

TENNIS & PICKLEBALL STRATEGY

CITY OF VAUGHAN

FEBRUARY 2025



BEAM GROUP

City of Vaughan

Tennis and Pickleball Strategy: Final Report

Table of Contents

<i>Executive Summary</i>	<i>i</i>
<i>Introduction</i>	<i>1</i>
<i>Methodology</i>	<i>3</i>
Public engagement.....	3
Jurisdictional research.....	4
Financial context	6
<i>Recommendations</i>	<i>7</i>
Infrastructure	7
Recommendation 1: Update level of service for outdoor tennis and pickleball courts.....	7
Recommendation 2: Upgrade existing tennis courts and build new dedicated and shared-use pickleball facilities.....	12
Recommendation 3: Aim to cover 10% of the City's outdoor tennis courts through community partnerships over the next 10 years.....	27
Recommendation 4: Explore the feasibility of a covered hub facility for tennis and pickleball	29
Programming	34
Recommendation 5: Continue to invest in beginner and intermediate-level tennis programs and consider piloting a drop-in program to test demand.....	34
Recommendation 6: Expand beginner and intermediate pickleball learn-to-play and drop-in programs.....	36
Community Clubs	38
Recommendation 7: Support existing community tennis clubs to provide affordable programming options for Vaughan residents.....	38
Recommendation 8: Ensure that new community tennis and pickleball clubs may be established where appropriate.....	44
Court Management System.....	46
Recommendation 9: Extend the online recreation program registration and booking system through a pilot at select City tennis courts and at new dedicated pickleball courts	46
Recommendation 10: Update online court condition reporting form	49
Recommendation 11: Gather data on court usage to inform ongoing approach.....	50
<i>Appendix 1</i>	<i>55</i>
What We Heard reports and infographics.....	55
<i>Appendix 2</i>	<i>153</i>
Jurisdictional research report.....	153
<i>Appendix 3</i>	<i>197</i>

Service levels and criteria for court location selection.....	197
<i>Appendix 4</i>	204
Tennis and pickleball court provision prioritization maps.....	204
<i>Appendix 5</i>	207
Framework for estimating whether a facility is well-used	207
<i>Appendix 6</i>	208
Cost estimates for covered courts	208
<i>Appendix 7</i>	210
Cost estimates for potential court observation methods.....	210
<i>Appendix 8</i>	212
Court observation data (west)	212
<i>Appendix 9</i>	220
Court observation data (east)	220
<i>Appendix 10</i>	227
Self-reporting court use data.....	227

Executive Summary

Tennis and pickleball are popular and growing court sports that offer a range of important health and social benefits to the public. While pickleball has experienced significant surges in popularity in recent years, particularly in North America, interest in tennis continues to grow steadily.

The City of Vaughan is committed to enhancing resident access to both tennis and pickleball. This will require concerted effort across a range of areas – including court infrastructure and how it is optimized for public use, programming at all skill levels, opportunities for partnership with other organizations, and support for community clubs.

This report identifies 11 ways in which the City can enhance access to tennis and pickleball. These are designed to address specific challenges faced by each sport – for example, increasing the number of covered tennis courts to enable year-round play, as well as the number of dedicated pickleball facilities. It also outlines a range of opportunities to leverage shared interests across the sports, such as the potential for a flagship covered “hub” facility for tennis and pickleball.

The 11 recommendations in this report are provided to Council for consideration and approval. All recommendations are the product of extensive research and public engagement, with important feedback provided by the residents of Vaughan over a seven-month period from November 2023 to May 2024.

The 11 recommendations are:

Infrastructure

1. Update level of service for outdoor tennis and pickleball courts
2. Upgrade existing tennis courts and build new dedicated and shared-use pickleball facilities
3. Aim to cover 10% of the City’s outdoor tennis courts through community partnerships over the next 10 years
4. Explore the feasibility of a covered hub facility for tennis and pickleball

Programming

5. Continue to invest in beginner and intermediate-level tennis programs and consider piloting a drop-in program to test demand
6. Expand beginner and intermediate pickleball learn-to-play and drop-in programs

Community clubs

7. Support existing community tennis clubs to provide affordable programming options for Vaughan residents
8. Ensure that new community tennis and pickleball clubs may be established where appropriate

Court management system

9. Extend the online recreation program registration and booking system through a pilot at select City tennis courts and at new dedicated pickleball courts
10. Update the online court condition reporting form
11. Gather data on court usage to inform ongoing approach

Introduction

In September 2023, the City of Vaughan initiated a Tennis and Pickleball Strategy (TPS) to assess how well existing public facilities, programming, and partnerships meet current and changing community needs. The strategy includes both tennis and pickleball, and focuses primarily on outdoor courts.

Other racquet sports were not out of scope for this strategy. However, in comparison to tennis and pickleball, public consultation revealed a lower level of interest in other racquet sports.¹

Key objectives for the strategy include:

- Meeting a broad range of residents' needs – from individuals learning to play tennis or pickleball, to those who play competitively on a regular basis
- Developing service levels for outdoor court infrastructure
- Identifying where future outdoor court infrastructure should be built
- Optimizing the use of existing outdoor court infrastructure
- Enhancing tennis and pickleball programming where necessary to meet resident needs
- Supporting community clubs
- Identifying opportunities to partner with tennis and pickleball-focused organizations

This report outlines 11 recommendations that support enhanced access to tennis and pickleball in Vaughan. The recommendations are based on extensive public input and research gathered throughout this study, as described in the following section.

The recommendations are grouped into four categories, which together support a more holistic approach to meeting a range of resident needs. Consideration has also been given to balancing a range of different resident needs across key priorities such as covering courts, provision of new courts, provision of dedicated pickleball courts, community clubs, programming, courtside amenities, court booking, and lighting.

Table 1 below includes the 11 recommendations, which are detailed from page 11:

¹ When asked which racquet sports respondents play in the 2023 public survey, only 6% indicated that they play one of the following:

- Squash: 3% (n=25)
- Badminton: 2% (n=15)
- Ping pong / table tennis: 1% (n=8)
- Racquet ball 0.4% (n=4)
- Padel 0.3% (n=3)

Table 1: Recommendations

Recommendations	
Infrastructure	
1	Update level of service for outdoor tennis and pickleball courts
2	Upgrade existing tennis courts and build new dedicated and shared-use pickleball facilities
3	Aim to cover 10% of the City's outdoor tennis courts through community partnerships over the next 10 years
4	Explore the feasibility of a covered hub facility for tennis and pickleball
Programming	
5	Continue to invest in beginner and intermediate-level tennis programs and consider piloting a drop-in program to test demand
6	Expand beginner and intermediate pickleball learn-to-play and drop-in programs
Community clubs	
7	Support existing community tennis clubs to provide affordable programming options for Vaughan residents
8	Ensure that new community tennis and pickleball clubs may be established where appropriate
Court management system	
9	Extend the online recreation program registration and booking system through a pilot at select City tennis courts and at new dedicated pickleball courts
10	Update the online court condition reporting form
11	Gather data on court usage to inform ongoing approach

Methodology

This strategy has been informed by comprehensive engagement with the public, conducted in two phases, as well as jurisdictional research of nine other municipalities. A range of specific stakeholders and subject matter experts, both internal and external to the City of Vaughan, were also engaged throughout the development of this strategy.

Public engagement

Key findings from both phases of public engagement are included in this report where they have informed a recommendation. In addition, detailed summaries of each phase can be found online at [Vaughan.ca/TennisStudy](https://vaughan.ca/TennisStudy) and in Appendix 1.

Phase 1: Fall 2023

Phase one of public engagement was held in November 2023. This initial phase provided important information about how people in Vaughan typically access racquet court infrastructure and programming and surfaced high-level public preferences. In total, 1,022 people participated in this phase of engagement.

A mix of in-person and online methods of engagement were used to maximize attendance and ensure an accessible, inclusive approach:

- An online survey was made available from November 3 to December 1, 2023, with 814 responses
- Five in-person public “pop-up” events were held at community centres in each ward between November 18 and 29, 2023, with 208 attendees in total
- One online public “pop-up” event was facilitated on November 30, 2023, with 17 participants

Phase 2: Spring 2024

Phase two was held in April and May of 2024, and helped to deepen the City’s understanding of a range of residents’ needs. It also provided more detailed public feedback on potential options, including choices and trade-offs. In total, 490 people participated in this phase of engagement.

As with phase 1, a mix of in-person and online engagement methods were used:

- An online survey was made available from April 17 to May 17, 2024, with 411 responses
- Two in-person open house events were held at community centres in the east and west of Highway 400 on April 17 and 25, 2024, with 59 attendees in total
- Six online focus groups were facilitated from May 7 to 16, 2024, with 20 attendees in total

Across both phases, several touchpoints were conducted with community tennis clubs to gather ongoing feedback and keep club representatives informed of the strategy's progress.

Jurisdictional research

A detailed review of other municipal tennis and pickleball strategies and policies was conducted to identify leading practices that might inform this study.

Desktop research was conducted across nine municipalities, as shown Table 2. The selected municipalities focus on both tennis and pickleball. A blend of Ontario, Canadian, and international municipalities are included for comparison – as well as jurisdictions ranging in population size and density.

Key findings from the jurisdictional research are included throughout this report where they inform a recommendation. More detailed information is included in a separate research report, attached in Appendix 2.

Table 2: Overview of jurisdictional research

	Municipality	Strategy publication date	Total population	Population density (per square km)	Focus	Location		
						Ontario	Canada	International
	City of Vaughan	2025	323,103	1,186	Tennis & pickleball	✓		
1	City of Mississauga	2019	717,961	2,453	Tennis & pickleball	✓		
2	City of Markham	2016	338,966	1,605	*	✓		
3	City of Brampton	2007	656,480	2,469	**	✓		
4	City of Richmond Hill	2016	202,022	2,004	Tennis	✓		
5	Town of Halton Hills	2021	62,951	227	Tennis & pickleball	✓		
6	City of Toronto	2023	2,794,356	4,428	Pickleball	✓		
7	City of Coquitlam, BC	2017	148,625	1,217	Tennis & pickleball		✓	
8	City of Seattle, USA	2021	749,256	3,388	Pickleball			✓
9	City of Bayside, Aus.	2019	102,177	2,748	Tennis			✓

* At the time this research was conducted, the City of Markham did not appear to have a publicly available strategy relating to outdoor courts, tennis, or pickleball

** At the time this research was conducted, the City of Brampton did not have a publicly available strategy relating to outdoor courts, tennis or pickleball, although it was in the process of developing a general sport policy and a gymnasium policy that will include provisions for pickleball. The City's current policies relate to ice facilities, outdoor sports fields, and indoor turf / dome fieldhouse facilities

Financial context

As outlined in Vaughan's Development Charge Background Study, unlit courts have a unit cost \$93,100 while lit courts have a unit cost of \$132,500. As of 2021, there were 61 unlit courts and 73 lit courts across the city which have an approximate unit cost totalling \$15.4m.² When adding in the land development value, it costs approximately \$230,000 to build new lit double tennis courts.

The City's Tennis Court Redevelopment and Parks Infrastructure Renewal Program is funded primarily by property tax. Approximately \$6.8 million has been earmarked for combined programming for the period 2020 to 2027. At the time of writing this report, 15 projects have been identified for tennis court reconstruction, replacement and renewal as well as a pickleball conversion at 38 courts across various parks.³

Recreation Services generates approximately \$150,000 in both tennis and pickleball programming from user fees.⁴ This includes learn-to-play registered programs, as well as drop in play opportunities.

² 2021 figures are reported in https://www.vaughan.ca/sites/default/files/2023-01/HEMSON_City%20of%20Vaughan%20-%20DC%20Background%20Study%20%28AUG%2023%202022%29.pdf?file-verison=1700167749634.

³ The locations are Wade Gate, Napa Valley, Kiloran, Rose Mandarino & Rosedale North, Rainbow Creek Park, Ohr Menachem Park, Mosswood Park, George Stegman Park, Sunset Ridge Park, Le Parc Park, Southview Park, Anthony Locilento Park, Ventura Park, Ahmadiyya Park, Brett Yerex Park, and Matthew Park.

⁴ Approximately 50% of the total is generated from tennis and 50% from pickleball.

Recommendations

This section includes 11 recommendations aimed at improving access to tennis and pickleball in Vaughan. While each recommendation may be read as a standalone item, they are designed as a holistic set that together aims to support a range of objectives and user interests.

The recommendations are grouped according to four key categories – infrastructure, programming, community clubs, and court management system.

Infrastructure

Recommendations 1 to 4 relate to City-owned tennis and pickleball infrastructure, including considerations regarding current and future physical assets.

Recommendation 1: Update level of service for outdoor tennis and pickleball courts

Public engagement revealed a range of preferences for outdoor tennis and pickleball courts. These relate to:

- Lighting
- The number of courts per tennis or pickleball facility
- Setbacks⁵
- Amenities

The following section details key public preferences identified during this study, which have contributed to the development of updated service levels

Lighting

Lighting outdoor courts is an important way to maximize usage of existing City infrastructure, as it allows residents to play later into the evening. Lighting provides approximately 35% additional play time each year between April and November, as shown in Table 3. The real value of lighting is even higher, as it unlocks prime evening play time, e.g., after work hours.⁶

⁵ A setback is the distance between the nearest point of a structure and the property line.

⁶ This has been adjusted from 27% to 30%, i.e., 1 lit court is worth 1.3 times 1 unlit court.

Table 3: Impact of lighting outdoor courts

Month ⁷	Sunlit hours (7am-11pm)	Additional hours gained through lighting (7am-11pm)	Percentage increase in court usage time
April	13	3	23%
May	13.5	2.5	19%
June	14	2	14%
July	13.5	2.5	19%
August	13	3	23%
September	12	4	33%
October	11	5	45%
November	9.5	6.5	68%

The first phase of public engagement revealed that lighting to extend play hours is an important priority for 74% of survey respondents. 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.⁸

During the second phase of engagement, 56% of survey respondents indicated that City courts should be lit until 11pm, 28% indicated 10pm, and 11% indicated 9pm.

Number of courts per tennis facility

The first round of public engagement showed that many residents would like the City to build more tennis and pickleball courts. The City has traditionally focused on building two-court facilities, which supports greater distribution across Vaughan so that residents are not required 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 at each facility. This would allow more people to play at the same time and could help to reduce wait times.

During the second phase of public engagement, 54% of survey respondents indicated a preference for more courts built at existing locations, while 34% favour increasing the number of smaller facilities at new locations.

While there may be a public preference for larger facilities, constraints on the land available for neighbourhood parks may restrict the City's ability to build three and

⁷ Outdoor courts are typically locked from December to April due to the colder conditions and to protect against unauthorized usage that may damage the surface.

⁸ Given proximity to residences, neighbourhood parks are not lit later than 11pm.

four-court facilities. Furthermore, increasing courts within one location could limit the City's ability to provide an equal distribution of courts across communities when limited by a cap of provisions levels⁹. Recommendation 9, to pilot a court management system, may help mitigate wait times and improve court utilization.

Noise mitigation and setbacks

Noise created by pickleball is a common nuisance expressed through public feedback and research findings. Sounds generated by ball strikes, foot landings, and players' voices can, when unabated, create complaints from adjacent "sensitive use" which are most often residential areas backing onto, flanking, or fronting (usually from the opposite side of the street) the courts.

During public engagement, both tennis and pickleball players felt that noise mitigation is a key consideration for pickleball, which tends to be louder and potentially more disruptive to nearby park users and/or residents. This noise can be mitigated by limiting court lighting to a particular hour, creating setbacks from residences, and noise barriers that may be attached to court fencing.

A scan of municipal standards and studies into racquet sports noise standards and mitigations, reveals a range of approaches and findings, as follows:

- There is no universal standard of "acceptable noise", measured in decibels (dB). However, a range of between 50dB and 60dB is a common threshold, where 60dB and under is considered "quiet", and is generally consistent with sounds generated in a typical residential neighbourhood.
- The City of Vaughan Noise By-law 121-2021 does not refer specifically to noise generated by active recreational facilities in public parks, but for frame of reference, prohibits noise from an event exceeding 55 dBA when measured from the point of reception¹⁰.
- Pickleball generates higher noise levels than tennis, and noise levels (as with tennis) increase as the number of courts at one facility increase.
- A single active pickleball court produces about 55 to 57dBA at a setback of 15m from the perimeter court lines¹¹.
- Noise is most often mitigated, or dampened, through two approaches: 1) at the source, through sound absorbing screening; and, 2) at the receptor (residential area, for example) through separation distance.

⁹ A provision level represents the target ratio of courts to residents in a given area.

¹⁰ Point of reception in By-law 121-2021 is defined as any point on a property or a location where noise from a stationary source is received, in accordance with Ministry NPC Publication-300 - Stationery and Transportation Sources; Noise.ca/Noise.

¹¹ Pickleball Noise Assessment, prepared by BAP Acoustics for BC Recreation and Parks Association, February 2023.

- An effective way, generally, to achieve and maintain acceptable noise levels is using a combination of court fence screening, earth berms, and separation distance.
- It is generally accepted that the application of one mitigation measure, at source screening for example, will result in an approximate noise reduction of 5 dB.
- Adopted, whether through by-laws or operational guidelines, separation distances vary widely but 35 metres appears to be the most common minimum standard.
- Noise complaints are most often associated with pickleball, especially where there are multiple courts. A combination of court screening and encouraging the use of “quieter” balls and racquets could reduce at-source noise by approximately 10 dB.

Due to the increased cost¹² implications and site limitations¹³ to add noise mitigation measures and the limited proven efficacy, maintaining appropriate setbacks between pickleball courts and residential property lines is recommended. The recommended default setback distance from dedicated pickleball court perimeter to the closest residential property line is 50m.¹⁴ Setbacks less than 50m will require further on-site review.

Amenities

Requests for more or better amenities was a key theme during both phases of public engagement. The second public survey revealed that better access to nearby seating is a key priority, followed by better access to nearby washrooms, more access to shade, and more wind mitigation measures (primarily for pickleball courts). A number of requests were also made for hitting walls to support individual practice time.

We recommend adopting the minimum and enhanced service levels for new or upgraded outdoor tennis and pickleball courts found in Appendix 3. Service levels

¹² The cost for court fence screening for noise mitigation can add about \$40,000 plus freight per court, or \$80,000 plus freight for a four court pickleball facility, plus increased costs for fence post and footing upgrades. Noise reduction of 6-8DBA is typical for sound absorbing blankets. (Source: [PrivacyShield® ABBC-13DES Designer Colors Barrier Backed Soundproofing Blanket - Acoustical Solutions](#))

¹³ Dense plantings of trees with understory shrubs would only reduce 3 to 5 dB per 30m depth from the sound source, so there would generally not be space for plantings to reduce noise. (Source: Time Saver Standards for Landscape Architects, 2nd edition, by Charles W. Harris and Nicholas T. Dines).

¹⁴ The recommended setback distance is based on the Pickleball Noise Assessment report developed by BAP Acoustics in February 2023 for the BC Recreation and Parks Association (BCRPA). The report was made publicly available by BCRPA to inform municipal noise mitigation strategies as the first step in pickleball guideline development in BC. BCRPA is collaborating with Pickleball BC, a Provincial Sport Organization, to provide a consistent approach to court development across BC, beginning with noise mitigation of outdoor pickleball courts.

are outlined for both neighbourhood and district parks. In addition, Appendix 4 provides an overview of standard tennis and pickleball design considerations.

While this recommendation confirms and consolidates a range of existing service levels, some updates have also been proposed, as outlined below.

Key minimum service level updates for new or upgraded tennis courts:

- Number of courts per facility at neighbourhood or urban parks: 2 (3 where space permits and local provision levels are not exceeded)
- Number of courts per facility at district or regional parks: 4
- Seating at district parks: bench (one bench per two tennis courts)
- Shade at district parks: deciduous tree planting or shade structure
- Court fencing at neighbourhood and district parks: preference for open California-style (assessed on case-by-case basis, e.g., if vandalism is a concern)
- Signage: tennis specific rules and regulations signage with court management system information

Key minimum service level updates for new or upgraded pickleball courts:

- Number of courts per facility at neighbourhood parks: 2 (up to 4 where space permits)
- Number of courts per facility at district parks: 4 (up to 6 where space permits)
- Seating at neighbourhood and district parks: bench (one bench per pickleball court)
- Wind mitigation at neighbourhood parks: wind screen (height 9 feet or 2.74 metres)
- Signage: pickleball specific rules and regulations signage based on rotation of players and games as opposed to time bound limits typically used for tennis, with court management system information. Onsite player management system (e.g., paddle rack)

New budget implications: none at this time

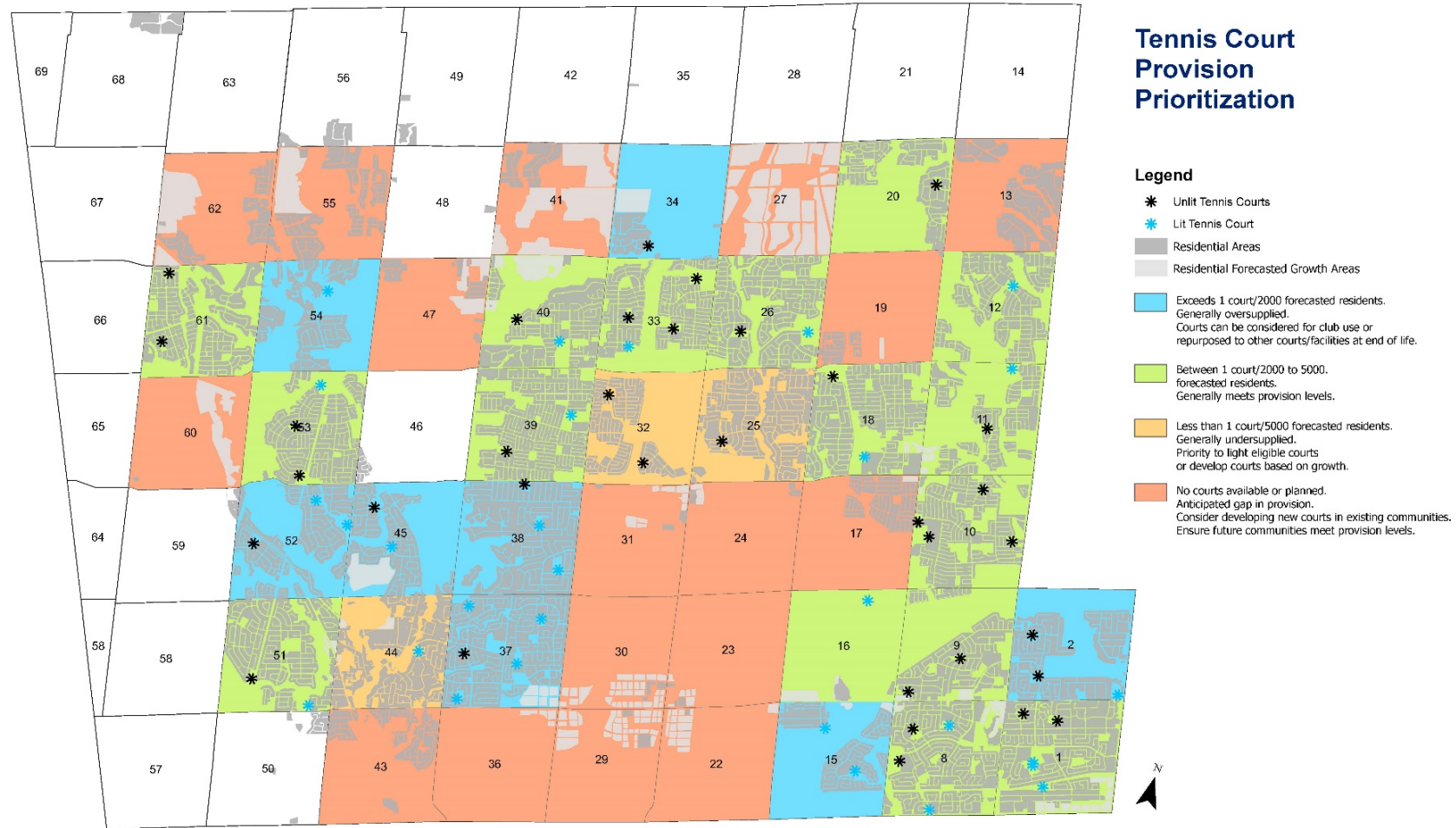
Recommendation 2: Upgrade existing tennis courts and build new dedicated and shared-use pickleball facilities

Tennis

The City of Vaughan currently has 134 tennis courts in 58 locations (71 lit and 63 unlit). By the end of 2026, five additional tennis courts (3 lit and 2 unlit) are planned to be completed. The 2018 Active Together Master Plan recommends a provision level target of one tennis court per 5,000 persons in new residential areas. This provision level is comparable to approaches taken by other neighbouring municipalities, such as the City of Mississauga and the Town of Halton Hills. On a city-wide basis, the City exceeds its current target ratio, providing one tennis court per 2,376 persons, although this varies at a block level.

Using the target provision level of 1:5,000, Figure 1 shows key areas where outdoor tennis courts should be prioritized across the city, and identifies blocks that may be over-supplied (these should be considered a lower priority). The heat mapping is based on existing and planned court infrastructure and accounts for projected population growth over the next 30 years, and uses a lit equivalent multiplier of 1.4 (i.e., each lit court equals 1.4 unlit courts, accounting for additional play time).

Figure 1: Tennis court provision prioritization map



Recommendation

We recommend that the City focuses on the following:

- **In highest priority blocks:** Build new tennis courts as opportunities arise associated with development growth, light existing tennis courts to provide additional play time. Existing communities where provision gaps are identified and potential parkland is available and identified for additional courts would be supported through external funding sources in the absence of growth-generated funding.
- **In low priority blocks:** Upgrade existing tennis courts based on asset renewal plan, e.g., by installing lighting, resurfacing courts, installing seating, etc.
- **In lowest priority blocks:** Consider whether courts could be repurposed, e.g., for dedicated or shared use pickleball, leased to a non-profit community club, or used for another sport or recreation purpose entirely informed through community consultation.

Park locations that should be prioritized to consider adding lighting, once they come up for renewal are shown in Table 4 and include:


A. Unlit district parks (2 locations):




1. Dufferin District Park
2. North Thornhill District Park



B. Neighbourhood parks in undersupplied blocks (3 locations):

1. Brett Yerex Park
2. Hawstone Park
3. Komura Park

Table 4: Potential locations to light existing unlit tennis courts

#	Location	Aerial image
A1	Dufferin District Park 1441 Clark Avenue West Ward 2 Block 18 3 unlit courts (in good condition)	 An aerial photograph of Dufferin District Park. The park is bounded by Dufferin Street to the west and Clark Avenue West to the north. It features several tennis courts, some of which are highlighted with red circles. A green dot marks the location of the Dufferin Clark Library. The surrounding area includes residential buildings and parking lots.

A2.1	<p>North Thornhill District Park 300 Pleasant Ridge Avenue Ward 4 Block 10 2 unlit courts (in very good condition)</p>	
A2.2	<p>North Thornhill District Park (Community Centre) 300 Pleasant Ridge Avenue Ward 4 Block 10 2 unlit courts (in very good condition)</p>	
B1	<p>Brett Yerex Park 177 Springside Road Ward 1 Block 25 1 unlit court (in very poor condition)</p>	

B2	Hawstone Park 80 Hawstone Road Ward 3 Block 32 (west) 1 unlit court (in good condition)	
B3	Komura Park 140 Komura Road Ward 1 Block 33 (east) 1 unlit court (in fair condition)	

When City tennis courts come up for renewal, the decision making-process illustrated in Figure 2 should be used as a guide. It has been applied to all nine City tennis facilities coming up for renewal in the next three years and the analysis is outlined in Table 5. We note that this framework is intended as a guide only, and any decision to repurpose a facility should be subject to public engagement.

Figure 2: Decision framework: Determining the future usage of tennis facilities coming up for renewal

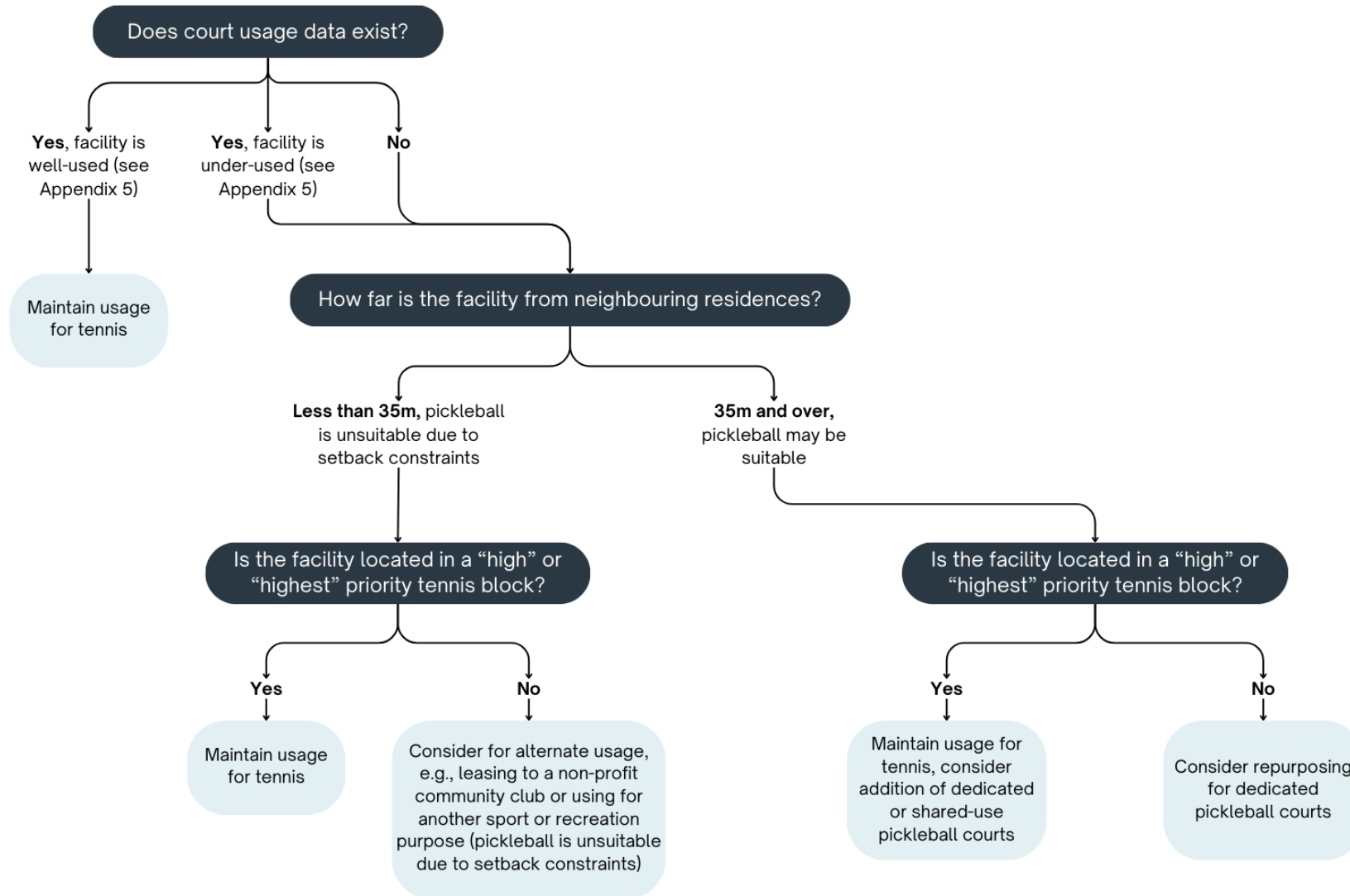


Table 5: Tennis facilities coming up for renewal

	Tennis facility	Court usage data	Distance from nearest residences	Tennis provision level within block	Recommended future usage
1	Rainbow Creek Block 51 (Ward 2) 2 courts Renewal planned for 2024 Courts are lit	Does not exist	30m West court approx. 45m	Meets provision target.	Maintain for planned population growth and adjacent blocks 43 and 44 that are undersupplied and anticipated gap in provision. Dedicated pickleball is unsuitable due to site constraints, but shared-use pickleball can be considered for court further from residences. Consider addition of 2 benches along walkway, closer to court entrance
2	Ventura Park Block 9 (Ward 5) 2 courts Renewal planned for 2025 Courts are unlit	Does not exist	30m (likely unsuitable for pickleball)	Meets provision target.	Maintain usage for tennis Consider addition of 1 bench
3	Mosswood Park Block 10 (Ward 4) 2 courts Renewal planned for 2025 Courts are unlit	Does not exist	15m (likely unsuitable for pickleball)	Meets provision target.	Maintain usage for tennis. Pickleball is unsuitable due to setback constraints. addition of 2 benches closer to the court
4	George Stegman Park Block 37 (Ward 3) 3 courts Renewal planned for 2025 Courts are unlit	Does not exist	26m Two south courts approx. 40m	Current and projected over-supply	Consider for alternate usage , e.g., leasing to a non-profit community club or using for another sport or recreation purpose. 2 south courts can be shared-use pickleball. If tennis is maintained, consider adding lighting and addition of 2 benches

	Tennis facility	Court usage data	Distance from nearest residences	Tennis provision level within block	Recommended future usage
					Consider reallocating budget and resources to Matthew Park tennis renovations for interim club Use.
5	Brett Yerex Park Block 25 (Ward 1) 1 court Renewal planned for 2027 Courts are unlit	Does not exist	44m (potential suitability for pickleball)	Current and projected under-supply	Maintain usage for tennis, consider addition of dedicated or shared-use pickleball courts May require noise and wind mitigation if pickleball is added Consider adding lighting
6	York Hill District Park Block 1 (Ward 5) 6 courts (renewal is planned for only 3 of the 6) Renewal planned for 2025 Courts are lit	Yes. May be considered slightly under-used based on court observation data gathered in August 2024 (Figure 24), however self-reporting data indicates potential higher usage (Figure 27).	64m (potential suitability for pickleball)	Meets provision target.	Consider repurposing some courts for shared-use or dedicated pickleball May require noise and wind mitigation if pickleball is added Consider adding 4 benches
7	Sunset Ridge Park Block 53 (Ward 2) 1 court	Does not exist	46m (potential suitability for	Meets provision target.	Consider repurposing for shared-use May require noise and wind mitigation if pickleball is added

	Tennis facility	Court usage data	Distance from nearest residences	Tennis provision level within block	Recommended future usage
	Renewal planned for 2025 Courts are unlit		shared-use pickleball		Consider adding 1 bench Consider adding lighting
8	Ahmadiyah Park Block 33 (Ward 1) 2 courts Renewal planned for 2026 Courts are unlit	Does not exist	80m+ (potential suitability for pickleball)	Meets provision target	Consider repurposing for another sport or shared-use or dedicated pickleball based on public consultation May require wind mitigation if pickleball is added Consider adding benches Consider adding lighting
9	Anthony Locilento Park Block 38 (Ward 3) 3 courts Renewal planned for 2026 Courts are lit	Does not exist	50m (potential suitability for pickleball)	Current and projected over-supply (significant)	Consider repurposing for shared-use or dedicated pickleball based on public consultation Consider rescheduling renovation to coordinate works with other park stage of good repair works. Consider reallocating budget and resources to Matthew Park tennis renovations for interim Club Use. May require wind mitigation if pickleball is added Consider adding 3 benches

Pickleball

The City does not currently have a target provision level for dedicated pickleball courts. Currently, there are 32 shared-use pickleball courts in 16 locations and four dedicated lit pickleball courts. By the end of 2026, an additional eight dedicated pickleball courts are planned to be completed.

Recommendation

Based on the approach taken by other municipalities,¹⁵ and to maintain consistency with the City's target provision level for tennis, we recommend a target of one pickleball court per 5,000 persons in new residential areas. This also reflects pickleball's growing popularity. Given it is a relatively emergent sport, we recommend that this target is reviewed in 2030.

The target provision level may include shared-use tennis and pickleball courts, however each shared-use court¹⁶ should represent 0.5 towards the target (see application below):

- 1 dedicated pickleball court + 1 shared-use court = 1.5 courts
- 4 dedicated pickleball courts + 4 shared-use courts = 6 courts
- 1 dedicated pickleball court + 3 shared-use courts = 2.5 courts

We note that shared-use courts were viewed by many tennis and pickleball players as confusing and frustrating during public engagement. While the City should focus on building new dedicated pickleball courts, we recognize that it will take time to reach the target provision level of 1:5,000. In addition, pickleball may not be suitable for many potential locations in neighbourhood parks due to noise (see setbacks framework per Recommendation 1) and space limitations for courts to meet both tennis and pickleball provision targets.

In the interim, and as a pragmatic solution to address the growing demand for pickleball, shared-use facilities should be considered on a case-by-case basis. Consideration should be given to the following:¹⁷

- How well-used the tennis facility is, e.g., shared-use would be more appropriate for an under-used tennis facility
- The block-level tennis provision level, e.g., shared-use would be more appropriate for an over-served block
- Proximity to the closest dedicated or shared-use pickleball facility, e.g., shared-use would be more appropriate if there are no nearby opportunities to play pickleball outdoors

¹⁵ City of Ottawa – 1:3,500, City of Peterborough – 1:4,000, Town of Halton Hills – 1:5,000.

¹⁶ Note that there are 32 shared use courts in Vaughan in October 2024.

¹⁷ Consideration should be given to all three criteria, along with any other relevant site-specific context. The more of these criteria are met, the more appropriate a shared use facility might be.

Additional considerations for ranking and selecting future pickleball and tennis facility locations are included in the attached Excel document (Appendix 3). The criteria are weighted according to importance where a score of 3 represents the highest priority items and 1 represents the lowest level of prioritization (while still being important considerations).

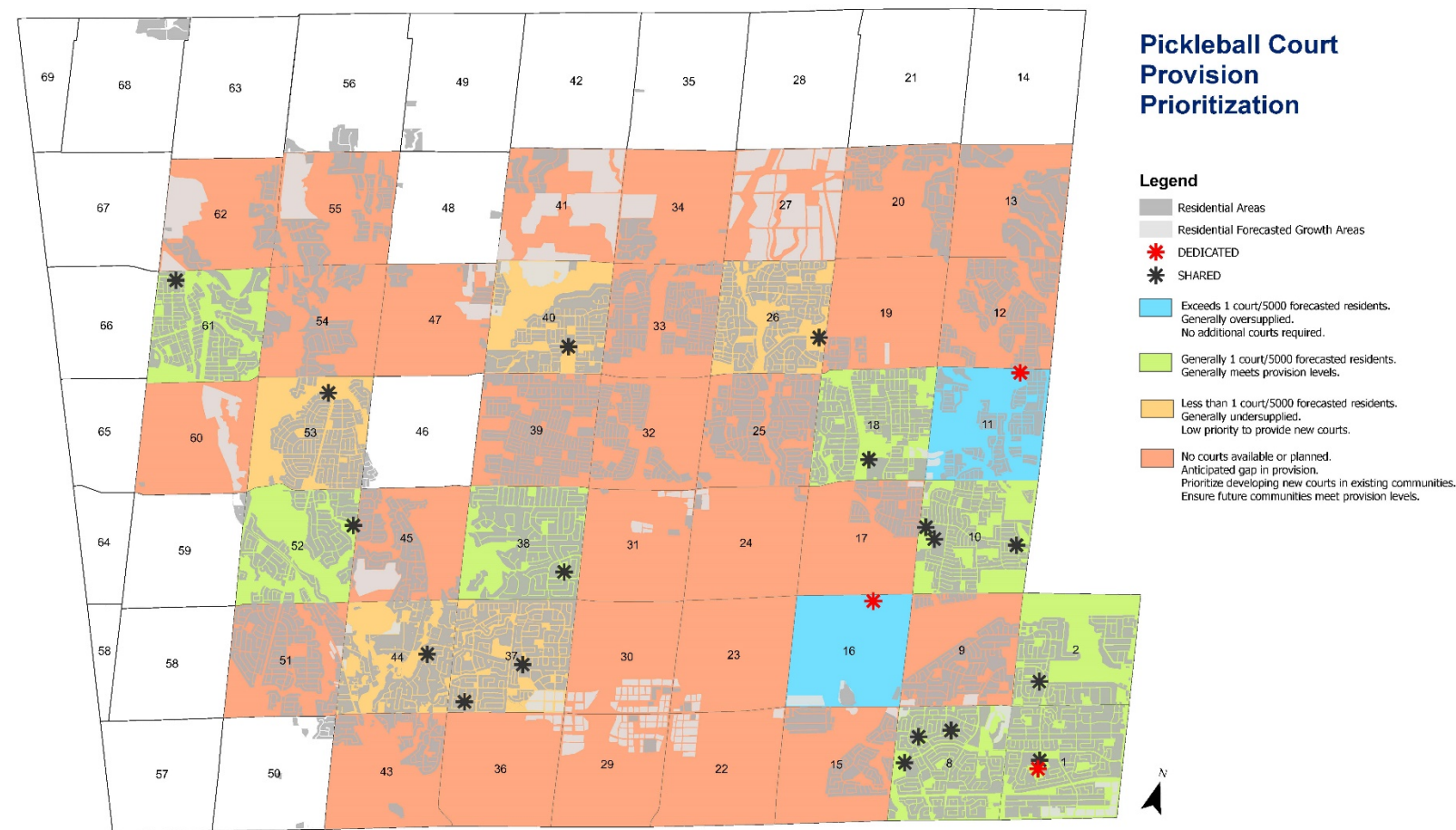
The City's first four dedicated pickleball courts were opened on November 8, 2024, at Le Parc Park and an additional four are under construction Carrville District Park to be open by spring 2025. Both locations are lit and in the east of Vaughan¹⁸. In addition, at York Hill District Park, two of the six existing tennis courts which are at end of life will be repurposed to four pickleball courts. As such, future facilities should be prioritized for the west.

Using the target provision level of 1:5,000, Figure 3 shows key areas where outdoor pickleball courts should be prioritized across the city, and identifies blocks that may be over-supplied (these should be considered a lower priority). The heat mapping is based on existing and planned court infrastructure and accounts for projected population growth over the next 30 years.

Based on existing and planned court infrastructure and projected population growth over the next 30 years, it is recommended that all blocks should be considered a priority (with a particular focus on the west) other than blocks 1, 2, 8, 10, 11, 16, 18, 38, 52, and 61 (see Figure 3).

¹⁸ Note: "east" or "west" is determined in relation to Highway 400.

Figure 3: Pickleball court provision prioritization map



To identify park locations that could accommodate dedicated pickleball facilities, potential sites were identified based on the following basic location criteria:

- 1) West of Highway 400
- 2) Have indoor washroom and parking facilities
- 3) 50m minimum setback could be maintained from potential pickleball court edge to the closest residential property line

Based on above criteria, consideration for the Tennis and Pickleball Court Provision Prioritization maps, and site-specific opportunities and constraints, two park locations with existing tennis courts in the west of Vaughan were identified as potential locations for dedicated pickleball facilities: Sonoma Heights Community Park and Matthew Park. In addition, Vaughan Grove Sports Park has two sites that meet the location criteria and should be considered for dedicated pickleball facilities. See Table 6.

In addition to the three existing park locations identified in Table 6, a potential future park location where dedicated pickleball courts may be considered is Saigon Park, to be located in Block 59 in Woodbridge. Saigon Park is scheduled for design in 2025 and completion by 2030, subject to capital budget approvals.

Table 6: Tennis courts west of Highway 400 with potential for dedicated pickleball



#	Location	Recommendation	Aerial image
1	Sonoma Heights Community Park 100 Sunset Ridge Ward 2 Block 53 2 lit courts (in good condition)	2 to 4 pickleball courts (consider converting 1 tennis to 2 pickleball, or build new courts)	
2	Matthew Park 1 Villa Royale Ave Ward 3 Block 39 3 lit courts (in poor condition)	2 to 4 pickleball courts (consider converting 1 tennis to 2 pickleball, or build new courts)	

Table Notes: The following locations in the west of Vaughan with washroom and parking facilities that were considered but are not recommended for dedicated pickleball:

- 1) Maxey Park, 199 Willis Road: Block (44) being undersupplied for tennis, and less than 50 m setback to residents from potential pickleball court location.
- 2) Chatfield District Park, 100 Lawford Road: less than 50m setback to residences from potential pickleball facility location.
- 3) Rainbow Creek Park, 5450 Highway 7: less than 50m setback to residences from potential pickleball facility location.
- 4) Doctors McLean District Park, 8100 Islington Avenue: Location criteria will support identifying this park as a potential candidate for future pickleball courts, however the park has inherent constraints associated with flooding risks, regulatory restrictions associated with sensitive Redside dace habitat, and will take away from other open space uses identified through the redevelopment design process and consultation. The park redevelopment

works will start by mid 2025 with completion by end of 2026. Locating pickleball courts can be re-explored in the future.

Opportunities to provide dedicated pickleball in Kleinburg will be sought as new district parks are developed, but at the time of the writing of this report no locations met the requirements.

New budget implications: None at this time (subject to future approval of facility location and size).

Tennis

Funding for lighting existing unlit courts can be identified in future Capital Budget submissions using Community Development Charge reserves. Adding lighting to a court would cost approximately \$150,000¹⁹, including supply and installation of electrical hardware for four light poles, excavation and backfilling for trenching conduit, electrical circuit testing and lighting head adjustment and ESA certificate, and landscape restoration.

Pickleball

Funding for new dedicated pickleball courts can be identified in future Capital Budget submissions using Community Development Charge reserves. Developing a quad pickleball court facility would cost approximately \$550,000²⁰ based on recently completed projects.

¹⁹ For reference, Le Parc Park pickleball lighting cost in 2024 was \$123,714 inclusive of 3% admin, 3% cost escalation and landscape restoration.

²⁰ For reference, Le Parc Park pickleball courts 2024 contract price to redevelop tennis court into four pickleball courts with new lighting was \$499,000 inclusive of contingency and taxes, excluding labour and admin recovery.

Recommendation 3: Aim to cover 10% of the City's outdoor tennis courts through community partnerships over the next 10 years

Covered outdoor courts are critical to support tennis play in the winter months. While pickleball can be played in a gymnasium in the winter, tennis can generally only be played from May to November without access to covered courts due to colder temperatures and snow.

The first phase of engagement revealed that covered courts to support winter play is a high priority for the public. When asked about the most important ways the City could increase or improve court use and access, 92% of survey respondents felt that indoor courts or outdoor bubbled courts is a priority²¹. This is particularly important for tennis players, given that pickleball can be played inside a gymnasium during the winter.²² A 2020 Tennis Canada study also highlighted that 51% more Canadians would play more tennis if there was a covered court nearby, and that 61% of Canada's tennis players utilize outdoor courts.²³

Jurisdictional research showed that Vaughan has a lower proportion of public covered courts compared to other municipalities – 3%, compared to an average of 14% across the cities of Toronto, Markham, Brampton, and the Town of Richmond Hill.²⁴

Covering courts can provide a range of important benefits to the City, as outlined in Tennis Canada's 2020 Municipal Framework:²⁵

1. **Revenue:** A covered court facility primarily generates revenue through programs, court rental fees, and leases. After expenses, a well-programmed facility can generate a net revenue of \$20,000 to \$40,000+ per court for the operator. If a municipality wishes to transfer operating risk, they are still able to earn direct revenue through a land lease or partnership agreement.
2. **Volunteer opportunities:** Covered courts also add to the number of local volunteer opportunities that are available to the community and can consolidate the strength and cohesiveness of volunteer boards of community tennis clubs by extending their tenures to a full twelve-month season.
3. **Multi-sport:** Hard tennis court surfaces can easily accommodate several racquet and net sports. Turf sports can also be integrated through a portable synthetic turf that can be automatically rolled out. Municipalities also have the option to encircle the bank of courts with a walking/running track.

²¹ This includes respondents who considered covered courts to be a "high" or "very high" priority.

²² This is currently offered by the City at a number of community centres across Vaughan.

²³ <https://www.tenniscanada.com/wp-content/uploads/2020/04/03-Municipal-Framework.pdf>

²⁴ 24% in the City of Toronto, 13% in the City of Markham, 10% in the City of Brampton, and 7% in the Town of Richmond Hill.

²⁵ <https://www.tenniscanada.com/wp-content/uploads/2020/04/03-Municipal-Framework.pdf>

4. **Multi-function:** A covered court facility can be designed to serve additional community needs as net posts can easily be removed and most surfaces can be prepared for multi-use. Additional uses for covered court facilities include: trade and exhibitions, town hall meetings, and other community-based events.
5. **Sport tourism:** Across Canada, sport tourism generates more than three billion dollars in annual revenue²⁶ – a number that continues to grow. Depending on the characteristics of the venue, a covered tennis facility can provide opportunities to organize tournaments and events with a capacity to attract participants, their families, coaches, trainers and spectators to the host community.

Recommendation

It is recommended that the City aims to cover 10% of all public²⁷ outdoor courts over the next 10 years – an additional 7%²⁸ in total. There are 134 public outdoor tennis courts in Vaughan as of January 2025. Therefore, 14 courts in total (or 10 additional courts) would need to be covered to meet the 10% target. This would bring the City of Vaughan in line with the national average according to Tennis Canada,²⁹ and aligns with recommendations to establish a covered hub facility and support community clubs to cover City courts in the future.

Rather than covering courts on its own, it is recommended that the City work in partnership with other organizations, such as community non-profit clubs like Thornhill Park Tennis Club and Vaughan Tennis Club. These organizations are motivated to cover courts and, unlike private clubs, can be required to offer public hours at negotiated times and provide reduced rates to Vaughan residents. Other suitable partners may include provincial and national sport organizations, such as Tennis Ontario and Tennis Canada.

When determining additional locations to cover in the coming years, the City should consider the following factors:

- **Proximity:** aim to cover courts that are not already located near other covered courts (e.g., in different blocks, east and west of Highway 400, etc.) to provide more equitable access across the City and support local investment in a catchment area
- **Size:** covered facilities should include a minimum of four courts, given the costs involved (this may require increasing the size of an existing facility or building a new facility to be covered)

²⁶ <https://www.tenniscanada.com/wp-content/uploads/2020/04/03-Municipal-Framework.pdf>

²⁷ This includes City-owned outdoor courts leased to community non-profit clubs, i.e., Thornhill Park Tennis Club and Vaughan Tennis Club. It does not include privately owned courts, i.e., Veneto Tennis Club.

²⁸ Thornhill Park Tennis Club covers 4 courts (3%) of the total 134 public courts.

²⁹ <https://www.tenniscanada.com/wp-content/uploads/2019/07/02.-Executive-Summary.pdf>

- **Access:** sufficient access to parking, transit, and multi-modal pathways for walking and cycling should be provided given the anticipated high levels of interest in these facilities
- **Public consultation:** any proposal to cover facilities should be subject to public consultation, aimed at identifying any key objections or challenges
- **Resident incentives:** nearby residents should be incentivized to use the covered facility, e.g., through priority access to a membership program etc.
- **Zoning:** under Zoning By-law 001-2021, an all-season sports facility would be defined as a “Community Facility” and can be located in any zone³⁰

High-level costs associated with covering courts are included in Appendix 6.

New budget implications: none at this time

Recommendation 4: Explore the feasibility of a covered hub facility for tennis and pickleball

A large, covered tennis and pickleball “hub facility” is a key way for municipalities to promote these sports, provide community programming, attract new players, host tournaments, and support year-round play. While the private market may provide covered hub facilities, these are often less affordable and therefore inaccessible to many residents.

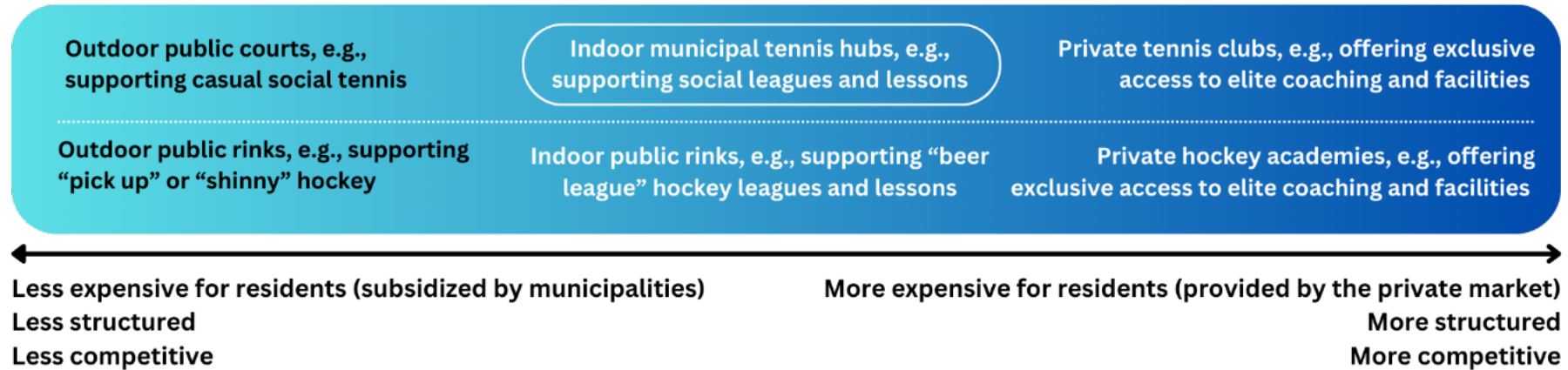
For these reasons, many municipalities have established hub facilities for tennis and pickleball – including the Cities of Brampton, Mississauga, Richmond Hill, and Markham.

There was also significant interest in a hub facility expressed by Vaughan residents, including during public pop-up events, open houses, and online focus groups held in November 2023 and April-May 2024.

The graphic below (Figure 4) shows the spectrum of opportunities players typically seek access to, using hockey as a comparison to tennis. This illustrates that, in addition to supporting year-round play, a hub facility provides a mid-range opportunity in terms of affordability, structure, and level of competition.

³⁰ Note that temporary bubbled structures require a building permit.

Figure 4: Spectrum of public to private sport infrastructure



Recommendation

It is recommended that the City explores the feasibility of a hub facility for tennis and pickleball, with the following considerations:

- **Size:** Engagement with several subject matter experts revealed that a minimum of four tennis courts and ten pickleball courts is required for a hub facility to generate sufficient scale to conduct multiple activities (e.g., community play, programming, tournaments) and offset the costs required to build and operate a covered facility. This is in line with approaches taken by other municipalities. Additional courts, i.e., more than four tennis and ten pickleball, may be appropriate.
- **Location:**³¹ In addition to providing for sufficient parking, multi-modal transport access should be prioritized, e.g., it may be along a multi-use path route and easily accessed by public transit. In the first public survey, 98% of respondents indicated that they would be willing to travel to a court located over 30 minutes away by vehicle, 89% indicated that they would travel this far by foot, and 69% by bicycle. Only 22% indicated that they would travel over 30 minutes to a court by public transit. As part of a long-term plan to increase covered courts, additional hub facilities may be built in other locations across Vaughan, e.g., one hub per ward.
- **Covering:** There does not appear to be a single “best practice” industry standard on covering courts – either through a permanent covered facility or a temporary bubbled structure. While a permanent structure offers summer protection from the sun, wind, and rain, an air supported structure (bubble) structure allows players to be outdoors for part of the year, may be more cost effective, and can be established more quickly. Municipalities have taken a range of different approaches on this matter. On balance, a temporary bubbled facility (air-supported structure) is recommended to support a more economical approach that minimizes the City’s need to recover costs from residents.
- **Partnerships:** A hub facility may be established in partnership with other organizations, such as a national or provincial sport association, to leverage additional funding, fund-raising, and expertise. Tennis Ontario, for example, has expressed interest in working with the City to develop a hub facility. In this case, it would be important for the City to ensure that entry-level and social play is prioritized alongside elite or competitive programming. In addition, a sufficient level of public access would need to be secured to provide all Vaughan residents with opportunities to use the facility.

³¹ Note that there are no zoning constraints related to the construction of this facility.

- Operations:** Rather than directly operate hub facilities, other municipalities typically work with an external provider that manages programming (scheduling, coaches, volunteer management etc.), operating and enforcing a court booking system, tournaments, security, and promotion. This approach reflects the level of expertise required, which often does not exist within a municipality. The operator may also be responsible for putting up and taking down the air-supported structure. The details of this arrangement should be refined and agreed as part of negotiations between the City and a chosen operator, following an open competitive RFP process to select the vendor (described below).
- Budget:** A high-level budget estimate for a hub facility is included in Table 7. This includes key capital and operating costs, noting that these are preliminary only and may change as the facility is further defined.³² Negotiated agreements with partners will determine parties responsible for capital investment outlays, revenue sharing, lease and permitting terms, operating and maintenance responsibilities.

Table 7: Hub facility budget estimate

	Item	Cost estimate
Capital costs (one-time)		
1	Permitting, building, and amenities costs (four tennis courts and ten pickleball courts)	\$500,000-\$650,000 (tennis) \$800,000-\$1,300,000 (pickleball)
2	Air supported structure (bubble)	\$1,100,000-\$1,300,000
3	Land development costs including servicing, parking, park building and supporting amenities for a 1.5 Ha area	\$4,100,000 - \$4,600,000
4	Soft costs (consultancy, permitting, admin)	\$400,000 - \$600,000
Operating costs (annual)		
1	Maintenance	\$80,000-\$120,000
2	Facility operations (assumes third party provider for booking system, enforcement, programming, etc.)	<i>This can range significantly, and may be provided to the City free of charge in exchange for a long-term lease agreement and the ability to charge users at a negotiated rate</i>

³² This cost model assumes that the courts will be built new, however the City may identify an existing court location that it wishes to expand, e.g., by adding ten pickleball courts to a four-court facility.

	Item	Cost estimate
3	Air-supported structure set-up and take-down	\$50,000-\$70,000
4	HVAC	\$60,000-\$90,000
5	Electrical	\$40,000-\$60,000

- **Operator selection:** The City should launch a public RFEI process followed by an RFP to identify an experienced vendor to invest in developing and operating the hub facility. Key elements should be identified, e.g., the number of courts, approach to bubbling, any preferences regarding programming and tournaments, fee structure, the need to provide and enforce a court booking system for drop-in play etc. The final approach can then be confirmed via negotiations with the preferred vendor.
- **Court usage fee structure:** Other municipalities typically charge a fee to use hub facilities, given the costs to build and operate them. Fees can include a membership fee, in addition to hourly court usage fees. In the recent public survey, 52% of respondents would be willing to pay up to \$150 as an annual membership fee to access covered courts, and 20% would pay between \$151 and \$300.³³ In addition, 52% of respondents indicated that they would pay up to \$10 per hour, and 24% would pay between \$11 and \$20.³⁴ This should be considered as part of the vendor selection process.
- **Sponsorship:** Up to \$200,000 in grant funding is available for municipalities covering outdoor tennis courts through Tennis Canada and Rogers.³⁵ Four municipal projects are selected for funding every year via an application process. In addition to funding, successful applications receive Tennis Canada expertise to help establish the facility. Tennis Canada may also be able to help secure additional funding partners. Requirements can include naming rights, adherence to Tennis Canada Safe Sport requirements, delivery of Rogers and Tennis Canada programs and products, and ensuring that the facility is publicly accessible.

New budget implications: None at this time, as this recommendation is to explore feasibility only. Given that a hub facility for tennis and pickleball is not a level of service currently offered by the City and not identified in growth plans, existing funding sources such as growth reserves funded through development charges and tax reserves are not currently being collected to support the establishment of a tennis and pickleball hub facility. Funding for this type of facility will require a partnership model based on the principles discussed above.

³³ Per adult individual, during the fall/winter (October 1-April 1).

³⁴ Per person, regardless of doubles or singles and tennis or pickleball.

³⁵ <https://www.tenniscanada.com/news/tennis-canada-and-rogers-announce-four-year-round-community-tennis-court-projects-for-2023/>

Programming

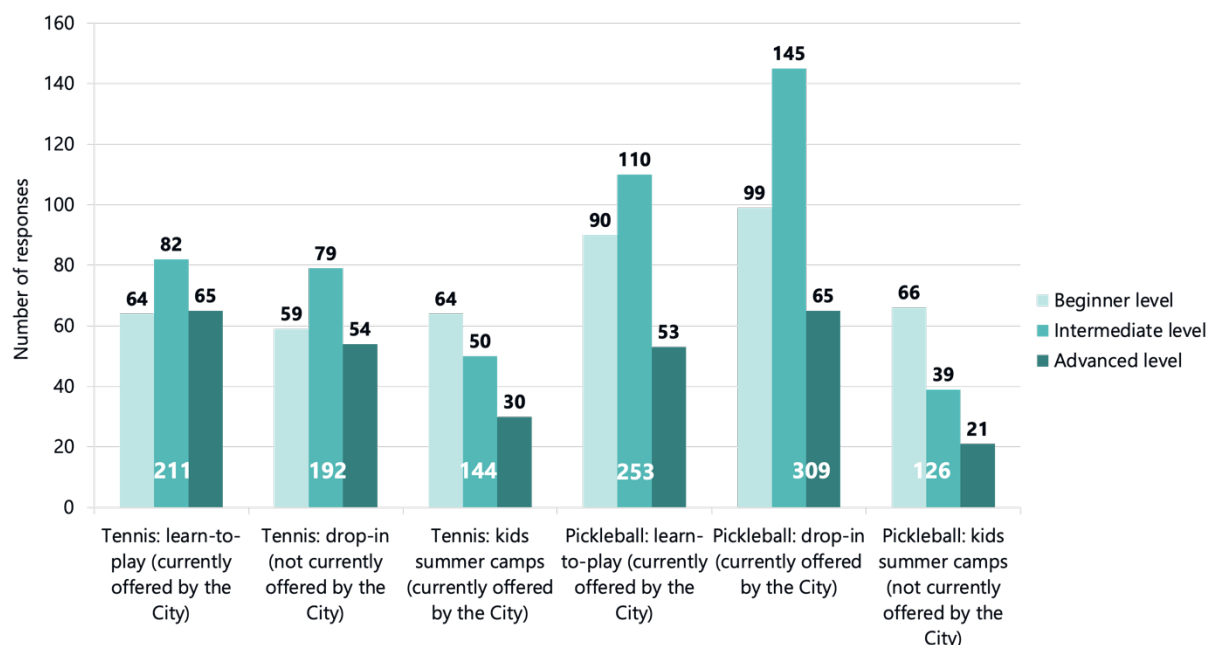
Recommendations 5 and 6 relate to City-funded tennis and pickleball programming, including lessons, drop-in programs, and summer camps currently offered. These recommendations also identify opportunities to expand City programming, for example through partnerships with other organizations.

Programming is a critical way to enhance access to tennis and pickleball in Vaughan, as the first round of public engagement revealed that a lack of understanding of how to play and lack of information on programs are the most significant barriers for those who do not currently play. In addition, 63% of respondents to the second survey indicated that they are interested in more or new City-run programming for themselves or their child(ren).

Recommendation 5: Continue to invest in beginner and intermediate-level tennis programs and consider piloting a drop-in program to test demand

The second phase of public engagement revealed a range of preferences regarding tennis program type and level. Below are the results from when respondents were asked: "Which of the following programs would you like the City to offer more of, or start offering? Select all that apply."

Figure 5: Public preferences for tennis and pickleball programming



Based on the information in Figure 5, the City may wish to pilot a tennis drop-in program, which is not currently offered. The City should also continue to invest in

beginner and intermediate programming – a direction that was confirmed during open house and focus group events.

Learn-to-play program (currently offered by the City)

The tennis learn-to-play program generated the highest level of interest among the three program types, with 211 respondents expressing a preference for this option. Within the program, the intermediate level (n=82) was the most favoured, reflecting demand for skill development at this stage.

Drop-in program (not currently offered by the City)

Potential for a tennis drop-in program, not currently offered by the City, attracted the second-highest number of respondents, with 192 individuals indicating interest. Similar to the learn-to-play program, the intermediate level (n=79) was the most preferred among those interested in the drop-in program. There may therefore be demand for a City-offered tennis drop-in program.

Kids' summer camps (currently offered by the City)

Demand for the kid's summer camps was lowest across the three tennis programs. There was most interest in beginner level followed by intermediate-level programming.

Recommendation

It is recommended that the City continue to invest in beginner and intermediate-level tennis programs and consider piloting a drop-in program to test demand.

Provider model

Learn-to-play tennis programs are currently delivered directly by the City. Kid's summer camps are provided by a third-party contractor. There does not appear to be any need to change this provider model, which the City should maintain.

Communications

Information regarding tennis programming should be disseminated digitally. Most survey respondents indicated that they prefer receiving notifications via email due to its efficiency and convenience. The Recreation eGuide and City of Vaughan Recreation Services website, which were also popular engagement platforms in the survey, should be used as supplementary channels for information dissemination.

Partnership opportunities

There are a range of potential partnership opportunities the City may wish to pursue to optimize and promote tennis programming.

The Ontario Tennis Association (OTA) is the governing body for tennis in Ontario and has extensive experience in organizing and supporting tennis programs.

Collaborating with the OTA, for example on tournaments, coaching for competitive players, or leagues, may provide additional resourcing and access to a diverse set of new opportunities. This partnership could also help align the City's programming with the provincial standards and best practices.

Tennis Canada is the national body responsible for promoting tennis across the country. Similar to the OTA, exploring this partnership offers an opportunity to elevate the City's tennis programming with national-level expertise, high-quality programming, and the potential to host regional and national tournaments.

New budget implications: Piloting a tennis drop-in program (1.5 hours per week at one location during the 2025 season) would cost up to \$200 in staff time, which would likely be fully recoverable based on the adult tennis drop-in rate per the user fee guide.

Recommendation 6: Expand beginner and intermediate pickleball learn-to-play and drop-in programs

The second phase of public engagement revealed a strong demand for City-run pickleball programming. Based on the information below, the City may wish expand learn-to-play and drop-in programs – particularly at the beginner and intermediate levels.

Learn-to-play program (currently offered by the City)

There was a high level of interest in the learn-to-play pickleball program, which is already offered by the City. A notable preference was expressed for beginner (n=90) and intermediate-level lessons (n=110). This may reflect the emergent and growing nature of the sport.

Drop-in program (currently offered by the City)

The pickleball drop-in program, which is also already offered by the City, had the highest response rate of all programming types, with significant interest across all skill levels. In total, 309 respondents expressing interest in pickleball drop-in programs. Nearly half of the respondents preferred intermediate-level programming (n=145), followed by the beginner (n=99) and advanced (n=65) levels.

There was also interest in providing more evening pickleball programs. Many drop-in sessions currently offered are during the day, making it difficult for those who work regular 9am to 5pm hours to participate.

Kid's summer camps (not currently offered by the City)

Pickleball kid's summer camp programming had the lowest response rate of all the programs, with a total of 126 participants expressing interest. There was a higher

level of interest in beginner-friendly (n=66) camps, highlighting some potential demand for introductory pickleball experiences for children. Intermediate (n=39) and advanced (n=21) levels received the lowest levels of interest.

Recommendation

It is recommended that the City expand its beginner and intermediate pickleball learn-to-play and drop-in programs.

Provider model

The City directly delivers all pickleball programming. No issues with this model were surfaced during public engagement, and a continuation of the status quo for learn-to-play and drop-in programs is recommended.

Should the City wish to provide beginner-level kid's summer camp programming, it may wish to explore a third-party provider model, as with tennis.³⁶

Communications

Information regarding pickleball programming should be disseminated digitally. Most survey respondents indicated that they prefer receiving notifications via email due to its efficiency and convenience. The Recreation eGuide and City of Vaughan Recreation Services website, which were also popular engagement platforms in the survey, should be used as supplementary channels for information dissemination.

Partnership opportunities

There are a range of potential partnership opportunities the City may wish to pursue to optimize and promote pickleball programming.

Pickleball Ontario is the governing body for pickleball in Ontario. The City should consider engaging with Pickleball Ontario to strengthen and expand pickleball programming. Pickleball Ontario has previously offered a Youth Initiative in partnership with the Regional Municipality of Waterloo to provide introductory lessons to two elementary schools and three high schools. A similar program may be explored in Vaughan.

New budget implications: Piloting a pickleball learn-to-play program (four hours per week at one location during the 2025 season) would cost up to \$1,500 in staff time. This would likely be fully recoverable based on the adult tennis drop-in rate per the user fee guide.

Piloting a pickleball drop-in program (four hours per week at one location during the 2025 season) would cost up to \$800 in staff time, which would likely be fully recoverable based on the adult tennis drop-in rate per the user fee guide.

³⁶ See example at <https://yorkregionsports.ca/pickleballcamp>

Community Clubs

Recommendations 7 and 8 relate to community tennis and pickleball clubs, including specific opportunities to support these organizations in providing accessible, affordable opportunities to Vaughan residents.

Community clubs are non-profit volunteer-run organizations that typically license court facilities from the City, with the agreement to provide low-cost court usage and programming opportunities to residents.³⁷ Community clubs provide important opportunities for the public to access reservable courts, sign up for lessons, participate in leagues or other competitions, and socialize with other players. While they operate using a membership structure, community club fees are typically more affordable than for private clubs, which are out of reach for many individuals and families.

Recommendation 7: Support existing community tennis clubs to provide affordable programming options for Vaughan residents

Vaughan Tennis Club

Vaughan Tennis Club (formerly Kleinburg Tennis Club) is a non-profit community club established in 1980. It is a member of the Ontario Tennis Association and the Inter-County Tennis Association, and offers a range of programs at all levels, including round robins, tournaments, coaching, social tennis tournaments, and competitive leagues.

The club currently operates from three courts at Bindertwine Park in Kleinburg. These are not covered, and play is limited to the April to November season each year. It currently serves 317 members, with significant growth from 133 members in 2019 (8% average growth annually). There are approximately 144 individuals on the waitlist.

Vaughan Tennis Club has identified several key challenges during this study:

- **Insufficient court access:** the club has requested access to a minimum of four courts to enable it to expand operations and serve a greater number of west Vaughan residents; four courts is also seen as the minimum to support a potential air supported structure (bubble) in the future
- **Lack of permanent washrooms:** currently, club members use a shared portable washroom alongside other park users
- **Lack of a clubhouse:** this leaves no space for storage of club items

³⁷ Required residency rates are currently set at 75% under the City's Community Sport Organization policy.

Recognizing the high level of public interest in joining a community club³⁸, as well as Vaughan Tennis Club's growing membership base and waitlist, it is recommended that the City supports its expansion.

In 2022, as part of a pilot initiative, the City allowed Vaughan Tennis Club access to additional courts at Chatfield District Park. The pilot was unsuccessful due to public opposition, particularly from local court users. This demonstrates the importance of gathering court usage data and conducting public consultation prior to providing clubs with access to public courts.

Expanding Bindertwine Park, where Vaughan Tennis Club is currently located, is not an option due to regulatory floodplain constraints.

Three alternative options to provide the Club with additional courts have been assessed, along with a reevaluation of Chatfield District Park:

1. Expand **Sonoma Heights Park** (100 Sunset Ridge, Woodbridge) by one court (currently two)
2. Expand **Matthew Park** (1 Villa Royale Ave, Vellore) by one court (currently three)
3. Develop four courts at **Saigon Park** (future park to be located in Block 59 - Woodbridge, scheduled for design in 2025 and completion within 4 to 6 years subject to capital budget approvals)
4. Expand **Chatfield District Park** (100 Lawford Rd, Vellore) by two courts (currently four)

Other tennis court locations were also assessed for suitability on a preliminary basis but ruled out based on high public usage (see Appendix 8).

Recommendation

Based on the criteria in Table 8, Option 3 (Develop courts at Saigon Park as a permanent base for Vaughan Tennis Club) is recommended. This is the only location that meets all the club's minimum requirements of access to 4 courts, permanent washroom and a clubhouse.

Since the design and construction of Saigon Park is not scheduled to take place for four to six years, and is subject to capital funding approvals, the following interim solutions are proposed (presented in ranked order):

- 1) **Matthew Park:** Allow the use of two courts by the club (one court is retained for public use). This option is ranked higher since the renewal of three courts

³⁸ A public survey conducted in April-May 2024 showed that 34% of respondents would like to join a community tennis club.

in poor condition is required through the existing court renewal program and the court was observed to comparatively less well-used

- 2) **Chatfield District Park:** Allow the club to use two courts (two existing courts are retained for public use).
- 3) **Sonoma Heights Community Park:** Allow the use of one court by the club (one court is retained for public use).

All options should be discussed with Vaughan Tennis Club and tested through public engagement with local residents prior to final decision-making.

Table 8: Options for expansion of Vaughan Tennis Club to additional facilities³⁹

	Option 1 Sonoma Heights Community Park	Option 2 Matthew Park	Option 3 Saigon Park	Option 4 Chatfield District Park
Potential for an air-supported structure	No (due to proximity to residences)	No (due to proximity to residences)	Yes	No (due to proximity to residences)
Capital investment by the City to meet club needs	Upgrades to existing 2 courts Option to add 1 to 2 courts by removal of bocce courts	Upgrades to existing 3 courts Option to add 1 court	4 new courts	None Option to add 2 courts
Likely timeframe	2-3 years	1- 2 years	5+ years	1 year
Impact to forecast tennis court provision level	Meets provision levels (level retained)	1 additional court should be provided to maintain provision levels	New community (no supply)	Meets provision levels (level retained)
Existing court usage (based on court observation data)	Well-used at peak times	Under-used ⁴⁰	N/A (new park)	Well-used at peak times
Current court condition	Average-good	Poor ⁴¹	NA (new park)	Good

³⁹ Note that the highest-ranking option is shaded in blue.

⁴⁰ Usage by kids summer camps was not considered in making this assessment.

⁴¹ Renewal of the three existing courts in poor condition is required through the court renewal program.

	Option 1 Sonoma Heights Community Park	Option 2 Matthew Park	Option 3 Saigon Park	Option 4 Chatfield District Park
Current amenities	Parking, washrooms	Parking, washrooms	Future parking, washrooms	Parking, washrooms
Proximity to Bindertwine	Less than 3km	Less than 7km	Less than 8km	Less than 7km
Potential for club house	Low	Low (no rooms available in the community centre)	Potential for new club house	Low
Number of potential courts for club use	1 (if 2 rebuilt)	2 (if 3 rebuilt)	4 (no impact to current users)	2

New budget implications:

Funding for new tennis courts can be identified in future Capital Budget submissions using Community Development Charge reserves. Below is a comparison of options.

Table 9: High-level cost implications for Vaughan Tennis Club expansion options

	Option 1 Sonoma Heights Community Park	Option 2 Matthew Park	Option 3 Saigon Park	Option 4 Chatfield District Park
Stage of Good Repair program cost considerations	Renovate 2 lit courts: approximately \$300,000	Renovate 3 lit courts: approximately \$750,000	Not applicable	Not required
New Capital cost implications	Develop 1 additional lit court: approximately \$300,000	Develop 1 additional lit court: approximately \$300,000	Develop 4 lit courts: approximately \$650,000.	Develop 2 additional lit courts: approximately \$550,000

Under Option 3, a washroom building would be built at Saigon Park, however club houses are not provided by the City as standard level of service. Alternative funding sources, such as a grant, would be required to support the development of a club house. The cost of a club house would depend on size and program, and is generally estimated at approximately \$750 per square foot. A 4000 square foot structure would cost approximately \$3 million excluding cost escalation, tax and other management fees.

Thornhill Park Tennis Club

Thornhill Park Tennis Club was established 1951 and is located at the corner of Yonge Street and Centre Street, serving east Vaughan. The club has grown to over 600 members and has access to four City-owned courts, a clubhouse, and permanent washrooms.

Thornhill Park Tennis Club offers a range of programs for all ages and levels, including individual and group lessons, round robins, house leagues, and inter-club leagues. Programming options are accessible to non-members.

Year-round play is supported through a temporary air-supported structure facility covering all four courts during the winter. Currently, these are the only covered public tennis courts in Vaughan.⁴²

During the development of this strategy, Thornhill Park Tennis Club indicated a need for access to an additional City facility, which it could be domed during the winter to support year-round play. This would also allow the club to expand its membership base. The club has confirmed that it would fund the temporary dome through membership fees, at no cost to the City.

Recommendation

It is recommended that the City support Thornhill Park Tennis Club's expansion, allowing the club to cover additional courts and support year-round play. This meets two key objectives – providing residents with more opportunities to join a community tennis club⁴³, and working towards the recommended goal to cover 10% of City courts.

Three potential facilities which may provide the club with additional access to covered courts have been assessed in Table 10, and are presented below in ranked order.

1. **Dufferin District Park** (1441 Clark Ave. W., Thornhill), three courts
2. **North Thornhill District Park** (599 Autumn Hill Blvd, Thornhill), two courts⁴⁹
3. **York Hill District Park** (330 York Hill Blvd, Thornhill), three courts⁴⁴

Dufferin District Park is recommended as the most suitable, subject to further discussions, and entering into an agreement with the club to determine capital investment outlays, revenue sharing, lease and permitting terms, operating and

⁴² Covered tennis courts are provided by Veneto Tennis Club, however these are private and unaffordable for many families and individuals.

⁴³ A public survey conducted in April-May 2024 showed that 34% of respondents would like to join a community tennis club.

⁴⁴ At the time of the writing of this report, three of the six total courts at York Hill District Park were in very poor condition and closed to the public. The courts in very poor condition are planned to be replaced by one tennis and four pickleball courts, with construction planned for 2025.

maintenance responsibilities, and public engagement. Detailed court observation data is also provided in Appendix 9.

Table 10: Options for expansion of Thornhill Park Tennis Club to additional facilities⁴⁵

	Option 1 North Thornhill District Park	Option 2 Dufferin District Park	Option 3 York Hill District Park
Potential for an air-supported structure	Yes (2) ⁴⁶	Yes (3)	No (due to proximity to residences)
Potential cost to the City⁴⁷	Low	Low	High
Potential timeframe	1 year (immediately)	1 year (immediately)	1 year (immediately)
Forecast tennis court provision level	Meets provision levels	Meets provision levels	Meets provision levels (but close to undersupply threshold)
Existing court usage (based on court use data)	May be under-used	May be under-used	May be under-used
Current court condition	Very good	Good	Fair (3 courts) and Poor (3 courts) planned for conversion to 4 pickleball courts and renovate 1 tennis court
Current amenities	Parking, washrooms	Parking, washrooms	Parking, washrooms
Proximity to Thornhill Park Tennis Club	Less than 8km	Approx. 5km	Less than 4km
Potential for club house	Potential use of nearby community centre	Potential use of nearby community centre	Potential use of nearby community centre
Technical requirements/ infrastructure	Limited gas, power and access to two of the four courts.	Likely Feasible	Limited gas, power and access.

⁴⁵ Note that the highest-ranking option is shaded in blue.

⁴⁶ While there are four courts in the park, the courts are in pairs with two courts abutting the community centre and two courts in the north west part of the park.

⁴⁷ Thornhill Park Tennis Club confirmed it would fund the temporary bubble through membership fees, at no cost to the City, however there may be utility requirements that may be cost shared.

New budget implications: Thornhill Park Tennis Club confirmed it would fund the temporary dome through membership fees, at no cost to the City, so there would be minimal budget implications for the City to allow the existing courts at Dufferin District Park to be domed subject to an agreement to determine parties responsible for capital investment outlays, revenue sharing, lease and permitting terms, operating and maintenance responsibilities.

Recommendation 8: Ensure that new community tennis and pickleball clubs may be established where appropriate

Vaughan Tennis Club and Thornhill Park Tennis Club are the two community tennis clubs currently operating in Vaughan.⁴⁸ This is relatively low in comparison to other researched municipalities, as shown in Table 11.⁴⁹

Currently, there are no community pickleball clubs in Vaughan. Two private pickleball clubs are, or are planned to be, operating on private land in the Vaughan Metropolitan Centre on an interim basis until lands are developed, including Fairgrounds Racket Club at Assembly Park offering nine pickleball courts and SmartVMC Racquetsports by Ace at 755 Applewood Crescent offering four tennis and four pickleball courts. As shown in Table 11, most municipalities researched have at least one community pickleball club.

Table 11: Number of community tennis and pickleball clubs in jurisdictions researched

	Municipality	Number of community tennis clubs	Number of community pickleball clubs	Population size
	City of Vaughan	2	0	323,103
1	City of Toronto	60	8	2,794,356
2	City of Mississauga	18	1	717,961
3	City of Markham	7	1	338,966
4	City of Brampton	2	0	656,480
5	Town of Richmond Hill	2	1	202,022
6	Town of Halton Hills	1	1	62,951
7	City of Coquitlam (BC)	3	0	148,625
8	Seattle (USA)	21	6	749,256
9	Bayside (Aus)	6	0	102,177

⁴⁸ There is also one private tennis club, Veneto Tennis Club, located at 7465 Kipling Avenue, Woodbridge.

⁴⁹ The number of community tennis and pickleball clubs may be under-reported, as municipalities do not consistently publish this information.

The first round of public engagement in the Fall of 2023 revealed a high level of public interest in joining a community tennis or pickleball club. This was further explored in the second round of engagement in the Spring of 2024. When asked whether they would be interested in joining a community club that uses City courts, 53% of respondents said that they would like to join a community pickleball club in Vaughan and 34% said that they would like to join a community tennis club.⁵⁰

Recommendation

Given the high level of public interest in joining a community club, and the comparatively low number of community tennis and pickleball clubs in Vaughan, it is recommended that the City supports the establishment of new community clubs where requests are made. This should be subject to appropriate considerations, including site constraints, maintaining levels of service for public access, and existing facility usage.

Key considerations for permitting new community clubs are included below:

- **Prioritize new facilities over existing ones** to minimize unwanted change for local residents. Where existing facilities are repurposed for use by a community club, data should be gathered via in-person observations to ensure low levels of usage by the public
- **Provide access to a minimum of four courts**⁵¹ to support club programming and allow for the growth of a robust membership base. This avoids the need to shift the club to a new facility in the future
- **Consider proximity to other community clubs** – for example, a new club should not infringe on an existing club's catchment area. Community clubs should be spread across the city, providing access to residents in a range of geographic areas
- **Provide access to key amenities where possible from the outset**, including a permanent indoor washroom, clubroom, and sufficient parking
- **Consultation with local residents**, as well as advance notice through on-court signage, should be undertaken in advance of the decision to use any existing facility for a community club

In addition, the City should support the establishment of a new community pickleball club given the high level of public interest and lack of any in Vaughan. Potential sites for a future club may include:

- **Carrville District Park:** when surveyed, 34% of public respondents indicated that they would be interested in joining a community club at the City's new dedicated pickleball courts being built at Carrville District Park (note: 22% were opposed to potential club use of the facility)

⁵⁰ In addition, 11% of respondents were not interested in joining a club at all, 1% would prefer to join a private club, and 12% indicated that they were already a member of a community club.

⁵¹ This is a current requirement by the City of Mississauga.

- **Le Parc Park:** when surveyed, 31% of public respondents indicated that they would be interested in joining a community club at the City's new dedicated pickleball courts being built at Le Parc Park (note: 22% were opposed to potential club use of the facility)
- **The recommended covered hub facility** outlined in Recommendation 4
- **A future dedicated pickleball facility**

No community club governance issues were raised during the development of this study, however the City may wish to review whether community club permitting fees should be increased to reflect increases in maintenance costs.⁵² It may be an appropriate time to review these fees if an expansion is granted to Vaughan and/or Thornhill Park Tennis Club.

New budget implications: none at this time.

Court Management System

The following recommendations relate to opportunities for the introduction of a booking system for public courts, which would allow the public to reserve time in advance as well as online court reporting and the collection of data at courts.

Recommendation 9: Extend the online recreation program registration and booking system through a pilot at select City tennis courts and at new dedicated pickleball courts

Digital technologies are rapidly changing the way we live, work, and play. By introducing a court booking system, the City can offer residents a range of benefits including allowing users to book courts at anytime from anywhere. It can also help to optimize the use of available courts and avoid waiting time. The City can use registration data to track how often courts are used, generating valuable data on booking patterns such as peak usage times and court preferences.

Residents clearly see value in this type of tool, and public engagement conducted in the Spring of 2024 revealed that 59% of survey respondents support the introduction of a digital booking system.

The City currently uses PerfectMind for booking recreation services such as drop-in activities like fitness and swimming, children's and adult's programs including sports and creative arts, pre-school programs and summer camps, and community centre squash courts. This platform can be expanded to facilitate the booking of outdoor tennis and pickleball courts.

⁵² Current fees are set at \$600 per court per season.

However, the introduction of a court booking system can present a range of challenges including no-shows, lack of adoption by users and difficulty transitioning from the current first-come-first-served system⁵³. These challenges can be mitigated through clear communication, effective rules, ensuring the system is user-friendly, and that it is tested and refined on a smaller scale prior to being rolled out more comprehensively.

Recommendation

By piloting the digital booking system at four to six designated parks, over a 12-month time period, the City can test the concept in a smaller, controlled environment, making it easier to manage and address any problems that may arise prior to undertaking a full-scale rollout. The City should collect user feedback and make adjustments and improvements as the City considers introducing the program on a broader scale across Vaughan.

It is recommended that the four to six designated parks are spread out across the City and have at least three tennis courts and/or four pickleball courts at each facility. Given the greater proximity of City staff to District Parks with Community Centres it may be useful to introduce the pilot at Dufferin District Park, Maple Community District Park, Matthew Park, North Thornhill District Park, York Hill District Park, and Carville District Park.

Booking rules and procedures

The following are the proposed booking rules and procedures. As the pilot is introduced, the City can determine the effectiveness of this approach and adapt it accordingly.

- 60-minute playing periods are in effect with the change-over taking place on the hour
- The digital booking is the primary record in the case of a dispute. As a result, users are required to book the courts digitally
- If players are using the courts and do not have a digital record of the booking, and there is a player that has made the digital booking, the player(s) without the booking is required to leave the court
- Residents are able to book the courts up to seven days in advance and can make up to three bookings in a seven-day period
- One court at each location is reserved for walk-on players (the standard rules are in effect for these courts)

Critical success factors

In order to successfully test the concept, it is important to put in place several key factors:

⁵³ Note that currently there is no in-person system for prioritizing player order at tennis courts.

- Clear communication and signage at the parks as well as in online and digital channels (the City's website, newsletters, etc.)
- Outreach to key user groups including social media groups (e.g., WhatsApp group, etc.) so that there is a clear understanding of what to expect. In this communication material, it is important to highlight the benefits of the change to encourage adoption and support
- Courts should be clearly marked to avoid disputes about court usage (e.g., court #1, #2, #3, etc.)
- For those unable to use the digital channel, one court can be reserved for walk-ons using the current rules
- Courts should be periodically monitored for no-shows. If this becomes a significant problem, additional rules can be put in place (e.g., requiring users to check-in using an onsite QR code)

Extend the City's online booking system to new dedicated pickleball courts

New pickleball courts should use the existing digital booking system PerfectMind, currently used by the City for other recreational activities. This should be done from the outset at the new dedicated pickleball facilities at Carrville District Park and Le Parc Park.

As outlined above, there are a range of benefits associated with the digital booking system. In particular, the City can efficiently manage in-demand court infrastructure, track participant usage and improve the convenience and accessibility of courts for users.

However, it is also recommended that the City maintain one to two courts for walk-ons and monitor uptake. The walk-on courts can be used by those residents who do not have access or capacity to use the digital booking system. If there is low usage of these walk-on courts, the City can then allocate more of these walk-ons to the digital booking system.

By introducing the digital booking solution from the outset, the City can avoid some of the transition challenges associated with moving from a manual in-person system to a digital solution at a later stage. In order to execute this recommendation, the City will need to engage the IT department and PerfectMind to make the updates to the system.

Feasibility considerations

The City currently has a contractual licensing arrangement with the vendor PerfectMind such that the costs associated with the change in the system would be limited. As a result, the primary costs involved would be the increase in call volume enquiries to the client service team if the pilot is successful and expanded across the City.

New budget implications: The implementation of the pilot and rolling out the system city-wide will require new signage for all tennis and pickleball courts to identify court numbers and provide information on the system, at approximately \$500 per location. Upgrades to the existing online system can be done using inhouse resources. As the City uses a revenue sharing licensing model with the technology provider, it would be cost neutral. However, if the pilot expanded across the city, additional resources may be required to address a greater volume of user queries and/or feedback.

Recommendation 10: Update online court condition reporting form

The City currently undertakes court maintenance with the expectation that the average court has a 25 year lifecycle. The City assesses court conditions with a focus on benches, fences, lights, components, and the court surface using a 5 point scale (Very good = replace in 7+ years, Good = replace in 5+ years, Moderate = replace in 3-4 years, Poor = replace in 2-3 years, and Very poor = replace in 1-2 years).

The City conducts court condition assessments periodically and currently has noted the following inventory based on 2023 condition assessment:

- Very good: 17 courts
- Good: 17 courts
- Fair: 10 courts
- Poor: 9 courts
- Very poor: 7 courts

The City's Tennis Court Redevelopment and Parks Infrastructure Renewal Program activities planned for the next 1-3 years are listed under *Table 5: Tennis facilities coming up for renewal*, with nine locations identified.

While the city has a maintenance plan in place (as outlined above), feedback provided during stakeholder engagement indicated concerns about the overall quality of the courts. Stakeholders highlighted an interest in resurfacing some of the existing courts that may not be considered by the City to be in poor condition, as residents reported that cracks make it difficult to play. 75% of respondents to the November 2023 public survey indicated that improving court surface conditions was a priority or very high priority.⁵⁴

⁵⁴ City of Vaughan, Tennis and Racquet Sport Study, Public Engagement Phase 1: What We Heard, January 2024

When asked “Is there anything else you want to comment on regarding tennis and pickleball in Vaughan?” in the Spring 2024 public survey, respondents noted⁵⁵:

“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.”

Recommendation

The City should continue to assess the quality of its courts at least every four years. In addition, it should encourage residents to report concerns in its online citizen reporting tool Service Vaughan, available at <https://www.vaughan.ca/residential/service-vaughan>.

The City should also add to the Service Vaughan reporting tool issues associated with tennis and pickleball courts to the drop-down menu labelled “Please select the type of issue”. This could include “Tennis court surface cracks”, “Loose tennis nets and posts”, “Tennis lighting issues” and “Other tennis or pickleball court issue”.

The availability of the online form should be communicated to tennis and pickleball players via the City’s website, newsletters, and through signage at courts. City staff should continue to review the information provided on a regular basis and use the information to conduct site visits and inform the development of its court maintenance plans. This demand-driven user-led approach can reduce the costs associated with more frequent on-site inspections and provide useful data to inform the prioritization of park redevelopment resource allocation.

In the medium term, the City should review the user experience of its online reporting tool via Service Vaughan. By conducting user research, it should consider the ease of tennis and racquet sports players to use the tool and report concerns, and ensure it aligns with their needs and expectations.

New budget implications: The recommended modifications to the existing Service Vaughan reporting form can be made internally through a service request and would have no additional costs.

Recommendation 11: Gather data on court usage to inform ongoing approach

Accurate information on the levels of court usage by the public is critical to understand and inform facility optimization and planning. Currently, there is no mechanism or strategy in place by the City to gather this information. A lack of court

⁵⁵ City of Vaughan, Tennis and Racquet Sport Study, Public Engagement Phase 2: What We Heard, July 2024

usage information was also a commonly reported challenge by other municipalities included in the research.

Various court monitoring methods may be introduced by the City, including in-person observation conducted by staff or a third party, self-reporting by users, or tools such as motion sensors or surveillance cameras. Each method offers unique advantages and disadvantages. Table 12 outlines key advantages, disadvantages, and considerations associated with each method.

Table 12: Analysis of potential court monitoring methods

Advantages	Disadvantages	Other considerations
In-person (e.g., staff or third-party observation)		
<ul style="list-style-type: none"> - Accurate - Reduced privacy considerations - Quality control (real-time monitoring of court conditions) - Ability to gather additional information (demographics, peak hours of play, etc.) 	<ul style="list-style-type: none"> - Time consuming - Expensive (may require multiple people for peak hours or for monitoring multiple courts) 	<ul style="list-style-type: none"> - Requires onboarding/training - Hiring process - Presents an opportunity for staff to ensure fair play, mediate conflicts, manage time limits, and uphold court etiquette while conducting court monitoring - Safety awareness (ability to handle emergency situations)
Self-reporting (e.g., via an app such as PerfectMind, an online form linked through a QR code, or a physical recording system such as a board and marker on-site)		
<ul style="list-style-type: none"> - Low cost - Minimal privacy concerns - Accountability (user responsibility for their reservations and court usage) 	<ul style="list-style-type: none"> - Inaccuracy (relies on self-reported information) - A QR code or reliance on an app may risk technical difficulties or system errors - For a physical recording system, there may be risk of vandalism - There is potential for abuse or misreporting of a physical system, e.g., defacing a board, stealing pens, etc. - Challenges in adoption of the method 	<ul style="list-style-type: none"> - Use of a QR code may require user support - The PerfectMind booking system does not record no-shows

Advantages	Disadvantages	Other considerations
Motion sensors (e.g., trail counters)		
<ul style="list-style-type: none"> - Existing precedent for trail counters at natural parkland sites (i.e., 70 installed at Toronto Region Conservation Authority sites) - Relatively accurate - Efficient - Objective - Cost-effective - Real-time monitoring - Low/no privacy concerns - Remote-controlled 	<ul style="list-style-type: none"> - Maintenance requirements (battery replacement, weather or animal damage, vandalism) - May experience signal interference (which disrupts the sensor's ability to accurately detect data) - Limited data collection (no demographic or qualitative information) - Coverage is dependent on placement 	<ul style="list-style-type: none"> - Data interpretation (requires context to interpret the count, especially if users were counted multiple times during a session)
Cameras		
<ul style="list-style-type: none"> - Highly accurate - Enhances court safety - Remote-controlled 	<ul style="list-style-type: none"> - Expensive - Privacy concerns and potential for user discomfort - Coverage is dependent on placement - Maintenance required (battery replacement, lens cleaning, vandalism, weather effects, etc.) 	

Key costs associated with each method are also included in Appendix 7.

Pilot initiative

The City piloted a self-reporting approach for court monitoring, which revealed several challenges associated with this method. Boards were installed at six outdoor tennis courts in July 2024, with pens for the public to indicate the day and time of court usage. Vandalism was a challenge, as pens were stolen and boards defaced.

A second self-reporting pilot was introduced at 19 outdoor tennis courts in August and September 2024, with the addition of a QR code linked to an online form. Court users were encouraged to report the sport, location, day and time of court usage. Vandalism was again an issue, which hindered the effectiveness of the self-reporting method, raising concerns about its reliability and practicality. Results are presented in Appendix 10.

The City also piloted an in-person monitoring approach, where staff collected detailed data on user demographics, court activity, number of players, and utilization of surrounding park areas at various times throughout the day. This method

provided highly accurate and valuable insights into court usage patterns. However, it was also time-consuming and posed challenges in monitoring multiple locations simultaneously, limiting its scalability and practicality for ongoing monitoring efforts. The heat map below (Table 13) assists with comparing the four court monitoring methods across three specific criteria: accuracy of data, privacy, and cost. Within the heat map, light blue indicates that the criteria is met to a high degree and allocated three points, medium blue indicates that the criteria is somewhat met and allocated two points, and dark blue indicates that the criteria is not met or met to a low degree and allocated one point.

Table 13: Heatmap comparing potential court monitoring methods

	Accuracy	Privacy	Cost	Total
In-person monitoring, e.g. staff observing usage on-site	3	2	1	6
Self-reporting , e.g. via an app or a physical tool on-site	1	3	3	7
Motion sensor , e.g. trail counter	2	3	2	7
Cameras	3	1	1	5

While the comparison shows limited scoring differences between the four methods, motion sensors and self-reporting ranked the highest.

Recommendation

It is recommended that the City adopts motion sensors, such as trail counters, on a pilot basis at four to six courts to measure ongoing court usage. Despite ranking highly in privacy and cost categories, self-reporting is not recommended due to low accuracy, as observed during the pilot studies conducted by the City in 2024.

In piloting trail counters, it will be important for the City to better understand the tool's emission range, as well as how to encourage users to pass the motion sensor at courts with multiple entrances or open California-style fencing. At locations where motion sensors cannot be installed due to court configurations, an in-person solution using staff or hired students could be considered to collect sample data. However, if the City adopts Recommendation 9 (to extend the online recreation booking system), the information gathered by the system may be sufficient to document court usage.

New budget implications: Implementing motion sensors on a pilot basis at four to six courts would cost approximately \$1,000 to \$12,000, depending on the type of technology purchased (see detailed costing information in Appendix 7). Adopting an in person monitoring system is estimated to cost approximately \$100,000 based on

hiring students over summer months. Scaling a monitoring system across all facilities will likely be cost prohibitive without seeking non-tax sources of funding such as grants.

Appendix 1

What We Heard reports and infographics

City of Vaughan

Tennis and Racquet Sport Study

Public Engagement Phase 1: What We Heard

April 2024

BEAM GROUP

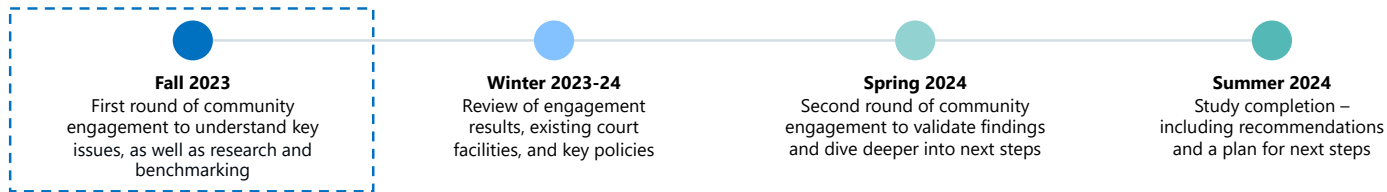


Executive summary

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 to answer important questions, such as:

- How often, where and when do people play racquet sports?
- What kinds of racquet sports do people like playing?
- How can we encourage more racquet sport play in the City of Vaughan?

Once complete, the study will help improve access to racquet sport facilities – including the number, location and types of courts. A timeline of key activities is included below.



This report documents key insights from the first round of community engagement, which was conducted in November 2023. It includes two key sections summarizing feedback collected through: a public survey and community “pop-up” events that were held across Vaughan.

In total, 1022 people participated in these methods of community engagement. The feedback provided will help the City to identify key preferences, challenges, and opportunities, which will be built upon in future phases of research and engagement.

Table of contents

Section		Page
Public survey	Approach	5
	Key insights	6
	Detailed insights: Current usage	10
	Detailed insights: Satisfaction	17
	Detailed insights: Options for the future	20
	Detailed insights: Demographics	28
Community Pop-ups	Approach	34
	Key insights	35
	Exercise 1: Ranking preferences	38
	Exercise 2: Mapping activity	41
Next steps	Next steps	44



Public survey

Approach

An online survey was distributed by the City of Vaughan from November 3 to December 1, 2023. In total, **814 people responded to the survey.**

The survey collected feedback from Vaughan residents in four key categories:

- 1 Current usage** of tennis and racquet sport courts
- 2 Level of satisfaction** with existing City facilities
- 3 Options for the future**, including how to encourage and support more racquet sport play
- 4 Demographics**, to understand who typically uses tennis and racquet sport facilities

This section includes key insights and detailed results from the survey, which will help the City to identify challenges and opportunities, which will be built upon in future phases of research and engagement.

Key insights

1

Current usage

1. Over 90 percent of survey respondents currently play tennis or pickleball, with more tennis players overall (63 percent and 49 percent respectively).
2. 81 percent of survey respondents prefer to play racquet sports informally, at City-owned courts. Members-only racquet clubs and City-organized drop-in leagues were also popular choices (42 percent each).
3. While there is a preference for weekday evenings and weekend mornings (66 and 64 percent respectively), respondents play racquet sports at all times of day – typically for one to two hours.
4. Almost 70 percent of survey respondents play across municipal boundaries, including at public facilities in neighbouring cities such as Richmond Hill, Toronto, and Markham.
5. 50 percent of all survey respondents told us that they play at a racquet club. Of these, 18 percent indicated that they play at Kleinburg Tennis Club and 7 percent at Thornhill Park Tennis Club. A further 25 percent told us that they play at other clubs – including examples such as Veneto, Trioplex, Premier Racquet Club, and Blackmore Tennis.



Key insights

2

Satisfaction

1. Survey respondents are satisfied with a range of topics, including:
 - Location of courts: 41 percent somewhat or extremely satisfied
 - Nets being set properly: 40 percent somewhat or extremely satisfied
 - Lighting: 35 percent somewhat or extremely satisfied
2. Survey respondents also feel there are a range of areas for improvement. Areas that received a higher proportion of dissatisfied than satisfied responses included:
 - Number of courts: 58 percent somewhat or extremely dissatisfied
 - Courtside amenities: 56 percent somewhat or extremely dissatisfied
 - Wait times: 51 percent somewhat or extremely dissatisfied
 - Wind mitigation: 51 percent somewhat or extremely dissatisfied
 - Court surfacing: 49 percent somewhat or extremely dissatisfied
 - Access to shade close to courts: 45 percent somewhat or extremely dissatisfied
 - General maintenance: 34 percent somewhat or extremely dissatisfied
3. Over 60 percent of survey respondents have used the existing shared tennis-pickleball courts but would prefer dedicated facilities for each sport, citing a number of challenges. Examples included confusion between different lines, that the net heights are different, and that it increases already-high wait times at courts.

Key insights

3

Options for the future

1. Survey respondents' key priorities include:
 - Indoor or bubbled courts: 92 percent
 - More courts in new locations: 86 percent
 - More courts in existing locations: 84 percent
 - Improved surface conditions: 75 percent
 - Lighting to extend play hours: 74 percent
 - More City-run programming: 58 percent
2. Public sentiment on whether to grant clubs more access to City courts is mixed. When asked about their key priorities, 52 percent indicated that racquet clubs should be provided with more time at City courts, while 42 percent said that racquet clubs should have less time to increase the amount of public access.
3. There is a high degree of interest in a mobile phone app or website to reserve court time.
4. Most people would prefer to walk, cycle or drive to a court up to 20 minutes away. Few respondents would take transit to a court facility.
5. Over half of survey respondents said they would like to join a racquet club or City-led program. Of those not interested in joining a racquet club or City program, 84 percent said they are only interested in recreational play.
6. The key barriers for those who do not play racquet sports are lack of understanding of how to play and lack of information on programs. This was reinforced by suggestions to provide additional information on programs to teach people how to play.

Key insights

4

Demographics

1. Over half of respondents were between the ages of 45 and 64, and 60 percent identify as a man.
2. Over a third of respondents told us that they, or someone in their household, was born outside of Canada.
3. Almost a quarter of survey respondents had a total household income over \$150,000 in 2022.
4. Over 80% of respondents live in Vaughan. A further 13% live in Richmond Hill, Markham, and Toronto.

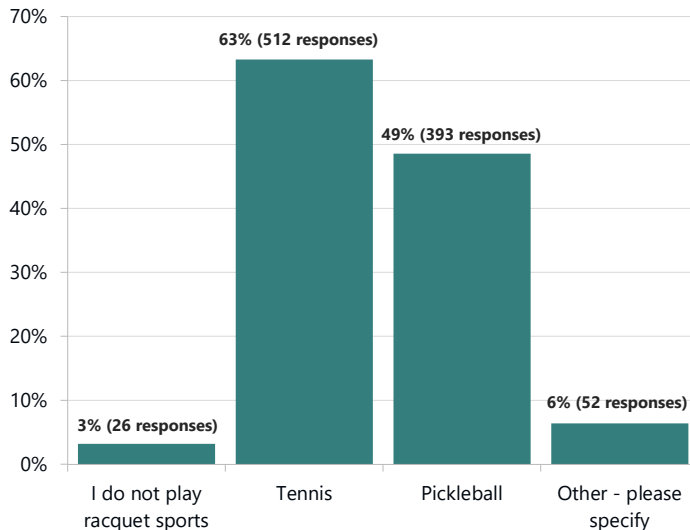


Current usage

Most survey respondents play tennis or pickleball, with more tennis players overall.



Do you currently play any of the following racquet sports (please select all that apply):



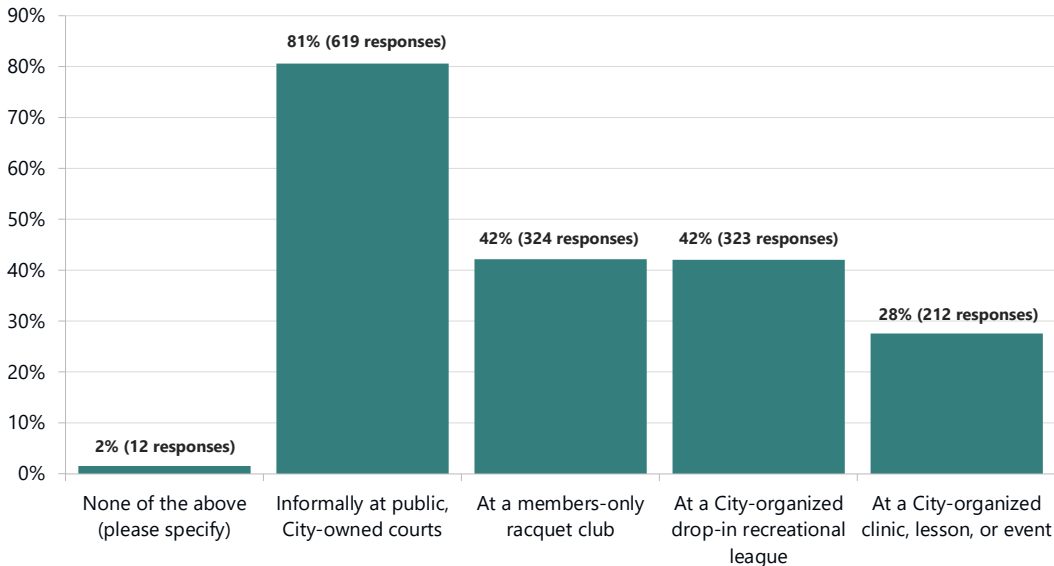
There were 52 survey respondents who told us they play another racquet sport. Of these,

- 25 people play squash
- 15 people play badminton
- 8 people play ping pong or table tennis
- 4 people play racquetball
- 3 people play padel

Current usage

Most respondents prefer to play racquet sports informally, at City-owned courts.

? Where do you prefer to play racquet sports? (select all that apply)

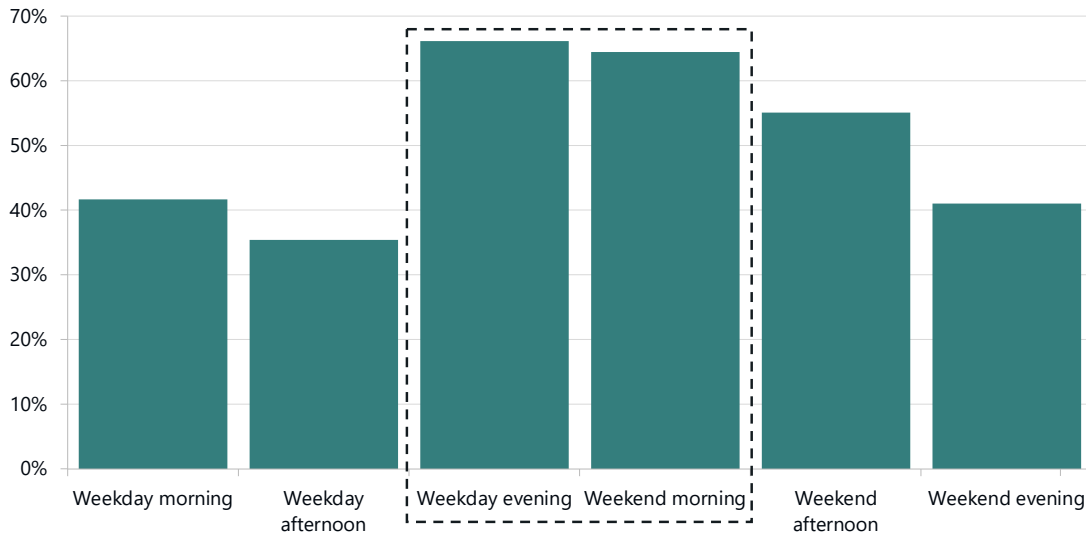


Current usage

While there is a preference for weekday evenings and weekend mornings, people play at all times of day.



What time of the day do you typically play? (select all that apply)

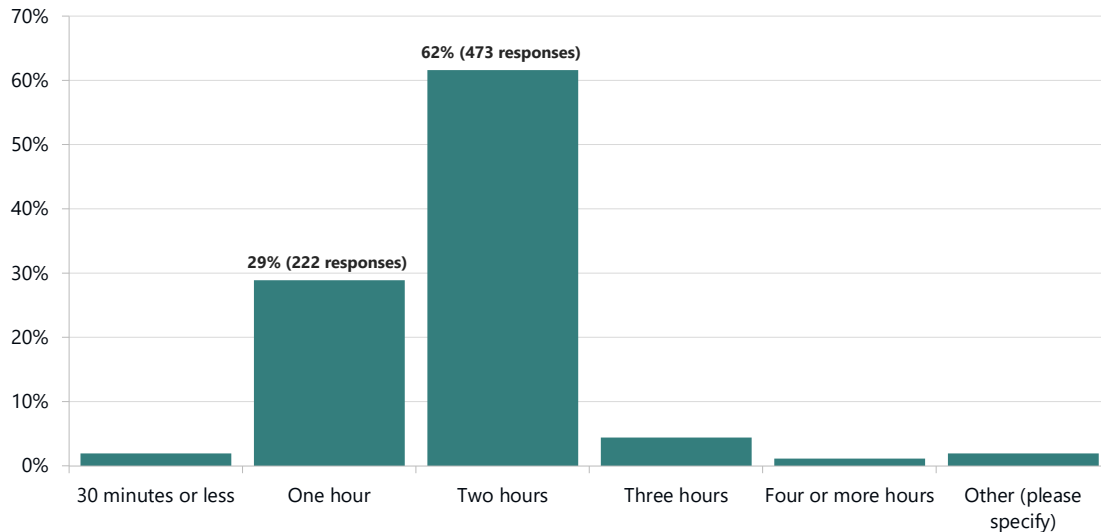


Current usage

Most people play for one or two hours.



How long do
you typically
play for?

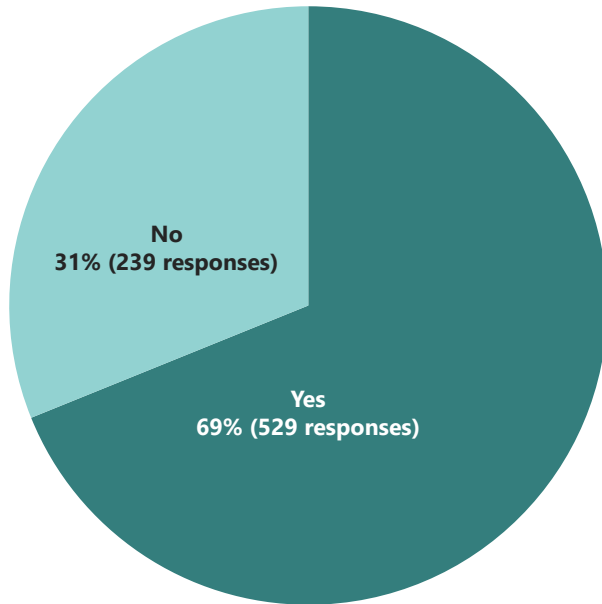


Current usage

Most people cross municipal boundaries to play at courts in neighbouring cities.



Do you play in
public facilities in
neighbouring /
other cities?

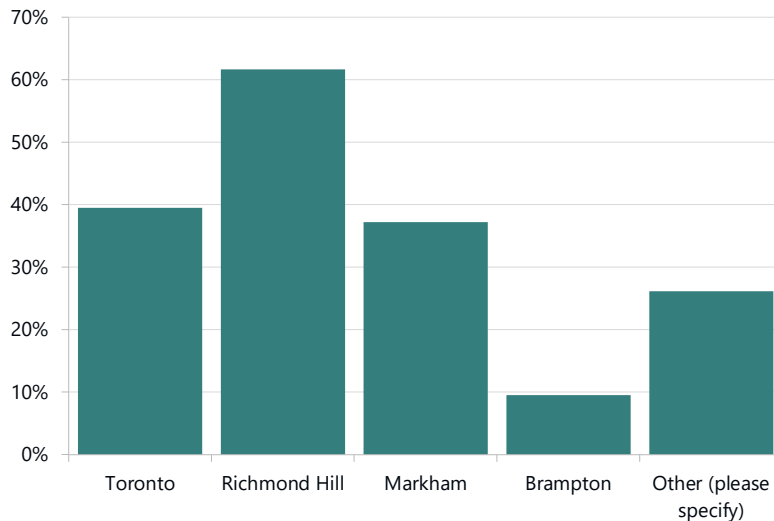


Current usage

Of those who play at courts in other cities, most people play in Richmond Hill – followed by Toronto and Markham.



Which
neighbouring city
do you play in?
(select all that
apply)



People told us they also play in a number of other areas – including Newmarket, Mississauga, Aurora, Stouffville, Bradford, Nobleton, King City, Guelph, and Midland.

Some people who specified “other”, indicated that they play in Vaughan. The proportion of people who play in Vaughan only may therefore be higher than 31%.

Current usage

Half of all respondents play at a racquet club. Of these, 18 percent play at Kleinburg Tennis Club and 7 percent at Thornhill Park Tennis Club.

? Which racquet club do you play at? (select all that apply)



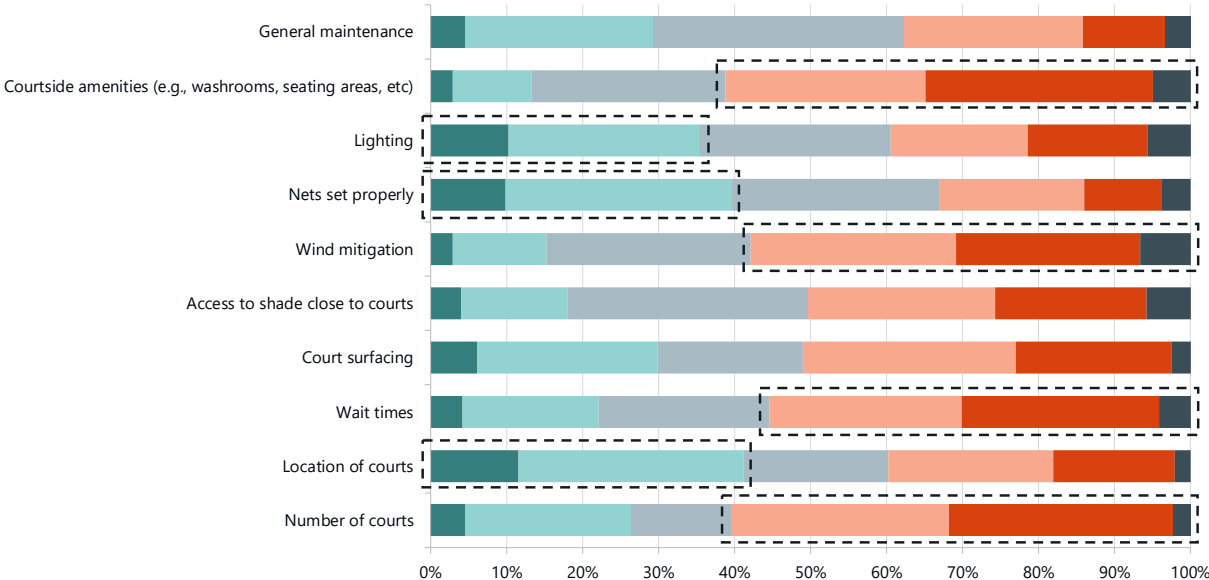
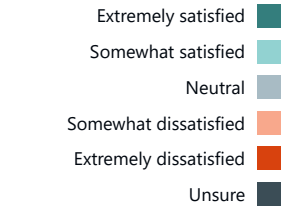
A range of other clubs were specified. Examples included Veneto, Trioplex, Premier Racquet Club, Blackmore Tennis, Unionville Tennis Club, Racquet Guys, the Swing Centre, One Health Mississauga, Hillcrest Tennis Club, Gartner, Gore Meadows, Malton, and Midland.

Note: Kleinburg Tennis Club has now been renamed "Vaughan Tennis Club".

Satisfaction

Respondents feel there is room for improvement – including a need for courtside amenities and more courts.

How satisfied are you with existing racquet courts in Vaughan?

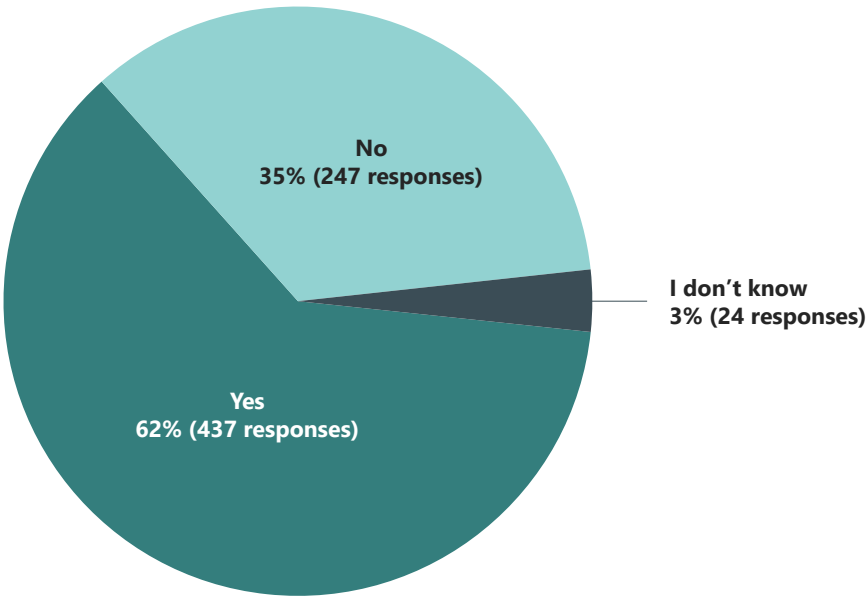


Satisfaction

Most survey respondents have used the existing shared tennis-pickleball courts.



Have you played on any of the existing tennis and pickleball shared-use courts (where both tennis and pickleball use the court at different times)?



Satisfaction

Many racquet sport players would prefer dedicated courts for both tennis and pickleball.



Do you have
any
comments
based on
your
experience?



"It would be more ideal to have **dedicated pickleball courts** apart from tennis courts."

"**Dedicated courts with permanent nets** for [each] sport is best. For example, instead of 3 tennis courts, have 2 dedicated tennis courts and 2 separate dedicated pickleball courts."



"I am a tennis player through and through and find it very **confusing** playing on a court with shared lines."

Survey respondents told us that the key challenges associated with the shared-use courts include:

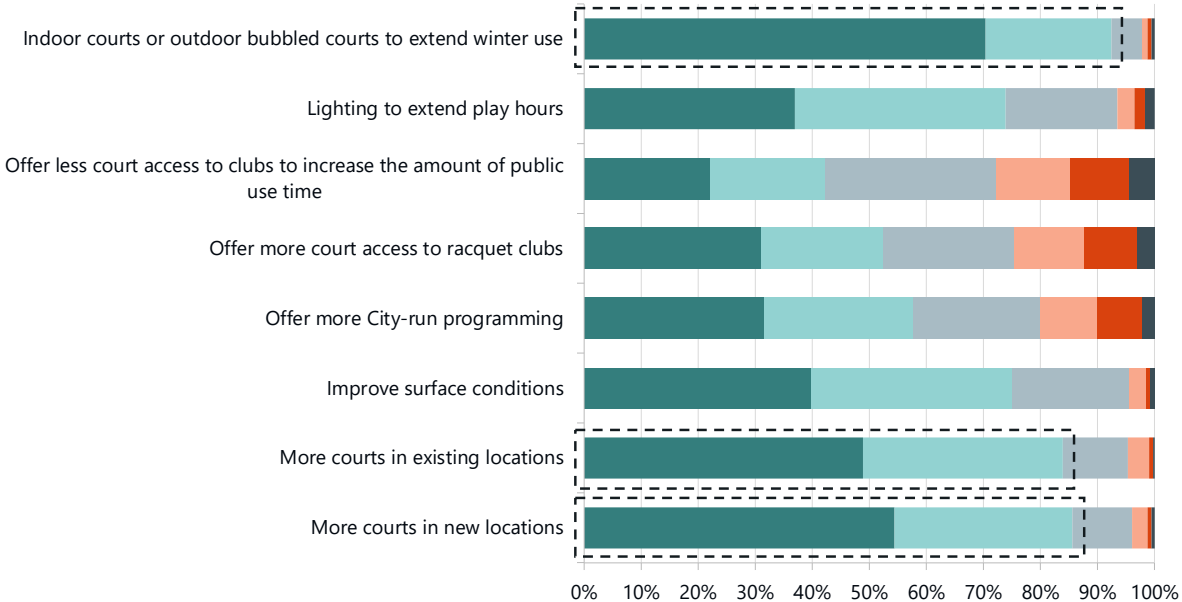
- The different lines are confusing
- Pickleball is too loud
- The net heights are different
- It increases wait times that are already too high
- Pickleball players still do not have dedicated courts
- It promotes conflict between players

Options for the future

Respondents' key priorities include indoor / bubbled courts (92%), and more courts in new and existing locations (86% and 84% respectively).

? From your perspective, what are the most important ways the City could help increase or improve your court use and access?

- A very high priority
- A priority
- Neutral
- Not a priority
- Not at all a priority
- Unsure

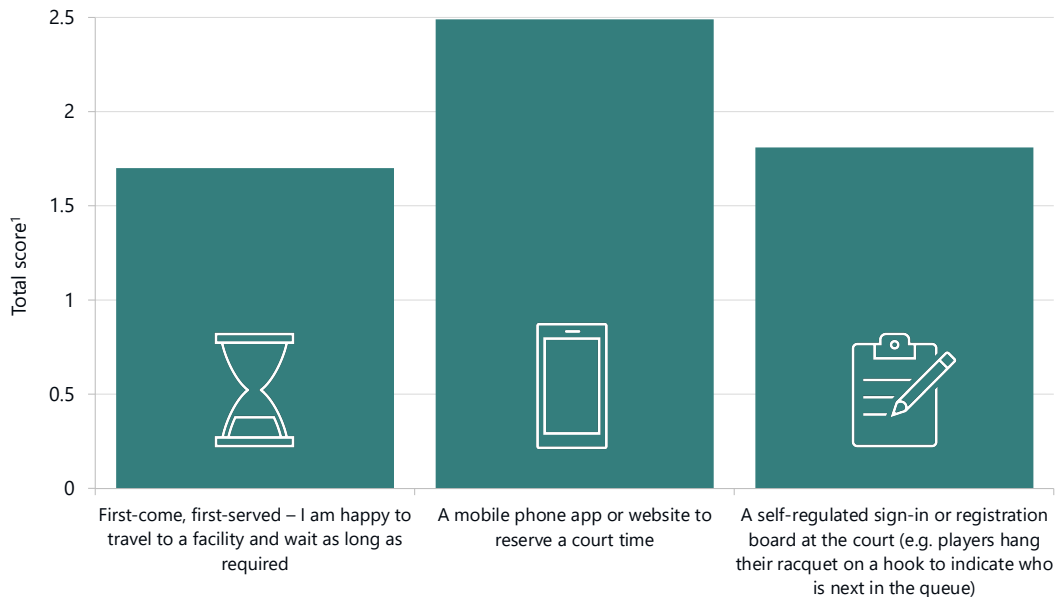


Options for the future

There is a high degree of interest in a mobile phone or website to reserve court time.



The City is considering various ways to manage and optimize court use, including introducing a court reservation system to ensure fair access and reduce wait times. Please rank the following court reservation options in order of preference:

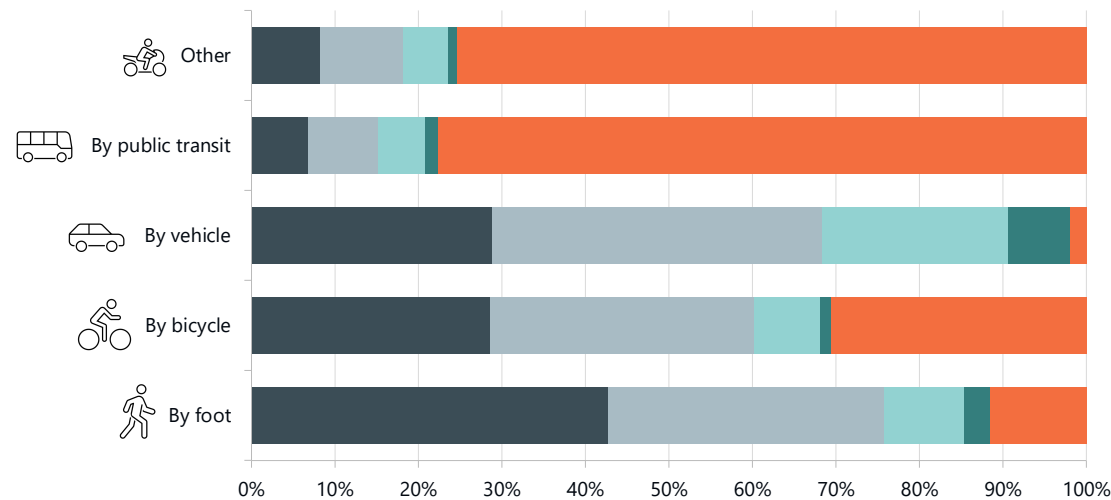
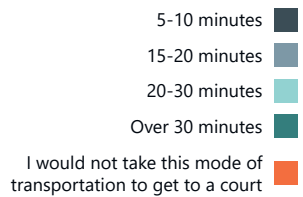


¹This score was calculated after asking respondents to rank the three options in order of preference

Options for the future

Most people would prefer to walk, cycle or drive to a court up to 20 minutes away. Few respondents would take transit.

? How far are you willing to travel to a racquet sport court?

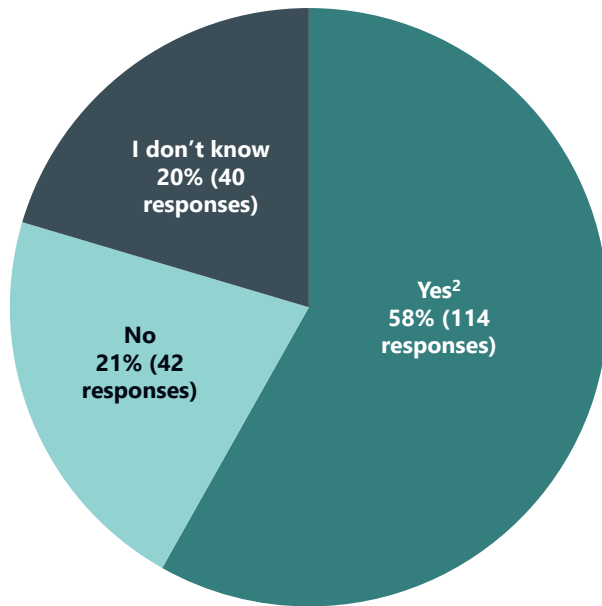


Options for the future

Over half of survey respondents said they would like to join a racquet club or City-led program.



**Are you interested
in joining a
racquet club¹ or
City-led program?**



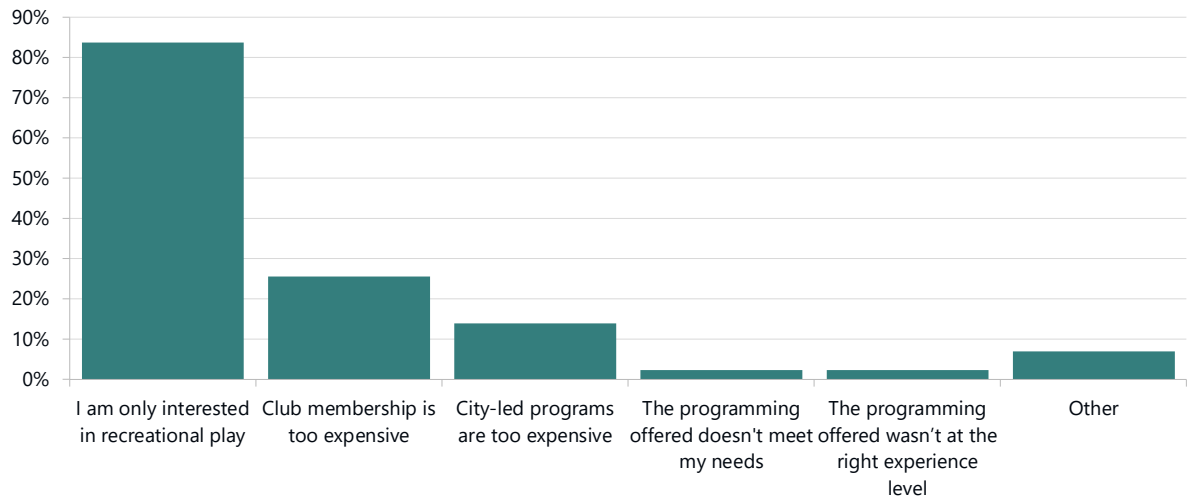
¹"Racquet club" may have been interpreted by respondents as a non-profit community club that uses City courts to operate, or a privately owned and operated club. Public preferences as to which type of club is most appealing and/or accessible will be examined in further detail during the next phase of research and engagement.

²Those who responded "yes" to this question may be interested in either joining a racquet club or joining a City-led program – or both. This will be examined in further detail during the next phase of research and engagement.

Options for the future

Most respondents who aren't interested in joining a racquet club or City program said they are only interested in recreational play.

? Why aren't you interested in joining a racquet club¹ / City-led program? (please select all that apply)



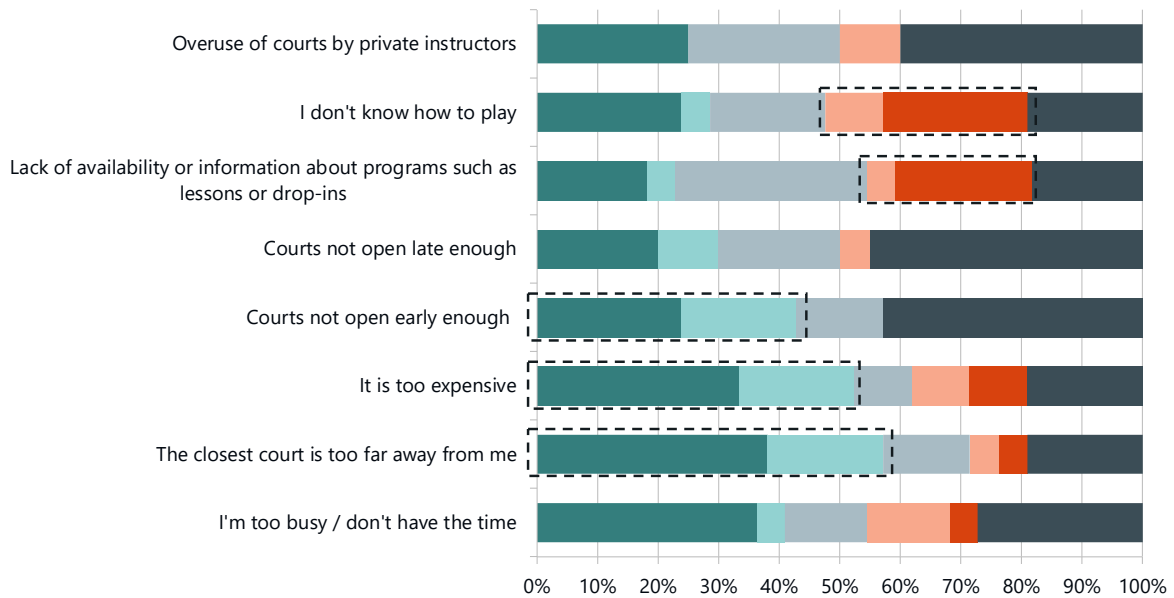
¹"Racquet club" may have been interpreted by respondents as a non-profit community club that uses City courts to operate, or a privately owned and operated club. Public preferences as to which type of club is most appealing and/or accessible will be examined in further detail during the next phase of research and engagement.

Options for the future

The key barriers for those who don't play racquet sports are lack of understanding of how to play and lack of information on programs.

? Why don't you play?
(please rate the following potential barriers)

- 1 - Not a barrier at all
- 2
- 3
- 4
- 5 - A very significant barrier
- Not applicable



Options for the future

Those who don't play racquet sports had a range of suggestions for the City about what might encourage them to participate.



**What could
the City do to
encourage
you to play?**

Theme	Comments (these quotes have not been altered)
Additional information	<ul style="list-style-type: none">• Advise where one could go and take lessons or play.• Email campaigns, newsletters, more accessible information online, etc• Advertising• Easy to access info about lessons and opportunities
Additional courts	<ul style="list-style-type: none">• Provide more locations and weekdays evening slots• More courts• Make a court available close to Maple community centre
Additional programming	<ul style="list-style-type: none">• Pickle ball lessons during the day.• have instructor support• To get a list of potential partners that are in the same situation and to organize some strategy to contact them, for example calling for a meeting in alternative days ... and getting to know each other etc..
Improved facilities	<ul style="list-style-type: none">• Vellore Village Facility needs improvement - lighting and court surface.
Less costly programming	<ul style="list-style-type: none">• Drop-in costs are too high at abt \$7 per session. Annual costs amt to \$720 for twice a week play, for someone who is not sure of availing a membership• make it affordable
Enhanced waitlist management	<ul style="list-style-type: none">• Build more courts with an online sign in process so not first come first serve and no restriction on time played - create pay as you play courts with on line sign on• online court booking
Indoor or bubbled facilities	<ul style="list-style-type: none">• Bubbles in order to continue lessons and add pickleball indoor at nearby facilities year round
Gear rental	<ul style="list-style-type: none">• Gear rental maybe so I don't need to purchase the whole entirety of the gears needed before I try.

Options for the future

Other comments focused on support for the study, as well as a range of requests requests to the City.



Do you have any other comments you would like to share about the provision of racquet sports in Vaughan?



"The City of Vaughan needs **more designated pickle ball courts**. I hope we see that soon."

"I'm generally quite satisfied with how tennis courts are provisioned and maintained by the City of Vaughan."



"Increase **options for Winter tennis** and other racquet sports."

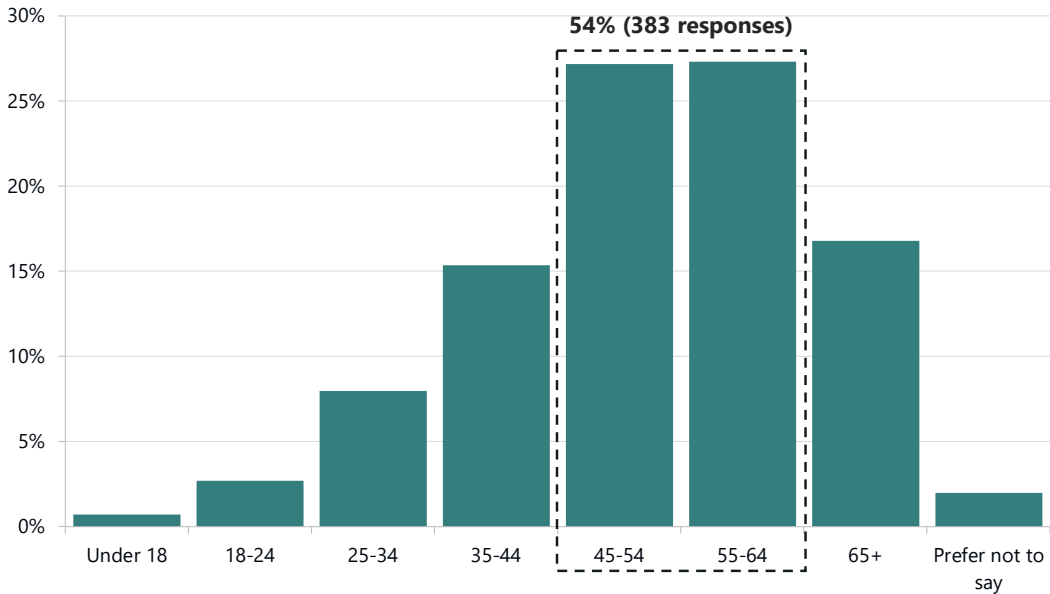
Key requests to the City included:

- More dedicated pickleball facilities
- Indoor or bubbled courts to support year-round play
- Better court maintenance
- Better amenities
- A court booking system
- More programming options, e.g., evening drop-in sessions

Demographics

Over half of respondents were between the ages of 45 and 64.

? What is your age?



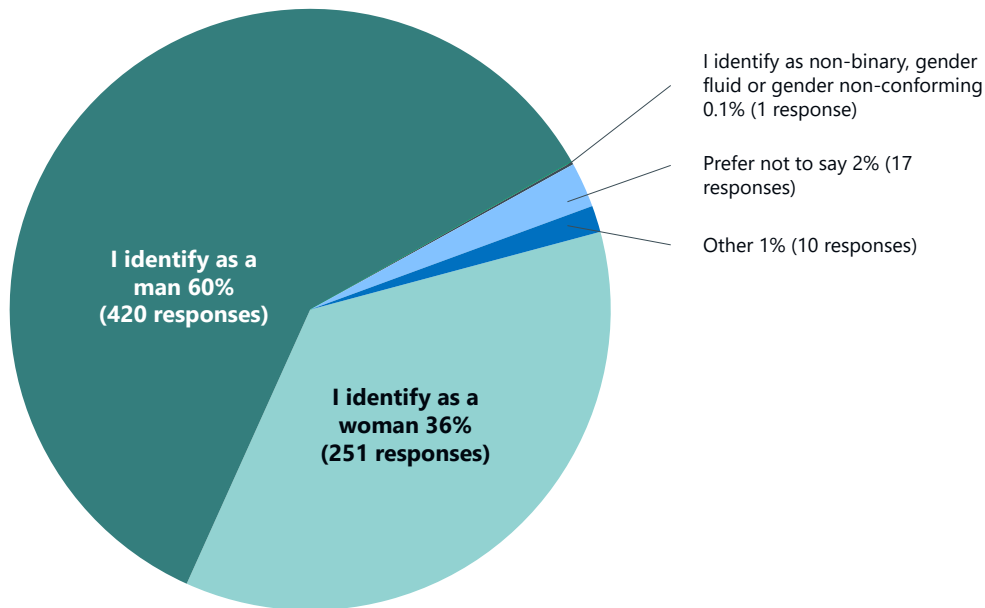
Demographics

Most people who responded to the survey identify as a man.



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

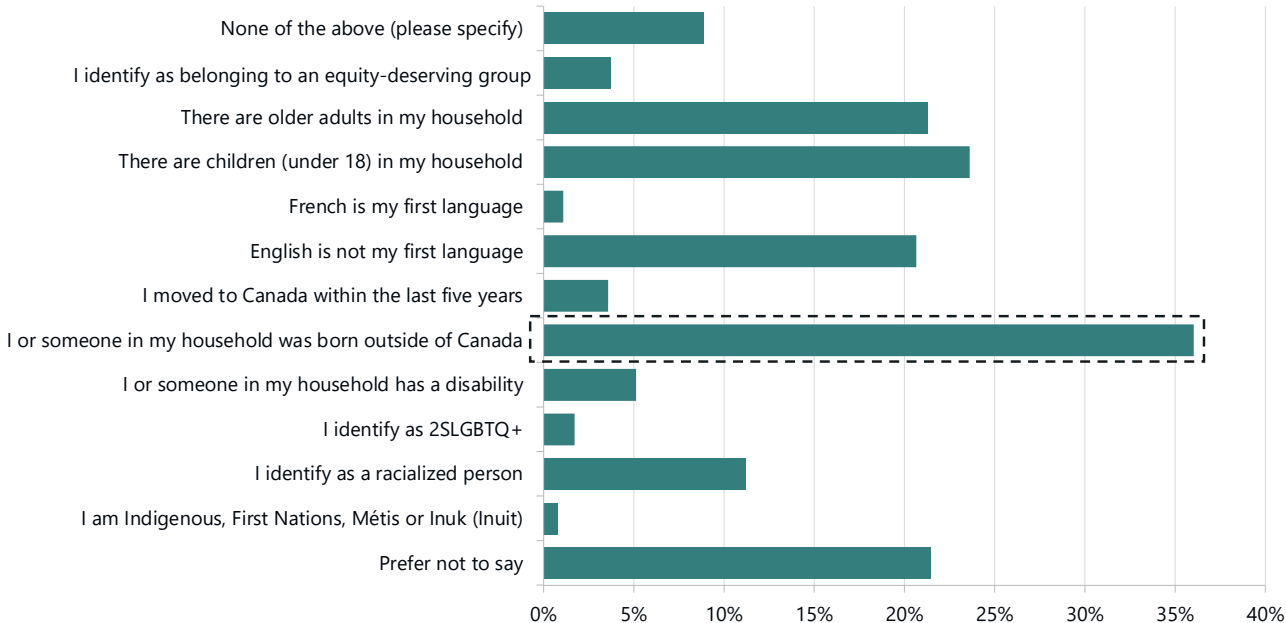


Demographics

Over a third of respondents told us that they, or someone in their household, was born outside of Canada.

?

Please select any of the following that apply to you

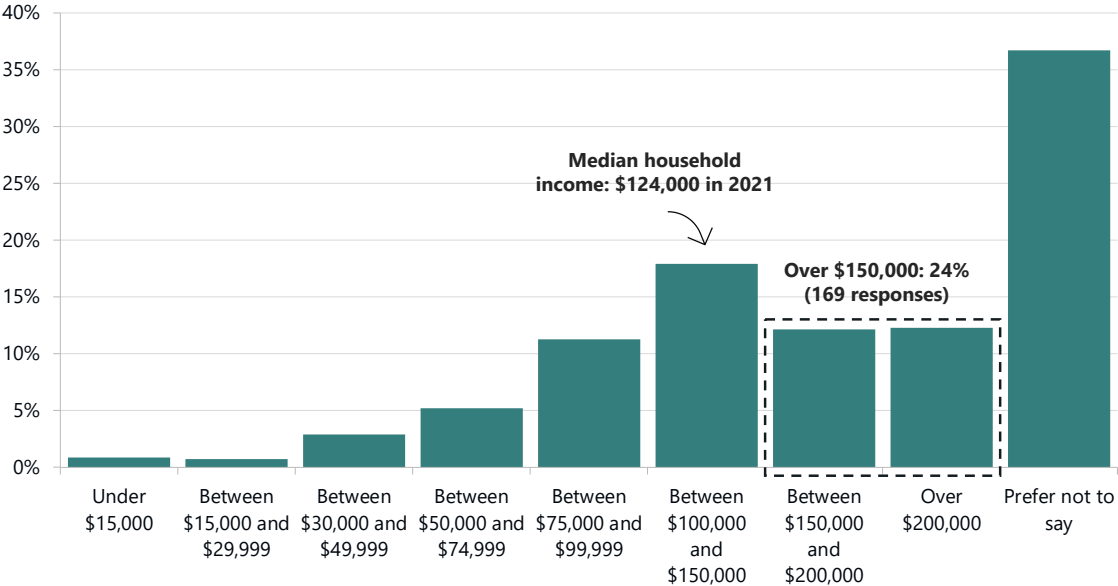


Demographics

Almost a quarter of survey respondents had a total household income over \$150,000 in 2022.



What was your total household income before taxes last year (2022)?



Demographics

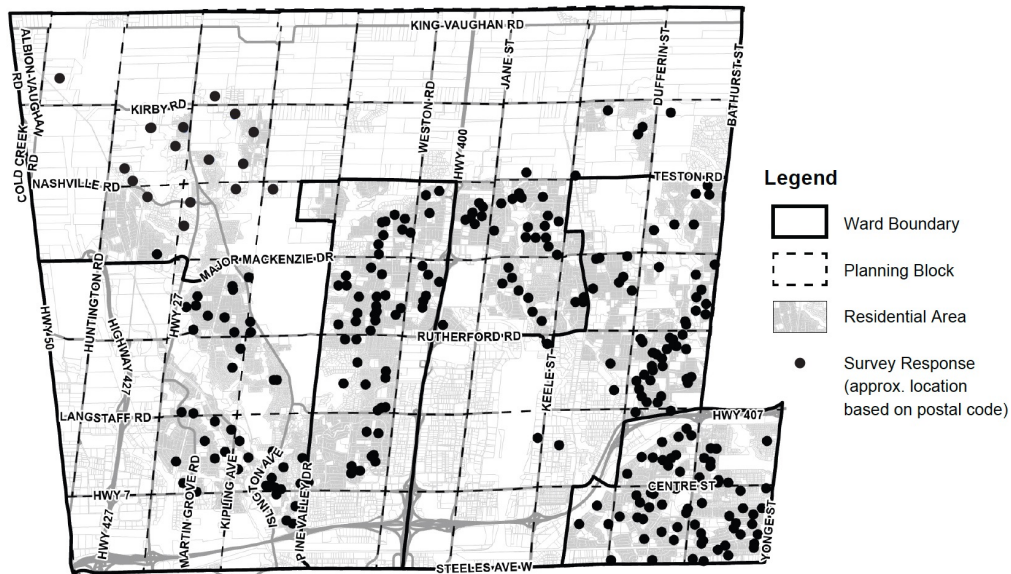
Over 80% of respondents live in Vaughan; a further 13% live in Richmond Hill, Markham, and Toronto.



Please
provide
your
postal
code

A breakdown of where survey respondents live is provided below:

- **Vaughan:** 437 respondents, 83%
- **Markham:** 15 respondents, 3%
- **Richmond Hill:** 36 respondents, 7%
- **Brampton:** 4 respondents, 1%
- **Toronto:** 16 respondents, 3%
- **Other :** 17 respondents, 3%





Community pop-ups

Approach

One virtual community engagement session and five in-person “pop-ups” were held at community centres across Vaughan from November 18 – 30. The two-hour in-person sessions were held at various times of the day, and were located at:

- Vellore Village Community Centre: 33 participants
- Maple Community Centre: 25 participants
- Dufferin Clark Community Centre: 52 participants
- Al Palladini Community Centre: 28 participants
- North Thornhill Community Centre: 70 participants
- Virtual session: 17 participants

In total, **225 people attended** the pop-up engagements and provided input on two key activities:

- **Activity 1:** Ranking of the highest priorities for racquet sports. This exercise focused on gathering feedback on options for increasing access and improving the quality of racquet sports in the city.
- **Activity 2:** Feedback on which facilities are being used and opportunities for improving existing courts or providing new courts

The results of the engagement will help the City to assess how well its racquet sport facilities meet current and changing community needs. The following pages provide **a summary of key themes as well as the results of the two activities.**

Key insights

1

Participant profiles

1. There were **high levels of engagement**. There were more than 200 attendees which provided input across five community centre facilities as well as one virtual session.
2. There were a **wide diversity of views** with a range of participant profiles. This included:
 - Busy people (commonly parents) who reported that they would like to play a racquet sport but don't have time to fit it into their schedule.
 - Pickleball players, often who were often very passionate and had just finished (or were on their way to go) play and were focused on increasing the number of courts available to them as well as the availability of pickleball programs.
 - Tennis players who were concerned about keeping pickleball and tennis separate and increasing the number of courts available to them, including through bubbling.
 - People who were engaged in other racquet sports such as squash, racquetball and badminton who are interested in having the City undertake a study dedicated to their needs.
 - People who had limited experience and interest in playing the sports but were intrigued and interested in providing feedback.

Key insights

2

Tennis-specific comments

1. **More tennis courts** – participants reported that there are not enough courts and they are often too busy to use. There was a strong interest in increasing the number of courts including with the use of bubbling.
2. There was strong interest in providing **indoor courts or outdoor bubbled courts** to extend winter use.
3. Keep **pickleball separate** – tennis players reported that the sound and competition for available courts requires separating pickleball from tennis.
4. There was interest in **more community clubs** – particularly in underserved areas of the city.

3

Pickleball-specific comments

1. **More pickleball courts** – there was a strong interest in increasing the number of dedicated pickleball courts available to the public at both indoor and outdoor facilities.
2. Participants emphasized the **inclusive nature of pickleball** with the low impact to the body and highly social nature of the game.
3. **Improve the booking system** – participants reported that the system currently allows users to double-book indoor courts during drop-in times, which sometimes results in double the number of people the courts can accommodate.
4. **More night-time programming** – There is an interest in providing **more nighttime pickleball** as many of the drop-ins are currently during the day difficult to attend for people who work during the day.

Key insights

4

Programming considerations

1. There was **significant interest in programs** that could be made available for residents. This included:
 - A focus on children that can be done through summer camps, after school initiatives as well as in-school programming. It was noted that leading racquet clubs have initiatives that focus on three racquet sports (tennis, squash and badminton) to provide a more comprehensive and responsive approach to children's interests.
 - Increasing the availability of lessons, particularly for beginner and intermediate levels.
 - Strengthening awareness and communications of the availability of tennis and pickleball programs, particularly drop-ins.
 - Improving the indoor drop-in booking system to create a more responsive system.

5

New ideas

1. Participants identified **a range of innovative opportunities** for the City to consider, including:
 - Introducing tennis walls ("backboards") that allow players to hit the ball by themselves or with a partner.
 - Developing a facility for ice tennis (where players use skates on an outdoor tennis court covered in ice).
 - Using acoustic tarps at pickleball courts to reduce noise.
 - Using wind shields for tennis to reduce wind.
 - Creating pop-up or temporary tennis courts using floor tiles, for example in underused parking lots or empty lots where development will occur.

Activity 1: Ranking preferences

Explanation



We asked participants to rank their first, second, and third preferences across a range of options:

- More courts in new locations
- More courts in existing locations
- Improve court surface conditions
- Offer City-run programming
- Offer more court access to community racquet clubs
- More lighting to extend play hours
- I want to join a community or private racquet club
- Offer less court access to racquet clubs to increase the amount of public use time
- Indoor courts or outdoor bubbled courts to extend winter use

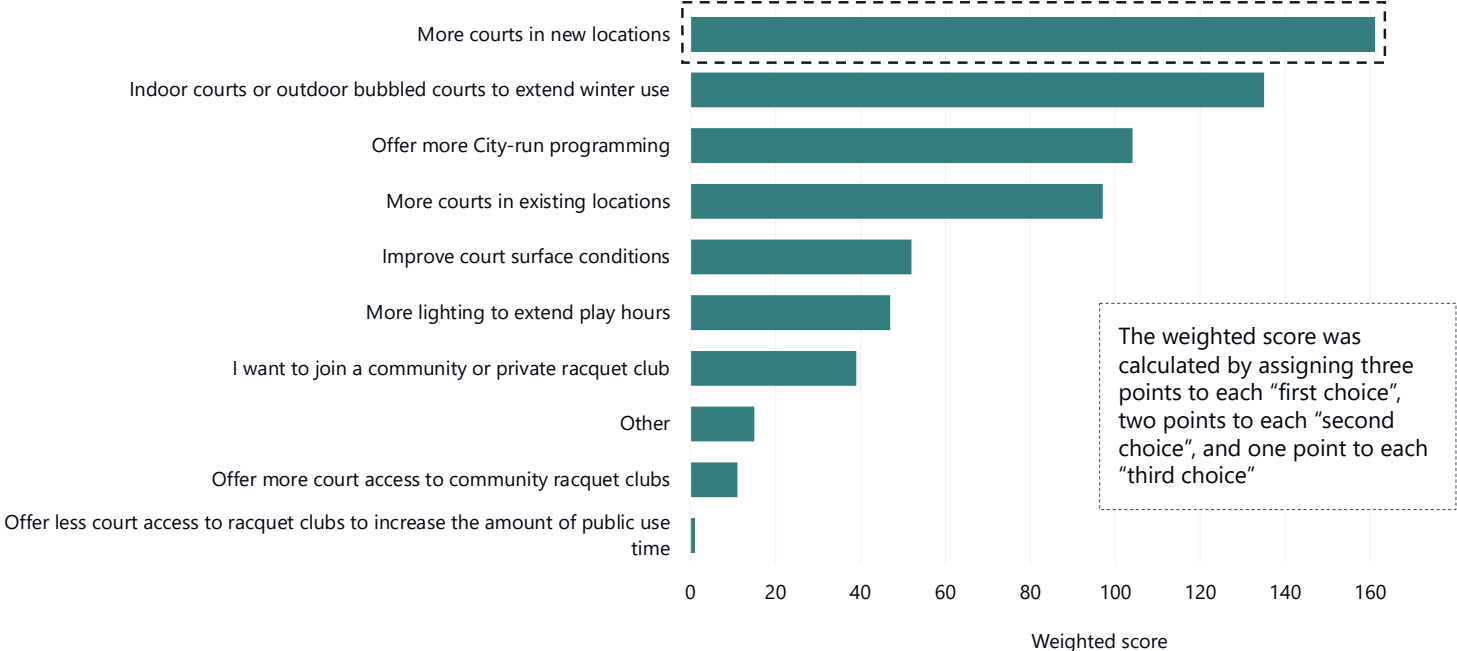
Activity 1: Ranking preferences

Unweighted scores (highest number of votes)



Activity 1: Ranking preferences

Weighted scores (by first, second, and third ranking)




Activity 2: Mapping activity

Explanation



We wanted to know which racquet sport facilities you already use, and where participants might want new ones in the future. We asked them to place coloured sticky dots on a map of Vaughan:

-  Place a green dot where you are happy with the existing racquet sport facilities
-  Place a red dot where you are not happy with the existing racquet sport facilities
-  Place a blue dot where you would like additional tennis facilities
-  Place a yellow dot where you would like additional pickleball facilities

Activity 2: Mapping activity

Themes

26

Place a green dot where you are happy with the existing racquet sport facilities

- Key clusters at Dufferin District Park, Velmar Downs Park, Chatfield District Park, Maple Community District Park, Oakmount Parkette Marita Payne Park, Glen Shields Park, and Thorndale North Park

13

Place a red dot where you are not happy with the existing racquet sport facilities

- Key cluster at North Thornhill District Park

15

Place a blue dot where you would like additional tennis facilities

- Key clusters at Father E. Bulfon Park and Downham Green Park

10

Place a yellow dot where you would like additional pickleball facilities

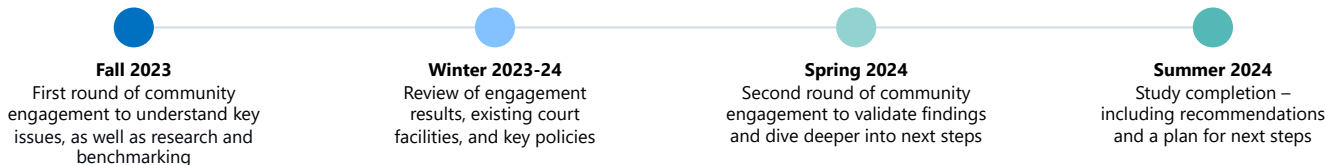
- Key cluster at Civic Park



Next steps

Thank you for your participation!

- **Thank you again to everyone who completed the survey or participated in the public pop-ups!** We appreciate your feedback and interest in this project.
- **We will continue to explore the themes and suggestions that were provided in this phase of public engagement.** This will include gathering additional information required to develop potential options for the City to consider.
- **A second round of public engagement will be held in the spring.** The purpose will be to gather specific feedback on a range of potential options – including on the choices and trade-offs the City will consider.
- **Stay tuned for further information** – we'd love you to stay involved!



BEAM GROUP



The City of Vaughan is undertaking a Tennis and Racquet Sports Study

In November 2023, the City conducted the first phase of community engagement through an online survey, five public “pop-up” events, and one virtual session. In total, 1,022 people participated in these methods of community engagement. Public feedback has helped identify key preferences for how to support access to racquet sport facilities. A high-level summary is included here, with a detailed report published on [Vaughan.ca/TennisStudy](https://vaughan.ca/TennisStudy).



How do people currently use racquet sport facilities?



Most people prefer to play racquet sports casually

- 81% prefer to play racquet sports informally, at City-owned courts
- 42% prefer to play at a community or private clubs
- 42% prefer to play at City-organized drop-in program



People typically play racquet sports outside of traditional “9-5” working hours

66% of survey respondents prefer to play during weekday evenings, 64% on weekend mornings, and 55% on weekend afternoons – typically for one to two hours



People often play racquet sports across municipal boundaries

Almost 70% of respondents play across municipal boundaries, including at public facilities in neighbouring cities such as Richmond Hill, Toronto, and Markham

How satisfied are people with Vaughan’s racquet sport facilities?



Most satisfied

- Location of courts
- Nets being set properly
- Lighting

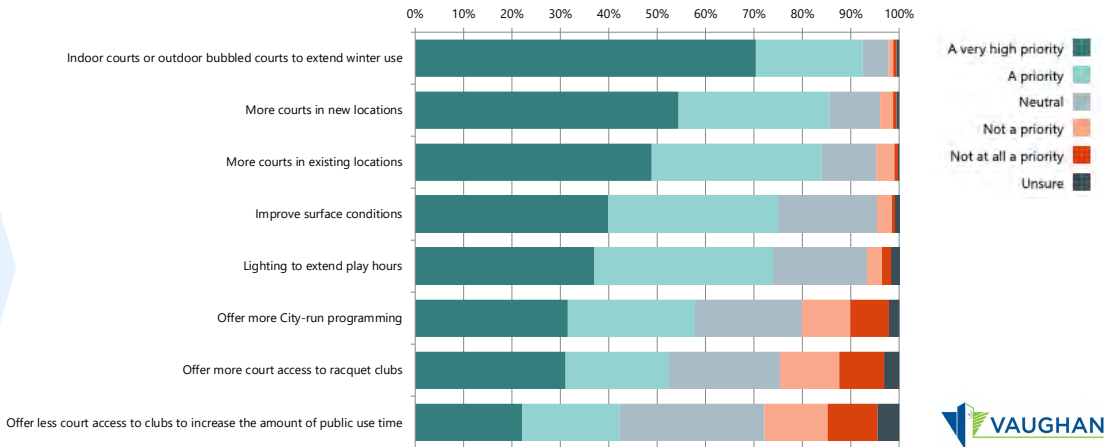


Least satisfied

- Number of courts
- Courtside amenities
- Wait times
- Wind mitigation

What were survey respondents’ top five priorities?

- 1 **Covering courts** to enable year-round play
- 2 Building more courts in **new locations**
- 3 Building more courts in **existing locations**
- 4 Improving **surface conditions**
- 5 Additional **lighting** to extend play hours



City of Vaughan

Tennis and Racquet Sport Study

Public Engagement Phase 2: What We Heard

August 2024

BEAM GROUP



Executive summary (1/2)

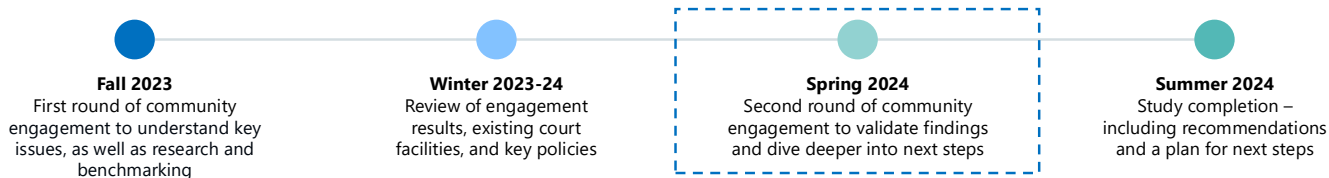
In September 2023, the City of Vaughan began a Tennis and Racquet Sport Study to assess how well its existing facilities meet current and changing community needs. The study will help answer important questions, such as:

- 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.

Table of contents

Section		Page
Public survey	Approach	6
	Key insights	7 - 8
	Detailed insights: user preferences	9 - 32
	Detailed insights: demographics	33 - 37
Open houses	Approach	39
	Persona overview	40
	Personas	41 - 47
Focus groups	Approach	49
	Key insights	50 - 51



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

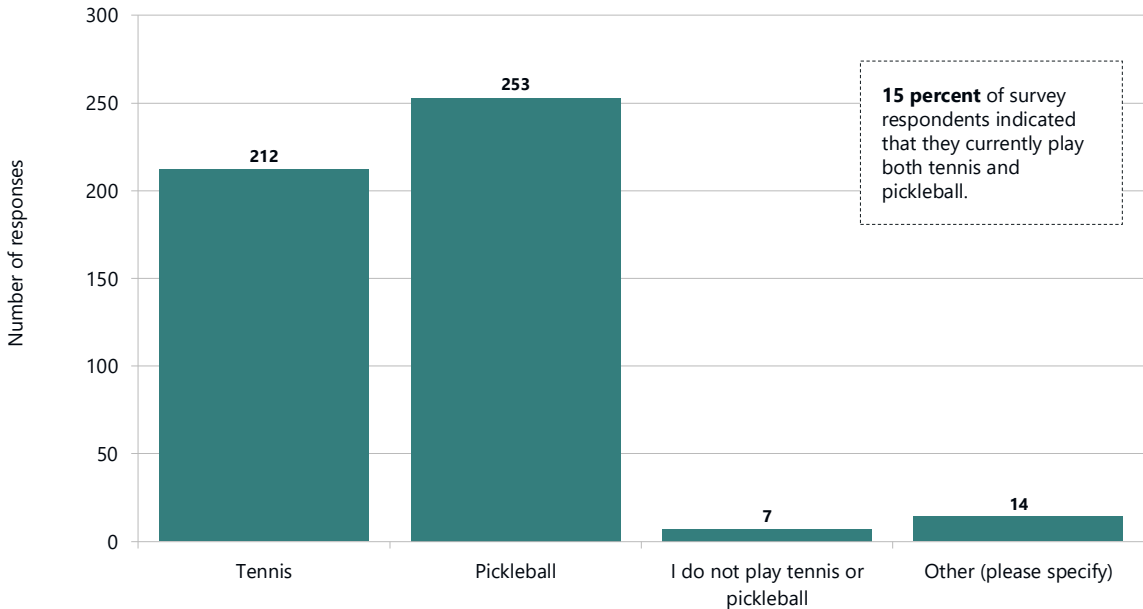
Demographics

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

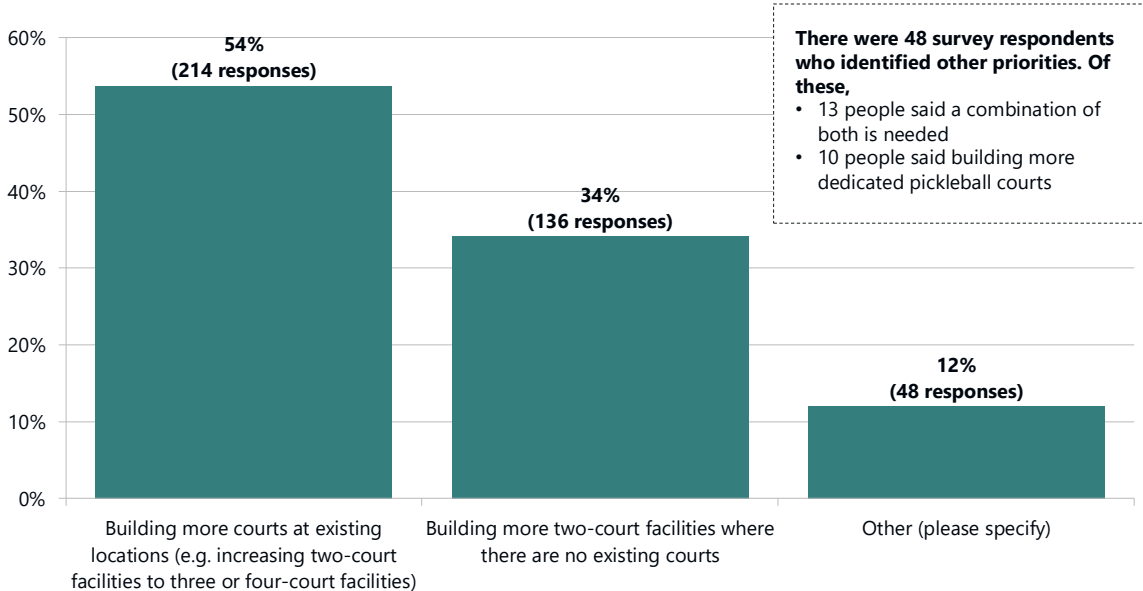
"In our first round of public engagement, we heard that many residents would like the City to build more tennis and pickleball courts. So far, the City has focused on building two-court facilities, which supports greater distribution across Vaughan, so people don't have to travel as far to play tennis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

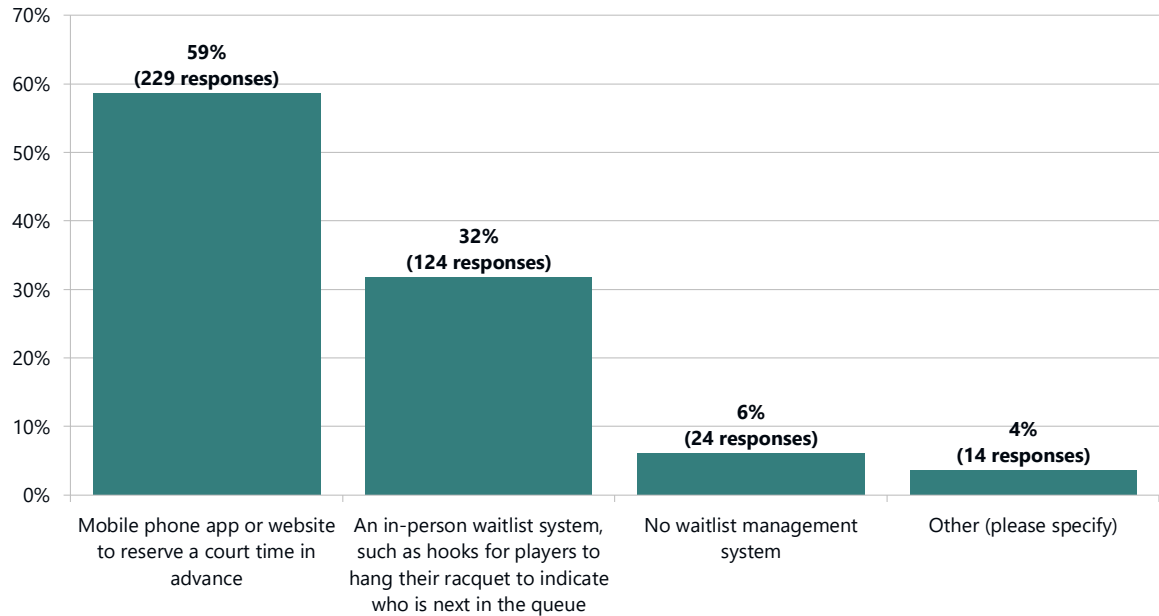
An alternative could be to install an in-person waitlist system, such as hooks for players to hang their racquet to indicate who is next in the queue.

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.

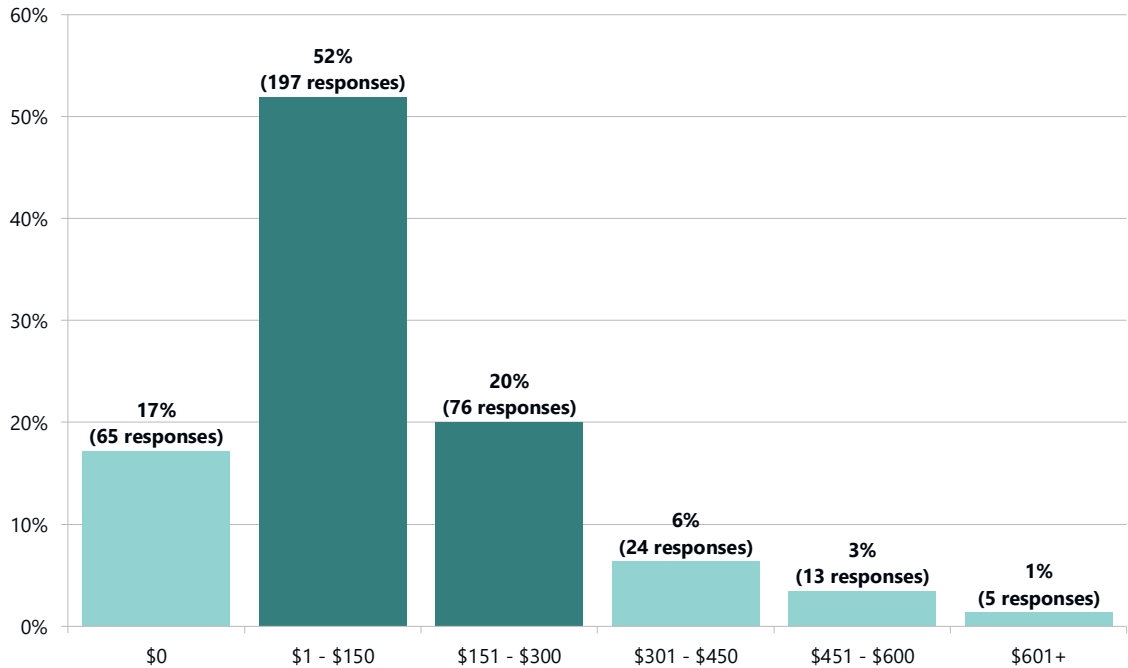
Other municipalities therefore typically charge a fee to use covered facilities. Fees can include a membership fee, in addition to hourly court usage fees."

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

User preferences

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

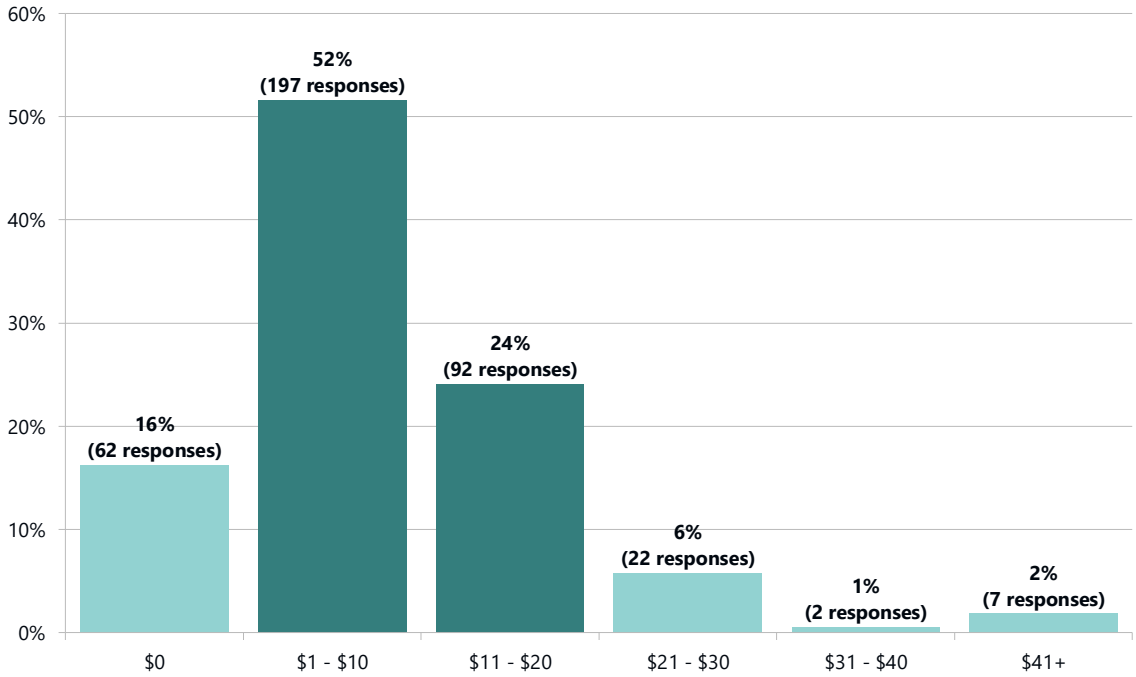
? How much would you be prepared to pay for an individual membership to use covered City courts in the fall/winter (e.g., Oct 1- April 1)?



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

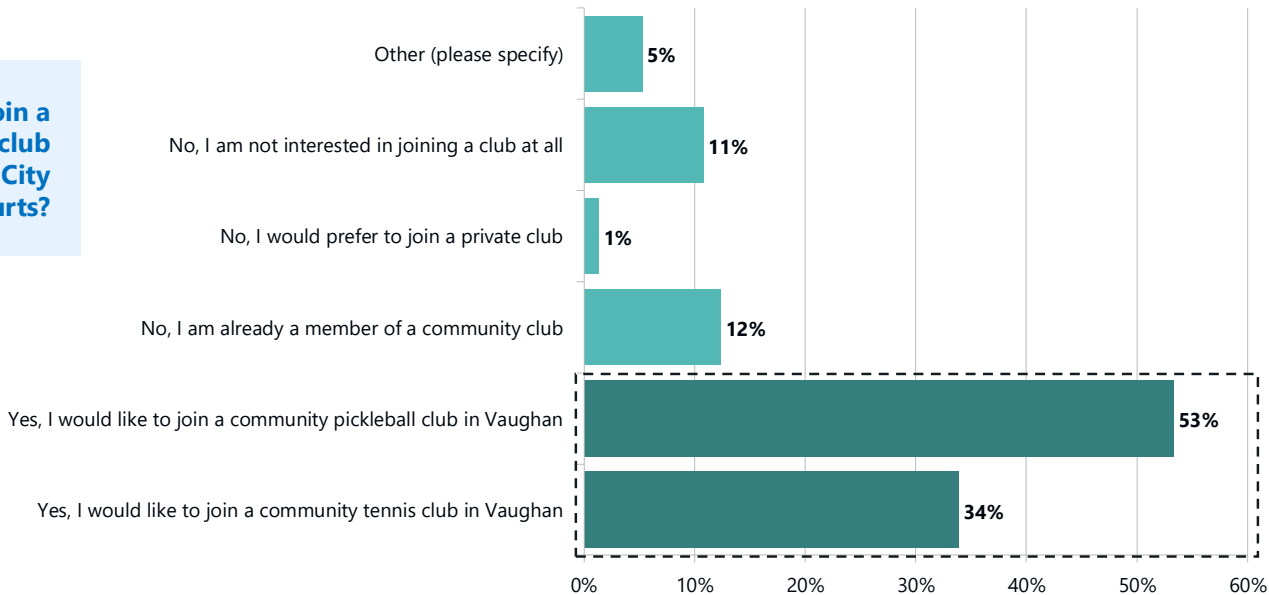
"We heard that many people are interested in joining a community tennis or pickleball club.

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

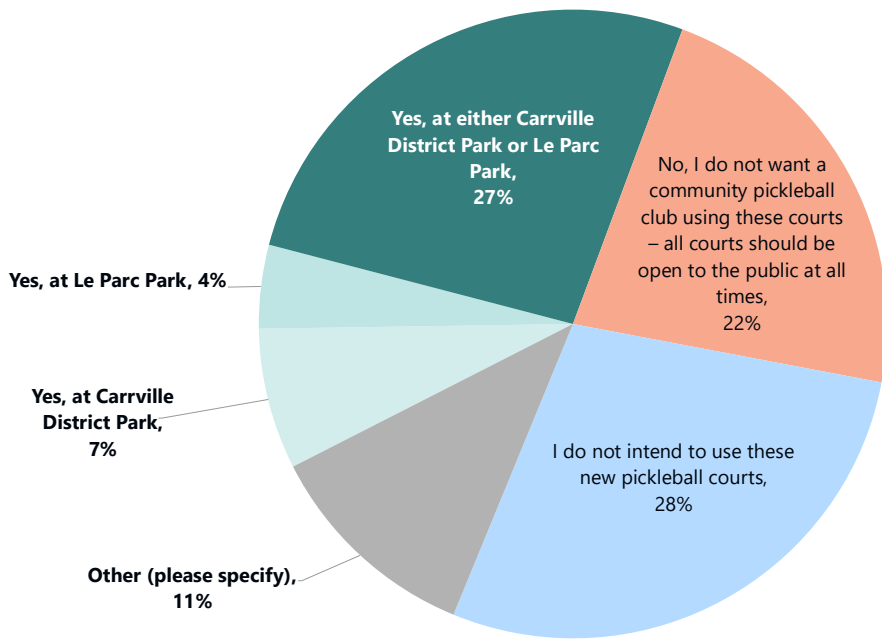
"We heard that building dedicated pickleball facilities is an important priority for many residents. The City is building new dedicated pickleball courts at Carrville District Park (266 Valley Vista Drive) and Le Parc Park (172 Connie Crescent).

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

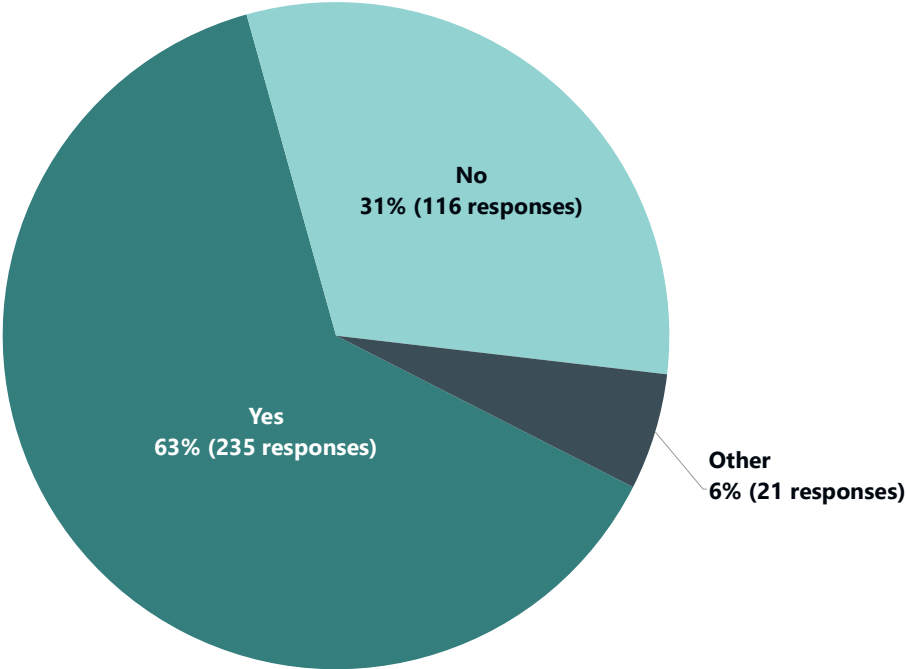
City programming

"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.

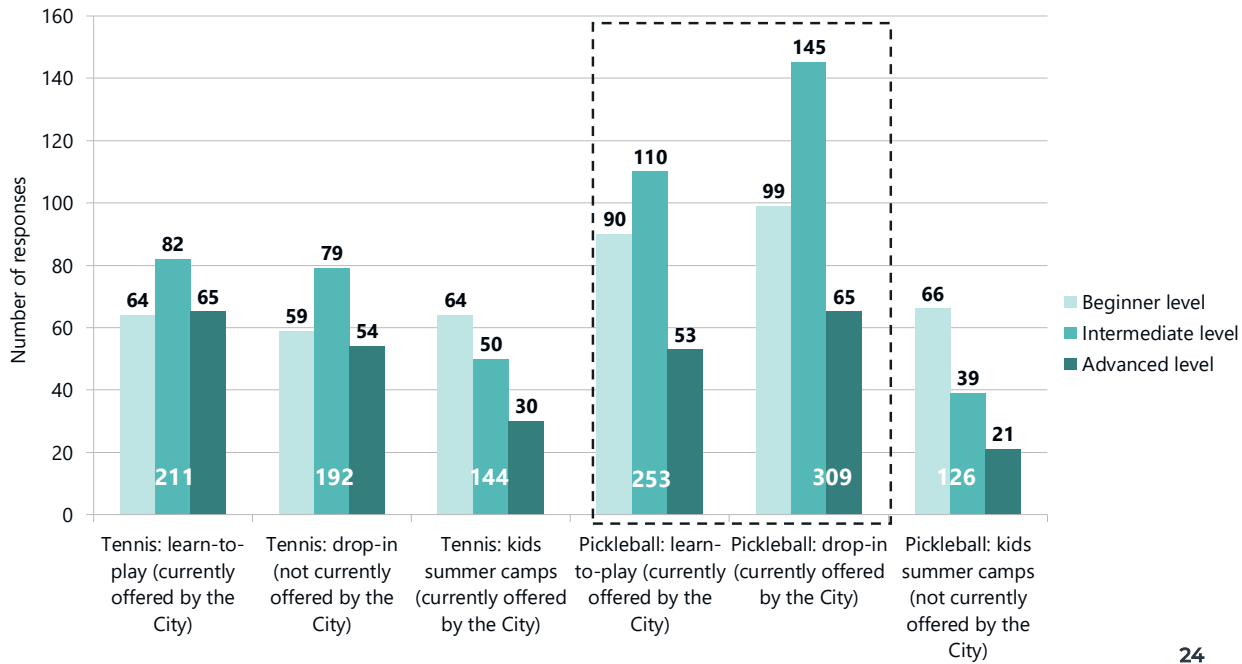
? Are you interested in more or new City-run programming, either for yourself or your child?



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.

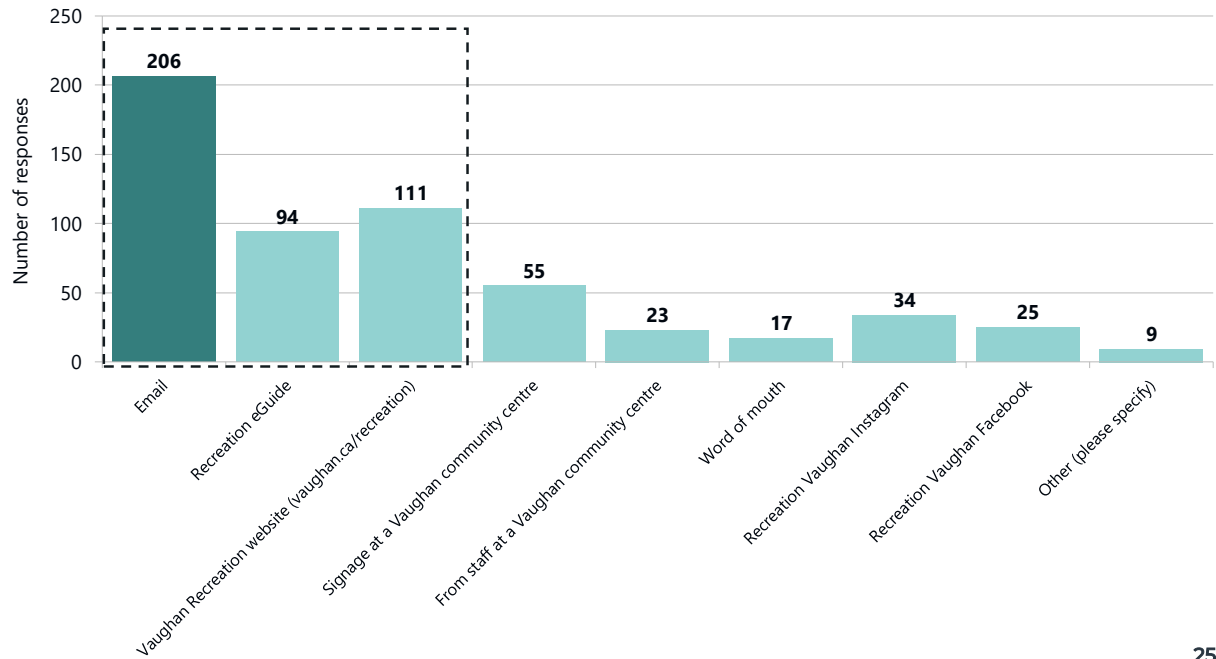
? Which of the following programs would you like the City to offer more of, or start offering? Select all that apply.



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

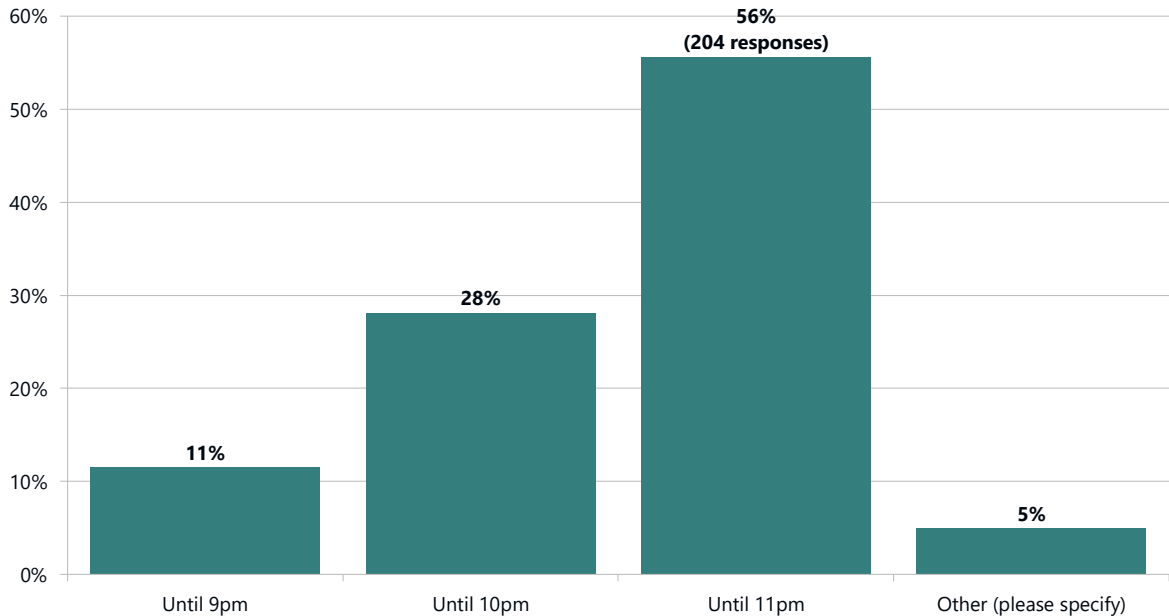
Lighting

"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

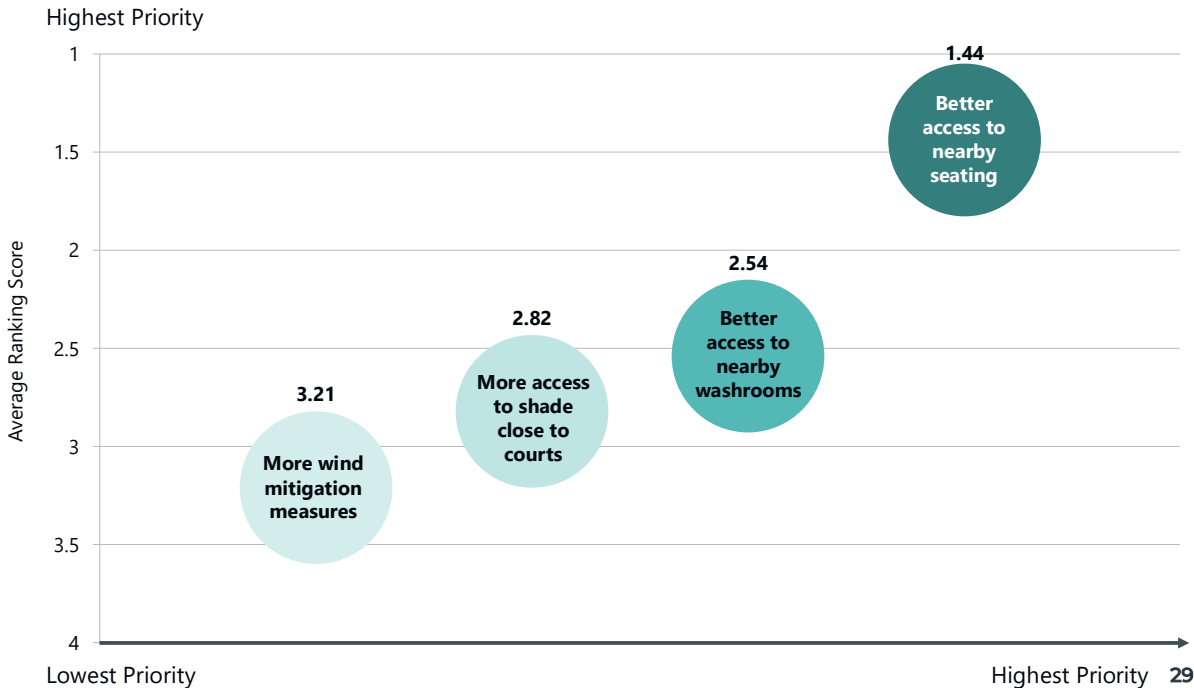
Court upgrades

"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.

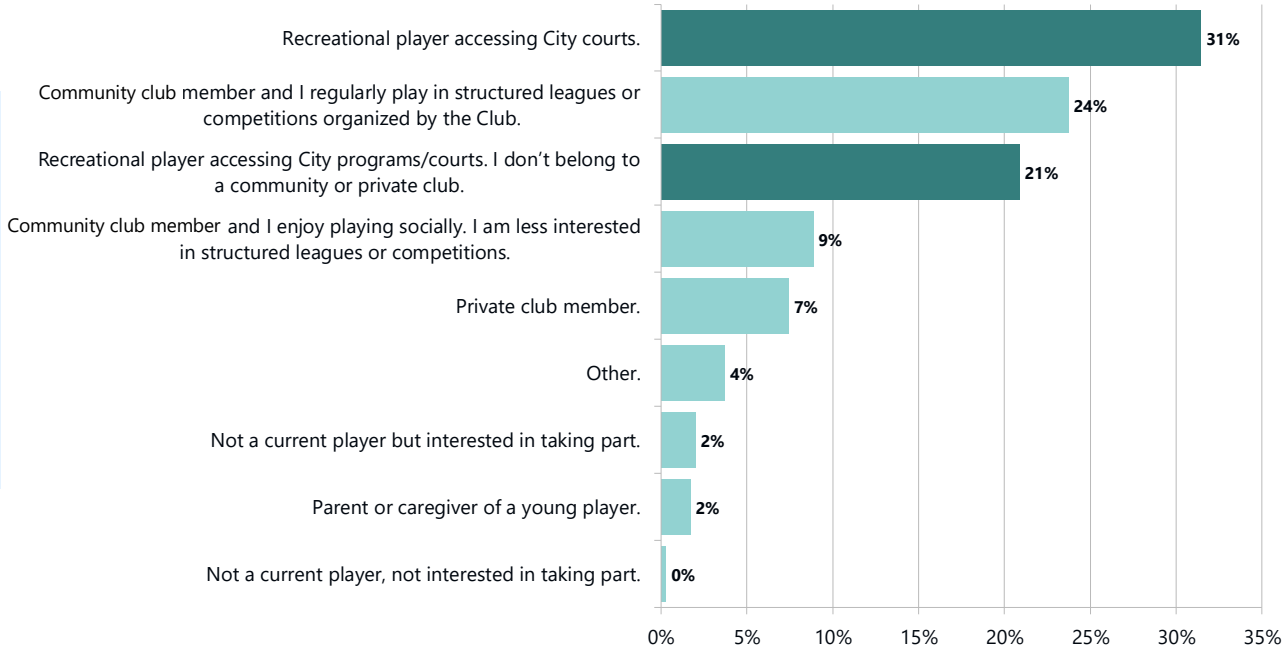
? Please rank the following types of court upgrades from most to least important from your perspective by dragging each item or using the arrows.



User preferences

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

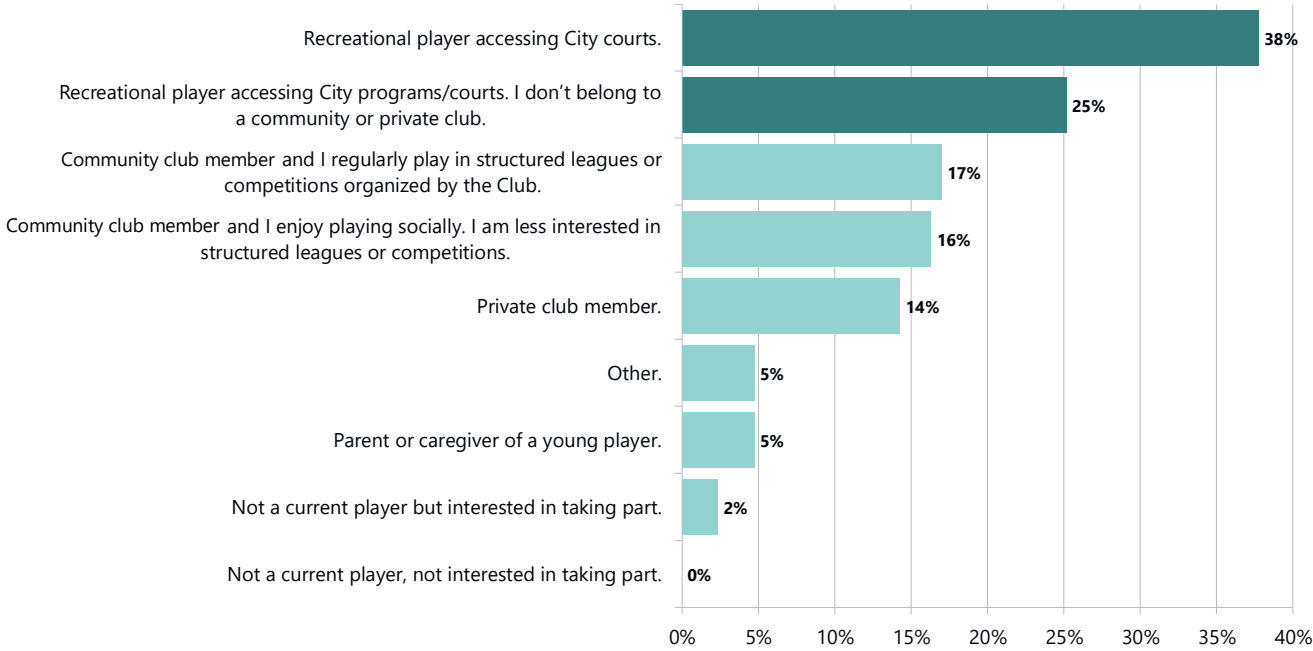
?
Which of the following groups best describes you?
Please choose whichever option you feel most represents you.



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?

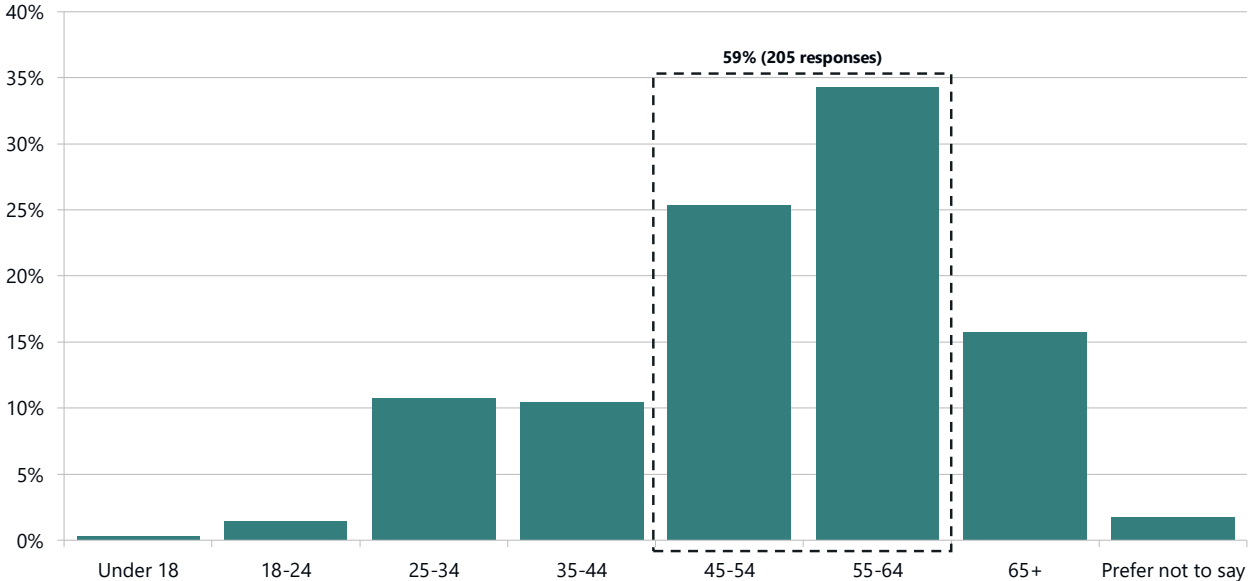
Theme	Comments (these have not been changed)
Need for dedicated pickleball courts	<ul style="list-style-type: none">• Build dedicated pickleball courts - there are none• There is an urgent need for more dedicated Pickleball courts in Vaughan as the sport continues to gain in popularity.• Pickleball is 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?



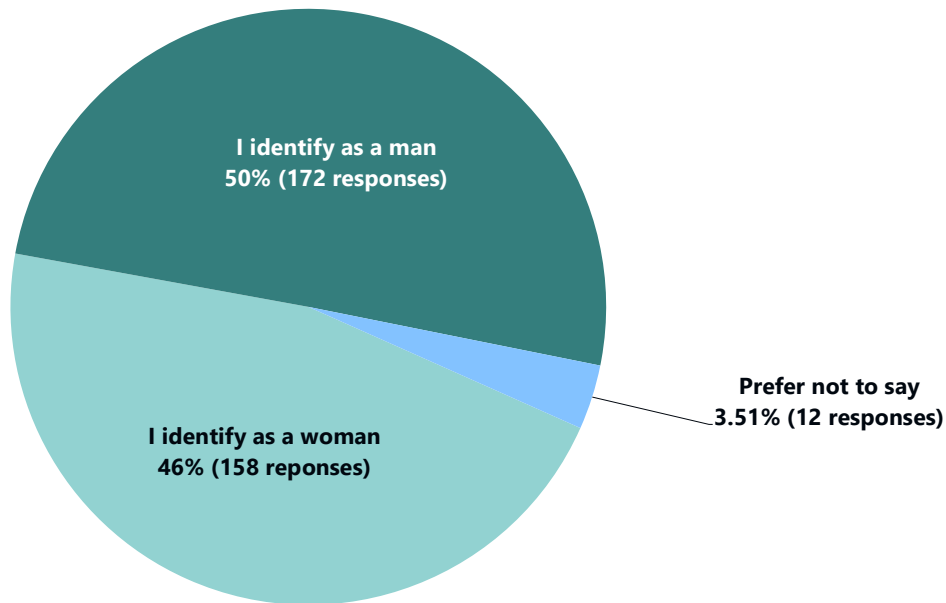
Demographics

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



How would you best describe your gender identity/expression?

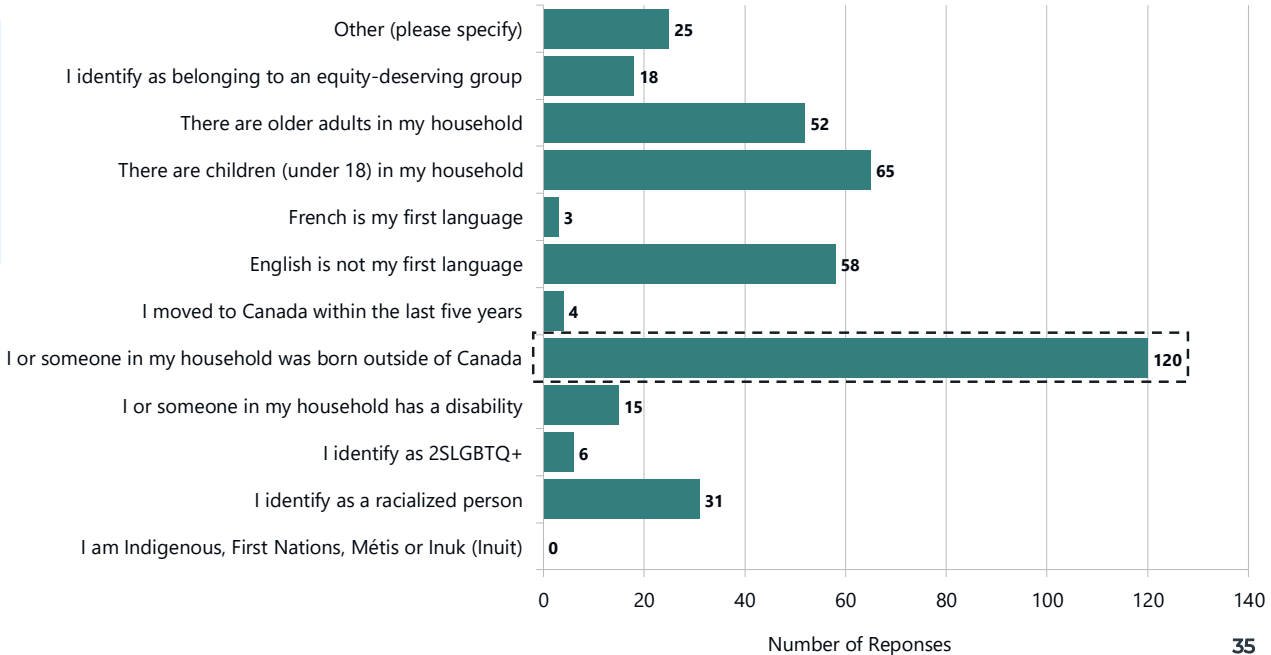
The Ontario Human Rights Code defines gender identity as a person's internal and individual experience of gender. It is their sense of being a woman, a man, both, neither or anywhere along the gender spectrum.



Demographics

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

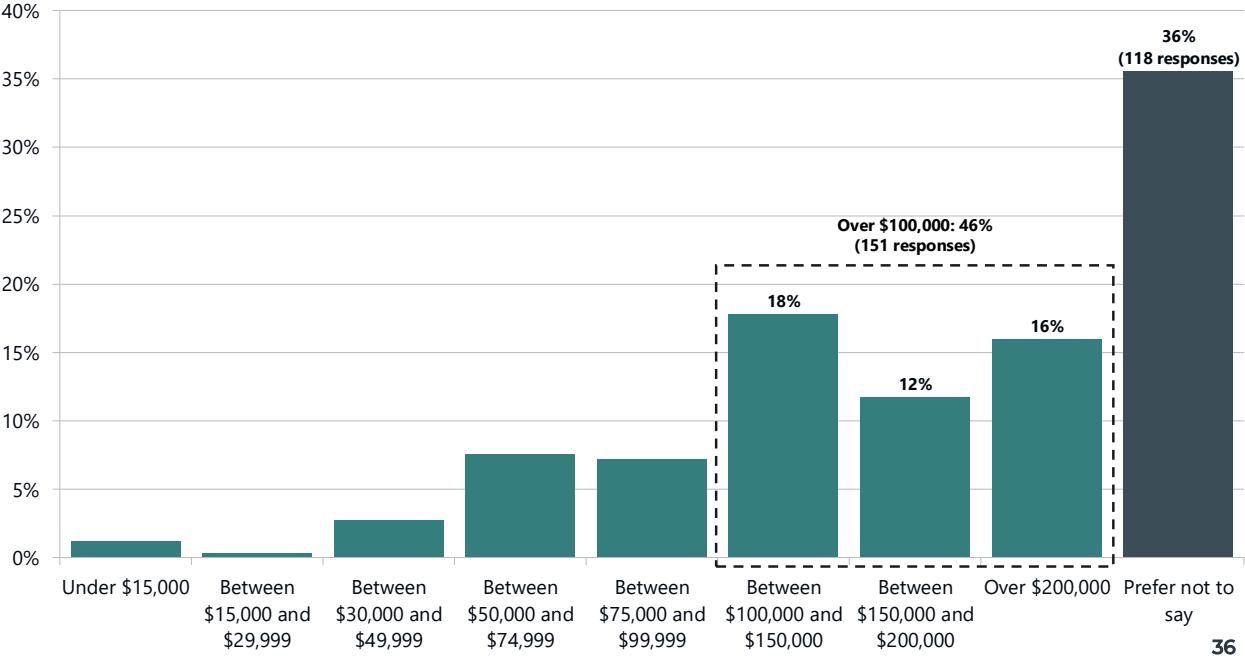
? Please select any of the following that apply to you.



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

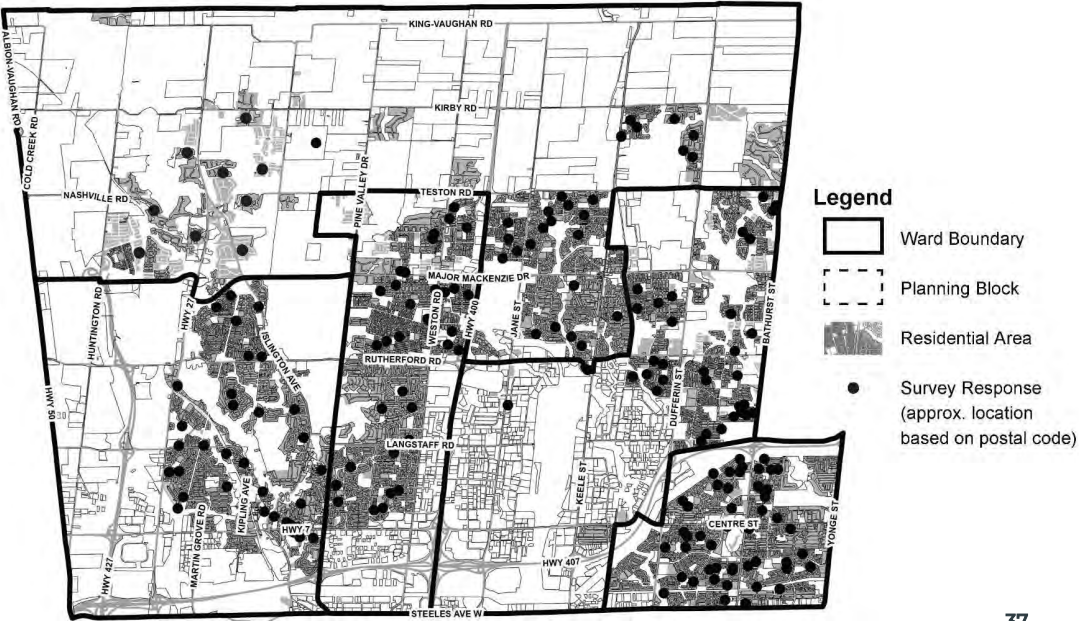
Over 90 percent of respondents live in Vaughan. A further 7 percent live in Richmond Hill or Markham.

?

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





**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.

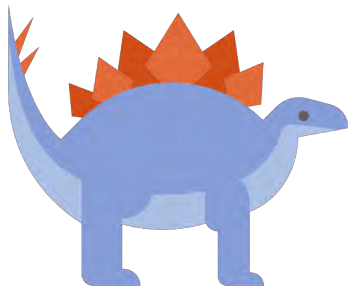
Key objectives this persona would like achieved through the Tennis and Racquet Sport Study, including quotes from the open house events and survey responses where possible*

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.

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"

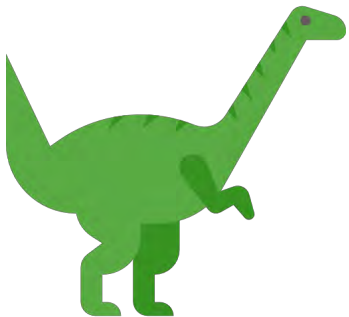
Not enough dedicated pickleball courts: "we shouldn't be sharing courts, pickleball players should have their own"

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.

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

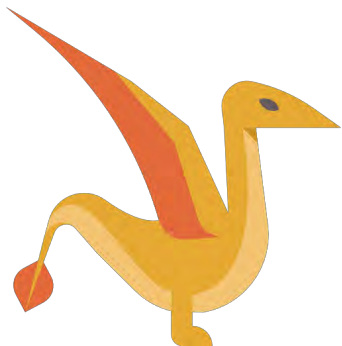
Lack of skill-matching at City programming: "I would like to play against players of the same level (e.g. drop-in or league) "

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."

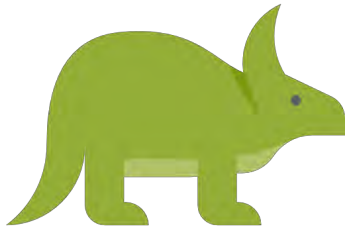
Courts book up too quickly even with a booking app: "My issue with the mobile app is it opens three days in advance and the spaces fill up too quickly."

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

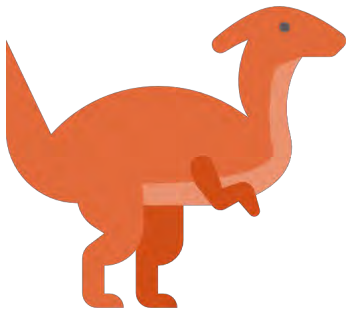
Not enough skill-matching at drop-in sessions: "This setup in Vaughan isn't ideal, especially for seniors who prefer not to play with people 20-30 years younger."

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"

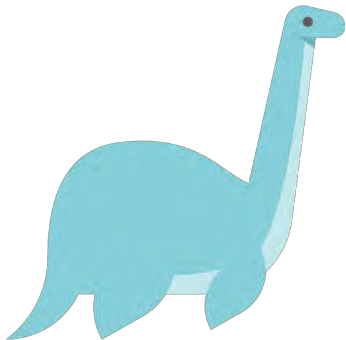
Shared use courts are unclear: "The lines are confusing"

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."

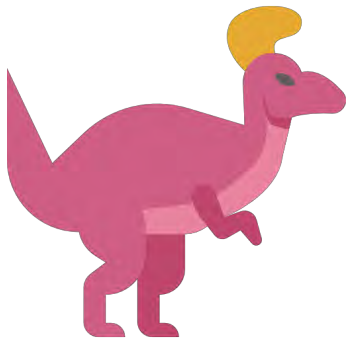
Limited availability of courts during peak hours: "I don't play late, kids asleep, concerned about safety when it is too late."

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



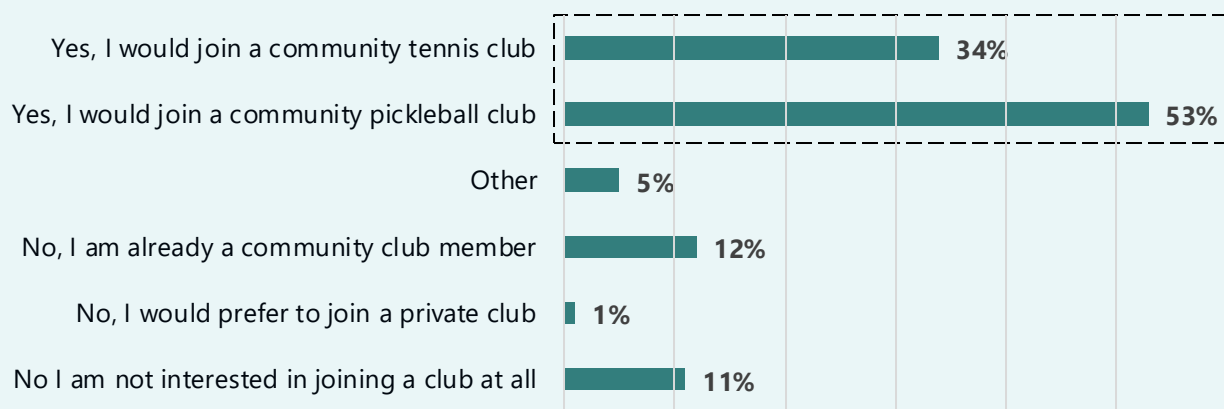
What We Heard in Phase 2 of the City of Vaughan's Tennis and Pickleball Study

In the Spring of 2024, the City conducted a second phase of community engagement and heard from 490 people in total through an online survey (411 responses), two open house events (49 responses), and six online focus groups (20 responses). More detailed feedback was provided on public preferences, including choices and trade-offs. A high-level summary is included here, with a detailed report published at [Vaughan.ca/TennisStudy](https://vaughan.ca/TennisStudy).



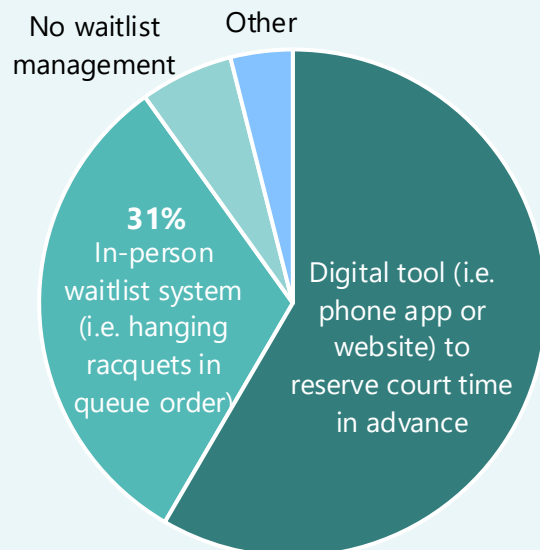
Would you join a community club that uses City courts?

There is a strong interest in joining a community club



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

There is a high degree of interest in using digital tools for reserving court time, with 59% of respondents favouring an app or website



What were survey respondents' other top priorities?



Improving tennis courts: Respondents would like to see more courts resurfaced and current facilities repaired before building new ones.



More dedicated pickleball courts: There is a desire for more dedicated pickleball courts to accommodate the growing demand for the sport.



Willingness to pay to use covered courts: 72% of respondents are willing to pay up to \$300 for fall/winter membership access to covered courts. In addition, 76% are willing to pay up to \$20 per hour to use a covered court.



Demand for City programming: Over 60% of respondents are interested in more City programming for tennis and pickleball, particularly for beginner and intermediate skill levels.



Preference for lighting courts until later: Over half of respondents feel that City courts should be lit until 11pm.



Interest in seating: On average, respondents ranked access to nearby seating as the highest priority court upgrade, followed by washrooms, shade, and protection from the wind

Appendix 2

Jurisdictional research report

City of Vaughan

Tennis and Racquet Sport Study

Jurisdictional Research

December 2023

BEAM GROUP



Approach

Purpose



We reviewed other municipal racquet sport strategies, policies, and studies to identify leading practices that might inform the City of Vaughan's Tennis and Racquet Sport Study

Methodology



Desktop research was conducted across nine municipalities (see next page for a summary and the rationale)

Research areas

Key themes across all municipalities will be identified. In addition, detailed profiles on each municipal strategy will be developed, focusing on the following areas where available:

1. Municipal profile:
 - Demographic information (population size, density, growth rate, ethnic makeup, etc.)
 - Number of clubs
 - Number of facilities available (including outdoor and indoor/domed courts)
 - Target court per person ratio
2. Strategy purpose and objectives
3. Themes identified during community engagement and research
4. Key short, medium, and long-term actions proposed (1-2 years, 3-4 years, 5+ years)
5. Facility usage:
 - Shared vs dedicated courts for tennis and pickleball
 - Municipal vs club facilities
 - Opening and closing dates, and hours of operation
6. Amenities and infrastructure, e.g., washrooms, lighting, shelters, benches, parking, etc.
7. Court site selection considerations, e.g., noise, parking, accessibility, environmental factors etc.
8. Community sport group considerations, e.g., governance model, service model, organizational structure, partnership model, required membership/facilities, public usage requirements, etc.
9. Specialized programming, e.g., for youth, seniors, etc.
10. Sport-specific considerations, e.g., training vs game time required, players per team, etc.

Municipalities researched


The municipalities included in this research focus on both tennis and pickleball. A blend of Ontarian, Canadian, and international municipalities are included for comparison – along with jurisdictions ranging in population size and density.

	Municipality	Strategy publication date	Total population	Population density (per square km)	Focus	Location		
						Ontario	Canada	International
	City of Vaughan	2024	323,103	1,186	Tennis & pickleball	✓		
1	City of Mississauga	2019	717,961	2,453	Tennis & pickleball	✓		
2	City of Markham	2016	338,966	1,605	*	✓		
3	City of Brampton	2007	656,480	2,469	**	✓		
4	City of Richmond Hill	2016	202,022	2,004	Tennis	✓		
5	Town of Halton Hills	2021	62,951	227	Tennis & pickleball	✓		
6	City of Toronto	2023	2,794,356	4,428	Pickleball	✓		
7	City of Coquitlam, BC	2017	148,625	1,217	Tennis & pickleball		✓	
8	City of Seattle, USA	2021	749,256	3,388	Pickleball			✓
9	City of Bayside, Aus.	2019	102,177	2,748	Tennis			✓

* The City of Markham does not currently appear to have a strategy relating to outdoor courts, tennis, or pickleball, although it does have an ice facility policy

** The City of Brampton does not currently have a strategy relating to outdoor courts, tennis or pickleball, although it is in the process of developing a general sport policy and a gymnasium policy that will include provisions for pickleball. The City's current policies relate to ice facilities, outdoor sports fields, and indoor turf / dome fieldhouse facilities

Note: The Cities of Barrie (ON) and Surrey (BC) are in the process of updating their outdoor court strategies, which will include tennis and pickleball. These strategies should be monitored as they are finalized and published.



Key themes & benchmarking

Key themes

1

Covered courts

- Most researched municipalities appear to offer the community a higher proportion of covered courts than the City of Vaughan (see slide 8)
- Some municipalities provide their community with permanent indoor tennis and pickleball centres, e.g., Markham, Brampton, and Coquitlam
- Other municipalities have entered into a partnership with a private club to provide indoor covered courts to the public, e.g., Richmond Hill's usage agreement with Blackmore Tennis Club
- More access to covered or indoor racquet sport courts was a high priority during community engagement activities conducted by some municipalities, (e.g., Halton Hills)

2

Number and location of courts

- The City of Vaughan appears to provide more courts per person than most of the municipalities researched (see slide 8)
- There is demand for more and better court resources across most municipalities, as evidenced through community engagement
- Common considerations for new court site selection across municipalities include:
 - Whether there is already infrastructure in place, including existing courts
 - Size, including the ability to accommodate four or more courts plus parking
 - Geographic dispersal across the community to enhance access and avoid competitive disadvantaging of existing or future clubs operating at community tennis centre sites
 - Accessibility by a range of modes of transportation
 - Noise, particularly in residential areas and where pickleball is permitted
 - Access to amenities, e.g., washrooms, shelter, water or food, etc.
 - Potential environmental concerns, particularly where the site is located near an area regulated by a Conservation Authority

Key themes *continued*

3

Court usage

- Some outdoor tennis courts in several municipalities appear underused (e.g., Bayside, Mississauga, Toronto, Seattle). These municipalities are relocating their courts to central facilities (e.g., Mississauga) or converting them to pickleball courts in consultation with the community and key stakeholders (e.g., Toronto, Seattle)
- Many municipalities lack court usage data for tennis and pickleball, making it difficult to accurately track and respond to demand at specific locations
- Many municipalities are exploring online court-booking systems to help facilitate court usage (e.g., Toronto, Bayside)

4

Court maintenance

- A key strategic priority across all municipalities is investing in the maintenance, resurfacing, and upgrades to existing outdoor courts
- Some municipalities require lighting for all public courts (e.g., Halton Hills)
- Court maintenance is considered a key challenge in jurisdictions with a high court-to-person ratio (e.g., Bayside)

5

Community clubs

- Vaughan is falling behind most municipalities researched in terms of the number of community tennis and pickleball clubs (see slide 8)
- A key consideration for community tennis clubs in Mississauga is ensuring access to a minimum number of four courts
- Municipalities commonly require community clubs to maintain their status by ensuring:
 - Equitable programming, such as a balance of house and competitive leagues, lessons for different ages and skill levels
 - A minimum threshold of local membership
 - A minimum number of public access hours
 - That they are a volunteer-run and/or non-profit organization
- Some municipalities have publicly stated their intention to license new community clubs to increase residents' access to racquet sports (e.g., Richmond Hill)
- Community clubs are generally required to contribute to court maintenance fees. Clubs in some municipalities are struggling to maintain and repair courts, resulting in declining court conditions (e.g., Bayside)

Key themes *continued*

6

Tennis-specific considerations

- Some municipalities are planning to build additional tennis courts in high-growth areas (e.g., Mississauga, Richmond Hill)
- The City of Richmond Hill found that cost is typically not a barrier to participation, and that the main barriers were preference for another sport and skill level. The City also found that tennis appeals to a wide variety of audiences, including participants with physical limitations, and that players are well represented across age, gender, and economic status, and participants come from varied and diverse ethnic backgrounds
- Community engagement undertaken by the City of Coquitlam found that newcomers to Canada are interested in tennis but few take part in clubs
- Some tennis clubs have invested in outdoor hitting walls for solo practice, e.g., in Seattle

7

Pickleball-specific considerations

- Most municipalities researched have found that pickleball is a fast-growing sport in their communities – particularly with aging demographic groups, as well as with younger residents, e.g., the City of Toronto found that the fastest-growing age category for pickleball players is 18-34
- Most municipalities have recently conducted community engagement on pickleball, highlighting the following insights:
 - There is a need for more dedicated pickleball facilities, including for tournaments; some municipalities have announced that they will be creating these facilities (e.g., Mississauga, Markham, Halton Hills, Toronto)
 - Outdoor pickleball courts tend to be underused, while drop-in pickleball offered at community centres is popular (Coquitlam)
 - Most pickleball players play pickleball exclusively, as opposed to tennis and pickleball (Seattle)
 - Most players are white adults, with medium-high incomes (Seattle)
- Some municipalities require pickleball players to bring their own nets to some or all courts (e.g., Halton Hills, Seattle)
- In addition to providing dedicated pickleball courts and shared usage courts with tennis, the City of Toronto paints pickleball lines onto non-court flat surfaces such as outdoor ice pads, skating rinks, and retired wading pads
- Some municipalities have invested in activities to promote pickleball play (e.g., Toronto)

Benchmarking the current state

	Municipality	Number of courts	Number of covered courts ¹	Percentage of covered courts ²	Current court-to-person ratio	Target court-to-person ratio	Number of community tennis clubs ³	Number of pickleball clubs
	City of Vaughan	136	4	3%	1:2,376	1:5,000	2	0
1	City of Mississauga	150	0	0%	1:4,786	1:5,000	18	1
2	City of Markham	80	10	13%	1:4,237	*	7	1
3	City of Brampton	59	6	10%	1:11,127	*	2	0
4	City of Richmond Hill	81	6	7%	1:2,494	1:2,700	2	1
5	Town of Halton Hills	28	0	0%	1:2,248	1:5,000	1	1
6	City of Toronto	604	142	24%	1:4,626	1:4,800	84	8
7	City of Coquitlam, BC	38	6	16%	1:3,911	1:4,000	3	0
8	City of Seattle, USA	122	10	8%	1:6,141	*	21	6
9	City of Bayside, Aus.	84	*	*	1:1,216	*	6	*

¹Some of these figures may be under-reported, as municipalities and community clubs do not consistently publish their total number of bubbled or indoor courts

²Note Tennis Canada's estimation that 10% of courts across Canada are covered in the winter

³The number of community tennis and pickleball clubs may be under-reported, as municipalities do not consistently publish this information

*Information unavailable



Municipal profiles

High-level profile

Key demographics

- Population: 717, 961
- Density: 2,452 km²
- Growth rate: -0.5% (from 2016-2021)
- Average household income: \$102,000

Facility features

- There are 150 public access tennis courts and community club courts (all outdoor, non-covered)
- In addition to the 150 public access courts, there are 22 covered courts that are owned by private, non-community clubs that are not accessible to the public. 14 of these private courts are 'bubbled' courts
- Number of clubs: 18 tennis clubs, 1 pickleball club
- Target court ratio: 1 tennis court:5,000 people
 - Current ratio approx. 1:5,093

Other notes

- Some information on the City of Mississauga's plans for tennis and racquet sports can be found in the 2019 Master Strategy for Recreation:
https://www.mississauga.ca/wp-content/uploads/2020/09/01150828/2019-Recreation-Master-Plan_FINAL.pdf

Strategy detail

Strategy overview

- Date of publication: June 5, 2019
- Purpose: identify City provisions for tennis and pickleball courts, as well as club registration criteria
- Objectives: corporate policy and procedure

Themes identified during research

- Recreation centres as venues for pickleball could contribute to building strong neighbourhoods and communities
- Racquet sports can help ensure the inclusion and welcoming of newcomers and diverse communities, and support age-friendly initiatives (i.e., older adult recreation, engaging youth)
- It is important to support quality assurance in the sport, including training in childhood development for those working with youth in sports, and responsible sport club management
- There is strong desire for dedicated outdoor pickleball venues to allow the sport to grow locally; Pickleball Mississauga would be willing to oversee such a facility

Key actions proposed

- Short-term (1-2 years):
 - Consider amalgamating a minimum of four underutilized/low quality neighbourhood tennis courts and reallocate them to a new complex
 - Continue to support monitoring of existing Community Tennis Clubs and consider opportunities to amalgamate clubs with fewer than 75 people per court

Strategy detail *continued*

- Medium-term (3-4 years):
 - Add 15 new tennis courts by 2028, ideally in high-growth areas
 - Include pickleball lines where feasible when public tennis courts are being re-surfaced
- Long-term (5+ years):
 - Consider opportunities to provide a dedicated outdoor pickleball facility

Facility usage

- Public courts are open year-round
- Community club courts are to be open between March 31 and November 30, with each club determining the specific dates within that time frame annually
- Lit court opening hours: 7am-11pm
- Unlit courts opening 7am-dusk

Amenities and infrastructure

- Not all courts are lit. There are several factors the City takes into consideration to determine whether a court will be lit, including:
 - Compatibility with adjacent uses
 - Reasonable expectation of safety (i.e. is it a safety concern for courts to be unlit)
 - The need for access to lit courts in the vicinity
 - Budget priorities
 - Club court lighting, as well as construction costs for any new courts, are fully covered by the Club
- Community Clubs are responsible for the following:
 - All utility costs
 - Maintenance and repair obligations
 - All maintenance involved with the proper up-keep of the court, including minor asphalt surface repairs, clay court surface preparation and rolling

Strategy detail *continued*

- In general, the City provides the following for community club courts:
 - The initial colour-coated asphalt court surface
 - Initial tennis lines and, where determined by applicable City staff, pickleball lines
 - Fencing
 - Capital lifecycle replacement (50% for courts)- court reconstruction that is required every 15 years to keep courts to city-standards. The cost is split 50/50 between the City and the club
 - For clay court reconstruction, the City provides reimbursement up to \$10,000
- The City provides the following for public courts (non-club operated courts):
 - Colour-coated asphalt court surface
 - Nets and poles
 - Tennis lines and, where determined by applicable City staff, pickleball lines
 - Fencing
 - Capital lifecycle replacement

Court site selection considerations

- For clubs: There must be an availability of a minimum of a four-court facility located within a park
- Future City courts: a dedicated outdoor pickleball facility should be constructed in a location that can accommodate 6-8 pickleball courts. Provision of amenities of the complex should be jointly funded by the City and pickleball organization that would use the court
- 15 new tennis courts to ideally be built in high-growth areas (i.e. Downtown, Ninth Line) or areas with geographic gaps in tennis court distribution

Community sport group considerations

- Community clubs must identify a representative from their Executive Board to be a liaison to the City, and meet requirements to maintain community club status including maintaining a minimum number of members, providing equitable programming, maintaining registered status with the City in good standing, and comply with all other terms outlined in usage agreements with the City.
- Community clubs are non-profit, and must be registered through the Community Group Registry Program to lease/operate city-owned courts

Strategy detail *continued*

Specialized programming

- Nearly all registered community clubs currently offer youth programming
- Clubs must provide equitable programming, such as a balance of house and competitive leagues, lessons for different ages and skill levels, etc. This enables them to meet the needs of the surrounding community and maintain community club status.

High-level profile

Key demographics

- Population size: 338,966
- Density: 1,605 km²
- Growth rate: 2.9% (from 2016-2021)
- Average household income: \$104,000

Facility features

- Number of facilities: 80 courts across 28 facilities
 - One of these facilities, the Angus Glen Tennis Centre, is a permanent indoor tennis facility located next to the Angus Glen Community Centre. It features four indoor hard courts with a kitchenette, change rooms and washrooms. The Tennis Centre offers introductory group lessons, private and semi-private lessons, and summer and March break camp programs
 - Public outdoor courts are available on a first-come, first-served basis, 60-minute limit. Some courts are shared between tennis and pickleball players
- Number of community tennis clubs: 7
- Number of community pickleball clubs: 1

Other notes

- Markham is opening an 8-court outdoor pickleball complex at Cornell Community Park soon

Strategy notes

The City of Markham does not currently appear to have a strategy relating to outdoor courts, tennis, or pickleball, although it does have an ice facility policy.

High-level profile

Key demographics

- Population size: 656,480
- Density: 2,469 km²
- Growth rate: 10.6% (from 2016-2021)
- Average household income: \$111,000

Facility features

- Number of facilities:
 - 59 courts across 22 facilities (19 mixed use, 36 tennis only, and 4 pickleball only); 6 of these are indoor
- The Sandra Hames Centre: Curling Club and Tennis Centre originally opened in 1973, with the City of Brampton taking over operations in 1976. The facility houses curling and indoor winter tennis amenities (6 courts)
- Number of community tennis clubs: 2

Strategy notes

The City of Brampton does not currently have a strategy relating to outdoor courts, tennis or pickleball, although it is in the process of developing a general sport policy and a gymnasium policy that will include provisions for pickleball. The City's current policies relate to ice facilities, outdoor sports fields, and indoor turf / dome fieldhouse facilities.

Richmond Hill

Strategy focus: tennis

High-level profile

Key demographics

- Population size: 202,022
- Density: 2,004 per km²
- Growth rate: 3.6% (from 2016-2021)
- Average household income: \$102,000

Facility features

- Number of facilities (including outdoor and indoor/domed courts): 27
- Number of courts:
 - 81 municipal tennis courts (all outdoors)
 - 12 of these courts are "club courts" that are operated seasonally by Richmond Hill Lawn Tennis Club (April-October) and Blackmore Tennis Club (October-April: 6 courts are bubbled during the winter season)
- Number of community tennis clubs: 2
- Number of community pickleball clubs: 1
- Target court per person ratio:
 - 1:2,700 residents (goal) or 1:76 frequent tennis players
 - 1:2,400 residents (current ratio)

Other notes

- Richmond Hill has a usage agreement with Blackmore Tennis Club to offer indoor courts during the winter season. A similar private partnership could be explored for Vaughan.

Strategy detail

Strategy overview

- Date of publication: 2016 (the strategy is set to be updated by 2024 and include pickleball)
- Purpose: to examine tennis trends in Richmond Hill, provide guidance for future outdoor tennis developments, community tennis policy, and provide a needs analysis on demand for indoor courts.
- Objectives:
 - Ensure quality facilities that meet the needs of all potential participants
 - Enhance the experience of participants by ensuring equitable access to tennis facilities and programs
 - Development and delivery of tennis is coordinated with stakeholders through effective leadership, communication, and connectivity.

Themes identified during community engagement

- Cost is typically not a barrier to participation. The main barriers were preference for another sport, and skill level.
- Targeted messaging and promotion were identified ways to grow tennis in Richmond Hill.
- Specific standards and procedures for repairing and maintaining tennis courts, as well as design standards for development/ redevelopment of tennis courts were recommended.
- It is important to ensure that a balance between drop-in play and organized play is maintained, and that there are systems in place for discouraging misuse.
- A minimum number of Richmond Hill residents must be maintained in Clubs, special efforts to include marginalized groups must be made, and casual access to all public courts should be guaranteed.

Strategy detail *continued*

Themes identified during research

- Tennis appeals to a wide variety of audiences including participants with physical limitations
- Tennis participants are well represented across age, gender, and economic status, and participants come from varied and diverse ethnic backgrounds
- Health and exercise are the main drivers of participation, particularly for the 55+ age group

Key actions proposed

- Short-term (1-2 years):
 - Undertake a detailed tennis court condition assessment, resurface degraded courts and replace fencing as needed
 - Initiate the process to create a new Community Tennis Club (David Hamilton Park) and procurement process for a new indoor tennis complex (6 courts) in Richmond Hill
- Medium-term (3-4 years):
 - Initiate the process to create a second new tennis club (MacCleod's Landing Park), and continue resurfacing and updating degraded courts
- Long-term (5+ years):
 - Initiate the process for creating a third new tennis club (Mount Pleasant/ Civic Precinct), and a fourth new club (either West Gormley Community Park or Oak Ridges- East community Park)
 - Continue resurfacing degraded courts
 - Build 4-6 tennis courts at either West Gormley Community Park or Oak Ridges- East Community Park

Facility usage

- Outdoor tennis courts operate on a first-come, first-serve basis. Play is limited to 45 minutes (or one match) during peak times
- Indoor courts are available from Oct.1- April 30 at David Hamilton Park and are operated by Blackmore Tennis Club (private partnership with the Town)
- Other club courts are operated by the Richmond Hill Lawn Tennis Club In Crosby Park from April to October

Strategy detail *continued*

Amenities and infrastructure

- Most tennis courts are lit. Access to washrooms, parking, and other facilities are not specified in this strategy.
- The strategy aims to increase the number of colour-coated courts so that at least one park in each concession block has colour-coated courts

Court site selection considerations

New court sites are assessed based on the following criteria:

- Existing infrastructure: ability to utilize existing courts either in their current form or to expand the number or quality of courts at the identified site
- Size: ability to accommodate four or more courts plus parking
- Geographic location: regionally dispersed throughout the Town
- Competitively sensitive: distant enough from other community tennis centres to avoid competitive disadvantaging of existing or future clubs operating at community tennis centre sites.

Community sport group considerations

- The Community Tennis Club Policy governs club access and usage of Town tennis courts. Provisions include: ensuring a minimum number of hours of public access (6 hours), prioritizing Town residents in club membership, the minimum number of players required for the creation of a new club (30), and the costs to be borne by the club.
- All clubs using Town-owned tennis courts are required to enter a License Agreement with the Town, limited to one license per-club and access to one location
- Membership must be opened to all Town Residents, and Clubs are required to develop and deliver or oversee a comprehensive tennis program for all ages and abilities including children, teens, adults and older adults.

Specialized programming

- As outlined in the Community Tennis Club Policy, all Clubs are required to develop and deliver or oversee tennis programs for all ages and abilities including children, teens, adults and older adults.
- Many municipalities are adopting the Sport for Life Model to guide sport delivery programs including tennis (see Appendix 1)

High-level profile

Key demographics

- Population: 62,951
- Density: 227.4 per km²
- Growth rate: 2.9% (from 2016-2021)
- Average household income: \$127,000

Facility features

- Number of facilities available: 4
- Number of courts available: 28 courts
 - 7 dedicated tennis courts
 - 2 dedicated pickleball courts
 - 19 shared-used courts
- Number of community tennis clubs: 1
- Number of pickleball clubs: 1
- Target court per person ratio: 1:5,000 persons
 - Current tennis court : population: 1:5,599
 - Current pickleball court: population: 1:5480

Other notes

- The Strategy proposes a new classification of “Neighborhood courts” and “Community Club Courts” to better support the needs of each sport and surrounding community. In general, Community Club Courts are intended to provide amenities, focus on club recreation, and serve a more geographically dispersed population (see Appendix 2)

Strategy detail

Strategy overview

- Date of publication: 2021
- Purpose: The Court Sports Strategy sets the strategic direction for the delivery of services and facilities for outdoor tennis and pickleball over the next 10 years
- Objectives: support in forecasting the ongoing maintenance of existing tennis and pickleball outdoor courts and planning for additional facilities.

Themes identified during community engagement

- Respondents identified the need for indoor facilities for pickleball and tennis
- There is a desire for more pickleball courts, as well as sport-specific courts that are lined for either tennis or pickleball, and permanent nets for pickleball.
- Many pickleball leagues use available community spaces such as churches and gymnasiums, but this constrains playtime opportunities and membership in clubs

Themes identified during research

- Tennis is seeing a resurgence in popularity due to the aging baby boomer population, promotion of tennis for children and youth, and the success of professional Canadian tennis players
- Pickleball is one of the fastest growing sports in Canada as it is beginner-friendly with simple rules, but fast paced and competitive. The game is played among all ages but is particularly popular among aging populations.

Strategy detail *continued*

Key actions proposed

- Short-term (1-2 years):
 - Continue to plan for ongoing repair and replacement of outdoor courts
 - Until a new community club for pickleball can be built, an existing facility will be used and two permanent pickleball nets will be installed (Emmerson Park)
 - Create a sport equipment and net-lending program
 - Renew existing partnership agreements and create new ones with the Halton Hills Pickleball Association
 - Determine location, design, and stakeholder engagement for new Pickleball Community Club
- Medium-term (3-4 years):
 - Potential fundraising campaign for new pickleball community club courts
 - Explore public/private partnerships
 - Build an 8 court pickleball Community Club at Trafalgar Sports Park
 - Convert 2 parks into Neighborhood Courts (total of 2 tennis, and 4 pickleball)
- Long-term (5+ years):
 - Convert existing court to a shared court with dedicated tennis (2) and pickleball (2) courts
 - Add Neighborhood courts
 - Considered adding additional infrastructure (washrooms, water fountains, benches etc.) to existing park facilities
 - Construct a new Community Club Tennis Court (4 courts)

Strategy detail *continued*

Facility usage

- Most courts are for shared use (lined for tennis and pickleball) to optimize the usage of available courts. However, the strategy recommends adding dedicated courts lined for a single sport with permanent nets to alleviate pressures on court time demand, the requirement for individuals to provide their own nets, and respond to increased demand for pickleball courts and facilities.
- Municipal-owned court hours: 6am-11pm
- Club court hours are variable. The largest club (Halton Hills Tennis Club) operates from May to October

Amenities and infrastructure

- All municipally-owned courts have lighting. Washrooms, water fountains, parking, and permanent nets are highly variable across locations (see Appendix 2)

Court site selection considerations

The following site selection considerations are included in the strategy:

- Accessibility – location can be safely accessed by pedestrians and has supporting infrastructure (sidewalks/walkways)
- Parking – location has appropriate parking based on the size of facility proposed
- No environmental concerns – location does not conflict with areas of the natural environment that are regulated by a Conservation Authority
- Noise – consideration is given to pickleball paddle/ball noise and proximity to residents with increased club use
- Park harmony – use is compatible with existing park uses
- Surrounding area harmony – use is compatible with neighbouring properties with opportunity for adequate buffers
- Washrooms – publicly accessible bathrooms available within close proximity
- Complementary infrastructure – park has existing infrastructure to support intended usage (e.g., beside a Town building, hard surface pathways for access, shade structure)
- Water fountain/vending – water and/or food is available on-site

Strategy detail *continued*

Community sport group considerations

- All registered community sports groups must be non-profit organizations, based in the Town of Halton Hills, operate in an open and democratic manner, have most of the membership be from Halton Hills, must be in good financial with the Town, must renew registration status annually, and must respond to and proactively plan for the needs of the targeted sports community.
 - This includes ensuring equitable access, promoting and cultivating interest in leisure activities, and encouraging the openness and availability of park and recreation spaces

Specialized programming

- Some large community sports groups have agreements with the Town to ensure that the community group provides community recreation programming in addition to club activities (e.g., Halton Hills Tennis Club)
- The strategy includes plans to expand the Gellert Community Centre with a focus on youth and older adult programming. This would be complimented by additional outdoor tennis and pickleball programming

High-level profile

Key demographics

- Population size: 2,794,356
- Density: 4,428 km²
- Growth rate: 2.3% (from 2016-2021), 16.1% in downtown
- Average household income: \$109,480

Facility features

- Number of facilities:
 - 602 total tennis courts (across 185 locations); 339 of these are public courts, 263 are community club courts (which are permitted for public and non-profit community club use)
 - 142 indoor courts
 - 165 outdoor pickleball courts in 78 parks (123 lit for night play)
 - 2 of these are standalone pickleball courts
 - 106 of these courts are shared-used with tennis
 - 57 are painted onto other non-court flat surfaces such as outdoor ice pads
- Number of clubs: 84 tennis clubs and 8 clubs that offer pickleball, in addition to various drop-in programs at more than 50 community recreation centres
- Target court per person ratio: 1:4,800 people

Strategy detail

Strategy overview

- Date of publication: May 2023 (information in this section is from the "Pickleball Play in Toronto" report for action and the "Parks and Recreation Master Plan 2019-2038")
- Purpose: To outline the City of Toronto's approach to pickleball and how to accommodate growing interest in the sport
- Objectives: Currently there is an over-supply of public tennis courts compared to public usage. This report proposes reviewing the demand for pickleball courts and identifying underused courts that could be repurposed as pickleball courts, as well as identifying future opportunities for new court provision.

Themes identified during community engagement

- Demand for multiple outdoor courts in one location to facilitate larger group play
- Waitlists to join all pickleball clubs due to high demand and limited court availability
- Need for standalone pickleball courts to host tournaments
- Desire for additional hours for club play in community centre gyms
- Desire for greater online information about court locations, and options to book courts online

Themes identified during research

- Interest in pickleball grew exponentially during the pandemic as people looked for ways to stay active
- Pickleball Canada and Pickleball Ontario have been key to promoting the sport since 2009
- Pickleball is especially popular among older adults, but the fastest growing age group among Canadian players is 18 to 34, highlighting the wide appeal of the sport

Strategy detail *continued*

Key actions proposed

- Short-term (1-2 years):
 - Amend scope of work for the three new planned tennis court complex to include pickleball courts
 - Evaluate under-utilized outdoor sports courts for possible conversion to pickleball
 - Continue to add pickleball court lines to outdoor park surfaced, including tennis courts, where possible
 - Any conversion of existing park assets will require public engagement, and engaging stakeholders through the Toronto Tennis Liaison Committee to explore membership demand and opportunities to include pickleball at Community Tennis Clubs
- Long-term (5+ years):
 - Plans for a purpose-built pickleball court complex have been included in the Centennial Park Master Plan
 - Future tennis and sport court repair projects will review options to include stand-alone pickleball courts
 - Pickleball court lines will be included as a standard for all new community recreation centre gyms
 - A review on pickleball needs will be included in the 2024 report to Council on the Facilities Master Plan Five-Year Review

Facility usage

- The majority of pickleball courts are shared with tennis, with only 2 out of 165 outdoor pickleball courts solely lined for pickleball and 57 of these are painted onto non-court surfaces (i.e. outdoor ice pads, skating rinks, and a retired wading pool).
- Community centre pickleball court hours vary but drop-in hours are typically a mix of daytime and evening times and operate on a first-come first-serve basis.

Amenities and infrastructure

- Lighting is proposed to be included in all newly-constructed pickleball courts.

Strategy detail *continued*

Court site selection considerations

- Any conversion of existing park assets to accommodate pickleball or add additional courts will require public engagement. Public engagement processes began in 2023 for converting multiple single tennis courts around the city, as well as exploring feasibility of converting an underutilized lawn bowling area to pickleball courts
- There are plans to build at least 3 standalone pickleball courts with lights in North York, Scarborough, and Toronto-East York

Community sport group considerations

- There are currently no community sport group considerations for pickleball. The City does have a policy for Outdoor Community Tennis Club Operations, but it is unclear if this policy will eventually be applied to pickleball clubs.
 - The policy requires Tennis Clubs to meet various requirements including that the Clubs must be non-profit, must be volunteer-run, and that the non-members must be allowed access to courts for at least 6 prime-time hours per week, and 2 of those hours must be available on weekend and holidays.

Specialized programming

- There are currently no requirements to offer specialized programming for pickleball clubs. However, Tennis Clubs are required to offer public hours, and are required to deliver programming that aligns with community needs (including ensuring accessibility to programming both physical and financial), including a junior/ youth program
- In 2022, free opportunities to try pickleball were offered through the City of Toronto's Play Mobile program, which contributed to the increased popularity of pickleball during the pandemic

High-level profile

Key demographics

- Population size: 148,625
- Density: 1,217 km²
- Growth rate: 6.7% (from 2016-2021)
- Average household income: \$97,000

Facility features

- Number of facilities:
 - 1 indoor facility with 5 courts (publicly owned but privately operated by the Coquitlam Tennis Centre)
- Number of courts:
 - 35 tennis courts across 10 facilities (6 of these are indoor)
 - 3 outdoor dedicated pickleball courts (residents are required to bring their own nets)
 - The Tennis Centre Coquitlam is a publicly owner and privately operated facility with 6 indoor courts and 6 outdoor clay courts
- Number of clubs: 3 community tennis clubs and 0 pickleball clubs
- Target court per person ratio: 1:4,000 residents based on Tennis Canada's recommended ratio

Strategy detail

Strategy overview

- Date of publication: 2017
- Purpose: to better plan for tennis and pickleball services through understanding current demand and utilizing recognized industry-standards.
- Objectives:
 - Ensuring the sustainability of existing courts
 - Optimizing the utilization of existing courts
 - Maintaining an even distribution of courts throughout the community
 - Planning for community growth and development
 - Delivering indoor tennis services and programming through partnerships
- This strategy is intended to guide service delivery from 2017-2037
- An update on progress of the strategy can be found at: https://coquitlam.ca.granicus.com/MetaViewer.php?view_id=2&event_id=1338&meta_id=53142

Themes identified during research

- Demographic drop-off is possible for pickleball and tennis in the next 15 years, as a high-number of current players in Coquitlam are 50+
- New Canadians are interested in tennis but few take part in clubs
- Casual and recreational players of tennis tend to use public courts
- Pickleball is offered in three outdoor locations in the City but these are not well-used. Indoor pickleball and drop-in pickleball offered at community centres are popular

Strategy detail *continued*

Key actions proposed

- Short-term (1-2 years):
 - Repave and renew various court surfaces, including adding pickleball lines to some existing outdoor tennis courts
 - Initiate a Tennis Equipment Library Program
 - Develop signage on court etiquette and nearby amenities
 - Begin planning for new courts, including pickleball courts
 - Include pickleball lines to planned new court additions at Cottonwood Park
 - Finalize new operating agreements for covered tennis facilities and programming, and consider proposals from external organizations to increase the City's inventory of tennis courts should there be demand
- Medium-term (3-4 years):
 - Plan for new courts to accompany development
 - Work with partners to explore opportunities to increase participation
 - Dedicated outdoor pickleball facility at Bramble Park, eight new outdoor tennis courts and 20 new indoor pickleball courts by 2027 (NEW- added in 2022)
- Long-term (5+ years):
 - Consider options to monitor court-usage on an ongoing basis
 - Plan for a cluster of courts at Gilley's Trail
 - Plan for new courts to accompany re-development in Austin Heights(see Appendix 3 for further details)

Strategy detail *continued*

Facility usage

- 27 of the 35 tennis courts are lit
- Pickleball is primarily played indoors at the Poirier Forum on six courts, and at three community facilities (Centennial Activity Centre, Pinetree Community Centre and Summit Community Centre)
- Three outdoor pickleball courts lined on the two tennis courts are available at Mariner Park

Amenities and infrastructure

- The revitalization of various courts including adding permanent pickleball lines and resurfacing. Most facilities have access to washrooms, fountains, and parking, and there are no plans to add new amenities to existing facilities and courts located in parks.
- Future new facilities will need to account for amenities like washrooms, parking, and drinking fountains however there are no current plans to build brand new facilities.

Court site selection considerations

- Existing inventory of tennis courts is well-distributed and additional courts will only be needed for new developments
- Sound is a key consideration for the addition of any new pickleball courts in new and developing areas of the City. The City is therefore committed to conducting detailed site analysis and acoustic studies for any new pickleball courts.
- Post-COVID the City has seen an increased demand in both tennis and pickleball. The City is looking to engage with various stakeholders including Pickleball Canada and Pickleball BC to develop growth-based metrics to track pickleball usage overtime and inform future planning if necessary

Community sport group considerations

- Public play times are required by all Clubs that access municipal courts and must offer accessible programming to the community (low barriers to entry).
- There are joint-use agreements between the City and School District 43 to facilitate access to shared parks and recreation amenities, with additional new joint-use agreements forthcoming

Strategy detail *continued*

Specialized programming

- The City is looking to encourage programming that enables more women to participate, and programming that provides opportunities for people of all abilities

Sport-specific considerations

- Noise considerations for any new pickleball courts added in the future
- With the recent inclusion of pickleball in the BC physical education curriculum, it is expected that interest among youth may increase, resulting in increased demand for the sport over time.

Strategy focus: outdoor pickleball

High-level profile

Key demographics

- Population size: 749,256
- Density: 3,388 km²
- Growth rate: -0.58% (annual average)
- Average household income: \$110,800

Facility features

- Number of courts:
 - Total number of tennis courts: 150
 - 140 outdoor tennis courts
 - 10 indoor tennis courts
 - 93 outdoor pickleball courts (nets are supplied at many courts, but not all)
- 21 community tennis clubs (many of these also have outdoor hitting walls for solo practice)
- 6 pickleball clubs

Other notes

- The strategy was based on the City of Seattle's 2019 pilot pickleball study https://www.seattle.gov/documents/Departments/ParksAndRecreation/PoliciesPlanning/PickleballPilotStudyReport-Final_2019.pdf

Strategy detail

Strategy overview

- Date of publication: 2021
- Purpose: building on recommendations developed in 2019, the purpose of this study was to document and analyze local engagement in pickleball
- Objectives:
 - Identify locations and develop standards for dual-lining of tennis courts
 - Identify and recommend locations for dedicated outdoor pickleball courts
 - Engage with the tennis and pickleball community to gather feedback and insights

Themes identified during community engagement

- The study gathered feedback from the pickleball and tennis community through 1:1 interviews, surveys, 2 public meetings, and 9 meetings with the Advisory Committee
- Demand for pickleball has grown as it appeals to a wide variety of people across ages and skill-levels. Based on the survey, most players are white adults, with medium-high incomes.
- Pickleball can cause conflict with tennis players due to different court etiquette, noise, and slightly different equipment (access to nets remains an issue for both)
- There is a demand from both tennis and pickleball players for more and better court resources. People in Seattle appear generally dissatisfied with the quality and quantity of tennis and pickleball courts
- Pickleball is particularly popular among seniors but is growing among younger demographics
- Most pickleball players play pickleball exclusively, as opposed to tennis and pickleball

Strategy detail *continued*

Key actions proposed

- Short-term (1-2 years):
 - Implement dual lined courts to increase the number of pickleball courts (2 pickleball courts to each tennis court) to accommodate immediate demand and unlock greater opportunities for city-wide play (see Appendix 4)
- Medium-term (3-4 years):
 - Conversion of underused or old tennis courts to dedicated pickleball courts
 - Implementation would occur during resurfacing or renovation projects
- Long-term (5+ years):
 - Create new larger-scale and dedicated pickleball facilities to increase the number of pickleball courts without impacting tennis

Facility usage

- Community centers offer free drop-in pickleball across Seattle on a first-come, first-serve basis
- Reservations are available for outdoor courts. If a court is not booked, players can use the courts on a drop-in basis for a maximum of 90 minutes
- Nets are supplied at most courts, but not all (i.e., some are bring-you-own-net)

Amenities and infrastructure

- The study identified demand for the following amenities:
 - Lighting for playing after dark
 - Covered, partially-covered, or indoor facilities
 - Enough courts to play multiple games or tournaments
 - Excellent court surface conditions
 - Adequate parking and courtside space to socialize
 - Washrooms
 - Convenient location

Strategy detail *continued*

Court site selection considerations

- Residential proximity (due to noise)
- Existing amenities
- Size and capacity
- Accessibility
- Existing court classifications and uses, such as joint-use agreements
- Geographic distribution

Specialized programming

- The City intends to use a racial equity toolkit to investigate and encourage player ship from underrepresented groups
- The City offers some beginner tennis programs, but no beginner pickleball programs currently

High-level profile

Key demographics

- Population size: 102,177
- Density: 2,748 per km²
- Growth rate: 0.48% annual average
- Average household income: \$129,324 per year

Facility features

- 84 tennis courts
- 6 community tennis clubs
- The Bayside Regional Tennis Association co-ordinates the activities of its members and acts as the representative body for tennis in Bayside

Other notes

- The key issue faces by Bayside is courts in disrepair as, according to standard agreements between the municipality and clubs, clubs take on the entirety of maintenance fees.

Strategy detail

Strategy overview

- Date of publication: 2019
- Purpose: The purpose of the strategy is to develop a sustainable model for tennis, and better understand requirements to maintain participation in tennis over the next 10 years
- Objectives: the strategy is guided by four key pillars; accessibility, community benefit, sustainability and accountability
- Key actions to meet goals:
 - Council to consider funding through its capital works program the installation of Book a Court software and hardware into all leased tennis facilities;
 - All new lease agreements (community and commercial) to provide Council with log in details to access club Book a Court data;
 - All lease agreements to include the requirement for lessee's to participate annually in the Tennis Australian Healthy Club program and provide Council with a copy of the results;
 - Endorse the recommendations noted in the Dendy Park Tennis Centre feasibility report and commence the expression of interest process seeking professional management of the site;
 - Maximize court lighting across Bayside, through application to relevant funding programs supported by to provide greater access to tennis facilities
 - Address opportunities to maximize revenue improving the ability to meet future renewal costs.

Strategy detail *continued*

Themes identified during research

- Sport participants (all sports) are opting for more casual unstructured recreational activities, rather than dedicated weekend sport activities
- Red porous court surfaces are the most common type, but require labour intensive maintenance and water usage and are challenging to keep up to standard for volunteer-based organizations
- Community clubs are struggling to maintain and repair courts, resulting in a high number of courts, but in poor condition
- Governance and financial sustainability of many clubs was identified as areas requiring significant support and interventions

Key actions proposed

- The City lacks clear and measurable data to understand the current state of tennis in Bayside. As such, all future agreements will require lessees to participate at least annually in a Club Operational Health Check and release data to the City
- Concentration of tennis facilities is limited to a small number of areas. The city will therefore seek to consolidate and reduce venues to avoid duplication of services
- Coach (i.e. coaching services) contribution to club revenue is much lower in Bayside than the state average and should be addressed. As such, the Council will consider the suitability of commercial operator agreements to provide guidance on appropriate financial contribution to court maintenance and renewal.
- The Dendy Park Tennis Club is the largest club in the area and requires significant maintenance and renewal work. Due to the Club's size and importance to providing tennis to the community, the Council will work to develop a concept plan for refurbishment and secure funding

(see Appendix 5 for samples of the goal and action plans)

Strategy detail *continued*

- Short-term (1-2 years):
 - Support clubs and coaches to create welcoming tennis environments for the community to better access playing opportunities, for all ages, abilities, and background
 - Support the roll out of a Book a Court program
 - Collaborate with coaches and clubs to improve community engagement
 - Host an annual forum for Bayside tennis clubs, in partnership with Tennis Victoria
 - Support clubs and centres to improve club planning and performance to achieve financial sustainability
 - Support clubs to keep well maintained buildings and infrastructure
- Medium-term (3-4 years):
 - Explore opportunities to upgrade facilities at Dendy Park to become a regional tennis facility
 - Explore alternative management models for tennis facilities on a case-by-case basis
- Long-term (5+ years):
 - Encourage involvement of tennis clubs in planning of Council [city-owned] open space

Facility usage

- All maintenance and and renewal costs of tennis facilities are the responsibility of Clubs (lessees), which enter into leases with the Bayside Council. Many community organizations are unable to meet the renewal costs required to maintain facilities

Strategy detail *continued*

Amenities and infrastructure

- The key focuses of the strategy are on lighting, red porous surface conversions and pavilion developments. Opportunities to provide unisex design change spaces will also be explored
- Most Council-owned courts (67%) are lit courts, but many do not meet minimum lighting standards. Many Club-courts are unlit, which impacts club revenue and operating hours. In the winter, unlit courts cannot be played on past 5:30pm
- The strategy will provide support to Clubs to install lighting in unlit courts

Court site selection considerations

- Court site selection is based primarily on ability for the court to be accessed by the broader community and in areas that lack tennis courts
- The focus on the strategy is to reduce the number of facilities to consolidate resources and provide a sustainable tennis model

Community sport group considerations

- All community groups/ clubs must enter a standard leasing agreement with the city to utilize any facilities (i.e. buildings, courts, etc.) on Council owned and Crown land. Leases are typically for a maximum of 9 years.
- Tennis Clubs are charged a nominal rent for leasing facilities, but may apply for a rent subsidy if they are unable to pay rent
- All roles within community groups are volunteer-based

Specialized programming

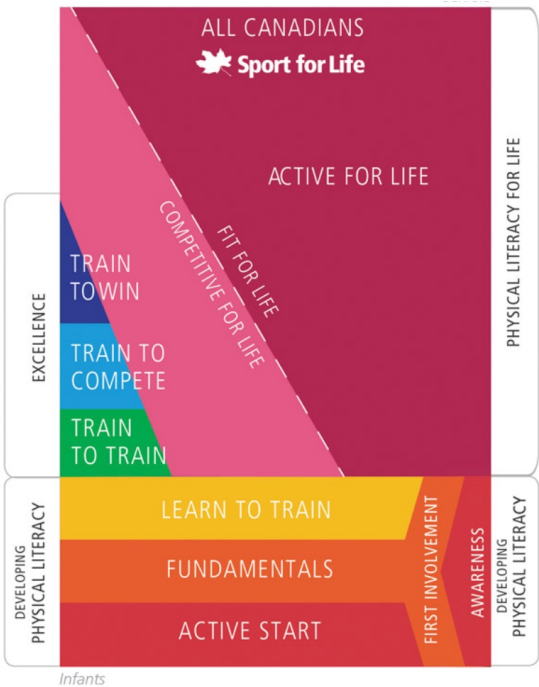
- The strategy supports equitable access to programming, including programming for youth and people of varying abilities and skills



Appendix

Appendix 1

Richmond Hill “sport life model”



The Sport for Life Long-Term Development rectangle

Appendix 2

Halton Hills neighborhood vs community club courts

	Neighbourhood Courts	Community Club Courts
Feature:	<ul style="list-style-type: none">• Serves surrounding neighbourhoods• Provides multi-sport activities (Tennis, Pickleball)	<ul style="list-style-type: none">• Focused on dedicated club use with some level of public play
Skill Level:	<ul style="list-style-type: none">• Recreational and drop in use	<ul style="list-style-type: none">• Recreational & Competitive• Serves a variety of programs (i.e., camps, leagues, lessons)
Amenities:	<ul style="list-style-type: none">• Asphalt court surface/Basic Acrylic Surface• Tennis Nets and poles• multipurpose facility dedicated lines and nets for both tennis and pickleball• Fencing• Lighting• Capital lifecycle replacement• On-street parking at minimum	<ul style="list-style-type: none">• Colour-coated premium acrylic court surface• Sport specific nets, poles and windscreens• Single use with dedicated lines and nets for one sport.• Fencing• Lighting• Capital lifecycle replacement• Parking Lot within park• Washrooms within park• Shade (possible club house or pavilion)• Water (drinking fountain access)

Appendix 3

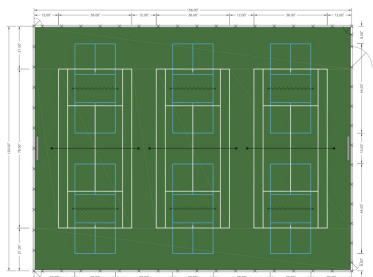
Coquitlam goals for tennis and pickleball

TENNIS AND PICKLEBALL SERVICES AND FACILITIES STRATEGY 2017 - 2037				
Ensuring the sustainability of existing courts	Optimizing the utilization of existing courts	Maintaining an even distribution of courts throughout the community	Planning for community growth and development	Delivering programming and covered tennis services through partnerships
ACTIONS				
Short Term 2017 - 2022 <ul style="list-style-type: none">→ Re-pave Eagle Ridge and Poirier Courts.→ Renew surface of Hickey Courts.→ Include outdoor court infrastructure as a component of the entire park infrastructure sustainability project to ensure sustainable future funding. Ongoing <ul style="list-style-type: none">→ Renew courts as scheduled or required.	Short Term 2017 - 2022 <ul style="list-style-type: none">→ Add pickleball lines to Panorama outdoor courts.→ Consider adding pickleball lines to Poirier outdoor courts.→ Initiate a Tennis Equipment Library Program.→ Develop signage for courts to inform users of proper etiquette and nearby amenities. Medium Term 2022 - 2026 <ul style="list-style-type: none">→ Work with partners to explore opportunities to increase participation. Long Term 2027 - 2037 <ul style="list-style-type: none">→ Consider options to monitor court usage. Ongoing <ul style="list-style-type: none">→ Consider the appropriate addition of multi-sport markings to new and repainted courts.→ Consider the addition of rebound walls to courts when existing courts are upgraded and new courts are developed.→ Plan for accessibility improvements to existing courts as part of court renewals and incorporate accessibility features in new courts.→ Continue to add pickleball court inventory and programming if demand exists.	Short Term 2017 - 2022 <ul style="list-style-type: none">→ Plan for new courts in Smiling Creek and Fraser Mills Neighbourhoods.→ Consider adding pickleball courts at Smiling Creek, Maillardville Community Centre, and YMCA gymnasiums.→ Add three courts to replace the two at Cottonwood Park, with pickleball lines. Medium Term 2022 - 2026 <ul style="list-style-type: none">→ Plan for new courts to accompany development in Northeast Coquitlam, City Centre, and other areas as appropriate. Long Term 2027 - 2037 <ul style="list-style-type: none">→ Plan for a cluster of courts at Gilley's Trail (Northeast Coquitlam).→ Plan for new courts to accompany re-development in Austin Heights.	Short Term 2017 - 2022 <ul style="list-style-type: none">→ Finalize new operating agreement for covered tennis facility and tennis programming at 1650 Foster Avenue. Ongoing <ul style="list-style-type: none">→ Offer programming and public play opportunities.→ Consider any proposals from external organizations to increase the City's inventory of covered tennis courts should there be demand.→ Encourage programming that enables more females to fully and equitably participate.→ Encourage partnerships that provide opportunities for people of all abilities.	

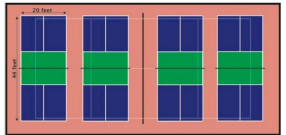
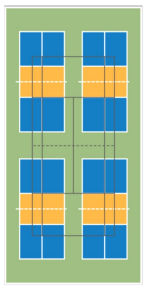
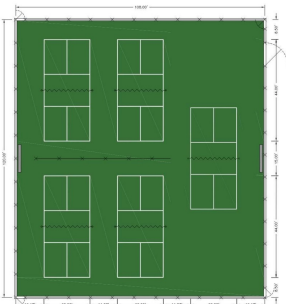
Appendix 4

Seattle court conversion and dual striping

Dual Striping (blended lines)



Court Conversion



Appendix 5

Bayside Action Plan examples

Goal 1: Accessibility

	ACTION	HOW WILL THIS BE ACHIEVED	TIMELINE	RESPONSIBLE Lead in bold
1.1	Support clubs and coaches to create welcoming tennis environments for the community to better access playing opportunities for all ages, abilities and backgrounds	Empower local tennis clubs and coaches to help make Tennis a sport to attract and retain all ages, abilities and genders in Bayside. Key focuses on increasing digital engagement, flexible membership/pay for play options and offering playing opportunities for all. Targeted participation focuses for females, casual and social play, transition from school environments and encourage diversity and inclusivity.	S - M	Tennis Victoria Bayside City Council Tennis Clubs and Centres Tennis Coaches
1.2	Support the roll out of the Book a Court program to create and promote greater access by the broader community for casual play.	Council will consider funding through the capital works program or through available grant opportunities for the installation of Book A Court systems at all tennis venues, with the view of supporting implementation to all tennis venues in Bayside. Provide Council with log in details to access book a court data to review facility utilisation and hours of use per program area.	S	Bayside City Council Tennis Victoria Tennis Clubs and Centres Tennis Coaches
1.3	On behalf of clubs applications to relevant funding programs to undertake facility upgrades to that improve accessibility, participation and community benefit.	Support club submissions to funding partners (e.g. State Government and Tennis Australia) to improve infrastructure that increases participation, facility usage, improving community access and strengthening social connection of members. Key focuses on lighting, red porous surface conversions and pavilion developments. Council will explore opportunities to provide unisex design change spaces, encourage multi-use and fit for purpose venues.	S - M	Bayside City Council Tennis Victoria State Government Tennis Clubs and Centres

Appendix 5

Bayside Action Plan examples *continued*

Goal 2: Community Benefit

	ACTION	HOW WILL THIS BE ACHIEVED	TIMELINE	RESPONSIBLE Lead in bold
2.1	Collaborate with coaches at clubs to improve engagement with the Bayside community to encourage participation in tennis.	<p>Tennis Victoria to drive quality and progressive participation programs led by qualified tennis coaches at tennis venues to build positive partnerships with their clubs and the community.</p> <p>Council to partner with Tennis Victoria to increase promotional opportunities for venues including annual festival of tennis and free come and try open days through social media platforms and Councils event calendar.</p> <p>Tennis Victoria to ensure all head tennis coaches hold Tennis Australia coaching qualifications and membership. This ensures that coaches at affiliated tennis venues are accessing national tennis programs and support are covered by relevant insurance and have been screened annually for compliance with a working with children check, police check and first aid qualification.</p>	S	Tennis Victoria Tennis Clubs and Centres Bayside City Council
2.2	Encourage involvement of tennis clubs in the planning of Council open space to provide a diverse range of recreational opportunities for the community.	Involve clubs in the planning of Councils open space and precincts to ensure broader community benefit, opportunity to participate and healthy outcomes for residents.	M - L	Bayside City Council Tennis Victoria Tennis Clubs and Centres
2.3	Explore opportunities to upgrade facilities at Dendy Park to become Bayside's regional tennis facility.	Endorse recommendations of the feasibility study and commence planning, development and ongoing sustainability of the tennis at Dendy Park as a Tennis Australia Regional Tennis Centre.	M	Bayside City Council Tennis Victoria Tennis Australia Dendy Park Tennis Club
2.4	Council in partnership with Tennis Victoria host an annual forum for Bayside tennis clubs.	Council and Tennis Victoria to facilitate an annual Tennis Club Forum. Forums will focus on networking, building and sharing knowledge and providing updates on the Tennis Strategy implementation.	S	Bayside City Council Tennis Victoria Tennis Clubs and Centres

BEAM GROUP

Appendix 3

Service levels and criteria for court location selection

Note that the following are screenshots included for completeness, and that interactive service levels and criteria are included in an Excel file.

Figure 6: Tennis service levels, view 1

Usage: this chart should be used to determine the minimum and enhanced standards required for new or upgraded outdoor tennis courts					
		New or upgraded neighbourhood parks		New or upgraded district parks	
		Minimum service level	Enhanced service level	Minimum service level	Enhanced service level
Size	Number of courts per facility	Two courts (three where space permits and local provision levels are not exceeded)	Four courts	Four courts	Six courts
Amenities	Seating	Bench (one per two courts)	Bench (one per two courts)	Bench (one per two courts)	Bench (one per two courts)
	Shade	No minimum shade requirement	Planting or shade structure	Planting or shade structure	Planting or shade structure
	Wind mitigation	No minimum wind screen requirement	Wind screen (height 9 feet or 2.74 metres)	No minimum wind screen requirement	Wind screen (height 9 feet or 2.74 metres)
	Washrooms	No minimum washroom requirement	Portable washroom	Washroom building	Washroom building
	Hitting walls	No minimum hitting wall requirement	One hitting wall	No minimum hitting wall requirement	Two hitting walls
Surfacing	Type of surface	Penetration asphalt plus acrylic	Penetration asphalt plus acrylic	Penetration asphalt plus acrylic	Penetration asphalt plus acrylic
Lighting	Lighting	No minimum lighting requirement; case by case	No minimum lighting requirement; case by case	Lighting	Lighting
	Type of lights	LED	LED	LED	LED
	Light poles	Concrete	Concrete	Concrete	Concrete
	Light timing	Until 11pm	Until 11pm	Until 11pm	Until 11pm
Transportation	Dedicated parking	No minimum parking requirement	No minimum parking requirement	Access to parking	Access to parking
	Bicycle racks	Bicycle racks at entry point	Bicycle racks at entry point	Bicycle racks at entry point	Bicycle racks at entry point
Setbacks	Distance from residences	20 metres from residences	20 metres from residences	20 metres from residences	20 metres from residences
Nets	Height	net posts: 3 ½ feet (1.07 m); heavy-duty 11-gauge steel centre: 3 feet (0.914 m)	net posts: 3 ½ feet (1.07 m); heavy-duty 11-gauge steel centre: 3 feet (0.914 m)	net posts: 3 ½ feet (1.07 m); heavy-duty 11-gauge steel centre: 3 feet (0.914 m)	net posts: 3 ½ feet (1.07 m); heavy-duty 11-gauge steel centre: 3 feet (0.914 m)
	Material	Netting is 1-3/4" square mesh braided solid core polyethylene, unsurpassed for durability and weather resistance. 3.0 mm netting with 285 lb break strength.	Netting is 1-3/4" square mesh braided solid core polyethylene, unsurpassed for durability and weather resistance. 3.0 mm netting with 285 lb break strength.	Netting is 1-3/4" square mesh braided solid core polyethylene, unsurpassed for durability and weather resistance. 3.0 mm netting with 285 lb break strength.	Netting is 1-3/4" square mesh braided solid core polyethylene, unsurpassed for durability and weather resistance. 3.0 mm netting with 285 lb break strength.
	Straps	maximum width of 2 inches (5cm)	maximum width of 2 inches (5cm)	maximum width of 2 inches (5cm)	maximum width of 2 inches (5cm)

Figure 7: Tennis service levels, view 2

Usage: this chart should be used to determine the minimum and enhanced standards required for new or upgraded outdoor tennis courts					
		New or upgraded neighbourhood parks		New or upgraded district parks	
		Minimum service level	Enhanced service level	Minimum service level	Enhanced service level
Fencing	Style of fencing	Preference for California-style (assessed on case-by-case basis, e.g. if vandalism is a concern)	Preference for California-style (assessed on case-by-case basis, e.g. if vandalism is a concern)	Preference for California-style (assessed on case-by-case basis, e.g. if vandalism is a concern)	Preference for California-style (assessed on case-by-case basis, e.g. if vandalism is a concern)
	Type of fencing	Black vinyl chain link, 6 gauge	Black vinyl chain link, 6 gauge Footing requirements for fence and wind/noise screen per recommendations by a Structural Engineer based on Geotechnical Report	Black vinyl chain link, 6 gauge	Black vinyl chain link, 6 gauge Footing requirements for fence and wind/noise screen per recommendations by a Structural Engineer based on Geotechnical Report
	Fencing height	10 feet or 3.05 metres	10 feet or 3.05 metres	10 feet or 3.05 metres	10 feet or 3.05 metres
	Maintenance gate	Minimum 1 gate, 3 metres wide	Minimum 1 gate, 3 metres wide	Minimum 1 gate, 3 metres wide	Minimum 1 gate, 3 metres wide
	Player gates	Minimum 2 gates, 1.5 metre wide	Minimum 2 gates, 1.5 metre wide	Minimum 2 gates, 1.5 metre wide	Minimum 2 gates, 1.5 metre wide
Signage	Content and style	Tennis specific rules and regulations signage with court management system information. Information e.g., regarding general rules or waitlist management systems should be clear, plain English, and concise. Signs should be provided in other key languages where required based on demographic data. All signage should be AODA-compliant.	Tennis specific rules and regulations signage with court management system information. Information e.g., regarding general rules or waitlist management systems should be clear, plain English, and concise. Signs should be provided in other key languages where required based on demographic data. All signage should be AODA-compliant.	Tennis specific rules and regulations signage with court management system information. Information e.g., regarding general rules or waitlist management systems should be clear, plain English, and concise. Signs should be provided in other key languages where required based on demographic data. All signage should be AODA-compliant.	Tennis specific rules and regulations signage with court management system information. Information e.g., regarding general rules or waitlist management systems should be clear, plain English, and concise. Signs should be provided in other key languages where required based on demographic data. All signage should be AODA-compliant.

Figure 8: Pickleball service levels, view 1

Usage: this chart should be used to determine the minimum and enhanced standards required for new or upgraded outdoor pickleball courts					
Note: blue cells highlight differences from the tennis standard					
		New or upgraded neighbourhood parks		New or upgraded district parks	
		Minimum standard	Enhanced standard	Minimum standard	Enhanced standard
Size	Number of courts per facility	Two courts (four where space permits and local provision levels are not exceeded) No dividing fencing	Four courts (six where space permits and local provision levels are not exceeded) 5' dividing fencing between courts	Four courts (six where space permits and local provision levels are not exceeded) 5' dividing fencing between courts	Ten courts where space permits and local provision levels are not exceeded 5' dividing fencing between courts
Amenities	Seating	Bench (one per court)	Bench (one per court)	Bench (one per court)	Bleachers
	Shade	No minimum shade requirement	Deciduous tree planting or shade structure	Deciduous tree planting or shade structure	Deciduous tree planting or shade structure
	Wind mitigation	Wind screen (height 9 feet or 2.74 metres)	Wind screen (height 9 feet or 2.74 metres)	Wind screen (height 9 feet or 2.74 metres)	Wind screen (height 9 feet or 2.74 metres)
	Washrooms	No minimum washroom requirement	Portable washroom	Washroom building	Washroom building
	Hitting walls	No minimum hitting wall requirement	One hitting wall	No minimum hitting wall requirement	Two hitting walls
Surfacing	Type of surface	Penetration asphalt plus acrylic	Penetration asphalt plus acrylic	Penetration asphalt plus acrylic	Penetration asphalt plus acrylic
Lighting	Lighting	No minimum lighting requirement; case by case	No minimum lighting requirement; case by case	Lighting	Lighting
	Type of lights	LED	LED	LED	LED
	Light poles	Concrete	Concrete	Concrete	Concrete
	Light timing	Until 11pm	Until 11pm	Until 11pm	Until 11pm
Transportation	Dedicated parking	No minimum parking requirement	No minimum parking requirement	Access to parking	Access to parking
	Bicycle racks	Bicycle racks at entry point	Bicycle racks at entry point	Bicycle racks at entry point	Bicycle racks at entry point
Setbacks	Distance from residences	Minimum 50m for dedicated pickleball facility	Minimum 50m for dedicated pickleball facility	Minimum 50m for dedicated pickleball facility	Minimum 50m for dedicated pickleball facility

Figure 9: Pickleball service levels, view 2

Usage: this chart should be used to determine the minimum and enhanced standards required for new or upgraded outdoor pickleball courts					
Note: blue cells highlight differences from the tennis standard					
		New or upgraded neighbourhood parks		New or upgraded district parks	
		Minimum standard	Enhanced standard	Minimum standard	Enhanced standard
Nets	Height	net posts: 3 feet (0.91m); heavy-duty 6-gauge steel centre: 2.83 feet (0.86 m) metal clamps at top to avoid sagging	net posts: 3 feet (0.91m); heavy-duty 6-gauge steel centre: 2.83 feet (0.86 m) metal clamps at top to avoid sagging	net posts: 3 feet (0.91m); heavy-duty 6-gauge steel centre: 2.83 feet (0.86 m) metal clamps at top to avoid sagging	net posts: 3 feet (0.91m); heavy-duty 6-gauge steel centre: 2.83 feet (0.86 m) metal clamps at top to avoid sagging
	Material	Netting is 1-3/4" square mesh braided solid core polyethylene, unsurpassed for durability and weather resistance. 3.0 mm netting with 285 lb break strength.	Netting is 1-3/4" square mesh braided solid core polyethylene, unsurpassed for durability and weather resistance. 3.0 mm netting with 285 lb break strength.	Netting is 1-3/4" square mesh braided solid core polyethylene, unsurpassed for durability and weather resistance. 3.0 mm netting with 285 lb break strength.	Netting is 1-3/4" square mesh braided solid core polyethylene, unsurpassed for durability and weather resistance. 3.0 mm netting with 285 lb break strength.
	Straps	maximum width of 2 inches (5cm)	maximum width of 2 inches (5cm)	maximum width of 2 inches (5cm)	maximum width of 2 inches (5cm)
Fencing	Style of fencing	Enclosed fencing preferred to support noise and wind mitigation (assessed on a case-by-case basis)	Enclosed fencing preferred to support noise and wind mitigation (assessed on a case-by-case basis)	Enclosed fencing preferred to support noise and wind mitigation (assessed on a case-by-case basis)	Enclosed fencing preferred to support noise and wind mitigation (assessed on a case-by-case basis)
	Type of fencing	Black vinyl chain link, 6 gauge Footing requirements for fence and wind/noise screen per recommendations by a Structural Engineer base on Geotechnical Report	Black vinyl chain link, 6 gauge Footing requirements for fence and wind/noise screen per recommendations by a Structural Engineer base on Geotechnical Report	Black vinyl chain link, 6 gauge Footing requirements for fence and wind/noise screen per recommendations by a Structural Engineer base on Geotechnical Report	Black vinyl chain link, 6 gauge Footing requirements for fence and wind/noise screen per recommendations by a Structural Engineer base on Geotechnical Report
	Fencing height	10 feet or 3.05 metres	10 feet or 3.05 metres	10 feet or 3.05 metres	10 feet or 3.05 metres
	Maintenance gates	Minimum 1 gate, 3 metres wide	Minimum 1 gate, 3 metres wide	Minimum 1 gate, 3 metres wide	Minimum 1 gate, 3 metres wide
	Player gates	Minimum 2 gates, 1.5 metre wide	Minimum 2 gates, 1.5 metre wide	Minimum 2 gates, 1.5 metre wide	Minimum 2 gates, 1.5 metre wide

Figure 10: Pickleball service levels, view 3

Usage: this chart should be used to determine the minimum and enhanced standards required for new or upgraded outdoor pickleball courts					
Note: blue cells highlight differences from the tennis standard					
		New or upgraded neighbourhood parks		New or upgraded district parks	
		Minimum standard	Enhanced standard	Minimum standard	Enhanced standard
Signage	Content and style	Pickleball specific rules and regulations signage based on rotation of players and games as opposed to time bound limits typically used for tennis, with court management system information. Onsite player management system (e.g. paddle rack). Information e.g., regarding general rules or waitlist management systems should be clear, plain English, and concise. Signs should be provided in other key languages where required based on demographic data. All signage should be AODA-compliant.	Pickleball specific rules and regulations signage based on rotation of players and games as opposed to time bound limits typically used for tennis, with court management system information. Onsite player management system (e.g. paddle rack). Information e.g., regarding general rules or waitlist management systems should be clear, plain English, and concise. Signs should be provided in other key languages where required based on demographic data. All signage should be AODA-compliant.	Pickleball specific rules and regulations signage based on rotation of players and games as opposed to time bound limits typically used for tennis, with court management system information. Onsite player management system (e.g. paddle rack). Information e.g., regarding general rules or waitlist management systems should be clear, plain English, and concise. Signs should be provided in other key languages where required based on demographic data. All signage should be AODA-compliant.	Pickleball specific rules and regulations signage based on rotation of players and games as opposed to time bound limits typically used for tennis, with court management system information. Onsite player management system (e.g. paddle rack). Information e.g., regarding general rules or waitlist management systems should be clear, plain English, and concise. Signs should be provided in other key languages where required based on demographic data. All signage should be AODA-compliant.

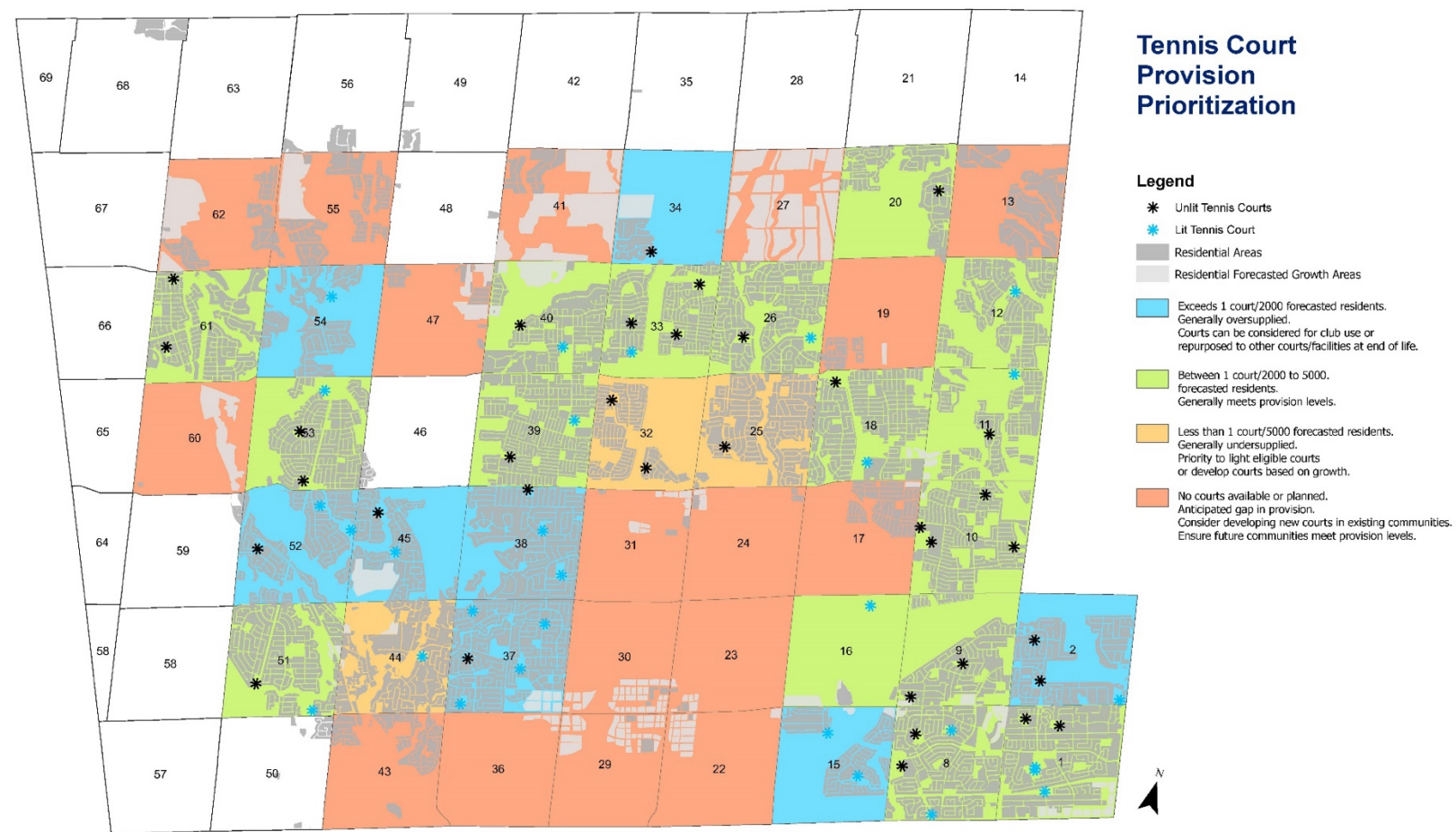
Figure 11: Court selection criteria

Usage: these criteria should be used to award points to rank proposed locations for new tennis or pickleball courts (highest scores are preferable)					
New court selection criteria		Points awarded if answer is affirmative			
Will the court be dedicated to pickleball?		3			
Will the court be dedicated to tennis?		1			
Will all enhanced standards be met?		3			
Will some enhanced standards be met?		2			
Is the proposal to build a pickleball court in a high-priority block for pickleball?		3			
Is the proposal to build a tennis court in a high-priority block for tennis?		2			
Would future doming through an air-supported structure be possible at the facility?		3			
Is the proposal to repurpose an underused* tennis court or other facility for pickleball?		3			
Is the proposal to repurpose an underused facility for tennis?		2			
*Underusage is defined in Appendix 5 of the City of Vaughan Tennis and Pickleball Strategy 2025					

Appendix 4

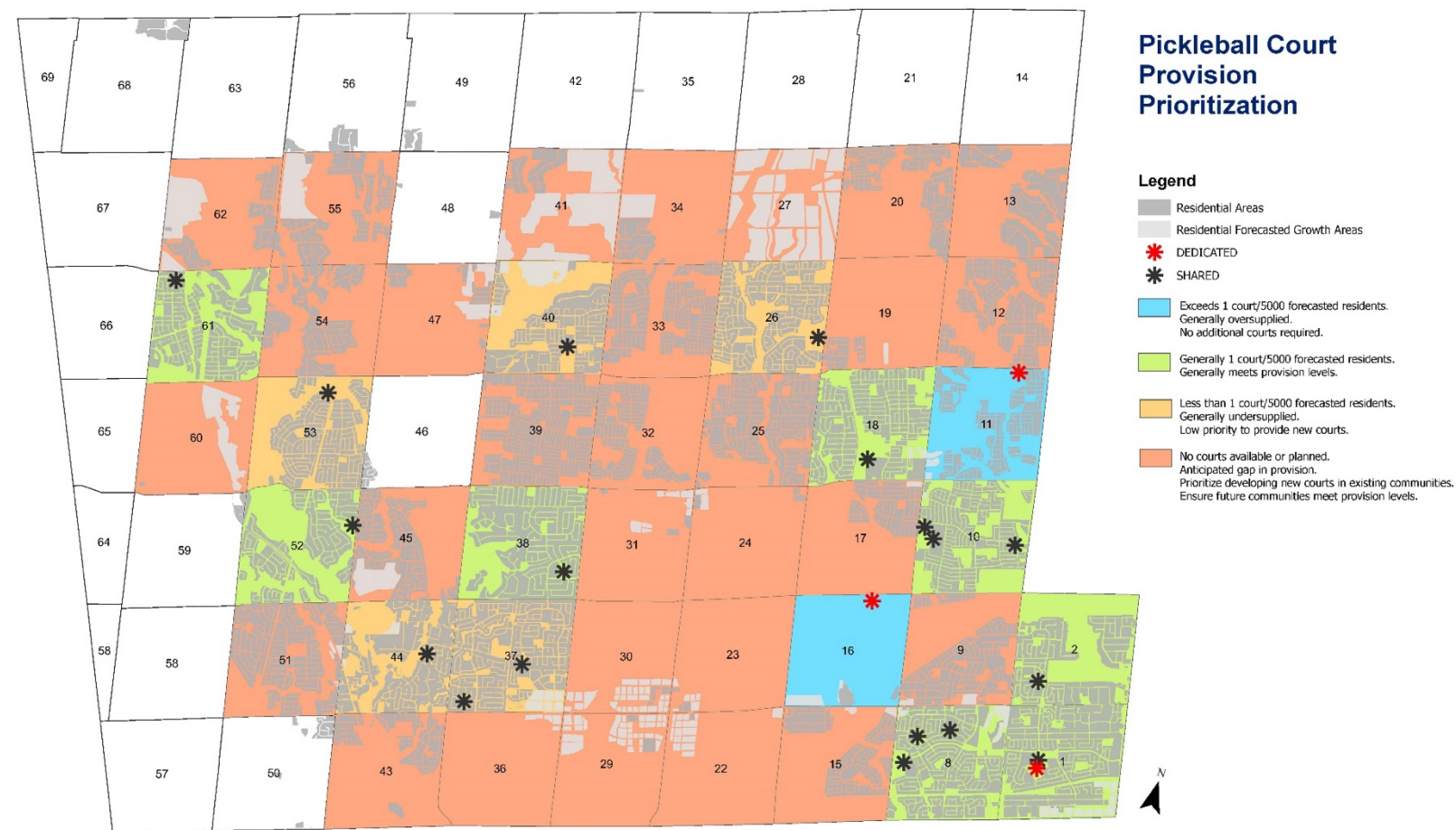
Tennis and pickleball court provision prioritization maps

Figure 12: Tennis court provision prioritization map



Date: 11/1/2024

Figure 13: Pickleball court provision prioritization map



Appendix 5

Framework for estimating whether a facility is well-used

The framework below is provided to guide City staff when determining whether a tennis or pickleball facility may be considered “well-used” or “under-used”. This is a key consideration in a range of decision-making, e.g., whether the facility could be upgraded, expanded, decommissioned, or its use permitted to a community club.

This framework is based on in-person court observation data collection, and may require amendment if other methods are put in place, e.g., self-reporting, motion sensors, or cameras. It is based on data collection occurring across a minimum of five days at different times of the day, with good weather (considering precipitation, wind and temperature). More accurate observation data, in particular for ‘High daily usage’ and ‘High overall usage’ observation data would require a minimum of 1 to 2 hours during each observation period (morning, afternoon, evening, night) at each site^{56 57}.

Criteria

- **High peak time usage:** Does the number of observed players exceed 4x the number of courts in a given time period (morning/afternoon/late afternoon/evening), 3 times or more? E.g., more than 12 players in a morning slot and two evening slots for a 3-court facility
- **High daily usage:** Does the number of observed players exceed 10x the number of courts across the day, for 3 or more of the days observed? E.g., more than 30 players for 3 of the observed days for a 3-court facility
- **High overall usage:** Does the total number of observed players exceed 50x the number of courts over a minimum of 5 days? E.g., more than 150 players across 5 days for a 3-court facility

✓✓✓ If all three of the above criteria are met, the facility may be considered **extremely well-used**.

✓✓ If two of the above criteria are met, the facility may be considered **very well-used**.

✓ If one of the above criteria is met, the facility may be considered **well-used**.

✗ If none of the above criteria are met, the facility may be considered **under-used**.

⁵⁶ Due to resource limitations, court observation data collected and included in this study tallied court users during a “spot check” to allow multiple sites to be observed by the same staff member during each time frame (morning, afternoon, evening, night). Accurate use data would require a longer (1-2 hour) minimum standardized time allotment for observation at each site, since the number of observed users would presumably be higher the longer observation was conducted.

⁵⁷ Gathering additional court usage data is important given anecdotal evidence that Maxey and Chatfield Parks are “well-used”, despite showing as “under-used” for the data collection period.

Appendix 6

Cost estimates for covered courts

Air-supported structures are typically preferred as the most economical choice for covering outdoor courts. The cost of an air-supported structure covering a 4-court facility is approximately \$700,000 - \$900,000. Estimates for the major capital cost categories as provided by Tennis Canada are outlined in Table 14⁵⁸.

Table 14: Major capital cost category estimates (tennis court covering)

Air-supported structure	
Components	<ul style="list-style-type: none"> • Fabric dome <ul style="list-style-type: none"> ○ Outer layer: architectural grade vinyl polyester fabric (coated to withstand environmental deterioration) ○ Insulation: double layer of polyethylene domes sandwiched between two aluminium surfaces • Concrete grade beam: foundation for the air-supported structure (costs are reduced if there is an existing grade beam) • HVAC: inflation unit, furnace, air-conditioning (optional) • Utilities: gas and power connections • Entrance and exit components: revolving door and double-door pedestrian airlock, vestibule entrance building (for check-in, change rooms, waiting area, information boards, office) • Interior lighting
Costs	<p>Most manufacturers estimate that the total cost of building and installing the components of an air-supported structure can be budgeted at \$25-\$30 per square foot.</p> <ul style="list-style-type: none"> • 4 courts: 224x118ft; 26,000 square feet; \$700,000 • 6 courts: 336x118ft, 40,000 square feet; \$1,100,000 • 8 courts: 224x236ft; 53,000 square feet; \$1,500,000
New tennis courts	
Components	<p>Hard courts consist of the following:</p> <ul style="list-style-type: none"> • Base (concrete or asphalt) • Acrylic surface layer • Acrylic coloured paint (top layer) • Court related equipment (nets, posts, dividers etc.) • Cushioning layer (optional shock-absorbing layer that is placed in-between the resurfacing material and coloured

⁵⁸ All estimates outlined in Tennis Canada's Municipal Tennis Facilities Strategy and Partnership Framework, which may be accessed in full online at <https://www.tenniscanada.com/wp-content/uploads/2020/04/03-Municipal-Framework.pdf>

	paint layers; provides improved playing conditions and reduces player fatigue)
Costs	<ul style="list-style-type: none"> • 4 courts: 224x118ft; \$500,000 • 6 courts: 336x118ft; \$800,000 • 8 courts: 224x236ft; \$1,000,000
Pre-construction and construction services	
Components	<ul style="list-style-type: none"> • Construction manager or general contractor • Planners, designers and engineers • Environmental personnel • Legal and financial consultants
Costs	The costs of pre-construction and construction services will depend on how the project is structured (internal or external to the municipality).

Appendix 7

Cost estimates for potential court observation methods

Table 15: Cost estimates for potential court observation methods

Method	Cost estimates
In-person, e.g. staff or third-party observation	Mystery shopping quotes: <ul style="list-style-type: none"> Several vendors were consulted to obtain quotes for the use of mystery shoppers for court usage monitoring. These estimates were based on a proposed 240 hours of monitoring. To maintain confidentiality and protect commercially sensitive information, the names of the companies are not disclosed. Vendor A: Minimum of \$25,000 (~180 per hour) Vendor B: \$16,000 (~66 per hour) Vendor C: \$27,000 (~112 hour)
	Hiring a court monitor: <ul style="list-style-type: none"> To hire a court monitor, the City of Vaughan can follow a structured recruitment and training process that would involve a job advertisement, interviews, hiring a successful candidate, and training if required. The costs below are for the weekly wage of the court monitor, excluding any costs associated for recruitment and training. Minimum wage is \$17.20 per hour 8 hours x 5 days = approximately 40 hours total per week at each location 40 x \$17.20 (minimum wage) = \$688 per week per location
	Temporary hire <ul style="list-style-type: none"> Recruitment through a temporary staffing agency allows for a flexible, temporary hire without the long-term commitment of a permanent position. The agency would handle the recruitment, screening, and onboarding of the individual. For example, some well-known temporary staffing agencies include Adecco, Randstad, Man Power, and Kelly Services. Minimum wage is \$17.20 per hour 8 hours x 5 days = approximately 40 hours total per week at each location 40 x \$17.20 (minimum wage) = \$688 per week per location Additional administrative fees are charged on top of the employee's hourly wage which would vary based on the agency

Method	Cost estimates
Self-reporting , e.g., via a QR code or physical system	<p>PerfectMind app:</p> <ul style="list-style-type: none"> • If the app requires adjustments to be able to track court usage, there could be additional development and customization costs associated with this • The cost of adding new features to an app depends on the complexity and the changes required • Vendor D: Rough estimate ranging from \$1,500 to \$7,500 <p>Physical self-reporting setup:</p> <ul style="list-style-type: none"> • Costs associated with purchasing and setting up the boards and markers can vary • This cost can range from \$30 to \$200 per location for time and materials depending on the material quality, frequency of replacement, and customization of the materials
Motion sensor , e.g., trail counter	<p>Motion sensor:</p> <ul style="list-style-type: none"> • Infrared beam: \$200-500 • Passive infrared motion sensor: \$300-700 <p>People counter:</p> <ul style="list-style-type: none"> • Vendor E: \$700-2000+ • Vendor F: \$1000-2000+
Cameras	<p>Fixed camera: \$100-200</p> <ul style="list-style-type: none"> • Vendor G: <u>~\$180</u> • Vendor H: <u>~\$150</u> <p>Pan-Tilt-Zoom camera: \$100-\$1,000+</p> <ul style="list-style-type: none"> • Vendor I: <u>\$130</u> <ul style="list-style-type: none"> ○ Installation: \$100-200 ○ Recording (DVR/NVR): \$100-\$1000+ ○ Storage: Hardware or cloud storage ○ Analysis: Ongoing cost

Appendix 8

Court observation data (west)

Five outdoor City tennis facilities were assessed for suitability for Vaughan Tennis Club's potential expansion. All facilities are located in the west of Vaughan.

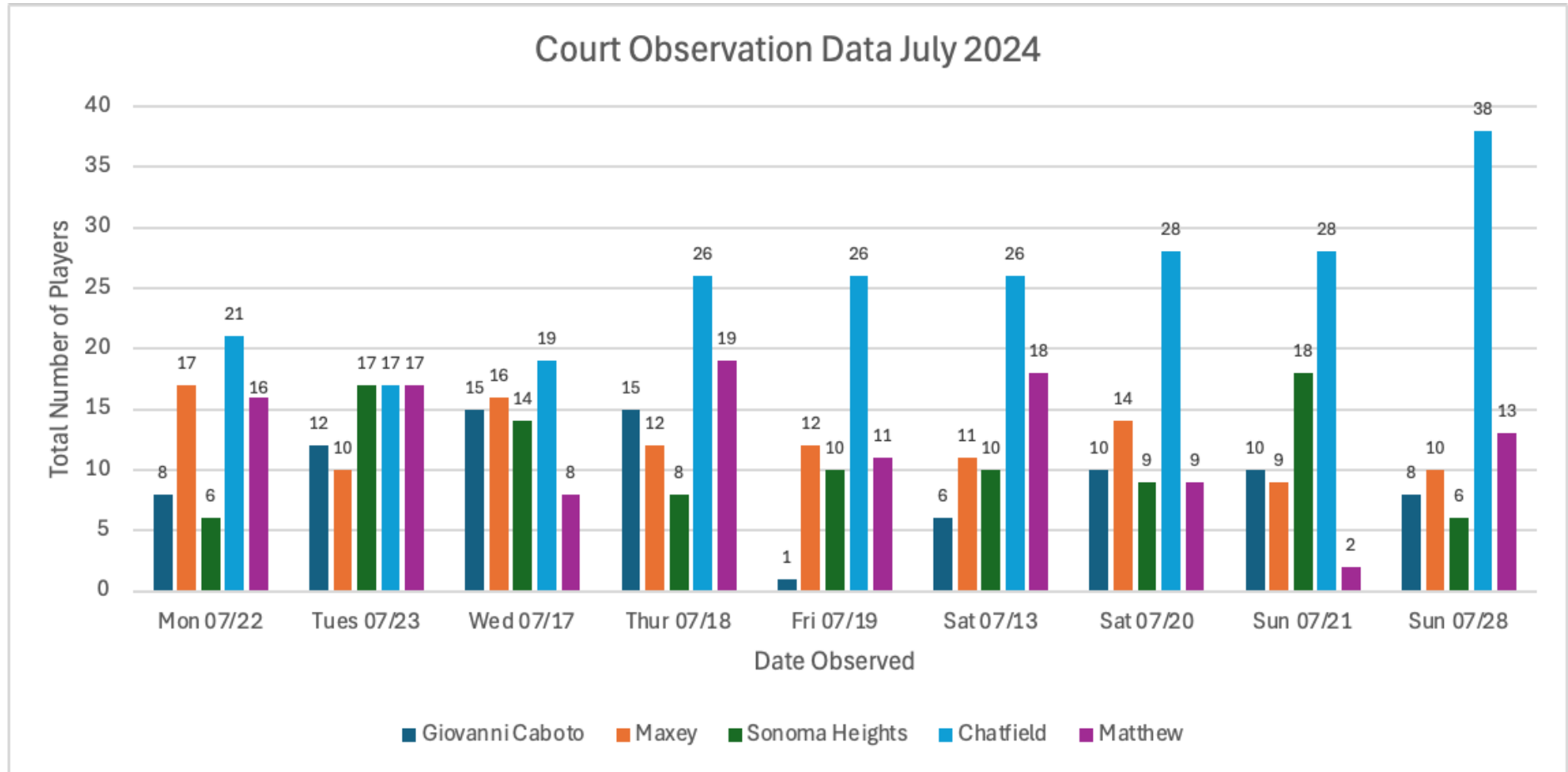
1. **Giovanni Caboto Park** (75 Matthew Dr, Woodbridge), 3 courts
2. **Maxey Park** (181 Willis Rd, Woodbridge), 2 courts
3. **Sonoma Heights Park** (100 Sunset Ridge, Woodbridge), 2 courts
4. **Chatfield District Park** (200 Lawford Rd, Vellore), 4 courts
5. **Matthew Park** (1 Villa Royale Ave, Vellore), 3 courts

Court observation data was collected to assess the current level of public usage. A facility that is already well-used by local residents, for example, should not be repurposed for a club, whereas an underused facility may be suitable. Observations were conducted between July 13, 2024 and July 28, 2024 during weekdays and on two weekends across the following range of times:

- **Morning:** 9.00am to 12.30pm
- **Afternoon:** 12.30pm to 4.30pm
- **Late afternoon:** 4.30 pm to 7.30pm
- **Evening:** 7.30 pm to 10.00pm

Figure 14 shows court monitoring information across all five facilities, with detailed information on each court on the following pages.

Figure 14: Court observation data (west, July 2024)



High activity throughout

Chatfield District Park is highly utilized throughout the day on both weekdays and weekends. More families were observed using the facilities on the weekends. This facility is actively used by the public and is unsuitable for club usage.

High activity at peak times

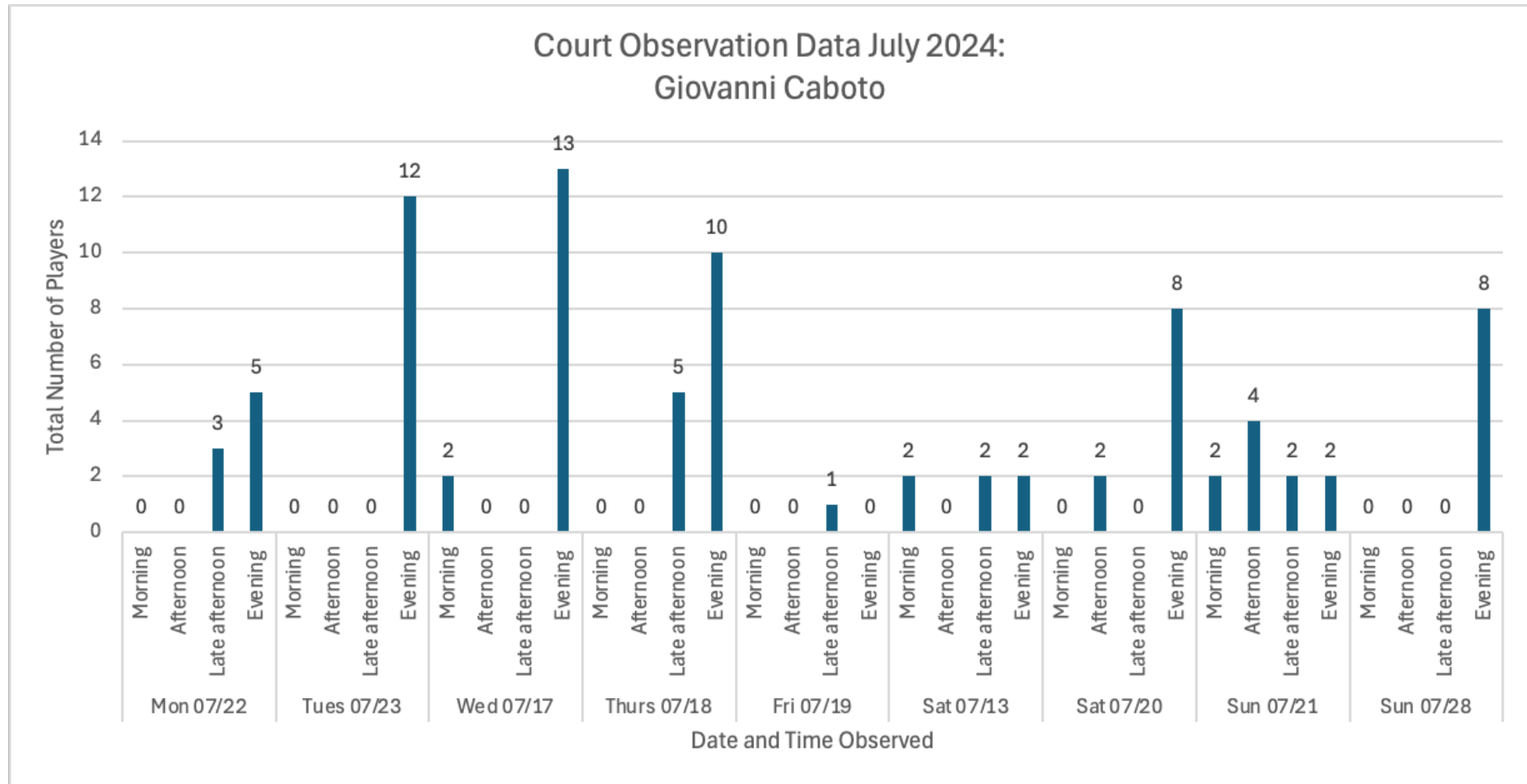
Public usage peaks during weekday late afternoon and evenings at Giovanni Caboto Park and at Sonoma Heights Park. Facility observations revealed that this often leads to players waiting for an opportunity to use the courts. Neither Giovanni Caboto Park nor Sonoma Heights Park should be considered for permanent club usage during peak hours given public usage at these times.

At Maxey Park, tennis court usage is consistently spread across both weekdays and weekends, with steady activity in the late afternoon and evening. However, Sundays show a shift towards higher activity in the morning and afternoon alongside an increase in families in the park. While there are some quieter periods at Maxey Park, as with Giovanni Caboto Park and Sonoma Heights Park, this should not be considered for permanent expansion given public usage at peak times.

Lower activity

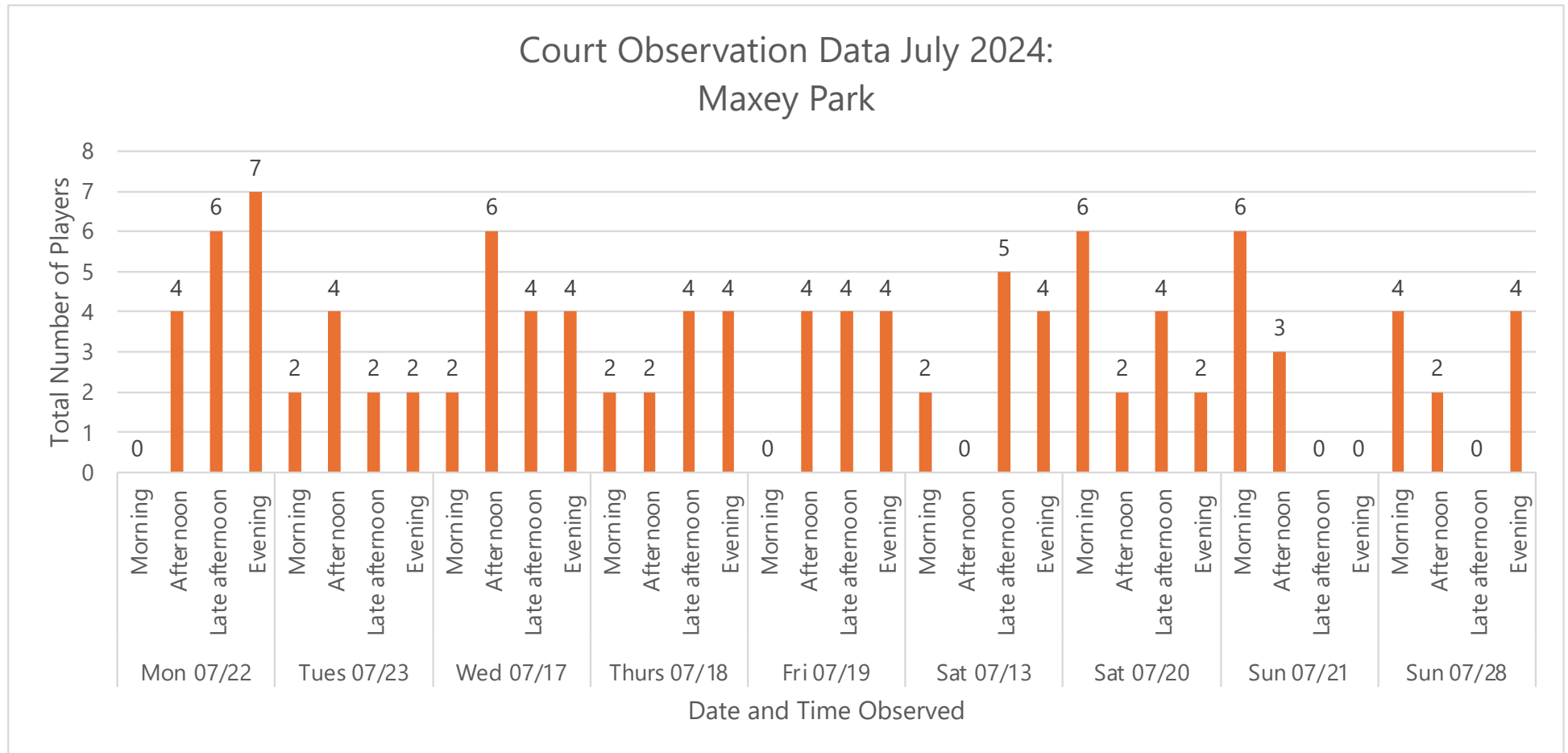
Matthew Park has lower overall activity out of the five locations. If other criteria are met, this facility could be repurposed to enhance its usage without significant impact on community accessibility.

Figure 15: Court observation data for Giovanni Caboto Park, 3 courts (n=85)



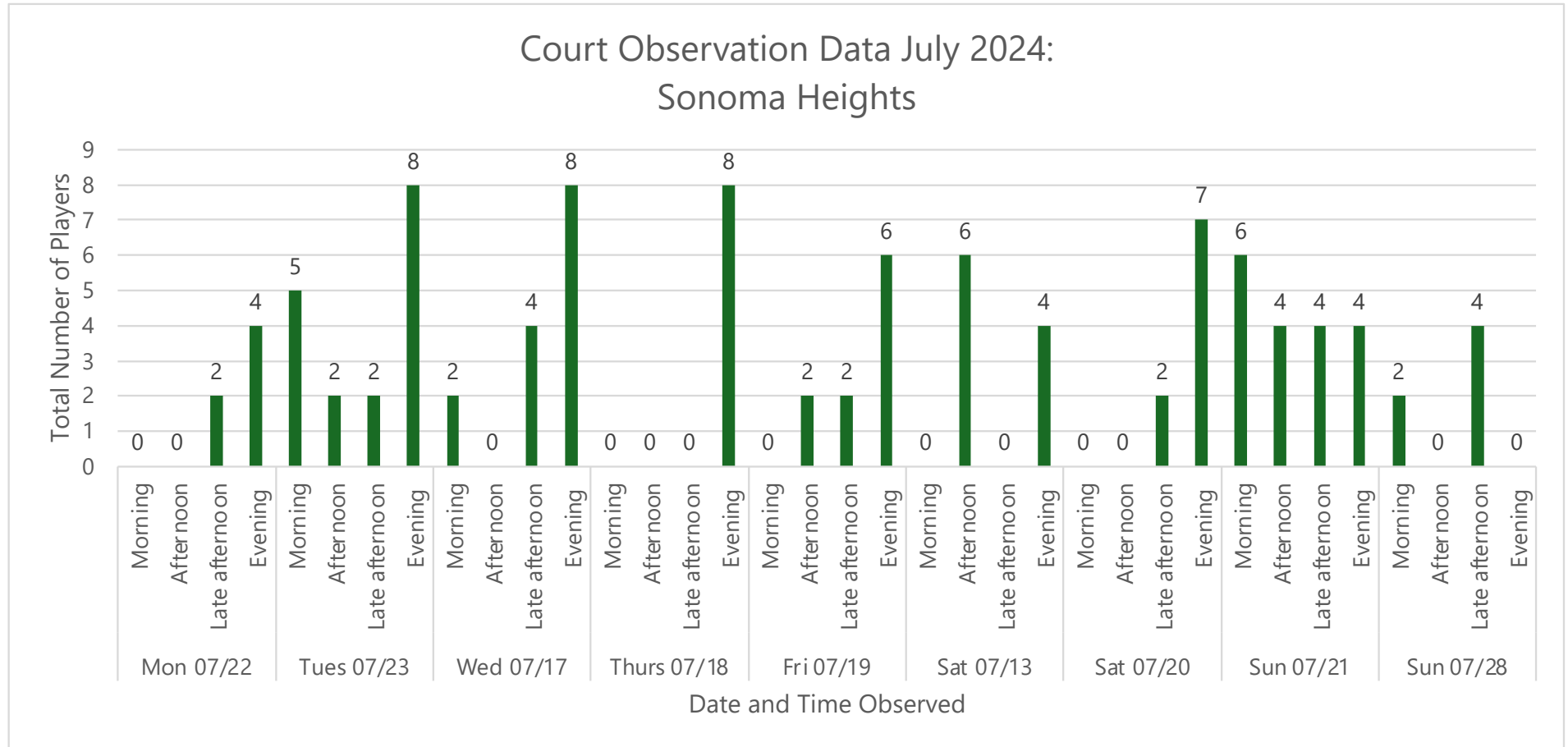
Court usage at Giovanni Caboto Park peaks during weekdays in the late afternoons and evenings. Minimal users were observed during weekday morning and afternoon. Weekend usage is concentrated around the evenings.

Figure 16: Court observation data for Maxey Park, 2 courts (n=111)



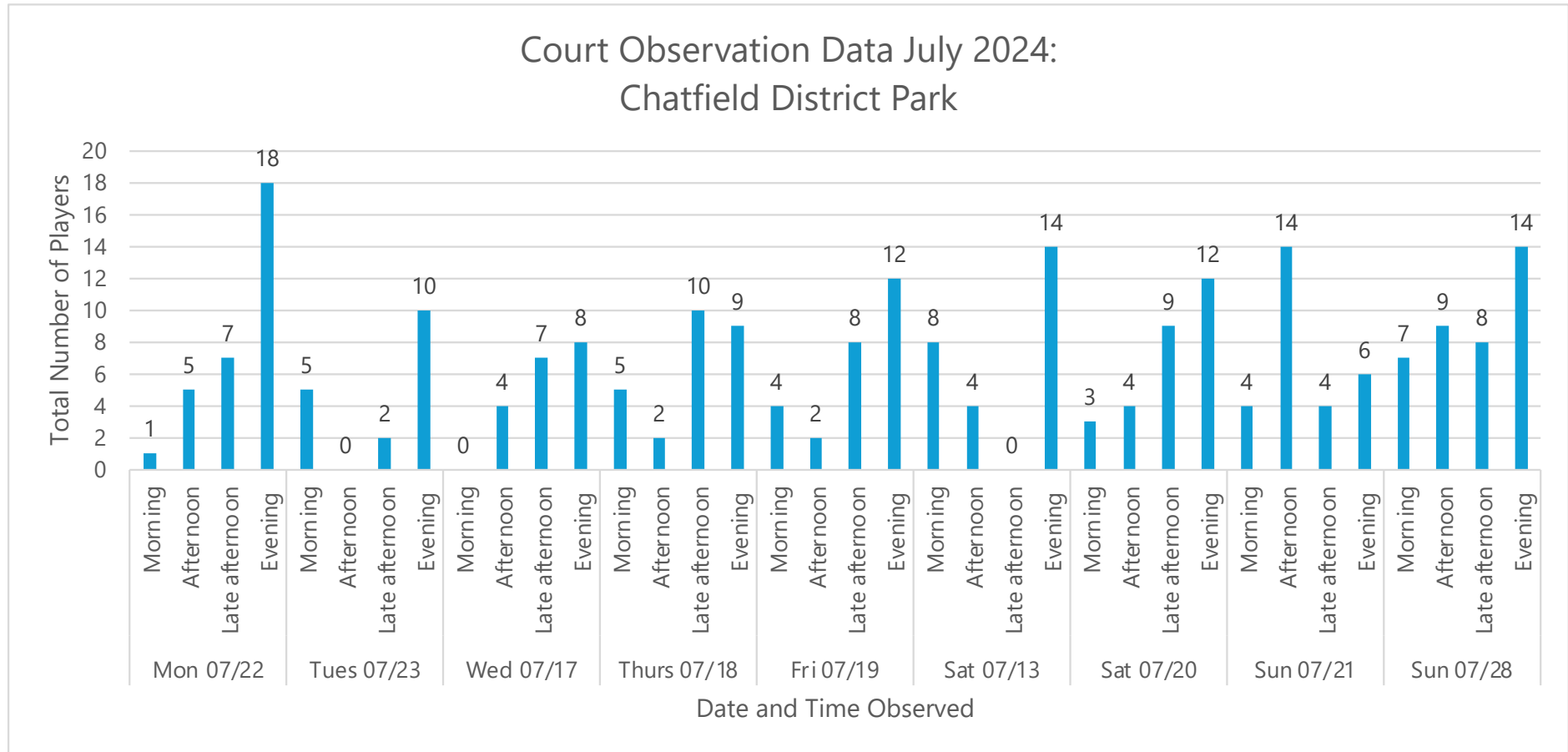
Court usage at Maxey Park is consistently spread across both weekdays and weekends, with steady activity in the late afternoon and evening. However, Sundays show a shift towards higher activity in the morning and afternoon, alongside an increase in family park usage.

Figure 17: Court observation data for Sonoma Heights Park, 2 courts (n=98)



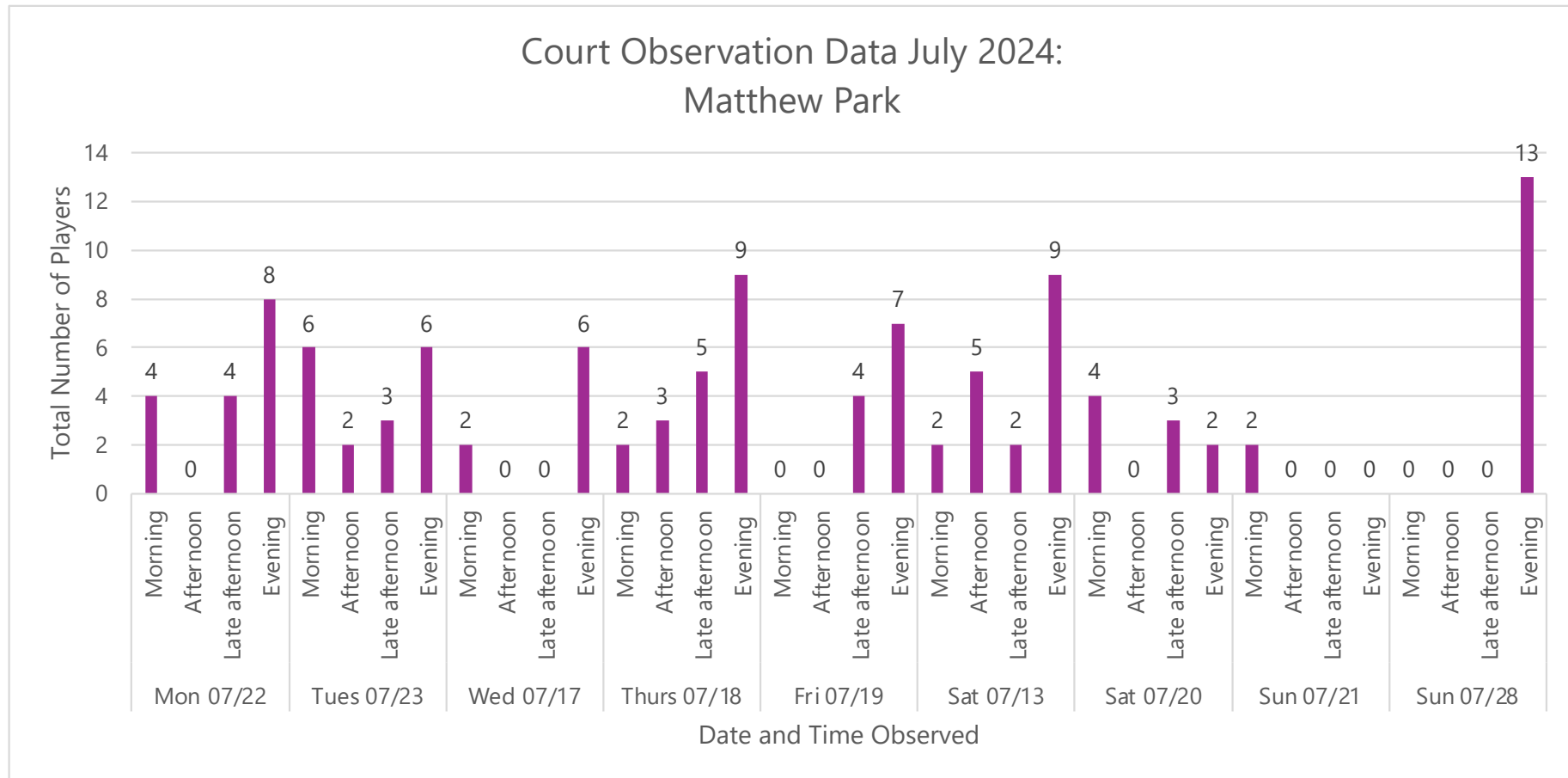
Tennis court usage at Sonoma Heights Park consistently peaks on weekday evenings, often leading to players needing to wait for their turn. Weekend activity is steady from afternoon to evening, though Sunday evenings are less busy than weekday evenings.

Figure 18: Court observation data for Chatfield District Park, 4 courts (n=239)



Tennis courts at Chatfield District Park are actively used throughout the day, including on weekdays and weekends. Weekday activity peaks in the late afternoon and evening, while weekends see varying peak times between afternoon and evening. This park had the highest consistent activity of the five locations.

Figure 19: Court observation data for Matthew Park, 3 courts (n=113)



The tennis courts at Matthew Park are used consistently on weekday evenings, with lower usage during weekday mornings and particularly afternoons. Usage on the weekend varies with no consistent peak times.

Appendix 9

Court observation data (east)

Four outdoor City tennis facilities were assessed for suitability for Thornhill Park Tennis Club's potential expansion to support domed courts. All facilities are located in the east of Vaughan.

1. **North Thornhill District Park** (599 Autumn Hill Blvd, Thornhill), 2 courts
2. **North Thornhill Community Centre** (300 Pleasant Ridge Ave, Thornhill), 2 courts
3. **Dufferin District Park** (1441 Clark Ave. W. Thornhill), 3 courts
4. **York Hill District Park** (330 York Hill Blvd, Thornhill), 6⁵⁹ courts

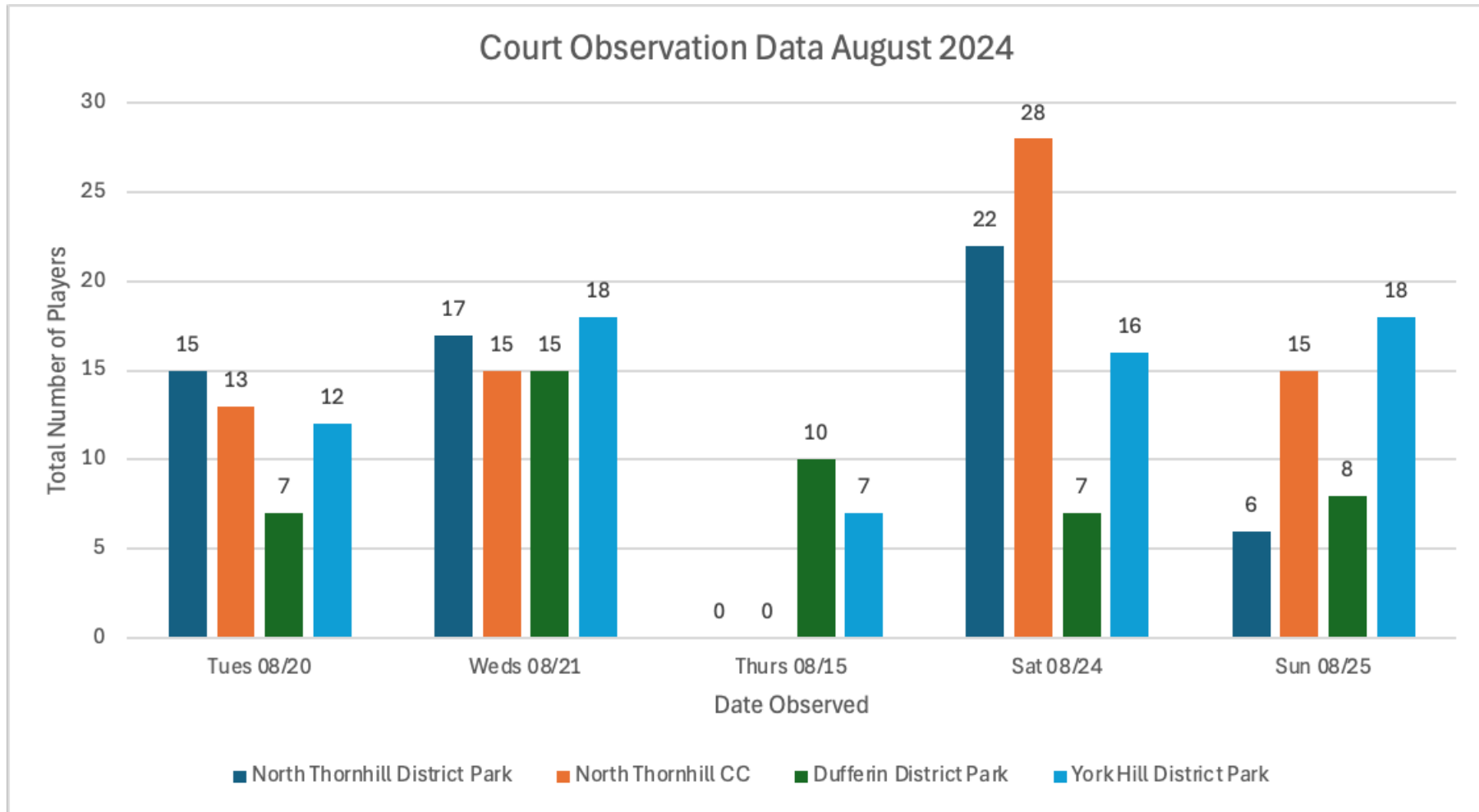
Court observation data was collected to assess the current level of public usage. A facility that is already well-used by local residents, for example, should not be repurposed for a club, whereas an underused facility may be suitable. Observations were conducted between August 20, 2024, and August 25, 2024, from Tuesday to Sunday, across the following range of times:

- **Morning:** 9.00am to 12.30pm
- **Afternoon:** 12.30pm to 4.30pm
- **Late afternoon:** 4.30 pm to 7.30pm
- **Evening:** 7.30 pm to 10.00pm

Figure 20 below shows court monitoring information across all four facilities, with detailed charts on the following pages.

⁵⁹ At the time this report was being written, 3 courts were closed due to poor condition, and are planned to open in 2026 as 1 tennis and 4 pickleball courts (for total courts at York Hill District Park of 4 tennis and 4 pickleball courts).

Figure 20: Court observation data (east, August 2024)



Overall park activity

Overall, compared to parks in the west, all four of these facilities showed lower levels of usage, with a peak of 28 people in total on a Saturday (excluding kids' summer camps) at North Thornhill Community Centre. While court observers often recorded players waiting to use courts in the west, the four observed facilities in the east were often empty during the observation period.

Consistent activity throughout

York Hill District Park and North Thornhill District Park show consistent activity, particularly during late afternoons and evenings on both weekdays and weekends. Both parks experience periods of low activity, such as minimal to no use during the observed weekday mornings.

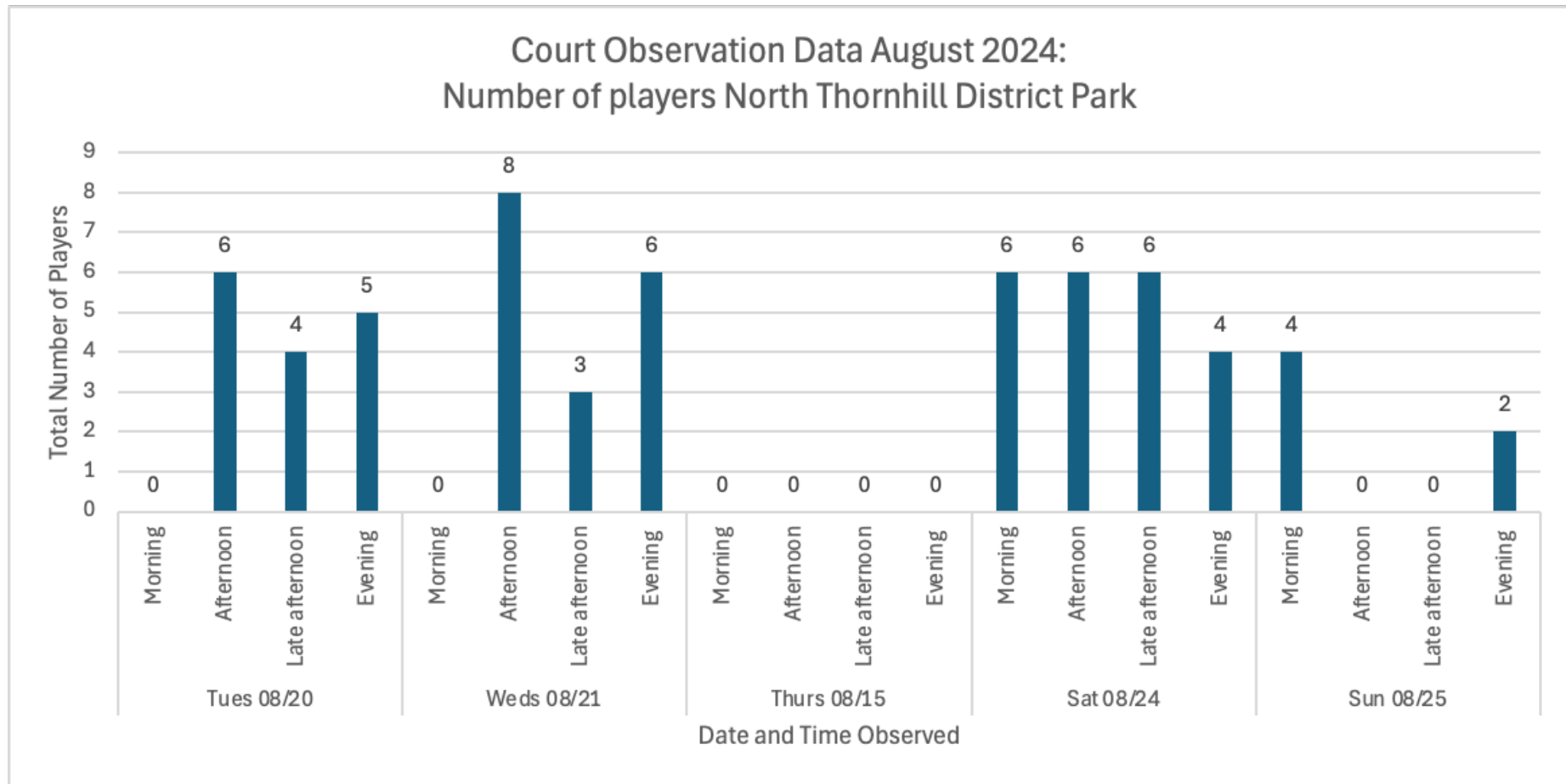
High activity at peak times

North Thornhill Community Centre shows peak activity on weekdays, especially in the afternoon and evenings, alongside moderate usage during the observed weekend.

Lower activity

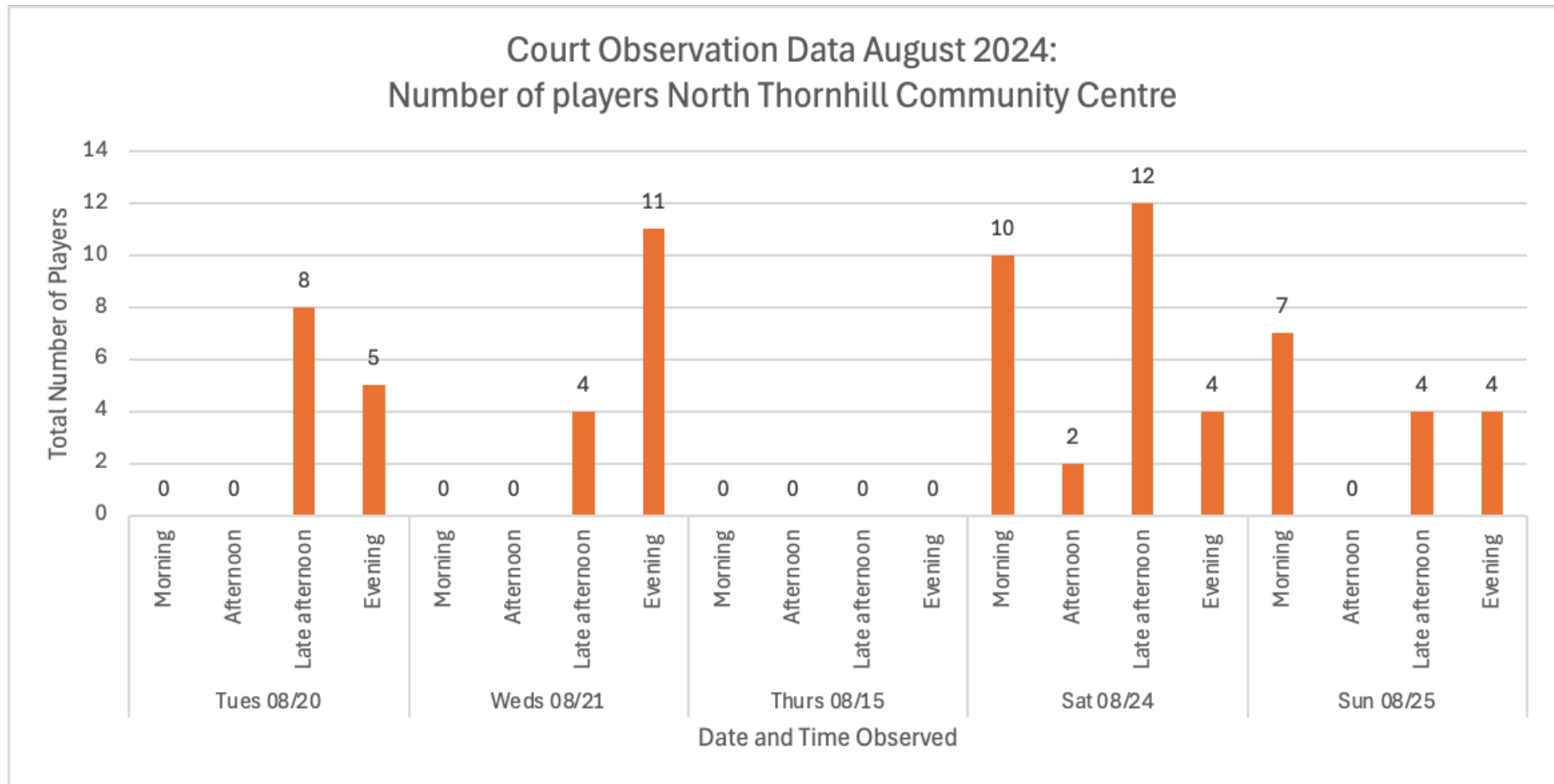
Dufferin District Park displayed the lowest overall activity of the four locations during the observed period, particularly on the weekends.

Figure 21: Court observation data for North Thornhill District Park, 2 courts (n=60)



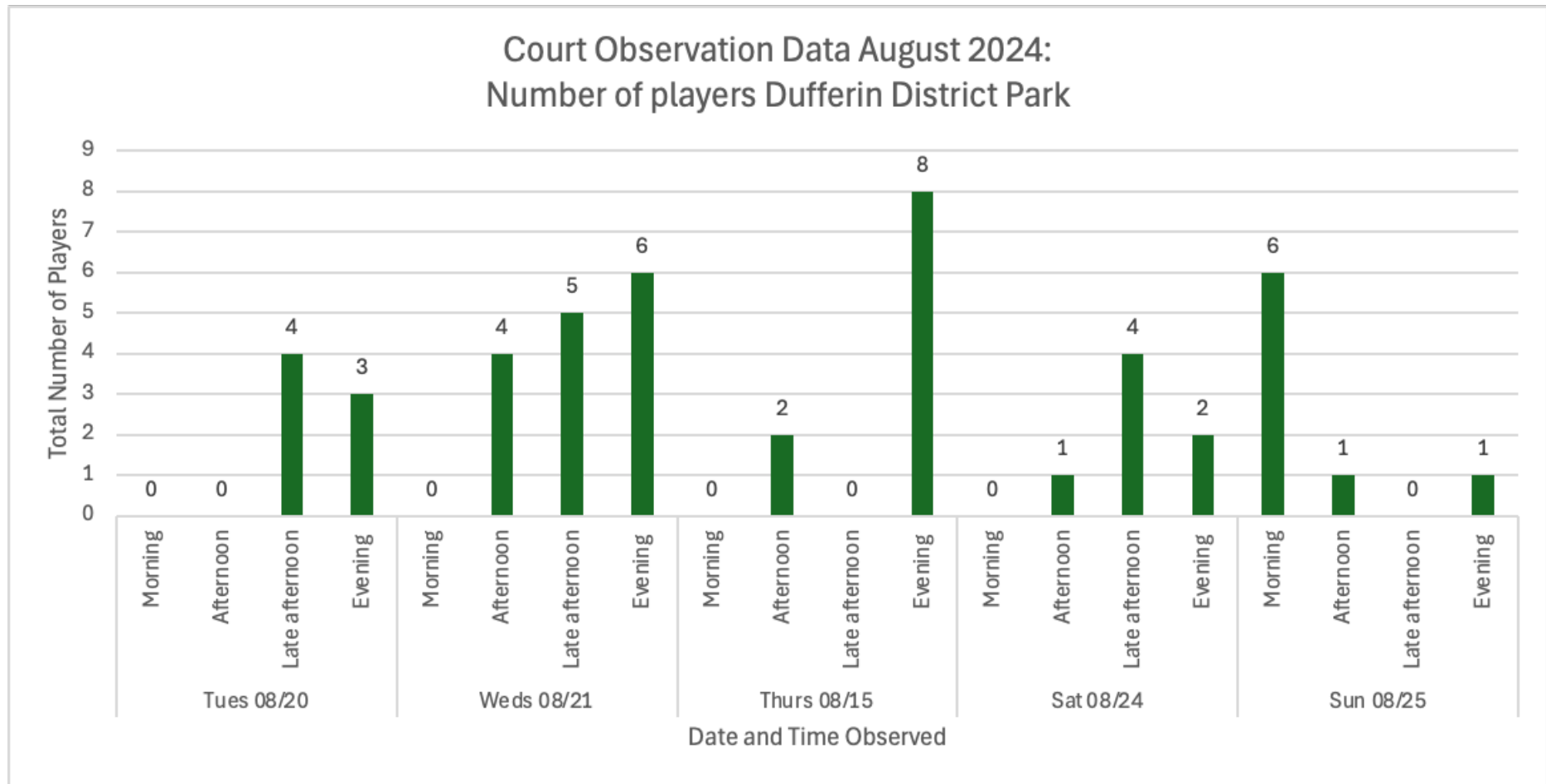
During the observed period, North Thornhill District Park courts were consistently busiest in the afternoons and evenings. Court usage was inconsistent from day-to-day – for example, no users were observed on the Thursday, and the Sunday appeared quiet. Minimal court waiting time was observed.

Figure 22: Court observation data for North Thornhill Community Centre, 2 courts (n=71)



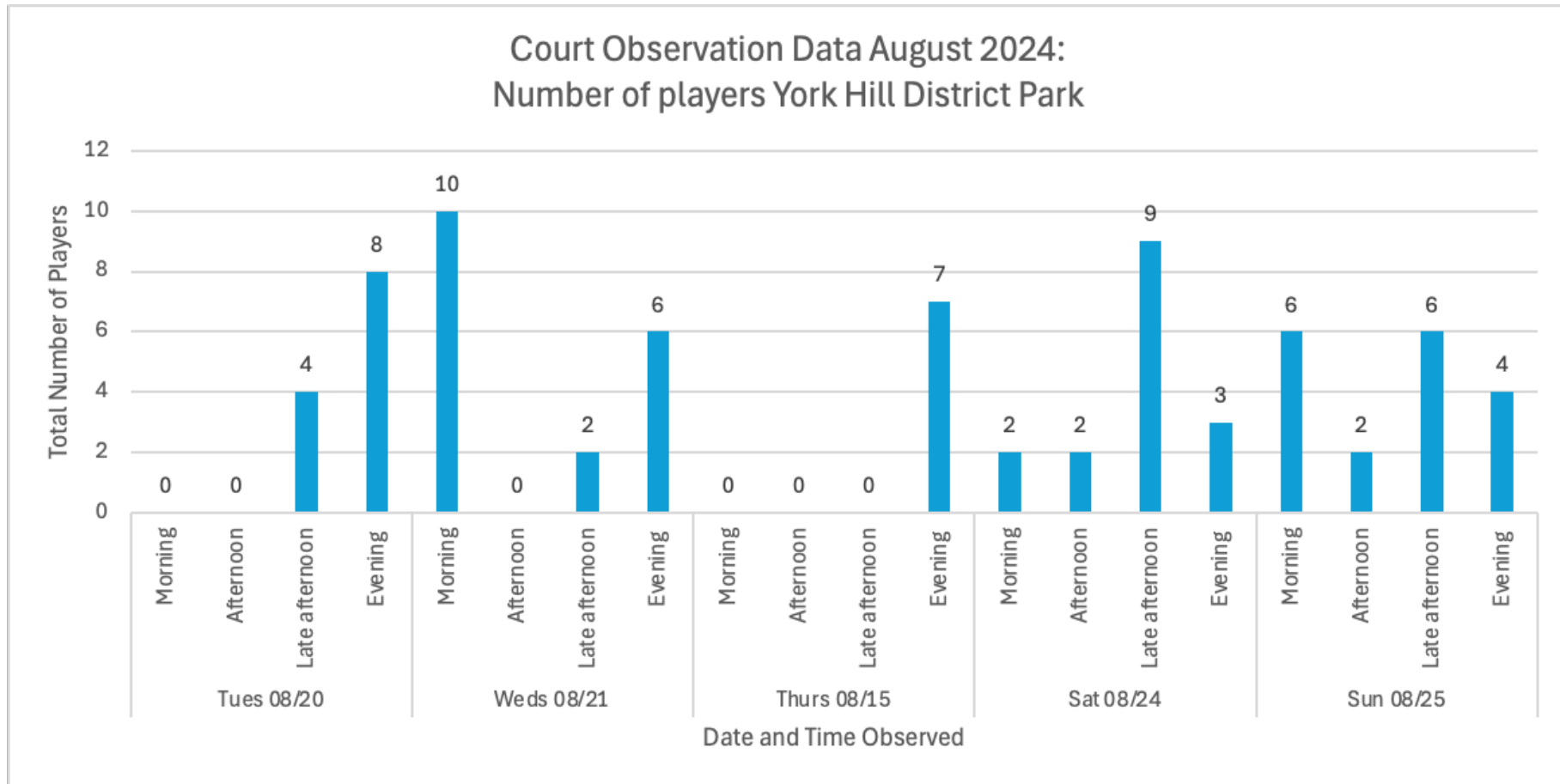
Peak activity at North Thornhill Community Centre was observed during late afternoons and evenings. No users were observed during weekday mornings or afternoons. Weekend usage peaked on Saturday, with lower usage observed on Sunday.

Figure 23: Court observation data for Dufferin District Park, 3 courts (n=39)



Weekday usage of Dufferin District Park was inconsistent, with relatively high usage on Wednesday, some usage on Tuesday, and low usage on Thursday. Weekend usage was relatively low, particularly when compared to the other observed courts.

Figure 24: Court observation data for York Hill District Park, 3 courts (n=79)



Court usage at York Hill District Park was relatively consistent from day-to-day during the observed period, including during weekdays and on the weekend. For each observed day, late afternoons and evenings appeared busiest.

Note that three of the six total courts at York Hill District Park were closed at the time of observation due to poor condition.

Appendix 10

Self-reporting court use data

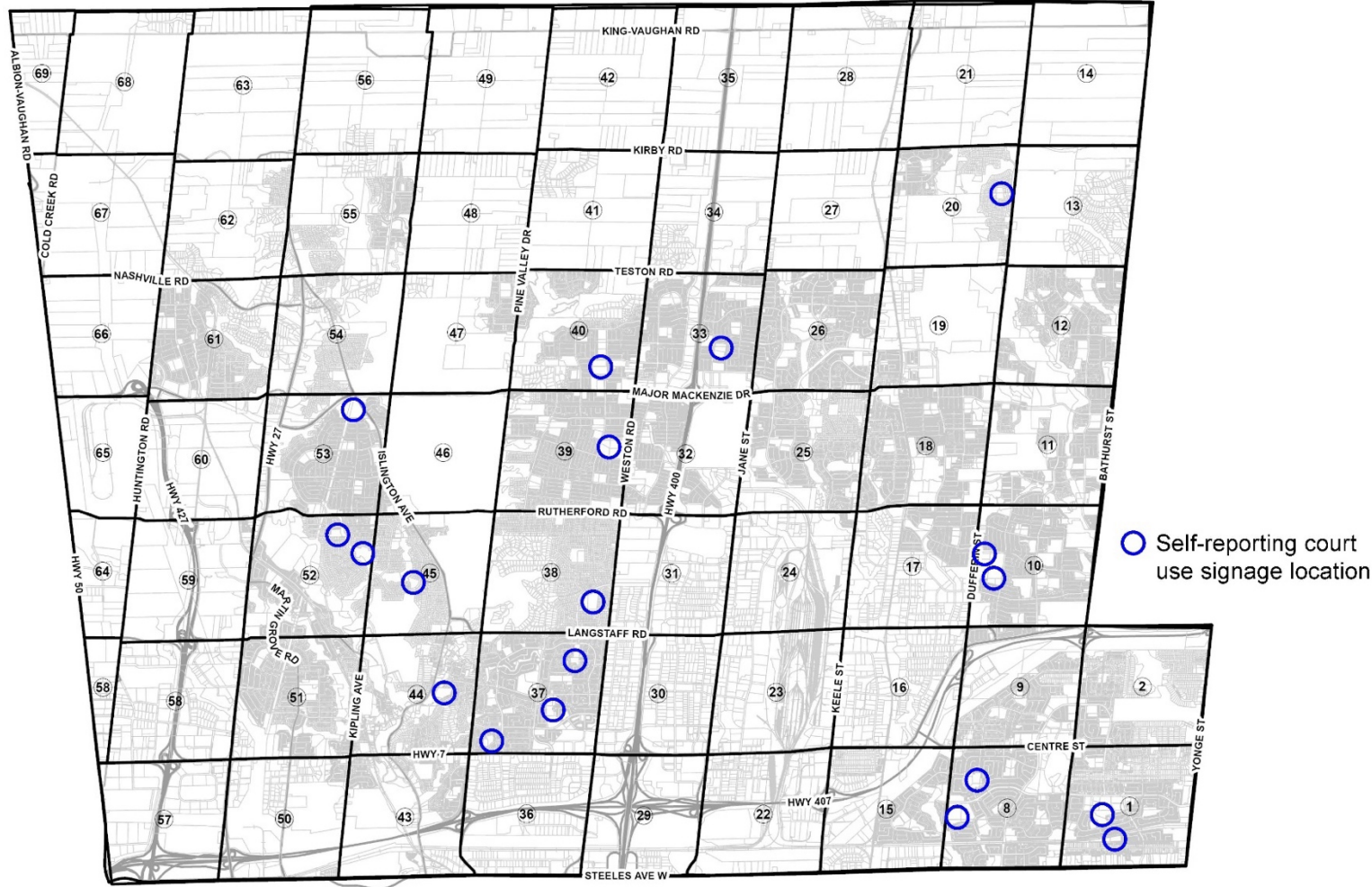
Self-reporting court use data collection method was tested at 19 outdoor tennis courts in August and September 2024 by installing signage affixed to tennis fencing, included calendars and permanent markers, and a QR code linked to an online form for users to check off the day and time of court use. Data from the on-site signage was input by City staff.

The following table and map show the locations self-reporting signage was installed:

Table 16: Locations of self-reporting signage

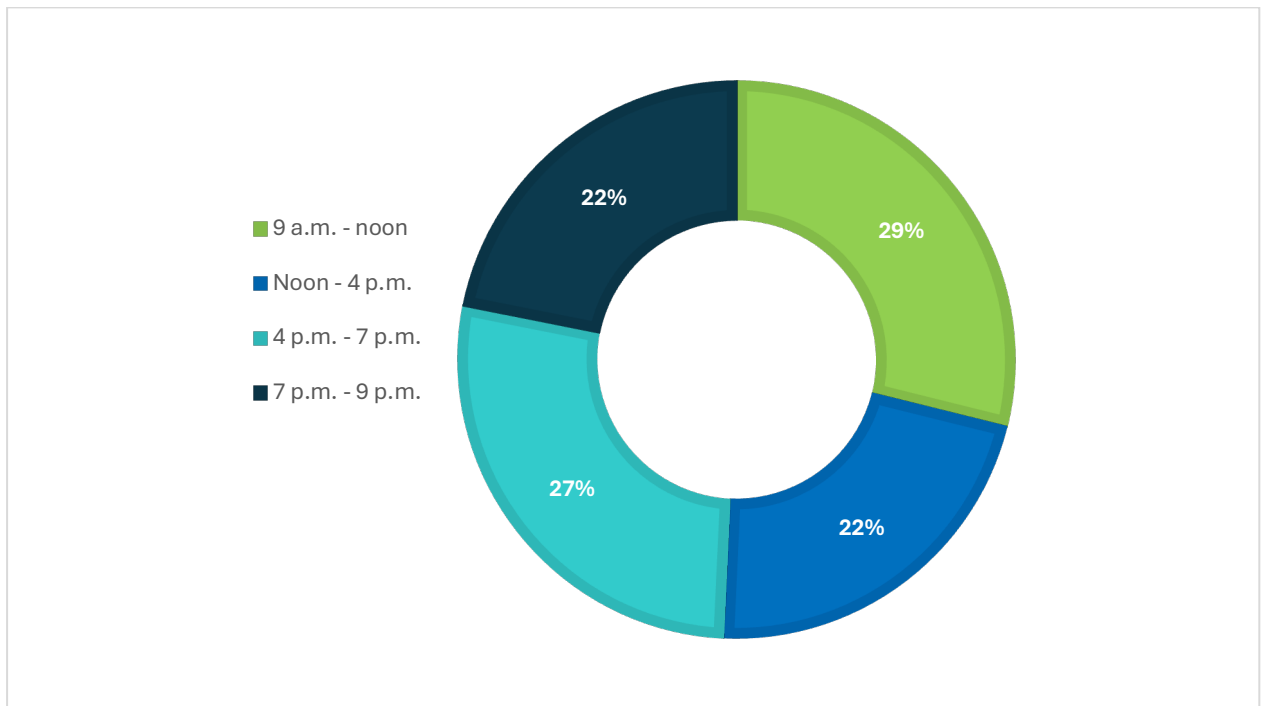
#	Park Name	Park Address	Ward	Block	Tennis Courts
1	Maple Trails Park	61 Athabasca Drive	1	20	4 lit
2	Mast Park	195 Mast Road	1	33	3 unlit
3	Kiloran Park	300 Wycliffe Avenue	2	45	3 lit
4	Maxey Park	199 Willis Road	2	44	3 lit
5	Sonoma Heights Community Park	100 Sunset Ridge	2	53	3 lit
6	Woodbridge Highland Park	51 Thompson Creek Boulevard	2	52	1 unlit
7	Vaughan Mills Park	601 Vaughan Mills Road	2	52	1 unlit
8	Chatfield District Park	100 Lawford Road	3	40	3 lit
9	Giovanni Caboto Park	75 Matthew Drive	3	37	2 lit
10	Matthew Park	1 Villa Royale Avenue	3	39	2 unlit
11	Rose Mandarino Park	80 Greenpark Boulevard	3	38	2 unlit
12	Torii Park	50 Torii Street	3	37	2 lit
13	Joey Panetta Park	88 Marieta Street	3	37	2 lit
14	North Thornhill Community Centre	300 Pleasant Ridge Avenue	4	10	3 lit
15	North Thornhill District Park	599 Autumn Hill Boulevard	4	10	3 lit
16	Vaughan Crest Park	300 Pinewood Drive	5	1	2 lit
17	Dufferin District Park	1441 Clark Avenue West	5	8	3 unlit
18	Wade Gate Park	151 Wade Gate	5	8	2 lit
19	York Hill District Park	330 York Hill Boulevard	5	1	3 lit

Figure 25: Map of self-reporting signage locations



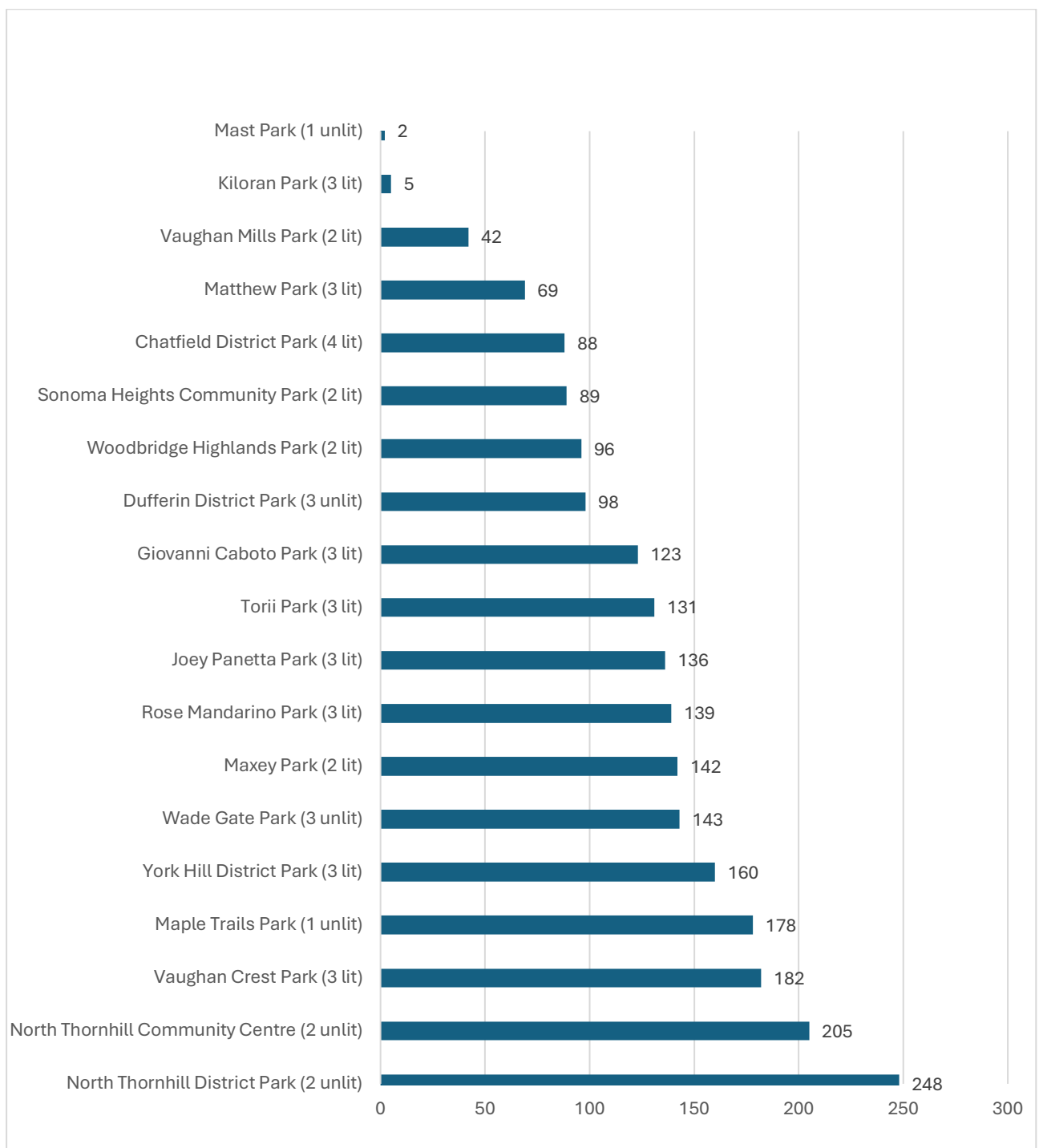
The reliability of the data is questionable, due to lack of consistency of self-reporting (e.g., each check on the calendar could have been one individual or one group), variation in the adoption of the reporting method across locations, lack of accuracy and the limited amount of data able to be collected through this method. Bearing in mind the shortcomings and inaccuracies of the collection method, the collected data is presented as follows:

Figure 26: What time did you play? (n=2276)



Note: Data on the time and date of play per court was collected but not presented in this report.

Figure 27: Where did you play? (n=2276)



Notes: There are similarities and difference between observation data and self-reporting data, with observation data considered to be more accurate. For example, both methods showed Matthew Park and Dufferin District Park to be relatively underused. However, Chatfield District Park and Sonoma Heights Community Park were observed to be well used, but self-reporting data was comparatively lower.

Table 17: Please leave any notes or comments about your use of this tennis court.
(n=88)

#	Park location	Notes/Comments
1	Chatfield District Park	<ul style="list-style-type: none"> • The court is amazing but it is always packed at night/evening, and so are all the other courts in Vaughan. I very much appreciate that there are many amazing courts in our area, but a few more would be even better (or expand some of the 2-court locations into 4 courts) • even at 3pm, all 4 courts were full. we didnt need to wait, and no one else was waiting, so it was fine, but it shows how much of a demand there is for tennis courts
2	Dufferin District Park	<ul style="list-style-type: none"> • These courts are in such awful shape and it's a shame there are three completely destroyed ones caged up with weeds growing. Should be repurposed for actual pickleball courts to leave the tennis courts just for tennis. • need lights • It would be useful to have night light • Fix it!! Don't you see gathers water? • Put lights
3	Giovanni Caboto Park	<ul style="list-style-type: none"> • Please fix court cracks ;(
4	Joey Panetta Park	<ul style="list-style-type: none"> • The majority of people play here are all tennis players. The odd pickle ball player will play. If you were thinking about painting the lines on the courts for the Pickleball players, I would suggest only doing one of them, please. Thank you • Very busy court, nice condition • Please consider turning one of the courts into a pickle ball court with appropriate lines on the ground • Is it possible to paint pickleball lines on at least one court. I suggest the middle court to be considerate of tennis players having the fence side to stop their balls, as pickleballs do not travel very far. Thanks! • Keep courts clean
5	Kiloran Park	<ul style="list-style-type: none"> • Nice Park • Need proper pickle ball court with kitchen • always Very busy always full and no courts to play on had to wait a long time • Best court

6	Maple Trails Park	<ul style="list-style-type: none"> • Great court. Don't remove it!! My family uses it often. But the playground should have the sand removed and rubber matting should be placed down. • Another tennis court built in this neighborhood would be more than ideal. • The tennis court is very old and obsolete. It does not have a proper surface and without lights! We have room for 2 courts! • We desperately need new courts! The courts are so old and uneven. The asphalt is destroying our balls and shoes. Please!!! • We try to go 3 times per week and enjoy the activity to be outside and get some exercise. • Our entire family including children plays tennis at these courts however these courts are in terrible condition and need to be repaved. • Please fix the tennis court. It sucks.
7	Mast Park	<ul style="list-style-type: none"> • It is not the best court, but I appreciate that it exists. Ideally, there should be multiple courts, have lighting for nighttime, and have the court resurfaced (in that order of priority) • need a better court/more courts • please refurbish/maintain the court. Weeds everywhere.
8	Matthew Park	<ul style="list-style-type: none"> • Use the tennis courts often, most recent was Aug 22 with five other friends • Tennis court is not flat • Courts full during this time and waited for a court to be available
9	North Thornhill Community Centre	<ul style="list-style-type: none"> • I don't like the ground material. The ball bounces in weird directions but I still love using these courts • Nets are good. So fun! the ground material is not ideal.
10	North Thornhill District Park	<ul style="list-style-type: none"> • First time using
11	Rose Mandarin Park	<ul style="list-style-type: none"> • Very busy, courts in the area are not renovated so many people show up to this court and there are not enough spots for everyone • Some other courts in the area don't have lights (Velmar Downs) or are not renovated and have an old surface (St Claire school park) leading to long wait times at this court • Nice

		<ul style="list-style-type: none"> • Lots of people who live out of the area/drive here and block curb cut outs and leave litter
12	Sonoma Heights Community Park	<ul style="list-style-type: none"> • Needs to be repaved lots of bumps and potholes • New surface would be nice. A few bulbs are out. We are getting older so lighting helps. • Please repave surface. It's very grainy / bumpy. Not suitable for racquet sports
13	Torii Park	<ul style="list-style-type: none"> • Tennis courts plz • ban pickleball
14	Vaughan Crest Park	<ul style="list-style-type: none"> • This is ideal for tennis • Good condition • Amazing tennis court! One of the most well maintained around the area. Thought the court could use some cleaning.
15	Wade Gate Park	<ul style="list-style-type: none"> • Pickleball not Tennis • Tennis courts are not for pickleball • We need lights
16	Woodbridge Highlands Park	<ul style="list-style-type: none"> • Court could be more better maintained, cracks on the pavement • Always a wait for a court. • We need additional pickleball courts
17	York Hill District Park	<ul style="list-style-type: none"> • Courts are busy and need resurfacing • The courts need repaving. It would be great if the other courts were usable as there is usually a wait • Courts busy and need to be redone • Courts need new surface and are busy • The courts are in bad shape. We had to wait awhile for a court as there were a lot of people wanting to play • Bust Courts, long wait for tennis • Would be nice if the other court was renovated since all of them were full • Pls redo these courts, they're great • It's super busy with 3 pairs waiting to play • Would be helpful if all 3 courts had pickleball lines and one of the nets is sagging • Very busy • Went to promenade location and it was full and super busy. Then went to York hill district park and it was just was busy as well

Note: Some notes written on the boards were input by City staff. Notes and comments were not edited besides removing private information.