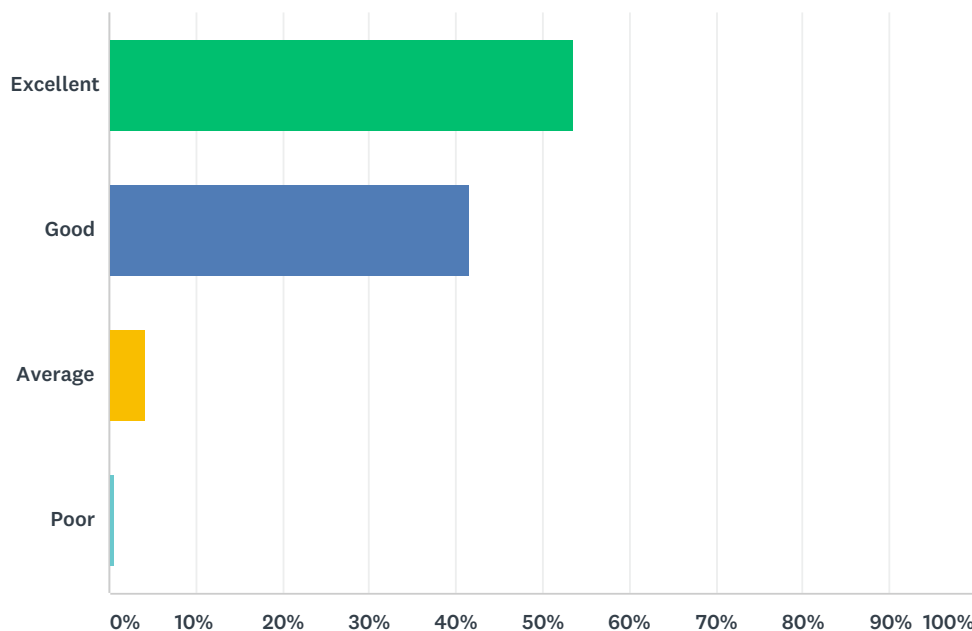


## Q2 How would you rate the quality of service by our employees this year?

Answered: 144 Skipped: 1



### What can we do to improve the overall experience?

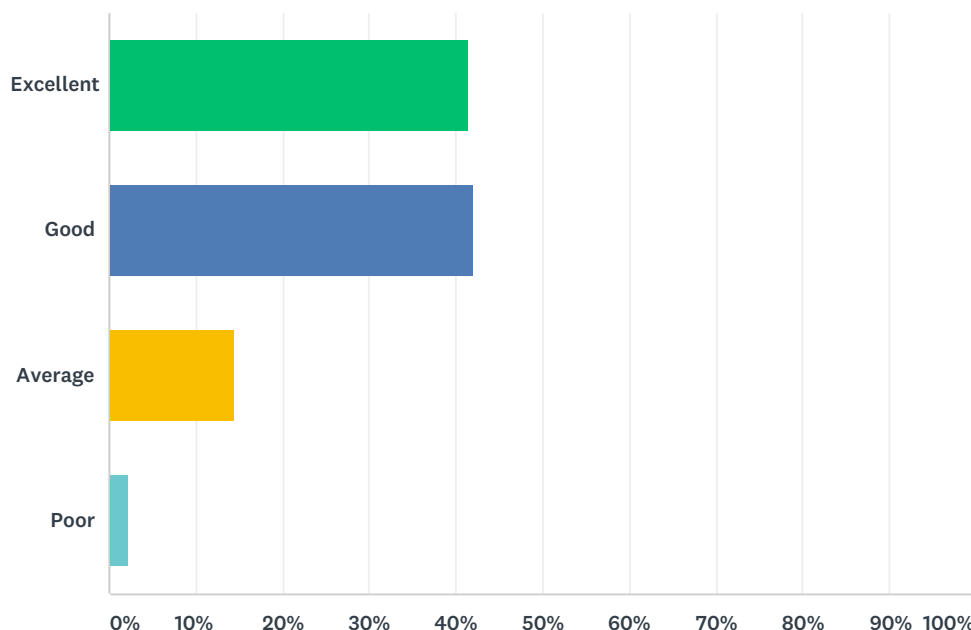
- Continue work on walk/bike paths. Love them and love to see the continuation of them!
- Not much, would love to see repairs to the bike trails
- Everything seems to be understaffed.
- Increase connectivity of bike trails to gahanna attractions. Decrease cost of pool membership, have adult only hours at pool. Golf course club house. Generally more "new" looking facilities and rentable event centers/spaces (like some of the wedding options in Westerville)

### Are there programs, activities, or amenities you feel would benefit the community that we do not currently offer?

- It would be wonderful to have a rec center like Westerville, Worthington, etc that is run by the city. The YMCA too expensive, we don't get any discounted rate there and we use other cities' amenities over Gahanna's because they are nicer and less cost. For example we go to New Albany's pool because it is significantly nicer and less expensive. Additionally we took our kids for swim lessons at the Westerville Rec Center because it was 1/3 the cost of the YMCA.
- More multi purpose trails. Connect up to the trail that ends at Pamela Drive. More bike racks at Creekside to encourage people to bike to summer events instead of driving. Biking to Creekside Festival using the multipurpose trails and having the bike racks close to the trail.
- Kids classes for ages 12-15

## Q2 How would you rate the quality of service by our employees this year at the pools?

Answered: 181 Skipped: 0



### What can we do to improve the overall experience?

-The cards for the swim tests are not being entered into the computer in a timely manner; we've had to call the pool where the test was completed. Lifeguards are inconsistent with the swim tests, some are too tough on the kids and others too lenient.

-We would love to see the pool open for longer hours. The day care groups that visit during the day are often unsupervised and we'd like to see fewer of them

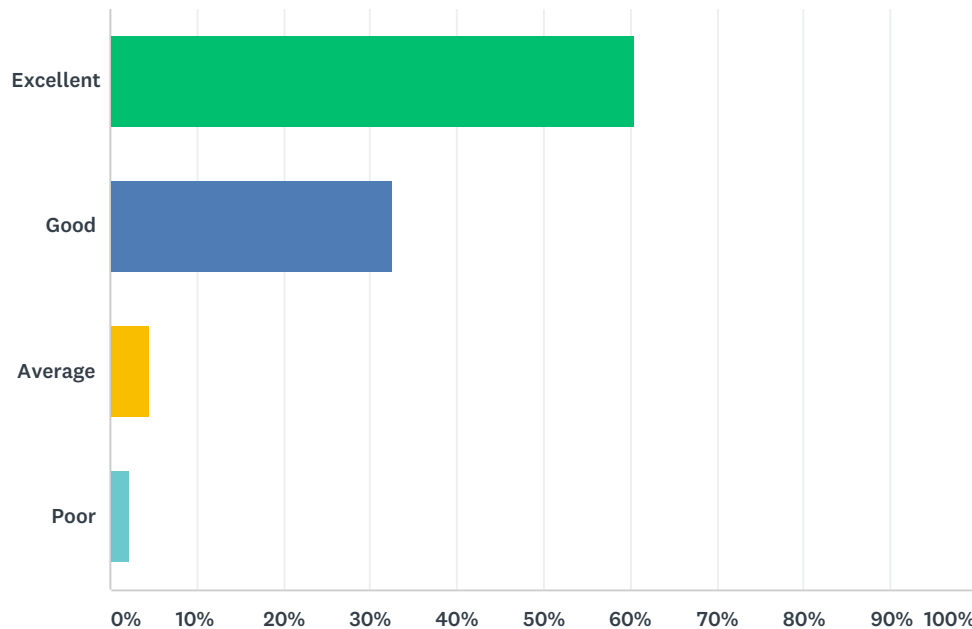
-vast improvements the last two years. Keep up the good work.

-Well, let's see. 1. More parking space. 2. When I pay \$140 for a season pass, I expect to be able to go until Labor Day. The fact that you shut the pool down in the middle of August is just totally wrong. Unless it changes, I won't be back. Either cut the price in half, or get people willing to be at the pool until Labor Day. Or at least open it on the weekends. I love my City, but I am so unhappy with how this has gone down that I, along with many others, deeply saddened by the fact that you gouge us for money but close up shop because of kids going back to school. I sincerely hope someone reads this and takes it to heart.

-Go to the pool in Westerville. Make the Gahanna pool like Westerville. We pay just as much, if not more, to be a member at the Gahanna pool as Westerville residents pay for their pool. Their aquatic center is amazing! So much larger, cleaner, and so many more fun things to do. Gahanna raised prices on their residents this year and reduced their hours which is extremely disappointing. Next year we are buying a membership at Westerville. Even though we are not Westerville residents, it will still cost less for us to go there.

## Q2 How would you rate the quality of service by our employees this year at the camps?

Answered: 43 Skipped: 0



### What can we do to improve the overall experience?

-If there was a way to be competitive with other employers or start planning earlier, it would be appreciated. Several of the counselors treat this as just a job and do not really like to interact with the kids. Many are just dis-engaged. Why not advertise with the high school or even local colleges where the students are going to be in career fields that deal with children.

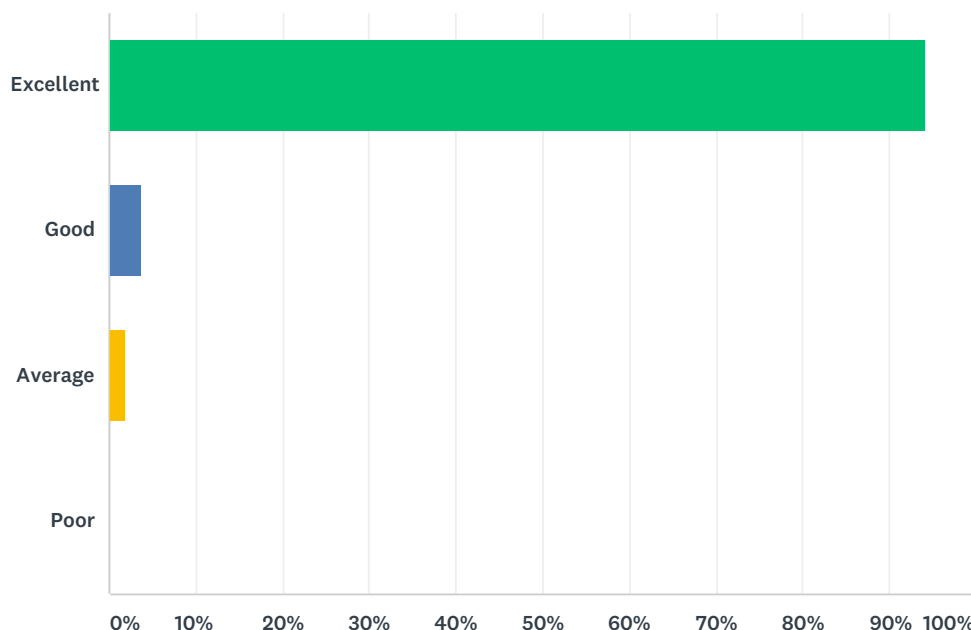
-If my kids were responding they would say more pool days :), but my husband and I couldn't be more great full for this summer camp. We know our kids are safe and active all summer long. Thank you!

-Try to find additional field trips. My child goes to the same field trips each year in addition to the identical field trips during school breaks.

-Would love to see camp programming brought back for 13+ kids. Also would love add on programming (babysitting, CPR, etc).

## Q2 How would you rate the quality of service by our employees this year at the Golf Course?

Answered: 52 Skipped: 0



### What can we do to improve the overall experience?

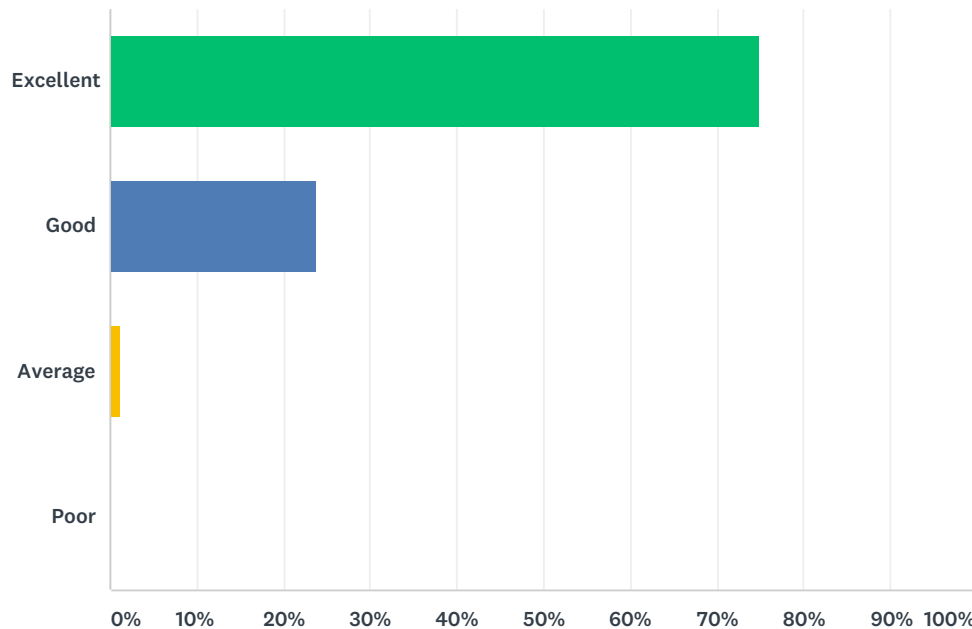
-I just wish the course would drain better after the rain. Other than that the course has been in good shape.

-educate the public on golf etiquette

-You need to upgrade the POS system that is used at the golf course. It is slow which takes away time from actually playing the golf course.

## Q2 How would you rate the quality of service by our employees this year at the Senior Center?

Answered: 84 Skipped: 0

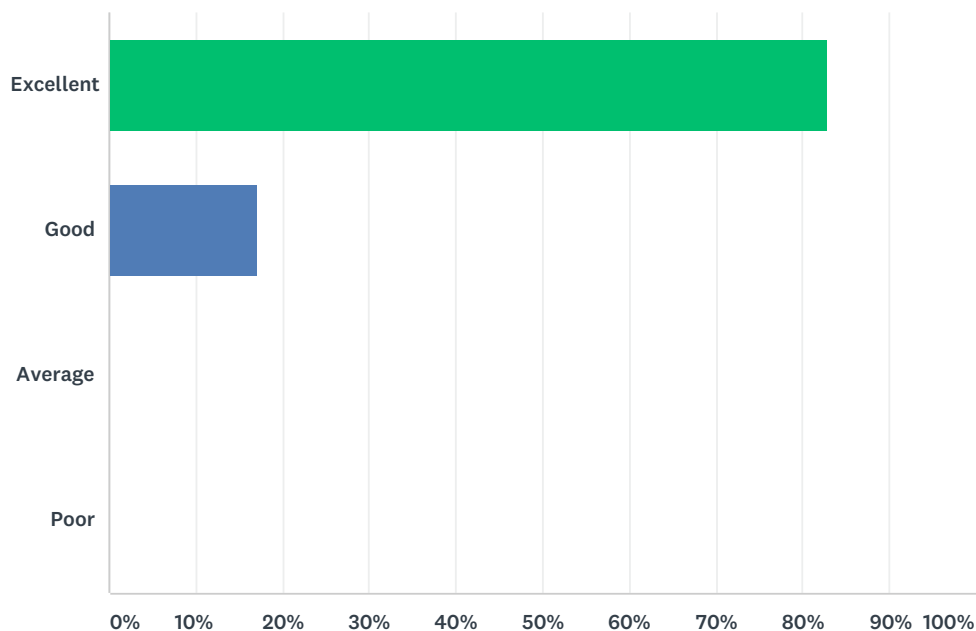


### What can we do to improve the overall experience?

- Hire a supervisor specifically for the center.
- More autonomy! Feel like city/Parks and Recs thinks the Senior Center has no or low priority.
- Get a vehicle for transportation to events that better accommodates disabled members. Everyone can't ride shotgun which is the best seat in the van. The Center does an amazing job of sharing many programs in what is considered a limited amount of space compared to other centers. I'm thankful for having it in our community.
- I guess the facility lacks enthusiasm. I don't know how you can improve that.

## Q2 How would you rate the quality of service by the program(s)?

Answered: 35 Skipped: 0



### What can we do to improve the overall experience?

-Many great programs. Need a better way of letting the community know about the programs. Also more knowledge from Gahanna employees about their own programs.

-Generally, I think there need to be more choices for school-aged kids. The great majority of the programs offered are for young children. I'd also like to see more variety — exercise programs, art programs, music, drama, etc. — in addition to traditional sports.