






Customer Exit Survey Summary Showing Customer Experience Levels in 2017						
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 Q1	87%	83%	84%	93%	91%	89%
Swimming - overall experience of service, fairly or very satisfied	72%	72%	83%	88%	79%	81%
Group Exercise	84%	89%	86%	88%	NA	86%
Gym - overall experience, fairly or very satisfied	75%	85%	92%	96%	NA	87%
Reception Area - fairly or very satisfied	93%	92%	88%	86%	89%	92%
Cleanliness - fairly or very satisfied	88%	78%	81%	90%	91%	88%
Overall experience - Q6	92%	89%	92%	93%	92%	92%

Legend	
Excellent 90%+	
Good 80% - 89%	
Fair 70% - 79%	
Poor 60% - 69%	
Very Poor Under 60%	

Note - Legend has been revised in agreement with Everyone Active as the previous banding was considered to be overly generous.