

Consolidated Feedback – Aquatic Strategy Focus groups Jan / Feb 2011

Indoor

- Small kids area at Millennium Place not actually geared to small kids
- Waterslides & diving key in getting older youth to stay active in the water
- Youth appreciate having multiple aquatic options within Millennium Place
- Giant inflatable fun but intimidating, can we try something more friendly to younger participants using PFD's.
- Waves scare smaller children
- Too many big floating toys bumping into small children
- Look at new kinds of deck surfaces for slip resistance
- Family change rooms with special populations areas seen as very important to Kinsmen Leisure Centre
- Flexibility in water space design critical
- Long term 25m x 52m would be ideal
- Higher stands seen as important for clubs/competitions
- Look at width of any new lanes – Millennium Place too narrow
- Consider adjusting water temps to reflect the activities going on in any new spaces, nice to have a variety of temps so people can choose what works for them.
- Look at indoor/outdoor combo options with moveable walls etc
- Look at better/non mechanical access to deep pools & hot tubs at existing facilities
- Consider special populations outside typical physical disabilities i.e. Visual/hearing impairments
- Look at ACT for local facility best practices for accessibility

Outdoor

- Clover bar spray park not seen as accessible with grade & lack of sidewalk from the road
- St Albert spray park gold standard in terms of support amenities
- Large spray park was preferred, will drive regardless.
- Fencing seen as key for security, help for parents
- Felt that one big park would make more sense in terms of operational & maintenance costs
- Try gravel or preferably rubberized matting for both spray park and any adjacent playgrounds for lower maintenance

- Expect 100+ for parking at large spray parks on a hot day, plan spaces accordingly
- Larger spray parks better accommodate more variety of ages with different “zones”
- Groups were surprised at survey comments being in favour of an outdoor pool given the existing priorities
- Don’t feel that neighbourhood level spray parks will meet their needs; they would just go to a large one anyways.
- Spray parks are a “drive-to” amenity, important to have bathrooms & change rooms, other associated amenities for a day trip.
- Would prefer to see one park done really well than a number of them done halfway.
- Current spray deck slopes are too steep/ difficult for wheelchair users.
- Cameras at spray parks doesn’t mean safety
- Water conservation is assumed in the current climate, people are assuming that will just be built into the design.
- Parking close to the spray park is important, sidewalks/paths as opposed to grass to walk/wheel over.
- Removing amenities from existing neighbourhoods not fair, residents purchased property based on those amenities (spray decks, playgrounds). Need to keep up what we have, not move them.

Programming

- Don’t take away any of the Kinsmen Leisure Centre lap times, increase by adding senior specific lap time if possible
- Gaps in age groups served by lifeguard clubs (seen as being “too old” to stay in the club, not old enough to work yet)
- Opportunities to restrict non-resident registration until after the first day
- Would like to see outdoor programs run similar to City of Edmonton’s Green Shacks (multiple comments)
- Overcrowding, cold water issues with YAH program
- Any potential for scheduling gaps at Kinsmen Leisure Centre in between adult programs & lessons/schools until something can be done with a family change room staggered start times
- Can we try any 7am programs
- Can we mention accessibility details right in the guide & on the web – lifts, stairs into the pool, etc.
- Programming for smaller groups, not big classes
- Rebranding “lap swimming” to encourage more non-athlete users
- Possibility for “special populations” swim times at Kinsmen Leisure Centre – Millennium Place noise a problem for people with autism
- Option for “open instructional” time at Millennium Place in the warmer wave pool, similar to Steadward where people are working on their own aquatic fitness programs, but overseen by an aquatic fitness/ wellness instructor

- Evening/weekend mom & baby aquatic fitness times
- Can any KLC options be offered to swim clubs in May?
- Clubs want to see more flexibility from the county in room bookings, adjusting County programming times
- Can we help the clubs promote their swimming lessons in addition to ours?
- Any potential for KLC noon hour swim to extend slightly either way to prevent the “rush”
- Any potential for more mid-morning classes at Millennium Place?
- Could a late morning seniors-specific aqua class at MP take some pressure off of YAH?
- Look at very early morning aquatic fitness (6 or 6:30 a.m.) for users that work during the day – not all seniors/ retired.
- Look at more/different options for aquatic programming for seniors, YAH a victim of it’s own success
- Bring information sessions to the pool – related conditions i.e. osteo, diabetes @ Kinsmen Leisure Centre after a class
- Finding a way to allow for some separation of “social” aquatic fitness and other.
- Can YAH start at 11:30? Better for diabetics in the class.
- Request for YAH 5 days a week somehow to balance out attendance #'s, allow for missing classes for medical app’ts.
- Strength based class at Millennium Place in the wave pool before 9am
- Better promotion of shallow walking times.
- Look at Friday AM classes at Millennium Place in the summer.
- Land fitness classes at Kinsmen Leisure Centre before/after aqua classes like at Millennium Place
- Later classes in the morning (8am, 9am) at Kinsmen Leisure Centre in winter & fall, older adults with poor night vision. Why no shift back to the timeslots from a couple of years ago? 7:30 too early.
- Program ways to encourage the social aspect of aquatic fitness outside of the pool, as opposed to in the water, which distracts some.
- Preference for classes to be on a punch pass like the flex pass as opposed to registered.
- YAH used to have a capacity of 60, why the high numbers now
- Perception of demand for “range of motion” aquatic classes (large wait list at Grey Nuns aquatic rehab from County residents)
- Request from Personal Care Network for obesity specific programming in the water, as well as joint/health condition specific in the warmer shallow water
- Large program gap with the Edmonton General & Grey Nuns hospital programs closed
- Requests to cap the YAH group at 60, try to find alternative options for that group to grow
- Look at alternative format aquatics such as Karataquatics

- Bus loads of people from Pioneer Court coming spontaneously to YAH puts numbers way over the already busy normal – can they be booked in privately during open daytime slots like school groups?

Operational

- more prominent notices for closures/swim meets
- review policy for age vs. skill proficiency for supervision of under-8's (14 years)
- buckets / sprayers on train (can we weaken sprayers on the stairs, lengthen time between bucket dumps)
- cost of grandparents taking preschoolers to Kinsmen Leisure Centre vs. Millennium Place brought up as an inconsistency (child & 2 adults vs. only child at KLC)
- more towel hangers at Millennium Place
- dust on top of clouds at Millennium Place
- air flow @ Millennium Place
- dirty air vents in change rooms at KLC
- can swimsuit dryer at Millennium Place be moved away from congested area at the front
- Questions about the appropriateness of guards (and staff in general) cleaning while on duty. Not feeling as safe when guards are preoccupied with so many tasks
- do not like usage of chemicals on the floors by the pools in the early AM (asthma)
- cleaning of track drains should be done after hours
- Do aids/OT's pay if accompanying clients in the water?
- Cost of lanes seen as an issue for clubs – need to review regional fees?
- Cost of rental lanes seen as excellent by non-club users
- Options for better sound barriers than draping for in between the pools during competitions
- Do we need to look at peak/non peak pool fees to encourage clubs to spread out into less desirable times?
- Aqua score clock pay-for-use vs. what soccer/hockey/other groups get included in their event rentals
- Can we look at swim meets as a “package” event, throw in some freebies i.e. meeting rooms
- Meeting rooms being charged – parents vs. executive meetings are free.
- Appreciate Troy's efforts getting extra equipment on the pool deck
- Competition access to stands for public still an issue – would prefer carpeting from the lobby as opposed to having people coming in & out from the parking lot directly, vestibule too small.
- Ability for clubs to have access to rest of the building (what does KSC do)
- Can we look at advertising non-wave times when the lanes aren't in?
Weekend/evening times for small children who want warmer water but are afraid of waves.
- Grab bars along hallways/walkways to prevent slipping

- Is there an aquatic club rate for lanes?
- Rule issue – “Craig” training swimmers – on deck, have to book a lane, in the water, don’t have to. Gets in with his swimmers & takes up one of the public lanes.
- Can we have weekly schedules available online? On deck is too late, only helpful for guards.
- Signage – slow/medium/fast. Also wall signage on etiquette, how to swim in a lane.
- Guards/instructors/fitness are exceptional!
- Coordinate schedules – school bookings getting in before county programs due to timing of class rollover.
- What can we do to help clubs make the revenue they need by hosting events – consider it more of a partnership
- Investigate diesel smell coming into lane area at Millennium Place (buses?)
- Safety issues with boots and congestion at Kinsmen Leisure Centre change room entrance
- Wider benches at Kinsmen Leisure Centre, better/more baby change tables
- Inconsistency in shower temps at Kinsmen Leisure Centre
- Change room cleanliness at Kinsmen Leisure Centre
- Look at stereo/ headset issues at both pools – music static, voice quality.
- Can we use the guide/web to better advertise the chemicals used in each pool (chlorine vs. salt) so that people can make the appropriate choice for any allergies/sensitivities
- Change room door to swing the other way at Millennium Place
- Refrigeration in water fountain on deck at Kinsmen Leisure Centre
- Investigate shower curtain issues – would still like curtains at both pools
- Transit stop is poor for seniors – unsafe walk to main doors, no shelter in poor weather, need stop by an entrance.
- Better lighting for Kinsmen Leisure Centre parking lot