

Enhance West Van - Annual Member Survey Summary Report 2024

This year we had over 550 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

- The majority of respondents feel that the West Vancouver Community Centre is inclusive and recognizes different cultures and celebrations.
- We are thrilled to hear that most people feel that the staff are friendly and providing a high level of customer service.
“Staff are friendly and welcoming.”
- We heard that people use the facilities for a variety of reasons from programs and services, childcare, fitness and health opportunities, youth drop-in, socializing with friends and food services. Our facilities really are a community hub!
“I come to use the fitness facilities, meet up with friends and volunteer for events.”

FEEDBACK

- We heard that some members are finding it difficult to get into certain programs. There are still areas in Community Services where staff capacity is an issue. There is ongoing work being done to recruit new staff in areas where the District see’s the greatest need to increase program capacity. Although the shortage in staffing has improved over the past year, the District is aware that they are still not up to ideal staffing levels to service certain program areas.
- Cleanliness issues were raised, specifically in the Aquatics area. This issue has been discussed with the District’s Facilities team to develop a plan to address this situation.
- We heard that the changeroom showers were too cold. The issue is something that District staff are aware of and are addressing through a variety of repairs to improve temperatures. The final step is the replacement of the boilers planned during the annual service improvement period in November/December 2024.
- Some people are still having trouble with the online booking system for programs. Please check out this [tutorial](#) to help navigate the online booking system.



**Together we're making
your Community Centre
even better.**