






**Customer Exit Survey Summary Showing Customer Experience Levels in 2018**

| Customer satisfaction levels; fairly or very satisfied in service area.                                    |            |                 |            |             |             |  |
|--|------------|-----------------|------------|-------------|-------------|--|
| Note site information taken from Customer survey 2018 v 2017 – summary sheet 2018 / total are total q 2018 | 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      | 84%        | 84%             | 89%        | 93%         | 93%         | <b>87%</b>                                 |
| Swimming - overall experience of service, fairly or very satisfied   | 77%        | 73%             | 85%        | 82%         | 90%         | <b>82%</b>                                 |
| Group Exercise - overall experience, fairly or very satisfied  | 50%        | 80%             | 89%        | 100%        | NA          | <b>84%</b>                                 |
| Gym - overall experience, fairly or very satisfied   | 72%        | 79%             | 90%        | 76%         | NA          | <b>83%</b>                                 |
| Reception Area - fairly or very satisfied  | 91%        | 77%             | 88%        | 81%         | 81%         | <b>84%</b>                                 |
| Q4 - Cleanliness - fairly or very satisfied  | 88%        | 76%             | 85%        | 87%         | 96%         | <b>87%</b>                                 |
| Overall experience – Q6  | <b>84%</b> | <b>82%</b>      | <b>90%</b> | <b>93%</b>  | <b>96%</b>  | <b>88%</b>                                 |

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