ATTACHMENT







PRCS Dept. Commission & Committees



Winter / Spring 2016 Survey

PROGRAM AREAS SURVEYED

- Recreation Programs
- Adult Softball League
- o Adult Basketball League
- Senior Center Programs & Classes
- Senior Center Nutrition Program
- Disabilities Programs
- Volunteer Program
- The Municipal Plunge
- Vets Complex Rental Operations

Almost 700 surveys were returned. Not all users answered all questions.

Customer Satisfaction

Winter / Spring 2016 Survey

12 and Under 3 0 13 – 17 23 4 18 – 34 49 1	%
13 - 1723418 - 34491	
18 – 34 49 1	0.5%
	4.5%
	10%
35 – 49 62 1	13%
50 - 64 74 1	15%
65 and Above 281 5	57%



Customer Satisfaction



Winter / Spring 2016 Survey

Overall, I feel the Programs and Facilities Offered by Culver City are:

Category	Tally	%
Outstanding	253	71%
Good	95	26%
Fair	0	0%
Need Improvement	8	2.5%
Poor	1	0.5%

The level of satisfaction rated as "Strongly Agree / Agree" or "Outstanding / Good was 95%.



Customer Satisfaction

