

Pines Customer Satisfaction Survey Results

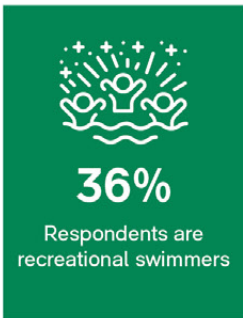
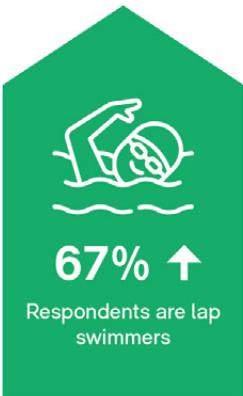


Thank you to the members and guests who completed our recent Customer Satisfaction Survey.

Your feedback is so valuable, guiding our commitment to maintain outstanding service and facilities. Here are some key highlights and areas we will be focusing on:

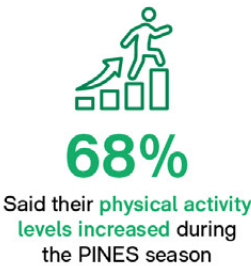
216 ↑
Total respondents

This year, we had 216 respondents (up from 169 in 2024), with **20% of respondents visiting for the first time.**



Benefits of attending PINES

When asked about the benefits you get out of attending PINES, physical fitness, relaxation and stress relief, social connection and recovery from injury all increased as the main benefits.



Things we are doing well



↑ indicates that this rating has increased since our previous survey, conducted in March 2024.

Movers and Shakers - Improvements from last survey



Kiosk Service and Offering

Of those who visited PINES in 2024/25 season, 42% used the Kiosk.

Following a concentrated effort, pleasingly, all measures for the kiosk improved this season.



Cleanliness and Presentation of Facilities

As a result of a focused effort, there was a notable improvement in facility cleanliness and presentation scores this season, up to 7.3/10



Access to Facilities

Ease of access to get in and out of the facility was up to 8.9/10 season and Availability and access to aquatic facilities (lap lane availability) also increased to 7.8/10

Areas for Attention and Consideration



Programming

We had many great suggestions for additional programming and events. We try to strike a good balance between programming, and unstructured recreation and play. A few ideas we will explore in more depth next season are practice sessions for Carnivals, and evening lap swimmer events.



Opening hours

67% of respondents think that season dates (November to March) are too short. This is up 5% from the previous survey. However, less respondents indicate that the opening hours are too short, compared to the last survey. Based on community feedback and in partnership with Frankston City Council, we increased our opening hours in February to ensure lap swimmers had time to recreate outside of Carnival times.



Safety

Some of the open responses highlighted the need for somewhere secure to store valuables. We will continue to work with our partner Frankston City Council to explore what locker options may be available to suit an open-air environment.

Your Comments



"Free Family Fridays are amazing! Thank you."



"I have been really happy to have the option to swim at Pines over summer months. It's been great to have access to an all day 50m pool, to help suit my flexible needs and provide the option to train at all times of the day."



"I love this pool. I love the staff. I love the quiet environment. If the Pines Pool was open year-round, I would be there regardless of weather."



"This is a wonderful community asset that I am glad to have discovered this season!"

↑ indicates that this rating has increased since our previous survey, conducted in March 2024.



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