

# **Eastglen Leisure Centre Master Plan**

‘What We Heard’

# EASTGLEN LEISURE CENTRE

## Master Plan

Edmonton

### Background

Eastglen Leisure Centre, located in Highlands, opened its doors on August 26, 1964. Over the years, the City has maintained and renovated the facility, upgrading elements of the building and operations to ensure a safe and enjoyable experience for customers. The current amenities include:

- 25 metre saltwater pool
- diving blocks
- saltwater whirlpool
- steam room
- Sundeck
- aquatic changerooms
- single family/accessible changeroom
- meeting rooms and office spaces

In early 2015, the City of Edmonton was approached with a proposal to collaborate on a new innovative program at Eastglen Leisure Centre. The City began public consultation that summer to explore options for new programming. Consultation was helpful in understanding the opinions and needs of Eastglen facility users in an effort to find collaborative solutions for optimizing the facilities operations and offerings

An Eastglen Engagement Committee was established, with representatives from the City, the Edmonton Public School Board, surrounding community members and facility patrons to provide input into the three key areas including facility promotion, facility improvements and enhanced programming.

Subsequently in 2016 the City initiated the development of a Functional Program to inform the future direction of the facility. Consultation was completed with internal and external stakeholders and with the public through an open house and online survey on February 13, 2017 to identify program and emerging needs.

This 'What We Heard' document summarizes your feedback from the online surveys and the first open house.

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### Who We Surveyed

We heard from **long time visitors:**

- 1 in 5 have been visiting Eastglen for 20+ years
- 3 out of 4 have been visiting for at least 5 years

9 out of 10 **visit other recreation centres:**

- The majority, 3 out of 4, visit other City of Edmonton recreation centres in addition to Eastglen
- 1 out of 4 visit private clubs or studios
- More than 50% are using fitness centres at other recreation centres

### What We Heard?

Through the public open house, facility information tables and the online survey, 128 citizens provided their input about the Eastglen Leisure Centre through survey questions.

**We asked what people liked about Eastglen. They said:**



89% said the location is good

61% said staff are helpful



76% said it's friendly and intimate



51% said lane swimming times

48% water temperature

34% said schedules/programs



31% said aquafit and water therapy

Less than 25% each: Slide, Swimming lessons, women-only swim, social space

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We asked people to rank a list of five potential changes that would impact your use of the facility. They said:



**Addition of a fitness centre came out on top** - ranked No.1 by 33 % and nearly two thirds ranked it in their top two.



**Increasing accessibility** (universal change room, elevator) was ranked No.1 by 22 %, and ranked in the top two by one third of people surveyed.



**Addition of a larger hot pool** was ranked No. 1 by 20 % and ranked in the top two by nearly half the people surveyed.

**Addition of lazy river or larger shallow pool** was ranked No. 1 by 16 %, and ranked in the top two by about a quarter of people surveyed.



**Addition of a multi-purpose room for fitness programming** was ranked #1 by 10%, and ranked in the top two by about a quarter of people surveyed.

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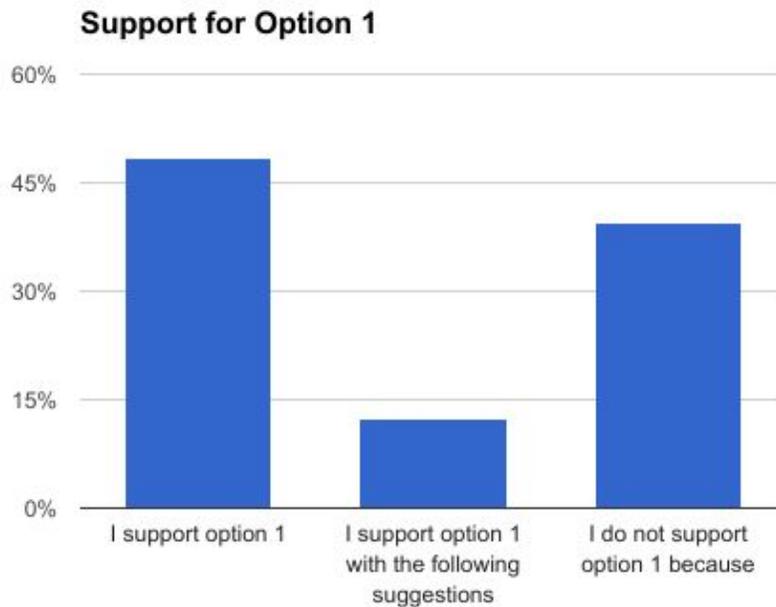
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Three Concept Options were presented. Following is the level of support and feedback each option received:

### OPTION 1

**61% support Option 1:** Change rooms upstairs; fitness centre downstairs. The option got the **LEAST** support.



Support with suggestions:

- *Include studio for fitness classes*
- *The steam room stays and there are male and female change rooms.*
- *Only if minimal budget was available. Also build out patio areas slightly for better storage and amenities for children (e.g. play and spray area)*
- *Change rooms need to be of adequate size - particularly if the intent is to continue supporting school programs*

I do not support because...

- *The fitness center in the basement is a terrible idea and layout.*
- *A universal shower is a terrible idea. Men's and women's showers need to be separated to allow for undressing and proper care and cleanliness of bodies and swimsuits*
- *If improvements are to be made we should make them so that its worth it for the next 20 years instead of the next 5 years.*

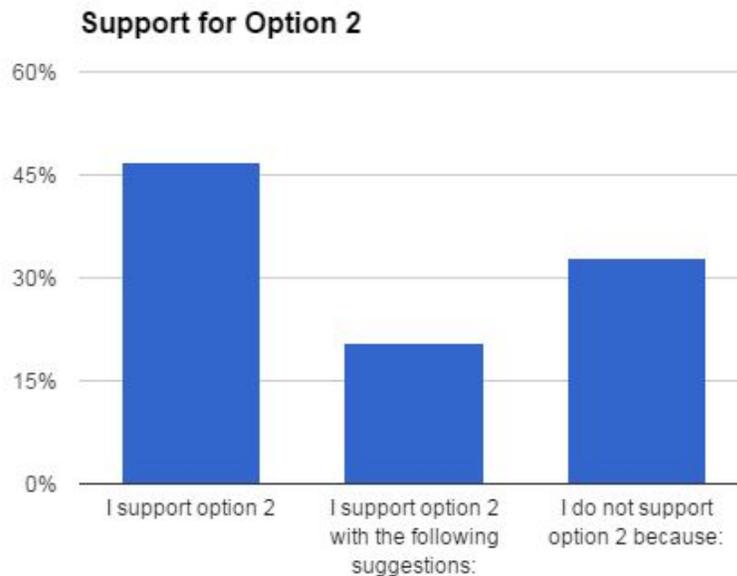
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### OPTION 2

**67% support Option 2:** 1000 square foot fitness centre upstairs; change rooms downstairs. This option for the second most amount of support.



#### Support with suggestions:

- *Concern with all change rooms downstairs. If elevator is not working how do seniors or people with mobility issues come downstairs?*
- *Fitness area may be too small. Clearly define purpose, equipment and warm-up/cool-down space to ensure fit.*
- *Change rooms need to be of adequate size*

#### I do not support because...

- *Fitness center too small. Prefer upstairs change rooms*
- *I like the larger fitness area of Option 1.*
- *Prefer it all on one level.*
- *Fitness centre is too small, utilize the space we have.*

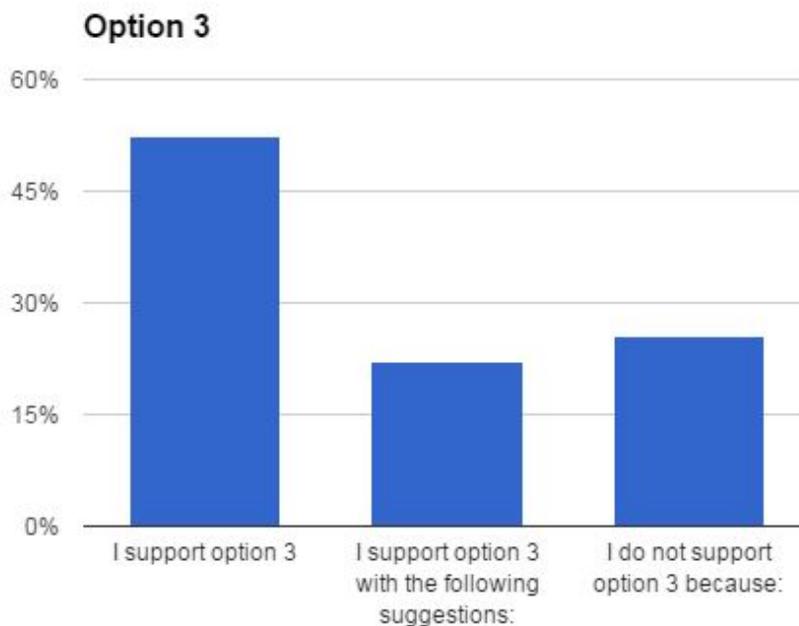
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### OPTION 3

**75% support Option 3:** Expansion - fitness centre, multi-purpose space and universal change room. This option got the **MOST** support.



Support with suggestions:

- *Universal change room needs larger stalls appropriate for families and the ability to shower in private*
- *Storage is much too small and less accessible than now*
- *Some toddler toys, water features in shallow pool. As a young family this would be a selling feature to use the facilities*
- *Make separate men/women's change rooms.*

I do not support because...

- *It will be far too expensive*
- *Concerned about safety/security in 'universal change rooms'. Also, don't think we need the lazy river feature: Seems to duplicate 'stuff' available at Commonwealth.*
- *As much as I would love a new fitness centre within walking distance, I don't*

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- believe it's necessary.*
- *I feel if people want this level of amenity then perhaps Eastglen is not the facility for them. No lazy river please. Bad idea. I want Eastglen to retain its small community pool feel. This is VERY important.*

**MAY 2017**