

## **To our Neighbours and Friends in Ballantrae Golf Club Community**

### **YRVLCC #1202 – Ballantrae Recreation Centre Survey Results**

#### **Resident's Summary**

- ✓ In order to assist the development of a Strategic Plan for the Ballantrae Recreation Centre, the Board of Directors of the Centre undertook a survey of our residents in order to gain insights into the use of the centre and to identify areas for future improvements for the benefit of all Ballantrae residents.
- ✓ The survey was undertaken in the month of September 2017 and completed in late October 2017. Since that time the survey results have been shared with all five residential condo corporations and initial steps are now underway with the 1202 Board of Directors to develop the strategic plan for the future of the facility.
- ✓ The Directors of 1202 had committed to sharing the initial survey results with all residents and the following represents a summary of the study itself so that our residents can appreciate the information gathered.
- ✓ In total 738 questionnaires were returned, representing an estimated 46% of all residents. This result, in itself, is a significant achievement as it is an extremely high proportion for a survey of this kind. It represents a high level of interest and involvement in our community.
- ✓ In response to the initial question in the survey 90% of respondents indicated being extremely or very satisfied with living in our community – only 1% indicated a negative opinion.
- ✓ The Recreation Centre also received a good overall response from our residents. However for the centre itself, the response from our residents, while favourable overall, was less positive and provides the 1202 Board with a challenge to improve the facility and its services to our community.
- ✓ In terms of incidence and frequency of resident usage indicates that there is significant potential to increase the use of the Recreation Centre. Only one-third of the respondents claim to be using the Centre several times a week, with another third using several times monthly.

- ✓ The survey ask respondents to indicate which of 25 specific activities available at the Recreation Centre were used and how often. The chart below indicates the frequency with which residents indicated use of an activity and the proportion of up to multiple weekly and monthly usage. Only two of the twenty-five activities are used, at least weekly, by over 10% of residents and five are above 10% for monthly usage.

<u>Activity</u>	<u>Total Users</u>	<u>Weekly</u>	<u>Monthly</u>	<u>Activity</u>	<u>Total Users</u>	<u>Weekly</u>	<u>Monthly</u>
Library	<b>61%</b>	6%	17%	Tennis	<b>16%</b>	9%	4%
Music	<b>53%</b>	1%	5%	Snooker	<b>14%</b>	4%	3%
Parties	<b>52%</b>	0%	4%	Yoga	<b>13%</b>	2%	7%
Exercise	<b>51%</b>	18%	17%	Arts/Crafts	<b>12%</b>	1%	3%
Meeting	<b>50%</b>	1%	7%	Aqua Fit	<b>11%</b>	2%	4%
Swim Lengths	<b>37%</b>	11%	13%	Book Club	<b>10%</b>	0%	6%
Education	<b>33%</b>	1%	4%	Choir	<b>8%</b>	1%	4%
Sauna	<b>31%</b>	6%	8%	Water V Ball	<b>7%</b>	0%	1%
Health/Wellness	<b>29%</b>	1%	4%	Table Tennis	<b>6%</b>	1%	1%
Cards	<b>27%</b>	6%	12%	Photography	<b>6%</b>	1%	1%
Fitness Class	<b>24%</b>	7%	10%	Horseshoes	<b>6%</b>	0%	1%
Active Aging	<b>22%</b>	1%	2%	Majhong	<b>5%</b>	1%	2%
Bocce	<b>20%</b>	2%	8%				

- ✓ Going forward, it appears that there is significant potential indicated by 25-50% of respondents stating interest in trying many of these same Recreation Centre activities. Clearly there is a need for better communication to residents about these activities and encouragement to make use of the facility.
- ✓ Positive responses are given regarding specific attributes about the Recreation Centre itself and in particular members of the staff of the facility.
- ✓ There is clear, even majority support for several potential improvements in specific facilities and up-upgrades to the building itself. However it is also clear that any activities in this area will require some expenditures and additional funding challenges may limit or delay these activities.
- ✓ Finally respondents were welcomed to add their own individual comments and suggestions for the future of the facility. Nearly 300 responses were provided and these are being reviewed for further consideration.
- ✓ The members of the Recreation Centre Board of Directors have read all of these responses and even tabulated them to some extent. The responses will be considered as future strategic planning is developed.
- ✓ The Board also wishes to thank all of the respondents to our survey for taking the time and effort to provide us with your input. This is only the initial stage of our efforts to make the Recreation Centre the real “CENTRE” of our BGCC community. We will keep you informed as the strategic plan is developed.