

APPENDIX F: STAKEHOLDER SURVEY RESULTS

In September 2012, a questionnaire was distributed by email to all key organizations and facility/park users known to the City (e.g., sports and community organizations, senior groups, clubs, etc.). Copies were also made available at the Sports Congress and follow-up correspondence was sent to key non-responding groups.

A total of 17 completed surveys were received back by the mid-November 2012 deadline, representing 9 sports groups, 5 community groups, and 3 social/cultural interests. The following is a record of their submissions.

Participant Organizations

The following organizations submitted stakeholder surveys, either through hard copy or online:

- Canadian Federation of University Women – Vaughan;
- City of Vaughan Baseball Association;
- Girl Guides of Canada, Ontario Council;
- Glen Shields Futbol Club, Inc.;
- Hendon Park Sports Association;
- Humber River Shakespeare Company;
- Kleinburg Book Chats;
- Overseas Cricket Club;
- SantaFest in Maple;
- The Olive Branch for Children;
- Thornhill Park Tennis Club;
- Thornhill Slo-Pitch;
- Vaughan Girls Hockey;
- Vaughan In Action Community Program, Inc.;
- Vaughan Slo-Pitch;
- York Occasional Teachers' Bargaining Unit;
- Vaughan World Series Slo-Pitch League (VWSSL); and
- One unidentified organization.

Geographic Area Served

Of the 17 organizations that submitted surveys, the following *geographic areas were reported as being served* (note – respondents were able to provide multiple responses, so these are not mutually exclusive results):

- Entire City of Vaughan – 12;
- Communities outside of Vaughan but within York Region – 7;
- Concord – 8;
- Kleinburg – 7;
- Maple – 7;
- Thornhill – 9; and
- Woodbridge – 9.

In addition, Ontario (Girl Guides of Canada), Nobleton (Kleinburg Book Chats), the Greater Toronto Area (GTA) outside York Region (Glen Shields Futbol Club, SantaFest in Maple), and an area of Tanzania (The Olive Branch for Children) were mentioned as other populations served by organizations based in Vaughan.

Number of Participants

Organization Name	Number of Participants			% Change 2010-2012	2012 Waiting List
	2010	2011	2012		
Canadian Federation of University Women – Vaughan	21	22	21	no change	n/a
City of Vaughan Baseball Association	1,199	1,208	1,224	+2%	12
Girl Guides of Canada, Ontario Council	29,690	31,008	30,221	+2%	430
Glen Shields Futbol Club, Inc.	1,247	1,296	1,133	-9%	n/a
Hendon Park Sports Association	500	550	600	+20%	150
Humber River Shakespeare Company	n/a	n/a	n/a	n/a	n/a
Kleinburg Book Chats	15	15	20	+33%	n/a
Overseas Cricket Club	180	189	205	+14%	n/a
SantaFest in Maple	25,000	25,000	n/a	no change	n/a
The Olive Branch for Children	4,000	4,000	4,000	no change	n/a
Thornhill Park Tennis Club	220	220	180	-18%	n/a
Thornhill Slo-Pitch	500	500	500	no change	5
Vaughan Girls Hockey	n/a	n/a	n/a	n/a	n/a
Vaughan In Action Community Program	25	30	35	+40%	5
Vaughan Slo-Pitch	480	520	675	+41%	50
York Occasional Teachers’ Bargaining Unit	1,200	1,300	1,300	+8%	n/a
Vaughan World Series Slo-Pitch League (VWSSL)	288	306	342	+19%	80

As can be seen in the table above, *participant numbers for 2012* ranged greatly, from the 20 participants of the Kleinburg Book Chats group to the 30,221 members of the Ontario Branch of the Girl Guides. The average was approximately 2,700 members, but the median was 500 participants. The *majority of the organizations have experienced growth or stable membership* since 2010, with the exception of 2 groups (Thornhill Tennis Club and Glen Shields Futbol Club), each of which showed slight declines in participation numbers. Seven of the groups reported waiting lists, including five organizations that provide opportunities for baseball and/or softball (City of Vaughan Baseball Association, Hendon Park Sports Association, Thornhill Slo-Pitch, Vaughan Slo-Pitch, and Vaughan World Series Slo-Pitch League).

Age and Residency of Participants

The *age of participants varies* between organizations, with some providing opportunities for recreation for all ages (e.g., SantaFest and Thornhill Park Tennis Club, while most others serve specific age groups:

- Children and teens (City of Vaughan Baseball Association, Glen Shields Futbol Club, The Olive Branch for Children, and Girl Guides);
- Adults 18+ (Canadian Federation of University Women – Vaughan, Hendon Park Sports Association, Kleinburg Chats, Thornhill Slo-Pitch, Vaughan In Action Community Program, Vaughan Slo-Pitch, Vaughan World Series Slo-Pitch League, and York Occasional Teachers’ Bargaining Unit); and

- Combination of youth and adults (Overseas Cricket Club).

Most of the organizations serve primarily Vaughan residents, with the following exceptions:

- Thornhill Slo-Pitch (40% Vaughan residents);
- Girl Guides of Canada, Ontario Council (10% Vaughan residents); and
- The Olive Branch for Children (0% Vaughan residents, as this organization provides poverty relief for Tanzanian children).

Of the other organizations, the percentage of participants that are Vaughan residents ranges from 62% (Overseas Cricket Club) to 100% (Kleinburg Book Chats).

Mandates and Primary Activities

Of the 17 organizations, 9 represent sports organizations (slo-pitch, baseball, cricket, soccer, and hockey), 5 represent community groups, and 3 represent cultural opportunities. The mandates of the sport organizations are all to provide participation in sporting activities for their selected age groups, with both Overseas Cricket Club and Glen Shields Futbol Club also offering developmental programs for youth.

The mandates of the community groups include:

- Enabling girls to be confident and resourceful (Girl Guides of Canada, Ontario Council);
- Improving the status of women and girls (Canadian Federation of University Women – Vaughan);
- Assisting individuals with intellectual disabilities (Vaughan In Action Community Program);
- Serving as the bargaining unit for occasional teachers of the York Catholic District School Board (York Occasional Teachers' Bargaining Unit); and
- Working to relieve poverty, disease and malnutrition affecting children in Tanzania (The Olive Branch for Children).

The arts organizations listed the following mandates:

- Meeting to discuss books (Kleinburg Book Chats); and
- Spreading community spirit and fostering community involvement (SantaFest in Maple).

Additional Needs

The *majority (13) of the organizations reported plans for expansion* over the next 3 to 5 years, with 3 reporting an expected decline, and 1 did not provide an answer. As a follow up question, respondents were asked if they are able to accommodate additional interest; 6 organizations feel that they are able to accommodate additional interest in their groups, and 5 felt they would not be able to do so.

The following *factors were identified as potentially limiting the capacity of organizations to expand*:

- Lack of adequate full-sized ball diamonds (City of Vaughan Baseball Association, Hendon Park Sports Association, Thornhill Slo-Pitch, Vaughan World Series Slo-Pitch League), adequate cricket fields (Overseas Cricket Club), and appropriate soccer fields for 9 versus 9, mini, and senior players (Glen Shields Futbol Club);

- Need changes to the field allocation policy (Thornhill Slo-Pitch, Vaughan Slo-Pitch); and
- Maintenance of soccer fields, including grass cutting, lining, and irrigation (Glen Shields Futbol Club).

Organizations were also asked whether they are in *need of additional hours at existing facilities*, with the following responses:

- City of Vaughan Baseball Association would benefit from the construction of more senior / premium lit ball diamonds;
- Hendon Park Sports Association would like to see greater access to lit fields on weekday evenings, from 7pm – 11pm;
- Overseas Cricket Club is in need of cricket fields for at least 30 days per summer from 12:30 pm to 7:30 pm at Dufferin Reservoir;
- Thornhill Slo-Pitch would like an additional 5 to 10 hours per week on lit fields with outfield fences and adequate parking to accommodate 2 to 4 games, ideally in Thornhill;
- Vaughan In Action Community Program would like to use Maple Community Centre and Library, Langstaff Park, and North Thornhill Community Centre for up to 3 hours per day;
- Vaughan Slo-Pitch is in need of access to ball diamonds for an additional 12 to 16 hours weekly; and
- Vaughan World Series Slo-Pitch League would like access to more lit ball diamonds on Sundays between 1pm and 4pm, preferably in Maple.

With respect to *needs for new facilities in 5 to 10 years*, 8 organizations responded ‘yes’, expressing the following desires for future facilities:

- Canadian Federation of University Women – Vaughan is interested in the addition of accessible meeting space in Kleinburg and supports the creation of the Pierre Berton Interpretive Centre;
- City of Vaughan Baseball Association is in need of more senior / premium lit ball diamonds, as well as junior diamonds;
- Glen Shields Futbol Club would like to see the following soccer fields added to the City’s inventory – 1 additional senior field, 1 or 2 additional 9 versus 9 fields, 1 turf field (approved in budget and currently under development in Concord Thornhill Regional Park), 2 or 3 properly irrigated mini competitive fields, and office space;
- Hendon Park Sports Association is in need of lit adult ball diamonds with field fences to facilitate play for both men’s and women’s softball on weeknights;
- Overseas Cricket Club is in need of 1 to 2 cricket playing fields at Dufferin Reservoir;
- Thornhill Park Tennis Club needs a winter bubble in which to play tennis year-round;
- Thornhill Slo-Pitch is anticipating growth in the number of participants from the Thornhill Woods area and would like to see more softball diamonds in this area;
- Vaughan In Action Community Program would like to see outdoor parks with washrooms, drinking fountains, benches and picnic tables, and reduced community centre fees for daily use;
- Vaughan Slo-Pitch would like to see a multi-diamond softball field complex, including one stadium style diamond with seating for at least 1,000 spectators, permanent washroom facilities, storage, snack bar, etc.;
- Vaughan World Series Slo-Pitch League is interested in full-size baseball diamonds with permanent washrooms, minimum 260 feet to the home run fence, and 30 parking spaces per diamond;

With respect to *non-facility-based needs*, organizations provided the following input:

- Glen Shields Futbol Club is interested in pursuing a partnership for its summer camp program, requires support for submitting grant applications, and would like to be more actively involved in field design;
- Kleinburg Book Chats would like financial and/or advertising assistance for author events;
- SantaFest in Maple is in need of greater financial assistance;
- Thornhill Park Tennis Club would like financial assistance; and
- Vaughan In Action Community Programs would like financial assistance in the form of reduced costs for the use of fitness centres, gyms, and games rooms between 10am and 2pm.

Suggestions for Improvements to Existing Facilities

Facility	What Users Like	Suggested Improvement
Al Palladini Community Centre	<ul style="list-style-type: none"> • Fairly clean • Excellent service 	<ul style="list-style-type: none"> • None
Concord Regional Softball Diamonds 3 and 4	<ul style="list-style-type: none"> • Location • Quality of facility • Lighting • Parking 	<ul style="list-style-type: none"> • None
Dufferin Reservoir Cricket Ground	<ul style="list-style-type: none"> • Good for cricket • Good parking in the area 	<ul style="list-style-type: none"> • Needs to be reopened
Frank Robson baseball diamonds	<ul style="list-style-type: none"> • Good size diamond for adult softball 	<ul style="list-style-type: none"> • Washrooms
Garnet Williams Community Centre	<ul style="list-style-type: none"> • Clean • Excellent service 	<ul style="list-style-type: none"> • None
Kleinburg Library	<ul style="list-style-type: none"> • Homey feel 	<ul style="list-style-type: none"> • Buy more books
Langstaff Park	<ul style="list-style-type: none"> • Outdoor sports open field and nature trail 	<ul style="list-style-type: none"> • Picnic tables in summer • More shaded area
Maple Community Centre	<ul style="list-style-type: none"> • Able to book meeting room on short notice • Indoor bocce courts • Library for computers • Good location • Clean • Excellent service • Low cost to use display window, but high visibility • Ball diamond receives high level of service • Washroom facilities 	<ul style="list-style-type: none"> • Would like to use games room and gym at no cost • Lighting on ball diamond needs to be improved
North Thornhill Community Centre	<ul style="list-style-type: none"> • Fitness centre 	<ul style="list-style-type: none"> • Reduce cost for using the fitness centre
Patricia Kemp Community Centre	<ul style="list-style-type: none"> • Lots of space • Accessibility at all hours 	<ul style="list-style-type: none"> • May be a need for office space
Patricia Kemp Cricket Field	<ul style="list-style-type: none"> • Location 	<ul style="list-style-type: none"> • Too small for cricket
Pierre Berton Resource Library	<ul style="list-style-type: none"> • Accessible for all members 	<ul style="list-style-type: none"> • None
Premium soccer fields – Concord Thornhill / Dufferin District	<ul style="list-style-type: none"> • Maintenance standards • Lights 	<ul style="list-style-type: none"> • One additional senior field (not premium)

Facility	What Users Like	Suggested Improvement
Thornhill Park Tennis Club tennis courts and clubhouse	<ul style="list-style-type: none"> • Location 	<ul style="list-style-type: none"> • Need winter tennis bubble, estimated October 2013
Tudor Park baseball diamonds	<ul style="list-style-type: none"> • Three co-located diamonds in a central location • Level of service by Parks staff • Washroom facilities 	<ul style="list-style-type: none"> • Parking • Outfield mesh to contain home runs
Vaughan Library	<ul style="list-style-type: none"> • Able to book meeting room on short notice 	<ul style="list-style-type: none"> • None
Vellore Village Community Centre ball diamond	<ul style="list-style-type: none"> • Level of service by Parks staff • Washroom facilities 	<ul style="list-style-type: none"> • Lighting needs to be improved
York Hill Softball Diamonds	<ul style="list-style-type: none"> • Location 	<ul style="list-style-type: none"> • None

Use of Privately Operated Facilities and Facilities in Other Municipalities

A number of privately operated facilities and/or those located in other municipalities are used by the organizations, including:

- Agincourt Community Centre (Toronto);
- Bayview Reservoir (Markham);
- Bishop’s Cross Park (Markham);
- Crossland Public School (Newmarket)
- David Hamilton Park (Richmond Hill);
- Edithvale Community Centre (Toronto);
- Grandview Park (Markham);
- Huntington Park (Markham);
- King City Memorial Park;
- Maple Leaf Cricket Club (King City); and
- Richmond Green (Richmond Hill).

The reasons given for using these facilities vary, ranging from concerns with the diamond allocation policy and practice within Vaughan to a lack of available cricket pitches to more convenient locations for organizations.

Suggestions for Increasing Inclusivity

The following suggestions were given as possible ways in which the City, Vaughan Public Libraries and/or the community can make recreation, park and library services more inclusive to those who are unable to participate or unaware of opportunities:

- Allow organizations to promote their services on the City’s website;
- Subsidize registration fees for those with lower incomes;
- Joint funding of facilities;
- Utilize partnerships to continuously improve facilities such as cricket pitches;
- Offer permits at no cost, especially for programs offered to children, youth and seniors;
- Increased publicity;
- Expand the Library’s book collection to provide more copies of certain books;

- Utilize partnerships to provide a soccer program for children with disabilities; and
- Raise the profile and awareness regarding programs.

Top Priorities

Organization	Top Priorities
City of Vaughan Baseball Association	<ul style="list-style-type: none"> • Facilities – baseball diamonds. • Volunteers. • Funding.
Girl Guides of Canada, Ontario Council	<ul style="list-style-type: none"> • Dynamic programming for Girl Greatness. • Strong and growing membership. • The confidence to advocate. • Effective and efficient organization.
Glen Shields Futbol Club, Inc.	<ul style="list-style-type: none"> • Ensuring we have proper office space with the changes to the PKCC lease agreement - we will need to work with the City to find suitable space. • Additional 9 vs 9 fields and improved mini field quality. • Expanding our programs to include full service indoor house league and full camp programs. • Need to continue to have a clubhouse with changes to Patricia Kemp Community Centre.
Hendon Park Sports Association	<ul style="list-style-type: none"> • Women’s division growth. • Bringing provincial and national tournaments to Vaughan. • Moving our charity and celebrity tournaments to Vaughan. • Permits for lit adults softball fields Monday through Thursday evenings inclusive, from 7pm – 11 pm.
Kleinburg Book Chats	<ul style="list-style-type: none"> • Continue reading interesting books every month. Have at least one author event per year. • Seek opportunities to socialize as a group.
Overseas Cricket Club	<ul style="list-style-type: none"> • To continue to build our community junior development cricket programs. • To align with the demographic shift in the community. • To work with the City to convey our objectives. • Add dedicated cricket fields in Vaughan.
SantaFest in Maple	<ul style="list-style-type: none"> • Financial support. • Rent-free use of Cranny House.
Thornhill Park Tennis Club	<ul style="list-style-type: none"> • Winter bubble. • Financial assistance
Thornhill Slo-Pitch	<ul style="list-style-type: none"> • Maintain our current program. • Seek opportunities to attract new members, space permitting. • Maintain cost structure and fair fees to members. • Need to secure field time on a suitable park to serve 200 Vaughan residents.
Vaughan In Action Community Program	<ul style="list-style-type: none"> • We would like to have more interaction with the City of Vaughan to assist persons with special needs in Vaughan to use the facilities off-peak hours (i.e., 10:00 am - 2:00 pm). • Need funding to cover cost of using City facilities.
Vaughan Slo-Pitch	<ul style="list-style-type: none"> • Improve and expand with new facilities. • User group allocation process needs to be revisited and 'equally' distributed. • Bring national events to Vaughan.

Organization	Top Priorities
York Occasional Teachers' Bargaining Unit	<ul style="list-style-type: none">• To be able to continue to use the activity rooms for our meetings.• To have access to large spaces for our meetings to hold people for 100 to 250 people.• To have more access to microphones and audio equipment to rent for meetings.
Vaughan World Series Slo-Pitch League (VWSSL)	<ul style="list-style-type: none">• Grow our organization.• Expand to include female or co-ed teams.• Host tournament to allow teams from other cities to visit our parks and city.• Need for usable and available ball diamonds for adults.