

**Service Delivery System
Open House
Comment Sheet**

Total of 204 surveys completed and returned at the two Open Houses.

Questions

1. How well does the proposed **Service Delivery System** reflect the Guiding Principles and Decision Criteria?

No Response	Fully	Very Well	Satisfactory	Somewhat	Fair
20 (10%)	11 (5%)	53 (26%)	50 (24.5%)	43 (21%)	27 (13.5%)

2. How well does the proposed **Service Delivery System** allow the City to meet broad community needs?

No Response	Fully	Very Well	Satisfactory	Somewhat	Not at All
18 (9%)	11 (5%)	48 (23%)	48 (23%)	54 (27%)	25 (13%)

3. How well does the proposed **Service Delivery System** meet the City's need to responsibly manage resources (financial, facilities, people)?

No Response	Fully	Very Well	Satisfactory	Somewhat	Not at All
20 (10%)	13 (6%)	40 (20%)	40 (20%)	58 (28%)	33 (16%)

4. Many recreation opportunities are provided on a drop-in basis. How important is a 'system wide' user pass, where there are similar programs at various facilities across the city?

No Response	Very Important	Important	Somewhat	Not at All	A Little Bit
17 (8.5%)	51 (25%)	53 (26%)	47 (23%)	21 (10%)	15 (7.5%)

5. What programs and services would work best with a 'system wide' pass?

Aerobics, **Fitness, Swimming**, Skating, Seniors Programs, Drop in sports, Daycare, Child minding, gym activities, yoga, weight rooms

6. How well does the proposed **Service Delivery System** create opportunities for community organizations and individual volunteer participation?

No Response	Fully	Very Well	Satisfactory	Somewhat	Not at All
27 (13%)	12 (6%)	45 (22%)	38 (19%)	44 (21%)	38 (19%)

7. What programs and services are best co-ordinated and delivered by the City on city-wide basis?
please check all that apply

Arts	63	Fitness & Healthy Living	91	Facility Rentals & Allocation	88
Childcare Programs	67	After School Programs	63	Services targeted to people living in poverty	102
Environmental Education	91	Daycamps	60	Sports Programs	95
Outdoor Recreation	75	Heritage	88	Swimming Programs	120
Youth Services	83	Special Needs Services	84	Skating Programs	115
Special Events	87	Neighbourhood Events or Projects	36	Volunteer Programs & Support	65
Senior Services	90	Others, please list	2		

8. What programs and services are best co-ordinated and delivered independently by community organizations or others? *please check all that apply*

Arts	72	Fitness & Healthy Living	68	Facility Rentals & Allocation	54
Childcare Programs	92	After School Programs	80	Services targeted to people living in poverty	42
Environmental Education	48	Daycamps	76	Sports Programs	57
Outdoor Recreation	60	Heritage	62	Swimming Programs	23
Youth Services	75	Special Needs Services	52	Skating Programs	24
Special Events	95	Neighbourhood Events or Projects	107	Volunteer Programs & Support	80
Senior Services	86	Others, please list	7		

Thank you for taking time to share your comments. Please drop your completed comment sheet at the front door.