



Together we're making
your Community Centre
even better.

Annual Member Survey 2020

2020 Survey Highlights

Thank you again to those community members who took the time to fill out our Annual Member Survey. Enhance West Van and the Community Services Staff have reviewed the survey results and would like to share with you a few of the key highlights.

This year, **408** users responded to our Annual Member Survey and this is what we heard:

HIGHLIGHTS

- 99% of you described your overall experience at the West Vancouver Community Centre, Aquatics Centre and/or Ice Arena as either Excellent or Good. We are proud to report on this amazing response and will continue to strive for excellence at our facilities.

"I love it here... everything I need is here."

- We are thrilled to hear that many of you feel that our facilities and programs are inclusive and we will continue working on ways to reduce cultural and language barriers.

"I believe the community centre is doing a great job in including everybody."

"I feel you do a great job welcoming all cultures!"

- We received positive feedback on the program offerings. Thank you for sharing your interesting ideas for new program ideas. All of your suggestions have been heard and will be considered in future programming.

"I think programming is very good. Good variety. The rehab programs are excellent."

- We are pleased that you recognize our efforts and appreciate all of the feedback. We are listening to you!

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