





Customer Exit Survey summary showing customer experience levels, 2016						
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	85%	69%	79%	94%	84%	82%
Swimming - overall experience of service, fairly or very satisfied	72%	61%	73%	81%	74%	72%
Group Exercise	74%	79%	79%	82%	N/A	79%
Gym - overall experience, fairly or very satisfied	75%	84%	76%	75%	N/A	78%
Reception Area – fairly or very satisfied	92%	88%	81%	85%	80%	85%
Cleanliness - fairly or very satisfied	84%	66%	77%	91%	83%	80%
Overall experience	80%	75%	78%	85%	80%	79%

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