

Phase 1 Engagement Report

Parks and Recreation Facility Plan Review

October 18, 2024, to February 20, 2025





VISION

WHY?

WHO?

NEXT
STEPS

Contents

Overview	4
About the Parks & Recreation Facilities Plan Review.....	4
How we engaged.....	4
How we reached people	7
About this report	8
By the Numbers	9
What We Heard.....	10
Overall feedback themes	10
Overall satisfaction and use of Community Recreation Centres.....	11
Frequency	11
Getting there	11
Barriers to use.....	12
Improving CRC user experience	13
Recreation facility satisfaction and use.....	14
Preferences and priorities	15
Other notable recreation facilities	16
Non-City recreation facility use	16
Community hub model (co-location)	17
Creating safe, welcoming, and inclusive recreation facilities	19
Safety	20
Inclusivity.....	21
Accessibility.....	22
Guiding Principles.....	24
Suggested revisions to existing Guiding Principles	26
New guiding principles to consider.....	27
Other comments and suggestions.....	28
Participants priorities for planning and investment in recreation facilities.....	29
Other feedback	30
Communications	30

Next Steps	30
Appendix A: User satisfaction and improvements by facility type	32

Overview

About the Parks & Recreation Facilities Plan Review

The City owns and maintains hundreds of recreational facilities in buildings and parks. The [Parks and Recreation Facilities Plan](#) and its [Implementation Strategy](#) help prioritize investments in indoor and outdoor recreation facilities across Toronto, like new basketball courts, cricket fields, skateparks, splash pads, and community recreation centres. These documents also help the City to assess new opportunities for partnerships and community proposals for new or improved recreation facilities.

The City is updating the Parks and Recreation Facilities Plan to ensure it reflects:

- Changing resident needs and priorities (e.g. changes in work and leisure patterns influenced by the Covid pandemic)
- A growing population
- Provincial legislation changes
- New city-wide priorities and policy directions (e.g. Net Zero Strategy, (Indigenous) Reconciliation Action Plan, Action Plan to Confront Anti-Black Racism, and more)
- Changing financial tools that have resulted in less funding
- Updated accessibility and environmental standards

How we engaged

Between October 18, 2024, and February 2025, the City of Toronto's Parks and Recreation division conducted a multi-phase, city-wide community engagement process to inform joint reviews of the City's Parks and Recreation Facilities Plan (PFRP) and the Parkland Strategy (PLS), as well as to create the new Ice Facilities

Strategy (IFS). In total, over 12,000 people were engaged across online and in-person engagement activities. The following list provides an overview of the different ways community members were able to participate in this process:

- **Online Survey**

From October 18 through December 19, 2024, 8,800 members of the public participated in an online survey that collected feedback on City parks and recreation facilities.

- **Virtual Public Meetings**

On November 28, 2024, a total of 16 participants attended two virtual public meetings, including one afternoon (2 to 4 p.m.) and one evening (6 to 8 p.m.) session, to share their needs and priorities for the future of the City's recreation facilities. The presentation and discussion questions were the same at both meetings.

- **In-Person City-Wide Pop-ups**

Between October 19 and November 30, 2024, approximately 2775 people attended community pop-up engagements at locations in each of Toronto's 25 wards. The pop-ups provided participants with the opportunity to provide feedback to inform the new Parks and Recreation Facilities Plan (PRFP), Parkland Strategy (PLS), and Ice Facilities Strategy (IFS).

- **DIY Community-Led Workshops**

Between October 18 to December 18, 2024, 16 organizations engaged a total of 332 community members in discussions about the future of their recreation spaces and parks using a do-it-yourself workshop kit. The kit included a presentation, a discussion guide, and an online submission form to help groups host their own community conversations and share feedback with the City.

Of the 16 organizations, 12 were part of the City's Social Development, Finance and Administration division (SDFA) Community Coordination Plan (CCP) Cluster partnerships. This model ensures communication with more than 400 community-based organizations and implements localized solutions to meet the needs of Toronto's Equity-Deserving communities. The CCP clusters include 10 geographic cluster areas and two city-wide clusters that focus on Newcomers and Black Resilience. Self-selected organizations in each CCP cluster were paid to host their own community-led engagement on the PRFP and PLS. Learn more about the [Community Coordination Plan Clusters](#).

- **DIY Classroom Workshops**

From October 18 to December 18, 2024, approximately 210 students from grades 5 to 11 provided feedback through a classroom engagement kit available for download on the project webpage. The kits were available in French and English and were shared with the Toronto District School Board and Toronto Catholic District School Board for distribution to teachers. In total, 4 schools located in Scarborough, North York, Toronto, and East York, as well as one Youth Council located in Thorncliffe submitted results.

- **City of Toronto Seniors' Forum Meeting**

On Monday, September 30, 2024, the project team presented at the City of Toronto's Seniors Forum to gather feedback on priorities for future investment in recreation facilities, co-location for recreation facilities, barriers to use, improving accessibility, and more.

- **City of Toronto Lived Experience Advisory Group Meeting**

On January 15, 2025, the project team presented to the City's Lived Experience Advisory Group to gather feedback on priorities for future investment in recreation facilities, co-location for recreation facilities, barriers to use, improving accessibility, and more.

- **City of Toronto Parks and Recreation Disability Steering Committee Meeting**

On February 20, 2025, the project team presented to the Parks and Recreation Community Disability Steering Committee to gather feedback on priorities for future investment in recreation facilities, co-location for recreation facilities, barriers to use, improving accessibility, and more.

- **Equity-Deserving Advisory Group Meeting**

On January 23, 2025, the first meeting of the Equity-Deserving Advisory Group (EDAG) took place. The project team presented to the EDAG to gather feedback on priorities for future investment in recreation facilities and parks. Representatives from 20 organizations participated in the first meeting.

The EDAG was formed to ensure the Parks and Recreation Facilities Plan and Parkland Strategy reviews are informed by and reflective of the needs and interests of Equity-Deserving communities. These communities include: racialized communities; Black communities; women, girls, and gender-diverse people; children and youth; seniors; people with disabilities; 2SLGBTQ+

communities; newcomers; and people with low income. It is understood that these and other identities are often overlapping and intersecting, and people often identify as part of multiple communities.

How we reached people

The project team promoted community engagement activities to audiences across the city through the following channels:

- **Kick-off media event**
On October 18, 2024, a kick-off event with media availability was held to announce the review and public engagement process and promote the upcoming engagement activities. Remarks were made by Mayor Chow, Deputy Mayor McKelvie, and the Parks and Recreation General Manager. Three media outlets featured stories about the engagement process.
- **Organic social media promotion**
Between October 18 and December 19, 2024, video and image posts were shared on Parks and Recreation social media channels (Instagram, Facebook, and LinkedIn) to promote the pop-ups, online survey, and public meetings.
- **Paid social media promotion**
Between October 18 and December 19, 2024, paid social media advertisements ran on Parks and Recreation Instagram and Facebook to boost promotion of public meetings and the online survey.
- **Communications through Councillor Offices**
Promotional material was provided to all 25 Councillor Offices, with a request that they share it via their respective newsletters and email distribution.
- **Posters in community locations**
Community recreation centres, public libraries, and Toronto Community Housing sites across the city displayed posters promoting the engagement process.
- **Email notifications**
Email notifications were sent to over 90,000 members of the public through City email distribution lists, including recreation program registrants and permit

holders. Emails were also sent to community organizations, school boards, Business Improvement Areas, and more.

About this report

This report provides a high-level overview of community input received across all engagement channels during Phase 1 of public engagement for the Parkland Strategy Review. It summarizes what we have heard so far in the review process about the public's experiences with City of Toronto parks and the public's priorities for future investments in improving parks and creating new parkland.

The intent of this summary is to capture the wide range of feedback shared and is not intended to assess the merit or accuracy of the feedback received.

Individual summary reports are being prepared for each type of engagement that has occurred, including a summary report focused on Indigenous engagement. These reports will be available on the [Parkland & Recreation Facilities Strategies: Community Engagement](#) webpages.

Acronyms frequently used in this report include:

- **EDAG** – the Equity-Deserving Advisory Group, established to help inform the review process for the Parks and Recreation Facilities Plan and Parkland Strategy.
-
- **CDSC** – the Community Disability Steering Committee, which regularly advises the City's Parks and Recreation Division on ongoing parks and recreation topics and projects.
-
- **LEAG** – the Lived Experience Advisory Group, which regularly advise the City of Toronto on ongoing topics relating to unemployment, housing, poverty reduction, impacts of violence, and other related issues.
-
- **2SLGBTQ+** – referring to Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer, and other non-cisgender and non-straight identifies and communities.

By the Numbers

These numbers represent joint engagement on both the Parkland Strategy and the Parks and Recreation Facilities Plan.

4 online public meetings

1 Equity-Deserving Advisory Group meeting

Several visits to City advisory bodies including Seniors' Forum, Lived Experience Advisory Group, and P&R Community Disability Advisory Committee



12+ community-led do-it-yourself engagements with an equity focus

1 online survey with **8,800+** interactions

25 pop-ups across the city (1 in each ward)
with **3,000+** interactions



3 meetings with the Indigenous Advisory Circle

5 pop-ups in Indigenous community spaces

2 interviews and **1** tour with Indigenous organizations

96 respondents identified as Indigenous in the online survey



What We Heard

Overall feedback themes

Overall, participants reported feeling very satisfied with their local City-run community recreation centres and other recreation facilities and reported these spaces as feeling safe, welcome and inclusive for all. However, some Equity-Deserving groups were more likely to identify barriers such as cost, maintenance concerns, safety and inclusion. Participants identified the need for improved maintenance and cleanliness, more diverse programming, better staff support, and better registration systems that are simple and accessible. Participants also called for modernized, welcoming spaces with gender-inclusive and physically accessible design and improved wayfinding.

There was significant support for co-locating recreation centres with other community services, such as libraries, childcare centres, health clinics, food programs, and youth spaces. Participants stressed the importance of ensuring that recreation remains the core purpose of these hubs and that co-location decisions be made with careful planning, clear governance, and a strong equity lens.

Most participants supported prioritizing a balanced approach to future investment, between upgrading existing facilities and building new ones in underserved areas. Maintenance, modernization, and physical accessibility upgrades were viewed as urgent priorities, with calls for better booking systems, more indoor and year-round facilities, expanded programming, and improved transportation access.

Indoor leisure and lane pools, , gyms, , multipurpose rooms, and youth-specific spaces ranked among the most important recreation facilities across different engagement formats. Equity-Deserving groups also highlighted the need for splash pads, basketball courts, tech labs, food hubs, and skating trails.

Finally, while **there is broad support for the City's existing guiding principles, many suggested adding accessibility, inclusion, and safety as distinct priorities.** Participants expressed a desire for more transparency, accountability, and community engagement in how recreation services are planned and delivered. Overall, the feedback points to a clear demand for inclusive, well-maintained, and community-responsive recreation spaces across Toronto.

Overall satisfaction and use of Community Recreation Centres

The online survey asked participants to identify their level of satisfaction with their most used Community Recreation Centre (CRC). Most (79%) responded that they are satisfied or very satisfied, with few (11%) noting that they are somewhat or very unsatisfied.

Frequency

Many participants (58%) reported visiting their local CRC on a weekly basis. Fall and winter were the most popular seasons for CRCs with over 90% participants reporting visiting their local CRC during this time, followed by spring (86%) and summer (70%).

Getting there

When asked to rank the methods of transportation they prefer to use to get to recreation facilities, the majority of survey participants' top choices were:

1. Walk or roll
2. Personal vehicle
3. Bike
4. Public transit

Lower ranked responses include taxi, rideshare, and WheelTrans.

Some key differences included:

- Participants from Etobicoke York and Scarborough were more likely to rank personal vehicle as their most preferred.
- Participants that identify as having a disability were more likely to rely on a personal vehicle or taxi than those who do not.

Barriers to use

Just under 300 survey participants noted that they had not used a City of Toronto Community Recreation Centre in the past 12 months. The top five reasons participants selected to explain why they hadn't used a community recreation centre include:

1. Unaware of opportunities (38%)
2. Lack of programs that interest me (33%)
3. Too busy to participate (31%)
4. Poor or inadequate facilities (18%)
5. Inconvenient program times (18%)

Participants in the Equity-Deserving Advisory Group meeting shared the following challenges as significant barriers to participation for Equity-Deserving communities:

- **Parking**
 - There is insufficient accessible parking in recreation facilities. This limits access for people with mobility challenges or those who require parking near facilities.
- **Program registration**
 - Registration for programs fills up quickly, and the system is not user-friendly for many groups.
 - Programs and registration systems are not accessible in multiple languages (e.g., Bengali), making it difficult for newcomers to participate.
 - Many newcomers, particularly women, face challenges navigating online registration systems.
 - The restricted number of spots in registered programs often excludes people who would benefit.
 - First-come-first-served systems create inequities, particularly for Equity-Deserving communities like the 2SLGBTQ+ population.
- **Free and drop-in programs**
 - A lack of free programming limits access for individuals from low-income households. Many CRCs primarily host registered or private programs, which create an environment where certain groups feel unwelcome.
 - Barriers exist even in accessing “free” programming, such as the Welcome Program, which is not well-publicized or easy to navigate.
- **Distribution of facilities and programs**
 - Recreation facilities and programs are not distributed equitably across the city. For example, some sports, like gymnastics, are unavailable in Scarborough, highlighting gaps in accessibility.
 - Communities often lack walking-distance access to CRCs. This is a greater issue in suburban areas where public transit is less reliable.

- Unequal distribution of resources has led to wealthier neighborhoods having better-maintained facilities, leaving other communities underserved.
- **Gender-sensitive and inclusive spaces**
 - Gender-inclusive bathrooms and change rooms are lacking, making it difficult for 2SLGBTQ+ individuals to feel safe and comfortable in facilities.
 - More programming and spaces designed for women are needed, particularly for culturally sensitive and newcomer women who may not feel comfortable in mixed-gender spaces.

Improving CRC user experience

When asked for suggestions for improving overall user/visitor experience at their most recently used CRC, 1100 participants provided suggestions. Common themes included:

- **More amenities and space**
 - Participants requested more amenities, such as cafés, lounges, libraries, community gathering spaces, dedicated craft rooms, and expanded leisure areas.
 - Many emphasized the need for larger centres or expanded facilities to meet the needs of growing communities.
- **Facility upgrades and renovations**
 - Participants called for updates to aging infrastructure, including change rooms, fitness equipment, HVAC systems, lighting, and flooring.
 - Suggestions also included more welcoming and accessible design, improved signage for navigation, and refreshed interiors.
- **Accessibility improvements**
 - Participants recommended adding gender-inclusive change rooms, ramps, elevators, and other inclusive design features.
 - Concerns were raised about limited access for people with disabilities, as well as for those using strollers or mobility devices.
- **Improved cleanliness and maintenance:**
 - Many participants described their local CRC as outdated or poorly maintained (e.g. broken or out-of-service amenities such as showers, toilets, and lockers). This included calls for cleaner change rooms, pool areas, bathrooms, and gym equipment.
- **Increased lane and leisure swim access**
 - Participants reported that their local pools felt overcrowded, that swim time options were limited, and that there was frustration with recurring cancellations due to maintenance or staffing issues.
 - Many requested longer swim hours and more pools.
- **Parking and transportation**

- Participants frequently identified limited or costly parking as a barrier to facility use, especially a lack of accessible parking.
- There were also calls for improved access to centres by both personal vehicle and public transit.
- **Expanded and improved programming**
 - There was strong demand for more fitness classes, swimming lessons, pickleball, aquafit, and programs tailored to all age groups—especially seniors, youth, and toddlers.
 - Many participants requested more programming during evenings and weekends.
- **Better scheduling and registration**
 - Many participants expressed frustration with booking systems, citing early lineups, fully booked programs, and inconsistent drop-in procedures.
 - Some participants also called for clearer communication about cancellations, waitlist status, and scheduling.
- **Better staff engagement and training**
 - While many participants reported experiences with friendly staff, others noted experiences of poor customer service, lack of staff knowledge, and insufficient supervision by staff at their local CRC.
 - Some noted a need for greater staff presence to support safety and accessibility.
- **Safety and security**
 - Safety concerns were raised, particularly regarding theft in change rooms.
 - Participants called for improved lighting, better surveillance, and more consistent enforcement of rules (e.g., proper pool attire and age-appropriate rink use).

Recreation facility satisfaction and use

The online survey collected feedback on participant's satisfaction their most important recreation facilities. Overall, the current user experience was positive, with 60% of survey participants reporting being very satisfied or somewhat satisfied with their top ranked recreation facilities and 25% somewhat unsatisfied or very unsatisfied.

The list below shows the percentage of survey participants reporting being somewhat satisfied or very satisfied with their current experience of each facility type:

- Outdoor pools (85%)
- Outdoor playgrounds (85%)
- Lawn bowling green (84%)

- Golf courses (82%)
- Outdoor artificial ice rinks (79%)
- Indoor lane pool (71%)
- Gymnasium (71%)
- Frisbee/disk golf (70%)
- Multipurpose rooms (69%)
- Indoor leisure pool (69%)
- Splash pads (69%)
- Wading pools (68%)
- Indoor Ice/Arena (66%)
- Outdoor natural ice rink (66%)
- Sports fields (65%)
- Skating trail (63%)
- Baseball diamond (61%)
- Multipurpose rooms (59%)
- Basketball Courts (54%)
- Dog Off Leash Areas (51%)
- Weight/Cardio Rooms (50%)
- Curling facilities (46%)
- Bike Parks (43%)
- Cricket facilities (41%)
- Indoor playground (39%)
- Outdoor fitness equipment (36%)
- Skate Park (35%)
- Bocce Courts (33%)
- Tennis courts (30%)
- Pickleball Court (27%)
- Beach volleyball courts (24%)

Preferences and priorities

Participants in the online survey, classroom engagements, the Equity-Deserving Advisory Group, and community-led workshops were asked to rank the recreation centre facilities that were most important to them and their households.

The ten most broadly important recreation facilities across engagement types were, in no particular order:

- **Multipurpose rooms** were valued for flexibility to do art activities, run clinics and use for community events.

- **Gymnasiums** were universally prioritized for sports, camps, and events.
- **Indoor leisure pools** were of special interest to families, seniors, and community groups.
- **Fitness equipment/weight-cardio rooms** were consistently ranked as a preference by participants across engagement formats.
- **Indoor lane pool** was strongly support, especially by community groups and students.
- **Youth-specific room (Enhanced Youth Space)** were highly ranked by youth and students.
- **Walking/jogging track** consistently appealed to seniors and students alike.
- **Shared study/workspace with wi-fi** was identified as important to youth, students, Equity-Deserving groups.
- **Indoor ice rink/arenas** were popular in general and among student responses.
- **Outdoor playgrounds** were frequently cited as important across age groups.

Other notable recreation facilities

While not in the top ten overall, the following facilities were prioritized by specific communities:

- **Basketball courts** were prioritized by youth, racialized communities and low-income households.
- **Splash pads** were prioritized by women, racialized communities, and households with children or people with disabilities.
- **Ice skating trails/natural rinks** were prioritized by 2SLGBTQ+, women, and people with disabilities.
- **Skateboard & bike parks** were prioritized by low-income households and youth.
- **Tech/computer labs** were prioritized by youth, students, and some community groups, highlighting a need for digital access and learning spaces.
- **Kitchens/food hubs** were prioritized in feedback collected through community-led engagements, and youth.

Non-City recreation facility use

Survey participants were asked to identify any non-City recreation facilities used by themselves or a member of their household in the last 12 months. The most to least commonly selected were:

- Toronto Public Library (56%)
- Commercial recreation facility such as a gym, fitness club, tennis club (44%)
- Private recreation facility in a residence or office building (27%)
- College, school or university recreation facility (27%)
- Not-for-profit recreation facility like the YMCA or a Boys & Girls Club (19%)
- Places of worship (18%)
- Toronto community Housing recreation facility (3%)

Other non-City recreation facilities that were noted included:

- Private disc golf courses
- Private curling clubs
- Swimming pools (including private pools, hotel pools, and pools at private homes)
- Private golf courses
- Non-City community centres
- Private ice arenas
- TDSB and TCDSB facilities (including school gyms and soccer fields)

Community hub model (co-location)

Overall, there was strong support for co-locating of services across engagement activities. A majority of survey participants (55%) expressed support for co-location, while an additional 33% indicated conditional support depending on the specific services offered. 12% of survey participants indicated that they prefer stand-alone community recreation centres, focused on recreation (not co-located with other facilities or services).

Participants in workshops and public meetings also largely supported the concept, highlighting the creation of synergies between programs, services, and activities as a major benefit. A small number of participants noted that their support would depend on careful planning around service selection and funding priorities.

Community priorities and considerations for co-located spaces

The top supported facilities and services for co-location include:

- Libraries
- Senior's services
- Childcare centres
- Performing arts stages
- Adult education centres

Other frequently suggested facilities and services included:

- Food-related services (food hubs, food banks, cafés, kitchens)
- Health centres and clinics (including mental health and dental services)
- Settlement and newcomer services

Participants in community-led engagements specifically recommended co-locating libraries, sports facilities, childcare centres, cafés, kitchens, and youth-specific spaces, further emphasizing the desire for a wide range of accessible services under one roof.

The services with the least amount of support included faith-based community organizations, affordable housing, and high schools.

Common suggestions for the successful implementation of co-location included:

- Choosing partners that directly serve the local community's needs.
- Ensuring recreation facilities and programs remain a priority.
- Partnering with services that have complementary peak usage times to maintain facility activity throughout the day.
- Exploring the use of underutilized school grounds as potential sites for co-located hubs.

Some participants raised concerns around the potential difficulty of balancing funding priorities in blended facilities and the risk that recreational spaces could be diminished if too many other services were added. Others noted that shared spaces could create conflicts over use and access, so clear rules and division of management responsibilities are needed.

Overall, the need for safety, inclusivity and fair access so all communities feel welcome was emphasized:

- Co-located services must prioritize safety, including clear governance agreements to ensure smooth operations.

- Services should reflect the cultural and social needs of the community, including multi-use and intergenerational spaces.
- Avoid co-locating fast food vendors; instead, offer nutritious food options aligned with wellness goals.
- Ensure services prioritize Equity-Deserving groups and incorporate feedback from local communities.

Creating safe, welcoming, and inclusive recreation facilities

Overall, the majority of participants feel that City of Toronto Community Recreation Centres (CRCs) are safe, welcoming, and inclusive spaces. A strong majority (81%) of survey participants either strongly agree or somewhat agree that CRCs are safe, accessible, and welcoming spaces, while a small portion (8%) disagreed. Similarly, participants in the Equity-Deserving Advisory Group meetings, community-led workshops and public meetings also largely reported feeling safe, welcome and included at their local CRC.

Similar to CRCs, most participants strongly agree or somewhat agree that other City of Toronto recreation facilities are safe (82%), welcoming and inclusive spaces (66%).

When asked for suggestions to make CRCs more safe, welcoming and inclusive, several key aspects of user experience emerged across multiple categories: maintenance, staff, programming and communication.

- **Cleaner and better maintained facilities**
 - Many emphasized that clean, well-maintained facilities (including washrooms, sports equipment, and outdoor spaces) feel safer and more welcoming, suggesting that regular maintenance is crucial for both physical safety and comfort.
 - Participants prioritized having more washrooms that are safe, accessible, well-maintained, and located in areas that are not isolated, especially to improve safety for women and vulnerable users.
 - Some participants suggested that renovations to existing recreation facilities should focus on making them well-maintained and welcoming. Members of the Equity-Deserving Advisory Group noted that poor maintenance discourages use and creates a perception of neglect.
- **Friendly, welcoming and well-trained staff**

- Participants noted that friendly, helpful, and engaging staff contribute to a welcoming environment and can act as an informal safety measure by helping to monitor and assist users.
- Having more staff available, including staff that reflect the diversity of the local community, was seen as critical to creating an inclusive and welcoming environment.
- Participants in the Equity-Deserving Advisory Group requested staff be trained specifically in cultural sensitivity, anti-oppression practices, and 2SLGBTQ+ inclusivity to foster welcoming environments.
- **Affordable, inclusive programming**
 - Participants emphasized the need to ensure programs are affordable, especially for people with disabilities, seniors, newcomers, and low-income residents.
 - Participants suggested that offering more drop-in programs could help reduce registration barriers.
 - Many requested more programs specifically designed for diverse communities, including 2SLGBTQ+ communities, newcomers, youth, seniors, people with disabilities, and other equity-deserving groups.
- **Clear, accessible and up-to-date communications and information**
 - Some participants proposed posting positive “community guidelines” or “rules of conduct” within recreation facilities to set clear expectations for respectful and safe behavior among all users.
 - Participants stressed the need for improved online and onsite communication about facilities, hours, programs, and changes, to make it easier for all users to access recreation services.
 - Many asked that the City provide signage and program information in multiple languages and hire multilingual staff to assist non-English speakers.
 - Some participants proposed posting positive “community guidelines” or “rules of conduct” within recreation facilities to set clear expectations for respectful and safe behavior among all users.

Safety

Overall, a strong majority of participants felt City of Toronto Community Recreation Centres are safe spaces. 82% of survey participants agreed or somewhat agreed that they feel safe using their local CRC, with only a few (5%) disagreed or strongly disagreed.

Suggestions for improving overall safety were gathered through the online survey, virtual public meetings, the Equity-Deserving Advisory Group, and community-led workshops. Several key areas were identified:

- **Community safety infrastructure**
 - Suggestions included installing emergency call buttons, phone booths, and safety alarms throughout recreation facilities to give users immediate access to help if needed.
- **Improve lighting**
 - Participants suggested better lighting around buildings, entrances, pathways, playgrounds, and parking areas to deter unsafe behavior and increase visibility at night.
- **Increase security presence**
 - Many participants recommended hiring more security guards, installing security cameras, having community patrols, and creating a greater visible staff presence to improve feelings of safety in and around CRCs.
- **Address homeless encampments near facilities**
 - Some participants expressed concerns about homeless encampments near playgrounds and parks, suggesting that addressing these issues would help improve the overall sense of safety and comfort for families and users.

Inclusivity

A strong majority of participants feel that City of Toronto CRCs are welcoming to all, regardless of age, gender, sexual orientation, race, background or immigration status. 77% of survey participants agreed or somewhat agreed that they feel welcome in their local CRC, and few (5%) disagreed.

Suggestions for making CRCs more welcoming were gathered through the online survey, virtual public meetings, the Equity-Deserving Advisory Group, and community-led workshops. Several key areas were identified:

- **Co-location with supportive services**
 - Some participants suggested integrating services like food banks, employment services, newcomer services, and mental health supports into community recreation centres to foster inclusion and normalize access to supports.

- **Gender-inclusive facilities**
 - Participants across engagement activities recommended providing gender-inclusive washrooms, showers, and change rooms.
 - Besides gender-inclusive spaces, some groups requested private spaces for women based on cultural or religious needs.
- **Youth-dedicated spaces**
 - Students and other participants recommended creating enhanced spaces specifically for teens, so they feel at home and welcome in community centres.
- **Casual gathering spaces**
 - Many participants highlighted the need for informal gathering spaces like lounges, cafés, or casual meeting rooms where community members can connect.
 - Specific suggestions included creating welcoming spaces for youth and seniors, and spaces that are open in all seasons.
- **Representation and inclusion in art and signage**
 - Participants recommended featuring art that reflects the cultural diversity of the community and signage that welcomes everyone, available in multiple languages.

Accessibility

Most participants agree that their local CRC is accessible for all accessible for people regardless of ability or mobility needs. 67% of survey participants agreed or somewhat agreed that their local CRC was accessible, and 9% disagreed.

Of survey participants who identified as having a disability, 65% agreed or somewhat agreed that their local CRC was accessible, and 17% disagreed.

Of survey participants whose households include someone who identifies as having a disability, 66% agreed or somewhat agreed that their local CRC was accessible, and 19% disagreed.

Suggestions for making CRCs more accessible were gathered through the online survey, virtual public meetings, the Equity-Deserving Advisory Group, visits to the Parks and Recreation Community Disability Steering Committee, and community-led workshops. Several key areas were identified:

- **Physical accessibility improvements**

- Many participants stressed the need to prioritize accessibility upgrades in parks and recreation facilities (e.g. accessible walkways, ramps, elevators, lifts, seating and tables, turf surfacing, elimination of ledges and gaps, etc.) and provide accessibility redundancies in case of failure (e.g. elevator failure).
- Several survey participants requested that playgrounds are built or upgraded to be fully wheelchair accessible, with accessible surfacing.
- Many participants noted the importance of having fully accessible washrooms and change rooms available at all facilities, year-round.
- Several survey participants expressed a need for recreation equipment that is adaptable for wheelchair users and people with different physical abilities.
- Some participants suggested building new facilities that are accessible for inclusive and adaptive sports (e.g. sledge hockey, blind curling) and incorporating more accessibility-friendly exercise and sport equipment at recreation facilities (e.g. inclusive weight machines, skating aids, water wheelchairs, etc.).
- Some participants noted the importance of improving accessibility to facilities including transit, providing more accessible parking, and accessible pathways.
- Some participants, including though the Parks and Recreation Community Disability Steering Committee supported design for universal accessibility and suggested considering accessibility needs at the start of design processes (not as an afterthought) and consulting with disability advocacy groups to ensure the lived experiences of people with disabilities inform decision-making and design.
- Multiple participants noted that adding seating (including accessible seating) and shade structures at and around recreation facilities will improve usability for all demographics, including seniors.
- Participants in the Parks and Recreation Community Disability Steering Committee noted that warm water pools are important for inclusive and therapeutic programming, and suggested providing at least one per district.
- **Stroller parking and family-friendly features**
 - Provide designated stroller parking and family-friendly spaces to support caregivers and families with young children.
- **Wi-fi and tech access**
 - Participants suggested that Wi-Fi access in recreation centres and access to tech tools or spaces are important for those may not have access to internet, equipment or software at home.
- **Booking and registration improvements**

- Participants emphasized the need to simplify program registration processes and improve transparency in permit and facility booking processes to make it easier for everyone to access programs.
- Participants in the Equity-Deserving Advisory Group suggested reducing the barrier of registration altogether by offering more drop-in program options.
- **Inclusive programs and staff training**
 - Participants noted the importance of providing more inclusive and adaptive programs at more locations, increase awareness of available inclusive programs, and improved staff training to facilitate better service for people with disabilities.

Community members also suggested adding “Accessibility” as its own Guiding Principle for the Facilities Plan, as facilities and programs are not helpful if people can’t physically or practically access them.

Guiding principles

The current Parks and Recreation Facilities Plan is supported by the four guiding principles:

Quality

Provide high quality and inspiring facilities to enhance the health, wellbeing and quality of life of residents. Quality refers to the standard of facilities that provide the greatest benefit to residents, with an emphasis on facilities that are relevant, flexible and barrier-free.

Innovation

Encourage progressive strategies and partnerships that respond to changing times, address emerging needs and promote excellence. Innovation means finding better ways of designing, providing and funding spaces, such as co-located and integrated facilities that reflect the unique needs of each community.

Sustainability

Protect the interests of current and future generations through adaptable and resilient facilities that are socially, environmentally and financially sustainable. Sustainability refers to the many ways that facilities support the City's goals of maximizing utilization,

protecting infrastructure and contributing to the quality of the environment on a long-term basis.

Equity

Provide an equitable distribution of parks and recreation facilities on a geographic and demographic basis for all residents. Equitable access means that all Toronto residents should be able to utilize facilities, regardless of their age, location, financial or other barriers.

Suggested revisions to existing Guiding Principles

Overall, there was strong support for the existing Parks and Recreation Facilities Plan guiding principles. A strong majority of survey participants (88%) strongly agreed or somewhat agreed with the guiding principles, with the majority (59%) agreeing that the City's recreation facilities are meeting the intention of these principles. Virtual public meeting participants were generally supportive, with no participants directly opposing the guiding principles.

When asked what additions or changes they would make, participants provided following comments and suggestions to the existing guiding principles:

Quality

- Many survey participants expressed dissatisfaction with the physical state of facilities and program delivery, while public meeting participants indicated that this guiding principle should also reflect consistency in quality between various community centers and communications quality about facilities.
- Survey participants want to see this principle reflected in tangible improvements, not just aspirational language, including:
 - Better facility upkeep (cleanliness, repairs, safe equipment)
 - Higher program quality (trained staff, engaging instruction)
 - More consistent standards across locations

Innovation

- Some participants value innovation, while others see it as costly or a buzzword.
- One virtual public meeting participant felt that this should be removed as a guiding principle, proposing the role of government as providing stability, not innovation.
- Overall, participants stressed the need for forward-thinking solutions, but only if they are grounded in community needs and practical use. Suggestions include:
 - Program flexibility and responsiveness to trends (e.g. pickleball, outdoor gyms)
 - Use of technology for registration, feedback, and scheduling
 - Avoiding wasteful or trendy initiatives
 - Year-round uses
 - Strategic partnerships

Sustainability

- Participants shared mixed views on sustainability as a guiding principle. Some want deeper environmental responsibility; others feel it distracts from core recreation goals.
- Overall, the sentiment indicated that sustainability as a guiding principle should be grounding in achievable, meaningful action, including:
 - Green building design and energy efficiency
 - Protecting natural spaces and biodiversity
 - Finding a clear balance with cost and practicality

Equity

- Survey participants shared mixed views of equity as a guiding principle. Some shared support but noted that it is often poorly defined or poorly implemented; others find its application confusing or divisive.
- Some suggestions for improving this principle include:
 - Consider reframing to focus on fairness and targeted support for underserved communities
 - Address over-concentration of resources in affluent or low-use areas
 - Ensure practical outcomes, not just rhetoric
 - “Other” barriers could be expanded/specified (e.g. barriers related to 2SLGBTQ community).

New guiding principles to consider

Community members suggested the following additional guiding principles:

- **Add accessibility as a distinct principle**
 - Many survey participants felt that accessibility is not adequately covered under "equity" and should be its own guiding principle.
 - Survey participants clarified that the guiding principle should include physical, cognitive, transit, financial, and geographic accessibility.
 - Survey participants and members of the Parks and Recreation Community Disability Steering Committee stressed that facilities and programs are not helpful if people can't physically or practically access them.
- **Inclusion needs to be more explicitly stated and actionable**
 - Some participants suggested that inclusion should ensure facilities serve all, not just the most vocal or visible groups.
 - Many survey participants and virtual meeting participants noted that inclusion as a guiding principle is critical for eliminating social, cultural, or intimidation-based barriers for 2SLGBTQ2+ and racialized communities.

- Some participants suggested that *actionable* inclusion is community centers where people can meet others, build civic engagement, build community and connection, and overcome polarity in society.
- **Visitor safety should be prioritized over all other guiding principles**
 - Multiple survey participants and virtual meeting participants reiterated concerns about safety in and around facilities and emphasized that visitor safety is the first step in creating that none of the principles matter if people feel unsafe using the spaces.

Other comments and suggestions

Participants in the online survey and virtual public meeting provided additional comments and suggestions for refreshing the Guiding Principles, including:

- **Align facilities with demand to improve access**
 - Many commenters expressed frustration with limited availability and long waitlists, especially in high-density areas. They emphasized the need for public resources to be invested where they'll have the greatest impact and benefit.
 - Some participants suggested that public recreation facilities and programs should better reflect community needs and usage patterns, with strong demand for more access and smarter allocation of space. This includes:
 - Expanding facilities and program offerings for high-demand activities
 - Increasing drop-in opportunities and program time slots
 - Extending facility hours, particularly evenings and weekends
 - Repurposing underused or outdated spaces
 - Moving away from legacy uses that no longer reflect current community demographics
- **Prioritize transparency and accountability**
 - Commenters expressed a desire for greater transparency and accountability from City staff and initiatives, noting a gap between stated principles and actual practice. This includes:
 - Clearer goals, KPIs, and public reporting
 - Follow-through on promised improvements
 - Public feedback loops and performance audits
- **Engage the community consistently and meaningfully**
 - Participants expressed a desire to be meaningfully consulted and involved in decisions. Participants want facilities to reflect real local needs, and community buy-in and trust are seen as key to success. This includes:
 - Better engagement with residents before changes are made

- Support for grassroots and community-run programming
- Opportunities for feedback and co-creation
- **Diversify programs and improve overall quality**
 - Participants emphasized that quality programming is key to facility success. Without strong, diverse and engaging programming, facilities will remain underutilized. Suggestions for improved programming includes:
 - Cultural programming, arts, beginner-friendly activities
 - High-quality instruction and a wide variety of options
 - Year-round, age-inclusive opportunities
 - Well-trained and helpful staff

Participants priorities for planning and investment in recreation facilities

Survey participants were asked how they would prefer the City prioritize investment in recreation facilities:

- The majority (67%) preferred a balance between maintaining, repairing and improving existing recreation facilities and building new recreation facilities in underserved and/or growing communities.
- Many (24%) preferred the City focus on maintaining, repairing and improving existing recreation facilities.
- A few (8%) preferred the City focus on building new recreation facilities in underserved and/or growing communities.

When asked to provide any final comments or suggestions on how the City plans and invests in recreation facilities, the top priorities were:

- **Maintain and upgrade existing facilities**
 - Participants overwhelmingly supported prioritizing repairs, cleanliness, safety, and modernization of existing facilities before building new spaces.
 - Many participants described existing facilities as outdated or poorly maintained and emphasized the importance of managing current assets effectively.
- **Equity in access (geographic and socioeconomic)**
 - When investing in new facilities, many participants emphasized the need to invest in underserved areas and especially in neighborhoods where people cannot afford private alternatives.
 - Participants expressed a need for planning of new facilities be responsive to growing density, age groups and local demand.

- **Increased investment in year-round facilities and growing activities**
 - There was a significant demand for more indoor pools, rinks, gymnasiums, and fieldhouses, with a preference for multi-use hubs over single-purpose buildings.
 - Many participants also identified a need for growing or underserved activities, including pickleball, disc golf, curling and indoor sports.
- **Take caution with partnerships**

Participants expressed a desire for philanthropic or community-based partnerships over private-sector partnerships, emphasizing that partnerships should enhance, not dilute, public benefit.

Other feedback

Communications

When asked if they knew how to find out information about their local CRC and other local City recreation facilities, most survey participants (74%) strongly agreed or somewhat agreed that they knew how to find the information they need. Some (14%) somewhat disagreed or strongly disagreed. However, the number one reason survey participants do not use their local CRC is because they are not aware of the opportunities available.

Improved communications, including better online information and better promotion of available programming, was a theme that came up across engagement activities. Participants in the online survey, Equity-Deserving Advisory Group and community workshops all stressed the need for improved online and onsite communication about facilities, hours, programs, and changes, to make it easier for all users to access recreation services.

Next Steps

The feedback received in Phase 1 of community engagement will be used to inform draft directions to update the Parks and Recreation Facilities Plan. These draft directions will be shared with the public for further input in Phase 2 community engagement. To be notified with future project updates, [visit the project webpage](#) to sign up for e-updates.

Appendix A: User satisfaction and improvements by facility type

The majority of survey participants (60%) are very satisfied or somewhat satisfied with their current experience of their top ranked recreation facilities. Some (25%) were somewhat unsatisfied or very unsatisfied.

The following section summarizes survey participants' levels of satisfaction and suggestions for improvement for the recreation facility they selected as being most important for them/their household to access:

Baseball Diamond

In total, approximately 2% of survey participants (104 of approximately 6,100 participants) selected baseball diamonds as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City baseball diamonds is as shown:

- 13% were very satisfied
- 48% were somewhat satisfied
- 13% were neutral
- 16% were somewhat unsatisfied
- 9% were very unsatisfied

Key suggestions for improvements to baseball diamonds included:

- Improve maintenance: participants Provide improved maintenance including more regular groundskeeping, filling in low areas, and repairing bleachers.
- Improve lighting: Improve lighting was frequently mentioned, with suggestions for better lights and ensuring they work properly.
- Improve accessibility: Ensure accessible paths to the field and providing parking nearby, particularly for elderly family members and people with disabilities.
- Provide washrooms: Provide full, accessible washrooms at all fields, rather than outhouses.
- Upgrade facilities:

- participantsAdd covers to dugouts to provide shelter from the sun and rain.
- Provide seating areas and shade structures for spectators.
- Add batting cages.
- Upgraded fencing around the diamonds to ensure safety and mark field boundaries.
- Improve drainage: Improve drainage from the diamonds to prevent flooding.
- Improve permits process and scheduling: Display permit and scheduling information online so community members know when diamonds are free.
- Proper use: Ensure diamonds are only used for baseball during the season.

Basketball Court

In total, approximately 3% of survey participants (160 of approximately 6,100participants) selected basketball courts as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City basketball courts is as shown:

- 21% were very satisfied
- 33% were somewhat satisfied
- 22% were neutral
- 14% were somewhat unsatisfied
- 11% were very unsatisfied

Key suggestions for improvements to basketball courts included:

- Improve court maintenance and cleanliness: Fix broken nets, clean up litter around courts, ensuring safety by fixing cracked cement and other hazards, and maintain the overall quality of the courts.
- Enhance lighting: Improve lighting for outdoor courts. Some participants recommended lights that turn off at a certain time.
- Provide more drop-in hours: Provide drop-in basketball programs for different age groups, especially for youth and children.
- Make courts more accessible: Make courts more accessible and reduce or remove permit costs.

- **Add amenities:** Add seating, gardens, and paths around the courts to make them more pleasant and spectator-friendly.
- **Increase indoor court availability:** Provide more indoor courts and open gym times, especially during the winter.
- **Build regulation-sized courts:** Build courts that meet regulation sizes and standards, both for outdoor and indoor settings.
- **Increase the number of basketball courts:** Build more courts in various neighborhoods and parks to meet demand.
- **Address demographic disparities:** Build basketball courts in neighborhoods that lack them and currently prioritize other sports (e.g. tennis), to ensure equitable access regardless of a community member's geography.

Beach Volleyball Courts

In total, approximately 3% of survey participants (154 of approximately 6,000 participants) selected beach volleyball courts as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City beach volleyball courts is as shown:

- 6% were very satisfied
- 18% were somewhat satisfied
- 13% were neutral
- 28% were somewhat unsatisfied
- 36% were very unsatisfied

Key suggestions for improvements to beach volleyball courts included:

- **More Courts for Public Use:** Provide more beach volleyball courts for public use (rather than being reserved for leagues and tournaments). Many participants feel that the current number of courts is insufficient to meet the high demand.
- **Maintenance and Accessibility:** Improving accessibility to courts and ensure poles, net hooks, and overall facilities are well-maintained.
- **Limit Permits:** Limit the number of permits issued to private organizations and leagues to ensure more courts are available for the general public. Revisit and enforce policies to ensure fair access for all groups, including underrepresented or equity-deserving groups.

- Add Sand: Add more sand to courts, especially those with rocky surfaces, to improve play conditions.
- Indoor Courts: Provide indoor beach volleyball courts to increase options for year-round play.

Bike Parks

In total, approximately 2% of survey participants (105 of approximately 6,100 participants) selected Bike Parks as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City Bike Parks is as shown:

- 15% were very satisfied
- 28% were somewhat satisfied
- 34% were neutral
- 12% were somewhat unsatisfied
- 10% were very unsatisfied

Key suggestions for improvements to bike parks included:

- More bike parks: Build more bike parks to improve accessibility and availability.
- Better maintenance and cleanliness: Improve maintenance and cleanliness and address issues like litter and poor general upkeep.
- Bike access: Provide more bike lanes along roadways and paths within parks to access bike parks safely.
- Enhanced awareness: Ensuring bike parks are easy to find and well-promoted, with easier access to information about their locations and features.
- Build for a range of skill levels: Ensure bike parks are accessible for a range of skill levels.
- Enforcement and safety improvements: There are concerns about safety, particularly regarding high-speed e-bikes and scooters in bike parks. Rules and safety protocols should be better enforced to prevent conflict and incident.
- Add amenities: Add support amenities like bike parking, air pumps, bike charging stations, and repair tools.

- Separation of bike and pedestrian paths: Where present, clearly separate bike park paths from pedestrian paths to avoid conflicts and improve safety for both cyclists and pedestrians.
- Community involvement: Enable users to participate in building and repairing bike infrastructure.
- Addressing non-compliant off-leash dogs: Better control over off-leash dogs in bike parks.

Bocce Courts

In total, approximately <1% of survey participants (12 of approximately 6,100 participants) selected Bocce Courts as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City Bocce Courts is as shown:

- 25% were very satisfied
- 8% were somewhat satisfied
- 42% were neutral
- 8% were somewhat unsatisfied
- 17% were very unsatisfied

Only a few suggestions for improving bocce courts were provided, including:

- Improving cleanliness
- Providing more seating
- Providing vending/coffee machines
- Modernizing existing facilities
- Building more

Cricket Facilities

In total, approximately <1% of survey participants (12 of approximately 6,100 participants) selected Cricket Facilities as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City Cricket Facilities is as shown:

- 8% were very satisfied
- 33% were somewhat satisfied
- 17% were neutral

- 25% were somewhat unsatisfied
- 17% were very unsatisfied

Only one suggestion for improving cricket facilities was provided, to better promote where existing facilities are located.

Curling Facilities

In total, approximately 5% of survey participants (298 of approximately 6,100 participants) selected Curling Facilities as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City Curling Facilities is as shown:

- 27% were very satisfied
- 19% were somewhat satisfied
- 11% were neutral
- 9% were somewhat unsatisfied
- 34% were very unsatisfied

Key suggestions for improvements to curling facilities included:

- Increase the number of curling rinks overall, especially in the west end of Toronto: There is a strong demand for more curling rinks across Toronto to accommodate the growing popularity of the sport and reduce waitlists. Etobicoke lacks a City of Toronto curling facility.
- Improve maintenance and upgrade facilities: Provide better maintenance of existing rinks, upgrading equipment, and ensuring facilities are modern and safe.
- Address parking issues: Ensure lots are well maintained and prevent non-curlers from using these facilities.
- Bring in new, diverse communities, including youth: Advertise existing curling facilities and do more to encourage participation from diverse communities (e.g. offering optional drink purchases to accommodate different cultural and religious preferences). Create programs to teach curling to everyone, especially youth and new curlers.
- Provide more practice time and summer access: Provide more practice ice time and access to curling rinks during the summer months.

- Convert underused facilities: Convert underused hockey rinks or other facilities into curling rinks to meet demand.
- Improve ice quality: Enhance the quality of ice at existing rinks, particularly at East York Curling Club.

Dog Off Leash Areas

In total, approximately 5% of survey participants (309 of approximately 6,100 participants) selected Dog Off Leash Areas as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City Dog Off Leash Areas is as shown:

- 16% were very satisfied
- 35% were somewhat satisfied
- 16% were neutral
- 19% were somewhat unsatisfied
- 14% were very unsatisfied

Key suggestions for improvements to dog off leash areas included:

- More Off-Leash Areas: participants Provide more off-leash areas across various neighborhoods to reduce the need for long travel and to accommodate the growing number of dogs.
- Address Aggressive Dogs: Implement measures to control aggressive dogs and ensure they do not pose a threat to other dogs and their owners.
- Separate Areas for Small and Large Dogs: Provide separate spaces for small and large dogs to ensure safety and comfort for all dogs.
- Better Surface Materials: Suggestions include replacing gravel with artificial grass, wood chips, or other materials that are easier on dogs' paws and reduce mud.
- Improved Accessibility: Ensure that off-leash areas are within walking distance for more residents and ensure the facilities themselves, as well as the paths to them, are physically accessible.
- More Shaded Areas: Plant mature trees or installing structures to provide shade for both dogs and their owners.

- **Better Maintenance and Cleanliness:** Improve regular maintenance and cleanliness, including fixing drainage issues, providing more garbage bins, and ensuring the availability of poop bags.
- **Higher and More Secure Fencing:** Increasing the height and security of fences to prevent dogs from escaping.
- **Better Signage and Rules Enforcement:** Clear signage to inform visitors of off-leash areas and rules, along with stricter enforcement of these rules.
- **Water Fountains and Facilities:** Installing more water fountains for dogs and ensuring they are functional, along with providing other amenities like seating and lighting.

Outdoor Fitness Equipment

In total, approximately 1% of survey participants (39 of approximately 6,100 participants) selected outdoor fitness equipment as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City outdoor fitness equipment is as shown:

- 10% were very satisfied
- 26% were somewhat satisfied
- 26% were neutral
- 23% were somewhat unsatisfied
- 15% were very unsatisfied

Key suggestions for improvements to outdoor fitness equipment included:

- **Install more Senior-Friendly Fitness Equipment:** Provide more local fitness equipment that supports stretching, balance, and strength training. Provide clear, multilingual signage. Locate equipment in shaded areas.
- **Community Engagement:** Collaborate with local residents, particularly seniors, to understand their specific needs and preferences for new fitness equipment.
- **Funding and Partnerships:** Explore grants, sponsorships, and partnerships with local organizations to fund build more outdoor fitness equipment.
- **Education and Outreach:** Organize workshops or demonstrations to teach seniors and other community members about how to use the equipment safely and effectively, partnering with community groups or fitness instructors.
- **Monitoring and Feedback:** After installation, gather user feedback to ensure the equipment meets expectations and identify necessary improvements.

- Repairs and Maintenance: Ensure regular maintenance and repairs of existing equipment, including adding more wood chips for safety.
- Versatile Equipment: Provide more versatile equipment that utilizes body weight with adjustments.

Frisbee/Disk Golf

In total, approximately 1% of survey participants (52 of approximately 6,100 participants) selected Frisbee/Disk Golf as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City Frisbee/Disk Golf is as shown:

- 33% were very satisfied
- 37% were somewhat satisfied
- 8% were neutral
- 15% were somewhat unsatisfied
- 8% were very unsatisfied

Key suggestions for improvements to frisbee/disk golf included:

- Increase the number of courses: participants Provide more disc golf courses throughout the city to meet the growing demand.
- Year-round access: Create courses that are accessible year-round, including converting golf courses for winter use.
- Better signage: Improve signage to ensure non-disc golfers are aware of the courses and avoid setting up picnics or other activities on them.
- More holes: Expand existing courses to include more holes, ideally up to 18-hole courses.
- Community programming: Create disc golf programs to promote the sport and engage more people.
- Benches and washrooms: Installing benches, washrooms, and other amenities to improve the overall experience.
- Improved maintenance: Better maintain existing courses.
- More wooded courses: Creating more wooded, interesting, and challenging courses in parks.

- Easy to find information: Providing more online information about disc golf courses around the city.

Golf Courses

In total, approximately 1% of survey participants (89 of approximately 6,100 participants) selected golf courses as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City golf courses is as shown:

- 39% were very satisfied
- 43% were somewhat satisfied
- 7% were neutral
- 6% were somewhat unsatisfied
- 6% were very unsatisfied

Key suggestions for improvements to golf courses included:

- Easier Tee Time Booking Process: Simplifying the difficult/complex tee time booking process.
- Better Course Maintenance: Improve greens, sand traps, and overall course care.
- More Washrooms: Provide more and clean washrooms on courses.
- More Public Courses: Increase the number of public golf courses.
- Improved Food Offerings: Provide restaurants, food trucks, or other food offerings on courses.
- More On-Course Marshals: Provide marshals to manage pace of play and ensure rules are followed.
- Longer Season: Extend the golfing season.
- More Programs for Seniors and LGBTQ2S+: Provide specialized programs for seniors and the LGBTQ2S+ community.
- Lighting for Night Golf: Light courses to allow for 24/7 or late-night golfing.

Gymnasium

In total, approximately 6% of survey participants (357 of approximately 6,100 participants) selected Gymnasiums as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City Gymnasiums is as shown:

- 24% were very satisfied
- 47% were somewhat satisfied
- 19% were neutral
- 8% were somewhat unsatisfied
- 3% were very unsatisfied

Key suggestions for improvements to gymnasiums included:

- **Cleanliness and Maintenance:** Improve cleaning and maintenance of facilities and equipment.
- **More Programs and Activities:** Provide diverse programs, especially for tweens, seniors, and families.
- **Gender-inclusive Support Amenities:** Provide gender-inclusive changerooms and bathrooms were recommended.
- **Better Organization for Drop-In Programs:** Improve organization for drop-in programs, such as indoor soccer, to avoid arguments and ensure fair play.
- **Ventilation and Air Conditioning:** Enhance ventilation and air conditioning to improve comfort during activities.
- **Availability:** Provide more access to facilities and more open gym times, and more availability for rentals (e.g. open earlier or later).
- **Scheduling Communication:** Provide clearer communication about cancellations and hours of operation.
- **Infrastructure Improvements:** Upgrade old infrastructure and expand facilities to include gymnasiums.

Indoor Ice Rink/Arena

In total, approximately 4% of survey participants (262 of approximately 6,100 participants) selected Indoor Ice Rink/Arenas as the recreation facility most

important for them/their household to have access to. Of these participants, their level of satisfaction with City Indoor Ice Rink/Arenas is as shown:

- 20% were very satisfied
- 46% were somewhat satisfied
- 13% were neutral
- 13% were somewhat unsatisfied
- 8% were very unsatisfied

Key suggestions for improvements to indoor ice rink/arenas included:

- Build more indoor arenas: Build more indoor ice rinks to accommodate a growing population and interest in hockey and skating.
- Improve maintenance and modernize facilities: Many arenas are outdated and in disrepair, requiring better upkeep, renovations, and modernization.
- Increase leisure skate times: Provide more leisure skate times, especially during evenings, weekends, and off-season.
- Enhance spectator facilities: Upgrades to spectator seating, heating, and overall comfort.
- More hockey programs for women: Increase availability of women's hockey skills classes and practice times.
- Streamline permit acquisition: Simplify and streamline the process for acquiring permits, which is lengthy and inefficient.
- Improve showers and changing rooms: Upgrade and improve maintenance and cleanliness of shower facilities (including providing working hot water), and provide more spacious changing rooms.
- Increase figure skating times: Provide more figure skating times, not limited to weekdays during work hours.
- Better access to prime times for adult programming: Adults have been pushed out of public arenas to private rinks, and there is a need for better access to prime ice times for adult leagues and drop-in programs.

Outdoor Natural Ice Rink

In total, approximately 1% of survey participants (32 of approximately 6,100 participants) selected Outdoor Natural Ice Rinks as the recreation facility most important for

them/their household to have access to. Of these participants, their level of satisfaction with City Outdoor Natural Ice Rinks is as shown:

- 25% were very satisfied
- 41% were somewhat satisfied
- 16% were neutral
- 9% were somewhat unsatisfied
- 9% were very unsatisfied

Key suggestions for improvements to outdoor natural ice rinks included:

- Increase the number of outdoor shinny programs.
- Provide more areas for putting on/taking off skates.
- Provide more free skate time in the evenings and designated figure skate times.
- Expand the number of rinks, especially in underserved areas like Scarborough.
- Build shade structures to block the sun and keep the edges frozen longer in the late season.
- Provide skate rentals.

Outdoor Artificial Ice Rinks

In total, approximately 1% of survey participants (68 of approximately 6,100 participants) selected Outdoor Artificial Ice Rinks as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City Outdoor Artificial Ice Rinks is as shown:

- 41% were very satisfied
- 38% were somewhat satisfied
- 12% were neutral
- 7% were somewhat unsatisfied
- 1% were very unsatisfied

Key suggestions for improvements to outdoor artificial ice rinks included:

- Improve safety and better support access to ice for women and 2SLGBTQ+ community members: There are multiple mentions of men harassing women and 2SLGBTQ+ community members during women and trans-ice times, so they can use the ice instead.

- More women's shinny times: Several suggestions highlight the need for more women's shinny times and protection of these existing program times.
- Better enforcement: Improve enforcement of ice rules, including age-based ice time restrictions .
- More rinks: There is a strong demand for more rinks, especially in areas like Scarborough.
- Better info on rink status: Provide mor easy-to-access information on the status of rinks, including facility hours and ice quality updates. Improve notice of closures to avoid inconveniences to users.
- Increase frequency of ice resurfacing to maintain good ice quality.
- More community activities: The City should host more community events that include music, food, and beverages, and take advantage of existing facilities, like fire pits.
- Open facilities earlier to provide more ice time

Ice Skating Trail

In total, approximately 1% of survey participants (83 of approximately 6,100 participants) selected Ice Skating Trail as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City Ice Skating Trails is as shown:

- 23% were very satisfied
- 40% were somewhat satisfied
- 19% were neutral
- 12% were somewhat unsatisfied
- 6% were very unsatisfied

Key suggestions for improvements to ice skating trails included:

- Increase the number of skating trails participants.
- Make trails longer.
- Provide more seating and storage for shoes and other personal belongings.
- Improve accessibility to trails by improving transit-accessibility and adding bike lanes on streets near trails.

- Improve maintenance, including more frequent ice resurfacing. Participants
- Provide support amenities such as washrooms, warm places to change into skates, outdoor firepits, and concession stands.
- Extend operating hours.
- Host quiet skate sessions without music/radio.
- Increase awarenessparticipants of existing skating trails.
- Reduce overcrowding by building more trails, and larger trails to accommodate more users.

Lawn Bowling Green

In total, approximately 5% of survey participants (317 of approximately 6,100participants) selected lawn bowling greens as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City lawn bowling greens is as shown:

- 56% were very satisfied
- 28% were somewhat satisfied
- 5% were neutral
- 7% were somewhat unsatisfied
- 5% were very unsatisfied

Key suggestions for improvements to lawn bowling greens included:

- Better maintenance participantsof both natural and artificial greens, as well as the clubhouse facilities.
- Better outdoor lighting to improve safety after dark.
- Accessibility upgrades including ramps and accessible washrooms, for greens and clubhouses.
- Allow Alcohol Consumption on greens and at clubhouses.
- Improve and provide more parking facilities, especially for seniors.
- Increased visibility and promotion of lawn bowling to attract more participants, including younger generations.
- participantsExtending the lawn bowling season by a few weeks to accommodate changing weather.

- Introduce Lawn Bowling to Schools: Introducing lawn bowling to school programs to engage younger participants.

Multi-purpose rooms

In total, approximately 4% of survey participants (227 of approximately 6,100 participants) selected Multi-purpose rooms as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City Multi-purpose rooms is as shown:

- 22% were very satisfied
- 37% were somewhat satisfied
- 29% were neutral
- 9% were somewhat unsatisfied
- 4% were very unsatisfied

Key suggestions for improvements to multi-purpose rooms included:

- Improve the booking process and provide online access to view schedules. Encouraging community gatherings by making spaces more accessible events at low or no cost.
- Improve cleanliness, especially floors and washrooms and maintenance (e.g. repair walls, paint, and fix heating/cooling systems).
- Improve physical accessibility including automated doors, and more accessible washrooms and changerooms for persons with disabilities.
- Improve communication about the availability and booking system of multipurpose rooms.
- Upgrade facilities with better blinds, new clocks, providing AV equipment, more electrical outlets, adding features like kitchens, sinks for art classes, and space for woodworking.
- Extended hours of operation.
- Improve signage to make it easier for users to find multipurpose rooms.

Pickleball Court

In total, approximately 7% of survey participants (407 of approximately 6,100 participants) selected Pickleball Courts as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City of Pickleball Courts is as shown:

- 4% were very satisfied
- 23% were somewhat satisfied
- 14% were neutral
- 27% were somewhat unsatisfied
- 31% were very unsatisfied

Key suggestions for improvements to pickleball courts included:

- Build more pickleball courts, both indoor and outdoor, to accommodate the growing number of players, especially participants dedicated pickleball courts, rather than shared spaces with tennis courts or other sports.
- Ensure properly-sized lines are painted on shared courts to avoid confusion with other sports.
- Install permanent pickleball nets on courts to eliminate the need for players to bring their own.
- Improve access to courts, including better registration systems.
- Ensure courts have proper surfaces that are safe and comfortable for players.
- Add lighting to courts, to facilitate play during evening hours.
- Offer more pickleball lessons and instructional sessions to help new players learn the game.

Outdoor Playground

In total, approximately 6% of survey participants (388 of approximately 6,100 participants) selected Outdoor Playground as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City of Outdoor Playground is as shown:

- 28% were very satisfied
- 57% were somewhat satisfied

- 7% were neutral
- 6% were somewhat unsatisfied
- 3% were very unsatisfied

Key suggestions for improvements to outdoor playgrounds included:

- Improved maintenance and cleaning.
- Enforcement of dog leashing laws to keep dogs leashed and out of playgrounds to ensure safety for children.
- Improved lighting to extend playtime during evenings, especially in fall and winter.
- More shaded seating and play areas to protect children and caregivers from the sun.
- Accessible and clean bathrooms that are available year-round.
- Updated play equipment, adding more diverse and challenging structures, and ensuring equipment is suitable for all age groups and children with disabilities.
- Fences around playgrounds and clear signage to keep dogs out and kids in.
- More splash pads and water fountains to accompany playgrounds.
- More natural play spaces with elements like logs, sand, and water to encourage imaginative play.
- Food and beverage options near playgrounds.

Indoor Playgrounds

In total, approximately 3% of survey participants (154 of approximately 6,100 participants) selected Indoor Playground as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City of Indoor Playgrounds is as shown:

- 14% were very satisfied
- 25% were somewhat satisfied
- 31% were neutral
- 19% were somewhat unsatisfied
- 12% were very unsatisfied

Key suggestions for improvements to indoor playgrounds included:

- More toys and rotate toys
- Ensure proper maintenance and upkeep
- Air conditioning during summer
- Improved cleanliness
- More available throughout the city

Outdoor Pools

In total, approximately 2% of survey participants (147 of approximately 6,100 participants) selected Outdoor Pools as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City of Outdoor Pools is as shown:

- 34% were very satisfied
- 51% were somewhat satisfied
- 5% were neutral
- 7% were somewhat unsatisfied
- 3% were very unsatisfied

Key suggestions for improvements to outdoor pools included:

- Improved maintenance and cleanliness, especially changing rooms, pool decks, and bathrooms.
- Longer operating hours, especially during the summer, and extending the season.
- Update changerooms so they are larger and gender-inclusive.
- Provide warm water pools and hotter showers.
- Provide more picnic areas, seating, and green spaces within the pool area.
- Improve online communications to provide up-to-date information about pool conditions, operating hours, and any closures.
- Some suggestions for salt water pools.

- Improve lifeguard training.
- Implement a new system for tracking pool capacity to avoid long wait times.
- Provide/improve amenities like food services, chairs, lockers for valuables, and more showers.

Indoor Lane Pool

In total, approximately 11% of survey participants (646 of approximately 6,100 participants) selected Indoor Lane Pools as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City Indoor Lane Pools is as shown:

- 21% were very satisfied
- 50% were somewhat satisfied
- 13% were neutral
- 11% were somewhat unsatisfied
- 5% were very unsatisfied

Key suggestions for improvements to indoor lane pools included:

- Improve cleanliness and maintenance, especially of change rooms, showers, and pool areas to ensure sanitary conditions.
- Increase the number of hours available for lane swimming, especially during mornings, evenings, and weekends.
- Provide gender-inclusive as well as gendered change room facilities.
- Increase women's-only swim times.
- Better enforce lane separation by swimming ability to separate slow swimmers and fast swimmers.
- Maintain consistent and comfortable water temperatures in pools and showers.
- Improve the booking system to offer more time slots and locations for lane swimming.
- Improve security in change rooms to prevent theft and ensure safety.

- Ensure facilities are physically accessible.
- Improve public communication about pool maintenance and schedule changes.
- Renovate and upgrade aging facilities, including change rooms and showers.

Indoor Leisure Pool

In total, approximately 10% of survey participants (598 of approximately 6,100 participants) selected Indoor Leisure Pools as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City Indoor Leisure Pools is as shown:

- 22% were very satisfied
- 47% were somewhat satisfied
- 15% were neutral
- 11% were somewhat unsatisfied
- 5% were very unsatisfied

Key suggestions for improvements to indoor leisure pools included:

- Extend operating hours for leisure swim and other activities, especially during evenings and weekends.
- Provide additional swim classes, including aquafit and swimming lessons for various age groups and skill levels.
- Provide consistent and warmer water temperatures in pools and showers, particularly for children's lessons and therapeutic purposes.
- Update change rooms, by making them larger, improving cleanliness, and adding amenities like changing tables.
- Improve the cleanliness of change rooms, showers, and pool areas.
- Improve maintenance of pool facilities to avoid frequent closures and mechanical issues.
- Increase security in change rooms to prevent theft and ensure safety.
- Improve accessibility features, such as barrier-free and gender-inclusive changerooms and lifts.

- Provide more leisure swim times to accommodate different schedules and reduce overcrowding.

Skate Park

In total, approximately <1% of survey participants (63 of approximately 6,100 participants) selected skate parks as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City skate parks is as shown:

- 5% were very satisfied
- 29% were somewhat satisfied
- 3% were neutral
- 40% were somewhat unsatisfied
- 24% were very unsatisfied

Key suggestions for improvements to skate parks included:

- Provide indoor facilities to accommodate skaters during the cold months.
- Involve skateboarders in the design and development process of new facilities to ensure they meet their needs.
- Build more skateparks especially in underserved areas.
- Some users prefer concrete features over metal ones, citing durability and better skating experience.
- Build skateparks that cater to skaters of all skill levels, from beginners to advanced.
- Enhance safety features, provide lighting for evening activities, and ensure parks are accessible.
- Integrate skate features into existing public spaces.
- Improve maintenance
- Provide support amenities including washrooms, drinking fountains, and shaded areas.
- For new facilities, hire specialized skatepark designers rather than general construction companies to improve park quality.

Splash Pads

In total, approximately 1% of survey participants (85 of approximately 6,100 participants) selected splash pads as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City of splash pads is as shown:

- 29% were very satisfied
- 40% were somewhat satisfied
- 14% were neutral
- 9% were somewhat unsatisfied
- 7% were very unsatisfied

Key suggestions for improvements to splash pads included:

- Add more splash pads, participants especially in areas with fewer facilities.
- Upgrade and maintain existing splash pads to ensure they are in good working order and safe for children.
- Extend operating hours and season to accommodate the prolonged hot weather.
- Improve cleanliness.
- Add washrooms.
- Increase seating areas to make the splash pads more comfortable for families and visitors.
- Provide a mix of features for different ages, from toddlers to older children.
- Improve safety. Some suggested better supervision including well-trained staff to oversee splash pads.

Multi-Use Rectangular Sports Fields

In total, approximately 2% of survey participants (101 of approximately 6,100 participants) selected multi-use rectangular sports fields as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City of sports fields is as shown:

- 16% were very satisfied
- 49% were somewhat satisfied
- 15% were neutral
- 15% were somewhat unsatisfied
- 6% were very unsatisfied

Key suggestions for improvements to multi-use sports fields included:

- Improve maintenance including fixing damaged goal posts, repairing turf, and mowing more often. Improve the quality of grass, level the fields, fill holes, and ensuring the turf is of high quality to ensure athlete safety.
- Provide more information on how to reserve the fields and make this process easier. Provide better public communication about field availability and permitted uses.
- Provide lighting to increase use and safety.
- Improve cleanliness, including more litter pickup.
- Prevent off-leash dogs from entering the fields.
- Provide support amenities like changing facilities, washrooms, and concessions like snack bars.
- Make the fields more inclusive with art and design, and ensure they are open to the community use.
- Increase the number of sports fields to meet the demand, especially in areas with a high population.

Tennis Courts

In total, approximately 3% of survey participants (177 of approximately 6,100 participants) selected Tennis Courts as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City of Tennis Courts is as shown:

- 19% were very satisfied
- 35% were somewhat satisfied
- 16% were neutral
- 20% were somewhat unsatisfied

- 10% were very unsatisfied

Key suggestions for improvements to tennis courts included:

- Increase the number of courts participants to accommodate high demand in high-density areas and reduce wait times.
- Improve maintenance (e.g. fixing nets, resurfacing, and general upkeep).
- Improve lighting to allow for extended playtime, especially during evenings and shoulder seasons.
- Provide more covered courts participants or indoor courts to facilitate year-round play.
- Implement an online booking system to manage court availability and reduce waiting times.
- Discontinue the practice of sharing tennis courts with pickleball; expand both options separately.
- Extend operating hours.
- Improve court accessibility by providing more public use (rather than club courts).
- Provide support amenities such as washrooms, water fountains, and better parking.
- Increasing transparency and support for community clubs, and ensuring they follow public hour requirements and keep courts open year-round.

Weight/Cardio Rooms

In total, approximately 4% of survey participants (234 of approximately 6,100 participants) selected Weight/Cardio Rooms as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City of Weight/Cardio Rooms is as shown:

- 14% were very satisfied
- 36% were somewhat satisfied
- 30% were neutral
- 14% were somewhat unsatisfied

- 6% were very unsatisfied

Key suggestions for improvements to weight/cardio rooms included:

- Provide more weight and cardio machines, a wider variety of machines, and modern equipment to improve the workout experience and allow users to target a variety of muscle groups.
- Provide more spacious facilities.
- Provide a wider range of free weights, including lighter weights for seniors and more barbells.
- Increase staff supervision and have staff teach the safe and correct use of equipment.
- Extend operating hours, especially on weekends, to accommodate different schedules.
- Ensure equipment is regularly maintained and repaired promptly.
- Enhanced cleaning of equipment and workout spaces.
- Better enforce rules to ensure fair use of equipment and facilities.

Wading Pools

In total, approximately <1% of survey participants (22 of approximately 6,100 participants) selected Wading Pools as the recreation facility most important for them/their household to have access to. Of these participants, their level of satisfaction with City of Wading Pools is as shown:

- 32% were very satisfied
- 36% were somewhat satisfied
- 14% were neutral
- 5% were somewhat unsatisfied
- 14% were very unsatisfied

Key suggestions for improvements to wading pools included:

- Extend hours daily and extend the season length overall.
- Post clear daily schedules, including cleaning times, in-person and online.

- Provide better supervision and enforcement of rules to ensure children's safety.
- Some users mentioned that there is no wading pool close to their area and suggested converting nearby splash pads to wading pools.
- Many users expressed their love for wading pools, highlighting their suitability for a wide range of ages, from babies to toddlers.