

## Riverside Pool and Fitness Centre and Nayland Park Complex November 2012

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### **Key Findings**

- People were generally satisfied with the maintenance of the grounds and pools at Nayland.
- A significant number disagreed that the changing facilities at Nayland are well-maintained and clean.
- Almost half disagreed that there is adequate and accessible parking at Nayland.
- The most preferred improvement for Nayland was to upgrade the changing rooms but there was also support for upgrading the 50 metre pool.
- Almost half disagreed that there is sufficient pool space at Riverside to accommodate all users and one in six disagreed that there is adequate and accessible parking at Riverside.
- People were generally satisfied with the cleanliness of the pools and changing facilities at Riverside.

## Panel and Survey Information

The Nelson City Council People's Panel was launched in November 2012. It aims to give people another opportunity to provide feedback on Council projects and services. Any Nelson resident or ratepayer can sign up through our website and surveys are sent by email to all panel members.

This is the first survey conducted by Nelson City Council and was open from Thursday 17 November to Friday 23 November. At the time of surveying, there were 413 people registered with the panel and 219 responded to the survey. No reminders were sent. The response rate of 53 percent is relatively high compared to similar surveys.

Of those who responded, 117 had used the facilities at Riverside and 96 had used the facilities at Nayland.

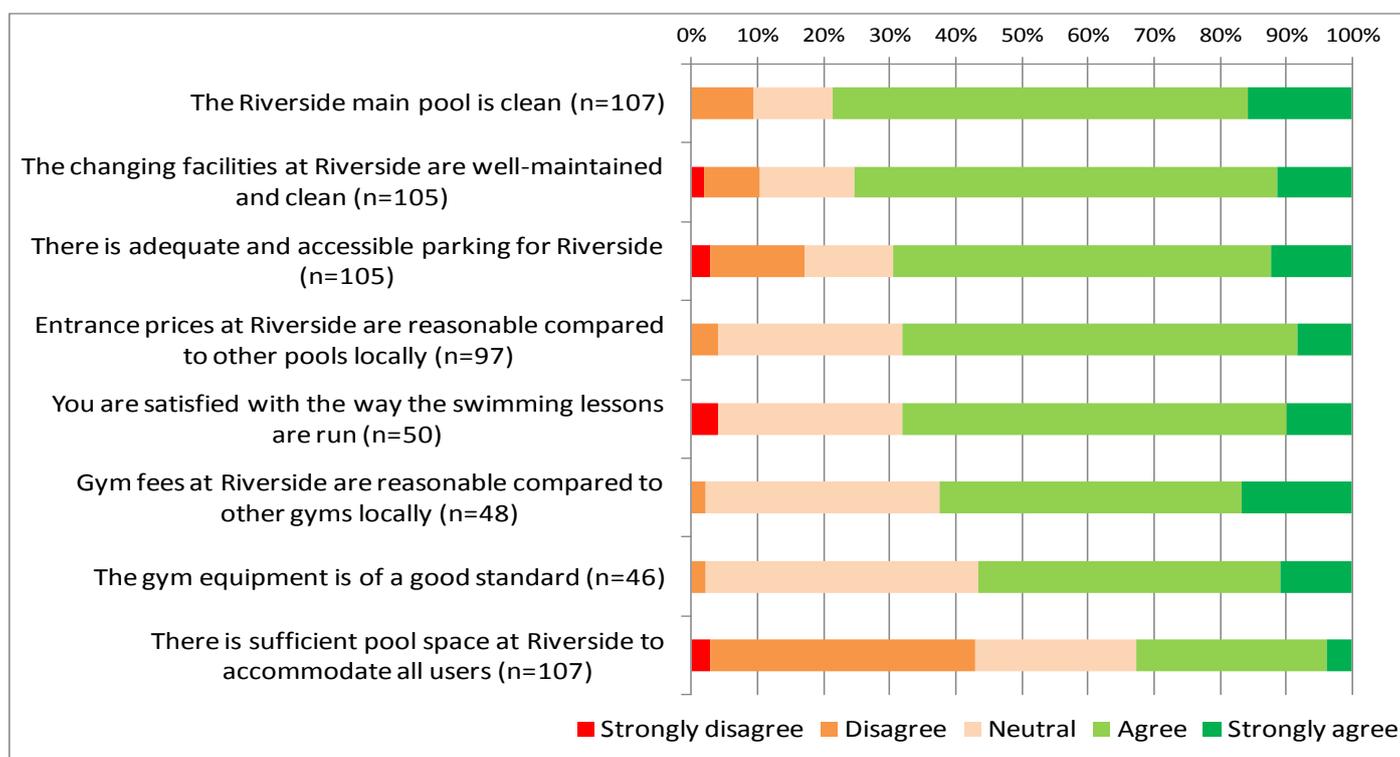
The survey also contained several demographic questions to assess how representative the panel's views are of the wider Nelson population. The results are included at the end of this report. Due to the self-selection of panel membership and survey responses, a statistical level of confidence in the results cannot be reliably calculated. However the results still provide useful feedback from a significant number of residents.

# Survey Results

## Riverside Pool and Fitness Centre

### Feedback on Current Operation

The following graph shows the range of responses for each question, with 'n' being the total number of responses for that particular question (excluding 'don't know/not applicable' responses).



- Riverside pool users are least satisfied with the amount of pool space available.
- They are generally satisfied with the cleanliness of the pools and the changing facilities.
- Most pool users agree that there is adequate and accessible parking but a significant number disagreed.
- Two-thirds of respondents agreed that entrance prices are reasonable but over a quarter were neutral. Only 4 percent disagreed.
- Similarly for swimming lessons, two-thirds of respondents to this question were satisfied with the way lessons are run and over a quarter were neutral.
- Two-thirds of gym users agreed gym fees are reasonable and a third were neutral. Over half agreed that the gym equipment is of a good standard and 41 percent were neutral.

There were a lot of good suggestions in the comments, including the following themes (and the number of comments on each):

- Pool Space and the management of the lanes (13)

*"It can get very busy and you need to pick your times as it's annoying when two swim lanes are reserved at busy times for lessons."*

*"Seems at times there is too much space taken up for slow swimming/aquarobics compared with lane swimming."*

*"Is sometimes conflict between swim squad use and other users. Pressure on lanes."*

- Water temperature (5)

*"It's a good pool which is well managed, sometimes a bit cold!!!"*

- Upgrade the children's pool (3)
- Not enough parking (3)

### Feedback on Future Improvements

The most preferred improvement was clearly to increase pool space, with 43 percent of respondents rating this as the most important improvement at Riverside.

The ratings of the following improvements were all fairly similar, with an average rating of 3 out of 5:

- Improve/increase parking
- Provide a cafe
- Provide other health and fitness facilities
- Improve/extend gym

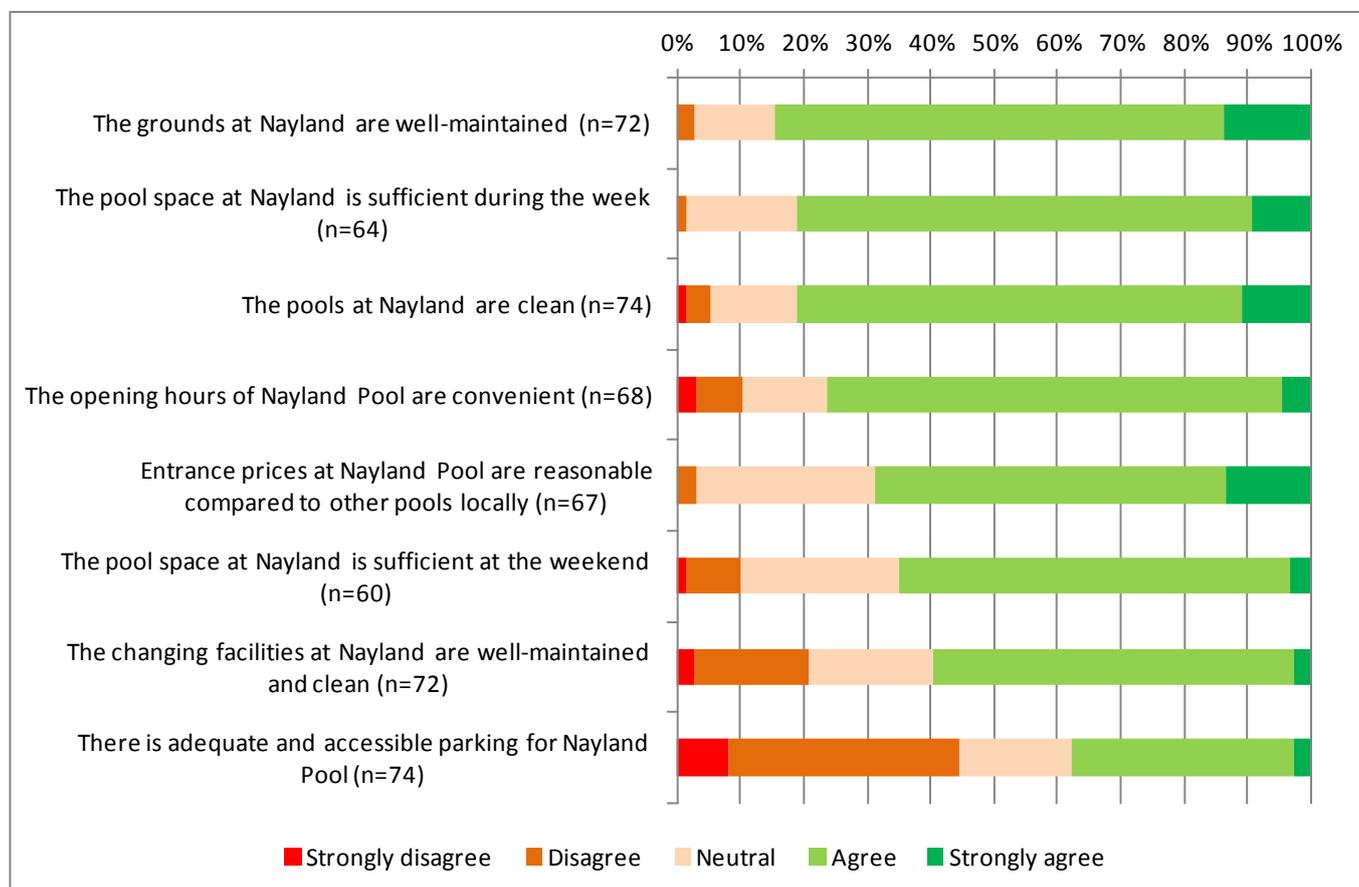
Providing a spectators gallery received the least amount of support.

There were also four comments asking for earthquake strengthening.

## Nayland Park Complex

### Feedback on Current Operation

The following graph shows the range of responses for each question, with 'n' being the total number of responses for that particular question (excluding 'don't know/not applicable' responses).



- Nayland pool users are least satisfied with the parking availability and accessibility.
- Although the majority were satisfied with the maintenance and cleanliness of the **changing facilities**, a significant number were neutral or disagreed.
- Nayland pool users are generally satisfied with the maintenance of the **grounds** and the cleanliness of the **pools**.
- People were more satisfied with the amount of pool space during the week than in the weekend but two-thirds still agreed there was sufficient space at the weekend.
- Over two-thirds agreed that entrance prices are reasonable. Only 3 percent disagreed.
- Over three-quarters agreed that the opening hours are convenient but 10 percent disagreed.

There were a lot of good suggestions in the comments, with the following themes (and the number of comments on each):

- upgrade the changing facilities, including the showers (11)
- provide more shade (5)
- open later in the evening (3)
- extend the season (2)
- have the dive pool open earlier in the day (1)
- provide accessible facilities for getting into the pool (1)

Despite the lower satisfaction with parking at Nayland, there were only three comments on this theme, mostly positive:

*"The parking can be small and crowded, but it's not that hard to park on road and walk"*

*"Parking is reasonable in that the local school carparks can be used too"*

*"Should be allowed to use Broadgreen teachers' carpark at weekends"*

### Feedback on Future Improvements

The most preferred improvement according to current users was to upgrade the changing rooms, followed by improving the 50m pool by adding a retractable roof or upgrading it to competition level.

People who said they didn't currently use the pool were also asked what improvements would make them want to use the facilities in the future. The most preferred improvements from this group were to provide other facilities such as a spa or sauna (selected by 12 out of 22 non-users) or a cafe (selected by 9).

There were also a number of comments with the following themes:

- No improvements required (4)
- Initiatives to provide swimming lessons and opportunities for low-income families (1)
- Ratepayer concessions or family season passes (1)
- PA/sound system for announcements and music (1)

## Survey Results - Tables

### Riverside Pool and Fitness Centre

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The Riverside main pool is clean (n=107)	0%	9%	12%	63%	16%
There is sufficient pool space at Riverside to accommodate all users (n=107)	3%	40%	24%	29%	4%
The changing facilities at Riverside are well-maintained and clean (n=105)	2%	9%	14%	64%	11%
There is adequate and accessible parking for Riverside (n=105)	3%	14%	13%	57%	12%
Entrance prices at Riverside are reasonable compared to other pools locally (n=97)	0%	4%	28%	60%	8%
You are satisfied with the way the swimming lessons are run (n=50)	4%	0%	28%	58%	10%
Gym fees at Riverside are reasonable compared to other gyms locally (n=48)	0%	2%	35%	46%	17%
The gym equipment is of a good standard (n=46)	0%	2%	41%	46%	11%

### Nayland Park Complex

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The grounds at Nayland are well-maintained (n=72)	0%	3%	13%	71%	14%
The pool space at Nayland is sufficient during the week (n=64)	0%	2%	17%	72%	9%
The pools at Nayland are clean (n=74)	1%	4%	14%	70%	11%
The opening hours of Nayland Pool are convenient (n=68)	3%	7%	13%	72%	4%
Entrance prices at Nayland Pool are reasonable compared to other pools locally (n=67)	0%	3%	28%	55%	13%
The pool space at Nayland is sufficient at the weekend (n=60)	2%	8%	25%	62%	3%
The changing facilities at Nayland are well-maintained and clean (n=72)	3%	18%	19%	57%	3%
There is adequate and accessible parking for Nayland Pool (n=74)	8%	36%	18%	35%	3%

## Demographic Analysis

The survey ended with four optional demographic questions.

	Percentage of Pool Survey Respondents	Statistics NZ Percentages (Census 2006)
	%	%
<b>Gender</b>		
Male	53	48
Female	48	52
<b>Age</b>		
0-14	2	19
15-24	0	13
25-39	7	19
40-54	39	23
55-64	23	11
65-74	23	7
75+	7	7
<b>Ethnicity (multiple responses)</b>		
European	98	78
Maori	6	8
Pacific People	1	2
Asian	0.5	2
Middle Eastern/Latin American/African	0.5	0
Other	1	17
<b>Suburb</b>		
Stoke	29	35
Tahunanui	11	12
Nelson Central	43	42
Atawhai	14	8
Nelson North	5	3