

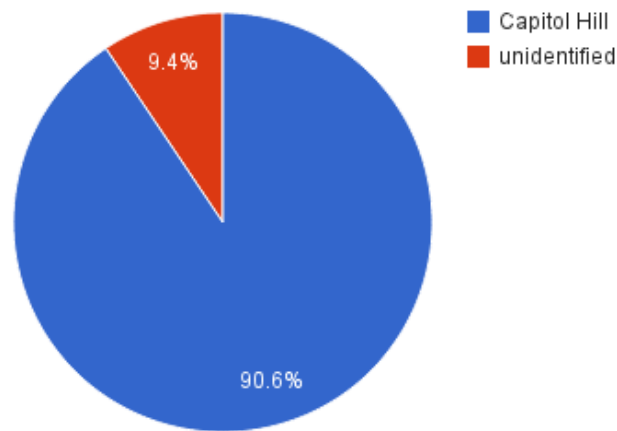
Survey Objective: To seek the input on current programs and services, and to collect information on Capitol Hill Community Residents needs for programs and services for future planning.

Sampling Method: Online survey which was available to take from June - December 2014 (7 months). Residents and non-residents of Capitol Hill were invited to participate via e-newsletter (260 subscribers), website, facebook page (80 subscribers), and twitter account. During the time that the survey was made available, there were changes in the amount and types of programs offered at the CHCA.

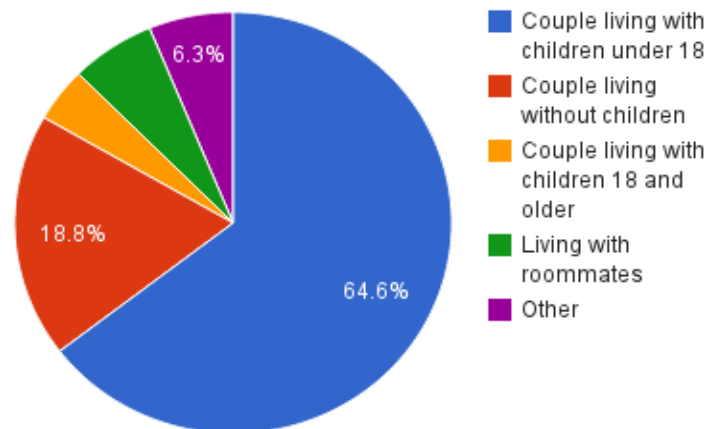
48 respondents were received through the online survey. Not every respondent answered every question.

A. Demographics of Respondents:

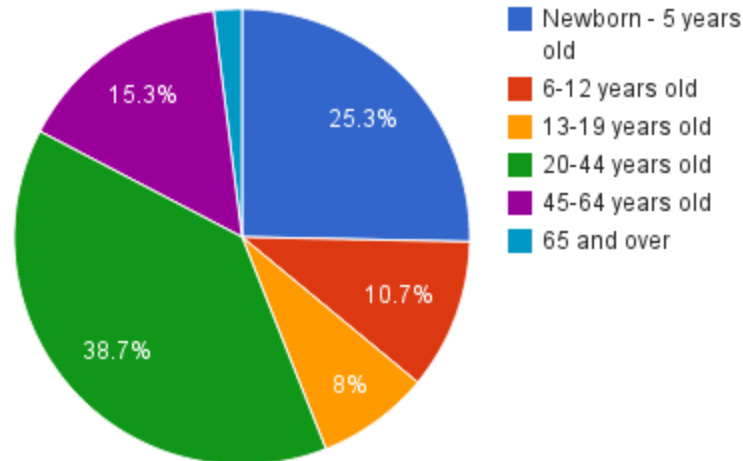
Where respondents live



How would you describe your household?



Ages of people in the households of the respondents



Respondents were asked how long they've lived in Capitol Hill. Results are summarized below:

Average = 8.5 years
Mean = 5 years
Low = 0 years
High = 39 years

B. Current Programs and Services

58% (28) respondents currently attend programs or use services offered by the CHCA

Out of those, 28 respondents reported a variety of programs/services used. They are listed below along with the number of times they were noted, and their corresponding percentages.

Newsletter	14	50%
Community Events	10	36%
Preschool	8	29%
Facility Rentals	8	29%
Playgroup	4	14%
Knitting Club	4	14%
Fitness Class	3	11%

31 respondents reported a variety of things that they liked about the current programs and services. They are summarized below along with the number of times they were mentioned.

Community building Initiatives, connects people in the community	13
Quality & variety of programs and events	12
Convenient location	8
Staying informed about what's going on in the community	5
Community events	4
Great facilities	3
Family friendly events	1

4 respondents reported things that they disliked about current CHCA programs and services. These include (1) high cost to rent the kitchen, (1) the politics, (1) programs and services only targeted at families and seniors, (1) not enough programs.

36 respondents report a variety of reasons why they do not participate in current programs/services. These are summarized below along with the number of times they were mentioned.

The Programs/Services I want are not being offered	14
I am unaware of the programs/services available	9
The times of the programs are not convenient	8
I'm too busy to participate	6
No current programs/services that I am interested in	5
The fees are too high	1

C. Other Programs/Services used within the Community

Respondents were asked about what recreational programs and services they used in other facilities. This may help the CHCA understand the type of programs and services that are currently used by residents, but are not currently offered at the CHCA. The responses are summarized below along with the number of times they were mentioned.

Public Library	31	67%
Children's Programs	21	46%
Ice Rink	20	43%
Fitness Gym	19	41%
Adult Programs	15	33%
Meeting Rooms	6	13%
Youth Programs	1	2%
Seniors Programs	1	2%

Other: swimming pool	8	17%
Other: yoga	5	11%
Other: music lessons	4	9%
Other: Martial arts, craft club	3	7%
Other: dance classes, parental support, farmer's market, food/cooking classes	2	4%
Other: childcare services, lounge, adult social interaction, language classes, book club, playgroup, career seminar, entrepreneur support, gentle fitness, seniors choir, children's summer camps, geneology workshops, meditation, rock climbing, drama, writing program	1	2%

D. Programming and Service Needs

Respondents were asked what programs and services they would like to have available in their community. A variety of responses were reported, which are summarized below, along with the number of times they were mentioned, and the corresponding percentages:

Programs to connect families in the neighbourhood	29	67%
Programs to connect different generations in the neighbourhood	20	43%
Programs to connect seniors in the neighbourhood	11	24%

Children's Programs	19	41%
Adult only Programs	15	33%
Teen/Youth Programs	6	13%
Seniors Programs	5	11%

Arts and Craft, classes/workshops/clubs	30	65%
Cooking Classes/Community Kitchen	27	59%
Cardio Fitness	26	57%
Team sports programs ie. soccer, ultimate frisbee	25	54%
Yoga/Pilates	23	50%
Relaxation and wellness classes	23	50%
Language classes/workshops/clubs	20	43%
Running/Walking club	19	41%
Music Programs	18	39%
Playgroup	18	39%
Seminars/Speaker series/Worshop/Lectures	16	35%
Bookclub	13	28%

Dance lessons	3	7%
Other: Genealogy, baby and mama fitness, parent and tot storytime, sustainable food, harvest preservation, swimming, bike maintenance/repair, gardening, summer camps with child and caregiver activities, tool library, children's fitness, food service, farmer's market, lectures/workshops by different groups	1	2%
Other suggestions for programs: <ul style="list-style-type: none"> • Programs geared around men • Ease of access/flexible drop-in/low cost • Try to keep things low cost or free by utilizing the talents within the community. 	1	2%

Respondents were asked what would prevent them from participating in programs that they would like to see offered. A few reasons were noted which are summarized below along with the number of times they were noted.

Scheduling conflicts	33
High cost	9
lack of childcare	5

Respondents were asked what Community events they would like to see the CHCA host. A variety of events were reported, which are summarized below, along with the number of times they were mentioned and the subsequent percentage.

BBQs	32	70%
Community Cleanup	31	67%
Summer Festival	31	67%
Winter Festival	31	67%
Community Garage Sale	29	63%
Music Festival	29	63%
Community Picnic	28	61%
Halloween Party	26	57%
Movie Nights	25	54%
Community Garden Harvest Party	25	54%
Easter Egg Hunt	25	54%
Stampede BBQ	23	50%
Shows/Markets (Art & Craft, Green Living, Car show, etc.)	23	50%
Christmas Party	18	39%
Community Potlucks	18	39%

Other:	1	2%
<ul style="list-style-type: none"> ● Charity Specific Fundraising events ● Local Artist event ● Regular Art/flea market ● Garden Club ● Farmer's Market 		

Respondents were asked how they would like to receive information about CHCA events, programs, and news. A variety of responses were reported as summarized below with the number of times they were mentioned, and the corresponding percentages

E-newsletter	41	91%
website	27	60%
Billboard located on corner of 14th ST and 20th Ave	20	44%
Facebook	13	29%
Street signs	13	29%
Twitter	7	16%
Door to door newsletter	5	11%
door to door flyers	5	11%
Bulletin Board at Community Centre	3	7%

Respondents were asked if they had any skills or assets that you would share with other community members in the form of volunteering, or offering a local program or service. A variety of responses were made and summarized below:

- Communications/writing
- General labour around the park or community centre
- Lecture about childbirth or midwifery
- Legal assistance
- Start and run a book club
- Coach soccer
- Nutritional cooking, wellness classes
- Fitness and stretch
- Facial and gentle massage
- Arts and Crafts activities
- Cardio Fitness classes
- Gardening workshops
- Writing workshops
- Part of a Garden tour
- Teaching cooking class
- Software/website developer
- Basic Bike maintenance
- Physician

Respondents were asked if they had any other comments or suggestions about the services, programs, or events that the CHCA can offer? There were a variety of suggestions summarized below:

- Newcomers events, EFL classes,
- Story circles
- Media production classes
- Meals on wheels for seniors/infirm,
- City lobby group to discuss how city events/legislation/spending etc. affects Capitol Hill residents and give local residents a unified voice by which concerns could be communicated back to the city
- An updated billboard sign on 14th ST and the addition of a message board
- Adult and Capitol Hill resident only classes ie. Crafts, books, cooking and fitness
- Community kitchen
- More ongoing (weekly, monthly) programs that emphasize healthy living, connecting people in the neighbourhood, education, arts, recreation, fitness, eating healthy, and environmentally friendly.
- Regular dance classes
- Language classes
- Book clubs
- Yoga classes
- Gardening seminars
- A TedX or PechaKucha night made up of just Capitol Hill residents,
- History of capitol hill night (how did the neighbourhood evolve, how was it established, see photos of your house decades ago, who are our oldest neighbours, etc.)
- Nicest summer yard competition,
- Best Halloween/Xmas yard decorations
- Little Library building workshop
- More structure around volunteer opportunities ie. what is available, time commitment needed, time of year, number of volunteers needed.

The comments are listed below:

- you guys are doing a great job so far, so just keep it coming with suggestions, listening to our ideas. I would like to be able to help out with making events happen, but finding it difficult to connect and make dates with the coordinator as she is only available sometimes in the evenings and sometimes on the weekend which hasn't worked out.
- It's hard to please everyone! I think you're doing a great job already.
- I appreciate all that you provide.
- I love the changes and feel the community is coming together well. Thank you to all who are working hard to make this come about.
- I did not mind having that bar in the community, seems like they were never a bother.
- I have lived in capitol hill for 15 years but have never realized there were programs offered other than children's programs. I have participated in a few things at Banff trail because I read about them in their newsletter. Now that I know there is a website and the possibility of programming, I will definitely be checking it out, considering I live about 2 blocks away. Thanks
- KEEP UP THE GREAT WORK!!!! IT IS SO AWESOME!!
- Thanks for all your effort rejuvenating our community association. The new dinosaur playground is awesome and well used.
- CHCA has been doing a great job recently. Feels like a significant and very positive shift in the last few months
- kudos to the new board - keep up the good work
- Keep up the great work!