

**Customer Experience Summary**

GovMetric summary showing customer experience levels in specific areas of service delivery 2012						
	Customer satisfaction levels					
	Fanshawe	Grange Paddocks	Hartham	Leventhorpe	Ward Freman	Overall customer satisfaction at all pools
Swimming lessons - overall experience of service	85%	92%	82%	89%	91%	
Group Exercise	N/A	88%	94%	63%	N/A	
Fitness - overall experience	81%	88%	87%	78%	N/A	
Reception Area - overall experience	89%	91%	91%	90%	94%	
Cleanliness - overall experience	83%	90%	89%	79%	86%	
Overall experience	<b>Excellent (85%)</b>	<b>Excellent (90%)</b>	<b>Excellent (89%)</b>	<b>Excellent (80%)</b>	<b>Excellent (90%)</b>	<b>Excellent (87%)</b>

Legend	
Excellent 80%+	
Good 65% - 79%	
Fair 50% - 64%	
Poor 40% - 49%	
Very Poor Under 40%	