

Pequannock Parks & Rec. Satisfaction Survey Results

July, 2013

Q1. Overall Satisfaction with Programs/Activities Parks & Rec. Offer

Excellent	58.33%	56
Good	34.38%	33
Fair	7.29%	7
Poor	0%	0

Comments:

There are good programs but often times there is poor communication when things are cancelled or changed. I wish there were more programs for ages 5-6.

We try to send emails out and make phone calls as soon as there are program cancellations. The best we can do is use the phone # and email that is on your Community Pass Account...Please check your account to make sure the information is the best contact info. We recognize we've missed some folks in the past...we strive to ALWAYS improve! We'll take into account, your request for more programs for ages 5/6.

Soccer Program is excellent, but PV Park is not. There must be some way to keep the water clean, so that the park doesn't need to be closed.

We've put together an informational booklet on both, P.V. Park & Woodland Lake. You can pick one up in our office or at the Park.

Some programs (tennis) are offered for ages that aren't appropriate for a child's age. The program should be broken up better. A 3 year old shouldn't be with a 12 year old.

The program is for grades K-12...they are supposed to be grouped by age. We will address this w/the instructor.

The July Day Camp is great, would be nice if it extended longer. The other sports camps are too expensive This is why we have an alternative "Get Happy Camp" - 7/24-8/16, 9:00-3:00. We are also considering ½ day options, once our "Summer Day Camp" ends. As for our Sports Camps – We try to keep the fees as low as we can...we have to cover our costs...may not be limited to: instructors, equipment, materials, t-shirts, facilities, insurance.

Reminders when a program is going to start...if you signed up would be great.

We will request that our instructors/coaches send out notices.

Q2. Overall Satisfaction with Registration Process

Excellent	54.74%	452
Good	40%	38
Fair	5.26%	5
Poor	0%	0

Comments:

Love community pass!

The online registration wasn't always working. And you couldn't include the Woodland Lake boat passes with the swim pass registration on line.

The few times the system was down were frustrating for us as well! We'll see if the Boat Passes can be incorporated into Community Pass.

Q3. Overall Satisfaction with Parks & Rec. Office Staff

Excellent	57.45%	54
Good	37.23%	35
Fair	4.26%	3
Poor	1.06%	1

Comments:

Office staff is always friendly & helpful.

The staff at the PV day camp including youth staff was really good..

Great!

For those of you rating our Office Staff *Fair* or *Poor*, we would sure appreciate some feedback...we want to serve you the best we can!

Q4. Overall Satisfaction with Email Blasts...Are they Helpful?

Excellent	56.52%	52
Good	36.96%	34
Fair	6.52%	6
Poor	0%	0

Comments:

Not always accurate information as to program dates and times. Too often, last minute changes.

We try to eliminate as many changes as possible. There are times, we have no choice...the schools may tell us at the last minute we can't use the space. Unfortunately, human error also, is a factor! We'll continue to do our best to keep changes to a bare minimum!

Extremely helpful. Great way of communication.

Wish for more info re: even more of the programs offered

VERY helpful!

It is not easy to keep track of programs without the emails since the kids cannot bring things home from school

We have program booklets in our office. We also distribute them to the schools on a quarterly basis, as well as at our events, on our web site & on the School Board's "digital backpack".

Q5. What would you like Parks & Rec. to offer?

We paid the fee for woodland lake because we wanted to use the pedal boats there but when we got to the lake the attendant informed us that the pedal boats were at Park.

We do have a pedal boat at Woodland Lake. We apologize you were given wrong information.

More programs for tween aged kids

Agreed.

Would like more diversified day trips. Other day trips besides casinos. Would like a flower garden club or instructions.

We are working on booking trips for the upcoming year!

As a Pompton Plains resident I was looking forward to paddle boats coming to Woodland Lake. However I was disappointed that you have to be a member of Woodland lake to rent boats. Think that was silly.

We are proposing a change for next year!

Classes for the stay at home parent who has kids in school.

We've tried in the past and had little to no interest...we can certainly try again!

I know this probably not feasible, but I would LOVE to see day time sports leagues such as volleyball and soccer for adults who work nights. Between police officers, doctors, nurses, firemen, stay-at-home parents, etc, maybe there's enough interest.

We'll definitely look into this!

It would be nice if there was a way to review more details and information about the programs offered without logging into the Community Pass.

We have our program brochure on our web site:

<http://www.peqtwp.org/Cit-e-Access/webpage.cfm?TID=60&TPID=6305>

In the future, we will try to put more of the details online.

Q6. Program(s) you would like to hi-lite and/or low-lite

Loved the Radio City show in Dec.

We're offering it again this year!

Possible classes with various hobby/subjects.

Give us some ideas...we're game!

I am happy about the Kayaks available at Woodland Lake I use them

We're hoping to get two-person kayaks for next year!

The little rookie t-ball this season was not really adequately staffed - they needed more coaches for the number of kids who registered. My son ended up leaving unhappy with t-ball and we were disappointed because we love baseball :-(

The instructors are aware of this...we hope your son gives it another try!

Hi lite Theater Camp!! Would Love to see more town support for the summer theater camp.

Thank you!

Love lax on and field hockey

Thank You!

Field hockey programs!

Basketball program fabulous Softball program fabulous will sign up for both again next year

Thank You!

Field hockey clinic was originally was 90 min. and now cut back to 75 min. with no adjustment to price. So far one day was cancelled and no make-up on schedule has been made.

We keep our Summer Field Hockey Clinic to a very minimal fee for just that reason. The program goes right up until the High School fall sports begin...we cannot extend the schedule. This program doesn't typically include a jersey/t-shirt...the instructors take it out of their pay so we could get them for the girls. As far as the time - it was a misprint and we sincerely regret having made that mistake and not catching it earlier; the price however, would not have been different. If in fact, the Clinic had been cancelled one more day due to weather, Barb Meloy was going to offer a free clinic for the girls at some point in the near future.

Can't find any info on a) how to join a women's softball team (see women's softball advertised every year, but seems you have to know someone already on a team to get a foot in the door); and b) can't find any info on Walking Challenge

Unfortunately, you have to register as a team, not as individuals. The Walking Challenge is not our program...contact the Health Dept. for information (x115).

This past year the soccer program coach for my son's team was coaching 2 teams and there was not a lot of communication if something changed. One morning we went to the scheduled game and it had been rescheduled to an hour earlier...we never knew and my son was upset that he missed it. The coaches emailed but did not make any phone calls. Not everyone has email on their cell phones to get instant emails. We never got a phone call when my son didn't show up for the game. We live 3 minutes from the field and could have been there. Communication needs to include phone calls...either home or cell or both...not just email.

Agreed...we will ask our Instructors/Coaches make phone calls.

Ho Down has seen it's better days...most of the traffic is from other towns...need a sub group to just work on Ho Down. Farmers Market is great!!!

We work very hard on providing the best events for our Community...and will continue to do so. We always work on improving and/or changing what doesn't work. We hope you'll attend this year's Hoedown and see and like what we've changed! Glad you like our Farmers Market...we're quite proud of it...Heidi Robak has work tirelessly on it!!

To have more art

We'll work on it.

All Sorts of Sports is great!

We love Coach Rick and his staff!

Field Hockey, Basketball Camp

The Greenview summer 9-12 day camp is excellent, great staff, reasonable for people with multiple children. It would be nice if it was longer because most parents work and finding day care in the summer gets way too expensive. Its nice the Greenview day camp is reasonable.

Thank you...we love Jackie Lynch and her group! We also offer a 9-4 "Get Happy Camp" at Hilliview, M-F, July 24 – August 16.

Love the bootcamp offered in the summer behind town hall.

Us too. Unfortunately, the guys have decided August will be the last. They will continue to offer it at their location. KSTRENGTH Sports Training 333 Route 46 West Fairfield, N.J. 07004

My kids attended parks & rec summer day camp at greenview park for the first time this year. They both had a good experience. Their counselors were great with them too (1-2 boys & 3-4 boys)!

Great!

I think the Community Pass program is excellent and very easy to use. The Recreation Soccer program is very organized and great for kids.

PV Park disappointing

No one is more frustrated or disappointed when we have to close, than our Lake Staff and Us.

Love the Zumba class and I am very happy that they are having classes twice a week for the added benefits!

Great!

low-lite no offerings of weekend activities for kids.

We'll see what we can do.

Just a few comments and suggestions on the Boat rentals.... you need some OPEN Feather Flags at Alexander showing it's open ... Offer a FREE Weekend to try the boats (of course on availability) People complain about joining the lake to use the boats, have it for the daily use...guest / residents only. Once you see more boats on Woodland you'll get more people to try it...

Great suggestions....thank you! We actually have signs ordered! We have requested the change in Lake Membership for next year...stay tuned!

Q7. Instructor(s) you would like to hi-lite and/or low-lite

Julie Melcher is a wonderful instructor in the summer theater program. My children enjoy the camp every year.

Julie Melchor ROCKS!!

Agreed!!!

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Lindsay Lafferman, michelle sarnelli,

Hi-lite Coach Meloy. My daughter always talks about her!

Coach Debell & Cafarro were fabulous my child came home so excited from everything she learned.

P.V. Park staffs have ALOT of inconsistencies in enforcing the rules. Lifeguards could be friendlier and more approachable.

We will continue to work with and guide our staff.

Pete Bankuti--excellent rec soccer and baseball coach. He stresses fundamentals/basics in a high-energy, fun way.

Coache DeBell!

Threaten camp should also be held during the year. Not just summer time.

Julie & her staff are in college and not available during the school year. Space is also an issue.

Coach Rick does a great job with the kids!

Veronica, the Zumba teacher, is fun and very energetic!

*Thank You for your feedback on our instructors/coaches...we think they're great too!