The Future of The Fenlands

What We Heard Report



THE fenlands
BANFF RECREATION CENTRE



The Future of The Fenlands
What We Heard Report

Fall 2021

Prepared by Intelligent Futures, 2021.

Photos © GEC Architecture

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https://banff.ca/FenlandsVerbatimA

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https://banff.ca/FenlandsVerbatimB



Project Background

WHAT IS THE FENLANDS FUTURE ENGAGEMENT ABOUT?

The Fenlands Future engagement was developed in response to the loss of the Banff Hockey Academy as a tenant at The Fenlands Banff Recreation Centre. The Banff Hockey Academy (BHA) had previously leased 400 square meters for exclusive use at The Fenlands. With the space now empty, the Town of Banff decided to seek public input on how that space and other low use spaces should be used to meets the needs of residents and visitors for years to come.

The Fenlands Future engagement further explored the priorities for the Town's public facilities that had been identified in the Banff Recreation Facilities Master Plan (2014) and the Banff Community Social Assessment (2018). These council supported, guiding documents underwent extensive public consultation and highlight community health and well-being needs that could be addressed through the redevelopment of The Fenlands.

The Fenlands Future engagement did not include a request for feedback or recommendations that would see the removal of any ice sheets for skating, ringette, hockey or curling in the winter months or that would require a major expansion. Feedback and recommendations on activity options for the empty lease area and other spaces that are not used often was the number one priority in the engagement process. The engagement also looked to understand how potential renovations could improve existing ice users' needs and increase use by those who do not participate in ice sports. The Town also gauged interest in the addition of a fieldhouse in the Bow Valley. The following pages highlight both how the engagement was done and what was heard from those who participated.

How We Engaged

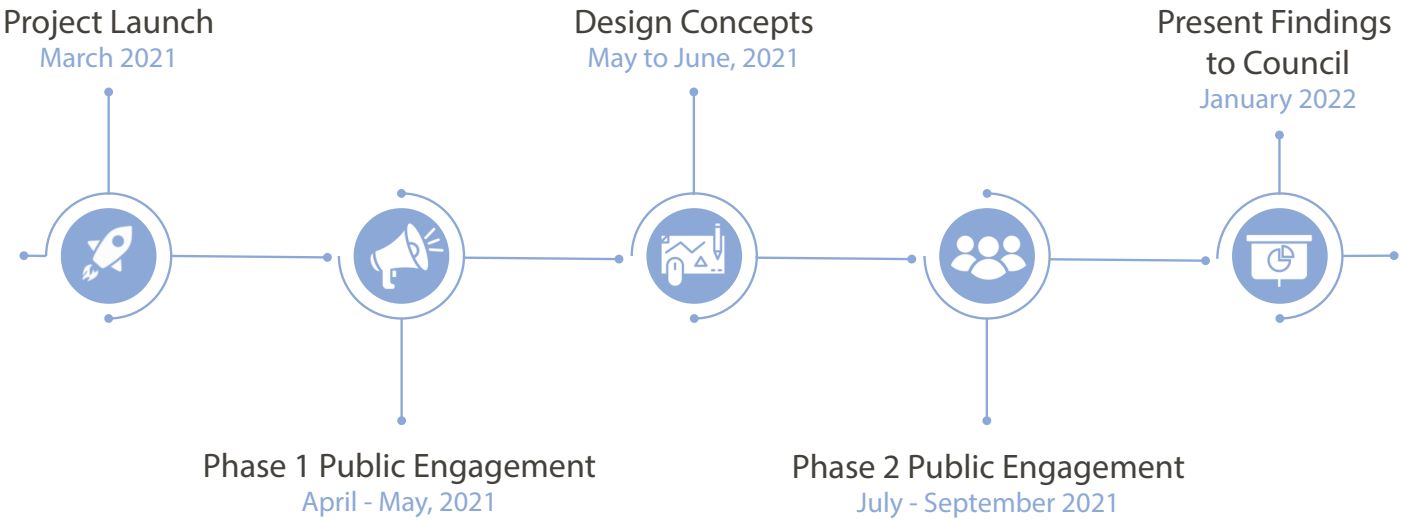
From April 26 to September 19, 2021, the Town of Banff engaged with the community on future opportunities for The Fenlands Banff Recreation Centre. Over two phases of engagement, the Town had over 675 responses from Bow Valley residents.

The engagement process allowed Bow Valley residents, organizations and businesses to share their ideas and concerns for recreation at The Fenlands. The engagement process connected with the residents and organizations in three ways. These included: online surveys, structured conversations (workshops, focus groups, interviews), and a series of facilitated in-person sessions to review and provide feedback on conceptual design options.

Online Surveys: An online survey was available for both phase 1 and 2 of the public engagement. Phase 1 saw 400 surveys completed and phase 2, 145.

Phase 1 community workshops, focus groups and interviews: 88 individuals that included, new and long-term residents, municipal staff and representatives from sport, art and cultural organizations in the Bow Valley all participated. There were two workshops, three interviews, and six focus groups in total. The focus groups included a large cross-section of the community including, sporting groups, youth, food security representatives, art and fitness instructors, Settlement Services clients of the Bow Valley and Banff Access program participants.

Phase 2 in-person sessions: 43 individuals shared their feedback on the design options for the facility at in-person sessions. There was a total of 7 sessions held between August and September at various locations throughout the townsite.



The opportunities to engage in the process were communicated using the following:

- Web promotions on Banff.ca and the BaffViewpoints.ca project page
- Medial relations
- Direct invitations to key stakeholders including, winter and summer sporting groups, Banff and Lake Louise Tourism, Banff Canmore Community Foundation, YWCA, Canmore artsPlace, Primary Care Network, Bow Valley Naturalists, BV True Sport and others.
- Direct invitations to participants in phase 1
- Open invitations to residents
- Social media paid promotions
- Signage at key locations in Banff
- Advertisements in the Rocky Mountain Outlook
- Radio advertisements on Mountain FM

The Fenlands Future project on the Banff Viewpoints public engagement site had more than 2,200 unique visitors and 513 unique responses to online surveys.

COVID-19 PANDEMIC

As The Fenlands Future engagement was held during the COVID-19 pandemic, phase 1 sessions were held online. Participants in the online workshops and focus groups attended facilitated group sessions on Zoom. In the stakeholder workshops the Mural tool was used which allowed participants to collaborate with virtual sticky notes, pictures and text. In phase 2, facilitated in-person sessions used large print materials that featured each conceptual design. Participants and facilitators followed all municipal and provincial COVID-19 safety guidance (i.e. distancing, sanitization and masking). Understanding that some participants would not want to engage in-person, an online survey was also available in phase 2.

What We Asked

The conversation about The Fenlands Future was staged across the two phases. The first phase was more of an open-ended conversation, where the public could share how they use The Fenlands today and identify their desires for future spaces and activities. Questions in phase 1 included learning more about the type, frequency and seasonality of existing users or, reasons why some do not use or visit The Fenlands at all. It went on to measure the community's interest in activities and spaces not offered at The Fenlands today. Phase 1 also included questions about what qualities are important in a community recreation centre and the level of support for different operating models.

From there, the project's architects, GEC Architecture, drafted a series of conceptual designs based on the public's feedback in phase 1. The conceptual designs grouped the feedback into 6 spaces (zones) in the building that are empty, have low use, or would make the building more welcoming and inclusive. Phase 2 asked participants to share what they liked or disliked in each of the conceptual designs. Phase 2 was more directed, with the public providing open-ended feedback on the two options presented for each zone.

WHAT WE DIDN'T ASK

Phase 1 and 2 of The Fenlands Future specifically focused on the existing spaces in The Fenlands that are empty or are not well used. That meant that common recreational activities that would require a large building expansion were excluded. Examples include leisure spaces like a swimming pool, running or walking track and a gymnastics facility. Some participants still provided comments on these types of activity spaces in open-ended questions. Comments on these activity spaces included, a desire to have them available in Banff, municipally operated and/or at The Fenlands.

Executive Summary

In phases 1 and 2 of The Fenlands Future engagement, Bow Valley residents, organizations and businesses provided their thoughts on how The Fenlands could best serve residents and visitors today, and in the future. Phase 1 focused on understanding the level of support for currently offered activities and potential new activities to add to The Fenlands. Phase 2 consolidated the most supported activities from Phase 1 into options for vacant and underutilized spaces. With limited space available in The Fenlands some of the conceptual designs in Phase 2 included two options for a space (zone). Feedback in Phase 2 on the options for each zone further identified priority activities and configuration for each of the spaces.

It was clear across both phases of the engagement that the public feels that the Town must actively engage with existing users to better understand their needs in the facility. Participants also noted a strong desire to have more diverse year-round, affordable program offerings. This included, activity spaces that complement resident and visitor ice sports needs such as, dryland training and meeting spaces and a weight room and changing areas for curling. Participants that use the facility today stated that it was important to improve the building's main entrances by making them more open and welcoming. Participants also noted that wayfinding to the non-ice spaces and services such as, meetings rooms and the concession need to be improved.

Across all levels of engagement there was a strong desire to renovate empty and low-use spaces in the facility for year-round activities such as a fitness (cardio, free weights and stationary equipment), indoor climbing and flexible/multi-purpose arts, culture and meeting spaces. With respect to flexible spaces, participants noted that the spaces must have adequate storage and be properly furnished (i.e. workspaces, sinks, fridges, etc.). Participants also supported the installation of a temporary turf field in the arena(s) in the non-ice season. When asked about how to use the unoccupied former BHA space, the majority of participants said is should be repurposed for community use.

There was strong support from the public for an indoor turf field in the non-ice season and a small amount of participants also supported a movable pump track from skateboarding and bmx biking.

Finally, in phase 1, almost 60 percent of survey participants supported a permanent fieldhouse somewhere in the Bow Valley.

Engagement Details

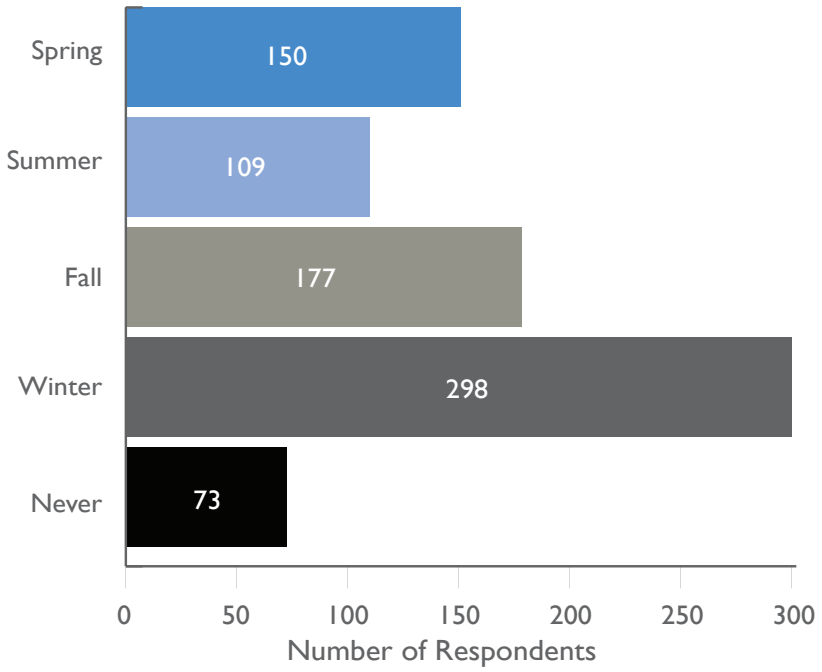
WHAT WE HEARD IN PHASE 1

PUBLIC ENGAGEMENT PHASE 1 (APRIL 26 - MAY 25)
A variety of opinions and preferences for the recreation centre was expressed by those who participated in the online survey, workshops, and interviews in phase 1. There were also common themes and areas of mutual interest for new activities and spaces at The Fenlands.

THE FENLANDS NOW

In the phase 1 online survey, participants were asked if they used The Fenlands and if so, in what season(s). Responses showed that the period The Fenlands is visited the most, is the winter season. 73 respondents also noted that they have never used or visited The Fenlands.

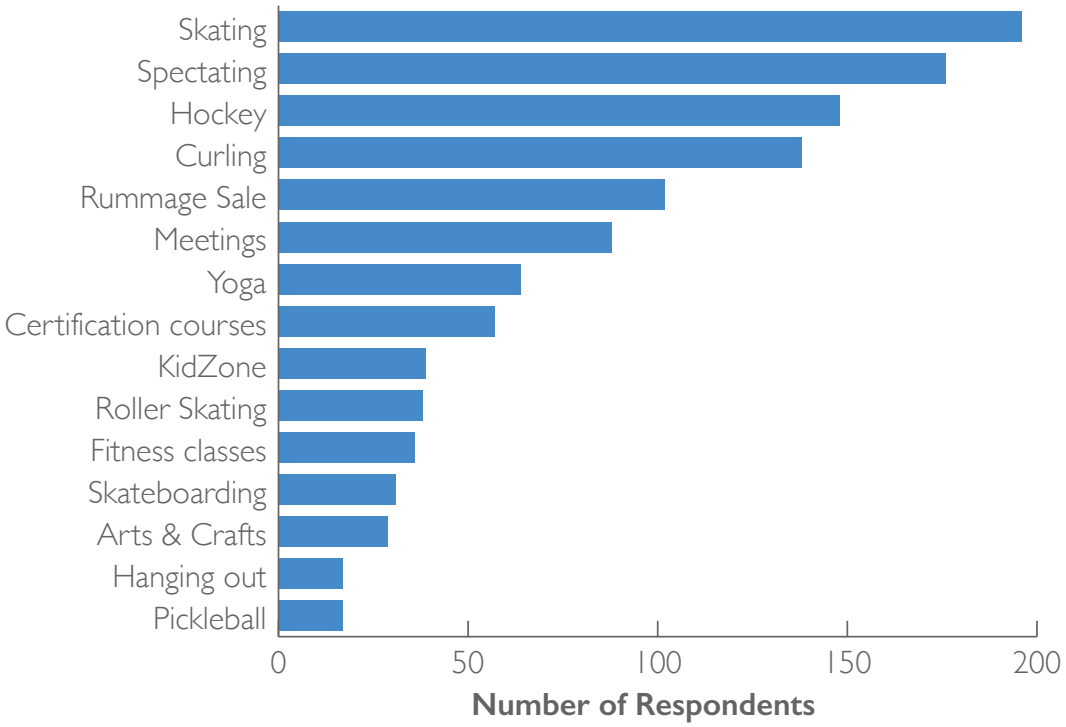
Graph: Seasons that Respondents Use The Fenlands



Participants were also asked how often they use or visit The Fenlands and almost half reported no more than once per month or, not at all.

Participants that do use the facility were asked what activities they, or their family members, do during the year (pre-COVID-19). The table below summarizes participants top 15 activities.

Graph: Current Activities & Uses by Respondents



Survey participants were also asked about what they did not like about The Fenlands in an open-ended question. The most mentioned themes in the 250 responses, included the following:

Lack of diversity in the program offerings (90+ mentions). Many participants noted that the facility design and programs focused on ice sports and that it did not feel like a community centre.

> "It's seemingly exclusive design and set-up for ice hockey groups and curling. All other spaces seem like second thought and less important than serving a hockey club that ironically is no longer using the facility. There is no obvious "welcome" entrance to support a sense of greater community beyond "we're here to support professional ice hockey.""

> "So much space, yet so little to do if you don't want to ice skate/play ice-hockey. A gym, pool and/or music rooms would be hugely appreciated by my friendship group I have gathered from living in Banff for the past 2 years."

Lack of access to and focus on ice sports (35+ mentions). Some participants stated that they would like to see ice sports offered year-round and would like earlier ice times during the week prioritized for locals. Others noted opportunities to market to summer camps and tournaments, as Banff is a premier destination. There were also feelings that the operators could provide more access and reduce restrictions in spaces like the dressing rooms.

> "The tight restrictions by the town after our games."

> "This facility could have huge potential in hosting tournaments, competitions, NHL, AJHL etc team, training camps for all ice sports. It has potential to be a 4 season destination for ice sports. I don't like that we have this amazing facility right here in our back yard, yet I find myself driving to Canmore and Calgary on a daily basis for ice."

Layout and low use of spaces (30+ mentions). Participants felt that the building's flow and spaces for activities were not furnished or laid out well. This included, small entrances/lobbies, heavy manual doors, poor wayfinding, the location of the concession and washrooms and uncomfortable bleachers and cold temperatures in arenas.

> "The lay out of the building is a little awkward and people from out of town don't realize there is more to the building, like the food place"

> "I believe it is underutilized as a facility"

Customer service (20+ mentions). Some participants felt that the operators do not support ice sports and/or have a lack of awareness of ice user's needs. Other comments included that staff were not always friendly or that the restrictions during COVID-19 were too high.

> "The sense of community seems to be slipping away."

> "The way the Town keeps trying to "better" things without engaging users and determining what the challenges they feel exist actually are"

Access (10+ mentions). Some participants stated that The Fenlands is difficult to access without public transit and because of its' distance from downtown. Others noted that it could be difficult to enter and exit the parking lot due to high traffic volumes on Norquay Road.

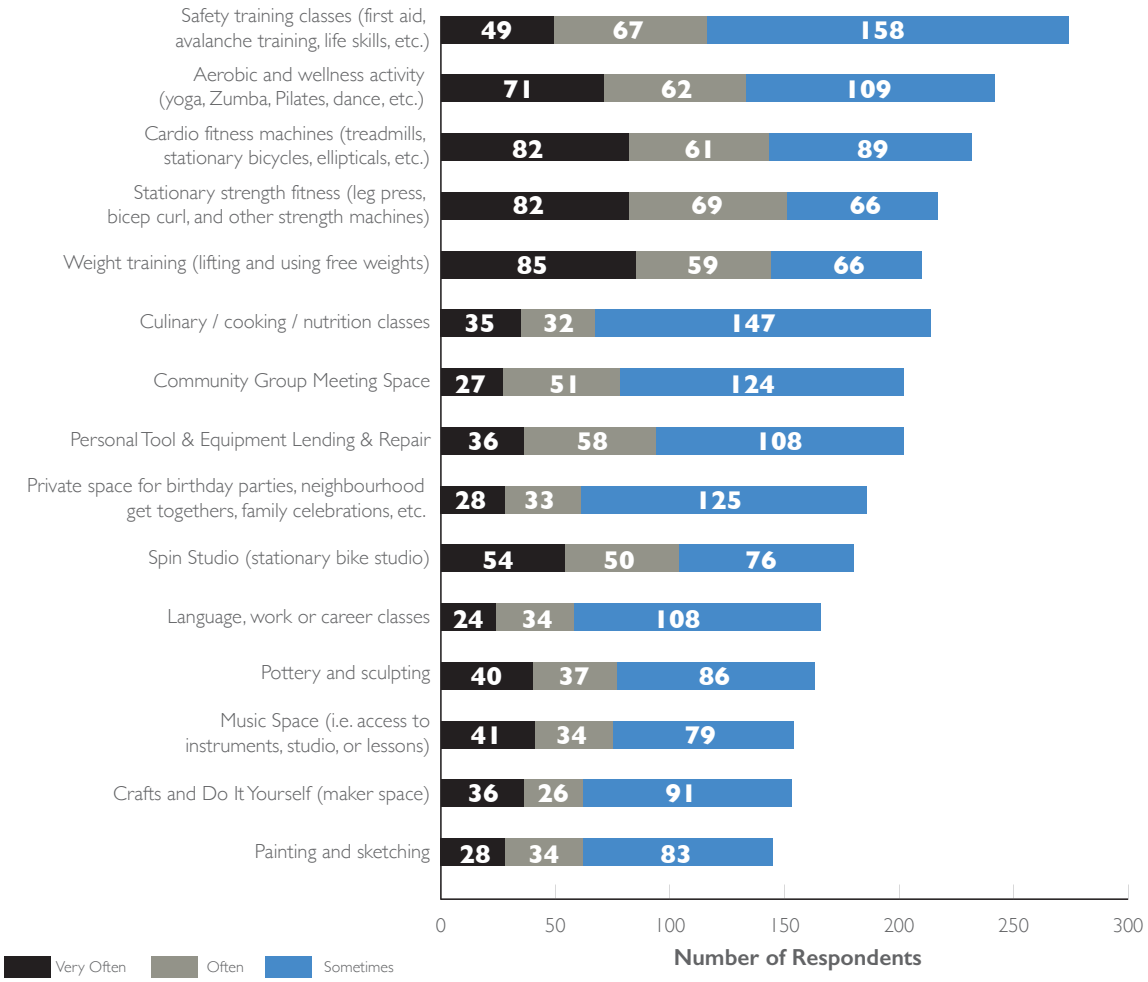
> "That it isn't accessible by Roam bus"

> "Turning left out of the parking lot on a busy summer day"

THE FENLANDS FUTURE

The next section of the phase 1 online survey asked Bow Valley residents and organizations what they might like to do at The Fenlands in the future. It also asked what an ideal community recreation centre would look like in Banff. The top fifteen activities and spaces that participants said they would use year-round were as follows:

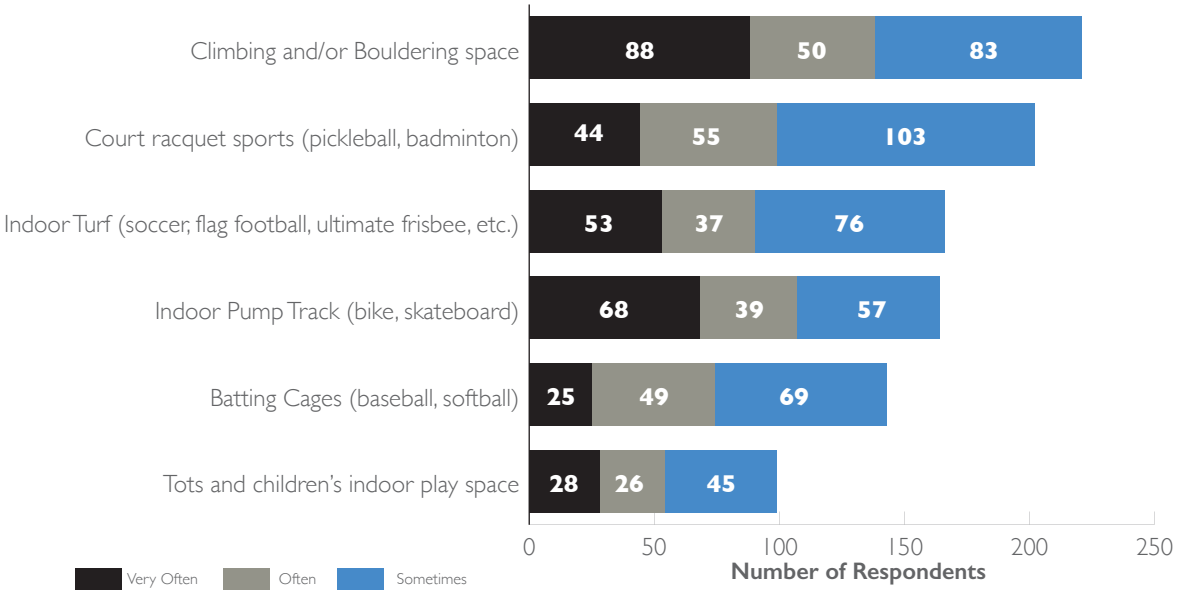
Graph: Activity & Space Preferences



In a follow-up question, participants were asked what activity or space they would prefer if only one could be added and a fitness centre was number one.

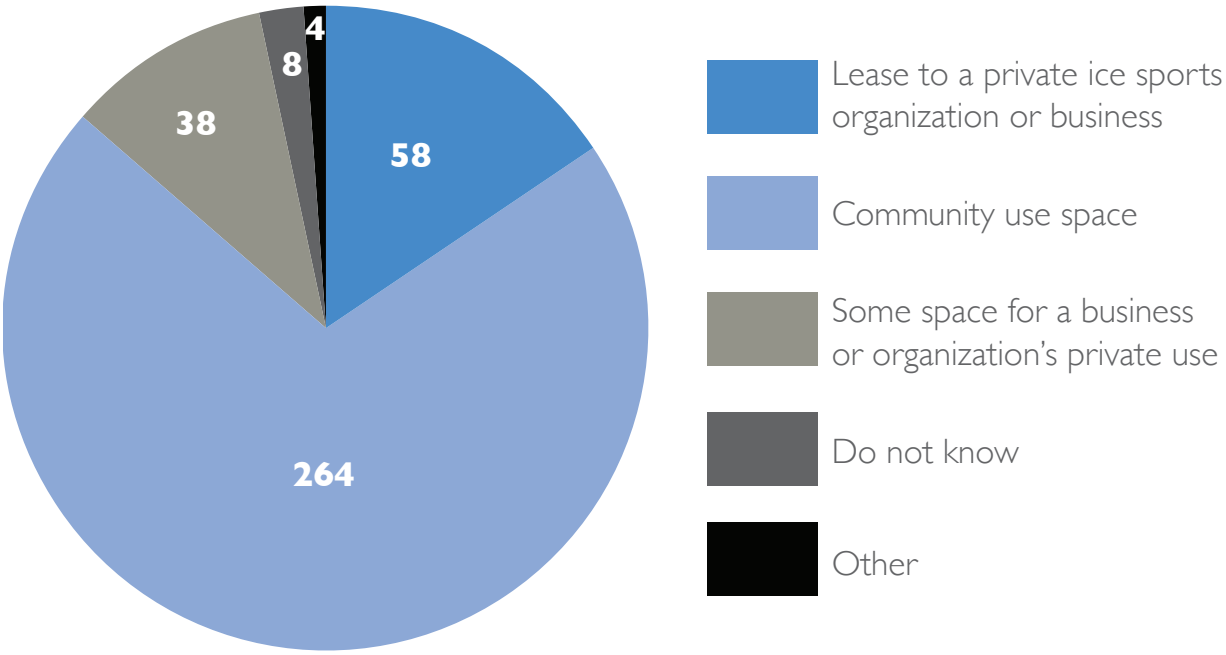
Participants were also asked what activities they would do in the arena(s) in the non-ice season and the results were as follows:

Graph: Seasonal Activity & Space Preferences



In addition to activities and spaces, the survey asked about the future of the now empty BHA lease space. The space included, the BHA team rooms and offices, but not the ice surfaces (seasonal rental). Participants were asked to respond to the statement about the space that they agreed with most and results were as follows.

Graph: Preferences for Empty Lease Space Future Use



SUMMARY OF PHASE 1 FINDINGS

Through the community workshops, interviews and focus groups, common themes for the future of The Fenlands included the following:

- Cardio and weight training space
- Arts and cultural space
- Culinary space for food and nutrition courses and for community food programs
- Classroom space for education courses (i.e. language, safety, career) and community and private group meetings and gathering

Through all the phase 1 engagement tactics, participants were asked to provide feedback on what are important qualities and/or values of a community recreation centre. Many participants indicated in the survey and the facilitated sessions, that the following must be at the heart of decision-making for future activities and the design of The Fenlands, if it is to be a community recreation centre.

Inclusive

- Welcoming
- Diverse programs that meet the needs of all residents, including those that do not participate in ice sports
- Safe to get to and from the facility (i.e. crossing the train tracks, lit pathways)
- Inclusive washrooms and changing spaces

Affordable

- Affordable programs
- Affordable facility rentals

Accessible

- Ability to independently move through the facility by persons of all abilities
- Ability to get to and from the facility (i.e. public transportation)

Sustainable

- Environmental (i.e. living wall, greenhouses)
- Financial (wide range of community uses to support general taxation)
- Financial (efficient use of the facility including sport tourism to minimize taxation)

In Phase 1, two facilitated workshops were held with stakeholders and members of the public including, user groups, non-profit association and hospitality representatives and others. The Mural boards below depict each breakout group's ideas for The Fenlands in the future.

Image : Mural Board from one of The Fenlands Future Workshops

What opportunities do you see for the Future of The Fenlands?

Use this space to capture your group's vision and ideas for the Future of The Fenlands.



Height of Fenlands – able to accomodate competition-grade climbing wall?



Circular economy uses – tool-share, re-use centre, etc.





fix it/maker space



Space for food truck gathering

BANFF LAKE LOUISE HOUSEKEEPING OLYMPICS

Each room is technology enabled for events, meetings and uses of all kinds so they are set up for virtual meetings (while enabling in-person meetings at the same time)



Thinking forward a couple decades... how can Fenlands showcase the Banff we want to see in the future?

community/ commercial Kitchens



warm, open, welcoming entrance that serves as gathering space



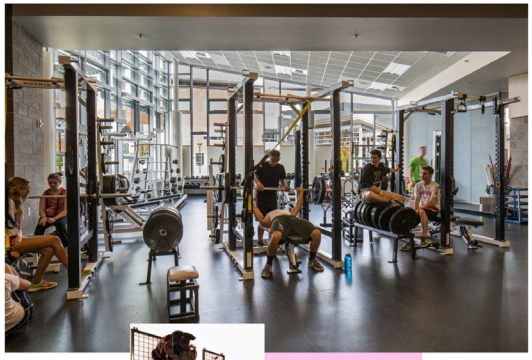
Rentable dog training facility / space

Flexible multi-purpose space for variety of events and occasions

Ensuring the space design isn't too prescriptive









Shared storage space for equipment?



Ensure changes are desirable to residents, as well as attract regional interest to rent & offset operational costs for residents

living wall/ greenhouse space - highlight environmental initiatives



Linking to Banff's aim to be a model environmental community



Leverage funding opportunities to offset facility costs

Business drop in rooms



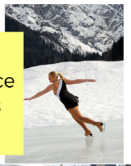
What opportunities do you see for the Future of The Fenlands?

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More bike lockup infrastructure, more programming and spaces to serve regional cyclists

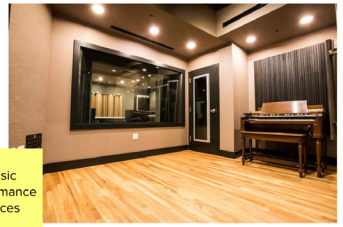




Summer ice offerings



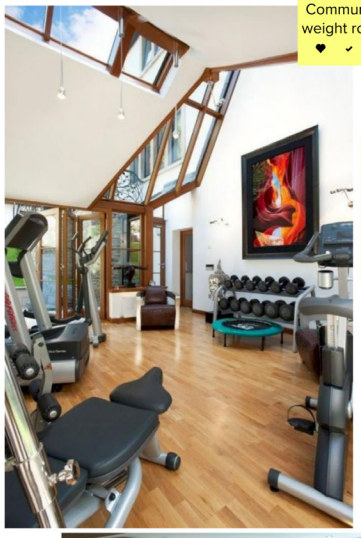
Pickleball (vying for competition with the Banff Elementary School)



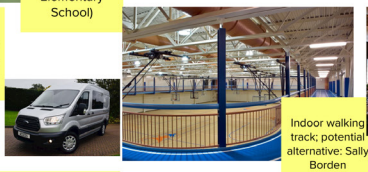
Music performance spaces

Art space





Community weight room





Indoor walking track; potential alternative: Sally Borden

Physiotherapy

Wedding venue





Transit – access

Language minority communities space

https://www.canada.ca/en/canadian-heritage/services/funding/official-languages/community-spaces-fund.html

more of a wellness/ community centre, taking ideas from ArtsPlace (Canmore). offering community classes, studio space, and music space

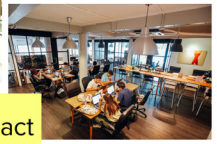
Potential regional partnership opportunity?



Well-served by information technology, however wireless

conference centre







co-working space

Continue to attract NHL teams to practice at the facility when they are on the Western Canada swing

Community Kitchen

Indoor field house for the summer



Rentable golf simulators or batting cages



multi-cultural festivals



Homework workspace

youth group meeting spaces



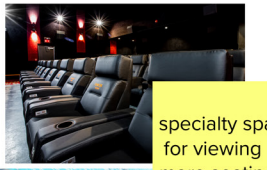
What opportunities do you see for the Future of The Fenlands?

Use this space to capture your group's vision and ideas for the Future of The Fenlands.

N.b.: currently the predominance of ice hockey users/ usage is due to the unavailability of space for much else.



emerging mental health services





specialty spaces for viewing and more seating for larger events

perfect for spectating cultural activities

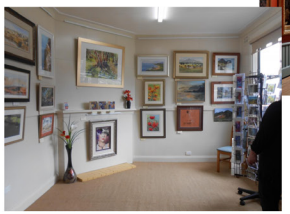


new hockey academy?

corporate challenge - various sports competitions

some larger functioning space use like the hockey academy







Craft Markets



cultural activity spaces - indigenous dances and pow wows - an opportunity for reconciliation



Farmers market



Central information and grant understanding





flexibility with concessions, particularly for cultural activities



office space



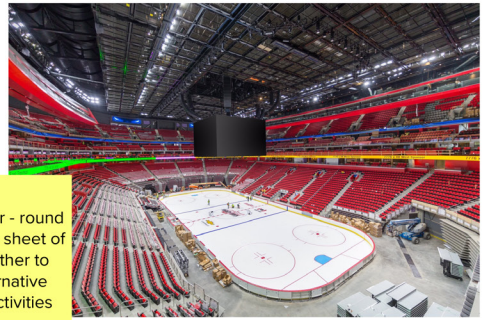
warm up space - for using - maybe in the basement

music space (basement or other spaces)



Educational spaces

Use third floor space, outdoor areas, for events



Still has year - round ice - for one sheet of ice - the other to have alternative summer activities

What opportunities do you see for the Future of The Fenlands?

Use this space to capture your group's vision and ideas for the Future of The Fenlands.



Larger climibg space







Gorup classes/ community classes

outdoor rink

Easier access from faiclity to rooms

Workshops spaces

more casual use of ice - drop in or try it days





Workshop spaces that are multi purpose would be great

Bringing in economic opportunities that also brings in external crowds

community ski/ snowboard Training space

Free wifi- co work spaces

Winter dry training areas

more signage/ floor plan of building in entrance

Utilize the space for its original purpose as there are other areas in town for various programs

A hockey academy requires the space designed and designated for the former school so it is a significant part of the operation of a hockey school. All of the other uses are viable and important but should be valued in conjunction its a money making community partnership.

Co-working spaces with free wifi upstairs?

Affordable/ sliding scale options for renting space

More inviting entrance to concourse and what concession has to offer

Community organized and run tourmaments and leagues

Easier booking option- town run program run by a group- ie hockey league

What concerns me is that we are exploring new ventures but ignoring what we already have.

we love family dinner nights at oh bento on busy activity nights! Lots of Banff families do-



What opportunities do you see for the Future of The Fenlands?

Use this space to capture your group's vision and ideas for the Future of The Fenlands.

bow valley partnerships

Co-membership for both Elevation Place, Canmore rec centre, and Fenlands? and other communities (Lake Louise, Morly)

< dependent on council and residents

How to bundle things together for benfits for all Bow Valley residents?

Outdoor spaces - how to utilize these to supplement

How to branch

Community Hub



multi-use space and variety

Social/Support group

offer lots of variety

feel like a community Hub - the place to 'meet'



year-round multi use vs. primarily a winter ice palace



Indoor year-round





The curling rink space should also be considered for non-winter dry floor sports (e.g. pickle ball courts)

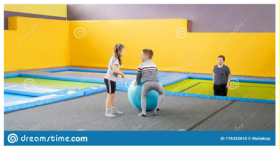


Use of winter facilities for other sport



A dedicated space for adult education





Providing opportunties for less active/more active/ice sports/non-ice and adult learning and connecting opportunities

Opportunities for non-ice sports and recreation during the long winter months





SEASONAL BASIS

language learning, to nutritional courses, budgeting! Newcomers and those who have been around a long down

Ensuring that space is dedicated

Adaptive focus and physical literacy

scaleable activities -



families can come as a whole too

Lifetime development

Physical literacy locations: Running, jumping, kicking, catching,

to build confidence and success in joining sports

Low impact exercise

adaptive focus and physical literacy space - how to build inclusion into regular programming?

Year-round (non ice-based access)

One dedicated classrooom that is in continual use for training and education opportunities from language learning to living with wildlife

What opportunities do you see for the Future of The Fenlands?

Use this space to capture your group's vision and ideas for the Future of The Fenlands.





Welcoming to all





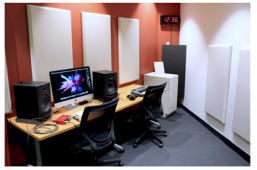


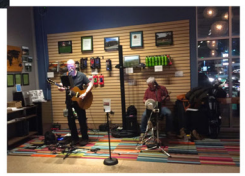


Community gathering & events









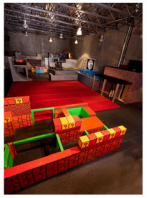


Creative and learning space











Active opportunities













Youth led programming



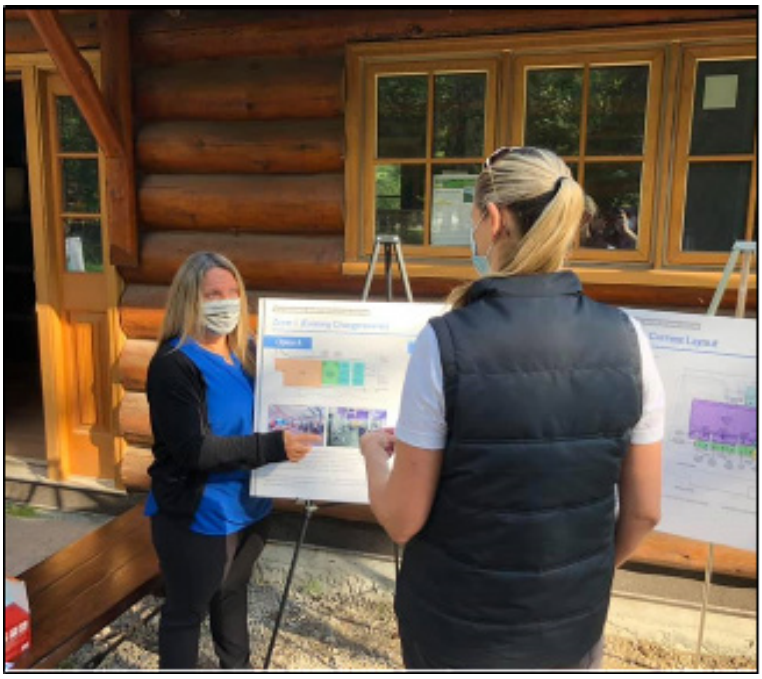


A place for relationship building

WHAT WE HEARD IN PHASE 2

PUBLIC ENGAGEMENT PHASE 2 (JULY 30 - SEPTEMBER 19)

Feedback and recommendations from phase 1 were used to develop conceptual designs for the empty and low use spaces in The Fenlands. As the engagement did not include a building expansion, all activities could not be accommodated in the existing footprint. Working with GEC Architects, two options were provided for each of the empty and low-use spaces (in 6 zones), incorporating the most popular new activities: fitness/weights exercise space, climbing wall, music/performance space, training/meeting rooms, arts/culture activities, larger welcome entrance, and, in summer, field sports and pump track. The public was able to provide input on these designs during phase 2 through an online survey, community in-person sessions, and interviews. Many of the phase 2 conceptual designs still allowed for flexibility and multi-purpose year-round use.



Some activities and spaces that were recommended in phase 1 were not included in phase 2 conceptual designs. Reasons for not including some activities or spaces in phase 2 include lack of space, the activity is being offered elsewhere in the community or because the activity would require purpose-built, dedicated space. Therefore, those activity spaces would not meet the goal of flexible and multi-purpose space that meets the community's evolving wants and needs. Examples of suggestions excluded from phase 2 design options were a running track, pottery studio with kilns, racquet sports and equipment lending.

- Personal tool and equipment lending and repair (Tool Library, Repair Café): this service is now being provided through a partnership with the Banff Pubic Library and the Town of Banff. Information about the new Library of Things can be found by visiting, www.banff.ca/libraryofthings.

- Tots and children's indoor play space: the Town of Banff's Family Fun Zone indoor play area will continue in the summer months at The Fenlands and the Motoring Munchkins program at Banff Elementary School in the winter. Information about these indoor free play programs can be found by visiting, www.banff.ca/familyfunzone or www.banff.ca/828/Motoring-Munchkins .

- Court and racquet sports: During the COVID-19 pandemic some indoor court sports usually offered at Banff Elementary School were relocated to The Fenlands or cancelled temporarily. Court and racquet sports will remain at Banff Elementary School as the Town provided a financial contribution in 2019 for dedicated evening and weekend access to allow for these types of community uses.

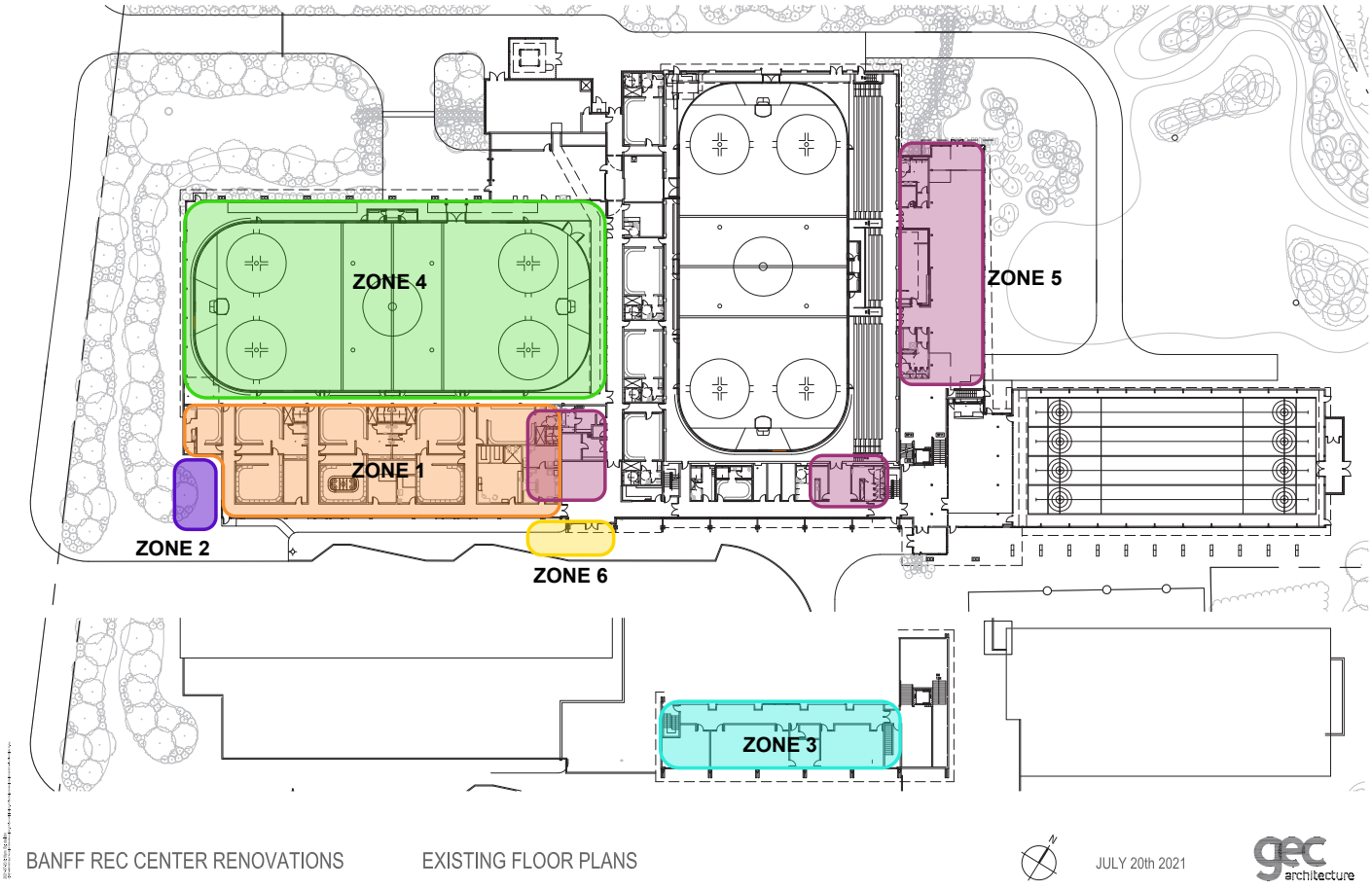
- Pottery and Sculpting Studio: The Town of Banff did not include pottery and sculpting in the conceptual designs as the space can't be used well for other purposes. Further, Canmore artsPlace provides these services to Banff residents and, offers discounts to Banff's low-income individuals and families through participation in the Banff Access program (www.banff.ca/access).

- Community Kitchen & Food Hub: A community kitchen and community food hub was not explored in phase 2 of the engagement as these services are presently available elsewhere. This includes community meals at faith-based organizations and the Bow Valley Food Alliance (www.bvfa.ca).

CONCEPT DESIGN ZONES OVERVIEW

Feedback for each of the zones was received through an online survey and facilitated in-person engagement sessions. Because activity preferences were already identified in phase 1, participants were instead asked what they liked or did not like, about each of the options (A & B) for the 6 zones in phase 2.

The following summarizes each of the zones that participants were asked for feedback on.

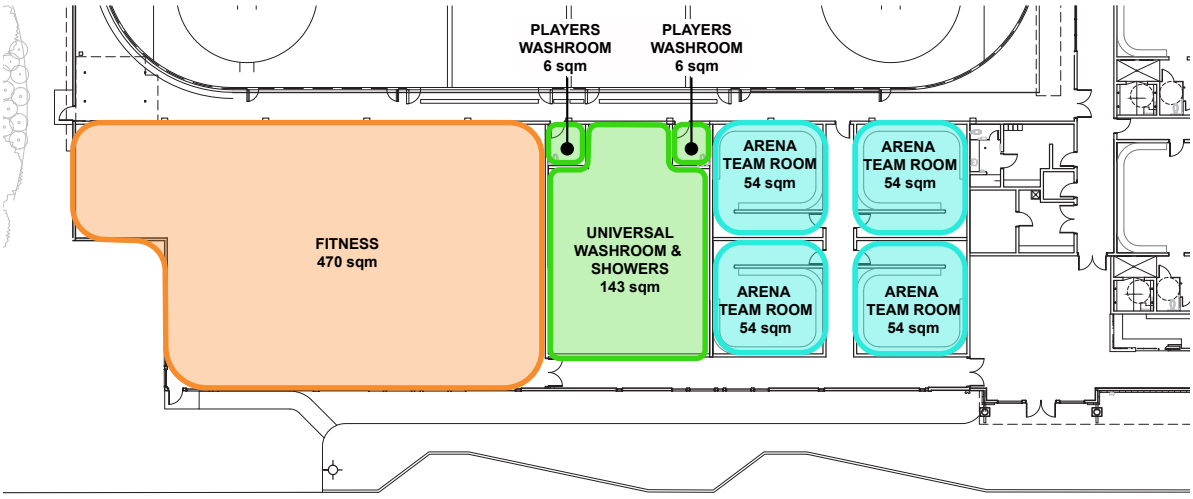


ZONE 1

Included the former BHA lease space and arena dressing rooms

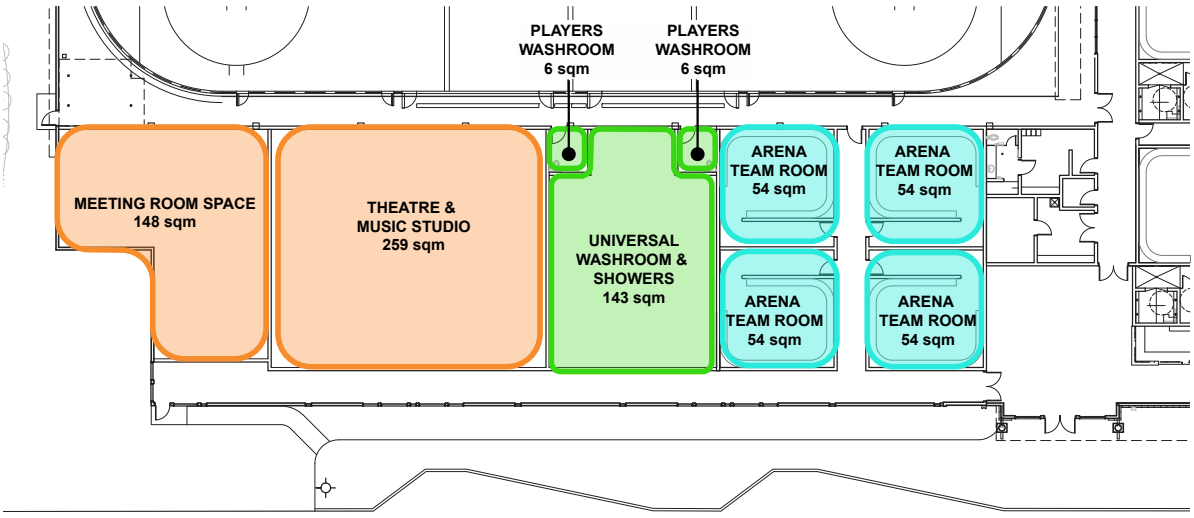
OPTION A

Fitness centre, universal washrooms with showers and four team rooms without showers for Arena 2 users.



OPTION B

Large meeting, theatre and music rooms, universal washrooms with showers and four team rooms without showers for Arena 2 users.

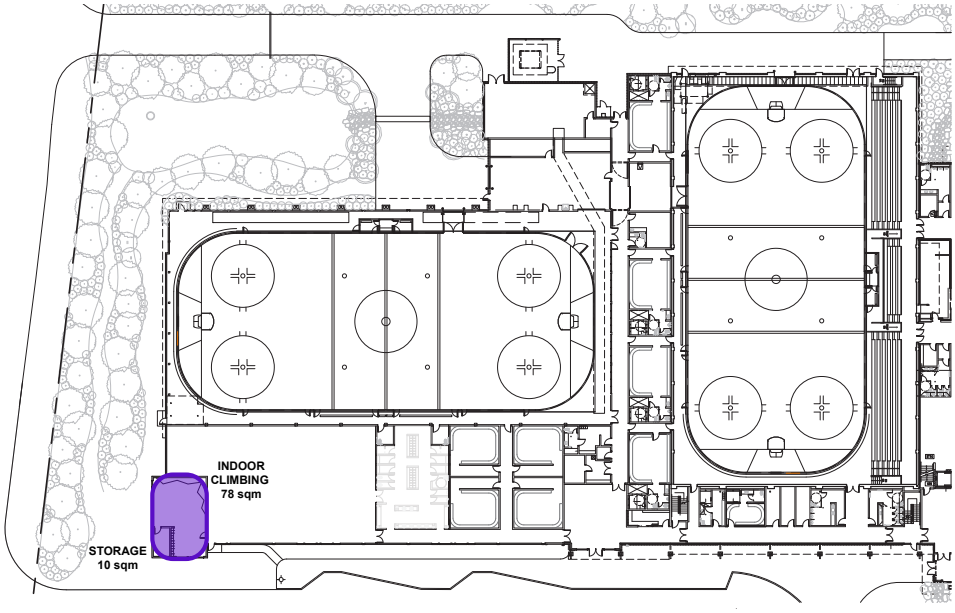


ZONE 2

A small addition to the southeast corner of the former BHA lease space.

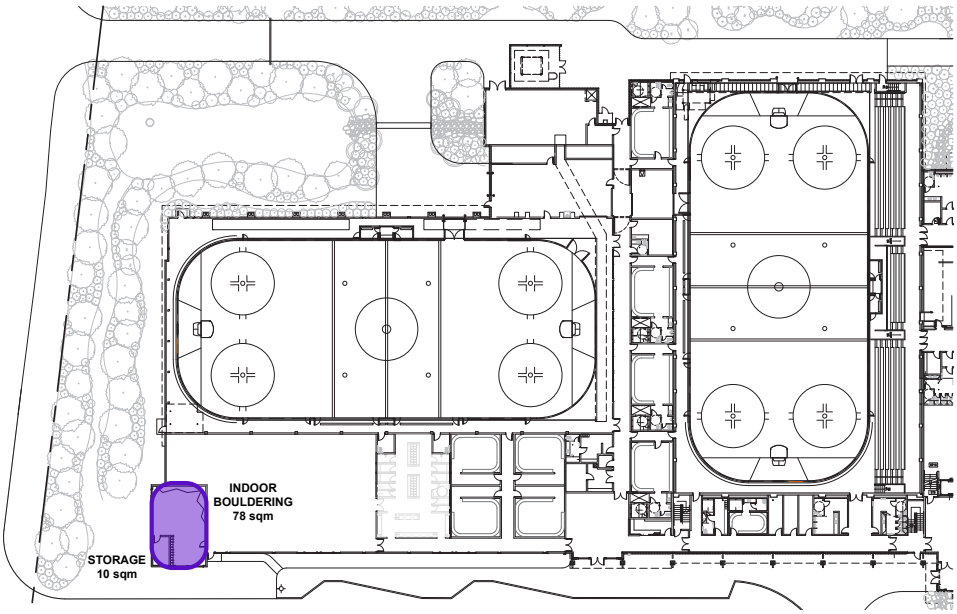
OPTION A

Indoor rock climbing (i.e. lead climbing with belay and/or top rope with a harness and rope system)



OPTION B

Bouldering (i.e. free climbing complex routes or holds without a harness and rope system, up to 12 – 15 feet from the ground).



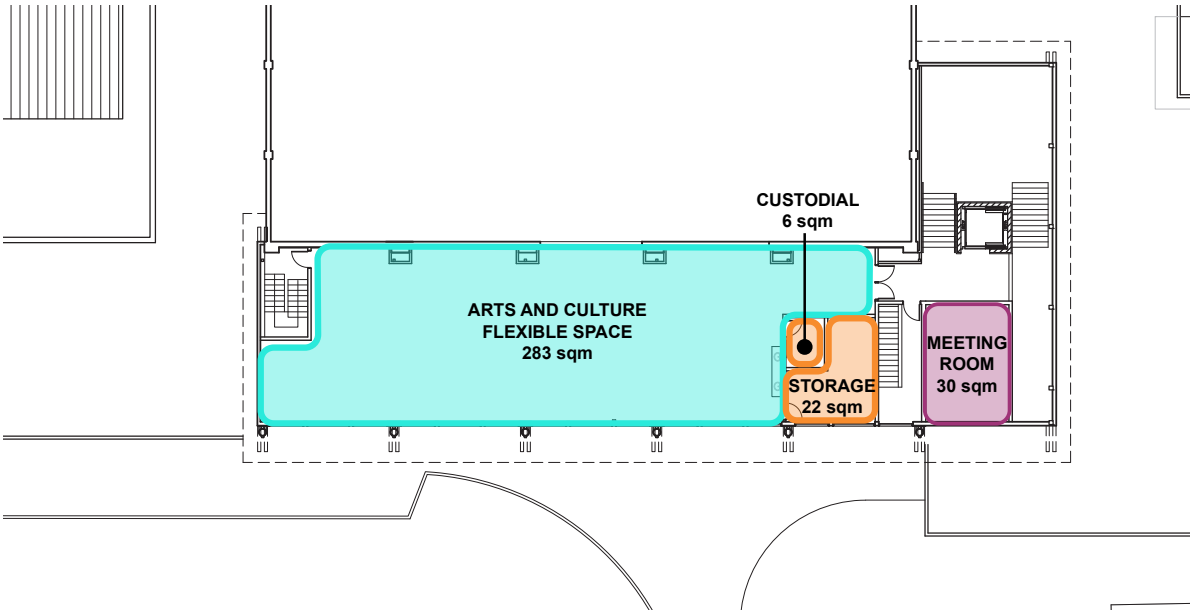
ZONE 3

Upper floor meeting rooms that overlook the parking lot. One of the three meeting rooms is the current administration office. The space also includes the open area (mezzanine) by the elevator.

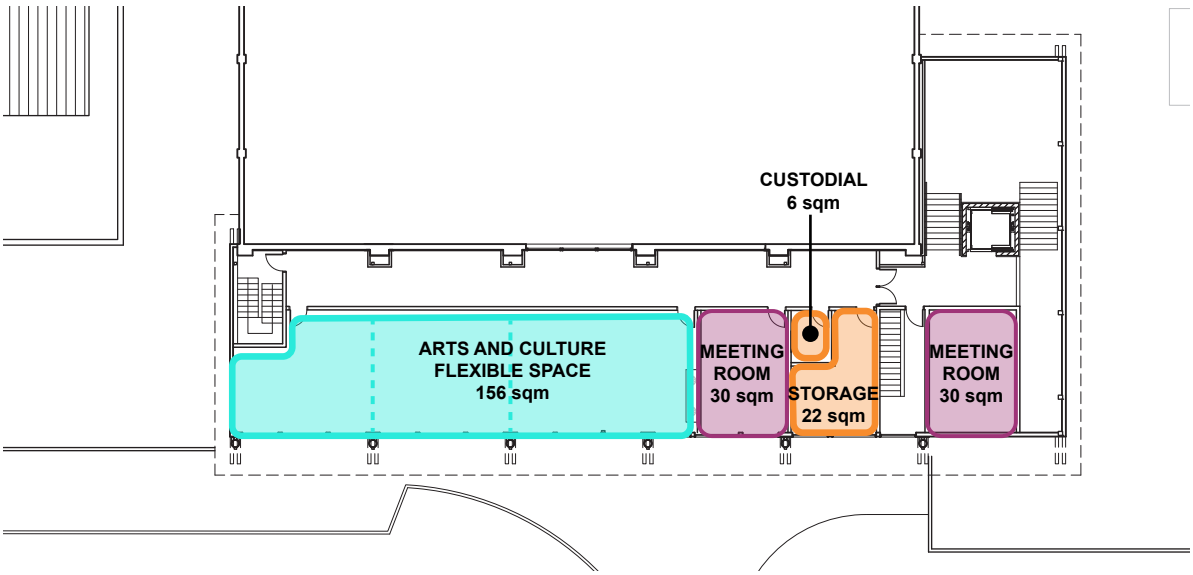
OPTION A

Large arts and cultural multi-purpose space that would support a variety of mixed use. The space would allow for messy DIY, arts, crafts and more. The space would have sink(s), fridge(s), oven(s) and adequate storage for painting and cooking programs. The option also includes a small meeting room (i.e. boardroom size).

OPTION B



Includes two small meeting rooms (boardroom size), storage and an arts and cultural multi-purpose space. By providing the second meeting space the arts and cultural space was reduced to meet code requirements (i.e. access to stairwells).

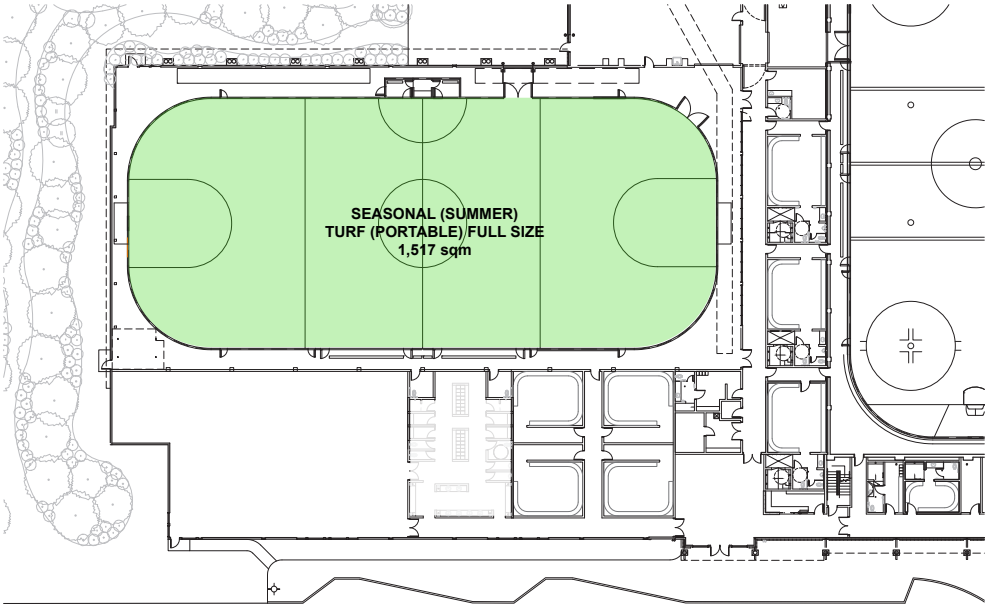


ZONE 4

Included options for the arena rink surfaces in the non-ice season. Some of the non-ice activities proposed would require temporary floor systems.

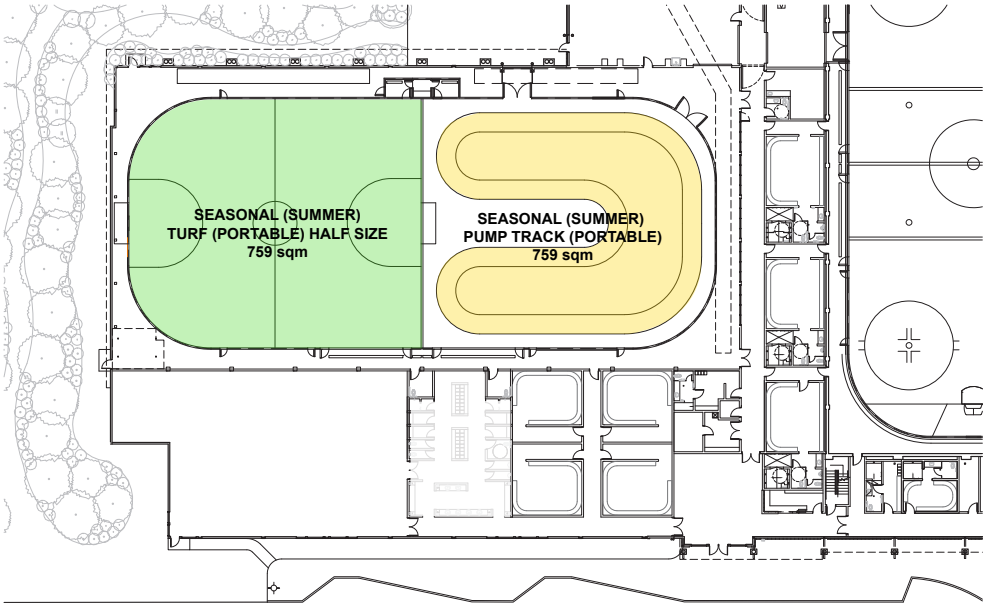
OPTION A

Full-sized boarded turf field that would support soccer, football, ultimate frisbee games, practices and tournaments.



OPTION B

Boarded half field with the other half of the arena used as a pump track. The turf field would support soccer, football and ultimate frisbee practices and games for small children. The pump track would be used for BMX biking and skateboarding (on concrete). Both options require the turf and/or pump track to be stored off site in the winter months.

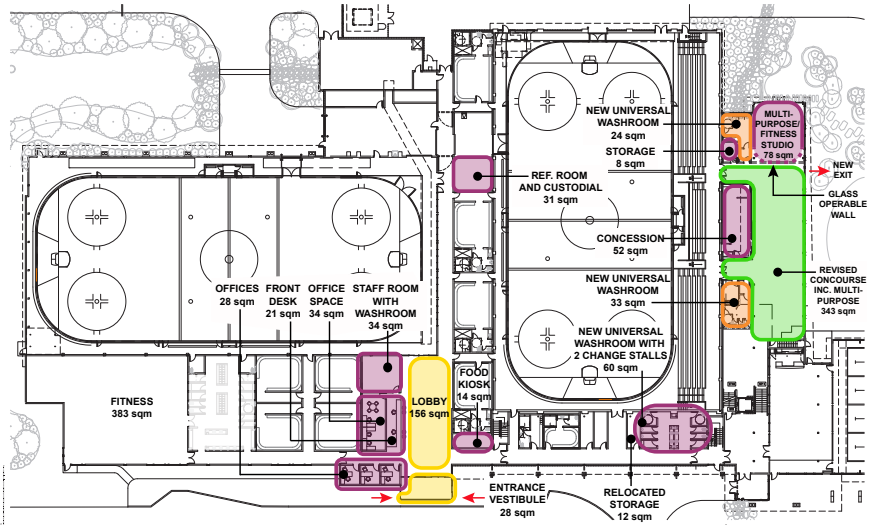


ZONE 5 & 6

Zone 5/6 included the arena lobby, the customer service desk located between arena 1 and 2, the concourse (including concession) and the washrooms located near the curling entrance.

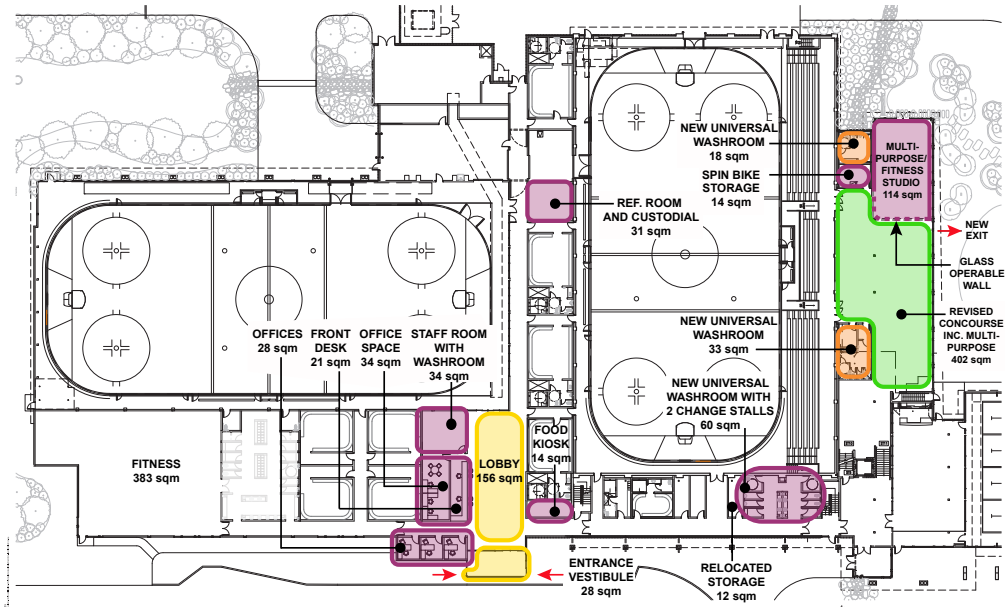
OPTION A

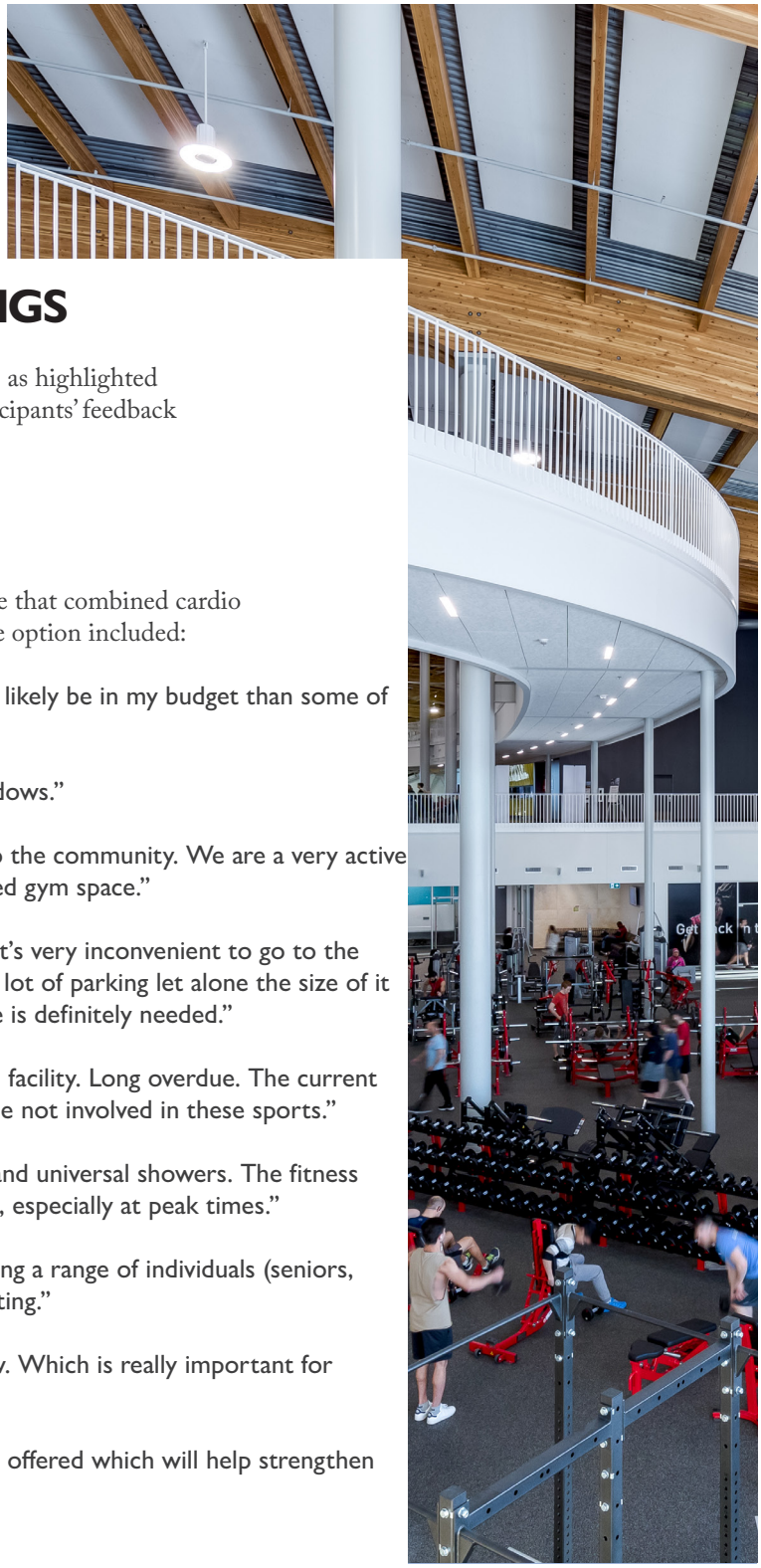
Included an expansion to the arena lobby, centralized the customer service and staff area (displaced with Zone 2 Option A & B) and a small food kiosk. The option also included the ability to partition the concourse into two spaces via a moveable wall and conversion of the washrooms by the curling lobby to universal (with changing spaces).



OPTION B

Option B is similar to Option A however, the concourse multi-use areas (movable partitions) are larger with the removal of the concourse concession.





SUMMARY OF PHASE 2 FINDINGS

Themes for each zone were identified by participants in phase 2 as highlighted below. Although preferences were not required in phase 2, participants' feedback regularly included a preference for one option over the other.

ZONE 1

For Zone 1, there was overwhelming support for a fitness centre that combined cardio and strength equipment. Some of the feedback provided on the option included:

"I like the option of having a fitness center that would more likely be in my budget than some of the other options in town."

"It a nicely-size fitness centre, ground floor with lots of windows."

"I would use the gym and I think it would be a great asset to the community. We are a very active community and it would be fantastic to have a publicly owned gym space."

"The fitness centre - with Sally Borden being the main gum it's very inconvenient to go to the gym, not easy to walk to (especially in the winter) and not a lot of parking let alone the size of it does not enable many users at the same time. Fitness centre is definitely needed."

"LOVE, LOVE, LOVE the idea of a municipal gym and fitness facility. Long overdue. The current layout caters heavily to ice users and does not offer for those not involved in these sports."

"I like the idea of a fitness center (strength, weight, cardio) and universal showers. The fitness center at the Sally B is quite small and busy. This would help, especially at peak times."

"Fitness gyms seem to be consistently popular and could bring a range of individuals (seniors, youth) to the Fenlands. Could be consistent revenue generating."

"Fitness room. There is no public gym in the town right now. Which is really important for mental health throughout the winter."

"A gym will assist and is in alignment with the sport facilities offered which will help strengthen our athletes and users."

Other comments on the fitness centre included, affordable, open areas to warm-up or for group classes and extended operating hours (i.e. 24/7). Some things that participants did not like about Options A and B included, lack of showers in the four team rooms and a desire to accommodate music and theatre elsewhere in the building. There was also a lack of understanding from participants on how universal washrooms work (i.e. provide safe and inclusive spaces for all persons).

For Option B in Zone 1, many participants suggested that adequate meeting, music and theatre spaces already exists in the community however, affordable and local access could be improved through partnerships (i.e. Banff Centre and Whyte Museum). An example of one response is highlighted below.

"Not much. These things seem like a great idea but to dedicate that much space to a music studio and "meeting room" seems like it will end up being another dead unused space. More of the same. With the Banff Centre, Arts Place, and The Whyte Museum in the valley, they can offer some of this opportunity. Perhaps there are some smaller bookable classroom spaces on the upper floor in the Fenlands Building that can function in this capacity."



ZONE 2

For Zone 2, there was a high-level of support but no clear consensus on the preferred option (bouldering versus climbing) with some explicitly calling for both to be included in the final design. Other comments included concerns it would be too small or be a duplication of spaces already in the region however, feedback that it would be a nice alternative outweighed those responses.

"I feel that climbing is more wide-reaching where bouldering is a little more niche. This would be more inclusive and offer a wonderful alternative to the small, cramped and often busy space at the Sally-B. The popularity of the climbing wall in Canmore supports this initiative."

"There is plenty of climbing options outdoor when it comes to rope climbing. If only one of the two option between rope climbing and bouldering should be selected, I feel like bouldering would make more sense... Generally speaking, there is a huge demand for climbing from both locals and tourists (Elevation Place in Canmore is full every day, with a significant portion of users that are visitors just looking for a new experience) and I therefore think a much (much!) larger area should be dedicated to climbing (both rope and bouldering!) in the new Fenlands!"

"A rock wall is a good addition - but unless it's bigger than Canmore, I imagine people will continue to go there. So perhaps a larger bouldering centre could be different/ cool?"

"Yes please. prefer climbing over bouldering area. More versatile for kids programming."

ZONE 3

For Zone 3, Option A was preferred for its size. Some suggestions included maintaining flexibility for meetings, food classes, music and art exhibits. Participants also commented on the need to provide adequate storage space for creative and food programming.

"Light and bright. Great for art."

"I like the re-use of the office and wide hallway space."

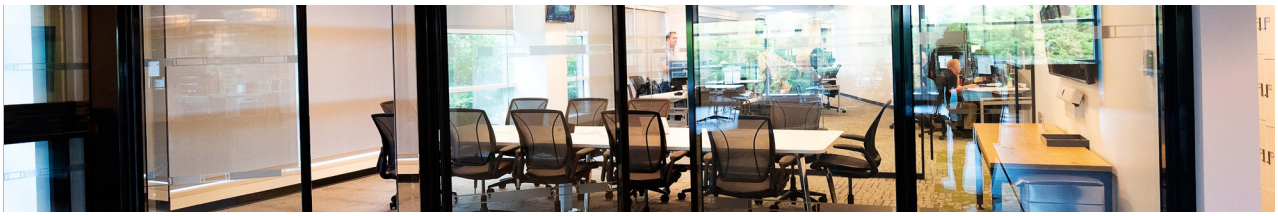
"Keeps room larger and wider. No lost space in hallway. Perhaps this would be a good option with a divider to create two rooms depending upon the required need."

"Love the big open art space. I would love to see it used as an "open studio" for anyone who wanted to use the space around other artists when its not booked for specific events."

Responses for Option B focused on the need to keep enough and well-sized meeting space with comments again focused on the potential use of a room divider to achieve.

"Could have dividable space (moving walls) in the flexible space to make additional meeting rooms"

Some concerns for both Options A and B included the potential duplication of activities and/or spaces in the community.



ZONE 4

For Zone 4, The full-sized turf surface (Option A) was highly supported. Almost a dozen participants also said it would be great to have these alternative non-ice uses in the space year-round. For Option B, some respondents were not certain of the community need for a pump track as there is already an outdoor skatepark and/or because is not an activity that they participate in presently.

"A full turf field could be really fun for the younger generations as well as for sports like frisbee etc."

"It is very flexible, bookable space, for all kinds of training needs."

"Option "A" opens up the opportunity to have leagues rent out the facility to help generate income."

"Full size rink turf is excellent. Space for camps, multiple small rec league games, etc. I think turf is more accessible for more people."

"Omg tob you have blown my mind. Everything negative I've said disregard. Please the football pitch. This is what we need. Variety of sport for kids and young adults"

There were some concerns expressed for both Options A and B over the level of use in the summer months as outdoor spaces are available for these activities (i.e. at the Recreation Grounds).

"Personally I don't see the advantage of this in the summer as we already have so much space outside where these activities are conducted. Especially since the ball diamond area is being redone for these things. This would be more beneficial in the winter, but already has it's use for ice. Maybe gymnastics or trampolining, something that Banff lacks and needs to be indoors."

ZONE 5 & 6

For Zones 5 and 6, there were lots of comments supporting year-round concession services. There was also significant support for a larger arena entrance and lobby, inclusive washrooms and the multi-purpose and dividable space in the concourse.

"I think it's important to keep a food concession stand, I also like the idea of having a relocated customer service desk."

"The multi purpose fitness studio that will allow the fitness centre to be dedicated to training equipment and weights"

"Open concept and welcoming"

"I love the idea of universal washrooms! Yaaass!! I think the concession is nice and might encourage folks to hang out more, much like the common area at Elevation Place. Assuming a fitness Centre in Zone 1, it's fine that the multi-purpose fitness studio here is smaller."

"That there appears to be a formalized entrance to create better focus for foot traffic and the potential to create a nice sense of welcome for users in general. It's good to see a dedicated space for employees to take breaks, bathrooms, etc."

Finally, when asked for other thoughts on all the zone options, the top responses were:

1. Quality and Functional Spaces

"I like the balance between meeting room space and arts and culture space."

"Appears to present a wide range of opportunities"

2. Accessible and Inclusive

"More welcoming, food as you come in, lobby event space is great option , universal washrooms is inclusive , glass walls opens the space; animate the space as activity can be seen"

3. Affordable

"An affordable, accessible fitness facility is always a great idea for a community."

4. Diverse Offerings

"I like the idea of offering something different (i.e. not sport related)"

"An year-round indoor climbing wall would be an incredible asset to the Town of Banff. The wall at the Sally B is quite small and short and the wall at Elevation Place is often busy. This new wall would help offset those challenges and would encourage visitors to Banff to stay in Banff during rainy days rather than going to Elevation Place."



THE fenlands
BANFF RECREATION CENTRE