

ACTIVE MANNINGHAM CUSTOMER SATISFACTION SURVEY RESULTS 2023-2024

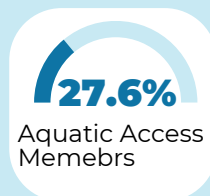
Thank you to all our members and patrons who participated in the Customer Satisfaction Survey.

Your feedback is greatly appreciated and crucial in helping us elevate your experience, programs and services at Active Manningham.

408



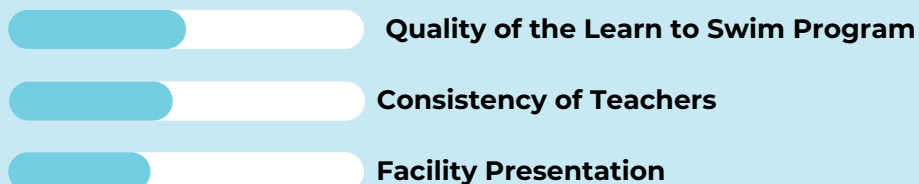
Total Respondents



Things we are doing well



Things we need to improve



Our areas of focus based on your feedback for 2024-2025.

Our survey identified areas for us to concentrate our efforts on.

CUSTOMER EXPERIENCE



- ✓ More frequent walk throughs with our cleaning partners
- Constant reassessment of the Duty Captain policies and procedures
- Facility presentation improvements

HEALTH AND FITNESS



- Increased programming for:
 - ✓ Aqua classes
 - ✓ Slo-flo Aqua classes in the Warm Water Pool
- Introduction of:
 - ✓ Body Attack
 - ✓ Virtual Fitness
 - ✓ Tai Chi

LEARN TO SWIM PROGRAM



- ✓ Introduction of Student Progress Report Card
- ✓ Development opportunities for Swim Teachers
- ✓ Lesson observation and feedback to teachers
- ✓ Education on makeup lessons and tracking attendance

✓ Completed