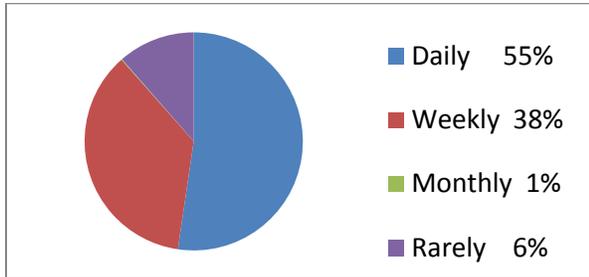


Town of Fort Myers Beach Parks and Recreation Department Client Satisfaction Survey Results

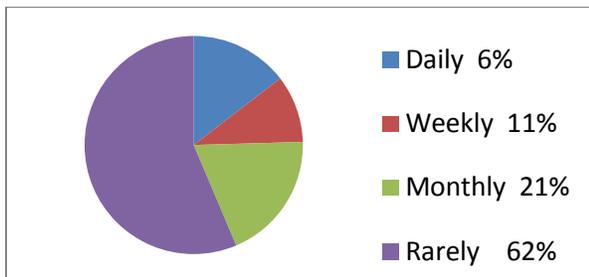
Summary: The client satisfaction survey had 112 participants, each taking the survey from October 15th 2015 until January 1st 2016. The survey was available at the BORC bash, inside Bay Oaks Recreation Center, at the Community Pool, and electronically upon request.

Results:

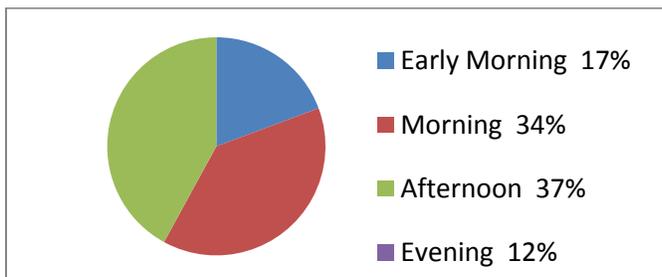
1. How often do you use this recreational facility?



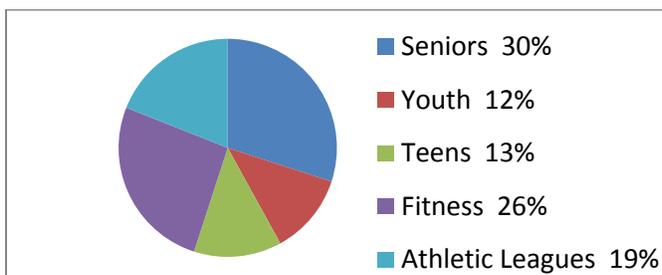
2. How often do you use the Community Pool?



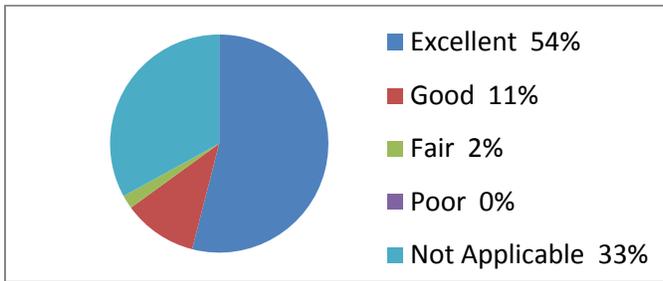
3. During what time period do you visit Bay Oaks or the Pool the most Frequently?



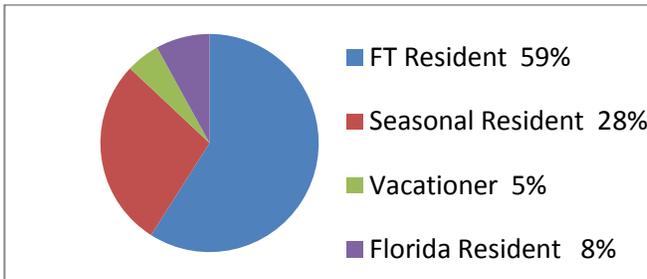
4. What Programs do you or your family participate in?



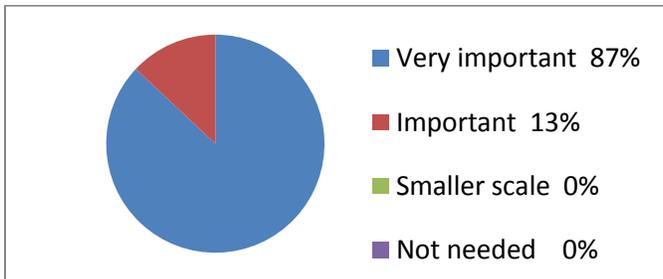
5. If either you or your child participates in recreation programs, how would you rate the quality of the programs?



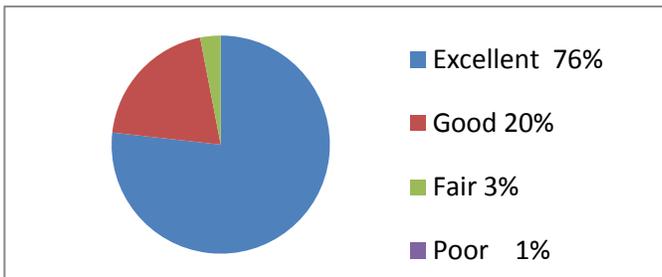
6. Are you a resident of Fort Myers Beach (Estero Island)?



7. How would you rate the importance of Bay Oaks and the Pool to the community?



8. How would you rate the effectiveness of the Parks and Recreation staff's in meeting your needs?



The following section the most common responses amongst participants will be included with samplings of the comments.

9. What recommendations would you like to offer to Bay Oaks and the Pool to help improve our overall recreation services that we offer?

- A. The most common comment was in regards of the seniors needing a dedicated senior building or a greater space to host all activities.
"Seniors need a place to meet every day, a place we can call our own Senior Center."
"It would be great if we had one dedicated space for all senior activities instead of multiple locations."
- B. The second most common comment was in regards to the temperature of the pool.
"If the water could be warmer on cold days"
"Please heat the pool Water"

10. Tell us what you like about our department the most.

- A. The most common comment was in regards to the performance level of recreation staff
"Hospitable staff, and care for our community."
"Staff is always knowledgeable, friendly and helpful"
- B. The second most common comment was in regards to Parks and Recreation being a part of the community.
"The community Center is invaluable as a community focus"
"This Rec Center brings the community together to have fun and a place to meet and socialize with fellow residents."

11. Do you have any other comments that you would like to share?

- "BORC was one of the main reasons I choose to buy a home here on Fort Myers Beach."
- "Expand and or renovate the facility using impact fees."
- "Bay Oaks and Rec programs are a plus in luring new residents to our community."
- "Their programs are very important to single adults learning to live with deceased spouses."
- "Bay Oaks is one of the best places for our kids to go. Safe, and keeps them healthy. Great Mentors."
- "Great Place to meet friends"
- "I would not be opposed to a fee for residents at a low rate, per season."