

City of Toronto – Parks, Forestry & Recreation

Kidstown Water Park Redesign

Online Survey Summary Report

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Kaila Johnson, Senior Project Coordinator

Alexandra Lavasidis, Senior Public Consultation Coordinator



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Project Background

L'Amoreaux Kidstown Water Park is the City's only owned and operated water park. It is the most popular outdoor aquatic facility in the City, enjoyed by kids and families from all across Toronto. It has come time to replace this iconic destination and revitalize its surroundings to ensure the water park is in good working order for many summers to come. The redesigned water park will be a dynamic, accessible, safe, and exciting space that will better serve existing and new park users.

The water park redesign will be developed through consultation with the community and will include:

- Redesign and replacement of the water park/splash pad
- Improved parking and queueing (line-up) areas
- New and improved changing facilities and washrooms
- Enhanced spaces for permit use (e.g. picnic areas)
- Shade structure(s)

The City will be leading this project and has procured a local firm, PMA Landscape Architects, to act as the primary consultant undertaking the design and construction administration.

Survey Objectives

The City conducted an online survey to obtain feedback from community members to inform the Kidstown redesign. This is the first survey conducted for this project. Survey participants were given the opportunity to review different water play features, provide suggestions for design themes and share their preferences for more specific amenities like seating, change rooms and parking.

The survey was available to complete online from September 15 to October 12, 2020. The survey received a total of **417** responses with **935** people contributing to these responses.

The feedback from the survey will inform the development of multiple design options for the water park redesign. These will be presented to the community during the next phase of engagement.

Notification

The online survey was promoted through the following channels:

- Facebook and Instagram advertisements targeting area residents
- Park signage
- Post cards to local area residents
- At the virtual public meeting
- The Kidstown Community Resource Group members
- The project webpage: www.toronto.ca/KidstownRedesign

Key Feedback Highlights – Kidstown Today

- **417** survey submissions were received, including 94 partially complete and 323 complete surveys. Some surveys included multiple respondents. In total **935** people contributed to the survey responses received, including:
 - 181 kids under 5 years old
 - 199 kids 6 to 12 years old
 - 76 teens 13 to 18 years old
 - 107 young adults 19 to 30 years old
 - 339 adults 31 to 64 years old
 - 33 seniors 65 years old and above
- **54%** of respondents visit Kidstown more than once a month when it is open.
- **81%** of respondents visit Kidstown with family, 10% visit with friends, 3% with daycare or camp, 1 % visit with other groups, and 4% have never been to Kidstown.
 - **84%** of respondents who visit Kidstown with family, do so with their children (or parents). 23% visit with extended family.
- **59%** of respondents visit Kidstown with kids between the ages of 4 and 6, 46% visit with kids ages 7 to 9, 35% visit with kids under 3, 30% visit with kids ages 10 to 13, and 10% visit with teens 14 to 18 years old.
- **80%** of respondents get to Kidstown with a personal vehicle, 16% walk, 16% take public transit, and 6% bike. 2% of respondents selected other modes of transportation, including school busses, taxis, Ubers, and electric scooters.
- **72%** of respondents usually stay at Kidstown for 1 to 3 hours, 18% stay for more than 3 hours, and 5% stay for less than 1 hour.
- **71%** of respondents usually bring snacks from home when they visit Kidstown, 22% usually bring full meals, and 7% don't usually bring any food.
- **78%** of respondents selected the bucket-dump as one of their three favourite water play features at Kidstown. 67% selected the water slide, 34% selected the structure under the bucket-dump, 26% selected the ring sprays, 21% selected the falling water features, and 21% selected the ship with the climbing net. 4% of respondents listed other favourite features, including the wading pool, bike water sprays, picnic area, and in-ground water spouts.

Key Feedback Highlights – Kidstown Tomorrow

Water and Play Features

- When respondents were asked to rank a list of ideas for new Kidstown water features:
 - The three most popular features were a large pool with a beach entry, a falling-water feature (like the bucket dump) and water slides.
 - Three features with medium popularity were water jets, features for very young children (e.g. calm water play), and interactive features.
 - The three least popular features were climbing structures, sculptural elements, and surprise features.
- **70%** of respondents think including natural and educational elements in Kidstown is important, while 30% do not think this is important.
- **62%** of respondents think including interactive or passive play elements that develop social and cognitive skills are important, while 38% do not think this is important.

- **80%** of respondents think that including sustainable features such as re-use of water is important while 20% do not think this is important.
- The top three most common design theme suggestions for Kidstown were a nature/environmental theme, an under the sea/ocean theme, and an animal theme.
 - Other theme suggestions include: dinosaur; pirate; forest; jungle; Canada; local cultural diversity; beach; space; theme park; modern; castle; Olympics; Disney; Harry Potter; Toronto history; robots; race cars; futuristic; and food.

Improving Food and Picnic Areas

- **87%** of respondents think the seating and picnic areas in Kidstown can be improved with more shaded seating areas. 65% would like to see more picnic tables, 55% would like more benches, 39% would like more towel drying opportunities, 31% would like dedicated grassy/ground picnic areas, 17% would like more sunny seating areas.
 - Adding a raised patio from which adults can watch the children they are with
 - Adding artificial turf
 - Additional garbage and recycling bins with accompanying signage to promote cleanup
 - Additional suggestions for improving the picnic areas include:
 - Gazebos
 - Improved physical accessibility for those with strollers or wheelchairs
 - More comfortable seating including rock formations to sit on (e.g. Jack Darling Park in Mississauga)
 - More trees
 - Removal of bee/wasp nests
- **77%** of respondents would like to have the option to purchase food, snack or beverages at Kidstown while 23% would not.

Improving the Parking Lot

- **67%** of respondents said it is sometimes difficult to find parking, depending on the day or time of their Kidstown visit. 17% said it was usually hard to find parking and 16% said it was usually easy to find parking.
- Many respondents suggested expanding the parking lot to include more parking spots, including more accessible parking spots and spots for expectant mothers.
- Some respondents suggested improving traffic management by creating a dedicated entrance and exit, creating one-way travel through the lot, painting large directional arrows, creating an access point from McNicoll Ave, and installing a digital parking sign to clearly display the number of spots available.
- Some respondents suggested repaving the parking lot and/or repainting the parking spot lines.
- Other suggestions to improve the parking lot include:
 - Improving safety by installing fences around the lot
 - Keeping the lot free
 - Limiting school bus access
 - Providing a dedicated pick-up and drop-off area
 - Providing an online booking system for spots
 - Providing larger parking spaces
 - Providing more shaded spots

- Respondents noted that the parking lot could be improved for school buses through the creation of a dedicated school bus drop-off and pick-up zone that does not impede other parking lot traffic and keeps children safely separated from other vehicles. A respondent also suggested having a completely separate entrance for school buses.

Change Rooms and Showers

- **54%** of respondents said it is important to have access to a locker around the change rooms while 15% said it was not important and 31% had no preference.
- **80%** of respondents like the idea of individual cabana-style change room stalls in addition to indoor universal change rooms. 7% do not like this idea and 13% have no preference.
- **80%** of respondents like the idea of outdoor showers in addition to indoor, private showers. 7% do not like this idea and 13% have no preference.

Lineups

- **56%** of respondents wait an average of 10 minutes or less to enter Kidstown, 17% wait 10 to 20 minutes, 13% do not have any wait, 9% wait 20 to 30 minutes, and 5% wait over 30 minutes.
- **44%** of respondents said the waiting experience could be improved by providing more shade. 26% suggested providing more seating, 23% suggested providing informal play opportunities, and 2% suggested providing water misters.
 - Other suggestions for improving the waiting experience include:
 - Educational information along the fence
 - Music
 - Online registration, a number system, or other booking system
 - Priority entry for groups with people with disabilities
 - Providing an estimated wait time
 - Separate lines for large groups and small families

Detailed Feedback – An Accessible and Welcoming Kidstown

- Many respondents suggested Kidstown become more physically accessible. Suggestions to achieve this include:
 - Adding braille signage
 - Including spaces and seating areas reserved for those with accessibility needs
 - Making all equipment and buildings physically accessible
 - Providing more accessible parking spots
 - Providing more accessible seating and picnic areas
 - Providing sensory spaces and activities
 - Reducing or replacing stairs with ramps
- Many respondents also suggested Kidstown would be more accessible and welcoming if it was expanded.
- Some respondents suggested Kidstown become more accessible and welcoming by:
 - Creating a registration system or ticket system to avoid crowding and lines, potentially including time limits
 - Flat and softer surfacing under play areas (instead of concrete); and, providing more vehicle and bike parking
 - Heating the water

- Hiring more staff to enforce rules, improve cleanliness, and answer phones.
 - Train staff to be friendlier and apply the rules equally; installing new signage (welcome signs, and park rules)
- Improving maintenance and cleanliness
- Installing more seating
- Providing more gender neutral or family change rooms
- Providing more shade
- Providing play areas and features for younger children that are calmer (e.g. water troughs and smaller slides, potentially a fence around this area)
- Providing separate play areas or park times for different age groups (to prevent collision)
- Additional suggestions for improving accessibility or making the park more welcoming include:
 - Adding a pool or large wading pool with beach-style access
 - Adding all-season features that are not water park related, such as exercise areas for seniors
 - Adding more play areas
 - Adding various water play features including water slides of various sizes, water troughs in the design of boat locks, climbing structures and tunnels, and an additional bucket dump feature
 - Allowing older siblings to supervise younger siblings throughout the park
 - Banning water guns
 - Improving connectivity to the park by updating the park concurrently
 - Improving safety
 - Maintaining real grass in the picnic areas
 - One respondent suggested keeping the water park free while another recommended charging a small fee
 - Only playing family-friendly music (e.g. no mature content or expletives)
 - Providing activities for teens
 - Providing live updates about any equipment closures and wait times
 - Providing more space for COVID distancing protocols
 - Providing stroller parking
 - Reducing the number of people in the park at once
 - Removing all park fencing and choosing water features that do not require lifeguards
 - Removing tripping hazards

Detailed Feedback – Additional Comments

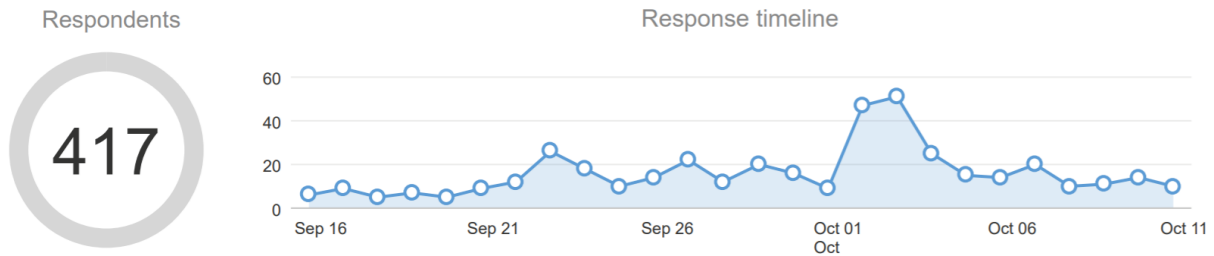
Additional comments and suggestions not included in the summary above include:

- Some respondents shared that they are excited and thankful for the coming improvements and hope the construction will be completed quickly to reduce the amount of time Kidstown is closed.
- Some respondents would like maintenance and cleanliness improved in Kidstown, noting that features are often out of order.
- Specific water or play feature suggestions include:
 - A diving board
 - A lazy river

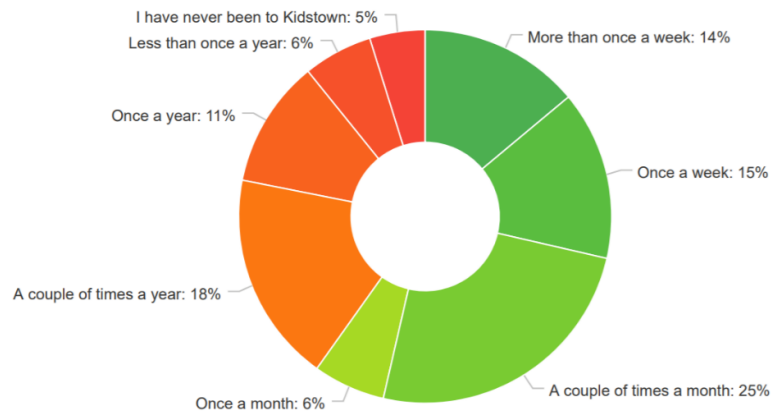
- A salt water pool
- A sandy beach area
- A wave pool or salt water pool, though other respondents noted they do not want deep water as it is unsafe for smaller children
- All-season activities including an outdoor rink, toboggan hill, indoor activities, and a blank wall that can be used to project movies onto
- Duck or boat races
- Fire pits
- Interactive and group games
- Interactive features for toddlers
- Mini golf
- More climbing structures, though one respondent noted climbing structures may not be useable by many children at once, which would be preferable
- One respondent suggested removing the wading pool while others suggested keeping it
- Parachute features
- Water slides for all ages and waterslide with a tunnel
- Some respondents suggested seating improvements including:
 - Cabana/Beach chair seating
 - More picnic tables
 - More seated viewing areas so adults can watch their children in various areas of the park
 - Seating around the perimeter of the park
 - Seating with arm rests (for seniors)
- Some respondents suggested the park have water elements for all ages to enjoy:
 - Some suggested adding features geared at adults including a pool, Jacuzzi, live music, and a concession stand that serves alcohol
 - Others suggested the park focus on providing features for younger children as deep water features and too many older kids/teens could make the space unsafe for younger children
 - Reasonably priced food including hot dogs and ice cream
 - More plantings
- Suggested park layout changes include:
 - Adding a foot-wash station
 - Clear and logical pathways through the park
 - Clearly marking water feature line-ups
 - Clearly marking the range of water spraying features
 - Moving the park indoors so it can be used in all seasons
 - One respondent suggested replacing real grass with artificial grass to keep the water cleaner, while another noted they value the real grass in the water park
 - Providing more shade (e.g. umbrellas and trees)
 - Providing more, larger, and accessible change rooms and washrooms
 - Removing the under-used party area
 - Some respondents wanted play areas for different age groups close together so they could watch over multiple children at once, while others prefer play areas be separated by age to keep younger children safely away from larger and more aggressive children.
- Programming and operations suggestions include:

- A few respondents noted the park should remain free while some suggested a low fee to help cover maintenance costs.
- A few respondents suggested park rules should be better enforced to ensure all kids feel safe, and that park hours should be followed, rather than asking patrons to leave before the official closing time.
- Ensuring clear measures to ensure children cannot exit the water park on their own
- Keeping the park open later into the year.
- Providing times where camp/group access is not permitted
- Quieter music, calm music, or sing-along music
- Examples of other parks to draw inspiration from include:
 - Calypso Water Park (Ottawa)
 - Canada's Wonderland Water Park
 - Lake Wilcox Water Park
 - The Toronto Zoo Splash Pad
 - Thompson Park Splash Pad
- A respondent suggested the design focus on fun, rather than education or art
- Non-Kidstown suggestions:
 - A respondents suggested improving the park around Kidstown (e.g. soccer fields and baseball diamonds)
 - A respondent suggested removing sand from the nearby playground to avoid sand being brought into the water park

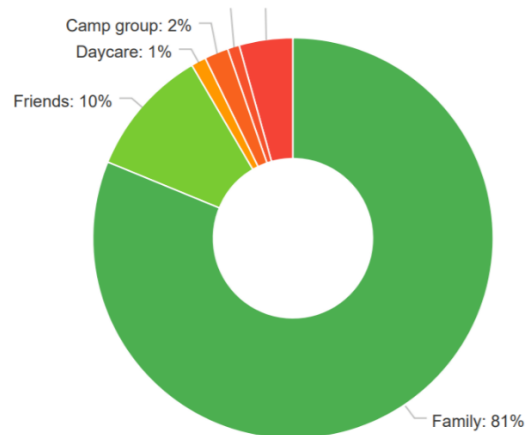
Appendix A: Quantitative Response Summary



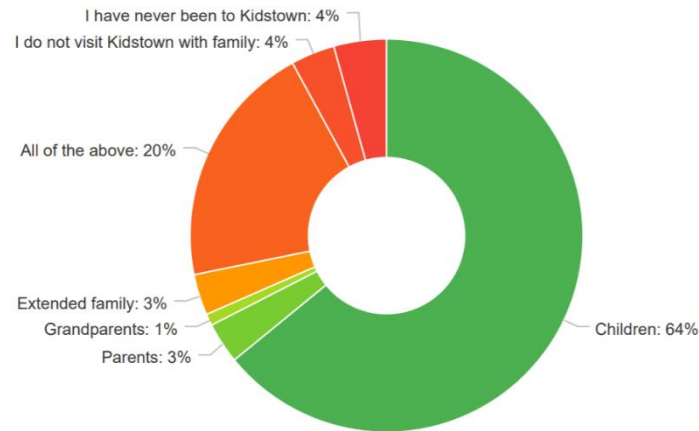
When Kidstown is open, how often do you visit?



Who do you visit Kidstown with?



If you visit Kidstown with family, who are you usually with?



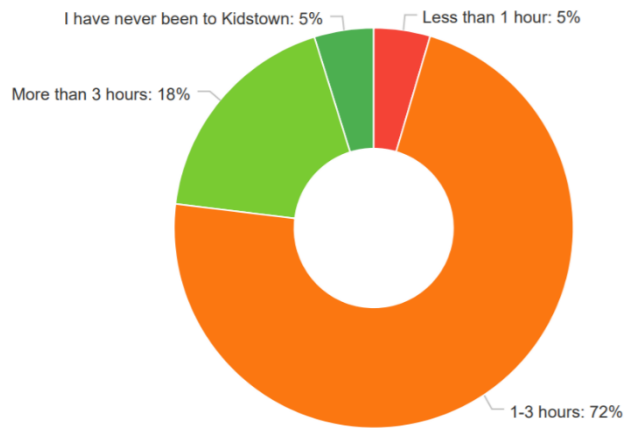
When you visit Kidstown, how old are you/ the children in your group? Please select all that apply.

When you visit Kidstown, how old are you/ the children in your group? Please select all that apply.	Count	% of responses	%
Under 3 years old	144	<div></div>	35%
4-6 years old	242	<div></div>	59%
7-9 years old	189	<div></div>	46%
10-13 years old	122	<div></div>	30%
14-18 years old	40	<div></div>	10%
Over 18 years old	75	<div></div>	18%
I have never been to Kidstown	19	<div></div>	5%
	831		

What mode of transportation do you use to visit Kidstown? Select all that apply.

What mode of transportation do you use to visit Kidstown? Select all that apply.	Count	% of responses	%
Personal vehicle	332	<div></div>	80%
Bicycle	26	<div></div>	6%
Walk	66	<div></div>	16%
Public transportation	68	<div></div>	16%
I have never been to Kidstown	15	<div></div>	4%
Other, please specify	7	<div></div>	2%
	514		

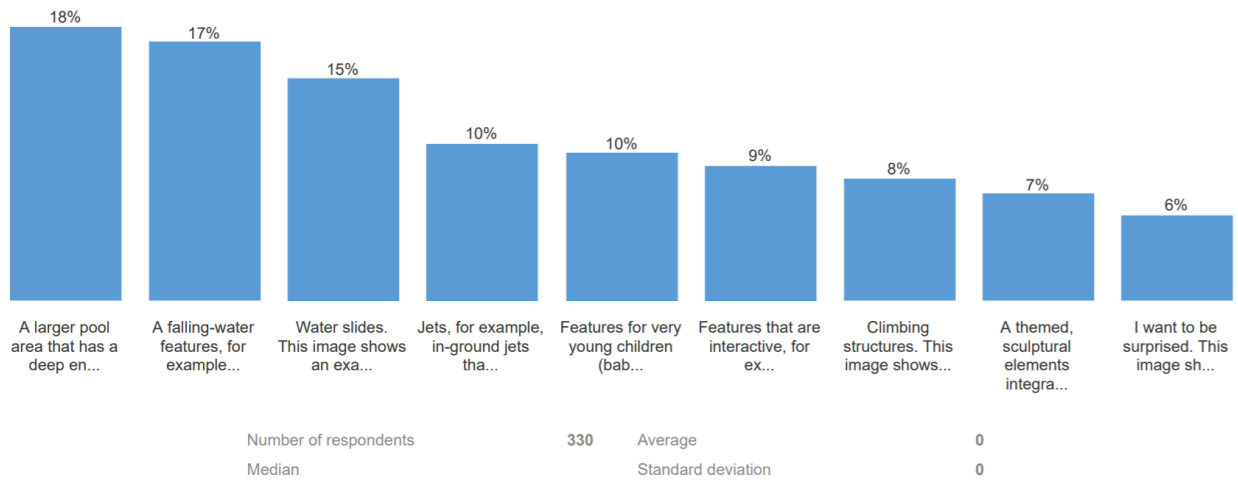
How long do you usually stay at Kidstown when you visit?



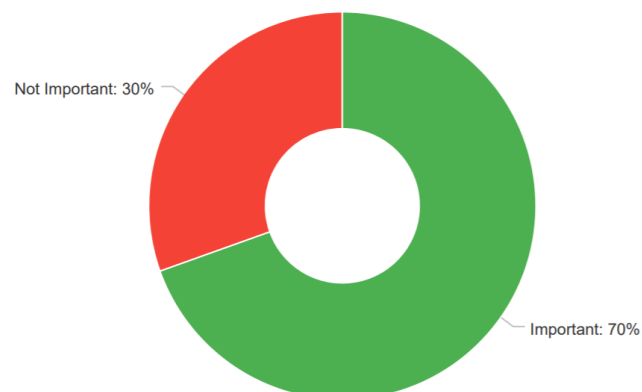
What are your three favourite water play area features in Kidstown?

What are your three favourite water play area features in Kidstown?	Count	% of responses	%
The ship with climbing net	71	<div></div>	21%
The bucket-dump	264	<div></div>	78%
The spinning wheel	37	<div></div>	11%
Falling water	72	<div></div>	21%
Ring sprays	88	<div></div>	26%
Tube fountain	39	<div></div>	12%
Water jets	44	<div></div>	13%
Water slide	227	<div></div>	67%
The multi-platform structure under the bucket-dump	115	<div></div>	34%
Other (list)	15	<div></div>	4%
	972		

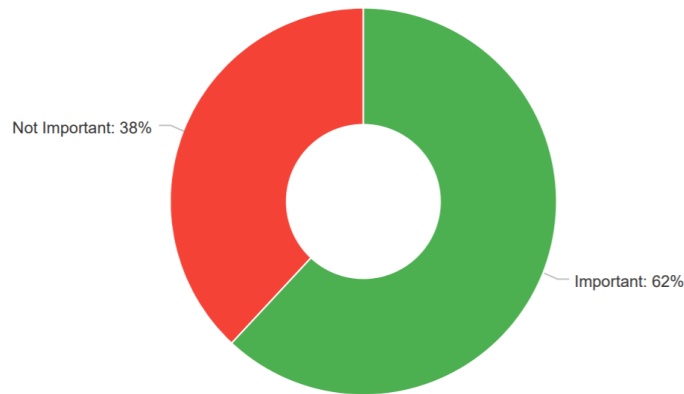
Read through each idea and then rank them in order of which you like most and least. (1 is the feature you like most and 8 is the feature you like the least)



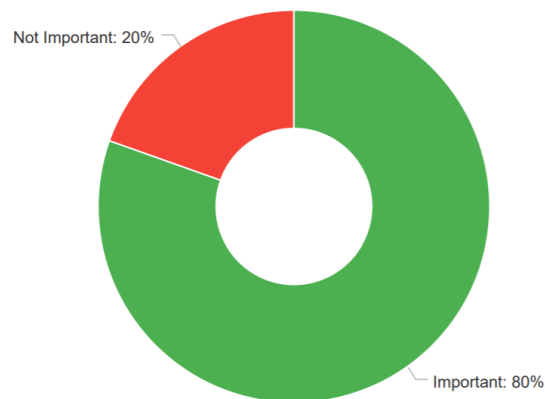
Is including natural and educational elements included in the redesign important or not important? This image shows an example of a water play park with natural elements such as boulders, sand, salvaged tree limbs and perennial plantings. Image from Space2place. <http://www.space2place.ca>.



Is including interactive or more passive play elements that develop social and cognitive skills, for example features that encourage small-group play or teamwork, important or not important? This image shows an example of a passive play environment designed to encourage small-group play and teamwork with a variety of spaces separated by small terraces and interactive weirs to control water flow. Image from Space2place. <http://www.space2place.ca>.



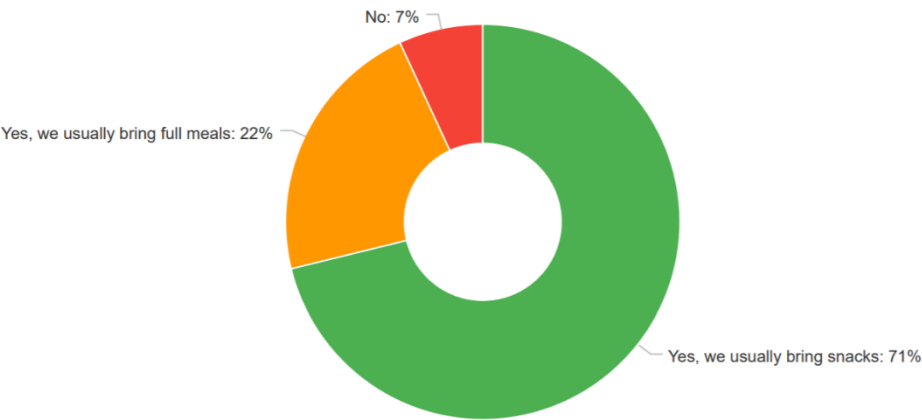
Is including sustainable features such as re-use of water from the splash pad important or not important? This image shows an example of a naturalized pond that stores run-off from a water play area. The water is re-used for irrigating an adjacent sports field. Image from RED 88.9FM Toronto. <https://toronto.redfm.ca>.



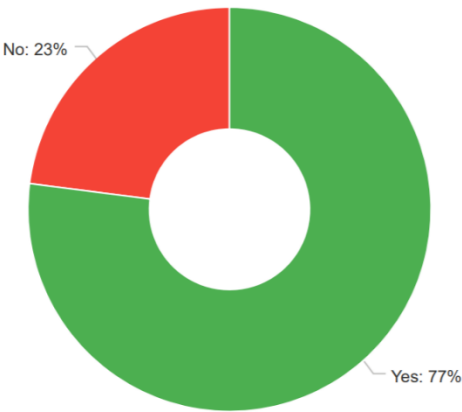
How can the Kidstown seating and picnic areas be improved?

How can the Kidstown seating and picnic areas be improved?	Count	% of responses	%
More shaded seating areas	289	<div></div>	87%
More sunny seating areas	55	<div></div>	17%
More benches	184	<div></div>	55%
More picnic tables	217	<div></div>	65%
More towel drying opportunities	130	<div></div>	39%
Dedicated picnic areas on the ground (not tables)	103	<div></div>	31%
Other, please specify	16	<div></div>	5%
	994		

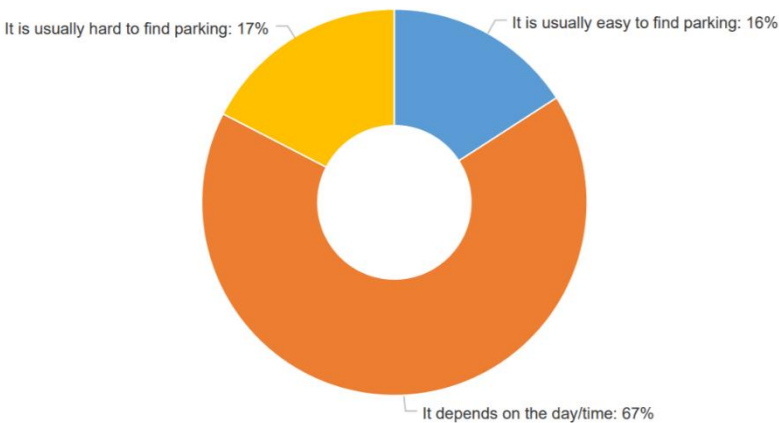
Do you usually bring food from home when you visit kidstown?



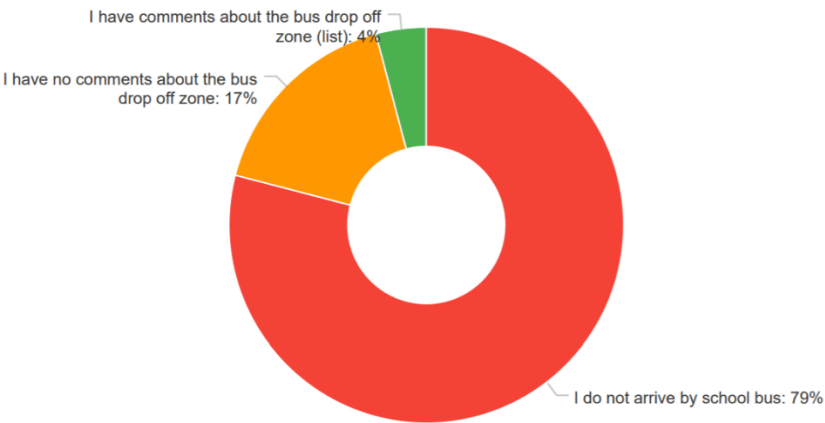
Would you like to have the option to purchase food/ snacks/ beverages at Kidstown?



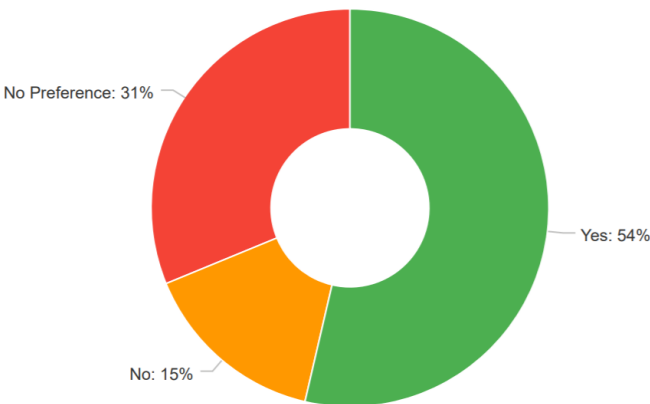
How easy/hard is it to find parking at Kidstown?



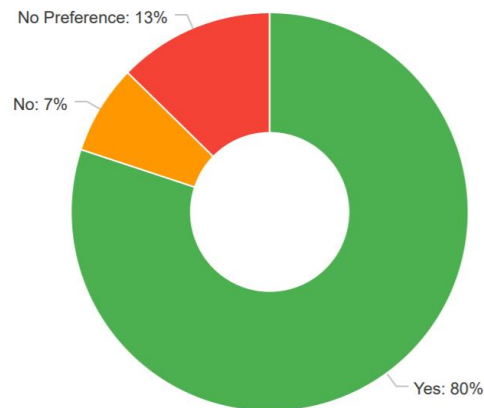
If you arrive at Kidstown on a school bus, do you have any comments about the drop off zones?



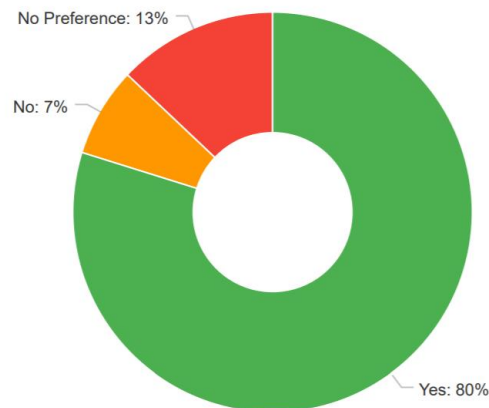
Is it important for you to have access to a locker in or around the change rooms?



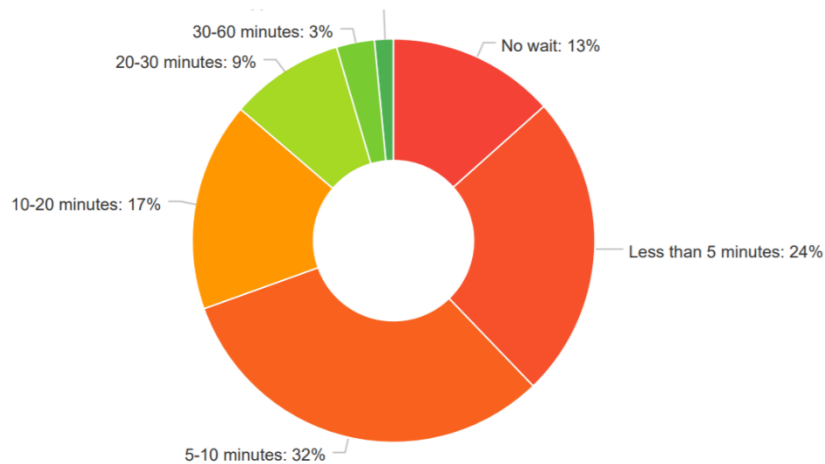
Do you like individual cabana-style changing room stalls detached from the washroom facilities, in addition to indoor universal change rooms?



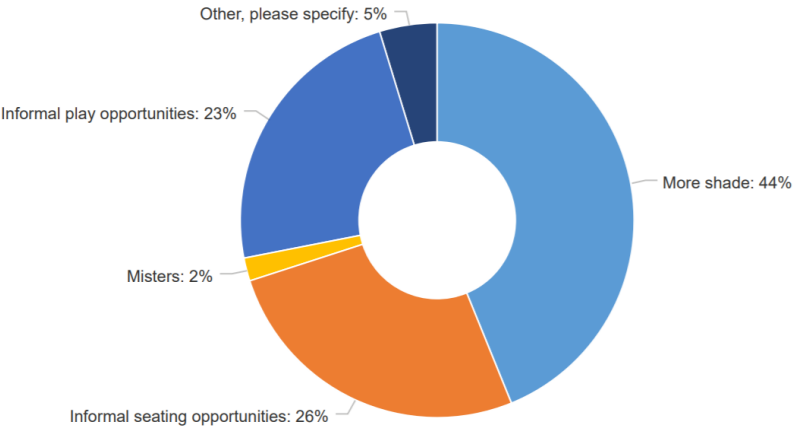
This is an example of an outdoor shower: Do you like outdoor shower facilities, in addition to the indoor, private showers?



How long do you wait in line on average to enter Kidstown?

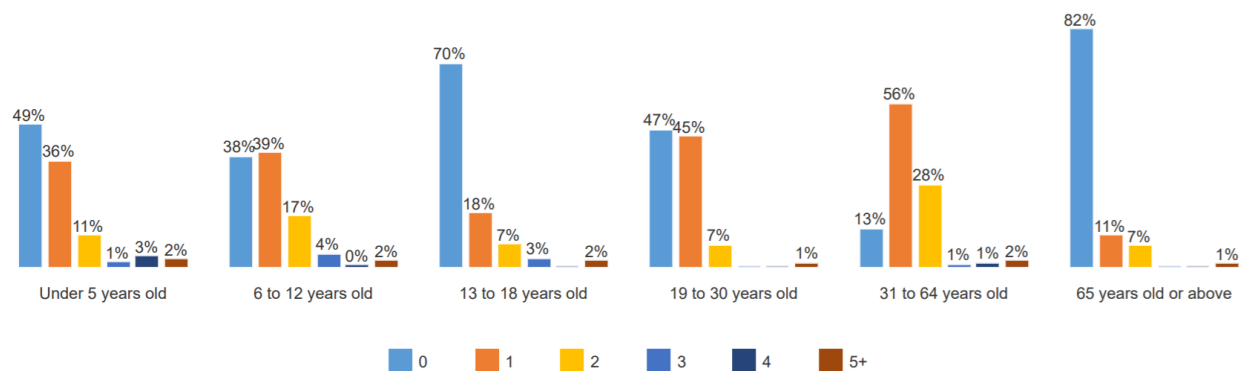


How could your experience be improved while waiting?



Demographics

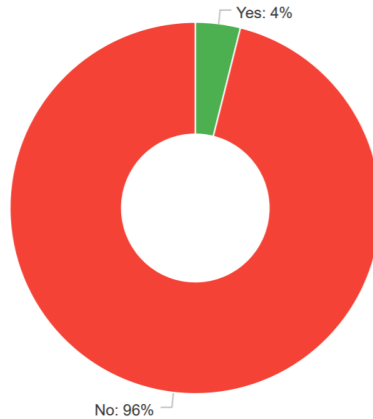
How many people of each age group participated in this survey?



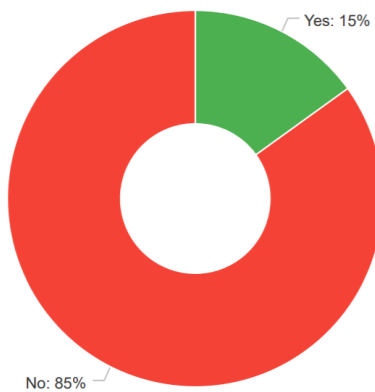
Please select the racial backgrounds that people who completed this survey identify with. Select all that apply.

Please select the racial backgrounds that people who completed this survey identify with. Select all that apply.	Count	% of responses	%
Black (African, Afro-Caribbean, African-Canadian descent)	38	<div></div>	12%
East Asian (Chinese, Korean, Japanese)	68	<div></div>	21%
Indigenous (First Nations, Métis, Inuk/Inuit)	7	<div></div>	2%
Latino (Latin American, Hispanic descent)	12	<div></div>	4%
Middle Eastern (Arab, Persian, West Asian descent, e.g. Afghan, Egyptian, Iranian, Lebanese, Turkish, Kurdish, etc.)	12	<div></div>	4%
South Asian or Indo-Caribbean (e.g. Indian, Pakistani, Bangladeshi, Sri Lankan, Indo-Guyanese, Indo-Trinidadian, etc.)	50	<div></div>	16%
Southeast Asian (Taiwanese descent; Filipino, Vietnamese, Cambodian, Thai, Indonesian)	29	<div></div>	9%
White (European descent)	123	<div></div>	39%
I don't know/Prefer not to answer	36	<div></div>	11%
Other, please specify	11	<div></div>	3%
	386		

Indigenous people residing in Canada are those who self-identify as First Nations (status, non-status, treaty or non-treaty), Inuit, Métis, Aboriginal, Native or Indian. Does anyone participating in this survey identify as Indigenous to Canada?



Disabilities, both visible and invisible, include physical, hearing, seeing, developmental, learning or mental health conditions, chronic illness and addictions. Disabilities may be from birth, caused by injury or accident, developed over time, or result from the combination of a person's condition and barriers in society. Does anyone participating in this survey identify as a person with a disability?



Do survey participants rent or own their home?

Do survey participants rent or own their home?	Count	% of responses	%
Owner	179	<div></div>	57%
Renter	113	<div></div>	36%
Neither owner nor renter	30	<div></div>	10%
	322		

Appendix B: Ideas for Proposed Improvements

Water Play Elements

Participants were asked to rank these options from favourite to least favourite.



A larger pool area that has a deep end which is more than 90cm deep so I can swim. This image shows a swimming pool with “beach entry” and access ramp.



A falling-water features, for example, the bucket-dump, waterfalls, etc. This image shows the bucket-dump water feature at Kidstown.



Features that are interactive, for example, features where I can push a button or is motion-activated. This image shows a motion activated splash pad.



Jets, for example, in-ground jets that shoot water up from the ground. This image shows an example of in-ground jets.



Features for very young children (babies and toddlers), for example, shallow water and low-velocity water toys such as misters. This image shows an example of a low-velocity water feature.



A themed, sculptural elements integrated with water play features. This image shows water features integrated in a sculpture park themed play area with meandering pathways.



Water slides. This image shows an example of a water slide.



Climbing structures. This image shows a climbing feature in a water play area.



I want to be surprised. This image shows a water room created with choreographed jets.

Participants were asked the importance of natural and educational water play elements.



This image shows an example of a water play park with natural elements such as boulders, sand, salvaged tree limbs and perennial plantings.

Participants were asked the importance of interactive and/or passive water play elements that develop social and cognitive skills.



This image shows an example of a passive play environment designed to encourage small-group play and teamwork with a variety of spaces separated by small terraces and interactive weirs to control water flow.

Participants were asked the importance of sustainable water play elements.



This image shows an example of a naturalized pond that stores run-off from a water play area. The water is re-used for irrigating an adjacent sports field.

Change Rooms and Showers

Participants were asked if they like individual cabana-style changing room stalls detached from the washroom facilities, in addition to indoor universal change rooms.



Participants were asked if they like outdoor shower facilities in addition to indoor, private showers.



Appendix C: Text Responses

What mode of transportation do you use to visit Kidstown? Select all that apply.

Respondents who selected "Other, please specify"

- Cab or Uber
- Bus or uber
- School bus
- Car
- Electric scooter
- Uber or taxi
- Went once, long ago via car.

What are your three favourite water play features in Kidstown?

Respondents who selected "Other, please specify"

- The ride on water sprayers
- Picnic area
- Bicycle with water guns
- Wading pool
- Water bicycle spray guns
- Wading pool
- All of the above
- Waiting pool
- Wading pool
- Don't know
- Kids water spouts from the ground
- Haven't been yet but I am excited to bring my son next summer
- Bike water spray (when working)
- Interactive elements

What suggestions do you have for a design theme for the new Kidstown?

- Not sure
- Many kids attend on a hot summer day, especially camps. Singular rides or climbing structures don't make good use of space per child play
- Warmer water
- An adult only jacuzzi section, better infrastructure to shade from the sun, not having so much cement flooring, upgrades to the change rooms, useable water fountains, more beach chairs for comfort and tanning for adults, if the budget is large enough, perhaps putting in a wave pool section?
- Fenced off area for toddlers and infants. Warmer water
- Nature, wildlife, Canadian
- Dinosaur
- Dinosaurs, robots, race cars
- Pls keep the concession stand and place more picnic tables. Thank you!
- More seating throughout the facility (with arms for seniors)
- mini golf
- Sea creatures, pirates , scuba underwater exploration

- Ocean Sustainability Themed
- more picnic tables inside and a small splash area for babies and toddlers
- The parking area for KidsTown is difficult to navigate and parking is hard to come by. Painted lines will help to guide users in parking. I also find signage is important especially for a first time-user along with areas for seating/shade. More shade structures would be required as it is a mad rush trying to find space. When my kids were tired of the waterplay, they liked the adjacent playground but that structure seems to be an afterthought. Why isn't this incorporate (fence moved to surround this play space or at least a more direct connection to get to it instead of having to go out of Kidstown and around again). Waterplay stations like in Thompson Park are nice (boats running down a inclined slope with gates etc). Kids seemed to love this.
- Nature valley
- Snack bar with multiple food options. Area for duck races or boat races.
- Under the Sea
- Nature
- Ocean creatures, including mer-people
- Make it accessible for kids with disabilities. You have the opportunity to create a fully accessible play area yet you have not even made suggestions or asked about. Disgusting Toronto.
- animal based rides
- 2 pools - for small kids and for bigger kids.
- More seating area for parents. Shower room.
- Adventure Island
- Change the ground into something softer or safer instead of the hard cement
- Colorful animals
- Forest animals
- shelter from the sun is important and a surface that is kind to your feet and your belongings (such as does not leave everything covered with dirt and mud from wet feet and towels). I also think that there needs to be places to sit and clear views for watching multiple children.
- Under the sea, explorers/pirate ship
- Under the Sea, Atlantis, Spongebob Squarepants, Deep Sea Creatures, Island Paradise
- Bigger swimming pool to swim with waterslide tunnel, building parachute to jump into off the diving board
- Forest and animal theme
- Designate area for toddlers, young children, and older children /tweens. When you go to water parks, the park is divided up by age group...makes it safer so older kids don't bump into younger kids, and older kids can enjoy their area without having around. Check out CALYPSO WATER PARK, Ottawa, ON. We've been there it's amazing !
- Nature
- Shaded seating more picnic tables a side entrance to the park
- Maintain tree areas for picnics, no deep water its nice to let the kids run free
- Treasure island
- Outdoor fun
- jurassic, futuristic, jungle, how about a lazy river with donuts?, how about a wave pool or salt water?

- Would like to see a water slide for all ages, bigger wading pool that is heated. Heated wading pool a must! Cabana type seating.
- More sitting areas close to water games for parents
- Lots of water play for toddlers and a bigger park
- Animal or pirates
- Olympic theme
- Include interactive pieces in toddler area not just jets. That area of the park was always empty, wasted space. More change rooms and bathrooms. Family change rooms. A snack bar would be good not the cart that's is offered now. Don't allow staff to play the music so loudly.
- Incorporate and outdoor skating rink so the space can also be use during winter months
- Pirate ship
- Double + Space More protected Seating all around the Water/Park
- Castle/Fortress
- underwater sea creatures like whales and turtles
- nature themed, eco friendly, science/learning
- Respect for water or information about water sheds and Lake Ontario
- Don't lose sight of what it is. It's a water park where kids can play. Don't get caught up in adding 'educational features' or 'artsy structures' that no one will use.
- space
- Similar to Canada's wonderland
- Keep it fun for the kids. Don't try to get too political.
- "Streets of Toronto" "Creative celebrities Toronto" - feature John Candy, Martin short (cat in the Hat area since Martin is the voice), Mike Meyers - incorporate celebrities who bring a smile to our face, just like getting splashed with friend brings a smile. But I really think the theme should be around Toronto since many people who go there are very new to Toronto. It would be a fun way to incorporate history of Toronto - rename the concession stand the John "Candy" shop. So many ideas - let me know if you want me to join your planning committee
- Connection to nature
- More structures to climb for kids
- Harry Potter theme
- Butterflies, dinosaurs spitting out water
- Space exploration
- I often go with a toddler and a kid 7yrs old, which in the past was difficult to be in 2 places at once. I wasnt able to be in the section for the toddler and the section for the 7yr old at the same time. Perhaps make a play area that will accommodate both age groups or have the play areas close together.
- Woody
- Mushroom forest, Atlantis underwater world
- Something nature incorporated but also modern
- Dinosaurs
- As some sporting facilities in the surrounding green space. Soccer fields, baseball Diamond. Not everything has to be water related.
- Increased shade cover for those lining up. An indoor water park for year round use.
- As long as it is clean, anything is good
- Jungle/rainforest

- Something that celebrates the diversity of Scarborough, particularly Sri Lankan, Chinese and Black cultures.
- Have more seating benches. Firepits. Lots of trees for shade. Check weekly that everything works. Water jets clogged don't spray right. Not a lot of water pressure. Not enough of interactive games. To play against other people. maybe some umbrellas to shade people. need better snack bar and good tasting food at a good price.
- More parking, more shaded areas for snack breaks, family only times without camp/group access, warmer water.
- The park should have elements that every age can enjoy!
- Natural elements and a beach theme would look amazing if you go with the beach style pool concept.
- The environment and the water importance
- Keep it kid friendly and use for kids under 16. Having older kids play area and deep pool will make it unsafe. A lazy river for moms and kids.
- Something modern and fresh
- Disney
- If you can expand it so that more people can enter it would be great. Or have a sign in feature online so that there isn't always a long line up outside. Sometimes the wait times are ridiculous (but I know necessary to avoid over capacity so that those using it can enjoy it without being overcrowded).
- Natural/Ecological themed to inspire kids about the environment.
- sculptures of people from all ethnic backgrounds
- Pirate ship
- Something for kids is great, but ADULTS and older kids also need places to cool off and play in the summer as well. An actual outdoor swimming pool, or actual sand/beach areas with water for adults to enjoy would be nice as well. Especially since most of us have to travel all the way to Woodbine Beach or Bluffers Park to have any sort of beach environment to go to.
- Animals, jungle theme or underwater theme.
- Dinosaurs
- Underwater theme, Pirate theme, Beach theme
- Oceanscape with educational elements on the importance of the great barrier Reef, ocean life, sustainability for our oceans and planet
- Under the sea creatures
- Kids use to run back and forth from grass to water, which makes the water very murky. Artificial grass might be the way to go. Have clear direction where structures requires line up. Would be great if ppl can reserve picnic area for birthday parties
- More environmental friendly theme
- Canada! (or dinosaurs)
- I really think that you should expand on the space that you are using. If you pushed the fences over the hill, that would leave a lot more space to add fun elements. Also, I think that you should get rid of the party area because nobody uses it and it just takes up space.

How can the Kidstown seating and picnic areas be improved?

Respondents who selected "Other, please specify"

- Green space (artificial turf like Lake Wilcox water park) where we can put our own pop up mini tent shade
- keep your eye on bees nests and have them removed
- An high staircase area for parents to watch from - Mom says a patio
- More garbage and recycling bins. Lots of people go here during they busy summer days, needs a lot of attention with clean up. Signage will help too for visitors where to dispose their stuff.
- Just more wide concrete seating that can double as a water feature (similar to Jack Darling Park in Mississauga) more big rock formations to sit/lie on.
- Haven't been before
- few wasp deterrent items (fake nests etc)
- More trees
- Wheelchair, stroller accessible
- beautiful park/playground for educational purposes
- I don't think it needs a 'party area'. It's not often used and then it just becomes wasted space. I would rather see that area become a shaded seating area rather than everyone trying to grab a place under the trees which is also on a rather steep hill.
- Time limit for shaded and seating areas
- Accessibility for people with disabilities
- More comfortable seating for children as well as parents
- More seating space behind the ambulance station
- More gazebos for parties and gatherings

If you arrive at Kidstown on a school bus, do you have any comments about the drop off zones?

Respondents who selected "I have comments about the bus drop off zone (list)"

- There should be a drop off zone fir school buses.
- It's a very tiny parking lot and it doesn't have its own designated drop off zone
- crowded parking lot, designated area for school buses that doesnt impeded parking lot traffic and everyones safety
- There should be designated spots to ensure the safety of children
- Need to have a dedicated bus zone so cars don't go there; public is separate from camp groups.
- Have a separate entrance for bus stop off/campers.
- more parking space

How can the Kidstown parking lot be improved?

- More parking room, mostly used up by picnickers and kids town users always way too packed
- More spaces
- More spaces
- More parking spaces
- More spaces
- More entrances
- Pls make it bigger to allow more room
- More parking spaces

- Multi level so the number of cars can increase without sprawling
- extended parking mostly by hydro
- Make it bigger and one way traffic direction
- More spaces!!
- More parking
- more handicapped spots near front gates and picnic areas
- An additional entrance/exit off McNicoll would assist, Larger parking area. Parking lines and better signage for additional parking.
- Make it bigger
- Evenly paved with accessible parking for all vehicles
- More parking spots. Perhaps directional arrows
- More parking
- More parking spots. And directed traffic. One ways?
- Larger parking area, with only one way through the lot, clearly marked.
- More accessible parking spots and parking person to give tickets to selfish, entitled people who park in them without a permit
- make it bigger, have more handicap
- Bigger spots for pick.up trucks
- More spaces
- A dedicated entrance only and a separate dedicated exit
- More parking
- More spaces
- Bigger
- Expansion
- Bigger!
- Yes
- It needs to be bigger for the amount of traffic that comes through
- Add more space
- looks just fine as it is
- More spaces
- Clearly mark parking spots .
- More parking available as the current lots are always full
- Bigger - more parking spots
- More parking spaces
- It is an amazing area for families. The fact that is free acces to a water playground is great. Many families in the area can afford more than this. Was very sad when was decided to closed
- Different entrance and exit
- More space, smooth ground, no potholes
- Add more parking
- More spots!
- bigger.
- Make bigger and re-pave
- LEVELED
- Larger or expand in the hydro corridor
- More parking spaces

- Bigger
- More spaces
- Needs more parking. Live close by and in Neighborhood and when park is open our nearby streets are overrun with people parking in front all over because the lot is full. Very annoying.
- More poolside
- Not sure
- parking lines to be more visible.
- More parking spots with larger lanes to get around. More entrance and exit options.
- Extended
- Have parking also accessible from McNicoll to improve traffic flow
- see above
- Make a bigger parking lot
- Paved
- Increased spaces
- One way in, one way out and a digital parking sign to show how many spots available
- How about extend a new parking area into that dirt road area at the far end of the park?
- Much bigger, needs to be safer as well. It's really close to the busy road, maybe a bigger offset of fences will help, esp with lots of kids during busy summer days
- add an ice cream truck
- More parking
- Paved w marked spots
- Bigger
- more spots, more disability spots
- 1 dedicated driveway in, 1 dedicated driveway out
- Bigger Parking lot, dedicated school bus zone
- Pave it and make it larger.
- Make more parking lots
- Bigger, dedicated enter and exit only
- more spots
- Increase parking space to allow for more patrons to use the facility
- Need more spaces hard to get into back lot. Too tight spot hard to get out after. Not enough shaded spots .cars sit for hours and become very hot. If bring coolers everything melts. If left in car.
- Limit school bus access
- It has never been a major issue
- Make more spots
- More parking spots
- More parking and designated drop off area that is more isolated from non drop-off vehicles
- More lots. book spot online before arriving
- Need more space
- Expansion and dedicated spaces for new mothers/handicapped/senior
- More parking spots. Limit time for parking or pay parking
- Expand it.
- More Spaces

- More space
- Better traffic management for exiting the lot
- More space for parking and free
- It needs to be bigger
- It's good. Keep it free.
- More parking
- Make it bigger
- More parking spots. It's very busy.
- Expanding
- more spots
- Maybe a bit more organized, and more spots. Also, maybe repave it because it is falling apart a little bit

How can your experience be improved while waiting?

Respondents who selected "Other, please specify"

- Provide Estimated time of entry or free online bookings
- Ability to bypass large groups
- There are two lines, one for large groups and one for individual families. Clearly marked lines would be very helpful.
- music playing
- Another opportunity to showcase Toronto theme on the fence area- give us something to look at with a little bit of history that we can teach the kids.
- Numbered Call out for next entry when busy & waiting Benches
- Online registration
- The idea is to keep kids busy while waiting. More activities for them is essential
- It has been fine.
- Don't mind the wait, kids are excited that's all that matters
- Have priority entry for kids with disabilities
- all of the above
- All of the above
- Having a number system, so if you have to leave the line you are not losing your spot.

How can all areas of Kidstown be improved to be more welcoming and accessible for all users?

- More shaded areas
- Make sure that it is inclusive to all. All is kids friendly. Have a number system if you have to wait and have announcements when changing numbers
- Keep the prices down.
- Keeping up with cleanliness and maintenance, having as much space as possible for more people to enjoy despite the protocols of COVID
- Time limits to reduce lines and wait times
- Age group times.
- More ramps, fewer stairs and arms on seats
- more picnic space
- Make it bigger

- Limit ppl and don't let ppl bring their water guns. It's very disruptive to other ppl esp younger kids.
- Making sure water is clean at most times
- more handicapped parking spots near front gate and picnic areas also opportunities to sit while waiting in line if needed
- Physical expansion of the waterplay area. Better signage overall and enforcement of resident rules for park (for Toronto residents only).
- Better access in wadding pool for people with mobility issues
- Make everything wheelchair accessible, use some common sense. Put in play equipment with swings for older kids with disabilities or swings to accommodate wheelchairs. Have designated area near the change facilities and parking for families with special needs children. It's 2020, you can't be that ignorant about accessibility
- Have properly Trained Staff All on the same page as regards dos and don'ts
- Have a secure area for parents to leave their strollers when they walk to the water park.
- More seating
- More life guards on duty helping to address issues. Kick out problem kids and their parents.
- Ramps,
- More things to do and make it clean
- better surfacing, cement is hard on the feet and hard on a fall. All areas should be accessible for those with physical challenges and provision needs to be made for the youngest visitors with warmer water.
- Yes
- Cleaner
- give a welcoming 'hello' in entering the premises
- Heated water and cork flooring not concrete. Larger/expanded area for waterpark
- Ensure dedicated age areas, also, Ontario Science Center has play zones for certain ages, and staff is there to ensure it's the proper ages. Make sure it's accessible for people with disabilities, and sensory interactive.
- Bigger wading pool or large pool
- Spacious and safe
- More Parking, biking areas
- Maybe you can add more spots to sit and some parking and some more play areas
- a wading pool that you could walk in like beach front
- Get rid of the pirate ship area. The concrete steps and netting with the water is a fall hazard (my kids have gotten hurt MULTIPLE times playing there).
- It's easy to access it's fun the life guards are great
- More ramps
- Have camps preregister so that you don't have so many camps at the same time. Incorporate a minimal fee \$1 or \$2 per child.
- The water is freezing cold. Please consider warming it to a more tolerable level.
- Adding other use for the space that can be used all year long such as exercise areas for seniors
- Large family change rooms. Outdoor stalls are a great idea.
- Warmer water flat play areas family change rooms
- Notice to Use & (maybe an announced reminder... to use Garbage Containers
- toddler areas should be more protected from their older children,

- include LAM park into this so everything is of the same theme, many people transition between the water park and LAM park while they are there
- The space is very small for the amount of people that attend
- Love this place! Please leave real grass for picnics that is the most special to us! The bucket is main draw for all the kids maybe 2 buckets love all your ideas
- Well with the playground outside the fence area being sand, and the kids come into the pool area, they bring sand so easy solution is use tire shred as a base of the playground. The water slide needs to improve but not to the size of photo shown in this survey- I think you would be find with something like Pink and Green slides attached to the Bucket structure at Wonderland's splash pad - which offers 2 tiny slides. I also like the blue picnic table structures at Playground Paradise so a few on the perimeter would be good.
- It just needs to be bigger, right now it's enclosed and very outdated design. Open concept would be more inviting and safe. It's very hard to keep an eye of your kid in such a small confined water park. Better landscape design, safer bigger parking lot, signage and proper offsets to the road
- More space for kids to play in the water
- Shaded benches/tables along the periphery so parents can watch children. Current permit picnic area does not allow visual to play areas for safety of children.
- Offer a newer small and medium water slides like the same size that is already there. The yellow one in the picture above is too scary. Also offer a trough of water that I can turn into a Lock with boats - like the one at Ripleys. Have more things to climb on like a big dolphin and keep the tunnels please.
- Sign of fun and welcoming.
- more friendly staff, less teens with attitudes
- perhaps reserved spaces with shade and seating for families with wheelchairs
- Area for each age group . Including youth
- Don't let 1 person hold picnic tables for a while day until there party arrives
- Heat the water in the play areas with solar power on the concession station roof. The water was frigid even for an adult there is no way a young child will go in or enjoy it.
- Not such inappropriate music - - they need more kids music like not with swearing and sexual references and smoking and all this nonsense
- More accessibility for our special needs kids, cleaner changing areas and bathrooms.
- Keep things working properly
- Distancing opportunities.
- Expand the plot of land to allow for more play structures in the park, along with expanded walkways to make way for patrons to properly flow through crowds.
- Activities for teenagers
- Make it an open park without gating. Less tall, dangerous play structures, and make it more flat and open. No team of lifeguards needed, only maintenance
- While waiting to get in maybe misters and informal seating along with more shade. I could only pick one from the last question. So i picked one.
- Maybe some wheelchair accessible water features.
- Live wait times online, live update about wading pool closure or equipment closure.
- Allow older siblings to watch over younger ones
- More young kids activities
- We need more space
- More seating for parents and grandparents. More staff to help.

- ramps, tactile surfaces but less rough surfaces at bottom of waterslide
- More benches, more attendants
- Maybe allow online time slot registrations. Or phone in for those without internet. To avoid lines outside as well as lack of parking.
- Wheelchair access?
- Washrooms need to be cleaned regularly and thoroughly. I rather leave early to go home then use the washroom facilities.
- Better signage for entrance into kidstown.
- More space better water equipment for kids and wRner water for the kids
- More co-ed family change rooms would help a lot especially for single fathers and single moms with mixed gender kids.
- Not sure
- Any park equipment should be accessible to all including
- More focus on smaller kids, for example sink to wash hands or put one of those small stools .
- More room/ bigger
- Bigger
- Gender neutral change areas. Braille. More ramps, less stairs.

Do you have any other suggestions or comments?

- Please do not close for too long or my kids will grow out of it...
- The main pool is ALWAYS freezing. It is far too cold for most kids on a hot day. Please heat it. Food trucks or hot dog stands would be nice. Warm Outdoor showers (head and feet) to rinse off for those like myself who don't use the facilities would be great
- Designated times for certain age groups
- keep in mind the community of 65-99 silversprings is developing with more units thus more people who want to enjoy summer
- Hopefully the facility can be used in 2021
- Please keep it free or low cost!
- my family and I love Kidstown such a beautiful park:) Thank you to the city!
- I would not mind paying a nominal user fee per child (say 4 dollars) provided these monies are used for the upkeep, maintenance and enhancement of the park. Also, if there is cash-in-lieu of parkland or S.37 benefits from developments in the area, they should be used for this park.
- No
- Be much Stricter as regards Picture Taking Ensure Once seen pictures been taken. Delete immediately not just say put away. Say Delete and see it deleted
- Make the picnic area more bigger so families can enjoy more of the place.
- Have a secure area for parents to leave thier stollers when they walk to the water park.
- Crack down on bullying and hire more staff speaking common languages there so parents do t avoid getting in Trouble so they avoid consequences of their kids actions.
- Don't kick patrons out 15 minutes before designated closing timeclosing
- can you increase the size to include the top of the hill and any features that allow children to 'target' other waterpark users with water spray needs to have a better contained area so that the ones that they are able to spray are in a more defined area that the sprayers don't overshoot. I hate trying to walk past the bikes that spray water

and have some kid overshoot the other bikes to hit me as a parent trying to supervise my child who has gone to another part of the park.

- all well, lets see the New improvement
- More lifeguards and more staff need to be hired to ensure that rude, aggressive and misbehaving children are taken to their guardians/camp leaders. It causes unsafe and unenjoyable situations. My kids have been subjected to other kids swearing at them, and I've noticed over the years that the life guards are immune to rude behaviour. Parents sit on benches and let their kids run...there should be a behaviour code of conduct outside before entrance so everyone knows....adults should not take over/hog all the tables. People should not be allowed to litter. Lifeguards can't watch all of this, so you should definitely hire more staff to support to ensure a safe and enjoyable experience.
- More Parking and larger pool or wading pools or more then one
- Please Keep something like the wading pool. Possibly with warmer water.
- Keep the bucket
- Longer open season depending on weather
- No kids town is amazing
- Security is a very important aspect. I am not always with the older kids (ie tending to a younger kid) and I would want to know that there are measures in place to ensure that my kids are not exiting Kidstown on their own without parent authorization.
- Cant wait to see the new kidstown im excited
- Kids town is currently geared towards children 7 an younger. A more mature environment ie a big pool, water slides etc would be more appealing to older kids
- Maintenance and upkeep. For years .. numerous times you go there is some key feature of the waterpark not working. I.e. bucket or slide
- The Rules need to be inforced for ALL.
- A large outdoor pool with beach entry is a great idea. It is suitable for all ages and there aren't other outdoor pools nearby.
- Copy the zoo's splash pad
- Happy Popular Low Key Dancing/Sing-a-long Music
- At the risk of sounding too politcally incorrect but please don't make the park so accessible that it makes the rest of the park boring.
- Would love to see a clean and redesigned Kidstown!
- Ensure area is kept clean by park staff.
- Thank you for redesigning something so memorable to many children
- many people have bbqs during the summertime and the music they play travels into the neighbourhood and can be quite disturbing when residents are trying to sleep at night
- Have an area dedicated to smaller children under 5 as older kids bully them and often run into them
- Simple food to buy we love the hotdog cart outside have a stand inside? Ice cream also lots of garbage bins and change rooms outside for parents with 2 kids of different sex so you don't have to drag your 12 year old boy to women's change room so family rooms good
- To stay open later on weeknights and improve the washroom facilities with more stalls and lower/accessible sinks. Add: local toronto kid-friendly musicians to play in a dry corner, and maybe an area for the adults to have a cider/beer to enjoy the day! I think you could also Build one side of the building with a white wall and organize family movie

nights with all of the green space. KidsTown tobogganning -ice pad in the winter - why wait till summer to use - make it an all 4 seasons venue.

- I'm very happy this is being done, my kids are grown up but I use to take them there. But as the city grows and in such a dense neighborhood with new immigrants moving in this is one of the biggest attractions for their new life with their family. So that m you and looking forward to the changes
- Bigger parking and garbage bins .
- 1) Wading area needs to be removed. Not interactive and dirty. 2) Better maintenance of equipment. 50% of equipment was broken the last time I went.
- make it a skating rink in the winter time.
- Have shaded spots and seating along the entire perimeter. Have logical dedicated walkways. As is, feels a bit messy and confusing but has so much potential
- Water slide always seemed broken, or other features
- The water is too cold!! Please heat it.
- Please keep this park free of admission. In the future, possibly online booking of timeslots to keep things less hectic.
- Design with the pandemic in mind.
- Washrooms should be expanded and cleaned/maintained more often.
- Make it a possible to make an outdoor rink in the winter to permit year around use
- Lots of flowers and greenery. . Maybe some soothing music.
- We love it as it is but look forward to changes.
- Have someone available to answer the phone on site.
- Should consider online bookings and time limits.
- Please keep it child freindly!
- Make the bucket bigger
- I want to utilize kidstown more since it is so close to me, but the wait times to get in gets ridiculous, especially with children in tow.
- Reasonably priced food
- Re-do as early as possible. We already missed one season due to Covid.
- Swimming or a wave pool like feature would be great especially for older kids, also having something INDOORS that can be used ALL YEAR LONG is really needed in Scarborough area as well.
- More seating around the water area. If an outdoor shower isn't feasible, a foot wash is good.
- Thanks for improvement
- Dinosaurs!
- No not right now
- No
- N/A
- My son and I just moved into the area from Cabbagetown. We are SO excited to try this place out next summer!