



Recreation Department

Julie L. Redding, Superintendent of Recreation
Samantha Hewitt, Recreation Program Assistant
Jody L. Mayer, Office Manager



Thank you for spending time with us this summer at the Chambersburg Aquatic Center! Your feedback is important as we evaluate changes in policies, fees, operational hours, concession items, programs, etc., for the 2019 season. Please take a few minutes to answer the following questions, and offer any additional thoughts you believe would be helpful to provide an even better 2019 experience. You may mail or email this back to us (details provided below), drop it off at the Recreation Office, or drop this off at the Aquatic Center, during the remaining operational hours of Friday (8/31), 5-8 PM; Saturday and Sunday (9/1-2), 12-8 PM; and Monday (9/3), 12-8 PM.

1. How would you rate your overall experience this summer at the Aquatic Center? Fair Good Excellent
2. What did you enjoy most about the Aquatic Center? _____

3. Although this is a new facility, what would you like to see improved for 2019? _____

4. How would you rate the Member Benefits Options Provided (Listed Below)? Insufficient Good Excellent

5. If you are a season pass holder, if any member benefits were removed, which one(s) would be most disappointing to you?

6. Which one(s) did you appreciate / use the most (if applicable)? _____

Membership Benefits Include:

- One hour early admittance to the facility, 12-1 PM
- 10% discount at the concession stand when showing pool membership pass
- Free admission to Teen/ Adult Nights
- 10% discount off Parties, Pavilion, Picnic Pad and Event Room Rentals
- Five free daily pool passes
- Five discounted guest passes (\$2 off price of daily admission when guests accompany a member)
- 10% discount off swimming lessons

7. Would you like to see the “one-hour early admittance for members only” policy change in any capacity? Yes / No
If so, how? _____



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8. What programs would you like to see offered at the facility? _____

9. Would you be interested in special entertainment at various times throughout the season, such as small, local bands or individual performers? Yes / No

10. If you rented an area(s) within the facility or scheduled a party, how would you rate your experience?
Fair Good Excellent

11. Do you have any suggestions for improvements of rental areas and / or amenities provided with those locations that you believe would improve the experience? _____

12. What is your opinion of the facility rates? Inexpensive Fair Expensive
Comments: _____

13. How would you rate the level of customer service provided by the staff? Needs Improvement Good Excellent
Comments: _____

14. How would you rate the selection of food choices at the Concession Stand? Fair Good Excellent

15. How would you rate the quality of service provided at the Concession Stand? Fair Good Excellent

16. How would you rate the menu prices at the Concession Stand Inexpensive Average Expensive

17. What additional food items would you like to see included on the Concession Stand menu? _____

18. Are you a season pass holder? Yes / No

19. Do you plan to purchase a pass next year? _____

20. How many times did you visit the facility this summer? 1-10 11-30 30+

Thank you for taking the time to complete this survey! Please return on or before September 28, 2018.

Sincerely,

Julie Redding, CPRP
Superintendent of Recreation

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