

Enhance West Van - Annual Member Survey Summary Report 2023

This year we had over 200 community members respond to our annual member survey. Thank you to all of those who took the time to give us your feedback. This is what we heard:

STRENGTHS AND HIGHLIGHTS

- Almost 80% of members have returned to in-person participation in programs and services at the West Vancouver Community Centre, Aquatic Centre and/or Ice Arena since the pandemic.
- We are thrilled to hear that the majority of members feel satisfied with the current operations and accessibility of our facilities.
“I feel that it’s a safe place and the staff are very helpful.”
- Majority of members prefer the dedicated 8am registration time for West Vancouver residents.

FEEDBACK

- We heard that most members are satisfied with the current communications provided by the Community Centre, Aquatic Centre and Ice Arena. Some members would like to be on the email list to receive information about programs and registration. Please click [here](#) and make sure that you sign-up to receive future email communications.
- We heard that some members are finding it difficult to navigate the Districts’ website to register for programs. Did you know that there are online tutorials that can help you? [Watch them now](#)
- We know that the lack of program capacity is an issue for many people trying to register for classes and lessons. This issue is largely due to staff capacity, and it is important to share that ongoing efforts are being made to successfully recruit and retain more staff. Did you know that Aquatic’s team have hired a large number of university students who are on their summer break, and have managed to double the staff numbers from last summer? This has led to an increase of 30 – 50 % more program offerings this summer!
- We heard that working adults would like more program offerings during evening and weekend times. This feedback has been shared with staff and they are exploring innovative ways to address this in the near future.