

ATTACHMENT B

LEAP PROGRAM SURVEY RESPONSES

Measuring Customer Value and Satisfaction for the Leisure Economic Access Program

1. How did you find out about the LEAP program?

Answer Options	Response Percent	Response Count
a) City website	5.0%	3
b) Activity Guide	15.0%	9
c) Friends/Family	30.0%	18
d) Agency referral (identify who) (ie. MCFD or JH Society)	21.7%	13
e) Other (list response below)	28.3%	17
	Total	60
Other: Known about it since high school.		
Other: I can't remember. I've been using the program for at least 4 or 5 years.		
Other: Known of it since I was a child.		
Other: Friend - known about it for years.		
Other: Been a part of the program since I was a kid.		
Other: Been on the program for a long time. Can't remember how heard of it.		
Other: Saw application at the pool.		
Other: Saw poster on the wall in the facility.		
Other: Edmonton has similar program		
Other: Was on the program as a child.		
Other: can't remember		
Other: Similar program in Surrey so looked at our website		

2. If referral, please identify name of agency or service provider.

Kardal Consulting
Victoria Hospital
Cysn worker, plus online search
Canadian Mental Health Association (CMHA)
Salvation Army
Can't remember.
MCFD
John Howard Society
Nanaimo Association for Community Living (NACL)
Citizen's Advocacy
Women's Centre
Ministry of Social Development
Salvation Army

3. How did you find the application process. Click all that apply		
Answer Options	Response Percent	Response Count
a) Quick & easy	57.4%	35
b) A little confusing but manageable	11.5%	7
c) Too personal or too much information required	8.2%	5
d) Very time consuming	8.2%	5
e) Difficulty providing documentation requirements	14.8%	9
	Total	61
Comment: Time consuming, having to print papers without a printer at home. But once all documents are ready was quick.		
Comment: A little confusing but manageable. 1st Time was harder, but 2nd time was more straightforward.		
Comment: Too much information required but valid and appreciated		
Comment: Inconsistent with how long it takes to be approved or denied. Upset about being denied one year for being a few dollars over the limit		
Comment: Yearly application for people with disability is unnecessary. Should be a repeat application that just asks if anything has changed		
Comment: Took a while to process.		
Comment: Application is easy but difficult to gather all the documentation		
Comment: City could just get documents from CRA instead of him needing to print and bring in.		

4. Do any of the following LIMIT your household's participation in parks, recreation, and culture services and activities? Click all that Apply		
Answer Options	Response Percent	Response Count
a) Little or nothing limits our use	20.6%	22
b) Cost/Fees	8.4%	9
c) Time/ schedule constraints	5.6%	6
d) Lack of interest	2.8%	3
e) Lack of information	0.9%	1
f) Location of Facilities	2.8%	3
g) Lack of Facilities	1.9%	2
h) Cultural or Language barriers	0.9%	1
i) Physical accessibility barriers	6.5%	7
j) Transportation limitations to get to facilities	10.3%	11
k) Lack of childcare	0.9%	1
l) Registration process	3.7%	4
m) Facility condition	0.9%	1
n) Availability of services (e.g. pool time, ice time etc.)	6.5%	7
o) Lack of safe and welcoming atmosphere	1.9%	2
p) Other (please specify)	9.3%	10
Other: Covid	15.9%	17
	Total	107
Other: Has now moved to the mainland.		
Other: It was hard to tell if I qualified for the program.		
Other: at times too busy for autistic son.		
Comment: Not coming back until the process is easier.		
Comment: None. I'm just so grateful for the facilities.		

Comment: Lack of safe and welcoming atmosphere. Having a special needs teenager using the universal change room often causes some judgement from other patrons.
Comment: Lack of facilities. Beban pool needs more family change rooms.
Comment: Everything fills up so quickly.
Comment: Booking online is a bit crazy.
Comment: tiles in shower room and on pool deck are slippery
Comment: Nuisance to book ahead of time; nuisance to wait until entry time when arriving by transit and waiting for transit after leaving
Comment: All of the above at different times.
Comment: Health
Comment: Would be nice if arenas were more flexible with more Everyone Welcome skates.
Comment: Doesn't drive so getting to some locations - especially at night - can be difficult

5. How important is the LEAP program for you or your family?

Answer Options	Response Percent	Response Count
a) Very important	79.0%	49
b) Somewhat important	19.4%	12
c) Not important	1.6%	1
Total		62

6. Please indicate how much you agree with the following statements:

Answer Options	The discounts provided for the LEAP program registration is reasonable.	50 free admissions is reasonable.	Response Count
a) Strongly disagree	1	4	
b) Disagree	4	9	
c) Undecided	8	2	
d) Agree	40	37	
e) Strongly Agree	7	7	
f) N/A	7		
	67	59	Totals

7. What do you like, dislike or would change about the LEAP Program?

Responses:

For the gym and pool to be under one admission again.

The time limit on the program, and the amount of information required to be approved.

Nothing to add at this time.

More than 50 admissions would be nice. Otherwise the program is great.

It's a good program. I'm thankful for it.

Students should get a discount, and I found the communication poor as I wasn't sure if I was approved for the program.

Due to covid we haven't been coming, but the program used to be very important to us.

I think the program is amazing and I love that it is available for low income families.

The program is great!

The discounts could include the Harbour City Seniors membership as I would like to play cards.

Reapplying to the program should be easier, and more than 50 admissions should be included. Didn't know about registration discounts.

I think that the 50 admissions could be 60 or 70 instead, and I didn't know about the discounts on registration. That wasn't told to me.

The 50 admissions is good but I didn't even know about the discounts on registrations.

Providing only 50 admissions each works out to only once a week. More would be much better.

The program is great, and anything to help those in need is very good.

We are grateful for the program and feel that 50 admissions each is fair.

We use the discounts on registration a lot, so more of that would be great! Keep the kids busy and active.

If there was a way to keep the application process completely digital that would be good. I could upload my application right to my account.

All is good for us. Grateful for the service.

The program is great because it provides opportunities I otherwise couldn't do.

Was not aware of registration discounts. Fell leaving NAC in the snow last winter, was scared to come back after that.

Instead of having to reapply from scratch maybe there could be a consent form signed that gave permissions to renew based on income for automatic renewal.

We are happy with it.

More than 50 admissions would be better. Please build a pool at OWCC or in the north end.

It is fabulous and I am very happy with it. Thank you!

It is an amazing program, and my kids and I love the benefits from it.

The staff are friendly, and the schedule fits well for me. The bus I take there is easy for me, and I use the discounts for my seniors programs, so all is good. Thank you.

Was unaware of discounts on registrations. Is new to the program and didn't know all the details, but loves it.

I feel more discounts on program registration would be better.

We should receive 100 free visits instead of just the 50. The attitude of staff needs improvement.

I moved here from Vancouver and I found them to be much more generous with passes. There was no limitation on usage. I feel more than 50 passes would be better. Also the process to apply in Vancouver is much simpler. I suggest doing an affiliation with NACL for aquafit classes.

Was unaware of discount on registrations. Otherwise it's a good program.
I think more discounts on program registrations would be much better. I would love to come back and do pottery again. I also miss the hot tub jets for my back pain.
The program is good, thank you for it.
First year on the LEAP program. Unsure if 50 visits is the amount she will use or if she would want more support.
Helps low income stay active. Should be a least a minimum of 150 visits.
Wouldn't be able to do any programs or go swimming without LEAP - single father (on disability) of 2 children. Likes having the opportunity to do things with his children.
Would not be attending the pool without LEAP. Worries about aging and no longer driving - public transportation has long wait times. LEAP is a really good program, it is her choice to come more than 50 times per year and does not mind spending her own money on the extra visits.
Once you sign up you should haven't to show ID every year.
On disability, wouldn't be able to do activities without it.
Can lift weights at the gym that he doesn't have access to at home. Annoying that he has to use 2 visits right now if wants to use gym and pool.
Should just be 1/2 price for registered programs instead of discount up to \$40. If you are on disability you should just automatically receive LEAP without having to re-apply for it every year.
Should be more admissions per calendar year.
Children are not using the pool due to COVID.
No one will get any mental or physical help at only one visit per week. Token at best, would not cost the City anything to provide a free annual pass.
Easier to apply now that she is retired and no longer has a business.
Nothing, likes the program as it is.
Nice to have discounts for kids activities; anything that helps is useful. Application requiring income for all persons in household is stressful as she shares a house but not income with her mother.
Likes the discounts are offered for programs.
Program was good until COVID.
Change the amount of passes per year; should be available for people to visit 3 times a week at minimum. (156 visits)
Helps to get her and her daughter out and active. They tried skating for the first time due to the LEAP program.
Staff are nice and pleasant. If not for COVID would have used more.
Uses walking canes and would like to see larger lockers in weight room as the change rooms can be slippery when wet. Does not have a computer so calling in to register each time now is more time consuming. COVID. Don't like that those on LTD need to re-apply every year. 100-150 admissions would be much better. The customer service I receive though is great and everyone at the facilities are nice and friendly.
Would be nice if the arenas were more flexible with more Everyone Welcome skates. Right now is health dependant on LEAP as he wants to stay healthy and active. Would like to be able to come very consistently (3x a week) to maintain physical health and reach fitness goals.
Trying to register for swim times is hard as they book so fast. 50 free admissions is a reasonable number. Can't think of anything negative or that needs changing at this time. This is the first time having the pass, so he is just appreciative for it.
Really love having it and getting to the pool to exercise and stay active as I am now 74. It's really nice for the socialization aspect as well. Thinks 50 free admissions is reasonable but would also use more if they were available.
Helps to get out of the house and the hot tub has helped her in the past quite a bit. Very upset that Beban is still closed. Dislikes only 10 minutes changing time at NAC. Give more passes - she runs out too fast.