

# Pines Customer Satisfaction Survey Results

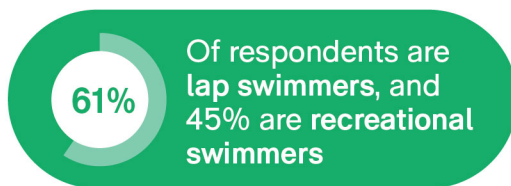


Thank you to the members and visitors who completed our recent Customer Satisfaction Survey.

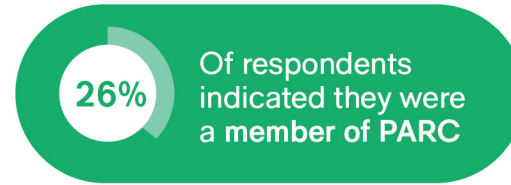
The feedback we received is so valuable in helping us to continue to deliver exceptional service and facilities. Here's some of the highlights and areas for us to focus our attention.

## PINES Users

**169**  
completed the survey



**14%** first-time visitors  
Wonderful to see new groups, families and individuals in our community engaging with and utilising the facility.



## Increased Activity and Connection

You told us about the **benefits** you experience after attending PINES.

**89%**



89% said the outcome experienced after attending PINES is **'feeling better'**

**67%**



67% said their **physical activity levels increased** during the PINES season

**50%**



50% said they experienced more **fun with family and friends**

**40%**



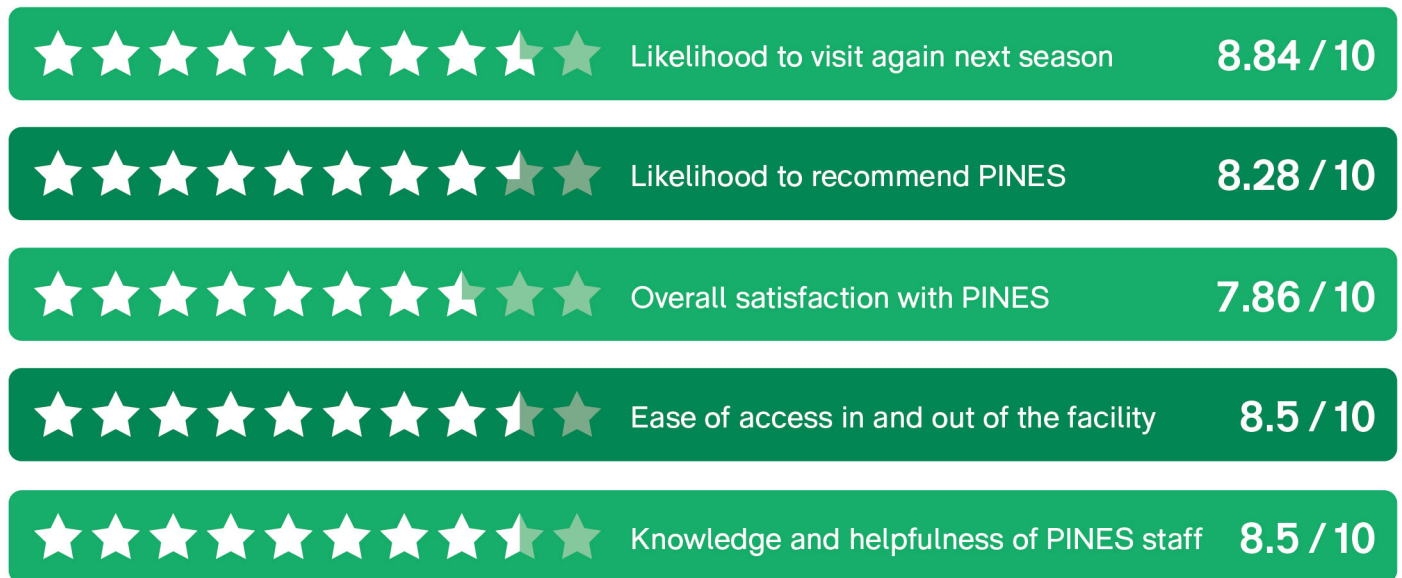
40% said they experienced **increased relaxation and stress relief**

**23%**



23% said they experienced **greater social connection**

# Satisfaction



## Your Comments

**“The staff are exceptionally friendly, polite and professional.”**

**“There are precious few of these old-school outdoor swimming pools left across Melbourne and from talking to other regulars, it is dearly loved the way it is.”**

**“We only discovered Pines late in the season. Only been in the community 12 months. WE LOVE IT, wish we’d come across it sooner.”**

## Areas for Attention and Consideration

- Presentation and facility maintenance**  
The presentation of the facility remains a focus for us. We have invested in a new high pressure washer for changeroom areas along with repairs to our pool covers. We have also added additional cleaning time on the back of larger carnivals and busy days.
- Extended season and longer hours**  
Each season we receive feedback that tells us you want PINES open longer, both in terms of opening hours, and the season in general. This year we worked with Council to remain open until after the April school holidays.
- Kiosk offering and presentation**  
We have worked hard on the visual aspect of the space with additional signage. Next season, we will explore some healthier grab-and-go breakfast items.
- Access to the facility**  
We encourage all visitors to check our Lap Lane Availability (updated weekly) before heading down. We also want to remind visitors of the waterslide opening hours of 12 – 3pm on weekends, public holidays, and school holiday days over 30°C.



Thank you for taking the time to provide feedback, we really value your input. See you at PINES next season!