

North Coast Regional District Haida Gwaii Regional Recreation Service Customer Satisfaction Survey

The North Coast Regional District (NCRD) is seeking your opinion to help Haida Gwaii Regional Recreation improve its level of service to you. This survey may be completed only once per household. We request that an adult (18 year of age or older) be the person to complete this survey.

All multiple choice sections of this survey must be completed in order for your opinions and views to be included in the survey results. Written response questions are not mandatory to complete. Partially completed surveys will not be accepted.

1. Tell Us About Yourself

1. Please tell us a little about yourself. I live in (check one):

- | | |
|---|-----------------------------------|
| <input type="radio"/> Masset | <input type="radio"/> Sandspit |
| <input type="radio"/> Queen Charlotte | <input type="radio"/> Tlell |
| <input type="radio"/> Port Clements | <input type="radio"/> Skidegate |
| <input type="radio"/> Other Graham Island | <input type="radio"/> Old Massett |

2. My age is (check one):

- | | |
|-------------------------------------|-----------------------------------|
| <input type="radio"/> 17 or younger | <input type="radio"/> 45-54 |
| <input type="radio"/> 18-24 | <input type="radio"/> 55-64 |
| <input type="radio"/> 25-34 | <input type="radio"/> 65-74 |
| <input type="radio"/> 35-44 | <input type="radio"/> 75 or older |

3. Please indicate your gender:

- | | |
|----------------------------|------------------------------|
| <input type="radio"/> Male | <input type="radio"/> Female |
|----------------------------|------------------------------|

4. In my household there are (check all that apply):

- | | |
|---|--|
| <input type="radio"/> No children | <input type="radio"/> Teens 16-18 |
| <input type="radio"/> Children younger than 5 | <input type="radio"/> One adult over 18 |
| <input type="radio"/> Children between 5-7 | <input type="radio"/> Two adults |
| <input type="radio"/> Children between 8-12 | <input type="radio"/> Three adults |
| <input type="radio"/> Young teens 13-15 | <input type="radio"/> More than three adults |

5. In my household there is a total of (check one):

- | | |
|--------------------------------|--|
| <input type="radio"/> 1 person | <input type="radio"/> 5 people |
| <input type="radio"/> 2 people | <input type="radio"/> 6 people |
| <input type="radio"/> 3 people | <input type="radio"/> 7 people |
| <input type="radio"/> 4 people | <input type="radio"/> More than 7 people |

6. What types of recreation activities do you or your family members participate in under the Haida Gwaii Recreation Service? (Check all that apply):

- | | | |
|---|--|--|
| <input type="radio"/> Dance | <input type="radio"/> Circuit training | <input type="radio"/> Visual arts |
| <input type="radio"/> Skating | <input type="radio"/> Alternate fitness | <input type="radio"/> Music |
| <input type="radio"/> Hockey | <input type="radio"/> Karate | <input type="radio"/> Pottery |
| <input type="radio"/> Bicycling | <input type="radio"/> Aerobics | <input type="radio"/> Performing arts |
| <input type="radio"/> Figure skating | <input type="radio"/> Yoga-Pilates | <input type="radio"/> Crafts |
| <input type="radio"/> Swimming | <input type="radio"/> Spin class | <input type="radio"/> Woodworking |
| <input type="radio"/> Tennis | <input type="radio"/> Running or jogging | <input type="radio"/> Youth programs |
| <input type="radio"/> Squash | <input type="radio"/> Basketball | <input type="radio"/> Coaching |
| <input type="radio"/> Badminton | <input type="radio"/> Volleyball | <input type="radio"/> Volunteering |
| <input type="radio"/> Competitive sports | <input type="radio"/> Floor hockey | <input type="radio"/> Cooking |
| <input type="radio"/> Drop-in recreational sports | <input type="radio"/> Martial arts | <input type="radio"/> Canoeing/kayaking |
| <input type="radio"/> Weight training | <input type="radio"/> Attend events or festivals | <input type="radio"/> Other (please specify) |
| <input type="radio"/> Learning a language | | |
-

7. What type of recreational activities do you and your family participate in on your own that are not offered or organized by the Haida Gwaii Recreation Service? (check all that apply):

- | | | |
|---|---|---|
| <input type="radio"/> Dance | <input type="radio"/> Floor hockey | <input type="radio"/> Curling |
| <input type="radio"/> Skating | <input type="radio"/> Martial arts | <input type="radio"/> Skiing/snowboarding |
| <input type="radio"/> Hockey | <input type="radio"/> Soccer | <input type="radio"/> Lawn bowling |
| <input type="radio"/> Figure skating | <input type="radio"/> Rugby | <input type="radio"/> Cricket |
| <input type="radio"/> Swimming | <input type="radio"/> Football | <input type="radio"/> Cooking |
| <input type="radio"/> Baseball | <input type="radio"/> Hiking/walking | <input type="radio"/> Lacrosse |
| <input type="radio"/> Bicycling | <input type="radio"/> Tennis | <input type="radio"/> Visual arts |
| <input type="radio"/> Camping | <input type="radio"/> Music | <input type="radio"/> Equestrian sports |
| <input type="radio"/> Squash | <input type="radio"/> Pottery | <input type="radio"/> Bird watching |
| <input type="radio"/> Creative writing | <input type="radio"/> Badminton | <input type="radio"/> Performing arts |
| <input type="radio"/> Boating | <input type="radio"/> Competitive sports | <input type="radio"/> Visual arts |
| <input type="radio"/> Scuba diving | <input type="radio"/> Drop-in recreational sports | <input type="radio"/> Crafts |
| <input type="radio"/> Canoeing/kayaking | <input type="radio"/> Weight training | <input type="radio"/> Woodworking |
| <input type="radio"/> Aerobics | <input type="radio"/> Learning a language | <input type="radio"/> Yoga-Pilates |
| <input type="radio"/> Youth programs | <input type="radio"/> Spin class | <input type="radio"/> Basketball |
| <input type="radio"/> Volleyball | <input type="radio"/> Running/jogging | <input type="radio"/> Gardening |
| <input type="radio"/> Volunteering | <input type="radio"/> Coaching | <input type="radio"/> Golf |
| <input type="radio"/> Other (please specify): | | |
-

8. Please indicate what motivates you or members of your household to participate in recreational programs and activities (check all that apply):

- | | | |
|---|---|--|
| <input type="radio"/> for general leisure purposes | <input type="radio"/> as part of personal interest based learning | <input type="radio"/> as part of a competitive individual sport |
| <input type="radio"/> to reduce stress | <input type="radio"/> as part of art appreciation | <input type="radio"/> as part of recreational league or club |
| <input type="radio"/> to learn new skills | <input type="radio"/> as part of lifelong learning | <input type="radio"/> as part of a competitive team sport |
| <input type="radio"/> to become more proficient and refine skills | <input type="radio"/> as part of a social outing | <input type="radio"/> as part of a competitive league or club |
| <input type="radio"/> to gain an accreditation or designation | <input type="radio"/> to achieve better personal fitness | <input type="radio"/> as part of a recognized competitive organization |
| <input type="radio"/> to expose my children to learning new skills | <input type="radio"/> as part of a rehab therapy program | <input type="radio"/> as a competitive athlete in training |
| <input type="radio"/> to help teach my children about healthy lifestyle choices | <input type="radio"/> as part of a fitness training program | <input type="radio"/> Other (please specify:

_____ |

9. A member of our household participated in a Haida Gwaii Recreation program or service within the past year (check one):

- Yes No

10. A member of our household has participated in one or more of the following Haida Gwaii Recreation programs within the past year (check all that apply):

- | | | |
|---|--|---|
| <input type="radio"/> Dance | <input type="radio"/> Circuit training | <input type="radio"/> Visual arts |
| <input type="radio"/> Skating | <input type="radio"/> Alternate fitness | <input type="radio"/> Music |
| <input type="radio"/> Hockey | <input type="radio"/> Karate | <input type="radio"/> Pottery |
| <input type="radio"/> Bicycling | <input type="radio"/> Aerobics | <input type="radio"/> Performing arts |
| <input type="radio"/> Figure skating | <input type="radio"/> Yoga-Pilates | <input type="radio"/> Crafts |
| <input type="radio"/> Swimming | <input type="radio"/> Spin class | <input type="radio"/> Woodworking |
| <input type="radio"/> Tennis | <input type="radio"/> Running or jogging | <input type="radio"/> Youth programs |
| <input type="radio"/> Squash | <input type="radio"/> Basketball | <input type="radio"/> Coaching |
| <input type="radio"/> Badminton | <input type="radio"/> Volleyball | <input type="radio"/> Volunteering |
| <input type="radio"/> Competitive sports | <input type="radio"/> Floor hockey | <input type="radio"/> Cooking |
| <input type="radio"/> Drop-in recreational sports | <input type="radio"/> Martial arts | <input type="radio"/> Canoeing/kayaking |
| <input type="radio"/> Weight training | <input type="radio"/> Attend events or festivals | <input type="radio"/> Other (please specify)
_____ |
| <input type="radio"/> Learning a language | | |

11. Within the past year, I or a member of our household have participated in a Haida Gwaii Recreation program or drop-in activity in the following locations (check all that apply):

- | | |
|---|-----------------------------------|
| <input type="radio"/> Masset | <input type="radio"/> Sandspit |
| <input type="radio"/> Queen Charlotte | <input type="radio"/> Tlell |
| <input type="radio"/> Port Clements | <input type="radio"/> Skidegate |
| <input type="radio"/> Other Graham Island | <input type="radio"/> Old Massett |

12. Within the past year, I or a member of our household have participated in a program or drop-in activity, outside of the Haida Gwaii Recreation service, in the following locations (check all that apply):

- | | |
|---|-----------------------------------|
| <input type="radio"/> Masset | <input type="radio"/> Sandspit |
| <input type="radio"/> Queen Charlotte | <input type="radio"/> Tlell |
| <input type="radio"/> Port Clements | <input type="radio"/> Skidegate |
| <input type="radio"/> Other Graham Island | <input type="radio"/> Old Massett |

13. During WEEKDAYS, the time of day members of our household are most likely to participate in Haida Gwaii Recreation program or drop in activities are (check all that apply):

- | | | |
|--|--|--|
| <input type="radio"/> Before 6:30 am | <input type="radio"/> 3:00 pm – 5:00 pm | <input type="radio"/> After 11:00 pm |
| <input type="radio"/> 6:30 am - 9:00 am | <input type="radio"/> 5:00 pm – 7:00 pm | <input type="radio"/> None of these times |
| <input type="radio"/> 9:00 am – 12:00 pm | <input type="radio"/> 7:00 pm – 9:00 pm | <input type="radio"/> Weekdays not best suited for household |
| <input type="radio"/> 12:00 pm – 3:00 pm | <input type="radio"/> 9:00 pm – 11:00 pm | |
| <input type="radio"/> Other (please specify):
_____ | | |

14. During WEEKENDS, the time of day members of our household are most likely to participate in Haida Gwaii Recreation program or drop in activities are (check all that apply):

- | | | |
|--|--|--|
| <input type="radio"/> Before 6:30 am | <input type="radio"/> 3:00 pm – 5:00 pm | <input type="radio"/> After 11:00 pm |
| <input type="radio"/> 6:30 am - 9:00 am | <input type="radio"/> 5:00 pm – 7:00 pm | <input type="radio"/> None of these times |
| <input type="radio"/> 9:00 am – 12:00 pm | <input type="radio"/> 7:00 pm – 9:00 pm | <input type="radio"/> Weekends not best suited for household |
| <input type="radio"/> 12:00 pm – 3:00 pm | <input type="radio"/> 9:00 pm – 11:00 pm | |
| <input type="radio"/> Other (please specify):
_____ | | |

15. I would classify myself and members of my household as primarily one of the following (check one):

- | | |
|--|---|
| <input type="radio"/> Participant in drop-in activities | <input type="radio"/> A volunteer or instructor of programs |
| <input type="radio"/> Participant in registered programs | <input type="radio"/> Not a participant in either |
| <input type="radio"/> Participant in both | <input type="radio"/> Other (please specify):
_____ |

16. For planning purposes I require advance notice and details about Haida Gwaii Recreation programs, services and events within the following time-frame (check one):

- Less than 1 week in advance
- 1 – 2 weeks in advance
- 2 – 4 weeks in advance
- 4 – 6 weeks in advance
- I do not plan in advance
- 6 – 8 weeks in advance
- 8 – 10 weeks in advance
- 10 – 12 weeks in advance
- More than 12 weeks in advance
- This does not apply to me

17. The reasons most likely to prevent members of my household of myself from participating in Haida Gwaii Recreation programs, services and events are (check all that apply):

- Lack of time
- Activities not scheduled at convenient times
- Cost/price too high
- Programming is not appealing
- Ferry restrictions
- Prefer private facilities/clubs
- Facilities are too far away
- Equipment is not appropriate
- Equipment needs upgrading
- Quality of instruction is poor
- Not interested in doing so
- Other (please specify):

- Feel uncomfortable in facilities
- Poor facility cleanliness
- Unaware of activities offered
- Lack of transit
- None of these apply

2. How We Communicate With You

This section focuses on our communications with you. Your responses are critical and will help shape our communication strategies into the future.

1. Select the response that indicates the best way for you to receive information and news respecting Haida Gwaii Recreation program and service offerings (check all that apply):

- | | | |
|--|---|---|
| <input type="radio"/> Sent via direct mail | <input type="radio"/> Delivered in the Observer | <input type="radio"/> Picked up at recreation centres |
| <input type="radio"/> Sent via Email | <input type="radio"/> Picked up at a store | <input type="radio"/> Viewed online |
| <input type="radio"/> Other (please specify):
_____ | | |

2. Haida Gwaii Recreation provides advertising. Help us understand the best way to inform and make you aware of Haida Gwaii Recreation programs and services (check all that apply):

- | | | |
|--|---|--|
| <input type="radio"/> Haida Gwaii Recreation website | <input type="radio"/> North Coast Regional District website | <input type="radio"/> Other websites |
| <input type="radio"/> Direct mail | <input type="radio"/> Email from Haida Gwaii Recreation | <input type="radio"/> Advertising in recreation centres |
| <input type="radio"/> Newspaper advertisements | <input type="radio"/> Email from instructor | <input type="radio"/> Facebook |
| <input type="radio"/> Radio advertisements | <input type="radio"/> Yellow pages | <input type="radio"/> Brochures or pamphlets picked up at events |
| <input type="radio"/> Brochures or pamphlets inserted into utility bills | <input type="radio"/> Word of mouth | <input type="radio"/> Referral |
| <input type="radio"/> Other (please specify):
_____ | | |

3. All recreation centres on Haida Gwaii (all municipalities) should jointly publish a guide that contains all recreation facility hours, schedules and fees.

- | | | |
|--|--------------------------|---|
| <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> Not important to me |
| <input type="radio"/> Other (please specify):
_____ | | |

4. Members of our household:

- | | |
|---|---|
| <input type="radio"/> Regularly read a news paper | <input type="radio"/> Rarely read a newspaper |
| <input type="radio"/> Occasionally read a newspaper | <input type="radio"/> Never read a newspaper |

5. Our household currently receives a local community based newspaper:

- | | |
|---------------------------|--------------------------|
| <input type="radio"/> Yes | <input type="radio"/> No |
|---------------------------|--------------------------|

3. How Are We Doing?

When thinking of Haida Gwaii Recreation's programs, services and communications with you please rank how much you agree with each statement. You may also comment on your ranking.

1. I can easily access all of the information I need about Haida Gwaii

Recreation:

Check One Agree Unsure Disagree

2. I regularly receive accurate and complete information about Haida Gwaii Recreation:

Check One Agree Unsure Disagree

3. The information that I receive from Haida Gwaii Recreation is relevant and useful to me and members of my household:

Check One Agree Unsure Disagree

4. Haida Gwaii Recreation currently offers the types of programs and classes that appeal to me and members of my household:

Check One Agree Unsure Disagree

5. Haida Gwaii Recreation currently offers adequate opportunities for drop-in access to recreation facilities:

Check One Agree Unsure Disagree

6. Haida Gwaii Recreation should offer a wider variety of sports, fitness and age appropriate physical activities in its programs:

Check One Agree Unsure Disagree

7. Haida Gwaii Recreation should offer a wider variety of non-physical activity type of programming in its programs:

Check One Agree Unsure Disagree

8. Haida Gwaii Recreation should offer fewer registered programs and lessons and provide more opportunities for drop-in and casual use activities:

Check One Agree Unsure Disagree

9. Haida Gwaii Recreation should offer increased opportunities and access for community based organizations to provide programs at recreation facilities:

Check One Agree Unsure Disagree

10. Haida Gwaii Recreation's website is informative and easy to use:

Check One Agree Unsure Disagree

11. I always use the Haida Gwaii Recreation website as my main source of information about Haida Gwaii Recreation:

Check One Agree Unsure Disagree

12. I feel well informed about Haida Gwaii Recreation services and programs:

Check One Agree Unsure Disagree

13. The Haida Gwaii Recreation website offers easy access and clear instructions for self-registration into Haida Gwaii Recreation programs and services:

Check One Agree Unsure Disagree

14. Both the in-person and telephone registration procedures for Haida Gwaii Recreation programs are straightforward and easy to do:

Check One Agree Unsure Disagree

15. Whenever I have a question, I can easily obtain support from Haida Gwaii Recreation staff:


Check One Agree Unsure Disagree

16. I am served in an efficient and timely fashion by Haida Gwaii Recreation service staff:

Check One Agree Unsure Disagree

4. Your Suggestions

In this section, we are seeking your ideas and thoughts about how we can improve.



Do you have any comments about Haida Gwaii Recreation that you would like to draw to our attention?



Do you have any suggestions or ideas for new programs or services that should be offered at Haida Gwaii Recreation?

5. Instructors and Volunteers

If you or anyone in your household is interested in becoming an instructor or volunteer of the Haida Gwaii Recreation service, please take the time to complete the following contact information for follow-up from Haida Gwaii Recreation staff!

Name:	
Telephone:	
Email:	
Program Interest:	

Thank you! You have helped in making our communities a better place by providing your feedback in this survey.

The NCRD is strongly committed to protecting the privacy of any personal information you may provide when completing this survey. Our practices have been designed to ensure compliance with the privacy provisions of the Freedom of Information and Protection of Privacy Act.