

2019 Recreation Centres survey

Turramurra Recreation Centre results



Out of the 378 people who participated, 185 provided feedback about Turramurra Recreation Centre. Thanks to those who provided feedback. Below is a snapshot of the results. Scores are an average out of 10.

Facilities and customer service

Recreation Centre
overall

7.9



from 7.4 in 2017

Cleanliness

8.2



from 7.5 in 2017

Customer service
provided by staff

8.4



from 7.7 in 2017

Lounge area

7.2



from 6.9 in 2017

Range of food and
drinks at kiosk

6.6



from 6.1 in 2017

Sports programs (Junior and Senior basketball and netball)

The items given
for grand finals or
end of season

6.6



from 5.9 in 2017

The program
schedule for your
sport

7.9



from 7.7 in 2017

The program
sport you
participate in

7.5



from 7.3 in 2017

Match officials -
being polite and
courteous

7.3



from 6.7 in 2017

Match officials -
interpretation of
game rules

6.5



from 5.7 in 2017

60%

liked the idea of prize money being
offered for grand finals

51%

indicated they would be ok
with paying fees online

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Additional survey comments

There were also comments about:

- Suggestions for food and drink options at the kiosk
- Condition of court area including heating and cooling

In response:

- We do our best to offer a range of food and drinks that are appropriate for this centre. Based on your feedback we have invested in a commercial coffee machine which has been well received
- We have invested in our own scrubbing machine to assist with the cleaning and maintenance of the court surface and address issues with court surface slipperiness.

Grand final or end of season presentation items

There was mixed feedback about items given out for Grand Finals or end of season with socks, trophies, medals and vouchers most frequently mentioned.

Around 6 in 10 who responded to the survey liked the idea of prize money being offered instead of socks and drink bottles.

Thanks for your feedback on this. We're still considering our options and how it could work best, should we implement it. We'll keep you up to date on any changes but will continue to distribute items we've done in the past.

Payment of participation or hire fees online

Around half of you indicated you'd be OK with paying for participation or hire fees online. Council have been investigating a new point of sale system which would incorporate online and electronic payments as an option. We're keen to ensure any system we get will be value for money and work effectively. Stay tuned for updates.