



Mt. Boucherie Community Centre Restoration Project - What We Heard

Consultation Summary



August 2022



Table of Contents

| | | |
|---|------------------------------|----|
| 1 | Introduction..... | 3 |
| 2 | Purpose of Consultation..... | 5 |
| 3 | Engagement Highlights..... | 6 |
| 4 | What We Heard..... | 8 |
| 5 | Next Steps..... | 13 |

1 Introduction

Project Overview

The Mt. Boucherie Community Centre (MBCC) Restoration Project is a preliminary design and feasibility study to convert the existing City Hall back into a community centre.

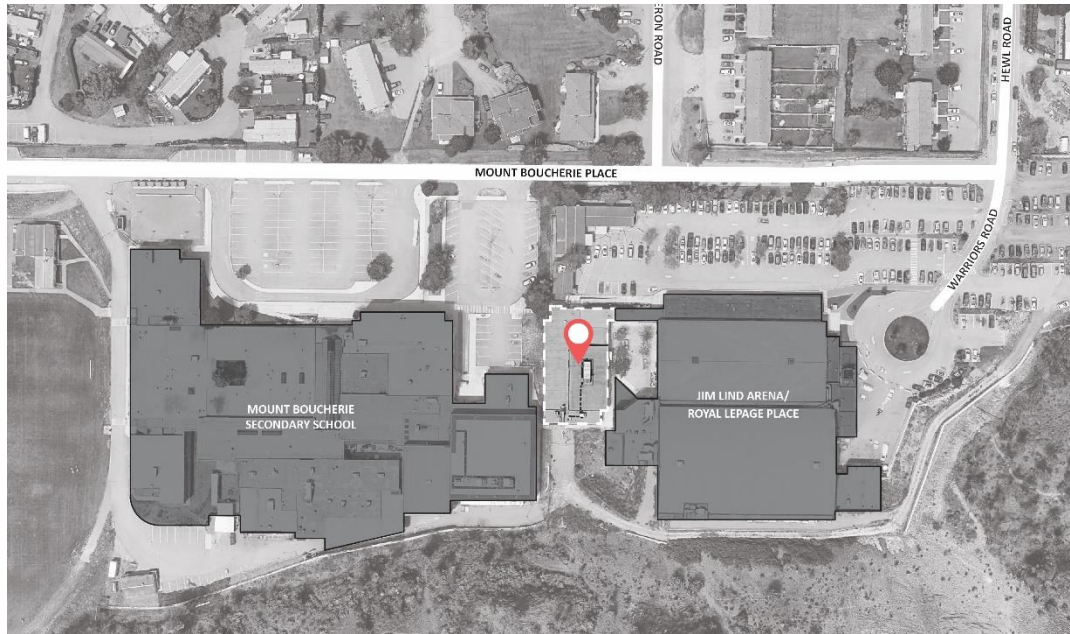
Mt. Boucherie Community Centre (MBCC) holds many memories for the community. For over three decades, MBCC was home to activities such as the Westside Winter Fest, family and school celebrations, sports tournaments, and recreation programming.

In what was planned as a temporary move in 2009, municipal hall was relocated from Westbank Lions Community Hall to MBCC, which closed the centre to recreation programming and community events.

Now that the construction of West Kelowna's first City Hall/Library Building is well underway, we are moving forward and planning the return of Mt. Boucherie Community Centre to the Greater Westside. As part of this project, we engaged the community to develop a facility plan to restore the building to its former identity as a community centre.

The following is an outline of the three phases of the project:

1. Consultation Phase: April 20 through June 27, 2022
2. Preliminary Design Phase: June – August 2022
3. Concept and Final Design Phase: Fall 2022



The existing building is approximately a 915 m² (9,860ft²), single storey building located in the centre of West Kelowna, sited between Mt. Boucherie Secondary School to the west and two ice rinks (Jim Lind Arena / Royal Lepage Place) to the east. Since it was converted from a community centre to be the municipal hall for the city, the building has had multiple renovations that have altered the pre-existing layout to better serve the operations of municipal services.

The goal for this preliminary design phase of the project is to determine the most logical and feasible path forward to convert the building back to a community centre, considering the needs of the City and its programs, desires of the public, existing conditions, and possibilities of the site.

Vision

The overall vision for the project was developed with the City staff and establishes the goals and priorities for the project. The MBCC Restoration Project will support the strategic priorities of the city while strengthening the community by creating a central hub to connect, play and learn. This central hub will be accessible to all, create a sense of arrival and have right sized spaces for all programs and activities.

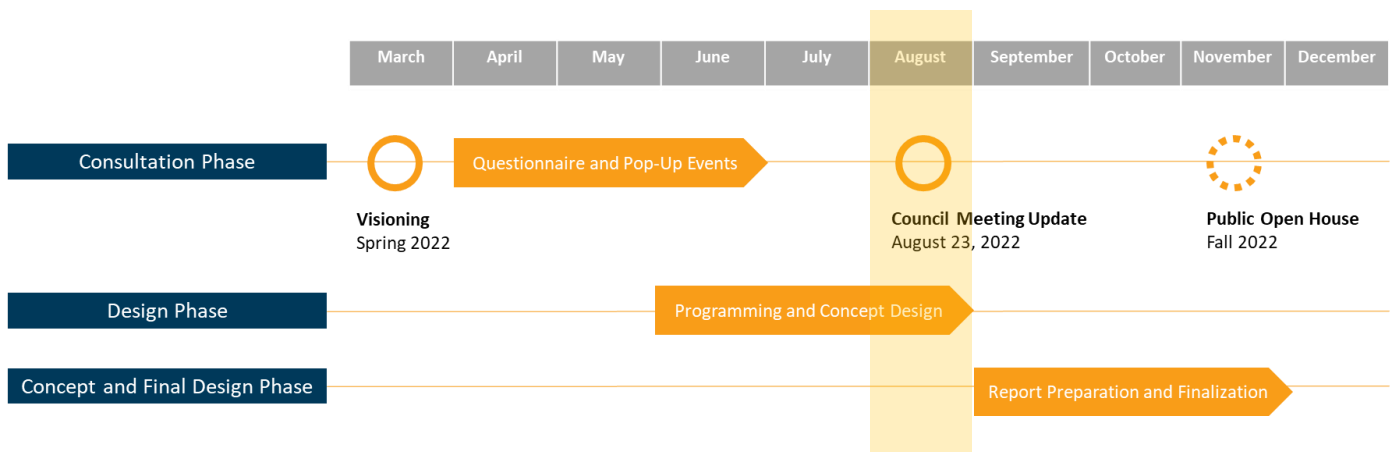
2 Purpose of Consultation

Hearing from our community

The planning phase included facility and recreation programming needs assessment, in addition to stakeholder and community consultation activities. The public consultation took place from April 20 to June 27 through pop-up engagement, a questionnaire and stakeholder meetings.

Information collected through these methods will be used to develop a functional program (space list) and up to two conceptual design options. The preferred option will be presented publicly at the open house planned for November 2022. Development of a feasibility study report and costing will follow for the preferred option, and the findings will be presented to City Council.

Timeline for Engagement



Objectives of Engagement

- Inform the community about the restoration of the MBCC through in-person, electronic and community relations methods
- Obtain feedback about programming, amenities, space enhancement, priorities in the short term and aspirations for the space through a questionnaire and ideas tool
- Listen to Council and the community regarding the vision for a future expansion for longer term planning at MBCC
- Share what we heard to Council and the community and provide updates as needed
- Collect stories to incorporate into the celebration of the return of the community centre to recognize its 50 years of service to the community

3 Engagement Highlights

Who We Heard From



145 Questionnaires received



Participant Age:

18-24: **0.7%** 45-54: **22.0%**
25-34: **9.2%** 55-64: **23.4%**
35-44: **17.0%** 65+: **27.7%**



Household Composition:

Adult(s) living with other adults (related or unrelated): **6.4%**
Adult(s) living with dependent parents: **0.7%**
Couple with no children: **45.0%**
Couple with children: **35.0%**
Single parent with child: **1.4%**
Living alone: **7.9%**
Some combination of the above: **2.1%**
Other: **1.4%**



Top Neighbourhoods:

Lakeview Heights: **22.7%**
Shannon Lake: **19.9%**
West Kelowna Estates/
Rose Valley: **14.9%**
South Boucherie: **8.5%**
Glenrosa: **7.1%**
Goats Peak/ Gellatly: **5.7%**

How We Connected



728 Visitors to online engagement platform

Informed: 249
Aware: 603
Engaged: 145



8 Pop-Up engagement events:

- Gellatly Beach at CNR Wharf
- Royal LePage Place - Warriors Game
- Marina Park
- CNB Soccer Fields
- MBSS Pickleball Courts
- Hudson Road Carnival
- Skateboard Park for the Skateboard Community Event
- Mt. Boucherie Secondary School



12,540 Unique pageviews to City's main webpage



4 Additional stakeholder meetings:

- SD23
- West Kelowna Warriors
- YMCA
- Okanagan Boys and Girls Club



500 postcards printed and 6 scans of QR code



2 Digital and social media ads



3 News releases and public service announcements

Social Media Interactions



16,010
Social Media Impressions



8,200 Post Views
489 Post clicks, likes, shares, reactions and comments



880 Post Views
39 Post clicks, likes, shares, reactions and comments



1,606 Post Views
74 Post clicks, likes, shares, reactions and comments

4 What We Heard

Participation

During the consultation phase, we looked for input from the staff, stakeholders, and the public. From April 20 – June 20, 2022, feedback was collected to help inform the design of the MBCC restoration and future needs of the space.

Stakeholder meetings with:

- School District 23 (SD23)
- West Kelowna Warriors
- YMCA
- Okanagan Boys and Girls Club

Public Consultation through:

- Online Engagement Platform www.OurWK.ca/restorembcc
- Eight pop-up engagement events around West Kelowna

Questions asked:

- *What reasons you would visit a community centre,*
- *Preferences for amenities / features and programming,*
- *Enhancements to the space and proximity.*

Summary of Questionnaire Responses

In Section 1 of the questionnaire, participants were asked:

For what reasons they would visit a community centre:

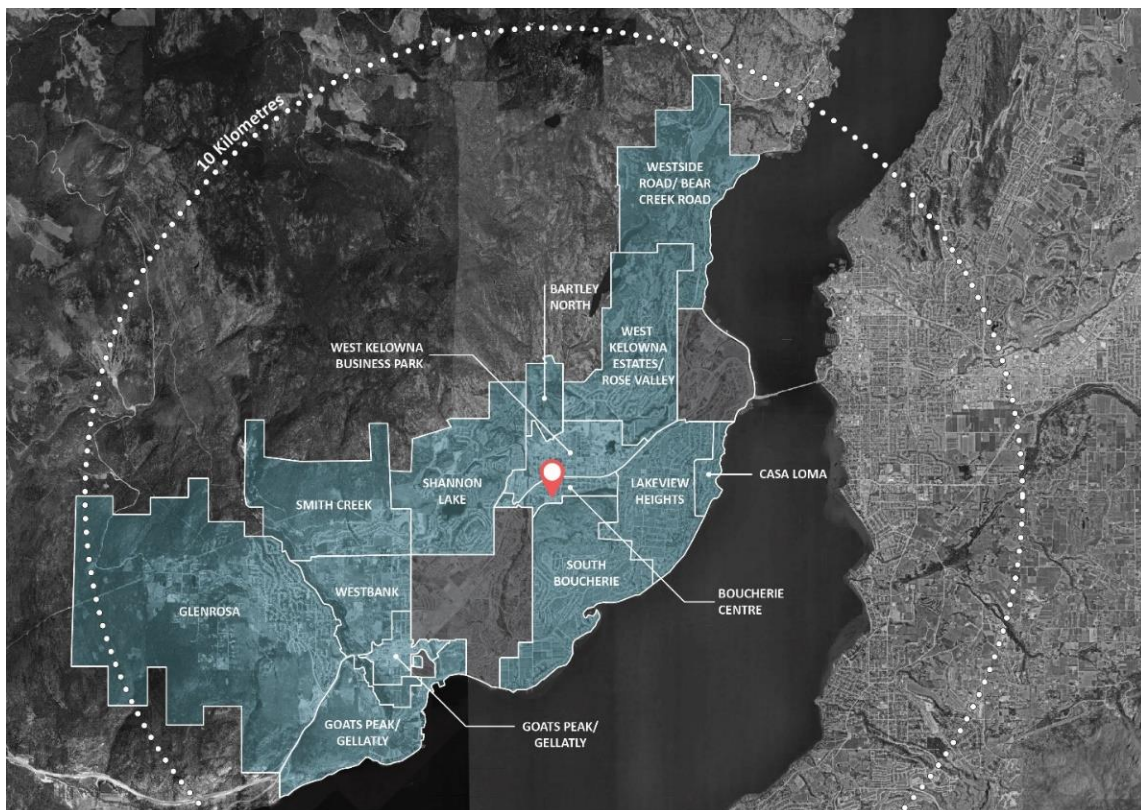
- It was clear that those who participated in the questionnaire would go to rec centres often for fitness, and occasionally for adult programs or social events. Youth programs and childcare were not something that was currently attended as much.

Hours they would visit in the Spring / Summer, and Fall / Winter:

- Responses indicated that there was a relatively even distribution of use, used somewhat more when people are not working 9-5.

How far they would be willing to travel to access city programs and services:

- It was noted that the ideal distance willing to travel to access city programs and services was 10km or less.



In answering the questions below from Section 2 of the questionnaire, participants were asked to rank from 1 'being the highest priority' to 10 'being the lowest priority'. The top answers were recorded with the average rankings.

When asked about preferences for amenities and programming at MBCC:

- 1.76** Multi-purpose rooms to accommodate various programs
- 2.71** Fitness space
- 3.20** Large banquet hall
- 3.59** Meeting room space
- 3.60** Large kitchen area

If future expansion of MBCC were to be considered, the top 5 features were most important:

- 4.09** Gymnasium
- 4.10** Multi-purpose rooms
- 4.26** Fitness Centre
- 4.27** Additional sport and recreation space
- 4.51** Walking track

When asked what programming activities should take place at MBCC, the following were the top 5 priorities:

- 3.93** Arts and cultural programs (dance, music, cooking, painting, other)
- 4.30** Fitness or recreation programs
- 4.31** Community events (seasonal, holiday, and regional celebrations)
- 4.66** Adult Programs
- 5.00** Youth Programs

When considering facility enhancements, respondents said the following 5 features were most important:

- 3.14** Natural light
- 3.61** Wi-Fi
- 4.59** Audio and visual systems
- 4.63** Room lighting
- 4.70** Room acoustics

Summary from Stakeholder Meetings

This section summarizes the feedback captured from the stakeholder meetings with School District 23 (SD23), West Kelowna Warriors Junior Hockey Team (WKW) and the Okanagan Boys and Girls Club.

It was noted that if there was a future need for additional space for SD23 and the Okanagan Boys and Girls Club, it most likely would be for a gym, classroom / multipurpose space for play and fitness program activity. It is intended that the city will plan for a gym and multipurpose space in the concept plan based on the interest received from all stakeholders. Some key stakeholders have expressed an interest in partnering with the City on future funding strategies which may include a joint grant application opportunity or other financial contributions to assist with a future expansion.

During the meeting with the WKW to discuss future planning on how the new space in MBCC could be used by them, a list was created for desired spaces:

- Additional / improved office space – 6-8 offices and reception area
- Meeting rooms
- Fitness space
- Ticket booth upgrade – indoors
- Concession, food, and beverage upgrade
- Score clock upgrade
- Media booth expansion
- Additional dressing rooms – 2 to 4 additional rooms
- Laundry room
- Coaches room
- Pro shop - to sell supplies and merchandise

Summary from Pop-up Engagement Events

Eight informal engagement events were held at key locations throughout West Kelowna during peak times and events to speak with the public and answer questions about the project. Below is the location of each event, and number of connections totalling 227.

Royal LePage Place – Warriors Game (10 connections)

Gellatly Beach at CNR Wharf (64 connections)

CNB Soccer Fields (7 connections)

Marina Park (13 connections)

MBSS Pickleball Courts (28 connections)

Hudson Road Carnival (12 connections)

Skateboard Park for the Skateboard Community Event (20 connections)

Mt. Boucherie Secondary School (73 connections)

Feedback was captured on sticky notes during these Pop-up events. The following is a summary of what space may be required to house such activities / programming noted:

| Space |
|--------------------------------|
| Fitness/ dance |
| Classroom/ multipurpose room |
| Space for future growth |
| Art/ maker space |
| Rental space for events |
| Pickleball (indoor or outdoor) |
| Weight room |
| Gym |
| Stage |
| Space for children |
| Daycare |
| Coffee shop |
| Expanded or new pool |
| Public gardens |
| Additional parking spaces |

Key considerations from this list:

- Develop a central hub that provides services / programs that are easily accessible
- Design of space should be flexible to support different activities and programs (ie. Fitness and multipurpose space could be the same space)
- Multipurpose space and gym are a higher priority than smaller meeting rooms and offices
- A gym could be used as rental space for events, as well as activities for pickleball, basketball, etc.

5 Next Steps

- Present information to Council on ‘What We Heard’
- Develop functional program (space list with program areas) and conceptual design from the information received from public and stakeholder feedback
- Present concept design at Public Open House in November 2022

