
RECREATION FACILITIES AND PROGRAMMES QUARTERLY REPORT - FIRST QUARTER 2009/10

1. Purpose of Report

The purpose of this report is to update the Board on recreation facilities and activities for the first quarter of the 2009/2010 financial year. Community recreation facilities and programmes include the Tawa Swimming Pool and the Tawa Recreation Centre.

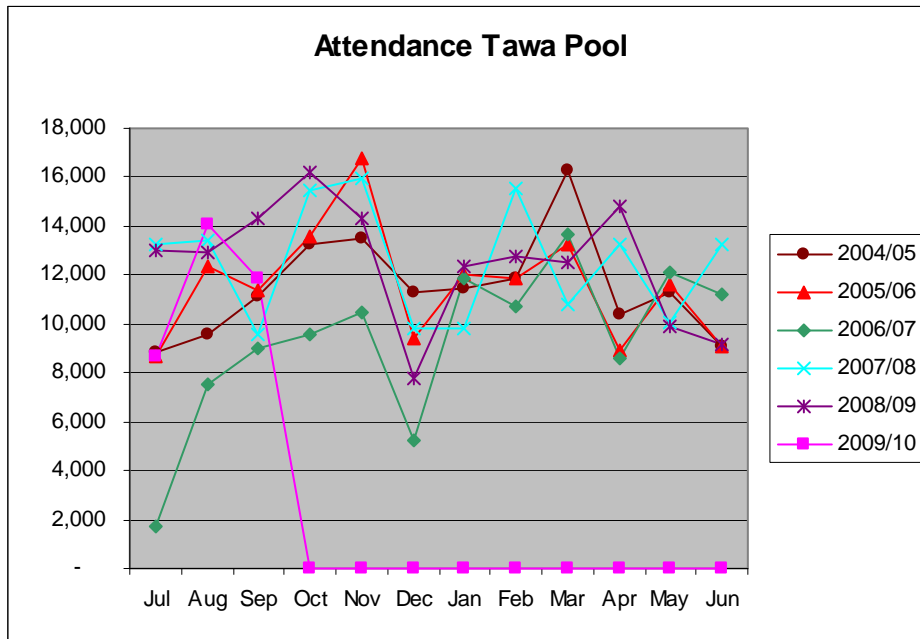
2. Recommendations

It is recommended that the Board:

- 1. Receive this information*

3. Tawa Community Pool

- Attendance for the first quarter was 34,686, which is a reduction of 2,594 against the same quarter of 2008/09. General participation numbers were impacted significantly during July. When the team reviewed the reasons for such a dip the most likely cause appeared to be a combination of cold weather and concerns around the swine flu pandemic. Pleasingly, attendances came back strongly during August.

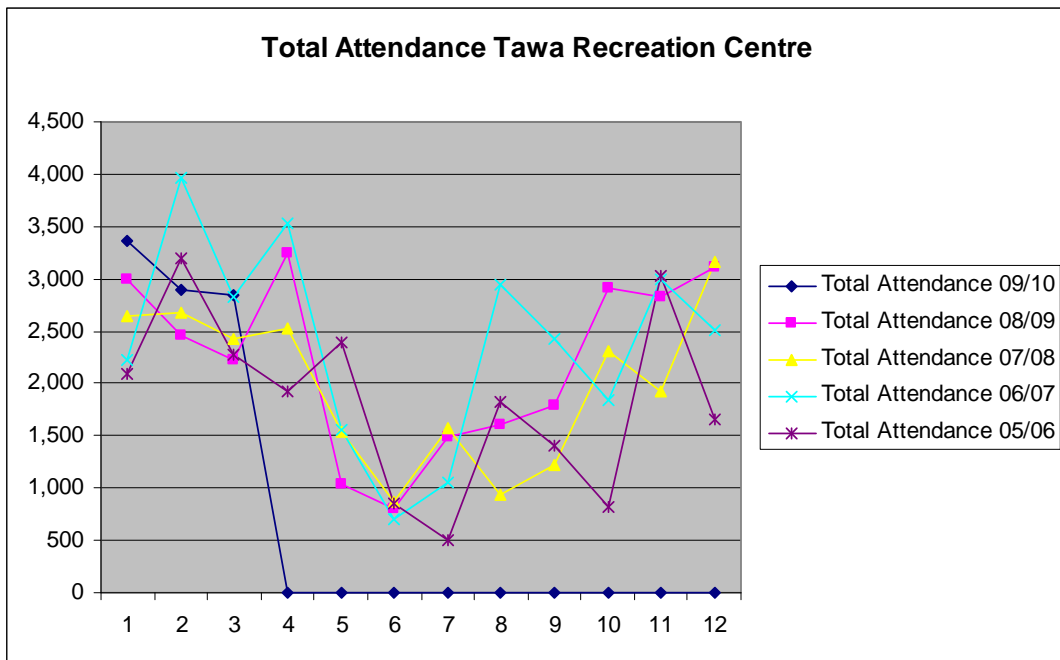


- Our Term 3, Learn to Swim programme was well attended with 742 enrolled for the term, just over the target set in our annual plan. The occupancy levels in the classes were also very good at 87%. In addition to this 8,826 local school children also attended the pool for swimming lessons during the quarter.



- During the 1st Quarter we received three written complaints, 1 compliment, and 5 suggestions from our customers.

4. Tawa Recreation Centre



Total Attendance 09/10	9,093	3,362	2,894	2,837
Total Attendance 08/09	7,680	2,997	2,465	2,218
Total Attendance 07/08	7,744	2,645	2,678	2,421
Total Attendance 06/07	9,023	2,230	3,963	2,830
Total Attendance 05/06	7,567	2,085	3,203	2,279

- The Centre had a total attendance for the first quarter of 9,093 which represents the highest level recorded since the centre began operations. Part of the reason for such high attendance numbers has been a significant increase in facility hire bookings with both badminton and volleyball proving very popular.
- During the quarter we received 0 complaints, 24 compliments, and three suggestions.
- Occupancy levels for the centre were at 91.4% for the quarter which was an excellent result.
- Our annual customer satisfaction survey was undertaken at the end of September with the results expected during November.

5. Recreation Outreach

- The annual Women's Run Swim Event based at Tawa Pool was delivered on 13th September with 129 women taking part and great feedback received from the participants.
- Staff from the Pool and Recreation Centres took part in the Tawa Spring Festival. Despite the poor weather on the day, the staff really enjoyed it, even those who had water balloons thrown at them by the public.
- The Best Years Pre-School based in Linden had the use of one of our Push Play trailers for a week in July.
- The Mana Tiaki families participated in the Roller Disco event that was held at Kilbirnie Recreation Centre in July.

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