



Residents' Suggestions for a Christchurch Community Leisure Water Sports Facility

Prepared for: Canterbury Earthquake Recovery Authority

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Ipsos Ltd operates a management system that complies with the requirements of ISO 20252. This project has been carried out in compliance with this International Standard.

Background

The Canterbury Earthquake Recovery Authority (CERA) was established as a government department in March 2011 to co-ordinate the ongoing recovery effort in greater Christchurch following the September 2010 and February 2011 earthquakes.

The earthquake on 22 February 2011, with a magnitude of 6.3, changed both the landscape and people of Canterbury. Many hundreds were injured and 185 lives were lost.

As part of the city rebuild, The Metro Sports Facility is planned to be the second largest of its kind in Australasia, offering an impressive range of fun, fitness and sport options for the community. There will be 1,500m² dedicated to the leisure water facility alone and the intention is to have the facility open in March 2020.

Consultation Objectives

Given the importance of the Centre's leisure water facility, Christchurch residents have been given the opportunity to contribute to the design-thinking process behind it. This has been intended as a means by which to involve the wider community; identify overarching themes in what people desire from a community leisure water facility; and to provide the opportunity for residents to suggest features or possible problems that may not have been hitherto considered.

Because of the complexities of designing and budgeting for facilities such as this, it is important to recognise that this community-engagement exercise is not a simple vote to identify 'must-have' features called for by the majority (who inevitably only have past experiences to go by, however limited or dated these may be). For example, such consultations are also useful for identifying minor issues that could with relative ease take a design from 'good' to 'excellent'; or issues that, while not cited by many people, would be strongly agreed to were they to be considered.

Research Approach

Data Collection Method

The three data collection methods were designed, distributed and promoted by CERA:

1. The public were asked to provide feedback via an online tool www.bangthetable.com.
2. Written feedback forms were also posted to residents within a 2.5km radius of the site, and distributed via all Christchurch City Council Service Centres, Libraries and Recreation Centres across Christchurch for them to complete and return.
3. A poll was also run on the CERA Facebook page.

These methods were not 100% compatible with each other and so, in some parts of this report we have noted where differences have arisen due to different question and answer formats.

Questionnaire

Both the online tools and feedback forms were designed by CERA and asked the following questions:

1. What would you come to the Metro Sports leisure water area for?
 - Family fun
 - Hanging out with friends
 - Exercise / fitness
 - Recreation / leisure
 - Relaxation
 - Rehabilitation
 - Waiting for someone else (i.e. kids at learn to swim classes, etc.)
 - Sports
 - Other (*Please specify*)
2. If you have visited or seen other leisure water areas around New Zealand or around the world, what are some of the things that **you liked**?
3. If you have visited or seen other leisure water areas around New Zealand or around the world, what are some of the things that **you didn't like**?
4. What fun / leisure toys or activities would you like included?
 - Water adventure play
 - Toddlers' pool or area
 - Water jets and sprays
 - Inflatable toys
 - Lazy river
 - Warm water leisure area
 - Hydro slide
 - Other (*Please specify*)
5. When you have visited a leisure water area, think about what's been around the pools, such as a café, gym, etc. If you could suggest your top three things to make the layout of Metro Sports pools work well for you, what would they be?
6. Are there any other considerations important for you and your family?

7. What age and gender are you?

- Male
- Female

- Under 15
- 15-24
- 25-34
- 35-44
- 45-54
- 55-64

- 65-74
- Over 75
- Answering as a family
- Answering as a group
- Prefer not to say

8. Where in Christchurch do you live?

- South East
- South West
- North East
- North West

- Hill Suburbs
- Central City (within four aves)
- Other (e.g. Rolleston / West Melton)

9. How will you get to the Metro Sports Facilities

- Bus
- Walk

- Car
- Bike

Fieldwork Dates and Sample Size

The feedback period was 09 November to 13 December 2015, although some later responses were included. Feedback from 1,315 respondents is included in this report.

Analysis of Open-Ended Questions

Ipsos' dedicated in-house coders were briefed by the researcher on the nature of the survey and the open-ended questions to be coded. This highlighted key themes and distinctions in the comments to be explored. Coders then developed a code frame – a list of codes with examples of the types of comments to be categorised under each code. This code frame was developed based on the first 20% of questionnaires completed.

Following the review of the code frame by the researcher, and minor adjustments, all questions were coded. These codes were entered directly into specialist coding software, and the imported into Ipsos' statistical analysis programme.

Analysis of Question 4

Question 4 of the written questionnaire asked people to rank their preferences. However, many people 'ticked' their preferences instead of using numerical rankings (and those answering within Facebook could only select options rather than ranking them). When a tick was recorded for any given answer, we replaced that with that answer's average numerical ranking based on those who answered the ranking question correctly.

Base Sizes

All charts include a note as to how many respondents' answers are represented. As some respondents would choose to leave some questions blank, the numbers will vary across questions.

In addition, questions that enabled more than one answer to be given will inevitably sum to over 100% as a result.

Questionnaire Design

1. What would you come to the Metro Sports leisure water area for?
(select all that apply)

- Family fun
- Hanging out with friends
- Exercise/fitness
- Recreation/Leisure
- Relaxation
- Rehabilitation
- Waiting for someone else
(i.e. - kids at learn to swim classes etc)
- Sports
- Other (please specify)

2. If you have visited or seen other leisure water areas around New Zealand or around the world, what are some of the things that you liked?

3. If you have visited or seen other leisure water areas around New Zealand or around the world, what are some of the things that you didn't like?

4. What fun/leisure toys or activities would you like included?

(Please rank your favourites from 1-7 and add others that you know)

- Water adventure play
- Toddlers pool or area
- Water jets and sprays
- Inflatable toys
- Lazy river
- Warm water leisure area
- Hydro slide
- Other (please specify)

**5. When you have visited a leisure water area, think about what's been around the pools, such as a café, a gym etc...
If you could suggest your top three things to make the layout of Metro Sports pools work well for you, what would they be?**

6. Are there any other considerations important for you and your family?

7. What age group and gender are you?

- Under 15
- 15-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- Over 75
- Male
- Female
- Answering as a family
- Answering as a group
- Prefer not to say

8. Where in Christchurch do you live?

- South East
- South West
- North East
- North West
- Hill Suburbs
- Central City (within Four Aves)
- Other (Eg Rolleston/West Melton)

9. How will you get to the Metro Sports Facility?

- Bus
- Walk
- Car
- Bike

Conclusions

The themes arising from this consultation confirm the fact the community leisure facilities generally have to cater for all members of the community, which requires a wide range of facilities.

In the case of the leisure water area of the Metro Sports Facility, this means that:

- Active 'adventure' participants want active water play such as hydro slides, lazy rivers and deep-diving pools.
- Active sports / fitness participants want laned pools for training, gyms and related fitness facilities.
- Those seeking more passive relaxation want spas, saunas and jacuzzis.
- Those who are more vulnerable (toddlers and the elderly) desire areas suited to them, be that shallow pools or areas separate from more boisterous play.

The latter point above is a key issue for many of those consulted with. Regardless of any 'mix and match' combination of specific pools and facilities, there is a clear consensus that a successful facility has **space**. This relates to both indoor space (including changing rooms) and outdoor space, and also to a desire to avoid the crowded nature of other facilities experienced and disliked by many residents. Adequate space also allows for more seating, picnic areas, parking and, to some extent, quieter acoustics.

Therefore we conclude that while some design specifications might interpret 'making the most of the space available' as 'fitting in as many distinct features as possible', it is clear from this consultation that space itself is a key design benefit that should not be overlooked.

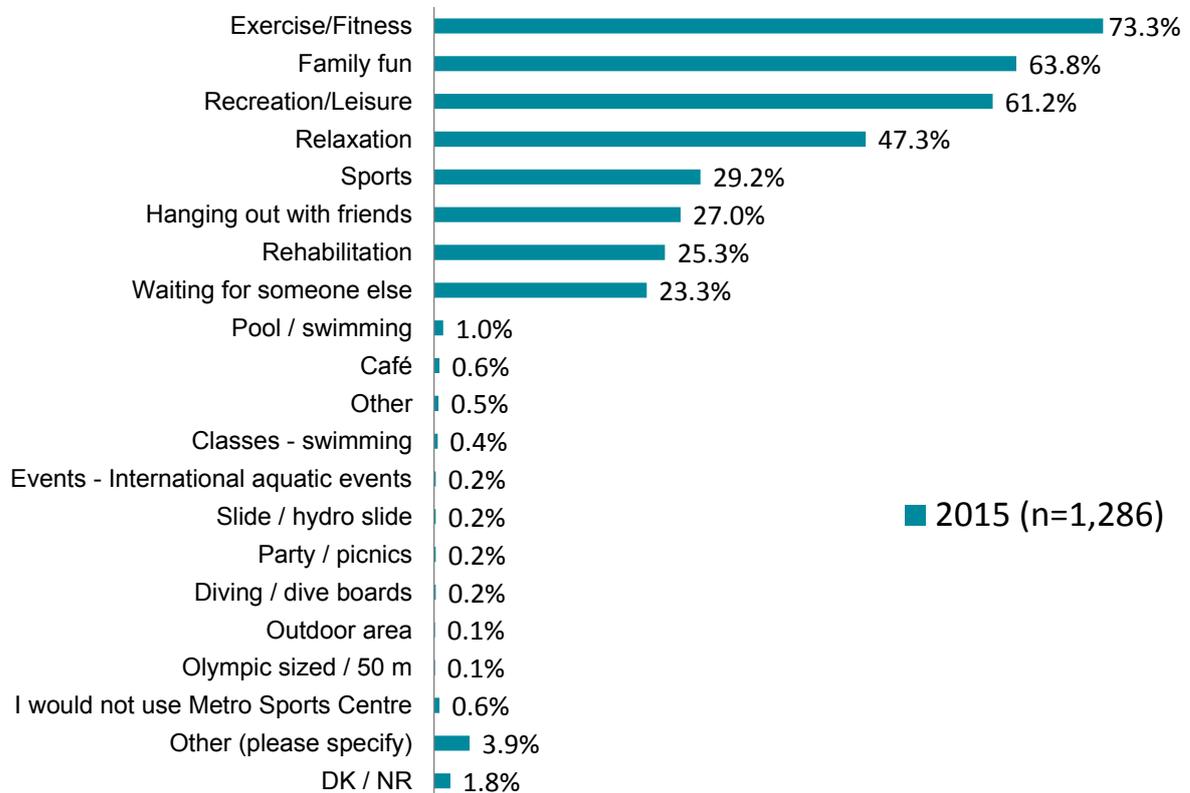
We also draw attention to the issue of **well-appointed changing rooms** – which need to offer space, privacy, sufficient lockers, family changing rooms and possibly 'finishing touches' like swimwear spinners and hair dryers. Given that these are the first and last aspects of the facility that visitors will engage with, they are possibly more influential on perceptions of the overall experience than some may think.

Key Findings

Reasons for Visiting the Metro Sports Leisure Water Facility

Q1. What would you come to the Metro Sports leisure water facility for?

Reasons why respondents would go to the Metro leisure water are for?



Note: Chart ONLY indicates preferences from a range of options provided to the public. This chart is not a voting poll nor necessarily represents ideas that would fit with the current planning parameters of the proposed leisure water facility.

The eight most-commonly cited reasons charted above reflect the fact that these were presented to respondents to select from, and so they were more likely to be selected than the other options which had to be manually typed in by respondents.

The most commonly chosen activity is 'Exercise and Fitness'. The majority of areas in Christchurch have expressed this to be one of the main reasons why they would attend, with the exception of the South West area and other areas such as Rolleston / West Melton.

In terms of the 'other' sports-oriented suggestions made, residents mentioned activities such as aqua jogging, 50m pools, water polo and swimming classes. In other areas such as 'family fun', some other things mentioned centred on outdoor areas, picnic tables, BBQ areas, sufficient parking and areas for birthday parties. Other topics mentioned were easy access for wheelchairs, allocated space for snorkelling, and swimming space (for lessons, training, etc.).

Other comments mentioned a sauna, spa, a café, having a facility to host swimming competitions, and having enough spectator seating.

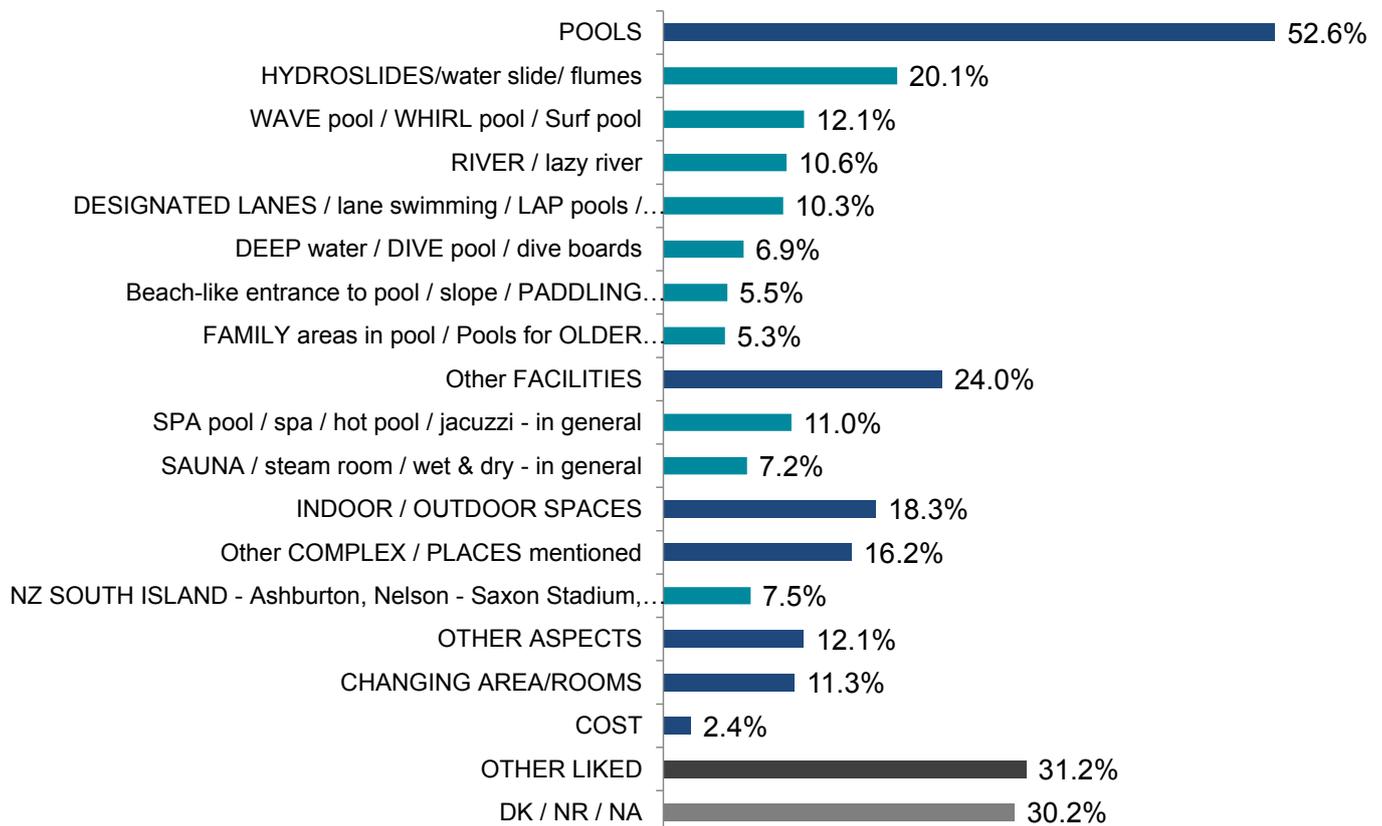
Ideas based on other Leisure Water Areas around NZ or around the world

Respondents were asked to comment on the things they **liked** (question 2) and **disliked** (question 3) in other leisure water areas they have visited or seen around New Zealand or around the world.

The answers were coded by Ipsos into 8 main themes: pools, indoor / outdoor spaces, changing room / areas, cost, other facilities, other aspects, other complex / places mentioned and other liked. Depending on the respondents' answers, comments could be coded in under multiple categories.

Q2.If you have visited or seen other leisure water areas around New Zealand or around the world, what are some things you liked?

Some of the things respondents LIKED in other leisure water areas in New Zealand or around the world



Q2: If you have visited or seen other leisure water areas around New Zealand or around the world, what are some things that you liked?

Base: Total sample (n=1,286)

Note: Chart ONLY indicates features cited by the public at a general level, not as required design features of the proposed Christchurch development. This chart is not a voting poll nor necessarily represents ideas that would fit with the current planning parameters of the proposed leisure water facility.

There was a large variety of responses in the things people liked in other facilities they had seen in New Zealand or around the world.

In regard to pools, which was understandably the most popular answer, respondents talked about hydro slides, wave pools, lazy rivers, and designated lanes for swimming. However, some of the less common answers were about having multiple pools or areas for people with different ages and different needs, having proactive lifeguards, having shaded areas and avoiding or minimising the use of chlorine in pools.

In terms of regional differences:

- Those in the Central City were more likely to mention sauna and spa facilities plus the importance of sufficient parking.
- Those in other areas such as Rolleston / West Melton were more likely to cite hydro slides.
- Those who were in South East areas were most likely to like designated lanes and lawn / grass areas.

Less common but interesting responses were around not having a women-only space, not having natural lights and having quiet areas where you relax or stay separated from children.

Other comments made that were less than 5% came under the response categories listed below. Examples of the types of comments categorised into the codes below can be seen later in this report.

POOLS

- Area for WATER FITNESS / exercising in pool / AQUA JOGGING area / REHAB lanes / dedicated WIDE lanes / walking pool / lessons
- INFLATABLES / toys / noodles / floating obstacle course / adventure / water play areas
- OLYMPIC sized / 50 m / FINA
- WARM water / heated pool / water temperature
- DIFFERENT DEPTH / sized pools / separate different types / variety of pools / areas for DIFFERENT activities / age groups
- Range of / large LEISURE / FUN pool / no lane ropes / open swimming
- ADULT-ONLY pools / swim areas
- OUTDOOR pools / open air pool
- BIG / decent sized pool - big enough for all activities / Big COMPLEX
- FOUNTAIN / little water falls / splashing water maze / tipping buckets / water features
- INDOOR pool
- LIFTS / steps/ramps for getting in / out of pool
- SALT / OZONE / NATURAL - not chlorine
- THEMED pools / Water theme park / water park / theme park / Water World
- LEARNERS pool - separate / private
- LIFE GUARDS - friendly, suitable ratios
- PIRATE SHIP / pirate play area
- Rope SWING into pool / zip wire
- SHADE over pool - shade sails over pools
- Clean WATER
- Pool with BOTH indoor / outdoor sections
- Other POOLS

INDOOR / OUTDOOR SPACES

- Lawns / grass area / OUTDOOR space / seating areas / open outdoor areas / trees / SHADE TREES
- SEATING around pool - comfortable seats around pool / out of splash zone / SEATS / SEATING - lots of
- PARKING
- QUALITY designed space - easy route around complex, indoor / outdoor flow, good LAYOUT
- FAMILY-FRIENDLY space / outdoor play area / playground
- LIGHT / natural lighting / GLASS walls to let light in / winter sun bathing
- PICNIC / eating areas
- SPACIOUS / plenty of space
- BBQ area / gas BBQ / outdoor BBQ
- DECOR - colour scheme / nice design
- Good ACOUSTICS
- Good VENTILATION - fresh air / airy
- WARM indoors / building / tropical atmosphere
- WINDOWS - outdoor view / view
- Space for PARTIES / groups
- Outdoor SHOWERS
- COVERED – drop-off area
- RANGE of different SPACES - adults / kids
- ROOF – see-through dome
- Other INDOOR / OUTDOOR AREAS

CHANGING AREA / ROOMS

- LOCKERS / storage areas - secure / free / location
- FAMILY changing areas - lots of
- Changing area / rooms - WARM / heated / heated floor
- Changing area / rooms - SPACIOUS, lots of
- Togs SPINNER
- Changing rooms - PRIVATE / individual
- Changing area / rooms - FUNCTIONAL, kept tidy, nice, modern
- Changing areas / rooms - CLEAN
- Hair DRYERS
- Showers - right TEMPERATURE / hot water, good PRESSURE
- Showers - PRIVATE / individual
- Toilets - CLEAN / many
- EASY ACCESS to change areas
- Showers - SPACIOUS / bigger, good shower, clean shower
- Changing rooms for DISABLED
- HANGERS
- Showers - SEPARATE from changing rooms
- Toilets - with NAPPY-changing facilities
- Other CHANGING AREA / ROOMS

OTHER ASPECTS

- Cater for ALL / mixed AGES / fitness levels
- CLEANLINESS / HYGIENE / clean unspecified
- ACCESSIBLE / convenient LOCATION - on bus route / bus stop close by / taxi rank, easy access
- Cater for DISABLED / wheelchair access throughout
- Cater for the ELDERLY
- FAMILY- / child-friendly - family fun, family areas
- Safe SURFACES - F&B covering - high quality / non slip
- VARIETY / variety of facilities
- Designated ADULT areas
- MUSIC
- OPENING hours - open at night, open 7 days, all year round, 24 hrs
- SAFE / secure
- STAFF - nice / friendly / happy / staff facilities / responsible
- Well MAINTAINED / good management
- Age- / faith- / gender- / lesson-related swimming TIMES
- RECEPTION / info desk - open / welcoming
- SMOKEFREE
- SIGNAGE
- Other ASPECTS

COST

- AFFORDABLE entry fee / additional activities
- FREE entry / free for all
- FAMILY concession
- MULTIPLE entry discount tickets / concession cards
- Free use of EQUIPMENT/other activities
- Free entry for RESIDENTS
- Free for KIDS
- PRICE range
- SENIOR concession
- Other COST

Other FACILITIES

- CAFE - in general
- Cafe - healthy / good selection of FOOD / drink / decent coffee
- GYM / separate area for gym / exercise / fitness
- HEALTH centre / THERAPY area - massage / cleansing / physio
- SHOP / retail
- Spa - for ADULTS / child-free
- CLASSES - other / coaching
- QUIET area
- Spa - decent SIZE / large
- PLUNGE / cool down pool
- Indoor SPORTS courts / indoor courts
- Cafe - POOLSIDE
- Classes – aqua aerobics / SWIM

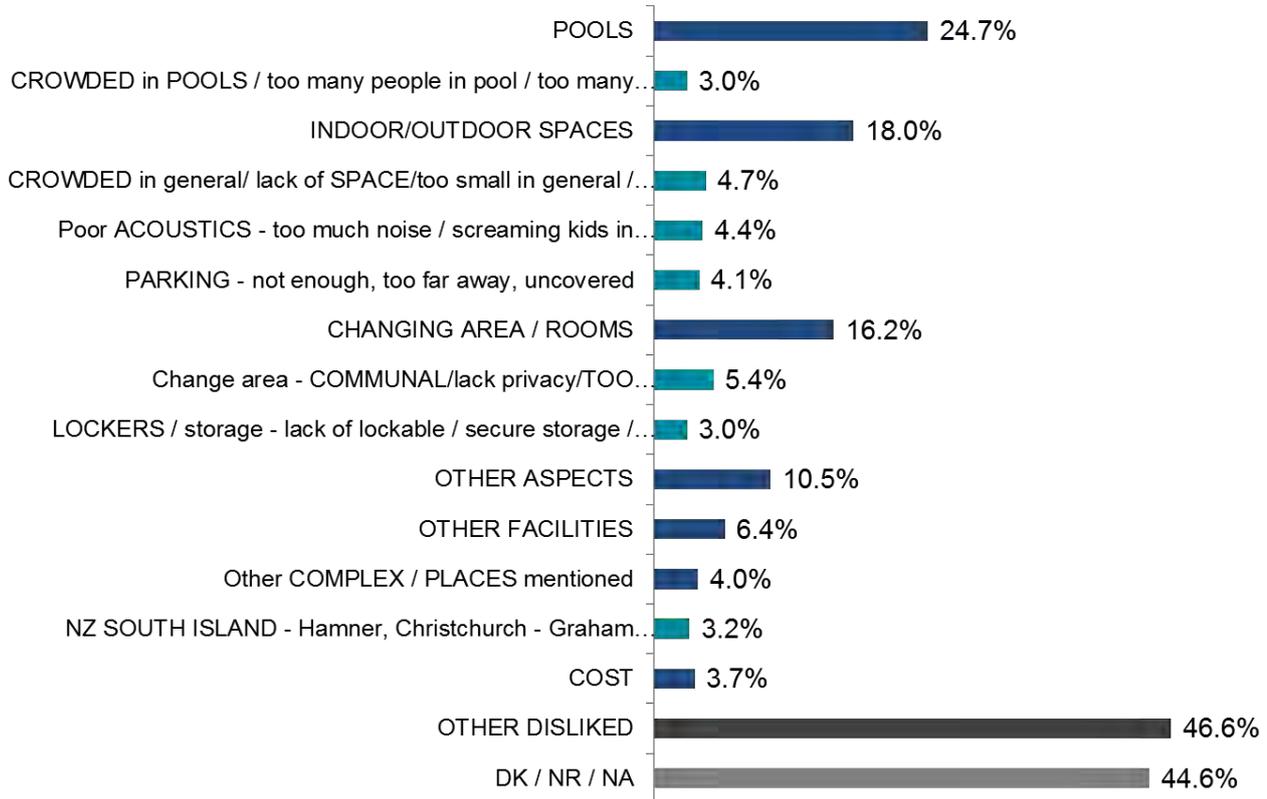
- Spa - FAMILY / children
- CRECHE
- Cafe - FAMILY- / child-friendly
- CONNECTIVITY - free WIFI
- Cafe - AWAY from pool
- Sauna - PRIVATE
- Cafe - easy ACCESS / indoor and outdoor
- Classes - YOGA / Pilates, etc.
- BAR - swim up
- DRINKING fountain / fresh drinking water
- Drinks / ice-cream STAND / VENDING machines
- Spa - PRIVATE
- Spa - OUTDOORS
- TV
- SLIDE card entry
- Meeting ROOMS
- Other FACILITIES

Other **COMPLEX / PLACES** mentioned

- QE2 Complex
- EUROPE - GERMANY, ENGLAND - Hever Castle, Swansea, Centre Parcs Longleat Forest UK, SWEDEN - Ludvika, AMSTERDAM, SCOTLAND, HUNGARY, NORWAY
- NZ NORTH ISLAND - Auckland - Mt Albert, Henderson, Napier - Splash Planet, New Plymouth, Whakatane, Tauranga - Lido / Baywave, Wellington - Kilbirnie Aquatic Centre, Johnsonville, Porirua, Freyburg
- AUSTRALIA – Wet'n'Wild, BRISBANE - Southbank, GOLD COAST - aquatic centre, MELBOURNE - Geelong, DARWIN, QUEENSLAND - Noosa
- ASIA - BALI - Waterborne Park, HK, JAKATA, JAPAN, SINGAPORE
- NORTH AMERICA - CANADA - Edmonton / Edmonton Mall Water Park, Toronto, USA, Disneyland
- Other **COMPLEX / PLACES**
- DUBAI - Wet'n'Wild, Wild Wadi

Q3. If you have visited or seen other leisure water areas around New Zealand or around the world, what are some things you disliked?

Some of the things respondents DISLIKED in other leisure water areas in New Zealand or around the world



Q3: If you have visited or seen other leisure water areas around New Zealand or around the world, what are some things that you disliked?

Base: Total sample (n=1,286)

Note: Chart ONLY indicates features cited by the public at a general level, not as required design features of the proposed Christchurch development. This chart is not a voting poll nor necessarily represents ideas that would fit with the current planning parameters of the proposed leisure water area.

Many of the aspects respondents disliked from pools they had seen from leisure water areas around New Zealand and around the world centred on crowded pools, with the associated problems such as a lack of parking, lockers or quiet spaces. However, some of the most unique aspects they disliked concerned expensive entry fees and / or extra costs for sauna or spas; not catering for the elderly or disabled; or just simply not having enough quality facilities such as cafes, picnic areas, showers, toilets or swimwear shops.

In terms of regional differences:

- Those in the Central City were more likely to mention sauna and spa facilities plus the importance of sufficient parking.
- Those in areas such as Rolleston / West Melton were more likely to cite hydro slides.
- Those who were in South East areas were most likely to like designated lanes and lawn / grass areas.
- Those in the North East disliked paying extra for sauna or spa facilities.

- Those in the North West area were significantly more likely to dislike spa pools that were 'not suited for the facility in terms of size' or that were poorly maintained.
- Those in the South West areas were significantly more likely to dislike having a combination between lap pools and other activities happening (such as swimming classes).

Other comments made by less than 3% of respondents came under the response categories listed below. Examples of the types of comments categorised into the codes below can be seen later in this report.

POOLS

- LANES for swimming - too narrow, not enough, crowded in lanes / LAP pools, lack of, limited time available
- CHLORINE - too much / too many chemicals in water
- Lack separate LEISURE pool for RECREATIONAL swimming, dislike combination of lap & other activities / swimming classes in same pool
- Pool SIZE/LENGTH - too short/inadequate / NOT BIG enough / not Olympic sized / standard
- Water TEMPERATURE - cold water / cold in pool / cold in winter / too hot in summer
- HYDROSLIDES / water slide - slow-create safety issue, lack of
- KIDS in ADULTS pool / vice versa - no separate pools
- DIRTY pool
- Beach-like entrance to pool / PADDLING pool / shallow area for babies / TODDLERS / younger kids - too small / crowded, lack of
- FAMILY / children / older kids pool - too small, not enough, badly designed / functionality, lack of
- WAVE pool
- LIFE GUARDS - lack supervision / need more / blind spots / grumpy
- Lack of easy POOL ACCESS / no EASY ACCESS in / out of pool / no LIFTS for getting in / out of pool for DISABLED / injured
- AQUA JOGGING area - too shallow, too small, music for class too loud, no separate area for aqua
- DEPTH of pools / deep water / DIVE pool / dive boards - lack of, too deep
- Kids / non-serious / leisure swimmer in LANED / training / lap pool
- SHALLOW water only / too shallow
- RIVER / lazy river - lack of
- PROXIMITY of lane / other pools to kids pool / creche - too CLOSE
- Lack VARIETY / small variety of pools / limited choice of pools
- LEARNERS pool / learn to swim area encroaching on laned area, lack of
- Pool EQUIPMENT - limited availability / poor quality / floatation device for kids not allowed
- Lack of pool area / assistance for ELDERLY
- INDOOR pool only
- OUTDOOR pool - lack shade sails / limited availability
- PROXIMITY of lane / other pools pool to kids pool / activities - too FAR
- Demand during HIGH season / SUMMER / busy times
- NO KIDS allowed in main pool
- WOMEN only pool - lack
- Other POOLS

INDOOR / OUTDOOR SPACES

- Poor QUALITY design in general / engineering / limiting design / poor LAYOUT
- SEATS / SEATING in general / around pool / for spectators - not enough
- VENTILATION in general - inadequate / poor
- Poor LIGHTING - lack of natural lighting
- SHADE / sun/rain cover in general - lack of
- DECOR - drab, too much concrete, lack design flair
- PICNIC areas - lack eating area
- COLD areas (from wind) / cold / draughty
- WINDOWS - lack natural / outdoor view, underwater window
- LAWNS / grass / trees - lack of
- Lack OUTDOOR areas
- BBQ area / gas BBQ
- Lack of INDOOR space
- Other INDOOR / OUTDOOR AREAS

CHANGING AREA / ROOMS

- Changing rooms / area - poor HYGIENE / dirty / smelly / gross
- Changing area / shower facilities for FAMILY - too few / too small / lack of
- Changing area / rooms - COLD / cold floor / draughty / cold wet floor
- Changing area / rooms - POOR / poorly designed
- Showers - TEMPERATURE CONTROL - too cold / too hot
- Showers - OPEN, no privacy, no door / curtain
- Changing area / rooms for DISABLED - not enough, lack of
- Showers - not enough
- Changing area / rooms - LACK OF
- Toilets - NOT ENOUGH
- Showers - POORLY DESIGNED, difficult mechanism
- Toilets - DIRTY
- Toilets - lack ease of ACCESS
- PRIVATE shower cubicles - too small
- Toilets - for DISABLED, not enough, lack in changing room
- Changing area / rooms - HOT
- Showers - DIRTY
- Toilets - OUT of ORDER
- Toilets - POOR
- Showers - weak PRESSURE
- Other CHANGING ROOMS

OTHER ASPECTS

- UNSAFE environment - walking on wet FLOORS / slippery / sharp stony concrete floor
- DIRTY / UNCLEAN facilities - in general / lack cleanliness
- Poor BEHAVIOUR of patrons / spitting / running, etc.
- Poorly MAINTAINED / poor management
- POOR / no access to bus routes / LOCATION - lack of public transport
- STAFF - unhappy / unhelpful / unfriendly
- Does NOT CATER for the DISABLED / lack disabled access
- Does NOT CATER for ALL / all ages / abilities

- Kids in ADULT areas in general
- Does NOT CATER for CHILDREN in general / not child friendly
- CLOSURE of public pools - for lessons / for school groups, etc.
- MUSIC / radio - too loud
- OPENING HOURS - close too early
- CLOSURE of pools - not informed, in good weather
- SIGNAGE - poor, rules
- Does NOT CATER for the ELDERLY
- SMOKING area
- SHOES - removed prior to entering pool area / compulsory foot bath
- Other ASPECTS

OTHER FACILITIES

- Spa pool / SPA / hot pool / jacuzzi in general - not enough, too crowded, too small, poor location, lack of, not hot, dirty
- Cafe - limited food available, lack of, limited availability, poor-quality food
- GYM - too close to pool / small / gym space / equipment
- Sport COURTS - inadequate, lack of indoor courts, too dark
- Cafe - location / noisy / cramped
- Lack of a QUIET area
- SAUNA / steam room in general - poor location
- Spa pool / SPA / hot pool / jacuzzi - none available for KIDS / family
- Spa pool / SPA / hot pool / jacuzzi - dislike kids in spa
- CAFÉ / coffee bar - in general
- Cafe - CLOSURE during holidays / long weekends
- SAUNA / steam room - dislike children in sauna
- Fresh DRINKING water - lack of
- SHOP - swimming GEAR for sale
- Other FACILITIES

Other COMPLEX / PLACES mentioned

- QE2
- NZ NORTH ISLAND - Auckland - Henderson, Mt Albert, Wellington - Freyburg,
- Other COMPLEX / PLACES
- EUROPE - London

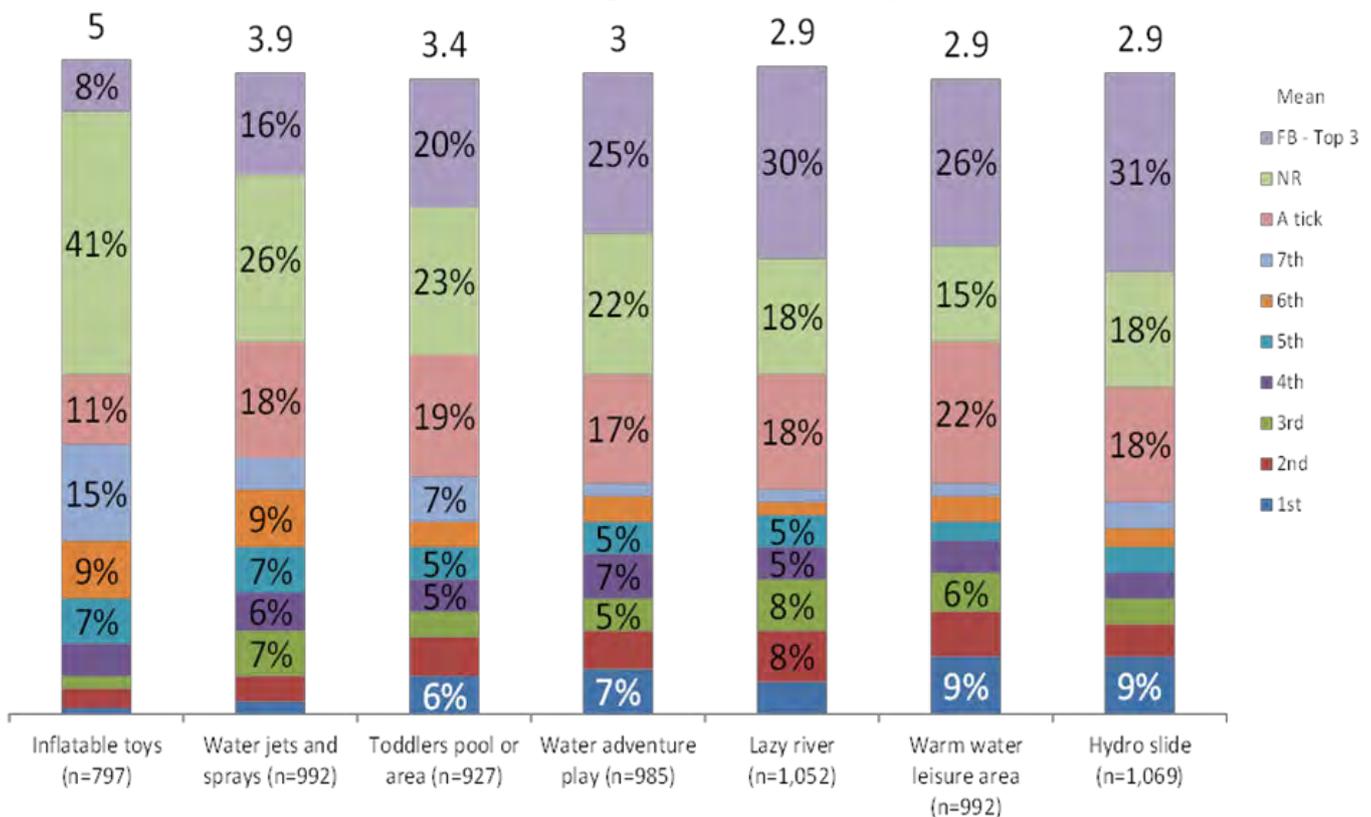
COST

- EXPENSIVE / high entry fee / expensive
- ADDITIONAL cost for extras - i.e. for slides / sauna / food, etc.
- Expensive for a FAMILY
- Other COST

Fun / Leisure Toys and Activities Wanted

Q4. What fun / leisure toys or activities would you like included?

Note that lower ranking scores are more preferred.



Q4: What toys/leisure toys or activities would you like included?
 Base: Total sample (n=1,273)

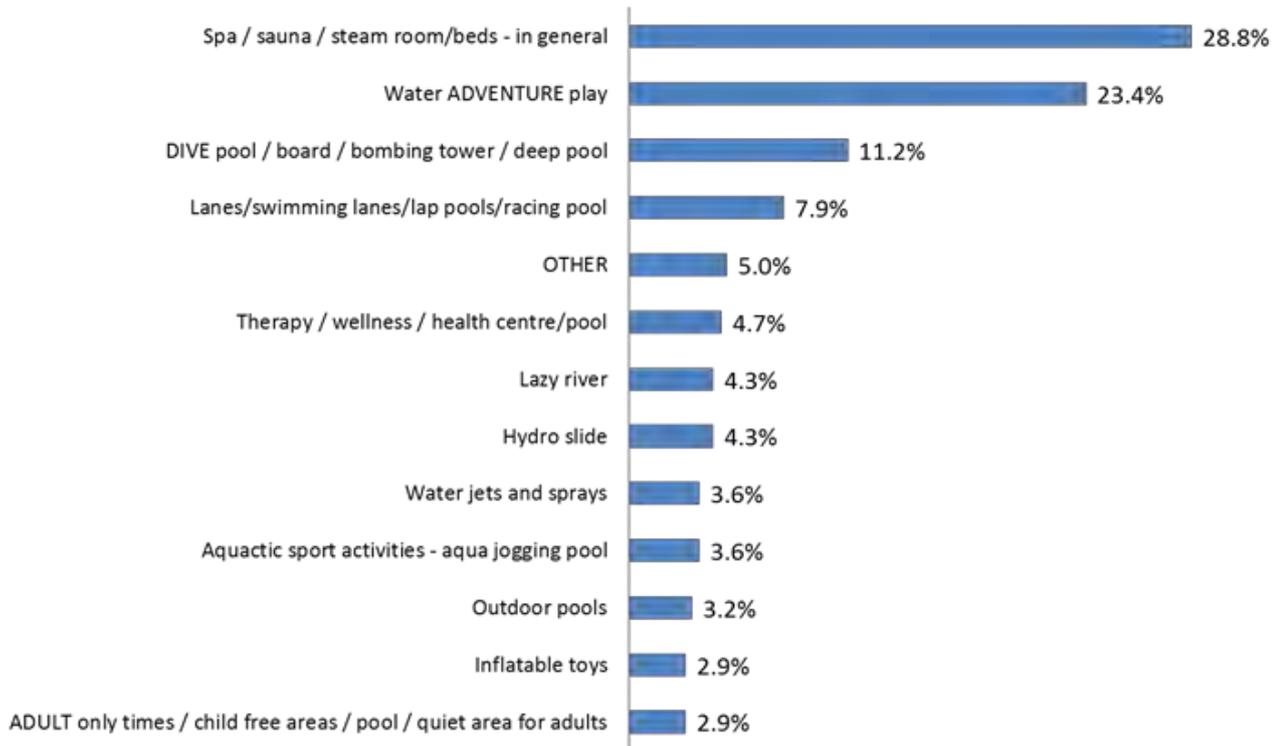
Note on the analysis of this question:

This question from the written (postal) questionnaire asked people to rank their preferences “from 1 to 7”. Whether the favoured option was to be rated a ‘1’ or a ‘7’ was not made clear to respondents and we have assumed that a ranking of ‘1’ is to be the ‘best’ ranking as per our cultural norm. The ‘NR’ response in the chart above means ‘no reply’.

To calculate average mean rankings, we had to overcome two issues as described below:

- Many people ‘ticked’ their preferences instead of using numerical rankings. When a tick was recorded for any given answer, we replaced that with that answer’s average numerical ranking based on those who answered the ranking question correctly.
- Those answering within Facebook (n=536) could only select their favoured 3 options rather than ranking them from 1 to 7, and so for the purposes of comparisons with the answers gained from other channels, the answers selected within Facebook were given a ranking score of 2, this being the average ranking within the top 3. This meant that the overall mean scores tended to decrease when we added the Facebook responses into the analysis. A chart without the Facebook top three follows, for comparison.

**What fun / leisure toys or activities would you like included?
(Other, please specify)**



Q4: What toys/leisure toys or activities would you like included?

Base: Those who selected other, please specify (n=278)

Note: Chart only shows the answers given in the 'Other' free-text box, which was completed by 278 people - around a fifth of the total sample. This chart is not a voting poll or represents ideas that would fit with the current architectural layout of the leisure water area.

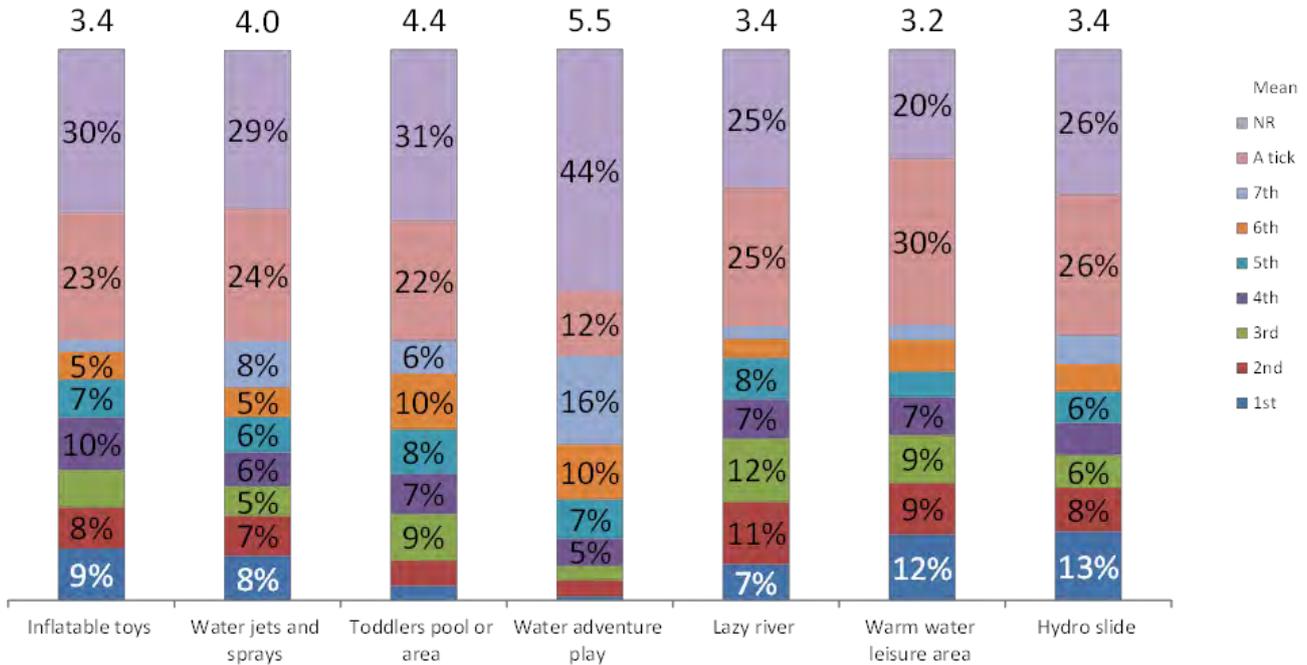
From the ranking exercise, the highest-ranking fun / leisure toys and activities were hydro slides, warm water areas and lazy rivers. Inflatable toys ranked the lowest.

The most frequently cited 'other' requests (see chart above) for toys or activities were spas and diving boards / pools. Some other examples are hydrotherapy pools, inflatable toys, lap pools, wave and whirl pools.

There were no significant differences between regions.

What fun / leisure toys or activities would you like included?
Facebook responses excluded

Note that lower ranking scores are more preferred.



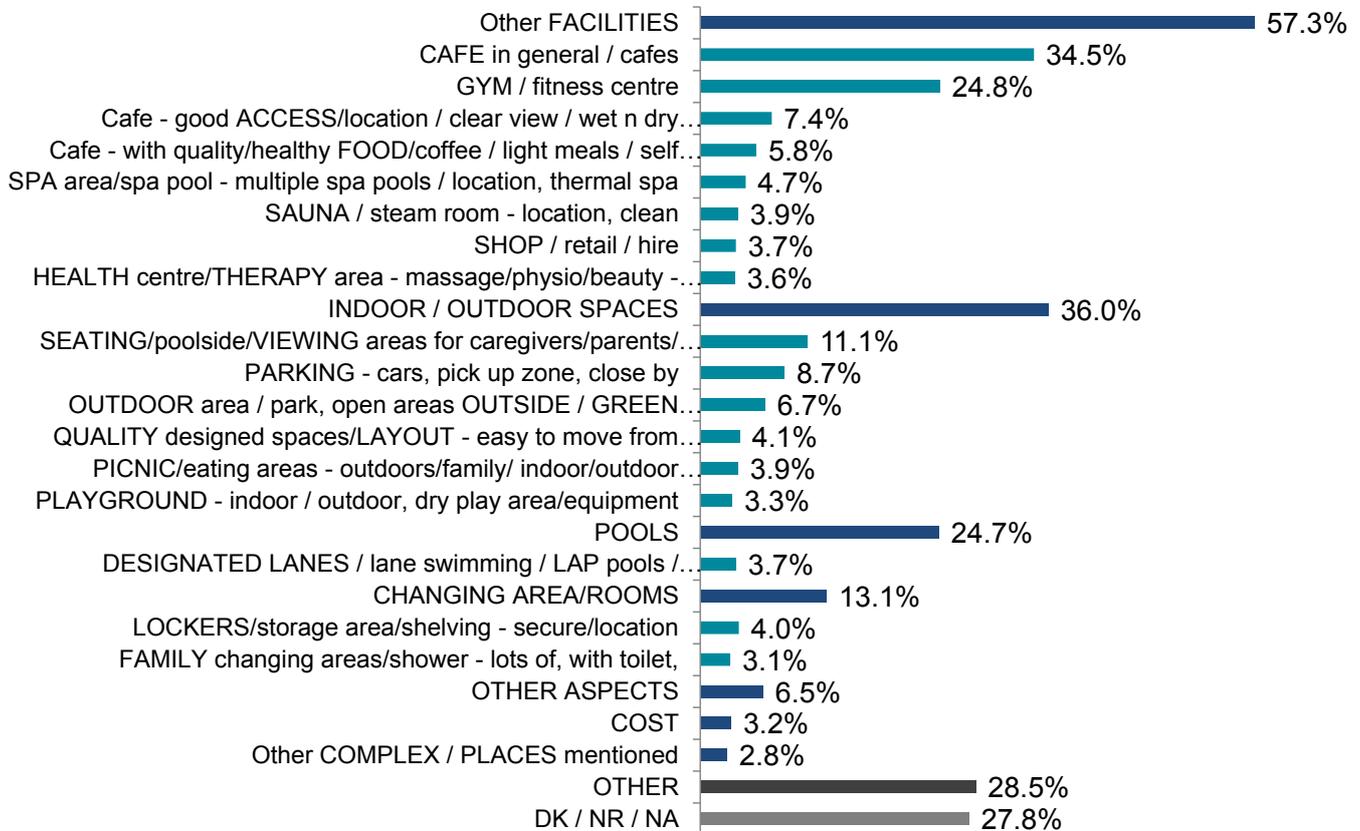
Q6: What toys/leisure toys or activities would you like included?
 Base: Total sample - no Facebook included(n=737)

The chart above excludes the Facebook responses, as these could not use the ranking system as used for the postal and Bang the Table channels. It shows fewer differences in opinion, and the highest-ranking fun / leisure toys and activities were still hydro slides, warm water areas and lazy rivers. Inflatable toys also ranked comparatively highly, which is in contrast to the analysis conducted when Facebook responses were included.

Suggested Layout Features of the Metro Sports Leisure Water Area

Q5. When you have visited a leisure water area, think about what's been around the pools such as a café, a gym, etc. If you could suggest your top three things to make the layout of Metro Sports pools work well for you, what would they be?

What would be some of the things to make the layout of the Metro Sports pools work well for you?



Q5: If you could suggest your top three things to make the layout of Metro Sports pools work well for you, what would they be?

Base: Total sample (n=1,286)

Note: Chart only shows the answers given in a 'free-text' box. This chart is not a voting poll or represents ideas that would fit with the current architectural layout of the leisure water area.

Given that this question focused on the broader layout issues than just pools alone, a wider range of answers was obtained. Commonly-cited desires were for a café, a gym / fitness area, good seating and parking, and well-designed changing rooms that have sufficient lockers and family areas.

In terms of regional differences, people in the Central areas were significantly less likely to cite picnic areas within their top-three things to make the layout of Metro Sports pools work for them.

Other comments made by less than 3% of respondents came under the response categories listed below. Examples of the types of comments categorised into the codes below can be seen later in this report.

POOLS

- DESIGNATED LANES / lane swimming / LAP pools / TRAINING pools - location, more
- FAMILY / children / older children-friendly pool area - separate from...
- HYDROSLIDES / water slide / flume
- Area for AQUA JOGGING / WATER FITNESS / exercising in pool / rehab
- BEACH-like entrance to pool / PADDLING pool / for TODDLERS away from older kids / pre-schoolers - location
- OLYPMIC sized / 50 m pool - big enough for WATER POLO, etc. / optional divider into two 24 m pools
- DEEP water / DIVE pool / dive boards - location
- RECREATIONAL pool / no lane ropes / open swimming / Pool for CHILDREN away from lanes / LEISURE pool / Range of / large LEISURE pool
- BIG / decent-sized pools / Big COMPLEX / MULTI LANES - no hold-ups
- WARM water / heated pools / heated all the time
- Other POOLS
- ADULT-only / children-free areas / pools
- RIVER / lazy river
- LEARNERS pool
- MULTIPLE POOLS / choice of pool sizes / range of pools
- WAVE pool / SURF pool
- LIFTS / wide steps / hoist / ramps for getting in / out of pool
- INFLATABLES / toys / noodles / kick boards / trampoline
- LIFE GUARDS / supervision
- FOUNTAIN / little water falls / splashing water maze, pirates structure, adventure / water playground
- INDOOR pool
- SALT / OZONE - not chlorine
- THEMED pools
- Pool for SENIORS swimmers - small / warm / calm
- Pool with BOTH inside and outside areas
- OUTDOOR pool - with shade

INDOOR / OUTDOOR SPACES

- SEATING / poolside / VIEWING areas for caregivers / parents / comfortable / attractive / plenty / SEATS / seating in general
- PARKING - cars, pick up zone, close by
- OUTDOOR area / park, open areas OUTSIDE / GREEN space outdoors, GARDENS / trees, accessible / attractive / outdoor area / OUTDOOR seating areas
- QUALITY designed spaces / LAYOUT - easy to move from one area to another unspec / well defined / GOOD FLOW / open plan
- PICNIC / eating areas - outdoors / family / indoor / outdoor eating area
- PLAYGROUND - indoor / outdoor, dry play area / equipment
- SPACIOUS - plenty of room unspecified / not crowded / no queues
- BIKE paths / bike-friendly / bike parking
- SHADE / shelter from sun / wind
- WHEELCHAIR accessible - to all areas
- BBQ area / gas BBQ - outdoors
- Good ACOUSTICS
- WINDOWS - outdoor view

- LIGHTING / natural light
- RECEPTION area - open / welcoming / good customer service / info centre
- Outdoor SPORTS area / running track / equipment, etc., tennis courts
- Good VENTILATION - airy / heating / cooling
- DECOR - indoor plants, colourful
- PARTY area
- SMOKING area
- ROOF - open
- COVERED
- WARM / sunny area
- Other INDOOR / OUTDOOR AREAS

CHANGING AREA / ROOMS

- LOCKERS / storage area / shelving - secure / location
- FAMILY changing areas / shower - lots of, with toilet
- Changing areas - NICE / functional
- TOILETS - clean, many, location
- Changing areas - ACCESSIBLE / close to pool
- Showers - CLEAN, more, timed, nice
- Changing areas - SPACIOUS, more
- Changing rooms / cubicles - PRIVATE
- Change areas - WARM, heated
- Changing areas - CLEAN
- Showers / changing area / toilets for DISABLED / with special needs
- HAIR DRYERS
- MIRRORS
- Changing areas - well ventilated / AIRY / well lit
- Showers - warm / hot, not cold
- TOGS SPINNER
- Showers - POOLSIDE
- Other CHANGING ROOMS

COST

- AFFORDABILITY, cheap, reasonable cost for entry / additional activities
- FAMILY concession
- MEMBERSHIP option / swim & gym option
- FREE entry
- Other COST

OTHER ASPECTS

- ACCESSIBLE / location - easy to get to / access to public transport / bus stop
- SAFETY - not slippery / gate to toddlers area
- For ALL AGES / fitness levels / inclusive
- FAMILY- / kids-FRIENDLY
- CLEANLINESS / HYGIENE / clean in general
- SIGNAGE - good / clear signage, multilingual / sign language
- For the ELDERLY unspecified
- For DISABLED / with special needs
- OPENING hours - 24 hrs, open till...

- MUSIC
- STAFF - helpful, friendly
- Other ASPECTS
- SMOKEFREE
- Well MAINTAINED

Other FACILITIES

- CAFE in general / cafes
- GYM / fitness centre
- Cafe - good ACCESS / location / clear view / wet n dry access / indoor & outdoor
- Cafe - with quality / healthy FOOD / coffee / light meals / self-serve
- SPA area / spa pool - multiple spa pools / location, thermal spa
- SAUNA / steam room - location, clean
- SHOP / retail / hire
- HEALTH centre / THERAPY area - massage / physio / beauty - location, DAY SPA
- Indoor SPORTS courts / hall / stadium
- CRECHE
- Cafe - child- / FAMILY-friendly
- QUIET / relaxation area
- Cafe - with lots of seating / SPACIOUS
- DRINKS / ice blocks / ice cream stand / VENDING machine
- Classes - yoga / Pilates / Zumba / dancing / aerobics, etc.
- BAR / pub / wine / licensed
- CONNECTIVITY / computer area / free WIFI
- TUCK shop / SNACK bar / dairy-type bar / juice bar - location
- Cafe - ADULTS-only / quiet cafe
- TV - large screen / Sky Sport
- Spa - ADULTS only
- Drinking WATER - fresh water fountain / drinking fountains
- Classes - SWIM / aqua-aerobics / swim club
- PLAY area (inside / by café / fenced, etc.)
- PLUNGE pool / cool-down pool
- LECTURE ROOMS / a multipurpose hall / meeting rooms
- Spa - for KIDS / family-friendly
- WOMEN-only gym
- SWIPE CARD entry
- Other FACILITIES - library, post office

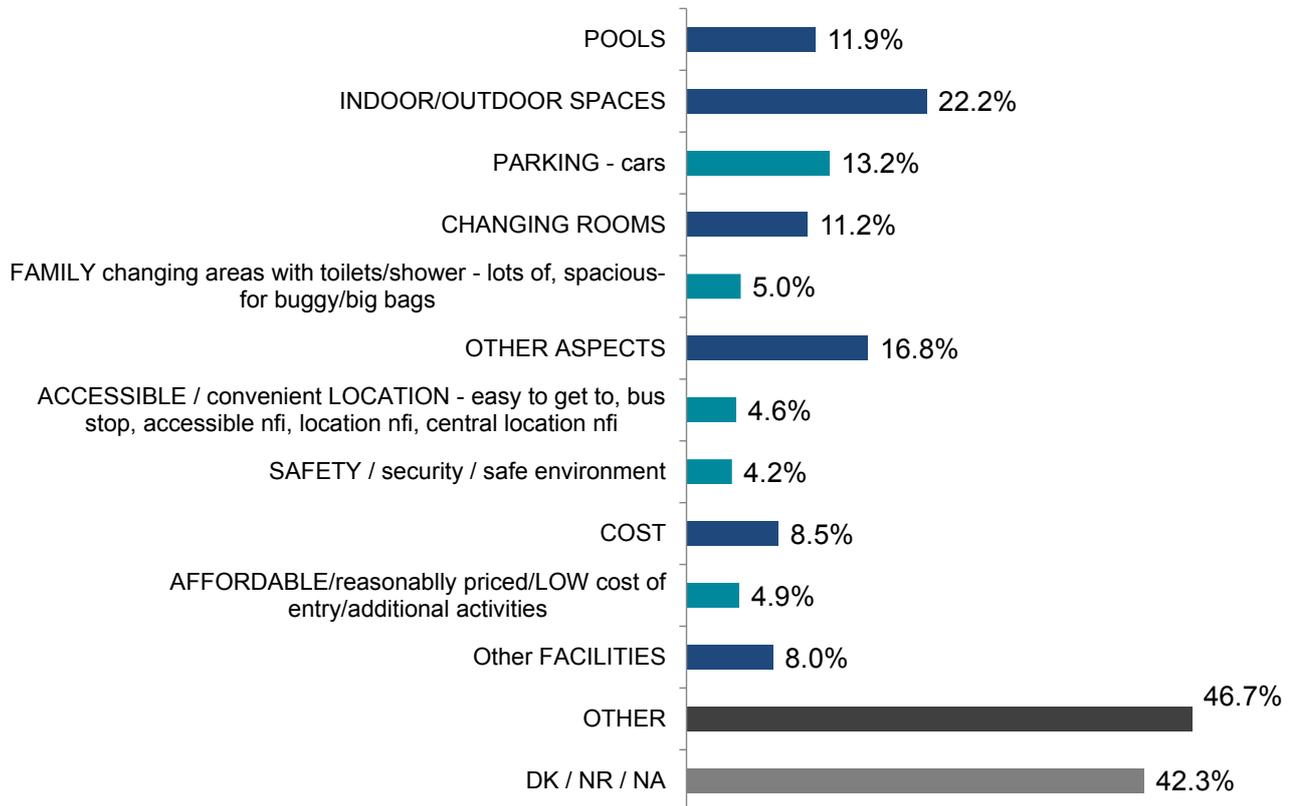
Other COMPLEXES / PLACES mentioned

- NZ SOUTH ISLAND - Chch - Pioneer, Condon, Jellie Park, Dudley Pool, Hamner
- QE2 Complex
- NZ NORTH ISLAND - Auckland, Wellington - Freyburg, Kilbirnie
- Other COMPLEX / PLACES
- EUROPE - UK
- AUSTRALIA - Ballarat

Other Considerations Important for Respondents and their Families

Q6. Are there any other considerations important for you and your family?

Any other considerations important for you and your family?



Q6: Are there any other considerations important for you and your family?

Base: Total sample (n=1,286)

Note: Chart only shows the answers given in a 'free-text' box. This chart is not a voting poll or represents ideas that would fit with the current architectural layout of the leisure water area.

Some of the most common answers within the broad codes charted above (see following pages for more detail) concern outdoor spaces, warm water, shaded outdoor pools, theme pools such as the ones from QE2, good ventilation in changing rooms to avoid smell of chlorine or steam, private changing rooms and parents' changing rooms, cafes that sell healthy but affordable food, and family concessions. The subject of Olympic-size pools to host professional swimmers was also mentioned.

Those who live in the Central City are significantly more likely to request a bike-friendly facility with parking space and pathways, while those in areas such as Rolleston and West Melton are more likely to suggest shops where they can buy or hire equipment.

Other comments made by less than 3% of respondents came under the response categories listed overleaf. Examples of the types of comments categorised into the codes overleaf can be seen later in this report.

POOLS

- DESIGNATED LANE swimming / lane swimming / TRAINING facilities / pools / lap pools
- LIFTS / steps / ramps / slings / rails for getting in / out of pool
- OLYMPIC-sized / 50 m pool - big enough for water polo, etc.
- Area for WATER FITNESS / exercising in pool / AQUA JOGGING area
- DEEP water / DIVE pool / dive boards - location
- Pool / facilities for FAMILIES / CHILDREN / older kids / teens away from lanes
- Beach-like entrance to pool / PADDLING pool for TODDLERS - location
- LIFE GUARDS - qualified pool staff
- WARM water / heated all the time
- BIG / decent-sized pools, Big COMPLEX / MULTI LANES - no hold-ups
- Other POOLS
- HYDROSLIDES / water slide
- LEISURE pool / Range of / large LEISURE pool unspecified
- Pool / facilities for SENIORS swimmers - small / warm / calm
- INFLATABLES / toys / noodles / pool equipment
- OUTDOOR pool - with shade, all year round
- PRIVATE swimming area / WOMEN-only space / times - privacy
- ADULT-only pool
- SALT / OZONE - not chlorine / smelly
- LEARNERS pool
- RIVER / lazy river
- FOUNTAIN / little water falls / splashing water maze
- THEMED pools
- MULTIPLE POOLS / choice of pool sizes / lengths / depth
- CLEAN water / sanitary pool
- WAVE pool / SURF pool

INDOOR / OUTDOOR SPACES

- PARKING - cars
- BIKE parking / bike paths / bike-friendly
- WHEELCHAIR / prams accessible - to all areas / supply water-safe wheelchairs
- SEATING / poolside / viewing areas for caregivers / parents / comfortable / attractive / plenty / SEATS / seating in general
- QUALITY designed spaces / LAYOUT - easy to move from one area to another unspec
- SPACIOUS - plenty of room
- Open areas OUTSIDE / green space outdoors / Outdoor SEATING areas / OUTDOOR area / park / GARDENS / trees / LAWNS
- LIGHTING - good lighting / natural lighting
- Good ACOUSTICS
- SHADE / shelter from sun / wind
- Good VENTILATION - airy / heating / cooling
- MODERN / high-quality facility / new
- PLAYGROUND / outside play area / fun equipment for kids - climbing wall / trampolines / foam pit
- PICNIC areas - outdoors / family / indoor outdoor eating area
- DECOR - tropical feel
- RECEPTION area - open / welcoming / child-friendly / communicate re closure
- WARM indoors / building

- WINDOWS - outdoor view
- COVERED / covered walkways
- CROWDING - avoid popular times
- BBQ area / gas BBQ - outdoors
- Space for outdoor SPORTS
- LEISURE areas
- Outdoor SMOKING area
- Other INDOOR / OUTDOOR AREAS

CHANGING ROOMS

- FAMILY changing areas with toilets / shower - lots of, spacious - for buggy / big bags
- LOCKERS / storage / shelves - free / secure / location
- Changing areas - NICE / functional / adequate / gender defined
- Changing areas - SPACIOUS
- Changing rooms / cubicles - PRIVATE
- Toilets - CLEAN, many, gender defined, accessible
- Changing area / shower / toilet for DISABLED
- Showers - PRIVATE cubicles
- Change areas - WARM / HEATED floor
- Showers - more / more space / SPACIOUS
- Showers - CLEAN / good showering area / gender-defined
- Changing areas - CLEAN / dry / airy
- Hair DRYERS
- SHOWERS - good /showers
- Changing areas - ACCESSIBLE
- Changing area / shower - COMMUNAL / complete openness / not hidden
- Showers - right temperature / HOT water / good pressure
- TOGS SPINNER
- Other CHANGING ROOMS

OTHER ASPECTS

- ACCESSIBLE / convenient LOCATION - easy to get to, bus stop, accessible, location, central location
- SAFETY / security / safe environment
- CLEANLINESS / hygiene / clean in general
- Cater for ALL AGES / inclusive / one-stop shop
- OPENING hours / extended hours / open all year round
- FAMILY FRIENDLY - activities for family & kids unspecified / whanau areas unspecified
- Cater for SPECIAL NEEDS / sensory / disabled / dementia
- Safe SURFACES - non slip
- ATMOSPHERE - relaxing / friendly / fun environment
- STAFF - honest / friendly
- Cater for the ELDERLY
- BEHAVIOUR of patrons - monitor / supervise / clothing
- SIGNAGE
- ADULT-only areas
- Well MAINTAINED - tidy
- MUSIC - classical / relaxing
- VARIETY

COST

- AFFORDABLE / reasonably priced / LOW cost of entry / additional activities
- PRICE / cost / cost of entry / concession cards
- FAMILY concession / good pricing for families
- FREE pool entry / free under 12s
- Discount for CSC
- GYM / POOL / sauna, etc. option / pass
- SENIOR concessions / pension rates
- RESIDENT / ratepayer's concession
- MULTI USE card
- REWARD card
- Other COST

Other FACILITIES

- CAFE / restaurant / cafes - in general
- Cafe - with quality / healthy FOOD / coffee / light meals / self-serve
- Classes - SWIM / aqua aerobics
- SAUNA / steam room
- GYM / fitness centre
- SPA area / spa pool - multiple spa pools
- Cafe - good ACCESS / clear view
- Internationally recognized competitive facilities / facilities to assist sporting excellence
- Cafe - child- / FAMILY-friendly / for parents
- COACHING - for all levels
- QUIET area
- CRECHE
- HEALTH centre / THERAPY area - massage / physio
- Other FACILITIES
- SHOP / retail
- SMOKE FREE
- SPORTS courts
- Classes - other
- TUCK shop away from café / juice bar / bakery / Subway
- CONNECTIVITY - Wi-Fi
- Classes - YOGA / Pilates / Zumba / dancing / aerobics, etc.

Other COMPLEX / PLACES mentioned

- QE2 Complex
- NZ SOUTH ISLAND - Hamner, Timaru, Dunedin
- NZ NORTH ISLAND - Auckland
- USA
- Other COMPLEX / PLACES

Appendices
Q1. What would you come to the Metro Sports leisure water area for?
Exercise and fitness

Coded comment	Verbatims
Exercise / Fitness	"Aqua jogging"
Exercise / Fitness; Other (please specify)	"Pilates/yoga/stretching for over 60's"
Exercise / Fitness; Other (please specify)	"Aqua jogging"
Exercise / Fitness; POOL / swimming; Other (please specify)	"swimming lanes"
Exercise / Fitness; Recreation / Leisure; Other (please specify)	"Decent enough rooms in a pool to aqua jog. hate the way they get congested"
Exercise / Fitness; Recreation / Leisure; POOL / swimming; Other (please specify)	"Swimming"
Exercise / Fitness; Recreation / Leisure; POOL / swimming; Other (please specify)	"Water could be little warmer"
Exercise / Fitness; Recreation / Leisure; POOL / swimming; Other (please specify)	"Swim"
Exercise / Fitness; Recreation / Leisure; Relaxation; Rehabilitation; CAFE; Other (please specify)	"If there is a cafe - a coffee afterwards"
Exercise / Fitness; Recreation / Leisure; Relaxation; Rehabilitation; CAFE; Other (please specify)	"Cafe/health drinks/meals perhaps"
Exercise / Fitness; Recreation / Leisure; Relaxation; Rehabilitation; POOL / swimming; Other (please specify)	"Swimming pools save lives"
Exercise / Fitness; Recreation / Leisure; Relaxation; Rehabilitation; Sports; Other (please specify)	"Canoe polo"
Exercise / Fitness; Recreation / Leisure; Relaxation; Rehabilitation; Sports; POOL / swimming; Other (please specify)	"Lane swimming"
Exercise / Fitness; Recreation / Leisure; Sports	"Water Polo"
Exercise / Fitness; Recreation / Leisure; Sports; Olympic sized / 50 m; Other (please specify)	"50m pool"
Exercise / Fitness; Rehabilitation; CLASSES - swimming; Other (please specify)	"education - learning to swim"
Exercise / Fitness; Rehabilitation; Other (please specify)	"Aqua jogging"
Exercise / Fitness; Rehabilitation; Sports	"Water polo"
Exercise / Fitness; Relaxation; POOL / swimming	"Swimming"
Exercise / Fitness; Sports	"Swim meets"
Exercise / Fitness; Sports; Other (please specify)	competition swimming and training
Exercise / Fitness; Sports; Other (please specify)	kayak polling

Family fun

Coded comment	Verbatims
Family fun; CLASSES - swimming; Other (please specify)	<i>"learning to swim (kids)"</i>
Family fun; Exercise / Fitness; Recreation / Leisure; PARTY / picnics	<i>"Picnics"</i>
Family fun; Exercise / Fitness; Recreation / Leisure; POOL / swimming; Other (please specify)	<i>"Lane swimming"</i>
Family fun; Exercise / Fitness; Recreation / Leisure; Rehabilitation; Sports; Other	<i>"Practical car parking and state of the art comped stove swimming facilities"</i>
Family fun; Exercise / Fitness; Recreation / Leisure; Rehabilitation; Waiting for someone else; Sports; Other (please specify)	<i>"Water safety and lifesaving training"</i>
Family fun; Exercise / Fitness; Recreation / Leisure; Relaxation; Other (please specify)	<i>"sauna area"</i>
Family fun; Exercise / Fitness; Recreation / Leisure; Relaxation; Rehabilitation; POOL / swimming; Other (please specify)	<i>"Hopefully swimming lengths hopefully hydrotherapy pool also hot water for exercises for arthritis etc."</i>
Family fun; Exercise / Fitness; Recreation / Leisure; Relaxation; Rehabilitation; Sports; DK / NR	<i>"Other"</i>
Family fun; Exercise / Fitness; Recreation / Leisure; Relaxation; Rehabilitation; Sports; Other (please specify)	<i>"Canoe polo - winter polo"</i>
Family fun; Exercise / Fitness; Recreation / Leisure; Relaxation; Rehabilitation; Sports; POOL / swimming; Other (please specify)	<i>"Easy wheelchair access to pool - wet chairs/ramps"</i>
Family fun; Exercise / Fitness; Recreation / Leisure; Relaxation; Rehabilitation; Waiting for someone else; EVENTS - International aquatic events	<i>"Events"</i>
Family fun; Exercise / Fitness; Recreation / Leisure; Relaxation; Rehabilitation; Waiting for someone else; Other (please specify)	<i>"Sauna massage"</i>
Family fun; Exercise / Fitness; Recreation / Leisure; Relaxation; Rehabilitation; Waiting for someone else; Sports; CAFE	<i>"Cafe seats to watch"</i>
Family fun; Exercise / Fitness; Recreation / Leisure; Relaxation; Sports; CLASSES - swimming	<i>"Adults swimming classes."</i>
Family fun; Exercise / Fitness; Recreation / Leisure; Sports	<i>"Water polo facilities"</i>
Family fun; Exercise / Fitness; Recreation / Leisure; Waiting for someone else; Sports	<i>"Basketball events (rams)"</i>
Family fun; Exercise / Fitness; Relaxation; CLASSES - swimming	<i>"Swimming lessons"</i>

Family fun; Exercise / Fitness; Relaxation; Rehabilitation; Waiting for someone else; DIVING / dive boards	<i>"Diving"</i>
Family fun; Hanging out with friends; Exercise / Fitness; Recreation / Leisure; Rehabilitation; Sports; Other (please specify)	<i>"Water competitions"</i>
Family fun; Hanging out with friends; Exercise / Fitness; Recreation / Leisure; Relaxation	<i>"A sauna"</i>
Family fun; Hanging out with friends; Exercise / Fitness; Recreation / Leisure; Relaxation; Rehabilitation; Sports; CAFE; Other (please specify)	<i>"Café"</i>
Family fun; Hanging out with friends; Exercise / Fitness; Recreation / Leisure; Relaxation; Rehabilitation; Waiting for someone else; Other (please specify)	<i>"Areas for snorkel training"</i>
Family fun; Hanging out with friends; Exercise / Fitness; Recreation / Leisure; Relaxation; Rehabilitation; Waiting for someone else; Sports	<i>"Challenge n activity"</i>
Family fun; Hanging out with friends; Exercise / Fitness; Recreation / Leisure; Relaxation; Rehabilitation; Waiting for someone else; Sports	<i>"Spas"</i>
Family fun; Hanging out with friends; Exercise / Fitness; Recreation / Leisure; Relaxation; Rehabilitation; Waiting for someone else; Sports; CAFE	<i>"Decent separate café / restaurant / family room"</i>
Family fun; Hanging out with friends; Exercise / Fitness; Recreation / Leisure; Relaxation; Rehabilitation; Waiting for someone else; Sports; CAFE	<i>"Café"</i>
Family fun; Hanging out with friends; Exercise / Fitness; Recreation / Leisure; Relaxation; Rehabilitation; Waiting for someone else; Sports; CAFE; Other (please specify)	<i>"cafe on site"</i>
Family fun; Hanging out with friends; Exercise / Fitness; Recreation / Leisure; Relaxation; Rehabilitation; Waiting for someone else; Sports; EVENTS - International aquatic events; Other (please specify)	<i>"International sporting events"</i>
Family fun; Hanging out with friends; Exercise / Fitness; Recreation / Leisure; Relaxation; Rehabilitation; Waiting for someone else; Sports; Other (please specify)	<i>"Training"</i>
Family fun; Hanging out with friends; Exercise / Fitness; Recreation / Leisure; Relaxation; Rehabilitation; Waiting for someone else; Sports; OUTDOOR area; Other (please specify)	<i>"BBQ outdoor area"</i>

Family fun; Hanging out with friends; Exercise / Fitness; Recreation / Leisure; Relaxation; Rehabilitation; Waiting for someone else; Sports; PARTY / picnics	<i>"Book able rooms to host pool parties for kids birthdays"</i>
Family fun; Hanging out with friends; Exercise / Fitness; Recreation / Leisure; Relaxation; Rehabilitation; Waiting for someone else; Sports; SLIDE / hydro slide	<i>"Hydroslides"</i>
Family fun; Hanging out with friends; Exercise / Fitness; Recreation / Leisure; Relaxation; Waiting for someone else; CAFE; Other (please specify)	<i>"Coffee"</i>
Family fun; Hanging out with friends; Exercise / Fitness; Recreation / Leisure; Relaxation; Waiting for someone else; Sports; CLASSES - swimming; Other (please specify)	<i>"Swimming lessons"</i>
Family fun; Hanging out with friends; Exercise / Fitness; Recreation / Leisure; Sports; DIVING / dive boards	<i>"Diving boards"</i>
Family fun; Hanging out with friends; Exercise / Fitness; Relaxation; Waiting for someone else; POOL / swimming	<i>"To swim"</i>
Family fun; Hanging out with friends; Recreation / Leisure; Relaxation; Other (please specify)	<i>"Massage"</i>
Family fun; Hanging out with friends; Sports	<i>"Water Polo"</i>
Family fun; Other (please specify); Other	<i>"Noise levels"</i>
Family fun; Recreation / Leisure; Other (please specify); Other	<i>"Ao Tawiti school activities"</i>
Family fun; Recreation / Leisure; POOL / swimming; Other (please specify)	<i>"Swimming"</i>
Family fun; Recreation / Leisure; Relaxation	<i>"Actual fun stuff there's none in chch"</i>
Family fun; Recreation / Leisure; Relaxation; Other	<i>"Safety"</i>
Family fun; Recreation / Leisure; Relaxation; Rehabilitation; Other (please specify)	<i>"radio controlled model aircraft flying"</i>
Family fun; Recreation / Leisure; Relaxation; Rehabilitation; POOL / swimming; Other (please specify)	<i>"swimming pleasure and day out"</i>
Family fun; Recreation / Leisure; Waiting for someone else; Sports; SLIDE / hydro slide	<i>"Hydro slide"</i>
Family fun; Sports	<i>"Swimming comps"</i>

Recreation and leisure

Coded comment	Verbatims
Recreation / Leisure; DK / NR	"Something to do in town after 5 years"
Recreation / Leisure; Relaxation	"Sauna Steam and Spa"
Recreation / Leisure; Sports; DK / NR	"Other"

Relaxation, rehabilitation & waiting for someone else

Coded comment	Verbatims
Relaxation; DK / NR	"Dry sauna But would be good if it was separate from the pool area qe2 had it in the gym with a very cold shower."
Rehabilitation; Other (please specify)	"Private physio or CDHB physio with clients"
Waiting for someone else; Sports; Other (please specify)	"Spectator for competition e.g. water polo"

Sport

Coded comment	Verbatims
Sports	"Ice rink for ice hockey"
Sports	"Swim Competitions"
Sports; EVENTS - International aquatic events	"International aquatic events"
Sports; Other (please specify)	"Attending sports events"

Hanging out with friends

Coded comment	Verbatims
Hanging out with friends; Exercise / Fitness; Recreation / Leisure; Relaxation; Rehabilitation; Other (please specify)	"Youth group outing"
Hanging out with friends; Exercise / Fitness; Recreation / Leisure; Relaxation; Sports	"Sauna Spa steam room"
Hanging out with friends; Exercise / Fitness; Relaxation; DK / NR	"Other"
Hanging out with friends; Recreation / Leisure; Relaxation; Rehabilitation; Other (please specify)	"Steam/sauna"

Other

Coded comment	Verbatims
Other (please specify); I WOULD NOT USE Metro Sports Facility	<i>"I would not come to the Metro Sports centre - stupid site develop QE2"</i>
Other (please specify); I WOULD NOT USE Metro Sports Facility	<i>"I wouldn't come I hate swimming"</i>
Other (please specify); I WOULD NOT USE Metro Sports Facility	<i>"Do not need it"</i>
Other (please specify); I WOULD NOT USE Metro Sports Facility	<i>"None"</i>
Other (please specify); I WOULD NOT USE Metro Sports Facility	<i>"wouldn't even go there are more important things to sort first"</i>

I would not use Metro Sports Facility & DK / NR

Coded comment	Verbatims
I WOULD NOT USE Metro Sports Facility; DK / NR	<i>"prob won't use because of situation of facility"</i>
I WOULD NOT USE Metro Sports Facility; DK / NR	<i>"waste of money it is in the wrong part of the city it needs to be back where it was qe2"</i>
I WOULD NOT USE Metro Sports Facility; DK / NR	<i>"I wouldn't be going there at all"</i>
DK / NR; Other	<i>"living in a warm home"</i>
DK / NR; Other	<i>"To ask when is Canterbury going to get an athletics track"</i>

Q2. If you have visited or seen other leisure water areas around New Zealand or around the world, what are some of the things that you liked?

Pools

Coded comment	Verbatims
Hydro slides / water slides / flumes	<p><i>"Water slides and wave pools. Good spa plan i.e. Baywave Tauranga"</i></p> <p><i>"Lots of big water slides are always a crowd puller. please build a wild water rapids like in Centre Parcs Longleat Forest UK"</i></p> <p><i>"The old QE2 was fantastic. many fabulous hydrosides a wave pool with realistic surf like waves and an awesome lazy river"</i></p>
Wave pool / Whirl pool / Surf pool	<p><i>"Moana Pool in Dunedin has a great small wave pool!"</i></p> <p><i>"Splash pool facility (i.e. Toronto zoo splash pool)"</i></p>
River / lazy river	<p><i>"The lazy river and spa at Pioneer pool are nice"</i></p> <p><i>"Nice warm water. Gentle lazy river. Spa areas - no small kids."</i></p>
Designated Lanes / lane swimming / LAP pools	<p><i>"Having plenty of lanes for both fast and slow swimmers - that's important. Also an outdoor part where you can swim from the indoor to the outdoor party that continues to be warm water (this concept is popular in Germany)"</i></p> <p><i>"Affordable entry fees. Wave pools. dedicated lanes for training"</i></p>
Deep water / dive pool / dive boards	<p><i>"Natural light. Extra pool with lift for elderly and mobility impaired (hydro). Easy parking and accessibility. Pool, deep for diving (5 levels). Spa and steam exercise class. Baby pool"</i></p> <p><i>"The water slides that were present at the original QEII space and lots of secure lockers etc. Pools wide enough to accommodate sports like Water Polo and have the facilities to be able to store all the necessary equipment for the sports. Sitting areas by leisure pools where people can still keep an eye on their children while enjoying a cup of coffee at a table"</i></p>
Beach – like entrance to pool / slope / paddling pool	<p><i>"Being able to supervise children of different ages. The sloping entrance of the pool (shallow to deep) needs to be a suitable area for toddlers and older children that are close."</i></p> <p><i>"Large shallow pools for under 5s like in Nelson"</i></p>

<p>Family areas in pool / pools for older children</p>	<p><i>"Centennial pool in CHCH was awesome. It was on a human scale (unlike the huge QE2) and thus the noise level was not oppressive. Clear separation from the lane swimming and recreational family area but everything was in close proximity to each other. The family area wasn't over dominated by children who made it friendly for other adults to use. It was a nice neighbourhood facility that is sorely missed I miss canoe polo at QE2"</i></p> <p><i>"designated areas for different activities i.e. kids playing vs lap swimming"</i></p>
<p>Area for water fitness / exercising in pool</p>	<p><i>"A pool suitable for aqua jogging and the use of the belts. I would even be happy to hire one if necessary but I cannot afford too much. At QE2 there were belts available for use and I went 2-3 times a week. I live in Richmond now so I am looking forward to this new pool"</i></p> <p><i>"An area to do aqua jogging in - deep enough to do this. Separation form family orientated activity and others not with families"</i></p> <p><i>"Kids playground area in the pool similar to Hanmer. Rehab specific areas/lanes to allow disabled or rehabilitating persons to come for hydrotherapy. Free equipment for those areas including aqua jogging belts leg floats etc. indoor and outdoor pool areas with picnic options similar to jelly park outdoors With cafe/food options."</i></p>
<p>Inflatables / toys noodles / floating obstacle course / water play areas</p>	<p><i>"Lots of water and play items for children and teenagers. Good seating for parents supervising or waiting for swimming lessons."</i></p> <p><i>"Adventure play / obstacle course."</i></p>
<p>OLYMPIC sized / 50 m / FINA</p>	<p><i>"Only interested in swimming. Don't have kids so recreation stuff is irrelevant to me. Must have 50m and plenty of lane space as currently (even before the earthquake) lane swimmers are penalised. Particularly between 4-7pm and 5:30-8am."</i></p> <p><i>"Sensory water area Olympic class swimming pool. Large family change areas. Decent swimwear shop and café"</i></p>
<p>WARM water / heated pool / water temperature</p>	<p><i>"Make the pool warmer for those that have arthritic disabilities and a hot spa to relax"</i></p>
<p>DIFFERENT DEPTH / sized pools / separate different types / variety of pools / areas for DIFFERENT activities / age groups</p>	<p><i>"A variety of pool that suit different age ranges. Big areas within those popular pools so it doesn't get crowded"</i></p>
<p>Range of / large LEISURE / FUN pool /no lane ropes / open swimming</p>	<p><i>"Large leisure pool"</i></p>

ADULT-ONLY pools / swim areas	<p><i>"Areas designated for babies and toddlers and kids then adult areas. This is done really well in Southbank in Brisbane and the new Springfield water park (Brisbane)"</i></p> <p><i>"Not everyone has kids so, it would be nice to have a separate area for adults to do laps and hang out without being in the way"</i></p>
OUTDOOR pools / open air pool	<p><i>"Spacious clean 2 lane pools outdoor pool. Using less chlorine and using salt/ozone. Warm practical showers"</i></p>
BIG / decent-sized pool - big enough for all activities / Big COMPLEX	<p><i>"Enough pool space for lane fitness swimming as well as pool space for kids to be playing in whilst swimming lessons is going on. Good view area for parents supervising kids swimming"</i></p>
FOUNTAIN / little water falls / splashing water maze / tipping buckets / water features	<p><i>"Interactive fun for children. Multiple hydrosrides. Drinking fountains. Tog drying machines. Salt water pools. Hydrotherapy pools."</i></p>
INDOOR pool	<p><i>"Indoor heated 50m pool. Well ventilated not overheated - best pool I swam in was an indoor pool in Norway I think Trojmsø. Cafe. Gym. Gear shop. Big clock that it is easily seen from the pool. See the Te Papa complex I helped design."</i></p>
LIFTS / steps / ramps for getting in / out of pool	<p><i>"The thing I liked is how there is access into the water for people with different disabilities for example people in wheel chairs."</i></p> <p><i>"Ramps into all pools. Non slip surface - including ramps"</i></p>
SALT / OZONE / NATURAL - not chlorine	<p><i>"Pools had minimum chlorine use instead opting for salt or other more environmentally friendly options and did not sting the eye. They also used biofuels for heating and natural light. Solar panels and efficient water re-use systems they also had outside areas for people to gather in."</i></p>
THEMED pools / Water theme park / water park / theme park / Water World	<p><i>"Theme like QE2 Atlantis showers in cubicles rather than open like at Pioneer"</i></p>
LEARNERS pool - separate / private	<p><i>"Having a lane pool from a teaching pool. Keeping the teaching area away from the general public"</i></p>
LIFE GUARDS - friendly, suitable ratios	<p><i>"Warm change areas. Suitable lifeguard ratios. Warm pools spa area (sauna and jazzuzi) crèche area"</i></p>
PIRATE SHIP / pirate play area	<p><i>"I liked the pirate ship at QE2 waterslides hydrosrides"</i></p>
Rope SWING into pool / zip wire	<p><i>"Hydrosrides. Lazy river with whirlpools in it (like QEII). Leisure area to have a deep part. Wave pool. Rope swing into pool (at New Plymouth)"</i></p>
SHADE over pool - shade sails over pools	<p><i>"Open outdoor areas. Plenty of seating, shade, plenty of toilets and changing areas. Outdoor showers"</i></p>

Clean WATER	<i>"Clean water temperature good in winter small changing room (Tepid Auckland) warm colour scheme. Swim drills written by coaches available to exercise swimmers"</i>
Other POOLS	<i>"Swimsuit driers in change room (e.g. hamner springs) Lots of family change room. Wheelchair / disabled access. Large digital clocks (visible from lane pool)"</i>

Other facilities

Coded comment	Verbatims
SPA pool / spa / hot pool / jacuzzi - in general	<i>"a decent sized hot/spa pool (Greymouth Aquatic centre)" "spa pools good for sport injuries"</i>
SAUNA / steam room / wet & dry - in general	<i>"Having a big space for spa and sauna exclusively for adults farther from the children's pool or equipment and a separate spa for children with their parents" "Large spa and sauna spaces"</i>
CAFE - in general	<i>"The associated amenities ie indoor court space a cafe and lots of happy people"</i>
Cafe - healthy / good selection of FOOD / drink / decent coffee	<i>Free lockers. Plenty of family changing rooms. Enough hot water for showers. Goggle and swimming togs for sale. Heated floors in changing rooms. Comfortable seats for those watching. Seats for watching children out of the 'slash zone'. Healthy food for sale</i>
GYM / separate area for gym / Exercise / Fitness	<i>"Separated area for gym upstairs like Centennial only 5 times bigger. Les cardio equipment. More free weights / equipment"</i>
HEALTH centre / THERAPY area - massage / cleansing / physio	<i>"hydrotherapy pool" "Timaru - therapy no swim pool"</i>
SHOP / retail	<i>"Open welcoming area. shop for swimwear cafe palm trees free of charge locker free of charge hairdryer"</i>
Spa - for ADULTS / child-free	<i>"Lazy river. Adult only spa areas. Fully accessible facilities. Beach entry to kid's pools and accessible entry to lane pools - ramp on one side into the lane."</i>
CLASSES - other / coaching	<i>"Clean water temperature good in winter small changing room (Tepid Auckland) warm colour scheme. swim drills written by coaches available to exercise swimmers"</i>
QUIET area	<i>"Quiet areas to have a book and a coffee they are little quiet areas"</i>

Spa - decent SIZE / large	<i>"Free belts for aqua jogging. Deep lanes for aqua jogging that are ALWAYS available. Large spa pools. A way to buy food and drink while still in your togs. A sense of space. Efficient entry for all activities. Cheap lockers. Healthy food in drink in cafes. Shop for gear / togs on site. outdoor swimming in summer"</i>
PLUNGE / cool down pool	<i>"Cold plunge ice pools in Hungary"</i>
Indoor SPORTS courts / indoor courts	<i>"Well spaced out courts that makes sense and is convenient for player of sport and spectator"</i>
Cafe - POOLSIDE	<i>"nice cafe area - one you can get to when swimming and as a non-swimmer"</i>
Classes - aquarobics / SWIM	<i>"Play areas and fountains wave machines aqua aerobics classes"</i>
Spa - FAMILY / children	<i>"Lazy rivers spas one for families and one for adult only. Sauna steam room slides for families kids fun areas food court so can watch kids in the pool"</i>
CRECHE	<i>"Warm change areas. Suitable lifeguard ratios. warm pools spa area (sauna and jazzuzi) crèche area"</i>
Cafe - FAMILY / child friendly	<i>"lazy river, wave pool, cafe (family)"</i>
CONNECTIVITY - free WIFI	<i>"Card side pool entry Gym free Pool Wi-Fi"</i>
Cafe - AWAY from pool	<i>"water slides separate leisure and swimming pool decent wave pool large lazy rivers family restaurant / cafe room separate from pool area outside play area"</i>
Sauna - PRIVATE	<i>"Hydrotherapy pools. Hot pools. Clean changing rooms. Family changing rooms. Waterslides. Lifeguards. Single gender saunas/heat rooms."</i>
Cafe - easy ACCESS / indoor and outdoor	<i>"Waltham pool before the earthquakes was really cool case you could walk up to a window and buy an ice-cream."</i>
Classes - YOGA / Pilates, etc.	<i>"Aqua jogging classes. Swimming lane teaching programmes. for children and adults Yoga Pilates classes"</i>
BAR - swim up	<i>"Water bomb Park- Bali. All of it. The lazy river is actually a river. The Waterslides are enormous. Swim up bars selling affordable alcohol are the greatest thing ever. It is actually a place where you can spend an entire day and then go back the next morning to keep partying."</i>
DRINKING fountain / fresh drinking water	<i>"More serious swimming more heated rehabilitation pool for swimming and classes - hydrotherapy spa pool outdoor pool for summer/ water fountains for drinking"</i>
Drinks / ice-cream STAND / VENDING machines	<i>"large reception areas to hang around in with cafe or vending machine and now cafe seating and tables to sit at"</i>

Spa - PRIVATE	<i>"Spinner to dry togs. Change rooms close to water areas. Areas to hang your towel and put your drink bottles. Spas and steam rooms and ability to use them privately"</i>
Spa - OUTDOORS	<i>"Lazy rivers and decent slides outdoor hot pools"</i>
TV	<i>"Shower caps Towels available Spa Cafes with big television"</i>
Meeting ROOMS	<i>"Holistic approach! Enough parking enough varying sized changing facilities meeting rooms etc. all to support the variety of activities on offer."</i>
Other FACILITIES	<i>"hydroslides and mini bars"</i>

Indoor / outdoor spaces

Coded comment	Verbatims
Lawns / grass area / OUTDOOR space / seating areas / open outdoor areas / trees / SHADE TREES	<i>"Outdoor sun bathing areas" "Safe non-slip walkways plants and greenery. Organised events and activities."</i>
SEATING around pool-comfortable seats around pool / out of splash zone / SEATS / SEATING - lots of	<i>"Sauna and hot pools. Plus lots of deck chairs for lounging around on. Private changing areas. Secure storage." "Good café. Lots of spectator seating"</i>
PARKING	<i>"Warm clean changing areas well priced great free parking. Healthy food and drinks area"</i>
QUALITY designed space - easy route around complex, indoor / outdoor flow, good LAYOUT	<i>"user friendly good flow with design cafe group classes good parking" "I like the fact the indoor facilities could be opened during summer e.g. big doors to create indoor / outdoor flow" "Mana whenua influences through design"</i>
FAMILY-FRIENDLY space / outdoor play area / playground	<i>"enclose playground next to the pools" "Good amount of lockers. Playground for toddlers inside. Breastfeeding rooms"</i>
LIGHT / natural lighting / GLASS walls to let light in / winter sun bathing	<i>"The variety of facilities available. Big glass wall to let in natural light." "Warm changing areas - Pioneer pool is like a freezing wind tunnel... Indoor trees and plants- plenty of them. natural lighting instead of fluorescing"</i>
PICNIC / eating areas	<i>"An area where you can eat as well as an area where you can sit and enjoy the surroundings" "Outdoor picnic areas for family groups"</i>
SPACIOUS / plenty of space	<i>"Cafes-healthy food options for before/after sport leisure meeting friends etc. Smoothies/juice bars healthy lunches and takeaways that are good value for money. Wide open spaces"</i>

BBQ area / gas bbq / outdoor bbq	<i>"Whanau being able to have a BBQ if they stay at the venue for whanau time. Nice fun Happy Workers. Fair or even cheaper family prices and a fair cheaper price to access all the amenities available to the public or whanau/group participation i.e.: gym/exercise programs"</i>
DECOR - colour scheme / nice design	<i>"beach like atmosphere" "Incorporating elements of nature e.g. hanmer springs"</i>
Good ACOUSTICS	<i>"Noise reduction panels as pool areas tend to be extremely noisy" "Sauna spa facilities that are big enough good natural light in the environment separation by sound i.e. clever sound design"</i>
Good VENTILATION - fresh air / airy	<i>"Family change areas. Simplistic route from entry to change to pool. 50m lanes. Lots of lanes. Air/light/space. Outdoor pool."</i>
WARM indoors / building / tropical atmosphere	<i>"Community services price range. warm indoors building Cafe good food/drinks selection"</i>
WINDOWS - outdoor view / view	<i>"Surround by glass to give the effect of spaciousness and that outdoor feeling"</i>
Space for PARTIES / groups	<i>"Changing areas - easy and with good options like pioneer - family men women. Pioneer - I like the wide lobby (reception and concourse) It has non cafe places to sit (couches plus tables) school groups can assemble and there is room for all"</i>
Outdoor SHOWERS	<i>"Open outdoor areas. Plenty of shaded seating. Plenty of toilets and changing areas. outdoor showers"</i>
COVERED - drop-off area	<i>"Hydrotherapy pool (Kilbirnie Aquatic centre wgtn) Massage/cleansing (Sweden ludvika) Individual changing booths with a shower hairdryers. Easy walk (sloping) into pool and out of. Covered drop off area from vehicle"</i>
RANGE of different SPACES - adults / kids	<i>"Range of different spaces for adults and kids. F&B coverings - higher quality natural light"</i>
ROOF - see through dome	<i>"Have seen in Amsterdam - roof was a big semi se through dome. One part of the poolside was like a beach (no sand) with deck chairs - near toddler area imitation palm trees etc."</i>
Other INDOOR / OUTDOOR AREAS	<i>"Picnic areas. Hydrosrides. Spa pools. Sheltered/non sheltered areas. Birthday party area/ kitchen. Playground outside. Toddler areas. Clock. Sauna. Cafe. Vending machines. Family change rooms. BBQs"</i>

Other COMPLEX / Places mentioned

Coded comment	Verbatims
<p>NZ SOUTH ISLAND - Ashburton, Nelson - Saxon Stadium, Greymouth - Aquatic Centre, Dunedin - Moana Pool, Hamner, Christchurch - Graham Condon Centre, Pioneer stadium, Centennial Pool, Jelly Park, Rangiora, Rollerston Pool, Waltham Pool, Timaru - Caroline / C Bay</p>	<p><i>"Splash Palace (Invercargill) - greenery tree both real and fake. Japanese onsen"</i></p> <p><i>"Hanmer rangiora pool Invercargill went a centre - big open spaces good distinguished areas for all types of recreation/relaxation and plenty of indoor courts"</i></p>
<p>QE2 Complex</p>	<p><i>"QEII was great. Facilities access and parking."</i></p> <p><i>"good access from gym (fitness areas) Clean like Graham Condon centre"</i></p> <p><i>"I loved QE2 pool before it was changed to a leisure pool. I used to be an elite athlete in Olympic style wrestling and used that pool to cross train."</i></p>
<p>EUROPE - GERMANY, ENGLAND - Hever Castle, Swansea, Centre Parcs Longleat Forest UK, SWEDEN - Ludvika, AMSTERDAM, SCOTLAND, HUNGARY, NORWAY</p>	<p><i>"relaxation facility for adult - quieter i.e. in England (Bath)"</i></p> <p><i>"Hydrosides lazy river waves waterfall features - there is one in Scotland with a tall contraption of buckets etc. and it slowly fills up and then the huge bucket empties out every five minutes or so - a warning sounds and lots of people wait underneath to be splashed by the waterfall. Also need separated areas for babies and toddlers. A diving pool is awesome. Separate pools for teaching lessons. A place where you can channel the water into different canals etc. - Falkirk Wheel in Scotland has an amazing water play area outside and kids make waterfalls canals and locks and use science to do cool things with water."</i></p>
<p>NZ NORTH ISLAND - Auckland - Mt Albert, Henderson, Napier - Splash Planet, New Plymouth, Whakatane, Tauranga -Lido / Baywave, Wellington - Kilbirnie Aquatic Centre, Johnsonville, Porirua, Freyburg</p>	<p><i>"Non-chlorinated water in Kapiti pool. Shade sails over outdoor pool or indoor pools (no sunburn). Little slide going into pool for toddlers (AC Baths Taupo) Awesome splash pool at Raumati - colourful. interactive with tipping buckets spray jets and water cannons"</i></p> <p><i>"Wave pool in my Albert Auckland has a duel layout- wave pool waterslide fun area to swim in and a traditional swimming pool in a separate room. Also has steam and saunas available. Cafe area."</i></p>
<p>AUSTRALIA – wet'n'wild, BRISBANE - Southbank, GOLD COAST - aquatic centre, MELBOURNE - Geelong, DARWIN, QUEENSLAND - Noosa</p>	<p><i>"Kids play areas at qe2 and Rolleston. Hydrosides! The old ones at qe2 were okay but decent ones like theme parks in Australia and the USA would be great to keep the older kids entertained"</i></p> <p><i>"Pools dedicated solely to lap swimming. 50m pools. Outdoor pools. Clean facilities. Gold coast aquatic centre is great"</i></p>

<p>ASIA - BALI - Waterborne Park, HK, JAKATA, JAPAN, SINGAPORE</p>	<p><i>"In Japan it is compulsorily for everyone to shower before entering the water."</i></p> <p><i>"I liked a live band playing when there is a crowd at the pool (this was in Jakarta)"</i></p> <p><i>"comprehensive and fin area for 0-6 yr. olds (approx.) with water buckets slides water guns etc. we lived in HK when my children were young and they spent hours in these shallow and safe areas. 50m pool. Diving boards - different heights"</i></p>
<p>NORTH AMERICA - CANADA - Edmonton / Edmonton Mall Water Park, Toronto, USA, Disneyland</p>	<p><i>"water guns diving Disneyland"</i></p> <p><i>"Waves rivers slides theming sense of space. Check out Edmonton."</i></p> <p><i>"Splash pool facility (i.e. Toronto zoo splash pool) "</i></p>
<p>Other COMPLEX / PLACES</p>	<p><i>"I love small local pools."</i></p> <p><i>"I have been to thousands of swimming pools around the world. I like dedicated sport pools that can develop world class athletes and invite world class athletes to come to nz and spend their money in Christchurch."</i></p>
<p>DUBAI – Wet'n'Wild, Wild Wadi</p>	<p><i>"More sophisticated water slides rides (Dubai wet and Wild). Shade trees - great for picnics and getting respite from sun. Splashing water maze - (Hever castle England). salt water rather than chlorine"</i></p> <p><i>"Good area for parents to sit and watch the pools. A good cafe with healthy food options. Wave pools and waterslides. The waterslide parks in Dubai are amazing"</i></p>

Other aspects

Coded comment	Verbatims
<p>Cater for ALL / mixed AGES / fitness levels</p>	<p><i>"Blenheim Marlborough NZ Simplicity - totally functioned patrons of all ages. Noosa Queensland Australia - again totally functional for patrons."</i></p> <p><i>"Aqua jog classes. Swimming lane teaching programmes. for children and adults Yoga Pilates classes"</i></p>
<p>CLEANLINESS / HYGIENE / clean unspecified</p>	<p><i>"In Japan it is compulsory for everyone to shower before entering the water."</i></p> <p><i>"In Scandinavia people always shower BEFORE going in the pools therefore the pools are a lot cleaner. And there is no access without going through the changing rooms (and the showers)."</i></p>
<p>ACCESSIBLE / convenient LOCATION - on bus route / bus stop close by / taxi rank, easy access</p>	<p><i>"Pool was in the suburbs. I liked what we had before the earthquake. Yoga"</i></p>
<p>Cater for DISABLED / wheelchair access throughout</p>	<p><i>"Graham Condon has good wheelchair and disability facilities"</i></p>

Cater for the ELDERLY	<i>"Private individual changing booths showers lockers with available locks. Age related swimming times i.e. not just toddlers water fitness for older people (silver shoes)"</i>
FAMILY- / child-friendly - family fun, family areas	<i>"Pioneer stadium Rollerston pool Wattham Pool - all family fun"</i>
Safe SURFACES - F&B covering - high quality / non slip	<i>"Range of different spaces for adults and kids. F&B coverings - higher quality natural light"</i>
VARIETY / variety of facilities	<i>"Variety of facilities e.g. Caroline Bay"</i>
Designated ADULT areas	<i>"Plenty of Adults only areas that are actually enforced" "Quiet areas away from children to do stretch exercises"</i>
MUSIC	<i>"No loud music" "I liked a live band playing when there is a crowd at the pool (this was in Jakarta)"</i>
OPENING hours - open at night, open 7 days, all year round, 24 hrs	<i>"Large open area with a variety of pools large exercise pools open 7 days long hours. Varied pool temperatures. Qualified life guards watching children"</i>
SAFE / secure	<i>"The safety and protection of all people that were within the compound."</i>
STAFF- nice / friendly / happy / staff facilities / responsible	<i>"The people"</i>
Well MAINTAINED / good management	<i>"Well organised and managed. lots of changing rooms. Different pods for kids teens adults and professional swimmers"</i>
Age- / faith- / gender- / lesson-related swimming TIMES	<i>"Quiet swimming time for adults"</i>
RECEPTION / info desk - open / welcoming	<i>"Large reception areas to hang around in with cafe or vending machine and now cafe seating and tables to sit at"</i>
SMOKEFREE	<i>"Attractive outdoor sitting areas. Smoke free!"</i>
SIGNAGE	<i>"Hamner - wave pool and hydro slide are great. Drying machines for togs. Great signage"</i>
Other ASPECTS	<i>"Should not interfere with spotting areas in terms of noise; space unattended children etc."</i>

Changing area / rooms

Coded comment	Verbatims
LOCKERS / storage areas - secure / free / location	<p>"A water foot bath to walk through & rinse off shower to walk through. Good healthy cafe with good child area. Loads of good sized lockable lockers."</p> <p>"Good café that I would actually like to spend time at regardless of being at the pool. Well placed lockers so I don't have to walk too far in my togs in the cold to get to the lap pool"</p>
FAMILY changing areas - lots of	<p>"Warm dry changing rooms i.e. underfloor heating for clothes. Family changing room are great."</p> <p>"Accessibility for disabled. Adequate family/disabled changing rooms. Disability changing rooms i.e. hoist. food cafe (healthy) quiet recreation areas away from noise area"</p>
Changing area / rooms - WARM / heated / heated floor	"Hot spa pool. Heated floor in changing rooms. Spinner for removing excess water from bathers"
Changing area / rooms - SPACIOUS, lots of	"More private change rooms. heated floors"
Togs SPINNER	"The tog spinner that gets water out of wet clothes"
Changing rooms - PRIVATE / individual	"Clean and ample and individual changing areas - lots of lockers"
Changing area / rooms - FUNCTIONAL, kept tidy, nice, modern	"Good changing rooms steam/sauna rooms good exercise"
Changing areas / rooms - CLEAN	"Just the hygiene of the changing rooms"
Hair DRYERS	"Clean and ample and individual changing areas - lots of lockers"
Showers - right TEMPERATURE / hot water, good PRESSURE	<p>"Users must SHOWER before suing the pools. Hot water showers. Steam room"</p> <p>"Great showers - right temperature good pressure"</p>
Showers - PRIVATE / individual	"Clean changing rooms some private showers good café"
Toilets - CLEAN / many	"Good clean toilet and shower facilities. A hot pool area for adults only to relax. Lockers available for rent"
EASY ACCESS to change areas	"Good easily accessible changing areas that provide showers that are individual and not one big open cubicle"
Showers - SPACIOUS / bigger, good shower, clean shower	"Good changing rooms and showers. an attached gym"
Changing rooms for DISABLED	"Quiet swimming time for adults"
HANGERS	"Large reception areas to hang around in with cafe or vending machine and now cafe seating and tables to sit at"

Showers - SEPARATE from changing rooms	<i>"Showers - not in change rooms to get chlorine off before changing. private showers in changing rooms"</i>
Toilets - with NAPPY-changing facilities	<i>"Brisbane Southbank (toilets with nappy changing facilities. Picnic areas with public BBQ's to use lots of trees for shade on a hot day lots of grass areas shade sail over pools lots of areas to sit lifeguards on duty good public transport and parking)"</i>

Cost

Coded comment	Verbatims
AFFORDABLE entry fee / additional activities	<i>"Swimming lessons at reasonable prices for us on east for little ones who are still learning to swim"</i>
FREE entry / free for all	<i>"Outdoor pools spa sauna/steam pressure spouts for mass age - all free. Water park area fountains for toddler's slides BBQ areas/picnic/trees/seats etc. Life guards" "Large Pools open air pools free swimming no lanes of areas pool used for lesson swimming outside of public swimming times"</i>
FAMILY concession	<i>"Whanau being able to have a BBQ if they stay at the venue for whanau time. Nice fun Happy Workers. Fair or even cheaper family prices and a fair cheaper price to access all the amenities available to the public or whanau/group participation I.E.: gym/exercise programs"</i>
MULTIPLE entry discount tickets / concession cards	<i>"Easy to use lockers clear lanes for lap swimmers affordable 20 swim discount tickets"</i>
Free use of EQUIPMENT / other activities	<i>"Free belts for aqua jogging. Deep lanes for aqua jogging that are ALWAYS available. Large spa pools. a way to buy food and drink while still in your togs. A sense of space. Efficient entry for all activities. Cheap lockers. Healthy food in drink in cafes. Shop for gear/togs on site. outdoor swimming in summer" "Free water slides for recreating"</i>
Free entry for RESIDENTS	<i>"Free entry for pools if you are a resident. Hydroslices"</i>
Free for KIDS	<i>"Child free access. Fun water based activities and sports"</i>
PRICE range	<i>"Community services price range. warm indoors building Cafe good food/drinks selection"</i>
SENIOR concession	<i>"QE2 was a wonder for my husband and I and all our family. We would arrive around 7am (low charge for seniors) walk and exercise in pools heavenly at this time of day and so good for old bones lots of parking"</i>
Other COST	<i>"Users must SHOWER before suing the pools. Hot water showers. Steam room" "Great showers - right temperature good pressure"</i>

Other liked

Coded comments	Verbatims
<p>Other LIKED / other comments</p>	<p><i>"It will be lovely to see the plan for the new leisure pool but I really do think it is going to be built in the wrong place - there will be an issue with parking especially being so close to the public hospital"</i></p> <p><i>"As a former life guard at hammer springs and now managing a home heating company the important things for me are serenity and warmth with a Eco friendly theme."</i></p>
<p>NONE - liked nothing / not travelled / no need</p>	<p><i>"Don't like these artificial leisure areas."</i></p> <p><i>"Waste of money you don't have. Concentrate on those facilities already in use and something where there is nothing – Brighton"</i></p>
<p>DK / NR / NA</p>	<p><i>"Never been to one"</i></p>

Q3. If you have visited or seen other leisure water areas around New Zealand or around the world, what are some of the things that you didn't like?

Pools

Coded Comments	Verbatims
<p>CROWDED in POOLS / too many people in pool / too many activities in one area</p>	<p><i>"Not enough water space. Too many people and not enough space to swim."</i></p> <p><i>"Too smaller pools/not enough space crowded changing rooms not enough lockers and locker space single people using family change rooms."</i></p> <p><i>"Too many things in one area making it impossible to swim or relax. Too much noise - hard acoustics."</i></p>
<p>LANES for swimming - too narrow, not enough, crowded in lanes / LAP pools, lack of, limited time available</p>	<p><i>"there never seem to be enough swimming lanes available especially after 5pm"</i></p> <p><i>"Too much space for 'play' pools and not enough lane swimming for adults leading to very full lanes"</i></p> <p><i>"Lanes that only allowed you to swim in a narrow area. Small changing rooms. Lockers you have to carry a key after locking. High admission prices. pay for extra sauna"</i></p>
<p>CHLORINE - too much / too many chemicals in water</p>	<p><i>"Not regularly cleaned - it is obvious when it is not. Coin operated lockers - queuing in cold for a locker. Over chlorinated - salt water is better for eyes. Inadequate car parking. Cold water at times and no soap – amazing"</i></p> <p><i>"Too much chemicals used. Not good safety things to use. Gym equipment not clean"</i></p>
<p>Lack separate LEISURE pool for RECREATIONAL swimming, dislike combination of lap & other activities / swimming classes in same pool</p>	<p><i>"No separate pool for swimming /recreation except lane swimming away from swimming lessons"</i></p> <p><i>"not allowing a play area in a swimming pool that people are using for swimming (training exercise fitness)"</i></p> <p><i>too many gimmicks - slides waves etc. toys that take over pool so no space for swimmers</i></p>
<p>Pool SIZE / LENGTH - too short / inadequate / NOT BIG enough / not Olympic sized / standard</p>	<p><i>"Building something not at Olympic standard. we need a facility that can handle the commonwealth games"</i></p> <p><i>"Just want to ensure competitive swimming is catered for - 50m pool"</i></p> <p><i>"Hate the lack of space and pool size at places like Graeme Condon"</i></p>
<p>Water TEMPERATURE - cold water / cold in pool / cold in winter / too hot in summer</p>	<p><i>"High prices. Walking on hot and painful concrete. Cold water. Lack of changing facilities. Lack of bag storage. Lack of food available."</i></p> <p><i>"High costs cold waters Dirty toilets/bathrooms/showers. No privacy for showers or changing"</i></p>

<p>HYDROSLIDES / water slide - slow-create safety issue, lack of</p>	<p><i>"I do not like the coldness of the lane pool at Pioneer nor allowing people who are not playing water polo to have balls to throw around in the leisure pools. They interfere with my treatment exercise. I don't like the new hydro slide at hamner pools - it is dangerous"</i></p> <p><i>"having to pay extra for hydroslides etc. cold pools"</i></p> <p><i>"Jellie Parks indoor hydro slide is so slow & lacks water flow that I had to actually push myself most of the way down it!"</i></p>
<p>KIDS in ADULTS pool / vice versa - no separate pools</p>	<p><i>"Child area being an area of the adult pool classes taking place in half of the pool which disrupts lane swimming"</i></p> <p><i>"Kids play areas in with rehab areas and training areas not separated for different abilities"</i></p>
<p>DIRTY pool</p>	<p><i>"Ensure more toilets and showers. Currently Graham Condon has 4 showers + 5 girls' loos - simply not enough. Cleaner pools too e.g. plasters not cleaned up. + Parking."</i></p> <p><i>"chlorine dirt waterborne bugs hair in the water"</i></p> <p><i>"Dirty polluted swimming water. Too many chemicals in the water - too string. A gym by the pool - too many grunTERS and show offs in the water as a result"</i></p>
<p>Beach-like entrance to pool / PADDLING pool / shallow area for babies / TODDLERS / younger kids - too small / crowded, lack of</p>	<p><i>"Kids pool is too small. It wasn't separate from main pool, adults were sitting in it. Disabled changing beds are shit Privacy for children changing beds and disabled"</i></p> <p><i>"Older children mixed in with toddlers"</i></p>
<p>FAMILY / children / older kids pool - too small, not enough, badly designed / functionality, lack of</p>	<p><i>"Too small an area for children. Is very important children to have a large area of a few different pools with different play areas depending on age."</i></p> <p><i>"Inadequate ventilation family pools too small not enough secure storage for belongings"</i></p>
<p>WAVE pool</p>	<p><i>"The effect of the wave pool on the shallows when you are trying to sit there. Hard floor"</i></p> <p><i>"Wave pool being where the toddler area was."</i></p>
<p>LIFE GUARDS - lack supervision / need more / blind spots / grumpy</p>	<p><i>"Lifeguards not enforcing rules for children to stay out of child free pool. too much chlorine"</i></p> <p><i>"Not enough lifeguards! Small spa pools awkwardly placed spectator areas"</i></p>
<p>Lack of easy POOL ACCESS / no EASY ACCESS in / out of pool / no LIFTS for getting in / out of pool for DISABLED / injured</p>	<p><i>"Lazy river with feed in from children's pools. Adults exercising in lazy river get kicked by children. High ends on main pool so you can't get out easily without crossing lanes to steps. Showers set to cool temperatures water jets in lazy river."</i></p> <p><i>"narrow chilly lanes for oldies injured"</i></p> <p><i>"being too small Not having enough variety for older people to enjoy time away from children"</i></p>

<p>AQUA JOGGING area - too shallow, too small, music for class too loud, no separate area for aqua</p>	<p><i>"The noise from those who are doing aqua gym in the pools - very loud music. It is unhealthy that can break your eardrums as well as having a peaceful and relaxing time in the spa"</i></p> <p><i>"Jumping/diving areas next to Aqua jogging areas"</i></p> <p><i>lack of lanes for fitness swimming when swim classes were on</i></p>
<p>DEPTH of pools / deep water / DIVE pool / dive boards - lack of, too deep</p>	<p><i>"Needed a diving pool with proper diving boards - that were open for more than an hour at a time (QE2 needed constant dive pool coverage... they weren't open long enough"</i></p> <p><i>"deep pool areas are next to little kids areas i.e. too close to be safe so if the little one runs and slips they are in the big pool"</i></p> <p><i>"Cleanliness size/layout of pools and complexes water depth"</i></p>
<p>Kids / non-serious / leisure swimmer in LANED / training / lap pool</p>	<p><i>"Yes public swimming lanes used by anyone but the public that want to swim!"</i></p> <p><i>"Too many children in the way of lane swimming"</i></p>
<p>SHALLOW water only / too shallow</p>	<p><i>"1) 50m pool being divided up so you cannot swim a long course. 2)wave machines 3)pool to shallow and slow"</i></p> <p><i>"no deep end in the lane pool"</i></p>
<p>RIVER / lazy river - lack of</p>	<p><i>"Lazy river colder than the rest of pools toddler pool closed to public because of lessons"</i></p> <p><i>"No calm area when the wave pool is operating. Very small lazy river that is very slow moving"</i></p>
<p>PROXIMITY of lane / other pools to kids pool / creche - too CLOSE</p>	<p><i>"Noise from kids area - need separation between areas love ke QE2 had"</i></p> <p><i>"Pools in separate rooms like jelly park. Better to have toddler kids and family pools centred around one area and the serious pool separated."</i></p> <p><i>"Social people doing nothing inn slow lane. Single disabled changing room. Kids screaming near main pools. Men spending hours in saunas. No privacy in communal changing rooms"</i></p>
<p>Lack VARIETY / small variety of pools / limited choice of pools</p>	<p><i>"Too small dirty big queues due to limited choices dirty small changing areas lack of seating for viewing"</i></p> <p><i>"Lack of variety. Just a lap pool or just a wave pool."</i></p>
<p>LEARNERS pool / learn to swim area encroaching on laned area, lack of</p>	<p><i>"Not enough lane space for adults at peak times. swimming lessons encroaching on lane poll area"</i></p> <p><i>"Play areas for kids not big enough. No separate learners pool"</i></p>
<p>Pool EQUIPMENT - limited availability / poor quality / floatation device for kids not allowed</p>	<p><i>"No flotation devices allowed in pools (for kids) No kids allowed in hot pool/hot tub"</i></p> <p><i>"No access to pull buoys paddles kickboards. very selective lap pool times or very limited lap pool lanes i.e. one"</i></p>

Lack of pool area / assistance for ELDERLY	<i>"Not being able to find parking not being able to enter pool to swim without assistance. For example attendant needs to bring steps for elderly injured disabled etc."</i>
INDOOR pool only	<i>"only indoor pool"</i>
OUTDOOR pool - lack shade sails / limited availability	<i>"Outdoor pools with no shade sails. Chlorinated water"</i>
PROXIMITY of lane / other pools pool to kids pool / activities - too FAR	<i>"Different pool areas too separate from each other so parents can't watch kids of different ages at once. Soa pools only hit adults with none for kids." "Static pools leisure pools in different room from hydro slide (so you can't watch kids Coming down)"</i>
Demand during HIGH season / SUMMER / busy times	<i>"the lack of space during high grade season (summer)"</i>
NO KIDS allowed in main pool	<i>"Children not allowed in main pool never available at 50m poor management"</i>
WOMEN only pool - lack	<i>"not being able to go any time of the day as there is no women only pools in nz"</i>
Other POOLS	<i>"Boring expensive nothing fun no cool toddler play area qe2 was cool it had everything now we don't have anything like this"</i>

Indoor / outdoor spaces

Coded comments	Verbatims
CROWDED in general / lack of SPACE / too small in general / long queues	<i>"Small building. Too many kids over crowded. lack of facilities" "A facility that was too small for the area it services."</i>
Poor ACOUSTICS - too much noise / screaming kids in enclosed pool area / proximity of loud to quiet areas	<i>"noisy areas - screaming children / pools out older people off exercising" "The noise - for some reason water activities encourage people to increase volume in talking and screaming" "Need to separate zones so child free /low noise as well as noisy busy spaces"</i>
PARKING - not enough, too far away, uncovered	<i>"Lack of parking. Shorter opening hours - needs to be open to late in the evening so people can use the facilities after work." "Bad acoustics Poor car park layout with no safe access to cross from car park to facility with toddlers." "A maze of a place to get around. Lack of nature light. Concrete car parks. Lack of bike stands."</i>

<p>Poor-QUALITY design in general / engineering / limiting design / poor LAYOUT</p>	<p><i>"not having full access to activities and facilities due to the building not being accessible"</i> <i>"limiting designs - restricting ability to use for national and international events"</i> <i>"narrow ""traffic"" areas too small to cater for the busier days/nights"</i></p>
<p>SEATS / SEATING in general / around pool / for spectators - not enough</p>	<p><i>"Not enough seating around pools"</i></p>
<p>VENTILATION in general - inadequate / poor</p>	<p><i>"Open shower rooms - small cubicles are much better. Strong smelling of chlorine - pools and air."</i> <i>"Being too hot / stuffy and an over-powering chlorine smell."</i></p>
<p>Poor LIGHTING - lack of natural lighting</p>	<p><i>"The lack of lighting themed areas for evening sessions"</i> <i>"Closed in artificial light"</i></p>
<p>SHADE / sun/rain cover in general - lack of</p>	<p><i>"Poorly maintained. Not well cleaned. No sun shade. cold changing rooms"</i> <i>"Not enough family changing areas booths Not enough options covered areas when sunny Not enough covered bike areas Wheel chair access areas"</i></p>
<p>DECOR - drab, too much concrete, lack design flair</p>	<p><i>"Drab decor water jets and fountains that are never on"</i> <i>"overuse of concrete"</i></p>
<p>PICNIC areas - lack eating area</p>	<p><i>"Not being allowed to eat own food at the tables provided"</i> <i>"Lack of picnic tables and seating for families"</i></p>
<p>COLD areas (from wind) / cold / draughty</p>	<p><i>"Need good flow in floor layout entrance to dressing to pool. Important to keep warm from pool to changing in winter. But not too hot."</i></p>
<p>WINDOWS - lack natural / outdoor view, underwater window</p>	<p><i>"Not being able to see outside through windows at trees lawns etc. and what the sky and weather was like"</i></p>
<p>LAWNS / grass / trees - lack of</p>	<p><i>"Lack of shade, lack of grass areas, lack of parking/public transport"</i></p>
<p>Lack OUTDOOR areas</p>	<p><i>"need more outdoor areas, can be quite stuffy (indoors)"</i></p>
<p>BBQ area / gas BBQ</p>	<p><i>"BBQs under pergola at outside pools hot water in showers run off solar power couples changing rooms not just family changing rooms lots of couples don't have children pain in the arse to have to take to lots of stuff"</i></p>
<p>Lack of INDOOR space</p>	<p><i>"steep steps no indoor tables or area to ""work"" and eat while kids swim only one way into pools leading to bottleneck when classes let out"</i></p>
<p>Other INDOOR / OUTDOOR AREAS</p>	<p><i>"I do not like playgrounds in sports facilities unless they are separated from the sports area."</i></p>

Changing area / rooms

Coded comments	Verbatims
Change area - COMMUNAL / lack privacy / TOO SMALL / crowded / not enough	<p><i>"Don't like communal area in getting dressed. Prefer partitions."</i></p> <p><i>"Mixed changing areas. Limited resources."</i></p> <p><i>"Important to have areas for parents - tricky to get kids into pool and not go into boys/girls change rooms but this is important."</i></p>
LOCKERS / storage - lack of lockable / secure storage / having to carry key	<p><i>"Not enough lockers. Too many facilities to purchase junk food."</i></p> <p><i>"Lack of lockable lockers. Small changing facilities"</i></p> <p><i>"Lack of privacy in changing rooms. lack of security for personal effects"</i></p>
Changing rooms / area - poor HYGIENE / dirty / smelly / gross	<p><i>"some of the changing rooms are gross and not a nice place to get changed in"</i></p> <p><i>"Untidy/unclean dressing areas."</i></p>
Changing area / shower facilities for FAMILY- too few / too small / lack of	<p><i>"Small family/private rooms with no showers. Small spas without many jets."</i></p> <p><i>"Timaru - have slippery tiles. Even in the actual pool. When you are trying to hold a squirming little one the last thing you need is to slip over in the pool. Crowded change rooms where there isn't enough room for families."</i></p>
Changing area / rooms - COLD / cold floor / draughty / cold wet floor	<i>"Tiny cold changing facilities. Too long queues due to not enough equipment"</i>
Changing area / rooms - POOR / poorly designed	<i>"Confusing change areas e.g. Graham Condon centre - CHCH. Low ceilings"</i>
Showers - TEMPERATURE CONTROL - too cold / too hot	<i>"Chlorine smell no warm showers no separate changing rooms. This council needs to take lessons from forefathers Hagley Park is exercise for the asses cheaply."</i>
Showers - OPEN, no privacy, no door / curtain	<i>"Open shower rooms - small cubicles are much better. Strong smelling of chlorine - pools and air."</i>
Changing area / rooms for DISABLED - not enough, lack of	<i>"Lack of disabilities facilities or poorly thought out ones like at hamner springs where the change benches are too high to safely dress yourself by yourself and only one or two pools are accessible for disabled people"</i>
Showers - not enough	<i>"Poor cleanliness overpriced facilities not enough showers in changing rooms not enough lockers"</i>
Changing area / rooms - LACK OF	<i>"Not enough disability toilets or changing areas for people with disabilities or families with people that have disabilities and family changing rooms."</i>
Toilets - NOT ENOUGH	<i>"Not enough toilets."</i>
Showers - POORLY DESIGNED, difficult mechanism	<i>"Overcrowding. Lack of good changing facilities unfriendly and unhelpful staff"</i>

Toilets - DIRTY	<i>"Kids playing in the 'adults only' pool. Dirty toilets / showers. Lack of bicycle lockup area"</i>
Toilets - lack ease of ACCESS	<i>"Family changing rooms too narrow for a pram. Difficult to get to toilets"</i>
PRIVATE shower cubicles - too small	<i>"changing room small individual shower cubicles"</i>
Toilets - for DISABLED, not enough, lack in changing room	<i>"request hand rails on all walls in disabled toilets and separate disabled male toilets and separate disabled female toilets needed NOT communal"</i>
Changing area / rooms - HOT	<i>"Noise chlorine smell smelly and wet changing rooms too hot lack of seating"</i>
Showers - DIRTY	<i>"Most of the other facilities in Christchurch do not have enough car parking and showers. Showers and changing rooms are dirty and overcrowded."</i>
Toilets - OUT of ORDER	<i>"Pool too cold dirty pool dirty change area broken facilities tiles coming off spa pool mould in areas showers/toilets out of order etc."</i>
Toilets - POOR	<i>"Poor shower/toilet facility. Not enough pool lanes"</i>
Showers - weak PRESSURE	<i>"Draughty. Noisy (difficult to manage). Small confined change areas. Weak pressured showers"</i>

Other aspects

Coded comments	Verbatims
UNSAFE environment - walking on wet FLOORS / slippery / sharp stony concrete floor	<i>"Slippery surfaces. massive and grey outdoor carpark" "Poor floor drainage poor shower toilet hygiene lack of space poolside. Toddlers shouldn't have to walk past deep water pools to access children's areas"</i>
DIRTY / UNCLEAN facilities - in general / lack cleanliness	<i>"Poorly maintained. Not well cleaned. No sun shade. cold changing rooms"</i>
Poor BEHAVIOUR of patrons / spitting / running, etc.	<i>"Poor behaviours being allowed to be perpetrated because staffs are unwilling to address them."</i>
Poorly MAINTAINED / poor management	<i>"Pool too cold dirty pool dirty change area broken facilities tiles coming off spa pool mould in areas showers/toilets out of order etc."</i>
POOR / no access to bus routes / LOCATION - lack of public transport	<i>"Seniors crammed into children's areas. No access of bus routes"</i>
STAFF - unhappy / unhelpful / unfriendly	<i>"Changing rooms - not large enough. unhelpful and unfriendly staff"</i>
Does NOT CATER for the DISABLED / lack disabled access	<i>"not enough parking or having to pay for parking or carpark miles away from entrance (really hard for those advanced in age or with accessibility issues) no signage on where things are located or where to do what if multiple counters changing rooms not big enough cramped noisy café"</i>
Does NOT CATER for ALL / all ages / abilities	<i>"only designed for young kids or teen not young adults or older folk"</i>

Kids in ADULT areas in general	<i>"noisy children in suitable area for adults"</i>
Does NOT CATER for CHILDREN in general / not child-friendly	<i>"Having Height limits on slides & then not providing a sliding option for the toddlers & children that don't reach the height limit."</i>
CLOSURE of public pools - for lessons / for school groups, etc.	<i>"Lazy river colder than the rest of pools toddler pool closed to public because of lessons" "closing down recreation pool for school groups"</i>
MUSIC / radio - too loud	<i>"vending machines loud music when there are aqua classes coffee shops near the pool"</i>
OPENING HOURS - close too early	<i>"Crowded pools. Cramped dirty changing rooms. Limited opening hours." "Not adequate times"</i>
CLOSURE of pools - not informed, in good weather	<i>"not getting informed of pool closure (toddlers) when at the pool entrance" "enclosure even when weather is good"</i>
SIGNAGE - poor, rules	<i>"Ashburton Leisure Pool 101 safety signs. Tu meke." "Noise - no rules as to what people are allowed to do in the space dedicated to people wanting to really swim no muck around."</i>
Does NOT CATER for the ELDERLY	<i>"not enough parking or having to pay for parking or carpark miles away from entrance (really hard for those advanced in age or with accessibility issues) no signage on where things are located or where to do what if multiple counters changing rooms not big enough cramped noisy café"</i>
SMOKING area	<i>"Smoking area. Communal change room. Hair on the floor"</i>
SHOES - removed prior to entering pool area / compulsory foot bath	<i>"IN NZ - all shoes to be removed prior to entering the pool basin area. Compulsory foot bath for everyone prior to entering basins area. Rowdy behaviour"</i>
Other ASPECTS	<i>"Plain interiors small pools for swimming. Sterile places devoid of natural environment. Used too much chlorine in the water."</i>

Other facilities

Coded comments	Verbatims
Spa pool / SPA / hot pool / jacuzzi in general - not enough, too crowded, too small, poor location, lack of, not hot, dirty	<i>"very small spas old changing rooms too cold for infants"</i>
Cafe - limited food available, lack of, limited availability, poor-quality food	<i>"Not enough lockers. Too many facilities to purchase junk food." "The expensive cost on entry lockers and food from canteen. Some people can only just afford to get in and then with extra cost on top it makes it hard to enjoy a family day out."</i>

GYM - too close to pool / small / gym space / equipment	<i>"The cost of the council gym nowadays compared to what you get at commercial facilities. The commercial gyms are nicer with better hours and either cost the same or less."</i>
Sport COURTS - inadequate, lack of indoor courts, too dark	<i>"Bad gym area No sports facilities Dirty spa pools - one is not enough!" "Courts too dark. Lighting."</i>
Cafe - location/noisy / cramped	<i>"Small pools & lazy river cafe in open area no actual swimming pool." "not enough parking or having to pay for parking or carpark miles away from entrance (really hard for those advanced in age or with accessibility issues) no signage on where things are located or where to do what if multiple counters changing rooms not big enough cramped noisy café"</i>
Lack of a QUIET area	<i>"Group (large changing areas) cafe next to a pool with yelling etc. Difficult access into or out of pool. Long walk from car park and uncovered difficult shower mechanisms"</i>
SAUNA / steam room in general - poor location	<i>"Nowhere to eat. Lack of changing facilities. Children in the saunas/steam rooms"</i>
Spa pool / SPA / hot pool / jacuzzi - none available for KIDS / family	<i>"Dirty change rooms. Unswept floors. Snotty paper tissues. slovenly emptying of rubbish containers" "No flotation devices allowed in pools (for kids) No kids allowed in hot pool/hot tub"</i>
Spa pool / SPA / hot pool / jacuzzi - dislike kids in spa	<i>"Kids in the spa" "Spas only for 18+"</i>
CAFÉ / coffee bar - in general	<i>"Over priced cafes. Cafes should have a fair price and not take advantage of being the only place available and selling goods at a higher price."</i>
Cafe - CLOSURE during holidays / long weekends	<i>"cafe closed during holidays and long weekends"</i>
SAUNA / steam room - disliked children in sauna	<i>"Nowhere to eat. Lack of changing facilities. Children in the saunas/steam rooms"</i>
Fresh DRINKING water - lack of	<i>"Changing rooms with no privacy. No drinking water available."</i>
Other FACILITIES	<i>"Having to share pool with lane swimmers who had priority 0 this meant 40 people in 2 lanes therefore unable to exercise properly. This is at Pioneer - recently unqualified instructors too who knew nothing about remedial exercise or aqua for rehabilitation"</i>

Other complex / places mentioned

Coded comments	Verbatims
NZ SOUTH ISLAND - Hamner, Christchurch - Graham Condon, Pioneer, Jelly Park, Ashburton, Caroline Bay	<p>"Too small or not enough spa pools (like jelly park) Should have non paved running area/walking trail adjacent (unless indoor track can be part of it)"</p> <p>"Slippery tiles lack of close seating for adults to watch their kids (i.e. Pioneer has almost none) wave pool (annoying for youngsters and unsafe for kids who can't swim well but want to use it) poor access for disabled."</p>
QE2	"Old QE2 complex that was like a rabbit warren. if they closed off the door by the dive well you had to trek all through the changing rooms to get to the competition pool"
NZ NORTH ISLAND - Auckland - Henderson, Mt Albert, Wellington - Freyburg	<p>"Cheap spa pools are a bad choice e.g. waterfront gym in Wellington Freyburg. It really does suck."</p> <p>"Enough space to aqua jogs without bumping into people. Been to graham Condon and jelic Park - too little room to enjoy it."</p>
Other COMPLEX / PLACES	<p>"The sleazy large spa pool i.e. Centennial Pool full of men watching girls/children. Open plan changing areas [- need more privacy. Sticking plasters clumps pf hair and clumps of snot in pool. Tiles around pool area being slippery and hazardous"</p> <p>"Water world"</p>
EUROPE - London	"Confusing pathways to pools (London centre). Not enough seating (Aqua gym)"

Cost

Coded comments	Verbatims
EXPENSIVE / high entry fee / expensive...	<p>"Should have reasonable price. I guess that everyone can go. Better to have one around the city"</p> <p>"Having to pay extra to use hot pools"</p>
ADDITIONAL cost for extras - i.e. for slides / sauna / food, etc.	<p>"Paying separately for the hydrosides"</p> <p>"Not enough free parking. Too cramped - not set out well dirty"</p>
Expensive for a FAMILY	"Cost of entry has to be fair and affordable for family's to enter"

Other disliked

Coded comments	Verbatims
<p>Other DISLIKED / other comments</p>	<p><i>"Not need it - people like beaches and seaside"</i> <i>"Have been to many in other countries which have always been very impressive and much higher standard than our own"</i> <i>"We have enough leisure water areas in Chch. Metro should be a dedicated sports facility. The central city is not suitable for leisure as its too busy difficult and expensive parking. Too busy to access therefore defeating the leisure ideal."</i></p>
<p>NONE - disliked nothing</p>	<p><i>"There was nothing I didn't like."</i> <i>"Have been to some in Australia - thought they were fine"</i></p>
<p>DK / NR / NA</p>	<p><i>"I haven't visited many"</i> <i>"Never been to one"</i></p>

Q4. What fun / leisure toys or activities would you like included? ('Other' replies)

Coded comments	Verbatims
50m pool; DIVE pool / board / bombing tower / deep pool; Lanes / swimming lanes / lap pools / racing pool	<i>"50m lap pool - CHCH is lacking a 50mt pool"</i>
ADULT only times / child free-areas / pool / quiet area for adults	<i>"Adult only area so I don't feel I need to quieten my children" "Place where adults can swim away from noisy kids"</i>
Aquatic sport activities - aqua jogging pool	<i>"speed controlled (slow medium fast) lap pools dedicated aqua aerobic pool" "Aqua size area. aqua size classes" "An area for aqua jogging" "Organized aquatic sport activities that teach people to swim and make them fit."</i>
BBQ area & Gym	<i>"BBQ area" "Gym"</i>
Café / bar	<i>"Cafe poolside" "Good café" "Coffee shop"</i>
Cater for the ELDERLY - separate pool for older people	<i>"spa pool for older generation/age restriction for after cold pool" "Increased focus on older persons who are becoming a larger % of the population"</i>
Cool down pool / cold plunge pool	<i>"Cold plunge pool"</i>
DIVE pool / board / bombing tower / deep pool	<i>"super bowl (like at Hamner) a diving pool" "Bombing Tower (like at new complex in Timaru)" "Diving boards" "Diving pools"</i>
Hydro slide	<i>"4 hydro slides like QE2 had. 2 hydro slides will end up being stupidly busy" "MORE HYDRO SIDEDS AND OTHER COOL STUFF!" "More than 2 hydro slides similar to Qe2"</i>
Indoor pools; Picnic area / sheltered outside eating area; Party rooms; Outdoor pools	<i>"Indoor and outdoor pools picnic area party rooms"</i>
Inflatable toys; Aquatic sport activities - aqua jogging pool; Therapy / wellness / health centre / pool	<i>"Hydrotherapy pool and noodles foam weights. Days for us only for gentle exercise classes at good price" "If inflatables are to be there please make an area where they are not allowed"</i>

<p>Lanes / swimming lanes / lap pools / racing pool</p>	<p><i>"Lots of swimming lanes private pools quiet pools for relaxing"</i></p> <p><i>"Many lanes for lane swimming. This is the most used space/activity for my family. That means lanes available even when other activities like water polo or swim meets are on. It does not mean lanes should always be available for aqua joggers!"</i></p> <p><i>"Is swimming leisure? Maybe that's a different survey but I mostly want a peaceful pleasant uncrowded environment to swim laps for 40 minutes or so several times a week."</i></p>
<p>Lazy river; Outdoor pools; Salt water pool</p>	<p><i>"Salt water pool / outdoor swim area - some pools have a lazy river area which goes outside - pool is open in summer but closed in winter - not like Jellie park which has separate pool area."</i></p>
<p>Outdoor pools</p>	<p><i>"Outdoor swimming pool"</i></p>
<p>Picnic area / sheltered outside eating area</p>	<p><i>"Sheltered outside eating areas"</i></p>
<p>Spa - for CHILDREN; Spa / sauna / steam room / beds - for ADULTS</p>	<p><i>"A great spa pool with lots of relaxing intense jets one for adults and one for children a sauna and steam room"</i></p>
<p>Spa / sauna / steam room / beds - for ADULTS</p>	<p><i>"Adult spa and sauna"</i></p>
<p>Spa / sauna / steam room / beds - in general</p>	<p><i>"spa pools not segregated by ages"</i></p> <p><i>"Spa or hot pool"</i></p> <p><i>"Sauna spa and steam room"</i></p> <p><i>"Spa steam room, lots of different pools"</i></p> <p><i>"Sauna and steam room. I went to an amazing pool in Germany years ago that had a swim able tunnel from the indoor pool to outdoor pool. It was lots of fun."</i></p>
<p>SPORTS courts; Water polo pool / canoe polo</p>	<p><i>"Basketball court"</i></p> <p><i>"Water polo pool"</i></p>
<p>Therapy / wellness / health centre / pool</p>	<p><i>"Water sensory for disabilities"</i></p> <p><i>"On site physio/spa/therapy"</i></p> <p><i>"Hydrotherapy pool"</i></p>
<p>Toddlers pool or area</p>	<p><i>"Little slide for toddlers"</i></p>
<p>Warm water leisure area</p>	<p><i>"Warm lane pool. After swimming overseas in warm areas it is awful to come back to Pioneers cold lane pool"</i></p> <p><i>"My son used everything at the old QEII complex. The island was great and the wave pool."</i></p> <p><i>"Hydro therapy pool heated to 30 degrees for general public use every day"</i></p>

<p>Water ADVENTURE play</p>	<p><i>"Family activities like water volleyball water basketball- indoor surfing surf stream or flow rider"</i></p> <p><i>"A wave pool - a proper surf able wave like some of the water parks overseas"</i></p> <p><i>"Wave rider (surf and body boards)"</i></p> <p><i>"A wave pool would be amazing. They are so much fun. Like the one at Wet'n'Wild Gold Coast Qld."</i></p> <p><i>"Smaller slides for children - not ready for hydro slide"</i></p> <p><i>"Like at water world water cannon and pump action fixed jets (like HH gun)"</i></p> <p><i>"Pirate ship like in QE2"</i></p> <p><i>"A Wave pool, diving pool, with dive boards, flow rider and a multi mat lane racers with 8 lanes."</i></p> <p><i>"The crazy slide complex from nagshima spa land from japan and a water playground in a shape of a pirate ship."</i></p> <p><i>"Bubbles in lazy river; wave pool; sloped entrance to pool (accessibility...)"</i></p> <p><i>"I liked QE2 it had everything slide lazy river boat for the kids to play around the waves so many loved that part. same goes for the jets and spays"</i></p>
<p>Water jets and sprays</p>	<p><i>"Waterfall as per the item in centennial Pool (water falling from a 100mm pipe)"</i></p> <p><i>"Water cannons are a must!"</i></p> <p><i>"Endless jet pools for training"</i></p> <p><i>"Massage jets and spouts"</i></p> <p><i>"Waterfall for massage"</i></p>
<p>Other</p>	<p><i>"An 'older children section for those too tall for kids area but too short for the adult area and energetic"</i></p> <p><i>"Different pools for different ages - different depths"</i></p> <p><i>"Similar to outdoor waterparks around the world with the big spots on the ground that squirt water periodically up into the air. "</i></p> <p><i>"Standard (non-hydro) slide into water"</i></p> <p><i>"Good supervision"</i></p>

Q5. When you have visited a leisure water area, think about what's been around the pools, such as a café, a gym, etc. If you could suggest your top three things to make the layout of the Metro Sports pools work well for you, what would they be?

Other FACILITIES

Coded comments	Verbatims
CAFE in general / cafes	<i>"Nice changing rooms. Showers. Café" "Cafe. Clean spacious changing area. Spa/sauna area"</i>
GYM / fitness centre	<i>"cafe gym ice block/drink only stand" "Cafe and gym sounds good drop in day-care would be amazing!" "Gym is great Cafe to meet up with friends after work out Day care babysitting for mums to pop there child/children into while they swim or complete gym class... (they pay extra for this)"</i>
Cafe - good ACCESS / location / clear view / wet n dry access / indoor & outdoor	<i>"Decent cafe with access to poolside like qe11 used to have. Gym with lots of classes Crèche" "Relaxing area and cafe nearby"</i>
Cafe - with quality / healthy FOOD / coffee / light meals / self-serve	<i>"Sauna. Cafe would be nice if it was quiet and involved healthy food (fresh dietary requirements catered for) and outdoor area." "Street market. bread Coffee"</i>
SPA area / spa pool - multiple spa pools / location, thermal spa	<i>"sauna steam room spa pool" "café spa and sauna"</i>
SAUNA / steam room - location, clean	<i>"Spas and sauna and steam rooms separate from rest of pools" "spa and steam room, sauna, café, massage"</i>
SHOP / retail / hire	<i>"Towel hires." "cafe lockers decent tog hire of ALL sizes"</i>
HEALTH centre / THERAPY area - massage / physio / beauty - location, DAY SPA	<i>"Lots of changing area but still with privacy options! Lots of family group changing areas to be available for unisex. Also for children with special needs. It would be great for you to consult with ""Smile Dial"" to get the best of what is needed! Good healthy cafe. Spa, a couple of water temp options, sauna steam. Massage therapy. " "A cafe with reasonably priced food. An outdoor area for sheltered sunbathing and to get away from the noise and chlorine smell. Massage tables with massage therapists"</i>
Indoor SPORTS courts / hall / stadium	<i>"Outdoor area with shade sales & grass gym + squash courts" "Poolside bar and cafe. A gym squash courts and tennis area nearby."</i>

CRECHE	<p><i>"Plenty of car parking. Cafe - family friendly meaning enclosed playground and plenty of seating. childcare facilities - short term so parents can swim or attend a class or gym"</i></p> <p><i>"café gym playground drop in baby centre"</i></p>
Cafe - child- / FAMILY-friendly	<p><i>"Cafe with non-swim play area (waiting for siblings) playground outside. Good parking."</i></p> <p><i>"Affordable kid friendly cafe seating for parents to watch the kids towel and bag hooks along the walls"</i></p>
QUIET / relaxation area	<p><i>"relaxing area within sight of pools include tables spa and seating"</i></p> <p><i>"Cafe. Quiet viewing area. outdoor area for sunbathing"</i></p>
Cafe - with lots of seating / SPACIOUS	<p><i>"More tables and chairs and general seating areas comfortable for grandparents/elderly. Large open cafe serving healthy food where you can spectate the pools/supervise children from. Sheltered outside sunny areas."</i></p>
DRINKS / ice blocks / ice cream stand / VENDING machine	<p><i>"Nice cafe. Vending machines for water etc. at by pools / gym. 1) spin classes in gym"</i></p> <p><i>"Place to get ice-creams. Cafe. Gym"</i></p>
Classes - yoga / Pilates / Zumba / dancing / aerobics, etc.	<p><i>"Decent healthy Cafe. Gym and other health classes i.e.: yoga, Pilates, massage, etc."</i></p> <p><i>"Gym fitness classes aqua gym facilities. And how come I can only choose 3 options I want a warm water leisure area for the elderly and I'll hydro slide water play and toddlers pool as well."</i></p>
BAR / pub / wine / licensed	<p><i>"Poolside bar and cafe. A gym squash courts and tennis area nearby."</i></p> <p><i>"Cafe / Bar park nearby public transport hub including bus and train running through / near facility"</i></p>
CONNECTIVITY / computer area / free WIFI	<p><i>"1)Free Wi-Fi 2)Gym 3)Cafe 4) ample parking"</i></p> <p><i>"Having Wi-Fi is good parking place for bikes"</i></p> <p><i>"Free Wi-Fi___33 outdoor restaurant"</i></p>
TUCK shop / SNACK bar / dairy-type bar / juice bar - location	<p><i>"Cafe/snack bar gym outdoor area for picnics or BYO lunch"</i></p> <p><i>"Cafe that you can order at through a window and pick up your order form so you could buy stuff but still keep an eye on your kids. Comfy place to sit and watch kids. Lots of lockers just on pool side."</i></p>
Cafe - ADULTS-only / quiet cafe	<p><i>"cafe is a must but also one just for adults -not everyone likes kids"</i></p> <p><i>"cafes at the complex should not be exposed to the loud echo that you always get at pools"</i></p>
TV - large screen / Sky Sport	<p><i>"Cafe. Large screen TV showing sky sport. An inviting entrance featuring native plantings and waterfall"</i></p>

Spa - ADULTS only	<p><i>"Cafe adult spa and hydro slide"</i></p> <p><i>"cafe perhaps with outside seating as well that can be accessed without having to pay entry to complex Child free hot pools"</i></p>
Drinking WATER - fresh water fountain / drinking fountains	<p><i>"Vending machines for water etc."</i></p>
Classes -SWIM / aquarobics / swim club	<p><i>"Cafe with a lot of seating all around. Wave pool so adults can supervise their children. Gym. Swimming classes"</i></p>
PLAY area (inside / by café / fenced, etc.)	<p><i>"Need coffee! Should include food for children and play area not just a playpen in the corner but a proper play area visible but with adult seating outside of it where parents/caregivers can relax. sound proofing"</i></p>
PLUNGE pool / cool-down pool	<p><i>"Ice baths family seating/food areas (indoor and outdoor)"</i></p> <p><i>"1) Indoor Olympic standard 50m pool 2) off street secure car and bike parking. 3) cold plunge pool/spa/café"</i></p>
LECTURE ROOMS / a multipurpose hall / meeting rooms	<p><i>"Big clean family changing rooms A central coffee shop with lots of food options A great multipurpose hall"</i></p> <p><i>"Social areas - cafe. lecture rooms"</i></p>
Spa - for KIDS / family-friendly	<p><i>"Kids friendly cafe kids spa area kids play area that's not in pools."</i></p>
WOMEN-only gym	<p><i>"Be in cafe overlooking water area but quiet. Gym area for women only. Toddler pool away from older kids"</i></p>
SWIPE CARD entry	<p><i>"Cafe and gym close by/next to the pool. good system of entry by swipe card - multi lane so no hold ups"</i></p>
Other FACILITIES - library, post office	<p><i>"Good seating and multiple zones. Visible clocks. decent amount of space/cubby holes for putting your stuff in. café"</i></p> <p><i>"Cubicles - secure. Dry room to watch swimming with big window. Good to watch swimming lessons. Secure entertainment area in dry room for kids to watch TV."</i></p>

Indoor / Outdoor spaces

Coded comments	Verbatims
<p>SEATING / poolside / VIEWING areas for caregivers / parents / comfortable / attractive / plenty / SEATS / seating in general</p>	<p><i>"Cafe. Seating area (comfortable). outdoor BBQ + space"</i> <i>"Cafe with tables out so you can look out for children (like they had at QEII). Secure area for bikes and scooters. Shower to rinse off - just by the pool. Toilets accessible easily from the pool."</i></p>
<p>PARKING - cars, pick-up zone, close by</p>	<p><i>"Good parking. Good landscaping"</i> <i>"bicycle parking cafe outdoor area for relaxing"</i> <i>"Well defined good flow excellent customer service ticketing area. Grass area outside with trees - indoor outdoor flow. A cafe with affordable prices for families as not everyone in CHCH is well off. Excellent parking especially for vans/small buses pick up/drop off"</i></p>
<p>OUTDOOR area / park, open areas OUTSIDE / GREEN space outdoors, GARDENS / trees, accessible / attractive / outdoor area / OUTDOOR seating areas</p>	<p><i>"Cafes - preferably licensed good coffee indoor outdoor wine beer yummy food ice-cream. Easy access to shower and changing facilities and family room with showers. Indoor outdoor areas with plenty of plants/trees. Natural environment with interactive areas"</i></p>
<p>QUALITY designed spaces / LAYOUT - easy to move from one area to another unspec / well defined / GOOD FLOW / open plan</p>	<p><i>"Outside/inside flow with gardens/planting Good pedestrian access child friendly and safe. reception area for large groups (school groups)"</i> <i>"Easy quick access from car park (disabled) to Entrance to reception to change room to hydro pool. Clear wide flat pathways with minimal hectic crowds"</i></p>
<p>PICNIC / eating areas - outdoors / family / indoor / outdoor eating area</p>	<p><i>"picnic area"</i> <i>"table and chairs for families eating together"</i> <i>"gym cafe outside picnic area accessible toilets"</i></p>
<p>PLAYGROUND - indoor / outdoor, dry play area / equipment</p>	<p><i>"Cafe including kids play area which could include birthday parties etc. A gym. An outdoor picnic area with an outdoor play area."</i> <i>"A large grass shaded area with playground and benches for having lunch. Good waiting area with couches like Pioneer"</i></p>

<p>SPACIOUS - plenty of room unspecified / not crowded / no queues</p>	<p><i>"Easy boardwalks joining the area good paces to relax and sit a good amount of cafes to suit the space"</i></p> <p><i>"Top 3: 1... Facilities for all age groups... eg play areas for kid's hydrosides quiet areas for lane swimming or people that hate the screaming and loud noises a gym café area for big promotional events 2... Good parking for families with small kids also for people wishing to do a specific class or workout they don't have to fight with masses of others 3... Safe change/toilet/shower areas... e.g. I have 2 small kids a boy and a girl. changing them in the ladies when the family rooms are all taken has been a big issue maybe a change area for parents and toilet area within that change area for the little ones"</i></p>
<p>BIKE paths / bike-friendly / bike parking</p>	<p><i>"Cafe with lots of healthy options. Lots of parking... for bikes and cars available nearby. Gym. Lots of seating to watch children"</i></p> <p><i>"1) Indoor Olympic standard 50m pool 2) off street secure car and bike parking. 3) cold plunge pool/spa/café"</i></p>
<p>SHADE / shelter from sun / wind</p>	<p><i>"Cafe outdoors but under cover. Variety of pool shapes sizes temperature and depths. Shade and playground outside."</i></p>
<p>WHEELCHAIR accessible - to all areas</p>	<p><i>"Good changing room for adults and children and wheel chair access. Goof parking for cars outside swimming complex and disabled. A bus stop closes by. Toilets. Adult's children's and disabled shower. Plenty of space"</i></p> <p><i>"Gym. Ample safe parking. Good disability access."</i></p>
<p>BBQ area / gas BBQ- outdoors</p>	<p><i>"BBQ area for whanau Cafe with reasonable prices Exercise programs"</i></p>
<p>Good ACOUSTICS</p>	<p><i>"eating facilities for sure viewing areas (maybe soundproofed from pool area)"</i></p>
<p>WINDOWS - outdoor view</p>	<p><i>"Not having a gym looking into the pool area. It seems sleezy people watching people in their togs. Cafe that can be accessible by everyone people swimming can get food as well. Outside areas like Jelly park."</i></p>
<p>LIGHTING / natural light</p>	<p><i>"Lots of natural lighting fitness priority"</i></p>
<p>RECEPTION area - open / welcoming / good customer service / info centre</p>	<p><i>"Well defined good flow excellent customer service ticketing area."</i></p> <p><i>"if large - provide a 'you are here map' Customer service desk"</i></p>
<p>Outdoor SPORTS area / running track / equipment, etc., tennis courts</p>	<p><i>"Running track Olympic pool diving pool"</i></p> <p><i>"To ask when is Canterbury going to get an athletics track"</i></p>

Good VENTILATION - airy / heating / cooling	<i>"gym with good air views out as biking is boring Healthy cafe Good patrons parents parking" "really good cafe with healthy food good aeration / dehumidifying system tables and seating interwoven for supervision of children and a place they can come and eat/drink at"</i>
DECOR - indoor plants, colourful	<i>"Plastic boulders/trees. Area of cubby holes for bags - some paid and secure and some not" "An inviting entrance featuring native plantings and waterfall"</i>
PARTY area	<i>"Cafe that sells hot food. somewhere that sells goggles swimming nappies etc. birthday party area"</i>
SMOKING area	<i>"Pub Steak house smoking area"</i>
ROOF - open	<i>"open roof or slide walls or windows"</i>
COVERED	<i>"1- cafe 2-provision for spa or hot pool 3-I assume that it would be covered"</i>
WARM / sunny area	<i>"Good sitting and viewing areas. Warm sunny area. CHCH needs a hagle Park water centre that is somewhere people can easily exercise for free or minimal cost"</i>
Other INDOOR / OUTDOOR AREAS	<i>"no food areas near the pools" "A window for people to buy things instead of going into a cafe. At graham Condon it has carpet."</i>

Pools

Coded comments	Verbatims
DESIGNATED LANES / lane swimming / LAP pools / TRAINING pools - location, more	<i>"Cafe that overlooks pool. Separate pool (toddlers rehabilitation family fun lanes)" "Sports pool for lane swimming water polo" "Aqua jogging etc. Designated teaching pool for learn to swim programme Gym" "A separate lap/Aqua exercise area a quality cafe and aquatic classes for adults"</i>
FAMILY- / children- / older children-friendly pool area - separate from...	<i>"Seating/spectator area. Cafe with high chairs. separate areas for activities i.e.: lane swimming aqua aerobics toddler school children adventure" "Children friendly warm pools fun activities coupled with exercise areas."</i>
HYDROSLIDES / water slide / flume	<i>"Activities for teens that are separate from toddlers and older people such as water slides hydroslides wave pools lazy river and large inflatable toys they can climb over under and through" "Water park type hydroxide facility decent area for kids to enjoy with lazy river large wave pool etc. and diving boards as well as lap pool area for others."</i>

Area for AQUA JOGGING / WATER FITNESS / exercising in pool / rehab	<p><i>"Private changing cubicles lanes plural for aqua joggers and a child free café"</i></p> <p><i>"Water walking pools (fitness) adequate space and belts for all sizes to participate."</i></p>
BEACH-like entrance to pool / PADDLING pool / for TODDLERS away from older kids / preschoolers - location	<i>"Cafe that overlooks pool. Separate pool (toddlers rehabilitation family fun lanes)"</i>
OLYPMIC-sized / 50 m pool - big enough for WATER POLO, etc. / optional divider into two 24 m pools	<p><i>"Separate gym for 24 hour. Large pool Olympic size. separate pool for kids and family diving boards"</i></p> <p><i>"Proper 50m pool. More family change areas"</i></p>
DEEP water / DIVE pool / dive boards - location	<p><i>"Running track Olympic pool diving pool"</i></p> <p><i>"Welcoming and cool as in trendy. Deep pool for water polo as well"</i></p>
RECREATIONAL pool / no lane ropes / open swimming / Pool for CHILDREN away from lanes / LEISURE pool / Range of / large LEISURE pool	<p><i>"room for sport [people] and for leisure users"</i></p> <p><i>"Wheel chair access / quieter pool for people with disabilities wave/surf pool hydra slide"</i></p> <p><i>"A gym that overlooks the pool-is not cut off from the main pool area. A cafe that also overlooks the pool. Hydrosides and a warm water leisure pool with a lazy river grouped closely together."</i></p>
BIG / decent-sized pools / Big COMPLEX / MULTI LANES - no hold-ups	<p><i>"Cafe so you can access or see children swimming. Having lifeguards be more pro-active and supervise everyone. Have more pools as lanes are always too busy."</i></p> <p><i>"Separated exercise and recreation areas. Large fun facility multiple diving options (separated)"</i></p>
WARM water / heated pools / heated all the time	<i>"Diving pool. 50 met tepid lane pool warm leisure pool."</i>
ADULT-only / children-free areas / pools	<p><i>"Separate adults pool from the children's pool. Jelly Park is quite a good layout."</i></p> <p><i>"Quiet adult zones. Noisy kids zones"</i></p>
RIVER / lazy river	<p><i>"Hydrosides and a warm water leisure pool with a lazy river grouped closely together."</i></p> <p><i>"A lazy river for kids to use"</i></p>
LEARNERS pool	<p><i>"Learn to swim linked internally to main pool family changing rooms open lockers that are poolside so visible while swimming for surveillance gym overlooking pool"</i></p> <p><i>"Sports pool for lane swimming water polo"</i></p> <p><i>"Aqua jogging etc. Designated teaching pool for learn to swim programme Gym"</i></p>
MULTIPLE POOLS / choice of pool sizes / range of pools	<p><i>"Range of pools. Large clean changing room lots of lockers for storage"</i></p> <p><i>"Like Hanmer Springs separation with different areas that accommodate different needs that aren't far apart but are separate"</i></p>
WAVE pool / SURF pool	<i>"Lazy river wave pool. Good changing facilities"</i>

LIFTS / wide steps / hoist / ramps for getting in / out of pool	<i>"Ramps. Therapy pool by entrance and change areas. Dive and lap pool furthest away from the entrance"</i> <i>"Wheel chair access/quieter pool for people with disabilities wave/surf pool hydra slide"</i>
INFLATABLES / toys / noodles / kick boards / trampoline	<i>"Lots of sun shade. Bumper boats"</i> <i>"Room around pools. Lots of kick boards"</i>
LIFE GUARDS / supervision	<i>"A cheap gym (like a city council gym) cafe with great options (able to be accessed from the pool and from outside) safe lifeguards!"</i>
FOUNTAIN / little water falls / splashing water maze, pirates structure, adventure / water playground	<i>"An inviting entrance featuring native plantings and waterfall"</i>
INDOOR pool OUTDOOR pool - with shade	<i>"large open area for leisure pool Indoor and outdoor pools connected separate kids/toddlers pool"</i> <i>"Indoor Olympic standard 50m pool"</i>
SALT / OZONE - not chlorine	<i>"A saltwater wave pool would be the highlight in Christchurch."</i>
THEMED pools	<i>"To honour QEII have decent hydrosides perhaps slightly retro themed"</i> <i>"Have full view of all pools from cafe i.e. ex QE2. themed pools in QE2"</i>
Pool for SENIORS swimmers - small / warm / calm	<i>"a smallish warm calm pool for elderly swimmers"</i>
Pool with BOTH inside and outside areas	<i>"An Inside Outside pool (a warm spa pool like pool with the option to swim outside all year round preferably with massage jets)"</i>
Other POOLS	<i>"Some extra wide lanes for swimmers who do back stroke"</i> <i>"beach beds table tennis sand beach gym"</i>

Changing area / rooms

Coded comments	Verbatims
LOCKERS / storage area/shelving - secure / location	<i>"Accessible lockers"</i> <i>"Lockers for clothes and footwear."</i>
FAMILY changing areas / shower - lots of, with toilet	<i>"Toilets nearby and obvious Toilets separate from changing rooms Small room in changing rooms for parents with small kids"</i>
Changing areas - NICE / functional	<i>"dry changing area Non slip surfaces"</i> <i>"good changing rooms and lockers for secure storage while swimmers are swimming"</i>
TOILETS - clean, many, location	<i>"Access to changing rooms/toilets not too large an edifice seems unmanageable"</i> <i>"accessible toilets"</i>

Changing areas - ACCESSIBLE / close to pool	<p><i>"Carefully considered disabled access for car park spaces change area small and toilets to equipment location."</i></p> <p><i>"Easy access to shower & toilet facilities good flow between areas"</i></p>
Showers - CLEAN, more, timed, nice	<p><i>"Good showers mirror for shaving etc. I swim before work"</i></p> <p><i>"Communal Showers private booths are always very dirty and customers take far too long to shower."</i></p>
Changing areas - SPACIOUS, more	<p><i>"Good changing and shower facilities"</i></p> <p><i>"Large clean changing room lots of lockers for storage"</i></p>
Changing rooms / cubicles - PRIVATE	<p><i>"Private changing rooms."</i></p> <p><i>"Lots of changing area but still with privacy options!"</i></p>
Change areas - WARM, heated	<p><i>"warm changing room with family changing room especially when you have babies and toddlers with you Café"</i></p> <p><i>"Heated changing room!"</i></p>
Changing areas - CLEAN	<p><i>"clean roomy change rooms"</i></p> <p><i>"clean and warm changing rooms"</i></p>
Showers / changing area / toilets for DISABLED / with special needs	<p><i>"Wheelchair accessibility. Well-equipped changing area for older kids and adults with disabilities. It difficult to change your older child on a wet cold floor after a swim Warmer changing area"</i></p>
HAIR DRYER MIRRORS	<p><i>"Great toilet/shower facilities with hair driers"</i></p> <p><i>"changing rooms with hair drier outlets and decent big mirrors"</i></p>
Changing areas - well ventilated / AIRY / well lit	<p><i>"some fresh air /sun space - Euro-style sun loungers equals yay yay!!!"</i></p>
Showers - warm / hot, not cold	<p><i>"Hot water showers café. lockers near pool for towels flip flops"</i></p> <p><i>"hot showers"</i></p>
TOGS SPINNER	<p><i>"music showers tog spinner (Hamner springs has one and it is awesome) café"</i></p> <p><i>"Changing rooms that were clean and had facilities for wringing out swimwear."</i></p>
Showers - POOLSIDE	<p><i>"Pool side showers sauna/steam room"</i></p>
Other CHANGING ROOMS	<p><i>"Quiet spa area. gym close by perhaps with its own changing area"</i></p> <p><i>"Separate changing rooms/showers for pool and gym users. Good cafe next to pool. Plenty of free car parking."</i></p>

Other aspects

Coded comments	Verbatims
ACCESSIBLE / location - easy to get to / access to public transport / bus stop	<i>"Easy access. Kids and adults separate area."</i>
SAFETY - not slippery / gate to toddlers area	<i>"Slip-free surfaces between pool and change rooms."</i>
For ALL AGES / fitness levels / inclusive	<i>"Areas to eat close to pool side like QE 2 had - means families can spend a day there. A water sensory area for disabilities and young children Areas to cater for all requirements"</i>
FAMILY- / kids-FRIENDLY	<i>"innovative exercise equipment cool lay out separate kids/family areas"</i>
CLEANLINESS / HYGIENE / clean in general	<i>"Customer friendly entrance clear signage take the idea away from the city too much congestion move cleanliness"</i>
SIGNAGE - good / clear signage, multilingual / sign language	<i>"notices in various languages including sign language" "Well signed and available toilet area."</i>
For the ELDERLY unspecified	<i>"Rest area for elderly and invalids" "more consideration for older persons and strict control of badly behaved kids"</i>
For DISABLED / with special needs	<i>"For children with special needs. It would be great for you to consult with "Smile Dial" to get the best of what is needed!" "Good changing room for adults and children and wheel chair access. Goof parking for cars outside swimming complex and disabled. A bus stop close by. Toilets. Adults, children's and disabled shower. Plenty of space"</i>
OPENING hours - 24 hrs., open till...	<i>"Separate gym for 24 hour."</i>
MUSIC	<i>"music showers tog spinner (Hamner springs has one and it is awesome) café" "Good safety signage and exits Non slip areas Music"</i>
STAFF - helpful, friendly	<i>"Friendly staff and great things to do" "Poolside stadium seating for swim events Helpful staff."</i>
SMOKEFREE	<i>"Non-smoking including outside areas"</i>
VARIETY	<i>"Variety Sight lines Space"</i>

Well MAINTAINED	<i>"Communal Showers private booths are always very dirty and customers take far too long to shower. I think this is a waste of water. Special needs people who wear adult dippers or that can't have control over themselves should never be allowed in lane pools or the Spa sauna and steam areas I would even go as far as not allowing them in the pools until the last hour-1.5 hours of the day to prevent pool closures. Soaps and cleaning should be undertaken mandatory every 2 hours and the bathrooms should never run out of toilet paper or soap."</i>
Other ASPECTS	<i>"Cafe with cheap ice-creams. Good car parks not too many rules about pool entry i.e. not wearing clothes in the pool and other things and everybody breaks rules anyway"</i>

Cost

Coded comments	Verbatims
AFFORDABILITY , cheap, reasonable cost for entry / additional activities	<i>"Affordable food with non-fried options" "Cafe with reasonable prices" "If a cafe is incorporated, make sure healthy food options and not loaded with junk. at a reasonable price"</i>
FAMILY concession	<i>"Cafe affordable for families or a dairy type bar" "family friendly prices for access to the facility"</i>
MEMBERSHIP option / swim & gym option	<i>"gym pool membership is good" "Combined swim and gym options for member use"</i>
FREE entry	<i>"Good car parking. Open. Free"</i>

Other Complex / Places mentioned

Coded comments	Verbatims
NZ SOUTH ISLAND - Chch - Pioneer, Condon, Jellie Park, Dudley Pool, Hamner	<i>"tog spinner (Hamner springs has one and it is awesome)" "Good waiting area with couches like Pioneer" "Good visual layout - to be able to see into other children's play areas from each one. (Trying to keep an eye on a mixed age range of children). we really like Dudley pool in rangiora"</i>
QE2 Complex	<i>"Areas to eat close to pool side like QE 2 had - means families can spend a day there. A water sensory area for disabilities and young children Areas to cater for all requirements" "QE2 had a good layout. Pioneer too. Do not like graham Condon layout much. Plenty of natural light"</i>

<p>NZ NORTH ISLAND - Auckland, Wellington - Freyburg, Kilbirnie</p>	<p><i>"50 Metre pool with an optional divider like Freyberg in Wellington spa you have the option of two 25 Metre pools instead. Also having seating or cafe near toddlers/play pool so parents can easily see children."</i></p> <p><i>"Millennium in Auckland has pick up zone (like at the airport)"</i></p>
<p>EUROPE - UK</p>	<p><i>"Cafe or even a cafe/restaurant so that after swimming lessons etc. you can feed your children and then go home. I saw this in the UK and it was great (good Food) and took one pressure from the care givers"</i></p>
<p>AUSTRALIA - Ballarat</p>	<p><i>"Some of the pools in Chch are mighty cold. Consider using a heat exchanger to get the temperature of the main pools up to 27-28 degrees like they do in Australia (e.g. Ballarat). And don't make lap pools deep at both ends otherwise it is frustrating if you have to hang on to the edge just to have a break."</i></p>
<p>Other COMPLEX / PLACES</p>	<p><i>"Good quality changing areas - (phone centre Parcs company - they are very good) their changing rooms are excellent and the standard you should aim for"</i></p> <p><i>"Centennial had a cafe and gym Both of these were good"</i></p>

Other

Coded comments	Verbatims
<p>Other</p>	<p><i>"Less stuff get the basics right. Access to changing rooms/toilets not too large an ediface seems unmanageable"</i></p> <p><i>"1) A gym/cardio area would be excellent 2) spa/sauna areas 3) well-lit particularly walkways. Get the basics right and at a hog level - do not worry about the extras"</i></p> <p><i>"I think it is important to re-think this whole silly idea. You need to put more money into pools in eastern sector of the city. This pool will serve the south of the city (already served by Pioneer) and the north-western area of the city (already served by Jellie Park - 50m two 25 m pools dive pool learn to swim pool toddler pool etc. and the Papanui pool). It seems really unfair to be putting all this resource into an area that is already well served. This Metro pool will be 5 kilometres away from Jellie Park - a very large set of pools for the north west and 11 km from the QEII site. We won't be using this pool. Parking will be VERY DIFFICULT. This is a huge waste of money and serves a very small part of an already very well resourced part of Christchurch. Travelling from South Brighton to the "Metro" pool - should be called the Northwest Pool - is about 13 km from South Brighton to Pioneer 14 km and from South Brighton to Papanui 18 km. If this goes ahead then Jellie Park pools should be closed down."</i></p>
<p>NONE / nothing</p>	<p><i>"not interested in other things around the pools"</i></p>

Q6. Are there any other considerations important for you and your family?

Pools

Coded comment	Verbatims
DESIGNATED LANE swimming / lane swimming / TRAINING facilities / pools / lap pools	<p><i>"Set up of lane swimming for public so lanes are wide enough for circular swimming and time slots when no lessons or school lessons"</i></p> <p><i>"Ability to swim for exercise in allocated lanes or organised safe way"</i></p>
LIFTS / steps / ramps / slings / rails for getting in / out of pool	<p><i>"I would love to see a wonderful accessible area for people with disabilities wheel chair lifts access into pools rehabilitation pools etc."</i></p> <p><i>"Safe ramps and rails for the infirm to get into the pools safely"</i></p>
OLYPMIC-sized / 50 m pool - big enough for water polo, etc.	<p><i>"We really need an Olympic sized swimming pool included. Currently our up and coming swimmers are being penalised in competitions by not having the ability to practice in a full sized pool. This will be beneficial for everyday use by Christchurch residents but will also bring world class swim meets to the city."</i></p>
Area for WATER FITNESS / exercising in pool / AQUA JOGGING area	<p><i>"A lane esp. for aqua joggers available at all times. Classes like water exercise at times that people don't work like at nights"</i></p>
DEEP water / DIVE pool / dive boards - location	<p><i>"NZ has world number 1 free diver William True bridge yet council pools do not allow even monitored apnea training. I would like to see apnea training accepted as normal. Ideally in a 2m deep pool like at Jellie park or dive pool with length of 25M. There is a growing recreational spearfishing community that struggle to find anywhere to practice. An element of breath hold should be included in swim training at some point. The understanding you can survive underwater for some time without air could reduce panic and drowning in my opinion."</i></p>
Pool / facilities for FAMILIES / CHILDREN / older kids / teens away from lanes	<p><i>"A safe big space for children and parents (outside BBQ decent sized pool just for smaller children and parents. Grass area for grounds to play touch etc. in"</i></p> <p><i>"Parking for children Safe swim areas for children and parents"</i></p>
Beach-like entrance to pool / PADDLING pool for TODDLERS - location	<p><i>"Having separate toddler/baby areas - young children can easily overwhelm toddler/babies"</i></p>
LIFE GUARDS - qualified pool staff	<p><i>"Trained life guards and first aid people around the outside at all times"</i></p> <p><i>"That there is a very high standard supervision on all activities. If there is any dangerous or irresponsible activities going on they are very quickly dealt with. These types of activities can spoil a good day out for younger children and families."</i></p>

WARM water / heated all the time	<i>"It has to be warm enough to be enjoyable for everyone not just the hyped up kids."</i>
BIG / decent-sized pools, Big COMPLEX / MULTI LANES - no hold-ups	<i>"Enough room for after work swimmers and other activities are on" "Plenty of space to swim."</i>
Other POOLS	<i>"Focus on the competition users and the rest will fall into place. Neglect them and there is no one to look up to which is what motivates and inspires other users" "We'd like more small local pools."</i>
HYDROSLIDES / water slide	<i>"Not stupidly busy. I have two young children who will be keen to go on the hydroslides (lots). Given that this will be the only indoor pool in Canterbury with hydroslides it should have a similar number to QE2 i.e. at least 4. (In terms of benchmarking Moana Pool in Dunedin has two hydro slides with its much smaller population."</i>
LEISURE pool / Range of / large LEISURE pool unspecified	<i>"Swimming lanes for the non pro in training people please" "Yes. More than one slow/social swimming lane. Well warmed changing spaces in the winter."</i>
Pool / facilities for SENIORS swimmers - small / warm / calm	<i>"I would like to see a pool for Adults and seniors that they can swim without interruption and splashes"</i>
INFLATABLES / toys / noodles / pool equipment	<i>"Decent lap pool with good temp controls enough lanes and provision of kickboards/leg floats."</i>
OUTDOOR pool - with shade, all year round	<i>"A combined outside pool area in summer would be cool."</i>
PRIVATE swimming area / WOMEN-only space / times - privacy	<i>"I love swimming and relaxing in the spa and steam room after a hard work out but unfortunately due to cultural reasons I cannot go to the pool when I want to. I wish there was a pool for women and kids only so that I can go and enjoy a long swim any time of the day"</i>
ADULT-only pool	<i>"That consideration is given to adults that don't necessarily want to be around children. Adult only session times perhaps?"</i>
SALT / OZONE - not chlorine / smelly	<i>"Lonze water treatment/UV like the Brewery had" "Clean bright facilities with salt water pool."</i>
LEARNERS pool	<i>"Learn to swim facilities" "Separate learn to swim pool from toddler pool"</i>
RIVER / lazy river	<i>"Lazy River and pool tots also a spa"</i>
FOUNTAIN / little water falls / splashing water maze	<i>"The Howard Johnson Hotel in Anaheim (LA) has an awesome Pirate Cove play area. The great big bucket dropping water on kids heads is a huge hit. This kind of thing would be awesome. http://www.hojoanaheim.com/"</i>

THEMED pools	<i>"Naked themed leisure pools. More important by far than competition pools. With latter have seating from pool deck level on both sides. Allows for lower more cost effective pool hall"</i>
MULTIPLE POOLS / choice of pool sizes / lengths / depth	<i>"Aqua jogging lanes area which is about waist height in depth that you can walk in as a rehab option"</i>
CLEAN water / sanitary pool	<i>"No poo floaties - nappies compulsory sanitary and clean"</i>
WAVE pool /SURF pool	<i>"Large wave pool"</i>

Indoor / outdoor spaces

Coded comment	Verbatims
PARKING - cars	<i>"A lot of onsite parking" "Parking needs to be adequate for amount people who will use this facility"</i>
BIKE parking / bike paths / bike-friendly	<i>"Good facilities for cycling to and from the facility." "Good non-car access. Bike sheds - not just racks and bus stops"</i>
WHEELCHAIR / prams accessible - to all areas / supply water-safe wheelchairs	<i>"Good pram and wheelchair accessibility. warm water for old and young"</i>
SEATING / poolside / viewing areas for caregivers / parents / comfortable / attractive / plenty / SEATS / seating in general	<i>"Lots of seating for visitors that are comfortable and accessible to everybody."</i>
QUALITY designed spaces / LAYOUT - easy to move from one area to another unspec	<i>"Ease of sight from cafe/seated area through to kids pools and play areas. Ease of access if something goes wrong."</i>
SPACIOUS - plenty of room	<i>"Big enough area changing room space"</i>
Open areas OUTSIDE / green space outdoors / Outdoor SEATING areas / OUTDOOR area / park / GARDENS / trees / LAWNS	<i>"Smoke free. No vending machines. Community space for groups/ yoga etc." "1) Deliver it on time, please. 2) Make all the outdoor areas green. lots of trees so it looks like an extension of Hagley park"</i>
LIGHTING - good lighting / natural lighting	<i>"Safe well lit. Lockers and covered bike parking. Non slip floor coverings in wet areas" "Built so that the sun can enter into the pools"</i>
Good ACOUSTICS	<i>"Good sound control - lessen the noise"</i>
SHADE / shelter from sun / wind	<i>"Protection from sun is important" "Some shaded areas for sitting."</i>
Good VENTILATION - airy / heating / cooling	<i>"Adequate ventilation." "Make it exciting and a real community hub. Make it safe and airy and a place for people"</i>
MODERN / high-quality facility / new	<i>"I would like to see the stylist designs of the building to include references to the Pacific region which we are part of and tangata whenua."</i>

PLAYGROUND / outside play area / fun equipment for kids - climbing wall / trampolines / foam pit	<i>"Having something similar to indoor action sports would be cool. Would love a trampoline/gymnastics foam pit near the area." "A good playground outside for all ages."</i>
PICNIC areas - outdoors / family / indoor outdoor eating area	<i>"Picnic area for families with say a sandy area - e.g. false beach"</i>
DECOR - tropical feel	<i>"Bright fun decor tiles and mats that don't hurt your bare feet!"</i>
RECEPTION area - open / welcoming / child friendly / communicate re closure	<i>"A way to notify swimmers that the pool is not available via the internet smart phone etc."</i>
WARM indoors / building	<i>"To be warm enough. lots of cubby holes for storage" "Must be clean warm and safe. No slippery surfaces."</i>
WINDOWS - outdoor view	<i>"A quiet space with a view to the outside of the building with trees and gardens"</i>
COVERED / covered walkways	<i>"A large distance - not covered from car park to facility when raining makes it difficult"</i>
CROWDING - avoid popular times	<i>"A limit on how many people using the facility at one time"</i>
BBQ area / gas BBQ- outdoors	<i>"A safe big space for children and parents (outside BBQ decent sized pool just for smaller children and parents. Grass area for grounds to play touch etc. in"</i>
LEISURE areas	<i> Warm water in the leisure pools. Healthy food and drink options. "</i>
Outdoor SMOKING area	<i>"Outdoor smoking area"</i>
Other INDOOR / OUTDOOR AREAS	<i>"Somewhere to tie my dog to while I swim then I can walk my dog back"</i>

Changing rooms

Coded comment	Verbatims
FAMILY changing areas with toilets / shower - lots of, spacious - for buggy / big bags	<i>"Making sure there are facilities to change babies and toddlers"</i>
LOCKERS / storage / shelves - free / secure / location	<i>"Storage for bags etc. especially important if bike to facility"</i>
Changing areas - NICE / functional / adequate / gender defined	<i>"QE2 was near perfect as a leisure pool facility. better changing facility and café"</i>
Changing areas - SPACIOUS	<i>"Spacious changing areas. Low cost."</i>
Changing rooms / cubicles - PRIVATE	<i>"More private changing room please. At school hours hardly any room for individuals to get changed with kids and parents cramping change room (e g Graham Cordon)"</i>

Toilets - CLEAN, many, gender-defined, accessible	<i>"Have a toilet beside the spa pools. When you go in hot water it makes you want to pee. Make it easy for people by providing a toilet to help keep the water clean - simple stuff!"</i>
Changing area / shower / toilet for DISABLED	<i>"Getting rid of the nudity being unavoidable in changing rooms. More disable changing rooms"</i>
Showers - PRIVATE cubicles	<i>"Changing rooms- sufficient at busy times. Shower in individual change rooms. Family change rooms"</i>
Change areas - WARM / HEATED floor	<i>"Warm changing rooms family changing rooms"</i>
Showers - more / more space / SPACIOUS	<i>"Clean showers - enough space easy access to towel/lockers/clothes. Use of lockers is free / paid for when entering price for pool use. Not having to wait for another 5 years"</i>
Showers - CLEAN / good showering area / gender-defined	<i>"Cleanliness overall especially in the showers."</i>
Changing areas - CLEAN / dry / airy	<i>"I am very keen that the changing rooms are cleaned regularly. This is not the case at some of the Council pools. They start out lovely and when the funding runs out the cleaner seems to be the first to get the sack. Hooks are necessary to stop clothes getting wet too. When these break then they must be replaced. Shower curtains are in the same category. Make it beautiful but keep it beautiful too."</i>
Hair DRYERS	<i>"Hair driers family changing areas"</i>
SHOWERS - good / showers	<i>"Cleanliness and good shower facility"</i>
Changing areas - ACCESSIBLE	<i>"Any chance on bonuses for buying 10 tickets 2 free per like a coffee card - buy 10 ticket 110th visit get a free coffee etc. from cafe. Adequate family rooms even ones for 2 people like Hamner springs. hairdryers showers toilets easy access not too far from pol as quite a few disabled and people with anxiety ned to be accommodated for"</i>
Changing area / shower - COMMUNAL / complete openness / not hidden	<i>"Yes include a cafe of reasonable prices (half city prices) Gym also. A communal shower room for males same for females for complete openness - no separate cubicles for hidden unsavoury behaviour"</i>
Showers - right temperature / HOT water / good pressure	<i>"Entry fees opening hours. Changing rooms. Good shower pressure"</i>
TOGS SPINNER	<i>"Safe parking Safe cycle lockup facilities Separate disabled changing Separate family changing Option to spin out my wet gear - like Hamner Springs"</i>
Other CHANGING ROOMS	<i>"Changing rooms for the over 60s"</i>

Other aspects

Coded comment	Verbatims
ACCESSIBLE / convenient LOCATION - easy to get to, bus stop, accessible, location, central location	<i>"Delighted with central city location. The city won't extend to the sea (as was the case with QE2)"</i>
SAFETY / security / safe environment	<i>"Making it an eco-friendly healthy environment using safe products in both the building and maintaining the complex"</i>
CLEANLINESS / hygiene / clean in general	<i>"Hygiene. My son and husband have had skin infections and tummy bugs from the pools we visit" "That it should all be cleaned regularly"</i>
Cater for ALL AGES / inclusive / one-stop shop	<i>"Fun activities for a range of ages" "It would be good if it is able to be suitable for all ages so that the teenagers can have fun and not get bored as well as something for the little kids."</i>
OPENING hours / extended hours / open all year round	<i>"Being able to go to the pool after work. I sometimes finish as late as 8pm."</i>
FAMILY FRIENDLY - activities for family & kids unspecified / whanau areas unspecified	<i>"Plenty of activities for all the family" "Having whanau area's for whanau to enjoy their day and experience at the Metro Sports facility."</i>
Cater for SPECIAL NEEDS / sensory / disabled / dementia	<i>"Catering for children with low vision in the design i.e. use of high contrast for any step areas minimising step areas as much as possible outside of pool areas reducing glare as much as possible on the children recreational play areas marking steps with contrast to any slope areas etc."</i>
Safe SURFACES - non slip	<i>"No slip flooring on site first aid room with ambulance access"</i>
ATMOSPHERE - relaxing / friendly / fun environment	<i>"Safety and ease of use. Being able to relax a little bit while the kids play" "It must be a safe fun engaging facility that chch can be proud of and will connect with"</i>
STAFF - honest / friendly	<i>"Price of entry. Good staff. Design and build quality to see the facilities last the test of time"</i>
Cater for the ELDERLY	<i>"Please do not forget the older generation" "Water area for older people"</i>
BEHAVIOUR of patrons - monitor / supervise / clothing	<i>"Yes. I'd like the gym to not be overlooking children playing. At the last centennial pool there were men masturbating while they looked at women and children in the pool."</i>
SIGNAGE	<i>"Plenty of parking. Good changing rooms with areas for privacy. Good signage of water depth."</i>
ADULT only areas	<i>"Sufficient areas which are child free" "Separation of adult and kids leisure"</i>

Well MAINTAINED - tidy	<i>"High level of maintenance so design that ensures high degree can be achieved"</i>
MUSIC - classical / relaxing	<i>"Cost can be an issue availability of multiuse cards. Ladies/mothers only times or quieter classical music to relax to"</i>
VARIETY	<i>"Parking and leisure area - safety and variety"</i>

Cost

Coded comment	Verbatims
AFFORDABLE / reasonably priced / LOW cost of entry / additional activities	<i>"Admission costs need to be suitable for all socio economic groups" "Competitive entry fee to allow for regular visits"</i>
PRICE / cost / cost of entry / concession cards	<i>"The cost of entry and cafe."</i>
FAMILY concession / good pricing for families	<i>"Good pricing that families can afford = #1 priority" "Value for cost to visit. Annual family plans"</i>
FREE pool entry / free under 12s	<i>"Keeping prices cheap for families and not just people with community services card. We ear \$20 over community services card and cannot afford to come all the time. Free swimming lessons for children. Something over the east side of town!!"</i>
Discount for CSC	<i>"Cafe. Discounts - community services card"</i>
GYM / POOL / sauna, etc. option / pass	<i>"I am on a pension. I want a gym where I can do weights under some form of supervision and affordable. Physical work helps forestall old age related arthritis but commercial gyms are too expensive"</i>
SENIOR concessions / pension rates	<i>"Reasonable costs to use free access to pool gym yoga Pilates for over 65yrs or at least a very good concession"</i>
RESIDENT / ratepayer's concession	<i>"Price rate payer subsidies"</i>
MULTI USE card	<i>"Cost can be an issue availability of multiuse cards. Ladies/mothers only times or quieter classical music to relax to"</i>
Other COST	<i>"Season or timed tickets for good deals monetarily"</i>

Other facilities

Coded comment	Verbatims
CAFE / restaurant / cafes - in general	<i>"In addition to the above 3 an enclosed meat emporium would be nice thanks"</i>
Cafe - with quality / healthy FOOD / coffee / light meals / self-service	<i>"Café serving healthy food and drinks."</i>
Classes - SWIM / aquarobics	<i>"On-going swimming lessons for children and consideration that will appeal to children from schools who will be able to use the swimming facilities"</i>

SAUNA / steam room	<i>"I live in Burwood and ever since the quakes I have to travel all the way to jelly park for a sauna. The sauna at jelly park is very good size and made out of wood but it's right next to the pools and people walk in and out all the time dripping water every were witch increases maintenance of the sauna....a good sauna should be dry and temp between 80-110....there's only two in Christchurch left so A separate sauna should be in all new plans of new pools"</i>
GYM / fitness centre	<i>"More council gyms (fitness gyms) rather than multi Million \$ leisure water areas"</i>
SPA area / spa pool - multiple spa pools	<i>"Hot pools like Hamner"</i>
Internationally recognized competitive facilities / facilities to assist sporting excellence	<i>"1) internationally recognised competitive facilities to attract national and international competitions and spectators. 2) Facilities to assist sporting excellence."</i>
Cafe - child- / FAMILY-friendly / for parents	<i>"A cafe area seating area for parents close to poolside so water supervision is possible."</i>
COACHING - for all levels	<i>"Affordable swim coaching or all levels and all ages including competitive"</i>
QUIET area	<i>"Culturally for my whanau - a sauna please. With an area to relax in between sessions in the sauna that's separate from the main pool's noise and bright lights with lounge chairs and soft light. This way you can go in and out of the sauna but cool off and relax in between."</i>
CRECHE	<i>"Babysitting - room with a teacher. Parents would leave their kids there and would be able to go swimming to aerobics etc... Paid hourly"</i>
HEALTH centre / THERAPY area - massage / physio	<i>"Gym. Tan. Laundry! Also sometimes the sauna and steam rooms at Pioneer and Jellie park fill up in busy periods and it is standing room only and also hard to have a conversation. Maybe 2 saunas and 2 steam rooms?"</i>
Other FACILITIES	<i>"Yes other sports should be considered. There was a great mezzanine floor above pools at QE2. We used this many times for roller-skating championships and training. Nothing on the East side now"</i>
SHOP / retail	<i>"Easy parking AND LOTS OF IT with NO CHARGE!!! Good swim tog shop. monthly/yearly pass for gym/pools" "Access from bus stop. Multiple bus/bus bays. Toilet access from public area. retail shop for swimming supplies- public arena"</i>
SMOKE FREE	<i>"Healthy food available at cafe no hot chips or deep fried. No smoking in outside area."</i>

SPORTS courts	<i>"Basketball Courts need more than 8 to have National tournaments in Christchurch"</i>
Classes - other	<i>"Affordable membership for long term use Adult classes/coaching" "Accessibility holiday programmes"</i>
TUCK shop away from café / juice bar / bakery / Subway	<i>"Millennium in Auckland also has a subway attached. I think a healthy option is better than a cafe - maybe Pita pit?"</i>
CONNECTIVITY - Wi-Fi	<i>"Google "Aquariaz" for some cool ideas of what we would like. Then click on images."</i>
Classes - YOGA / Pilates / Zumba / dancing / aerobics, etc.	<i>"Reasonable costs to use free access to pool gym yoga Pilates for over 65yrs or at least a very good concession"</i>

Other

Coded comment	Verbatims
Get it BUILT	<i>"I will probably be long gone before this is finished. These anchor projects taken on by Government take too long- probably through lack of money" "Just get on and build the facility. Even if you hut the 2020 target it would have been 9 years in this city without an Olympic sized pool. Stop consulting to death, make some decisions and build the thing. Patience is wearing thin"</i>
Other IMPORTANT / other comments	<i>"You need to put more money into pools in eastern sector of the city. This pool will serve the south of the city (already served by Pioneer) and the north-western area of the city (already served by Jellie Park - 50m two 25 m pools dive pool learn to swim pool toddler pool etc. and the Papanui pool). It seems really unfair to be putting all this resource into an area that is already well served. This pool will be 5 kilometres away from Jellie Park - a very large set of pools for the north west and 11 km from the QEII site. We won't be using this pool. Parking will be VERY DIFFICULT. This is a huge waste of money and serves a very small part of an already very well resourced part of Christchurch. If you don't drive it's a long way to walk from the bus exchange - which takes 2 buses to get to from South Brighton." "Won't be able to use it due to access issues. - Much easier to travel to suburban pools even if they are the other side of town. Why are we paying for this pool when we can't access it? Parking near the hospital is for emergencies I do not want to go for a relaxing swim in the CBD. I used to swim several times a week at QE2. Cannot swim anymore in Christchurch due to crowded facilities - This pool will not help as people will still swim in the suburbs because it's easier to access and they want to relax in family friendly communities. Why didn't you include us at</i>

	<p><i>the beginning and ask us where we want to swim The land is stuffed and you are going to spend \$83 million just on the land - you could build 3 suburban pools for that. You don't even want to build on this land which is why you looked elsewhere only legally you sold us out."</i></p>
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