

City of Vaughan

Tennis and Racquet Sport Study

Public Engagement Phase 2: What We Heard

August 2024

BEAM GROUP



Executive summary (1/2)

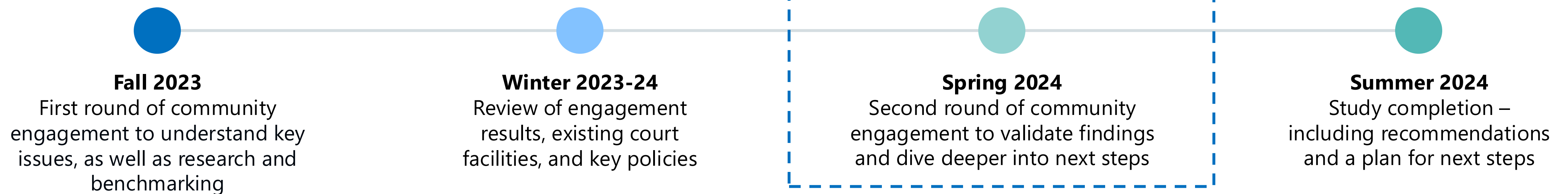
In September 2023, the City of Vaughan began a Tennis and Racquet Sport Study to assess how well its existing facilities meet current and changing community needs. The study will help answer important questions, such as:

- How often, where and when do people play tennis and pickleball?
- How can we encourage more tennis and pickleball play in the City of Vaughan?
- What are residents' key needs – particularly in relation to infrastructure and programming?

Round one of community engagement, held in November 2023, provided information about how people typically access racquet court infrastructure and programming, and surfaced high-level public preferences.

Round two, summarized in this report, has provided more detailed public feedback on potential options, including choices and trade-offs. Examples include:

- Whether to prioritize building new courts or upgrading existing courts?
- How to balance the interests of community club members with the interests of the general public?
- Whether an online waitlist management system could help streamline access to courts?



Executive summary (2/2)

Round 2 of community engagement also helped to deepen the City's understanding of key tennis and pickleball

"personas" or "user groups", which will help to best meet a range of residents' needs. Examples of user groups include:

- Community tennis or pickleball club members
- Social players who use City courts
- Parents who want to enroll their children in City programming
- People who do not play tennis or pickleball but are interested

To offer a variety of inclusive opportunities for providing feedback, public engagement was conducted using three methods:

- Online survey: a short public survey was made available from April 17 to May 17
- In-person open houses: two open house events were held at community centres in the east (Dufferin Clark) and west (Vellore Village) on April 17 and 25
- Online focus groups: six focus groups were facilitated from May 7 to 16

This report provides a detailed account of key insights from all three methods of public engagement. These insights informed the development of the Tennis and Racquet Sport Study, including recommendations. The Study will be finalized in the summer of 2024 and presented to Council for approval.

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Public survey

Approach

An online survey was distributed by the City of Vaughan from April 17 to May 17, 2024. In total, **411 people responded**.

The survey was designed to gather detailed public feedback on potential options, including choices and trade-offs. This has enabled the City to better understand high-level preferences surfaced in the previous round of public engagement, conducted in 2023. To allow survey respondents to consider key findings from the first round of public engagement and other research conducted by the City, preamble text was provided before most survey questions. The preamble text has been included in this report where it appeared in the survey.

Survey feedback was collected in two key categories:

- 1 User preferences
- 2 Demographic information

Key insights

1

User preferences

1. Over 95 percent of survey respondents play pickleball or tennis, with more pickleball players overall.
2. Over half of respondents want more courts built at existing locations, while over a third would like to see more small facilities at new locations.
3. There is a high degree of interest in using digital tools for reserving court time, with almost 60 percent of respondents in favour of an app or website.
4. 72 percent of respondents are willing to pay between \$1 and \$300 for fall/winter membership access to covered courts. In addition, 76 percent of respondents are willing to pay up to \$20 for an hour of usage of a covered court.
5. There is strong interest in joining a community club in Vaughan – particularly for pickleball players (53%). In addition, 38 percent of respondents would be interested in joining a community pickleball club at the new facilities being built at Carrville District Park or Le Parc Park, while 22 percent oppose the use of these facilities by a club.



Key insights

User preferences

6. Over 60 percent of respondents are interested in more or new City programming for themselves or their child. Respondents showed particular interest in learn-to-play and drop-in pickleball programs. Across all programming, respondents preferred beginner and intermediate skill levels. Most respondents would prefer to be notified about programming via digital communications – particularly via email.
7. Over half of respondents feel that City courts should be lit until 11pm.
8. On average, respondents ranked access to nearby seating as the highest priority court upgrade.
9. Over half of respondents primarily identify as recreational players accessing City courts and/or programming. A third are community club members.

2

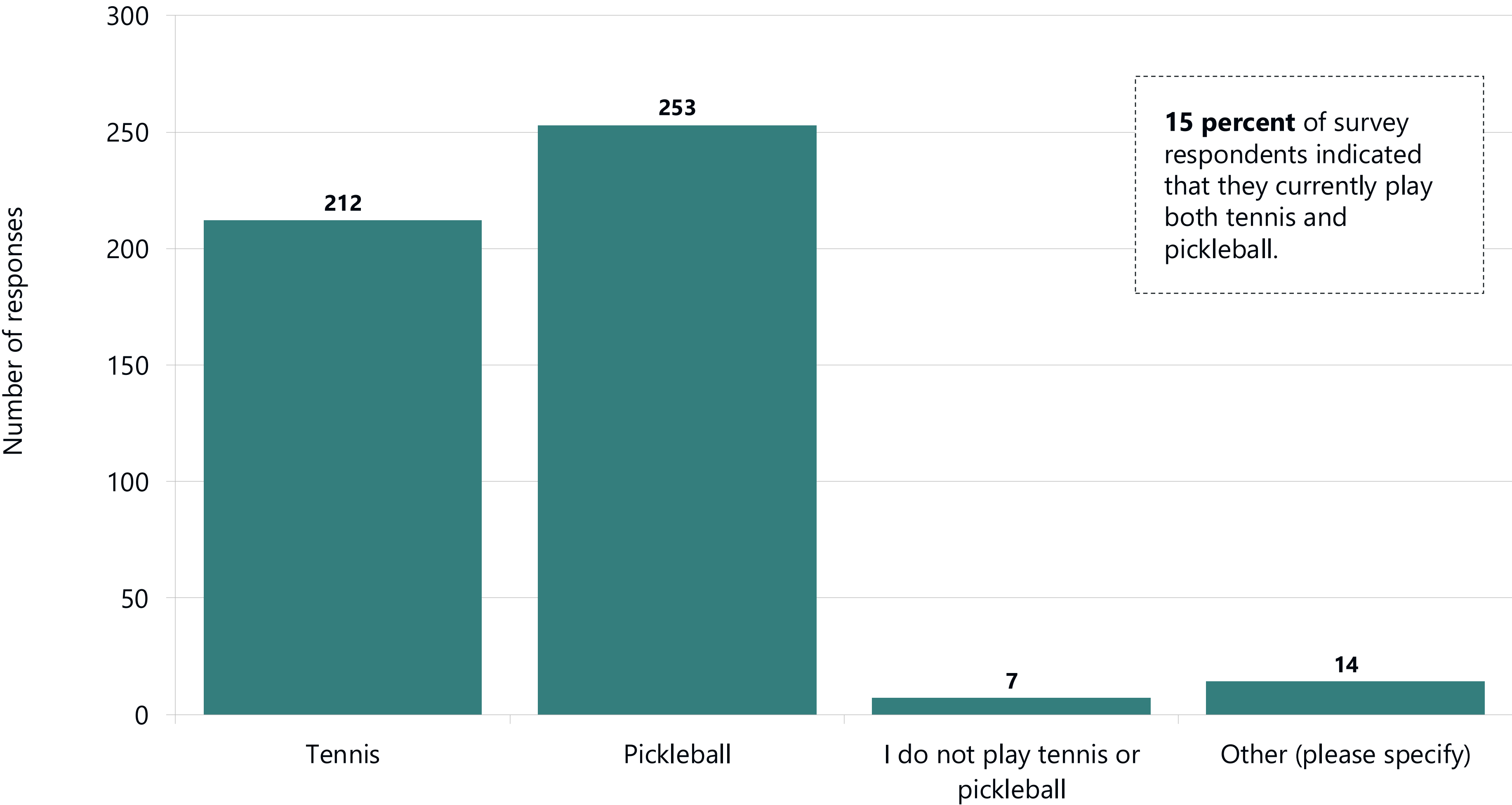
Demographics

1. 59 percent of respondents were between the ages of 45 and 64.
2. Half of respondents identify as a man and 46 percent identify as a woman.
3. Over half of respondents said that they, or someone in their household, was born outside of Canada.
4. 46 percent of respondents had a total household income of over \$100k in 2023, while just over a third preferred not to say.
5. Over 90 percent of respondents live in Vaughan. A further 7 percent live in Richmond Hill or Markham.

User preferences

Over 95 percent of survey respondents play pickleball or tennis, with more pickleball players overall.

? Which of the following do you currently play? Select all that apply:



Survey preamble

Building new courts

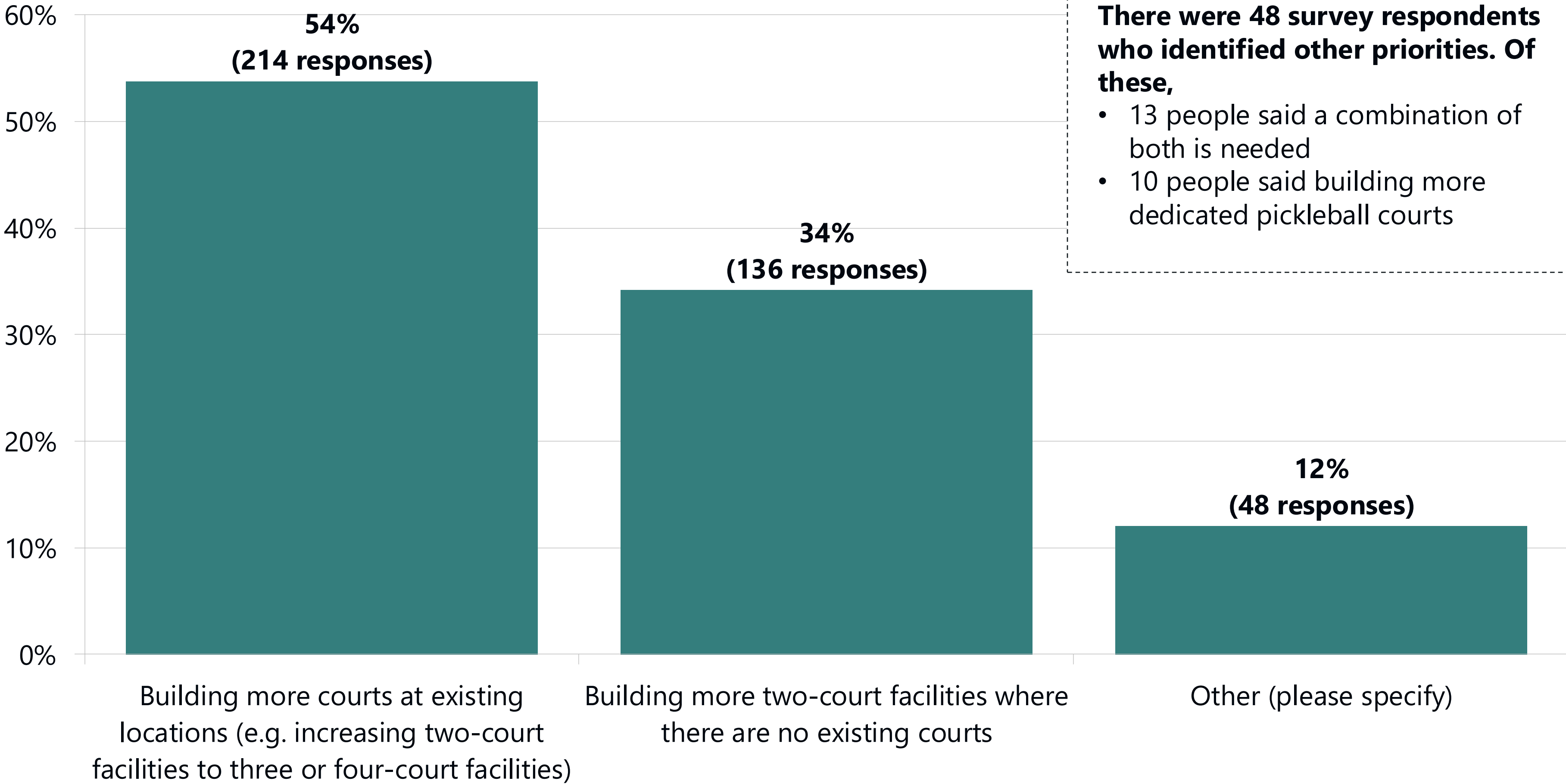
“In our first round of public engagement, we heard that many residents would like the City to build more tennis and pickleball courts. So far, the City has focused on building two-court facilities, which supports greater distribution across Vaughan, so people don’t have to travel as far to play tennis or pickleball.

An alternative approach, taken by some other municipalities, is to increase the number of courts at existing locations, so they have three or four courts each facility. This would allow more people to play at the same time and could help reduce wait times.”

User preferences

Over half of respondents want more courts built at existing locations, while over a third would like more small facilities at new locations.

? Which of the following do you think is more important?



Survey preamble

Waitlist management at City courts

“We heard that many City court users are interested in reserving a time slot in advance, using a mobile phone app or website. This can reduce wait times when you arrive at the court.

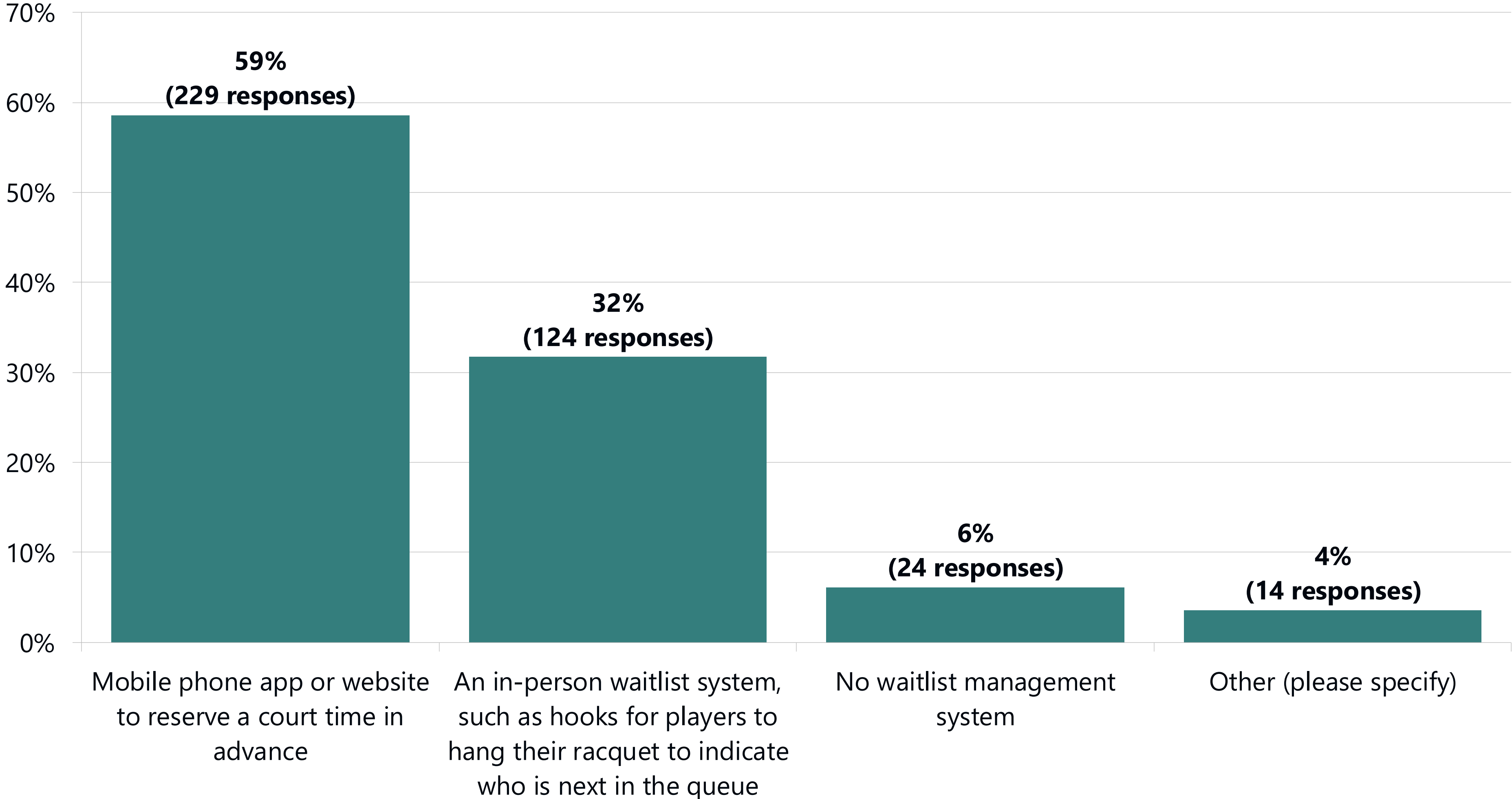
An alternative could be to install an in-person waitlist system, such as hooks for players to hang their racquet to indicate who is next in the queue.

These systems are typically self-enforced, meaning everyone needs to agree to play by the rules.”

User preferences

There is a high degree of interest in using digital tools for reserving court time, with almost 60 percent of respondents in favour of an app or website.

? Which, if any, of the following options would you prefer?



User preferences

There were a range of comments provided on which system might work better, as well as how it could be implemented.



Please use the space below to elaborate on your answer, if you wish.

Theme	Comments (these have not been changed)
Mobile app/website	<ul style="list-style-type: none">• A mobile app would make sure that people have a fair chance of booking it, as well as better planning their day.• Bookings should be withdrawn after 10 minutes late; some non bookings should be available for accessibility to those without devices such as seniors• An app where people can make reservations to use the court and waitlist on app that will notify you when it your turn to use court you reserved
In-person systems	<ul style="list-style-type: none">• It should be a rack with slots and people line their paddles to show who is next. This system works perfectly everywhere.• Players should be expected to be there in person to wait. Using a mobile waitlist will inevitably lead to arguments if people don't show up or not show up on time.• Prominent signage with the rules should be present if using in person waitlist system.
No system	<ul style="list-style-type: none">• First come first serve but once someone is waiting just finish the set.• I think that the people who are actually at the courts should be playing. If the courts are busy, there are usually a few more nearby that you can go to.
Mixed and other responses	<ul style="list-style-type: none">• Would much rather get a reserved time - even if it doesn't happen as often - versus getting ready, driving there, and finding there are people already waiting.• I am in favour of both the mobile app or website option and the in-person option. So long as there are more dedicated courts.• App will have to be maintained and may prove unreliable. Hooks are not necessary.• A waitlist app may work but how would we ensure that people would abide by the time constraints?• Expand to include a simple system for Pickleball Players to organize paddles for good social and competitive play.• There should be an appropriate time duration for each group of players, eg 30 minutes for pickleball and 45 min for tennis, before the next group goes on the court.

Survey preamble

Covered courts to extend winter play

“We heard that covering courts so people can play tennis and pickleball in the winter is an important priority for many City court users.

It costs about \$500,000-\$650,000¹ to build a four-court tennis facility, about \$700,000-\$900,000¹ to purchase a bubble and supporting infrastructure, and about \$50,000 each year to put the bubble up and take it down.

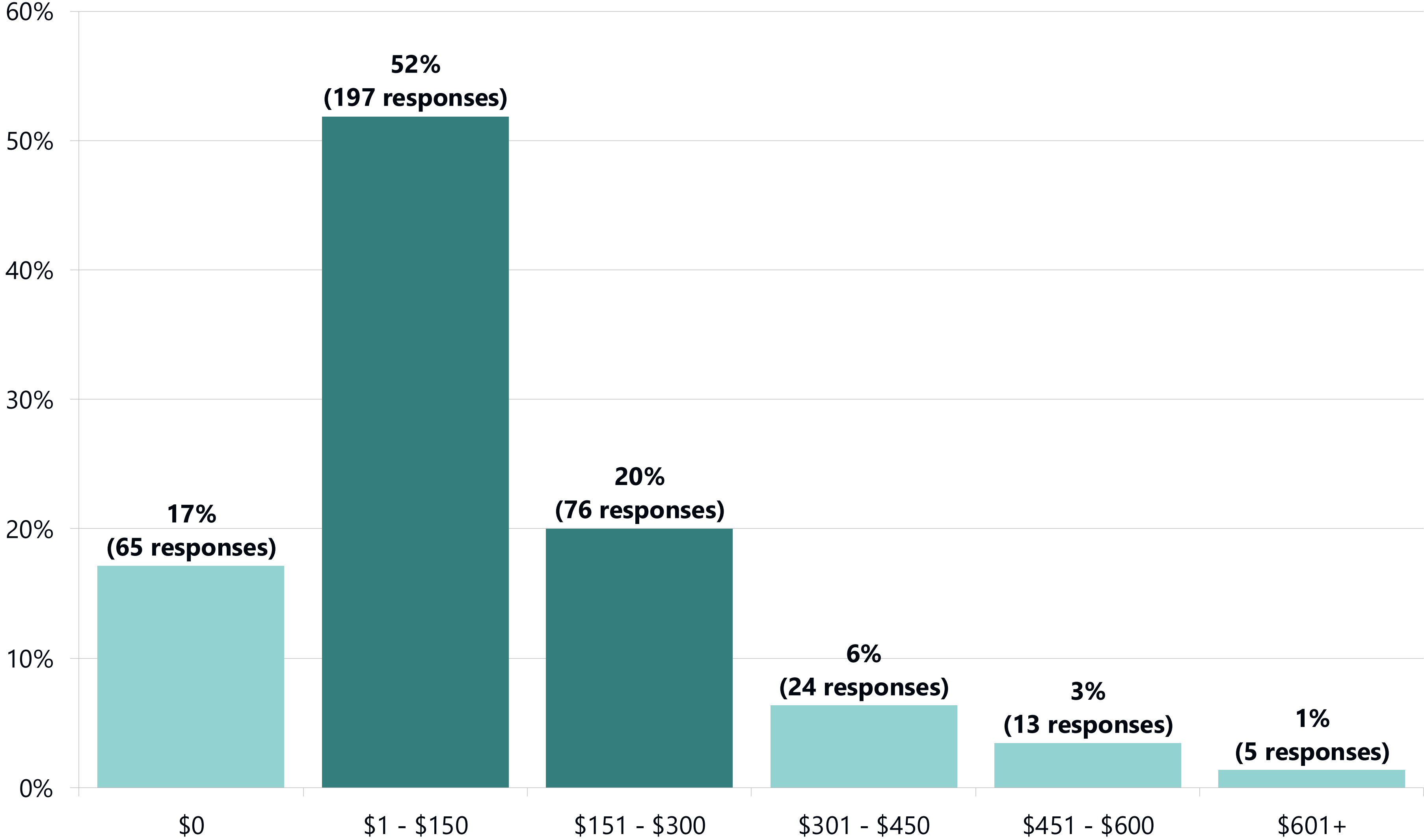
Other municipalities therefore typically charge a fee to use covered facilities. Fees can include a membership fee, in addition to hourly court usage fees.”

1- Excludes consultancy, tax, cost escalation, administrative costs, side servicing, contingencies.

User preferences

72 percent of respondents are willing to pay between \$1 and \$300 for fall/winter membership access to covered courts.

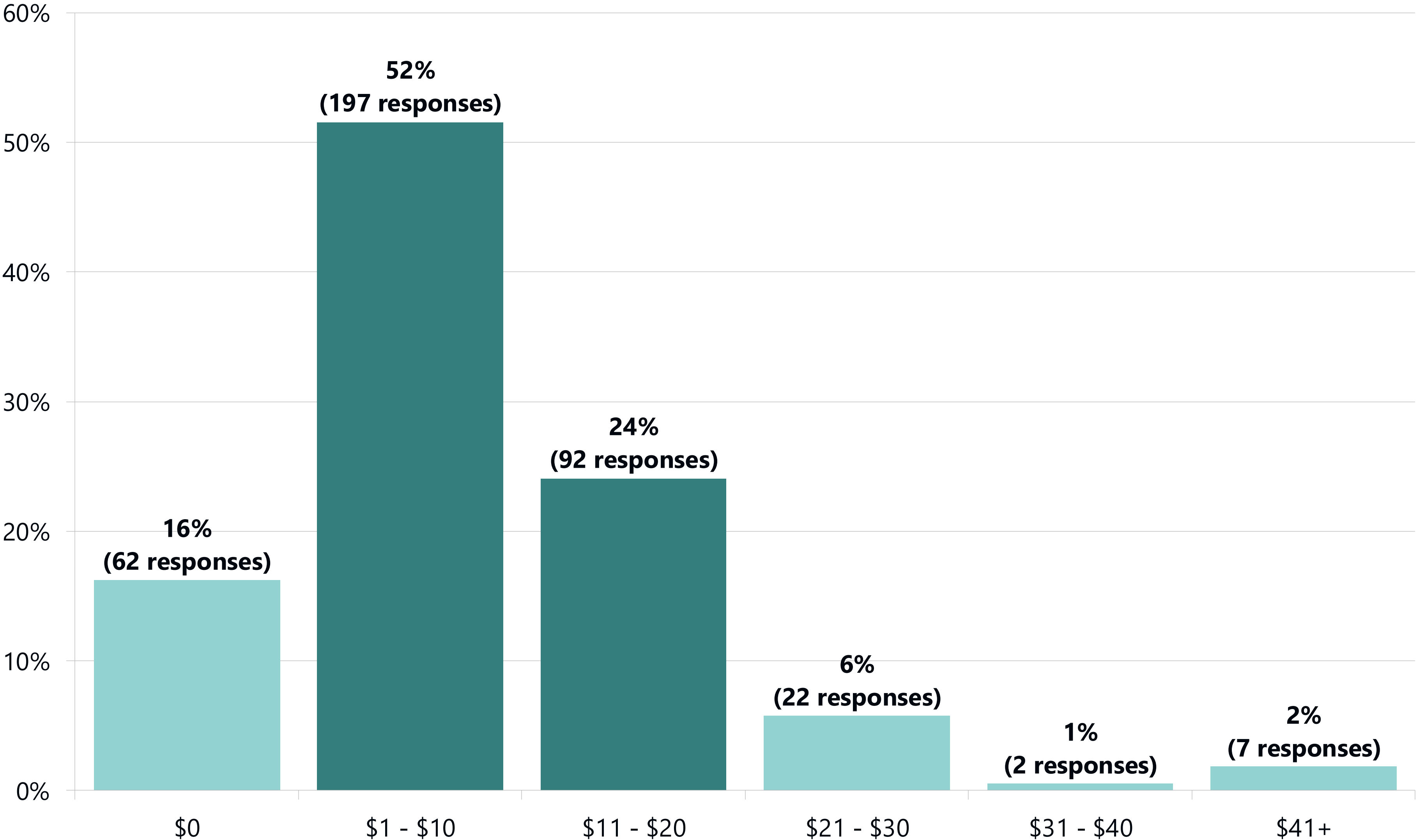
? How much would you be prepared to pay for an individual membership to use covered City courts in the fall/winter (e.g., Oct 1- April 1)?



User preferences

In addition to membership fees, 76 percent of respondents are willing to pay up to \$20 for an hour of usage of a covered court.

? In addition, how much would you be prepared to pay in hourly usage fees to access covered City courts over the fall/winter (e.g., Oct 1 – April 1)



Survey preamble

Community clubs

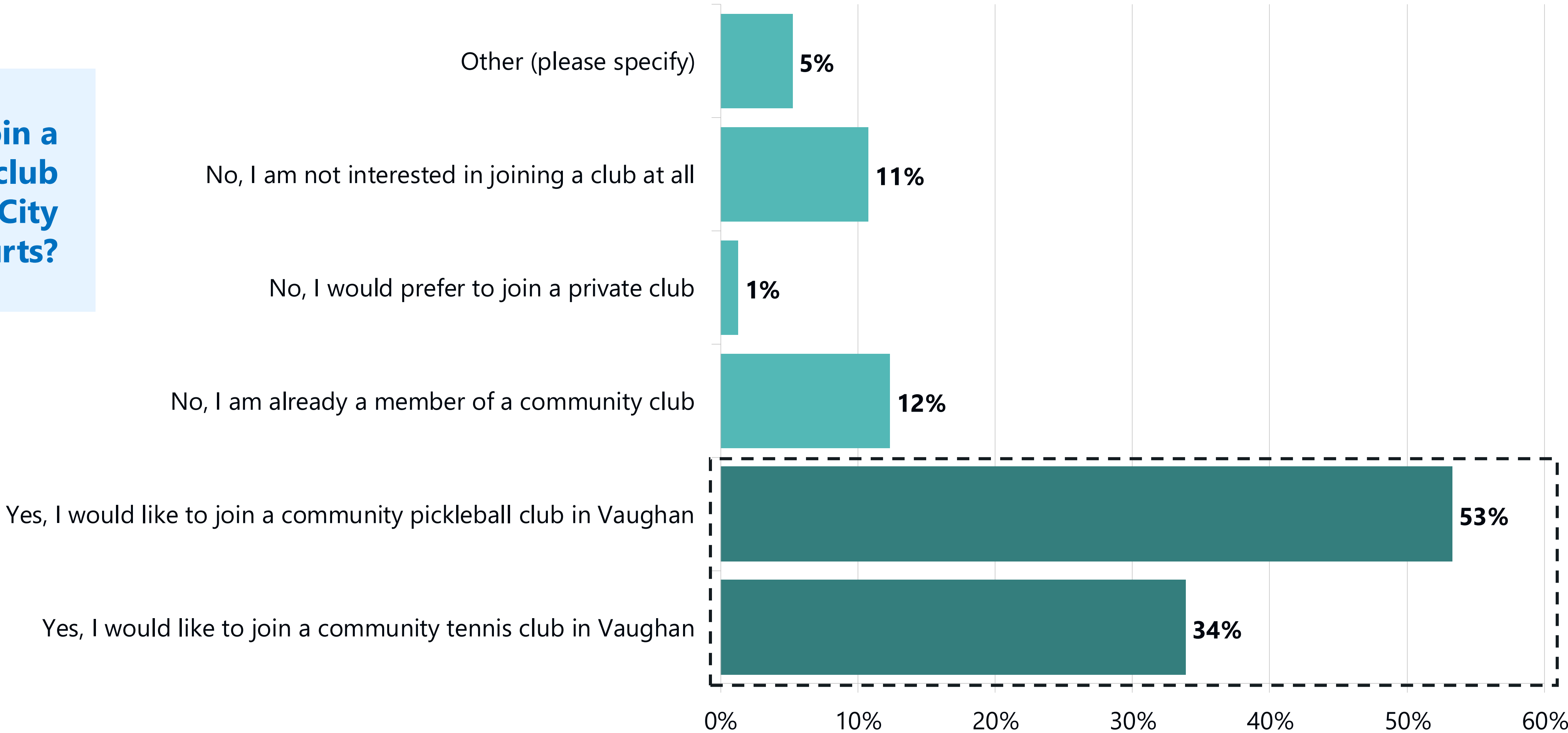
"We heard that many people are interested in joining a community tennis or pickleball club.

Community clubs are volunteer-run, not-for-profit, typically less expensive than private clubs, and use City courts through an agreement with the City. Community clubs in Vaughan include Thornhill Park and Vaughan (formerly Kleinburg) Tennis Club."

User preferences

There is strong interest in joining a community club in Vaughan – particularly for pickleball players.

? Would you join a community club that uses City courts?



Survey preamble

Community pickleball

“We heard that building dedicated pickleball facilities is an important priority for many residents. The City is building new dedicated pickleball courts at Carrville District Park (266 Valley Vista Drive) and Le Parc Park (172 Connie Crescent).

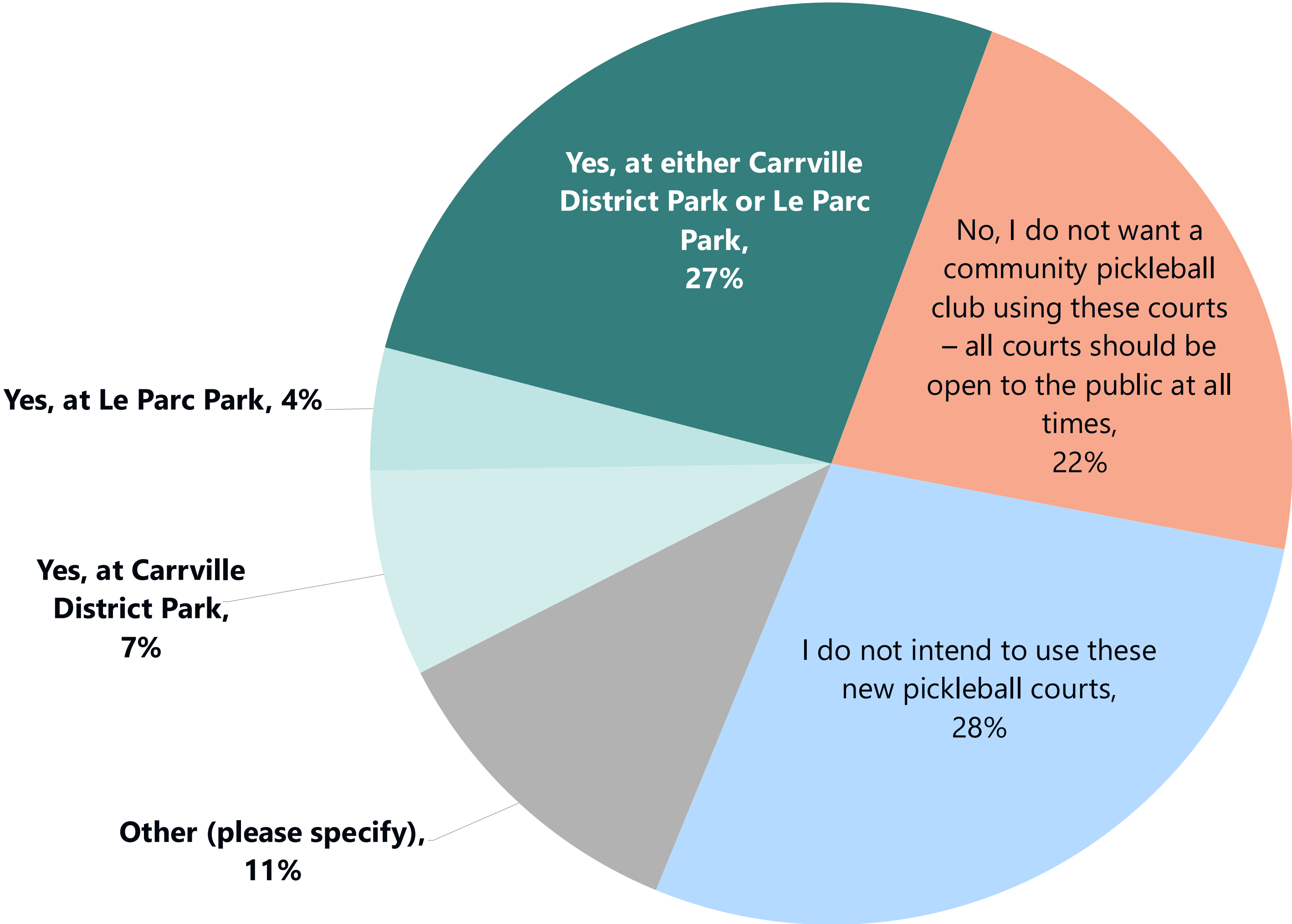
Currently, there are no community pickleball clubs operating in Vaughan, however a community club may be interested in using these dedicated facilities in the future. Any community club would only be granted partial access, e.g. only some courts and limited to certain times of the day.”

User preferences

38 percent of respondents would be interested in joining a community pickleball club at the new facilities being built at Carrville District Park or Le Parc Park, while 22 percent oppose the use of these facilities by a club.



Would you be interested in joining a community pickleball club at either of these future locations?



Survey preamble

City programming

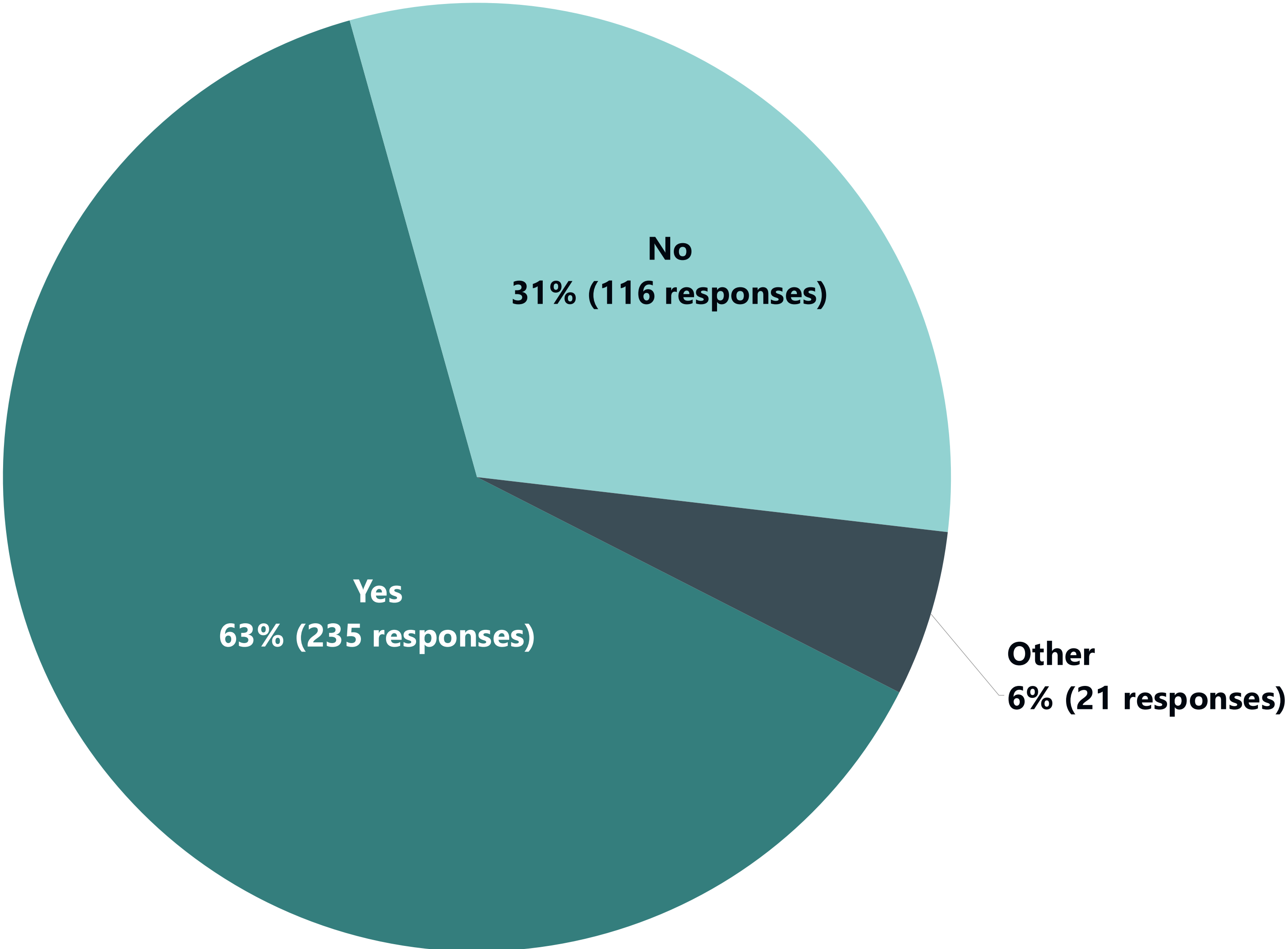
“We heard that many people are interested in City-run tennis and pickleball programming. Examples of “programs” include learn-to-play for beginners, drop-in sessions, and summer camps.”

User preferences

Over 60 percent of respondents are interested in more or new City programming for themselves or their child.



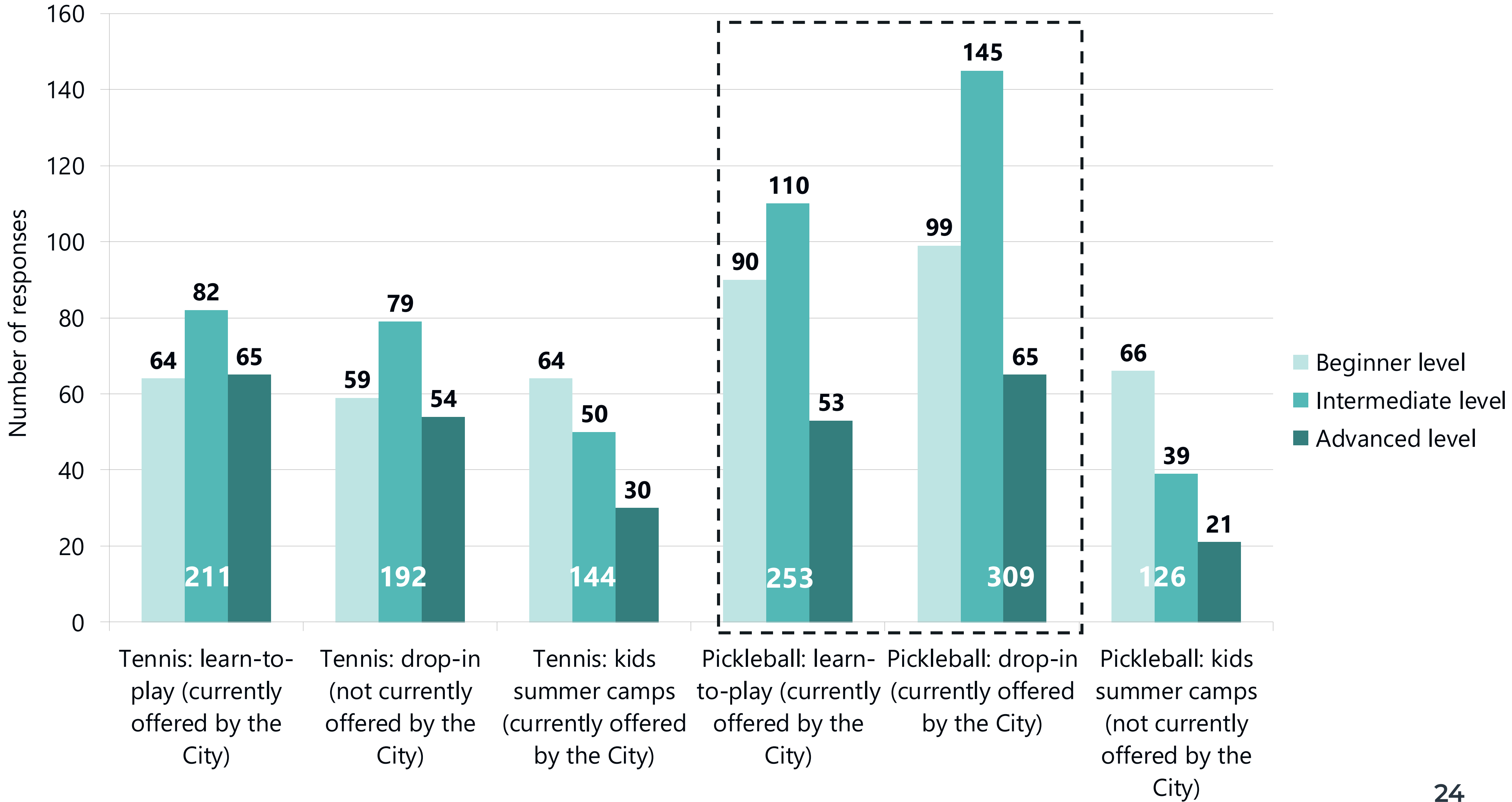
Are you interested in more or new City-run programming, either for yourself or your child?



User preferences

Respondents showed particular interest in learn-to-play and drop-in pickleball programs. Across all programming, respondents preferred beginner and intermediate skill levels.

? Which of the following programs would you like the City to offer more of, or start offering? Select all that apply.

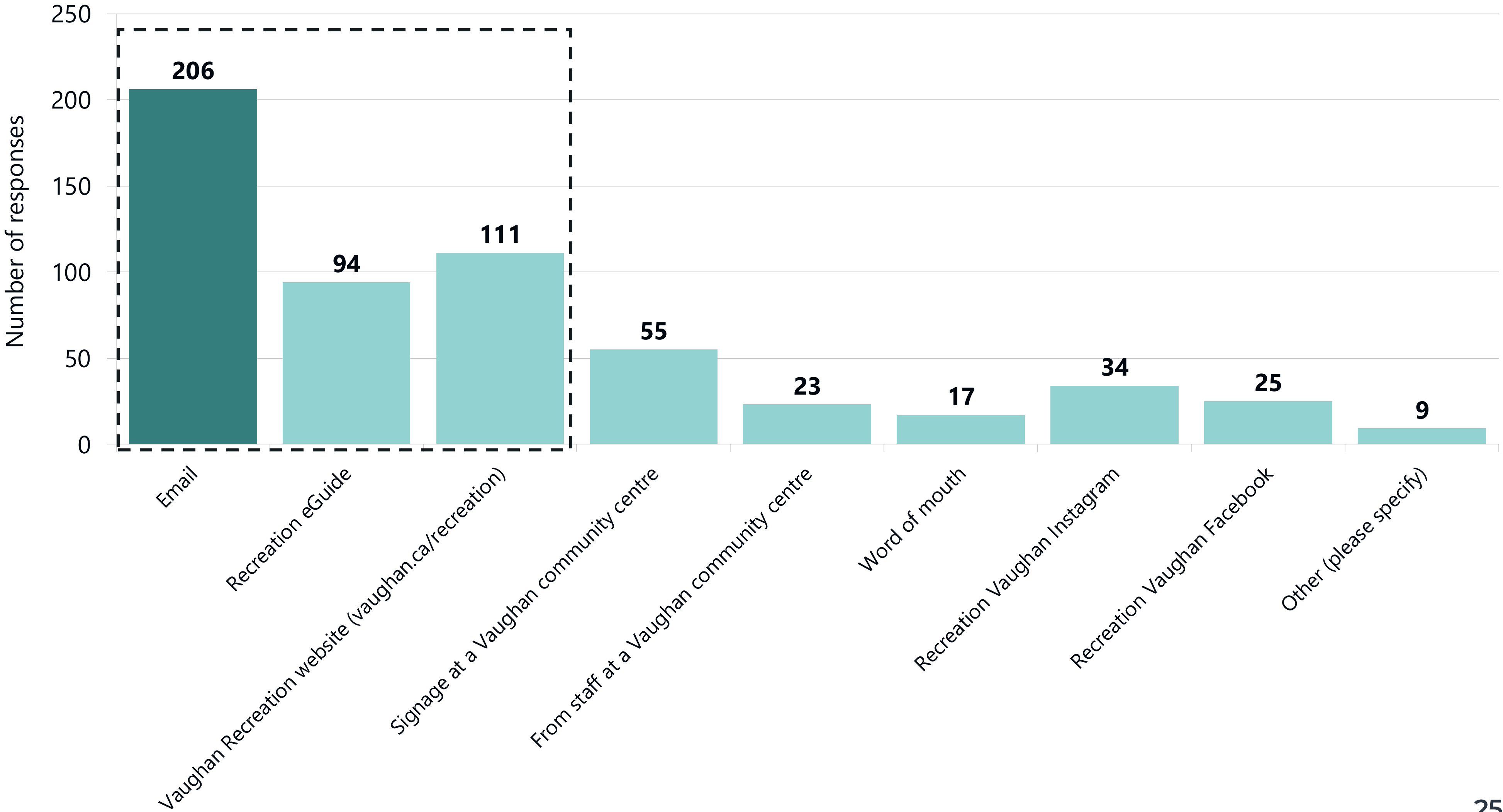


User preferences

Most respondents prefer to be notified about programming via digital communications – particularly via email.



How would you prefer to be notified about City tennis and pickleball programs? Select all that apply.



Survey preamble

Lighting

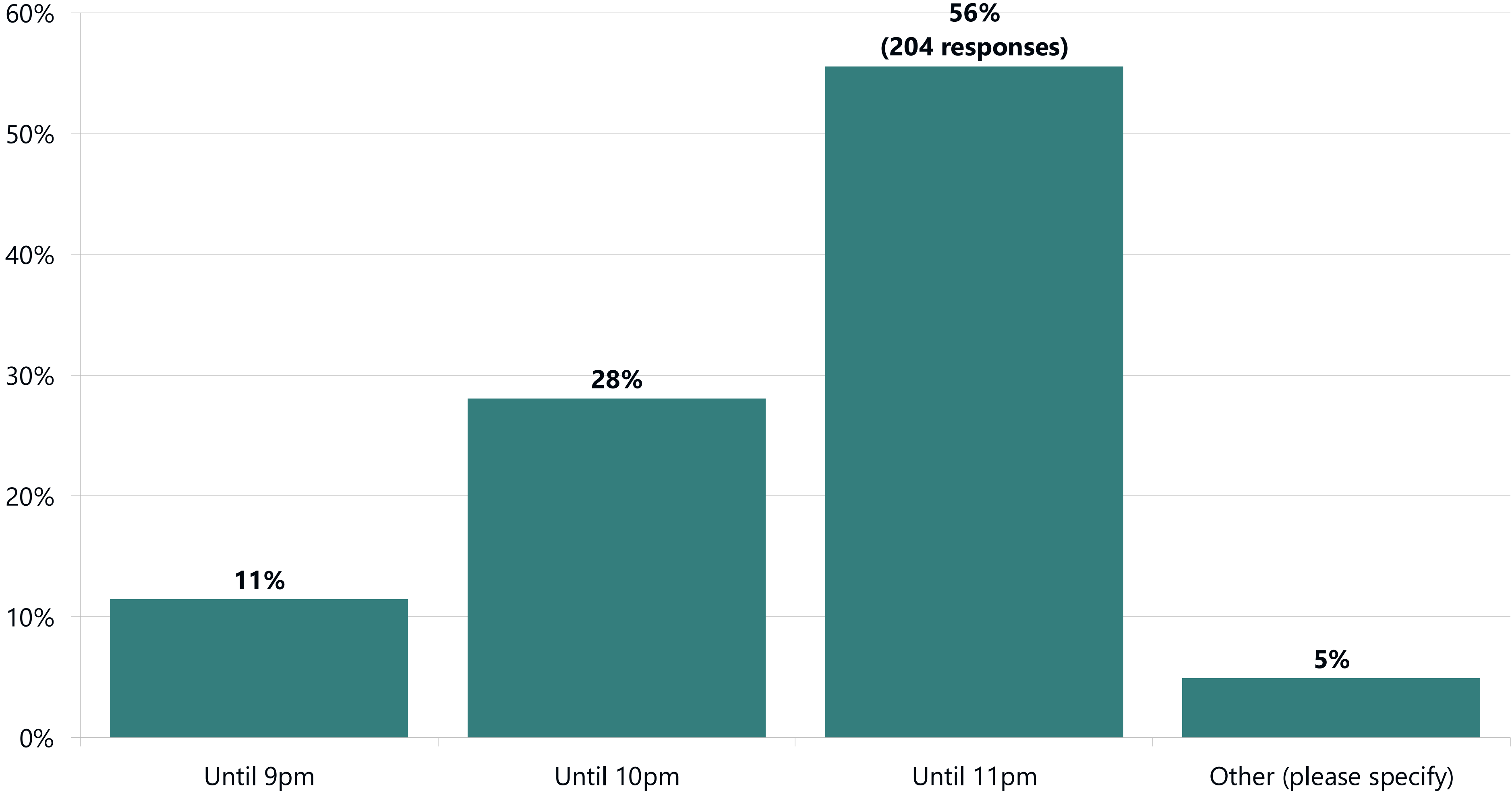
“We heard that lighting to extend play hours is an important priority for many residents. While the City typically lights District Parks until 11pm, it does not currently take a consistent approach to lighting outdoor neighbourhood courts, and decisions are usually made on a case-by-case basis. Courts would not be lit later than 11pm.”

User preferences

Over half of respondents feel that City courts should be lit until 11pm.



If the City were to light more public courts at night, what time should they be lit until?



Survey preamble

Court upgrades

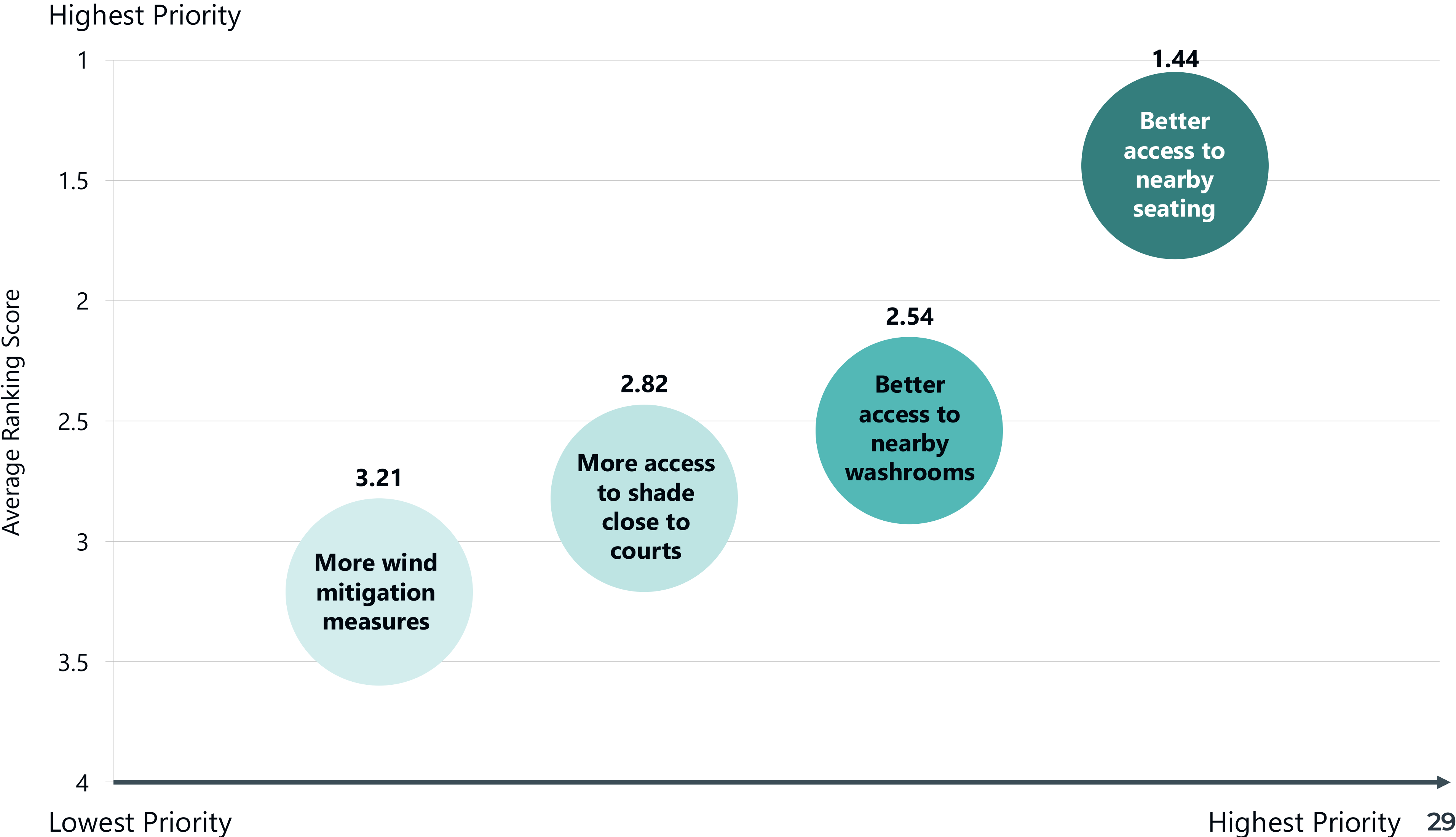
"We heard that court upgrades are important to people who use City facilities. We are interested in which types of upgrades are most important to you."

User preferences

On average, respondents ranked access to nearby seating as the highest priority court upgrade.



Please rank the following types of court upgrades from most to least important from your perspective by dragging each item or using the arrows.

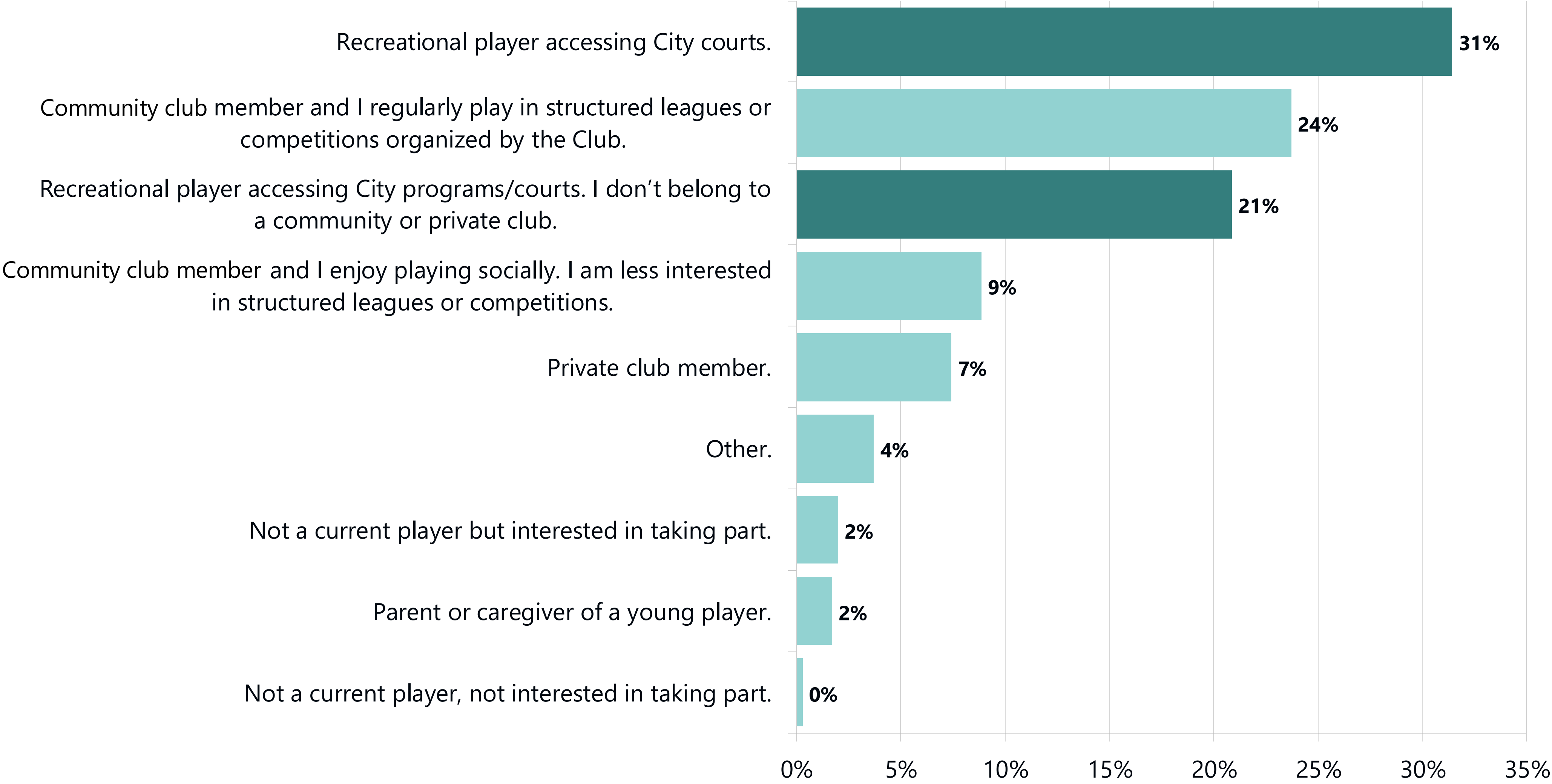


User preferences

Over half of respondents primarily identify as recreational players accessing City courts and/or programming. A third are community club members.



Which of the following groups best describes you? Please choose whichever option you feel most represents you.

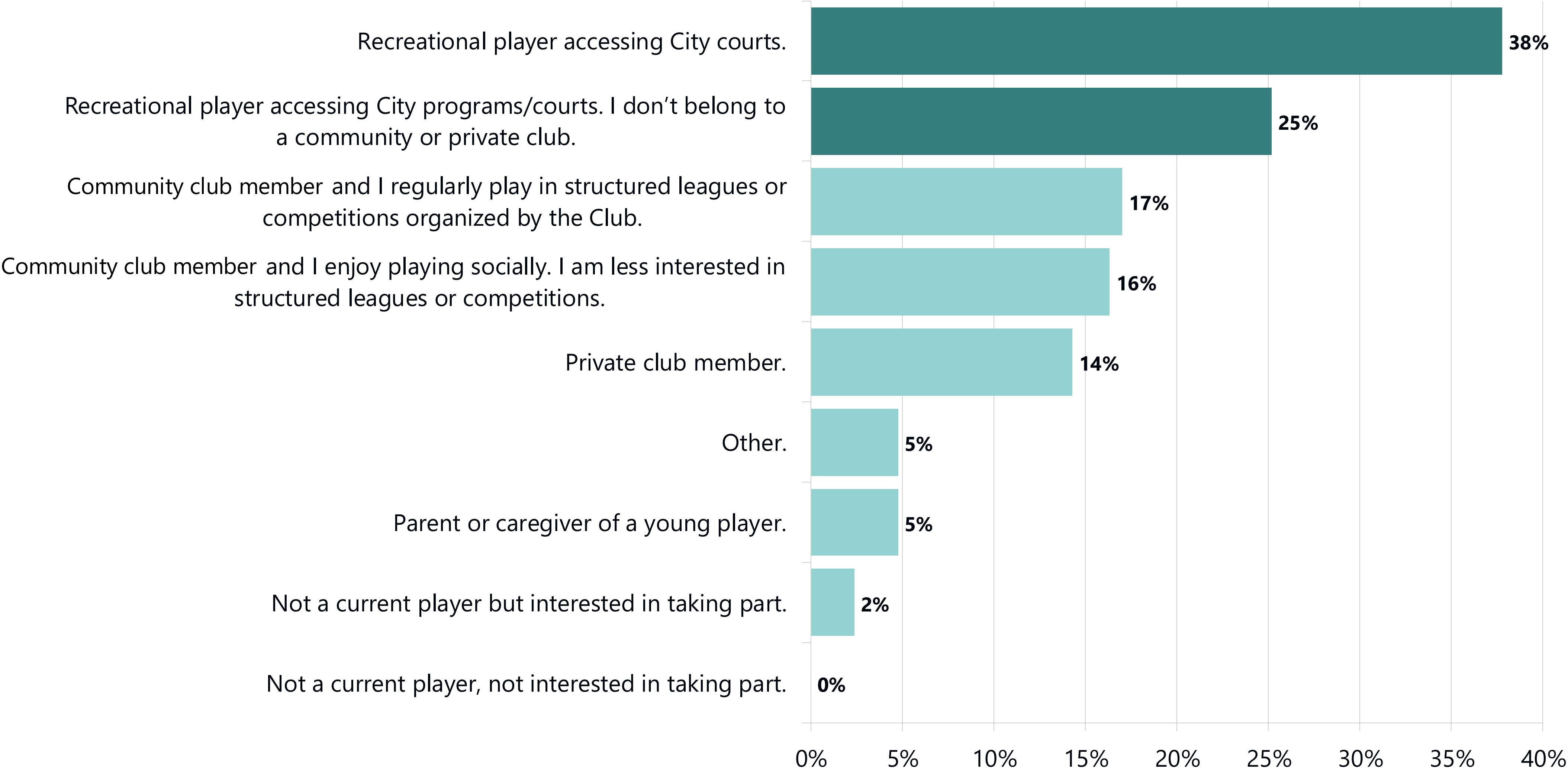


User preferences

A second choice affirmed responses to the previous question.



Are there any other user groups that also describe you?



User preferences

There was a broad range of other comments, including about dedicated pickleball courts and the improvement of tennis courts.



Is there anything else you want to comment on regarding tennis and pickleball in Vaughan?

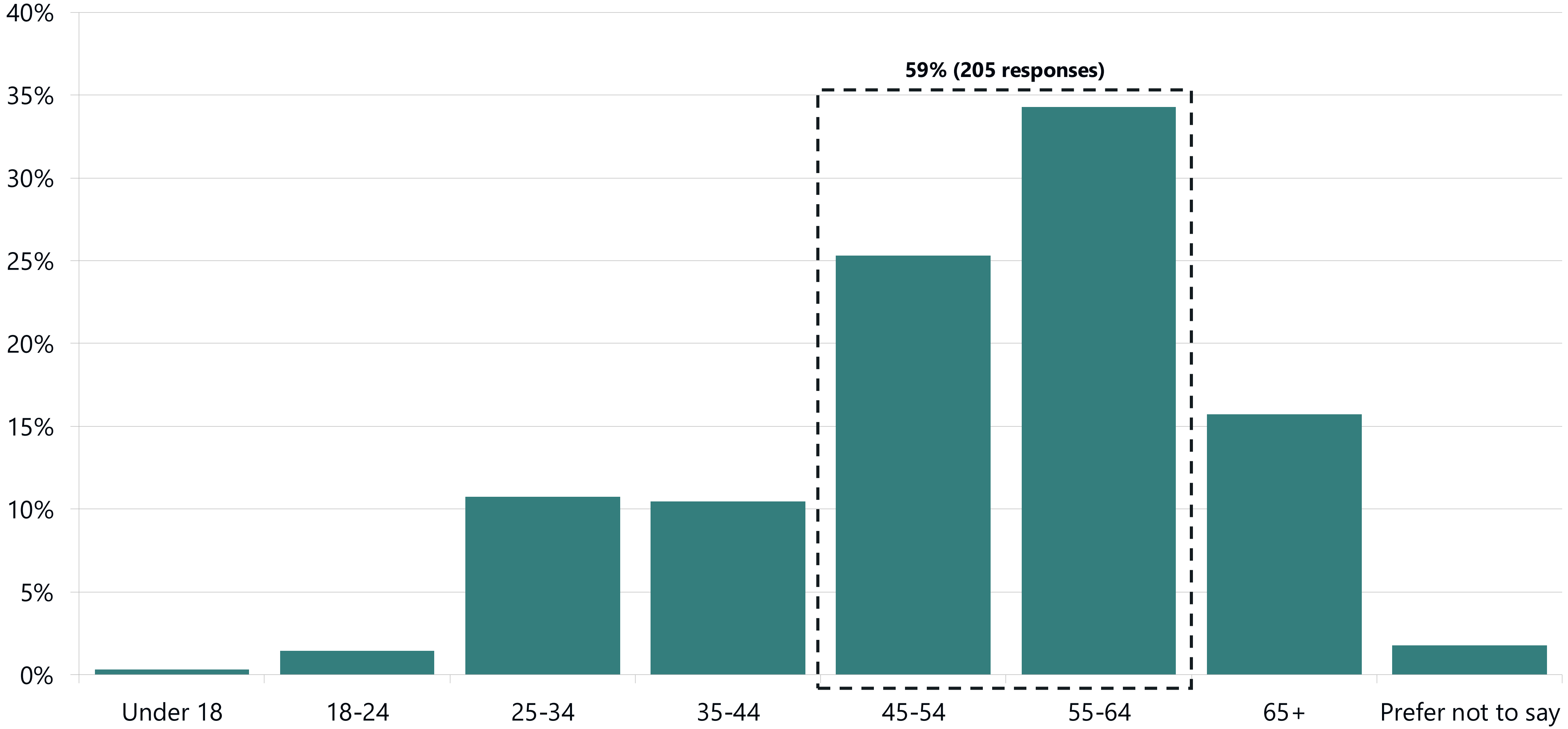
Theme	Comments (these have not been changed)
Need for dedicated pickleball courts	<ul style="list-style-type: none"> • Build dedicated pickleball courts - there are none • There is an urgent need for more dedicated Pickleball courts in Vaughan as the sport continues to gain in popularity. • Pickleball is the fastest growing sport in North America and is showing no signs of this changing in the future. We desperately need designated Pickleball only courts both outdoor and indoor which would be used by players of ALL ages.
Improving tennis courts	<ul style="list-style-type: none"> • Resurfacing existing tennis courts is a must. There are plenty of asphalt courts in bad shape in Vaughan that should be resurfaced. • I think city should put priority to fix or make it better courts for current facilities, then think about new locations.
Opposition to shared use courts	<ul style="list-style-type: none"> • Tennis and Pickleball are completely different games. Pickleball is a social game requiring multiple courts located at least 200 Meters from nearby homes. • Please avoid painting public tennis courts with pickleball lines. It causes tension between the players waiting especially at busy courts like Thornlea Secondary School.
Community and social benefits	<ul style="list-style-type: none"> • Both tennis and pickleball promote playing a sport involving others, provide maintaining one's health and well-being, and something fun to do as often as one can. • Pickleball has been an amazing discovery this year. I've tried soccer, tennis and volleyball and only pickleball gave me the social and community environment I needed.

Demographics

59 percent of respondents were between the ages of 45 and 64.



What is your age?



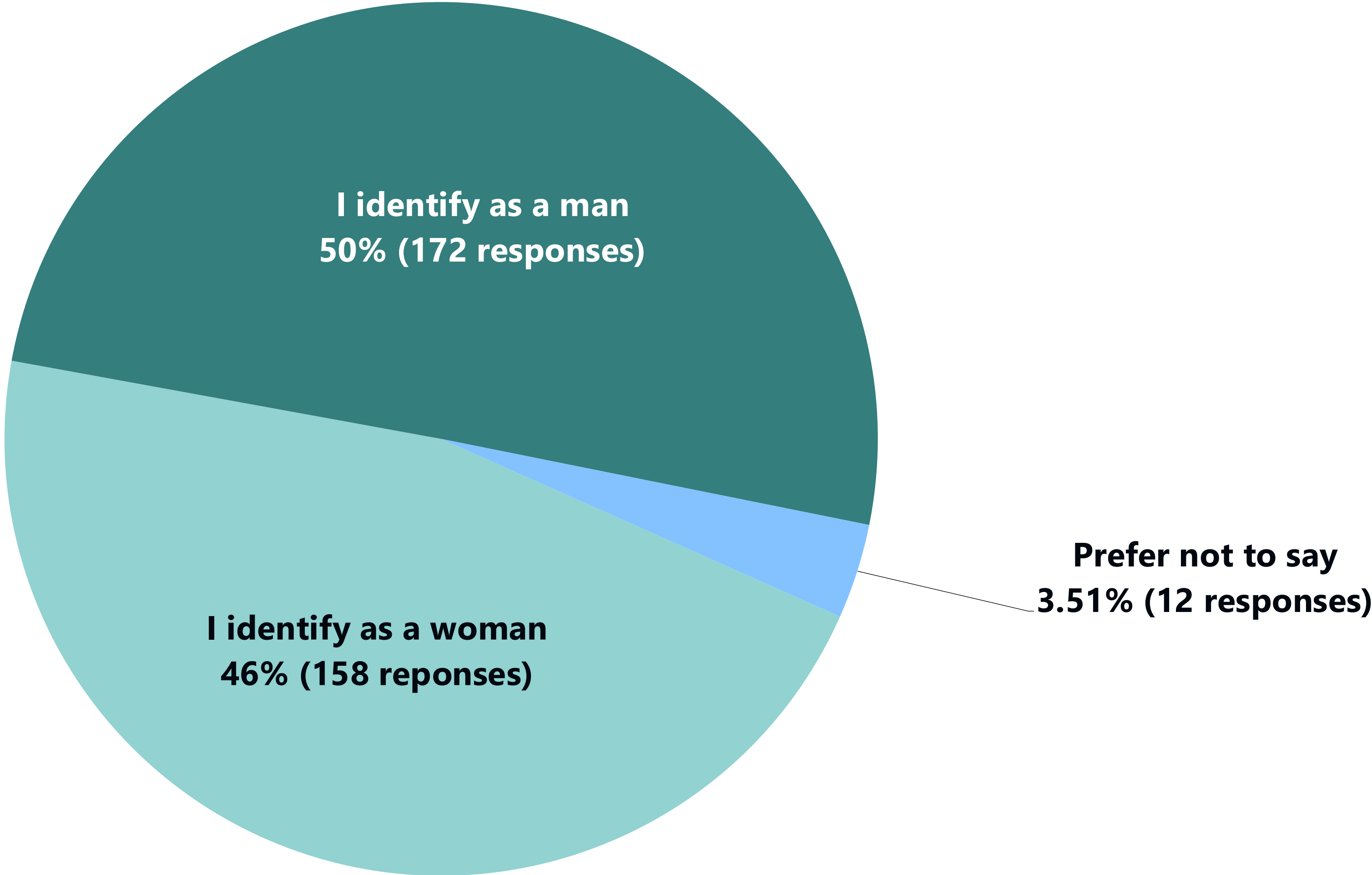
Demographics

Half of respondents identify as a man and 46 percent identify as a woman.



How would you best describe your gender identity/expression?

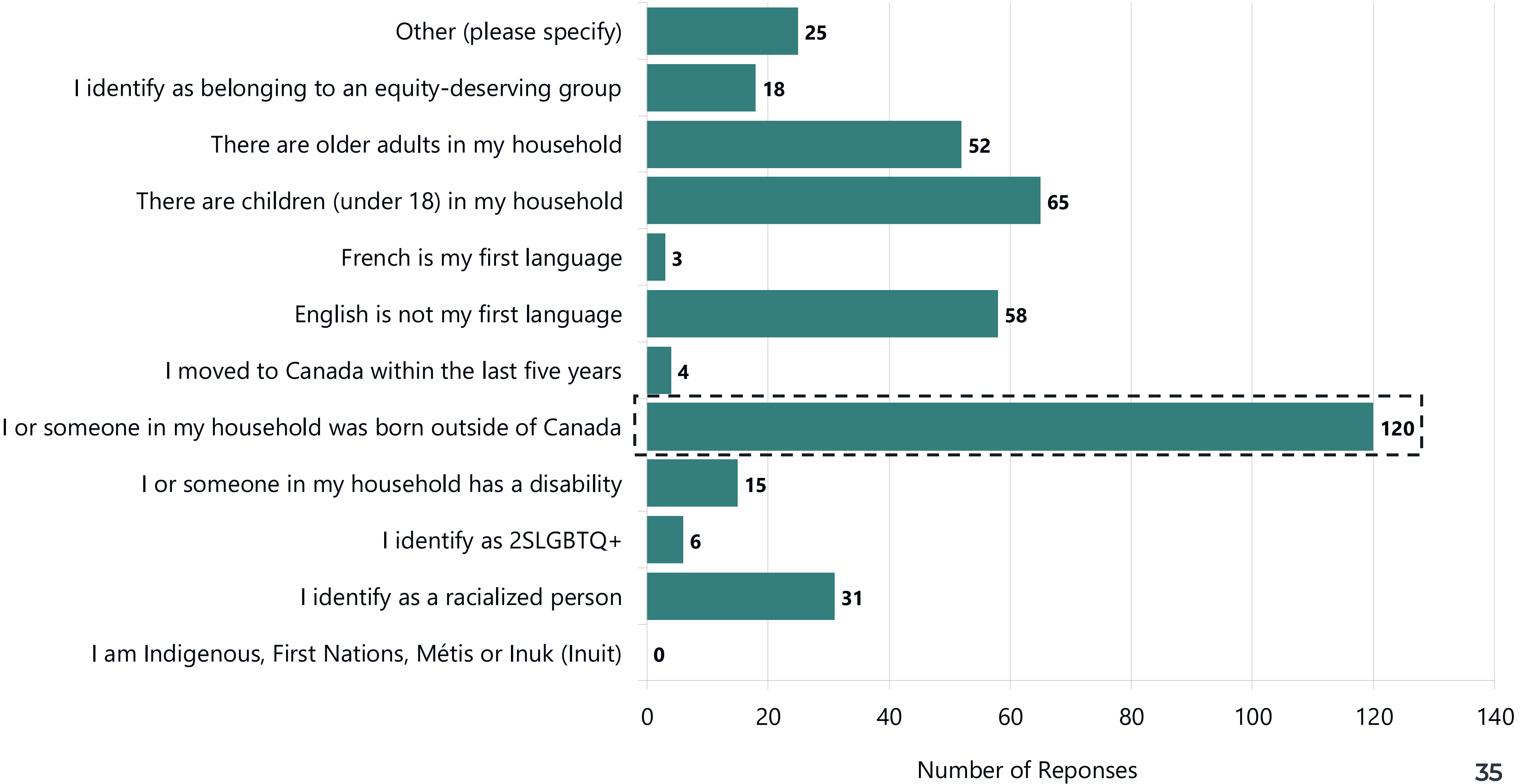
The Ontario Human Rights Code defines gender identity as a person's internal and individual experience of gender. It is their sense of being a woman, a man, both, neither or anywhere along the gender spectrum.



Demographics

Over half of respondents said that they, or someone in their household, was born outside of Canada.

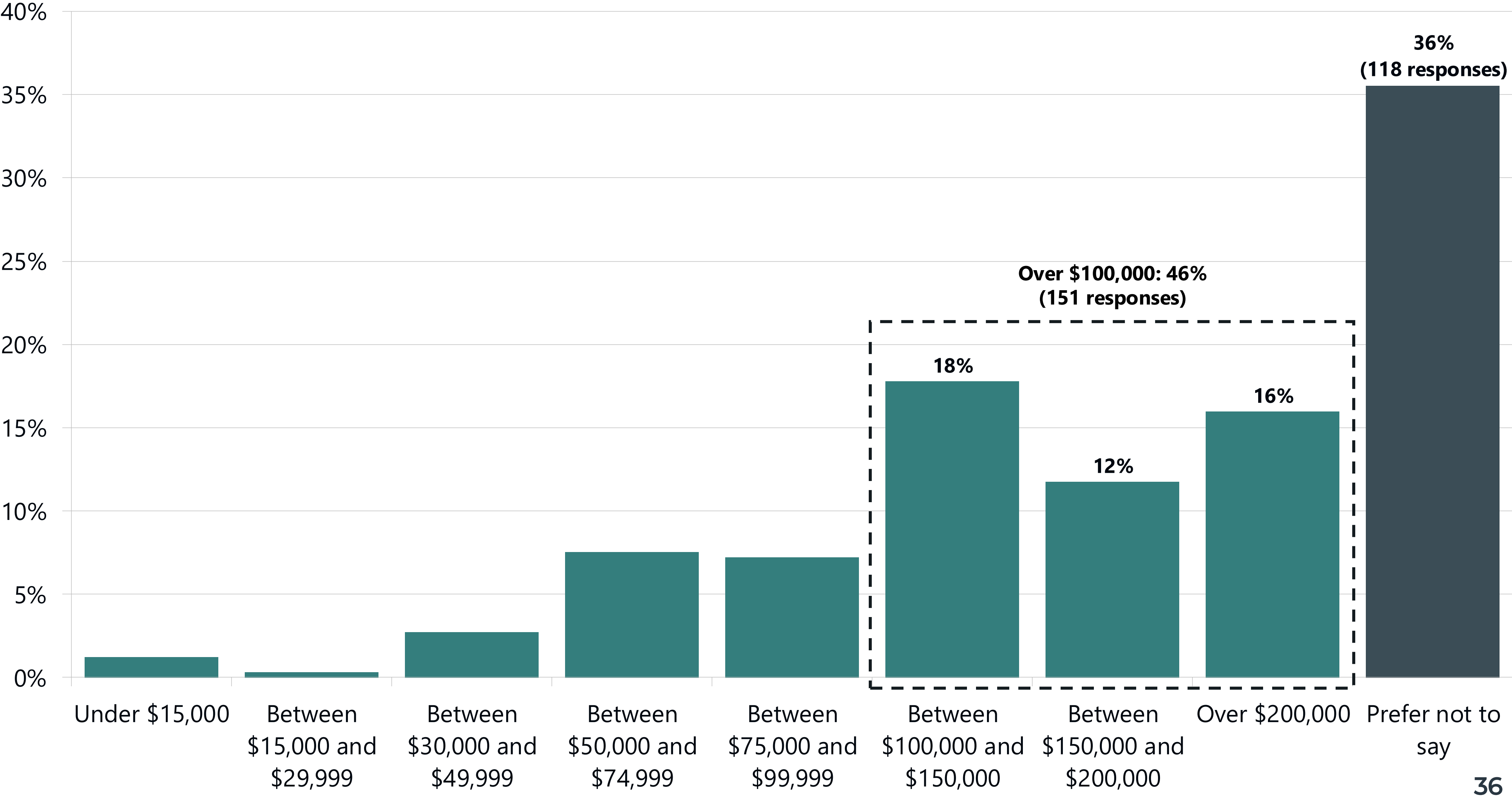
? Please select any of the following that apply to you.



Demographics

46 percent of respondents had a total household income of over \$100k in 2023, while just over a third preferred not to say.

? What was your total household income before taxes last year (2023)?



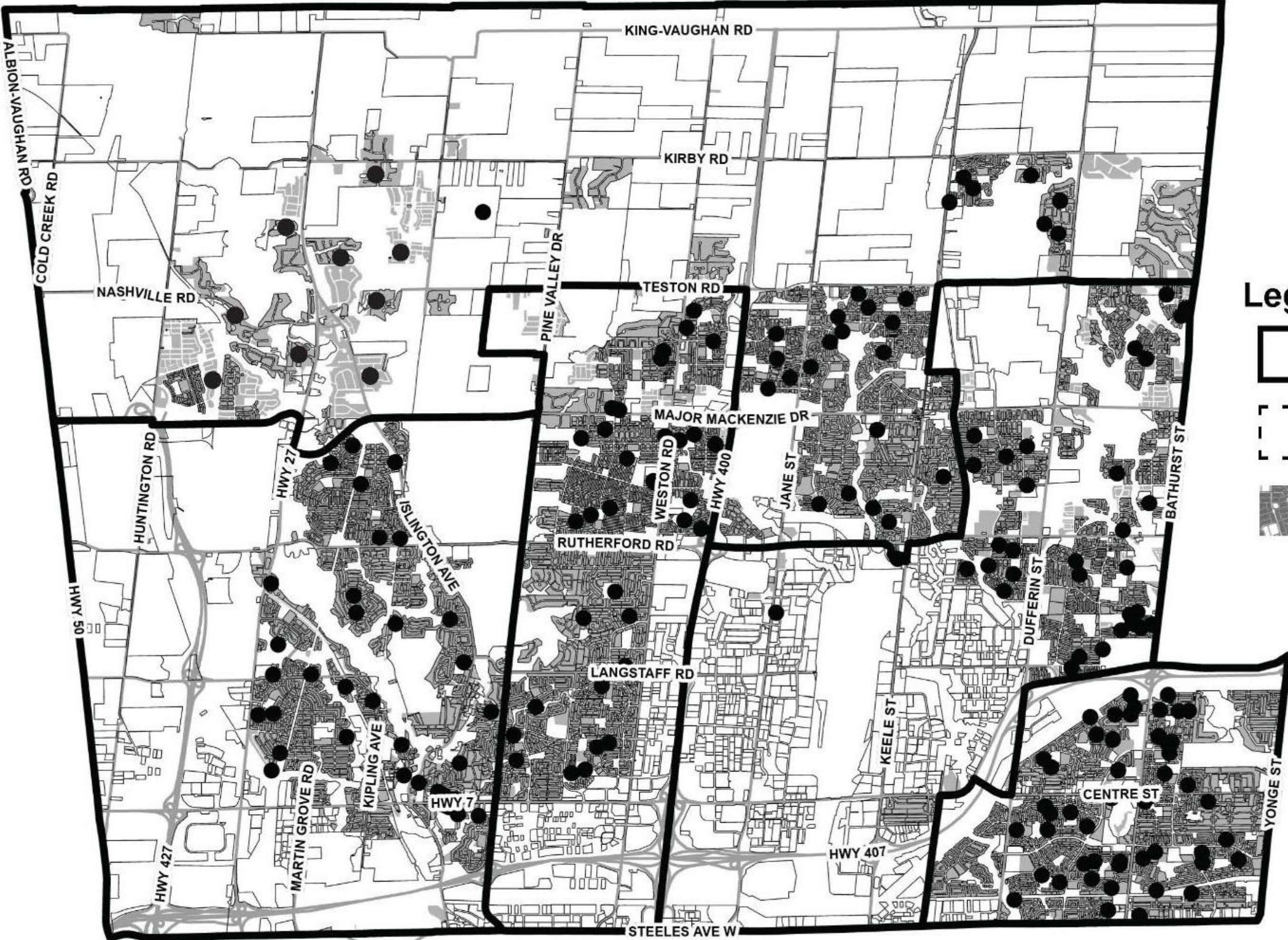
Demographics

Over 90 percent of respondents live in Vaughan. A further 7 percent live in Richmond Hill or Markham.

? Please provide your postal code.

A breakdown of where survey respondents live is provided below:

- **Vaughan:** 232 respondents, 91%
- **Markham:** 3 respondents, 1%
- **Richmond Hill:** 16 respondents, 6%
- **Other (see below):** 5 respondents, 2%
 - L0G1T0: King
 - L0G1N0: Nobleton
 - L3Z: Bradford
 - L4A: Stouffville
 - L7B: King City



Legend

- Ward Boundary
- - - Planning Block
- Residential Area
- Survey Response (approx. location based on postal code)



Open houses

Approach

Two open house events were held in the east and west of Vaughan, including at Dufferin Clark Community Centre on April 17, and at Vellore Village Community Centre on April 25. A total of 59 people attended the open houses.

The purpose was for City staff to facilitate one-on-one and small-group conversations with residents about the potential options posed in the survey. By engaging in an in-depth dialogue, the City was able to develop a deeper understanding of the rationale behind preferences for different choices and trade-offs. This information serves as a useful supplement to the survey data.



Personas

In particular, the open houses supported the development of “personas”, included from page 41, which represent the primary tennis and pickleball user groups in Vaughan. Personas are observation- and research-based representations of a group of people with similar behaviours, preferences, priorities, and needs. Each persona is brought to life by assigning real human stories, goals, and challenges to create a fictional representation of the larger group of people.

Personas are not intended to capture every individual within a particular group, but to provide an illustration of typical tendencies. Through this human-centred design process, and alongside other research data, the City can identify ways to best meet a range of residents’ needs.

Both the open house events and the survey data were used to develop these personas.

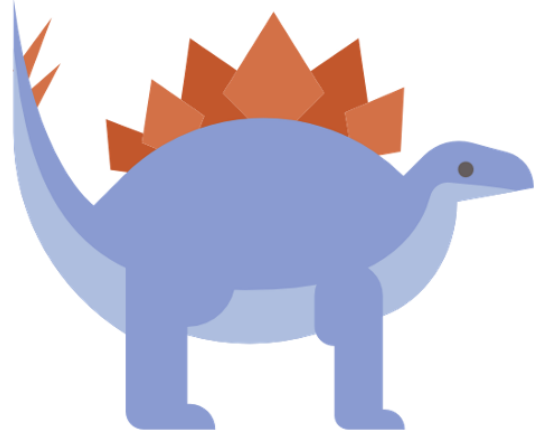
Persona overview

All seven personas are presented on the following pages in the format shown below.

Persona user group and fictional name

Persona bio, including key background information on typical approach to tennis and pickleball

The competitive community club member



Typical usage

Sport: I've been playing tennis since I was 10 and now coach juniors. I've started playing pickleball sometimes but I still prefer tennis. I don't plan on using the City's new pickleball facilities at Carrville District Park and Le Parc Park.

Frequency: I typically play 2-3 times per week.

Duration: I play for at least an hour at a time, often up to 1.5 hours. An online booking system would be helpful to ensure I can play when I want to at City courts – although I'm not sure how the City would implement or enforce it.

Key goals

Build more courts at existing facilities: "larger facilities attract the community and create more competition"

Bubble more courts: "there aren't enough places to play tennis in the winter"

Longer time slots at City courts: "I need longer than 30 minutes to play a game of tennis"

Challenges

City courts are in poor condition: "please resurface the existing courts – many of them are cracking, making it difficult to play"

Not enough dedicated pickleball courts: "we shouldn't be sharing courts, pickleball players should have their own"

Other

I would be willing to pay up to \$300 for a membership to use covered City courts in the fall/winter, and up to \$20 in hourly usage fees.

I'm somewhat interested in City programming, particularly for intermediate-level pickleball.

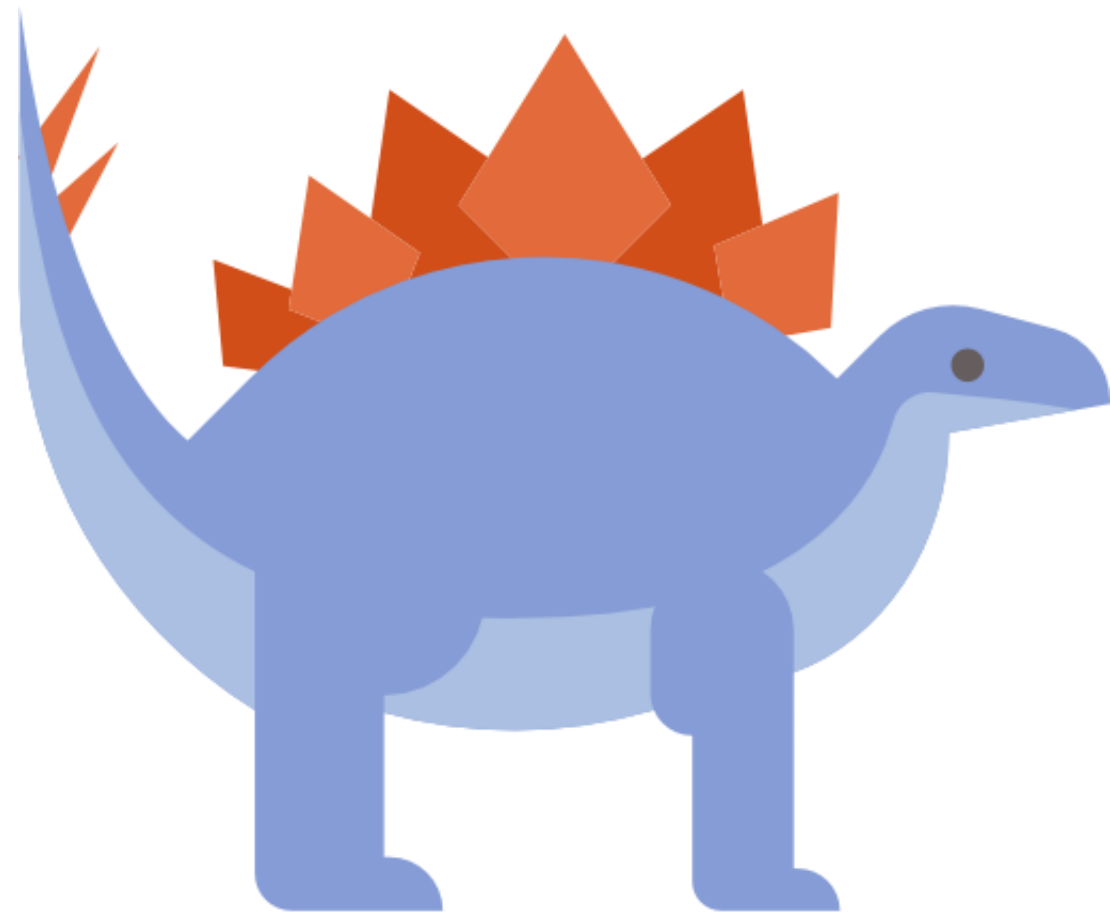
Key objectives this persona would like achieved through the Tennis and Racquet Sport Study, including quotes from the open house events and survey responses where possible*

The main challenges experienced by this persona, supported by quotes from the open house events and survey responses where possible*

Additional information on persona preferences relating to this Study

*Indicated through quotation marks on the following pages

The competitive community club member



Typical usage

Sport: I've been playing tennis since I was 10 and now coach juniors. I've started playing pickleball sometimes but I still prefer tennis. I don't plan on using the City's new pickleball facilities at Carrville District Park and Le Parc Park.

Frequency: I typically play 2-3 times per week.

Duration: I play for at least an hour at a time, often up to 1.5 hours. An online booking system would be helpful to ensure I can play when I want to at City courts – although I'm not sure how the City would implement or enforce it.

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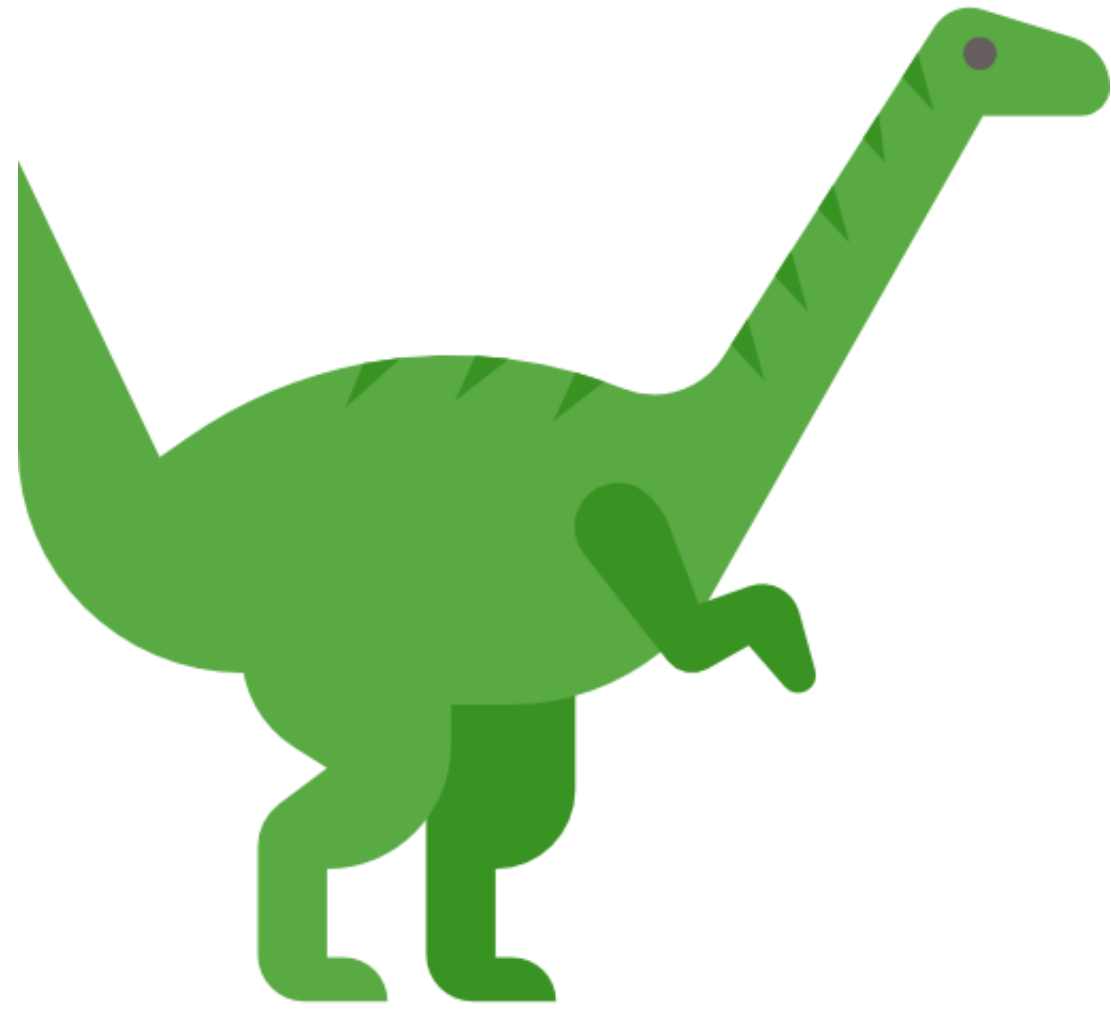
Not enough dedicated pickleball courts: "we shouldn't be sharing courts, pickleball players should have their own"

Other

I would be willing to pay up to \$300 for a membership to use covered City courts in the fall/winter, and up to \$20 in hourly usage fees.

I'm somewhat interested in City programming, particularly for intermediate-level pickleball.

The social community club member



Typical usage

Sport: I prefer tennis because of the physical challenge, but I do play pickleball sometimes when I want to play a more social game. Because I belong to a community tennis club, I tend to play that more often than pickleball.

Frequency: I typically play tennis 2-3 times per week.

Duration: I play for up to 1.5 hours, sometimes up to 2 hours if it isn't busy. I usually play at my club but when it's full I use City courts – I just wish I could play for longer than 30 minutes.

Key goals

Build more courts at existing facilities: "People will drive longer if they know they'll get a court when they arrive, it doesn't need to be in my backyard"

Join a community pickleball club: I'm already a member at a community tennis club but would like to join a pickleball club too.

More City programming: I would like more access to intermediate pickleball programming – both learn-to-play and drop-in.

Challenges

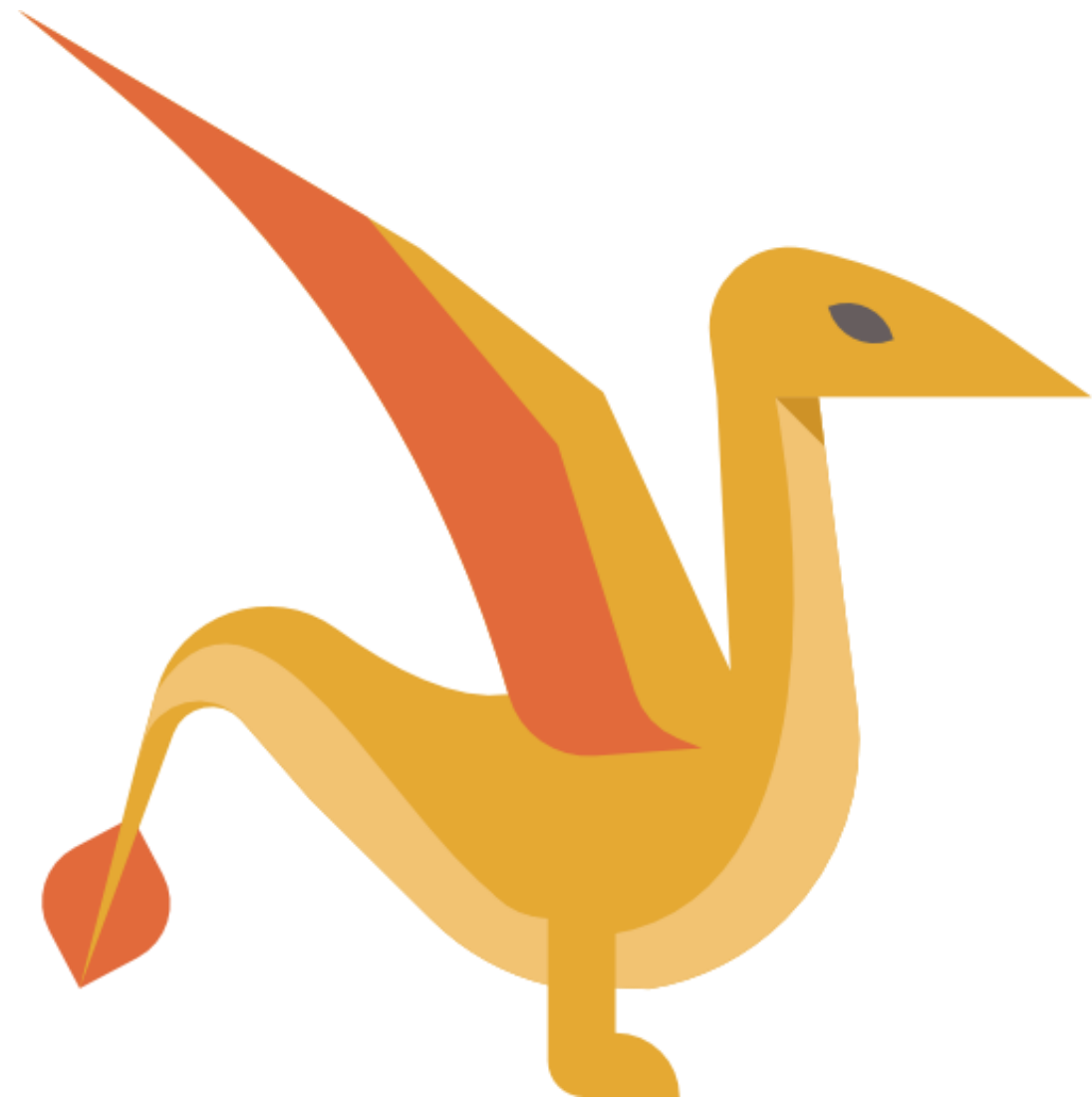
Lack of skill-matching at City programming: "I would like to play against players of the same level (e.g. drop-in or league) "

Online booking system would need to be enforced: "Reserving a court is great but frequently people don't show up and don't cancel or cancel at the last minute and they are not penalized. This is very frustrating"

Other

The City should build more solo hitting walls for people to practice their skills.

The private club member



Typical usage

Sport: I'm a member of a private pickleball club and occasionally play tennis at the local City courts. I'm really enjoying the pickleball club – I like that it's well-organized, reasonably affordable, and close to where I live. I also have access to lessons and can play at covered courts year-round.

Frequency: I typically play pickleball 3-4 times per week. I probably play tennis once every few months when my friends suggest it.

Duration: My pickleball sessions tend last 1-2 hours but I'm not playing continuously – I take breaks and talk to friends.

Key goals

Better skill-matching at City courts: "At my club you put in your scores and it matches you with others of your skill level."

A pickleball centre is required: "Try to build more dedicated pickleball hubs in Vaughan. "

Challenges

Lack of pickleball courts "I belong to a private club because there are no pickleball courts in Woodbridge."

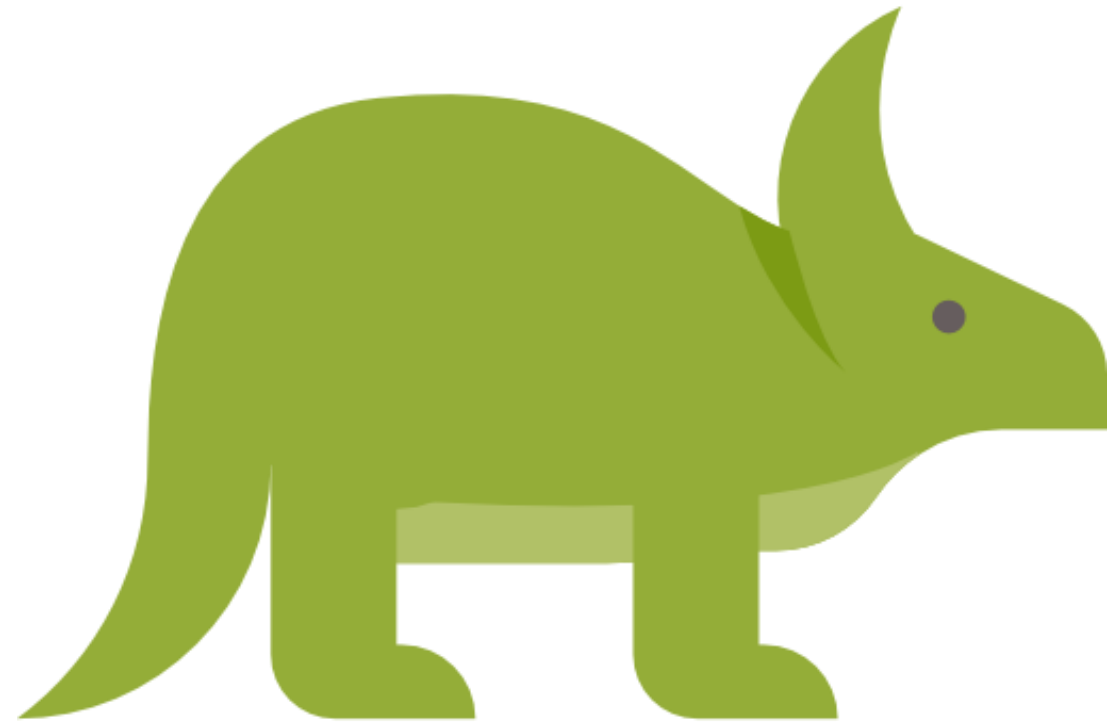
Courts book up too quickly even with a booking app: "My issue with the mobile app is it opens three days in advance and the spaces fill up too quickly."

Other

Location matters to me – I have chosen to play at the club closest to where I live.

I would pay more than what I currently do to use a managed club with structured play, well-surfaced courts, and year-round indoor play.

The social player using City courts and programs



Typical usage

Sport: I'm a passionate recreational pickleball player and love the game for its social and physical benefits. I have really enjoyed connecting with friends and making new ones through the sport. I would love to play at Carville or Le Parc Park once it opens.

Frequency: I usually try to play 1-2 times per week.

Duration: I play for an hour usually, sometimes up to 2 hours at a time. I would love to join a community club in Vaughan.

Key goals

More dedicated pickleball courts: "Tennis courts lined for pickleball- do more, create more dedicated pickleball. Tennis nets should be 2 inches lower."

Better wind protection for pickleball courts: "Would love to have bubbles at outdoor courts to play pickleball, especially to reduce wind."

A well-managed booking system: "Enforcement is an issue. Without enforcement, neither mobile or website booking is ideal. In-person wait lists aren't great."

Challenges

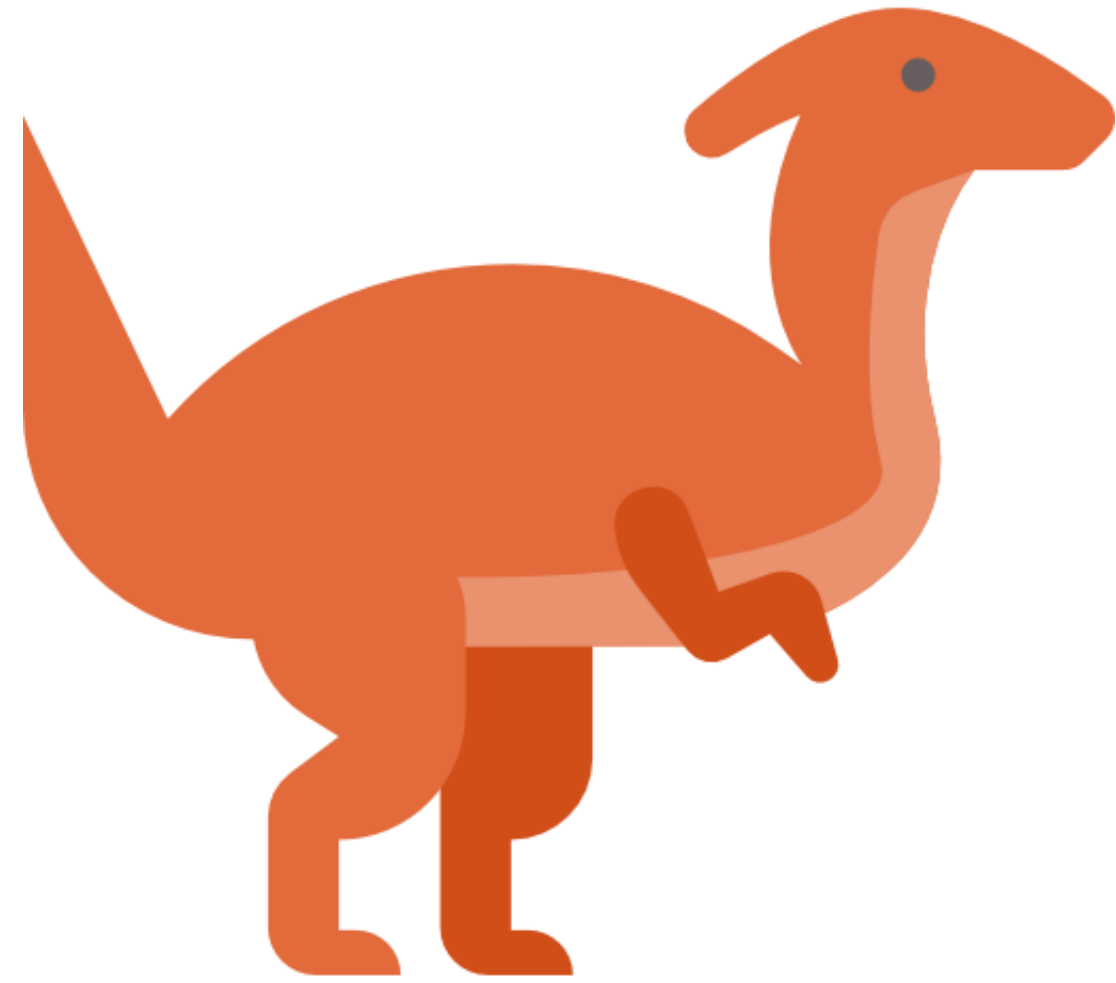
Not enough skill-matching at drop-in sessions: "This setup in Vaughan isn't ideal, especially for seniors who prefer not to play with people 20-30 years younger."

Lack of pickleball courts in Vaughan: "I've played for two years, but due to limited opportunities in Vaughan, I travel to Markham for pickleball courses. Markham offers beginner-friendly levels and drop-ins, unlike Vaughan, where advanced players dominate beginner levels."

Other

Pickleball games vary greatly – sometimes it's a short drill and other times it's a longer game to 11 or 18 points. A booking system could help to reduce this lack of predictability.

The social player using City courts



Typical usage

Sport: I love tennis and pickleball equally! I've been playing tennis socially since I was at school and picked up pickleball a few years ago on a family vacation. I think they're great sports and would like more opportunities to play them both with my kids and my neighbours.

Frequency: I try to play tennis once a week during the summer. I play more pickleball indoors in the winter, usually once or twice a week at drop-in sessions after work.

Duration: Usually just 30 minutes to an hour per session – no more than 30 minutes if my kids are playing too.

Key goals

Introduce a court booking system "Sitting and waiting for your turn is a pain. It would be much more convenient to reserve a court in advance and then show up at your scheduled time."

More City programming after work hours: More beginner and intermediate drop-in pickleball time slots are needed, especially after work.

Challenges

City courts are in poor condition: "The pavement is uneven and cracked. The courts are not properly sized nor is the net the correct height"

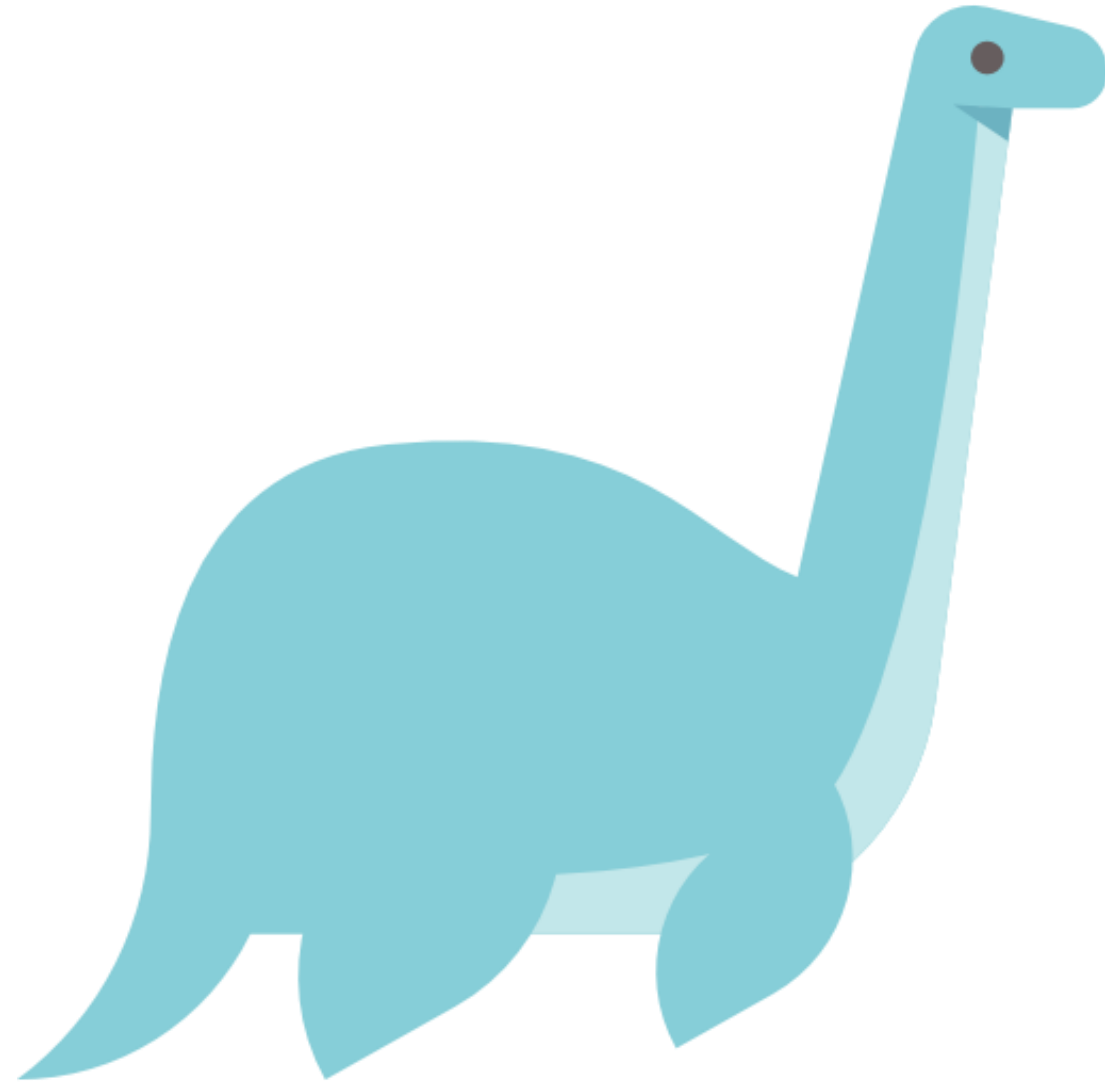
Shared use courts are unclear: "The lines are confusing"

Other

I'm interested in joining a community club that uses City courts – for either tennis or pickleball.

I would pay up to \$100 for bubbled courts – I understand the need to charge a fee but it should still be accessible for residents.

The parent or caregiver of a young player



Typical usage

Sport: I've been playing tennis since I was a teenager – now I want to share that passion with my 8- and 10-year-old children. From early evening practices to weekend family matches, we love playing as a family. We prefer playing close to our home.

Frequency: My children typically play 1-2 times per week.

Duration: We play for 30 minutes to an hour. An online system would be very helpful, especially when trying to coordinate for the children.

Key goals

Better maintain existing court infrastructure: "I think the city should put priority to fix or make it better courts for current facilities, then think about new locations."

Better washroom access: "Washrooms are especially important where there isn't a community center nearby."

Introduce a waitlist management app: "Smart court QR code like those used for community centre facilities could be applied at tennis courts"

Challenges

Private clubs are unaffordable and there are too few City options: "It makes sense to charge, I don't mind paying. Club memberships are expensive, just needs to beat private club rates."

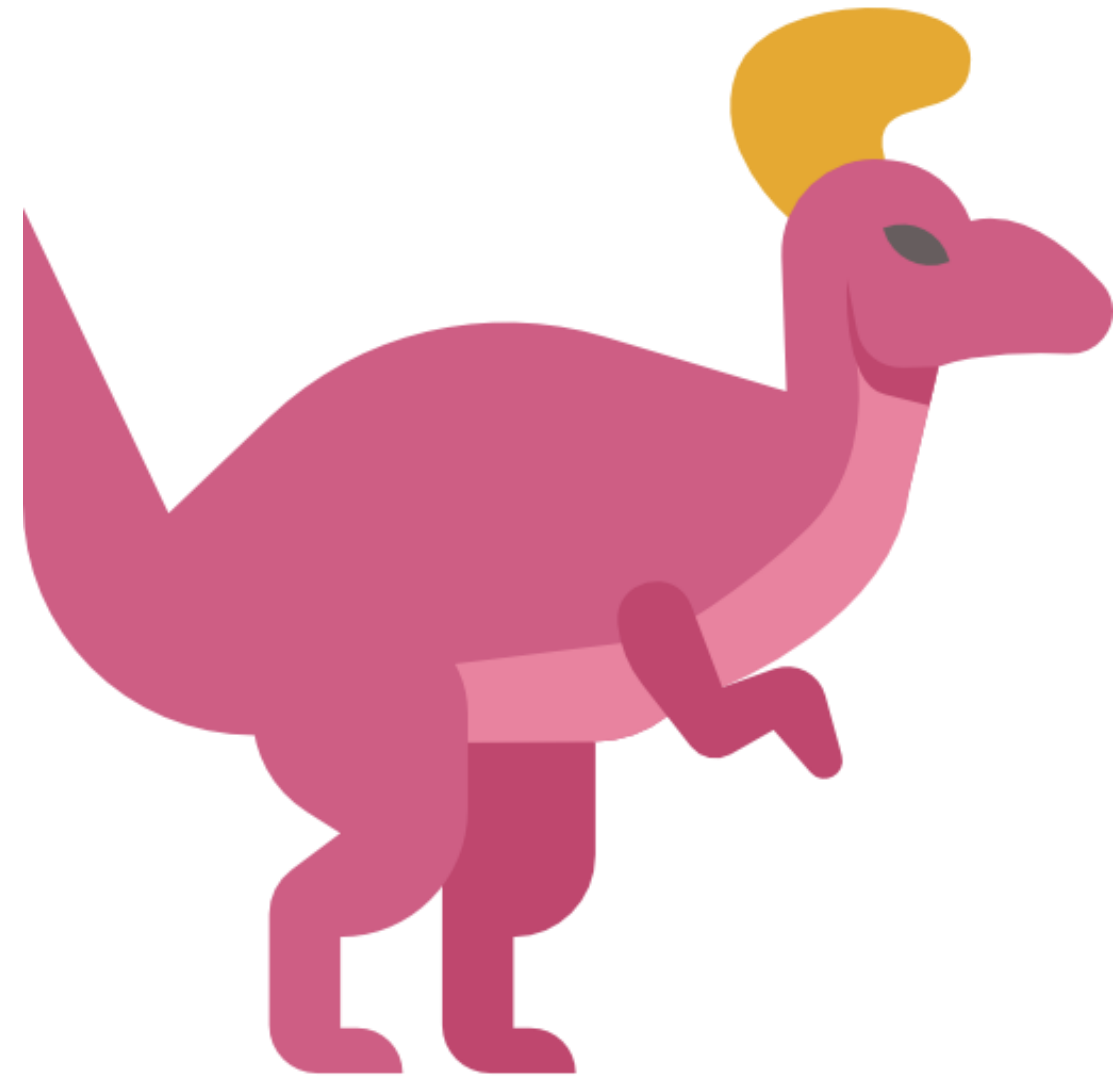
Limited availability of courts during peak hours: "I don't play late, kids asleep, concerned about safety when it is too late."

Other

The City should consider introducing a family package if it decides to charge for bubbled courts. I would pay \$300-\$450 for the fall/winter season.

I am interested in better access to seating at City courts, while I watch my kids play or wait for them to finish.

Not a current player but interested in taking part



Typical usage

Sport: I'm not a pickleball player yet but my sister started recently and she loves it! She plays with her family, and I'm curious to see if my son would like it too. In general, I love staying active and I think pickleball could be a great way to stay fit and meet new friends. I will probably go to Carville or Le Parc Park when the pickleball courts are built – it's near where I live.

Frequency: N/A

Duration: N/A

Key goals

More City-run programming: "Interested in both for me and my son to learn and for summer camps. Preference would be for it to be offered at many locations across the city."

More pickleball courts: "More concerned with adding more courts than the additional amenities, have more courts in more parks."

Challenges

Lack of affordability: "Costs so much for everything these days so lowest fees would be ideal."

Not interested in a commitment: At this stage I don't want to commit to any kind of membership. I'm still not sure how much I'll play.

Other

I would be interested in courts nearby a space for kids to play.



Focus groups

Approach

Six online focus groups were held between May 7 and 16 2024, to gather information on the potential implementation of various options. In total, 20 people attended the sessions.

Attendees were invited to join via the survey and open houses. Where possible, they were segmented into groups of tennis or pickleball players. This approach allowed the City to tailor the most relevant questions to each focus group.

Information was gathered in the following priority areas:

- 1 **Pickleball:** dedicated courts, programming, court booking system
- 2 **Tennis:** indoor or bubbled courts, club membership, court booking system

Key insights

1

Pickleball

1. Attendees felt that distance from residences was the most important factor in determining where to locate new pickleball facilities, particularly given noise considerations. Many also expressed a willingness to travel further to larger facilities.
2. Skill-matching was considered a top priority for pickleball programming - both for beginners and more advanced players. Attendees noted that this is typically done by clubs.
3. Many attendees felt that the new courts at Le Parc Park and Carrville District Park should be staffed by someone from the City to support with scheduling, scoring, and general organization.
4. While attendees felt positive about the City's existing online reservation system used for indoor facilities at community centres, PerfectMind, the inability to enforce it at the new outdoor facilities without staff present was perceived as a potential challenge. There were mixed perspectives on charging a nominal fee to incentivize attendance. Other suggestions included automatic notifications as a reminder and imposing a "no show" charge.
5. Some attendees felt that imposing play time limits could be challenging, as the amount of time required to complete a game of pickleball varies. Instead, a rolling play schedule could be established, which is a schedule where payments are made at regular intervals with the schedule renewing as long as certain conditions are met. This allows a higher volume of people the opportunity to play more short games and also supports the social nature of pickleball.

Key insights

2

Tennis

1. Attendees felt there should be additional bubbled facilities built across Vaughan, with a focus on the west.
2. Attendees were in favour of the City building a bubbled tennis facility to support year-round play. Many noted that they would only be willing to pay to use the facility during the winter/fall months, and felt that seniors should be provided a discounted rate.
3. Those who were members of a community or private club noted key benefits, such as being able to reliably find a court and having access to quality programming.
4. To help balance the interests of club members using City courts with other tennis players, attendees advocated for defined public usage hours.
5. Attendees made a range of comments in relation to an online court booking system:
 - Lack of enforcement could be a challenge
 - Introduce a play-time limit longer than 30 minutes
 - Introduce a limit to the number of times a person can book per week
 - Ensure clear signage at the courts, including rules

BEAM GROUP

