



# Customer Satisfaction Survey Results

Thank you to the over 700 members and visitors who completed our recent Customer Satisfaction Survey. The feedback we received is so valuable in helping us to continue to deliver exceptional service and facilities. **Here's some of the highlights, and areas for us to focus our attention.**

## You Told us PARC is



## You Loved

### Our Facility

Quality of the facility



Atmosphere of the facility



The standard of gym facilities



The standard of aquatic facilities



The standard of group fitness facilities



### Safety and Inclusivity

Feelings of Safety, Comfort and Support



**94%** rate PARC as inclusive

**5%** of respondents require Disability Support Services while visiting PARC

### Satisfaction

Overall satisfaction with PARC



Overall perception of value in PARC's offering and facility



Likelihood to recommend PARC



**42%** of respondents had recommended PARC to a family member or friend

### Our Staff

Knowledge of PARC Staff



Helpfulness of PARC staff when dealing with enquiries or issues



**93%** of members joining in 2021 felt they recieved sufficient information

## What You Said

"I am so grateful to be back at PARC, not being able to access the Centre for most of the year was horrible. Thank you for all that you do."

"Don't change. Smiling is wonderful"

"Grateful that PARC has changed my fitness and happiness"

## We're Continuing to Develop Our



### Inclusivity

We are installing new hoist and bed systems in all four of our Accessibility Changerooms.



### Class Access

We are constantly reviewing classes to tweak and add as we see the demand and capacity grow.



### Ways Of Supporting You

Our Health & Fitness Team are here to help you build healthy habits and return to your wellbeing routine.



### Communication

We are in development of an 'Area Availability Indicator' which will sit on our website and show you when areas/facilities are open.



### Swim Lesson Capacity

We have reimagined our Swim Teacher recruitment process and launched a new STAR Program, which means more swim teachers in the water, and more swimming lesson students in classes!



### Maintenance Requests

You told us you want to see what work is being done to maintain PARC as a facility. Did you know in January our Operations Team delivered 142 maintenance projects (planned and reactive). That's 4.5 per day!

## We Are Working Towards



### Easier Membership Management

Over the next 6 months we will be rolling out a new membership management platform, meaning a more accessible, convenient membership for you!



### Expanding Phone Hours

With the onboarding of new staff over the next few months, we are able to expand our phone hours to cover additional peak times.