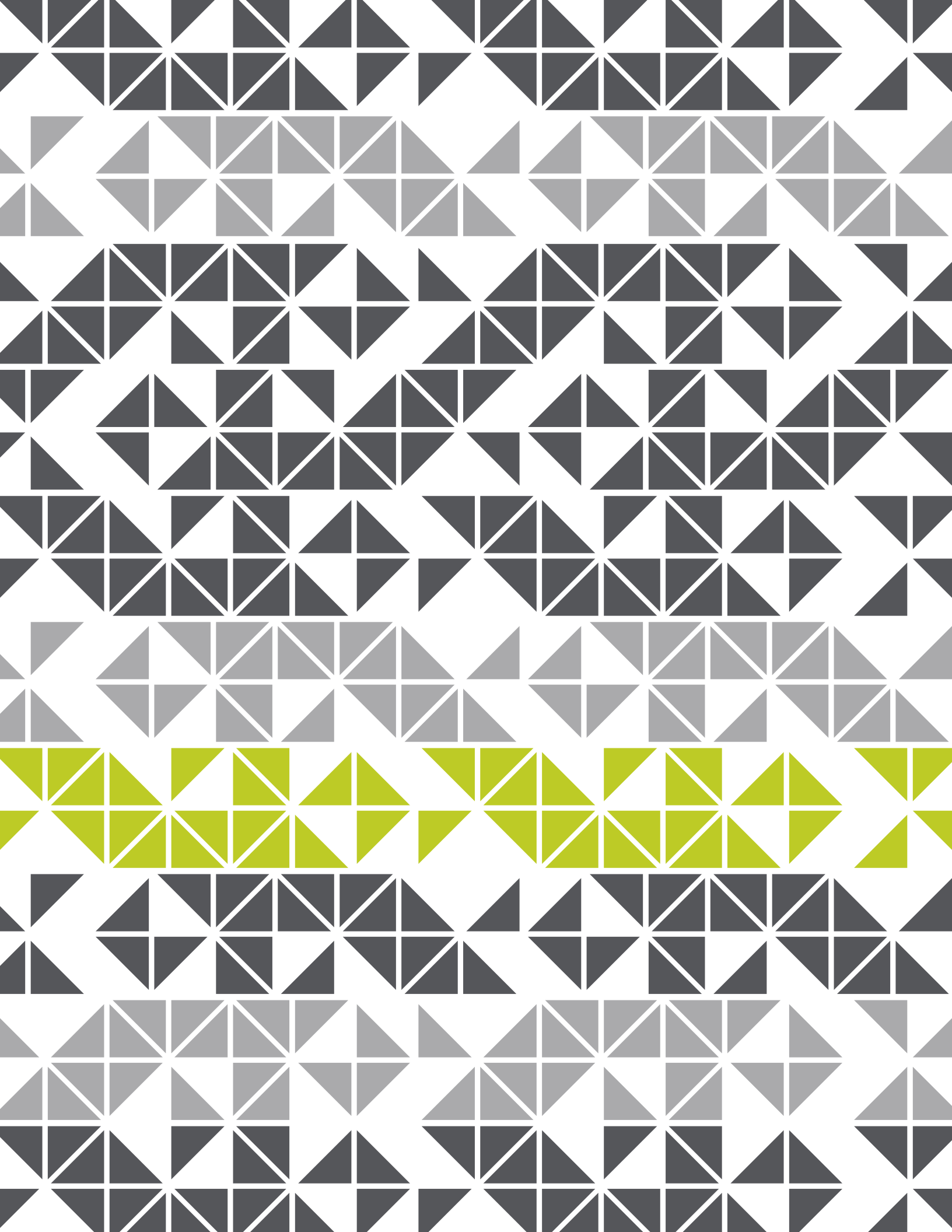


City of Kelowna

STATE OF INDOOR RECREATION FACILITIES REPORT

FINAL | 2023-01-09





Executive Summary

This report presents the findings of research and analysis conducted to establish the 'current state' of indoor recreation facilities in Kelowna. This study and its findings will support the development of a broader Indoor Recreation Facilities Strategy that will guide future investment and decision-making for the next 10 years. This study examines all indoor recreation facilities within Kelowna to understand what available and what constraints or challenges may exist, how well utilized facilities are, how the City compares to other municipalities in service delivery and provision, and how accessible facilities are from a geographic and socio-economic perspective to identify service delivery gaps. Highlights for each indoor facility type and other chapters of this report are presented below.



ARENAS

- **There is significant unmet demand for ice within Kelowna based on utilization data.** The City of Kelowna regularly receives requests for ice time that cannot be accommodated, including from minor sport organizations, adult leagues, School District 23, spring ice groups, camps and clinics, tournaments and special events, hockey schools and academies, as well as for City-run programming. All prime time ice hours are utilized.
- **More ice is needed in Kelowna to accommodate existing and future demand.** Prime-time ice is fully utilized during the regular season. No additional capacity exists to accommodate any growth in existing user or potential user need for ice time within Kelowna.

AQUATIC CENTRES

- **Both the Parkinson Recreation Centre Pool, the Kelowna Family YMCA and H2o Aquatics Centre are highly utilized.** There is excess demand for swim times from users and clubs for all facilities, the only way to accommodate this demand is to reduce member and drop-in hour availability.
- **The Parkinson Recreation Centre Pool is nearing end-of-life.** As identified within the City's 10 Year Capital Plan and recent efforts to update a proposed functional space plan and to conduct public engagement to identify priorities, redeveloping the PRC is a key priority.

GYMNASIUMS

- **Gymnasium utilization is generally moderate to high in Kelowna.** The drop-in nature of many gymnasium-based programs requires scheduling flexibility and there is need for both more open gym times and spaces to accommodate such activities.
- **The City of Kelowna operates just one indoor gymnasium at the PRC,** that is heavily utilized for City-run programming. The gymnasium space at the PRC has been identified by users as being undersized to accommodate some recreational activities, specifically tournaments and competitions. Additional City-owned high performance gymnasium space is required to accommodate these types of events.
- **School District 23 facilities, and more specifically Neighborhood Learning Centres (NLC's) expand overall capacity for programming but are too facing capacity limitations.** OKM and Canyon Falls both have double gymnasiums available for City use, but OKM has limited availability given higher than anticipated school-demand. As School District 23 usage takes priority over the City's usage, increased school-demand for space and greater projected enrolment may further constrain public gymnasium availability.

An important finding of this research is that several third-party operators are not providing sufficient data for overall calculation of utilization and demand for spaces and programming. Despite the lack of direct reporting on utilization in some cases, we have synthesized more than just this data to derive insights and establish recommendations for indoor recreation facilities in Kelowna.

FITNESS AND WELLNESS

- **Fitness and wellness centre usage is highly driven by scan-in or drop-in users within many of these facilities.** The City of Kelowna has detailed information available on visitors to the PRC Fitness Centre and it is likely that other fitness and wellness facilities (pre-pandemic) were well-utilized overall (moderate to highly utilized).
- **The City of Kelowna operates just one fitness and wellness centre at the PRC.** Functional space planning for the new PRC will provide a significantly expanded fitness/wellness space that will allow for more programming and different programming types to be delivered, including studio spaces with industry standard finishes.
- **As restrictions from the pandemic ease and individuals return to more normal fitness/wellness routines, demand for space and programming will rebound. Users have high expectations for fitness and wellness facilities, including for space and equipment.** Additional investment is needed to ensure that publicly accessible fitness and wellness spaces in Kelowna are modern, offering services and amenities users expect, and can be accessed on-demand/flexibly.

INDOOR TURF & MULTI-SPORT COURTS

- **There is good supply of indoor turf in Kelowna.** The two indoor artificial turf fields within the Capital News Center are functional and highly utilized during prime time hours. Air-supported domes at Mission and Rutland enhance geographic distribution of access to these facilities.

- **There is only one indoor multi-sport court in Kelowna outside of gymnasium spaces.** Multi-sport courts differ from gymnasium spaces in that they may have different floor treatments, line configurations, netting, and other equipment and features to more easily accommodate activities such as pickleball, badminton, tennis, and so forth. The overall size of multi-sport court facilities can be much smaller than standard gymnasiums as well, requiring less space and often lower financial investment. The Central Sports Club independently owns and operates its facility downtown and is regularly used for various league and club programming and drop in activities / rentals. The facility features a soft floor surface and boards, allowing for multiple activities to be accommodated. Based on trends within the recreation sector, there is likely additional demand for this type of facility in Kelowna.

PROGRAM ROOMS

- **Overall, there is good inventory of program rooms within Kelowna.** In total, there are more than **32 program rooms** that can be utilized for recreational programming, rentals, and so forth across Kelowna. The City of Kelowna directly owns and operates 12 program rooms within 5 facilities. Most of these spaces are small to medium in size. Standardizing information collected on program rooms, including hours of usage and total hours of availability is recommended.
- **Reinvestment into City-owned and -operated program rooms is likely needed to continue meeting user needs and expectations, but investment into new spaces may not be needed.** Some City facilities, including PRC, are nearing the end of their functional lifespans and would benefit from updated amenities and features to continue meeting existing need and to accommodate future demand or desire for greater space flexibility.

SPECIAL EVENT FACILITIES

- **There is good supply of small to medium sized special event spaces within existing facilities in Kelowna but larger event hosting space is limited.** There are several facilities with capacity to host special events, ranging from high-profile concerts, to tournaments, conferences, art exhibitions, theatre productions, and so forth.

- **Some special event spaces are highly utilized and may be nearing capacity.** Several facilities are likely near or at capacity for hosting special events, particularly the PRC, Kelowna Community Theatre, and the Rotary Centre for the Arts. Other special event spaces operated by third parties, such as the various halls, likely have additional capacity but may be constrained by facility age or having to compete, in-house programming demands with other venues with newer or more attractive amenities.
- **An opportunity exists for co-location of arts and culture groups within revitalized or new facilities, particularly if space programs can accommodate special events.** The Cultural Facilities Master Plan provides an excellent overview of the strengths and weaknesses of various cultural facilities in Kelowna, including the Kelowna Community Theatre, Laurel Packinghouse, and Rotary Centre for the Arts. In addition to the constraints identified in notes above, an important theme emerging from community engagement work for the Master Plan is that arts and culture groups are interested in being co-located and sharing space, as well as using non-traditional spaces to host events such as parkades and the indoor field domes. There is an opportunity for greater co-location of arts and culture special events and studio spaces and City of Kelowna recreation facilities, particularly in a revitalized PRC.

OTHER INDOOR FACILITIES

- **There are several other indoor facilities operated by third-party partners that contribute to Kelowna's recreational landscape.** Many third-parties operating facilities classified as 'other' have been doing so for many decades and enhance public access to indoor spaces for recreation activities, including special events, meetings, how-to or learn-to programs, league play, tournaments, and so forth. These organizations should continue to be supported by the City. For ease of comparison and tracking, standardizing information collected from third parties through annual reporting should be explored.

UTILIZATION

- **Utilization data suggests that many indoor facilities are nearing or are at capacity.** Facility types that are under significant pressure to accommodate existing demand include indoor arenas, aquatic centres, and fitness and wellness centres.

- **Partner reporting is inconsistent, particularly when it comes to providing participation data and other programming information needed to understand utilization.** While the City of Kelowna provides a standard report template to all partners, quality of reporting data varies widely.
- **The rate of investment in indoor facilities has not kept pace with population growth in recent years (i.e. population is now growing faster than investment, creating a situation where provision rates will decline) and, it is likely that most indoor recreation facilities are nearing or at capacity in Kelowna.** There may be opportunities to shift demand to facilities that are less utilized, but system wide there is a lack of capacity to accommodate future population growth and/or changing demand for services.

BENCHMARKING

- **Compared with other municipalities, Kelowna compares favorably in terms of infrastructure indoor recreation facility provision, except for ice arenas and gymnasiums.** In some areas, Kelowna is well above-average in provision, including indoor turf, fitness and wellness spaces, and special event spaces. However, this analysis does not account for the age, amenities, and condition of facilities in other communities.
- **Financially, the City of Kelowna is competitive with other municipalities in terms of cost recovery and per capita funding allocations.** Operating revenues and expenditures are proportional to what has been identified in comparable municipalities.
- **There are few policy gaps in terms of how the City of Kelowna approaches recreation when compared to other municipalities.** Many of the City's policies related to recreation are newer or have recently been updated, with a strong emphasis on equity, affordability, access, inclusion, well-being, sustainability, resiliency, and quality-of-life.
- **Asset management is important to the City of Kelowna, as is the case with other municipalities examined.** The City acknowledges the importance of asset management to ensuring indoor facilities have the longest functional lifespans and in relation to addressing an identified infrastructure deficit in Kelowna that must be carefully managed.

ENGAGEMENT

- **There is general dissatisfaction with the availability of indoor recreation facilities in Kelowna for both households and organizations.** Specific attention should be focused on ensuring geographic accessibility and responding to population growth. Other barriers identified include facility overcrowding, costs related to admission fees, and lack of awareness of opportunities.
- **Less than a third of respondents say there are adequate facilities in Kelowna.** Facilities and spaces identified for enhancement or development include fitness facilities, gymnasiums, indoor field spaces, 25m pool, walking/running track, senior's centre, and before and after school care
- **There is need for more space that can accommodate sporting and medium to large special events while also creating community recreation opportunities.** Organizations specifically mentioned a lack of high level competition and training space within Kelowna. Household respondents would also like to see new facilities be developed, but the facilities should also prioritize recreation opportunities for residents as well as for training and competition.
- **More than two-thirds of respondents support a property tax increase to support the development of new facilities.** More than half are also supportive of a tax increase to support the enhancement of existing facilities.

FACILITY NEEDS ASSESSMENT

- **There are gaps in service provision in some geographic areas within Kelowna, including areas where many low-income households reside.** These areas include the Central City, Glenmore-Clifton, McKinley Landing, Rutland, Pandosy-KLO, South East Kelowna, Black Mountain, and north Rutland.
- **Facility types that are particularly needed include indoor ice arenas, aquatic centres, gymnasiums/indoor turf/multisport courts, and fitness and wellness facilities.**
- **It is important that the City anticipate and plan for several trends and societal shifts that are occurring and how they relate to/will affect indoor recreation facility provision.** These trends include population growth and densification, climate change and sustainability, facilities as community hubs, co-locating a wider range of public services in one location, asset management, and others.

GAPS

- **Many indoor recreation facilities in Kelowna are at or near capacity** and/or are reaching the end of their functional lifespans.
 - Facilities that are highly utilized and may be challenged to accommodate existing and/or future demand include indoor ice arenas, aquatic centres, and fitness and wellness centres.
- There are **some geographic gaps in service provision** within Kelowna, both for specific indoor facility types and in areas where significant population growth has occurred and is anticipated.
 - Facility types where geographic service provision gaps exist include ice arenas, aquatic centres, gymnasiums/indoor turf/multisport courts and fitness and wellness facilities.
 - Geographic areas with more limited access or greater need include the Central City, Glenmore-Clifton, McKinley Landing, Rutland, Pandosy-KLO, South East Kelowna, Black Mountain, and areas of Rutland.
- It is likely that **vulnerable populations, including low-income households, would benefit from reinvestment in indoor recreation facilities**, particularly if they are to be City-owned and -operated to ensure programming and affordability considerations can be directly addressed by the City rather than third-party operators.
- An important consideration for the future of recreation facilities is that many in the City's existing inventory require significant investment simply to sustain existing service levels. When this investment occurs, there may also be opportunity to improve the quality of existing spaces as well as enhance capacity by adding new spaces.

OPPORTUNITIES

- **Many of the City's existing indoor recreation facilities are strategically located in central areas and in areas where population growth has been most significant** in the last few years, including the PRC, CNC, and Mission and Rutland Recreation Parks. Redevelopment of these facilities and sites is particularly advantageous for the City in that the land is already City-owned and the public already associates these sites with recreation/activity.
 - These sites and amenities located on them are also among those most under pressure to accommodate existing and anticipated future demand, particularly aquatic centres, fitness and wellness, and gymnasium space at the PRC and indoor ice arenas at the CNC. As was explored through functional space planning work for the PRC, opportunities likely also exist for an expanded facility program at the CNC to address ice utilization constraints and expand service delivery in a growing area.
- **The City's policy and planning foundations directly support investment in indoor recreation** facilities and what role they can and should play in Kelowna's future growth and development. Engagement work reveals that the public supports such investment and has an appetite to see new amenities be developed and existing facilities enhanced.
- **To a certain extent, the City's service delivery strategy relies on third-party operators.** There are strengths and weaknesses to this approach and consideration should be given as to how agreements can be enhanced and improved to achieve shared benefits and service delivery excellence. One clear area for improvement is annual reporting and data collection.

NEXT STEPS

- The City is **demonstrating leadership and foresight** in conducting this research and analysis, which in turn will lead to the development of a broader, more holistic strategy that speaks to indoor recreation facility provision overall.
- Ongoing **redevelopment work for the PRC** should be continued, as this study affirms the functional space plan that has been developed is appropriate and necessary.
- Functional **space planning for the CNC** should be initiated based on facility age/condition as well as demands for expansion, demand for indoor ice in Kelowna, and the opportunity presented to enhance service delivery through an expanded or enhanced space program at this location.
- Consideration should be given to **what indicators or thresholds the City will monitor** to know when reinvestment or development of new indoor recreation facilities is needed. Potential indicators include utilization rates, population growth, program data, community preference, facility provision / availability and condition, and funding availability.

Contents

Executive Summary	1
Contents	7
Introduction	9
Community Context	11
City of Kelowna Facility Inventory & Utilization	13
Arenas	14
Rutland Arena	15
Memorial Arena	16
Capital News Centre	17
Prospera Place.....	18
Aquatic Centres	19
Parkinson Recreation Centre Pool	20
H2O Aquatic Centre	21
Kelowna Family YMCA Pool	22
Gymnasiums	23
Parkinson Recreation Centre Gymnasium	24
Kelowna Family YMCA Gym	25
School District 23 Neighborhood Learning Centre Gymnasiums	26
UBC Okanagan Gymnasium	27
Boys & Girls Club - Rutland Gymnasium	28
Fitness and Wellness Centres.....	29
Parkinson Recreation Centre Fitness Centre	30
Kelowna Family YMCA Fitness Centre.....	31
H2O Fitness Centre.....	32
Kelowna Downtown YMCA Fitness Centre	33
Capital News Centre - Mission Fitness Centre	34
UBC Okanagan Fitness Centre.....	35
Indoor Turf & Multi-Sport Courts.....	36
Capital News Centre Indoor Turf Fields.....	37
Kelowna United Dome - Mission	38
Kelowna United Dome - Rutland.....	39
Central Sports Club - Multi-Court	40
Kelowna Badminton Club	41
Program Rooms	42
City of Kelowna Owned and Operated Program Rooms	43
Third-Party Owned and Operated Program Rooms	46

Contents

Special Event Spaces	47
City of Kelowna Owned / Third-Party Operated Special Event Facilities ...	49
Third-Party Owned and Operated Special Event Facilities	50
Other Indoor Facilities	51
Kelowna Bocce Club	52
Kings Stadium.....	53
Kelowna Paddle Centre	54
Central Okanagan Sailing Association.....	55
Kelowna Yacht Club.....	56
Kelowna Lawn Bowling Club.....	57
Facility Utilization	58
Arenas	59
Aquatic Centres	60
Gymnasiums	62
Fitness and Wellness Centres	64
Indoor Turf & Multi-Sport Courts	66
Program Rooms.....	67
Special Event Facilities	69
Other Indoor Facilities	71
Benchmarking	73
Infrastructure Benchmarking	74
Funding Benchmarking	76
Benchmarking Takeaways	81
Engagement Findings.....	82
Facility Needs Assessment	86
Spatial Analysis of Indoor Recreation Facilities	87
Spatial Analysis Takeaways	104
Service Delivery Strengths and Weaknesses.....	106
Trends and Changing Societal Dynamics.....	107
Facility Accessibility	111
Pandemic and Public Health Design Considerations.....	112
Conclusion: Gaps, Opportunities and Next Steps.....	113



Introduction

The City of Kelowna is developing an Indoor Recreation Facilities Strategy to help guide decision-making regarding new or renovated facilities that serve the recreation, community sport, and cultural needs of Kelowna residents and visitors to the community. This 'State of Indoor Facilities Report' provides a foundation for this strategic planning work by establishing the 'current state' of indoor recreation facilities in the City of Kelowna.



THIS STATE OF INDOOR FACILITIES REPORT:

- Establishes the rationale for investing in indoor recreation facilities and the broader demographic and policy context within which this work is occurring
- Presents an inventory of City facilities and accompanying spatial analyses to better understand where and how well facilities are meeting the needs of Kelowna's diverse residents
- Reviews how well utilized these facilities are and what overall level of capacity exists to accommodate current and future demand
- Benchmarks the City of Kelowna against comparable municipalities in terms of infrastructure provision, funding levels, and policy directions
- Summarizes resident and community group engagement work that provides important insight into local trends and needs/preferences
- Presents an overall facility needs assessment that helps to identify infrastructure needs and gaps, areas of service delivery strength, barriers to recreation, and the implications of changing social dynamics on future facility decision-making

This Report is one of several projects undertaken by the City of Kelowna to better understand its provision of indoor recreation facilities, policy linkages, and needs/ desires of residents for what kinds of infrastructure should be provided in the future. Other documents that feed into the overall **Indoor Recreation Facility Strategy** (presented under separate covers) include a **What We Heard Report** that outlines public and group engagement findings in detail, as well as **functional space program updates** for both Parkinson Recreation Centre and Capital News Centre. Together, these documents provide strategic direction to the City's future recreation facility development and ensures a consistent, transparent approach guides decision-making.





Community Context

Participation in community sport, recreation, physical activity, cultural, social, and creative pursuits help to enhance community wellbeing and quality of life.¹ Recreation provides multiple pathways to better health for individuals and communities and has the potential to address challenges and troubling issues such as increases in sedentary living and obesity, decreased contact with nature and inequities that limit recreation opportunities for some population groups.²

¹ Together, these pursuits are collectively referred to as 'recreation' for the purpose of this report.

² A Framework for Recreation in Canada 2015 - Pathways to Wellness



The City of Kelowna recognizes that there is an undeniable connection between the availability of indoor recreation facilities and services and healthy people in vibrant communities.³ As one of the fastest growing municipalities in Canada (14% CMA population growth between 2016 and 2021)⁴, it is apparent that more and more people are choosing to call Kelowna home for its high quality of life, economic vibrance, and wide range of lifestyle options.

With such strong population growth comes the need to understand what municipal services are needed now and into the future to continue to ensure that residents have access to the amenities they need and desire over the long-term. Recreation is a key contributor to quality of life and one of the most valued services that a municipality can provide, with indoor recreation facilities among the most visible and well-utilized public amenities.

The time is now right for the City of Kelowna to examine its existing inventory of indoor recreation facilities and to proactively identify what infrastructure needs and gaps exist, areas of service delivery excellence, barriers to recreation participation, and to consider how broader societal changes may and will impact recreation service delivery and infrastructure provision (e.g. climate change, aging population, rapid population growth).

For many years, Kelowna's recreation facility development has not kept pace with population growth. Over the past decade or so, the facility provision gap has been exasperated by residential growth beyond forecasted levels. Community recreation facility needs first identified in a 2011 Infrastructure Planning Study have become much more acute as of 2022 due to both population growth and changing demands for and designs of facilities. Trends and best practices in facility design indicate that multi-purpose, multi-user facilities are the expectation rather than the exception. Facility design and environmental performance, too, are critical components for reducing impacts and emissions. Expectations and demand for indoor recreation facilities have perhaps never been so great within Canadian municipalities, particularly with many of these facilities nearing end-of-life.



KELOWNA TODAY

- With a 2021 population of 144,576, the City of Kelowna's population has grown by 13.5% since 2016. The Kelowna Census Metropolitan area is also Canada's fastest growing, reaching 222,162 residents in 2021.
- Looking at potential population growth in the City of Kelowna through to 2031, there are neighbourhoods that could grow by between 15-30% in the next 10 years, including in Glenmore, Central City, Rutland, McKinley Landing, and South West Mission.
- If Kelowna's population were to grow by:
 - 5% over 10 years: 151,804 residents by 2031
 - 10% over 10 years: 159,033
 - 15% over 10 years: 166,262
 - 30% over 10 years: 187,949

³ City of Kelowna, Infrastructure Planning to Meet Future Needs 2015

⁴ Statistics Canada, 2022. <https://www150.statcan.gc.ca/n1/daily-quotidien/220209/g-b001-eng.htm>



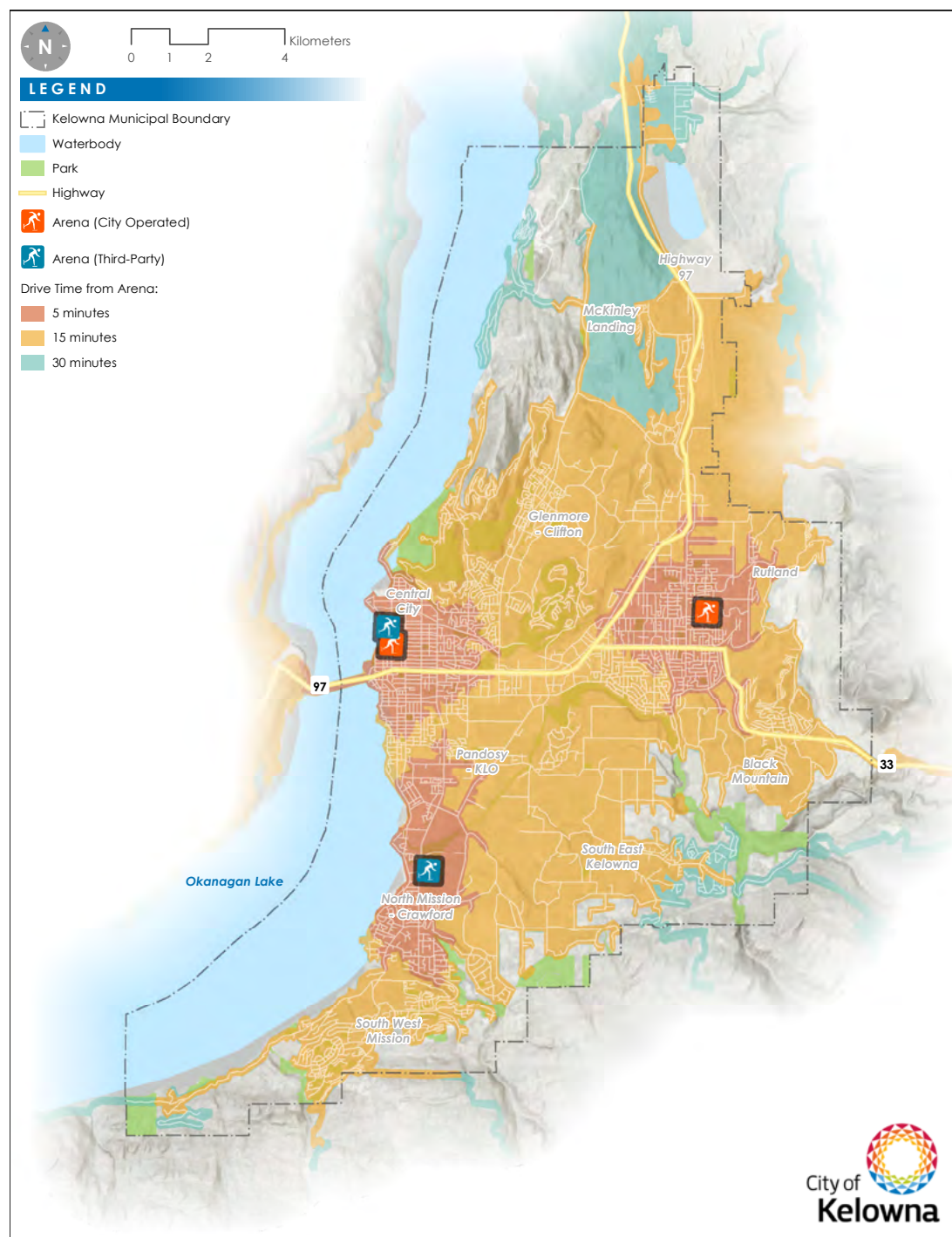
City of Kelowna Facility Inventory & Utilization

The City of Kelowna owns and operates, either directly or through contract agreements, dozens of indoor recreation facilities. These facilities vary in terms of their age, condition, and amenities. This report chapter presents an inventory of City of Kelowna indoor recreation facilities and analyses of facility utilization where data is available. Facilities within scope of this inventory include arenas, aquatic facilities, gymnasiums, fitness and wellness spaces, indoor turf and multi-sport courts, program rooms, special event spaces, and other spaces that also fill recreation needs and demand within Kelowna. For each facility type, all City owned and operated, and third-party operated facilities are reviewed as well as some other public facilities. Some facilities appear in more than one facility type due to having multiple indoor amenities.



Arenas

There are four indoor ice arenas within the City of Kelowna, two of which are owned and operated by the City and two operated by third parties.



Rutland Arena

Rutland Arena is a twin ice-sheet facility located in Kelowna's Rutland neighbourhood, in the city's east.

Address	645 Dodd Road
Ownership	City of Kelowna owned and operated
Facility Amenities	• Two NHL-sized ice surfaces • Two artificial turf field surfaces for use when pads are free of ice • Athlete development centre • Physiotherapy clinic (lease) • Fully licensed restaurant with view of main ice arena • Spectator seating • Change rooms • Concession • Administration offices • Skate rental shop • Washrooms • Large lobby / program area • Vending machines
Facility Adjacencies	Located within Rutland Recreation Park, which is home to the Sport Kelowna Centre, Rutland Activity Centre, Rutland Sports Fields, BMX track, Kelowna Family YMCA, Boys and Girls Club, dog park, community garden, and Okanagan Gymnastics Centre. Also adjacent to Rutland Senior, Middle, and Elementary School
Facility Condition	Building condition assessment report expected to be received January 30, 2023. Expected result: Fair - Significant investment likely required over the next 10 years (\$2m to \$10m) Concerns: Energy efficiency concerns, Building envelope condition
Other Notes	• Home to the Kelowna Chiefs that play out of the Kootenay International Junior Hockey League • West ice sheet is removed from late April to mid June, then is used for lacrosse and ball hockey and various special events • East ice sheet has ice year round • Facility operates daily from 6:15 AM to 11:30 PM

Memorial Arena

Memorial Arena is in Kelowna’s downtown core and was constructed in 1945. The Arena has spectator seating for 2,600.

Address	1424 Ellis Street
Year Built	1945
Ownership	City of Kelowna owned and operated
Facility Amenities	- NHL-sized ice sheet - Spectator seating for 2,600 - Dressing rooms - Lobby area
Facility Adjacencies	Located within Kelowna’s downtown core and is proximate to the Japanese Gardens, City Hall, Stuart Park, the Military Heritage Museum, Kelowna Community Theatre, City Park and Waterfront Park
Facility Condition	Building condition assessment report expected to be received January 30, 2023. Expected result: Fair - Significant investment likely required over the next 10 years (\$2m to \$10m) Concerns: Energy efficiency concerns
Other Notes	- Home to the Kelowna Minor Hockey and Okanagan College Hockey Leagues - Host seasonal recreation and culture programs delivered by the City of Kelowna - Ice sheet is out from mid-March to mid-September, dry pad surface used for lacrosse games/tournaments and special events - Facility operates daily from 6:15 AM to 11:30 PM



Capital News Centre

The Capital News Centre is a major indoor recreation facility located in the Mission Recreation Park. It contains two NHL-sized ice surfaces and several other amenities.

Address	4105 Gordon Drive
Ownership	City of Kelowna owned, third party operated
Facility Amenities	• Two NHL-sized ice surfaces • Two indoor turf fields • Fitness centre • Walking track • Private businesses (leases) • Okanagan Regional Library branch • Fully licensed restaurant and lounge • Concession area • Skate sharpening and rentals • Health and performance clinic (physio, athletic therapy, massage)
Facility Adjacencies	Located within the Mission Recreation Park, a major multi-amenity destination within Kelowna that include the H2o Centre, Kelowna United Mission Dome, Kelowna Regional Library, Mission Softball Complex, Kinsmen Media Centre, Mission Sports Field, Mission Artificial Turf Field, as well as Lanse-Au-Sable Elementary School, Michaelbrook Golf Course and a City transit bus exchange loop
Facility Condition	Building condition assessment report expected to be received April 30, 2023. Expected result: Poor - Significant investment likely required within the next 10 years (over \$10m) Concerns: Energy efficiency concerns, Building envelope condition
Other Notes	• Operated by GSL Group • Ice bookings are coordinated by the third-party online using a website • Two ice surfaces are in all year • Home to various leagues and sports groups, including hockey and soccer leagues • Home to the Kelowna Skating Club • Offers access to live streaming of events through "LiveBarn" • Facility is subject to Community Priority Time bookings between 2 PM and 8 PM. These hours are fully utilized • Facility regularly operates from between 6:00 AM and 11:45 PM

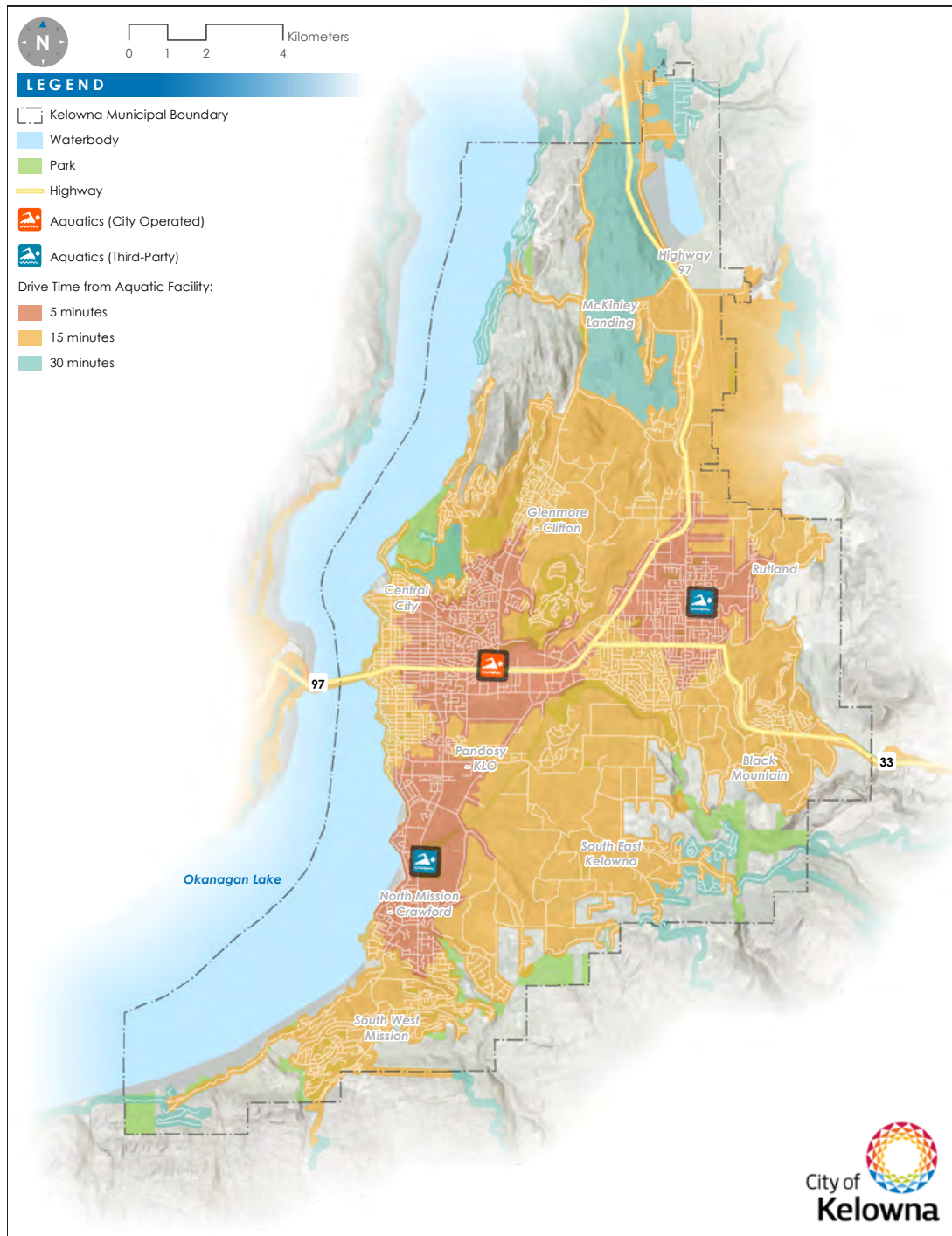
Prospera Place

Prospera Place is in downtown Kelowna and is one of the premier events and entertainment facilities in the Okanagan.

Address	1223 Water Street
Year Built	1998
Ownership	City of Kelowna owned, third party operated
Facility Amenities	• Major sports and entertainment arena • NHL-sized ice rink • Seating for up to 8,000 for concerts, around 6,000 for hockey • Luxury boxes • Restaurant / club lounge • Concession spaces • Retail spaces
Facility Adjacencies	Located near the Rotary Centre for the Arts, Laurel Packinghouse, Kelowna Art Gallery, Kelowna Community Theatre, several hotels, restaurants, and is within close proximity to Waterfront Park
Facility Condition	2021 building condition assessment. 10 year renewal projection: 8.2M. Fair - Significant investment likely required over the next 10 years (\$2m to \$10m) Concerns: Energy efficiency concerns, Building envelope condition
Planned Investments	• Renovation Study to identify feasibility of upgrading, expanding, and further developing Prospera Place and its larger site
Other Notes	• Operated by GSL Group • Ice bookings are coordinated by the third-party online using a website • Home to the Kelowna Rockets WHL franchise • Regularly hosts major events such as concerts, skating competitions, curling championships, etc. • Available for approximately 1,500 hours per year of community use (750 prime, 750 non-prime) • Limited availability for ice based on Rockets scheduling and special events, with ice removed regularly • Facility regularly operates from between 6:00 AM and 11:45 PM

Aquatic Centres

There are three indoor aquatic centres within the City of Kelowna, one of which is operated by the City and two by third parties.



Parkinson Recreation Centre Pool

Parkinson Recreation Centre Pool includes a 25-metre main tank, children's play pool, hot tub, and steam room. Centrally located, the Parkinson Recreation Centre Pool is an important facility in the community.

Address	1800 Parkinson Way
Year Built	1972
Ownership	City of Kelowna owned and operated
Major Renovation(s)	Several throughout the facility's lifespan, but overall is nearing the end of its service life.
Facility Amenities	• 6 lane, 25-metre lap pool • Small leisure pool with water feature • Hot tub • Steam room • Accessible pool access
Facility Adjacencies	Centrally located within Kelowna. Co-located with a full-sized gymnasium, fitness centre, meeting rooms, banquet facility, pickleball court, playground, and outdoor fitness equipment. Located within the larger Parkinson Recreation Park area. Close to Apple Bowl Stadium. Accessible via Harvey Avenue (Highway 97)
Facility Condition	Building condition assessment report expected to be received February 28, 2023. Expected result: Poor - Significant investment likely required within the next 10 years (over \$10m) Concerns: Energy efficiency concerns, Building envelope condition
Facility Condition	Overall facility is in fair to poor condition and is reaching the end of its functional service life.
Planned Investments	• Parkinson Recreation Centre Updated Space Program developed in 2021 • Redevelopment identified within Kelowna's 10-year Capital Plan
Other Notes	• Engagement work is ongoing to identify public desire for amenities for a new PRC as a full-service, multi-use recreation campus



H2o Aquatic Centre

H2o Aquatic Centre is a large, fully equipped recreation and aquatic centre located in Kelowna's Mission Recreation Park and is the largest municipal water park in Canada.

Address	4075 Gordon Drive
Ownership	City of Kelowna owned, operated by the YMCA of Okanagan
Facility Amenities	• Olympic sized swimming tank • Wave pool • Splash Park • Lazy river • FlowRider surf machine • Waterslides • Hot tub • Steam room • Universal / family change rooms • Cycle studio and cardio and strength conditioning areas • Stretching area • Accessibility elevator and pool lift
Facility Adjacencies	Located within the Mission Recreation Park (Capital News Centre, Kelowna United Mission Dome, Kelowna Regional Library, Mission Softball Complex, Kinsmen Media Centre, Mission Sports Fields, Mission Artificial Turf).
Facility Condition	2020 Building Condition Assessment. 10 year renewal projection: \$14M. Poor - Significant investment likely required within the next 10 years (over \$10m) Concerns: Energy efficiency concerns, Building envelope condition
Other Notes	• The competition pool is heavily-booked beyond the allocated booking hours • The facility operates with a hybrid model enabling members of the public who are not YMCA members to be able to participate in YMCA programs at the H2O • The facility experiences significant drop-in use due to the leisure pool

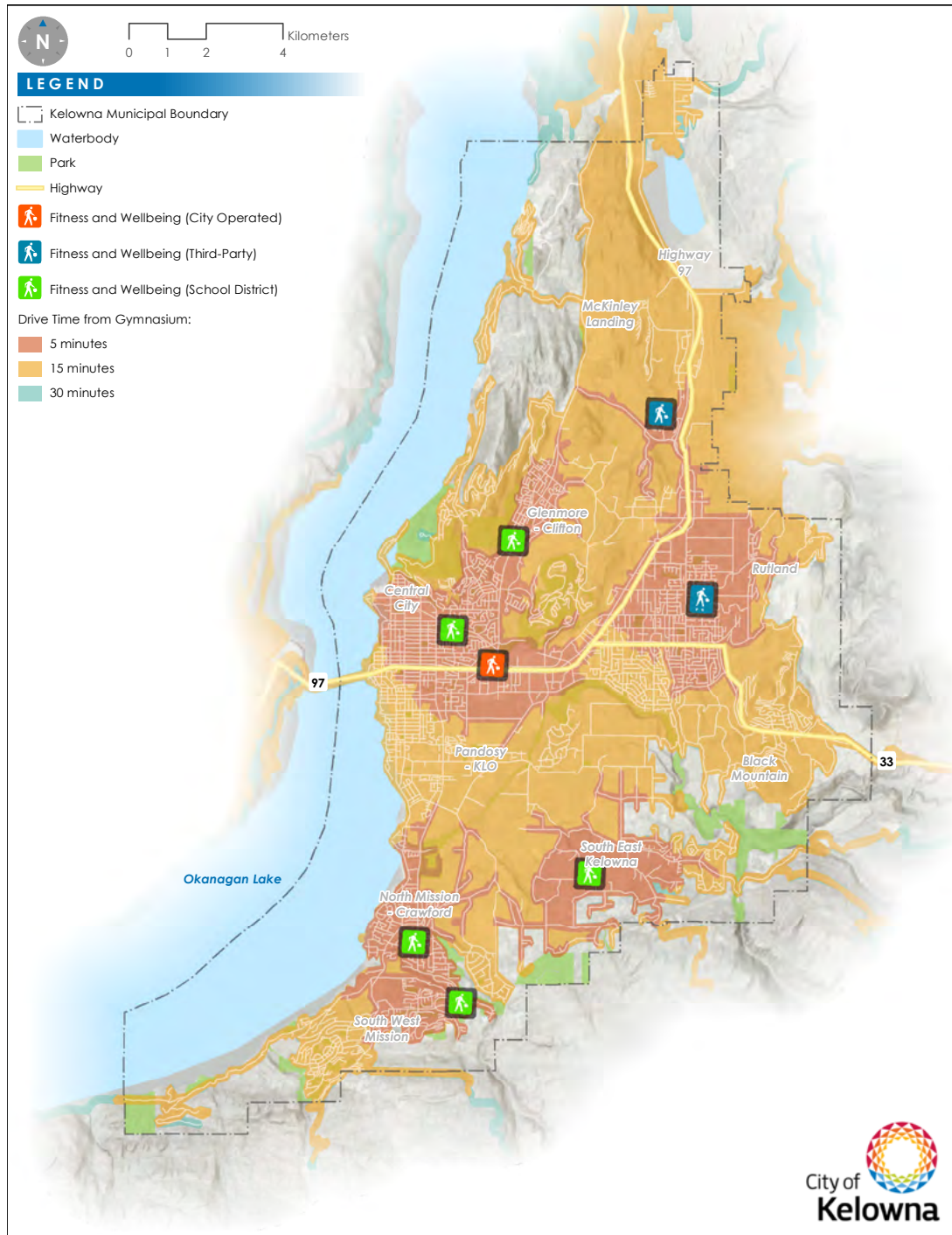
Kelowna Family YMCA Pool

The Kelowna Family YMCA opened in 1981 and is in Kelowna's Rutland neighbourhood. The aquatics portion of the facility includes 3 rectangular tanks.

Address	375 Hartman Road
Year Built	1981
Ownership	City of Kelowna owned, operated by the YMCA of Okanagan
Major Renovation(s)	5,000 square foot expansion in 2001; \$5.7 million expansion in 2011 that added a gym, walking track, youth zone, child and family resource centre, and additional fitness space. New change rooms in 2014.
Facility Amenities	• 25m rectangular tank • Family / leisure pool • Deep tank for diving • Diving boards • Hot tub • Steam room • Sauna • Universal change rooms • Newer showers, locker rooms • Recreation centre with child minding room, multipurpose room, fitness studio, gymnasium, cardio and strength condition areas, stretching areas, indoor walking track
Facility Adjacencies	Located in the Rutland Recreation Park (Rutland Arena, Sport Kelowna Centre, Rutland Activity Centre, Rutland Sports Fields, BMX Track, Boys and Girls Club, Dog Park, Community Garden, Okanagan Gymnastics Centre). Adjacent to Rutland Senior, Middle, Elementary Schools.
Facility Condition	2020 Building Condition Assessment. 10 year renewal projection: \$2.1M. Significant investment likely required over the next 10 years (\$500k to \$2M)
Other Notes	• Concerns: Energy efficiency concerns

Gymnasiums

There are a total of 9 gymnasiums that are directly accessible to the public in Kelowna, three of which are owned by the City of Kelowna, one by the University of British Columbia Okanagan, and the remaining five owned by School District 23 and accessible via a joint-use agreement. The City of Kelowna only operates one facility, the Parkinson Recreation Centre gymnasium.



Parkinson Recreation Centre Gymnasium

Parkinson Recreation Centre includes a full-sized gymnasium and is the only City-owned and operated facility within Kelowna.

Address	1800 Parkinson Way
Year Built	1972
Ownership	City of Kelowna owned and operated
Major Renovation(s)	Several throughout the facility's lifespan, but overall is nearing the end of its service life.
Facility Amenities	• Full-sized gymnasium • Fitness centre • Meeting rooms • Banquet facility • Aquatics centre • Pickleball court • Playground • Outdoor fitness equipment
Facility Adjacencies	See description for Parkinson Recreation Centre Pool.
Facility Condition	Building condition assessment report expected to be received February 28, 2023. Expected result: Poor - Significant investment likely required within the next 10 years (over \$10m) Concerns: Energy efficiency concerns, Building envelope condition
Planned Investments	• Parkinson Recreation Centre Updated Space Program developed in 2021 • Redevelopment identified within Kelowna's 10-year Capital Plan
Other Notes	• Engagement work is ongoing to identify public desire for amenities for a new PRC as a full-service, multi-use recreation campus • The gymnasium is undersized for tournament/competitive play • The facility is heavily used for City programs, drop-in time, and some historical group bookings. • There is currently no availability to book gym time

Kelowna Family YMCA Gym

There is a full-sized gymnasium within the Kelowna Family YMCA facility.

Address	375 Hartman Road
Year Built	1981
Ownership	City of Kelowna owned, operated by the YMCA of Okanagan
Major Renovation(s)	5,000 square foot expansion in 2001; \$5.7 million expansion in 2011 that added a gym, walking track, youth zone, child and family resource centre, and additional fitness space. New change rooms in 2014.
Facility Amenities	• Full-sized gymnasium • Aquatics centre • Recreation centre with child minding room, multipurpose room, fitness studio, cardio and strength condition areas, stretching areas, indoor walking track
Facility Adjacencies	See description for Kelowna Family YMCA Pool
Facility Condition	2020 Building Condition Assessment. 10 year renewal projection: \$2.1M. Good - Moderate Significant investment likely required over the next 10 years (\$500k to \$2M) Concerns: Energy efficiency concerns
Other Notes	• Facility is open from 5:30 AM to 9 PM Monday to Friday, reduced hours on weekends and holidays • YMCA has been partnered with the City of Kelowna to operate this facility since 2001 • Very busy with membership programs (children/youth/adult), drop-ins, etc. • Difficult to book (prime hours fully booked) - only inconsistent one-off times available • Limited public access (very membership driven)



School District 23 Neighborhood Learning Centre Gymnasiums

There are five Neighborhood Learning Centre School District 23 Gymnasiums that the City of Kelowna can access through a joint-use agreement: Okanagan Mission Secondary, Watson Road Elementary, Bankhead Elementary, Canyon Falls Middle, and South Kelowna Elementary.

Address	Various
Year Built	Various
Ownership	Owned and operated by School District 23
Major Renovation(s)	N/A
Facility Amenities	• <u>Okanagan Mission Secondary</u>: double gymnasium with change rooms, washrooms, curtain to divide floors. Court lines for basketball, volleyball, badminton, pickleball, floor hockey, etc. Dance studio. • <u>Watson Road Elementary</u>: single gymnasium with change rooms, washrooms, court lines for basketball, volleyball, badminton, pickleball, floor hockey, etc. Community room and kitchen. • <u>Bankhead Elementary</u>: single gymnasium with change rooms, washrooms, court lines for basketball, volleyball, badminton, pickleball, floor hockey, etc. • <u>Canyon Falls Middle</u>: double gymnasium with change rooms, washrooms, curtain to divide floors. Court lines for basketball, volleyball, badminton, pickleball, floor hockey, etc. Several community rooms. • <u>South Kelowna Elementary</u>: single gymnasium with change rooms, washrooms, court lines for basketball, volleyball, badminton, pickleball, floor hockey, etc. Kitchen.
Facility Adjacencies	Varies, but typically located proximate to outdoor amenities such as community gardens, fields, ball diamonds, playgrounds, trails and pathways, parks, and other indoor and outdoor City of Kelowna recreation facilities.
Facility Condition	Good
Planned Investments	• Four new schools are identified in Central Okanagan Public School's 5 year capital plan (2021-2026): Westside Secondary, Wilden Area Elementary, Glenmore Secondary School, and a University Area Elementary • Four schools are also identified for replacement: Rutland Middle, Glenmore Elementary, George Pringle Elementary, and Raymer Elementary
Other Notes	• School District 23 is pursuing 8 school additions between 2021 and 2026 to replace portables and accommodate greater enrolment moving forward • NLC available times are highly-utilized with City programs • The City is currently unable to substitute any time allocated to the City to other clubs (ie. Kelowna Mens Basketball League) • Weekend access to NLC spaces is challenging based on current access agreements

UBC Okanagan Gymnasium

The University of British Columbia Okanagan owns and operates a large competition-size gymnasium. It is home to the UBCO Heat athletics teams and has been used for many provincial, national, and international events.

Address	3333 University Way
Year Built	1994
Ownership	Owned and operated by University of British Columbia Okanagan
Facility Amenities	• 16,800 square foot gymnasium space that can accommodate four courts of volleyball or two courts of basketball • Seating capacity for 864 with theatre-style bleacher seats • Indoor walking/running track • Upstairs loft adjacent to the track can be used for cardio classes • Fitness centre, beach volleyball courts, ball hockey rink, trails, transit station
Facility Adjacencies	Large University campus near the Kelowna International Airport
Facility Condition	Good
Planned Investments	• UBCO gymnasium expansion and new field house developments are on the radar for UBC but are currently low-priority projects and are not anticipated for the 2022-2027 capital planning period. • \$30 million is projected for expanding the gymnasium and an additional \$16 million is projected for a new field house
Other Notes	• UBCO is planning to double the size of its campus by 2040, which will greatly increase student body and staff sizes • There is no publicly accessible time in the facility • There are plans for an interim gymnasium expansion project that will only support their current internal program needs • The institution caters to approximately 12000 students



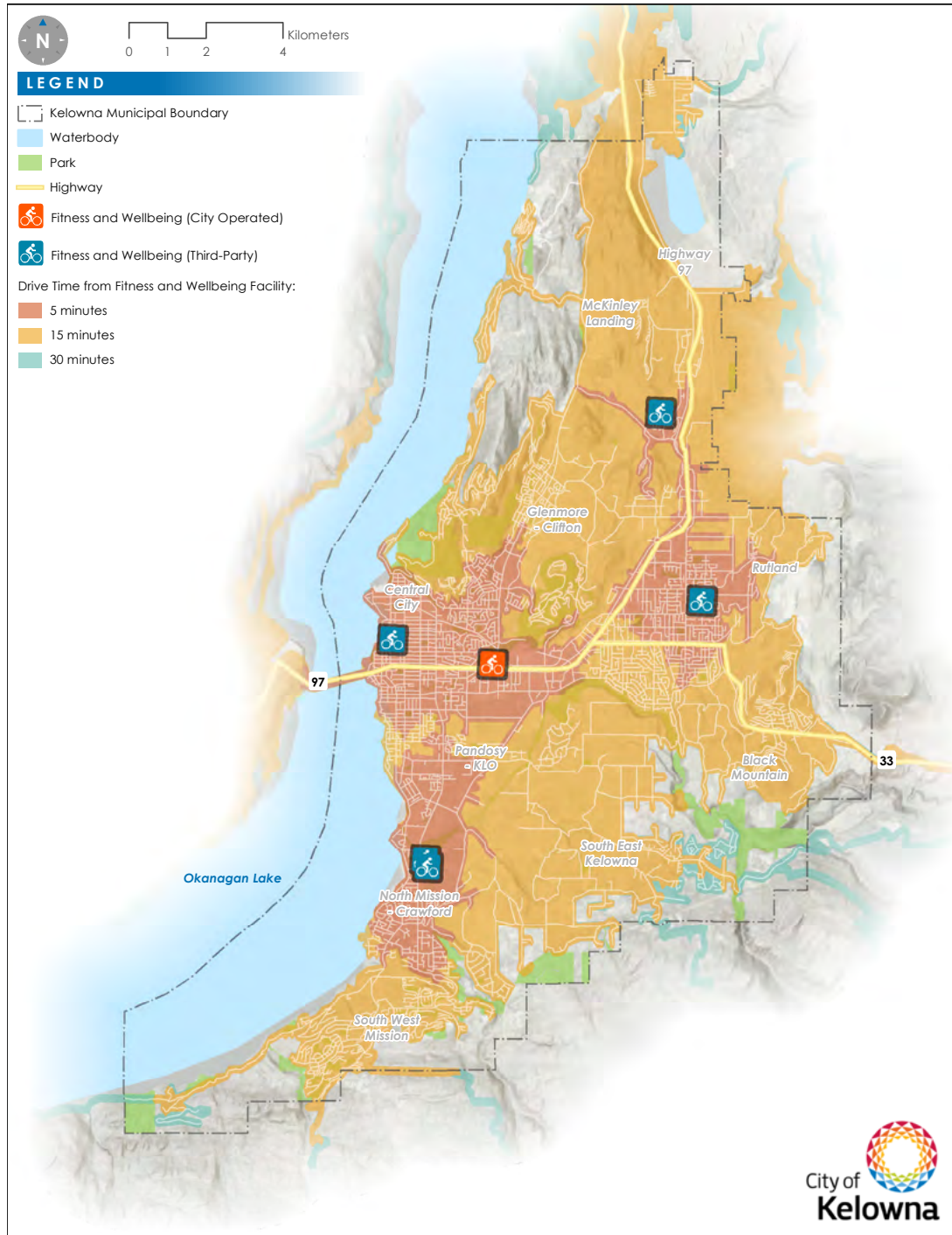
Boys & Girls Club – Rutland Gymnasium

The Boys & Girls Club operates a City-owned gymnasium located within Rutland Recreation Park.

Address	355 Hartman Road
Ownership	Owned by the City of Kelowna and operated by the Okanagan Boys & Girls Club
Facility Amenities	• Single gymnasium space • 3 program rooms, daycare facility, computer lab, meeting spaces, kitchen, washrooms • Outdoor playground
Facility Adjacencies	Located in the Rutland Recreation Park: Okanagan Gymnastics Centre, Rutland Arena, Sport Kelowna Centre, Rutland Activity Centre, Rutland Sports Fields, BMX Track, Dog Park, Community Garden, Kelowna Family YMCA. Adjacent to Rutland Senior, Middle, Elementary Schools.
Facility Condition	2022 Building condition assessment. 10 year renewal projection: \$3.9M. Fair - Significant investment likely required over the next 10 years (\$2m to \$10m) Concerns: Energy efficiency concerns, Building envelope condition
Other Notes	• BCG Okanagan runs recreation programs out of its Rutland gymnasium space and other locations it has across Kelowna • Recreation programming varies by season and month • The facility is used primarily for Club programming • There is limited community club access

Fitness and Wellness Centres

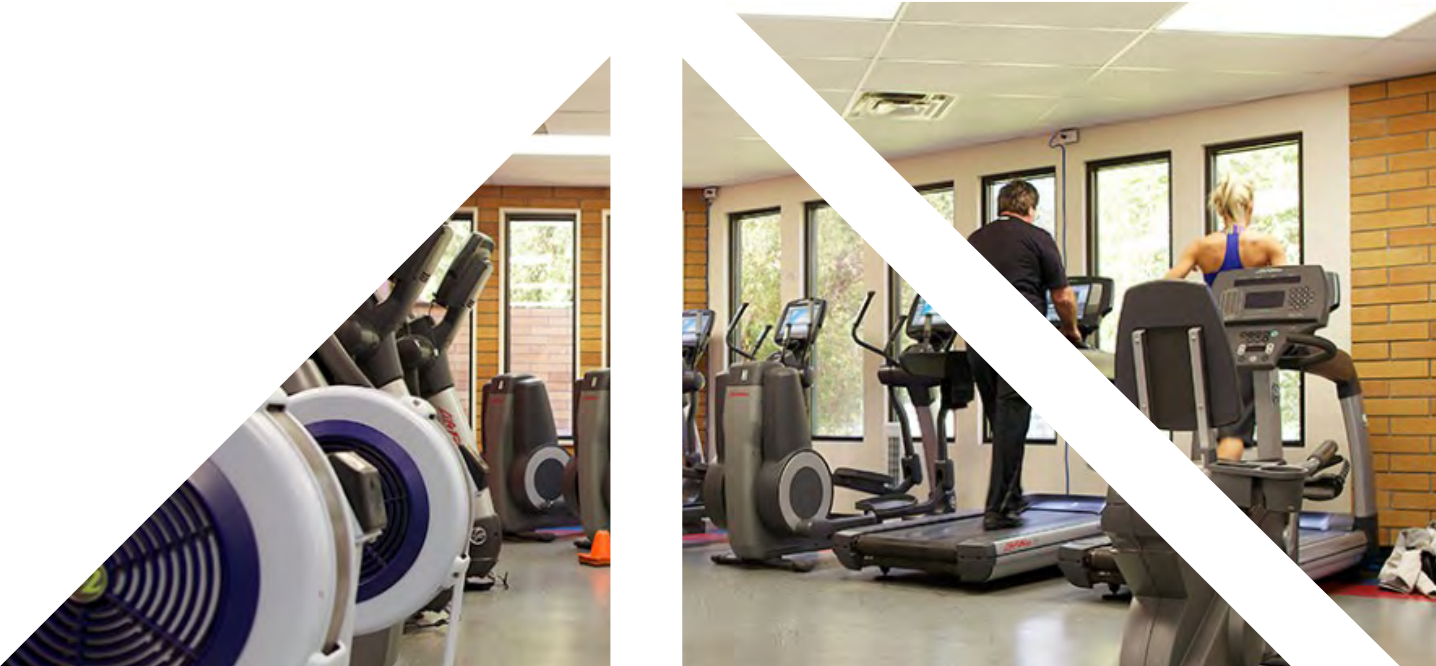
There are six indoor fitness and wellness centres within Kelowna, one of which is operated by the City and the remaining five by third-party operators.



Parkinson Recreation Centre Fitness Centre

The City of Kelowna owns and operates the PRC Fitness Centre, which includes a circuit training room, weight room, and cardio room.

Address	1800 Parkinson Street
Year Built	1972
Ownership	City of Kelowna owned and operated
Major Renovation(s)	Several throughout the facility’s lifespan, but overall is nearing the end of its service life.
Facility Amenities	• Circuit training room • Weight room • Cardio room • Fitness centre monitors and personal training
Facility Adjacencies	See description for Parkinson Recreation Centre Pool.
Facility Condition	Facility Condition: Building condition assessment report expected to be received February 28, 2023. Expected result: Significant investment likely required within the next 10 years (over \$10m) Concerns: Energy efficiency concerns, Building envelope condition
Planned Investments	• Parkinson Recreation Centre Updated Space Program developed in 2021 • Redevelopment identified within Kelowna’s 10-year Capital Plan
Other Notes	• Engagement work is ongoing to identify public desire for amenities for a new PRC as a full-service, multi-use recreation campus • The existing space is undersized and equipment does not meet modern user expectations



Kelowna Family YMCA Fitness Centre

There is a fully equipped indoor fitness centre located at the Kelowna Family YMCA.

Address	375 Hartman Road
Year Built	1981
Ownership	City of Kelowna owned, operated by the YMCA of Okanagan
Major Renovation(s)	5,000 square foot expansion in 2001; \$5.7 million expansion in 2011 that added a gym, walking track, youth zone, child and family resource centre, and additional fitness space. New change rooms in 2014.
Facility Amenities	• Fitness and weight training equipment • Indoor walking/running track • Newer changerooms • Personal and group training • Membership Plus category that provides adult-only change and shower areas and daily lockers
Facility Adjacencies	See description for Kelowna Family YMCA Pool
Facility Condition	2020 Building Condition Assessment. 10 year renewal projection: \$2.1M. Good - Moderate Significant investment likely required over the next 10 years (\$500k to \$2M) Concerns: Energy efficiency concerns
Other Notes	• Facility is open from 5:30 AM to 9 PM Monday to Friday, reduced hours on weekends and holidays • YMCA has been partnered with the City of Kelowna to operate this facility since 2001



H2o Fitness Centre

The H2O Fitness Centre is located Kelowna’s Mission Recreation Park.

Address	4075 Gordon Drive
Ownership	City of Kelowna owned, operated by the YMCA of Okanagan
Facility Amenities	• Cycle studio • Cardio and strength conditioning areas • Low-impact fitness equipment • Queenax functional training equipment • Stretching area • Accessibility elevator
Facility Adjacencies	See description for H2O Aquatic Centre
Facility Condition	2020 Building Condition Assessment. 10 year renewal projection: \$14M. Poor - Significant investment likely required within the next 10 years (over \$10m) Concerns: Energy efficiency concerns, Building envelope condition
Other Notes	• Regularly generates more revenues than expenses, typically by between 1.5 and 6% per year • City of Kelowna pays the YMCA an annual management fee to operate the facility on its behalf • Very busy • Modern equipment • Fitness drives membership • Completely full at times (at capacity during peak hours)



Kelowna Downtown YMCA Fitness Centre

The Kelowna Downtown YMCA has a 7,500 sq. ft. fitness centre.

Address	505 Doyle Avenue
Year Built	Opened in 2017
Ownership	Building is owned by Interior Health, operated by the YMCA of Okanagan
Major Renovation(s)	Facility opened in 2017
Facility Amenities	• Fitness and weight training equipment • Cycle studio • Cardio and conditioning areas • Low-impact fitness equipment • Queenax functional training systems • Stretching area • 800 sq. ft. group fitness studio • Multi-purpose room for meetings and programming • Membership Plus category that provides adult-only change and shower areas and daily lockers, towel service
Facility Adjacencies	The Downtown YMCA is situated on the corner of St Paul and Doyle on the main floor of the Kelowna Community Health and Services Centre building. The Innovation Centre, Memorial Arena, Okanagan Military Museum, restaurants, coffee shops, and so forth are all nearby.
Facility Condition	Good
Other Notes	• Offers personalized training services specific to those just starting to exercise and works closely with Interior Health • The facility experiences high levels of utilization and has modern equipment

Capital News Centre – Mission Fitness Centre

The Capital News Centre is a major indoor recreation facility located in the Mission Recreation Park. It contains two NHL-sized ice surfaces and several other amenities.

Address	4105 Gordon Drive
Ownership	City of Kelowna owned, third party operated
Facility Amenities	• Free weights, cardio machines, cable station, Keiser pulley, runner systems • Sport specific training options • Indoor walking/running track • Group fitness classes including spin, yoga, bootcamp, HIIT • Pilates and stretching area • Health and performance clinic (physio, athletic therapy, massage)
Facility Adjacencies	See description of Capital News Centre
Facility Condition	Building condition assessment report expected to be received April 30, 2023. Expected result: Poor - Significant investment likely required within the next 10 years (over \$10m) Concerns: Energy efficiency concerns, Building envelope condition
Planned Investments	• Chiller and condenser replaced in 21/22
Other Notes	• Operated by GSL Group • Facility operates daily between 6:00 AM and 11:45 PM



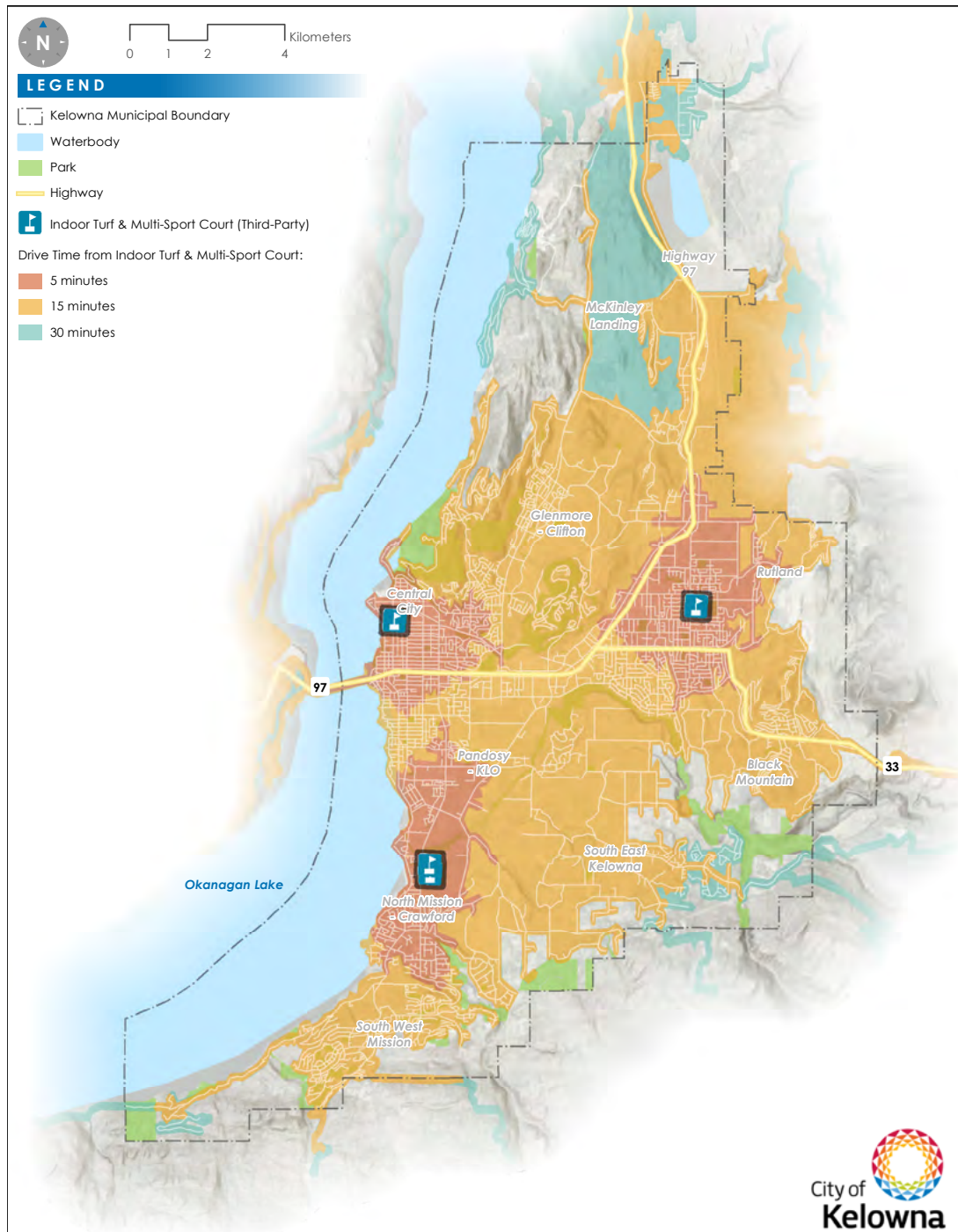
UBC Okanagan Fitness Centre

The University of British Columbia Okanagan owns and operates the Hangar Fitness and Wellness Centre.

Address	3333 University Way
Year Built	1994
Ownership	Owned and operated by University of British Columbia Okanagan
Facility Amenities	• 4,000 sq. feet of cardio equipment, array of weight machines, open spaces • Free weight studio • Lower level houses three fitness studios • Group fitness classes and student club programming • Spin studio with 20 spin bikes • Running corridor
Facility Adjacencies	Large University campus near the Kelowna International Airport
Facility Condition	Good
Planned Investments	• UBCO gymnasium expansion and new field house developments are on the radar for UBC but are currently low-priority projects and are not anticipated for the 2022-2027 capital planning period. • \$30 million is projected for expanding the gymnasium and an additional \$16 million is projected for a new field house
Other Notes	• UBCO is planning to double the size of its campus by 2040, which will greatly increase student body and staff sizes • The facility experience high utilization, especially during peak hours

Indoor Turf & Multi-Sport Courts

There are four indoor turf and multi-sport court facilities in Kelowna, all of which are operated by third-parties and two are also owned by the City of Kelowna. Multi-sport courts differ from gymnasium spaces in that they may have different floor treatments, line configurations, netting, and other equipment and features to more easily accommodate activities such as pickleball, badminton, tennis, and so forth. The overall size of multi-sport court facilities can be much smaller than standard gymnasiums as well, requiring less space and often lower financial investment.



Capital News Centre Indoor Turf Fields

There are two full-sized indoor turf fields located in the Capital News Centre, complete with lines, bleachers, and support amenities like change rooms and concession areas.

Address	4105 Gordon Drive
Ownership	City of Kelowna owned, third party operated
Facility Amenities	• Two full-size indoor turf fields with lines • Change rooms • Second level walking/running track overlooking the fields • Spectator seating areas • Concession areas • Within the larger Capital News Centre (ice arena, library, sports medicine, fitness centre)
Facility Adjacencies	See description of Capital News Centre
Facility Condition	Building condition assessment report expected to be received April 30, 2023. Expected result: Poor - Significant investment likely required within the next 10 years (over \$10m) Concerns: Energy efficiency concerns, Building envelope condition
Planned Investments	• Chiller and condenser replaced in 21/22
Other Notes	• Operated by GSL Group • Facility regularly operates from between 6:00 AM and 11:45 PM • The facility is well utilized during prime time hours • The facility requires some functional maintenance (new turf, glass boards, etc.)

Kelowna United Dome - Mission

Kelowna United Football Club operates the Mission soccer dome, which is owned by the City of Kelowna. The dome is located within the Mission Recreation Park and is proximate to the H2o Centre. It opened in 2013.

Address	1415 Hunter Ct
Year Built	2013
Ownership	City of Kelowna owned, third party operated
Facility Amenities	• 41x64m artificial turf pitch that can be divided into 2 or 3 equal playing surfaces • Dividing nets to divide the pitch • Soccer nets for all age groups • Air supported dome allows for year-round play, 12m height
Facility Adjacencies	Yes, located in the Mission Recreation Park (Capital News Centre, H2O Aquatic & Fitness Centre, Kelowna Regional Library, Mission Softball Complex, Kinsmen Media Centre, Mission Sports Fields, Mission Artificial Turf), Lanse-Au-Sable Elementary School, Boomer's Bar & Grill, Michaelbrook Golf Course
Facility Condition	Good
Other Notes	• Operated by Kelowna United FC

Kelowna United Dome - Rutland

Kelowna United Football Club owns and operates the Rutland soccer dome. The dome is located within the Rutland Recreation Park.

Address	725 Rutland Rd
Year Built	2018
Ownership	Operated by Kelowna United on SD23 land
Facility Amenities	• 41x64m artificial turf pitch that can be divided into 2 or 3 equal playing surfaces • Dividing nets to divide the pitch • Soccer nets for all age groups • Air supported dome allows for year-round play, 12m height
Facility Adjacencies	Yes, located in the Rutland Recreation Park (Kelowna Family YMCA, Rutland Arena, Sport Kelowna Centre, Rutland Activity Centre, Rutland Sports Fields, BMX Track, Boys and Girls Club, Dog Park, Community Garden, Okanagan Gymnastics Centre). Adjacent to Rutland Senior, Middle, Elementary Schools.
Facility Condition	Good
Other Notes	• Operated by Kelowna United FC

Central Sports Club – Multi-Court

Central Sports Club is an indoor sports facility within Kelowna's Cultural District. The facility hosts a variety of activities, including league play for various activities, drop ins, and rentals.

Address	1155 Ellis Street
Year Built	2014
Ownership	Third party
Facility Amenities	• Indoor multi-court facility that can accommodate volleyball, basketball, ball hockey, futsal, and roller derby • Lines for multiple sports • Boarded • Metal frame and fabric structure • Capacity for up to 250
Facility Adjacencies	Yes, located in the Kelowna Cultural District across from Prospera Place arena and event centre, waterfront park and promenade, hotels, restaurants, coffee shops, convenience shops, RCMP detachment, indoor badminton club, Elks baseball stadium, Kings baseball stadium, Kelowna Curling Club, Rotary Centre for the Arts, and Kelowna Art Gallery
Facility Condition	Good
Other Notes	• Operated by Central Sports Club

Kelowna Badminton Club

The Kelowna Badminton Club has been operating in the heart of Kelowna’s Cultural District for more than 70 years. The Club offers memberships and drop-in badminton programming.

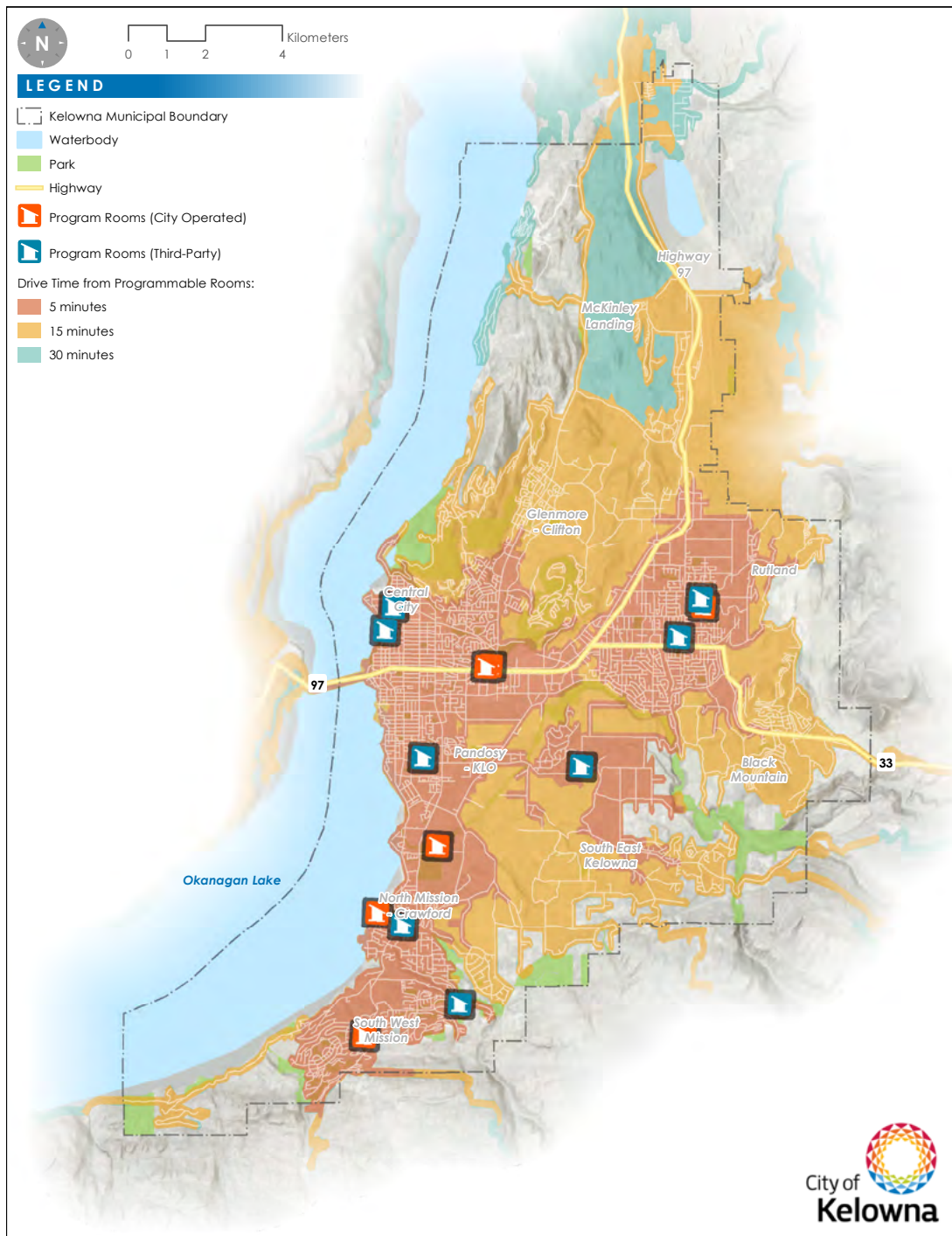
Address	1098 Richter St
Ownership	City
Facility Amenities	- Indoor badminton facility with 5 dedicated courts, hardwood flooring and green walls/ flooring around the court to improve visibility - Change rooms, showers - Second floor mezzanine space with viewing lounge and seating - Full kitchen
Facility Adjacencies	Yes, located in the Cultural District.
Facility Condition	Good
Other Notes	Operated by the Kelowna Badminton Club, which has been operating for more than 70 years at its current location



Photo: kelownabadminton.ca/wp-content/uploads/2021/10/lr-2-scaled-1-1536x1152.jpg

Program Rooms

There are dozens of program rooms within the City of Kelowna, of various configurations, sizes, and capacity, as well as ownership and operations. The majority of these rooms are owned by the City of Kelowna and about half are both owned and operated by the City. For conciseness, program rooms are grouped into three categories rather than individually listed: City owned and operated, City owned and third-party operated, and third-party owned and operated.



City of Kelowna Owned and Operated Program Rooms

The City of Kelowna owns and operates program rooms in six facilities: Parkinson Recreation Centre, Parkinson Activity Centre, Rutland Activity Centre, Okanagan Mission Activity Centre, Cedar Creek Community Hall, and Kinsmen Media Centre. There are a total of 12 program rooms owned and operated by the City of Kelowna.

Address	Various
Year Built	Various
Ownership	City of Kelowna owned and operated
Major Renovation(s)	Unknown / Variable (see below for info, where available)
Facility Amenities	• PRC: (4) program rooms range in size from 1,800 to 6,000 sq. ft and capacities of 100 to 450 people. There are also banquet rooms, a commercial kitchen, meeting rooms, outdoor meeting areas with a BBQ and multi-use rooms with chairs, tables, exercise mats, and other equipment • PAC: (2) two main program rooms, the Activity Room that is 1,100 sq. ft. with capacity for up to 50 and the Main Hall that is 3,400 sq. ft. with a capacity for up to 250. A fully equipped commercial kitchen is available • RAC: (1) main hall used as a program room with capacity for 150 people. Tables and chairs are available to seat around 30 people. Kitchen facility available with a fridge, stove, and sink • OKMAC: (1) main hall used as a program room with capacity for up to 70, including with tables and chairs. Kitchen has a stove, fridge, and sink • CCCH: (3) main hall used as a program room with capacity for around 30 people, with tables and chairs. Kitchen has a stove, fridge, and sink. Community room includes a separate kitchenette and meeting room is 900 sq. ft. and has a capacity for up to 100 people. A separate meeting room is approximately 325 sq. ft. and has capacity for up to 30 people • KMC: (1) program room with capacity for approximately 60, with tables and chairs available to seat approximately 40 people
Facility Adjacencies	Variable, see previous descriptions of facilities for more information. Typically are located in larger parks or recreation areas. OKMAC facility is adjacent to beaches and playground, community garden, tennis courts, schools, and the Central Okanagan Sailing Association. CCCH is near Chute Lake Elementary school, businesses, and child minding services.
Facility Condition	Variable, see other facility descriptions for details on general condition where available
Other Notes	• PAC: multi-use spaces are joint use between the City of Kelowna and Parkinson Seniors Society • RAC: joint-use facility between the City of Kelowna and Rutland Seniors Centre Society • OKMAC: shared use facility operated in collaboration between the City of Kelowna and the Okanagan Mission Seniors Centre Society. City uses the facility for recreation and culture programs/rentals on weekends and during the evenings

City of Kelowna Owned / Third-Party Operated Program Rooms

The City of Kelowna owns an additional seven facilities that are operated by third-party partners that contain program rooms: Kelowna Curling Club, Rotary Centre for the Arts, Okanagan Mission Community Hall, East Kelowna Hall, Rutland Centennial Hall, Okanagan Gymnastics Centre, and the Boys & Girls Club Rutland Gym. There are a total of 14 program rooms that are operated by third-party partners in Kelowna.

Address	Various
Year Built	Various
Ownership	City of Kelowna owned, third party operated
Major Renovation(s)	Unknown / Variable (see below for info, where available)
Facility Amenities	• Kelowna Curling Club: (1) multi-purpose room and meeting area with viewing area of the curling rink. Licensed restaurant, catering available, commercial kitchen, games area, and 12 sheets of curling ice • Rotary Centre for the Arts: (1) Mary Irwin Theater has 326 seats and has state-of-the-art lighting, sound, stage equipment, and top quality acoustics. Regularly used for music and dance recitals, concerts, theatre productions, concerts, and corporate presentations and meetings • Okanagan Mission Community Hall: (2) big hall has capacity for up to 250, with up to 170 seated at round tables and 210 with rectangular tables and a dance floor. Small hall log cabin has a capacity for up to 75 with up to 60 seated • East Kelowna Hall: (3) large open hall space with over 1,700 sq. ft. in open space, capacity for up to 210 seated. Back stage meeting room and centennial meeting room, accommodation details unknown. Recently upgraded kitchen, tables and chairs available for rent • Rutland Centennial Hall: (1) 6,000 sq. ft. venue with stage, full kitchen facility, bar service area, new AV equipment, high speed internet. Can accommodate up to 375 guests seated. Tables, chairs, tents are also available, as well as an audio sound board, two projector screens, and LED stage lighting for the dance floor • Okanagan Gymnastics Centre: (2) multi-purpose instruction studio and multi-purpose meeting room. 12,000 sq. ft. state-of-the-art facility with gymnastics apparatus and concession area and viewing gallery • Boys & Girls Club – Rutland Gym: (4) two larger program rooms, one small program room, computer lab. Facility also includes an elementary-sized gymnasium space, daycare facility, admin offices, full kitchen, washrooms, and there is a playground outside on site
Facility Adjacencies	Variable, see previous descriptions of facilities for more information. Kelowna Curling Club is located near Elks Stadium, Kelowna Badminton Club, Central Sports Club, and waterfront park, as well as Okanagan Rail Trail access. Rotary Centre for the Arts is located within the Cultural District. Okanagan Mission Community Hall is located near Okanagan Mission Tennis Courts, two schools, and a community garden. East Kelowna Hall is located near two softball diamonds, golf courses, and a winery. Rutland Centennial Hall is located near an RCMP community police office, sports fields, parks, a City transit exchange loop, and basketball courts.

Facility Condition	• Kelowna Curling Club: Building condition assessment report expected to be received April 30, 2023. Expected result: Fair - Significant capital investment or complete replacement likely required over the next 10 years (\$2m to \$10m) » Major Renovations Completed: Refer to past capital expenditures » Planned Investments: Refer to capital plans (TYCP) • Rotary Centre for the Arts: 2021 Building condition assessment. 10 year renewal projection: \$6M. Fair - Significant capital investment or complete replacement likely required over the next 10 years (\$2m to \$10m) » Concerns: Energy efficiency concerns, Building envelope condition » Major Renovations Completed: Refer to past capital expenditures » Planned Investments: Refer to capital plans (TYCP) • Okanagan Gymnastics Centre: 2022 building condition assessment. 10 year renewal projection: \$6M. Fair - Significant capital investment or complete replacement likely required over the next 10 years (\$2m to \$10m) » Concerns: Energy efficiency concerns, Building envelope condition » Major Renovations Completed: Refer to past capital expenditures » Planned Investments: Refer to capital plans (TYCP) • Boys & Girls Club - Rutland Gym: 2022 building condition assessment. 10 year renewal projection: \$3.9M. Fair - Significant capital investment or complete replacement likely required over the next 10 years (\$2m to \$10m) » Concerns: Energy efficiency concerns, Building envelope condition » Major Renovations Completed: Refer to past capital expenditures » Planned Investments: Refer to capital plans (TYCP)
Planned Investments	• Unknown / Variable
Other Notes	• Kelowna Curling Club is available for pickleball in the curling off-seasons, with both lessons and booking times available

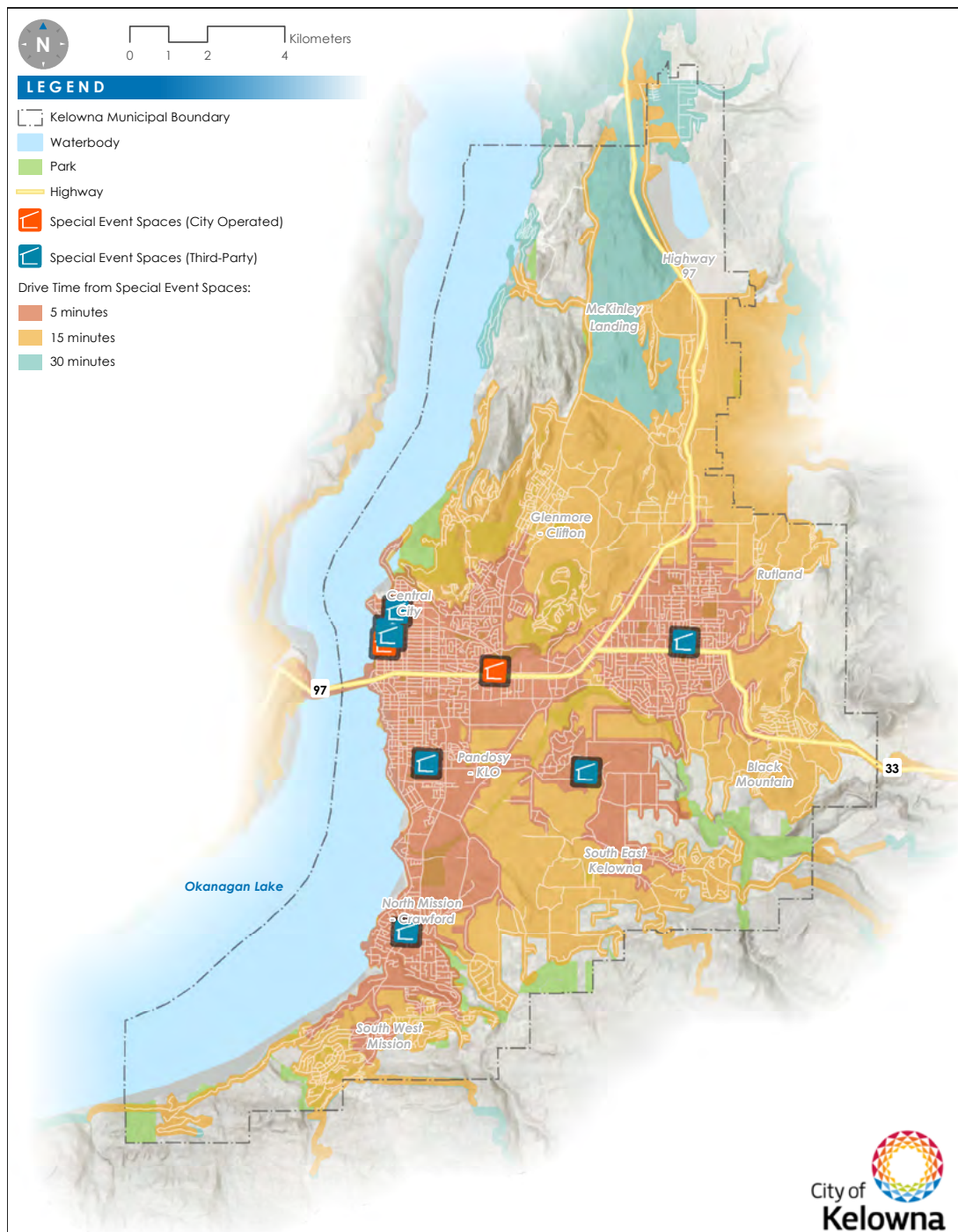
Third-Party Owned and Operated Program Rooms

Finally, there are an additional two facilities owned and operated by third-parties that contain program rooms: Okanagan College and Canyon Falls Middle. There are a total of six program rooms that are accessible within these facilities.

Address	1000 KLO Road (OKC) + 1211 Frost Rd
Ownership	Third-party owned and operated: Okanagan College and School District 23
Facility Amenities	• Okanagan College: (2+) Centre for Dialogue has capacity for 40 and includes a projector and screen. Theater has seating for up to 240 and a projector and screen. Other spaces that are available include The Pit and OKC Classroom spaces, which could not be quantified for this report. • Canyon Falls Middle School: (4) There are four program rooms located within Canyon Falls Middle, including the Bear's Den, Grizzly Room, Quail Room, and Sparrow Room. Athletic fields and gymnasium are also available through a joint use agreement
Facility Adjacencies	Okanagan College has several other facilities on-campus, including the Centre for Learning, Trades Learning Centre and childcare areas. Located near a high school and middle school with sports fields and is proximate to shopping areas. Canyon Falls is proximate to Ponds Sports Fields, several trails and pathways, Okanagan Mission Secondary, child care facilities, and commercial shopping areas.
Facility Condition	Unknown / variable
Planned Investments	• Unknown / variable
Other Notes	• N/A

Special Event Spaces

There are 11 facilities within Kelowna that can accommodate special events, three of which are owned and operated by the City of Kelowna, seven that are owned by the City but operated by a third-party partner, and one that is owned and operated by a third-party. Following the same approach used for program rooms, facilities are once again grouped into three categories: City owned and operated, City owned and third-party operated, and third-party owned and operated. Please note that there may be some overlap between this facility type and program rooms, as in some cases spaces can be used for both programming and special events.



City of Kelowna Owned and Operated Special Event Facilities

The City of Kelowna owns and operates three special event spaces: Parkinson Recreation Centre, Kelowna Community Theatre, and Black Box Theatre.

Address	Various
Year Built	PRC: 1972; Kelowna Community Theatre / Black Box: 1962
Ownership	City of Kelowna owned and operated
Major Renovation(s)	Kelowna Community Theatre / Black Box: 1970, 1988, 2021
Facility Amenities	• PRC: program rooms range in size from 1,800 to 6,000 sq. ft. and can accommodate between 100 and 450 people for special events, including meetings, conferences, banquets, and so forth. Facility also includes multi-use rooms, BBQ area, and kitchen • Kelowna Community Theatre: large main stage theatre with orchestra pit, loading bay, and seating for 853, including wheelchair accessible seating. Main stage has audio, video, and projection equipment, as well as lighting, ladders, lifts, risers, and pianos. Includes two dressing rooms, a group dressing room, showers, and laundry facilities. Lobby space is two levels and has two bar areas. Tables, tablecloths, and chairs are available. Theatre regularly hosts conferences, classes, performances, meetings, and receptions. Staffed by technical experts for performances and events and has state-of-the-art technical systems • Black Box Theatre: located within the Kelowna Community Theatre. 1,200 sq. ft. multi-purpose room that can be used as a separate performance space or included with the main stage as a rehearsal or meeting space. Includes a bar, fridge, PA system, lighting and video systems, tables, chairs, and risers. Max capacity of 125, 106 when licensed to serve alcohol.
Facility Adjacencies	See previous sections for description for PRC. Both Kelowna Community Theatre and Black Box Theatre are within the downtown arts district, which includes the Laurel Packinghouse, Rotary Centre for the Arts, Kelowna Art Gallery, hotels, restaurants, and Waterfront Park.
Facility Condition	Good (for Kelowna Black Box Theatre) • Kelowna Community Theatre: 2021 Building condition assessment. 10 year renewal projection: \$2.7M. Fair - Significant investment likely required over the next 10 years (\$2m to \$10m) » Concerns: Energy efficiency concerns
Other Notes	• N/A

City of Kelowna Owned / Third-Party Operated Special Event Facilities

The City of Kelowna owns an additional seven facilities that are operated by third-party partners that can host special events: Prospera Place, Kelowna Curling Club, Laurel Packinghouse, Rotary Centre for the Arts, Rutland Centennial Hall, Okanagan Mission Hall, and East Kelowna Hall.

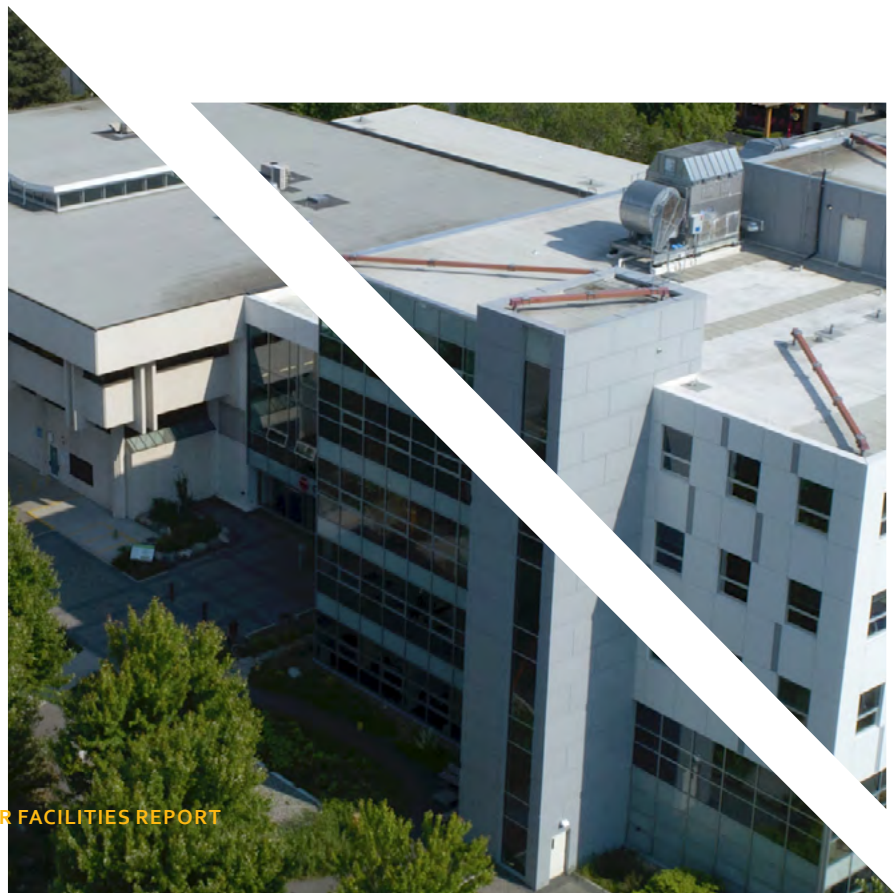
Address	Various
Year Built	Various. Prospera Place: 1998; Rotary Centre for the Arts: 2002; Laurel Packinghouse: 1918
Ownership	City of Kelowna owned, third-party operated
Major Renovation(s)	Laurel Packinghouse underwent revitalization in 2010. East Kelowna Hall recently upgraded kitchen space
Facility Amenities	• Prospera Place: major special event facility with seating for 6,800+. Please see Arenas section for more information. Regularly hosts major concerts, tournaments, and other events • Kelowna Curling Club: see Program Rooms section for a description of amenities • Laurel Packinghouse: two-storey heritage building with full basement/cellar space that is accessible by loading bays and a staircase. 4,275 sq. ft. of open space for events and capacity for 300. Home to the Okanagan Wine & Orchard Museum and gift shop and public washrooms, full kitchen, raised 10'x10' raised stage, screen, podium, tables, chairs and access to a rear patio / courtyard • Rotary Centre for the Arts: Mary Irvin Theatre is an important venue for dance recitals, theatre performances, concerts, and corporate meetings. Accommodates 326 over three levels. State-of-the-art AV equipment. Facility also includes artist studios, a pottery studio, galleries, dance studio, meeting rooms, atrium space, box office, and bistro. • Rutland Centennial Hall: 6,000 sq. ft. venue with stage, bar, full kitchen, and capacity for 375. Chairs, tables, tents are available as well. • Okanagan Mission Hall: main hall space has capacity for up to 250, small hall for up to 75, reduced capacity for seated events. • East Kelowna Hall: large hall can accommodate weddings, parties, banquets, festivals, and other special event spaces. 34'x51' open space with capacity for up to 210 people
Facility Adjacencies	See previous facilities for facility adjacency descriptions
Facility Condition	• Prospera Place: 2021 building condition assessment. 10 year renewal projection: 8.2M. Fair - Significant investment likely required over the next 10 years (\$2m to \$10m) » Concerns: Energy efficiency concerns, Building envelope condition • Kelowna Curling Club: Building condition assessment report expected to be received April 30, 2023. Expected result: Fair - Significant investment likely required over the next 10 years (\$2m to \$10m) • Laurel Packinghouse: 2021 building condition assessment. 10 year renewal projection: \$4.4M. Fair - Significant investment likely required over the next 10 years (\$2m to \$10m) » Concerns: Energy efficiency concerns

Planned Investments	Unknown / Various
Other Notes	Prospera: Operated by GFL Laurel Packing House: Operated by the Kelowna Museums Society and was Kelowna's first designated heritage building

Third-Party Owned and Operated Special Event Facilities

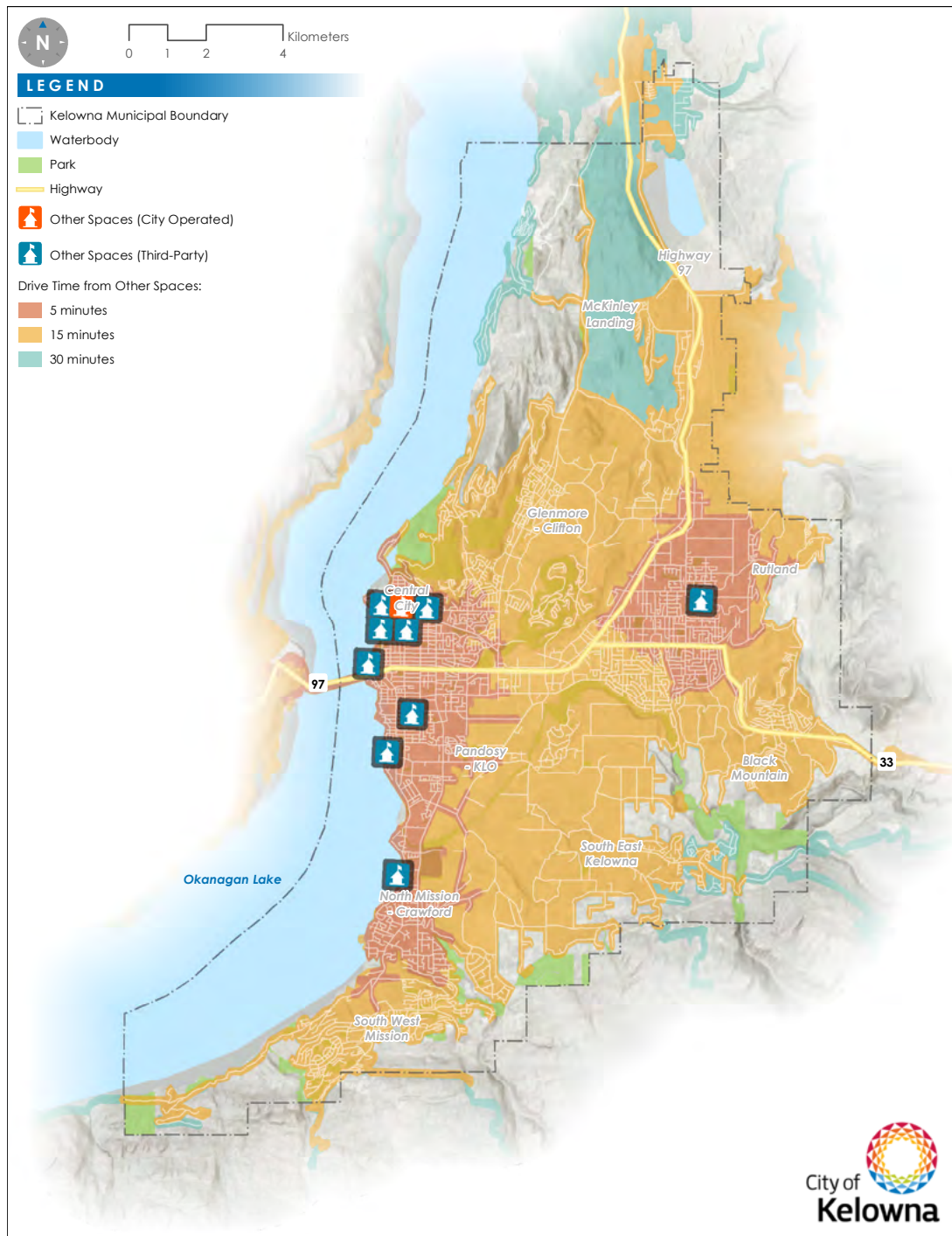
Finally, there is one additional special event facility owned and operated by a third-party: Okanagan College.

Address	1000 KLO Road
Ownership	Third party
Facility Amenities	- Theatre space has capacity for 240 with AV equipment - Dozens of classroom spaces - Centre for Dialogue has capacity for 40 with AV equipment - Green spaces and courtyard can also be rented for events
Facility Adjacencies	See previous facility description in previous section
Facility Condition	Good
Other Notes	N/A



Other Indoor Facilities

Finally, there are several other indoor facilities that also fill recreation needs and demand within Kelowna that may not fit cleanly into one facility-type category. These facilities include: Kelowna Bocce Club, Kelowna Badminton Club, Kelowna Paddle Centre, Central Okanagan Sailing Association, Kelowna Yacht Club, Elks Batting Cage, and Kelowna Lawn Bowling Club. Except for the Elks Batting Cage, all these facilities are owned by the City of Kelowna and are operated by third-party partners.



Kelowna Bocce Club

The Kelowna Bocce Club was established in 1983 and has been operating for more than 40 years.

Address	2340 Aberdeen Street
Ownership	City
Facility Amenities	• Three indoor bocce lanes • Fully equipped clubhouse with kitchen, washrooms, and yard area for picnics and other gatherings
Facility Adjacencies	Yes, located in Cameron Park and is close to Raymer School, daycares, and other commercial services
Other Notes	• Operated by the Kelowna Bocce Club



Kings Stadium

Kings Stadium is an outdoor ball stadium with bleachers, concession area, and an indoor multi-purpose room that can be used for programming

Address	531 Gaston Ave
Ownership	City
Facility Amenities	- Outdoor ball diamond with concession - Multi-purpose room
Facility Adjacencies	Yes, located at the corner of Gaston and Richter, near Prospera Place and Elks Stadium.
Facility Condition	Good
Planned Investments	- Regular maintenance and upgrades are performed as needed, for example installing plexiglass for safety, repainting fences and surfaces, and maintaining equipment - New motion security lights, dressing room maintenance, and a PA system are capital projects anticipated in the coming year
Other Notes	- Operated by Kelowna Major Men’s Fastball Association - Utilized for league play, tournaments, and special events

Kelowna Paddle Centre

The Kelowna Paddle Centre is a non-profit society that offers paddling and water activity programming for families, individuals, and competitors. They operate a small indoor space that has change rooms and showers, as well as room for boat storage.

Address	3020 Abbott St
Ownership	City
Facility Amenities	• Indoor space with change rooms, showers • Boat storage for members
Facility Adjacencies	Yes, located near Abbott Park Beach and Pandosy Waterfront Park. Commercial services nearby on Pandosy St.
Facility Condition	Good
Other Notes	• Operated by the Kelowna Paddle Centre Society • A new paddle centre is currently being constructed



Central Okanagan Sailing Association

The Central Okanagan Sailing Association is a non-profit sailing club located in Kelowna’s Lower Mission area and is home to one of Canada’s largest sailing schools, with more than 3,000 students sailing and surfing each year.

Address	4220 Hobson Rd
Ownership	City
Facility Amenities	• Meeting room • Viewing deck • Locker room with change rooms and showers • BBQ area • Full kitchen • More than 100 spaces for sailboat moorage • Covered racks for windsurfer storage
Facility Adjacencies	Yes, located near Okanagan Mission Activity Centre and elementary schools
Facility Condition	Good
Other Notes	• Operated by the Central Okanagan Sailing Association

Kelowna Yacht Club

The Kelowna Yacht Club a non-profit organization and is Canada's largest fresh-water marina with more than 1,000 boat slips. The Club operates a well-equipped clubhouse facility with amenities that include a private banquet space and member-exclusive lounge.

Address	1370 Water St
Year Built	2013
Ownership	Third party
Major Renovation(s)	Moorage expansion in 2011, new clubhouse in 2013
Facility Amenities	• Indoor banquet space for up to 350 for meetings, conferences, special events, holiday parties, and fundraisers; four separate rooms • Meeting space with AV equipment and video conferencing capabilities • Member lounge area • Café • Paddle and boat rentals • Moorage for more than 1,000 boats
Facility Adjacencies	Yes, located in the Kelowna Cultural District and is close to Kelowna Community Theatre, tourism visitor centre, hotels, Stuart Park, City Park, Waterfront Park, and several restaurants
Facility Condition	Good
Other Notes	• Operated by Kelowna Yacht Club, which was founded in 1945 and celebrated its 75th year of operations in 2020 • Programming, camps, and races are all organized by the Yacht Club

Kelowna Lawn Bowling Club

Established in 1990, the Kelowna Lawn Bowling Club organizes play for members and rents greens and the clubhouse for charitable events and corporate groups.

Address	1600 Abbott St
Ownership	City
Facility Amenities	• Change rooms, washrooms • Full kitchen • Meeting room • Outdoor viewing area • Full lawn bowling pitches
Facility Adjacencies	Yes, located in City Park and near volleyball and basketball courts, tourism visitor centre, and the waterfront pathway
Facility Condition	Good
Other Notes	• Operated by the Kelowna Lawn Bowling Club



Facility Utilization

This section presents and analyzes all utilization data available for indoor recreation facilities inventoried above, characterizing utilization as follows:

- **Unknown** – utilization data is not available or is insufficient to characterize usage
- **Underutilized** – significant capacity exists to accommodate additional programming / public use
- **Moderately Utilized** – some capacity may exist to accommodate additional programming / public use, but utilization may be constrained by factors including facility age and condition, inadequately sized amenities, shared-use agreements, and so forth.
- **Highly Utilized** – little to no capacity exists to accommodate additional programming / public use, either directly or without negatively impacting some users (e.g. drop-ins, etc.)

Where data was available, information on total hours of availability, utilization rates, maintenance periods, usage characteristics, and other information is presented, along with an overall characterization of utilization. Summary statements are presented at the end of each indoor recreation facility type.



Arenas						
Facility	Available Ice (hrs)	Regular Season (Sept-March)	Spring/Summer (Apr-Aug)	Annual Maintenance	Notes	Utilization Status
Rutland Arena (2019)	241.5 hours / week	Prime: 99% (4,856 hours booked) Non-Prime: 89% (797 hours booked)	60% utilized (1,517 hours booked)	3-4 weeks per ice sheet annually	Total hours booked has grown each year since 2010	Highly Utilized
Memorial Arena (2019)	120.75 hours / week	Prime: 99% (2,428 hours booked) Non-Prime: 88% (392 hours booked)	No ice usage in spring/summer Used for lacrosse games/ Tournaments and special events	3-4 weeks per year	Total hours booked has grown each year since 2010	Highly Utilized
Capital News Centre (2019)	248.5 hours / week	Prime: 98% (5,250 hours booked) Non-prime: 90% (980 hours booked)	60% (1,616 hours booked)	3 weeks per year, falling between June and July	Community booking priority times between 2 PM and 8 PM are fully utilized	Highly Utilized
Propsera Place (2019)	31.5 hours / week (1500 per year)	33% (500 hours booked)	3% (50 hours, for tournaments or special events)	3-4 weeks per year	Rockets WHL franchise and special events limits public / City access	Underutilized, but difficult to access

- **There is significant unmet demand for ice within Kelowna.** The City of Kelowna regularly receives requests for ice time that cannot be accommodated, including from minor sport organizations, adult leagues, School District 23, spring ice groups, camps and clinics, tournaments and special events, hockey schools and academies, as well as for City-run programming
- **There are also challenges related to arenas.** These include significant wait lists, near-full utilization of prime time hours, annual maintenance closures due to aging facilities, some building deficiencies (especially with Memorial Arena), and lack of modern amenities overall. As a result, user groups must often look to other communities to book ice time.
- **More ice is needed in Kelowna to accommodate existing and future demand.** Prime-time ice is fully utilized during the regular season. No additional capacity exists to accommodate any growth in existing user or potential user need for ice time within Kelowna.

Aquatic Centres

Facility	Visitation	Usage Characteristics	Annual Maintenance	Notes	Utilization Status
Parkinson Recreation Centre Pool (2021, excludes courses)	Aquatic membership visits: 6,455 Aquatic drop in visits: 4,254 Aquatic online bookings: 16,411 Total: 27,220 visits (impacted by pandemic) Approximately 133,000 hours of total facility client usage in 2019	Summer: 84% program usage 16% rental usage Winter: 89% program usage 11% pool usage	Variable, but increasing each year as the pool ages	2021 visit data impacted by pandemic Swim programs dominate usage, with aquatics programs at 86% capacity (users / capacity) Minimal capacity exists to accommodate any additional demand	Highly Utilized
H2o Aquatic Centre (2019)	7,369 average monthly members, 6.3 scans per member: 46,424 visits 104,609 drop-in visits Total: 151,033 visits	Rental allocation between school and swim clubs is approximately 70-30% Rental usage is at full capacity Drop in admissions increasing at a rate of 3% per year Membership retention is high, around 63% annually and total month end members have grown from 5,000 in 2014 to 7,369 in 2029	Variable	Rental usage is at capacity and can only be increased at the expense of member, drop-in, and program usage New memberships continue to outpace annual membership cancellations Swim club usage has increased over time and there is now excess demand	Highly Utilized

Facility	Visitation	Usage Characteristics	Annual Maintenance	Notes	Utilization Status
Kelowna Family YMCA Pool (2020 partner report)	Total of 13,520 visitors in 2020 Data excludes member scan visits Data is for whole facility, rather than different program areas	Regularly used for swim lessons, lifeguard training, as well as drop in swimming COVID-19 pandemic significantly reduced member numbers	Variable	YMCA anticipates membership growth but unlikely to return to pre-COVID numbers in 2022 Reduction in some programming has occurred due to lack of financial resources/staffing Partner report data insufficient for detailed utilization analysis	Highly utilized

- **The Parkinson Recreation Centre Pool and H2o Aquatics Centre are highly utilized.** There is excess demand for swim times from users and clubs and all facilities, the only way to accommodate this demand is to reduce member and drop-in hour availability.
- **The Parkinson Recreation Centre Pool is nearing end-of-life.** As identified within the City's 10 Year Capital Plan and recent efforts to update a proposed functional space plan and to conduct public engagement to identify priorities, redeveloping the PRC is a key priority.

Gymnasiums

Facility	Visitation	Usage Characteristics	Annual Maintenance	Notes	Utilization Status
Parkinson Recreation Centre Gymnasium (2021, data presented for entire facility not just gymnasium)	Membership visits: 17,611 Drop in visits: 4,254 Total: 21,865 visits (impacted by pandemic) Approximately 133,000 hours of total facility client usage in 2019	Combination of programming, drop in, and rental usage	Variable	Trends within sport and recreation suggest that multi-purpose gymnasium type spaces are under greater demand given flexibility Current PRC gymnasium is undersized and cannot host many competitive sports	Highly Utilized (but limited due to gymnasium size)
Kelowna Family YMCA Gymnasium (2020 partner report)	Total of 13,520 visitors in 2020 Data excludes member scan visits Data is for whole facility, rather than different program areas	Regularly used for programming and drop in sports	Variable	Partner report data insufficient for detailed utilization analysis	Highly utilized
School District 23 Gymnasiums (2019-2021 where available)	BHE: 231 hours in '19, 220 hours in '20 Canyon Falls: 202 hours in '20, 487 hours in '21 OKM: 375 hours in '19, 220 in '20 WRE: 2,031 hours in '19, 1,226 in '20 SKE: 446 hours in '19, 502 in '20	Joint-use agreement provides City of Kelowna first right of access to School District 23 on set-hour schedules, typically more limited during the school year Used by the City to deliver programming, including summer camps and other activities	Variable	Collectively, School District 23 facilities typically accommodate an additional 3,000+ hours of gymnasium programming WRE is the most utilized School District 23 facility, followed by Canyon Falls and SKE	Moderate to Highly Utilized (OKM gymnasium as highly utilized)

Facility	Visitation	Usage Characteristics	Annual Maintenance	Notes	Utilization Status
UBC Gymnasium	Limited to no general public or user group availability due to in-house / student demands				
Boys & Girls Club Rutland Gymnasium (2020 partner report)	Gymnasium utilization information unavailable Total of 117,865 participants cumulatively across all BCG Kelowna registered programs	Utilized for BCG programming including for daycare and preschool play, after-school programs, recreation programs, and youth programs	Variable	Partner report data insufficient for detailed utilization analysis	Heavily used during prime hours with B&G

- **Overall gymnasium utilization is difficult to estimate due to the drop-in nature of many gymnasium-based activities.** Generally, gymnasium spaces within Kelowna likely range from under to moderately utilized based on available data.
- **The City of Kelowna operates just one indoor gymnasium at the PRC.** The gymnasium space at the PRC has been identified by users as being undersized to accommodate some recreational activities, specifically tournaments and competitions. Additional City-owned high performance gymnasium space is required to accommodate these types of events.
- **School District 23 Neighborhood Learning Centre facilities expand overall capacity for programming but are too facing capacity limitations.** OKM and Canyon Falls both have double gymnasiums available for City use, but OKM has limited availability given higher than anticipated school-demand. As School District 23 usage takes priority over the City's usage, increased school-demand for space and greater projected enrolment may further constrain public gymnasium availability.

Fitness and Wellness Centres

Facility	Visitation	Usage Characteristics	Annual Maintenance	Notes	Utilization Status
Parkinson Recreation Centre Fitness Centre (2021, data presented for entire facility not just gymnasium)	Membership visits: 17,611 Drop in visits: 1,484 Online booking fitness centre: 22,528 Total: 41,623 visits (impacted by pandemic) Approximately 133,000 hours of total facility client usage in 2019	Combination of membership visits, drop-in, bookings, programming, and rental usage	Variable	Trends within recreation suggest that individual pursuits, particularly on an unscheduled or spontaneous basis, are becoming more popular – including fitness training Drop-in wellness classes utilizing multi-purpose studio spaces, with movable equipment and customizable layouts, are also becoming more popular over time	Moderate to Highly Utilized
Kelowna Family YMCA Fitness Centre (2020 partner report)	Total of 13,520 visitors in 2020 Data excludes member scan visits Data is for whole facility, rather than different program areas	Combination of drop-in, membership visits, bookings, and programming / classes	Variable	Partner report data insufficient for detailed utilization analysis	Highly Utilized
H2o Fitness Centre (2019-2021 where available)	7,369 average monthly members, 6.3 scans per member: 46,424 visits 104,609 drop-in visits Total: 151,033 visits Visitation to fitness centre is unknown, data presented above is for the entire facility	See above	Variable	Partner report data is insufficient for detailed utilization analysis	Highly utilized

Facility	Visitation	Usage Characteristics	Annual Maintenance	Notes	Utilization Status
Capital News Centre Mission Fitness	Estimate of 300,000 participant / athlete visits per year (no data) Pandemic required Mission Fitness to close on several occasions	Combination of membership visits, drop in, and training / classes	Unknown	Partner reports aging facility is a challenge Group instruction has been suspended in light of the pandemic	Unknown, but likely moderate to highly utilized
UBC Okanagan Fitness Centre	Extremely high utilization with limited / no public or user group availability passes.				

- **Like with gymnasiums, utilization is difficult to estimate for fitness and wellness centres due to the scan-in or drop-in nature of many of these facilities. Partner reports in particular lack needed detail to understand supply/demand.** The City of Kelowna has the most detailed information available on visitors to the PRC Fitness Centre when compared to partner data, but it is difficult to estimate utilization overall. It is likely that facilities (pre-pandemic) were well-utilized overall (moderate to highly utilized).
- **The City of Kelowna operates just one fitness and wellness centre at the PRC.** Functional space planning for the new PRC will provide a significantly expanded fitness/wellness space that will allow for more programming and different programming types to be delivered, including studio spaces with industry standard finishes.
- **As restrictions from the pandemic ease and individuals return to more normal fitness/wellness routines, it is likely that demand for space and programming will rebound. Users have high expectations for fitness and wellness facilities, including for space and equipment.** Additional investment is needed to ensure that publicly accessible fitness and wellness spaces in Kelowna are modern, offering services and amenities users expect, and can be accessed on-demand/flexibly.

Indoor Turf & Multi-Sport Courts

Facility	Visitation	Usage Characteristics	Annual Maintenance	Notes	Utilization Status
Capital News Centre Indoor Turf Fields	Estimate of 300,000 participant / athlete visits per year (no data) Pandemic required Mission Fitness to close on several occasions	Leagues, tournaments, training camps, rentals	Unknown	Partner report identifies that increase soccer surfaces within Kelowna has created a challenge for demand	Unknown, but likely moderate to highly utilized
Kelowna United Dome - Mission (2021 AGM notes and financial statements)	No participation numbers provided, but a 4-week season was offered	Soccer leagues, academies, school usage, rentals, ultimate frisbee, other activities on a rental or regular programming basis	Unknown, likely minimal	Outside rentals cover servicing cost of the dome in regular years, only operating expenses have to be covered Kelowna United FC is in a good financial position with a positive cash balance	Unknown, but likely moderate to highly utilized
Kelowna United Dome – Rutland	See above	See above	See above	See above	See above
Central Sports Club Multi-Court	Utilization information is not available for the Central Sports Club, but the facility can be booked by the public and is open 7-days per week. Regularly hosts league play, drop-in and venue rentals for various sports including volleyball, basketball, ball hockey, roller-derby and so forth.				
Kelowna Badminton Club	More than 500 members in 2021, with 50% of members new to the Club since the start of COVID Courts are utilized 7 days per week, typically with one block of time (2-3 hours) in the AM and two in the PM (2-3 hours)	Training camps, competitive tournaments, introduction to the sport, clinics, and group bookings	Unknown	Floor has been identified as being in need of replacement and this would require partnering with the City to extend the lifespan of the facility	Utilized, with limited public accessibility

- **There is good supply of indoor turf in Kelowna, but overall level of demand is unknown.** The two indoor artificial turf fields within the Capital News Center are functional and are anecdotally heavily-utilized during prime time hours. Air-supported domes at Mission and Rutland enhance geographic distribution of access to these facilities.
- **Air supported artificial turf domes operated by Kelowna United FC are revenue positive.** Indoor field facilities are highly utilized during prime time hours.
- **There is only one indoor multi-sport court in Kelowna outside of gymnasium spaces.** The Central Sports Club independently owns and operates its facility downtown and is regularly used for various league and club programming and drop in activities / rentals. The facility features a soft floor surface and boards, allowing for multiple activities to be accommodated. Based on trends within the recreation sector, there is likely additional demand for this type of facility in Kelowna.

Program Rooms					
Facility	Visitation	Usage Characteristics	Annual Maintenance	Notes	Utilization Status
City of Kelowna Owned and Operated (2019 Stats Shared with City of Red Deer; Facility Usage Summary reports)	General: 66,890 hours of scheduled use of community/ neighbourhood centres that include meeting spaces (out of 156,845 hours available) PRC: 155,620 hours of usage in 2019, usage per room unavailable RAC: 21,736 hours of usage in 2019 OKMAC: 8,969 hours of usage in 2019 CCCH: 6,088 hours of usage in 2019 KMC: 5,760 hours of usage	Programming (City or third-party delivered), rentals, meetings, special events, camps, etc.	Unknown, variable based on age and condition of facilities	Utilization information for individual program rooms is unavailable for PRC	Variable, but likely moderate utilization

Facility	Visitation	Usage Characteristics	Annual Maintenance	Notes	Utilization Status
City of Kelowna Owned / Third Party Operated	Kelowna Curling Club: around 1,000 participants per year Rotary: regularly sees almost 15,000 hours of use, 2,500+ bookings in 2019 Okanagan Mission Hall: unknown, partner report does not provide information East Kelowna Hall: information not available Rutland Centennial Hall: information not available Okanagan Gymnastics Centre: more than 1,350 participants in programs per year Boys & Girls Club Rutland: unknown, partner report does not provide information	Primarily third-party programming, but depending on facility different activity types can be accommodated	See above	Utilization information for third-party operated facilities is generally unavailable or not presented in an hourly format based on annual partner reports	Highly utilized for operator programming
Third Party Owned and Operated	Utilization information is not available, but both Okanagan College and Canyon Falls Middle School have program rooms available for rental by the public.				

- **Overall, there is good inventory of program rooms within Kelowna.** In total, there are more than 32 program rooms that can be utilized for recreational programming, rentals, and so forth across Kelowna. The City of Kelowna directly owns and operates 12 program rooms within 5 facilities.
- **Partner reports paint an incomplete picture of demand for program room space.** An additional 14 program rooms can be accessed within third-party operated facilities across Kelowna, but based on information provided by partners, it is difficult to assess overall level of demand for these spaces. Standardizing information collected on program rooms, including hours of usage and total hours of availability, is recommended.
- **Reinvestment into City-owned and -operated program rooms is likely needed to continue meeting user needs and expectations, but investment into new spaces may not be needed.** Some City facilities, including PRC, are nearing the end of their functional lifespans and would benefit from updated amenities and features to continue meeting existing need and to accommodate future demand or desire for greater space flexibility.

Special Event Facilities

Facility	Visitation	Usage Characteristics	Annual Maintenance	Notes	Utilization Status
City of Kelowna Owned and Operated (2019 Stats Shared with City of Red Deer; Facility Usage Summary reports)	PRC: 155,620 hours of usage in 2019, usage per room unavailable Kelowna Community Theatre: average of 40-70 hours of usage per week; 211 events and 84,000 visitors in 2019 Black Box Theatre: average of 40-70 hours per week	Meetings, theatre productions, concerts, conferences, etc. Kelowna Community Theatre / Black Box are home to Ballet Kelowna, Okanagan Symphony Orchestra, and Kelowna Community Concert Association	Variable	Cultural Master Plan user surveying indicates that the KCT is at capacity with bookings, particularly from mid-April to mid-June, with a new 1,200 seat concert hall and 600 seat recital hall identified as desires	Moderate to highly utilized
City of Kelowna Owned / Third Party Operated	Prospera Place: unknown based on partner report, but typically there are dozens of special events each year, with visitation in the hundreds of thousands in regular years Kelowna Curling Club: 1,300+ participants in 2020 Laurel Packinghouse: 34,000 visitors in 2019 (Kelowna Museums Society) plus 26,200 users for rentals Rotary: regularly sees almost 15,000 hours of use, 2,500+ bookings in 2019 and 230,000 visitors Rutland Centennial Hall: information not available Okanagan Mission Hall: unknown, partner report does not provide information East Kelowna Hall: information not available	Meetings, theatre productions, concerts, conferences, weddings, reunions, league play, tournaments, etc. Prospera Place hosts many major special events each year, including PBR, high-profile concerts and shows. Laurel Packinghouse is home to the Okanagan Wine and Orchard Museum Rotary Centre for the Arts is regularly used for trade shows and art exhibitions, workshops, programming, etc. Events include Kelowna Culture Days, Fringe Festival, BC Interior Jazz Festival, etc.	Variable Cultural Facilities Master Plan provides detail on upcoming maintenance that is planned (Laurel Packinghouse, Rotary)	Cultural Facilities Master Plan identifies need for additional arts and studio spaces, as well as administration and office spaces; co-locating with other users, particularly arts-based, is attractive to users	Moderate to highly utilized

Facility	Visitation	Usage Characteristics	Annual Maintenance	Notes	Utilization Status
Third Party Owned and Operated	Utilization information is unavailable for Okanagan College, but numerous special events are held on-campus each year.				

- **There is good supply of small to medium sized special event spaces within existing facilities in Kelowna but larger event hosting space is limited.** There are several facilities with capacity to host special events, ranging from high-profile concerts, to tournaments, conferences, art exhibitions, theatre productions, and so forth.
- **Some special event spaces are highly utilized and may be nearing capacity.** Several facilities are likely near or at capacity for hosting special events, particularly the PRC, Kelowna Community Theatre, and the Rotary Centre for the Arts. Other special event spaces operated by third parties, such as the various halls, likely have additional capacity but may be constrained by facility age or having to compete, in-house programming demands with other venues with newer or more attractive amenities.
- **An opportunity exists for co-location of arts and culture groups within revitalized or new facilities, particularly if space programs can accommodate special events.** The Cultural Facilities Master Plan provides an excellent overview of the strengths and weaknesses of various cultural facilities in Kelowna, including the Kelowna Community Theatre, Laurel Packinghouse, and Rotary Centre for the Arts. In addition to the constraints identified in notes above, an important theme emerging from community engagement work for the Master Plan is that arts and culture groups are interested in being co-located and sharing space, as well as using non-traditional spaces to host events such as parkades and the indoor field domes. There is an opportunity for greater co-location of arts and culture special events and studio spaces and City of Kelowna recreation facilities, particularly in a revitalized PRC.

Other Indoor Facilities

Facility	Visitation	Usage Characteristics	Annual Maintenance	Notes	Utilization Status
Kelowna Bocce Club	Unknown. Weekly games and regular tournaments	Drop-in play, tournaments, team games / league play	Unknown	N/A	Unknown
Kings Stadium	Unknown	League play, tournaments	Unknown	Minimal information is available on usage of the multi-purpose room at Kings Stadium	Unknown
Kelowna Paddle Centre	Unknown	Drop-in programming, learn-to programs, summer camps, safety training, etc.	Unknown	Provides members with access to equipment and storage on site, as well as drop in access for guests of members	Unknown
Central Okanagan Sailing Association	Over 4,000 students per year	Learn to sail programming, safe boating courses, racing, instructor development, regatta hosting, and special events	Unknown	Operates one of the largest community sailing programs in North America	Unknown, but likely moderately utilized
Kelowna Yacht Club	Unknown	Boat mooring, special events, banquets, etc.	Unknown, newer facility	Canada's largest fresh-water marina with more than 1,000 boat slips	Unknown, but likely moderately to highly utilized (esp. boat slips)
Kelowna Lawn Bowling Club	350 members in 2021 / 22	Tournaments, league play, social functions, rentals	Regular annual maintenance does not require facility closure	N/A	Utilization is moderate (internal program usage)

- **There are several other indoor facilities operated by third-party partners that contribute to Kelowna's recreational landscape.** Many third-parties operating facilities classified as 'other' have been doing so for many decades and enhance public access to indoor spaces for recreation activities, including special events, meetings, how-to or learn-to programs, league play, tournaments, and so forth. These organizations should continue to be supported by the City.
- **Information provided by partners operating 'other' indoor facilities is limited.** Third-party operators provide the City with varying levels of detail and types of information, which makes estimating overall demand and utilization difficult. It is possible that these facilities have significant potential to accommodate additional recreational activity, but this potential cannot be determined through this review. Standardizing information collected from third-parties through annual reporting should be explored.





Benchmarking

To understand and contrast indoor recreation facility infrastructure provision in Kelowna with other Canadian municipalities, six communities were examined: Abbotsford, Kamloops, and Victoria in British Columbia; Red Deer, Alberta; Oakville, Ontario; and, Saskatoon, Saskatchewan. In addition to indoor recreation facilities, funding levels, program/delivery approaches, and notable recreation policies were also examined. Benchmarking research was conducted for major indoor recreation amenities and related assets/infrastructure (e.g. concession areas, etc.).

Comparing municipalities directly through benchmarking provides a general picture as to what level of service is being provided in other communities; however, all communities are unique and benchmarking does not account for different contexts, community histories, and development priorities. All data presented in this section has been gathered through online public sources, with inventories and other information verified by staff in Oakville and Victoria. Colours presented in the chart on the following page illustrate how Kelowna relates to others in terms of indoor recreation infrastructure provision, with dark blue indicating better than average provision, light blue similar, and orange below-average.

A decorative geometric pattern at the bottom of the page, consisting of a grid of triangles in various shades of blue, green, and yellow, creating a complex, abstract design.

Infrastructure Benchmarking

Table 1: Indoor Recreation Facility Benchmarking

Municipality	Abbotsford	Kamloops	Victoria*	Red Deer	Oakville*	Saskatoon	Average	Kelowna
Population (2021)	153,524	97,902	91,867	100,844	213,759	266,141	154,006	144,576
Indoor Ice Arenas (# of facilities)	4	5	1	7	7	7	5	4
Total # of Ice Sheets	4	6	1	8	13	9	7	6
Performance Arenas (>5,000 spectators)	1	0	1	1	0	1	1	1
Curling Rinks (# of facilities)	1	2	1	1	1	4	2	1
Curling Rinks (# of ice sheets)	6	14	6	14	8	28	13	9
Indoor Pools (total # of facilities)	2	3	1	4	5	4	3	3
Leisure Pools (total #)	2	3	1	7	5	5	4	3
50 Metre Pools (total #)	0	1	2	0	0	2	1	1
Gymnasiums (excludes joint-use)	2	1	4	6	8	8	5	3
Field House / Indoor Turf	0	1	0	1	1	3	1	3
Fitness / Wellness Spaces	2	2	3	3	7	5	4	6
Special Event Spaces	2	1	1	2	2	2	2	3
Combination Facilities / Campus-Style Developments	8	3	4	12	9	9	8	13
Multi-Use Program and/or Meeting Spaces	15	12	32	26	30	29	24	24+
Indoor Walking / Running Tracks	1	1	0	3	3	2	2	2
Casual Gathering Areas	8	6	6	12	12	16	10	13
Concession Areas	2	3	1	5	8	2	4	2

* indicates that data has been verified by the municipality

Table 2: Indoor Recreation Facility Provision Ratios

Amenity	Average	Kelowna	Amenity	Average	Kelowna
Indoor Ice Arenas (# of facilities)	1:29,808	1:36,144	Gymnasiums	1:31,863	1:48,192
Total # of Ice Sheets	1:22,537	1:24,096	Field House / Indoor Turf	1:154,006	1:48,192
Performance Arenas (>5,000 spectators)	1:231,009	1:144,576	Fitness/ Wellness Spaces	1:42,004	1:24,096
Curling Rinks (# of facilities)	1:92,404	1:144,576	Special Event Spaces	1:92,404	1:48,192
Curling Rinks (# of ice sheets)	1:12,158	1:16,064	Combination Facilities / Campus-Style Developments	1:20,534	1:11,121
Indoor Pools (total # of facilities)	1:48,634	1:48,192	Multi-Use Program and/or Meeting Spaces	1:6,417	1:6,024
Leisure Pools (total #)	1:40,176	1:48,192	Indoor Walking / Running Tracks	1:92,404	1:72,288
50 Metre Pools (total #)	1:184,807	1:144,576	Casual Gathering Areas	1:15,401	1:11,121
			Concession Areas	1:44,002	1:72,288

Tables 1 and 2 above illustrate both raw infrastructure numbers as well as provision ratios. In terms of raw numbers, Kelowna is average or above average in 10 out of 17 (60%) of infrastructure categories examined. When looking at per-capita allocation ratios, the City is below average in the provision of indoor ice arenas and ice sheets, number of curling rinks, and concession areas available within municipally owned and/or operated facilities. Although the City may be below average in terms of raw numbers or per-capita allocation rates for some infrastructure, this does not suggest that local demand or need is not being met; similarly, in areas where the City is above average, this also does not suggest that local demand or need does not warrant such provision rates. Every community is unique and popularity of activities varies by geography, climate, and community context.

Infrastructure gaps in Kelowna based on benchmarking and provision ratios established through this research include: arenas and indoor ice sheets and gymnasiums.

Overall, the City of Kelowna provides a comparable level of indoor recreation facility infrastructure relative to the six municipalities examined as part of this research. However, Kelowna's population is growing much more rapidly than other municipalities examined, meaning that provision ratios will decline in the years to come. Investment is needed to maintain current provision.

Funding Benchmarking

In addition to looking at infrastructure provision in each of the six municipalities, recreation revenues, expenses, cost recovery rates, and per capita funding was examined as well. Information was gathered primarily from audited financial statements and to the extent possible focused only on recreation departments / facilities.

Table 3: Recreation Funding Comparison

Municipality	Rec Revenue	Rec Expenses	Rec – Net	Cost Recovery	Net Per Capita	Spending Data
Abbotsford	\$2,790,000	\$11,300,000	\$8,510,000	25%	\$79.92	2021
Kamloops	\$6,117,487	\$10,947,895	\$4,830,407	56%	\$121.27	2018
Victoria	\$1,410,170	\$6,549,333	\$5,139,163	22%	\$144.30	2021
Red Deer	\$12,656,111	\$41,672,992*	\$29,016,881	30%	\$415.01*	2021
Oakville	\$14,858,400	\$36,863,600	\$22,005,200	40%	\$190.18	2021
Saskatoon	\$16,025,000	\$26,373,300	\$10,348,300	61%	\$107.04	2021
Average	\$8,976,195	\$22,284,508	\$13,308,314	39%	\$156.92	
Kelowna	\$5,552,111	\$16,020,545	\$15,241,744	35%	\$110.81	2021

Notes on Funding Comparison:

- Oakville: recreation and culture are listed under the same program area. 18% budget increase from 2020 (\$3.3m). Capital replacement transfer program adds approximately \$3.4 million in annual expenses to budget.
- Abbotsford: expenses figure based on 2021 Budget Presentation slide for recreation services, including arenas, pools, recreation admin, and debt repayment. Recreation, parks, and culture account for approximately 8% of municipal expenditures, or \$21.04 million.
- Red Deer: recreation spending information was not available separately but was grouped into the Safe & Healthy Communities department, which includes community development services, city programs, capital planning and building maintenance, community safety, and housing/homelessness supports. Actual net per capita expenditures on recreation is likely close to average.
- Saskatoon: spending data only factors in indoor rinks, leisure centres, rentals, and the Albert Community Centre
- Victoria: includes recreation department, Crystal Pool, and Fitness Centre
- Kelowna: data source is the 2021 Draft Financial Plan
- It is important to note that accounting practices vary across municipalities

Examining recreation funding rates across the six communities, Kelowna once again compares strongly in terms of cost recovery ratios, per capita funding allocations, and overall recreation expenditures. Recreation revenues are below-average compared to these communities, but opportunities to increase revenues likely exist provided investment is made to modernize/upgrade amenities in Kelowna.

Generally, Kelowna is competitive with other municipalities examined in terms of cost recovery percentages and per capita funding allocations. The net per capita average presented in the table above is slightly skewed due to the City of Red Deer's spending figures including a host of other services under a larger Safe & Healthy Communities department. Excluding Red Deer from this calculation, the average net per capita recreation funding per year provided decreases to just over \$105.00 and average recreation expenditures to around \$18.4 million per year. Recreation revenues, on average, are lower in Kelowna than in other communities examined.



Policy and Service Delivery Benchmarking

Finally, notable policies/programs, recreation department mandates, service delivery methods, and design/asset management approaches were reviewed for the six municipalities. All six municipalities have joint-use agreements with school boards that enables public access to school facilities.



Table 4: Policy, Mandate, Service Delivery, and Design/Asset Management Review

Municipality	Notable Policies / Programs
Abbotsford	Facility Allocation Policy is being updated as of May 2021, with guiding principles based on activity alignment, equity, accessibility, space efficiency, clarity, collaboration, and adaptability. Fees and Charges Bylaw schedule establishes rates for parks, recreation, and culture and were last reviewed in 2013.
Kamloops	Accessibility and Inclusion were major priorities for 2020, with many initiatives for recreation focused on physical accessibility and improving accessibility for all. Offers support through Adaptive Program Support and the ARCH Program. Adaptive Recreation Program entails staff working directly with individuals to find and adapt programs to address a range of special needs at no cost. ARCH Program is a subsidy program that helps underserved individuals register for programs and access city facilities.
Victoria	Leisure Access Victoria App (LAVA) presents photos of all accessibility features of Victoria recreation amenities. Leisure Involvement for Everyone (LIFE) program provides residents with unlimited access to facilities for two years. Leisure Assistant Pass provides people with disabilities with free or reduced admission for support workers. Recreation Fees Bylaw outlines rates and fees for various recreation amenities
Red Deer	Fees and Charges Policy mandates the Recreation Services department to establish a list of free, subsidized, cost-recovery, and profit-based city programs, as well as specify fees and charges for each year.
Oakville	Facility Allocation Policy and Community Organizations in Recreation and Culture (CORE) policies outline ice, pool, and sports field allocation procedures that are based on efficiency, demand, safety, functional needs, diversity, and development. Priority order for allocation is Town of Oakville Programs and Services, then youth CORE members, then non-youth CORE, last (6th) priority is commercial groups. CORE is a membership-based program that offers recreation and culture groups support in delivering services to the community. These members are given priority access to facilities and preferred rental rates. Groups must apply for membership, must be non-profit, and provide recreational, leisure, culture, or educational activities. Recreation Fee Assistance policy provides eligible residents (LICO) a \$300 subsidy to their account to be used over 12 months to cover program
Saskatoon	Accessibility upgrades a priority in 2019. Transgender Inclusion Working Group reviewing leisure facilities to ensure safety and inclusiveness. Leisure Services Fees and Charges Policy outlines fees and charges for various leisure services. Youth Sports Subsidy Program outlines terms for providing youth sports organizations with support and subsidized rates. Parks and Recreation Levy allows the City to levy charges on new land development to support costs of new facilities or to pay for existing ones Promotion of Parks and Recreation Facilities policy allows the Director to waive various fees to maximize utilization rates of city infrastructure.

Unique policies and programs identified in other communities include developing specific programs to increase accessibility for those with physical or other barriers, updating allocation policies to require groups to demonstrate how they support equity, accessibility, adaptability, and other guiding principles, as well as updating fees and charges to provide reduced rates or subsidies for underserved members of the community. Kelowna, too, places strong emphasis on these values through various plans and policies.

Municipality	Recreation Department Mandate
Abbotsford	Abbotsford is a complete and vibrant community with diverse parks, recreation, and cultural services that support a high quality of life for all residents and celebrate Abbotsford's uniqueness. Spaces, programs, and services are comfortable, safe, and welcoming to all members of the community, facilities are multi-use, flexible, multi-seasonal, inclusive, accessible, and adaptable . The Recreation Division aims to provide a balanced offering of programs, services, and spaces accessible to residents of all ages, abilities, interests, genders, income levels, and cultural beliefs and backgrounds .
Kamloops	Recreation services in Kamloops will continue to support and foster quality of life, vibrancy, inclusivity, and diversity for all residents. Service delivery goals include quality, diversity, inclusiveness, celebrating success, sustainability , connectedness, and collaboration .
Victoria	Victoria is an active community where everyone enjoys convenience access to community parks, open spaces, facilities, amenities and programs close to where they live .
Red Deer	The Safe & Healthy Communities department enhances the quality of life and social well-being of Red Deer citizens.
Oakville	Department vision is that all residents of Oakville are engaged in meaningful, diverse, and accessible recreation and cultural experiences that foster individual, family, and community well being . Department mission is to support the development of a healthy, vibrant, and cultural community in Oakville by providing quality programs and services , enhancing community capacity , and ensuring access to programs and services
Saskatoon	Recreation and cultural facilities are accessible, physically and financially , and meet community needs .
	Department mandates/focus areas are quite similar across municipalities examined, including Kelowna, with common emphasis on the role of recreation in promoting community health, well-being, vibrancy, equity, and inclusivity. Sustainability, collaboration, and adaptability are also common lenses through which recreation departments view service delivery.

Municipality	Service Delivery Methods
Abbotsford	City delivers parks, recreation, and culture services in various ways, including: direct (city-owned, runs programs and services, hires staff), arm's length (city owned land and facility, contracts a third party to run programs and services), enabling (city may provide land, coordinate services and programs, has an agreement with a third party to run programs and services and/or build the facility), patron (benefactor funding development of facilities, arts, culture). City takes a blended approach .
	Municipalities examined take a blended approach to service delivery that entails being a direct service provider for programs and infrastructure, working with non-profit and private-sectors, and volunteer groups. Kelowna is similar in this regard.
Kamloops	City delivers recreation both directly (facilities and spaces, drop-in programs) and indirectly by providing financial or in-kind support to other groups, collaborating with partners, offering subsidized time to community organizations, and supporting event and competition hosting.

Municipality	Service Delivery Methods
Victoria	Services are delivered through a combination of the private, non-profit, and public sector , with the city taking the lead on infrastructure such as leisure centres, fitness/wellness spaces, and ice arenas. Core services are delivery of program and services at Crystal Pool, administering the Leisure Involvement for Everyone program for low-income residents, providing community-focused recreation program, and delivering community programs at the Save-On-Foods Memorial Centre. City both directly delivers recreation at a few facilities and then partnerships with neighbourhood associations that manage seven community centres and seniors centres. Direct registration for several programs on the City website.
Red Deer	City is a direct provider of recreation services and programming, as well as coordinates booking of facilities and spaces . Sport Facilitator program through the Rec Department provides support to local organizations in planning, coordination, governance, hosting, and grant programs. Also provides a grant program to assist organizations to deliver recreation.
Oakville	Town takes the lead on service delivery , operating and managing facilities and programs. However, CORE program provides preferred access to non-profits working to provide recreation and culture opportunities . Department has approximately 367.9 FTEs, of which more than 300 are allocated to operating recreation and cultural hubs, including program delivery.
Saskatoon	Services are delivered through a combination of the private, non-profit, and public sector , with the City taking the lead on infrastructure such as leisure centres, fitness/wellness spaces, and ice arenas. City is also the lead provider of recreational programming.

Municipality	Design or Asset Management Approach
Abbotsford	Asset Management Strategy is a newer initiative in the city that seeks to review and evaluate infrastructure maintenance and development transparently and proactively.
Kamloops	Utilizes a Community Climate Change Plan for design/asset management considerations of existing facilities. The Plan supported the reinvestment of funds into the Canada Games Aquatic Centre to improve energy efficiency. Developing an Asset Management Plan is a council priority , but no such Plan exists as of 2021.
Victoria	No design or asset management plans or policies are in place , but an Integrated Management Strategy was identified as a priority as early as 2012. A feasibility study was completed for Crystal Pool and Fitness Centre in 2017.
Red Deer	Asset Management Program has been in place since 2011 that includes an asset registry and plans. Department managers are tasked as being asset management stewards and as responsible for ensuring asset management plans are developed for their area of oversight.
Oakville	Asset Management Plan is based on ISO 55000 standards and they produce an annual 'State of Infrastructure Report' . Oakville also utilizes a Sustainable Design Procedure Policy that guides the construction of new buildings and maintenance/repair of existing facilities. Fairly robust design guidelines.
Saskatoon	Asset Management Policy has been in place for several years that guides infrastructure assessment and management.

Asset management and sustainable design are becoming more important topics in many communities. Municipalities examined have varying degrees of formality when it comes to infrastructure design guidelines, but nearly all have specific asset management policies or strategies. The City of Kelowna has a number of plans and documents that reflect the importance of infrastructure sustainability and resiliency that should be addressed through design of a renewed PRC.

Benchmarking Takeaways

- The City of Kelowna is comparable to other municipalities examined in terms of infrastructure provision both in terms of raw numbers of infrastructure and per-capita provision rates. The only notable area of deficiency is in the provision of indoor ice arenas, ice sheets, and gymnasiums.
 - While Kelowna is below average in the provision of curling rink facilities, the number of ice sheets available suggests that the City is comparable in this amenity area as well.
 - On a raw number basis, Kelowna is deficient in the number of leisure pools and multi-use program or meeting spaces that are available. However, when considering per-capita provision ratios, the City is once again competitive.
- When looking at levels of funding for recreation services, including indoor facilities, Kelowna once again compares favorably to other municipalities in areas that include cost recovery percentage, recreation expenditures overall, and net per capita funding allocations. Recreation revenues are slightly below average at around \$5.5 million (2021) compared to around \$8.9 million in average revenues identified elsewhere.
 - Investing in new and upgrading existing indoor amenities is a potential strategy for addressing both rapid population growth and to boost revenue generation at City recreation facilities. Users find new or upgraded amenities attractive and tend to prefer to visit these facilities over those that are more dated. Integrating revenue generating spaces such as retail or lease areas and concession spaces can bolster facility finances.
- Many of Kelowna's plans and strategies pertaining to indoor recreation, equity, and/or accessibility have been recently developed or updated, helping to ensure that the Active Living & Culture Department's approach to decision-making, programming, and service delivery more broadly is well aligned with guiding values such as equity, inclusion, accessibility, and reconciliation.
- Common policies or bylaws guiding recreation decision-making in comparable municipalities include facility allocation and fees and charges. Most municipalities examined also have policies in place to improve accessibility of facilities and programs for those with disabilities (including for support workers), those with low incomes, youth, and seniors. Level of municipal involvement in accessibility-focused policies range from providing an annual subsidy to user accounts to having dedicated staff available to find and adapt recreation programs for those with special needs (Kamloops).
- Recreation departments across all communities examined have mandates focused on enhancing quality of life, safety, health and wellbeing, and community development through recreation facilities and programming. Ensuring that infrastructure is accessible and close to where people live is also a common mandate. Sustainability, equity, and culture are also areas of focus for some recreation departments as well.
- Service delivery approaches vary across communities examined but tend to involve some combination of direct delivery and/or contracting out to private or non-profit organizations to operate facilities. Municipalities tend to be involved in coordinating use and booking of facilities whether operated directly or indirectly. Some provide preferred access to non-profits or groups working to provide services for vulnerable communities.
- Asset management is top-of-mind for municipalities examined, which often include inventories of all infrastructure and condition assessments. Oakville has the most sophisticated approach to asset management that is based on ISO standards, producing a 'state of infrastructure' report each year. Sustainability and climate change are increasingly lenses through which municipalities approach asset management, looking both to measure and actively reduce impacts associated with facility construction or operations and to harden assets from future climate disruptions.



Engagement Findings

To support and inform the development of the Kelowna Indoor Recreation Facility Strategy, a comprehensive engagement program was implemented to gather thoughts from residents through a coded access survey. This section provides a brief overview of engagement findings as they pertain to identifying facility gaps and opportunities. For a more detailed analysis of engagement findings, please see *Kelowna Indoor Recreation Facility Strategy – What We Heard Report* (under a separate cover).



HOUSEHOLD ENGAGEMENT HIGHLIGHTS

- Nearly 1,300 coded access survey responses were collected, providing a statistically representative sample with a margin of error of +/- 2.72% 19 times out of 20
- The top 5 indoor activities that households regularly participate in are:
 - Unstructured or drop in fitness activities (45% of households report participation)
 - Pool activities – leisure or drop in (44%)
 - Fitness activities – classes or programs (41%)
 - Walking/running (29%)
 - Pool activities – structured club or program (28%) and art and culture appreciation (28%)
- The **top 10 most used indoor facilities** include:
 - H2O Adventure and Fitness Centre – aquatics facility (52%)
 - Parkinson Recreation Centre – pool and aquatics centre (39%)
 - H2O Adventure Centre – fitness centre (30%)
 - PRC – gymnasium/multi-purpose rooms (29%)
 - Parkinson Activity Centre (27%)
 - Capital News Centre – ice rinks (25%)
 - Kelowna Family YMCA – Rutland – aquatics facility (24%)
 - PRC – fitness centre (23%)
 - Kelowna Family YMCA – Rutland – gym and fitness centre (21%)
 - Capital News Centre – turf fields (20%)
- The **largest barriers to participation** in recreation participation include:
 - Overcrowded facilities (33% of respondents identified)
 - COVID-19 (27%)
 - Nothing (26%)
 - Admission fees (20%)
 - Unaware of opportunities (18%)
- Top **values and considerations** regarding the provision of indoor recreation facilities include:
 - Recreation facilities are available and accessible for all residents in the community (95% either strongly or somewhat agree)
 - Local community benefits from provision of recreation facilities (92%)
 - Municipalities in Kelowna region work together to provide facilities (91%)
 - Recreation facilities contribute to the local economy by attracting visitors and new residents (86%)
 - Facilities are important to my households quality of life (81%)
- Over half (57%) of respondents said that **there are not adequate indoor recreation facilities** in Kelowna. Households with youth aged 10-19 are much more likely to say that facilities are inadequate (71%)
- To **indoor facility priorities** include (minimum of 15% of respondents identified):
 - Fitness/wellness spaces (35%)
 - Gymnasium type spaces (31%)
 - Indoor field facilities (25%)
 - 25m pool (25%)
 - Walking/running track (24%)
 - Senior's centre (24%)
 - Before and after school care facilities (23%)
 - Leisure pools (22%)
 - Court sports (20%)
 - Ice arena facilities (18%)
 - 50m pool (17%)
 - Indoor playgrounds (16%)
 - Art creation spaces (16%)

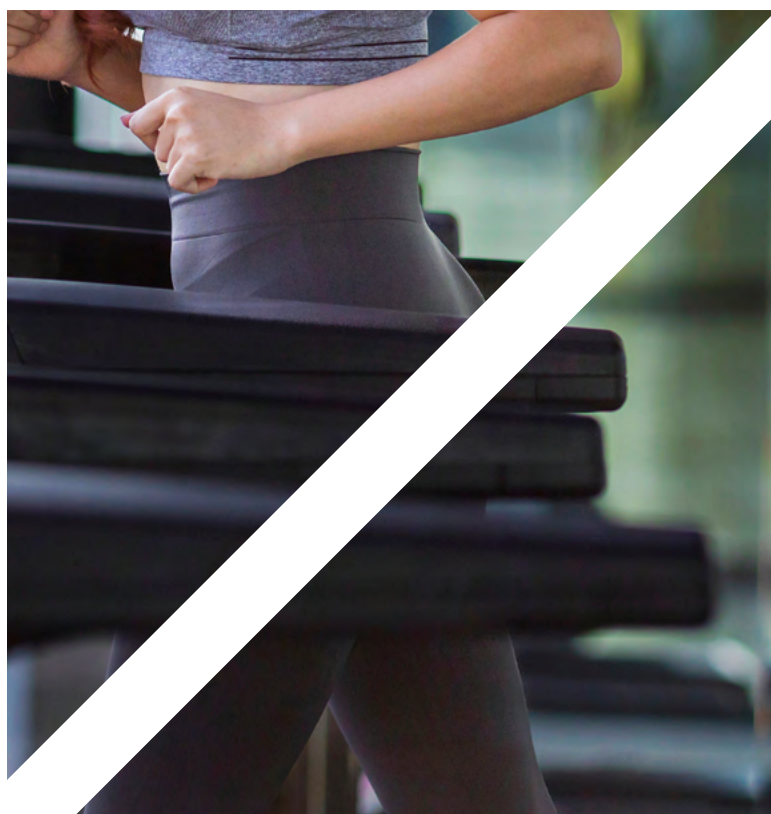
- **Criteria for consideration** for investment in indoor recreation facilities include:
 - Demand from residents (65% very important)
 - Geographic balance of facilities in Kelowna (51%)
 - Potential for cost savings (49%)
 - Existing supply/availability (49%)
 - Accommodates the greatest number of users (45%)
 - Provides new opportunities (40%)
 - Geographic balance of facilities in the region (40%)
 - Facility operating and building costs (38%)
 - Replaces an existing facility (36%)
- More than half (54%) of respondents are **willing to pay more in property tax for enhancements to facilities** and an even greater proportion of respondents (64%) are **willing to pay more in property tax for new facilities**.
- Respondents were also able to provide open-text comments at the end of the survey, with top comments including:
 - Desire to see an indoor recreation centre be developed in Glenmore
 - Importance of current and new facilities being universally accessible and inclusive, including subsidies for low-income families, safe spaces for all, and improved accessible parking
 - A dedicated indoor pickleball space
 - Redevelopment of the PRC
 - Development of a 50m pool
 - More ice surfaces
 - Better geographic balance of facilities
 - Need to collaborate more with the School District
 - Increase user fees to maintain property taxes

GROUP ENGAGEMENT HIGHLIGHTS

- An additional 45 surveys were completed by selected stakeholders and groups
- Nearly 90% (89%) of organizations **expect participation rates to increase** in the future
- The **most used indoor facilities** include:
 - H2o Adventure + Fitness Centre – aquatics facility (30%)
 - Capital News Centre – turf fields (30%)
 - School gymnasiums (28%)
 - Private fitness facilities (21%)
 - PRC – gymnasium / multipurpose space (16%)
- More than three quarters of organizations surveyed (77%) feel that **there are not adequate indoor recreation facilities** in Kelowna
- Top **indoor facility needs** identified include:
 - Indoor field facilities (39%)
 - Gymnasiums (34%)
 - Storage space (27%)
 - Event hosting facilities (27%)
 - 50m pool (24%)
- Organizations were also able to provide open-ended responses at the end of the survey, with comments including:
 - Desire to see a new multi-sport facility be developed that can accommodate a variety of activities at once, with groups referring to space for volleyball, basketball, swimming, and diving
 - Opportunity to add school gymnasiums to inventory of facilities groups can book to increase availability
 - Desire for more indoor field space and indoor track and field facility for winter training

KEY ENGAGEMENT FINDINGS

- **There is general dissatisfaction with the availability of indoor recreation facilities in Kelowna for both households and organizations.** Specific attention should be focused on ensuring geographic accessibility and responding to population growth, for example in Glenmore. Other barriers identified include facility overcrowding, costs related to admission fees, and lack of awareness of opportunities.
- **Less than a third of respondents say there are adequate facilities in Kelowna.** Facilities and spaces identified for enhancement or development include fitness facilities, gymnasiums, indoor field spaces, 25m pool, walking/running track, senior's centre, and before and after school care
- **There is need for more space that can accommodate sporting and special events, while also creating community recreation opportunities.** Organizations specifically mentioned a lack of high level competition and training space within Kelowna. Household respondents would also like to see new facilities be developed, but the facilities should also prioritize recreation opportunities for residents as well as for training and competition.
- **More than two-thirds of respondents support a property tax increase to support the development of new facilities.** More than half are also supportive of a tax increase to support the enhancement of existing facilities.





Facility Needs Assessment

Drawing on information and findings presented in earlier sections of this report, this section identifies infrastructure needs and gaps based on spatial analysis work, areas of service delivery strengths and weaknesses, barriers to participation, and the potential impacts of changing societal dynamics on the provision of indoor recreation facilities in Kelowna now and into the future.



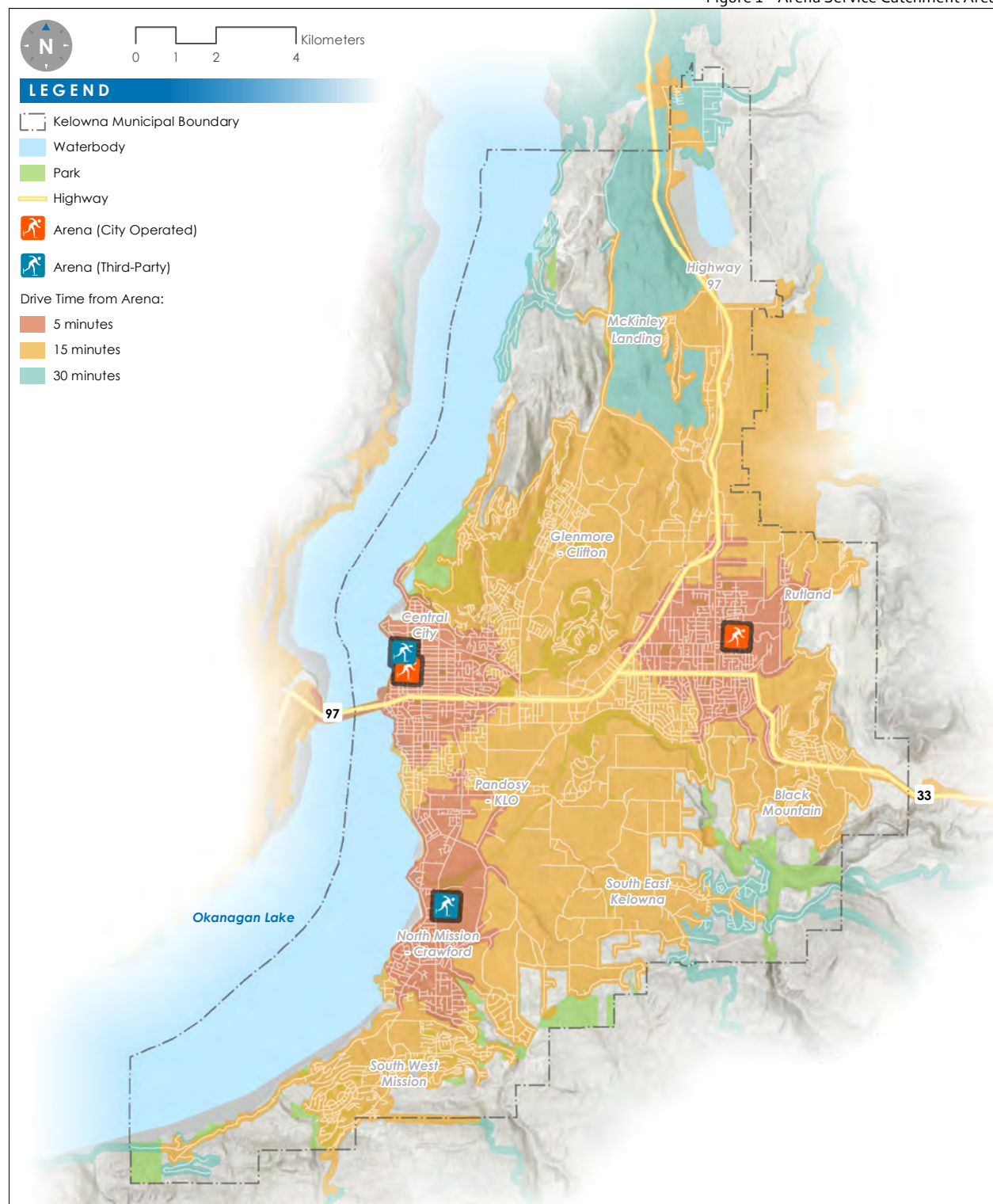
Spatial Analysis of Indoor Recreation Facilities

Using GIS spatial analysis software, indoor recreation facility inventory within the City of Kelowna have been mapped and analyzed against geographic catchment areas (physical accessibility) and prevalence of low-income households (socio-economic accessibility) to identify areas within Kelowna that may be underserved relative to others or may benefit from additional investment.



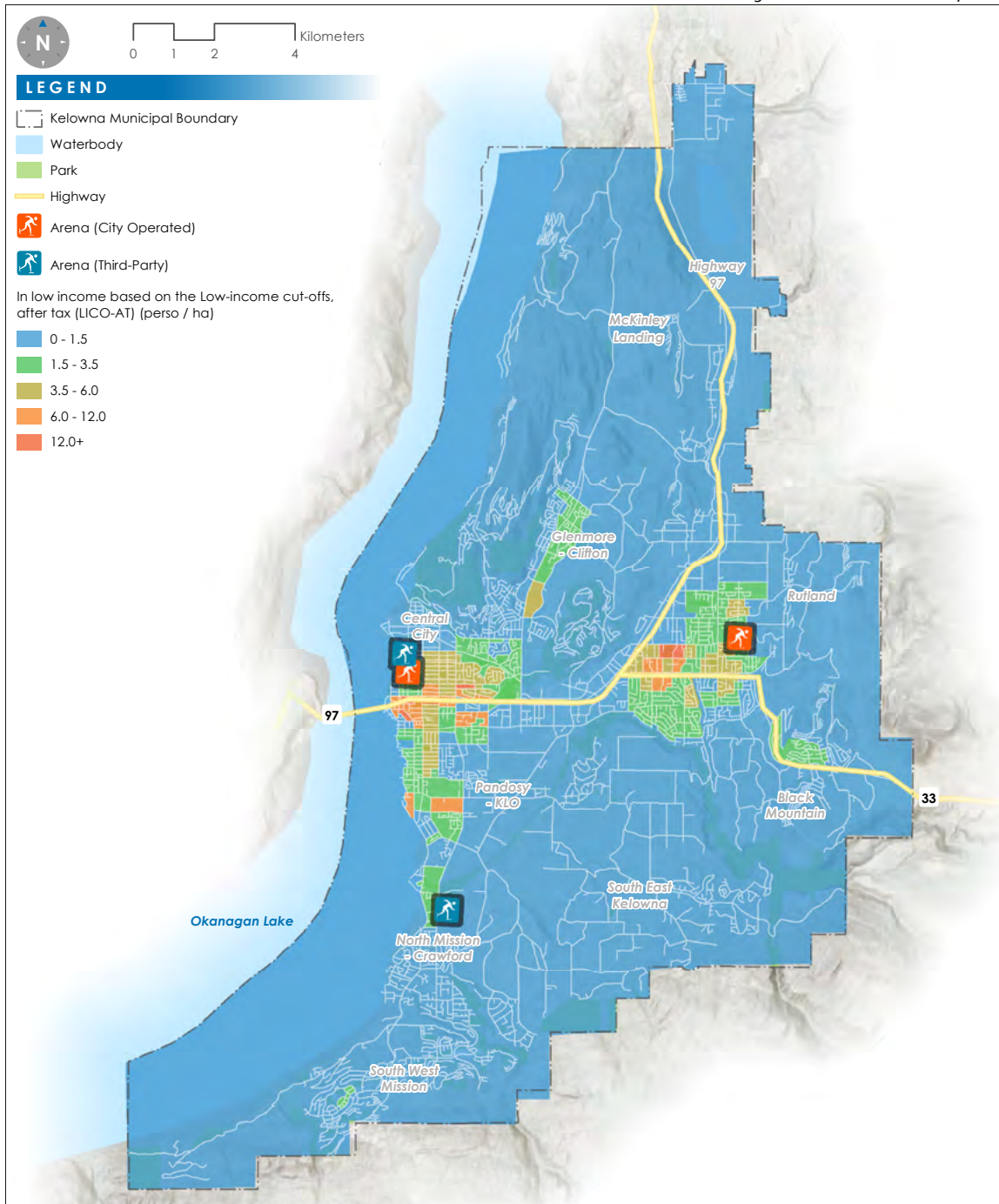
ARENAS

Figure 1 – Arena Service Catchment Areas



This map illustrates the geographic accessibility of arenas in Kelowna by total drive time. Generally, there is good geographic access to arenas throughout the city, except for McKinley Landing and Glenmore to some degree.

Figure 2 - Arena Accessibility LICO



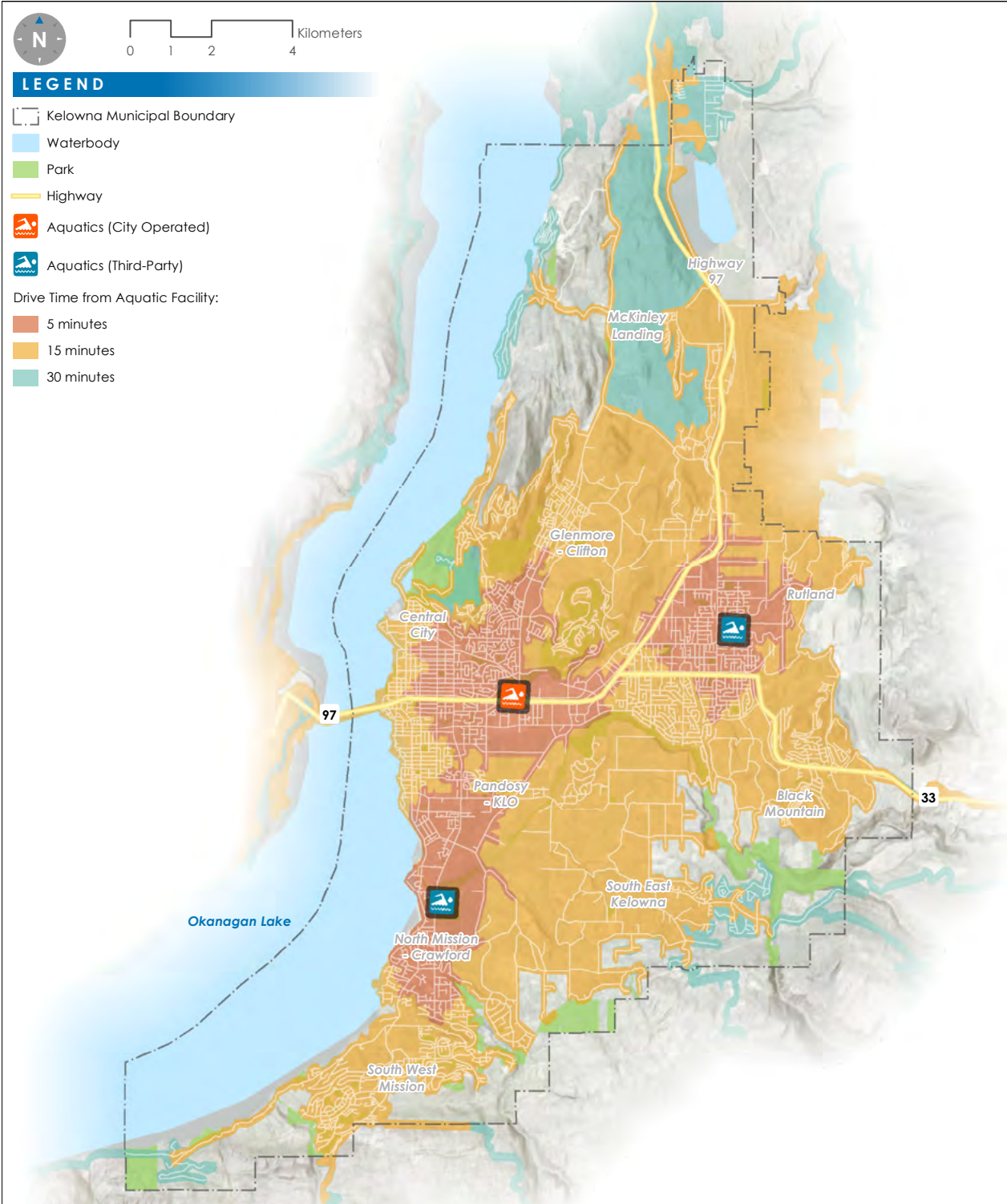
This map illustrates the prevalence of low-income individuals based on after-tax cut offs (LICO-AT), presented in terms of number of persons per hectare, along with the location of arenas.

There are greater numbers of low-income individuals residing within Kelowna's Central City, Pandosy-KLO, and Rutland neighbourhoods than is the case in other areas of the city.

There is generally good accessibility to arenas for low-income individuals in Kelowna, particularly in Rutland and Central City, however both arenas in these neighbourhoods are aging (in particular Memorial Arena) and (re)investment may be required to maintain existing service levels. In addition, all arena facilities are currently highly utilized.

AQUATIC CENTRES

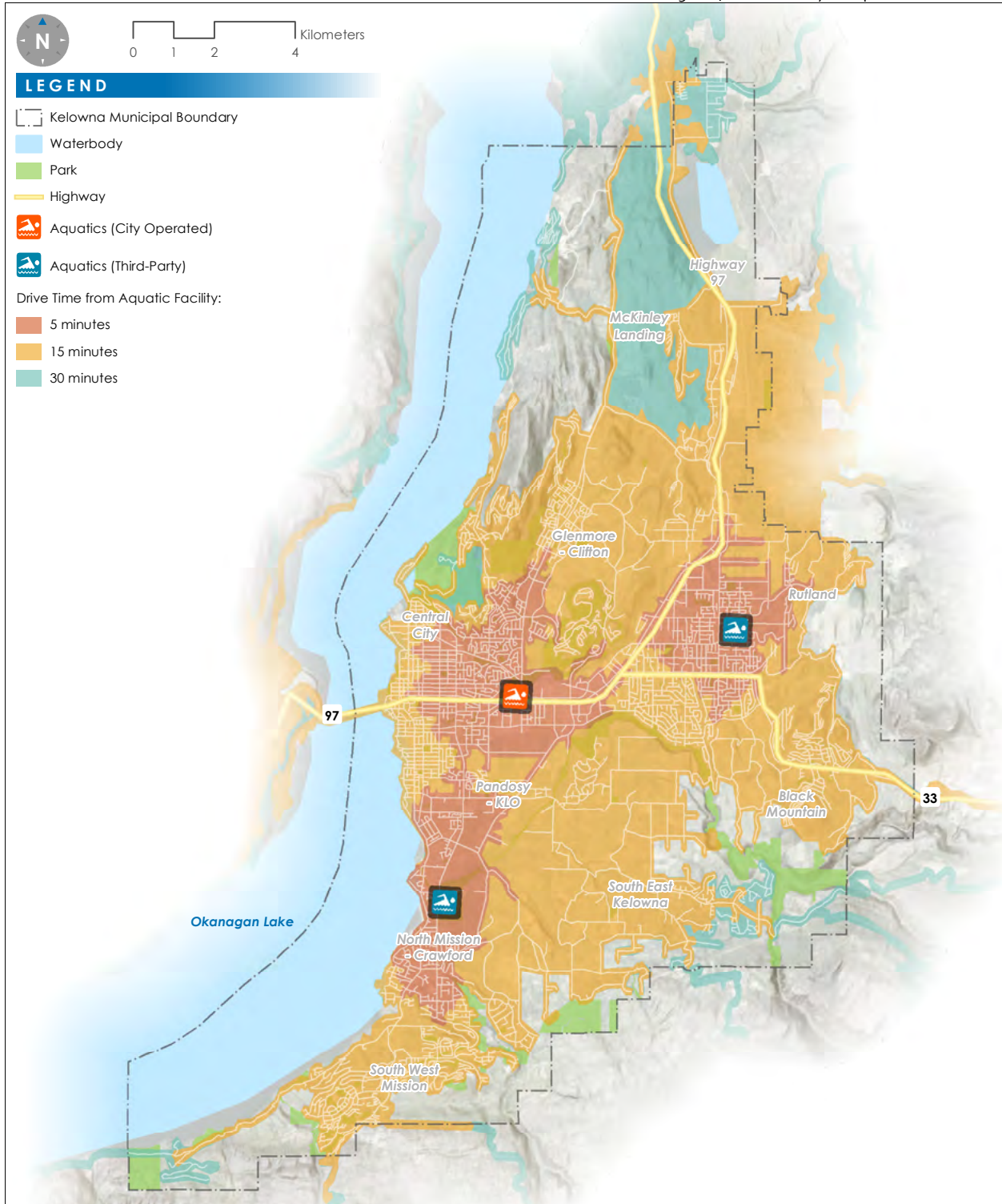
Figure 3 - Aquatic Service Catchment Areas



This map illustrates the geographic accessibility of aquatic centres in Kelowna by total drive time. Generally, there is good geographic access throughout the city, except for McKinley Landing and Glenmore to some degree.

This map illustrates the centrality and importance of the PRC in providing indoor recreation access for a large portion of the city.

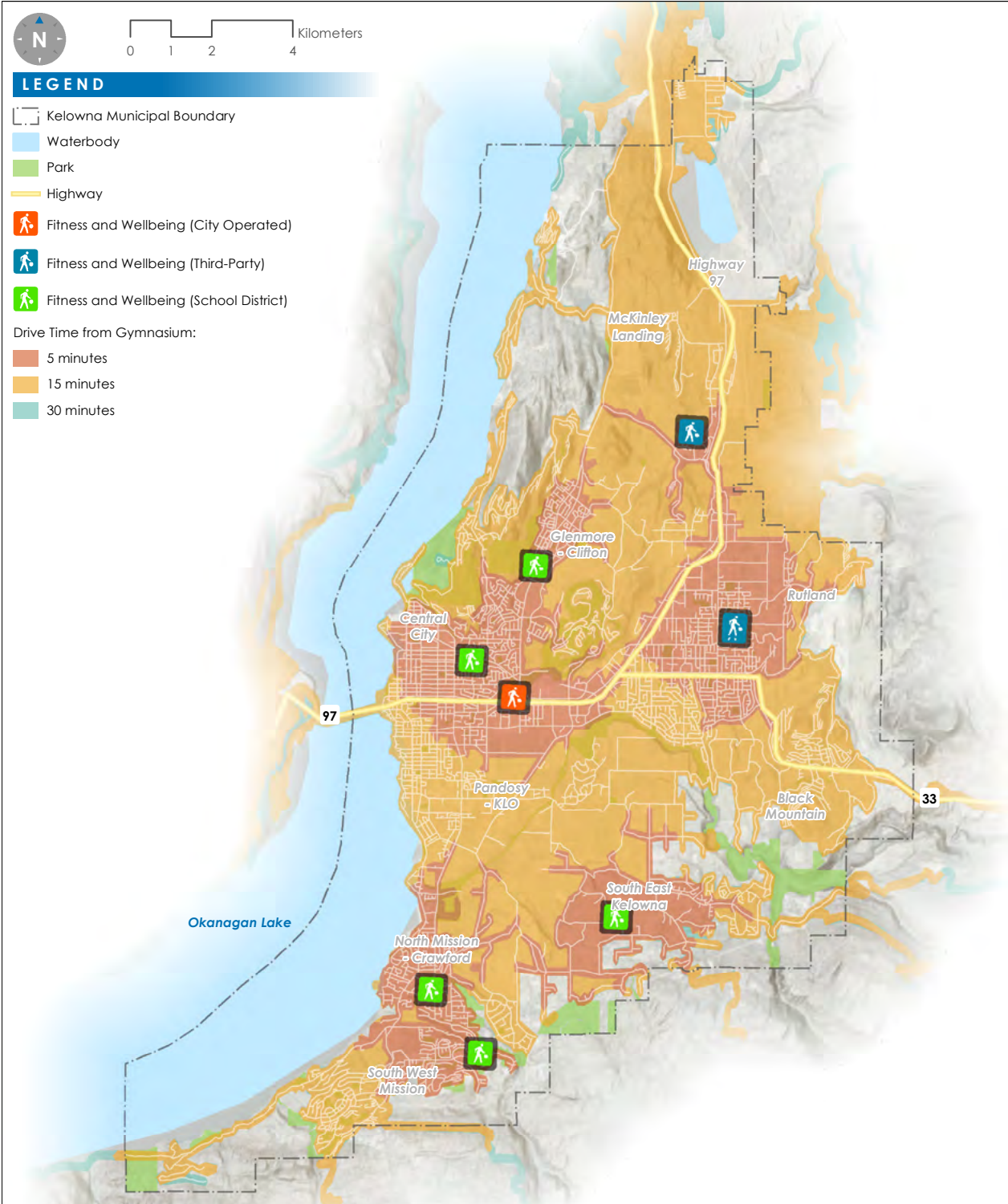
Figure 4 - Accessibility of Aquatic Facilities LICO



This map also illustrates the centrality and importance of the PRC in providing indoor recreation access to pools for low-income individuals that may be more reliant on walking, active transportation, and transit to access such opportunities.

GYMNASIUMS

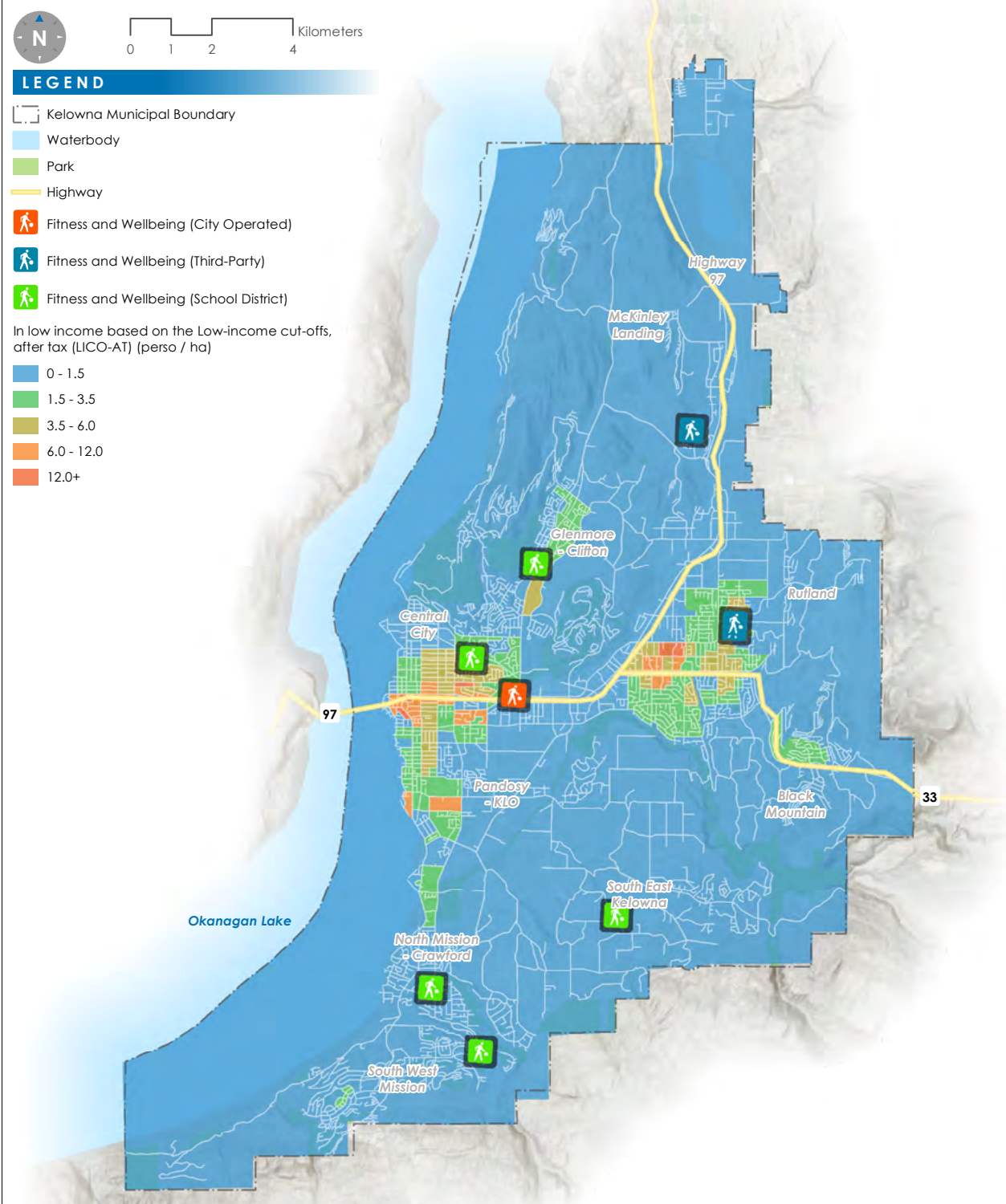
Figure 5 – Gymnasium Service Catchment Areas



There is only one City-operated gymnasium space in Kelowna (PRC) and joint-use agreements with School District 23 significantly enhance geographic accessibility of these facilities, specifically within Kelowna’s south and northeast.

There is a geographic gap in access to a public gymnasium facility within Kelowna’s south overall, excluding School District 23 facilities.

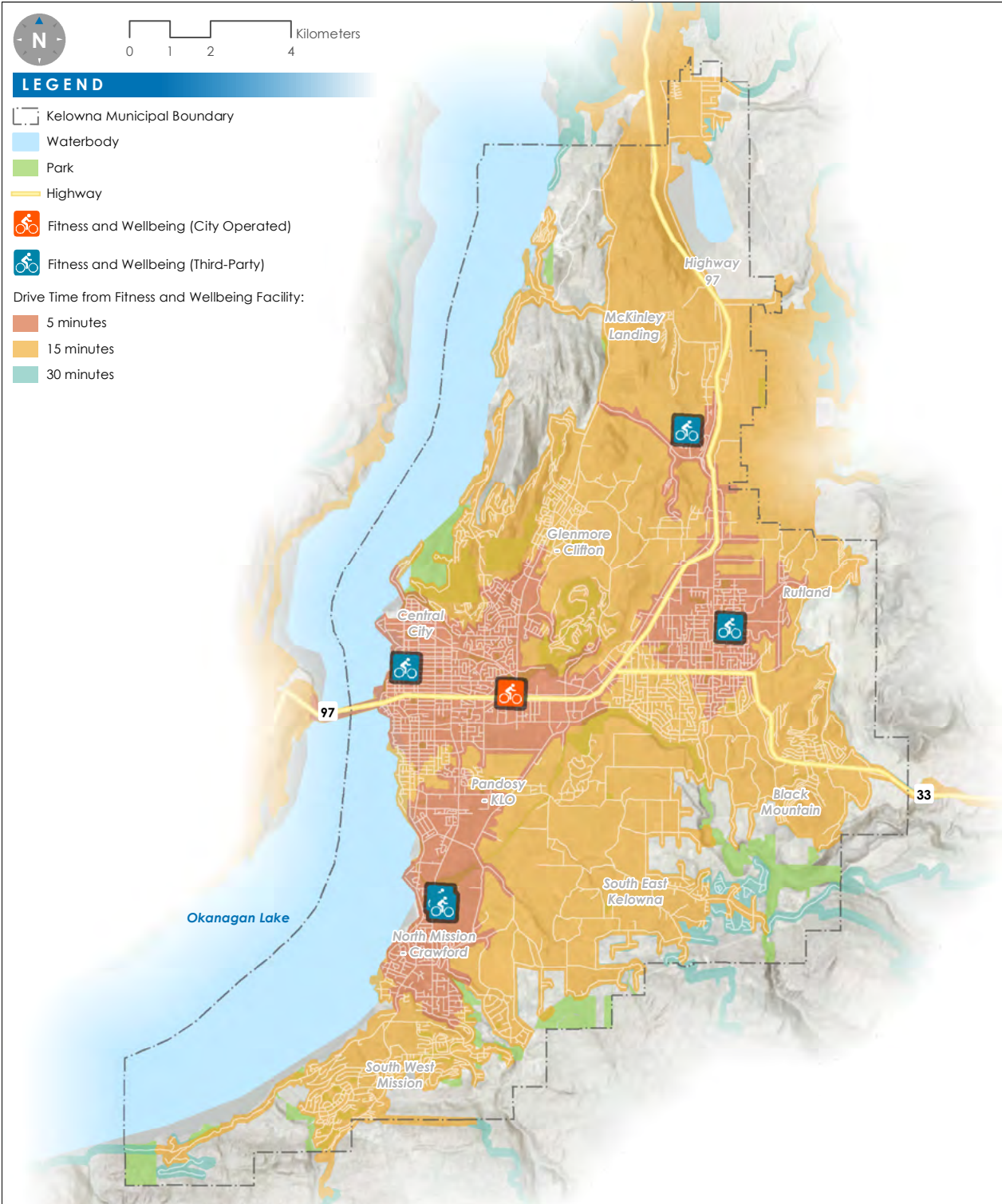
Figure 6- Accessibility to Gymnasiums LICO



There is good accessibility to gymnasiums for individuals with low-incomes in Kelowna, with there potentially being a service gap in the Pandosy-KLO area and south of Highway 33.

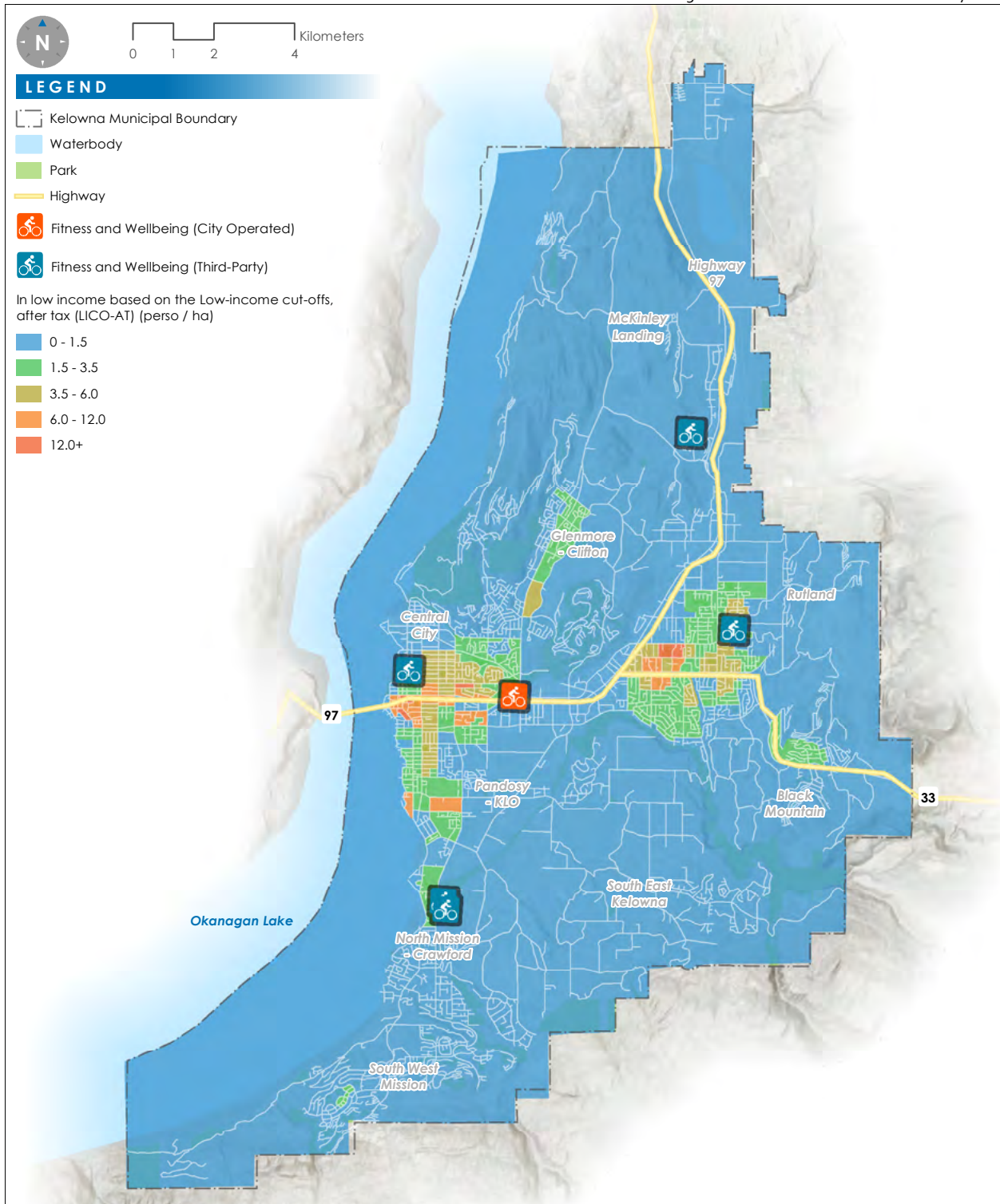
FITNESS AND WELLNESS CENTRES

Figure 7 – Fitness + Wellness Service Area Catchments



Most areas of the city are within a 15 minute drive to a fitness and wellness centre. Geographically, there is a service gap within Kelowna's southeast and east, as well as within Glenmore. This map, similar to that for aquatic centres, illustrates the centrality and importance of PRC in providing access to fitness and wellness space within the Central City area.

Figure 8 - Fitness + Wellness Accessibility LICO

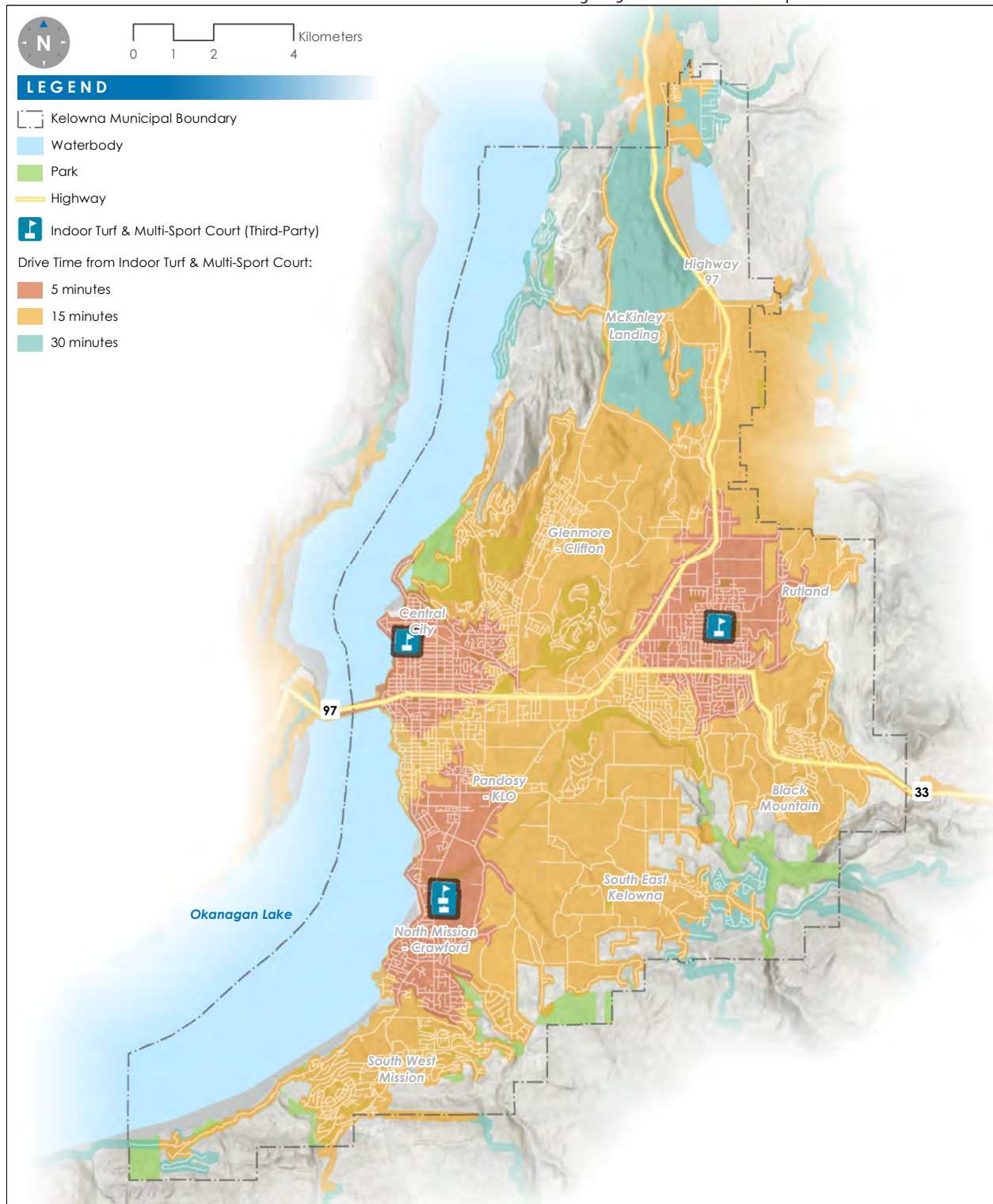


This map also illustrates a similar pattern to that of aquatic centres in that there is generally good access to fitness and wellness facilities within central areas of Kelowna, which also happens to be where the greatest proportion of LICO individuals reside.

PRC once again stands out as an important facility in that it is City-owned and -operated and is likely more accessible to those with low-incomes based on transportation needs. An important policy consideration is how accessible PRC is in terms of financial barriers and program subsidies, particularly for families or single-parent households.

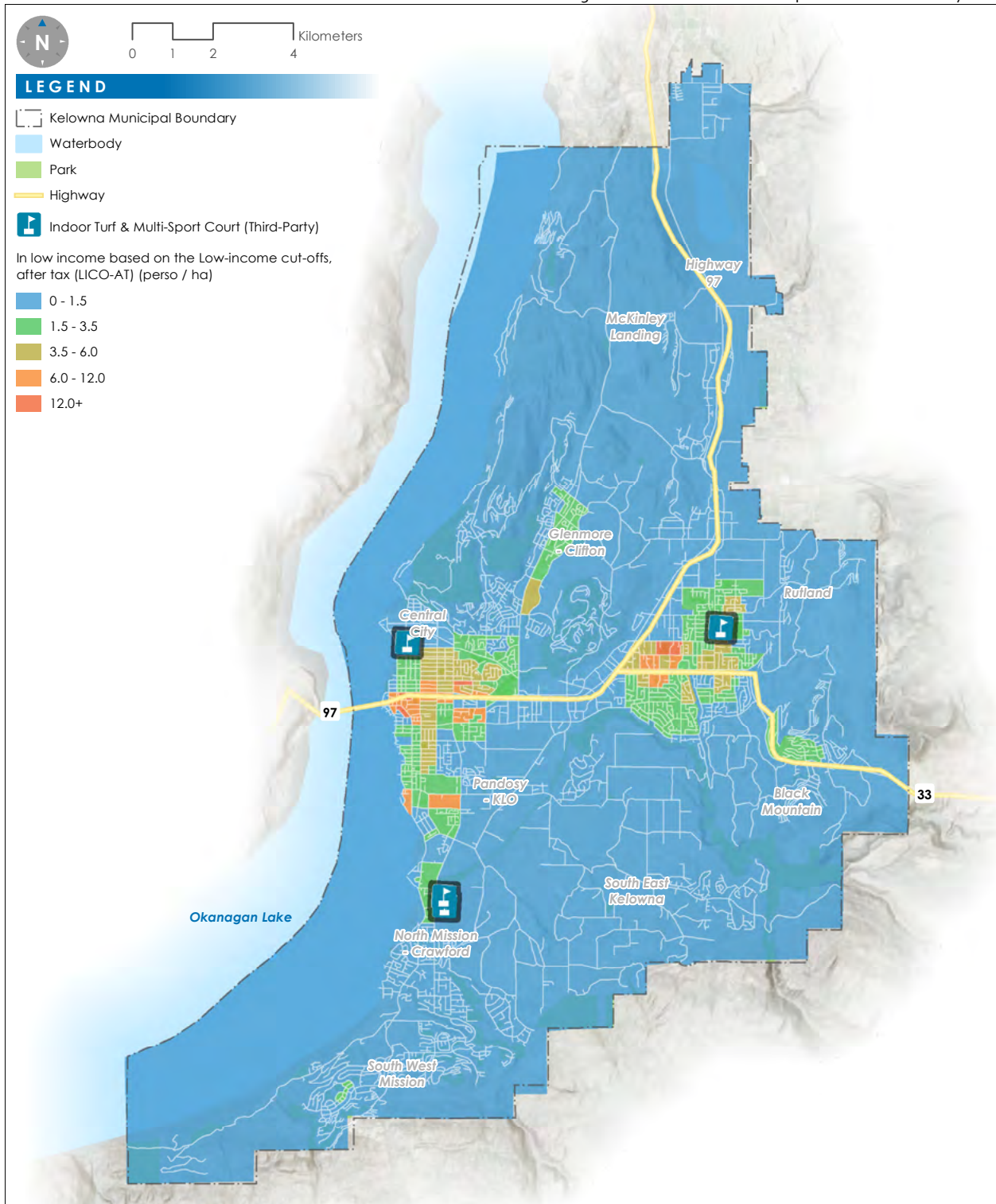
INDOOR TURF + MULTI-SPORT COURTS

Figure 9 - Indoor Turf + Multi-Sport Service Area Catchments



Most areas of the city are within a 15 minute drive to an indoor turf or multi-sport court facility. However, not every facility mapped provides access to both amenities: only the Central Sports Club offers a dedicated multi-court facility. Other indoor court sports must be accommodated within gymnasiums (see previous section). There is generally good geographic access to artificial turf, except for the Glenmore / Central City areas.

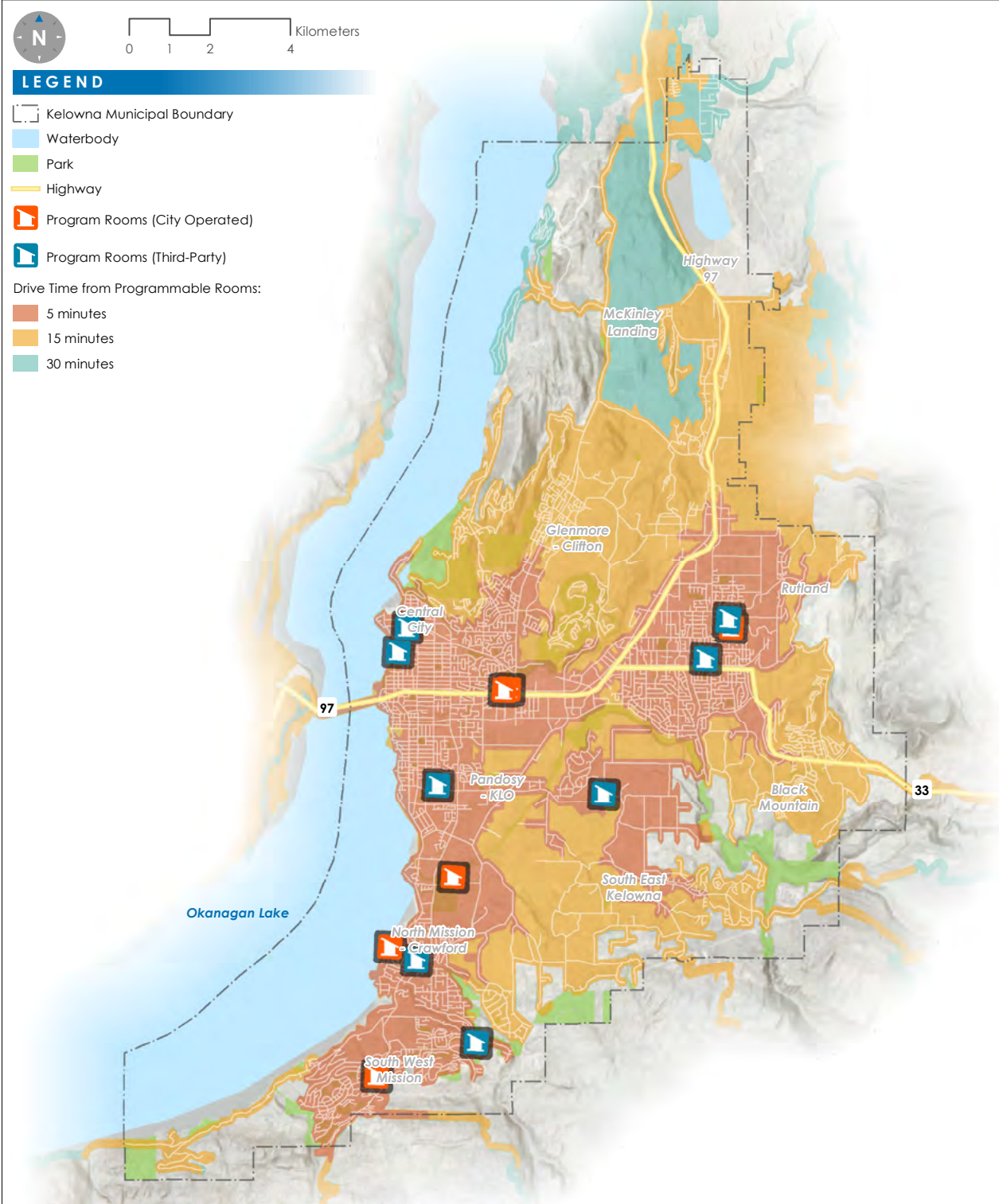
Figure 10– Indoor Turf + Multi-Sport Court Accessibility LICO



There is generally good accessibility to indoor turf facilities for low-income individuals in Kelowna, except for the Central City and Glenmore/Clifton neighbourhoods. The Central Sports Club does provide access to an indoor multi-court sport space, but as a third-party operated facility, accessibility may be more limited for low-income individuals than would be the case for City-owned and -operated facilities (i.e. subsidies, discounted rates, etc.)

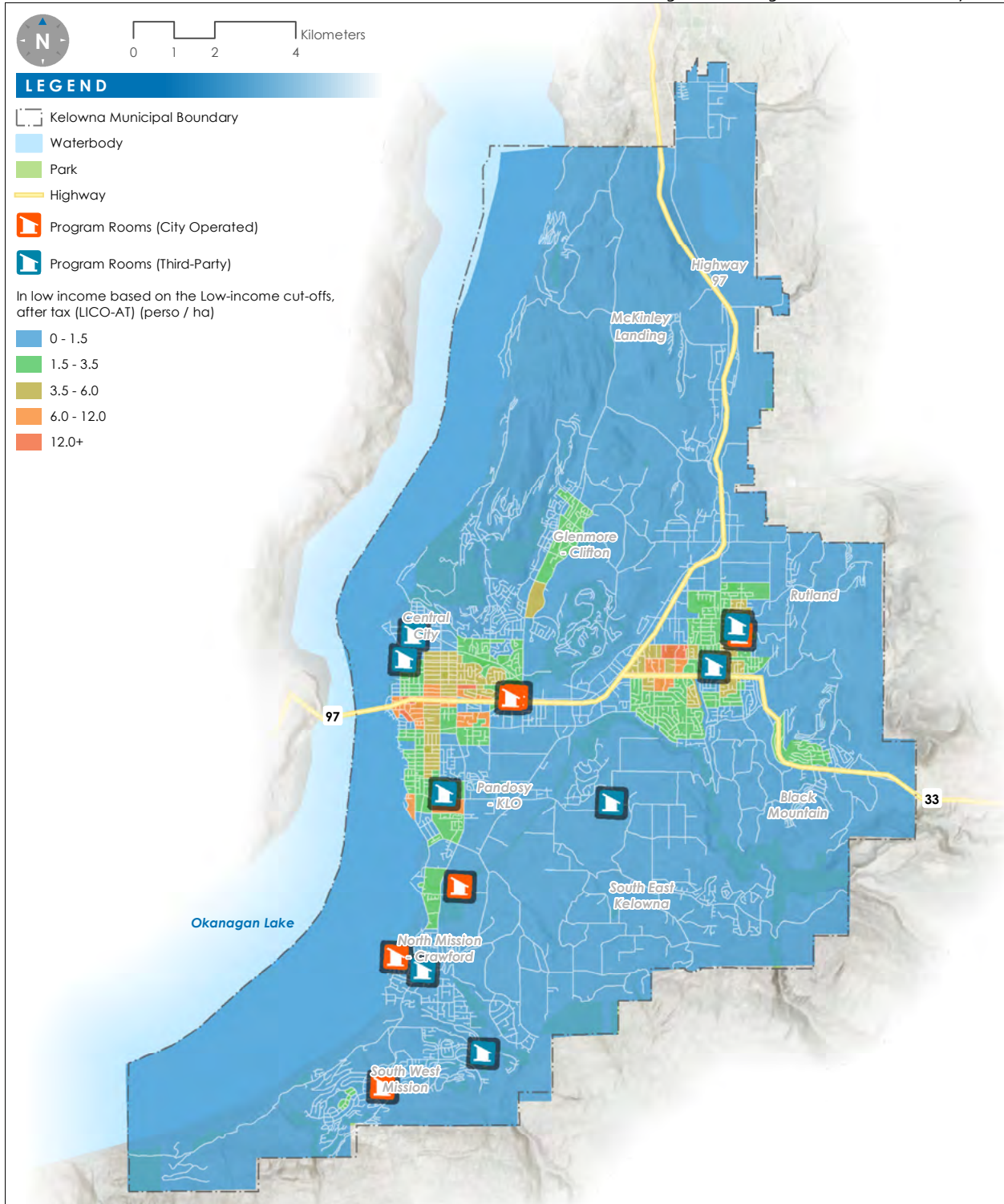
PROGRAM ROOMS

Figure 11 - Program Room Service Area Catchments



This map illustrates the geographic accessibility of programmable spaces in Kelowna by total drive time. Generally, there is good geographic access throughout the city, except for McKinley Landing and Glenmore / Clifton. There are also geographic gaps in access within South East Kelowna and Black Mountain.

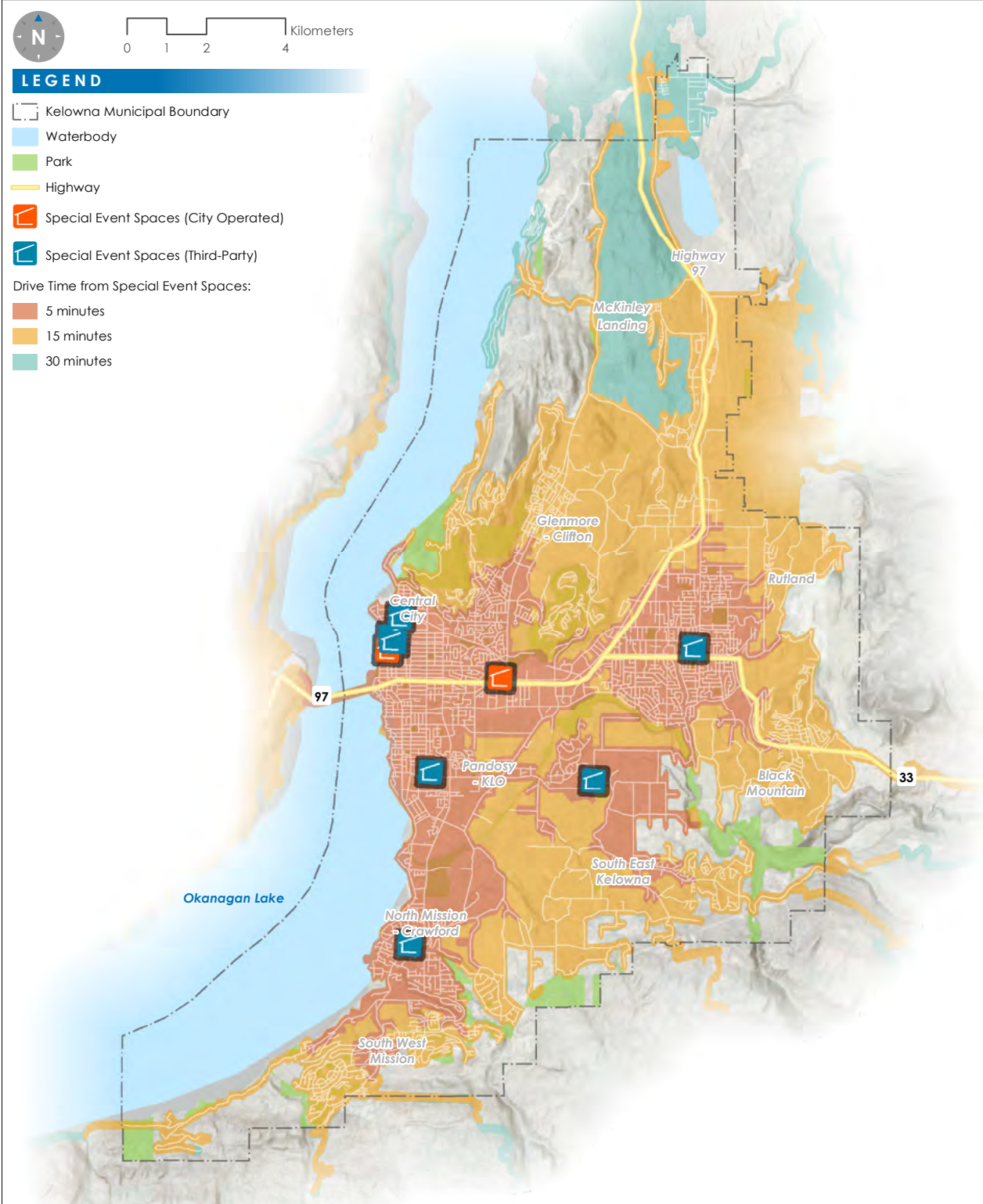
Figure 12 - Program Room Accessibility LICO



There is good geographic access to programmable rooms for low-income individuals in Kelowna, with the exception of Glenmore / Clifton.

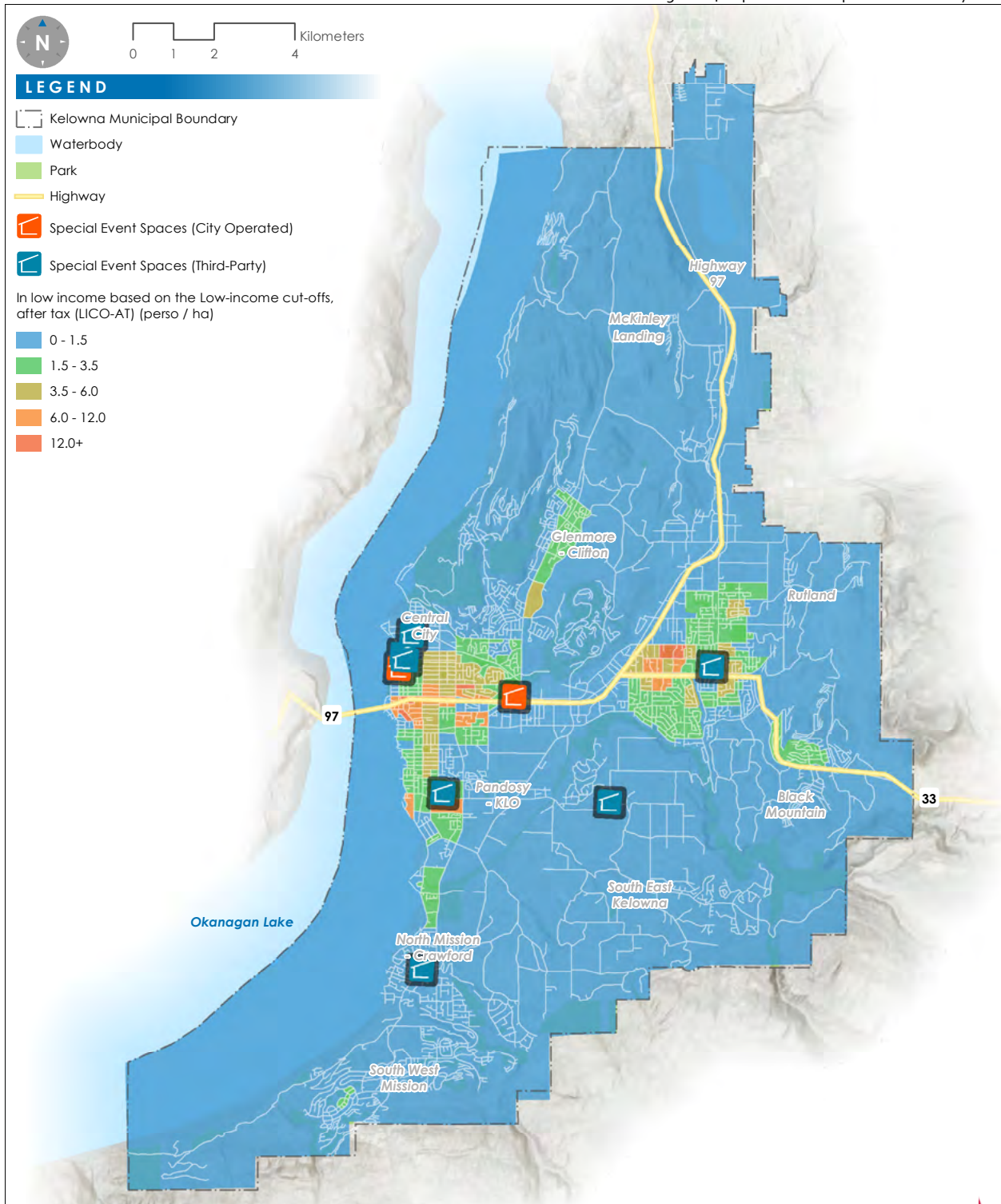
SPECIAL EVENT SPACES

Figure 13 - Special Event Space Service Area Catchments



There is overall good geographic access to special event spaces within Kelowna's central neighbourhoods, with geographic gaps in McKinley Landing, Glenmore / Clifton, South East Kelowna, and Black Mountain.

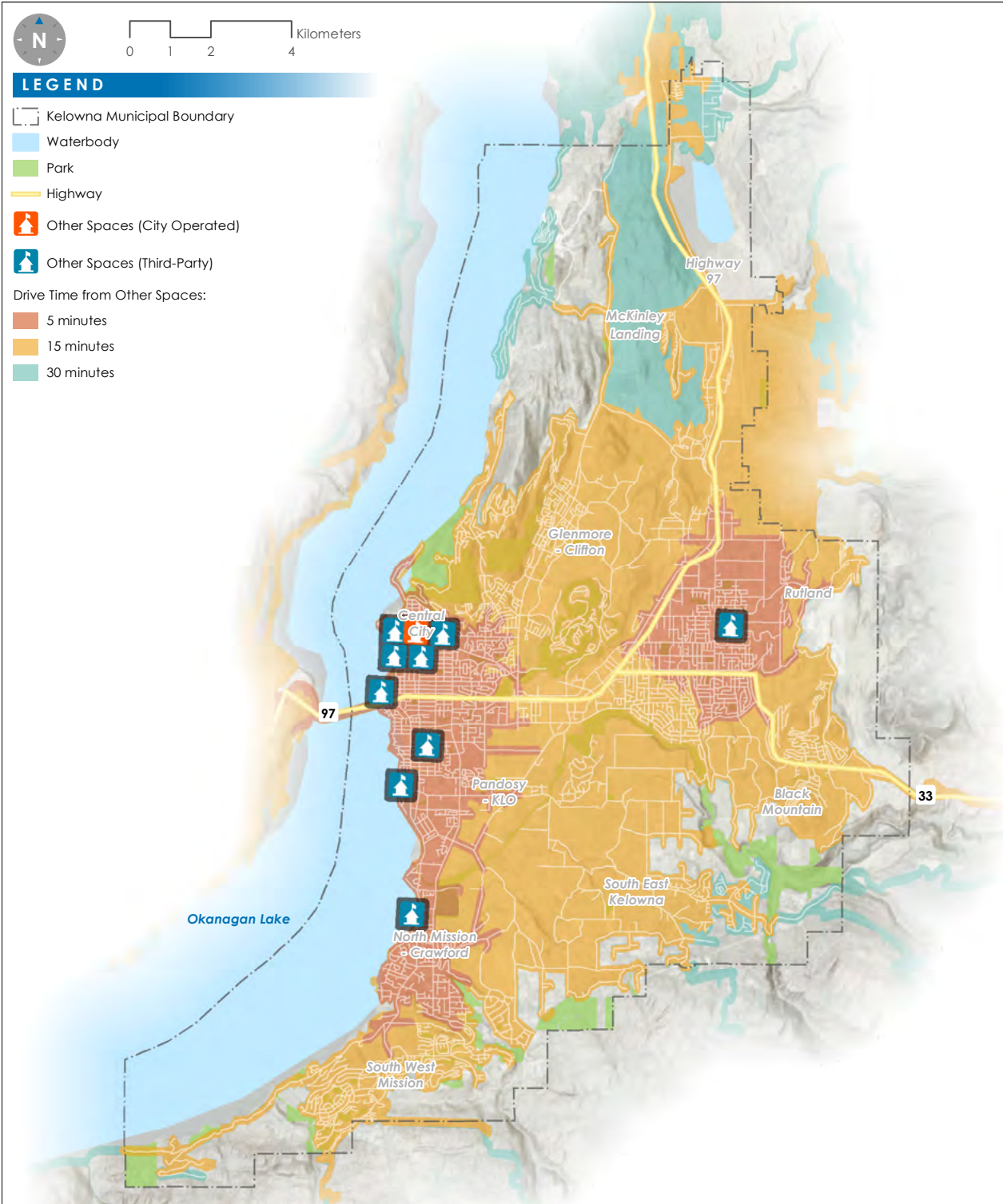
Figure 14 - Special Event Space Accessibility LICO



Glenmore / Clifton once again emerges as a potential service area gap for individuals with low-incomes, with several indoor amenity types emerging as gaps in these neighbourhoods both in terms of geographic / service area catchments, as well as accessibility for those with low-incomes.

OTHER INDOOR SPACES

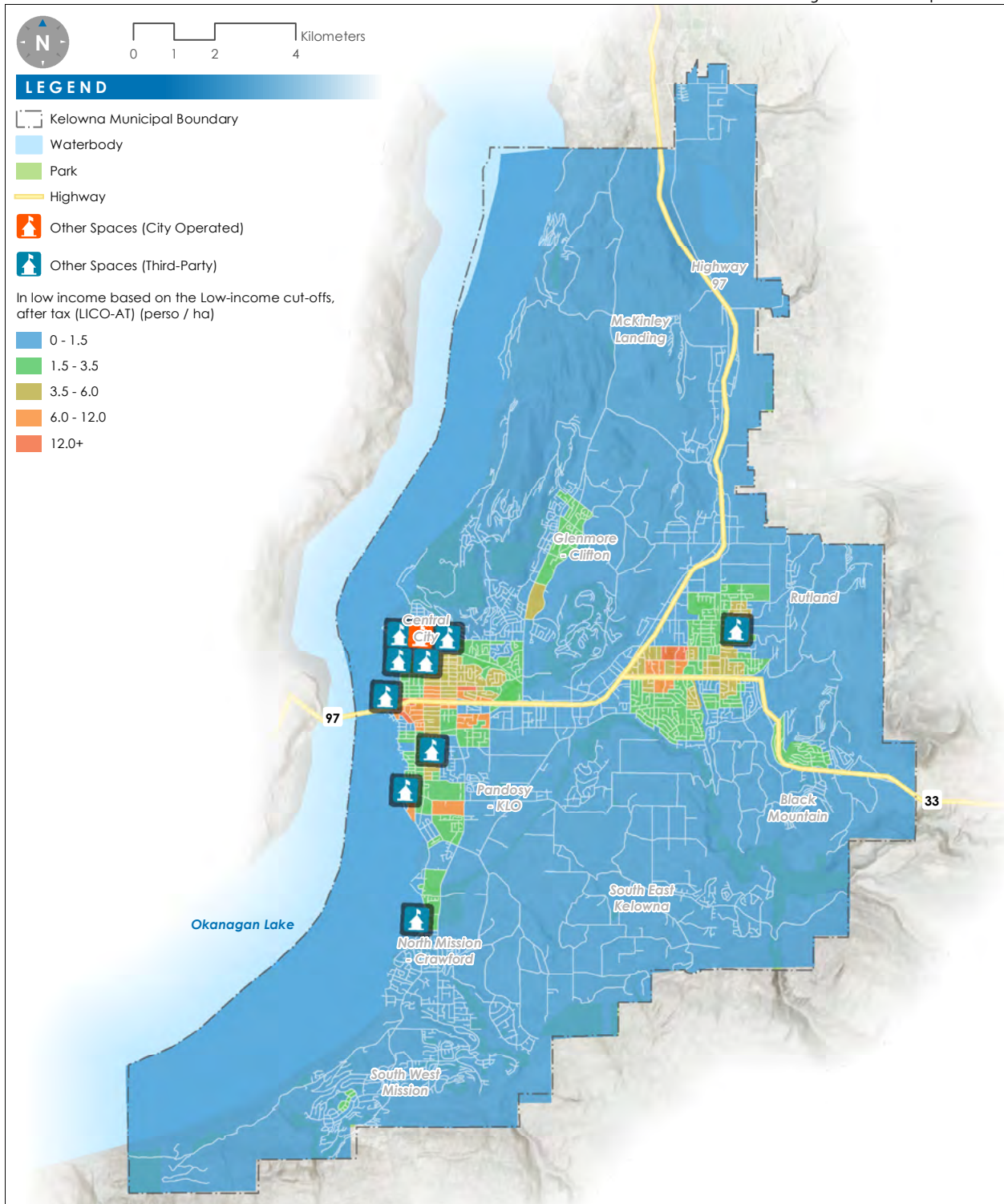
Figure 15 - Other spaces catchments



There are several indoor facilities that can be classified as 'other' in Kelowna that contribute to the overall tapestry of opportunities available to residents of and visitors to the city.

Many of these facilities are concentrated in the Central City / lakefront areas, but most areas of Kelowna can access these facilities within a 5 to 15 minute drive, except for McKinley Landing.

Figure 16 - Other spaces LICO



When considering access to 'other' indoor spaces in Kelowna, Glenmore / Clifton once again emerges as an area with some concentration of low-income individuals, but few indoor recreation facilities to access.

Spatial Analysis Takeaways

In terms of an overall inventory and geographic distribution of indoor recreation facilities, there is good accessibility across the entirety of Kelowna, with few exceptions. The table below identifies some potential service area gaps by facility type.

Table 5: Overview of Spatial Analysis Findings

Facility Type	Geographic Accessibility	Low-Income Accessibility	Other Considerations
Arenas	Most of Kelowna's population is within a 5-15 minute drive of an indoor ice arena	Generally good, but potential service coverage gap within the Pandosy-KLO neighbourhood and in the Glenmore-Clifton area	- Facility utilization is generally high and little capacity may exist to accommodate population growth - Facility condition is also an important factor for utilization - Strong potential for facility revitalization (e.g. CNC) to address geographic, low-income, and utilization concerns
Aquatic Centres	Good accessibility for neighbourhoods adjacent to existing facilities, but service area coverage gaps within the north and southeast areas of Kelowna	Generally good, but only one City-owned and -operated facility in the Central City area	- Utilization and amenity condition also important considerations - Parkinson redevelopment will add significant capacity
Gymnasiums	Most of Kelowna's population can access a gymnasium within 5-15 minutes of drive-time	Some gaps, particularly in Pandosy-KLO and south of Highway 97 near Rutland. Only one City-owned and -operated gymnasium facility in Kelowna may reduce accessibility	- More City-owned and -operated gymnasium space is needed to address geographic and low-income service gaps - Parkinson redevelopment will add significant capacity and in a key central location
Fitness and Wellness	Most of Kelowna's population can access a gymnasium within 5-15 minutes of drive-time	Similar gaps observed for gymnasiums, particularly those that are City-owned and -operated	- Parkinson redevelopment will add significant capacity - Third-party operators (e.g. YMCA) have programs available to make access more affordable for low-income households

Indoor Turf and Multi-Sport Courts	Most of Kelowna's population can access a gymnasium within 5-15 minutes of drive-time, except for the McKinley Landing area	Gap in service area coverage within core/central areas of Kelowna in terms of where low-income households live and where facilities are located	PRC redevelopment will add significant capacity
Program Rooms	Most of Kelowna's population can access a gymnasium within 5-15 minutes of drive-time	Gap in service area coverage within the Glenmore-Clifton Area	Utilization information on program rooms can be difficult to gather, but in terms of total supply of such spaces there is likely adequate provision. Developing program room spaces within Glenmore-Clifton and McKinley Landing would address geographic and low-income service area gaps
Special Event Spaces	Most of Kelowna's population can access a gymnasium within 5-15 minutes of drive-time	Similar gap in coverage as identified for Program Rooms	See above
Other Spaces	Most 'other' indoor spaces in Kelowna are located along the lakeshore and in the Central City area	N/A	'Other' indoor spaces contribute to the overall tapestry of Kelowna's indoor recreation offerings but are difficult to categorize overall

Service Delivery Strengths and Weaknesses

When compared to other municipalities and examining spatial information regarding where facilities are located, the City of Kelowna is generally following best practices when it comes to indoor recreation facility provision and service delivery. Unlike many municipalities examined, Kelowna's population is growing much more rapidly than others – among the fastest in Canada – and facility development has not kept pace with such growth for many years. Some notable strengths and weaknesses identified in provision and service delivery of indoor recreation facilities are identified below.

STRENGTHS

- Strong plan and policy foundation that identifies the important role that recreation and indoor facilities play in supporting quality of life, healthy lifestyles, and vulnerable populations
- Blended service-delivery approach (direct and third-party) provides system-wide flexibility to adjust or adapt programming to changing contexts without requiring the City to directly lead service delivery or programs. Third-party operators play an important role in responding to changing market conditions.
- Geographic accessibility is generally good across all facility types
- Geographic accessibility for low-income households is also generally good, as many low-income households reside in core/central neighbourhoods in Kelowna
- Policies and programs are in place to reduce barriers to participation, including subsidized admission and program fees and partnerships with service providers (e.g. YMCA)
- The City has made large strides towards enhancing how it approaches asset management and lifecycle planning for owned assets, including indoor recreation facilities, and this will extend the functional lifespan of such assets

WEAKNESSES

- Data collection and reporting by third-party providers is uneven in terms of content and quality, leading to either incomplete or distorted utilization analyses
- Many indoor recreation assets are aging, and some are nearing end-of-life. Timing revitalization or redevelopment to ensure service delivery levels remain consistent will be a challenge.
- There are few City-owned and -operated facilities in key indoor facility types, including ice arenas and aquatic centres. While third-party operators add capacity to Kelowna's indoor recreation networks, direct provision of such facilities allows the City greater control and oversight of operations and programming.
- Overcrowding and utilization of some assets reaching, or exceeding capacity is placing strain on service delivery, particularly for indoor ice arenas, aquatic centers, gymnasiums, and fitness and wellness spaces.
- There are some geographic and low-income areas that are underserved for some indoor facility types, including Glenmore-Clifton, McKinley Landing, and Pandosy-KLO.

Trends and Changing Societal Dynamics

Trends and social dynamics are highly variable and shift rapidly, often with little indication that change is about to occur.

This section reviews several trends and best practices identified within the recreation and culture sectors that pertain to indoor facility design, provision and service delivery. These trends and best practices may be of value to refer once the PRC redevelopment project advances into detailed design stages. Trends and practices are generally presented in an abbreviated form to maintain the high-level focus of this document. For a more detailed discussion on pertinent trends and best practices, including on broader impacts of COVID-19 on the sector and indoor facilities, please see Appendix B.

MULTI-USE SPACES

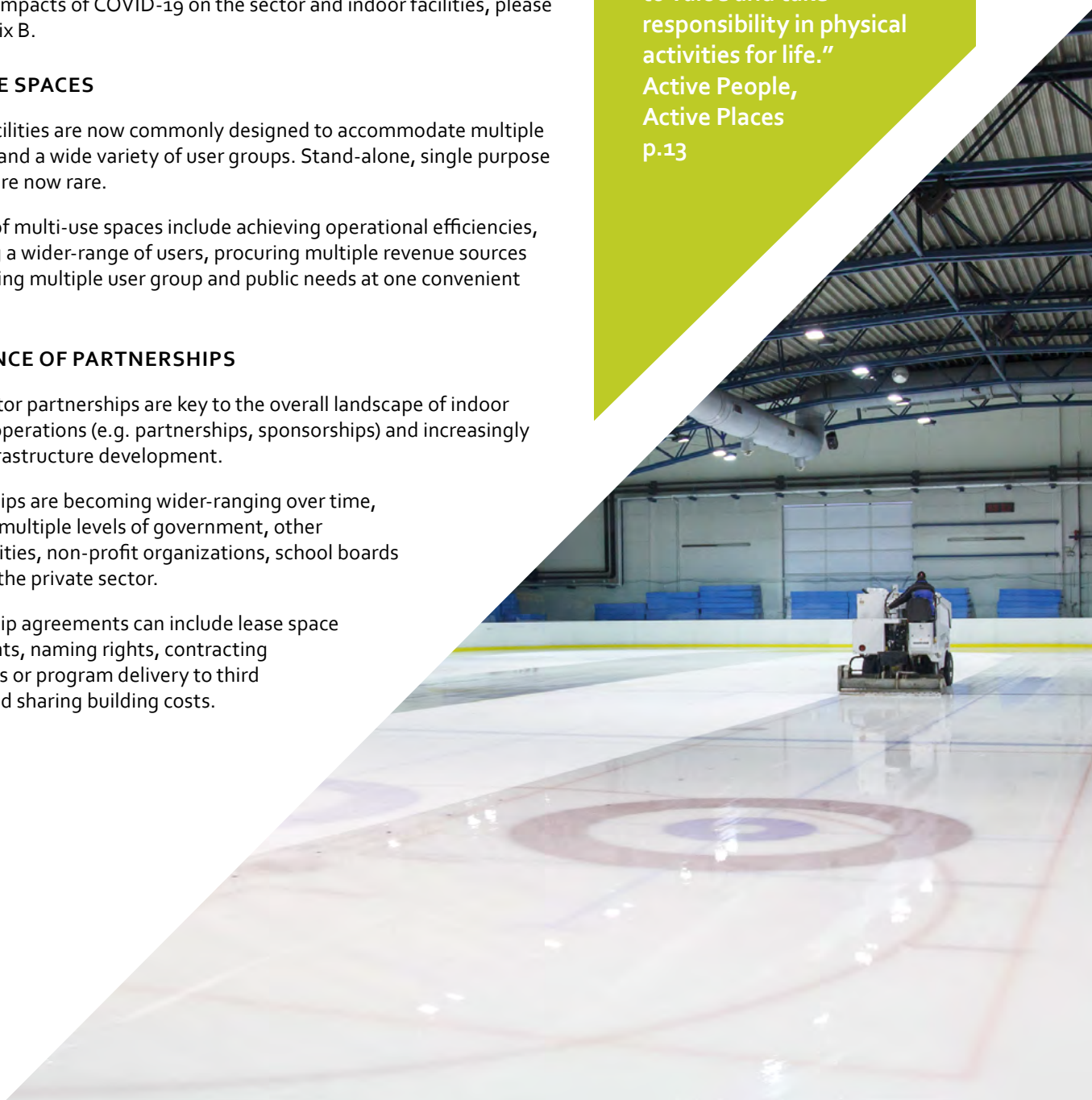
- Indoor facilities are now commonly designed to accommodate multiple activities and a wide variety of user groups. Stand-alone, single purpose facilities are now rare.
- Benefits of multi-use spaces include achieving operational efficiencies, attracting a wider-range of users, procuring multiple revenue sources and meeting multiple user group and public needs at one convenient location.

IMPORTANCE OF PARTNERSHIPS

- Multi-sector partnerships are key to the overall landscape of indoor amenity operations (e.g. partnerships, sponsorships) and increasingly key to infrastructure development.
- Partnerships are becoming wider-ranging over time, including multiple levels of government, other municipalities, non-profit organizations, school boards and even the private sector.
- Partnership agreements can include lease space agreements, naming rights, contracting operations or program delivery to third parties and sharing building costs.

The Government of BC defines physical literacy as being “the motivation, confidence, physical competence, knowledge, and understanding to value and take responsibility in physical activities for life.”

Active People,
Active Places
p.13



DESIGNING FOR PHYSICAL LITERACY

- Safety and user comfort are essential to promoting physical literacy, which in terms of facility design and programming can include providing resources and information on how to prevent information, and designing flexible, appropriately sized spaces for user comfort.
- Being able to scale up or down program spaces and programs themselves can promote physical literacy. The 2013 PRC Functional Space program incorporates multiple design elements that support physical literacy.

CULTURE AND SPORT TOURISM AND EVENT HOSTING

- Culture and sport tourism are significant subsegments within the tourism sector overall, becoming highly competitive.
- Attracting major cultural and sporting events/competitions are new drivers of partnerships and infrastructure development in Canada.
- To maximize both economic and public benefit from investing in major infrastructure capable of hosting such events, it is important that investments are sustainable, that benefits are clearly communicated to the public, and that the pursuit of such events is strategically aligned with community values

INDOOR FACILITIES AS COMMUNITY HUBS

- In many communities, indoor facilities are increasingly functioning as community hubs - both formally and informally - in addition to primary program functions.
- Facilities are being designed to accommodate multiple activities, user groups, spontaneous drop-in users, structured users, provide space for formal and informal gathering and be 'one-stop' shops for recreation, culture, leisure and other service needs.
- Combination or campus-style developments support community hub functionality, blending ideas on what a recreation centre, cultural venue or municipal service space can and should be in communities.

It is important that any investment in indoor infrastructure be framed around meeting community needs and demand. Investment in sport and competition-level amenities and cultural spaces should be prioritized based on benefits being provided to the widest range of residents.

Site designs for PRC redevelopment all demonstrate a degree of indoor/outdoor space integration, including the facility being an indoor corridor for pedestrians on Harvey Avenue to access the trail network and other outdoor amenities.

BLENDING INDOOR AND OUTDOOR SPACES

- Modern indoor facility designs are providing seamless interfaces between indoor and outdoor environments.
- Examples include having public event spaces being located both indoors and outdoors, connecting outdoor trail networks with an indoor corridor, and indoor and outdoor public art.
- Many operational considerations should be examined when planning for these interfaces, including where indoor/outdoor spaces should interface, how to control access to spaces, and how to keep spaces clean.

Public indoor facilities can help to foster a sense of community identity, pride and spirit, by bringing people together, creating destination-oriented spaces (i.e. hubs), and connecting people to each other and nature. Equity, diversity, inclusion and reconciliation are ongoing processes that should occur in a respectful manner.

In terms of designing facilities to be safe and inclusive, CPTED principles provide a strong foundation when evaluating design choices. Ensuring that spaces are well lit, supervised, open, and inviting can help all users feel safe. Other strategies for advancing equity, diversity, inclusion, and reconciliation include utilizing different languages on signage, soliciting design feedback from community groups, and through programming (i.e. newcomer ambassador program, Indigenous sport try it events).

INTEGRATION OF REVENUE GENERATING SPACES

- Municipalities operating indoor facilities must be innovative to find new ways to generate revenues to sustain operations and/or fund future expansions.
- Lease spaces are being integrated into facility designs to provide opportunities for both revenue generation and spaces for local businesses and user groups to operate out of.
- In the case of user-groups or non-profit organizations, municipalities can provide lease rates slightly-below market rate in prime locations.
- Food and beverage options, sports therapy, artist collaboratives or makers, apparel and equipment providers, and other retail businesses can often be found in newer facilities.

EQUITY, DIVERSITY, INCLUSION AND RECONCILIATION

- Efforts are occurring in Kelowna and across Canada to ensure that equity, diversion, inclusion and reconciliation are holistically reflected throughout organizations and communities.
- Public indoor facilities can serve as important sites for advancing equity, diversity, inclusion and reconciliation by providing spaces and places to build cultural awareness and acceptance.
- Facility design and design processes should be inclusive of all Kelowna residents, reflect unique cultural histories and lived experiences, and strive to address systemic issues.



Kelowna's draft 2040 *Official Community Plan* identifies several strategies and initiatives that strongly align with sustainable design, mitigating the impacts of climate change, and making municipal infrastructure more resilient to climate disruptions. Policies specifically identify the importance of extending the urban forest canopy, establishing connections with natural spaces and reducing greenhouse gas emissions. Detailed design work for PRC redevelopment should embrace sustainability as a core principle to demonstrate leadership.

SUSTAINABLE DESIGN AND FACILITY MANAGEMENT

- For indoor facility operators and event managers, climate change will have significant implications related to water, energy, and waste.
- Natural environment changes and increase hazard from extreme weather events and disasters may result in lower usage of outdoor spaces and greater need for safe, climate conditioned facilities to meet culture, recreation, leisure, and other needs.
- Municipalities can demonstrate their commitment to environmental stewardship and sustainability by designing new and retrofitting existing facilities to incorporate sustainable building technologies, energy generation infrastructure, low impact landscaping designs, and by monitoring and striving to lower emissions and water use through operations.
- Facility rating systems like Leadership in Energy and Environmental Design (LEED) are now commonly utilized by municipalities when making architectural and engineering design choices for facilities.
- Prudent asset management practices and life-cycle modeling are also important considerations when evaluating the cost-effectiveness of design choices and ongoing impacts of facility operations over the long term.

Facility Accessibility

Accessibility is an ongoing concern for sport and recreation facilities because the built environment can be a primary barrier to participation and this population tends to have mobility challenges. Facility designers must consider how disabilities can take many forms and that creating a solution for one form of disability may not necessarily remove the barrier for all. The most accessible attributes of sport and recreation facilities tend to be water fountains, parking lots, elevators, and corridors. Meanwhile, the most inaccessible components tend to be hot tubs, bathrooms, swimming pools, signage, and equipment.

To improve the accessibility of aquatic amenities, designers should eliminate the use of stairs, incorporate ledges at various heights of the entrances and exits of swim areas, increase space to store assistive equipment and consider the travel to these amenities. Bathrooms often present barriers with inadequate dimensions, swinging doors, lack of automation, height of amenities, slippery surfaces and benches not large enough for safe transfers. Signage can be improved by incorporating braille, larger print or audio for information, the use of images instead of text and creating accessible routes that guide people through a facility.

Sport and recreation facilities must not only consider the barriers of the built environment, but also ways to foster collaborative relationships between facility staff, able-bodied users and those with disabilities. To create a barrier free facility, tailored solutions must be developed that address the needs of those with disabilities in the surrounding communities and ensuring that they are not ostracized in the way that they use or travel throughout a facility. During a renovation or retrofit, designers should conduct a thorough accessibility assessment with those in the community, review the necessary policy and create a transition plan that outlines objectives and timelines to remove barriers that also keeps the facility as accessible as possible throughout the project.

The City's draft 2040 OCP identifies accessible design as a key strategy for creating inclusive spaces for people of all ages and abilities, as well as to support aging in place. In terms of facility design, ensuring that spaces are accessible often requires building larger circulation areas, washrooms, and other areas. Although accessibility may require larger building footprints, such design choices are critical for creating accessible, welcoming spaces for all.



Pandemic and Public Health Design Considerations

The COVID-19 pandemic has created many challenges for indoor recreation facility operators, both in terms of operational impacts as well as greater focus on how to keep people safe within facilities. The need to regularly clean and sanitize surfaces, implement temporary or permanent measures to ensure physical separation between users, and a growth in popularity of unstructured, informal recreation activities have all challenged facility operators, budgets and staffing needs. Facility operators must also instill confidence in users that facilities are going to be clean and safe for activity.

Several design choices can be made to ensure that indoor recreation facilities can better operate within the context of the current and future public health crises. These choices include:

- Designing facility spaces to allow for hybrid delivery of programs and services, allowing users to participate remotely if necessary or desired. Spaces can be designed to integrate cameras and other audio-visual technologies to allow for live streaming of programs, as well as accommodate in-person activities.

- Air handling systems, corridor widths, room capacities, and surface material choices can all be designed to maximize occupant health and safety by considering how often air is circulated in a space, filtering systems, whether individuals can maintain physical distance if necessary, and whether surfaces are easy to clean and/or naturally anti-bacterial.
- Traffic flow within facilities should be considered to reduce potential disease or illness transmission risk, focusing specific attention on entry/exit pinch points, change room and bathroom design to maximize space between occupants.
- Facilities should be designed to minimize the number of high-touch surfaces by integrating touch-free technologies like sensors on doorways, hand motion soap and paper towel dispensers, and so forth. Design should strive to reduce user need to touch surfaces as they move throughout a facility.
- Automated cleaning technologies such as UV-lights can be installed into facility fixtures to automate cleaning when people are not within spaces. Surface materials should also be selected for long-term durability and wear-and-tear due to needing to more frequently sanitize surfaces.

Both now and into the future, the COVID-19 pandemic will have a lasting impact on indoor recreation facility operations and users. It is anticipated that the experience with this pandemic will influence future operating practices, participation levels, and facility design. The lasting impact on the public psyche is yet unknown, but participants will need to be convinced and reassured that indoor recreation facilities and public spaces are safe. Both facility design and communications can address concerns.





Conclusion: Gaps, Opportunities and Next Steps

Overall, the current state of indoor recreation facility provision in Kelowna is strong, but there are some gaps and opportunities for enhancement or investment that have been identified through this study, which are summarized below.

A decorative geometric pattern at the bottom of the page, consisting of a grid of triangles in shades of blue, green, and grey, with some triangles containing white lines.

GAPS

- **Many indoor recreation facilities in Kelowna are at or near capacity** and/or are reaching the end of their functional lifespans.
 - Facilities that are highly utilized and may be challenged to accommodate existing and/or future demand include indoor ice arenas, aquatic centres, and fitness and wellness centres.
- There are **some geographic gaps in service provision** within Kelowna, both for specific indoor facility types and in areas where significant population growth has occurred and is anticipated.
 - Facility types where geographic service provision gaps exist include ice arenas, aquatic centres, gymnasiums/indoor turf/multisport courts and fitness and wellness facilities.
 - Geographic areas with more limited access or greater need include the Central City, Glenmore-Clifton, McKinley Landing, Rutland, Pandosy-KLO, South East Kelowna, Black Mountain, and areas of Rutland.
- It is likely that **vulnerable populations, including low-income households, would benefit from reinvestment in indoor recreation facilities**, particularly if they are to be City-owned and -operated to ensure programming and affordability considerations can be directly addressed by the City rather than third-party operators.
- An important consideration for the future of recreation facilities is that many in the City's existing inventory require significant investment simply to sustain existing service levels. When this investment occurs, there may also be opportunity to improve the quality of existing spaces as well as enhance capacity by adding new spaces.

• OPPORTUNITIES

- Many of the City's existing indoor recreation facilities are strategically located in central areas and in areas where population growth has been most significant in the last few years, including the PRC, CNC, and Mission and Rutland Athletic Parks. Redevelopment of these facilities and sites is particularly advantageous for the City in that the land is already City-owned and the public already associates these sites with recreation/activity.
 - These sites and amenities located on them are also among those most under pressure to accommodate existing and anticipated future demand, particularly aquatic centres, fitness and wellness, and gymnasium space at the PRC and indoor ice arenas at the CNC. As was explored through functional space planning work for the PRC, opportunities likely also exist for an expanded facility program at the CNC to address ice utilization constraints and expand service delivery in a growing area.
- The City's policy and planning foundations directly support investment in indoor recreation facilities and what role they can and should play in Kelowna's future growth and development. Engagement work reveals that the public supports such investment and has an appetite to see new amenities be developed and existing facilities enhanced.
- The City's service delivery approach relies heavily on third-party operators. There are strengths and weaknesses to this approach and consideration should be given as to how agreements can be enhanced and improved to achieve shared benefits and service delivery excellence. One clear area for improvement is annual reporting and data collection.

NEXT STEPS

- The City is **demonstrating leadership and foresight** in conducting this research and analysis, which in turn will lead to the development of a broader, more holistic strategy that speaks to indoor recreation facility provision overall.
- Ongoing **redevelopment work for the PRC** should be continued, as this study affirms the functional space plan that has been developed is appropriate and necessary.
- Functional **space planning for the CNC** should be initiated based on facility age/condition as well as demands for expansion, demand for indoor ice in Kelowna, and the opportunity presented to enhance service delivery through an expanded or enhanced space program at this location.
- Consideration should be given to **what indicators or thresholds the City will monitor** to know when reinvestment or development of new indoor recreation facilities is needed. Potential indicators include utilization rates, population growth, program data, community preference, facility provision / availability and condition, and funding availability.



