

Customer Satisfaction Survey Results

SURVEY COMPLETED NOVEMBER 2022



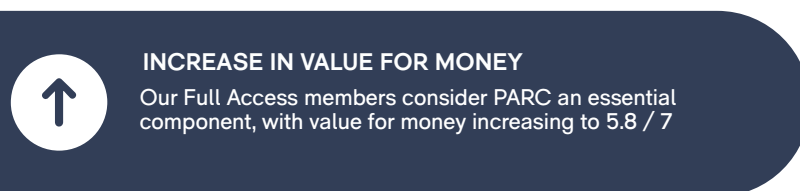
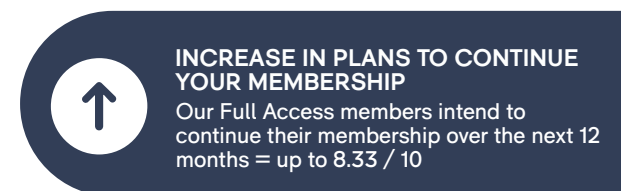
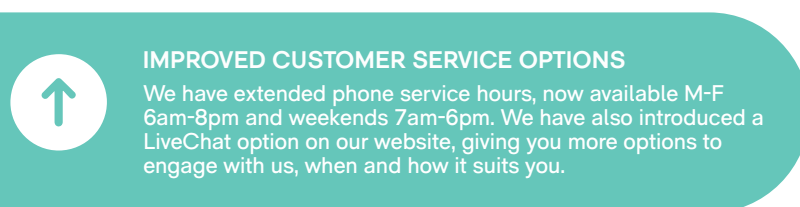
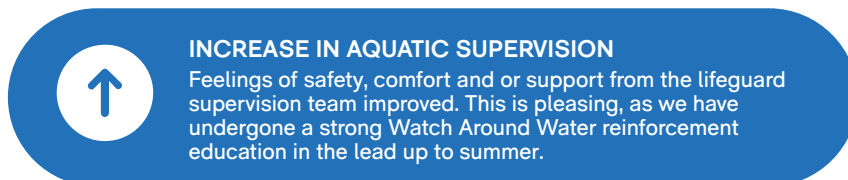
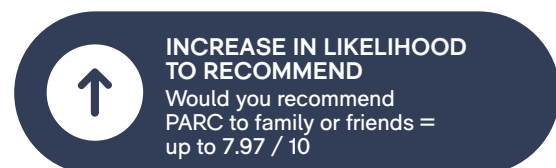
Thank you to our members and guests who completed our Customer Satisfaction Survey. Your feedback is essential in helping us to continue to deliver exceptional experiences, programs and services here at PARC. We partner with Swinburne University on our surveys, and they provide us with key themes and metrics. **Below is a summary of the survey findings.**

SUCCESSSES

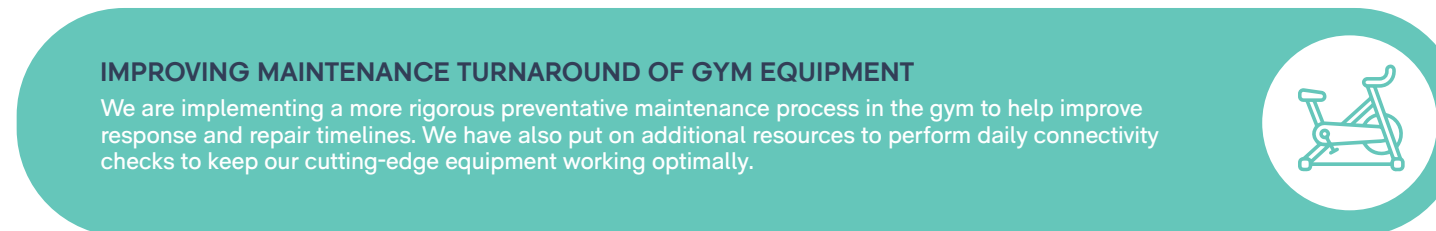
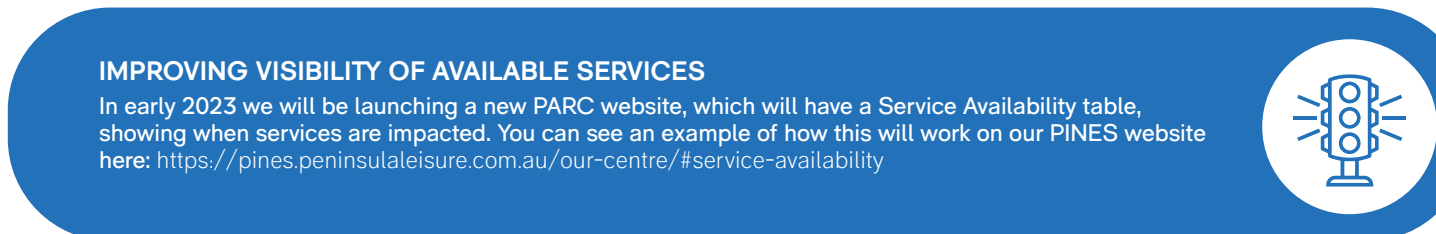
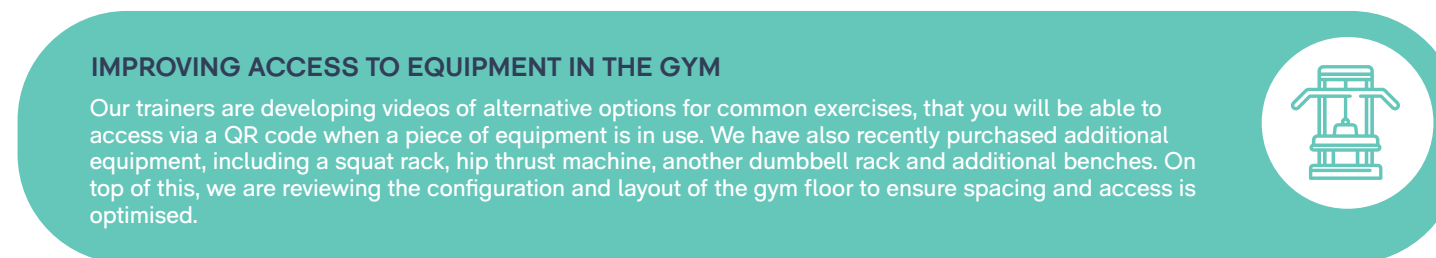


YOU TOLD US WHEN YOU THINK OF PARC, YOU THINK:

FRIENDLY **GREAT** **FIT** **FUN** **CLEAN**
GOOD **HEALTH** **EXERCISE**



AREAS FOR ATTENTION



IMPROVING PRESENTATION OF THE FACILITY

We have a dedicated Clean Team working all day every day, along with contracted night cleaners. Our staff in every team also have responsibilities to keep PARC looking beautiful. We are reviewing our checklists and schedules to re-align our efforts with peak times to ensure we maintain our high standards in our presentation at PARC.



IMPROVING PARC SWIM TEACHER CONSISTENCY

We are working hard on teacher consistency through the launch of round 4 of our PARC Swim Teacher Active Recruitment (STAR) program, ensuring we have enough teachers across the spread of lessons during the week. Our STAR program has seen us introduce 35 new PARC Swim teachers since we launched it 12 months ago, and we will continue to invest in this recruitment channel.



WHAT YOU SAID

"Since the last survey was sent out, you have improved the hot water service in the showers which has been a blessing. Thank you"

"A place to feel good and strengthen your body and mind"

Thank you for providing me with a safe and welcoming environment for me to train in :)"

"Excelling in friendliness, professionalism, variety of classes, outstanding staff. Great social outlet!"

WHAT ARE YOU CURIOUS ABOUT?

In this survey we asked, "what are you curious about in relation to PARC or Peninsula Leisure?". Our survey partners, Swinburne University, present us with key themes, including:

OPERATING MODEL

Q Who is Peninsula Leisure, what is the management structure?

A. Peninsula Leisure Pty Ltd is a wholly owned subsidiary of Frankston City Council, governed by an independent board, and charged with the management of Frankston's leading recreation facilities, PARC and Pines. Peninsula Leisure has been around for PARC's whole lifetime and are totally invested in this amazing facility! To see how who sits on our board, meet our Executive Team, or learn more, visit our Peninsula Leisure website here: <https://peninsulaleisure.com.au/>

GROUP EXERCISE CLASSES

Q. How are the activities organised, some classes always book out, others don't?

A. Our Health & Fitness Leadership Team undergo ongoing reviews of our Group Exercise timetable to ensure we are providing the right classes, at the right time, for our membership. Based on your feedback, we will do a review on the length of classes. We are also reviewing our reformer options to allow space for more Fit Reformer classes.

ACCESS IN THE AQUATIC SPACES

Q. When is the warm water pool available? It's always packed when I go there on Monday

A. Pleasingly, our availability and access to aquatic features for lap swimmers improved in this survey. However, there is work still to be done in our warm water pool area, and we have initiated a project group to look at usage, programming and available space in this area.



Thank you for taking the time to provide feedback. As always, if you have something you want to share with us, please do so by visiting www.parcfrankston.com.au/feedback anytime! We really value your input.