

Appendix E – Open-Ended Comments

Q1. What do you like best about living in Richmond? [Other]

- All kinds of things to do in Richmond
- Almost everything
- Area
- Been here whole life
- Close to bank
- Close to everything
- Comfortable (4x)
- Community opportunities for kids
- Community developing and relationship to water
- Community events- family
- Community service
- Community is good
- Congested but like cleanliness
- Crime rate is better, less populated. Good maintenance of parks
- Everything (8x)
- Facilities are safe
- Facility, everything is clean
- Family oriented living
- Feel safer than when living in Vancouver
- First landed here (3x)
- Flat, no hills (4x)
- Good city
- Good dining out (6x)
- Grew up here, married and continued to live here.
- Highly community oriented. Very family oriented
- History
- Inclusive community
- It has everything we need
- Kids study here

- Less crime rate
- Less crowded
- Lifestyles
- Live in a boat home and the city had a space available
- Loves Steveston
- Low crime rate (12x)
- Mosque in near-by community
- Multi-cultural aspect (3x)
- Peaceful
- Quality of life
- Schools (2x)
- Senior service
- Size of the city
- Small town atmosphere
- Spacious
- Well organized, less ice, very presentable

Q3 For those activities that you or members in your household do **frequently** or **occasionally**, where do you typically go to do this activity; A **major park**, such as Minoru Community Park, Garry Point Community Park, King George/Cambie Community Park, etc., a **smaller neighbourhood school park**, or a **public trail**, such as the Dyke Trails, the Shell Road Trail, East Richmond Trails, etc. ? **[Other]**

Walk or run	Cycle	Socialize outdoors	Playing outdoor sports	Playing at a playground	Community events
All over Richmond	All over	Backyard/at home (5x)	Church	Everywhere	London Farms
Along the river	Anywhere (2x)	Beach	Golf courses	School (5x)	
Anywhere (2x)	Community centre only	Camping ground	Home & church		
Around my home	Just outside the house (3x)	Community Centre (2x)	Outside the house		
At home	Roads (5x)	Lake	School		
Community Centre	Private club	Outside of	Stadium		

Walk or run	Cycle	Socialize outdoors	Playing outdoor sports	Playing at a playground	Community events
(3x)		Richmond			
Depends on the day or function	School, river road, industrial area	School ground	Tennis court		
Down along the river, river road, in east Richmond	Water mine	Tennis court	Tennis court and basketball court		
Football field		Water mania	The beach		
Golf course (3x)			Water mania		
Near the house					
Next to beach					
Not fixed.					
Road (3x)					
Track & field					
Uses gymnasium					

Q5 And is there anything that **prevents or discourages** you or anyone else in your household from **[INSERT QError! Reference source not found.A]** more often? [If “yes”: Other]

Walk or run	Cycle	Socialize outdoors	Playing outdoor sports	Playing at a playground	Visit Nature Park	Community events
Artificial turf	Dangerous sport	Allergies	Always busy	Children’s playing facilities are not good enough, and too old (2x)	Afraid of the sun	Crowded (7x)
Bad weather (13x)	Do not have a bike (9x)	Bugs	Facility is old, without change	Dirty (3x)	Cannot go with the dog	Crowds and parking
Boring (2x)	Don’t know how to cycle (7x)	Crowded (3x)	Lighting	Facilities limited in Hamilton for school children	Lack of changes (3x)	Lack of good programming
Convenience	Lighting	Dogs (3x)	Too many people	No facilities for 11-12 year olds	Light	No friends go with me (2x)

Walk or run	Cycle	Socialize outdoors	Playing outdoor sports	Playing at a playground	Visit Nature Park	Community events
Crowded (5x)	Live in apartment	Don't like strangers	Unleashed dogs	Not enough playground equipment	No kids (2x)	There are not enough events to choose from
Neighbourhood park too small	More cycling lanes	My children are not old enough	Weather (4x)	People break the facilities on purpose, nobody repairs it	no kids	Unleashed dogs
Not enough parks (2x)	Narrow trail and not smooth (2x)	No partner		Too crowed (2x)	Not special	Weather (3x)
Pathways are not good (3x)	Need bike lanes	Smoking at play grounds (most of the time by parents)		Weather (3x)	Program is too simple	
People riding bikes in the parks and playgrounds	Not enough trails (2x)	Too few parks			Too small, programs are simple	
So many birds..	Too far to bike (2x)	Weather (8x)			Weather (2x)	
Traffic	Weather (2x)					

Q6. Do you think that the City of Richmond currently offers enough and adequate parks, playgrounds, and trails for you or members in your household?

Among those Disagreeing

Q6b. What makes you say that?

- **No reason** **11 mentions**
- **Not many parks** **5 mentions**
- **Not enough** **4 mentions**

- **More** **2 mentions**
- **More trails** **2 mentions**
- As we don't have a nature, a place to really go to with trees and path. There is Stanley Park in Vancouver, but we only have small parks. We don't have larger parks. Small community parks. I would like us to have a larger park with more trails and trees.
- As we don't have enough large parks close to my home. I would have liked us to have larger parks.
- According to the population, they should expand more.
- Area that we live in has lesser parks compared to Central Richmond.
- As much as possible.
- Because drivers are driving crazy.
- Because parks are north and south so in downtown core of Richmond it is non-existent.
- Because the quality and service of the park.
- Because there are too far and nobody knows of that park.
- Bike trail not enough.
- Can't see too many.
- Children parks safety should be improved. There are many basketball nets broken for a month now that no one is repairing. We cannot play properly, and that is also not safe.
- Children's parks are not enough.
- City center and urban area has better green space (rail way areas) but not other places, other places very less green areas.
- City is becoming dense.
- Community Centre not enough basic facilities.
- Comparing the city of Richmond size and population with other major cities, we certainly do not have enough parks.
- Convenience.
- Could use some updating.
- Cycling or walking paths are nonexistent where I live. If I wanted to go cycling I would've had to cycle with dump trucks. There is not one single path that connects us with the rest of the city of Richmond.
- Cycling paths, there should be more cycling paths; they need to be longer, and safer.
- Depends on the area.
- Develop more park, garden city become a park.

- Developed more parks.
- Due to population growth there aren't always enough facilities.
- East Richmond needs to be improved.
- Expecting for more parks and playgrounds.
- Facilities are outdated, poorly maintained and trails are not properly maintained.
- Fine.
- Fewer parks.
- Garden city turn into big park.
- General condition of outdoor tennis court is very poorly maintained.
- Hard to say.
- Having more parks would be so much more convenient for everyone.
- Housing expansion.
- I have a dog and I like to go to an off leash area. The closest one to me is terrible. It's not a very well kept park. There are ditches that dogs can get into. It's not fully fenced, and the grass isn't cut on a regular basis.
- I hope that is possible, but I do understand it should be better managed by the government.
- I am hoping they will be working longer.
- I live on Boundary Road. There is no continuation of trails when we go for a walk. You have to walk on the road to reach the next part of the trail. I find the road to be narrow and dangerous. There should be speed bumps.
- I think for the trail there could be more, the trail should go around the full island, we should be able to cycle around the whole island we can't do that now. That's it.
- I think there is too much emphasis on the central part of the city.
- I think we should have more parks.
- I would like to say it is not easy to go to the swimming pool; you should have more pools near #5 road and #4 road.
- I would like to see more trails for public use especially on the northern side of Richmond... on the arm of Fraser River.... some trails could be better developed.
- I would like to see more parks.
- I would like to see more small parks.
- In 2008 they were not providing locally, they need to use the schools grounds for the community events.
- Increase Chinese services, awareness and advertisements.
- It would be nice to have a new east west trail for cycling.

- Just that instead of having to drive somewhere it would be easier to walk there.
- Lack of information.
- Lack of swimming.
- Lack of park space, depends on where you live.
- I would like to see more parks.
- I live on east side, so no access.
- Location is too far remote.
- There are not enough large parks.
- There are not many choices.
- There should be more bike trails.
- Minoru is getting dirty, bird and dog wastes is everywhere to the point that it is even difficult to walk.
- More areas for dogs.
- More bicycle trail.
- More covered parks for seniors.
- More cycle trails.
- More facilities are in City center; it should be fair to other people and should expand those to urban areas.
- More neighbourhood parks.
- More park and trial.
- More parks.
- More parks needed, community centre is too far from home.
- More parks, playgrounds and trails.
- More playgrounds.
- More trails and more bike paths.
- More trails for walking is required.
- More trails, more play grounds.
- More bike paths and trials.
- We need more nature parks.
- Nature parks should be closer, the closer the better.
- Need more parks for dogs.
- Need more facilities in the park for sports use.

- Need more parks.
- Need to get parks, I would like more dog off leash parks, especially Garry point parks, may be some specifically hours like between 3 to 6, so others are comfortable.
- Need variety.
- Needs more parks.
- Needs variety.
- Neighbourhood parks are fewer.
- New residential.
- No major parks nearby.
- Not easy to book.
- Not enough access for us to use.
- There are not enough basketball playgrounds.
- Not enough big parks.
- Not enough child facilities.
- Not enough community centers.
- Not enough facilities as there are more homes around.
- Not enough information.
- Not enough lighting.
- Not enough major parks.
- Not enough parks and playgrounds for children.
- Not enough parks for all ages.
- Not enough play things in the playgrounds.
- Not enough trail in the eastern part.
- Not enough trails for cycling going east west direction.
- Not many grass fields.
- Not your hobby.
- Now, the space is narrow, too many high buildings, too many people live here now.
- One or two more major parks needed in Richmond.
- Only one around my community.
- Parks are too small.

- Parks.
- There aren't enough parks. If community centre can provide space for hangout that would be great. All we would need to bring is just tables and chairs.
- Plant more trees, track and field, gardening, shelters.
- Playground is too old.
- Proximity.
- Re-plan the city construction, development of facilities for parks, and relocation for park.
- We need more parks and facilities for those who like to walk.
- There should be more cycling trails.
- There should be more parks, and they need to be better maintained, more public parks.
- Should increase parks according to the population increases.
- There aren't enough small parks and the existing parks are too busy, that's it.
- Some more would be nice.
- Sounds like the city spend more money for skating; do not spend money to have more parks.
- Sports organizations own more parks so there should be more neighbourhood parks.
- There should be more swimming pools.
- The development is slow in terms of parks, taking away parks to form buildings.
- The Mayor came to Hamilton and it seems the EAST END is lost in development; everything is being built in the west. I live on Westminster Hwy. which has many ditches and if you are trying to get off a bus it is very difficult because of the roadways. That is why I don't take a bus into Richmond and it is a 20 minute drive.
- The population is increasing now.
- The trail stops before coming to Hamilton and they do not link up together to make one continuous trail. The City of Hamilton doesn't have enough trails.
- There should be more washrooms there.
- There are not enough parks in the Richmond.
- There is not enough equipment.
- There aren't enough green spaces in new developments for families.
- There should be more parks given growing population.
- There should be more advertisements.
- There should be more parks.

- There should be more parks.
- They are allowing more population to survive for less.
- They are not close enough to the Hamilton area.
- They are building more buildings.
- They can do a better job...more tracks for running and walking.
- They can never have enough.
- They need more activities for kids in the playground(s).
- They need to make some parks for Toddlers.
- They need some more parks.
- They should add more parks.
- They should develop more.
- This is a very fast developing neighbourhood, and the growth rate has been increasing very rapidly, it's a very hard battle. To give you an idea, the library for example, we finally joined last spring (the mobile library comes out for approximately 4 hours). Back to the days when I worked I had to do shopping and other things and I couldn't make the time for the four hours for the library. However, now I'm retired and I can take advantage of it.
- Too busy with everyday things I have to do, like going to the mall and working.
- Too far away from where he lives.
- Too far from home, more parakeets please.
- Too many young people with no place to go maybe more facilities would be the answer.
- There aren't enough trails.
- Trails are not safe.
- Transportation.
- Types of parks, fenced dog area or park.
- Want more swimming & massage pool.
- There aren't enough washrooms.
- Washrooms.
- We can use one or two more parks, something new. Normally I go around Richmond, but I get bored as everything is the same. There are two water parks, one in Cambia and Stevenson and would like it if there were more parks.
- We just like to golf, so there are no facilities in the parks.

- We need a lot more open spaces. They are building too many houses; it's taking up too much space. Growing too quickly.
- We need more.
- We need more parks for sports such as baseball, soccer, basket ball parks, etc...
- We need some dog walk.
- We need to have a major park. Most of the parks in Richmond are multi use. We need to have something larger.
- We want to play the tennis in the morning, but the community centre is not open early. Government should provide more places for sports.
- Weather.
- Would like to see more trails, there aren't enough parks.
- Yes, but it would have been ever better if more parks were provided.
- Yes it is, but it is strange now as the community is crowded and there is no more space. The developers are there to make more money. Overall, there appears to be a lack of enjoyment, people used to come out to watch fireworks in good old days and people didn't speak English.
- Yes, there are enough, but we need more entertainment for the children.

Q7H1 And which of the following things do you or members in your household typically do at a **community centre**? **[Other]**

- Attend fairs
- Attending special events at a community centre
- Badminton (4x)
- Changing room
- Christmas craft sale
- Coffee shop
- Craft fair and shows (4x)
- Cultural activities
- Eat lunch (2x)
- Fair festival
- For information source (4x)
- For sports (3x)

- For therapy
- Games room (2x)
- Garage sales
- I volunteer (2x)
- I work there as wedding commissioner
- Indoor sports
- Neighbourhood BBQ
- Ping pong
- Play squash (4x)
- Play tennis (4x)
- Salmon festival at a community centre,
- Son does taekwondo
- Volunteer and check programs

Q10 And is there anything that **prevents or discourages** you or anyone else in your household from **[INSERT]** more often? [If “yes”: **Other**]

Visit RAC/RAG	Visit Museum / Heritage Site	Visit Pool	Visit Arena	Visit Library	Visit Gateway Theatre	Visit MPSAC	Visit CC
Age and general health	Age and general health	Bad management	Boycotting ice rinks- the Olympics are a waste of money	Age and general health	Age and general health	Health	Age and general health
Dad art	Boring (5x)	Children do not like swimming (2x)	Closed most of the time	Bad customer service	Choice is middle of the road and as a rule not enough to interest me	Have no friends	Bad equipment
Facility schedule	Children don't like it	Facilities too old (2x)	Not enough arenas	Books there mostly damaged	Depends on the show	Nothing suits my style	Customer services
Haven't thought	Health	Not enough	Not enough	Health	Displeased with	Too crowded	Depends on

Visit RAC/RAG	Visit Museum / Heritage Site	Visit Pool	Visit Arena	Visit Library	Visit Gateway Theatre	Visit MPSAC	Visit CC
of it now shall go		programs	family skating time		programming	(3x)	programs offered
Health (2x)	Material is always the same (5x)	Operating hours	Overcrowded (2x)	It's a satellite library and only open on Sat.	Health		Don't like the programs
Kids are too young (3x)	Museum is very small	Program availability	Schedule is not good	Lack of books in Chinese (2x)	Lack of interesting shows (9x)		Facilities too old - gym (2x)
Lack of interesting programs (13x)	No changing programs, area size too small	Public swim time is too short (2x)	Too cold for the children	Library is too small (3x)	No suitable program		Health
More for seniors and youth	Not enough items	Registration is nightmare		Need more English videos	Small kids so can't go		Limited programs (7x)
Too crowded	Not open late enough	Water is too cold		No fresh air, made my whole family sick	Too small		Need one in Hamilton area
Too small	Poor quality			Not enough Chinese material for kids			Not convenient hours to visit or extended morning hours
				Not enough space and not enough computers			Not enough room to use
				Prefer to buy own books (2x)			Not good for kids
				Too many old books			Too many options

Visit RAC/RAG	Visit Museum / Heritage Site	Visit Pool	Visit Arena	Visit Library	Visit Gateway Theatre	Visit MPSAC	Visit CC
							available. Can't decide what to do.
							Too many people

Q11. Do you think that the city of Richmond currently offers enough and adequate public facilities such as community centers, arenas, pools, museums, libraries, etc. for you or members in your household.

Among those Disagreeing

Q11b. What makes you say that?

- **No/no reason** **20 mentions**
- **Not enough swimming pools** **11 mentions**
- **Not enough** **4 mentions**
- **Not enough indoor pools** **3 mentions**
- **More is better** **2 mentions**
- Adequate, I enjoy what we have offered.
- Again, most of those facilities are in City Center, it is better to expand those to other areas, so that people in other areas have the same offering.
- Always can used
- Always the same, I have a hard time finding arenas.
- Arenas are difficult to find arenas, and ice, there are fewer of them.
- Because in Hamilton there are no libraries.
- Because of the growing population.
- Because of the population increase.
- Because facilities are outdated, local community facilities need more money.
- Because there are fewer pools.
- Bigger rooms and swimming pools.
- Books in the library are limited; there are just not enough of them.

- Charge is too expensive, outdoor is free.
- Chinese books are not adequate, and there are not enough children's books in the library.
- Community center is too small.
- Compared to the last 4 years, when we first came here, the population has increased, but facilities are remaining same!
- Community centre is not enough.
- Currently yes, I am concerned about increasing population and the demand.
- Dancing programs for the seniors are limited.
- Dirty due to so many people attending the facilities.
- Distance is too far.
- Due to population growth.
- Due to population growth in Richmond they will also need to expand the facilities.
- Enough.
- Everything is getting more dense with the population growth. I would say that they need at least two more community centers. North east side should have more available.
- Far off from my place. Community centers do not offer enough programs.
- It is fine here where I am, but for other area the situation is very different as there aren't enough libraries.
- Getting very busy.
- Guess more day cares, more outdoor parks and pools.
- Hamilton Community center is not open on the weekends.
- Hard to find parking, you need to increase the number of parking spots in the area, and more facilities as there are more and more people right now.
- Hope there are more facilities, because the ones we have are already too crowded everywhere.
- Horse Back Riding.
- I do not have time.
- I don't think there are enough libraries and I don't think of amenities in the north east side of Richmond. The buses/routes are not convenient.
- I like everything.
- I live in east Richmond, and they don't have closer libraries that open.
- I live in Hamilton which is in Richmond, but most of the main parks and arenas are out of the way, so I feel a little left out.
- I think that there should be more like swimming pools in the east side, and north side. No.
- I would like to see more local water parks, like Thompson.
- I think there should be more ice arenas.
- If you don't go or can't go.
- If you want to look at French programs, there are not many.

- Indoor swimming pool.
- In Hamilton there is almost nothing.
- In my area it's far away your city so it take time .so we need more things in our park.
- In my community the community centre is small and they should expand it, there is no library there should be a permanent library, in community centre there should be a fitness room.
- In the Hamilton area the community centre is too small, only open on weekdays and closes on weekend when families would appreciate having it opened. If there was better bus transportation to Richmond we would be there more often, especially have a teenager that would like to go to the Richmond facilities.
- In this area of Hamilton the library comes just once a week. Richmond is too far to go to the library. I enjoy walking to the library when it comes.
- Increase awareness.
- I think we should have more.
- I find it hard to get into some programs. They're sold out too fast.
- It's impossible to get into children's swimming class.
- It's safe.
- Just some small size library.
- Lack of knowledge of what programs are there. I also think that they are not very affordable.
- Language barrier.
- Last year, my family and friends organized a multicultural group and so far the community has no adequate venue for our group meetings. The library and other facilities' venue rooms are always unavailable.
- Libraries are not big enough, more trails is what we need, especially in the eastern part.
- Libraries are too small.
- Library in this center is borrowed space. We need to have a permanent library and rooms for all activities and meetings.
- Libraries should have newer materials; more swimming pools with better management please!
- Libraries are too far, there are no appropriate activities for senior Chinese people, and ice arenas are too far.
- More activities for kids under 5 years old.
- More bicycling.
- More community centers and libraries.
- More community centers, activity centers, and sports arenas.
- More community centers for all age, especial old age.
- More facilities.
- More ice arenas needed.
- More ice rinks for hockey.
- More libraries.

- More or bigger libraries.
- As the population is growing we also need more facilities and offerings to accommodate the demand.
- More programs for teenagers in the community centre, like music and dance and group outings.
- More public facilities in community centre.
- More public libraries, pools.
- More senior, health concerned facilities/care homes.
- More swimming pools.
- More swimming pools, track and field.
- More of such community centers.
- Most of those places are on the other side of town and I'm not willing to travel with traffic.
- Museums should be better.
- Need increase in the facilities, because Richmond is big, and there are more and more people here.
- Need more courses.
- Need more equipment for kids.
- Need more libraries in Hamilton, more parking around facilities (Minoru).
- Need more libraries.
- Need more on the east.
- Need more pools.
- Need small shuttle buses.
- Need to have more libraries, don't have enough space for computers.
- Needs improvement in East Richmond.
- Needs more facilities.
- Needs more heritage sites for variety.
- Not appealing.
- We don't have enough information about this.
- No time.
- Not big enough for lion dance.
- Not enough books in library.
- Not enough choice of times for public skating or public skating, it is too crowded.
- Not enough clean pool and quiet library.
- Not enough facilities, and too small in size.
- Not enough for public hours.
- Not enough indoor pools, too many people.

- Not enough inside pool, badminton space.
- Not enough libraries.
- Not enough libraries and community centre.
- Not enough libraries and indoor pool.
- Not enough libraries in the area.
- Not enough sidewalks.
- Not enough space for large crowds.
- Not enough time.
- Not everywhere.
- Not in Hamilton area, all centers are in urban area, which is not fair.
- Not much info from the city regarding these areas.
- Not open in summer.
- Not suitable programs, difficult to book playground.
- Nothing in the area and nothing at all for seniors and kids.
- There aren't enough books; that should expand.
- One more pool and ice arena required.
- Only city hall.
- Only libraries are sufficient at this time, all the other facilities we do not have enough of them.
- Outdoor swimming pools, track and fields.
- Pool is too dirty.
- Pools are too crowded; we should have more of them.
- Population is growing.
- Population growth is great and not enough facilities.
- Population increase means that we should have more facilities as well, such as swimming pool, ice skating, etc...
- Prevents me from using pools, they are not clean, poor hygiene.
- Proximity.
- Rather travel elsewhere.
- Registration problems, numbers should be increased.
- Richmond's track in Minoru Community is well used by walkers. I'd like to see a track available for runners especially for the local high school. We could use another one on the other side of Richmond.
- Should be more.
- Steveston library has far less books than the major Richmond public library. We wish the city can add more good books in there.

- Suggestion would be to provide name boards and key information in Chinese language, so we can easily know those facilities. Most of those facilities we are not even aware of them existing, so we feel like not enough is offered.
- Swimming pools, more places for kids when they grow up, and more skating arenas.
- Swimming facilities are too crowded. Library needs more material. Not enough spots available in after-hour's child care programs. No high school in my specific neighborhood. Students have to be bused 15-20 minutes away. This is all related to my specific neighborhood (area) of Richmond.
- Swimming pool needs to increase in size; too many people are swimming at the swimming pool. The pool should be bigger.
- Swimming pool should be bigger.
- Swimming pools are too crowded, too many people, and they are not open very late, open too short period of time.
- Swimming pools not enough. I always go to the swimming in Burnaby.
- The day care is over-crowded; it is a private day care in a community centre. The day care is in the community centre attached to the school. Why not use part of the school? It seems that the East end gets overlooked often.
- The library is so small, not enough space for student to study; no advertisement for the museum....too much junk mail.
- The opening hours should improve.
- There aren't enough indoor and outdoor pools in the summer time.
- There aren't enough indoor pools and the library is too small.
- There are not enough Chinese books in the library.
- There could be more libraries.
- There are no pools in this neighbourhood...there should be better jobs, tracks, pools, etc...
- There aren't enough table-tennis' tables available/offered.
- There are not enough community centers closer to the house.
- There should be more libraries.
- They are mostly boring.
- They are used extensively so need to expand more.
- There can always be more.
- There can always be more, more programs for youth, amateur boxing programs for example, etc....
- There aren't enough Punjabi history and culture books available in the libraries (in Punjabi).
- There aren't enough museums, historical places, etc...
- They don't have swimming pools or things for kids 5 to 10 years of age. Library doesn't have enough material.
- They have crazy hours week nights, early morning.
- There is plenty of room for improvement.
- They need more pools.
- They need some libraries in the Hamilton area.
- They should have more offered with the increase in population density.

- They should have more and new services to cope with population.
- They should have more for the growing population.
- Think more facilities.
- Too far.
- Too far away, public transit.
- Too far from my house.
- Too little
- Too many Chinese migrated here in past years.
- Too many people now, the facilities can't accommodate everyone.
- Too crowded, too many people, population have increased.
- The demand it too high.
- Too old.
- Very limited they offer 2 swimming pools around here.
- Wait for long time.
- Water mania is getting crowded and if funds are available than it should be extended.
- We don't have a library here; we would like day care centers here too.
- We live in between 3r & 4th street. So it is a little bit far away from all the facilities.
- We live in the Hamilton area, and we have nothing here, everything is in Richmond and that is a long drive.
- We need a proper or bigger museum, a historical museum.
- We need more day care centers.
- We need more facilities especially Chinese reading books because most Chinese are here and need camera in the library to watch people for misbehaving.
- We need more ice fields.
- We need pools.
- We need some more pools.
- We need more neighbourhood parks.
- We play the table tennis in seniors centre, but we have to pay. I don't know why? We used the table only. People play the tennis game and no needs to play.
- Well I think because the population is increasing by having more green spaces and more public facilities, and more parking.
- What is there is good but should offer more activities and more social things.
- Would like a better facility which would offer more classes.
- We need more swimming pools, there are too many people.
- Yes, would; like more of these facilities.

Q14 And is there anything that **prevents or discourages** you or anyone else in your household from **[INSERT]** more often? [If “yes”: Other]

Performing Arts	Visual Arts	Sports Programs	Fitness, Wellness, etc.	Instructional Programs
Hygiene	Age and general health	Cleanliness	Membership is non-transferable	Age (4x)
I'm a new comer, no friend	Age (3x)	My children are not old enough	Update equipments	Age and general health
Just arrived, looking for jobs	Not good quality	Need for more facilities		I want to take ESL to learn English, but the waiting list is 2yrs
Lack of space	Not professional	No net for basketball		Not professional
Matter of age.	Overcrowded (2x)	Way too crowded (swimming lessons).		Poor quality (2x)
Need daycare for baby				The coaches are not well trained, they are not professional
No friends (3x)				
Not enough Community Centres				
Registration process, membership non-transferable				

Nature / Outdoor Programs	Heritage Programs	Special Events	Casual Physical Activities
Age and general health	Age and general health	Adjusting to Richmond life. Getting more involved now.	Crowded
Age (2x)	Age	Age and general health	Too old (3x)

Nature / Outdoor Programs	Heritage Programs	Special Events	Casual Physical Activities
Allergic		Age	Weather
Kids still too young		Been there, same thing every year	
Too crowded		Crowded, and need more parking	
Weather		Customer services	
		Not enough energy	
		Too crowded (6x)	

Q15. Do you think that the City of Richmond currently offers enough and adequate public programs and drop-in activities for you or members in your households.

Among those Disagreeing

Q15b. What makes you say that?

- **Don't know** **15 mentions**
- **Not aware of what is being offered** **3 mentions**
- **No time** **2 mentions**
- Again, most of those facilities are in City center, it is better to expand those to other areas, so that people in urban areas will be treated same.
- After work classes would be much appreciated.
- Always should be available.
- Awareness is the issue. We are not aware of what is being offered. There are no public announcements.
- Because the population of Richmond is growing so fast and the government is not keeping up does not increase the services.
- Because I am not there.
- Because my other family members have a hard time to get into activities because they are too full.
- Because programs are full, and the ones that are not are too far for me to take my children to.
- Because the kids are on their own, they go where they like, we are not going anywhere.
- Because there is nothing right in Hamilton.
- Because there is not enough day care programs in the Hamilton area. There is a wait list.
- Because we need to get our son registered for programs such as day care and play, but we seem to have hard time doing that.

- City of Richmond is not offering it but the community association is offering it.
- Computer class not enough and ESL too.
- Could be better.
- Could use more programs.
- Courses should be offered in different times, better schedules.
- Because most of the offered programs are for babies, programs are underdeveloped.
- Different ethnic cooking programs.
- Distance and transportation.
- Doesn't utilize all the facilities. They could be doing more.
- Elder college, places like Courtney on Vancouver island there are so many programs for beginners there are not much for seniors like sociology
- Everything is good.
- Expect yoga, dancing.
- Far away from my home it takes too much time.
- Far, traffic, less advertising.
- For youth there does not appear to be enough. There should be more.
- Generally saying it is not enough. Currently parking facilities are very tight. Should improve this situation soon.
- Golf program, more golf programs.
- Have more outdoor activities for everyone to join in.
- Community centre doesn't appear to have what I am interested in.
- Heritage courses are what I am interested in. I have no idea when and where these courses would be offered.
- I have no time for that.
- I think the fitness classes like yoga should be more in the evenings especially for the working people.
- I think there are not much educational programs for kids, nature and I think these courses are not enough affordable.
- Increase Chinese language programs and options.
- Increase the programs, offer more programs.
- I find that the interests are very different.
- It could be better. They offer lots but the current facilities are not sufficient.
- It's enough.
- I haven't seen any advertisements or anything; I had no information on anything.
- It's not interesting and the work hours could be better.
- It's safe.
- Kids programs.

- Lack of information.
- Lack of news concerning upcoming events and activities, should be more promotion in multi-media to make people aware of what is being offered.
- Language barrier.
- Limited to one course, all day program only international student.
- More programs for children would be great.
- More activities in general.
- More children swimming classes would be great.
- More Chinese teachers for programs.
- More clean and secure facilities and programs is what would be great.
- More demand, so more supply please.
- More drop-in activities.
- More drop-in classes.
- More drop-in programs.
- More English programs and English corner, multiculturalism problem.
- More evening programs please.
- More free programs should be available.
- More indoor soccer..... They had four different community centers offering indoor soccer and now they are down to two.
- More programs for retirees.
- More programs in general.
- More programs for kids.
- More programs especially for teenagers.
- More programs, more choices and minimum fee. Should be geared towards moms and kids?
- More selection.
- More summer activities for pre-schoolers like summer camps, more sporting activities for school aged children.
- Need golf program, fireworks, etc...
- Need to increase Chinese programs and need more Chinese volunteers to organize more programs.
- Need more facilities.
- Need more information.
- Need more swimming classes.
- Need to add more programs.
- Need improvements such as for the library as it does not have enough books in Chinese. Books are damaged and often thorn.

- No information, more should be communicated to the public.
- No program for my children ages, only for school aged.
- No program for working women, evening weekend one?
- No sufficient hours.
- No. I tried to enroll my daughter in a skating class and it was full. Not enough staff therefore not enough programs.
- Not diversify to general population, not enough information.
- Not doing many things out in Richmond.
- Not enough.
- Not enough academic programs.
- Not enough activities for kids.
- Not enough Chinese services.
- Not enough courses like Computers and English.
- Not enough daytime programs.
- Not enough ESL classes and the course fees are too expensive.
- Not enough free computer programs.
- Not enough information, don't know where to go.
- Not enough parks.
- Not enough varieties.
- Not enough, I like more.
- Not enough promotion.
- Not for me and the courses are very crowded as I mentioned before.
- Not good enough.
- Not enough.
- Not good support, not good promotion.
- Not too many programs are available.
- Nothing in the area.
- Nothing of interest so far.
- Offer more programs.
- Only one person, no time.
- Not around my area, there are no public day care centers, wish for more.
- Photographic tours/workshops.
- Population growth.
- Population increasing rapidly and the facilities and resources are limited and cannot satisfy the current demand.

- Population is growing and with it there should be more services.
- Problem of playground.
- Programs are limited for seniors.
- Programs get filled very early.
- There should be much better promotion for special events.
- Proximity.
- Proximity is an issue. If we want to drive into Richmond everything is there. Not in this immediate area. We are in the outskirts of Richmond.
- Quality of programs - health and fitness.
- Richmond is a pretty average community.
- Richmond overall is ok, my specific neighbourhood is lacking in regards to libraries, high schools, and recreational facilities.
- Services and facilities are great, though some improvements are necessary. Specifically we need more swimming pools. Sometimes we have to wait for months (4-5 m) on a waiting list. More day care centers are required
- Should adjust the time.
- Should be more youth programs.
- Some more about health programs.
- Some more facilities in pools.
- Swimming class for kids always full.
- Swimming classes are not offered as often.
- Swimming, ice skating, badminton, language classes.
- The programs are limited and most of the programs are in the morning. We need to work in the morning.
- The ticket system is unfair. I prefer to have the membership, once you enrol into community center, you can enjoy every activity in the community center.
- There is no hockey drop in program for your age group.
- There aren't enough facilities for the general public; seniors have a hard time finding places to go to in the winter.
- They are only for fun but I want more serious courses.
- They are not accepting me to ESL.
- They can do more, we were not aware and we see more available elsewhere. More information should be provided and a better way to let us know. Should know about activities in advance.
- They need to offer some more programs that are at some centers and not others. Offer more programs at all the community centers.
- They should be more awareness programs and more fitness centers.
- They should have more different kinds of classes or activities.
- They should have more programs. I think they are more expensive.

- They should improve the service and also the winter festival they should improve the parking by using shuttle in the city centre
- Timing of the courses and my availability do not match very often.
- Time factor is often an issue.
- Time slots when the courses are offered are not convenient.
- Want more offerings for kids.
- We are hoping for more.
- We don't go.
- We don't have too much in this area (Hamilton). Bus transportation not readily available, so you must have a car to get into the Richmond area. The Park and Recreation Guide list programs. They should list by area i.e. Hamilton, then I can see what programs are available for that area -- without being disappointed that it is not in a convenient community centre.
- We feel there should be some facilities closer to the Hamilton area. Too long of a drive to get to these events.
- Weather
- When we play the table tennis, we had to pay. Why? We have to paid more tax already.
- Wider ranges of classes of continuing education should be offered.
- Winter months there isn't that much stuff to do, in the summer time you have stuff to do. The weather in the winter time is too cold. Recreation Park in winter doesn't offer that many things and activities to do.
- Wrong place to put money. Not against dogs.
- You don't go to any.

Q17a What, if anything, prevents or discourages you or members in your household from volunteering more of your time? **[Other]**

- Because I don't have a car
- Enjoy being alone
- Just arrives in Richmond
- Location
- My age and transportation
- Not motivated enough to get back after I got children
- Not ran very well (national organization)
- They did not accepting me

Q18 If you were to be looking for information about parks, recreation, and cultural facilities and services in Richmond, which of the following sources of information would you most likely turn to? **[Other]**

- By mail
- Church
- City hall (3x)
- Community newsletter
- Fairchild tv
- Flyers/brochures (5x)
- From grocery stores but limited, not specific; Call Richmond parks and recreation department
- Grocery stores put magazines, flyers, bulletin boards.
- Guides from the grocery stores
- I would call the appropriate department (4x)
- Mall (5x)
- Out reach
- Radio
- Richmond's disability centre
- S.U.C.C.E.S.S. community centre
- TV (4x)

Q19 In the past 3 months, have you seen or heard any information about parks, recreation, and cultural facilities and services in Richmond in any of the following ways? **[Other]**

- Advertising in shops (6x)
- At functions
- Chinese organization, shopping malls
- Daycare
- Flyer (4x)

- Leisure guide (5x)
- Newsletter (3x)
- Public health care
- Soccer association website
- S.U.C.C.E.S.S.
- Use bulletin board at Minoru center and Library
- Visitor guide

Q22 What type of home do you currently live in? **[Other]**

- Basement apartment (3x)
- Boat house (2x)
- Yacht (2x)