



A. Summary of Consultations

This Appendix summarizes the community engagement programme utilized for the Community Services Master Plan Update process. Consultations were conducted throughout the preparation of the Master Plan Update to ensure that community input was provided during the foundational development stage as well as prior to finalizing the document. Town Staff were active in raising awareness for the various opportunities to participate. Guided by a Community Engagement Strategy, residents and organizations were targeted through a variety of means including advertising in newspapers, the transit system, and signage placed around the Town. The Community Services Department (and Milton Public Library) hosted dedicated web pages providing key information and opportunities to provide general input through email, mail and phone. Email distribution lists maintained by the Town and Library were also used to communicate certain events to users.

The information documented in this Appendix represents the opinions of those providing input into the Master Plan’s development. No attempt has been made by Town Staff and its Consultants to correct or alter stated facts and opinions expressed by participants. Input provided through consultations has been considered through the facility and service assessments and supplemented with additional research and analysis to comprehensively measure community needs.

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Community Input Event

A Community Input Event was held near the onset of the project to gather information from a broad range of residents and stakeholders. The Event was advertised through Town and Milton Public Library facilities and websites, email invitations sent to individuals as well as through advertisements in the local newspaper, transit system and street signs. In total, 54 people attended the Input Event which was held on October 22, 2013 at the Milton Sports Centre.

What Participants Value Most about Milton's Recreation, Culture, Library and Parks services

- Milton Centre for the Arts
- A level of service that can keep up with Milton's population growth
- High quality recreation facilities
- Milton's Libraries
- Customer Service provided by Town & Library Staff
- Milton Seniors Centre
- Milton's parks and trails system
- Trail connectivity
- Affordability and accessibility of community services
- Quality of sports facilities

Parks & Open Space

- Suggestions for improving Milton's existing parks system included updating the Milton Fairgrounds, providing new seating and tennis courts at Rotary Park with a connection to Mill Pond, additional garbage receptacles, revitalizing parks and open spaces in older neighbourhoods, improving animal control (such as off-leash dogs), and improving landscaping and weed control.
- With respect to trails and pathways, the most common theme that was raised was the need to improving connectivity throughout Milton. Specific reference was made to closing the gaps in fragmented areas, as well as providing dedicated cycling lanes to separate cyclers from vehicular traffic. Residents also identified the need for more off-road hiking trails, naturalized walking paths, lit pathways, safe trail crossings, and connections to other trails, parks and facilities such as the future Mattamy National Cycling Centre.

Recreation

- A dedicated youth centre was identified by participants to provide a safe space for youth to gather. A number of recreational and leisure opportunities were suggested that can be held at this location including sports, mentorship, homework groups, and programming such as jobs training, cooking, arts and culture.
- Several recreation facilities or improvements to existing facilities were suggested by attendees. Some of the most popular suggestions included, but are not limited to, squash/racquet courts, indoor tennis courts (seasonal or permanent), an outdoor pool, indoor speed skating track, and non-traditional or emerging sports facilities such as pickleball courts and cricket pitches.
- Suggestions for improving existing facilities were also made, including the need for a new active living centre for older adults, a kitchen at the Milton Centre for the Arts, improved lighting at the Milton Leisure Centre, and expanding the Town's older multi-use facilities to accommodate new and improved facility components, and general updating of older facilities to include modern amenities.
- Ideas for improving programming opportunities were made, particularly with expanding programs for older adults and seniors. Participants identified that the Town should ensure that older adult and seniors programming are affordable and accessible, as some may require transportation assistance. Improved access to aquatic

Recreation

programming was also identified, with a need to provide more evening and weekend lessons. Female only swim periods were also suggested. Other ideas for improving programming included sports and social clubs for youth and teens, educational courses, martial arts, and archery.

- Affordability and marketing were also identified as potential areas for improvement. Residents felt that rates should be lower for target groups such as newcomers and lower income groups, and free facility space should be provided for some community groups. Some suggestions were offered to improve marketing including a user-friendly online registration system, a centralized location or website for community information, and offering multiple languages for all community materials.

Arts & Culture

- Residents felt that the Town can improve marketing of arts and cultural programs and offered a number of suggestions including better utilization of the Town's website (including a monthly online calendar), more emphasis of arts and culture in the Community Services Guide, offering materials in various languages, and utilizing displays in Town facilities to promote arts and cultural opportunities.
- Ensuring that arts and cultural opportunities were affordable was a key theme raised by residents, particularly regarding the cost of rental space for community groups as it was noted that some groups may have limited funds. Residents also felt that the cost of rental space should vary across Town facilities to provide some groups with more affordable rental options.
- Residents suggested that a mentorship program with successful artists should be considered to assist emerging artists in being successful in their craft. This program may also serve as an opportunity to attract successful artists to Milton.
- Responding to Milton's growing diversity, residents felt that cultural events should be held throughout the year to celebrate the Town's cultural mosaic. Ideas included festivals, parades, "taste of" events, and New Year celebrations for different cultures.
- A wider variety of arts and cultural programs were suggested by residents to enhance existing programming opportunities, with some programs geared towards specific age groups such as teens. Some programs that were suggested included language classes, singing and dance, history, acting, and arts. More flexibility in when these programs are provided was also identified, primarily in the evenings. To assist with promoting arts and cultural programs, residents felt that free or reduced-rate trial classes can be held to attract new participants

Community Interests Focus Group

A focus group with organizations representing a broad range of community interests was held on October 29, 2013 at Town Hall. A total of 13 people were in attendance, speaking on behalf of the following organizations:

- Canada Day Committee
- Community Development Halton / Volunteer Halton
- Destination Campbellville Community Association
- Lions Club of Milton
- Milton Chamber of Commerce
- Milton Santa Claus Parade
- Milton Seniors Activity Centre
- Optimist Club of Milton
- Our Kids Network
- United Way Milton

Key themes emerging from the discussions centred upon the following topics.

Strengths of the Community

- Milton has retained its ‘small town’ feel despite the rapid population growth, with programs and facilities keeping pace with the number of new residents and providing a great alternative to living in the ‘big city’. It is a friendly place to raise children, possessing a strong sense of community involvement and volunteerism.
- Residents in Milton have access to a broad range of facilities and services provided by the Town and the community, resulting in something to do for nearly everybody.

Improving Awareness, Inclusivity & Accessibility

- Need to broaden awareness of organizations, programs, events to create opportunities for new residents to integrate with the established community. Groups felt that there are insufficient opportunities in Milton to advertise the events and programs that are going on – there is no single source for information – and that getting information out to residents is their biggest challenge.
- Ideas included increasing the frequency of the “Talk of the Town” newsletter to provide residents with update on events, social services, progress on infrastructure construction, etc. and communicating with persons from diverse cultural backgrounds (e.g., information in multiple languages), and creating a “Council” for like-minded services and organizations in Milton to promote and advocate services.
- The ability of households to afford things beyond housing and other basic needs is becoming more challenging, thus participation in community activities is difficult for lower income or newcomer households.
- Milton is a “Youth-Friendly Community” and responds to provincial accessibility legislation, but must continue to build on such principles and expand to other areas such as being supportive of the L.G.B.T.Q. community in facility and service provision (may include a review of policies and procedures).
- Finding ways to bring ‘services to the people’ rather than ‘people to the services’.
- Groups noted that it can be difficult to access community rooms and meeting spaces in community centres and libraries, both from an availability and affordability perspective.

Creating Community Service Destinations

- It was recognized that the Town of Milton does not have a direct role to play in delivering social services. Discussions centred on collaborations between the Town, Region of Halton, and community-based social service providers. The Town’s role was viewed as a provider of space through its community centres or libraries to create ‘one stop’ centralized information and services hubs.
- Further to the above, participants viewed the potential of the Milton Public Library to be information and gathering centres where groups, organizations and residents can access shared services. Discussions evolved whereby it was widely recognized that libraries are not simply places for books, but rather places for people, and it was thought branches could potentially serve as ‘incubation’ hubs that stimulate community development and social enterprise. There was recognition that library and community services share mutual areas of interest and potential.

- By having visible and prominently placed information hubs in the community, new residents would easily be able to find resources directing them to organizations and Town Departments that provide them the support they need, or help to integrate them into the community based on their interests.
- Youth-focused participants identified that youth centres attached to other facilities (e.g., Sports Complex) are far more successful than stand-alone or isolated facilities. These appeal to youth that are involved in sports as well as those who have other interests (e.g. arts and cultural, or simply hanging out) while the spaces could potentially leverage the expertise of partners dealing with youth-specific challenges such as mental health or homelessness through seminars, clinics, etc.

Recreation & Sport Roundtable

Held on October 29, 2013 at Town Hall, the Recreation & Sport Roundtable was attended by 17 people representing the following organizations:

- Baseball Milton
- Leash-Free Milton
- Milton Badminton Club
- Milton BMX Club
- Milton Girls Softball Association
- Milton Lacrosse Association
- Milton Masters Aquatic Club
- Milton Marlins Swim Team
- Milton Mighty Tritons Aquatic Club
- Milton Senior Baseball Club
- Milton Stags Basketball Club
- Milton Soccer Academy
- Milton Speed Skating Club
- Milton Springers Gymnastics Club
- Milton Tennis Club
- Milton Youth Soccer Club
- Tornado Triathlon Club

The discussion centred upon a number of topic areas ranging from the facility booking/rental process, how groups are promoting inclusivity (from perspectives of culture, income, ability, etc.), volunteerism, and the quality and distribution of facilities. The following key themes emerged from the discussions.

Making the Booking Process More User-Friendly & Convenient

- Groups, especially sports field users, would like a more user-friendly platform for the facility booking system. They noted that they expend considerable effort in reconciling permit data and statistics for their remaining usage or account balances, stating that organizing reports by permit date or location would save a great deal of time.
- The process for booking system is not well understood and some groups would appreciate receiving training on how to use the system. This is particularly important given that there are many newcomers who need to come up to speed and would benefit from training by Town staff.
- Provide booking request forms electronically rather than having groups fill out the forms by hand, given the large number of registrants among some.

Making Services More Inclusive

- Communicating with the community in multiple languages, if not already done so, should be considered.
- Affordability is becoming an increasingly common barrier to participation. Consider augmenting funding received through the Jumpstart assistance program and internal financial assistance practices of local groups with municipal subsidies so that groups can expand upon the number of individuals receiving financial assistance to participate in their programs.

- Need to recognize that accessibility for persons with disabilities will become a major focus for groups and the Town in terms of providing facilities and services. One group noted that they had to turn away future Paralympic athletes because the needed facilities did not exist locally.
- Groups reported that persons with disabilities may require coaches and volunteers who have specialized expertise for their needs, and since those resources do not always exist locally there is a financial cost to hiring them. Additionally, programs run for persons with disabilities can require that less participants per hour can use a facility which is another challenge in ensuring affordability when facility rental rates are universal.
- Discussions focused on how different groups have varying standards for evaluating eligibility for financial assistance. If the Town could develop a universal process for determining eligibility and even help with the evaluation process, groups could operate more effectively with their resources. An added benefit would be that the Town would have a database of individuals receiving financial assistance and ensure that the maximum number of households benefit from a limited pool of financial resources (i.e. avoiding instances where some households receive multiple subsidies while others receive none), something that groups could not manage since they could not share internal databases for reasons of privacy.

Facilities

- Groups reported that they were pleased with the overall quality of Milton’s recreation and sport facilities. Certain groups stated that they could live without having additional facilities provided that existing facilities were improved or enhanced.
- With some facility spaces having limited availability, certain groups have to turn away new members due to capacity issues, and highlighting the need for new facilities as the population continues to rapidly grow.
- Groups stated a desire to have greater involvement in the facility planning and design process so that functionality and programming ability does not get lost for the sake of architectural aesthetics, and they can also provide input on contractors undertaking facility maintenance.
- Increased garbage collection and recycling at facilities was suggested, though other groups mentioned that removal of disposal bins has encouraged members to take waste home with them.

Volunteers

- Some groups are facing greater volunteer challenges than others, particularly those who are very large or offer services requiring ‘skilled’ volunteers. Groups are addressing these challenges in a variety of ways ranging from mandatory volunteerism, providing reduced membership rates in exchange for volunteering, or having older participants coach younger ones.
- Groups are looking to high school students to fill volunteer spots, however, it can be difficult to communicate their needs through the School Boards.
- Other issues such as cost of police background checks (and a lack of consistency between Halton and Peel Police forms), need for greater volunteer training, offering seminars on how to operate a group more effectively, etc. were raised.

Other Comments

- Discussions that greater co-ordination between groups themselves is needed. For example, having summer sports working with their winter sport counterparts to develop programs encouraging year-round physical activity (e.g. swimming during the winter could result in sports field users maintaining their endurance in the offseason, and vice-versa).

- “Big city” expectations comes along with Milton’s population growth and new residents are looking for bigger, better, and more sophisticated facilities and services, not to mention more of them.
- Finding ways to raise the profile of local sports and recreation, including recognition of athletic achievements.

Youth Summit

Local youth were invited to provide input into the C.S.M.P. Update through a Youth Summit, held at the Milton Sports Centre on October 30, 2013. A total of 28 youth representing a range of ages and interests participated in the event. A summary of themes emerging from discussions is described below.

The Ideal Youth Space

- It was clear that the youth most desired a flexible, multi-purpose casual space such as a lounge where they could do a number of casual activities such as watching TV, gather and hang out, get help, or complete volunteer hours.
- A youth space would also be a place to study, containing a space that is separate from other busy areas where youth can do homework, get help from a tutor, train, or prepare for tests and exams.
- An entertainment space was also put forward with a range of audio and visual equipment for youth to get creative or relax. Ideas that would be included in this space include a TV, wireless internet, recording and music equipment, a computer lab, and video games.

Providing Youth-Friendly Parks

- Many youth emphasized the recreation and sport aspect of parks, stating that these outdoor areas were places for fun through physical activity. They suggested that parks should have a place for them to exercise, as well as contain skateboard parks, outdoor pools and ball hockey courts that can be turned into an ice rink during the winter. There appeared to be a balance between areas for structured physical activity (e.g. sports fields) and spontaneous activities throughout all seasons.
- Youth also highlighted the fact that there are interests beyond recreation sport, suggesting it was equally important that parks are a place for youth to hang out and accordingly that youth-friendly parks should have a variety of “creature comforts.” Such comforts included incorporating seating areas, wireless internet, bathrooms, a fire pit, vending machines for snacks and drinks, outdoor speakers, and a place for outdoor concerts. Another suggestion was that parks should contain quiet areas for contemplation along with natural areas for appreciation of the environment.
- Youth stated a need that while they want to be a part of the overall park, youth-friendly park designs would create separate areas for different age groups so that youth could be comfortable without having to worry about offending children or adults. In addition to some youth requesting more playgrounds and swings, there were requests for park surfaces that incorporate surfaces other than woodchips.
- Parks are ideally located close to areas that youth use the most, including their houses and close to schools.

Barriers Faced by Youth

- The high cost to participate in parks, recreation and cultural activities was the primary barrier to youth participation. The distance to parks, libraries, recreation facilities and programs was also identified as a barrier, particularly since many youth rely on the bus or their parents for transportation. Most youth identified that they have trouble getting to places that they cannot walk or bike to.
- Another common barrier among youth was feeling uncomfortable in public spaces. Many stated that the atmosphere was too uncomfortable or uninviting, there was a reluctance to use services if their friends were not involved, they were intimidated by others, or that there were too many kids.
- A lack of desired programs was raised with youth suggesting that there should be more activities and programs specifically designed for teens, as well as drop-in programs for sports.

Communicating Opportunities to Youth

- Youth identified that they are unaware of what events, programs, or opportunities are available, and suggested that conducting more effective advertising may help to increase their participation.
- Utilizing different forms of technology was the most common solution for reaching out to youth. Facebook and Twitter were the most popular tools, followed by e-mail and texting youth to keep them in the loop on new events and opportunities. Developing a mobile application that allows youth to get Town information or register for programs was also suggested, in addition to using web platforms such as 'Remind 101' and the Town's website.
- Traditional marketing and promotional tools were also suggested such as using the Town's Community Services Guide. Youth felt that the Community Services Guide and other community materials should be provided to students at school. A monthly newsletter specifically talking about opportunities and events available through Community Services and the Library was also suggested. Other marketing ideas included creating display boards and advertisements around Town, as well as using the newspaper.

Cultural Forum

Representatives from the arts and cultural community were invited to participate in a Cultural Forum, held on October 30, 2013 at the Milton Leisure Centre. A total of 12 people representing the following organizations were in attendance:

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| • Acappella Showcase | • Milton Chinese Arts Society | • Milton Muslim Association |
| • Arts Milton | • Milton Chinese Association | • Milton Public Library (Patrons) |
| • Italian Canadian Club of Milton | • Milton Historical Society | • Campbellville (Interested Resident) |

Determining Community Needs through Awareness and Engagement

- Groups stated that collecting useful and measurable data could help make pertinent decisions. Examples included determining who the target markets are, acting on information contained in past studies (e.g. the 2008 Master Plans) to see what has been implemented and what has worked in the past, or looking at program registrations and revenues from cultural offerings (e.g. those offered at the Milton Centre for the Arts).

- A need to undertake more consultation among users and non-users of arts and cultural programs. For example, conducting random surveys within parks or community centres (or commercial areas), or conducting exit surveys for facility and program users was articulated. The group emphasized the need for short surveys (e.g. three to five questions) and using technology (e.g. hosting the survey on iPads) to minimize time spent by the user and Staff through digital collection of data.
- Increasing awareness and marketing of local opportunities by communicating where residents can go to find information (e.g. at high traffic locations such as Town Hall or another main facility), utilizing traditional and non-traditional mediums to get messages out (e.g. phone, newspaper, social media), creating a ‘cultural calendar’ of events, and facilitating greater collaboration amongst the cultural groups themselves to advertise each other’s events. For example, groups could work with the Milton Street Festival or Santa Claus Parade to inform residents of local offerings. Another thought was to engage the commercial sector (e.g. supermarkets, large format retailers) to communicate community offerings within retail areas, such as use of bulletin boards.
- Tying in arts and culture with a broader tourism strategy since it can leverage economic development objectives (and associated funding) while helping to establish a database of local arts and cultural organizations and offerings. Further discussions on the importance of tourism were held, including pooling community funds to establish a tourism office and having a tourism officer who could make residents and visitors aware of events and services.

Engaging and Showcasing Diverse Cultures

- Working collaboratively with representatives from various cultural communities to spread information about Town, Library and community-based services and programs. Groups noted various ways that they communicate to their communities including word-of-mouth advertising, outreach to faith-based institutions and local schools, creating websites and email distribution lists, etc.
- Trying to find ways to integrate diverse cultures so that they do not operate in isolation but instead can showcase their qualities together (e.g. Chinese Association partnering with Italian Association for a common festival). With so many groups in Milton, discussions centred upon using the Town and Library as a facilitator between groups, to introduce them to each other and help them come up with mutually beneficial ideas.

The Role of the Town, Library and Cultural Community in Facilitating Access to Arts and Culture

- Participants noted that sports and recreation has historically received the highest profile Milton, and that the arts and cultural community does not seem to have a degree of priority placed on it. Groups agreed that it was incumbent on them to organize themselves to raise the profile of arts and culture but need the help of the Town and Library to ensure that Council and the community understand the great benefits provided by these organizations and individuals. Accordingly groups discussed the need to have more meetings amongst themselves and improve their communications with each other, perhaps culminating into the formation of a cultural ‘advisory committee’ to advocate and promote the sector.
- Groups recognized that the Town and Library cannot offer everything the community is looking for, nor should they as groups themselves have the capacity to deliver services. The Town was viewed as playing a more active role in supporting culture groups because the Town has greater resources for outreach and advocating on behalf of the arts and cultural sector, while having space in which community organizations can deliver their programs.
- The Town and Library have a number of high profile facilities such as the M.C.A. and Main Library, Milton Sports Centre, and the Town Hall complex. Participants noted that these facilities act as a hub for connections – if there is a common place for cultural groups within large civic hubs, there is opportunity for interaction and efficiencies (e.g. reducing service duplication, brainstorming solutions to common challenges, etc.).

Community Stakeholder Survey

A self-administered survey was distributed by the Town to local organizations and user groups with an interest in community services. A total of 33 surveys were received from:

- Acappella Showcase
- Arts Milton
- Baseball Milton
- Heritage Milton
- Milton BMX
- Milton Chamber of Commerce
- Milton Chinese Arts Society
- Milton Chinese Association
- Milton Concert Presentations
- Milton Good Neighbours Community Day
- Milton Historical Society
- Milton Inter-Church Softball
- Milton Lacrosse Association
- Milton Lions Club
- Milton Marlin Swim Team
- Milton Marvels Cricket Club
- Milton Minor Hockey
- Milton Muslim Association
- Milton Senior Baseball Club
- Milton Seniors Activity Centre
- Milton Show Choir for Youth
- Milton Skating Club
- Milton Soccer Development Academy
- Milton Special Olympics Sports Club
- Milton Speed Skating Club
- Milton Springers Club
- Milton Stags Youth Basketball
- Milton Tennis Club
- Milton Tritons Aquatic Club
- Nassagaweya Historical Society
- Nassagaweya Tennis Club
- North Halton Girls Hockey Association
- Tornado Triathlon Club

The following are the key findings collected through the stakeholder surveys (*note: unsure or non-responses have been left out of the discussion*):

- Responding groups are representative of those using municipal facilities as nearly all groups submitting a survey (94%) reported using Town-owned facilities, indicating that there is great reliance on municipal facilities within the survey sample. There was also a degree of reliance on non-municipal facilities with one in five groups (21%) reported using school facilities for their programming while 21% reported using facilities owned by the groups themselves. Privately owned facilities (e.g. conference centres, churches and private sports facilities such as the Milton Curling Club and Milton Soccer Centre, etc.) were used by 15% of groups.
- 30% of groups use facilities and parks in other communities for reasons such as inter-regional play, more desirable facility access or rental rates, or the type of facility they use does not, or previously did not exist in Milton (responses included cricket pitches, an indoor turf field, small concert hall).
- Many groups anticipate that their growth will result in more time being needed in municipal facilities. 42% stated that they require more time at existing facilities or parks in Milton while 52% anticipate the need for new community facilities or parks in the next five to ten years. About 40% of groups suggested that they do not require more time at existing or new facilities.
- There appeared to be marginal interest in cost-sharing approaches to developing new facilities. 39% of groups stated that they would be willing to fundraise to contribute towards the cost of building/operating new or expanded facilities while 33% indicated they would be open to considering partnerships. Only 12% (4 groups) indicated that they would be willing to pay higher user fees. Other options expressed by 15% of groups ranged from lease-to-own arrangements for space, applying for funding, providing volunteers, and assisting with general operations.
- Part of the C.S.M.P. Terms of Reference includes investigation of a potential name change to the Community Services Department. Feedback received from groups was generally split. About a quarter of the groups either found the existing Departmental name confusing (27%) or did not find the name confusing (24%), while about one third of groups (33%) did not have an opinion one way or another.

- Groups generally believe that arts, culture and heritage services are important in Milton. 39% of groups either agreed or strongly agreed that the Town should invest additional staff resources to enhance arts, culture and heritage services and programming while 9% disagreed with this course of action. In addition, 21% of groups did not have an opinion.
- Opinions were fairly split with respect to a municipal role in servicing elite athletics. Over one third of groups (36%) stated a general agreement that the Town should place a greater emphasis on serving elite athletes and providing high performance facilities while over one quarter of groups (27%) disagreed over municipal involvement in such a role. 12% of groups neither agreed nor disagreed.
- Groups generally agreed (48%) that a Milton Sports Council should be formed to advocate for sport and link local groups together under a common organizational umbrella. This is consistent with input received through the Recreation & Sport Roundtable.
- The ability of groups to attract volunteers does not appear to be of major concern to those submitting the survey. About one third of groups (30%) agreed that their organization is able to attract enough volunteers while another 30% of groups could not attract sufficient volunteers. Another 27% were somewhere in the middle indirectly implying that they did not have great success or major challenges in volunteer recruitment.

Specific information provided by individual groups is also contained in Appendix E, primarily under the 'Community Feedback' discussions.

Public Information Sessions

Two Public Information Sessions were held on September 23, 2014. A total of 67 people signed in though total attendance was slightly higher after accounting for persons not signing in, as well as attendance by a number of City Councillors and Staff. The information sessions provided residents with the opportunity to engage members of the Consulting Team and Town Staff in discussing the Draft C.S.M.P. Update prior to its finalization. In addition to verbal discussions, written feedback was provided through dozens of comment sheets provided at the information sessions along with email submissions received after the Draft Master Plan was posted on the project's website.

Feedback received regarding the C.S.M.P. Update was generally positive, emphasizing the many interests and topic areas encompassed through the plan. A common theme heard throughout the sessions was a request that the Town consider a long course (50 metre) swimming pool rather than a standard 25 metre pool for the purposes of sport development. Many of these requests came specifically with individuals affiliated with organized swimming clubs. Many participants were satisfied with the multi-use nature of the Sherwood Community Centre though there were some concerns expressed that a seniors' centre at that location may not be accessible for many older adults residing east of Ontario Street or south of Derry Road. Another common theme heard throughout the sessions was the recognition that future facilities and services must keep pace with population growth and the diversity of residents (notably from a cultural background and income perspective). Other general comments pertained to needs for a ball diamond complex (with multiple diamonds), improved basketball courts, and consideration for an indoor tennis venue.