



## Castlegar Nordic Ski Club

# 2015 Membership Survey Report

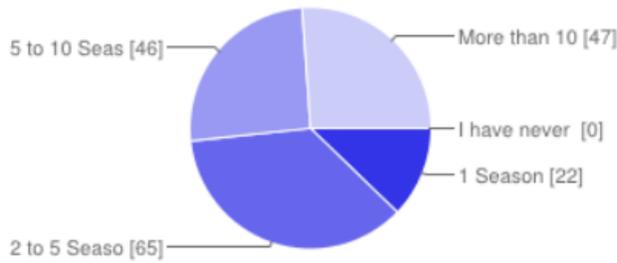
Survey Period: March 28, 2015 to April 18, 2015

Number of Respondents: 181

**Note:** Question responses may not total 100% as not all questions were responded to and/or multiple preferences may have been selected.

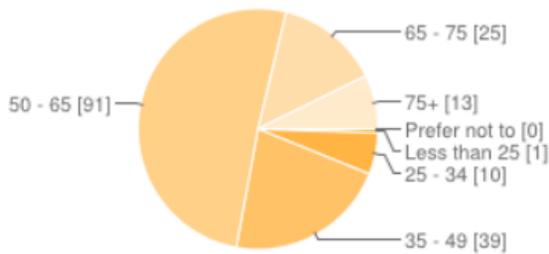
1. How long have you been a member of the Castlegar Nordic Ski Club (the Club)?

(Total number of seasons - continuous or non-continuous)



I have never been a member	<b>0</b>	0%
1 Season	<b>22</b>	12.2%
2 to 5 Seasons	<b>65</b>	35.9%
5 to 10 Seasons	<b>46</b>	25.4%
More than 10 Seasons	<b>47</b>	26%

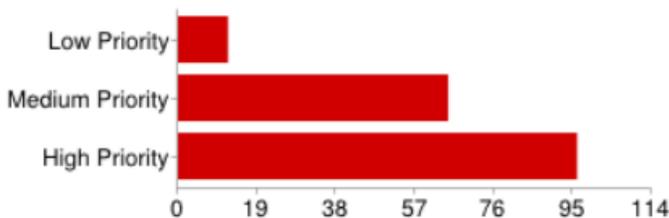
2. What is your age category?



Prefer not to answer	<b>0</b>	0%
Less than 25	<b>1</b>	0.6%
25 - 34	<b>10</b>	5.5%
35 - 49	<b>39</b>	21.5%
50 - 65	<b>91</b>	50.3%
65 - 75	<b>25</b>	13.8%
75+	<b>13</b>	7.2%

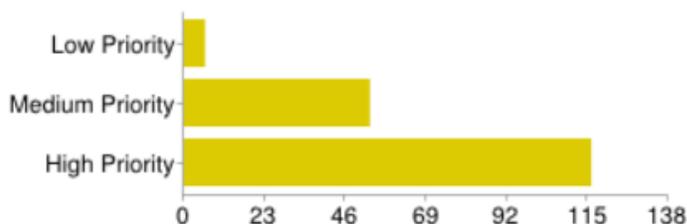
3. In developing a 5-Year Strategic Plan for the Club, which of the following should be important goals or principles?

➤ Family-based recreation



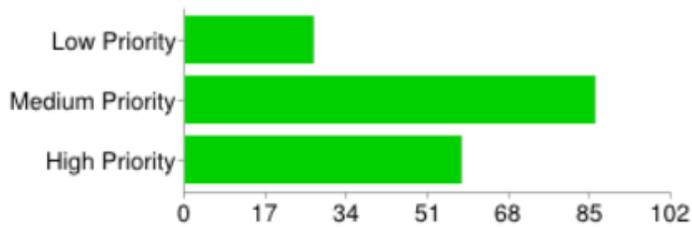
Low Priority	<b>12</b>	6.6%
Medium Priority	<b>65</b>	35.9%
High Priority	<b>96</b>	53%

➤ Opportunities for skiers at all skill levels



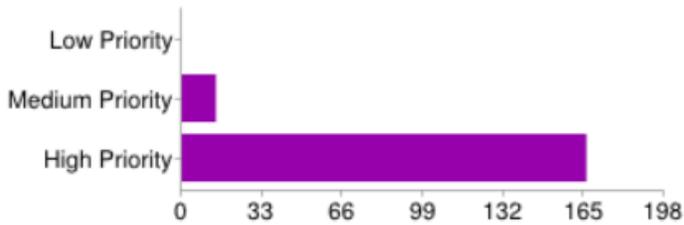
Low Priority	<b>6</b>	3.3%
Medium Priority	<b>53</b>	29.3%
High Priority	<b>116</b>	64.1%

➤ Youth skier development



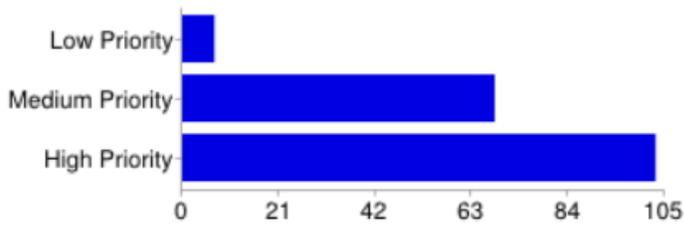
Low Priority	<b>27</b>	14.9%
Medium Priority	<b>86</b>	47.5%
High Priority	<b>58</b>	32%

➤ Excellent trails with good tracksetting



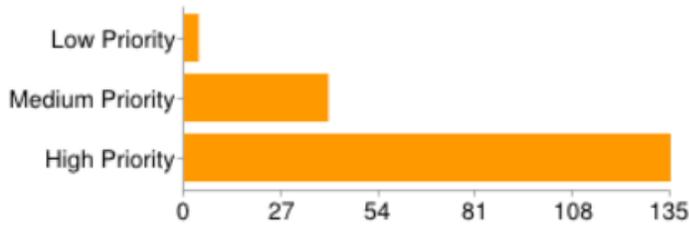
Low Priority	<b>0</b>	0%
Medium Priority	<b>14</b>	7.7%
High Priority	<b>166</b>	91.7%

➤ Well maintained, quality infrastructure (e.g., Viking Centre, shelters, parking)



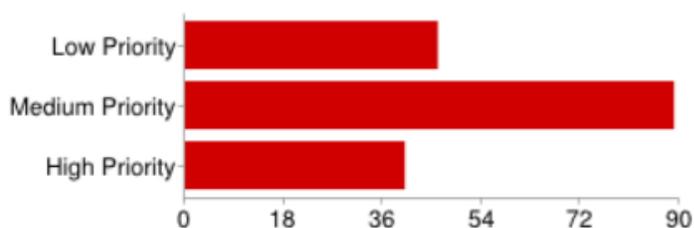
Low Priority	<b>7</b>	3.9%
Medium Priority	<b>68</b>	37.6%
High Priority	<b>103</b>	56.9%

➤ Affordability & financial stability



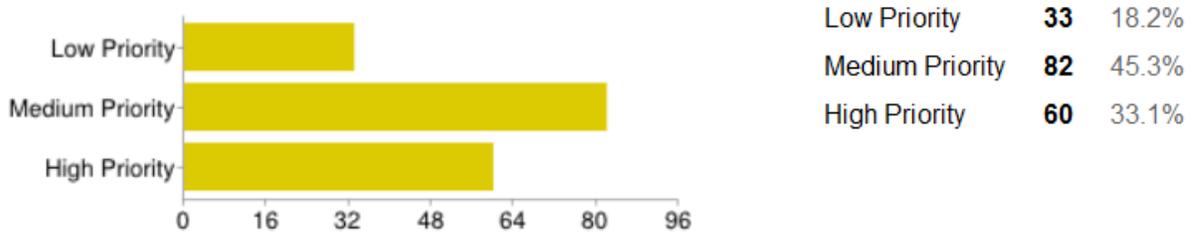
Low Priority	<b>4</b>	2.2%
Medium Priority	<b>40</b>	22.1%
High Priority	<b>135</b>	74.6%

➤ Technology support (e.g., website, device apps., georeferenced maps, trail reporting)



Low Priority	<b>46</b>	25.4%
Medium Priority	<b>89</b>	49.2%
High Priority	<b>40</b>	22.1%

➤ Safety and insurance coverage



4. What should be the top 3 highest priorities for the Club over the next 5 years (from the above list or in addition to the above list)?

(Related to any of aspect Club operation, trail management, membership, or other areas)

- Excellent trails with good track setting Trails for all levels affordability/financial stability
- Trails, Infrastructure, Affordability
- Excellent trails with good track setting Well maintained infrastructure Affordability
- Good Parking well maintained trails good tracks
- My top two are affordability and keeping the trails set and in good shape. These are the reasons I use the trails and I think keep others coming too.
- Inclusiveness, excellent track setting, family focus
- Maintaining of trails and structures
- 1 - Excellent trails with good track setting 2 - Family based recreation 3 - Well maintained, quality infrastructure
- #1 excellent trails, #2 opportunities for all #3 family based- but if you do #2 you'll hit #3 too.
- Maintain what we have - they are great trails. Mini side trails for kids Keep it affordable
- Additional Shelter @ Pine & Snowberry. Technologies Update Maintain current reasonable membership fee
- Developing young skiers, affordable family skiing, good trails
- Family-based recreation Excellent trails with good tracksetting, that includes trails for skateskiers Youth development
- Track setting, skating loop, diversity
- Start making sure we get our fair share of grant monies from all available sources. (affordability and financial stability) 2. Excellent trails with good tracksetting. 3. Well maintained, quality, infrastructure.
- #4 #6 #5
- Trail track setting, earlier setting for early birds Night lighting Safety station and hut maintenance
- Trail development Web site Financial health
- Continue the approach of having this part of our school's system. We noticed students out this year and it was great to see. Cross country is affordable and excellent exercise. When our daughter was in school, only downhill was available. (which was fun as well) It is good to see the next generation being exposed to a wonderful sport
- Trails and track setting Ample parking Safety
- Excellent trails with good track setting Affordability Opportunity for all skiers
- Good grooming trail/cabin maintenance just carry on as usual
- Keep membership affordable Excellent trails and tracksetting A variety of terrain and forest cover
- Good grooming Affordability Trail expansion
- Family based recreation. Opportunity for all skill levels. Well maintained infrastructure.
- Excellent trails, family-based recreation, affordability
- Continue to do what you are doing!
- Opportunities for all skill levels Excellent trails with good tracksetting Affordability and financial stability
- Financial stability Excellent track setting Increase use of tracks other than Ben Shaw/ Booty
- Trails, affordability & Family recreation
- Excellent trails with good track setting, well maintained infrastructure, family based recreation
- Keeping the trails groomed, the parking lot plowed and possibly making new trails. It's getting quite busy and we sometimes don't have a good ski because of the high traffic volume.

- Family based recreation, excellent trails with good track setting and opportunities for skiers at all levels.
- Excellent trails, technology and affordable
- All level skiing, hut for socializing and warmth, maps on site
- Trail grooming (keeping equipment maintained) and insuring we have people to do that--recruit new folks. See if we can set up some kind of structure for the east parking lot so that person taking money on weekends can be inside at least a tent or lean-to. Recruit more volunteers in general, as many of us are getting up on years.
- 1 Financial Stability 2 Excellent trails and good track setting 3 youth skier development/promotion
- 1 Trails well maintained 2 well maintained structures 3 family based
- Opportunities for skiers at all skill levels; Excellent trails with good track setting; Youth skier development/Family-based recreation.
- Recruiting younger members Maintaining good tracks and facilities Keeping it as a affordable as possible
- Excellent trails with good tracksetting 2. Affordability & financial stability 3.Family-based recreation
- 4, 5, 6 from above
- My children are currently in the development program. I would like them to continue with lessons. Also I would like the club to think about continuity from the lessons to recreation programs that could gain the kid's interest further from the lessons. I.e. Some clubs have racing programs that further develops skier progress. I know there are a lot of other clubs close by that have racing programs already and in my opinion having Castlegar develop a racing program would be in competition with other clubs, or redundant for the area. Perhaps there is a niche Castlegar could develop, for example a back-country skiing program, or winter camping program.
- Excellent trails with good track setting Annual loppet with social and catering such as a big pot of Borscht. Affordability and financial stability
- Ensure affordability for family Well maintained facilities and trails with good tracksetting Manage trails for family-based recreation
- Excellent trails with good tracksetting. 2. Opportunities for skiers at all skill levels. 3. Affordability
- Excellent Track Setting and care of trails Well maintained warming huts and Viking Centre. Affordability.
- Excellent trails with good tracksetting, Affordability & financial stability, Well maintained, quality infrastructure.
- Increasing membership by offering more activity days and interesting events throughout the ski season.
- Opportunities for skiers at all levels Infrastructure and maintaining it ( as without it you don't have people coming) excellent trails
- Affordability and financial security Excellent trails with good tracking Opportunities for all level skiers
- Financial stability Trail grooming/track setting firmness Cabin
- Financial stability Safety & Insurance Excellent trails & infrastructure
- Excellent trails 2. opportunity for all skiers 3. family based recreation
- Maintained shelters, excellent trails with good track setting, affordability!!
- Family based Rec. skier development excellent trails
- Purchase a good track setter. I have skied at Black Jack and Apex and noted that their track set was very good compared to Paulson. 2- Provide some insulation in Nordic shelters. The current design of the Nordic shelters is okay in terms of shedding snow; however, I have noticed where the metal sweats and moisture is visible on the roof trusses close to the ground. IN no time these will have to be replaced. Install some styro-foam insulation in order to utilize wood more efficiently. 3- Build a small structure near the starting point of the Glenmerry. Currently fee collectors have to be paid to sit in their vehicles as no suitable shelter is available. Moreover, at days end, there would be a place for skiers to warm up and get changed.
- Webcam for conditions and better snow reporting. No huge price increase. Keep up the excellent maintenance for the huts.
- Please always double track the entire Mud Lake loop . Not fun continuously stepping off and on the single track to let other skiers pass by. Keep membership fees low. Provide some trails without steep hills suitable for seniors who may not wish to go fast downhill.....Mud Lake (although nice) gets boring after a while.
- Excellent trail tracksetting opportunities for skiers of all skill levels well maintained infrastructure
- Tracks, Safety, Family

- Improved track setting. Real time web cam with air and snow temp.
- Affordable well maintained trails and infrastructures.
- Tracksetting Tracking down adequate funding Opportunities for kids to learn to ski
- Family based affordable all levels good track setting( not skate skiing as it takes more expensive grooming equipment) excellent trails
- Excellent trails with great tracksetting - well maintained shelters- financial stability- superior executive
- Another shelter somewhere near the Pine-Snowberry-Huckleberry junctions Trail maintenance and signage Growing membership numbers
- We really enjoy skiing the classic trails from cabin to cabin and making a day of it. So classic trails without skaters and well maintained cabins are a definite priority. If I want to skate I go to Black Jack. Skating involves very expensive equipment for track setting which would require higher membership prices. The main reasons I like Castlegar Nordic trails are the excellent classic tracks with no skating, lots of cabins to ski to and very reasonable season passes.
- Too difficult to choose only three.
- Making further trails eg. sunshine trail being tracked off Seal creek.
- Safety Excellent trail maintenance Affordability
- Better signage for closed trails
- Infrastructure, trails,
- Excellent trails with good track setting family based recreation affordability
- Family-based recreation - Affordability - Opportunities for skiers at all levels
- Affordability/parking/signage
- Keeping and growing the trail system for the medium and advanced skiers. also improving the tracking for skate skiing
- Excellent trails with good tracksetting :)
- Excellent trails, family based, youth development
- Excellent trails and affordability
- Promote skiing lessons by continuing to go schools with flyers and going skiing with the Grade 3s. Build enthusiasm for cross country before the school takes them down hill.these are your future members.
- Safety and insurance coverage, Excellent trails and good tracksetting Well maintained, quality infrastructure. Generally the above is well looked after but tracksetting could be improved. The parking at the entrance closer to Nancy Green Lake could be cleared more often.
- Family based recreation Well maintained trails Website support
- Tracksetting, infrastructure, affordability
- Level dog friendly trail maintain current trails and infrastructure at current levels
- Family, maintenance and price
- Maintain the emphasis on non-competitive, family oriented facilities, with continued excellent trails & track setting.
- Excellent trails with good tracking opportunities for skiers at all levels well maintained, quality infrastructure
- Family oriented Track set Opportunities for all levels
- Excellent trails with Track setting 2. Affordability and financial stability 3. Well maintained quality infrastructure.
- Trails, track setting and infrastructure.
- Family based Recreation Affordability Theft protection for equipment
- Continued volunteer support - try to encourage more to help out Excellent tracks - they bring people from other areas Tech support to advise of the conditions
- Excellent trails Affordability Opportunities for all skill levels
- Excellent trails with good tracksetting is THE reason I drive from 15mi. west of Grand Forks to ski your trails. It would be great if the website could be updated as early as possible every day. Of course, everyone wants to keep it affordable.
- Excellent trails with good tracksetting safety and insurance coverage trail reporting etc. (we rely on the website as we live in Nakusp)
- Maintaining current high standard of all the above. Would like to see further trail network development in the future plans.
- Providing recreation for families and individuals of all sorts Providing opportunities for young people to learn how to X country ski Affordable - as it has always been, which we appreciate

- Trails grooming
- Excellent tracksetting Letting folks know when/if you are grooming
- Family based recreation, affordability and financial stability, excellent trails
- Trail maintenance Trail expansion beyond the Glenmerry shelter Kids instruction and ski programs
- Excellent trails with good track setting. Affordability.
- Better grooming. Skate lane.
- Opportunities for skiers at all skill levels 2) Well maintained, quality infrastructure... 3) Affordability & financial stability
- Trails, financial stability, development of skiers
- Excellent Trails Family recreation Tech support
- Youth, Great tracking, Affordability
- Membership development (seems to be going well so far) trail maintenance security for club infrastructure. I would also like to see a skier-development program for the general membership at the beginning of the season. The Prince George club used to do this - a ski clinic - with training groups at different skill levels - it was a great way to learn a new technique, polish your skills, and get going again for the year's skiing.
- I noticed this year that the track setting wasn't so great. Perhaps that's just because of lack of snow, but I feel it's important to improve track setting for safety reasons as well as to make the experience more enjoyable. I wouldn't mind paying more for a pass if this costs more. It's also important to get young people and families involved to promote fitness and enjoyment of the outdoors.
- Encourage young adult/Family membership to keep a strong membership base. Maintain good variety of trails that are affordable for all members of the community to learn and excel on. Deal with theft to help membership rates stay low.
- Ease of accessibility for families (cost/ well maintained beginner trails and routes) Continuation of support of youth education and involvement (school programs/ Jackrabbit program) Maintaining existing trail system, perhaps expanding further out higher up to connect existing trails
- Well maintained quality infrastructure family-based recreation affordability and financial stability
- Excellent trails 2) Affordability 3) Well maintained infrastructure
- Youth skier development
- Financial stability Excellent trails/track setting All skill levels
- Trail maintenance and track setting Well maintained infrastructure Explore ways of getting all members to volunteer...club shouldn't depend on a few bearing the burden of maintenance, fee collection etc Protecting club equipment from vandalism and theft
- Good tracksetting / well maintained & trails for everyone's use
- 1 - Excellent trails with good tracksetting 2 - Well maintained quality 3 - Affordability
- \*\*\*opportunity for skiers at all levels \*\*\*excellent trails with good track setting including some tracks set for skating \*\*\*financial stability
- Finalize the 5-year Strategic Plan & implement. Secure outside funding sources. Club promotion to build membership.
- Affordable skiing for seniors Excellent trails with good tracksetting Well maintained shelters
- Snow (if only we could control) 2. Maintain the status quo: we have awesome trail variety, well maintained facilities and great grooming / trail prep. What more could you ask for? 3. Keep the club financially stable, to ensure continuation of this great community asset.
- Several well placed benches for rest and lunch, taking advantage of views and natural interest. Move the track set trail from the bottom downslope north side of the cut block on Winterberry to the upslope south side of the cutblock to take advantage of slower snow melt and better (protected) snow accumulation. Establish a weekend shuttle bus to Viking from Castlegar; leaving at 10:00am and returning at 2:00pm to enable youth and non-drivers to access the venue on Saturdays, Sundays and stat holidays. This would encourage the youth and seniors to join and utilize the trails.
- Excellent trails, well maintained infrastructure and affordability
- Trail maintenance Affordable Family based
- Excellent trails 2. high quality huts and upkeep 3. affordability
- Excellent trails with good track setting Financial affordability Youth involvement
- Maintain the current trail system and infrastructures and if affordable and feasible, increase the trail system in a variety of terrain.
- Continuance of excellent service to the members.
- Develop evening skiing opportunities to enhance week day use by working people
- Youth and ski development Solidify current infrastructure Fund raising to support meeting future needs

- New trails, a party, more emails
- Opportunities for skiers at all levels. Affordability and financial stability Excellent trails with good tracksetting
- Build new trails that have good views of Old Glory or are similar to the Norwegian/Glenmerry Loop in length and terrain.
- Trails on more easy terrain
- Dedicated skate loop. Money towards quality replacement program for Jackrabbits.

5. How would you rate the amount and quality of communication between the Club Executive and Members?

(Through AGM, Fall General Meeting, 2 newsletters/year, events, website, email, personal contacts, etc.)



6. Do you have any comments or suggestions regarding how the Club Executive functions?

- I would like to get a summary of what is happening at executive meetings with the newsletter.
- Don't know enough of the Executive to form an opinion but everything seems to work smoothly. I do like the opportunity and expectation that members contribute
- Very well run
- If they need more help please request it more
- The Executive does so much and with the same people every year....may need to work on sustainability plan for future and work on the younger members contributing
- Excellent, committed and intelligent leadership
- No problem
- Thank you!!!
- We like the way that work parties are now organized
- Seems to be functioning well...but exec members may have some suggestions here
- I have no complaints on how the club operates. I really enjoy the social atmosphere when I ski at Castlegar Nordic. Your rates are very reasonable. Keep doing what you're doing.
- I'm happy to help out once or twice a year, just don't want to be as committed as an executive member - so if you sent out a few appeals for help on the website it might spread the workload out. Also happy to bake some thank you treats for volunteers, or perhaps organize a thank you dinner.
- Absolutely ZERO complaints!
- No, sorry. I have never been to an executive or general meeting so I don't know how they function.
- I am very satisfied with the contribution made by volunteer executives, workers etc.
- Good job
- No - have not yet attended a meeting, but plan to attend next fall.
- Don't know enough about it to comment here
- Not sure
- They seem to be doing a good job.

- They do a great job with limited resources, as everyone wants to ski, few people want to volunteer. We need access more grants for better equipment and to develop skate ski trails.
- Thank you very much for your service to the community.
- A bit of the Old Boys Club
- I think the website could be utilized more in the way of getting current information out - and engaging membership I'm an out of Castlegar member so this piece is more relevant for me .. and I am curious how many of your members are in this category
- I would like to see more communication with members and more opportunities to get more members involved in the operation of the club (reach out more to volunteers for work parties, fee collecting and sub-committees of the executive)
- As long time members we are grateful to the Executive for working hard to maintain good trails and excellent club participation.
- It is ideal! We who are not on the executive know (trust) very good decisions are being made for the benefit of the rest of us. Thank you for such superior management.
- Although I might be biased, this is the best Executive I have been with in the 24 years in this group
- Club Executive is awesome...suggestion: more involvement by ALL members
- You're doing a great job!
- A great well run club, affordable and friendly
- No I have no comments. I believe the executive is doing an excellent job.
- Everyone seems to be doing an excellent job. I hear about it more and more within the community of Castlegar.
- Doing well!
- You seem to be trying to be more inclusive (ie the work-days last summer) - keep it up.
- Seems like a bit of an old boys network
- Since I'm not very actively involved in the club, I feel I can't speak to this.
- They do a great job. I volunteer in a lot of clubs in Grand Forks and my main beef is the fact that we cannot get enough younger people involved. The 30 to 40 age range would be great to assist with the work that needs to be done.
- Continue with current communication methods and add an annual membership questionnaire.
- Is it possible to build a program of member participation in work (trail clearing, etc) so that when the current members stop through age or whatever there will still be members to do the necessary work?
- Publish exec minutes on website.

## 7. Are Club Membership Fees reasonably priced?

(Early/Regular Fees: Single: \$60/\$65, Couple: \$110/\$120, Family: \$120/\$130)



### Comments:

- Like fees being low as we put the extra money into driving the longer way from outside of Nelson for the better skiing
- Keeping it cheap means good accessibility to a wider range of patrons
- For 12 times it is just reasonable
- Single pass a bit expensive

8. Are Club Day-Use Fees reasonably priced?

(Adult: \$10, Youth: \$5, Family Max: \$20)

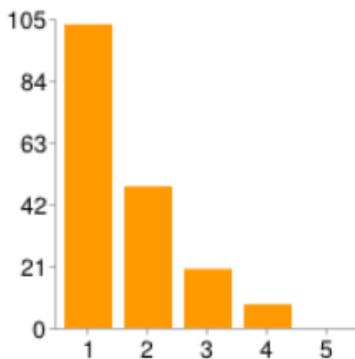


Day-use fees are too low	2	1.1%
Day-use fees are satisfactory	161	89%
Day-use fees are too high	9	5%
Other	3	1.7%

Comments:

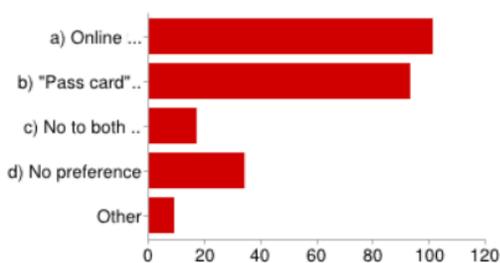
- Not sure
- Not sure
- Perfect, low enough to be inviting & encourage participation

9. How well do the current methods for membership renewal and the administration of membership renewal work for you?



Works Very Well 1	103	56.9%
2	48	26.5%
3	20	11%
4	8	4.4%
Not Very Well 5	0	0%

10. Would you support the following measures to reduce the cost & administration of membership renewals?



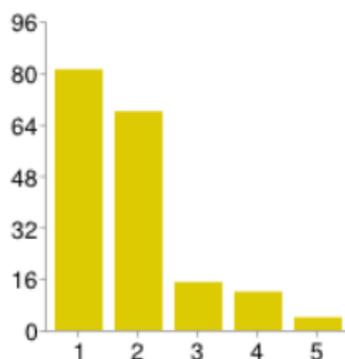
a) Online registration only (eliminating paper forms)	101	55.8%
b) "Pass card" or other alternative to current badges	93	51.4%
c) No to both of above	17	9.4%
d) No preference	34	18.8%
Other	9	5%

## 11. Do you have any suggestions or comments regarding membership renewal?

- Addition of online renewal (but not exclusively online for those without computers) and pass card either printable or mailed if that decreases cost. The fabric patches are really nice...but may be expensive?
- We must continue to remind those who do not renew, to re-register, as we lose a great proportion of non-renewals.
- Badges are good. Easy to clip onto pack.
- Ski development program registration fully on-line
- On-line registration is great for those who have computer access but this is not available to all. Therefore on-line and paper forms should be kept available. Love the 'badges' but understand the cost. Nelson uses a pass card and it is likely more cost effective. Possible to put the 'Nordic Skier' on the pass card!
- Do whatever it takes to keep the costs down.
- The present options for membership renewal are satisfactory. Keep the options. Remember not all members are online or have computers.
- Online works very well. May need paper memberships for non-computer individuals
- Believe it or not some people do not have a computer and don't want one!!!!
- To have online only is not a good idea. It should be available, however, not the only option. As far as the change in pass card or badges, whatever is the most cost effective and has the greatest ease of implementation. We hole punch the badge and hang it around our neck. A possible source of revenue might be an upsell of lanyards which could include a whistle.
- The executive needs to continue to involve members in volunteer opportunities. (Plastic pass cards are easier for members to put on a lanyard or clip on clothing.)
- Keep it available to buy at a local location as well as online
- Continue to encourage on line registration, but keep another option available.
- Found the on line registration easy to do and convenient
- Annoyed that I could not use the debit machine at the local sports store to purchase my membership renewal, and had to make a special trip to the bank to get cash.
- Some older members may not be well served by online-only registration. If badges are costly, why not badges with an annual sticker instead - like our license plates? the badges are nice, and part of our image.
- Eliminate the paper in few years. There are still a few folks that may have trouble accessing or using a computer.
- I am not overly familiar with the renewal process but whatever keeps it easy and affordable is great. The badges are cool but I imagine they are costly. Online only registration seems like a good alongside option but I think there is a need for registration to happen onsite.
- I would support online registration, if payments could be made through PayPal. I would be willing to pay slightly higher fees to keep the badges. I personally have kept all of mine.
- It works. If you want to change the methodology, please give a rationale. We are very adaptable.
- The current system seems to work well and we like collecting the badges each year.
- The present method of getting passes at stores in several communities works for members but must be a lot of work for the Executive. On line registration and payment doesn't solve the difficulty of getting badges to members
- I think it works well now. The on-line option is there; the old fashioned option should be retained for people who want it.
- Low cost for the club is the better option
- I fully appreciate the ongoing challenge of costs related to membership renewal. I believe options for members is important and a "one size fits all" doesn't always work. I would be in support of any changes so long as accessibility to participate remains open to all.
- Keep on-line registration but not everyone has a computer. Hold on to an open house registration format.
- An on-line renewal should not carry a fee for the service
- Appreciated the online renewal this year. I would be amenable to picking up my pass/badge to same the club mailing if that would help.
- I would like to see the e-mail address changed to include the word skiing as Zone 4 System was an unknown (and possibly a fraud in some old minds, including mine). I clicked it off without knowing what it said!

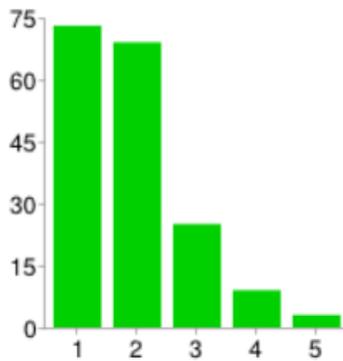
- Current system ok for me
- Pass card would be preferable to me.
- Send a reminder at the beginning of the season.
- Badges are a nice touch but not necessary.
- If it was impossible for someone to renew online, a one-time renewal blitz at the swap could be one way to accommodate those folks. I also wonder if it might be possible to offer to option of a membership purchase instead of a day pass at the Viking Center. An old school CC imprinter would be all that was needed. Also if you decide to go with pass cards, it would be handy to have a laminator available at Viking so people could laminate their passes the first time up. (although I don't know if power is available there). Or of course mail them laminated.
- Eliminating paper forms entirely will most likely eliminate at least a few memberships.
- It works very well! No need to fix or change
- Be able to print member receipt from online and take it to sports store to pick-up badge or card (leaving signed tear-off portion at store).
- Need to keep offering paper registrations. I'm not sure what a pass card is, but I'm sure there is a way to get rid of the badges if they are becoming to cost me to provide.
- Not everyone has the Internet, or high speed internet. I like the fee reduction for early registration.
- It worked well until now, let's continue
- A big thank you to Mallards for selling memberships
- Continue to allow registration at Mallards and Gerick's
- Emphasize online (with e-m receipt to present for badges?) but allow paper registration at the Viking Centre etc. (for visitors just here a couple of weeks etc.) "Pass card" - need photo ID?
- On Line Membership card pickup at Viking Centre on the weekends, stop mailing
- If the pass card were a form of tracking there might be some issues. I kind of like the badges though, they're a nice way of having a memento of each season
- The space above kept cancelling my reply: register and pay via email, get a receipt number back via email, give number to vendor and pick up badge...ta da! NO paper! Registrar could just update the vendors' lists with the numbers, they could fill in the names, and send that updated list back (daily or whatever, just a minute's work).
- I like online
- Send out a reminder when it is time to renew if not done already.
- The price is really good and because of that, I am inclined to keep renewing whether I use it or not
- On line registration should be an option
- Please keep the badges
- After purchase of the membership on line, the computer receipt could be taken to the main Viking Hut the day you ski and a computer made "pass card" could be handed out once the receipt is shown as proof of purchase. This colour coded "pass card" would be your proof of membership for the season. Similar to a photo down-hill ski card, but with no photo.

12. Overall, how would you rate the **Quality** of trail grooming and tracksetting?



Excellent	1	<b>81</b>	44.8%
	2	<b>68</b>	37.6%
	3	<b>15</b>	8.3%
	4	<b>12</b>	6.6%
Improvement is Needed	5	<b>4</b>	2.2%

13. Overall, how would you rate the **Frequency** of trail grooming and tracksetting?



Excellent	1	<b>73</b>	40.3%
	2	<b>69</b>	38.1%
	3	<b>25</b>	13.8%
	4	<b>9</b>	5%
Improvement is Needed	5	<b>3</b>	1.7%

14. Do you have any suggestions or comments regarding trail grooming and tracksetting?

- I think the groomers do an exceptional job given the limitations of the equipment when the conditions are either a) icy and hard to penetrate and b) after heavy dumps when it is hard to get the track to set up firmly. The majority of the time trails are in great shape and bring a huge smile to my face
- Would be nice if possible to have some trails around mud lake and ben shaw groomed for skating.
- Starting early as possible on weekends.
- Thank you, you do an awesome job!
- Signage at the Viking center indicating trail grooming status
- Awesome job - thanks!
- I would like to see the mud lake loop widened, especially on the far side of the lake to give skate skiers an opportunity to better practice that skill.
- I am assuming that grooming and tracksetting are a major cost. Therefore for me, as costs rise, I feel it would be more important to keep pass prices low as opposed to grooming and setting as often. If it came to that.
- Some piece of equipment to better break-up frozen trails. Adjust time of grooming more depending on weather.
- Mostly I just don't know when you groom so it's a crap shoot to drive out there. Even if you can't give exact info, letting folks know the usual schedule or tomorrow's plan, etc would help
- Grooming is critical to classic skiing. I wish the more distant trails were groomed earlier in the day and more often. A piston bully makes a nicer track and covers more ground in a shorter period. I will pay a higher rate for more grooming.
- Keep it basic unless we get climate change with more icy conditions. In that case fees would have to go up to cover the cost of more expensive equipment used to break through the ice as it happened this year. NDNC was able to keep Clearwater well groomed due to their costly equipment. I wouldn't want to see the "vibes" change at CNSC to a racer and spandex type of place but I would like to be able to ski when conditions are poor as they were this year.
- Keep it up
- Have always found it nicely groomed and if not, there is nice fresh snow on top, so still very skiable.
- I deeply appreciate the effort put in and considering the reasonable cost of membership find this at an excellent level. We have guests we bring out and they are amazed at what we have!
- Depending on the season it would be good to extend beyond end of March if possible.
- This was a tough season to gauge - and it seemed that things were let go as the conditions tanked .. in some cases this was actually a dangerous choice - for example - the skiers were left to track the circle around mud lake - and when this hardened up in colder temps it was very dangerous to the wider ski that would get caught and pull the leg back.
- Those guys are dedicated...even when it's snowing!
- The club does a fantastic job setting and maintaining trails!!! For the price it's a bargain. I say keep up the good work
- Would prefer daily and earlier better updates on website as to the quality of the snow and accurate details of track setting
- It's great!!

- Love the small trails, but would like to see a rejuvenating system to help firm up the track set and area for your poles.
- We have only been for lessons, track setting has been good for us!
- If you go slower in setting the track the result is much better.
- You do a great job of maintaining your trails for classic skiing. I would not want to see money spent to make skating lanes except around Mud lake which can be set with snowmobiles. To set skating lanes properly on the trails you need snow cats which would mean much higher costs and higher membership rates. Castlegar Nordic and Blackjack Ski Clubs really complement each other very well. Castlegar for inexpensive classic and BJ for higher cost skating. Let's keep it that way.
- The daily web updates on which trails are groomed and when, was a positive step.
- A bit more remediation would be nice. I.E. Scarify and reset along the side of the trail for the Glenmerry downhill, leaving the middle of the trail open and unset with unridged packed snow to enable better control for less confident skiers. This trail gets full bore sun and degrades quickly with ice and hard ridged hazards.
- I have found that the trails are narrow and uneven...the packing of the snow on the outside is not their where my poles sink down not like the inside
- This was a tough year and by in large i was pretty impressed with the tracksetting. Especially the work done in support of the kids lessons
- Good job
- More detailed info on web site if possible
- Don't know the reason for this, but trails used to be all set by 9:00AM (I think Ben used to go out at about 5:00AM!), now sometimes some trails aren't done until noon or later. We also need a machine that breaks up the snow on "crusty" days so trails are skiable.
- They do a great job!
- Remove low growing vegetation on the trail to allow for track setting in low snow years
- A better system of informing members on a daily basis what has been groomed and the condition of trails. Many people travel quite far and would benefit from having this information before they leave home.
- If tracksetting is taking place in the morning after a substantial snow is there any way to post the expected sequence of trails to be groomed & set?
- Great work guys!! Thank you so much, really appreciate all the time and effort you put into this job.
- The track setting is excellent...in particular due to the rate of membership fees which in my opinion for a family is a bargain.
- We really need to get the lake to Glenmerry section of the Winterberry up the hill a bit, to get away from bridges and bogs. Two members have found a tentative route over the ridge from Connector to lake.
- With such a challenging year I think they did a wonderful job! Can only do as much as the equipment allows for while keeping costs low!
- It appears quite excellent but if the tracks are icy we would really appreciate that mentioned on the reporting. It was uncomfortably fast (especially for me) last time we came. Had we known we would not have come. We drive from Nakusp.
- I am prepared to pay higher membership fees if track setting improved especially for skating
- If there are problems, please post a notice at the Viking and the Glenmerry trails... we are always prepared to accept a reasonable explanation.
- Would like to see much earlier starts
- Soft trails, poor pole plants, tracks set way too far towards the edge. We do a better job on the rail trail in the Valley with volunteers.
- This was a bad year for snow, so I understand it was hard to maintain, when there is snow it's been well done
- Again, recruit more people; secure funding to keep machines in good order.
- On few occasions, the timing of tracksetting could have been better -timing it with the snowfall.
- Consider a tracked vehicle
- Ideally grooming would happen a little earlier but it works now. For a predominantly classic area the skiing is very good and experience is excellent. I love skate skiing but since Black Jack exists and you do such a great job with classic going that direction would be very expensive without seemingly adding that much to revenue.
- Thank-you
- Keep up the good work!

- Tracks set in the morning don't have time to set up/harden before they are used. They then are easily damaged by skiers. Our light weight equipment is excellent. But when we have a big snow fall it is not heavy enough to compact the new snow. Tracks set on this then collapse into the softer underlying snow creating less safe conditions
- This year it seemed that when the snows came in January, only regular grooming efforts were made and we missed a great opportunity to capitalize on great snow conditions in the first two weeks of January.
- The icy conditions this year combined with deep track setting made conditions scary. Try to keep tracks shallower (I know that's easier said than done)
- In the warmer months other XC areas will track set at night when things are soft and they set up over night
- I know that a snow cat or some bigger machine would cost more, but is it feasible? The snow mobiles can't function well when the weather is too warm or the snow too hard. I like the fact that we've relied on snow mobiles, but is it time to upgrade?
- Short skate loop needed
- Can there be markers put out when there are major holes/unsafe area on a trail? Maybe a flag at the beginning of the trail indicating something will be coming up and one on either side of the place of interest.
- This needs improvement. Perhaps more frequent grooming, especially the skating section.
- I would like to see some trails that do not have steep areas, but rather gentle dips and peaks for those of us who no longer feel safe at high speeds. It is getting very boring going around Mud Lake.
- I understand that this past year was a challenge for track setters due to the weather conditions, but there were a couple of times that the tracks were very poor, because they could not be set the tracks with the current equipment. Are there other types of equipment that would make it possible to set even in challenging weather conditions? Larger?
- For the first time in many years I didn't get a pass for the Castlegar Nordic trails. I meant to but just didn't get around to it. I didn't even get skiing there once. I only got to Apex once. I have been very happy with the trails, their condition and frequency of grooming.

15. Overall, how would you rate the quality of the Club's maps and trail signage?

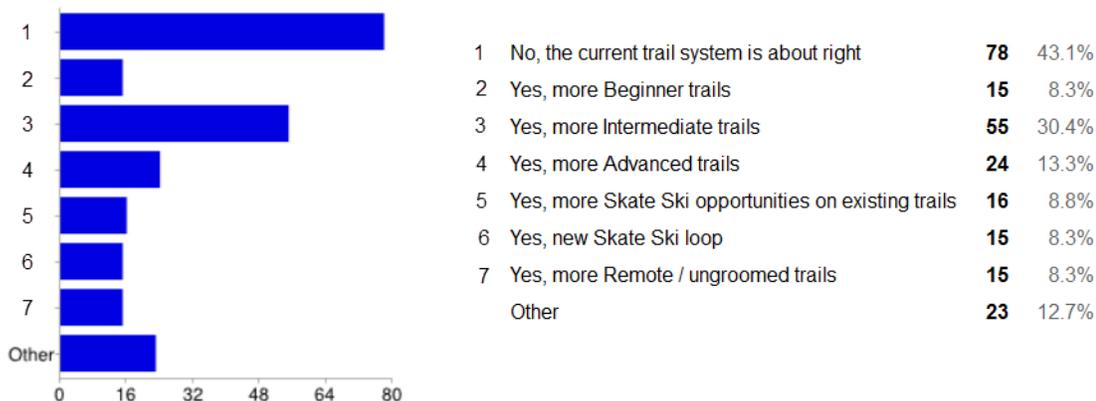


16. Do you have any comments or suggestions regarding maps or trail signage?

- Ensure that all junctions have a map.
- Doing a great job.
- Many are damaged
- Trail signage could be improved as skiers still get confuse as to what direction it is to the trail heads
- They are great
- There should be signage pointing to the Viking Center from junctions on the Ben Shaw, especially those closest to the Viking Center, as it can't be seen from them.

- I certainly haven't had any concerns.
- Could improve this with a digital version that users download off the the website. Might also provide a kmz file of just the trails and huts that people could use with their own map software. This might be done more cheaply by contacting the college about a student project.
- Maps are hard to read for the new member or visitor (it took me years to get to know the area well enough to read the map well). I would change the orientation to be relative to the Viking Centre/Glenmerry Parking Lot even if it is not the correct N/S orientation for a map. Better signage is needed at some of the trickier intersections (i.e. where I got lost!) pointing how to get to a particular trail or shelter. Specifically it would be good to have a sign pointing to Snowberry at the Old Growth/Seal Creek junction. Another confusing area is the Rossland Paulson/Connector junction so better signage is needed there too.
- Keep it readable and well placed
- People get confused. Seems upside down for them.
- Because of an aging population, perhaps the signs could have bigger print:(
- Great.
- Most of the year the trail signage is excellent...the loppet has lost a few non-regulars...maybe hand out a half sheet map indicating where each turn is for them might help. Might be fun to incorporate the new skier development animal theme into the signs for a more cohesive 'brand'...maybe info signs on local animals for when families are trying to get their youngsters out to Ben Shaw and back
- Should be a map with 'you are here' on each junction.
- The only comment I have would be that as a first timer, I found there was a lack of signage at the intersections of all those trails off Ben Shaw close to Viking, headed towards Mud lake. Otherwise I found maps and signage perfectly adequate.
- Never been lost.
- There are one or two intersections that could benefit from maps.
- Some of the signage could be improved by making them readable from both directions on the trail. This would assist new members and day pass skiers.
- Maps missing off sign posts.
- Trail signs are in poor condition and pretty much of limited help. Larger and weather resistant signs would be helpful.
- Some of the maps at the trail junctions are looking pretty weathered. Maybe if replacements are in the works they could be twice as big?
- Well done, just needs from maintenance
- Make larger copies with larger print at the various trail junctions, so that people don't damage the tracks when they try to get close enough to read the fine print. Don't bother printing a whole lot of small pocket maps, when the larger ones will suffice.
- Old wooden signposts without maps need update
- Maps are missing on posts further from cabins ie. Norwegian
- List trails according to how many kilometers it takes to ski. Some people do not know where to go but want to ski having a short Ski time.
- Continue downloadable maps. Some trail signs need replacement.
- The new georeferenced map is excellent
- Ambiguous signage...easy to get lost
- Now it's good
- It's very good.
- A few trail signs are in need of replacement

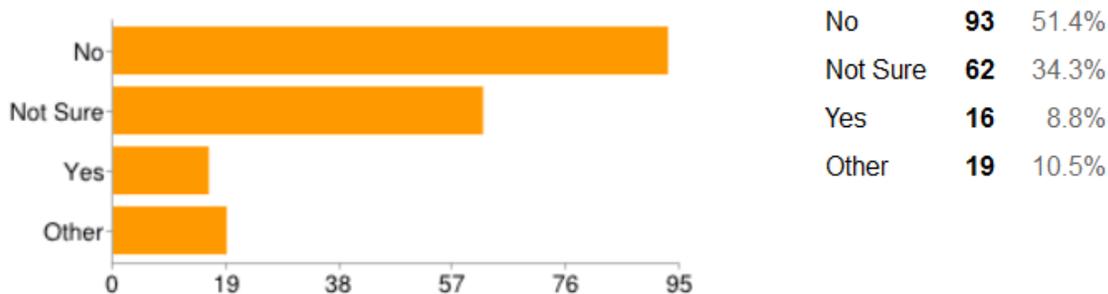
17. The Club currently tracksets about 45 kms of trails. Should the Club expand the current ski trail network?



Comments:

- Any more trails are good (beginner, intermediate or advanced, or a mix)
- Start a plan for future expansion options. More connections. Connect Glenmerry to Snowberry or Seal in future.
- Add dog friendly section please
- I am happy with the current trail system.
- No more skate ski!
- A loop that would allow dogs
- If there is enough \$ expansion would be great.
- Would love to see another trail between Glenmerry cabin and Pine trail
- More intermediate & advanced
- I would say expand only if we can keep up with grooming needs.

18. Is another shelter needed along the current ski trail network?

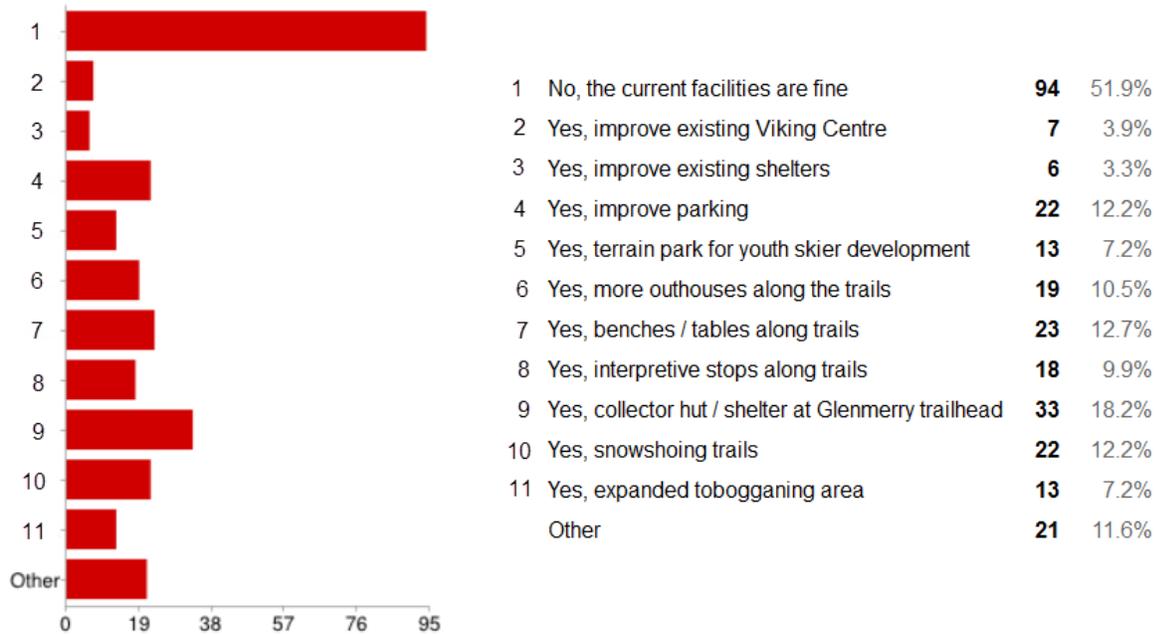


Comments:

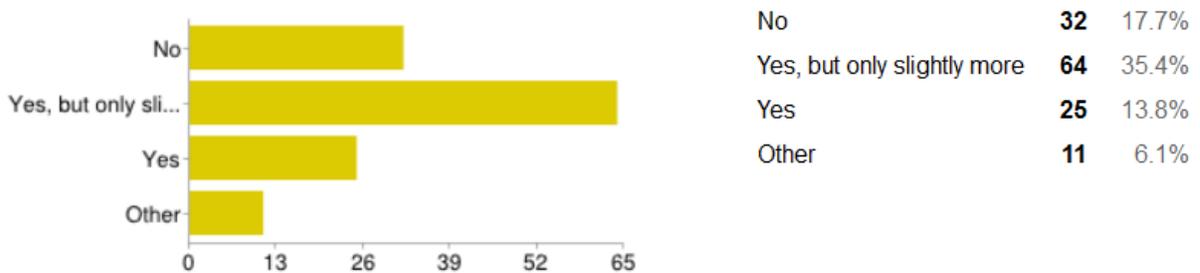
- Only if trails are expanded
- Would be great!
- Pine & Snowberry
- At the junction of Pine & Snowberry (near the new pit toilet)
- Pine/Snowberry/Hucklberry area
- Yes, Pine
- New shelter south towards Goat Mtn./possible overnight cabin - revenue generation to cover construction and upkeep costs
- I don't use the shelters

- Would be nice at the pine/huckleberry
- Rarely use shelters
- Maybe an overnight shelter beyond the Glenmerry shelter.
- If you expand the network it may be necessary
- Cabin near pine/huckleberry/snowberry junction would be nice
- Snowberry
- Possibly where Snowberry and Pine meet
- Glenmerry
- On Winterberry

19. Would you like to see improvements or additions to facilities and amenities?



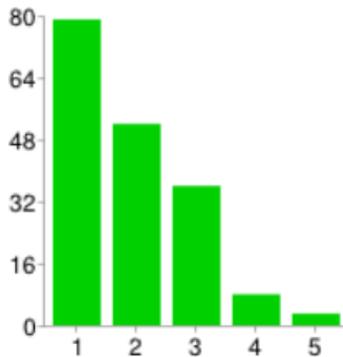
20. If you answered YES to more trails, shelters or facilities, would you be willing to pay a higher membership fee?



21. As one of its 5-year strategies, the Club will be exploring opportunities for external funding. Do you have any suggestions for sources the Club should investigate?

- Crowd Funding
- Apply for any and all grants that are available.
- Grants from the Regional District, CBT, Real Estate Foundation.
- Columbia Basin Trust based on the venue being an environmental stewardship endeavour. Western Canada Lottery Corporation
- B.C. Lottery grants Regional district grants in aid. Corporate sponsorships, I would have no problem with signage acknowledging sponsorships or posted ads for local shops.
- Grants, sponsors for signage or shelters, sponsored events, rentals of shelters for events, increase fees slightly - I probably shouldn't point out but they are remarkably low. I would buy a seasons pass for \$80 from the current \$60 and still feel rate is very reasonable.
- Columbia Basin Trust
- Grants are great as are sponsorships. Being a new member I would need to give it more thought
- CBT youth grants - if you have some youth interested in evolving something up there then they can be the lead on writing and implementing the grant.
- CBT, Regional District
- Sponsorships from local businesses are a good way to build community involvement and awareness. Perhaps new benches could be engraved with sponsors name.
- It seems many local businesses give donations to community clubs. We could seek those possibilities out. Someone may want to research grant opportunities.
- Vancouver Foundation Gaming grants from government
- BC Gaming Grants Sponsorship of materials from local organizations
- BCTS -Provincial Parks (part of the out-door winter experience close to Nancy Green PP - Atco Wood Products and Interfor as some ski trails are in/near their chart area
- Columbia Basin Trust Hoods in the Woods if they still are around Teck, Celgar
- CBT Community Governments New Horizons for Seniors
- Community grants, partnerships with Store owners and equipment suppliers for skis, fitness etc. to gain greater corporate involvement.
- Ultra trail running event. Mountain biking event. Volunteers to log and sell timber to make more room for terrain park. Bring lighting in for terrain park, and pay per minute of use.
- CBT/ Teck/ Celgar. Partnerships with local friends of trails/ cycling clubs. MOF
- CBT, Fortis, MEC
- If the demographic that reflects this - and I think there is - Seniors New Horizons money is helpful - but your \$\$ would be going specifically to making the trails/facilities more suitable for seniors.
- It seems the club is close in terms of facilities to hold a major event. Perhaps we should contact the B.C. and Canada team organizers and get their opinion on what would be required.
- There is an interest in cross country skiing in the International program at Selkirk College, but most of the students lack the knowledge and resources (transportation, gear) to come out cross country skiing. A program could be set up for considerably less money than they are currently paying to go downhill skiing, and would represent a new revenue stream.
- There is a crisis with our kids and obesity. To me, cross country skiing is an affordable exercise that should be promoted in our school system as a solution to this issue. I am sure there are probably grants out there to help with this problem.
- New Horizons for Seniors (federal grant program) CBT Teck & Celgar for specific one time projects (ie new shelter)
- Pursue grants. Why do we need to borrow money?
- Definitely going after lottery grants and columbia basin trust as well as hitting up the credit unions in Castlegar. Banks have proved generous for Black Jack club when I was fundraising for them. I would suspect forestry would be a natural source of support for the club as in the past
- City of Castlegar, Celgar, FortisBC, CPC, CKCA
- Sponsorships from local businesses; applying for grants
- Columbia Basin Trust - I notice that many athletic clubs are receiving substantial grants.
- Columbia Basin Trust BC government gaming grants Lotto grants Regional District grants Raffle
- CBT and viasport new granting fund for Columbia basin residents. TECK maybe? MEC Engineering firms Funding for kids sports may cover terrain park or skier development hut
- Concession booth on weekends sell food in Viking lodge

22. How important are Club social events to you?

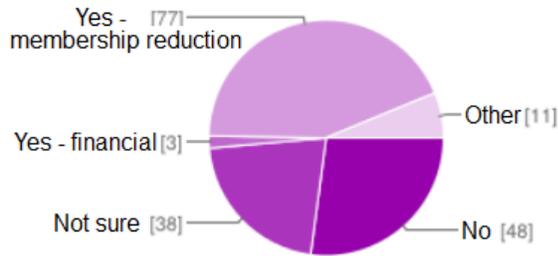


Not Important at all	1	79	43.6%
	2	52	28.7%
	3	36	19.9%
	4	8	4.4%
Extremely Important	5	3	1.7%

23. If social events are important, do you have any suggestions or comments regarding such events?

- I do not live close by, so I miss out on most of them.
- It would be fun to have a potluck during full moon. Scavenger hunt?
- Season start meet and greet evening at a local hall. End of season wind-up at a local hall. None associated with the annual meetings.
- Moonlight ski/potluck would be fun.
- Chocolate & wine event on Valentine's day. Chef out on a moonlight ski night for dinner and ski.
- Santa on skis event for kids
- Moonlight events, mixers for people that don't have a ski partner to meet others in their ability level to possibly find contacts for partners,
- Trail/Shelter building parties; Winter events like cabane a sucre, snowperson building competitions
- I haven't been to any social events, and haven't been aware of them. Although I gave my email address, and received this survey that way, I wonder if I have not been included on the mailing list?
- Not sure if it fits here, but I would like a way to meet people to ski with. Would like to see club events off season for members to meet, for example a summer hike and/or picnic.
- Better advertised full moon dinners so we remember them start and end-of-season potlucks? Early season ski clinics
- Singles night or day Pot luck group adult lessons
- I have never been to a social event.
- A bus driving skiers from Nelson, Castlegar and Trail
- Didn't know there were any!
- I would like to see one or two winter time social/skiing events in addition to the Loppet. Perhaps an evening event for headlamp skiing or star gazing, pot luck lunch & ski a loop for parents & kids, wiener roast & ski a loop for members.... generally anything involving skiing a particular loop followed by a get together.
- The waxing clinic was very informative. Events like this for the sharing of good knowledge are something I am interested in.
- The Troll Loppet is a great social event. Keep it going.
- Plan events that happen at the same time every year and make the dates available well ahead
- Not important as I can't attend as live in the UK
- Annual Loppet is great
- I think they would help get more volunteers involved. What can we learn from other clubs?
- I participated in my first lopper this year, and it was an experience that I will never forget-thanks
- Work parties are great
- I would love to get an email letting me know when the events are. Even a list at the beginning of the season, so I can mark it on our calendar.
- I liked what we did last summer... having work parties to organize the wood, and clean up trails etc.
- For the Loppet a large digital clock placed at the finish line would show the time for those who wish to see their time.

24. To encourage volunteers, should the Club offer compensation (financial or otherwise)?



No	48	26.5%
Not sure	38	21%
Yes - financial	3	1.7%
Yes - membership reduction	77	42.5%
Other	11	6.1%

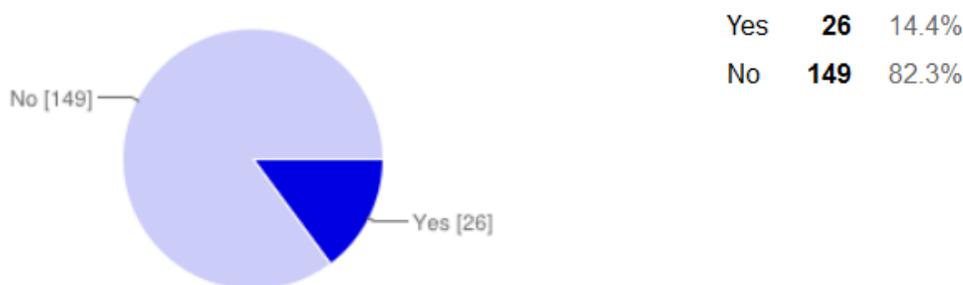
25. Do you have any comments or suggestions on how the Club could increase volunteerism?

- Break down into manageable pieces what needs to be done with a defined beginning and end. Most of us have two days off with our family and we are crunched for time. It needs to be seen as achievable and not overwhelming already time pressed people.
- The summer work parties that have been offered recently are good example of how to get people involved. Lots of advance notice, make it fun and inclusive for all.
- A token membership reduction for the following season would be nice. However, volunteerism never should be dependent upon financial compensation. Talking face to face with members and asking them to volunteer to do a specific job on a specific date is more effective than an open ended request on the website or on the membership form.
- I guess if the club is having problems finding volunteers, then some incentive might be a good idea
- Add a "volunteers needed for ..." page to the newsletters
- Post a sign at the Viking centre that states "volunteers needed" with a phone number?
- You usually volunteer because you support the club and its goals. If you volunteer to improve something, why would you want to be paid or compensated when you now have the benefit of the improvement? So keep the members updated on volunteer projects/request for help and you should see the results.
- Can people write off their volunteer work from their taxes? I would say pay only those who put in a lot of extra time on a critical task.
- Provide lots of volunteer options. For some, getting out for a ski at all is a stretch with the stress of work and family life. Many would love to provide something back to the club but can't commit to something long-term. If short-term, one off, or help at an event is needed that would provide meaningful opportunity for those that might not have much time to give.
- More information/ reminders. I've had my name on the list to help out for several years and only was contacted once.
- Members who have volunteered in a given year could be offered a "bonus" (slight reduction in fees) for the following year. Perhaps volunteers' passes could have a visible tag attached saying "Active Volunteer"
- Increase notification of when help is needed. emails?
- More organized work parties. Calling on volunteers for specific tasks
- We would volunteer more if asked
- Have a team leader that is in charge of a specific task such as bush whacking. Encourage that person to contact people who said they would volunteer. That information should be available from the Membership form. I know there are many people who would volunteer but don't know who to talk to. Have other team leaders for shelter cleanup and painting, another for wood collection and trail construction/refurbishment. People would sign up for activities that are of interest to them. Many feel that if they volunteer they are committing to everything and that becomes too time consuming. Volunteering for a specific activity and knowing who will run it is easier to commit to.
- Volunteer appreciation night with dinner and games
- All you need to do is ask, general requests tend not to work
- Post information about the club on the trails.

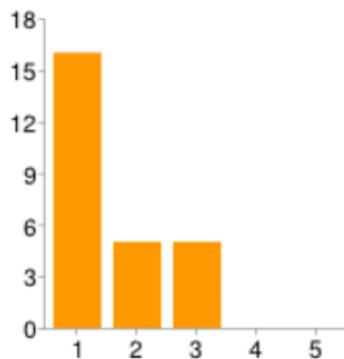
- Executive and collectors (who volunteer a number of times) should have a free membership.
- We've yet to attend volunteer events because they tend to occur during busy times of year for us.
- I did not see any requests for volunteers! How are you recruiting?
- What areas need more volunteers? Maybe list the jobs and the number of volunteers to let people know where more help is needed in an email?
- Build a 'call list' from what people offer to volunteer for at registration time and make sure to call them
- The club should engage those people who have said they're available to work but are not contacted
- Ask. Send out email specific to what you need like days
- The fun bbq aspect is great !!
- It would probably help to have a volunteer coordinator that gets in touch with people who have expressed interest in volunteering. This person or persons would be in charge of showing them where and how to be helpful, what time to show up, etc. I think for a lot of people (myself included) it's much easier to just sign up on a list for volunteering and then have someone in charge show me what to do. Instead of trying to track down someone to talk to and trying to set up times to come help if I don't know what I'm doing.
- Deduction of \$5 on next year's membership for each 3 times someone collects at V/C or 2 times at G/M; deduction of \$5 for participating in work parties (only if the person really works, tho)
- I am still studying the methods used by Charles. If this works well this year, I seriously will look at expanding this option. We have tried all avenues in the past, with only moderate success.
- Membership reduction would help, but would need to be well defined. Maybe it's for big days out cutting new trails, or firewood cutting, etc. What is it hard to get people to do?
- We tried to offer to be volunteers years ago and no one contacted us or included us or made us feel welcome. Since then, we have never tried again and felt pretty negative about the perceived 'old boys club' and inclusion. Offering one-off events where people can come out and help but do not have to commit beyond that is an easy way to start connecting people to the club and slowly get roped in to wanting to do more when they have the time. You could also make paid positions that worked with students from high school or the local college similar to friends of parks and trails.
- Maybe this has been tried, and I know younger folks have a lot on their plates, but just getting the word out there that this ski area is possible through volunteer labor.
- The current two well-publicized work parties are great. For other work, could specific appeals go out by e-mail?
- My experience with volunteers suggests that many will agree to a short term project and reject a long term commitment... especially in today's reality of "snow birds" where members are more likely to be away when we need someone.
- More work parties at different times so that there is a flexible schedule of times and dates.
- Tell Charlie to keep the hamburgers and hot dogs coming.
- Phone calls to club members to let them know when work parties are needed
- Only certain time consuming regular volunteer work should count towards fee reduction
- Volunteering is mandatory if the club wants to keep membership costs low and could be broken down into summer and winter volunteering.
- Black Jack failed with a membership reduction but I have seen it work well at other areas. However, it needs strong criteria that rewards only impactful work of reasonable quantity.
- Make it fun; wine & cheese AGM's, continue BBQ's for summer work crews, let students know they can gain volunteer hours for graduation requirements this way.
- A membership reduction should help
- Put a schedule out as far in advance as possible and notify the membership.
- Club membership draw prizes?
- Exec director as a coordinator to call and email to build up the network
- My perception is that there is a core group of volunteers who would rather do their own thing without interference. For example, I have ticked a box or two on the membership form for years and never been asked or invited to join or help. The summer work parties were a great idea and the email communication was good. That was a step in the right direction.
- Get into the schools and use the Selkirk college School of Environment students to do work in exchange for a group day pass
- More communication (on website, email) about what is needed, flexibility on timing (not just one "work-party" day).

- Sign up for volunteer jobs should be online. I see the sheet at the viking centre, but have to look at my schedule at home before I can sign up, then I forget about signing up until I am skiing the next time. As a result, I find myself at the end of the season and I haven't signed up for anything. And the irony is that I wanted to.
- Put in volunteer hours in order to get a discount on next year's fee
- The major expense to ski is not the membership - it's the cost of gas to get there. If volunteers could 'pool' together it would help (again, easier said than done)
- Recognize volunteers perhaps
- Other clubs offer discounts on membership renewals, but we should pay volunteers. I like the social events around maintenance.
- More Info and communication for when things are happening
- I believe the concept of volunteerism is that one does something without financial compensation... Any reduction in membership should be minimal and really even free membership does not compensate for a day's volunteering if one looks at it from an hourly wage perspective. NO, I believe the payment for volunteering comes from within and is the satisfaction one feels and ownership one develops in the act of giving ones time without monetary compensation. Once you start paying for people to volunteer you step onto a slippery slope and change the character of an organization.
- Mass email of the date and have a BBQ lunch. Sausages and buns for example and tell them to bring their own drinks.
- Offer volunteer opportunities to local high school students
- Reach out more to members, let us know often that you have a need on specific dates. Give members advance notice to cover shifts
- Prize draws and passes to local venues like the movie theatre (donated tickets), the Element, local area ski mountains, day passes to other xc ski venues (reciprocate by supplying like passes to other clubs).
- Somehow the message hasn't got out as to how much help is really needed. Work on this I guess.
- Follow up with those people who have offered. Announce a work schedule well in advance so people can plan for participating
- Continue to highlight it on the membership/ registration form as an expectation.
- Racing, adventure or educational events to bring people to the trails would increase volunteerism.
- Talk to people personally - one on one. Ask current volunteers to invite friends/family to join them for specific volunteer events so they can check it out (bring a friend day idea) More communication at the Viking Center - reach out to people as they come to ski and put up more obvious signs asking for volunteers
- Recognition (website)
- I try to collect fees a couple times a year, just more information about how many volunteer hours it takes to run the organization I think some people don't know
- Volunteer recognition in newsletters etc, volunteer social event with food, work parties etc with food
- Possible compensation for gas? and membership reduction based on level of volunteerism

26. Have you or your family participated in the Club's children's Skier Development Program (i.e., Rabbits)?



27. If you answered yes to the above question, how satisfied are you with the Skier Development Program?

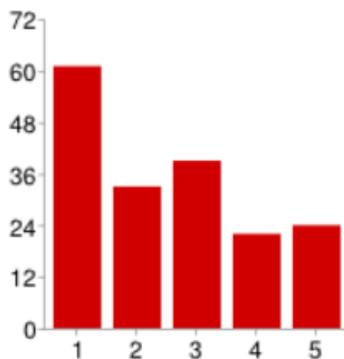


Very Satisfied	1	16	8.8%
	2	5	2.8%
	3	5	2.8%
	4	0	0%
Not Satisfied	5	0	0%

28. Do you have any comments or suggestions regarding the Skier Development Program?

- Investigate options to further the development program in order to get the kids putting in more hours on the trails. Ex. racing, adventure, terrain park, or winter survival programs.
- Cannot wait to get my young children involved.
- Timing
- Keep it up!
- Need to have it available - if you can get a good group of different ages racing, it makes a difference. Also allowing parents to get out for a ski without their kids will increase family interest.
- Access to rental equipment
- I would participate in the years to come as my child grows to the appropriate age. Looking at it from an outside perspective (ie skiing past the kids and the activities) it appears well organized and very enthusiastic...nice work
- I'm sure it's a great program, but I don't have any young children anymore and if I did, they'd be at Black Jack since it is closer to me.
- It amazes me how much work some individuals have put into the youth ski development. Thank you for your dedicated work.
- Some concern about changes to program for next year. More racing opportunity locally.
- I think it is VERY important to encourage future generations of skiers so the club continues to grow
- It seems so far to drive to put kids in day classes or youth in night skiing groups. When my kids were teenagers they trained at night at NNSC. Then on weekends they could still downhill ski. Could there be a partnership with Nelson and Trail and Castlegar teams? A bus?
- They are marvelous!! I love the respectful manner in which the new skiers seem to be aware of the course etiquette... and wish older skiers would take note.
- It is a good program. Keep it going.
- More rental skis for the season. Skier development program registration fully on-line.
- Circa 1980-1986 great at that time
- See above re: ski clinics for general membership - a way to improve our skills, or perhaps introduce parents of Rabbits to skiing, or build ski club "togetherness"
- I have 4 kids and would likely participate if it were held on Saturdays (not Sundays) - due to religious reasons
- Need for quality coach retention.
- More tobogganing...and never let Ann leave!
- More events with other local teams/coaches?
- I think Anne's doing a great job.

29. Do you use the Club's website?



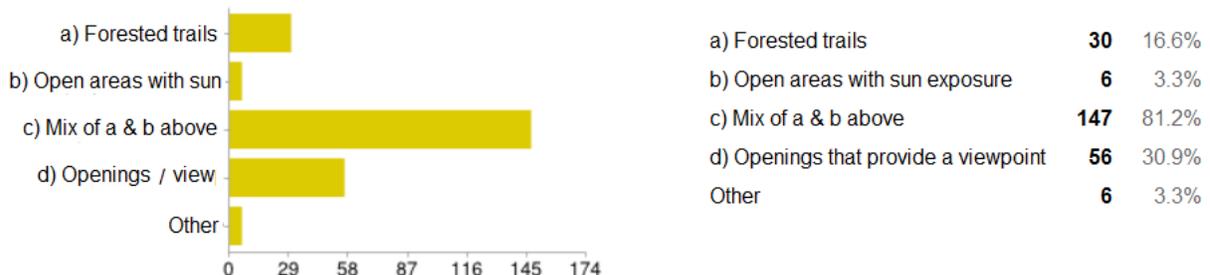
Often	1	<b>61</b>	33.7%
	2	<b>33</b>	18.2%
	3	<b>39</b>	21.5%
	4	<b>22</b>	12.2%
Not at all	5	<b>24</b>	13.3%

30. Do you have any comments or suggestions regarding the Club's website?

- Love the grooming updates
- Technology upgrade with tracked grooming report
- Would prefer an early morning update, rather than the general update given it would appear from the previous day.
- More track setting info if possible
- This year you put up a graph on your website that talked about trails and their conditions and setting. That should continue and it would be good to see who set the trail as the consistency between the setters is varied. A very minor point but some different colours on each line would help to delineate the trails. At times our eyes have trouble reading across the page so we mix up trail conditions.
- More pictures
- In season I check the website every time I head out, which is why it would be nice to have weather conditions and grooming posted as early as possible. Hopefully as cell service along Hwy. 3 is completed this will be easier.
- Link to Drivebc webcam
- Update info more often. New pics uploaded on first page and change often. More updates to grooming report. Add GPS mapping & grooming reports once we have cell coverage.
- It's good.
- Publish Executive minutes, contact info for exec
- Just beginning to look
- Really like the ski conditions update
- Online video regarding skiing technique
- Excellent
- It's good... Does the job. Perhaps a few new pictures on the main page.
- It needs real time snow and air temp data. Need to know the groomed trails and the daily grooming schedule.
- I would use it more often if grooming info was updated regularly
- Add video??
- It is great. Keep up the good work
- Works well
- I especially like the grooming report
- Update frequently- days can go by without a new posting
- It is great, just keep it up-to-date.
- More current conditions postings please.
- No, it seems to be kept quite current
- I check the recent tracksetting updates before I go
- Only check it briefly for current conditions.
- I obviously need to use it.

- I know this would be very difficult to accomplish but condition reports on line every morning.
- I think it's fine.
- Webcam
- I like the trail and weather condition updates.
- Need some help knowing if you've groomed or plan to groom
- I look at the Paulson Summit webcam more because the driving out there is the trickiest part of day.
- Emails work better for me
- The website is underutilized for updates on activities at the club without having to navigate to another page for details. The updates need to take a more prominent place on the home page and be kept current. Photos on the front page need to change throughout the seasons. Although the website looks nice, it has remained basically the same for the last number of seasons. Webpages that remain static in appearance become less effective as time goes on - no sense going to the site if it always looks exactly the same no matter the time of year.
- A little more detailed with trail report. Please use the word icy if they are. Other than that we love the website. We rely on.
- The updated website is very good with adequate information.
- It would be nice if there was a place for anyone to comment on their ski, snow conditions, etc, as the groomer isn't always there and doesn't check all trails.
- More information regarding recent/current conditions updated with increased frequency
- I should probably try to check it more often
- Great site! Thank you to the web master(s).
- More frequent and detailed trail condition and weather reports.
- I try but don't find it very helpful
- I wasn't aware it existed. In the future, I will have some.
- Make it easier to connect to the weather/highway reports
- I really appreciate the trail update info
- Looks good!
- More updated pictures,
- More pictures of your beautiful ski area/huts etc.
- Awesome
- My biggest problem is that the trail reports are done way after anybody skis so it is always a complete unknown what to expect.
- Didn't know there was one

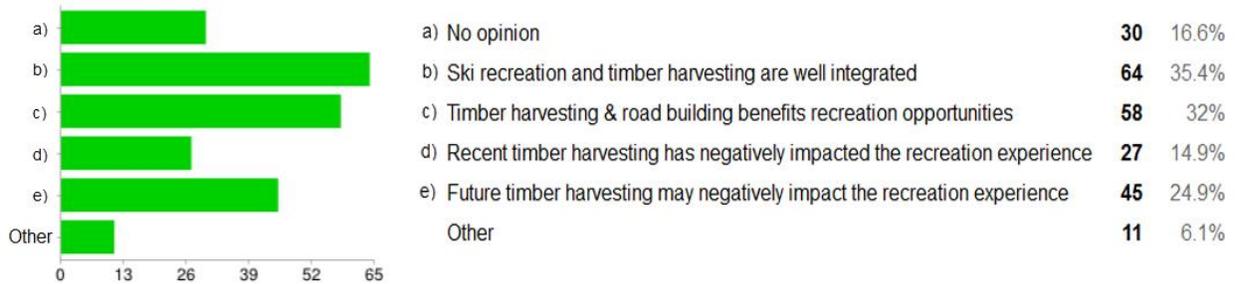
31. What are your environmental preferences in a ski experience?



Comments:

- e = all of the above
- We have an excellent combination of all of the above! Out of town guests are in awe!

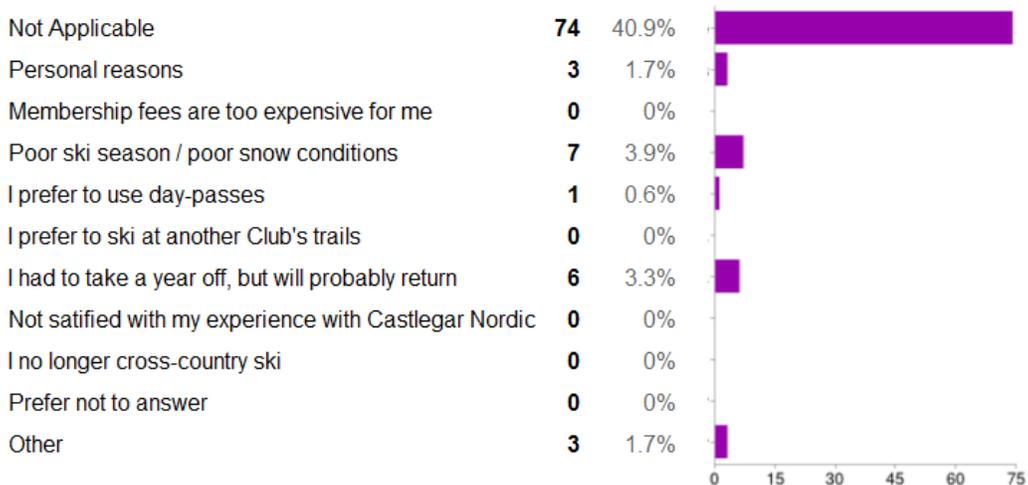
32. What is your opinion of forest management activities in and around the ski trail network?



Comments:

- There is limit to what is considered compatible!!- The Kelowna nordic club experienced some dreadful stuff last winter that was very unfortunate.
- I'm not wild about the large new clearcuts next to the trail. Smaller openings or select logging might be better.
- Not sure what issues are? Is logging planned?

33. If you were a past ski Club member but did not renew your membership this past year, would you tell us why?



Comments:

- Newborn baby
- Used Nancy Green summit to allow my dog to come too

34. GENERAL COMMENTS - Please provide any additional comments you have on any topic.

- Thank you for asking. I know it was a shortened season, but the ability of all to maintain a positive outlook was magic. We look forward to next season, already.
- I think that we have an enviable local resource in the Paulson/Mud Lake trail system. The skier development program has (in my opinion) made a huge difference. It is so nice to see young kids out on skis having a good time. These are our future club members and champions of the sport. Overall the club is doing an excellent job in managing the resource but I do worry about the impact of recent clearcutting on the Glenmerry road (that's just ugly guys, I avoid that section now). Significant thefts have had an impact on the club fiscally and I don't like feeling that my membership funds are going to replace equipment now sitting in a pawn shop somewhere. This needs to be looked at
- I enjoy skiing at the Nordic Centre Occasionally the trails have not been safe It may be good to have more frequent intervals in checking trails Sometimes I worry if I should fall and get hurt how long it would take for someone to notice as at times I see no one on the trail
- Thank you very much for an awesome area in which to ski. The ladies I ski with from Grand Forks really appreciate and enjoy the opportunity to ski your trails. Let's hope mother nature is a bit more generous with the snow next year.
- Best XC ski area in west Kootenays.
- I'd like to see a bit more detail on the condition of the snow, in the reports, along with the time when the report was made. For instance "good skiing conditions" could refer to soft packed powder - very forgiving stuff, or fairly hard, very fast snow when I might want to bring my metal edged skis. The Sovereign Lake club does a good job by giving the wax of the day with every report. I realize this mightn't be feasible, but you asked! Thanks for a very well put together survey. Sorry I missed the meeting. One other comment... with regards to skating. I think we should keep to being primarily a classic XC club. The very wide trails required for skating are not as nice a ski experience as more narrow classic trails (like the RP). Also a few people have been skating on trails that are just single tracked, the gloryview for instance... Perhaps more could be done to discourage this, by way of signage. Thanks for all your good work, and let's hope we don't have such a poor snow year again for a very long time!! Chris Cowan
- Booby trap for thieves would be nice.
- Even tho it is a fairly long drive for some of us - we (gals from Grand Forks) love to ski there. Hope to continue for many years. Thanks everyone!!
- I believe we have an incredible location for our sport. Keep things simple and be careful about over expanding and causing increased expense. Bigger is not always better.
- Get job!! Tx's
- We love skiing at Castlegar Ski Club. We bring our grandchildren regularly and feel like your club provides a wonderful family experience. Thank you for all your hard work.
- Perhaps to encourage more use the club could develop a trail that welcomes dogs that runs from the lower Glenmerry Trail to Sheep Lake at Nancy Green Provincial Park. It would be offset from the general trails and provide a great opportunity for dog owners to get out there. It would also garner additional membership and an interesting radio spot.
- If the future weather continues like this year different grooming could be necessary. The club has some of the best terrain and conditions of anywhere I have been and that is why I am willing to drive from near Nelson. The low price makes it worthwhile to do the drive too. With much increased fees I would have to think about getting a membership. The volunteers and member are friendly too. Thank you for all your hard work!
- Thanks for providing awesome trails!
- Thanks to the Board for an outstanding job!
- I ski at Blackjack when I want to go for a short outing of a couple hrs. or less or I want to skate. If I want to go for a day touring on classic skis I enjoy skiing from hut to hut at Castlegar Nordic. A nice social day.
- Thanks to everyone for providing such a great ski experience again this year. The timing of the lopper was perfect.
- I like it as it is.
- You may want to get a sense of your demographics and where your membership is living -- but perhaps you track this with your membership information?? I love this ski network !! and think that you are doing a fabulous job overall

- Good survey!
- Offer a briefing at the beginning of the year on the use of the emergency packs. I have no idea what they contain or how best to use them to transport an injured person.
- None of the comments made should be taken as a complaint regarding what is currently being done by any of the volunteers of the club but only as suggestions to improve what is already a well-run organization.
- The ski venue provided by this club is world class, excellent, and has magnificent opportunity for development. Keep up the good work!
- We love it we enjoy the treed areas best
- I've suggested new trail(s) to the south towards Goat Mountain. My idea is this trail could lead to an overnight shelter that could be developed and create revenue for the club to cover construction and maintenance costs.
- I wonder how much of an impact theft has been on the clubs budget and if reducing theft should be a priority for the club in the next 5 years. I'm not sure how to go about it but if it is a high cost then it would be worth some time, energy and expense. One thought I've had is the installation of game cameras to monitor and hopefully catch some theft on camera. Perhaps upgrading infrastructure to be more secure for costly equipment.
- The trails are the best in the region. Keep up the good work!
- Keep up the good work, club is on the right track
- The Castlegar Nordic Ski Club is really great and generally well-priced. The trails are really lovely and the people I've spoken to who run the Club are very friendly. It's a great, inexpensive way to enjoy nature in the winter time. I'm just sorry I didn't get to go out skiing more often!
- I appreciate the total dedication of some members who put so much into our ski area!
- Wish you were closer. This club is the best in the area but is a one hour and fifteen minute drive for us.
- Give away a single membership to a member present at AGM, FGM to improve attendance (we used to at one of them)
- Have you considered starting a Facebook page for the club and a Facebook group? it would be an easy (and free) way to send out information to members who use Facebook.
- Anyone with a dog would like to see a dog loop. Many clubs have dog loops and these loops do not negatively impact other trails where people would prefer not to see dogs. The best dog loop I've enjoyed is at the x-country ski club at the Kelowna nordic ski club. This trail was a 10 km trail one way, and is excellent. A short dog loop wouldn't bring in additional members. It has to be long enough to get good exercise for person and dog. This could also pull in members from Rossland and other surrounding areas.
- Great job guys!
- I love our area. I think a great job is being done. Doesn't feel commercial like other place like soveriegn lakes etc. always happy to come back to the Paulson trail !! Good job and I love it !
- I wish the troll loppet was on a Saturday. I don't participate because it is on a sunday. This conflicts with my religious ideals.
- Would be nice if the Viking Center had lockers (I know...wish list!!), and sold water and other snacks, copies of trail maps, emergency gear, ski wax, gloves....maybe a vending machine....
- Over the past 35 years this area and club have been enjoyable, affordable and a wonderful skiing experience for our entire family. See you next year!
- We love the trails-period :)
- Thank you for an awesome experience and beautiful outdoor experience.
- We love the Paulson trails and hope to ski there for many more years. Would like to see networking with other xc trail/clubs, reciprocity at reduced rates, have affiliate orgs. listed on website. IOW, I would like to ski at Kamloops, or Rossland or where ever, and have my CNC membership get me 50% off, and people from those clubs come here. I would like to volunteer at some point (I'm a landscaper, so I have equipment) but haven't made it due to date-conflict, I'm also a volunteer firefighter. Thanks to execs and volunteers, you're doing great!
- This was an excellent and comprehensive survey. Congrats to the people that put it together.
- Thank you to the people who volunteer and keep things running smoothly at the 'Nordic' Ski Trails. :-)
- I appreciate the opportunity to ski on the Castlegar Nordic trails. I feel for the low fees, the service overall is good.
- Castlegar Nordic is a wonderful facility! I don't think I will ever get tired of skiing there. The membership fee is incredibly low for the quality and number of trails. Too bad about last season!

- A new cabin at the junction of Pine and Snowberry would be excellent. There is an outhouse already and it is reasonably flat with a great view. A cabin like the Viking Centre at that location would become a focal point of the trails. Many would travel to there, rest up and have many trails to carry on to. This would become a terminus for people starting their ski day and others returning. It would be a great gathering spot!
- I feel for the cost of the membership the club gives excellent value.
- The Castlegar Nordic Trails are a classic skier's paradise. Many people have joined the club because they like the narrower, forested trails and they don't like having skate skiers whizzing by them. Many of the other clubs have gotten too elitist and do not have the welcoming, relaxing environment that the Castlegar club has. I work in retail and have sent many a tourist, looking for recreational classic skiing, out to the Castlegar trails. Many of them have come in the next day only to thank me and tell me what a wonderful time they had. We have something precious and unique, lets not wreck it.
- I would like to see some mention of an external communication source in the event of an injury or other emergency.
- We feel very fortunate to live where we can enjoy the wonderful cross country ski opportunities provided by our big club.
- Thanks
- I enjoy the trails a lot. I believe they are well run and maintained. would really enjoy a dog trail.
- Great club. Fees are a bargain. Could raise fees and have a refund for volunteering.
- The Castlegar Nordic Ski Trails are my favorite place to ski! Thanks for the well groomed trails and the warm places to eat my lunch.
- Club does an excellent job
- In the 30+years of using these trails, in my opinion the 'natural' feel of the trails has changed dramatically due to the devastation of huge stands of trees leaving far too many open landscapes which are all eyesores not enhancing the overall skiing experience. More and more there is less and less of the stunning 'cathedral' stands of trees left which make for such a rare and unique experience skiing through them. Also the vast 'open' sunny areas are more prone to sticky conditions a lot sooner.
- I think we have a great club. I like the fact that it caters more to classic skiers. The price is right, but I'd be willing to pay more. We talk about the Castlegar Ski Club with our skiing friends and I find that when I visit other trails and clubs I compare and think we have a jewel at the CNSC! Thank you to the Executive for your hard work!
- This was the first winter to have a pass and I was very impressed with the extensive and well-maintained trail system. Good work!
- I ski regularly at Black Jack but like to support castlegar too. This year just never got going for me.
- Thanks for the season! All around great experience.
- It is a very good facility considering the size of local population. Is it well publicized in Washington?
- I think the Castlegar trails are the finest I've experienced in BC. I love the cabins, the variety of forest, the old growth forests (hope they're not slated for logging!). The only downside is the distance from town. In a perfect world, there would be a shuttle bus. :)
- We have beautiful trails in a great setting. Our volunteers do their best. I would like to see a paid administrator/manager to take the club to a higher level. Better grooming and trail maintenance is the only thing holding us back. We need a full time manager to improve the results. I suggest a higher tier of cost for regular skiers that ski the outer loops. Hard core skiers will pay more for better trail maintenance. Lastly, I appreciate how hard the volunteers work and the tremendous opportunity they provide. Thank you!
- I would hope that the forest industry and the ski club will continue to work together. A mixture of open spaces and large growth trees throughout our trail system, makes everyone happy.
- Keep up the great work!
- Good job! Our club is in good hands. Thanks to all who are involved.
- The maintenance is great the volunteers are very friendly. Please preserve the lovely forested trails and the beautiful cabins. Perhaps some seating outside for spring skiing. Thanks to all the volunteers.
- I really appreciate all the work that some members have put into this club and can see myself become more active in winters to come. A big Thank you to all of you! Skiing this site has been a highlight for the past decade or more.
- Could a satellite device be used at the equipment storage area to warn of break-ins?
- The Castlegar Cross-Country ski area is the best I know!

- The Castlegar Nordic Club does a great job of maintaining trails and managing the club. We just need to figure out how to bring those younger volunteers in so it's sustainable. Thank you for all your hard work and dedication throughout the year so the rest of us have a fantastic place to get out and play!
- I am an overseas member and join because I love skiing the trails when I stay in Rossland in the winter. In truth, it would probably be less expensive for me to pay a day rate to use the facilities based on the number of times I ski each winter (especially this past winter). However, I feel that being a member allows me to support a very worthwhile club and the excellent facilities you provide so I look forward to continuing to be a member.
- I would like to see the club be a classic only experience. I belong to another club as well, and feel like a second class citizen. Skaters ski over classic tracks regularly, track setting is extremely expensive (reflected in membership dues), and of all the places I've skied, Paulsen is the best by far. If it isn't broke, don't fix it!
- Love the trails and cabins. If nothing changes it would still be a wonderful place to ski! Thank you!
- You are doing great work, thank you!
- Many trails now are quite long. Once committed to them there are few options other than continuing farther than wanted or turning around and skiing the same track. New shorter routes may shift some heavy use from Booty/Ben Shaw . This could be done by creating connecting trails between some of the existing trails. Skiers would then be able to create for themselves a route of varying length and difficulty with the option of a shortcut back to the Viking Centre
- The club is very efficiently managed and that is appreciated. In my opinion the best viewpoint is just west of the Nordic cabin looking towards the Valhallas. Would it be possible to cut a trail running north-south from the Glenmerry slash area and take advantage of that view.