

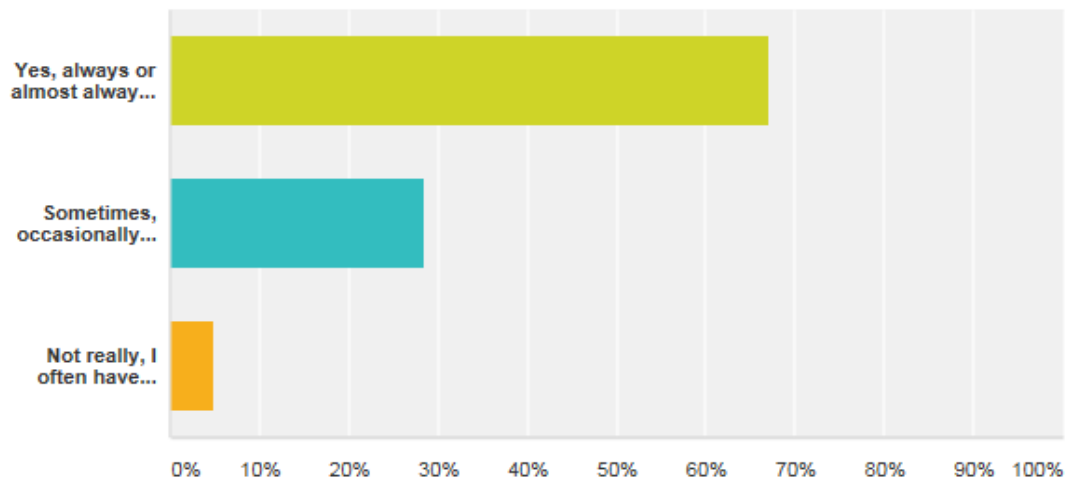
KPHMA Member Satisfaction Survey Results March 10th, 2017

Survey completed February 2017, 106 members responded (approximately 30%, fairly typical for this type of satisfaction survey). 95 members responded to the 2016 survey.

1. Information

I can easily find the information that I need about my child's hockey at KPMHA (from the website, team manager, coach, Board member etc.)

Answered: 106 Skipped: 0



Answer Choices	Responses
Yes, always or almost always I have the information that I need when I need it.	66.98% 71
Sometimes, occasionally information that I need is not available when I need it.	28.30% 30
Not really, I often have difficulty obtaining the information that I need.	4.72% 5
Total	106

2016:

Answer Choices	Responses
Yes, always or almost always I have the information that I need when I need it.	51.06% 48
Sometimes, occasionally information that I need is not available when I need it.	34.04% 32
Not really, I often have difficulty obtaining the information that I need.	14.89% 14
Total	94

What information would you like to be more accessible or timely? (most common responses)

- Ice and game schedules earlier
- Use an app for scheduling rather than e-mail
- Transparency with respect to:
 - Coach selection process
 - Try-outs and evaluations at the beginning of the year
 - Board meetings & minutes

- The 72 hour noticeroster change rule is not feasible as we often find out with less time than that player call ups are needed(ie. sickness and injuries)
- Player stats

2016:

- Ice allocation
- Website – update content and platform
- Player stats and team standings
- Policies
- Financial information and executive meeting minutes

Satisfaction with respect to information improved in 2017.

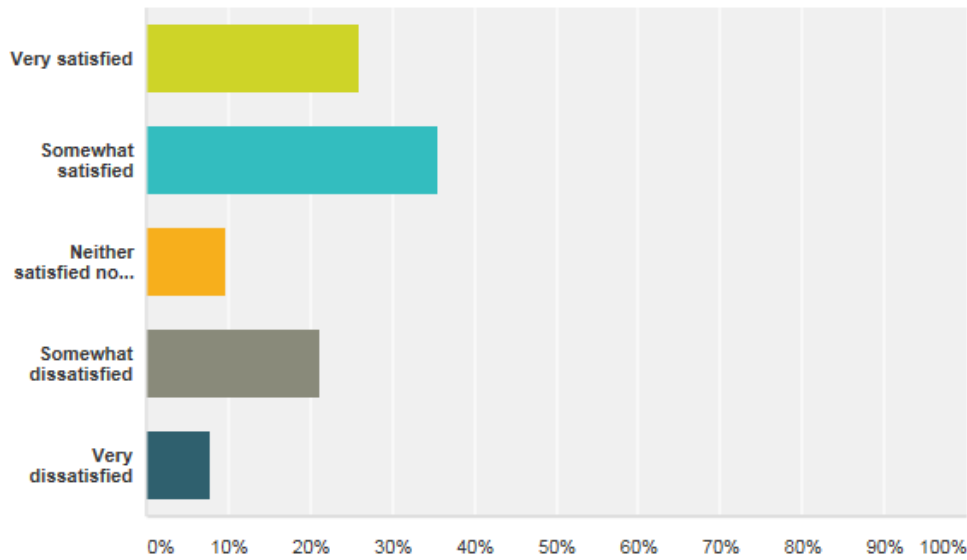
The KPMH fees that you pay depend upon the ice allocation of your child's team (varies by division and whether your child plays competitive or recreational hockey). Please select the button(s) that best describes your view towards ice and fees for your child(ren). The number of your selections should equal the number of children you have in different hockey programs at KPMH e.g. twins in pewee, one recreational the other competitive, you make two selections.

A clear majority of parents completing the survey thought this balance between ice time and fees was about right. Bantam A was an exception, 50% thought the balance was about right and the other half would pay more for more ice time. See following table for details.

	Responses		About right		Less ice time and lower fees		Willing to pay more for more ice time	
	2017	2016	2017	2016	2017	2016	2017	2016
Initiation	17	13	70.6%	61.5%	0.0%	23.1%	29.4%	15.4%
Novice	23	16	70.0%	62.5%	8.7%	25.0%	21.7%	12.5%
Atom C (recreational)	12	21	83.3%	80.9%	0.0%	9.5%	16.7%	9.5%
Atom D (competitive)	12	14	66.7%	50.0%	8.3%	7.1%	25.0%	42.9%
Peewee C (recreational)	18	15	66.7%	46.7%	0.0%	6.7%	33.3%	46.7%
Peewee A (competitive)	29	20	58.6%	45.0%	3.5%	0.0%	37.9%	55.0%
Bantam C (recreational)	14	7	57.1%	71.4%	21.4%	0.0%	21.4%	28.6%
Bantam A (competitive)	12	7	50.0%	42.9%	0.0%	0.0%	50.0%	57.1%
Midget C (recreational)	8	9	87.5%	77.8%	12.5%	11.1%	0.0%	11.1%
Midget A (competitive)	9	6	77.8%	33.3%	0.0%	16.7%	22.2%	50.0%

Overall, how satisfied or dissatisfied are you with your family's experience at KMPH?

Answered: 104 Skipped: 2



Answer Choices	Responses
Very satisfied	25.96% 27
Somewhat satisfied	35.58% 37
Neither satisfied nor dissatisfied	9.62% 10
Somewhat dissatisfied	21.15% 22
Very dissatisfied	7.69% 8
Total	104

2016:

Answer Choices	Responses
Very satisfied	30.85% 29
Somewhat satisfied	46.81% 44
Neither satisfied nor dissatisfied	7.45% 7
Somewhat dissatisfied	12.77% 12
Very dissatisfied	2.13% 2
Total	94

Over 60% of members were either very satisfied or somewhat satisfied (2016: 78%). However, satisfaction levels were lower than in 2016.

3.(a) With respect to your family's experience, what is working well at KPMHA?

Members' 2017 responses to this question was very similar to 2016:

- Volunteers are helpful, dedicated and appreciated
- Friendly atmosphere
- Good environment for children to foster friendships
- Ability to provide feedback
- Ice at Shawnigan, not having to travel to Lake Cowichan

3.(b) In your view, what would improve your family's experience at KPMHA?

- Volunteers
 - Transparent selection process, more people involved in making Head Coach decisions
 - More positivity
 - Exclude poor quality coaches
 - Anonymous coach evaluations
 - Non-biased coaching. Head Coach of team not to have child on the team
 - Managers not allowed to control the team to benefit own child
- Balanced teams in recreation
- Greater transparency regarding Board decisions
- More support on cross-ice in novice and initiation
- Remove the 72 hour registration rule
- More transparency in try-outs

2016:

- Coaching – good coach = a good year and vice-versa
 - Develop coaches, use non-parent coaches, use professionals on occasion
 - Anonymous coach evaluation
- Transparency generally and adherence to policy.
- Communication hierarchy – coordinator usually has a vested interest, need an alternative communication channel
- Team composition: smaller teams, tiered recreational teams, evaluation at try-outs
- Amalgamate with Cowichan

2. KPMH depends on its members volunteering in a variety of roles. Please select the button that best reflects your view.

2017:

	I'm able to volunteer	I'd consider volunteering but need more information on the role first	I'd consider volunteering but need support at first	I'm not able to volunteer	Total
Board member	18.29% 15	25.61% 21	7.32% 6	48.78% 40	82
Coach	32.94% 28	5.88% 5	7.06% 6	54.12% 46	85
Team manager	21.33% 16	14.67% 11	9.33% 7	54.67% 41	75
Team safety person	32.50% 26	10.00% 8	12.50% 10	45.00% 36	80
Refereeing	1.45% 1	2.90% 2	1.45% 1	94.20% 65	69

2016:

	I'm able to volunteer	I'd consider volunteering but need more information on the role first	I'd consider volunteering but need support at first	I'm not able to volunteer	Total
Board member	23.64% 13	16.36% 9	9.09% 5	50.91% 28	55
Coach	30.00% 18	0.00% 0	8.33% 5	61.67% 37	60
Team Manager	22.81% 13	7.02% 4	21.05% 12	49.12% 28	57
Team Safety Person	32.08% 17	1.89% 1	15.09% 8	50.94% 27	53
Refereeing	6.67% 3	2.22% 1	2.22% 1	88.89% 40	45

Interest in volunteering has increased compared with 2016, and in all roles.