



Beltline and Inglewood Pools Program Frequently Asked Questions (FAQ)

Questions about the Program

What is this program and why are you doing it?

The City of Calgary is working through a consultative process to understand the social and recreational needs of the Beltline and Inglewood / Ramsay communities, and then to develop recommendations for services or amenities in these communities.

While The City works through this process, funding for the Beltline and Inglewood Recreation facilities will remain in place through the end of 2021.

What is the consultative process and how are you engaging stakeholders in the communities around the pool areas?

The City will gather information from the Beltline and Inglewood / Ramsay communities in several ways:

- **Community Engagement:** To understand how people live, work and play in the communities of Beltline and Inglewood/Ramsay, to determine what kinds of activities and opportunities they value, and in what ways they socialize within their community
- **Neighbourhood Inquiry Kit:** To understand how local residents are meeting their social and recreational needs
- **Service Provider Request for Information:** The Request for Information (RFI) process allows potential external service providers to provide information on how they might operate the facilities for the benefit of the local communities
- **Market Research:** To identify recreational trends and behaviour patterns in the local market.
- **Consultation with Recreation Providers:** To identify the gaps and overlaps in service provision between recreational amenities in the area.

What is the timeline for a decision on the future of the two facilities?

This program will be delivered in three phases: Discover, Design, and Deliver. The Discover phase of this program is anticipated to run through Q4 2020, and the Design phase is anticipated to run from Q4 2020 through Q2 2021. At that point, and as the program enters its Deliver phase, recommendations for services or amenities for the Beltline and Inglewood / Ramsay communities will be made to Council.

Do you already know what you want to do with the facilities?

No. During the Discover phase of this program we will gather information about what the needs of these communities are, what ideas third-party operators have for how these facilities could be used to deliver community benefit through a Request for Information, and research on gaps and overlaps in service in the communities. In the Design phase, the feedback we receive will be analyzed and recommendations developed for Council's consideration for services or amenities in the community.



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Will The City be closing the Beltline and Inglewood Recreation facilities?

These facilities remain temporarily closed due to the COVID-19 pandemic. Calgary Recreation is working to reopen all its facilities in a staged, safe manner. Please visit [Calgary.ca/pools](https://calgary.ca/pools) to learn more.

Funding for the Beltline and Inglewood Recreation facilities remains in place through the end of 2021.

Regarding the two facilities, we have heard that if we “don’t use it we lose it.” Has that timeline been extended due to COVID?

Funding is in place for the operation of both Beltline and Inglewood facilities through 2021. During that time this program will examine a wide range of ways that the facilities can continue to serve their communities.

What do you mean by social and recreational need?

The City of Calgary recognizes that Calgarians need to build social relationships in their communities, and need to live healthy, active and creative lives. To meet these two needs, The City offers a variety of recreational opportunities and helps create safe, inspiring, and inclusive neighbourhoods where citizens can feel secure, connected, and welcome to meaningfully contribute.

Is now the right time to be asking about social and recreational needs?

This program is focused on building a broad understanding of the social and recreational needs of Calgarians who live, work, and play in the Beltline and Inglewood communities. The City of Calgary is working through a consultative process now in order to make recommendations to Council in 2021. During Calgary’s collective response to the COVID-19 (Coronavirus) pandemic, The City recognizes that Calgarians’ social and recreational activities may be much different. For more information about The City’s response to COVID-19 and resources to help you stay safe and healthy, please visit [Calgary.ca](https://calgary.ca).



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Questions about engagement and Neighbourhood Inquiry Kits

How will you be engaging stakeholders in the communities around the pool areas?

As described above, The City will gather information from the communities around the facilities in several ways:

- **Community Engagement:** To understand how people live, work and play in the communities of Beltline and Inglewood/Ramsay, to determine what kinds of activities and opportunities they value, and in what ways they socialize within their community
- **Neighbourhood Inquiry Kit:** To understand how local residents are meeting their social and recreational needs
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Due to COVID-19, Engagement will primarily happen online, which will reach a large majority of residents in the two neighbourhoods. We encourage you to take part in the engagement when it happens. Other ways of connecting with the community through local stakeholders are also being explored. You can find more information at www.calgary.ca/beltlinerec or www.calgary.ca/inglewoodrec.

How will you ask non-users about their recreational needs?

Participation in the Engagement process will be widely promoted to both users and non-users and is not limited to current users.

This research doesn't look like the kind of surveys and questions I'm used to from The City.

The City of Calgary is trying some different research approaches, including a Neighbourhood Inquiry Kit, to understand social and recreational needs in the Beltline and Inglewood/Ramsay communities. Neighbourhood Inquiry Kits are an established ethnographic research technique used to gather unbiased data collected by participants in their context, without a researcher present for the purpose of informing and inspiring design.

How are the participants for Neighbourhood Inquiry Kits chosen?

Participants will be invited to participate through a link at either www.calgary.ca/beltlinerec or www.calgary.ca/inglewoodrec. The City will send emails to key stakeholders asking that they direct people to the Calgary.ca pages and consider participation in Neighbourhood Inquiry Kits. The City will also use existing community networks to promote diverse participation.

I wasn't chosen to complete a Neighbourhood Inquiry Kit but I still want my voice to be heard and considered.

The City welcomes citizens to participate through the Engagement questionnaire at: www.calgary.ca/beltlinerec or www.calgary.ca/inglewoodrec.



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Why is The City paying citizens \$100 for research in tough fiscal times?

Participants who complete a Neighbourhood Inquiry Kit will receive a \$100 gift card. It is research best practice to recognize participants as experts in their lived experience whose additional time and extended contributions to the research deserve to be compensated. It is also consistent with City of Calgary practices to provide an honorarium for participation in extensive consultations that draws from citizens' lived experiences.

Questions about the Request for Information (RFI)

Why is The City exploring an RFI at this time?

In response to Council direction to explore future opportunities for the recreation facilities located in the communities of Beltline and Inglewood / Ramsay, The City is issuing a Request for Information (RFI) as part of the Beltline and Inglewood Pools Program to examine innovative opportunities that will maximize ongoing social and recreational benefits from the Beltline and Inglewood facilities. Through this RFI, The City will gather information about the marketplace to help determining future procurement and partnering options or requirements.

What are the submission dates for the RFI?

The RFI is being issued on August 6, 2020 and respondents are asked to respond on or before September 16, 2020.

How does this RFI fit into the Beltline and Inglewood Pools Program? Why not an RFP?

The original Council Motion included direction to prepare an RFP for a shift to a partner-operated model for either or both facilities. The City determined that the appropriate course of action would be to first investigate market interest and identify if there are innovative new uses for the facilities that a third party is interested in providing. By gauging market interest first through an RFI, The City can examine how innovative new uses might align with the communities' social and recreational needs and determine the likelihood of an RFP, resulting in a positive outcome for residents and users of the Beltline and Inglewood Recreation facilities.

What is The City hoping to achieve as an outcome for the RFI?

The City is looking to understand the role that the Beltline and Inglewood facilities could have in meeting the social and recreational needs of the people who live, work and play in the communities of Beltline and Inglewood/Ramsay. This includes investigating opportunities for future service delivery and considering shifting to partner service delivery for one or both of the Beltline and Inglewood facilities. This RFI is intended to gauge market interest in these facilities and to identify partners or service providers who have new ideas of how these facilities can provide ongoing customer and community benefits.



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Questions about the Facilities

What is the history of the facilities and what amenities are in them?

Inglewood Aquatic Centre, located at 1527 17th Avenue SE in Ward 9, was originally opened in 1963. The facility includes a six-lane, 25m saltwater pool with an aquatic climbing wall. Originally constructed as an outdoor pool, the outer building was added later. The facility sits on land gifted to The City by a local brewery with a covenant restricting use to a community pool.

Beltline Aquatic and Fitness Centre, located at 221 12th Avenue SW in Ward 11, was originally opened in 1954. The facility is attached to a designated Heritage building (Old YWCA/CommunityWise) and includes a four-lane, 18.25-metre pool, dry sauna, small weight and cardio studio, fitness studio, full-sized gymnasium. An indoor/outdoor climbing wall was added in 2015.

More information on how these facilities compare to other City-Owned recreation facilities can be found in the [Facilities Comparison Document](#) on this site. While enjoyed by their respective communities and regular booking groups, both facilities have reached their end of useful life and potential for improvement is limited. Simultaneously, user preferences have changed over the past 57 – 66 years, and while incremental improvements have been made (including the climbing walls at both facilities), the smaller facility footprints, land restrictions and aging buildings make adaptation to today's recreation market more difficult.

What is the attendance at these facilities and how much tax-support do they require?

The Beltline Facility served almost 38,000 users in 2019, with an average \$15.73 in tax support per user (a 71% tax-support rate).

The Inglewood Facility served 52,00 users in 2019, with an average \$11.75 in tax support per user (a 75% tax-supported rate).

These facilities are currently outliers compared to other facilities of similar age and amenity mix. Those facilities have an average attendance of 89,000 visits per year, with an average \$8.80 in tax support per user (a 59% tax-supported rate).