

## Montecito Heights Recreation Center

4545 Homer Street, Los Angeles, Ca 90033  
(213) 485 - 5148 Fax (213) 847-5901

### CENTER SATISFACTION SURVEY

We thank you in advance for your assistance in filling out this survey. The information that you provide to us will be kept completely confidential. Please return the completed form to the registration office or to any staff member.

*Please mark the best response to each question below.*

**1) How would you describe your race or ethnicity?**

African American       Latino (a)       Caucasian  
 Asian       Native American       Other

**2) What is your Gender?**

Male       Female

**3) What is your Zip Code?** \_\_\_\_\_

**4) Do you have any of the following technologies in your home?.** Please check all that apply

Cable television       Satellite Dish  
 Personal Computer       Internet Connection

**5) How often do you visit the Recreation Center?**

Daily       Once a week or more       2-3 Times a month  
 Once a month       Every 2-3 Months       2-3 Times a year

**6) What is your primary reason for patronizing Montecito Heights Recreation Center?**

Please check all that apply

Youth Classes       Adult Classes       Organized Team Sports  
 Child Care       Open Gym       Other

**7) The Recreation center staff is knowledgeable and professional. I ...**

Strongly Agree       Somewhat Agree  
 Neither Agree or Disagree       Somewhat disagree       Strongly Disagree

**8) In thinking about your most recent experience with a Montecito Heights Recreation Center Staff member was the quality of customer service you received...**

Superior       Very Satisfactory       About Average  
 Somewhat Unsatisfactory       Very Poor

**9) I feel like I have a good relationship with the Recreation Center Staff.**

Strongly Agree       Somewhat Agree  
 Neither Agree or Disagree       Somewhat disagree       Strongly Disagree

10) **Considering the value of the program you paid for, was it:**

- An exceptional value, worth more than you paid for it
- A good value, worth about what you paid for it.
- A poor value, worth less than you paid for it.

11) **Are there any programs that we are not offering that you would like to see offered?**

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12) **What recommendations would you offer for improving our programs?**

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13) **Overall I am very satisfied with the Recreation Center's Programs.**

- Strongly Agree
- Somewhat Agree
- Neither Agree or Disagree
- Somewhat disagree
- Strongly Disagree

14) **The Recreation Center is making a positive contribution to mine and my child's life.**

- Strongly Agree
- Somewhat Agree
- Neither Agree or Disagree
- Somewhat disagree
- Strongly Disagree

15) **Would you recommend Montecito Heights Recreation Center to others?**

- Definitely
- Probably
- Might or Might not
- Probably Not
- Definitely Not

16) **If asked, I would volunteer for park events or be a Park Advisory Board Member at Montecito Heights Recreation Center.**

- Definitely
- Most Likely Yes
- Maybe
- Most Likely no
- Definitely Not

If you would like to be contacted about becoming a volunteer or Park Advisory Board member please list your Name and Telephone # \_\_\_\_\_

17) **Are there any other comments about Montecito Heights Recreation Center you would like to add?**

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We thank you for all your comments! Montecito Heights Recreation Center looks forward to serving you and your family for many years to come. Should you have any other comments, please feel free to contact the park office at (213) 485-5148.