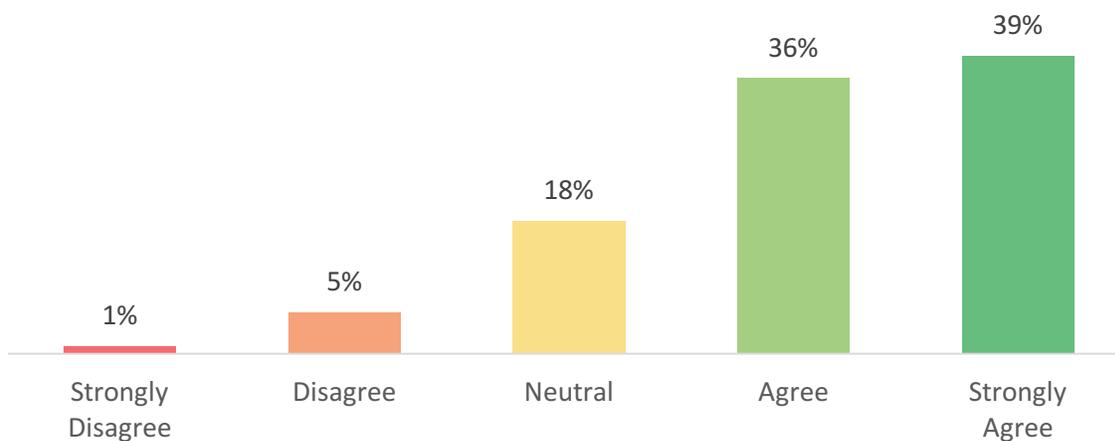


858 people answered this question

Objective 5: Advance sports tourism and hosting

Initiatives:

- Improve the capacity and comfort of existing outdoor facilities
- Explore the feasibility of developing multi-purpose outdoor and indoor stadiums
- Explore corporate partnerships and sponsorship opportunities for sporting events
- Explore bids for national and international sporting events
- Work with community partners to advance adventure racing and adventure sport opportunities
- Increase cultural activities and food vending at sporting events
- Develop new facilities for emerging sports
- Work with community partners to advance opportunities for new indoor facilities



858 people answered this question

COMMENTS – COMMUNITY & RECREATION

Survey respondents were also asked to share any additional comments or ideas related to community and recreation services in Surrey. The following provides a summary of key themes:

- **A range of programming and services (61 comments)**
 - More programs and activities for seniors (15 comments)
 - More programs and activities for children, teens, and families, especially in summer and on weekends (10 comments)
 - More affordable and flexible childcare services (8 comments)
 - More flexible program timing, drop in classes, more classes, facilities open later (7 comments)
 - Offer programs at all facilities so people don't have to travel, offer more mobile programs and activities (i.e., yoga in parks), more outreach services in neighbourhoods (7 comments)
 - More programs and activities for adults (5 comments)
 - Offer more/new programs like strong board balance, group fitness, yoga, group runs/walks in parks (3 comments)
 - More programs, activities, and adaptive sports for people of all ages with disabilities (3 comments)
 - More programming for LTAD foundational sports (2 comments)
 - Special sessions for vulnerable populations like seniors, people with disabilities, survivors of abuse where they can feel comfortable (1 comment)
- **Improving and expanding indoor and outdoor facilities (43 comments)**
 - New outdoor facilities such as disc golf, pickleball courts, walking tracks, athletic fields, clubhouses, water/paddle sports, dog agility courses, pitch n putt golf, bike parks and trails, basketball, playgrounds (19 comments)
 - New indoor facilities such as multi-sport indoor facilities, indoor tracks, gymnastics/trampoline/circus, squash courts, pickleball, volleyball, ice rinks, velodrome/cycling track, fencing, pools (11 comments)
 - Improve, maintain and expand existing facilities (lighting, parking, weight rooms, change rooms, toxic materials) (8 comments)
 - More recreation centres and integrated community facilities (5 comments)
- **Location-specific comments about facilities (35 comments)**
 - Indoor pool, ice rinks, athletic (turf) fields, and more recreation programming in Cloverdale / Clayton (23 comments)
 - More facilities, gymnastics in North Surrey, Whalley, Guildford (5 comments)
 - More facilities, ice rink in Newton (2 comments)
 - More facilities, ice rinks, pickleball in South Surrey (2 comments)
 - Expand community centre in Fleetwood (1 comment)

- Concerns about traffic related to new facilities in South Surrey (1 comment)
- Do not support new facilities in Clayton Heights (1 comment)
- **Inclusive and accessible services and facilities (32 comments)**
 - Comments questioned the need to support or work with specific groups to be more inclusive; don't want to displace current users (10 comments)
 - Great to see a focus on inclusion and recognition of groups who are often overlooked or have been marginalized (6 comments)
 - Provide more accessible facilities, equipment, and programs for people with disabilities (6 comments)
 - Provide training for staff (anti-oppression, body shaming, supporting kids with autism and ADHD, physical literacy), and hire more diverse staff to support more inclusive facilities (5 comments)
 - Address safety concerns with well-lit paths, security (2 comments)
 - Identify and address barriers for people of all ages to participate in sports and recreation (1 comment)
 - Support marginalized / homeless populations with free programs and use of facilities (1 comment)
 - Want to use recreation but don't feel comfortable there (1 comment)
- **Affordable access to recreation (31 comments)**
 - Make recreation passes/memberships more affordable, especially for low-mid income families (18 comments)
 - Provide free or affordable passes for seniors and people with disabilities or medical conditions who could benefit from physical activity (10 comments)
 - Concerns that some take advantage of discounted passes (2 comments)
 - Free passes for youth are great, should be advertised more (1 comment)
- **Overall support for community and recreation objectives and initiatives, important to support a healthy community (21 comments)**
- **Sports tourism and event hosting (19 comments)**
 - Support a multi-use stadium to host larger events, must be transit accessible and have supporting facilities (12 comments)
 - Host more events, marathons, sports tournaments and entertainment, free outdoor events (6 comments)
 - Don't support a stadium, waste of money (2 comments)
- **Increase partnerships for community and recreation services (18 comments)**
 - Partner with schools, churches, and independent sports organizations to develop joint-use facilities and programs (10 comments)

- Explore the idea of Neighbourhood Houses to provide more community services throughout the City (2 comments)
- Explore public-private partnerships for recreation facilities (2 comments)
- Partner with the YMCA so recreation passes can also be used at City facilities (1 comment)
- Partner with indigenous agencies (1 comment)
- Partner with the Surrey Pride Society for annual celebration (1 comment)
- Partner with Health Canada to encourage physical activity (1 comment)
- **Comments on the process (11 comments)**
 - Didn't like format/questions or had questions about specific items (6 comments)
 - Make sure it is implemented; want more information on timing, funding for implementation (5 comments)
- **Comments about funding recreation (11 comments)**
 - Concerns about costs and funding, start with the basics (6 comments)
 - Don't spend taxes on facilities, focus on supporting low-income families, affordable housing, homelessness, etc. (4 comments)
 - Development should fund recreation facilities (1 comment)
- **Other comments (24 comments)**
 - Plan for more compact, walkable communities and put facilities in existing areas rather than sprawling out (5 comments)
 - Improve marketing to encourage active, healthy living (3 comments)
 - More food trucks near indoor/outdoor recreation (2 comments)
 - Engagement – should be providing meaningful opportunities for consultation already (2 comments)
 - Better promotion of events and programs; develop an app to find facility hours, locations, and events (2 comments)
 - Make staff positions permanent to reduce turnover (1 comment)
 - Provide dog daycare at recreation facilities (1 comment)
 - Don't like allocation & usage policy, focus on what people need (1 comment)
 - Allocate resources based on population (1 comment)
 - More emphasis on increasing fitness and health of residents (1 comment)
 - More volunteer opportunities, especially for youth and seniors (1 comment)
 - Sports travel can be tough on the environment (1 comment)
 - Don't offer affordable childcare, leave it to senior governments (1 comment)
 - More neighbourhood grants (1 comment)
 - We need initiatives to put Surrey on the map! (1 comment)
 - Provide high-visibility and reflective stickers for outdoor recreation (1 comment)

