

Summary of Customer Comments Received in Year Two of the Contract

Facility	Total for Year 1	Total for Year 2	Difference
Clifton Hill Sports Centre	16	111	+95
Exeter Arena	12	19	+7
Isca Bowls & Bridge Centre	18	15	-3
Northbrook Golf Course *	0	4	+4
Northbrook Swimming Pool	4	20	+16
Pyramids Swimming Centre	20	52	+32
Riverside Leisure Centre	76	135	+59
Wonford Sports Centre	14	12	-2
Total	160	368	+208

* Open April to October only

Summary of Accidents and Incidents Received in Year Two of the Contract

Facility	Total for Year 1	Total for Year 2	Difference
Clifton Hill Sports Centre	56	38	-18
Exeter Arena	63	47	-16
Isca Bowls & Bridge Centre	2	4	+2
Northbrook Golf Course *	0	0	0
Northbrook Swimming Pool	13	13	0
Pyramids Swimming Centre	27	77	+50
Riverside Leisure Centre	125	131	+6
Wonford Sports Centre	33	45	+12
Total	319	355	+36

* Open April to October only

Summary of Customer Attendances in Year Two of the Contract

Facility	Total for Year 1	Total for Year 2	Difference	Note
Clifton Hill Sports Centre	72,000	67,000	-5,000 (-6.9%)	
Exeter Arena	46,000	49,000	+3,000 (+6.5%)	
Isca Bowls & Bridge Centre	28,000	36,000	+8,000 (+28%)	10 month contract in Yr 1
Northbrook Golf Course	10,000	7,000	-3,000 (-30%)	Open April – October only
Northbrook Swimming Pool	61,000	56,000	-5,000 (-8.2%)	
Pyramids Swimming Centre	92,000	100,000	+8,000 (+8.7%)	
Riverside Leisure Centre	171,000	225,000	+54,000 (+31.5%)	
Wonford Sports Centre	75,000	73,000	-2,000 (-2.6%)	
Total	555,000	613,000	+58,000 (+10.4%)	

