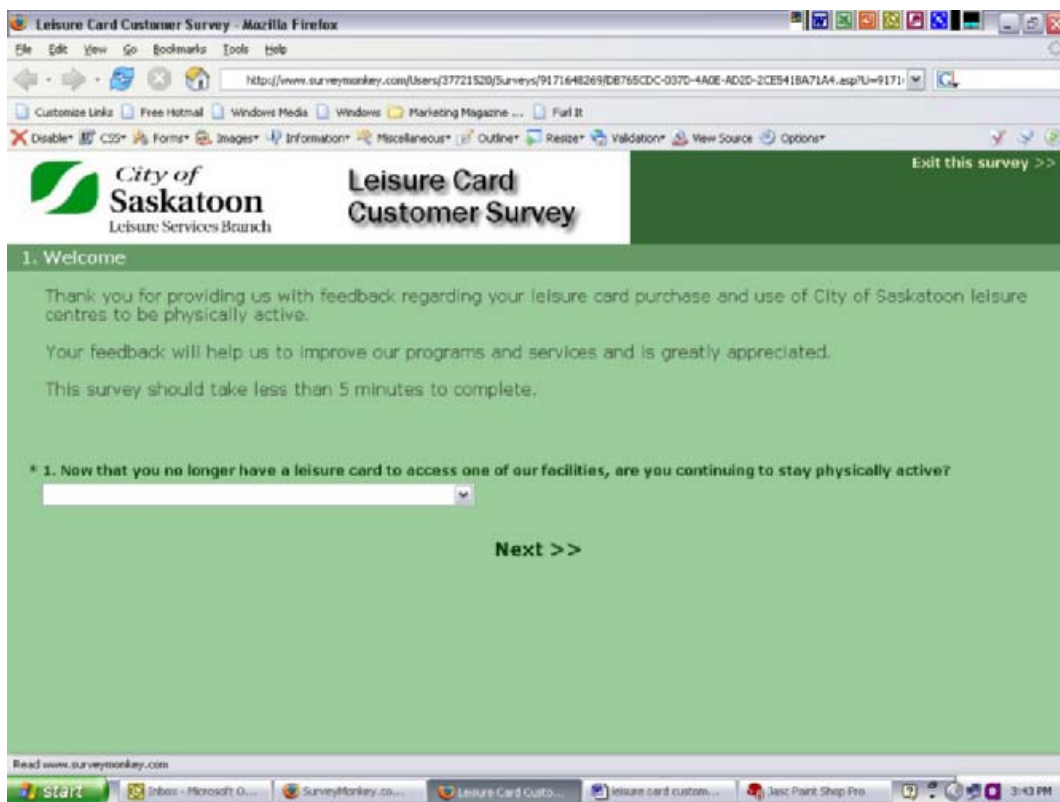


New Leisure Card Customer Online Survey Summary Report



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Introduction

In 2004 the City of Saskatoon Leisure Services Branch noticed a significant drop in admission revenues at our leisure centres. Upon further study it was noted that a significant number of leisure card customers had not purchased a second card since the beginning of the year. These customers could be divided into two main types. The first were customers who had purchased more than one leisure card at some point in the past, and the second were first-time customers.

Where have all the customers gone?

The Leisure Services Branch decided to try contacting some of these customers and ask them to answer a few questions through an online survey.

Project Team

Survey design – Rob Gilhuly with input from Murray Sackmann, Lynne Lacroix, and Mike Libke

Missing postal code look up – Shannon Lozinski

Survey distribution – Coordinated by Janaya Wintonyk-Pilot

Data analysis and summary report writing – Rob Gilhuly

Proof reading – Shannon Lozinski

Summary report editing – Cary Humphrey

Executive Summary

Project Methodology

Invitations were mailed to 1,320 households asking them to complete an online survey. All households had a first-time leisure card customer who had not re-purchased a second leisure card at the time of the survey.

95 people completed the online survey (7%) which is similar to most mailout surveys. This provides results that can be used as good indicators, but they are not statistically reliable because of the small number of respondents. A sample size closer to 200 respondents would produce statistically reliable results.

The majority of respondents not only answered our closed-ended questions, but they also provided written feedback and suggestions for improvement.

Where have all the customers gone?

The majority of respondents are either still physically active on their own, or are not active at this point but plan to be at some point in the future.

11% are still using our leisure centres, but are now paying as they go instead of using a leisure card.

11% are still active but at another fitness centre.

What they like about using our leisure centres to stay physically active? *(from open-ended comments)*

As with similar projects in the past, the most often stated things that customers liked about using our leisure centres were:

- Convenience of the facility being close to their home
- The variety of equipment and programs available to them
- Access to more than one facility
- Price was affordable for most

What they would do to improve our leisure centres to help people stay physically active? *(from open-ended comments)*

- Consider adding more treadmills in the fitness centres, it is hard to get on the ones that are there in the short time customers have to work out
- Consider lowering the price or offering more specials, it is just too expensive for some people (families and students)
- More equipment needed and continue to update equipment
- Classes need to be offered at more times, as some are hard to get into because they are so popular
- Many said they could not think of anything that would improve the fitness centres, they like it the way it is

Are they planning on returning to our facilities?

Only 11% said they were not likely to return to a leisure centre at some point in the future

- 29% said they would return
- 60% said they would probably return

Any other comments regarding our facilities or leisure cards? (from open-ended comments)

There were a wide variety of positive comments and suggestions for improvements.

- Prices are comparable to other fitness centres, main reason not re-purchasing is because the track at the Field House is not available after work
- Fees for the leisure card are fairly high for lower income families and students, more people would buy a leisure card if they were more affordable
- If student prices were lower you might get some of the University students who find the free access to the PAC too crowded
- Comments from both Lawson Civic Centre and Saskatoon Field House about front desk staff not checking to see if people had paid
- Excellent programs and facilities, not cheap, but affordable

Project Methodology

Initially the Program Design Coordinator and the Research Coordinator went through the leisure card customer sales database to segment out customers whose card had expired and they had not yet made a second purchase in 2004.

The resulting list was large and could be broken into repeat customers and first-time customers. Because of limited resource availability, it was decided that we would focus our efforts on first-time customers who had not yet made a second leisure card purchase. The rationale for not contacting repeat customers was because they are more likely to make another purchase at some point in the future.

The Branch decided to mail out an invitation to first-time customers and invite them to complete an online survey. The survey was designed to collect information regarding where they had gone and potential ideas that might help get them to come back to our fitness facilities.

Sample size






Invitations were mailed to a total of 1,320 households with first-time leisure card customers. The invitation asked them to go to the Leisure Services section of the City website, and there they would be directed to the online survey. All respondents were encouraged to enter their name in a draw for a 3 month leisure card as an incentive for completing the online survey.

A total of 95 respondents (7%) replied to the survey. Resources were not available to mail out reminder notices, so our overall survey sample was not as large as we would have liked.

This smaller survey sample yields opinion measurements with a statistical level of confidence of 95 percent within an overall margin of error of plus or minus 9.5 percentage points. *Note: The results should be used as indicators only and do not have a high level of statistical reliability.*

Survey Results

The majority of respondents are either still active on their own, or are not active at this point, but plan to be at some point in the future. The Department may want to keep in touch with these customers as there is likely a good chance many may return to our facilities at some point in the future.

1. Now that you no longer have a leisure card to access one of our facilities, are you continuing to stay physically active?			
		Response Percent	Response Total
I'm still active but on my own		43.2%	41
I'm still using one of the leisure centres but now paying as I go		11.6%	11
I'm still active but at another fitness facility		11.6%	11
I'm not active right now but plan to be in the future		32.6%	31
I'm not active right now and don't have time to be in the near future.		1.1%	1
Total Respondents			95
(skipped this question)			0

Of the 11% who indicated they have gone to another fitness facility, only half indicated which facility they have gone to. Two other facilities that were reported, but not on our list, were Community Association aerobics at the elementary school in their neighbourhood and the fitness facilities at Evan Hardy School.

2. If you are now using another fitness facility, please indicate which one.			
		Response Percent	Response Total
Blitz for Men		0%	0
Canadian Back Institute		0%	0
California Fitness		0%	0
Curves for Women		12.5%	1
Fitness Corner		0%	0
Fitness Focus		25%	2
Ladies Workout Express		12.5%	1
Mawson Health & Fitness		0%	0
Mecca Fitness		0%	0
Pro Fit Athletic Club		0%	0
Quantum Fitness		0%	0
River Racquet Club		0%	0
Take 30 Minutes		0%	0
U of S Fitness Centre		12.5%	1
YMCA		0%	0
YWCA		12.5%	1
<input type="button" value="View"/> Other (please specify)		25%	2
Total Respondents			8
(skipped this question)			86

There were a number of reasons given for going to a different fitness facility, but similar to previous research projects, convenience and cost are two of the most often stated factors.

What was the main reason for you deciding to try this fitness facility?
1. fast 30 minute workout, women only, and close to my home
2. It is within walking distance and the cost. I truly enjoyed using the track at the Field House but the most convenient time for me to use it would be after work (5:30 or so) and the track is not available at that time for the public to use. I found it difficult to go home and then going out again later to attend the Field House - but I did enjoy it once I was there, it was just finding the ambition to get going again once I was already home.
3. They had a good membership special and a nice facility.
4. Because I am a Huskie athlete and that is where our team trains. It is also part of our student fees, and it is a very nice facility. It is also very convenient.
5. I switched when Harry Bailey was closed.
6. Close to home. Friends are there too
7. convenient easy to get in and out
8. I wanted to lose some weight.




Respondents were asked “What do you like most about using City of Saskatoon leisure centres to help you stay physically active?” 84 of the 95 respondents provided comments to this question. The most often stated things customers liked were:

- Convenience of the facility being close to their home
- The variety of equipment and programs available
- Access to more than one facility
- Price was affordable for most

Respondents were also asked “What would you do to improve City of Saskatoon leisure centres to help people stay physically active?” The most often stated things customers liked were:

- Consider adding more treadmills in the fitness centres, it is hard to get on the ones that are there in the short time customers have to work out
- Consider lowering the price or offering more specials, it is just too expensive for some people (families and students)
- More equipment needed and continue to update equipment
- Classes need to be offered at more times, as some are hard to get into because they are so popular
- Many said they could not think of anything that would improve the fitness centres, they like it the way it is

Only 11% of respondents said they were not likely to return to our leisure centres at some point in the future. This suggests that there is a good possibility that a number of these first-time leisure card customers may re-purchase another card at some point in the future. We may want to consider some form of contact with these customers in the future to encourage them to re-purchase another leisure card.

6. Are you planning to return to a City of Saskatoon Leisure Centre at some point in the future to help you stay physically active?			
		Response Percent	Response Total
Probably		59.6%	53
For sure		29.2%	26
Not likely		11.2%	10
Definitely not		0%	0
Total Respondents			89
(skipped this question)			5










Respondents were also asked “Any other comments regarding City of Saskatoon leisure centres or leisure cards?” There were a wide variety of positive comments and suggestions for improvements. The following highlights a few that were presented by more than one respondent:

- Prices are comparable to other fitness centres, main reason not re-purchasing is because the track at the Field House is not available after work
- Fees for the leisure card are fairly high for lower income families and students, more people would buy a leisure card if they were more affordable
- If student prices were lower you might get some of the University students who find the free access to the PAC too crowded
- Comments from both Lawson Civic Centre and Saskatoon Field House about front desk staff not checking to see if people had paid
- Excellent programs and facilities, not cheap, but affordable



Observation – It seems like many customers are not aware of our Department’s Accessibility Subsidy Program and the ability to purchase a leisure card over a period of time.

Respondent Profile








Similar to our leisure card sales, the largest number of respondents had previously purchased a leisure card of 3 months or smaller.

8. What length of leisure card did you last purchase?			
		Response Percent	Response Total
1 month		46.1%	41
2 month		6.7%	6
3 month		30.3%	27
4 month		5.6%	5
5 month		1.1%	1
6 month		3.4%	3
7 month		0%	0
8 month		1.1%	1
9 month		1.1%	1
10 month		0%	0
11 month		0%	0
12 month		4.5%	4
Total Respondents			89
(skipped this question)			6

The majority of survey respondents were female. This higher response rate could be partially because family leisure card customers with more than one member attached were mailed to the female adult member of the household.

9. Your gender?			
		Response Percent	Response Total
Female		71.9%	64
Male		28.1%	25
Total Respondents			89
(skipped this question)			6

The majority of survey respondents were more likely to come from the under 40 age groups.

10. Your age group?			
		Response Percent	Response Total
19 or under		17.8%	16
20 to 29		26.7%	24
30 to 39		17.8%	16
40 to 49		20%	18
50 to 59		10%	9
60 to 69		6.7%	6
70+		1.1%	1
Total Respondents			90
(skipped this question)			5

Observation: Although this is a small survey sample size, the respondent profile is similar to the respondent profile from our 2003 survey of fitness room participants (691 sample size). Although smaller in size, this survey is likely a similar representation of our existing fitness room customers.

Recommendations for Use

We now know more about some of the first-time leisure card customers who have not made a second purchase this year. A small portion are still using our facilities but are now paying as they go. A small portion has gone to other fitness facilities. Just over 40% have said they are still active on their own, and just over 30% are not physically active right now but plan to be in the near future.

As a follow-up to reviewing this information, our recreation staff and customer service staff should try to answer the following questions:

- What more can we do to encourage first-time customers to make a repeat purchase of a leisure card?
- How can we implement some of the specific customer improvement suggestions that are practical and within our resource capabilities?
- How can we collect more customer email addresses so that we can communicate more cost effectively with our customers in the future?
- Are there any other comments or suggestions that our staff are hearing from customers at our sites that may parallel the ones recorded in this survey or may help to encourage more repeat business?
- Is there anything we should be recommending to our Marketing Section for future promotion and advertising campaigns?
- As part of the initial research on this project, we asked other municipalities if they were experiencing either a lack of new customers, or a similar situation where only a small percentage of new customers were making a repeat purchase. We promised to share any information we found out related to this situation. Is there any follow-up questions we want to ask other municipalities when we share this summary report?

Appendix 1: Survey Open-Ended Comments

The following are the responses for all open-ended questions asked in the online survey.

What did you like most about using City of Saskatoon leisure centres to help you stay physically active?

- [1.](#) Harry Bailey Swimming Pool
- [2.](#) close location to my home with hours that fit my schedule, being able to use the weight room, cardio area, and aerobic swim classes.
- [3.](#) Weight rooms
- [4.](#) track especially the walking class
- [5.](#) convenient and easy to get on the equipment
- [6.](#) I used the Lawson Civic Centre; friendly staff; professional staff; clean facility
- [7.](#) There was such a wide variety of services you would never get bored working out and staying active because there were always different programs and different facilities to go to
- [8.](#) I enjoyed the variety of classes that were offered.
- [9.](#) Not being restricted to one location (facility), as well as the variety of options for physical activities.
- [10.](#) that my card was good at all the leisure centers in the city
- [11.](#) Friendly staff.
- [12.](#) Large choice of places to go and variety of weight rooms and pools.
- [13.](#) the fact that you can do many activities at different centers
- [14.](#) The variety of equipment was good.
- [15.](#) close to where we live, also a centre near to work.
- [16.](#) the use of all facilities and the classes
- [17.](#) the commitment, paying for a service provides a commitment
- [18.](#) Inside in winter months
- [19.](#) Mentioned in Question 3.
- [20.](#) They are located close to my home and have a good assortment of programs available.
- [21.](#) The fact that I can pick any facility and find a class was great for my schedule.
- [22.](#) -support -the use of healthier bleach alternatives to clean the pool
- [23.](#) I enjoyed the facilities and the different activities that were available besides the weight room
- [24.](#) it wasn't intimidating and I found my way around easily. It's nice to have the field house in such close proximity to where I live too.
- [25.](#) good variety of programs
- [26.](#) I liked that I could go to many locations instead of being restricted to just one.

- [27.](#) We only used the pools. We weren't sure how the other facilities worked. For example, if there were sign up sheets, etc.
- [28.](#) Due to circumstances beyond my control, I was unable to use my card even once before it expired! The card was given to me as a Christmas present.
- [29.](#) The variety of locations and equipment at the Field House
- [30.](#) i was more motivated everyday and i felt so much better of myself
- [31.](#) I enjoyed the muscle sculpt classes, weights and the track.
- [32.](#) Easy access to any type of training equipment and pools.
- [33.](#) i liked that i could use all of the facilities and different programs like the weight room, cardio room, gym, pool and all the other drop in programs
- [34.](#) I attended the field house, and i enjoyed all the machines available to me, but I didn't feel I had to be a jock or work out there, very relaxed atmosphere
- [35.](#) the drop-in classes schedule were favorable with my work schedule. adequate parking. staff were helpful and knowledgeable
- [36.](#) I like that you can buy them for a month at a time so that I can enjoy running outside in the warm months and not have to pay for months that I don't want to exercise inside.
- [37.](#) There was a variety of activities to choose from.
- [38.](#) The variety of activities that were available to me, classes, equipment and the pool, all for the same price.
- [39.](#) swimming pool with ozone water treatment proximity to home light bright workout areas
- [40.](#) the cost and the choice of places to attend
- [41.](#) I LIKE THAT I'M NOT ON A PROGRAM AND I CAN GO ANYTIME I WANT. I CAN GO AT MY OWN PACE AND NOT FEELING RUSHED BY A GROUP. BY BUYING THE CARD IT MAKES YOU GET OUT MORE, STAYING FIT!
- [42.](#) aquamotion classes
- [43.](#) the variety of locations all around the city. The gym, and aerobics at the field house were the most beneficial to me.
- [44.](#) i was nice to have the choice of going to different facilities
- [45.](#) Easy access and close to home. I have not had many problems accessing equipment regardless of when I go.
- [46.](#) good equipment
- [47.](#) walking walking walking
- [48.](#) Lawson Civic Center is really close to my home, so I have easy access. Therefore, it is not a chore to get up and go work out.
- [49.](#) i accessed the lawson civic centre approx. 5 times a week as the times were convenient with my schedule. I tried out the majority of the drop in classes. (yoga, ball, step ,cardio. I loved the variety.
- [50.](#) They have everything there I need: swimming and weights
- [51.](#) Well run.
- [52.](#) the hours open suit me
- [53.](#) Friendly staff at Harry Bailey and the closeness to my work for noon hour workouts
- [54.](#) It was convenient to my home and prices were good
- [55.](#) Location of Facility (Field House). Close to work and home so it's convenient to get to. I like to use the weight room, the walking track (when it's available), and the various fitness classes that are offered.
- [56.](#) That there were evening drop-in classes that I could go to after work.

- [57.](#) Multi purpose. I used it mainly for the weight room but it was nice to have the pool to use when I wanted
- [58.](#) swimming
- [59.](#) Many options for activities. Quieter workout rooms. Many centres to go to.
- [60.](#) location
- [61.](#) Not bombarded with "teen music" at the Field House
- [62.](#) I liked the number of cardio machines. There was never a problem with having to wait.
- [63.](#) Accessibility and equipment.
- [64.](#) Good equipment location hours price
- [65.](#) several different drop in classes
- [66.](#) Variety of facilities to go to and variety of classes and times.
- [67.](#) I thought that the people were friendly, and being able to come early in the morning..
- [68.](#) There is so many different places to choose from
- [69.](#) there is lots of good equipment and it was very handy and nice because you could work out with friends as well!!!!
- [70.](#) accesible from my home, within walking distance,
- [71.](#) While kids doing swimming lessons was able to work out. Swimming during December when there was no swimming lessons allowed us as a family to swim together
- [72.](#) Cost
- [73.](#) The variety of activities and the varied times.
- [74.](#) available all across saskatoon
- [75.](#) love to swim, close to home, good hours
- [76.](#) The swimming lanes and the pool. Also made regular use of the hot tub and sauna.
- [77.](#) Flexibility and availability of locations
- [78.](#) We had a family pass so I liked the fact that I could go swimming with the family and spend time with my children.
- [79.](#) I only used the Lakewood aquafit classes, and greatly enjoyed them
- [80.](#) I COULD GO AT MY CONVENIENCE AND THE ATMOSPHERE WAS VERY RELAXED.
- [81.](#) it was close to my home and everytimr=e i went there were always equipment available for use
- [82.](#) parent and tot swimming
- [83.](#) It was very close to my house and was easy to acsess from my home.
- [84.](#) The classes I liked were offered on different days at different facilities

What would you do to improve City of Saskatoon leisure centres to help people stay physically active?

- [1.](#) Include the weight room access with the Kelsey pool pass
- [2.](#) I would like to see a separate change room facility. When you come just to use the cardio and weights, it is difficult to find a dry spot on the floor of the change room sharing with pool users.
- [3.](#) more promotion/ads
- [4.](#) have track available for 5-6. I like to walk right after work, wasn't an option there
- [5.](#) more treadmills
- [6.](#) can't think of anything; doing a great job
- [7.](#) I would have an indoor volleyball court somewhere where people could play for fun, I couldn't find one when I lived there..
- [8.](#) I would consider adding more treadmills in the Field House facility.
- [9.](#) I have no suggestions, I appreciate the centres as they are.
- [10.](#) More variety of fitness classes Maybe more mailouts I don't really know.
- [11.](#) There are too many damaged lockers. I realize this is the public using the facilities, that are damaging the lockers. However, perhaps, we now need supervision in the change rooms, so there will be less damage, and/or theft!
- [12.](#) -MORE AQUA BOXERCISE Classes at LCC. I would really enjoy a class 2 (more advanced). -If it was possible a lower membership fee.
- [13.](#) Try to lower prices if possible and longer hours on weekends.
- [14.](#) make the passes more assessable to low income families... my family is low income and for me to pay even the monthly payments is to much ...
- [15.](#) I think the cost for the family leisure card should be less. If you get the kids active at an early age it would be beneficial to the kids and the leisure program.
- [16.](#) no response
- [17.](#) bigger weight room area
- [18.](#) more equipment
- [19.](#) all OK!
- [20.](#) Probably the cost. I know for my husband and I to attend regularly (to make it worth our \$\$), we would have had to use it quite a bit and it was tough to find that time - especially since we were not able to use the track right after work hours.
- [21.](#) I noticed that alot of the classes I took last year have been cancelled. Because I am overweight and need beginner or starter classes this was great for me. However, it is not great for me now. In fact it is quite discouraging.
- [22.](#) Perhaps more equip. in the weight room
- [23.](#) maybe advertise the aerobic classes more
- [24.](#) it would be nice if it would cost less
- [25.](#) You need more fitness equipment.
- [26.](#) I would provide leisure card holders with information as to what services are accessible with the card and how to go about using the cards.
- [27.](#) Never participated at any C of S centres, see above.
- [28.](#) Continue to update the equipment

- [29.](#) everything was really good for except im a single mom of two and I work full time and I cant afford A pass but Im trying to save money so I can
- [30.](#) Lower the cost or offer more specials.
- [31.](#) Only thing that stopped me was unable to afford it at the time so lowering the prices would by my only suggestion.
- [32.](#) Make it more accesible to everyone, by making it less costly
- [33.](#) Lower the price if at all possible to make it more affordable for families to play together
- [34.](#) advertise programs often ie. newspapers, tv,as well as the leisure guide.
- [35.](#) fix broken machines, buy more treadmills and elliptical riders (less stair-climbers and bikes), more room for streching and floor work, allow for people to use machines for 30 minutes instead of 20 minutes
- [36.](#) The one class I always managed to make it to was cancelled, so I would bring that back.
- [37.](#) improve lane swim hours I found the field house was too hit and miss with all the track events to maintain a decent activity level in my limited schedule
- [38.](#) I WOULD HAVE MORE HELP IF SOMEONE WANTED SOMEONE TO OUTLINE THEIR WORKOUT PROGRAM FOR THEM. LIKE SWIMMING THIS MANY TIMES A WEEK THEN RUNNING THIS MANY TIMES A WEEK.
- [39.](#) Not really sure! more times available such as acquamotion class on Saturdays. I believe there was a class last year.
- [40.](#) Move space, better air circulation in the workout areas.
- [41.](#) the room at Rusty was very small, like an afterthought. No room if busy to move around.
- [42.](#) more places to walk indoors in winter so a retired person could walk safely perhaps three times a week for maybe more like 25 dollars a month. We are told walking is the best.
- [43.](#) Get air conditioning! People hog to fans and the room is so small that not enough air circulation gets through.
- [44.](#) I think the classes and times the classes are being offered are great. I don't know what could be changed. Maybe include an evaluation with an instructor after so many classes attended to see if it is benefitting what the 'clients 'need is???
- [45.](#) Not sure, maybe cheaper?
- [46.](#) nothing I can think of.
- [47.](#) a trainer walking around helping poeple do their exercise right.
- [48.](#) I find that at each of the facilities there is a shortage of treadmills and sometimes a wait which really makes it hard when you only have 1 hour to get there work out and return to work.
- [49.](#) I'd like to see more times available for some of the activities and something for the larger person its intimidating to go into a class even if its beginner and because of your size and lack of ability you dont now if you can keep up.
- [50.](#) I'm not sure.
- [51.](#) It would be great to see some Pilates classes.
- [52.](#) nothing
- [53.](#) Reminder calls before card expires. To Keep your cost down to re-sign up.
- [54.](#) more variety in equipment and more of it
- [55.](#) Reduce the cost
- [56.](#) To be honest, it was just too expensive for me, as a student.
- [57.](#) Motivation is a big issue for a lot of people out there. Perhaps, some sort of encouragement, whether through intercom, posters, or pamphlets.

- [58.](#) Nothing.
- [59.](#) i don't think that there is anything thing.. my daughter and I use the centre together.. a great place to workout..
- [60.](#) nothing it was awesome
- [61.](#) more advertising on television, assuming one who is not physicaly active will most likely spend much time near a television, therefore, television commercial advertisement would possibly draw more attention to peoples own general health.
- [62.](#) Give people an opportunity to try out three different types of classes FREE before the decide if they want a membership.
- [63.](#) more equipment
- [64.](#) improvement would be to make it a little cheaper for single parents to cover the cost
- [65.](#) The facilities are great. I think that perhaps having a facility directed more towards the youth, including a wave pool, water slide and a staff showing the youth the proper way to utilize the excersice equipment.
- [66.](#) More enthusiastic staff
- [67.](#) I would make it so that the childcare facilities would not be so limited. I never got to try a lot of the other physical fitness opportunities because of the shift work I had to do and the other programs didn't work with my schedule.
- [68.](#) The classes have been cut back so badly that you have to get there at 8:40 for the 9:15 class, the 8:00 class is always overfull, and there are only the 8 or 9:15 classes on Monday. This was true all year, not just for the first month. Any questions in the question box are ignored (ie why are there grab bars on only half of the women's showers, are you supposed to decide if youre going to slip and stand accordingly?)
- [69.](#) perhaps lower fees.
- [70.](#) add more selection of equipment
- [71.](#) have an option of just buying a swimming pass or a gym pass(lower rates)
- [72.](#) Better daycare hours and at more locations.
- [73.](#) Offer more times for the classes on evenings, stay open later

Any other comments regarding City of Saskatoon leisure centres or leisure cards?

- [1.](#) Kelsey Illumni get a great deal on the swimming pool pass, but there was no discount on the gym use. i think this should be included.
- [2.](#) I believe the City has made a great effort to encourage physically activity for all age groups.
- [3.](#) i really enjoyed using the facilities-very clean
- [4.](#) Last card I bought i found I was unable to use. The track was closed for kids to use for track and feild. That was not communicated to me when I bought it. I may have come back right away if I'd known that. It simply for me was money thrown away for the use I wanted was not available to me. I was still made a month later so didn't go back. i'm thinking about it now that the weather is cold again.
- [5.](#) no
- [6.](#) couldn't afford the pass so exercising at home
- [7.](#) The reason that myself and Ian Sabraw discontinued our member cards is because we moved to Lloyd to pursue school and work.
- [8.](#) Prices are comparable to the gyms The reason I did not renew my card is because the time we had available was the time the school kids use the Field House track. Had I checked beforehand, I would not have purchased a card.
- [9.](#) I've purchased a group of ten tickets since I last used my leaisure card, I've definately not gone as frequently.
- [10.](#) Nonw. The leisure centres are good.
- [11.](#) Same as above.
- [12.](#) could be cheaper
- [13.](#) no
- [14.](#) When I first used leisure card, I just walked in at the feild house and started excercising. no one asked for my card . DID MY EXCERCISES AND LEFT. After a few times I noticed others pass there card to a record reader. I asked what that was about and was then told. I guess what I am saying is I probably could have entered and used the facilities with out buying a leisue card ???
- [15.](#) Out of the country for a few months
- [16.](#) I have checked off 'probably' above when actually my choice would have been - 'not sure' if that would have been one of the options. I hope to return but at this time, I don't know.
- [17.](#) I noticed that at the lawson civic centre for the evening classes there didn't seem to be anyone checking if people had paid or not. I heard one lady telling her friend that she didn't pay. You are suppose to go to the desk first and sign in but it seems as if most people just walk in and go straight to class. Don't believe they ever check.
- [18.](#) Please bring back more beginner classes eg. Cardio I etc.
- [19.](#) its great to help people get into shape
- [20.](#) the price is very reasonable
- [21.](#) I think the leisure cards are great. An information brochure or pamphlet should be given to all leisure card holders informing of the services and how to go about using the services,etc. I would love to have a leisure card again, but as a student, I can't afford it at this time.
- [22.](#) Since this card was given to me as a gift, I would have liked to be able to activate the three month period at my convienence, rather than having it pre-determined by the C of S. Example: have the card expire after one year of inactivity if it has not been activated.
- [23.](#) You could update the systems to look up clients who's card were forgotten without charging them for being active users.
- [24.](#) When there is a track meet and the public cannot use the facility you should get to make up the time lost.

- [25.](#) So much better than a regular gym pass
- [26.](#) I think that lakewood civic center needs a better variety of free weights and a bigger weight room
- [27.](#) I found at the field house where I attended it was hard to find a staff person when you had a question about a machine even though there was suppose to be someone around for questions.
- [28.](#) method of checking in is convenient,do not wait in line.
- [29.](#) Thank you for giving a discount if you buy month-to month instead of buying three or more months at a time. It really benefits me.
- [30.](#) My daughter won the leisure cards in a drawing contest. We went and filled out the form to get the card and was told we could include (I think)6 family members. I tried to include my daughter's grandparents (seniors) who live in the same house with us. I was told I could not include them, that it was for 2 adults and up to 4 children. My daughter was disappointed that we could not include Grandma and Grandpa.
- [31.](#) It would be nice to be able to suspend the account for a valid reason. I left the country for three months, but have to start again, as I was renewing monthly, and getting the lower rates.
- [32.](#) I found the hours were limited for my own access. I work midday and classes started to late in am and very little available in pm by time done work and travel to centre. I think lanes should be open when ever there is room. I went during summer and was told to go to George Ward because their was an empty pool but one very small class in it. So I paid a buck and had a great swim except for the kids on the ropes all the time.
- [33.](#) I joined for the water fitness part but didnt realize that i could of used my card for the gym. I wish I would of known that when I bought my card then maybe I would of bought more cards. At least I am assuming I was able to use the gym.
- [34.](#) WHY DO THE PRICES HAVE TO BE SO HIGH?
- [35.](#) None at this time.
- [36.](#) good idea but you have to get more room, and more equipment in there. I am not the only one unhappy with the situation.
- [37.](#) I am in University right now and they have free gym access to students. Numerous friends of mine used to go to Lawson, but now they all go to the pac center on campus. The problem with me going to Lawson is the expense. Why would I pay to go there when I can get into the University pac for free? The only reason would be convience. That's why I think the pass prices should be lowered.
- [38.](#) I have accessed the free classes at the different facilities and have found the instructors very easy to understand (and helpful) and the area and equipment is good.
- [39.](#) Will do it sometime this winter again
- [40.](#) Excellent program, not cheap but affordable
- [41.](#) I only use the leisure centres during the (cold) fall and winter months, so I will be signing up again soon.
- [42.](#) I know that when I have invited people to join me at a leisure centre when I had a leisure card and they didn't, they didn't want to come because it cost too much money for the occasional visit.
- [43.](#) Not able to use right now because of health problem, hope to be back in the future
- [44.](#) Keep up the good work.
- [45.](#) Concerning the next question, I forgot how long my last card was for but believe it may have been two or three months.
- [46.](#) Not really. I don't like that if you have a membership, and then move away for the summer, you have to start over at the expensive price when you come back.
- [47.](#) It was worth it.
- [48.](#) it was clean and enjoyable
- [49.](#) Give a discount to university students!!!
- [50.](#) fitness rooms are often full

- [51.](#) We like the centres, however, the cost is somewhat high for my mom to pay for me to come very often.
- [52.](#) Fees for the leisure card are fairly high for lower income families and students. I know that for myself I will not be able to continue using the facility once my coverage with SGI is discontinued.
- [53.](#) It was fun for my family and we didn't have to worry too much of when we were able to go. It also kept my children active and busy all summer.
- [54.](#) the staff was always friendly
- [55.](#) no
- [56.](#) If the family pass was more reasonable in price and not having to pay the large lump sum to start I and several people I know, would definatly take advantage of it.
- [57.](#) The facilities were clean and easily accessible