

# Regional Aquatic Center Public Outreach and Needs Assessment Final Report

Prepared April 28, 2015 for the

City of Globe

By

**Common Sense Consulting and Facilitation, LLC.** 

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### Acknowledgements

### **City Council**

Terrence Wheeler, Mayor James Haley, Councilman Dist 1 CM Mike Humphrey, Dist 2 Roberta Johnson, Dist 3 Mike Stapleton, Dist 4 Eric Mariscal, Vice Mayor Dist 5 Lerry Alderman, Dist 6

### **Mayor's Task Force**

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**CSCF** 

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# **Section 1 Overview**

#### **Executive Summary**

The Regional Aquatic Center Public Outreach and Needs Assessment was conducted in partnership with the City of Globe Staff and Common Sense Consulting and Facilitation (CSCF). The process included an electronic survey, a series of outreach events that built on the information gathered during each event and coordination with the Mayor's Task Force on an Aquatic Facility. The outreach collected 786 responses from participants over the four month process.

Based on the input and data gathered from the outreach efforts, there is strong support for a regional, year-round aquatic facility. Justifications for an aquatic facility included: 1)something for youth to do, 2) the health benefits of aquatic exercise, 3) the economic benefit of attracting families and a stronger workforce, 4) the need to teach essential life-saving skills, 5) the sense of place provided by a regional facility and 6) the need for community amenities that increase the capacity and sustainability of the region's future.

During the Stakeholder Workshops participants expressed a strong desire to see the aquatic needs of the community filled through a regional facility that included as the top four elements, recreational swimming, competitive swimming, socialization and a play zone, funded through a combination of a tax increase and a reallocation of current funds designated for nonessential/emergency services. Participants indicated that \$43.75 of every \$100 allocated for the operation and maintenance of nonessential/emergency services should be spent on an aquatic facility.

Public input from the Town Hall indicated that a majority of participants would use the facility for recreation and lap/fitness training at least once a week. They also indicated they would use a snack and beverage area, along with outdoor patios at least once a month. Participants indicated that funding for the construction of a pool should come from multiple sources with Private Business/Industry providing the largest portion of construction funding. Participants also indicated that O&M funding should come from a combination of a tax increase, reallocation of current O&M funding, user fees, program fees and private donations. Participants were divided on the amount of an average user fee per session. 43% suggested \$1.00 per session, 30% suggested \$3.00 per session and 27% said \$2.00 per session. The top locations for an aquatic facility identified by participants at the Town Hall were: Globe Community Center and High Desert Middle School.

The outreach booth set up at the CVRMC Health Fair produced slightly different results on the top locations for an aquatic facility. The top location was the Globe Community Center and the second choice was Miami High School. Participants at the Health Fair indicated that a \$3.00 average user fee per session was reasonable. They also indicated that a \$25.00 increase per household per year was reasonable to offset O&M costs for a year round facility. The elements that would receive the highest usage by participants at the Health Fair were recreational/multi-use and a therapy/spa element.

The participation in the electronic survey was a pleasant surprise and indicates a strong level of interest in an aquatic facility in the region. Results from the electronic survey also strongly indicate that participants (83%) believe the facility should operate year round. Participants (66%) also believe that a Splash Pad should have its own separate area from the main pool. Other notable results

from the electronic survey were the demographics of the participants. 43.75% of respondents were age 31 – 50 and 33% were 51 and older. Also, 77% of respondents live in Globe and 96% live within the region.

The collective findings of this study suggest that residents would support a modest tax increase and the reallocation of current funding across the non-essential/emergency services currently provided by the city to include an aquatic facility. They also indicate that co-location is important in the siting of the facility. By looking at the elements that were identified as most important and the elements identified that would receive the most usage, the top scoring elements in order are: recreational swimming, lap/fitness/competitive swimming, a play zone and a therapy pool.

This document and its findings are intended to inform the Globe City Council in future planning and decision making and inform any future phases of study.

### Background – Why we conducted this outreach

In the spring of 2014, the Globe City Council directed city staff to determine the safety and viability of the community pool located at the Globe Community Center. It was the recommendation of city staff and two independent consulting firms that the facility was unsafe. The City Council was forced to make the difficult decision to close the pool due to a lack of funding for necessary repairs. In addition, the review team consisting of city staff, Architekton Engineering and Aqua Design International determined that the costs of repairing the current facility "would prove to be money spent for the least amount of functionality and longevity."

Residents turned out in strong numbers to express their desire for and support of a community pool to meet the recreational needs of the community. The Globe City Council then accepted the recommendation from city staff to conduct a multi-phase study to identify the needs and options available to the City of Globe for providing a recreational aquatic center for residents.

This report addresses the second phase of the multi-phase process which includes a community outreach needs assessment to determine 1) the community's commitment and support of an aquatic facility 2) the community's aquatic recreational needs, including specific design elements and aquatic programs, 3) potential funding sources for both the construction and the operation and maintenance of a facility, 4) public input of needs from the entire community (not just Globe residents) and 5) potential locations of an aquatic facility.

#### **Existing Facilities Overview**

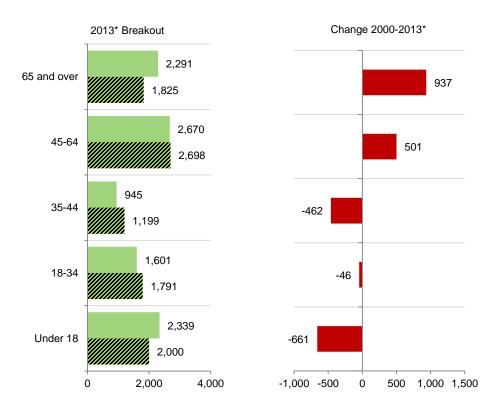
At the time of this outreach there were two functioning aquatic facilities in the immediate area, one public and one private. The Town of Miami has a community pool which is open to the public. It is advancing in age and is estimated to have 3 to 4 more years of use before it will need an extensive amount of repair which the Town of Miami does not have the funds for. The Cobre Valley Country Club has a pool which is not open to the public. It is the oldest facility in the region, but has been maintained and appears to have several more years of use. The City of Globe has a community pool that is not functional and needs several million dollars of repairs to make it safe for public use.

### **Community Analysis**

### Age & Gender Distribution and Change, 2000-2013\*

	2000	2013*
Total Population	19,090	19,359
Under 18	5,000	4,339
18-34	3,438	3,392
35-44	2,606	2,144
45-64	4,867	5,368
65 and over	3,179	4,116
Percent of Total		
Under 18	26.2%	22.4%
18-34	18.0%	17.5%
35-44	13.7%	11.1%
45-64	25.5%	27.7%
65 and over	16.7%	21.3%

\* The data in this table are calculated by the American Community Survey Office (ACS) using annual surveys conducted during 2009-2013 and are representative of average characteristics during this period.



Female Male

During the four Stakeholder Workshops, which were held in February 2015, there was strong opinion expressed about the need for a "regional" facility that was "centrally" located in the Globe-Miami area. Consequently, the demographics used for this outreach include the Globe-Miami CCD. Of particular interest to this study are the afe-related population trends in the region. The aging population in the region increased 4.6% over the thirteen year period while the population of youth under the age of 18 decreased by 3.8%. This shift, if it continues will impact the potential use of aquatic facility elements as well as the ability over time to operate and maintain the facility.

### Age-Related Population Trends in the Globe-Miami CCD

The graphs on the left clearly demonstrate a significant shift in the age of residents in the area over a 13 year period. This change in age distribution is important for this analysis.

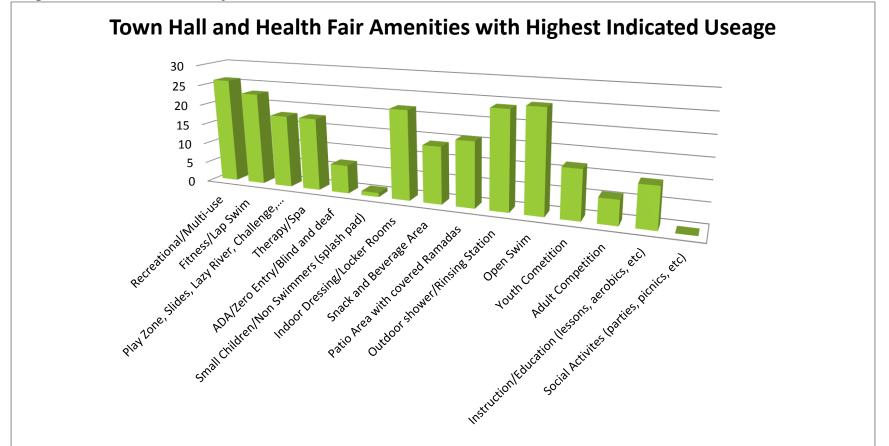
For many geographies, a significant development is the aging of the population, and in particular the retirement of the "Baby Boomer" generation (those born between 1946 and 1964). As this generation enters retirement age, their mobility, spending patterns, and consumer demands (for health care. Housing, recreation) can affect how communities develop economically.

### **Underserved Populations**

In addition to identifying age-related population trends, participants in the Stakeholder Workshops and Town Hall discussed underserved populations and their potential needs in an aquatic facility. The primary population identified were those with physical disabilities, both age-related and non age-related. ADA accessibility was determined to be an important element for a new aquatic facility due to the aging population and the lack of ADA accessibility in the current aquatic facilities in the region. Options for ADA accessibility were discussed and included in the facility elements data collection in the Town Hall meeting and at the CVRMC Health Fair Outreach.

# **Section 2 Needs Analysis**





In a series of outreach events that included the Electronic survey, Stakeholder Workshops, Town Hall Meetings, and participation at the Cobre Valley Regional Medical Center Health Fair, participants from the community were presented with basic information about potential available aquatic related programs and facility elements. Through a series of activities, worksheets, and surveys in each session, the programs and elements were evaluated and ranked in importance by participants. Information was also collected

concerning potential sources of capital funding and operations and maintenance funding. The chart above illustrates the facility elements and programs that participants indicated they would use most often.

#### **Electronic Survey Results:**

The results of the electronic survey are provided in the Electronic Survey Summary Section of this document. Interestingly, the Challenge Feature and Diving were top two scoring elements in the Electronic Survey with Socializing third. The lowest scoring element was Recreational Swimming. Of the Functional Design element options, the Outdoor Shower/Rinsing Station was the top priority in the Electronic Survey with Natural Environment Landscaping second.

### **Stakeholder Workshops Results:**

During the Stakeholder Workshops, the four groups were asked to rank the following facility elements by what they felt would be the order of importance to the population they represent. The elements were presented on a story board and participants used multicolored dots to represent a certain level of importance.



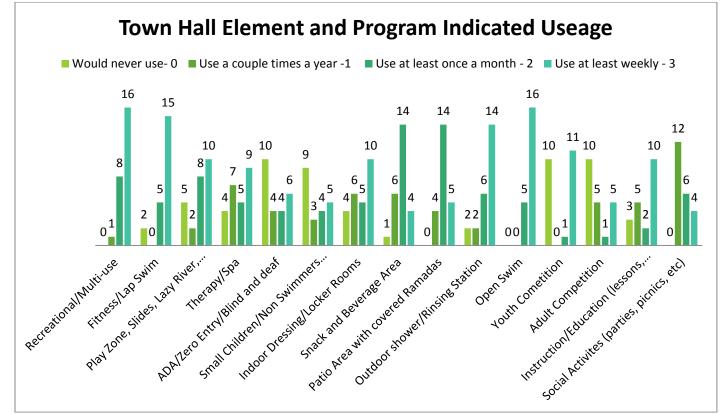


	Stakeholder Liement importance chart										
	#1	#2	#3	#4	#5	#6	#7	#8	<b>#9</b>	Totals	
Recreational	26	3		2	3	1	2	1		38	324
Swimming											
Play Zone	1	6	6	6	7	3	6	2	2	39	245
Splash Pad	1	4	6	5	5	5	4	3	3	36	215
Competitive	6	6	7	7	2	3	5	4		40	278
Swimming	60	54	56	49	12	15	20	12			
Socialization		3	2	8	6	11	3	9	3	45	235
Challenge	2	7	3	7	5	3	4	4	3	38	235
Feature											
Therapy	1	4	5	2	8	2	5	2	7	36	198
Pool											
Sports Pool		6	2		8	6	4	8	3	39	194
Diving	1	2	2	1	4	1	3	3	16	33	133
totals	38	31	33	38		35	36	36	37		

### **Stakeholder Element Importance Chart**

*#1 = Highest Level of Importance #9= Lowest Level of Importance* 

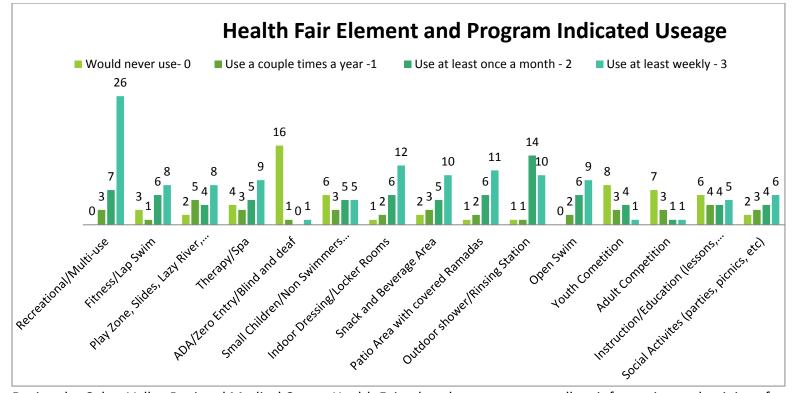
The top scoring elements during the Stakeholder Workshops were Recreational Swimming, Competitive Swimming and a Play Zone. This differs from the Electronic Survey Results. It is the opinion of CSCF that when participants were better informed about the element and program options during workshop and outreach activities they adjusted their priorities to reflect a better understanding of facility elements and programs.



Town Hall Sessions Results:

During the Town Hall break-out sessions attendees were presented with slightly more detailed information and a wider variety of potential aquatic programs and facility elements. Participants were then asked to fill out a worksheet that indicated their own or their family's potential usage of the elements and programs that they would use most frequently. The top scoring elements at the Town Hall in terms of actual usage were: Recreational Swimming, Fitness/Lap Swimming and tied for third Outdoor Rinsing Station, Patio with tables and a Snack and Beverage area. The top scoring program elements were: Open Swim and Instruction/Education programs.

**Health Fair Outreach:** 



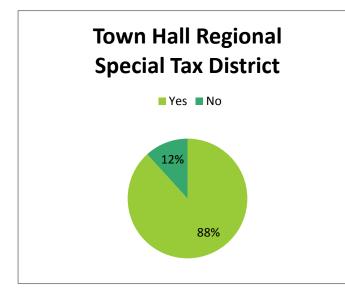
During the Cobre Valley Regional Medical Center Health Fair a booth was set up to collect information and opinions from the general public. Participants were asked to identify on a map their top four choices for the location of a regional aquatic facility. Participants were also asked to answer three additional questions that indicated their preferred method for covering the maintenance and operations costs of an aquatic facility. Participants were then asked to fill out a worksheet that indicated their or their family's potential usage of the elements or programs that they would use most frequently.

The top scoring elements were: Recreational Swimming, Indoor Dressing Rooms and Patio Area. The top scoring programs were: Open Swim, Social Activities and Instruction/Education Programs.

### **Location Analysis**

The importance of location was discussed at the Stakeholder Workshops. Consequently, an exercise to determine public opinion on the location of a facility was added to the Town Hall and the Health Fair Outreach. The top scoring locations from the combined activities were: the Globe Community Center, Miami High School, High Desert Middle School and CVRMC.

Town Hall and Health Fair Facility Location Exercise								
Location	1st Choice	2nd Choice	<b>3rd Choice</b>	4th Choice				
Noftsger Hill Baseball Complex	7	9	9	8				
High Desert Middle School	15	13	6	6				
Globe Community Center	35	15	7	6				
Miami High School	16	7	7	4				
Globe High School	1	2	3	2				
Hwy 60 and 77 (US Postal Distribution Facility)	4	10	7	5				
Harbison Field	0	8	3	7				
Round Mountain Park	0	1	1	1				
Hwy 188/Hwy 60 Intersection	1	2	3	4				
Holy Angel High School	1	0	0	0				
Next to Fry's (Hwy 60)	3	0	4	1				
CVRMC	15	5	9	8				

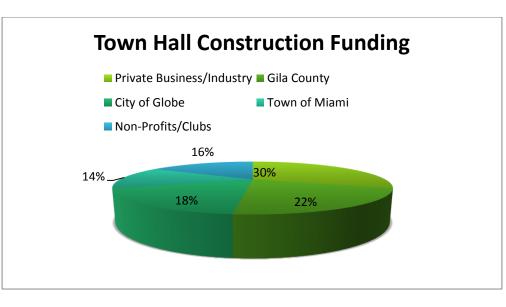


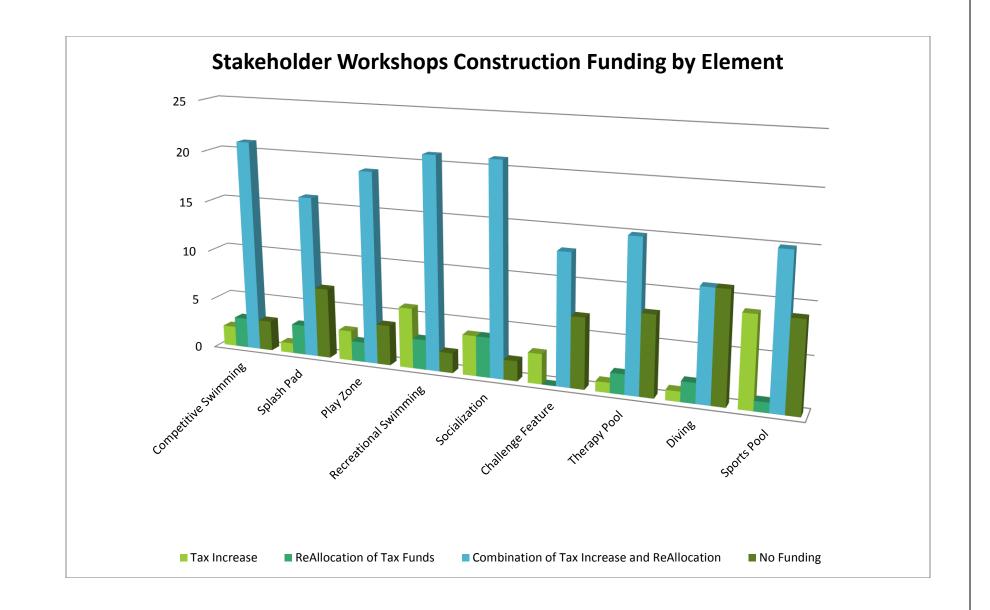
the formation of a Special Tax District.

### **Capital Funding Analysis**

Input concerning capital funding sources were discussed at the Stakeholder Workshops and the Town Hall. The results below clearly indicate that participants believe that funding for construction should come from a combination of a tax increase and a reallocation of current funds. The activity at the Town Hall asked participants to determine specifically where capital funding should come from. The Pie Chart below indicates that participants believe the funding should come from multiple sources with Private Business/Industry providing 30%, Gila County providing 22%, City of Globe 18%, Non-Profits and Clubs 16% and the Town of Miami 14%.

Participants were also asked if they would support the formation of a Special Tax District to cover both capital and operations and maintenance costs. The pie chart to the left demonstrates that participants would support

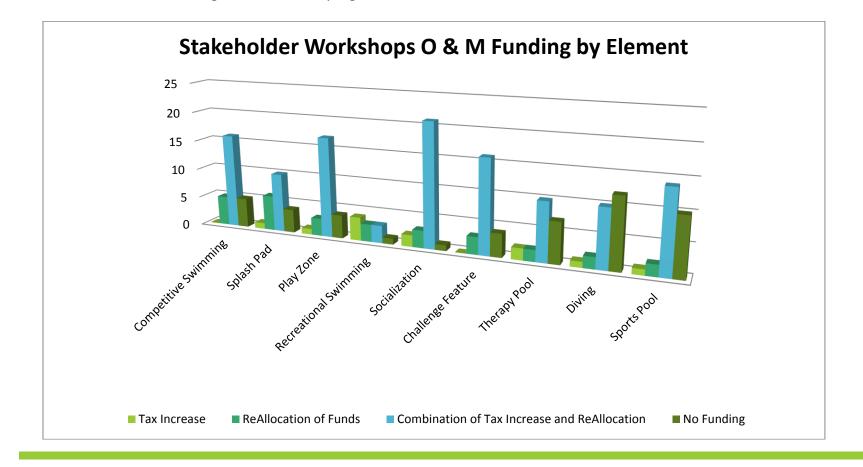




### **Operations and Maintenance Funding Analysis**

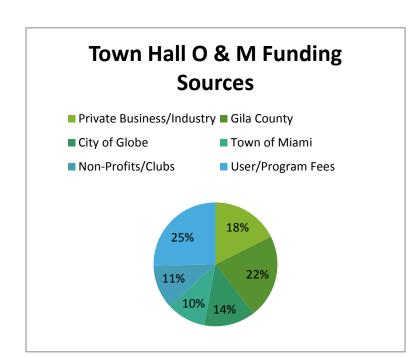
As demonstrated in the Electronic Survey Summary section of this document, over 90% of survey respondents indicated that they supported the use of tax dollars in operating and maintaining an aquatic facility. Using this information, the outreach activities at the Town Hall and the Health Fair were designed to "drill down" into the public's opinion and support of various funding sources. Results from those activities are in the charts below.

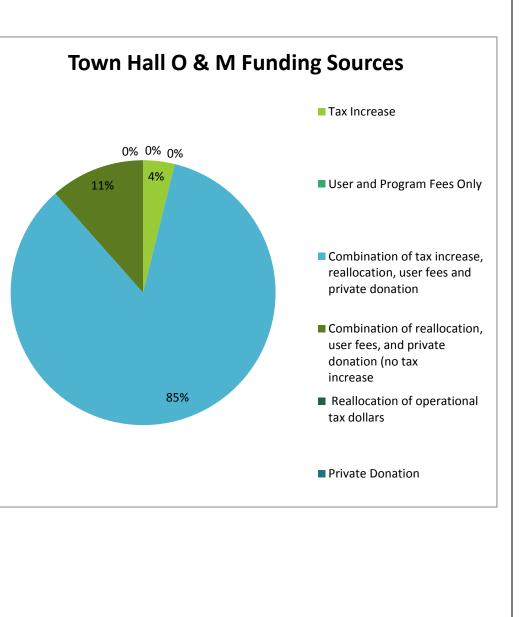
Participants at the Stakeholder Workshops and the Town Hall clearly supported the combination of a tax increse and the reallocation of current funding for recreational programs.



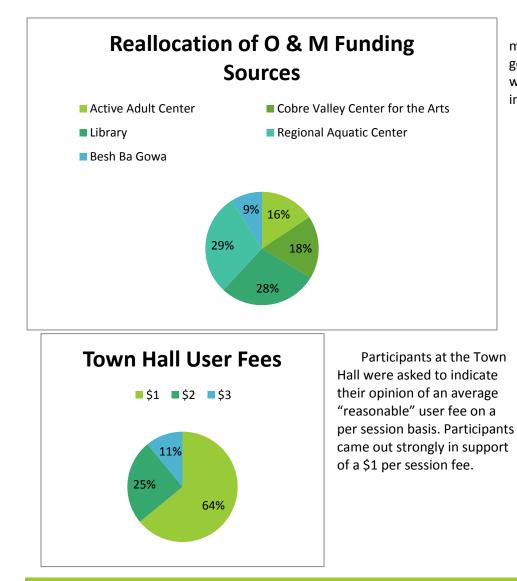
Participants were asked to be more specific at the Town Hall to determine the allocation of funds for Operations and Maintenance. Participants indicated that in addition to a tax increase and a reallocation of program funding, user fees and private donations should also be included. There was no support for User and Program Fees Only, a Reallocation of Operational Tax Dollars only or Private Donation only.

The chart below indicates what the percentage of each funding source should be.

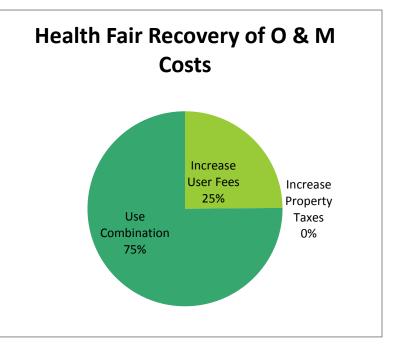




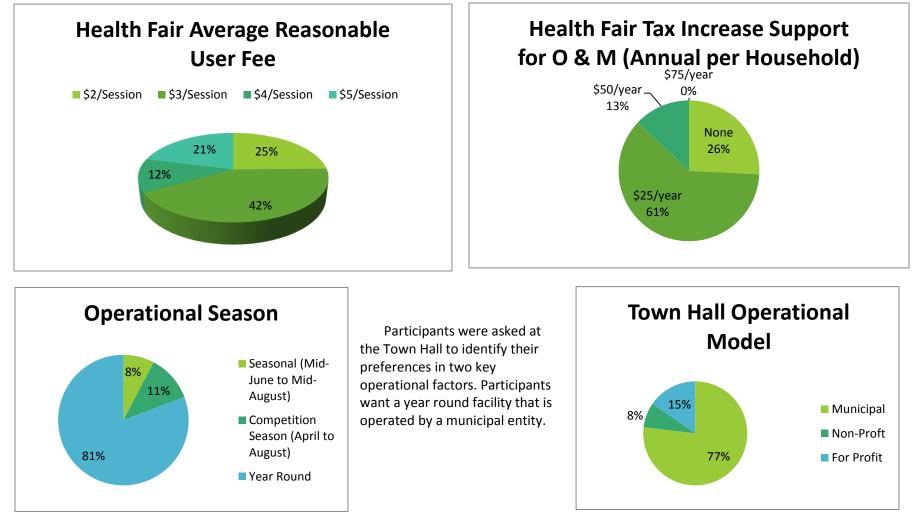
Participants at the Town Hall were given the task of identifying how they would reallocate currently designated operational funds for nonessential/emergency services provided by the City of Globe. The Chart below indicates their response.



Participants at the Health Fair were asked how they would make up the difference between O&M costs and the revenue generated from a \$2 per session user fee. 75% indicated they would use a combination of an increase in user fees and a tax increase.



After demonstrating support for a combination of an increase in user fees and a tax increase, Health Participants were asked to determine what was a reasonable user fee and a reasonable Property tax increase per household. Results in the charts below indicate that participants believe that \$3 per session is a "reasonable" average user fee and that an increase of \$25 per year in property taxes was "reasonable" as well to offset O&M costs.



### **Recommendations**

Based upon the input and participation of community members and stakeholders it is the recommendation of the consultant that the City of Globe lead a regional collaborative effort to continue with the phases of study previously identified. In addition to these phases of study the consultant is also recommending three additional phases.

PROGRAMMING DOCUMENT- INCLUDING DETAILED COST OPTIONS FOR DESIGN ELEMENTS, LOCATION OPTIONS, OPERATIONAL OPTIONS AND CAPITAL FUNDING STRATEGIES

- □ FUNDING PLAN FOR CAPITAL COSTS
- □ SITING OF THE POOLS AND BUILDINGS
- SITE DESIGN AND FUNDRAISING MATERIALS (MARKETING)
- DESIGN OF THE POOLS AND BUILDINGS
- DETAILED COSTS BASED ON ACTUAL SITING & DESIGN
- □ FUNDING PLAN FOR OPERATIONS & MAINTENANCE BASED ON ACTUAL SITING & DESIGN
- GOVERNANCE/ADMINISTRATIVE PLAN

Results and information from this Community Needs and Outreach effort provide sufficient information and data for each phase to move forward. This document is designed to inform all additional phases of study on the opinion and preferences of this outreach effort. Below are specific considerations for each phase based on the community's preferences determined in this outreach effort.

Programming Document- Including detailed cost options, for design elements, location options, operational options and capital funding strategies-

Community preferences have been identified and will narrow down the scope of this document.

### Funding Plan for Capital Costs-

- There is clear support for the possible formation of a Special Taxing District as a source of capital funding.
- □ The community believes that construction funding can come from multiple sources.
- □ The community would prefer that the funding model for capital include a governance and oversight plan.

### Siting of the Pools and Buildings-

- Aquatic needs as expressed by participants be met in the form of a regional facility.
- A central location is critical to the entire community's perception and therefore support of a regional facility.
- Like uses and the potential to share common infrastructure are an important consideration in determining location.
- Examination of age-related population trends will assist in determining facility element needs, potential users, and location of a facility.

### Site Design and Fundraising Materials-

- □ The community is in support of a year round facility.
- □ The use of environmentally-friendly construction and operating practices are very important.

- □ The facility that complimnets the natural environment is important.
- □ The use of green building practices are important.

A patio area with covered ramadas and a snack bar are important elements and have the potential to generate additional operating revenue.

Due to the economic impact of a regional aquatic facility, the community supports the inclusion of potential regional partners across both public and private sectors and prefers partners be identified and invited to assist with fundraising, promotion and communication.

Design of the Pools and Buildings-

- □ The community supports a year round facility.
- The use of environmentally-friendly construction and operating practices are very important.
- □ The use of green building practices are important. (LEED Certification should be considered.)
- The use of wind screens, a heat recapture system, cover and solar heat should be an integral part of the design.

Essential Facility Elements are: Recreational Swimming, Fitness/Lap/Competitive Swimming, and an Outdoor Rinsing
Station. A Play Zone and Indoor Dressing/Locker Rooms are also important.

- □ It is important that a splash pad have an area of its own.
- □ ADA accessibility increases usage, especially for underserved populations.

Detail Costs Based on Actual Siting and Design-

□ Detailed costs are important for community support of Construction.

□ Identifying cost saving measures in the design and siting that affect the operation and maintenance of the facility is important.

### **Operational Funding Plan-**

□ The use of multiple sources of revenue including user fees, tax increase, club and program participation to cover operating costs is important.

### Governance/Administrative Plan-

There is strong support for the possible formation of a Special Tax District as a source of capital and O&M funding and the organizational structure to implement and administer the construction and operation of a regional aquatic facility.

# **Section 3 Data Summaries**

# **Outreach Meeting Summaries**

### **STAKEHOLDER WORKSHOPS**

4 meetings

**42 Total Participants** 

**Outreach Activities Conducted at Each Workshop** 

Program and Facility Element Priorit Exercise Identifiers: Competitive Swimming Splash Pad Play Zone Recreational Swimming Socialization Therapy Pool	ies	Funding Prio Identifiers: Neighborhoo Combination Other Provid Construction Operation an	od or Mur ers Funding	nicipal	Exercise Ident Deve Com Cons Libra	<u>tifiers:</u> elopment of New Trails munity Center Improvements truction of New Sports Fields
Economic Development Organizations and Businesses 7 Participants February 18, 2015 1:00 - 3:00 PM Cobre Valley Center for the Arts	8 Feb 5 Cob	Non-Profit Organizations 8 Participants February 18, 2015 5:00 - 7:00 PM Cobre Valley Center for the Arts		Educa 17 Partic February 3 5:00 – 7: Globe Higl Auditoric	cipants 25, 2015 00 PM h School	Government Entities 10 Participants February 25, 2015 1:00 – 3:00 PM Globe High School Auditorium

Town Hall Meeting Saturday March 28, 2015 9:00 AM - 12:00 PM 33 Total Participants

### **Break-out Session Outreach Activities**

Amenities- Element and Program Potential Usage Worksheet

#### **Identifiers:**

Recreation/Multi-Use Fitness/Lap Swim Therapy/Spa ADA/Zero Entry/lifts/blind and deaf Small Children/Non-swimmers (splash pad) Indoor Dressing/Locker Rooms Snack and Beverage Area Patio Area with Covered Ramadas Outdoor Shower/Rinsing Station Open Swim Youth Competition Adult Competition Instruction/Education (swim lessons, aerobics, etc.) Social Activities (parties, picnics, etc.)

### Location/Site Requirements Map Exercise

Identifiers:

Like Uses Community Location Proximity to schools Parking Water Source (cost) Design (Green/LEED ie solar, wind screens, heat recapture systems, etc) Construction (Capital) Funding-Public/Private/Non-profit (worksheet) Private sponsorship of individual facility elements Landscaping

### **Town Hall Break-out Session Outreach Activities**

Reallocation of Operation and Maintenance Dollars Questionnaire and Storyboard Exercise

### **Identifiers:**

Seasonal/Annual/Modified (approx. cost) Enclosed/Open (approx. costs) Salt vs Chlorinated Staffing (elements that increase liability costs) Liability (elements that increase liability costs) User Fees/Program Funding (traditional source) Responsibility/Partnerships Operating Sustainability Operator-Public/Private/Non-profit

### Funding Sources for Operational Costs

### Identifiers:

Gila County City of Globe Town of Miami Private Business/Industry Non-Profits/Clubs User/Program Fees

### Cobre Valley Regional Medical Center Health Fair Saturday April 11, 2015 71 Total Participants

### **Booth Outreach Activities:**

Amenities- Element and Program Pote Usage Worksheet	ential		Facility	Location Exercise
osuge worksneet			<u>Identifi</u>	ers:
<u>Identifiers</u>			Noftsge	er Hill Baseball Complex
Recreation/Multi-Use			High De	esert Middle School
Fitness/Lap Swim			Globe C	Community Center
Therapy/Spa			Miami I	High School
ADA/Zero Entry/lifts/blind and deaf			Globe H	ligh School
Small Children/Non-swimmers (splash pad)			Hwy 60	and 77 (US Postal Distribution
Indoor Dressing/Locker Rooms			Facility)	
Snack and Beverage Area			Harbisc	on Field
Patio Area with Covered Ramadas	Patio Area with Covered Ramadas		Round	Mountain Park
Outdoor Shower/Rinsing Station	Outdoor Shower/Rinsing Station		Hwy 18	8/Hwy 60 Intersection
Open Swim			Next to	Fry's on Hwy 60
Youth Competition	Youth Competition		Cobre \	/alley Regional Medical Center
Adult Competition				
Instruction/Education (swim lessons,				
aerobics, etc.)	Fun	ding Operations and Mainter	nance	
Social Activities (parties, picnics, etc.)		s Exercise	101100	
	-	ntifiers:		
		er Fees		
		eptable Property Tax Increase	S	



### Facility Location Exercise Map (Health Fair)

# **Electronic Survey Summary** Determining Community Support

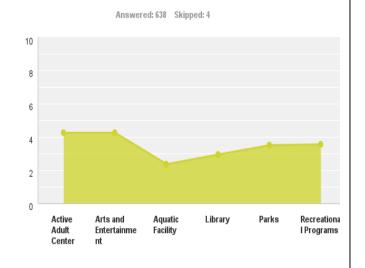
## What's Important?

- 72.68% of Respondents say Extremely Important and an additional 23.7% say it's important. That's over 96% of those that responded!
- Active Adult Center and Arts and Entertainment rank first when compared to Recreational Programs, Parks, Library and an Aquatic Facility
- 92.5% of respondents say an Aquatic Facility will make the community a more attractive place to live
- 97.64% of respondents believe that community attractiveness is important or very important
- 90.57% of respondents believe the costs of operating and maintaining an aquatic facility are a good investment of tax dollars

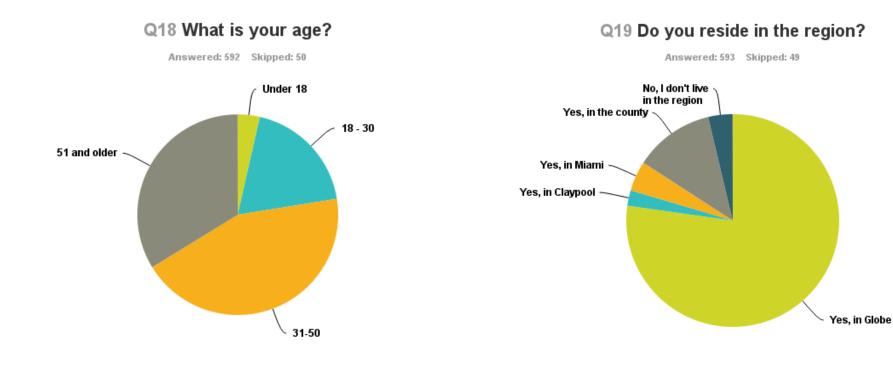
# How Important Is It?

• Out of 6 community services, an aquatic facility ranks last in importance to respondents

Q2 Considering other nonemergency/essential services that the City of Globe supports or provides its residents, please rank the following services in order of their importance with one being the most important.

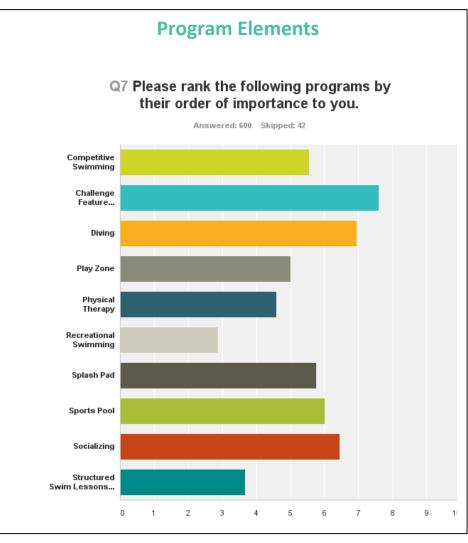


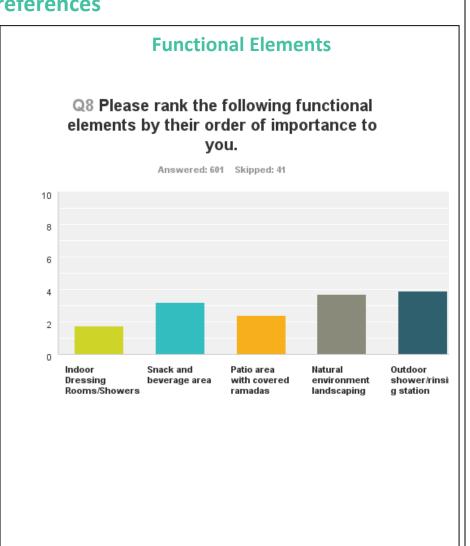
# Electronic Survey Summary 642 Responses



# **Electronic Survey Summary**

### **Community Preferences**

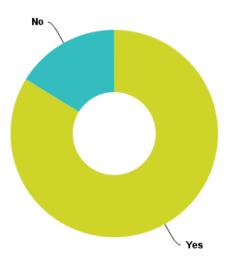




# Electronic Survey Summary Facility Preferences

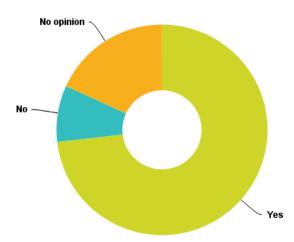
# Q6 Should the Aquatic Center operate year round?

Answered: 635 Skipped: 7



Q10 Is the use of environmentally-friendly construction and operating practices important to you? For example, solar heating, Green Building (LEED) construction methods and materials, etc





# Electronic Survey Summary Special Features

### **Splash Pad**



- o 66.9% of respondents believe that a Splash Pad should have a separate area of its own
- **o** 35.9% of respondents believe that a Splash Pad should be designed for toddler to six years old
- **26.15% of respondents believe that a Splash pad should be designed for all ages**

# Electronic Survey Summary Special Features

### **Play Zone**



34.7% of respondents believe the Play Zone should be designed for toddler to six year olds33.22% of respondents believe the Play Zone should be designed for all ages

**Challenge Feature** 



43.34% of respondents believe the aquatic facility should have both a diving element and a climbing wall 32.54% of respondents believe a climbing wall would be an adequate replacement for a diving element

# **Electronic Survey Summary** Special Program Features

### **Competitive Swimming**



- 53 respondents expressed interest in participating a competitive swimming program
- 41 respondents expressed interest in organizing a competitive swimming program
- 10 respondents expressed interest in coaching a competitive swimming program