

Dave Hume Pool – Customer Survey February 2018

125 responses as at 20 Feb (83 on line: 42 hardcopy)

Question 1: How would you rate the service you receive from the staff at the pools?

Excellent	Very Good	Good	Fair	Poor
80	38	5	2	
64%	30.4%	4%	1.6%	

Comments

Always friendly and recognise you
Always friendly and helpful
Friendly, attentive
Friendly, innovative – great to be emailed each week with pool opening times
Very friendly
Super friendly and helpful
Always friendly and helpful
Always friendly
Staff always friendly and professional. Good communication via email
Very friendly. Take time to talk
Staff are helpful, friendly and promote goodwill to all who use the pool. Emails received are very informative, which is great.
Friendly and welcoming. One staff member (slim lady in her 40's) is a little standoffish
Younger staff can be somewhat gruff first thing in the morning
Lovely lady there
Extremely helpful and polite
Always very helpful. Emails are informative. Great comms and customer service all round
Very friendly, very helpful
They are all wonderful, very nice and helpful with the grandchildren
Lovely helpful

Question 2: How would you rate the overall cleanliness and tidiness at the pool?

Excellent	Very Good	Good	Fair	Poor
67	49	8	1	
53.6%	39.2%	6.4%	0.8%	

Comments

Improvements have been great, nice to see no more vandalism (touch wood!)
Pool good – sometimes a bit of hair / dirt in shower plugholes
So much better
Water was very clean
Very clean
Nice and clean
We are always very impressed with the presentation of the pool
The pool attendants are always keeping at a top rate overall and should be commended
Ladies toilets could be checked more regularly
Looking much better this year
The pool looks great after a slight face lift
Last 2 weeks pool has had hair / plasters etc in it – not a great look when training with goggles
Keep losing hair ties down the slats in the bench in the changing rooms. No way to retrieve.
The facilities are always clean and well presented
Highly clean

Question 3: How would you rate the value for money the pool offers?

Excellent	Very Good	Good	Fair	Poor
55	50	17	3	
44%	40%	13.6%	2.4%	

Comments

Very comparable considering one does not have to drive too far to get there.
Great value
Family pass is excellent
\$6 for 2 kids is excellent value
As a senior I think costs are very fair
Maybe give some thought to special needs rates
More expensive than Greerton which is heated, covered and has more pools
Especially a monthly or season pass
What about the possibility of a reduced rate for the surf club squad users like what they do at Greerton for the squad swimmers?
The family pass is a more economical way to go for my family or I wouldn't be able to take them as I'm a low income family

Question 4: What, if any, further improvements would you like to see at the pool?

90 RESPONSES

Respondents general comments	
1	The last improvement, especially the showers, are great. Is the pool well advertised to the general public and visitors?
2	More time for walking lanes ie other than in the morning
3	larger change rooms, more showers
4	It would be great if the pool was open to lane swimmers later and/or ensure that a lane is always available for people wanting to do laps.
5	None - pretty bloody good all-round
6	Additional seating under shade areas
7	The water temperature needs to be a bit higher at times.
8	More showers and toilets even though there is now an additional shower.
9	Maybe more equipment for kids to play on or with over school holiday holiday times
10	Can't think of any at this stage
11	I reckon it would be cool if we placed a divider in the middle of the 33m pool making it 25m
12	Extended opening in the evenings til 8 ish for lane swimming?
13	More swimming lanes and marked as fast slow and walk .
14	More play equipment for kids (floats, noodles etc)
15	It's a lovely clean pool love be able to use it when I am there on holiday
16	A swim lane available throughout the whole day for lane swimmers
17	More covered/shaded areas for spectators.
18	Extra ladders to get in and out
19	none spring to mind
20	Would like to see the pool made a bit deeper - especially for lane swimming.
21	A slightly longer season would be super!
22	Maybe a slide and a bit more deeper
23	Everything is ok for me.
24	The improvements made to the female changing room are great, but a further improvement would be the provision of a centrifuge device to spin water out of wet togs.
25	Extend the season to 8 months Sept - April
26	A tidy pool inside and out. I will be pleased to have the disability parks back as i had a long way to walk on Saturday. So pleased that aqua fit is back up and running. The yellow mesh for the mobility scooters is great but a walking stick may get stuck in the little squares. Not a complaint, Just a thought.
27	nothing particular
28	A longer opening season. Aquafit classes not being cancelled for other pool users.
29	A motorised pool cover would be helpful. Two big covers to pull on at the end of masters swimming ..needs 4 people to make it comfortable. Needs 2 men at least..so really difficult next to impossible if women were left to do it. If we have to put them on at least the machine could be out and set-up in advance.
30	Opening times of 11am are too late in the summer. Closing between 9-11am week says means that you cannot get kids off to school and then go for a swim :(Having a couple of swim lanes open all day would allow for consistency of availability for swimmers and hopefully more regular swimmers.
31	Open longer in weekends, would love to swim early morning on Saturday, Sunday & public holidays but unable to as pool doesn't open until 11am which is too late
32	Opened in the mornings over the weekend for lane swimming like it is during the week. This would help those that do triathlon training and people who commute out of town during the week and can only use the facilities in the weekend.
33	Have bouncy slide available more often. Pool slightly warmer in shoulder seasons (solar heating option?) Have more pool toys (tubes, floatie-boards etc)
34	More seating -covered
35	Diving boards
36	Maybe an area for kids to play in when waiting for siblings in swimming lessons.
37	Covered
38	More hooks for clothes / towels in shower area (womens). Holder for soap and shampoo in women's shower

39	Baby change table
40	One water proof shade. Signage to say where water drinking fountain / tap is
41	None
42	Maybe more shade on the hill
43	Sometimes showers need a clean
44	Ladder at shallow end
45	Great place for everyone
46	An extra picnic table
47	Lane swimming signs for better sharing
48	Open until end of April
49	Extend the season till end of April please. My autistic child really relies on this pool
50	I would like to see a shelf in each shower for me to put my soap etc on (disabled has table so nothing needed here)

Respondents comments on Q4 relating to an indoor / covered pool	
51	Covered for winter swimming
52	Covered pool, bigger pool for extra lanes
53	Maybe a cover and making it deeper
54	Our community needs a covered, all year facility.
55	A covered pool that is open all year round.
56	Cover so that it can be used all year
57	Under cover, so it can be used all year
58	Covered or inside
59	Indoor pool for the winter time please
60	I would like a pool which can be used year round.
61	Covered - either this pool or another to allow year round swimming.
62	All year round swimming and times allotted for KK Homeschoolers- a problem that has been for years.
63	To be completely covered in so it can be used all year round
64	All year round
65	Make the pool inclosed so it can be used over the winter
66	I would like to see the pools transition to being covered and heated for all year round use.
67	I'd like the pool to be open year round. Open air is fine
68	Bigger lane dividers; open in winter;
69	Continue to maintain it to the current high standard until it is feasible to upgrade to an all year round pool.
70	Covered for winter use. More lane swimming.
71	All year use if it is roofed over
72	Indoor pool
73	Should have an indoor pool so people can go swimming all year round and do swimming lessons
74	all year usage - spring, autumn, winter removable coverage
75	Would like to see the pool open all though out the year for squad and masters to train instead of all of us going elsewhere Katikati could be benefit from this hugely.
76	Covered so we can swim all year.
77	-Would like to see pool divided so it's a 25 m length pool, similar to Greerton. -cover over the pool to extend season!
78	I would like all round use of all seasons please and covered for winter use
79	We encourage you to enclose the pool so it can become an all year facility. The current season is too short for our children to learn and practice critical swim skills.
80	I believe the pool needs to be covered so that it can be used all year round. This is essential for the future of swimming in our community. We have a large number of young people who go through to Tauranga when the pool is closed for swimming and this could stay in our community.
81	Open all year round
82	Be great if we could swim all year round. But I understand that would be a huge cost.
83	Roof and ramp at main pool.
84	It would've be great to have a roof over the main pool so that the pool could be used all year around. I use the AquaFit classes for fitness but have no access over the winter months & have to travel out of Katikati to keep up classes.
85	Covered
86	Would love a cover over pool for winter. Then pool could be used all year (Google Westlake girls cover over netball courts in Auckland
87	Winter facility set up
88	Cover the pools to be indoors
89	Open all year
90	Indoor all year round

Question 5: Looking into the future, would you prefer Katikati to have an indoor pool (available all year round) or an outdoor pool (available for half a year)?

100 RESPONSES - Red indicates a preference for an outdoor pool. Blue is a general comment.

1	An indoor pool would benefit Katikati for sure. For visitors coming to our area would be a plus for them too.
2	Indoor
3	Yes
4	Covered pool for winter swimming
5	I would use a pool available all year round
6	Whilst I enjoy the outdoor pool in summer, I would love to swim at the pool all year round.
7	Indoor
8	That would be great for the community
9	Yes, indoor pool would be great. We currently travel to Liz van Wellie Pyes Pa for lessons all year round. We would support our local pools.
10	Covered for winter swimming
11	All year pool. Covered but able to be opened up in summer.
12	Indoor pool available all year round
13	Indoor pool for availability
14	Outdoor
15	As above - indoor and all year round.
16	Indoor or outdoor ALL YEAR ROUND would def be my preference
17	Indoor Pool available all year round with no environmental factors getting in the way of our little ones having swimming lessons.
18	Both would be good, because having it outside in the summer is fantastic, but not having it to use from April until October is terrible.
19	Cover all year round
20	All year round
21	Indoor pool would fabulous for everyone to use all year..people want their exercise regime to continue 12 months. Please please
22	Yes an indoor pool would be great for the Katikati community
23	Indoor
24	Indoor - definitely
25	Indoor all year round
26	Indoor pool would be the best
27	Indoor all year would be wonderful
28	Definitely an all year round pool as there are no swimming pools open in winter from Thames to Greerton.
29	Indoor pool of course.
30	Indoor
31	Indoor all year round
32	Love the outdoor pool but in reality an indoor all year round would be much better.
33	Indoor for all year round please
34	Outdoor
35	Indoor pool all year round
36	Indoor
37	A pool available all year round would be awesome! Although the pool is lovely outside in the warm weather - isn't it possible to combine both on the same site?
38	I would like another, covered in pool in addition to the outside pool which runs during summer. Wide catchment area warrants a pool for health and fitness for the whole calendar year.
39	Yes this would help Katikati as a great place for kids to lean all year around and not just a short time over

	summer .
40	indoor pool
41	We would love an indoor pool!
42	An outdoor pool available for 8 months of the year, ie. Oct to May. The pool closes far too early and could be used for another couple of months as generally the weather is still warm enough to swim.
43	Indoor would be fab
44	Definitely indoor
45	Out door pool available all year. Maybe just mornings and evening sessions for the public plus bookings for clubs and schools. It's warm enough here with the heated pool :-)
46	Indoor all year round with an outdoor pool too! Best of both worlds.
47	Indoor because of the WHOLE year. However even better would be an indoor and and outdoor option at the same place so you can still swim outdoor in summer eg. Papakura pools
48	A year round pool would be great.
49	All year round (subject to funding being available)
50	Indoor all year round
51	Definitely an indoor pool so we can swim year round
52	Covered as more versatile and a great asset all year round.
53	Half a Year definitely
54	Yes. All year round use if enclosed
55	both - love the outdoor pool in summer. Indoor would be nice for winter but would prefer half year to losing the outdoor pool
56	Indoor all year
57	Indoor pool
58	Indoor
59	I would like a deeper pool .hard doing aquatic in shallow water
60	Indoor for all year round swimming of course although ideally both!
61	indoor pool
62	I guess an indoor pool all year round is best
63	I love swimming in the outdoor pool and much prefer this over having an indoor pool.
64	as 4 above - maybe roof cover & removable sides?? all yr would be great
65	Really look forward to having a pool available all year round!
66	Indoor pool would be preferred but the existing pool could be opened all year as well to raise funds for an indoor pool.
67	Indoor all year use. I love swimming outside but would forgo that to have use of the pool all year!
68	Indoor pool. The community (from Waihi to Omokoroa) has a growing number of children that need to learn to swim. Aqua aerobics, swim squads and masters would all benefit from an indoor pool.
69	Yes I would love to be able to swim all the time
70	Would definitely utilise a pool ALL YEAR ROUND if available!!
71	Indoor pool and deeper. One adjusts anyway.
72	indoor
73	Indoor pool would be fantastic!
74	Indoor pool
75	Indoor pool with good ventilation all year round.
76	I'm happy with an outdoor pool.
77	indoor open all year round
78	Yes. Believe we need to have swimming lessons here too.
79	Indoor pool
80	Definitely indoor all year round
81	Indoor pool all year round.
82	Most definitely an indoor pool available all year round

83	Indoor Pool. Yes yes yes!!!
84	How about trial the outdoor all year round to start with
85	?? yes I think this is a great idea. However I hope this does not mean ratepayers have to foot this bill. We already pay greatly for not a lot.
86	Indoor pool with large opening doors all along sides so still possible to sit on grass and out in fresh air whilst enjoying the pool environment.
88	Pool available for use all year round.
89	Indoor
90	Indoor pool
91	All year round
92	Indoor all year round
93	Yes indoor all year round
94	Spa pool
95	Indoor – all year round
96	I like it how it is but covered all year round would be great for the public
97	Outdoor pool but extend the season please
98	Outdoor pool (half year)
99	I'm not sure the ratepayers can afford an additional pool and it would be a shame to have to close the Dave Hume pool as it's a lovely outdoor pool in the summer and much nicer for aquarobics than an indoor pool.
100	I prefer an outdoor but understand that an indoor pool would be more useful – ideally a pool covered during winter and open during the summer

Question 6: Any general comments

53 RESPONSES – Blue indicates support for an indoor (covered) pool.

1	The water temperature has been so enjoyable for us. We just love coming as much as we can
2	NO
3	Possibly a covered pool would encourage more swimmers – seems when it rains they don't turn up (might get wet!)
4	Be great for recreational purposes (weekend), more floating mata or tyres scattered through the pool. A slide maybe (the inflated castle was fun) Now that has a puncture and is out of action.
5	We hope the current pool will be opened as early as possible and closed as late as possible in the season to maximise the service to the community.
6	Other water facilities such as a waterpolo pool and dive pool should be included
7	The recent improvements in the facilities have been great and very much appreciated, keep up the good work!
8	very happy with the renovating of the pool
9	Our pool is great but would be even better if we could access it all year. Bearing in mind the age of the current pool, a new indoor pool development makes more sense.
10	Please extend the closing time as much as possible this year - many bright, sunny and warm days last year when the pool was closed :o(
11	There should always be at least a lane or two open to the public at all times.
12	Improvements are great but would use all year if it had a cover like thames
13	The current pool is not deep enough for effective acqa exercise. Really hard to work the legs.
14	Not many pools around, so let's get this one put indoors pls
15	It seems to me that the pools are under utilized even though it is a great facility. It would be great to be able to come to Aqua Fit all year round.
16	A couple more lanes for when surf club use the pool
17	We all love our swimming and it is a great value to have a indoor pool in Katikati. Many kids who needs training has to travel to Tauranga at this point..
18	I've only been in Katikati for a couple of months and my grandies have lived the pools often when

	visiting..
19	The WBOP is in need of a pool which can be used year round. One which can be used for swimming carnivals, 25 metres and deep enough for starting blocks. The population of the area will continue to grow and a new pool will be used by many groups and ages.
20	Ive been going to the Dave Hume pool since 1978 and now my 5 children have been and are still going, but the schools over the last so many years have grown and multiplied and so have monopolized it.
21	Great staff
22	Our family appreciate the improvements made recently to the pool, modernised and fresh. Thank you
23	I think any indoor pool should be built on the same site as the present pool
24	Love the new ablution facilities. Way overdue and very much appreciated.
25	Use the facilities when we are there on holiday and it's a beautiful complex
26	The coating round the outside of the pool is incredibly rough and anyone who slips is doing a lot of damage to their skin and their swimwear if you try and get out on the side of the pool!
27	Thank you for all your hard work :)
28	Thanks to all the staff.
29	Excellent facility. Thank you to all the pool staff and committe.
30	Looks very nice after the repaint of the pool areas
31	Love new changing room facilities
32	Pool, facilities, new. Showers etc are good. Would prefer deeper pool.
33	A very well managed facility, thank you!
34	No
35	Very happy with the service now, thanks
36	The pool and associated facilities are a great asset to Katikati. Thanks to all those that contribute to its great presentation.
37	Special thanks to the college age staff - they have been amazing with my kids
38	Keep up the great work.
39	Love the pools
40	My family regularly use indoor pools year round as my children are squad swimmers in Tauranga. It would be great if the opportunity to swim year round in Kati were available . As an adult, I would also use the pool year round. The recent refurb is fantastic and is maintained to a high standard, and makes using the facilities a pleasure. Staff are always friendly and helpful.
41	Nothing to add
42	Wonderful to have the pool heated and well run in our community. Thank you for your hard work??. Kate runs awesome Aquafit sessions which appeal to wide range of ages so it would be so beneficial in lots of ways to have an extended season or even better an indoor pool open all year!
43	Showers now they are in place work well.
44	another time for lane jogging and lane walking during the day if possible
45	As a family it is cheaper to buy concession passes rather than a seasonal pass
46	We enjoy the improvements made over the winter, it was unfortunately the weather delays (beyond your control) delayed opening so late. An indoor pool would fix this!
47	Great service, great team and great pool which has really helped getting back into the pool again after a 14 year break. Like to do it all year round though.
48	Nice place to come and relax with the kids. Friendly staff, clean and tidy. Well done ??
49	Hours would suit elderly users better if open 6-10 and closed 10-12.
50	The pool is an integral part of any community & it is good to see it being used to maximum capacity.
51	As a parent, this pool has kept my child happy during the holidays as there is nothing else to do in Katikati
52	Need a larger mirror in the ladies changing room
53	The additional showers are much appreciated. Perhaps an additional mirror could be put up in the ladies