

# South Common Community Centre & Library

March 2022 Public Engagement Survey:  
Key Findings and Next Steps

## **Project Overview**

The City of Mississauga is redeveloping South Common Community Centre and Library starting in 2024 to meet the needs of the community as well as improve infrastructure to address population growth and changing demographics in the area. The project will aim to serve the community through improving the quality of recreational services and implementing higher accessibility and green building standards.

## **Engagement Strategy**

Through an engagement campaign participants were asked to:

- Provide feedback on preferred recreational programs, services, activities and amenities
- Provide feedback on preferred library programs, spaces and services
- Provide feedback on outdoor amenities surrounding the centre
- Provide feedback on the overall design of the future facility

The engagement campaign ran for 4 weeks, from March 21 – April 18, 2022. The integrated engagement campaign consisted of print, social media and digital media assets which directed participants to the project page where they could access an online survey.

### **Highlights of the engagement campaign included:**

- 18,519 postcards mailed to residential homes within the Ward 1 boundary
- Email notifications were distributed to over 16,315 addresses, with an average of open rate of 57%
- 1,828 views of the project webpage
- 1,436 online surveys completed
- 48% of survey respondents were aged of 25-54; 48% were aged 55+
- Approximately 2,350 individual comments captured through the online survey
- 73,657 impressions were generated by social media posts

## **Survey Questions**

- What is your age?
- How frequently do you visit South Common Community Centre & Library?
- Within your household, who uses the amenities at South Common Community Centre & Library?
- When travelling to South Common Community Centre & Library what mode of transportation do you use?

- Which of the following recreational activities do you or your family participate in?
- How could the community centre's recreational spaces or programming be improved?
- Which of the following outdoor amenities do you or your family participate in?
- How could the community centre's outdoor amenities be improved?
- What would be the most important features in a newly designed aquatics centre to you and/or your family?
- Which of the following library services do you use?
- What spaces or services would you like to see at this library?
- What spaces/features within newly redeveloped community centre do you feel would be the most important to the community?
- Do you have any additional comments or feedback on the design for the community centre?

## Key Findings

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### ***Frequency of visits to facility:***

- 10% daily
- 36% weekly
- 34% monthly

### ***Household use of facility:***

- 37% one person in household
- 30% the entire household
- 12% attend with spouse
- 6% only children

### ***Mode of transportation to facility (respondents were asked to check all that apply):***

- 89% car
- 28% walk
- 13% bike
- 7% MiWay city bus

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***Most important recreational activities participated in (respondents were asked to check all that apply):***

- 47% aquatics
- 32% fitness classes
- 25% fitness memberships
- 20% gymnasium activities
- 10% art and dance activities
- 10% day camps 10%
- 8% squash

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***Feedback themes for recreational spaces or programs (ranked)***

- Improve fitness centre, layout, lighting, windows (69)
- Improve lap pool (proper rectangular shape, size, deeper, more lanes) (63)
- Improved change rooms, showers, water temps (60)
- Update/improve overall look/feel/layout/rundown facility (42)
- Add Therapeutic/warm water pool (37)
- Add/improve indoor pickleball courts in gym/times/availability (37)
- Improve lighting/more natural light/windows (33)
- Enlarge gymnasium/improve lighting (33)
- Programming added/improved for- Older Adults/Seniors (31)
- Improve/expanded fitness programming (30)
- Improve fitness/aerobics studio, larger, lighting (29)
- Improve ventilation/stinks/heating/cooling throughout building (26)
- Improve overall aquatics (26)
- Improve/update/add more fitness equipment (23)
- Add walking track (23)
- Programming improved/expanded - Lap pool/lane swims (20)
- Improve/increase level of cleaning/upkeep/maintenance (19)
- Programming added/improved - Kids & teens afterschool (19)
- Improve/add more facility open spaces/spread out/common area (16)

- Improve/increase number squash courts (15)
- Improve/keep hot tub (15)
- Add more community events/improve visibility of programs offered (14)
- Improve overall facility accessibility/access/make one level/no ramps (13)
- Multi purpose rooms improved/add more (13)
- Improve change rooms/shower areas (13)
- Programming added/improved - Music/Dance (13)
- "The building is fine the way it is"/"Spend money elsewhere in City" (12)
- Add/improve tennis courts/access to public (12)
- Add indoor Tennis courts/bubble for winter play (12)
- Programming improved/expanded – Therapeutic (11)
- Improve facility washrooms (10)
- Coffee/food bar/concession added (10)
- Increase multi purpose room access/availability (10)
- Improve sauna/add steam room (10)

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***Most important outdoor amenities (respondents asked to check all that apply):***

- 24% spray pad
- 22% tennis courts
- 11% covered pavilion
- 9% skateboard park

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***Feedback themes to outdoor amenities (ranked):***

- Improve/add tennis courts, make public, winterize (307)
- Improve splash pad/add seating/more shade (101)
- Add winter amenities/rink (63)
- Add pickleball courts (29)
- Add basketball courts (19)

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***Most important features in a newly designed aquatics centre (respondents asked to check all that apply):***

- 39% therapeutic/warm water
- 34% lap pool
- 21% hot tub

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***Most important library services (respondents asked to check all that apply):***

- 66% books, magazines
- 30% Wi-fi
- 28% comfortable seating areas
- 23% children's area
- 22% quiet study space
- 22% computers and printing
- 19% programming for adults
- 19% help finding information
- 18% programming for children
- 18% charging stations or outlets
- 17% individual study space
- 10% group study space

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***Feedback themes for library spaces or services (ranked):***

- Additional programs for all ages
- Larger collections
- Improved, larger children's area
- More study space for individuals and groups
- More comfortable seating
- Add makerspace and more technology

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***Most important features for future facility (respondents asked to check all that apply):***

- 64% new aquatics centre
- 54% new fitness centre
- 46% new library
- 44% new outdoor spaces
- 36% energy efficient design
- 23% accessibility improvements
- 20% new lobby space

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***Additional Survey Comments***

- More multi use outdoor space, protected against the elements.
- Need a children's playground
- More shade, caregiver seating, accessible toilets and garbage disposal at splash pad ease
- Larger lockers in change rooms
- A room for seniors to sit and socialize
- Better connection to the South Common Park
- Mixed use tennis/pickle ball courts outside

## **Next Steps**

We would like to thank everyone who took the time to respond to the survey. The feedback gathered from the South Common Community Centre and Library engagement in combination with the [City's 2019 Recreational Master plan](#) and the [City's 2019 Library Master plan](#) will inform the programs, services and amenities, which will be incorporated in to the facility designs. Please note engagement is still ongoing. A public engagement session will follow in fall 2022.

View the project gallery and stay up to date by visiting the [project website](#). To be notified of future engagement opportunities, please email [southcommon.redevelop@mississauga.ca](mailto:southcommon.redevelop@mississauga.ca).