

# Summer Class Pass Evaluation

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DATE: SEPTEMBER 2019



The Summer Class Pass allows participants to attend fitness programming on a drop-in basis over the summer months; rather than having to commit to weekly sessions.

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## Engagement / Survey Results

This past September, the public was invited to complete a survey about the Summer Class Pass. We received 45 completed surveys. The survey invited feedback to help fitness programmers continue to provide the community with a wide variety of interesting programs in upcoming sessions.

"I really enjoyed having the summer flex pass. Such a great price and variety of classes. I will be purchasing it again next summer."

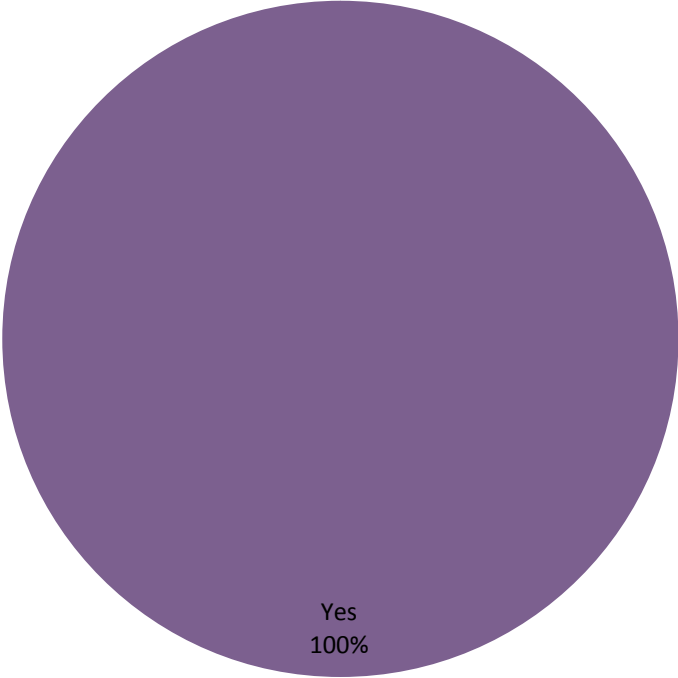
*Survey Respondent*

 100%

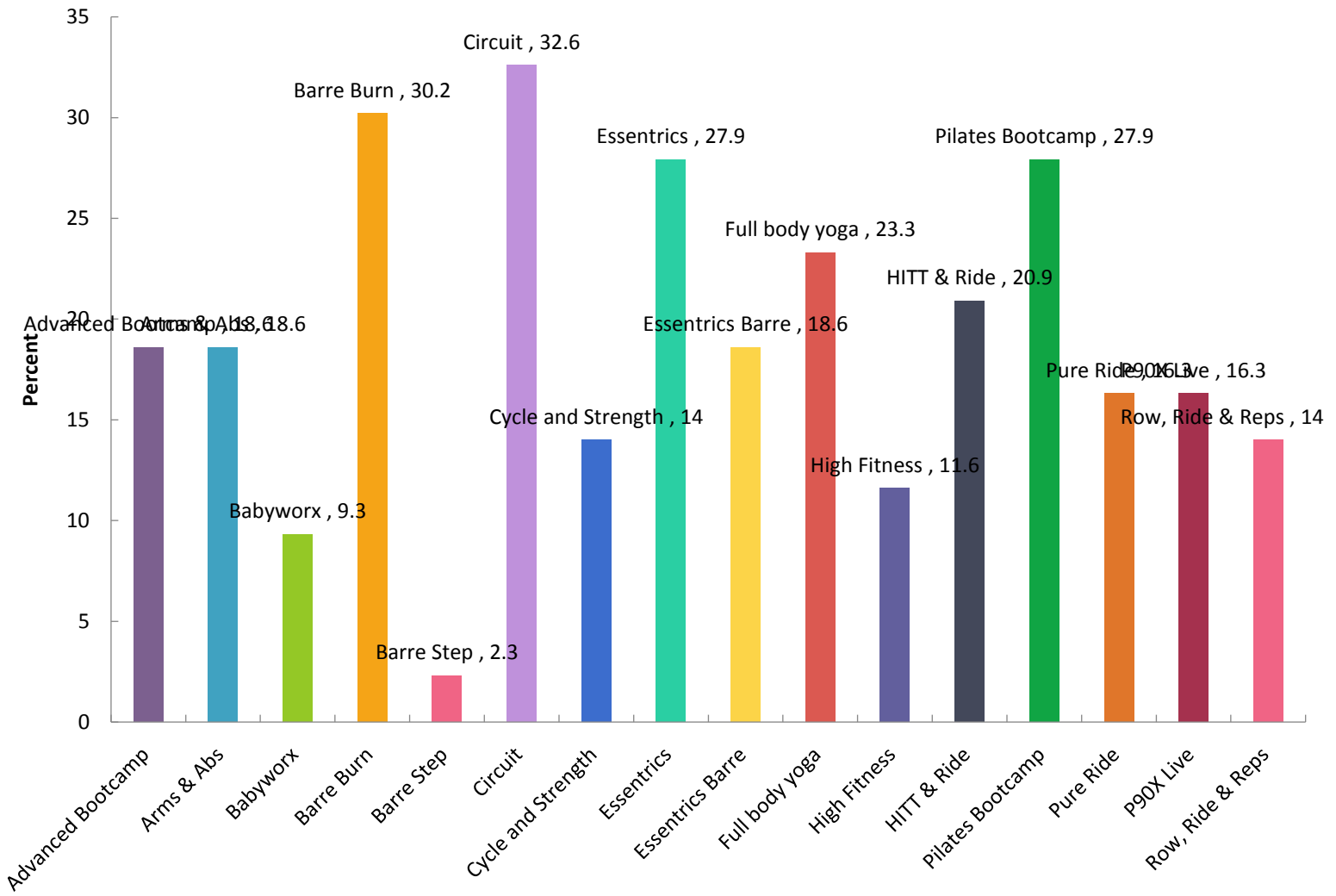
OF RESPONDENTS FOUND THE PASS PROVIDED PROGRAMS THAT THEY WERE INTERESTED IN

# SURVEY RESULTS

**1. Did you find that the summer class pass provided a variety of programs that you were interested in?**



**2. Please pick your favourite classes (may select up to 5).**



Value	Percent	Count
Advanced Bootcamp	18.6%	8
Arms & Abs	18.6%	8
Babyworx	9.3%	4
Barre Burn	30.2%	13
Barre Step	2.3%	1
Circuit	32.6%	14
Cycle and Strength	14.0%	6
Essentrics	27.9%	12
Essentrics Barre	18.6%	8
Full body yoga	23.3%	10
High Fitness	11.6%	5
HITT & Ride	20.9%	9
Pilates Bootcamp	27.9%	12
Pure Ride	16.3%	7
P90X Live	16.3%	7
Row, Ride & Reps	14.0%	6

**3. Did you take a class with the summer class pass that wasn't enjoyable? Please tell us which class(es) didn't work well for you, and why. Please be specific.**

Response:
No, all classes I took were great!
Enjoyed all classes I participated in. Good variety.
I enjoyed the Monday Cycle and Stretch, but because it was back to back with another spin class (one ending at 7 one beginning at 7) we lost 5 minutes off the beginning of every class
No
Liked them all
I enjoyed all of the classes, I took
I liked all the classes.
No
No
N/A
No
Circuit class lacked intensity I wanted/expected
Pound and Zumba because I'm not a zumba fan... with that said it was taught VERY well and I'm glad I tried it
no
Nil
Loved it.

**4. Please share your suggestions with us on how we can improve the class pass for next year.**

Response
I really enjoyed having the summer flex pass. Such a great price and variety of classes. I will be purchasing it again next summer.
Enjoyed the variety of classes Monday to Friday. Would like next summer to be similar :)
There weren't many options for Friday, Saturday or Sunday
I thought this pass was affordable with a large variety of classes. I would purchase again next year.
Extend class lengths to 60 min
Have More morning classes. Being off in the summer there was only one class I liked that was in the am. And I had to go to evening classes for the other days. Saturday 815 circuit needs to have more variety in the classes. Too much of the same thing week after week
Some days have too many cardio intensive classes, try to space them over week, alternating with less intense ones. Morning classes work best for me.
More classes on weekends would be good for me. I work during the day and during the week.
Make sure to have a good range of classes for seniors at all fitness levels.
There needs to be a room that is for classes that need the room temperature warmer (yoga, essentrics, Pilates). Too many times we would show up for a cardio class the room would be hot and we were told oops we forgot to lower the temperature from an earlier class. This is unsafe and someone is going to pass out.
It was good for me. Lots of variety.
All the evening classes were offered early in the week and not many options later in the week. Some days there were multiple classes I wanted to attend and I struggled to choose which one and then later in the week there was nothing.

If you have a yearly fitness pass charge 5-7 dollars for any other class. \$14.00 is absolutely absurd. If you do not have a fitness pass \$14.00 is still too high. 10 bucks is reasonable. Who ever approved 14 bucks should pay that amount to participate and then tell me that is the right fee!!

Email us when there is no class. That would save us a trip.

This year's summer pass was my favourite by far. There was something at Millennium Place each morning so I could attend Monday to Friday and more cardio than in the past. I also really liked the Summer Surprise and seeing which fun class and instructor was matched to it. I even tried a class at GARC for the first time.

If there are early morning classes available (6 am) it would be great to see those included.

Class pass is fine, the biggest concern is the ongoing issues with heat in the fitness rooms. Always extremely hot. For some reason this issue just can't be fixed. There is always the oddest answers to why it's hot. Just fix the problem. Fit techs need to be more on the ball and turn the heat down. Yoga classes and eccentrics always have warm rooms. Cardio classes after suffer in the heat used for those rooms. Also the air conditioners need to be more monitored

Provide more classes in AM

More cardio classes in the weekday mornings

I find with kids at home it's hard to get to the classes during the day. I didn't know what the reps and rows class was and now I'm sad I missed it. The heat in the building was unbearable most days. Towards the long weekend there were no classes, not everyone has long weekend plans. Some people's plans are the gym.

Don't have it at Millennium. The green room is a walk through the gym (which is very unpleasant, crowded and smells very bad.) It is hard for older people to get to this room.

everything was great

Add more Barre Burn classes in the morning through the week

Really good program

Plse include the names of the instructors for regular classes as well....often times it's who the instructor is that motivates me to take a class Enjoyed the "summer surprise class" good opportunity to try new classes Make ALL classes 1hr in length - 45 mins never feels like a full class as well I do



not feel I get my money's worth with a 45 min class

Sometimes too cold or too warm temperature

## What's Next?

The survey responses will be used to assess the Summer Class Pass and to make continuous program improvements.

## More Information

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