



Media Release
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Survey indicates Aquatic Centre performing well

A customer survey has revealed that the Selwyn Aquatic Centre is performing well across a range of areas according to people who use the centre.

160 people who visit the centre took part in the survey which ran during May 2015.

People reported they used the centre for a variety of activities. Swimming lessons, lane swimming and leisure swimming were the most popular reasons for visiting, with a number of people also enjoying the spa, using the centre for rehabilitation or therapy, or for aquajogging or aquafitness.

83% of visitors rated the availability of pool space as good or excellent. 95% of users rated the cleanliness of the centre as excellent or good, and 79% of people said the temperature of the pools was just right.

Centre staff including receptionists, lifeguards and swim instructors were all considered to be doing a good job with between 93-96% of customers rating these staff as excellent or good.

83% of people completing the survey said they would be likely or extremely likely to recommend that friends and family visit the centre.

Selwyn Aquatic Centre Manager Kathy Moore says the survey results are pleasing and indicate that centre provides a positive experience for its users. "For our staff the results indicate that they are doing a great job to provide both excellent customer service for visitors and to keep the facility operating at a high standard."

"The centre is extremely well used by people from across Selwyn. We are visited by many Selwyn schools as well as offering swim lessons for local children," she says.

In the year to June 2015 the centre received 282,000 visits, exceeding its target of 270,000.

Images attached: the Selwyn Aquatic Centre

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