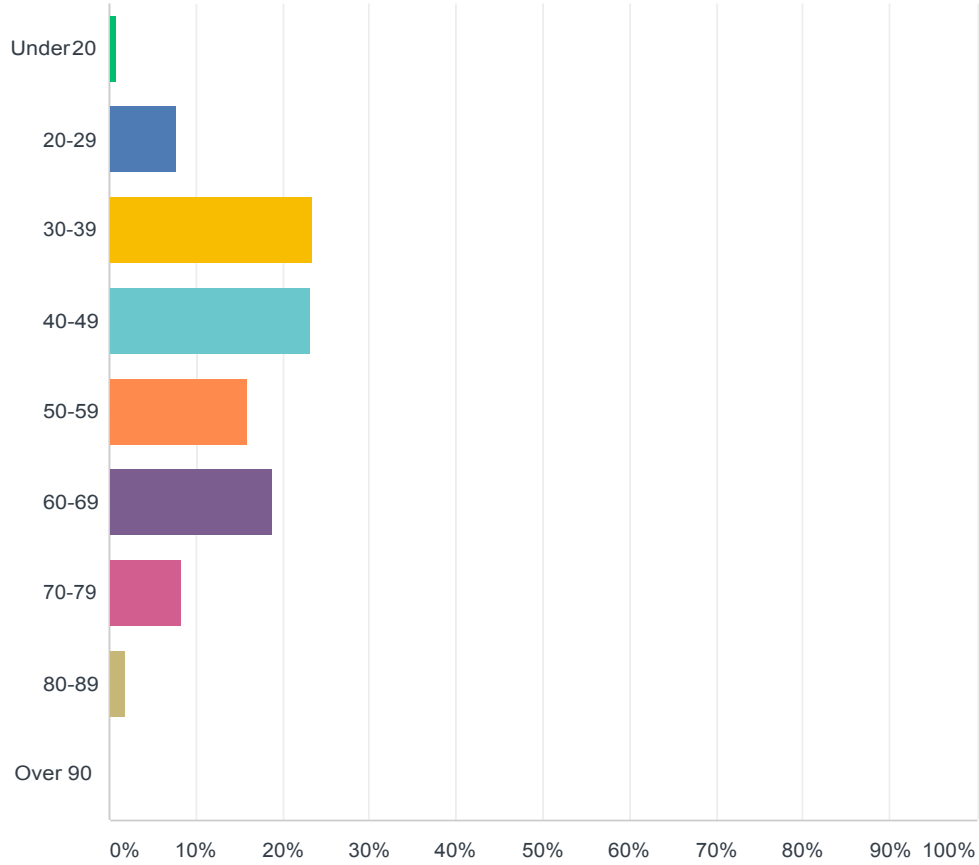


# Q1 What is your age?

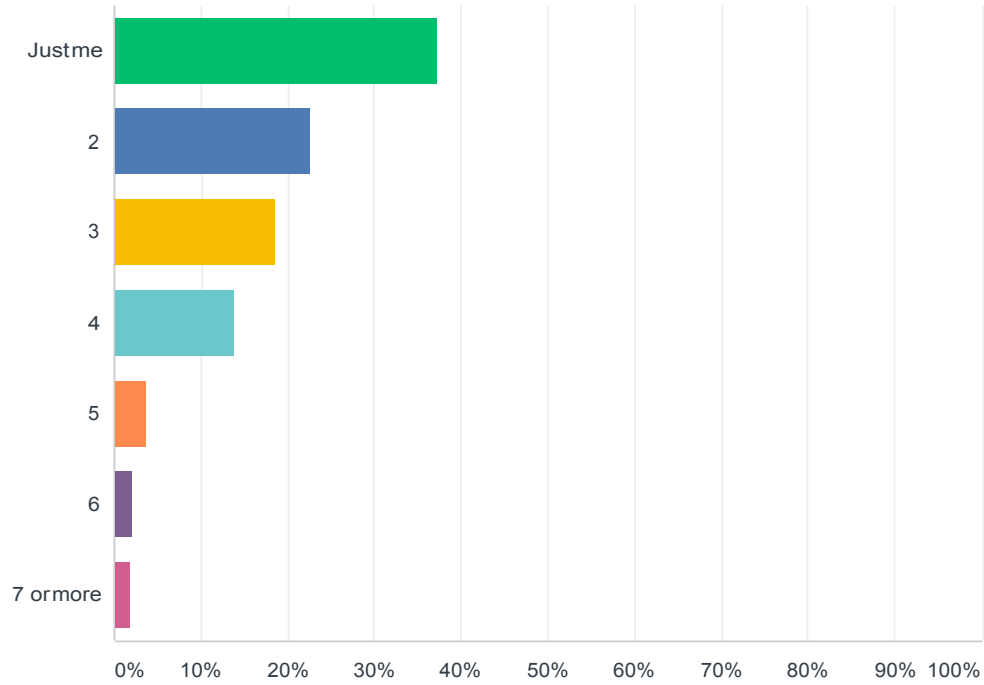
Answered: 579 Skipped: 2



ANSWER CHOICES	RESPONSES	
Under 20	0.86%	5
20-29	7.77%	45
30-39	23.49%	136
40-49	23.32%	135
50-59	15.89%	92
60-69	18.83%	109
70-79	8.29%	48
80-89	1.90%	11
Over 90	0.00%	0
Total Respondents: 579		

## Q2 Number of people in your household?

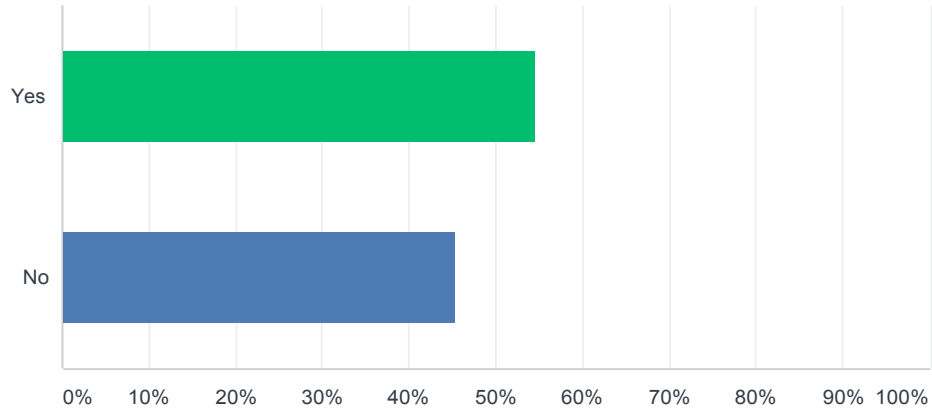
Answered: 576 Skipped: 5



ANSWER CHOICES	RESPONSES	
Just me	37.33%	215
2	22.57%	130
3	18.58%	107
4	13.89%	80
5	3.82%	22
6	2.08%	12
7 or more	1.91%	11
Total Respondents: 576		

### Q3 Are you a parent or guardian?

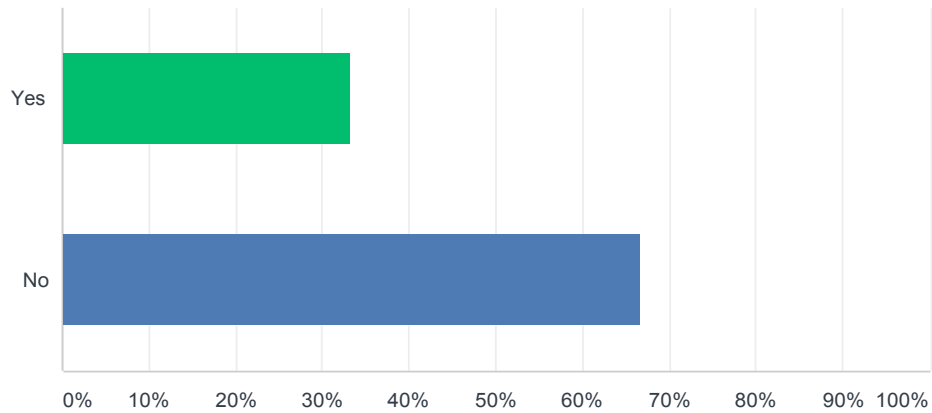
Answered: 569 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	54.66%	311
No	45.34%	258
TOTAL		569

### Q4 Are you a single parent?

Answered: 523 Skipped: 58



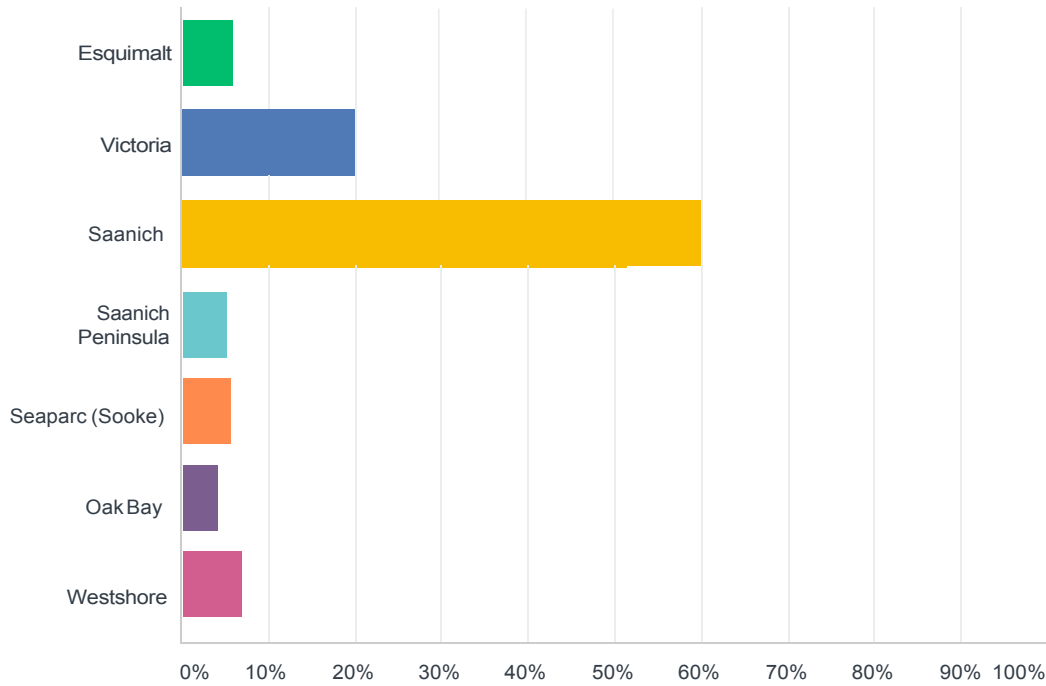
ANSWER CHOICES	RESPONSES	
Yes	33.27%	174
No	66.73%	349
TOTAL		523

L.I.F.E. Review 2019

#	OTHER (PLEASE SPECIFY)	DATE
1	Common-law	2/15/2019 10:46 AM
2	no response	2/15/2019 10:40 AM
3	grandma	2/15/2019 10:31 AM
4	Grandmother raising Grandgirl	2/15/2019 10:16 AM
5	no response	2/15/2019 9:40 AM
6	kids grown	2/14/2019 5:53 PM
7	A single adult	2/6/2019 3:30 PM
8	single	2/2/2019 1:39 PM
9	My 3 children live with their mom	1/29/2019 12:02 PM
10	Coparenting, shared	1/28/2019 3:06 PM
11	widowed	1/24/2019 5:52 PM
12	Retired single	1/24/2019 11:34 AM
13	Other	1/24/2019 11:19 AM
14	Kids grown and gone	1/17/2019 11:37 PM
15	married	1/16/2019 1:11 AM
16	Not a parent at all	1/13/2019 4:34 PM
17	Separated	1/11/2019 7:57 PM
18	I'm a single person	1/11/2019 5:05 PM
19	No children	1/11/2019 5:02 PM
20	did not complete	1/11/2019 4:49 PM
21	Senior	1/11/2019 4:44 PM
22	Seperated, 15 and 20 yr. daughters live with mother.	1/10/2019 9:10 PM
23	happily divorced	1/10/2019 4:37 PM
24	As well as looking after an aging parent	1/10/2019 10:02 AM
25	I am a parent of a 19 yr. living with me who is financially independent	1/9/2019 5:13 PM
26	Widowed	1/8/2019 8:24 PM
27	single grandmother raising grandson	1/8/2019 6:54 PM
28	My child is now an adult living on her own.	1/8/2019 5:30 PM
29	Single senior	1/5/2019 6:04 PM
30	I was a single parent, am now a grandmother	1/4/2019 3:45 PM
31	married	12/27/2018 12:02 AM
32	and widow	12/23/2018 11:24 AM
33	divorced with no children	12/22/2018 1:09 PM
34	Single retiree	12/22/2018 12:11 PM
35	single, but empty nest :)	12/22/2018 7:33 AM
36	retired and divorced	12/21/2018 7:43 PM
37	widow	12/21/2018 4:37 PM
38	Yes I WAS a single parent & AM still single, no one living with me this year.	12/21/2018 1:31 PM
39	some days... my partner is a shift worker	12/21/2018 10:39 AM

## Q5 Where do you live?

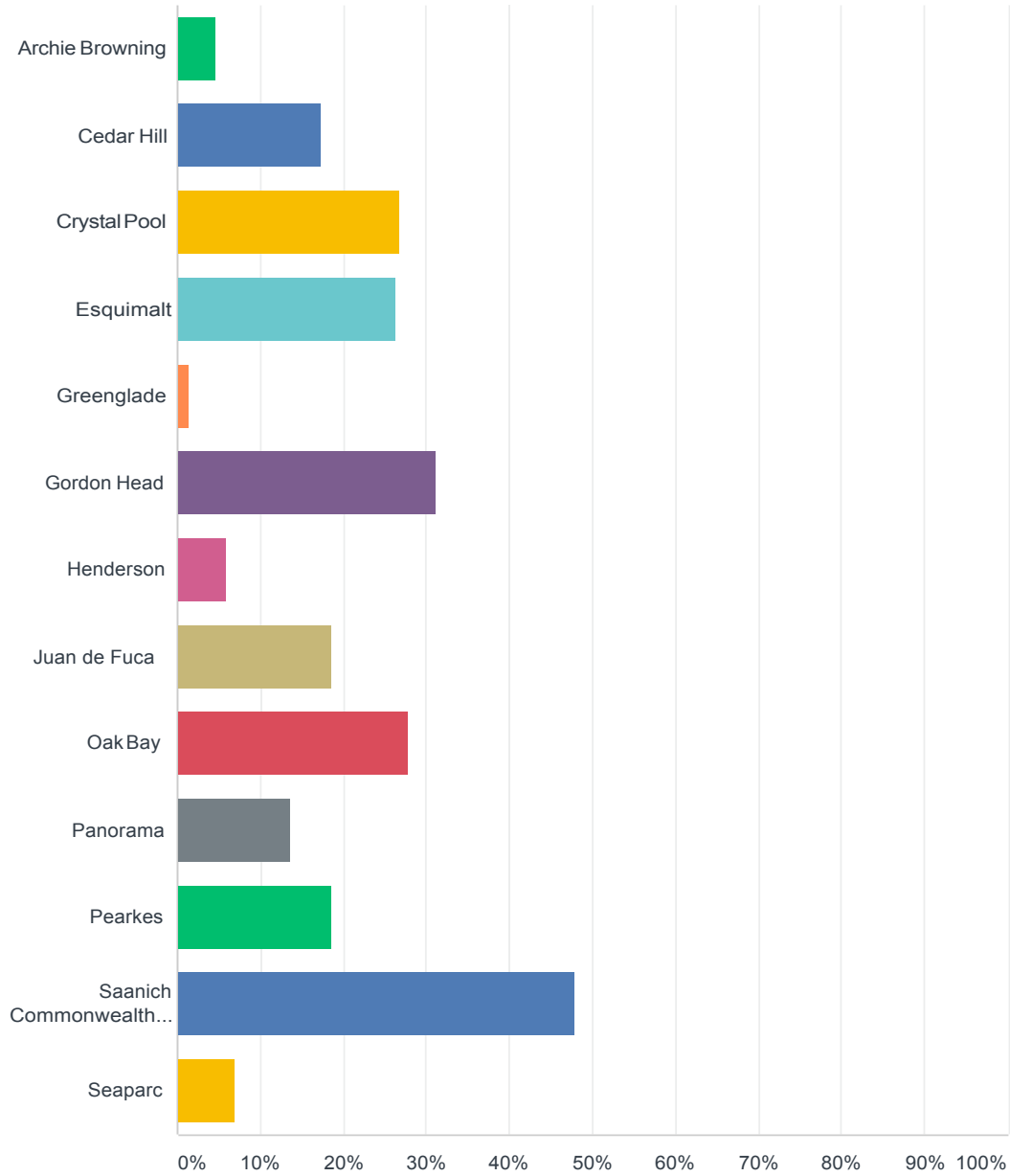
Answered: 576 Skipped: 5



ANSWER CHOICES	RESPONSES
Esquimalt	5.90% 34
Victoria	20.83% 120
Saanich	51.74% 298
Saanich Peninsula	5.21% 30
Seaparc (Sooke)	5.73% 33
Oak Bay	4.17% 24
Westshore	6.94% 40
Total Respondents: 576	

### Q6 What recreation centre(s) do you use? Please check all that apply.

Answered: 577 Skipped: 4



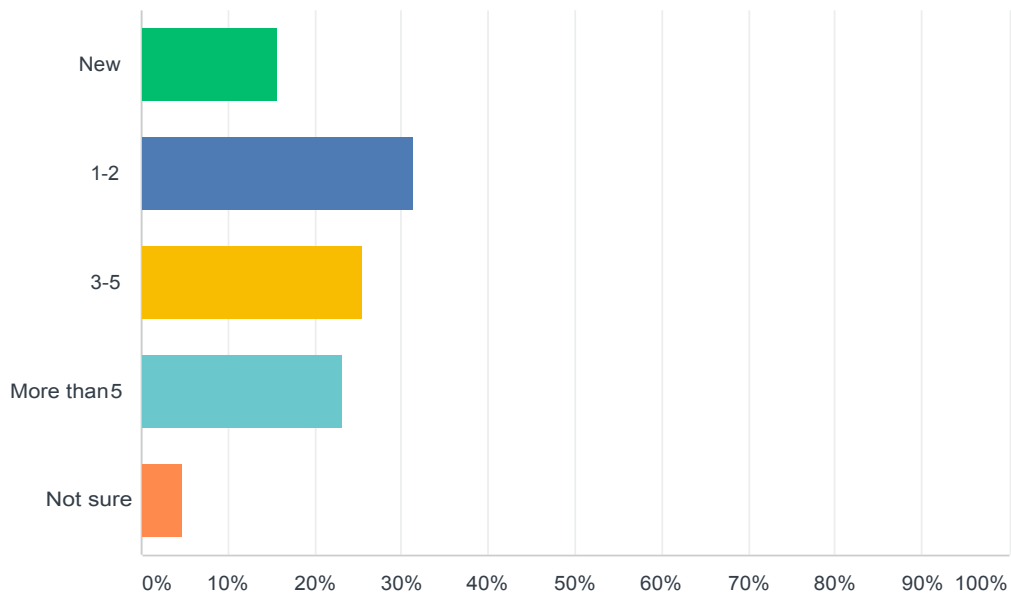
ANSWER CHOICES	RESPONSES	
Archie Browning	4.51%	26
Cedar Hill	17.33%	100
Crystal Pool	26.69%	154
Esquimalt	26.34%	152
Greenglade	1.39%	8
Gordon Head	31.20%	180

## L.I.F.E. Review 2019

Henderson	5.89%	34
Juan de Fuca	18.54%	107
Oak Bay	27.73%	160
Panorama	13.52%	78
Pearkes	18.54%	107
Saanich Commonwealth Place	47.83%	276
Seaparc	6.93%	40
Total Respondents: 577		

### Q7 How many years have you been a L.I.F.E. participant?

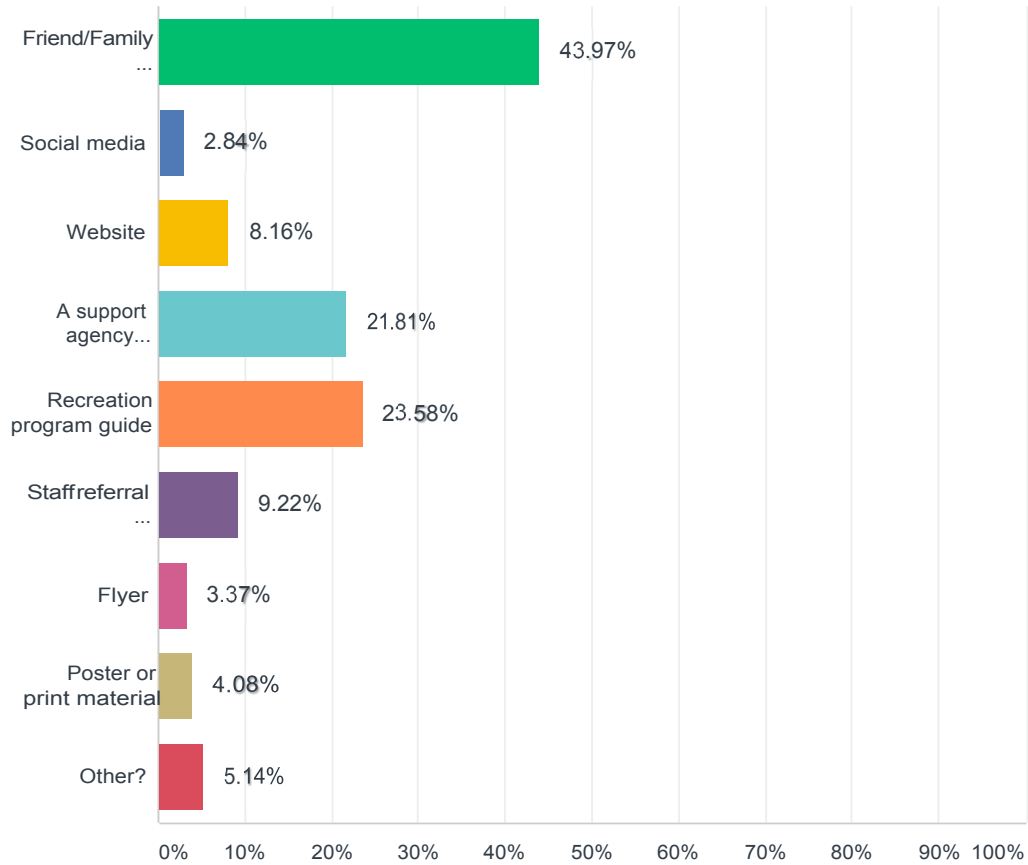
Answered: 578 Skipped: 3



ANSWER CHOICES	RESPONSES	
New	15.74%	91
1-2	31.31%	181
3-5	25.43%	147
More than 5	23.18%	134
Not sure	4.84%	28
Total Respondents: 578		

## Q8 Please tell us how you found out about the L.I.F.E. program. Please check all that apply.

Answered: 564 Skipped: 17



ANSWER CHOICES	RESPONSES	
Friend/Family	43.97%	248
Social media	2.84%	16
Website	8.16%	46
A support agency	21.81%	123
Recreation program guide	23.58%	133
Staff referral	9.22%	52
Flyer	3.37%	19
Poster or print material	4.08%	23
Other?	5.14%	29
Total Respondents: 564		



L.I.F.E. Review 2019

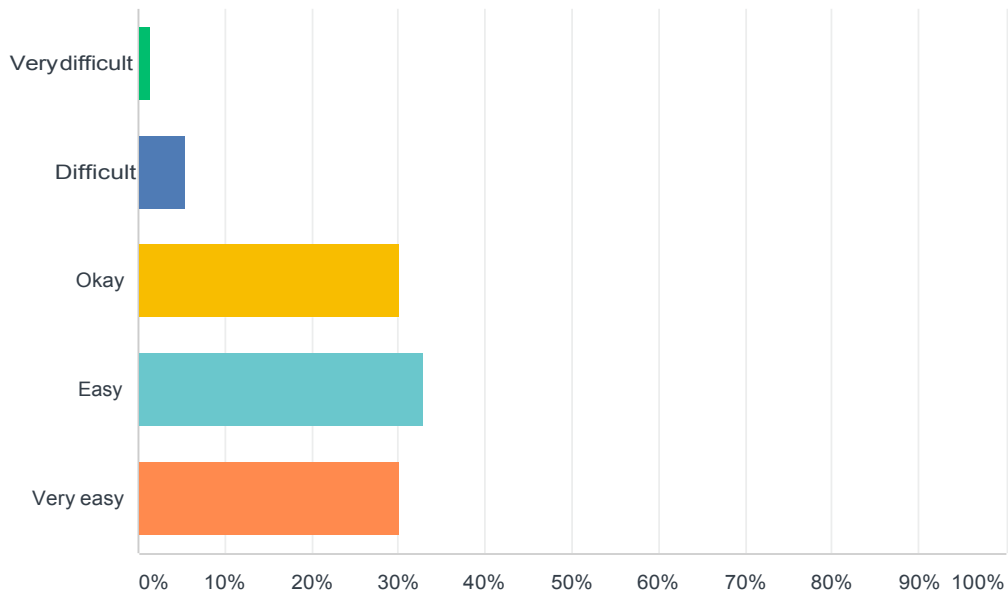
#	OTHER (PLEASE SPECIFY)	DATE
1	social worker of foster children	2/15/2019 10:49 AM
2	It's been so long but probably	2/15/2019 10:46 AM
3	prenatal resource referral	2/15/2019 10:40 AM
4	Dr's office	2/15/2019 10:22 AM
5	therapist	2/15/2019 10:20 AM
6	Band Office - _Pauquachin	2/15/2019 10:16 AM
7	doctors office	2/15/2019 9:40 AM
8	doctor	2/13/2019 7:00 PM
9	Don't remember as it was at least 15 years ago	2/12/2019 8:10 PM
10	A pity I didn't know about it or I could have used it for my children when they were young	2/12/2019 3:16 PM
11	I can't remember	2/12/2019 12:22 PM
12	School	1/31/2019 1:31 PM
13	don't remember	1/29/2019 12:02 PM
14	WorkBC	1/24/2019 4:10 PM
15	Worked with ACPD to initiate it	1/24/2019 11:43 AM
16	street people informed me. They know more than the workers.	1/24/2019 11:09 AM
17	cant remember	1/22/2019 11:04 AM
18	Senior Centre	1/21/2019 1:28 PM
19	Victoria Brain Injury Society	1/16/2019 10:58 PM
20	Doctor	1/16/2019 8:15 AM
21	I don't remember.	1/12/2019 11:27 PM
22	I can't recall but likely one of those (website or program guide).	1/12/2019 7:01 PM
23	My daughters school George Jay elementary	1/12/2019 11:55 AM
24	CAP program and special olympics	1/11/2019 10:59 PM
25	Sponsors	1/11/2019 5:49 PM
26	I received an email from the recreation center	1/11/2019 5:05 PM
27	Asked at the reception if there were any lower cost programs for those on a low income.	1/11/2019 4:43 PM
28	Public health nurse	1/11/2019 2:31 PM
29	Social worker	1/11/2019 10:13 AM
30	from my last job.	1/11/2019 7:25 AM
31	My GP encouraged me to swim to aid my disability and told me about the life program	1/10/2019 4:37 PM
32	Used to work at Saanich	1/10/2019 4:34 PM
33	word of mouth, I think.	1/10/2019 11:33 AM
34	Sign at pool	1/10/2019 8:56 AM
35	Nurse	1/10/2019 4:03 AM
36	I can't recall, I've known about it for a long time.	1/8/2019 11:48 PM
37	Had one a long time ago and I forget how I heard about it originally	1/8/2019 6:32 PM
38	Surfing the Internet for low cost facilities.	1/8/2019 4:36 PM
39	Not sure, have been aware of it for decades...	1/7/2019 11:11 AM

## L.I.F.E. Review 2019

40	I enquired.	12/30/2018 1:31 PM
41	I enquired.	12/30/2018 1:28 PM
42	Can't remember back that far for sure, but I think it was one of the two above.	12/28/2018 2:55 PM
43	I had been going to the Y but wanted more places to go closer to home so I phoned Crystal and was told about the L.I.F.E.	12/27/2018 1:19 PM
44	Doctor	12/23/2018 1:03 PM
45	Talking to someone in the pool	12/23/2018 11:18 AM
46	I dont remember --- a friend maybe?	12/22/2018 6:09 PM
47	Best baby program	12/21/2018 1:48 PM
48	Dont recall	12/21/2018 1:31 PM
49	bathroom stall grafitti	12/21/2018 10:41 AM

### Q9 How would you rate the ease of registration for the L.I.F.E. program?

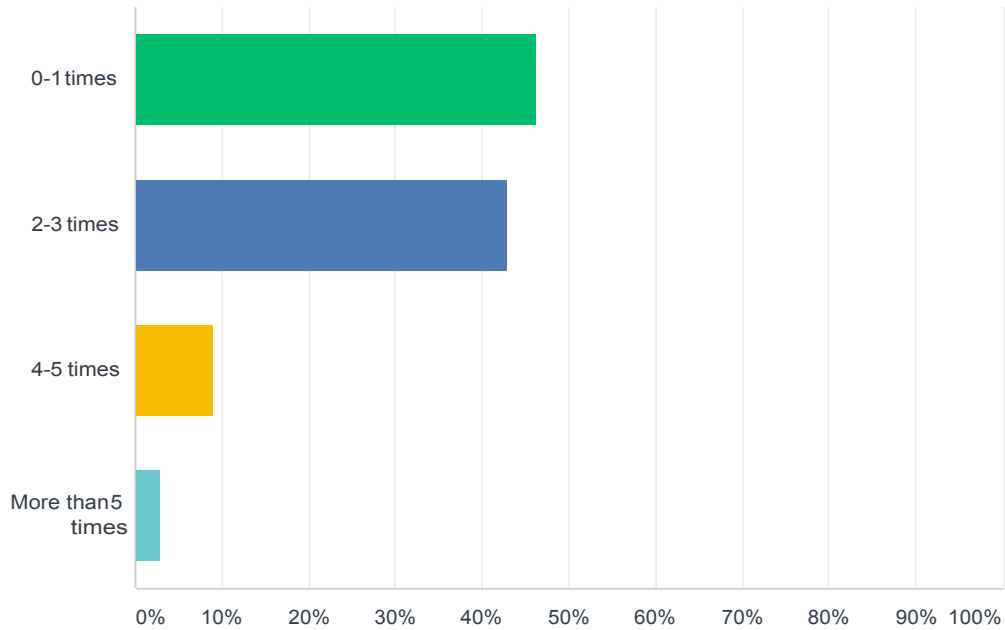
Answered: 576   Skipped: 5



ANSWER CHOICES	RESPONSES	
Very difficult	1.39%	8
Difficult	5.38%	31
Okay	30.21%	174
Easy	32.81%	189
Very easy	30.21%	174
<b>TOTAL</b>		<b>576</b>

## Q10 On average, how many times do you use your L.I.F.E. pass per week?

Answered: 566 Skipped: 15



ANSWER CHOICES	RESPONSES	
0-1 times	46.29%	262
2-3 times	42.93%	243
4-5 times	9.01%	51
More than 5 times	3.00%	17
Total Respondents: 566		

## L.I.F.E. Review 2019

#	PLEASE COMMENT	DATE
1	Weather, health, social commitments	2/28/2019 6:12 PM
2	Very beneficial Program	2/28/2019 6:07 PM
3	I need more free visits as I attend two to three times per week. this does not last me a year	2/15/2019 12:53 PM
4	other family members use it more while others use it less	2/15/2019 10:46 AM
5	Fabulous programme	2/15/2019 10:43 AM
6	awesome program	2/15/2019 10:37 AM
7	We are very busy during the school year but the kids use it alot in the summer.	2/15/2019 10:20 AM
8	Snowed in	2/15/2019 10:16 AM
9	thank you	2/15/2019 10:09 AM
10	So happy to have L.I.F.E	2/15/2019 10:06 AM
11	barely used last year due to health problems	2/15/2019 10:00 AM
12	love the aquafit	2/15/2019 9:40 AM
13	thank you	2/15/2019 9:34 AM
14	depends on my health and how i feel	2/14/2019 4:35 PM
15	I only use the 50% off coupons	2/14/2019 10:02 AM
16	I have not used my pass since I broke my leg last spring	2/13/2019 7:00 PM
17	Actually didn't use it the whole 2018	2/12/2019 8:10 PM
18	When I am capable of getting there	2/12/2019 3:16 PM
19	do not qualify for this year even though I think I should ..	2/12/2019 12:49 PM
20	I'm a single mother currently studying. I could bring my kids more often if I also had a LIFE pass for me. I can't afford to pay my entrance every time my kids want to go to the pool... (aka every day...)	2/12/2019 12:34 PM
21	I work at an agency and assist people to apply for the LIFE pass	2/8/2019 10:32 AM
22	I had a hard time getting out at the time I had the pass.	2/5/2019 2:43 PM
23	Usually in winter more use	1/31/2019 1:35 PM
24	will be using more	1/31/2019 1:31 PM
25	Generalized anxiety disorder - trying to get myself out!	1/31/2019 1:27 PM
26	Typically I use it more often but was injured in October so I am just starting again	1/29/2019 12:09 PM
27	Wish i got to use it more, and I would use it more if I did not have so many other challenges in this society (\$ and others). so great full to have the life pass	1/29/2019 12:02 PM
28	very busy but i go when i can	1/28/2019 4:58 PM
29	My illness has prevented me from going as frequently as I used to.	1/27/2019 11:45 PM
30	Usually 2 to 3 times a week, but I have been ill so not so much lately.	1/27/2019 4:00 PM
31	my daughters would go swimming every day if they could! They use their passes for swimming and I am so thankful	1/24/2019 6:05 PM
32	It varies, sometimes 0 depending on health issues	1/24/2019 5:52 PM
33	Not with the life program anymore	1/24/2019 5:02 PM
34	52 visit card not pass	1/24/2019 3:47 PM
35	I wish it was more than 52 visits	1/24/2019 12:10 PM

## L.I.F.E. Review 2019

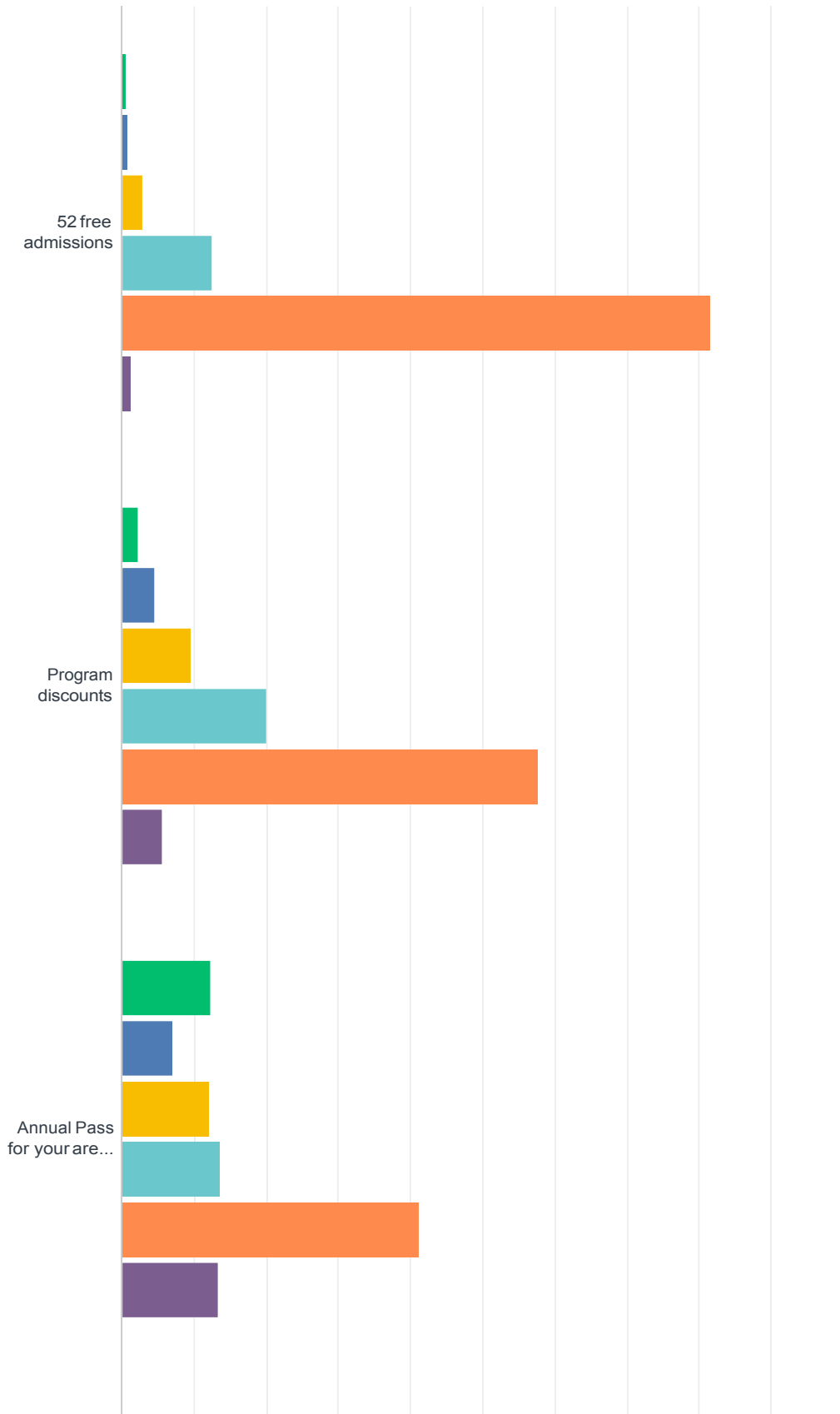
36	Would like more visits	1/24/2019 11:37 AM
37	Usually one per week plus lessons for my daughter	1/24/2019 11:32 AM
38	Registration would be easier if you could do it all in one go, submit the form and get the card at the same time.	1/24/2019 11:25 AM
39	3 times weekly. Bad back and always flushing out toxins from what they put in our food and water and chem trails and vaccines etc...	1/24/2019 11:09 AM
40	or less	1/24/2019 11:00 AM
41	Depending	1/23/2019 6:34 PM
42	Just got the pass	1/17/2019 12:56 PM
43	I would like to be able to use it twice per week but only have 52 passes	1/16/2019 12:37 PM
44	The best staff! (Westshore)	1/14/2019 4:48 PM
45	I would use it more often but it's only good for 1 day per week for a year	1/14/2019 4:00 PM
46	Not enough free time to enjoy (yet)	1/13/2019 4:34 PM
47	Each year I aspire to use it more frequently. As I do for 2019.	1/12/2019 7:01 PM
48	I'm new to Victoria and now we have a steady home closer to the pool we will be going as much as we can...I've also gone to a couple of the work out and really enjoyed them ...thx for the life pass as without I'd never be able to afford it..	1/12/2019 11:55 AM
49	We are new to it, but we think that it's going to reduce the amount of the money that we spend every time that we want to have fun in any kind of sports. Thanks for helping us to have fun without being worried about the costs.	1/11/2019 5:49 PM
50	I didn't use it so far	1/11/2019 5:05 PM
51	I have used the discount consistently for a weekly yoga class which I love, and that benefits my health enormously.	1/11/2019 4:56 PM
52	Have been sick but plan to get back to it	1/11/2019 4:55 PM
53	Used it mostly to get the 40\$ discount for an activity at James Bay community centre. Same for my husband. But we will go to Crystal pool too.	1/11/2019 4:50 PM
54	I don't have a life pass ATM	1/11/2019 2:31 PM
55	I'd like to use it more. But I want to go swimming at least once a week.	1/11/2019 8:10 AM
56	used to be 2-3 times a week but less this last year. I'd like to get up to 2 times again.	1/11/2019 7:25 AM
57	I lost my life pass so I have just recently been able to get a replacement. thank you.	1/10/2019 1:50 PM
58	used to use it 4 times a week, now I am only able 1 per week....disability has progressed	1/10/2019 10:42 AM
59	depends on work commitments	1/10/2019 10:20 AM
60	I really need it for summer camps and drop in	1/10/2019 9:12 AM
61	I'm disabled...it would be more if I wasn't thousands of dollars under the poverty line.	1/10/2019 4:03 AM
62	I use it mainly to get half off programs that I go to every week.	1/10/2019 3:24 AM
63	I did last year but even though I only live on 1400. per mo. I am not eligible to get it this year.	1/10/2019 1:23 AM
64	I used it more often when I was on maternity leave	1/9/2019 9:46 PM
65	My children are pretty constantly registered in programs we've received a discount through the LIFE pass.	1/9/2019 8:59 PM

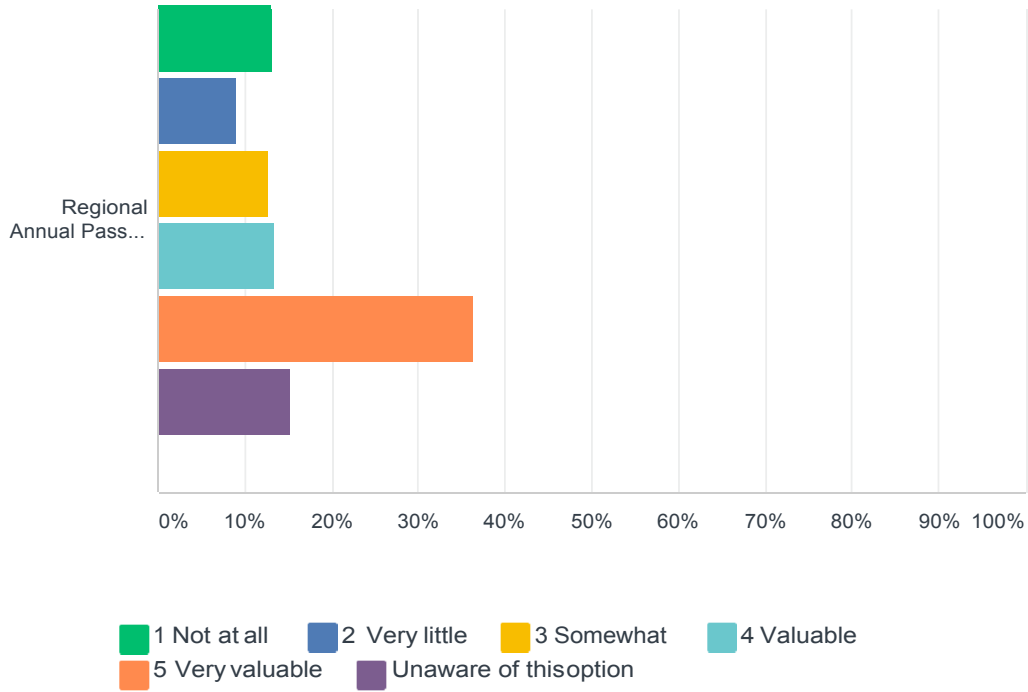
## L.I.F.E. Review 2019

66	I would use it more but I only have 51 visits to use up.	1/9/2019 8:44 PM
67	I am just going to start. My goal is to use it 2-3 times per week.	1/9/2019 8:11 PM
68	We all use it. We use it around 23 times per year, as it depends on the season. It is really helpful in winter with the young kids. The difference between a bad year and a good year is LIFE program	1/9/2019 6:44 PM
69	We all use it. We use it around 23 times per year, as it depends on the season. It is really helpful in winter with the young kids. The difference between a bad year and a good year is LIFE program	1/9/2019 6:43 PM
70	As I don't have a vehicle, the locations are all a fair commute for me and half a day is spent going for a one hour workout. So I go mostly when I am in the area or enroute from other locations, etc.	1/9/2019 6:24 PM
71	I wish i used it more lately	1/9/2019 5:47 PM
72	I didn't use to use it as often but more recently we've started using the rec centre weekly which means it'll run out faster. The 50% off option is a huge relief as well for summer programs for my child, for yoga for me.	1/9/2019 5:39 PM
73	had injury but hope to use it twice a week this year!!	1/9/2019 5:01 PM
74	working fulltime	1/8/2019 6:54 PM
75	Before I became chronically ill, I used it between 1 and 5 times a week.	1/8/2019 6:35 PM
76	I use my pass primarily to take yoga classes, which are a huge benefit to me as I suffer from arthritis.	1/8/2019 5:30 PM
77	Love the swim class I feel so much better	1/8/2019 4:57 PM
78	I go in spurts. Sometimes 2-3 and sometimes 0.	1/7/2019 5:54 PM
79	Because I have been recovering from a major illness not much but I am optimistic I will use it 2-3 times a month starting April.	1/5/2019 6:04 PM
80	I am so impressed with this service and plan to use it even more often this year when I re-apply.	1/4/2019 12:09 PM
81	I only use it for pickleball once a week but will be using it more in 2019	12/31/2018 5:15 PM
82	I have physical limitations. I can use only the pool, only, so far...because of progress at the pool this past year, I am hopeful. I found it much more difficult to be as successful in the past, but I was heartened by the fact that the pool was always there for me on my better days.	12/28/2018 2:55 PM
83	More frequent use in rainy winter season than summer.	12/26/2018 8:54 AM
84	I use it more in the cold season & lesser in Summer.	12/25/2018 11:54 PM
85	I don't have transportation	12/23/2018 6:21 PM
86	I have not used yet due to illness and I'm excited to use	12/23/2018 11:20 AM
87	I have bipolar disorder, and my motivation is not always there to do physical exercise, and in a recreation centre, I prefer the outdoors.	12/22/2018 9:56 PM
88	I used to use the pass 3 times a week for a couple of years in the past, but haven't attended for a good while.	12/22/2018 4:15 PM
89	its important for my heart problems	12/22/2018 11:27 AM
90	finding a program that works for me and time that works for me and then commitment is difficult	12/22/2018 7:33 AM
91	this year I was recovering from an embolism in the lung so hardly used the pass until recently.	12/21/2018 7:43 PM
92	One to two times per week would be right.	12/21/2018 7:26 PM
93	Used to use it 5 times a week, now transportation problems.	12/21/2018 4:37 PM
94	this is the goal, but not always reached	12/21/2018 1:47 PM
95	Our usage is picking up over time!	12/21/2018 1:42 PM
96	My daughter uses the 50% off for Dance classes and we try to go to pool frequent !	12/21/2018 1:35 PM

# Q11 How valuable are these L.I.F.E. options to you and/or your family?

Answered: 576 Skipped: 5



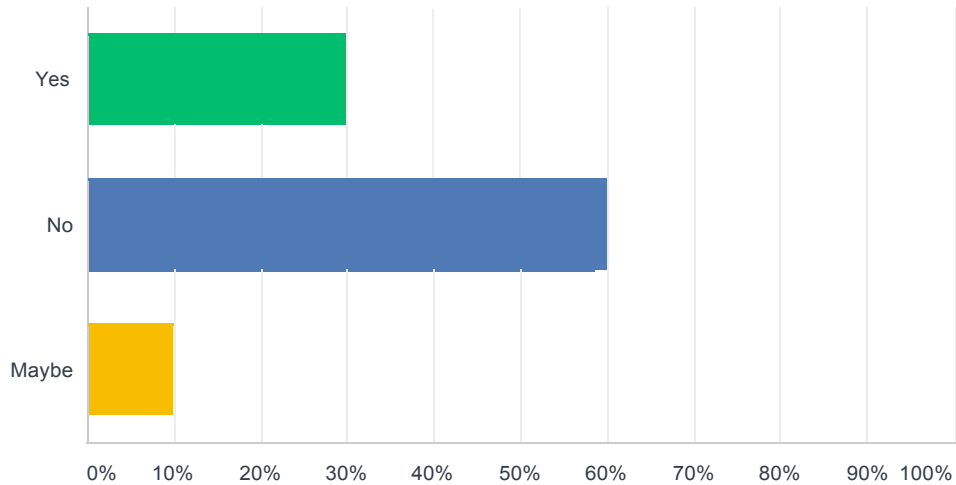


	1 NOT AT ALL	2 VERY LITTLE	3 SOMEWHAT	4 VALUABLE	5 VERY VALUABLE	UNAWARE OF THIS OPTION	TOTAL	WEIGHTED AVERAGE
52 free admissions	0.71% 4	0.89% 5	2.85% 16	12.63% 71	81.67% 459	1.25% 7	562	4.76
Program discounts	2.24% 12	4.66% 25	9.70% 52	20.15% 108	57.65% 309	5.60% 30	536	4.34
Annual Pass for your area at 50% of cost	12.43% 65	7.07% 37	12.24% 64	13.58% 71	41.30% 216	13.38% 70	523	3.74
Regional Annual Pass valid at all Greater Victoria Recreation Centres at 50% of cost?	13.20% 68	8.93% 46	12.82% 66	13.40% 69	36.31% 187	15.34% 79	515	3.60



## Q12 If the L.I.F.E. program did not exist, would you still be involved in recreation centres?

Answered: 557 Skipped: 24



ANSWER CHOICES	RESPONSES	
Yes	30.16%	168
No	58.89%	328
Maybe	10.95%	61
<b>TOTAL</b>		<b>557</b>

#	PLEASE COMMENT	DATE
1	Having the program always gives me the opportunity to include my boys more regularly in activities	2/15/2019 4:52 PM
2	Couldn't afford to be on my income.	2/15/2019 1:01 PM
3	I am on disability income and cannot afford a recreation pass	2/15/2019 12:53 PM
4	no extra money to join	2/15/2019 12:49 PM
5	less frequently though	2/15/2019 10:57 AM
6	Need teh Aquasize for physio	2/15/2019 10:54 AM
7	I am on limited income. I could not afford to come here.	2/15/2019 10:50 AM
8	But not so much	2/15/2019 10:49 AM
9	But not very much as it's an affordability issue	2/15/2019 10:46 AM
10	but limited to discount twoonie/free swim and skate times	2/15/2019 10:40 AM

## L.I.F.E. Review 2019

11	Not as often	2/15/2019 10:39 AM
12	I couldn't afford it	2/15/2019 10:31 AM
13	not as often	2/15/2019 10:28 AM
14	We wouldn't be able to participate as often as we have.	2/15/2019 10:20 AM
15	I couldn't afford it	2/15/2019 10:20 AM
16	not as often	2/15/2019 10:17 AM
17	not as often, 10 to go swimming is expensive to me, i would go on on special occasions.	2/15/2019 10:16 AM
18	I could not afford regular rates	2/15/2019 10:09 AM
19	couldn't afford it	2/15/2019 10:06 AM
20	very little though	2/15/2019 10:00 AM
21	but not to the extent I can use the facility now	2/15/2019 9:40 AM
22	can't afford	2/15/2019 9:34 AM
23	Waterfit is very important in managing my severe generalized osteoarthritis. It was also helpful in recovering from hip replacement last year.	2/14/2019 11:22 PM
24	limited income	2/13/2019 7:00 PM
25	I have a busy life and never seem to get there and I really want to workout	2/12/2019 8:10 PM
26	I wouldn't be able to afford it or wouldn't go as much as i do	2/12/2019 8:10 PM
27	It would be beyond my means.	2/12/2019 4:56 PM
28	Much less due to the cost	2/12/2019 3:27 PM
29	Because it is too expensive and it went up again for 2019	2/12/2019 1:17 PM
30	I wouldn't do classes or the gym because of money, but I would get to the pool when I could.	2/12/2019 1:17 PM
31	Absolutely no way could we afford to go swimming every week and sometimes 2 or 3 times a week. Me and my son depend on these facilities a great deal. He has ADHD and needs to be active and we both love going to the pool together.	2/12/2019 12:52 PM
32	what else can I do???	2/12/2019 12:49 PM
33	Would depend on cost. With rental costs the way they are, and little help from govt, we can't afford to go to the rec centre often.	2/12/2019 12:43 PM
34	Can only bring the kids to rec Center's because it's free for them.	2/12/2019 12:34 PM
35	we will no longer qualify for the life program in 2019 however, now that our family has enjoyed and benefited from using the rec centres so much in the last two years that we had the life program, we will now be paying guests at the rec centres on a regular basis. I do wish there was a cost effective option for our family coming off the life program.	2/12/2019 12:06 PM
36	We wouldn't be able to participate as often, or register our children in as many programs as it would be cost prohibitive. Summer camps would be impossible for us.	2/12/2019 12:02 PM
37	It really helps with the expensive cost of living.	2/12/2019 11:50 AM
38	I make \$2000 more this year and didn't qualify... the difference in what we are able to do is huge	2/7/2019 10:05 PM
39	Income too low to pay	2/6/2019 4:46 PM
40	Staying active is very important to me. I'd find a way to afford admission.	2/6/2019 3:30 PM

## L.I.F.E. Review 2019

41	we would use it for our kids but wouldn't be able to for ourselves	2/6/2019 2:55 PM
42	Depends on cost	2/6/2019 8:39 AM
43	too costly for a low income senior	2/3/2019 10:20 PM
44	but would be used less often	2/2/2019 11:55 AM
45	would be hard to afford	1/31/2019 1:31 PM
46	if so way less because of the cost and it is one of the best option I have had for time with my kids, since I live in tiny social housing and it rains a lot in victoria, when taking them to the park is not a great option at least there is the pool. a cover playground that is not McDonalds would be great too ;)	1/29/2019 12:02 PM
47	I teach children how to play and swim safely.	1/28/2019 3:06 PM
48	It would be financially very difficult to go as often as I like. I appreciate the whole L.I.F.E. program immensely. Thank you everyone !!!	1/27/2019 11:45 PM
49	It would be more difficult to afford.	1/27/2019 4:00 PM
51	less frequently	1/25/2019 11:01 PM
52	Have this card made our family more interested to find new programs in the recreation center	1/24/2019 7:17 PM
53	But not as much	1/24/2019 5:52 PM
54	Too expensive at regular rates	1/24/2019 4:10 PM
55	Cant afford it :(	1/24/2019 12:13 PM
56	I have 6 people in my family and can not afford paying for them	1/24/2019 12:10 PM
57	too expensive	1/24/2019 12:06 PM
58	Affordability for seniors	1/24/2019 11:43 AM
59	need a gym	1/24/2019 11:37 AM
60	But I would be able maybe 1x per week	1/24/2019 11:34 AM
61	Yes, but not as often due to costs	1/24/2019 11:32 AM
62	The LIFE program makes an otherwise prohibitive cost affordable.	1/24/2019 11:25 AM
63	A couple of free courses would be appreciated. I am very thankful. As a senior the LIFE program is a blessing.	1/24/2019 11:19 AM
64	less	1/24/2019 11:00 AM
65	as a low income disabled unemployable citizen I would suffer physical, emotional and mental hardships	1/17/2019 5:39 PM
66	Very little, can't afford	1/17/2019 12:56 PM
67	I couldn't afford it.	1/16/2019 10:58 PM
68	Would not be able to go as often	1/16/2019 12:37 PM
69	There is no way I could afford it otherwise	1/14/2019 4:48 PM
70	As I am on disability benefits and with the high price of living in Victoria, sadly I'd be unable to attend if I had to pay	1/14/2019 4:00 PM
71	We go for hockey but would not go to the gym.	1/14/2019 11:19 AM
72	Maybe not although I like doing exercise.	1/14/2019 10:57 AM
73	just not as much	1/14/2019 2:15 AM
74	I wouldn't be very much involved due to the costs	1/13/2019 6:01 PM
75	Wan't afford it	1/13/2019 9:55 AM

L.I.F.E. Review 2019

76	I probably won't go as often without it. I attend a deep waterfit class twice a week. I'm disabled by arthritis so this class is very valuable to me as it is the only exercise I'm able to do.	1/12/2019 11:27 PM
77	but not as often & not as easily	1/12/2019 5:53 PM
78	Very little	1/12/2019 4:11 PM
79	sometime but not much	1/12/2019 4:10 PM
80	But very little, only during \$2 swims and other discounted visits	1/12/2019 12:57 PM
81	Definitely not as often, maybe go to a rec center once a month specially in winter, and not at all in summer.	1/11/2019 11:23 PM
82	I would try to but we really appreciate this option as a home share provider for a developmentally challenged adult	1/11/2019 10:59 PM
83	Only on special discounts	1/11/2019 10:28 PM
84	cost.	1/11/2019 9:49 PM
85	Would not be able to afford	1/11/2019 9:42 PM
86	Not enough money right now but id still go to crustal pool after 9 because its \$2	1/11/2019 8:44 PM
87	Finances would be a barrier	1/11/2019 6:19 PM
88	Sometimes our income hold us back, so very much we will reduce or in some point stops going there.	1/11/2019 5:49 PM
89	Yes but a lot less often	1/11/2019 4:57 PM
90	To a much reduced degree.	1/11/2019 4:56 PM
91	But very limited	1/11/2019 4:54 PM
92	I wouldn't be able to afford it for me or my family	1/11/2019 4:51 PM
93	they answered maybe - the paper survey has a Yes, NO and maybe option	1/11/2019 4:49 PM
94	Recreation for a family of 4 is quite expensive.	1/11/2019 3:47 PM
95	not as often thats for sure and only because of cost	1/11/2019 2:50 PM
96	Too poor.	1/11/2019 8:10 AM
97	yes, but on a very limited basis	1/11/2019 7:25 AM
98	I wouldnt be able to take my kids swimming	1/10/2019 10:40 PM
99	I am extremely stretched financially, if forced to, I would pay the full amount.	1/10/2019 9:10 PM
100	economics would dictate that involment would decrease to less than 50%	1/10/2019 6:51 PM
101	Then I would cost the health care system a great deal more. if I do not swim 3 times a week I cannot move.	1/10/2019 4:37 PM
102	Not sure	1/10/2019 4:34 PM
103	but likely to a lesser extent	1/10/2019 3:42 PM
104	The Life Pass has allowed me to get and stay active and improve my health and mobility. thank you.	1/10/2019 1:50 PM
105	I would be unable to afford to go very often	1/10/2019 11:33 AM

## L.I.F.E. Review 2019

106	could not afford to go	1/10/2019 10:42 AM
107	but less, food, shelter and bills take most of my money	1/10/2019 10:20 AM
108	No many of the things we do as a family would be cost prohibitive	1/10/2019 10:02 AM
109	I can't eat or clothe my family and myself already.	1/10/2019 4:03 AM
110	I simply could not afford the art classes and Zumba classes I love.	1/10/2019 3:24 AM
111	Probably going less weeks tho	1/10/2019 12:43 AM
112	I would still be involved because I value what rec centres do for the community, but it would be very difficult to sustain the cost.	1/9/2019 11:49 PM
113	But not as often since cost would be an issue	1/9/2019 9:59 PM
114	Not nearly as much	1/9/2019 9:46 PM
115	Life pass makes it easier to access the programs to enrich our lives in the community without it we wouldn't be able to access them as often	1/9/2019 9:33 PM
116	I can not afford without the program	1/9/2019 9:33 PM
117	Less so	1/9/2019 9:09 PM
118	We wouldn't be able to afford dance classes, swimming lessons and fitness classes for the family	1/9/2019 8:59 PM
119	I don't have the money. Due to divorce and violence from the former spouse, we have no money for exercise. I would have to do it at home.	1/9/2019 8:44 PM
120	too expensive to be involved	1/9/2019 8:13 PM
121	maybe but not that often	1/9/2019 8:12 PM
122	But because I live on a very low income and budget the L.I.F.E. program really helps.	1/9/2019 8:11 PM
123	Yes just not as much	1/9/2019 7:38 PM
124	Limited income	1/9/2019 7:04 PM
125	Maybe once every two months. The threshold is very low, so people making 60,000 for a family of 4 is impossible that could afford frequent access without the LIFE program	1/9/2019 6:44 PM
126	Maybe once every two months. The threshold is very low, so people making 60,000 for a family of 4 is impossible that could afford frequent access without the LIFE program	1/9/2019 6:43 PM
127	I would take my girls swimming it helps to have a discount though	1/9/2019 5:52 PM
128	I enjoy the sauna but mainly just the gym	1/9/2019 5:47 PM
129	I couldn't afford it.	1/9/2019 5:39 PM
130	maybe	1/9/2019 4:13 PM
131	Not the gym and pool	1/9/2019 3:48 PM
132	I wouldn't be able to afford to go as often	1/8/2019 11:48 PM
133	lack of income	1/8/2019 10:22 PM
134	Need a third option of "significantly less" I would still go but it would have been like 2or 3 times for the full year compared to 52 and some programs	1/8/2019 8:33 PM
135	I am very low income and \$\$ is issue	1/8/2019 7:19 PM

## L.I.F.E. Review 2019

136	probably much less though	1/8/2019 6:54 PM
137	We would not be able to afford access	1/8/2019 6:32 PM
138	I'm a senior on a low income and am so grateful to have access to this program. I would be unable to take yoga and other classes if it wasn't available to me. It greatly enhances my quality of life and my mobility.	1/8/2019 5:30 PM
139	But, not as often so my workout would suffer. I'm on CPP and I have limited income after I pay my high rent in Victoria.	1/8/2019 4:36 PM
140	Without this program, it would not be possible economically for me to participate.	1/8/2019 1:46 PM
141	Limited	1/7/2019 10:08 PM
142	Yes, but less than 1/2 my usage.	1/7/2019 5:54 PM
143	Because cost keeps going up	1/6/2019 12:31 PM
144	Could not afford it!	1/5/2019 6:04 PM
145	I couldn't afford it	1/5/2019 3:40 PM
146	Would not be able to use rec centres more than once a week, because of income	1/4/2019 3:45 PM
147	But in a far more marginal way due to economic circumstances.	1/4/2019 12:09 PM
148	wouldn't play as often	12/31/2018 5:15 PM
149	But not very often due to lack of funds.	12/31/2018 11:19 AM
150	Most likely only possibly not as much	12/29/2018 2:23 PM
151	Would go to rec centre but not as much	12/29/2018 10:52 AM
152	Even though the pool is my only option for exercise to keep up my strength, I would not be able to go as much as I need to, when I need to, because the cost would be prohibitive. Knowing that I can go just to hang in the water to relieve the pain, has been a great comfort to me. I have good days, too, and I really look forward to deep water walking. I love to move in the water! I am happier for it, but it would cost too much to pay the fee + locker+ bathing suits.	12/28/2018 2:55 PM
153	But much less often due to cost	12/27/2018 12:31 PM
154	Can not effort.	12/25/2018 11:54 PM
155	Yes, but not to that great extent	12/24/2018 5:23 PM
156	But our limited income would seriously reduce usage and it is so incredibly valuable to us especially my son	12/24/2018 11:24 AM
157	it would be difficult due to financial restraints	12/23/2018 3:11 PM
158	not before i had two jobs, as my rent is so high on one income Would be a luxury I can't afford	12/23/2018 11:24 AM
159	Depending on my income, time, I find I work and go home and relax, eat, and go to sleep...too tired for exercise most days and I worked an average of 6 days per week for half of this year at least...the L.I.F.E. pass makes it affordable, accessible, and easier to do a variety of recreation in a various centres.	12/22/2018 9:56 PM
160	Thank you for this opportunity. It's impossible without LIFE card.	12/22/2018 9:44 PM

## L.I.F.E. Review 2019

161	Definetly not very often	12/22/2018 9:31 PM
162	Would not get able to afford it	12/22/2018 6:46 PM
163	No-finances are a barrier	12/22/2018 5:56 PM
164	The LIFE pass is one of the only ways to get into a gym for an affordable price now.	12/22/2018 4:15 PM
165	Yes but much less frequently due to costs	12/22/2018 12:41 PM
166	Can not afford to	12/22/2018 12:11 PM
167	Somewhat, or I would go to YMCA because it's cost effective	12/22/2018 11:42 AM
168	Can not afford passes	12/22/2018 10:31 AM
169	The L.I.F.E. program allows us to attend without feeling guilty of the cost.	12/22/2018 9:27 AM
170	But it would be very challenging financially and I would prob have to use coupons and not be able to go as often as I do	12/22/2018 8:32 AM
171	low income and priorities are my focus	12/22/2018 7:33 AM
172	Less frequently	12/22/2018 4:07 AM
173	i am only making support money with no income i wouldnt afford too.	12/22/2018 1:07 AM
174	I could not afford to exercise regularly (drop in and registered classes) without a LIFE pass	12/21/2018 11:57 PM
176	not sure	12/21/2018 11:55 PM
177	I wouldn't be able to afford to. This helped me tremendously and very grateful for L.I.F.E!!!	12/21/2018 10:50 PM
178	For the cheap evening options that exist at some of the centres.	12/21/2018 10:37 PM
179	Difficult to answer a yes/no in this instance. If I could afford to be involved without the Life Pass, I would	12/21/2018 10:29 PM
180	it would greatly curtail my participation to once a month or so instead of weekly	12/21/2018 9:05 PM
181	But it's would be delayed until I could save some money	12/21/2018 8:09 PM
182	Senior Centers yes but Rec Center would be too much added expense.	12/21/2018 7:43 PM
183	I wouldn't go as often though. Going swimming once or twice really makes a difference to my arthritis.	12/21/2018 7:26 PM
184	I am a senior who had to retire early for Health Reasons and I live on a fixed income OAS/GIS/ CPP.	12/21/2018 7:00 PM
185	I am a senior on a fixed income with no other income than O.A.S./C.P.P./GIS I depend on the Life Pass as a form of rehab for health reasons (Osteoarthritis and Coronary Artery Disease)	12/21/2018 6:49 PM
186	my income doesn't allow more participation	12/21/2018 6:42 PM
187	Maybe not as much as I use them now	12/21/2018 6:18 PM
188	depending on my income	12/21/2018 4:38 PM
189	Not as often	12/21/2018 4:11 PM
190	My grandsons and I bond, exercise and heal from lifes' struggles at the pool.	12/21/2018 4:08 PM

## L.I.F.E. Review 2019

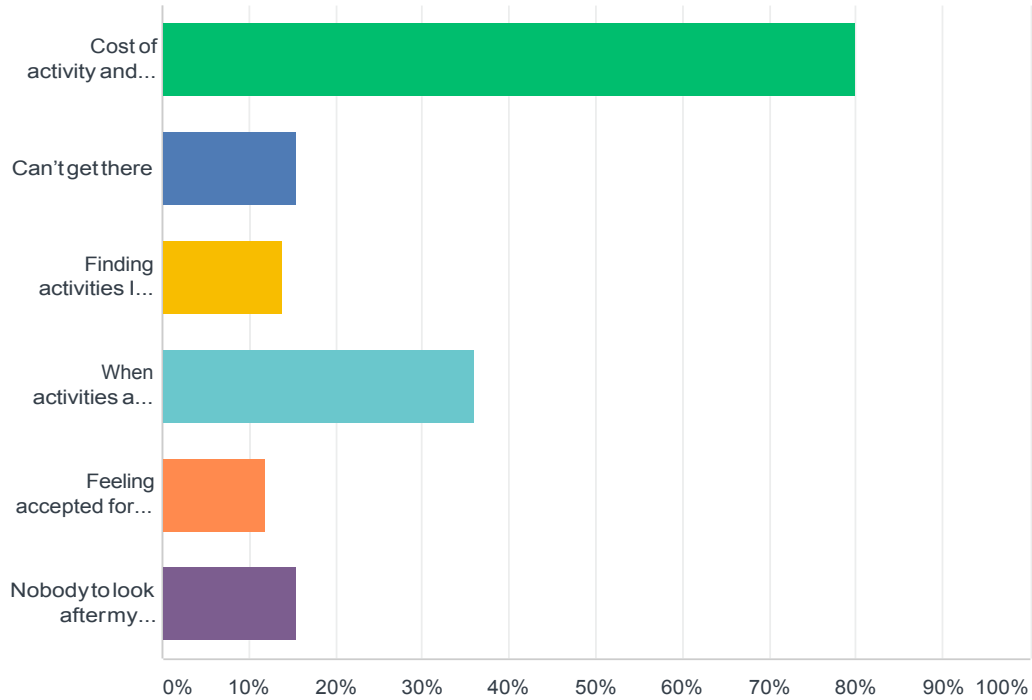
191	We will use it, but the number of times will be limited.	12/21/2018 3:45 PM
192	Free pass. low income, very good.	12/21/2018 2:55 PM
193	Some how but I wouldn't be able to come as often	12/21/2018 2:45 PM
194	Too expensive especially the drop-in workout programs	12/21/2018 2:05 PM
195	not as often, I also do Pilates at the high school although that is not covered by the pass	12/21/2018 2:02 PM
196	We would be limited to one activity per child per week and as a very active family that would not be suitable for the lifestyle we have and strive to maintain	12/21/2018 1:49 PM
197	In a very limited capacity	12/21/2018 1:48 PM
198	but not on a regular basis	12/21/2018 1:47 PM
199	Not as often	12/21/2018 1:45 PM
200	Yes, but then we would not be able to afford most programs and would drop in much less often	12/21/2018 1:42 PM
201	Much less	12/21/2018 1:35 PM
202	But definitely not as often. Nice to have an option to provide an activity for kids that promote healthy choices that is free!!!	12/21/2018 1:32 PM
203	I am a LOW income senior& operating a car.No \$ left over.	12/21/2018 1:31 PM
204	But less times per week visit	12/21/2018 1:26 PM
205	I could not afford it with 6 kids under 8	12/21/2018 10:43 AM
206	programs are ok but drop in for adults too expensive	12/21/2018 10:41 AM
207	But not in recreation centres - I will have to walk and run outside which may pose challenges ESPECIALLY in these recent high winds - I only weigh 90 pounds.	12/21/2018 10:39 AM



## Q13 Please check and comment on the things that limit your involvement in recreation

Answered: 545

Skipped: 36



ANSWER CHOICES	RESPONSES	
Cost of activity and/or equipment	79.82%	435
Can't get there	15.41%	84
Finding activities I like	13.76%	75
When activities are scheduled	35.96%	196
Feeling accepted for who I am	11.93%	65
Nobody to look after my children	15.41%	84
Total Respondents: 545		

L.I.F.E. Review 2019

#	ARE THERE ANY OTHER LIMITATIONS YOU FACE WHEN TRYING TO ACCE SS RECREATION?	DATE
1	No.	2/28/2019 6:25 PM
2	None that I can think of, but thanks for being thorough	2/28/2019 6:12 PM
3	We could not afford full price	2/28/2019 6:07 PM
4	no	2/15/2019 3:55 PM
5	fees for some of the yoga or art classes i cant afford	2/15/2019 1:01 PM
6	financial	2/15/2019 12:53 PM
7	Cost - on pension	2/15/2019 10:54 AM
8	They fill up really fast	2/15/2019 10:46 AM
9	not now with the LIFE program	2/15/2019 10:40 AM
10	can't get there sometimes, mobility issues	2/15/2019 10:37 AM
11	limited equipment for people with high needs, bus fare, lack of buses, remaining fees not covered	2/15/2019 10:35 AM
12	No	2/15/2019 10:32 AM
13	transportation	2/15/2019 10:31 AM
14	often times swimming lessons at times that dont work for us	2/15/2019 10:22 AM
15	Comment next to Cost of activity and/or equipment: "on a small disability pension". Comment next to When Activities are scheduled: "more lap swimming space"	2/15/2019 10:16 AM
16	no	2/15/2019 10:09 AM
17	Comment next to Finding activities I like box: "or if I find one it's booked full". Comment next to When activities are scheduled box: "ususally very seldom offered"	2/15/2019 10:06 AM
18	no	2/15/2019 10:05 AM
19	early closing time but no other limitations	2/15/2019 10:03 AM
20	not enough skating times, or time available not convenient	2/15/2019 10:00 AM
21	no	2/15/2019 9:34 AM
22	Cultural and language limitations. Not enough spaces open in programs. Please hire more camp counsellors!	2/15/2019 8:05 AM
23	Getting there when there is snow on the ground as I ride a mobility scooter.	2/14/2019 11:22 PM
24	depends on how I feel, bus routes and connection and the weather often limits my involment	2/14/2019 4:35 PM
25	There are no limitations at all	2/12/2019 3:43 PM
26	I have a handicap at present that slows me	2/12/2019 3:16 PM
27	Staff attitudes can be mean and cruel when they find out you are a LIFE program participant.	2/12/2019 1:17 PM
28	I want to go to aqua fit on Thurs ... but not at 8... am wating for a 10 am class at Commonwealth	2/12/2019 12:49 PM
29	would be nice if something like badminton were scheduled more often	2/12/2019 12:43 PM
30	As a student, I don't qualify for the LIFE pass.	2/12/2019 12:34 PM

L.I.F.E. Review 2019

31	It's actually too bad that we have to lose months waiting for our NOA	2/12/2019 12:22 PM
32	The individuals our agency provides service to have support needs and often required a support worker to access recreation	2/8/2019 10:32 AM
33	I'm a person with disabilities after my strokes in 2017	2/8/2019 1:10 AM
34	Take bus so weather and time not always conducive to me getting there	2/6/2019 4:46 PM
35	Missing rope and weight, and sit and pull weights	2/6/2019 4:06 PM
36	My mental health can be a problem, making it hard to get out of the house.	2/5/2019 2:43 PM
37	Disabled unsure if help is available also adult programs	2/4/2019 8:28 AM
38	no	1/31/2019 1:31 PM
39	Anxiety keeps me from doing things	1/31/2019 1:27 PM
40	injury	1/29/2019 12:09 PM
41	Do many free activities like hiking	1/29/2019 8:54 AM
42	Personal health issues is my only real barrier.	1/27/2019 11:45 PM
43	Health issues	1/27/2019 4:00 PM
44	Take bus but only slows my attending when rainy or icy	1/25/2019 7:11 AM
45	There's no sit weights	1/25/2019 12:21 AM
46	No	1/24/2019 5:02 PM
47	drop-ins and swims are too expensive at regular rates	1/24/2019 4:10 PM
48	I need a hearing loop to hear anything, so I am limited to going to fitness classes in the Panorama studio only. I would like to also be able to attend spin classes and courses offered at Greenglade. Please install a loop in those areas as well.	1/24/2019 4:04 PM
49	Aquafit groups and gym are very welcoming and patient with our mental health clients	1/24/2019 12:22 PM
50	\$ and childacre is the main problem	1/24/2019 12:15 PM
51	just affordability	1/24/2019 12:13 PM
52	no	1/24/2019 12:06 PM
53	yes	1/24/2019 11:56 AM
54	Not limited	1/24/2019 11:43 AM
55	Would be nice if the pool was on on Sunday nights (Crystal Pool)	1/24/2019 11:25 AM
56	Use of recreation centres would not be in my budget otherwise	1/24/2019 11:16 AM
57	quality of food and water limitns mobility and ability to detox. Buss pass (can only come to Crystal Pool now)	1/24/2019 11:09 AM
58	only personal limitations as I have fibromyalgia	1/24/2019 11:00 AM
59	no	1/23/2019 4:33 PM
60	Physical Health, am not always physically able on a regular basis to do what I would like to	1/17/2019 11:37 PM
61	same as previous	1/17/2019 5:39 PM

## L.I.F.E. Review 2019

62	Not in the budget. Noise from the radio/music in the weight room and exercise studio.	1/17/2019 3:24 PM
63	Mental health.	1/16/2019 10:58 PM
64	I would enjoy drop in's such as pickleball, dodgeball or having a ball machine for the tennis courts.	1/16/2019 12:37 PM
65	HArd to find clothing and gym shoes that are comfortable and affordable (contract with Fronrunners)	1/14/2019 4:48 PM
66	Health limitations	1/14/2019 2:24 PM
67	motivation	1/14/2019 11:19 AM
68	I would only go swimming because that's what my son would do with me	1/13/2019 6:01 PM
69	Not enough free time from working	1/13/2019 4:34 PM
70	friends to recreate with	1/13/2019 7:58 AM
71	When my arthritis is really bad, I have a problem walking around the pool to the hot tub. But in that case, I have in the past asked a lifeguard to push me in one of the centre's wheelchairs. I sometimes find it difficult to walk from my mobility scooter in the lobby into the change room.	1/12/2019 11:27 PM
72	Motivation	1/12/2019 11:46 AM
73	safety and accessibility	1/11/2019 11:32 PM
74	We work with what you offer Thank you	1/11/2019 10:59 PM
75	No not really	1/11/2019 9:42 PM
76	Mental health. Physical health	1/11/2019 8:44 PM
77	Lack of consistent energy	1/11/2019 6:19 PM
78	Lack of activities for tween/early teenagers that's affordable.	1/11/2019 5:19 PM
79	I'm a newcomer and I didn't try it yet	1/11/2019 5:05 PM
80	Medical issues	1/11/2019 4:43 PM
81	When activities are scheduled - this is a huge one. Kids activities need to be when parents are home.	1/11/2019 3:47 PM
82	Affording activities. Like yoga and archery	1/11/2019 8:10 AM
83	i usually play pickleball at pearkes but the new rules about signing in at a specific time make it difficult. don't want to use gas and not get in.	1/11/2019 7:25 AM
84	wheelchair accessibility and difficulty getting into the pool. Saanich offers me 50% discount off their programs but Esquimalt refuses to allow this discount there. Saanich C.Place does not offer many community programs that I can attend.	1/11/2019 6:29 AM
85	physical limitations	1/10/2019 6:51 PM
86	time availability to get to rec centre while also working, parenting etc.	1/10/2019 3:42 PM
87	without the life pass, I would not be able to attend any rec center or program due to costs and my limited income (DCCP)	1/10/2019 1:50 PM
88	lack of motivation sometimes	1/10/2019 11:33 AM
89	change rooms are way too small at Commonwealth to accommodate walker.	1/10/2019 10:42 AM
90	mobility issues do reduce my activity level. not always able to find seating to rest for short periods.	1/10/2019 10:02 AM

L.I.F.E. Review 2019

91	When applying for LIFE staff two years in a row was mean and didnt explain it to me	1/10/2019 9:12 AM
92	Help at facilities, signage, pay lockers	1/10/2019 4:03 AM
93	Not having a car.	1/10/2019 3:24 AM
94	Transportation	1/10/2019 1:46 AM
95	Difficult to find activities for kids of different ages at the same time. Would be nice to have options for 2-4 yr and 5-7 yr at same time.	1/9/2019 9:46 PM
96	None	1/9/2019 9:33 PM
97	Too busy	1/9/2019 9:19 PM
98	Tennis court time is out of my reach in winter time	1/9/2019 8:53 PM
99	In the past it was the cost of childcare, but then I put the kids in the free swimming lessons, so that solved that issue.	1/9/2019 8:44 PM
100	Location and cost. I'd love to register for children's programs at a discount at a different rec centre than my life pass permits. (I use oak Bay programming for my kids and get discounts at Saanich not oak Bay. I couldn't afford to register one for skating at OBR but I had many unused discounts at Saanich, but no time to go to Saanich)	1/9/2019 7:57 PM
101	I have health limitations that prevent me from taking classes, its embarrassing to have to ask for accomodations but staff is good	1/9/2019 7:54 PM
102	I'm working poor. I make 3000\$ a month but spend 3200 and can't apply for life pass because of what I make on paper	1/9/2019 5:52 PM
103	Some of the classes, like art related classes, fill up faster than I can get there to sign up or get enough cash together when the new classes come out to register in time.	1/9/2019 5:39 PM
104	feel self conscious going swimming and other physical activities. Even after discount budget is challenged.	1/9/2019 5:13 PM
105	There are evening classes I'm interested in, but can't attend at present. I don't drive at night due to cataracts on both eyes. I am so grateful to attend the yoga classes I currently attend, the LIFE program enables me to do that by offering them at the 50 percent cost.	1/8/2019 5:30 PM
106	Work gets in my way	1/8/2019 4:57 PM
107	very beginner level and limited health/ability	1/7/2019 11:11 AM
108	Times when there's cheaper admission are impractical (ex: Oak Bay cheap admission midnight and not long enough, Crystal Pool need to wait to 9pm and only get one hour of time. Not fair .	1/6/2019 12:31 PM
109	The maladies of aging interfere!	1/5/2019 6:04 PM
110	health limitations	1/4/2019 3:45 PM
111	The cost of a locker. I choose to risk having someone take my things, rather than spend the 50 cents. If it was 25 cents, I would use a locker.	12/28/2018 2:55 PM
112	Does being lazy count?	12/27/2018 1:19 PM

L.I.F.E. Review 2019

113	None	12/27/2018 12:31 PM
114	Mostly the timing of programs are all while I'm at work.	12/24/2018 11:24 AM
115	physical limitations due to injury	12/23/2018 3:11 PM
116	Medial	12/23/2018 1:03 PM
117	I need help to get undressed and dress	12/23/2018 12:09 PM
118	I suffer with chronic migraine headaches	12/23/2018 11:20 AM
119	As I mentioned above a mood disorder hampers my consistency, enthusiasm, and dedication to keeping up my fitness.	12/22/2018 9:56 PM
120	Transportation to and from is difficult through public transit	12/22/2018 9:44 PM
121	I use my 52 free entries 2-3 months before the end of the calendar year.	12/22/2018 5:56 PM
122	No	12/22/2018 5:17 PM
123	Difficult staff.	12/22/2018 3:02 PM
124	I would like to attend an easy yoga class without paying \$5 - \$15 per class fee	12/22/2018 1:09 PM
125	Mobility and pain issues	12/22/2018 12:11 PM
126	Son with disabilities makes things very difficult	12/22/2018 9:27 AM
127	i can physically get there no problem	12/22/2018 7:33 AM
128	Health and mobility reasons	12/22/2018 4:07 AM
129	anxiety, its not easy being in a co sex environment.	12/22/2018 1:07 AM
130	Mobility issues...centres like Oak Bay mad energy it more accessible with Elevator, helpful staff etc	12/21/2018 10:50 PM
131	health reasons also	12/21/2018 7:43 PM
132	Location and price of follow - up program to cardiac rehab	12/21/2018 6:49 PM
133	last year had heart issues	12/21/2018 5:38 PM
134	can't lift my walker, change rooms too small to accommodate, unsafe to leave walker outside when I am changing...	12/21/2018 4:37 PM
135	My health, but my doctors are worki	12/21/2018 4:08 PM
136	Money, and can my health let me do it	12/21/2018 2:41 PM
137	no complaints, we have great bus service in Oak Bay and can also walk to the centre	12/21/2018 2:02 PM
138	Sometimes there are excellent programs offered but only weekdays at 4pm or only at a rec centre that's a 20-min drive away	12/21/2018 1:42 PM
139	Physical limitations	12/21/2018 1:31 PM
140	I have 24 children - it can be a challenge... but at the recreation centre they can all run wild while I work out.	12/21/2018 10:39 AM

## Q14 Is there anything else you would like to tell us?

Answered: 359 Skipped: 222

#	RESPONSES	DATE
1	REgistration - knowing what you need before applying... I love how this program is available for people who need to exercise but can't always afford it.	2/28/2019 6:25 PM
2	I find the staff very helpful -top onesL Crystal Pool and Esquimalt.	2/28/2019 6:12 PM
3	I like the opportunity to exercise in fun and safe environment.	2/28/2019 6:07 PM
4	Thank you very much for providing this program!!	2/15/2019 4:52 PM
5	no	2/15/2019 3:55 PM
6	I wish you didn have toget old tax paper caus i lost mine and i cant get a copy again. This is hard for me to get and i wait now until taxes done again	2/15/2019 1:01 PM
7	please increase amount of free visits or make the unlimited pass free for those on fixed/very low incomes	2/15/2019 12:53 PM
8	please increase amount of free visits as once per week is not enough to improve our health. We would like to have two to three visits per week	2/15/2019 12:49 PM
9	Question: Could you please tell us what might have made the registration process easier? Answer: staff knowledge I am new to Sooke and the staff are friendly and knowledgeable about community programs.	2/15/2019 10:54 AM
10	I live in a camper. It gives me a chance to wash and shower.	2/15/2019 10:50 AM
11	Thank you for having this program.	2/15/2019 10:46 AM
12	thank you	2/15/2019 10:40 AM
13	We appreciate the program so very much.	2/15/2019 10:39 AM
14	I feel the LIFE Program is a great place to start. Would also like free hot chocolate	2/15/2019 10:37 AM
15	Question: Could you please tell use what might have made the registration process easier? Answer: On-line Question: What more options do you recommend for the L.I.F.E program? Answer: More than 4 - 50% discounts please - 6 or 8.	2/15/2019 10:37 AM
16	free hot chocolate, coffee, healthy snack	2/15/2019 10:35 AM
17	Please put a sign on hot tub to sitting. All parents and young children sit on steps to go in & out of the hot tub.	2/15/2019 10:32 AM
18	I love SEAPARC, my grandson practically lives there.	2/15/2019 10:31 AM
19	as a single mom, sometimes I cant get back to SEAPARC to pick up my sons hockey gear, would love overnight storage allowed	2/15/2019 10:28 AM
20	Need instructor who assists in making sure you are doing exercises correctly.	2/15/2019 10:24 AM

## L.I.F.E. Review 2019

21	Question #3 Comment: Get the CRA to get the proper paperwork to me.	2/15/2019 10:22 AM
22	Thank you for providing this program, it is greatly appreciated.	2/15/2019 10:20 AM
23	I would like to be able to go twice a week for health and physical therapy	2/15/2019 10:20 AM
24	I enjoy the people and the staff. They are wonderful!	2/15/2019 10:16 AM
25	yes , I would like to say thank you. Good job on providing the space facilities but most of all the staff they are always nice professional and helpful to the first nations. panorama is my favorite	2/15/2019 10:16 AM
26	include exercise facilities	2/15/2019 10:09 AM
27	Keep on with this program. Being active keeps the population healthy - less medical costs to province.	2/15/2019 10:06 AM
28	thank you	2/15/2019 10:05 AM
29	would like unlimited free admissions for children	2/15/2019 10:00 AM
30	Sue from SEAPARC is Awesome!!!	2/15/2019 9:59 AM
31	after doctors recommendation, I enjoy the aquafit program and after 2 yrs I feel much better and more fit	2/15/2019 9:40 AM
32	Great program!!	2/15/2019 9:38 AM
33	no	2/15/2019 9:34 AM
34	With such long wait lists during March and summer breaks why are more staff not hired as the program fees are high enough to cover the salaries?	2/15/2019 8:05 AM
35	This is a very valuable program for people who are living on minimum incomes, especially if they are a disabled senior as I am.	2/14/2019 11:22 PM
36	I appreciate the program very much because of my limited income.	2/14/2019 4:35 PM
37	It would be helpful to have the option of an additional 50% off coupon instead of the 52 free drop ins	2/14/2019 10:02 AM
38	Mena has been very helpful to me and the LIFE program is important, thanks	2/13/2019 5:28 PM
39	If not for this program, my children would never have had the opportunities and safe activity level they have. I am forever grateful	2/13/2019 12:56 AM
40	I usually go as part of a group, or at least have a group leader with me.	2/13/2019 12:36 AM
41	Cannot think of anything. Maybe raise the rate of allowable	2/12/2019 8:10 PM
42	This LIFE program is invaluable to me and my family. After an injury I was able to go to the gym and get help for the rehabilitation that I needed to get me better quickly. Also my son is able to go swim with friends and use the facility much more than I could ever afford to send him.	2/12/2019 8:10 PM
43	I am very grateful for the life pass and hope that municipalities and the province continues to make recreation accessible to all.	2/12/2019 7:23 PM
44	No, thank you.	2/12/2019 4:56 PM
45	More swim lessons after school and also on weekend mornings would be great	2/12/2019 3:27 PM



## L.I.F.E. Review 2019

46	Really very much appreciate this opportunity	2/12/2019 3:16 PM
47	I would do less physical activity if I did not have my pass. I do not swim a lot but its my best overall exercise. Thank you for the program, It helps a lot of people access facilities and programs to better our health.	2/12/2019 3:00 PM
48	I didn't know the pass was valid for the calendar year and not 12 months from the date of issue. So I didn't get to use most of my passes which seemed a big loss to me.	2/12/2019 2:42 PM
49	Due to the cost of living out how everything's going up I wish the qualifying Family household had increased because I didn't qualify	2/12/2019 1:17 PM
50	This program is immensely valuable. But better staff training is necessary.	2/12/2019 1:17 PM
51	Thank you for this program. My children and I benefit greatly and the pool was a great source of recreation when they still lived at home	2/12/2019 1:11 PM
52	The LIFE pass is wonderful and a huge support for my family. Using the pool and skating are the only activities we can afford to do without worrying about the cost. I wish there was a gymnasium set up with stuff for kids 12-14 to play on like there is for young children. Also we both love to use clay but the costs are totally prohibitive.	2/12/2019 12:52 PM
53	Yes, please change the income requirement for the life program to something more reasonable.	2/12/2019 12:49 PM
54	thank you	2/12/2019 12:43 PM
55	Thank you for this program!! It is really important for the community.	2/12/2019 12:34 PM
56	Great program! Please expand, if you can. It is one of the ways I feel I really belong in this town, even though I live on a very limited income. Much appreciated!	2/12/2019 12:24 PM
57	Please let us use the pass from April to April so we have a chance to get our income taxes in and processed	2/12/2019 12:22 PM
58	Thanks very much LIFE program to provide free pass and 50% of program registration. It's very helpful.	2/12/2019 12:08 PM
59	thank you	2/12/2019 12:07 PM
60	I appreciate if somehow to receive more number of permission to participate my exercises because of my health issue.	2/12/2019 11:59 AM
61	Great program	2/12/2019 11:59 AM
62	I would like to thank you for this great opportunity that you have given me as it helps me with my rehabilitation and my recovery from my strokes that I had in 2017. It helps give me hope	2/8/2019 1:10 AM
63	Glad you are in the area.	2/6/2019 4:46 PM
64	Thank you	2/6/2019 2:52 PM
65	no	2/6/2019 8:39 AM
66	If the scanner was on the counter it would speed things up (as in Centennial Weight Room)	2/5/2019 2:53 PM
67	It would be great if it were even more affordable to go to programs etc.	2/5/2019 2:43 PM
68	very good staff and facilities	2/4/2019 3:41 PM
69	No	2/4/2019 1:14 PM
70	There is nothing! I don't enjoy its all good!	2/4/2019 11:43 AM

## L.I.F.E. Review 2019

71	I was not able to use the discount code because I was paying for another person they had to pay if there to get the discount	2/4/2019 8:28 AM
72	it has been invaluable to get my strength back after two knee replacements	2/3/2019 10:20 PM
73	I recently took my adult son to theRec Center for swimming while he recovered from a serious medical issue. We are both large bodied people. While there I witnessed some of the lifeguards displaying fat/body shaming behaviour towards my son. When he would dive in the pool creating a large splash they would look at each other and laugh. I felt very uncomfortable and angry at their actions. Perhaps your staff could use more training and guidance on the topic of respect towards all swimmers.	2/2/2019 10:07 PM
74	I am very grateful for the Life Pass!	2/2/2019 1:39 PM
75	It would be great if LIFE would partner with some place like the runing room to provide discounts on runners for adults and children. It would be nice to have unlimited 50% discount (up to \$50) for the whole year! 4 classes for a year is not enough as most classes run only for 1 month. Without the LIFE pass my daughter and I would not be able to participate in activities due to financial constraints.	2/2/2019 12:52 PM
76	Thank you very much for your help	2/2/2019 12:41 AM
77	everything was great! thanks	2/1/2019 7:34 PM
78	Thank you	2/1/2019 5:58 PM
79	It would be very beneficial if you provide 104 pass per year for seniors over 70 that they can be more active because they use the fasility for short time. Best vregards	2/1/2019 5:47 PM
80	It will be good if they increase the free admission greater than 52.	1/31/2019 4:36 PM
81	For question #11 - they commented on paper: more than 52 visits! Thanks for offering this program - good for a senior on limited pension.	1/31/2019 1:35 PM
82	For question 11 online (5 on paper) there was this comment: nothing, it's a very good program. Thank you so much for making this available.	1/31/2019 1:31 PM
83	She commented on the the written form under the question "could you tell us what might have made the registration process easier?" She said: Can't think of anything.	1/31/2019 1:27 PM
84	Why not a Universal Pass in Greater Victoria?	1/30/2019 6:30 PM
85	Thank you.	1/30/2019 11:16 AM
86	I am currently not able to get my life pass due to lack of assessment, this has had a very negative effect on my health. the life program has been very good for me i just wish i was still accepted. thanks ps.Mena has always been very helpful, thanks Mena	1/29/2019 3:08 PM
87	thanks for keeping the LiFE pass available	1/29/2019 12:02 PM
88	Great program	1/29/2019 8:54 AM
89	was sort of sad when they took out the machine that wrung out wet swim suits	1/28/2019 4:58 PM
90	Registration process: people might benefit from online registration, which would help reduce the in person administrative load, minimize costs and avoid time spent printing filled PDFs, then traveling to the rec centre to complete the process; updates to the recreation pass could then be done in the computer system, which would allow for the sticker to be applied at the rec centre of choice rather than requiring the patron to make another trip to the admin deck to pick up the new sticker; better yet, considering that most people, including L.I.F.E. program users, have a smart phone, a basic citywide rec centre app would handle registration and usage most efficiently.	1/28/2019 3:06 PM

## L.I.F.E. Review 2019

91	I appreciate all that you people do each year. I wouldn't be able to access the rec centres without your amazing program. THANK YOU !!!	1/27/2019 11:45 PM
92	No	1/27/2019 5:38 PM
93	I appreciate that there is a program, it makes everything easier and more accessible.	1/27/2019 4:00 PM
94	I wasn't aware of the LIFE program before I took this survey	1/27/2019 2:36 PM
95	appreciated	1/27/2019 11:44 AM
96	thanks for toonie Mondays, I've made good use of it	1/25/2019 11:01 PM
97	Thank you for being there especially for poor seniors	1/25/2019 7:11 AM
98	I really appreciate the 50% off discount for registered classes for my kids. It makes is an option as the discount really opens up possibilities. I wish you could register for the courses online and then apply the pass or toggle an option for the dicing I be applied after instead of going in.	1/25/2019 12:57 AM
99	This program helps me and my family keep active.	1/24/2019 7:17 PM
100	I really appreciate having the pass	1/24/2019 5:52 PM
101	No	1/24/2019 5:02 PM
102	thank you	1/24/2019 4:10 PM
103	I am very appreciative of this program and proud that you recognize the importance of accessible recreation options for individuals and families of lower income.	1/24/2019 3:47 PM
104	Registration process could be improved with an online application and allow it to be submitted online/email.	1/24/2019 12:20 PM
105	Thank you!! Could improve registration process by making it online.	1/24/2019 12:15 PM
106	Im so thankful to have this pass! Thank you :)	1/24/2019 12:13 PM
107	We wish that there were 100% discount for children's programs for big families and family with low income. Life program is a great one please keep it and if you can provide programs for children at no cost so they can participate.	1/24/2019 12:10 PM
108	love the program	1/24/2019 12:06 PM
109	LIFE programme has helped me maintain health and well being. Notice of Assement difficult to track.	1/24/2019 11:43 AM
110	More visits!	1/24/2019 11:37 AM
111	Thank you for offering the LIFE pass, it allows me to do more activities with my daughter.	1/24/2019 11:32 AM
112	I love the LIFE program, thanks for having it! I am a healthier and happier because of it, and feel more connected to my community. I would like to see the low income threshold be higher, since the cost of living in Victoria is much higher than other parts of Canada	1/24/2019 11:25 AM
113	Please keep the program running.	1/24/2019 11:19 AM
114	Very happy with L.I.F.E pass opportunity	1/24/2019 11:16 AM
115	This would work great with bus/life pass, remember many are dying.	1/24/2019 11:09 AM
116	no	1/23/2019 4:33 PM
117	L.I.F.E. is a terrific program that really has helped out my daughter and I in a time of great financial stress.	1/23/2019 9:18 AM
118	I greatly appreciate the 52 free passes. I have never used them all but it has helped a lot with my physical health when I am able to get out. Thank you!	1/17/2019 11:37 PM
119	Friendly staff	1/17/2019 6:03 PM
120	this program is the heart & soul of what keeps me going. I would not endure the challenges I face without it. Just ask the staff at the Crystal Pool. I have endless gratitude for this program.	1/17/2019 5:39 PM

## L.I.F.E. Review 2019

121	Great to have this service BUT turn off the noise please.	1/17/2019 3:24 PM
122	Thanks you're terrific!	1/17/2019 3:05 PM
123	thank you	1/17/2019 2:25 PM
124	Thank you!	1/17/2019 12:56 PM
125	We love this program. Please keep it going.	1/17/2019 9:13 AM
126	Thank you! I've really enjoyed being able to visit and exercise at the pool. I wish circumstances permitted me to use my pass/visits more often.	1/16/2019 10:58 PM
127	The LIFE program is great! Really appreciate it!	1/16/2019 8:56 PM
128	If there was a ball machine for the tennis court (if the rental cost was nominal) I would use it for sure - also an organized league for adult tennis players would be great.	1/16/2019 12:37 PM
129	I appreciate this program. Being on a low income, I would not go to these facilities for exercise, etc, if it did not exist. Thanks. Wish the \$50 was higher.	1/16/2019 10:01 AM
130	Not that I can think of.	1/16/2019 8:15 AM
131	The commonwealth needs more Charging stations as it a larger center. the Oak bay center also needs charging stations. The 50% discount program should also apply to tennis lessons and other programs.	1/16/2019 1:11 AM
132	Na	1/15/2019 11:02 PM
133	I wish the LIFE pass discount is not just limited to my are since I sometimes prefer the programs not within my municipality	1/14/2019 11:12 PM
134	Good work in helping families with low income	1/14/2019 5:42 PM
135	Your staff are incredible (Westshore). Regional Annual Pass is too expensive; need better online registration for LIFE	1/14/2019 4:48 PM
136	Like I mentioned before, as I am on disability benefits and with the high price of housing, etc in Victoria, this L.I.F.E program in so helpful to my overall health, I just wish it was 104 times so I could go twice a week for the year.	1/14/2019 4:00 PM
137	We very much appreciate this program because without it we certainly couldn't afford it. Thank you very kindly.	1/14/2019 2:24 PM
138	As a low-income senior, this pass is very important to me. I was a LIFE member for 2 years in Sechelt and one year here in Vicoria. It would be great if the subsidy for activities allowed for even greater participation. Thank-you for this LIFE pass!!	1/14/2019 10:03 AM
139	great program, thanks	1/14/2019 2:15 AM
140	No	1/13/2019 10:13 PM
141	Thanks for the program	1/13/2019 6:01 PM
142	This is most helpful for those who are financially restricted. Thank you for making this available!	1/13/2019 4:34 PM
143	It would be great if the 52 free admissions of family members were shareable, for example if one member of the family haven't used up their 52 admission then the other could make use of them.	1/13/2019 9:55 AM
144	No thanks.	1/13/2019 7:58 AM
145	The deep waterfit class I attend at GHRC helps me maintain some range of motion and flexibility which is very important to me as I can't walk more than a few meters and I can't exercise otherwise. Thanks for giving me this opportunity to exercise safely and with very little pain.	1/12/2019 11:27 PM

## L.I.F.E. Review 2019

146	No.	1/12/2019 8:01 PM
147	thank you	1/12/2019 7:26 PM
148	I'm grateful to have the passes each year. So grateful! As a single parent to a child with learning challenges it has given us somewhere to hang out. Thank you. Thank you. Thank you.	1/12/2019 7:01 PM
149	thanks so much for ths program.....please continue it.	1/12/2019 5:53 PM
150	commonwealth change room shower water so cold	1/12/2019 4:10 PM
151	We are very grateful fo the facility, teachers and the planned upgrades. I believe a little more available parking space could be helpful.	1/12/2019 3:45 PM
152	Nil	1/12/2019 2:48 PM
153	Thank you for making opportunities for us low income folks!	1/12/2019 12:57 PM
154	The LIFE program is extremely valuable, thank you!	1/12/2019 12:15 PM
155	Happy u offer this to families that are low income	1/12/2019 11:55 AM
156	No	1/12/2019 11:46 AM
157	Appreciate the program esp. \$40 to help pay another activity	1/12/2019 10:30 AM
158	I feel as a low income single parent that the rec centres memberships should be offered as full memberships. That way each family would have unlimited access, not just 52 visits per year.	1/12/2019 9:51 AM
159	nope	1/12/2019 8:51 AM
160	Would be nice to have more classes	1/12/2019 2:01 AM
161	If you can have separation especially at the gym. Ladies area should be separate. This will make women more confirtable to use the gym.	1/12/2019 12:08 AM
162	Some activities with moms would be nice, but not only toddlers or babies and moms, school age kids and parents could take a dancing class together for example	1/11/2019 11:23 PM
163	Fitness and exercise are critical to the well being and health of our minds and bodies the simple fact that you acknowledge and provide this opportunity is sincerely appreciated	1/11/2019 10:59 PM
164	We are YMCA member and tend to use their facilities more than crystal pool or use I. I. F. E drop in because they have playcare for 1.5 hours long so parents can work out	1/11/2019 10:28 PM
165	no	1/11/2019 9:49 PM
166	Yes, please give us a new crystal pool Rec center !!	1/11/2019 9:42 PM
167	Thank you for offering this program	1/11/2019 7:01 PM
168	I'm very happy that the life program exists it keeps me clean and sober by giving me an activity to take part in	1/11/2019 6:50 PM
169	I would like to thank you for this program, my kids love it so ls my husband and I. It's so helpful for us and everyone else. But if you can increase the times on the card or the amount of the money that is in the cards "especially for the kids" it would help with get them more healthy and more valuable in their lives.	1/11/2019 5:49 PM
170	Keep up the good work.	1/11/2019 5:24 PM

## L.I.F.E. Review 2019

171	There is a desperate need for middle school-aged kids, and although the Leader-in-training program is a step in the right direction, even after-school basketball groups or similar would be AMAZING. There is seriously nothing out there that the kids can walk to/parents afford!	1/11/2019 5:19 PM
172	Grateful for the program as it is helping with my mental health and activity that I look forward too	1/11/2019 5:06 PM
173	No, Thanks	1/11/2019 5:05 PM
174	Ill apply a life program again.	1/11/2019 5:02 PM
175	Thank you for offering this program!	1/11/2019 4:57 PM
176	Just that I am so appreciative of this program.	1/11/2019 4:56 PM
177	Staff at Crystal Pool are terrific	1/11/2019 4:55 PM
178	If it wasnt for the pass i wouldnt be able to go swimming	1/11/2019 4:54 PM
179	I think there should be more coverage for toddler activities in the winter months since it's hard to play outside when wet	1/11/2019 4:51 PM
180	Thank you	1/11/2019 4:45 PM
181	No	1/11/2019 4:44 PM
182	No	1/11/2019 4:39 PM
183	Additional comment for #9 - The pass should follow the same calendar for those doing taxes. Most assessments are not available till March - May. The pass should follow a fiscal year vs a calendar year. #11 - additional comment - Keep the daycare/summer camp free week as part of the program. #13 - additional comment - Having a special needs child and not enough support on recreation outings is an additional limitation.	1/11/2019 3:47 PM
184	Its an amazing program. I just wish there was more available for myself to do with childcare	1/11/2019 10:13 AM
185	i would like to thank you for having the life program. makes it feel like i live in a real community.	1/11/2019 7:25 AM
186	common w.p. does have a wheelchair changing room but it is freezing. Not heated in winter so not useable. Also the manual wheelchairs offered to use to access the pool are broken.	1/11/2019 6:29 AM
187	I would love to let you know that Much appreciated and thank you all to make L.I.F.E.happening in our community. My children were benefit, By attending their favorite camps and also the swimming lessons was fun and remarkable last summer. Many thanks.	1/11/2019 1:37 AM
188	Thank you for asking	1/10/2019 9:33 PM
189	I am extremely grateful for the assistance the LIFE program has provided me. Without this help, there would have been many times when me, and when she was younger, my daughter would have been unable to attend.	1/10/2019 9:10 PM
190	The family change rooms need to be for family and not young couples. In a family change room it is needed so the kids don't run away and being disabled I need my husband to help me. This is very important as most times we are waiting for a long time depleting energy for a young couple to just be using a family change room.	1/10/2019 5:48 PM

## L.I.F.E. Review 2019

191	Just Thank you love both Esquamalt and Saanich	1/10/2019 4:37 PM
192	Thank you for providing the Life Pass. This allows ALL residents to participate in recreation activities that we would not otherwise be able to afford and need to maintain good health. Thank you!	1/10/2019 1:50 PM
193	no	1/10/2019 1:40 PM
194	Thank you!!!!	1/10/2019 12:30 PM
195	Program is amazing!	1/10/2019 11:07 AM
196	keep up the great work !!!	1/10/2019 11:06 AM
197	You do a fine job of helping disabled IF they have a caregiver, You do a terrible job of helping the disabled is you are trying your best to be independent and don't have a caregiver.	1/10/2019 10:42 AM
198	No	1/10/2019 10:39 AM
199	I've told some of the people in my building about the program but very few people actually seem to know about it. Could you put up some posters or a permalink so the word gets out?	1/10/2019 10:20 AM
200	The new system that was installed makes it very hard to save receipts on your own computer.They do not easily transfer to outside format to keep for my records.	1/10/2019 10:02 AM
201	The staff is rude to me family both years I applied but nice to other people	1/10/2019 9:12 AM
202	Thousands of dollars go towards things that might help people. THIS ACTUALLY HELPS KIDS AND SINGLE PARENTS!!!	1/10/2019 4:03 AM
203	YES. BY MAKING IT POSSIBLE TO ACCESS RECREATION AND THE ARTS, THE LIFE PROGRAM HAS GREATLY INCREASED MY QUALITY OF LIFE!	1/10/2019 3:24 AM
204	Thank you for the L.I.F.E Program. It has provided access to programs that My family would otherwise not be able to access.	1/10/2019 1:46 AM
205	I think you should make the yearly income amount be a lot more than it is... to qualify for pass.	1/10/2019 1:23 AM
206	no	1/10/2019 12:16 AM
207	Not at this time	1/9/2019 11:52 PM
208	Had trouble using code at esquamalt rec	1/9/2019 11:04 PM
209	We love the L.I.F.E program and this is our 3rd year. All the staff have been great with the exception of one person from xxx. When we first joined in fall of 2017 we registered and then went to the new facility shortly after but we didn't have the cards with us or they weren't quite made (I can't remember clearly as the following situation made me quite upset). The woman at the reception desk asked me, in front of a lot of people: "So, your family makes LESS than the qualifying amount for the L.I.F.E program?" I quietly replied "yes". I probably should have said something but I was so take aback that I just ran into the change rooms. I have never been more embarrassed. We may not look like I need assistance, but we do (which we appreciate very much). I think, perhaps, staff (she - whoever she is) should have some sensitivity training on the topic as it can be embarrassing to be part of a program if it is seen by staff as being for 'poor people'. That being said, everyone else has been fantastic. Thank you.	1/9/2019 10:43 PM

## L.I.F.E. Review 2019

210	Thanks for your program.	1/9/2019 10:19 PM
211	I really appreciate having the L.I.F.E program and I hope to use my pass more in 2019! Thank you for offering this.	1/9/2019 9:59 PM
212	My family has really appreciated the life pass and that we have been able to put our kids in classes and camps	1/9/2019 9:46 PM
213	Great program, thank you	1/9/2019 9:33 PM
214	No	1/9/2019 9:19 PM
215	Great program thank e	1/9/2019 9:09 PM
216	No	1/9/2019 9:02 PM
217	Please include some kind of benefit/discount for tennis court time.	1/9/2019 8:53 PM
218	It's a great program, the only thing I would like would is for the rec centres to all have the women's barbell and weights, the very lightweight ones.	1/9/2019 8:44 PM
219	Would like to know that instructors of courses I am registered in do not know that I receive this discount.	1/9/2019 8:35 PM
220	No	1/9/2019 8:28 PM
221	It will be ideal for university students, who are members of low-income families, to have the same benefits as other family members have. Because university students can not access university gym while in winter break and summer break.	1/9/2019 8:13 PM
222	Let the credits be transferrable between city's rec centers so we can use the discount where it is most convenient	1/9/2019 7:57 PM
223	Thank you so much!	1/9/2019 7:51 PM
224	Thank you for this program	1/9/2019 7:38 PM
225	Thank you for supporting us.	1/9/2019 7:25 PM
226	Thanks	1/9/2019 7:04 PM
227	It would be nice if the Victoria LIFE pass was similiar to that of Duncan. In Duncan they have unlimited visits and no discounts for swim courses etc. I would be willing to sacrifice the discount to get more then 52 visits which does not last very long when you have 3 kids who want to go swimming a lot...Just a thought.	1/9/2019 6:46 PM
228	Recreation centers with library are the heart of our lives. It's refreshing doing activities and reading, thank you for the support. It makes our first years here unforgettable	1/9/2019 6:44 PM
229	Recreation centers with library are the heart of our lives. It's refreshing doing activities and reading. Thank you for the support. It makes our first years here unforgettable	1/9/2019 6:44 PM
230	Nope	1/9/2019 6:42 PM
231	Whenever I apply for the life pass it keeps telling me my household income is too high. I am on PWD and make under \$12,000 annually. I then have to call Mona at saanich and she fixes it. I wish there was some way to prove I'm on PWD each time that was acceptable enough to not make me jump through more hoops. Having a disability is exhausting enough.	1/9/2019 6:15 PM
232	Look at a persons expenses monthly not the amount they take home. I male 3000\$ a month. my bills and living expenses are 32-3500. I can't afford to get a pass because of how much I make on paper	1/9/2019 5:58 PM
233	The number of free group classes is better to increase and in many different times	1/9/2019 5:56 PM
234	Thank you!	1/9/2019 5:56 PM
235	Look at people's expenses before you tell them they can't qualify for life pass.	1/9/2019 5:52 PM



## L.I.F.E. Review 2019

236	I appreciate the free years I got with my life pass. I think I made too much money this year to qualify for one this time :(	1/9/2019 5:47 PM
237	this is a great program for seniors	1/9/2019 5:46 PM
238	Would be nice to have more classes	1/9/2019 5:42 PM
239	I'm really appreciative of the LIFE PASS thank you!	1/9/2019 5:39 PM
240	I love the life pass	1/9/2019 5:39 PM
241	I love the Commonwealth Pool. Don't know hwat I would do without it. How do I get my free pass?	1/9/2019 5:30 PM
242	When my son was younger and I was working the LIFE pass was a God send.	1/9/2019 5:13 PM
243	No	1/9/2019 5:03 PM
244	I think this is a great program for those on a limited income	1/9/2019 5:01 PM
245	No	1/9/2019 5:00 PM
246	Great program	1/9/2019 3:48 PM
247	Renewal of the pass at the beginning of the new year is a hassel. It should be when you do your tax returns and then it will be up to date and you do not have to hunt for a tax return from last year. It should be when taxes are done...like year end for businesses...the new year Jan 1st is a pain ...thank you.	1/9/2019 12:08 PM
248	no	1/9/2019 6:07 AM
249	Thank you for this program. It has helped me a lot. It removes many of my barriers to taking care of my physical health.	1/9/2019 12:25 AM
250	I think that the maximum low-income earnings amount to qualify for the program should be raised to around 26 000 for a single person in this city. The cost of living is so high here, with rent and everything else, that the low income amounts from stats canada are not a fair and true assesement of what constitutes a low income here in the expensive city of Victoria. I am a single adult with disabilities on provincial disability support, but I have a part time job and sometimes earn 25 000 per year when I'm doing well, and other years only earn 20 000. Many people I know who earn in the range of 25 000 here are still most certainly low-income when their cost of living is taken into consideration. I hope your board can review this. Its a barrier to me to access a LIFE pass this year because I earned 25000 in 2017, although I won't earn that much this year, and I won't be able to afford to attend the rec centre without a LIFE PASS. I would greatly appreciate if you made it more accessible for people like me who have shifting incomes due to disabilities, and for the rest of the population for whom 25 000 per year is not a middle income by any means in 2019 in Victoria. Thank you for your attention to this concern.	1/8/2019 11:48 PM
251	Thank you for having this program!! I highly appreciate the ESQ LIFE pass with a free swim lesson for my young girl and then a few50% off programs. It has made getting her involved in recreation and activity so much less stressful and accessible !!	1/8/2019 8:33 PM
252	Thank you for giving me the oppotunity to complete this survey	1/8/2019 8:24 PM
253	Thank you so much for this program!!	1/8/2019 7:04 PM
254	Just want to repeat how very grateful I am to have access to this program, as my pension is spent on basics like food and shelter. I use all the 50 percent off coupons available to me, if the ceiling were raised, I'd take more courses. Very grateful, thank you so much.	1/8/2019 5:30 PM
255	I feel so very lucky that this program is offered. I couldn't afford to take the swim class without the program Thankyou	1/8/2019 4:57 PM

## L.I.F.E. Review 2019

256	The staff are friendly people and there are many programs for people of all ages at affordable prices which makes these centres great places.	1/8/2019 4:36 PM
257	This service is essential to me at this time. Without it, I would be hard pressed to effectively stay healthy while pursuing means to pull out of my economic circumstances. the L.I.F.E.program has both a fitness and social component for me, as it helps alleviate my isolation. The staff are always incredibly helpful and attentive, which increases my likelihood of continuing to enjoy the facilities and services you provide when circumstances improve.. I am grateful.	1/8/2019 1:46 PM
258	Grateful for your LIFE program! Would love some more gentle, no pressure to get right physical activity programs like Dance Moves 55+, gentle & adaptable yoga, calmer gentler aerobics, etc	1/7/2019 11:11 AM
259	It would be not shameful if I don't need to show to administrators every time	1/6/2019 4:28 PM
260	Need LIFE pass and The rec centre is for Physio and to manage pain so I can work, and a social hub, so it's very important . Yet the cost keeps going up and stupid rules around where a person lives makes it way harder to get to the rec centre is that I need to go to that are actually closer to me but in different districts . If you need the program more often then you have to be stuck paying when once a week isn't enough. The 50% off yearly pass should be for all the rec centre is not just one where you're stuck in one area. I have to travel on a 25 minute bus ride to get to 1 Rec Centre in my area that has the pool, yet the other ones only a 10 minute bike ride away and way closer to where I usually go how fair is that? Esquimalt rec centre is even a five minute bike ride away from right near where I volunteer, yet I can't access them because of the stupid rules ! How fair is that? As well if we buy a three-month pass or extra passes because the life pass runs out we should have the options for going to all the rec centres, not just be stuck in one area! again for the same reasons, it's way harder to access rec centres even though they're in our so-called area depending on where we live! a lot of people have disabilities so it's hard for us to manage and get around! it would make sense we should be able to go to the rec centre that's closest to us even if it's in another district because we live near the border . Or or travelling or doing our daily routine and we can go to the rec centre that we wind up closest to . is reasons it's way harder to access rec centres even though they're in our so-called area depending on where we live a lot of people have disabilities so it's hard for us to manage and get around it would make sense. we should be able to go to the rec centre that's closest to us. There should also be a commentary why people find it so difficult to register for the life program !!! is absolutely no place to comment which is stupid because you think that be the most important question you want answered if you really care about people participating in the life program so that it helps improve their health!!! I hate the fact that NOW you have to do your taxes to get the pass and we're under the thumb of a Nazi government when it's completely unnecessary and causes unnecessary stress and grief for people who already have enough because they suffer with disabilities and poverty and they're trying to survive and that's why they need this program !! when a person is on PWD persons with disability allowance, or any social assistance , should not have to go through that trouble because it makes it way harder and people can't always get organized. It should be as simple as what they do in Vancouver if you show your disability bus pass or a check stub to prove you're on social assistance you should automatically get the life pass!!! because the government sets what you're earning rates are so they already know what your income would be, that's why you qualify for disability because you're low income to begin with !!! why are they asking us for information they already have??? And set rules for us to even qualify for receiving money under the social services system ??? I don't see why you should have file your taxes. Especially when it's the government who sets up dictates how much a person can earn for Social Services, and we're supposed to declare our income already, so they already have that information . So why do we have to tell the government something they already know and then we got to turn around and do it twice and it's up to us??? that's not fair ! it's redundant and pointless and a waste of time and makes more work and things more difficult for people who struggle with disabilities and already find life difficult enough to deal with!!! it's not fair and it's a cruel requirement that should not be needed and wasn't necessary before! Why now?	1/6/2019 12:31 PM

## L.I.F.E. Review 2019

261	Thank you!	1/5/2019 6:04 PM
262	Thank you	1/4/2019 3:51 PM
263	This is such an important valuable program for individuals and families. And the community benefits from having healthier, happier members. And I bet it saves the health care system money if people are able to access these services to be healthier both physically and mentally.	1/4/2019 3:45 PM
264	Please keep offering this service. I am sure it is of benefit to many and ensures repeat patronage. It also highlights your good corporate citizenship to others.	1/4/2019 12:09 PM
265	Thank you for providing this program.	1/2/2019 10:57 AM
266	We've been get the humiliated feeling when we use drop in pass in front of people. Because we need to hand in the card to the staff and they need to mark on the card. We met a lot of friends at the rec centre and they've been asking for it many times. That limits use of rec centre use. Please just count them on the computer system or use other method that keeps our privacy. Terrible feeling whenever use it.	1/1/2019 4:24 PM
267	I wish the staff was a little friendlier when applying for the l.i.f.e pass, when knowing it's already a delicate situation, they seem to make things more difficult.	12/31/2018 8:55 PM
268	My favourite Rec Centre is Saanich Commonwealth, Good Vibes.	12/31/2018 5:15 PM
269	Thank you	12/29/2018 7:20 PM
270	I do enjoy this service and tend to take advantage over the winter months for the most part with the aqua programs. thank you!	12/29/2018 2:23 PM
271	I feel embarassed at the front desk when I renew my pass each year. There is nothing private about it, as I present the paperwork. But, I don't have a better idea & I understand that it is necessary. I am grateful and I get on with it.	12/28/2018 2:55 PM
272	I like Crystal Pool best for the workout I want to do. The staff are always eager to help with my walker or any need I might have. Kudos to them. what I don't like about the registration process is having to make 2 trips to Cedar Hill to get it processed because I live in Saanich. I wish I could just take it to Crystal and have them send it to a Saanich facility. I'm sure you have opportunities to meet staff from those locations rather than me having to go to Cedar twice.	12/27/2018 1:19 PM
273	you are very much appreciated	12/27/2018 12:44 PM
274	It would be great if the LIFE pass could be used at any rec centre not just the one where the pass is registered.	12/27/2018 12:31 PM
275	Thank you	12/27/2018 10:49 AM
276	I participate @ Cedar Hill, only re L>I>F>E> I used to be @ Crystal but Cedar Hill is 2 blocks from my apartment so I can walk there, so can go anytime! I also volunteer there on Sundays. I try to get to the gym @ least once a week(not during holidays as too much to do) I am very grateful of the 50% off program as without it, I would find it very difficult to do more exercise!!	12/26/2018 5:46 PM
277	No	12/26/2018 11:40 AM
278	Happy!	12/26/2018 8:54 AM
279	Thanks for the program, really appreciated.	12/25/2018 11:54 PM
280	We are very thankful for the LIFE programwe've Been part of for the last 3 years. There were very tough and stressful year for our family of new immigrants. We wouldn't have been able to send our kids for swimming lessons or various camps without it. It was very important for us and really appreciate it. From next year we are not eligible for LIFE passes anymore, but it was a great experience. Thank you again and Merry Christmas!	12/24/2018 4:21 PM

## L.I.F.E. Review 2019

281	Thank you for the LIFE program. It has made swimming admission free, it has made birthday parties and lessons very cost efficient. Thank you.	12/24/2018 12:45 PM
282	My biggest problem with the life program is having to go to the front desk to have a receptionist mark my card where it is stuck on the back. Often times I have had to wait long times ( 20 mins. +) as the front desk was busy. This cuts into my workout time. Also if I am going to the rec center with a group of family or friends, I become singled out and feel very embarrassed because everyone else can just scan their card and go in. Sometimes they don't know about the life program and it is uncomfortable for me to have to explain that I am on the life program because of living at or below the poverty level. I don't like that. With today's technology surely the computer system could be adapted to allow LIFE program participants to just scan their cards like everyone else in their group	12/24/2018 5:23 PM
283	Great program. We have enjoyed the extra activities offered, like the skate with the Grizzlies event for kids and the free week of summer camp last year.	12/24/2018 11:52 AM
284	Thank you for the LIFE program. It's invaluable to us.	12/24/2018 11:24 AM
285	no	12/23/2018 6:21 PM
286	I appreciate this opportunity	12/23/2018 5:05 PM
287	I am very grateful and appreciative for the LIFE program. It has made access to recreation much easier. Thank you!!	12/23/2018 3:11 PM
288	nope	12/23/2018 12:09 PM
289	It is a wonderful program that i have used when my children were smaller, now getting back into fitness, as well as my teen is too. The hockey equipment free rental at crystal was awesome for my son to try out hockey...he didn't continue as his back hurt bending over so much, but at least he tried hockey.I wouldn't have done that trial if not for the free equipment use. we clean and brought back everything...so appreciated!	12/23/2018 11:24 AM
290	I am extremely grateful for this program... For many years I made a generous income and then life took a turn and I became divorced and bankrupt... I am so fortunate and blessed that this program exists to help me get out of my head and out of my painful heart... And be able to move my body in a safe and supportive place with many different activities... And feeling like I am part of a community. Thank you and many blessings to everyone that started this program and is involved with this program	12/23/2018 11:20 AM
291	Thank you for helping	12/23/2018 1:25 AM
292	I am and family are very privileged to receive the L.I.F.E programs at a low cost. Thank you for the generous support.	12/22/2018 10:47 PM
293	Thanks for two years of being able to access ice skating, swimming, gym workout, and exercise classes...without worrying about the cost. It reminds me of what is available at all the recreation centres and I've felt very appreciative of these past couple years when I've been trying to jumpstart a career, go to school and work 3-4 jobs in order to get ahead and eventually achieve a better life balance!	12/22/2018 9:56 PM
294	Arrange an open house and info sessions to educate us about the options available for us in the program	12/22/2018 9:44 PM
295	My children and I really love this program!	12/22/2018 9:11 PM

## L.I.F.E. Review 2019

296	Thank you for offering this service. It truly has made big difference in maintaining good mental health for me.	12/22/2018 6:46 PM
297	I hope that there could be a process to extend the free admission over and above 52 entries as I run out 2-3 months before the end of the calendar year. I don't have the money to purchase much after I run out so I don't end up going	12/22/2018 5:56 PM
298	As I do not use the 52 free drop ins, I would prefer having additional 50% coupons for classes. Thank you!	12/22/2018 5:17 PM
299	Please grant unlimited access to those unable to afford full time membership privileges	12/22/2018 4:55 PM
300	The LIFE program is really valuable for a wide range of people and the facility provided is quite nice. The only thing I could recommend is looking at an additional squat/power rack; there are quite a few machine stations that don't get used much, but both power racks are quite often in use. They're a versatile piece of equipment that any serious lifter will incorporate into most gym visits.	12/22/2018 4:15 PM
301	I enjoy my LIFE card. I couldn't imagine not having one.	12/22/2018 1:09 PM
302	It would be awesome if re-applying was easier or if you could re-register online	12/22/2018 12:41 PM
303	Thank you. I really appreciate this program. S a single female elder, my income does not cover many extras.	12/22/2018 12:11 PM
304	It will be better if there is more 50% discount coupons for programs fee.	12/22/2018 11:45 AM
305	I very much appreciate any help I get	12/22/2018 11:27 AM
306	Thank you very much for this opportunity	12/22/2018 11:09 AM
307	Just thank you for having this opportunity	12/22/2018 10:51 AM
308	Thank you for having the life program	12/22/2018 10:09 AM
309	I am so grateful for the L.F.F.E. Pass as it helps me my physical and mental need of being able to work out. Plus the staff is wonderful and are very positive they make coming to the gym welcoming I have formed gym friends that all lift my spirits when I workout. Thank you for making it possible for me to be an active member.	12/22/2018 8:32 AM
310	I feel that the cost of locker tokens is too high. If you went every day the cost of tokens would be \$182.40 It would be a great help if the cost of tokens be reduced to .25 cents a use. I contracted toenail fungus and it has taken a year and some very expensive medication to get rid of it. Is there anything you can do to stop the fungus from spreading. I wera little sockets now even in the pools and jacuzzi. I never want to suffer this again. Thank you for providing this service hopefully renewing can be done before the new year with out	12/22/2018 8:02 AM
311	having done my taxes which is in feb. when I get my stub from income assistance	12/22/2018 7:33 AM
312	I greatly value this program. It is a wonderful initiative. It contributes much to my wellbeing. Thank you!!	12/22/2018 4:07 AM
313	having a life pass has helped me in more ways i could have possibly imagined.	12/22/2018 1:07 AM
314	I'm so glad this program exists, thank you for everything. Good job minimizing the stigma too, doesn't feel like there is stigma in having a LIFE pass	12/21/2018 11:57 PM
315	no	12/21/2018 11:55 PM

## L.I.F.E. Review 2019

316	Thanks for LIFE program it's really help low income families a lot.	12/21/2018 11:17 PM
317	Grateful to the staff at Oak Bay...this was the centre I used the most. The manager was so helpful in figuring out what was best for my financial situation and kind, all staff friendly & helpful. Have and will continue to recommend Oak Bay to others as they made my cousin and I feel welcomed even with the limitations we have. Hats off to you all & the L.I.F.E. Program.	12/21/2018 10:50 PM
318	Please change the way the passes are handled at the entrance to the facilities so I am not singled out. I feel like everyone knows that I am poor when I hand my card over to be stamped unlike everyone else who goes to the facility. They just get to go through, whereas everyone on staff and in the vicinity immediately knows my income level. I have brought it up to staff before and they cannot do anything about it, and I think that the excuse about needing to track the visits is really flimsy. I see it as my "poverty punch". Having said all that, I wouldn't want to lose the opportunity to have my pass...so I would go through the same thing next year if I had to. I utilize the pass often right up to the 52 visits and my health is so positively affected, its such a good thing for me to have.	12/21/2018 10:37 PM
319	Staff are amazing	12/21/2018 8:09 PM
320	I do not like to have to reapply each year. I am too poor to run through the hoops of annual registration and its embarassing to prove poverty. Please use honour system until otherwise advised of ability to pay.	12/21/2018 7:43 PM
321	Thank you very much for the L.I.F.E. program. I really appreciate it.	12/21/2018 7:26 PM
322	Many activities I would like to participate in are scheduled for when I am working 8am-5pm. Also, I no longer qualify for the life pass and I won't be using Rec centres anymore because they are too expensive. I can't afford more than \$3 drop-ins and can't affor \$10-15 per yoga class. Its really sad because I would like to participate.	12/21/2018 7:13 PM
323	LIFE program is great!	12/21/2018 7:08 PM
324	No	12/21/2018 7:00 PM
325	Location and cost of program follow-up to RJH Cardiac Rehab Program	12/21/2018 6:49 PM
326	very happy that this program is available to me and my children . Thankful!	12/21/2018 6:18 PM
327	Signing up my children for swimming and other important life long skills activities has been possible with the life program	12/21/2018 5:45 PM
328	This program has changed my life; I've lost 60lbs and am much more mobile after this one year of participating.	12/21/2018 5:30 PM
329	Thank you Mena for the experience and great program.	12/21/2018 4:56 PM
330	We are 2 adults on CPP disability and we don't qualify because our income is too high....	12/21/2018 4:47 PM
331	I have low income and would like to have free pass for more than 52/year.	12/21/2018 4:41 PM
332	Thank you	12/21/2018 4:38 PM
333	LIFE members and seniors are treated like second class people...no coordination between front desk staff and lifeguards.	12/21/2018 4:37 PM
334	Thank you very much.	12/21/2018 4:30 PM
335	thanks!	12/21/2018 4:20 PM

## L.I.F.E. Review 2019

336	Thank you for the all support.	12/21/2018 3:41 PM
337	Thank you for the service. I appreciate it.	12/21/2018 3:28 PM
338	I have a teen son that has just been through a life threatening illness and is deconditioned, which is concerning. He needs to get back to health now that he fought the cancer. So hard for him to believe he can become fit and healthy again. The lack of movement is also affecting his mental health. Not really sure how to make a teen feel at ease in a public gym or interested in some kind of rehabilitation.... it's so surprising that all this money into Cancer and yet nothing to help someone get their life back after chemo. Maybe there is something I don't know about.	12/21/2018 3:27 PM
339	You are awesome.	12/21/2018 3:24 PM
340	Thanks	12/21/2018 3:13 PM
341	God is love. Christ is coming soon.	12/21/2018 2:55 PM
342	The shallow pools have to many used bandaids on the pool bottom and I find that that seems unhealthy and makes me wonder about cleanliness.	12/21/2018 2:45 PM
343	I am on Disability	12/21/2018 2:41 PM
344	I really appreciate the difference this program has made to our family!	12/21/2018 2:32 PM
345	I wasn't accepted this year because I was over by \$7,500 but I am very very grateful exceptionally grateful for this program it is helps me and my immensely	12/21/2018 2:05 PM
346	Thanks for having the program, I couldn't afford to go swimming weekly without it.	12/21/2018 2:02 PM
347	Thank you.	12/21/2018 1:49 PM
348	I've told so many friends about this program. it has been so awesome for us	12/21/2018 1:48 PM
349	I want my family and I to be physically healthy.	12/21/2018 1:46 PM
350	It's difficult to renew sometimes because I live in Saanich so I have to renew only in Saanich which is commonwealth pool, yet I can use my pass at any rec center. I frequent Esquimalt rec center and would love if I could renew at any location	12/21/2018 1:45 PM
351	When advertising the LIFE program and when telling people to renew theirs, please make it clear to bring their Notice of Assessments, a piece of mail that was physically mailed to their house, and their previous year's LIFE cards. I had to make three trips because the staff kept not telling me all the items I absolutely must bring in.	12/21/2018 1:42 PM
352	my health as not been this year but I'm looking forward to getting back to activities I enjoy at the pool	12/21/2018 1:40 PM
353	I wish there were more options for 50% of the Children programs. My partner and I have never used ours. Dance and other programs are very important for our kids social skills and self confidence growth and I feel like I have to be very selective to make it last the stretch of time..	12/21/2018 1:35 PM
354	As new arrivals in Canada, the life pass has been invaluable to our family. It has allowed us to stay active and participate with the community in a way that would not be likely if the pass was not offered. As a family we are deeply tearful and extend our thanks for such a great opportunity to stay active in such great variety of ways. Thank you.	12/21/2018 1:35 PM
355	I am very appreciative for your program. It allows for a healthy lifestyle at an affordable price. I can't wait for this year my boy can finally join me in the gym area then I'll have no excuses lol	12/21/2018 1:32 PM
356	Thank you	12/21/2018 1:26 PM
357	I think that income is a big part of why people can't afford it, but so is debt, so both should be considered in regards to people being eligible :)	12/21/2018 1:08 PM
358	As a single mom of 6 kids under 8 it is impossible to maintain my party lifestyle and pay for kids activities	12/21/2018 10:43 AM
359	I want to say a BIG THANK YOU to the people that put together this awesome survey - quick, easy to read and I can't wait to receive my SECRET CODE that has been made "just for me".	12/21/2018 10:39 AM