





Customer Exit Survey summary showing customer experience levels, 2015						
Customer satisfaction levels; fairly or very satisfied in service area.						
	Fanshawe	Grange Paddocks	Hartham	Leventhorpe	Ward Freman	Overall customer satisfaction at all pools
If you use this facility regularly how satisfied are you with the centre, fairly or very satisfied	66%	81%	87%	88%	82%	
Swimming - overall experience of service, fairly or very satisfied	62%	67%	79%	94%	82%	
Group Exercise	N/A	84%	91%	76%	N/A	
Gym - overall experience, fairly or very satisfied	63%	90%	90%	97%	N/A	
Reception Area – fairly or very satisfied	77%	87%	88%	92%	95%	
Cleanliness - fairly or very satisfied	57%	71%	77%	88%	86%	
Overall experience	Good (65%)	Excellent (80%)	Excellent (85%)	Excellent (89%)	Excellent (86%)	Excellent (81%)

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