



Together we're making
your Community Centre
even better.

Annual Member Survey 2021

Annual Member Survey Summary 2021

This year has been like no other, and in light of the pandemic we appreciate and value hearing your feedback through our annual member survey.

This year, over **1,100** people responded to our annual member survey and this is what we heard:

STRENGTHS AND HIGHLIGHTS

- Over 80% of respondents have attended a program or service at the West Vancouver Community Centre, Aquatics Centre and/or Ice Arena since June 2020. For the less than 20% who have not yet attended a program, we heard that this was mainly due to personal COVID-19 safety reasons and/or a lack of program offerings due to restricted services. ***"I am not going back to group activities until I have the COVID vaccine."***
- We are thrilled to hear that the majority of respondents feel satisfied with the current health and safety measures in place at the facilities. ***"My experiences at the Ice Arena are all good. The overall cleanliness of the facility is very good and staff are visibly spot cleaning during the skating sessions. The system for keeping cohorts separated during session changes and the supervised entry into the facility add to a safe and enjoyable skating experience."***
- 79% of respondents shared that they would be willing to help Enhance West Van raise funds to support our COVID-19 relief programs and services. Please reach out to us at enhancewestvan@westvancouver.ca to find out more about supporting our fundraising initiatives.

FEEDBACK

- The responses we received this year were incredibly positive and supportive of the community centres programs and services that have been offered during the pandemic. We heard that some people have not returned to attend public programs and services due to personal health and safety concerns, and we hope that as we move forward and restrictions continue to loosen, that we will see the majority of users return to recreation programs and services. We also heard that some individuals have had challenges participating in programs as a result of reduced program capacities and limited facility access caused by Public Health Orders. We appreciate your patience and understanding of the restrictions and we look forward to slowly moving towards a new normal as the province pushes forward with the restart plan.