CALEDONIA
NORDIC • SKI • CLUB

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Appendix: All responses to open-ended survey questions from 2024 CNSC Membership Survey Report

The following provides all responses to open-ended questions asked in the 2024 CNSC Membership Survey. No responses were edited for spelling, typos, or meaning. (In only some cases, the survey platform MS Forms organized responses in alphabetical order.)

What else would you like to say about membership at CNSC?

- Love!
- Many Nordic facilities have senior discounts , nickleplat is free over 75. Why won't you give us a break as well as families
- Membership is effectively the purchase of services, not a true membership in a club because it is operated like a private business
- Membership was definitely not worth it last Season. Classic flatland skier here.
- One of the last bastions of a club, as the corporate wolves circle to take over.
- Otway is a key part of our life in PG
- Otway is an amazing facility and I will likely continue to purchase annual memberships for my wife and I despite being disappointed with the almost singular focus of the club on supporting racers. The cost has been increasing steadily despite increasing enrollment and CNSC membership is becoming quite expensive in relation to other facilities in the province. The past year we had very low snow levels and membership had to watch huge stockpiles of manufactured snow sit until late March when the Paranordic World Cup was held. Post event there was obviously huge volumes of snow that were surplus to the needs of that event demonstrated through in some cases 3-4ft of snow depth compared to adjacent land. Between the competitions and the racing program I don't see much emphasis on the recreational skier. We have built a new biathlon range, developed extensive snow making, and now we are paving trails and what has been done to increase the recreational experience. I would like to know the percentage of the club that is recreational skiers and also the breakdown of investment that has been made relative to skier type. When will enough be enough for racing? I feel strongly that Otway is a "community asset" and that it has been funded by the community - please keep this in mind. Even the club's perspective on cycling is disappointing as I feel that again the emphasis is on the racing experience rather than a community experience.
- Otway is my prime recreation location
- Outstanding

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- Please bring back the 10 visit punch card.
- Significant part of social life. Lots of options to engage.
- Ski pass isn't too expensive. Good value
- So thankful for Otway and the wonderful facilities. So appreciate how well taken care of the trails are.
- Sometimes it's disappointing to pay so much for a membership and have limited access to easy trails because competition-quality trails seem to get the most consistent grooming.
- Staff are friendly and hard working
- Such great value for a beautiful facility
- The club focuses too much of its resources on a small potion of its membership the competitive group and leaves me table to use the facility I pay for during multiple weeks during g a short season. Focus on your membership not the rest of the world
- The cost is gradually climbing which I think makes it out of reach for some families especially. Don't want it to become an elite sport.
- The directors seem to operate in secret, making decisions behind closed doors without consulting members, revealing some (not all) decisions after the fact. When I ask directors questions, I don't get clear answers.
- The lack of snow resulted in me only getting 4 skis last year. I'm bit renewing my membership this year as the pass isn't worth the cost
- There needs to more for recreation skiers rather than an emphasis on the minority racers
- There should be a reduced rate for seniors like many other ski clubs offer
- too expensive for someone like me who doesn't make it there so often
- We spend a lot of our funds on racing and very little on touring & classis trails, yet the users of the latter represent the majority of your members, look inward not outward.
- WE think the membership is getting to pricey for the average family and seniors.
- When it comes time for members to vote on important issues for the club and the trails, the vote should be made available online to promote a higher voter turnout. I am far too busy to drop by Otway for votes. If the vote was online, I would participate.
- When paying for a membership I expect that all trails are given the same priority regarding grooming. In the 1923/24 season often the dog track was neglected!!! And a huge pile of snow was dumped right on the dog track with no warning of its presence..
- Would live to see a reduced senior rate

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Where else have you volunteered at CNSC?

- As noted in #9. I also volunteer elsewhere in the community
- Bike Races
- Canadian Ski Patrol
- Coaching athletes older than SDP
- Coaching skiers and cyclists. Trained trail builders.
- coaching- younger and older athletes, program management, competitions
- Committee and board, coaching historically
- Competitions for many years
- Every year, I have submitted my name as a volunteer but CNSC has never responded so I have never had any opportunity to contribute. The club seems very closed to input from outsiders.
- Helped with a race in 22/23
- helped with bike trails
- Helped with my childs ski group with cookies
- Helping with SDP
- I coached in the SDP program for several years, and taught school ski groups
- I had volunteered with race timing and course setup/ take down in the past.
- I have not volunteered yet. I think because I feel nervous too😂
- I have volunteered in the past
- I have worked on the trails
- I volunteered in the past just not last year.
- I volunteered on the board of directors in the past.
- in the past as a board member
- In the past not since Covid
- Land management, land access agreements
- Last year was the first in many years that I didn't volunteer.
- N/a
- N/A
- Na
- Organized the Zombie Run
- Otway
- Paralympics, World games
- Parking Lot
- SDP, Ski Host, Events
- SDP/competitions/committees/facilities/trails in previous years.

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- Seniors snowshoeing and cross country.
- Ski patrol, various executive positions over a 25 year period
- Ski programs when my kids were littler
- Some informal trail maintenance.
- Swiming club
- trail design
- Trails, facilties
- Unfortunately I don't volunteer yet. Busy with work and a young family
- Volunteered with senior ski groups for several years
- Yes

Tell us more about future volunteer opportunities.

- Anything that involves seniors increasing their activity level & skiing confidence
- As my kids grow up, I can envision having more time to volunteer at CNSC
- Assist with course set-up at races, on-going observation for bark beetle issues
- Big events
- Coaching sdp
- Competition support
- Competitions
- Competitions at all levels
- Continue on the trail committee. Have input to singletrack trail maintenance.
- Continue to volunteer in biathlon national and international events
- Continuing to support skiers as a CSP volunteer
- depending on what they are and if I am not working
- Depends
- Events, new bike and snowshoe trails, seasonal events like Christmas and Halloween
- help with competions
- I am winding down my volunteer efforts at CNSC. This will likely be my last year volunteering.
- I continue to volunteer for races.
- I could be talked into the parking lot on occassion
- I could help with one time events, like a race day or week, rather than something recurring.
- I enjoy volunteering at various competitions.

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- I have repeatedly put myself down to volunteer on single track trail maintenance, but have never been contacted
- I have volunteered in a varity of activities for 50 years. Just thinking I might take a break.
- I really enjoyed the volunteer appreciation social
- I used to volunteer a lot. After the 2019 paranodics I, mostly, stopped because the CNSC board stopped allowing the membership to have influence over the direction of the club and was taking the club in a competition direction that goes outside the club's constitution. Violation of bylaw 4 (o) in the club development activities and the absence of meaningful membership input into the strategic plan undermined the relationship of the board to the membership.
- I will continue to volunteer in the above mentined areas
- I will continue to volunteer in the capacity of SDP coaching, helping with the race program and fundraising
- I will look into the School Program
- I would like to help develop a recreational ski group for kids age 8-14 that are not competitive but would benifit from skiing weekly with peers.
- I would love to assist with trail development and maintenance if there was an organized and functioning committee and planning process
- I would love to see a Gourmet Food Tour like Wells does
- I would volunteer as a course controller.
- I'll keep doing what I have been doing
- If I am able to I will volunteer at events in the future; planning to continue to be a CANSI instructor
- Interested in continuing to volunteer but not excessively…one ski race per year is lots.
- Interested in volunteering once my baby is a few years older
- Jackrabbit program
- Just helping out here and there
- Keep doing what I am doing
- many years from now I would like to be on the board (post having children at home)
- My daughter will we old enough to take leassons next year I would like to help out
- N/A
- Na
- Not at this time - but one day
- not sure just yet
- Once my obligation for primary care of an elderly parent ends, I'll return.
- Physical impairments prevent volunteering
- Provincial and international biathlon and cross country

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- Races
- Races
- Roller ski races :)
- Santa Ski, Loppett, volunteer tent
- Ski patrol
- Summer trail maintenance
- The club spurns my efforts to volunteer
- There is no opportunity to volunteer if I and my ideas are ignored.
- Too much work for too little appreciation of volunteers. Other ski clubs do it well - see sovereign lakes volunteer group and benefits they get. Very robust group
- Trail maintenance
- unfortunately I only have a limited amount of free time..
- Unknown
- Waiting for my husband's health to get better so I can volunteer
- when I retire in a few years,
- Would love to help with trail maintenance when my schedule slows down more (ie. retired)

What is the single most important thing that CNSC could do to attract, retain, and make volunteers feel more valued?

- a simple thank u letter
- Acknowledge and thank
- Actually call people who express interest in volunteering and stop pushing them away when they step forward.
- be more inclusive of the membership in all communications about the club including trail development, bidding on events,
- Be more organized for new coaches
- Be more welcoming to people
- Be organized, ask volunteers what they need to be successful and support that.
- Become a club again. Let the membership have significant input into the priorities of the ski club and into where the money from memberships goes.
- Better transparency with major board decisions.
- Bring back punchcards
- communicate re needs
- Communication

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- Cupcakes
- Discount on member fees
- Discounted membership fees. But... the fees are so reasonable now that I don't feel that's necessary.
- Discounts On memberships
- Discounts on memberships.
- Ensure all volunteer coordinators and directors have managing volunteers training. Ensure that primary organizers / directors are regularly rotated out of their positions so other volunteers are given a chance to grow and to ensure a healthy volunteer base. The club should never say no to an offer to volunteer, or else we may loose that volunteer forever.
- Ensure that Biathlon and Nordic officials are not unkind, overbearing, rude, etc.
- Ensure that they are fully aware of their roles.
- Every volunteer on a committee or on the board should be involved in all decision-making.
- exit survey or interview
- For me personally, CNSC is too large a club for my skill level ie Board of Directors and so forth.
- Fresh cookies?
- From what I've seen, CNSC has a great volunteer involvement and recognition. Getting meals at events is sometimes confusing, so making that simper and cleared would be helpful. Especially since volunteers can't always eat right away. Making sure that food is still available for us when we have the opportunity to eat.
- give back to them and don't tell them they need to make multi year commitments!!! It's insane that coaches don't get free memberships or discount.
- Give seniors a discount
- Give them full or partial or discounted memberships based on how many hours they volunteer for. For example, anyone on a race organizing committee puts in so much time, they should be given annual memberships. It's hard to retain officials because it is a HUGE time investment and not just on race days.
- good coordination
- Good treatment such as good meals and organized staff
- Gratitude
- Have an organized sdp program manager to attract more sdp coaches.
- Have functioning committees that encourage and value member input, not just executive decision making

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- Having a coordinator who understands the importance of volunteers and the need for volunteers to be included in decision making and knowledge sharing. Also, a coordinator who is well organized and disseminates information on a timely basis.
- I attended a birding course and absolutely loved it. I would definitely attend more activities like that
- I don't feel valued when all the legacy funding generated by national and international events goes towards equipment and infrastructure for more competitions.
- I don't think you could do more!
- I like the free lunch on race days
- I think the world level events can be draining on our volunteer base
- If there are any costs involved where they have to pay maybe there could be some kind of discount incorporated
- Improve communication, especially with new coaches. Ensure sdp coaches don't have to pivot/re-plan lesions at the last minute because of big events running concurrently.
- Improvements in communication regarding XC trail grooming challenges/priorities. Senior membership fee reduction, reduce day pass/equipment rental fee to encourage new membership
- It should be less overwhelming to volunteer. Maybe check in with major volunteers. They are taking on a lot of responsibility. Find and train some depth in your volunteer organization.
- It's already being done
- Jackets
- Keep doing what you are doing
- Keeping it a reasonable prize like you have been
- Key factor in maintaining base membership is good availability to good winter & summer trails. This is the common attraction.
- Make incentives. Why would I volunteer when I just get yelled at or spend hundreds of hours of my time for no benefit? No comped ski pass. No free day passes for my family and friends. There is no point when I'm already very busy
- Make the contributions more enjoyable and positive. I found the club (some of the other board members, the expected work, and a very small number of members) demanded too much work and negative attention. People want to volunteer and help out in building and contributing to a positive project and atmosphere. Dealing with complaints, conflict, and excessive demands is not reasonable for volunteers.
- Making otway more affordable.

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- meaningful perks that cost little to the club, reduced program fees for all levels of programs if coaching/supporting, more paid positions, CNSC swag, volunteer of the month recognition on social media could be interesting,
- Mentoring and preserving high standards
- more advertising.
- More opportunities for low level involvement
- More recognition from the general membership. It is very hard to do but many of the general membership, including some of the older long term members, do not appreciate the amount of volunteer effort that goes in to make the facility operate every year. The general membership does not appreciate the magnitude of effort to improve the facility that is necessary to keep it going year in and year out.
- Need to feel part of a team or group
- Not sure
- Not sure as I am not a high numbers volunteer like those who coach. As stated I like to help out at competitions. I have always been welcomed and thanked and that is enough for me. That being said, you may want to offer either a discount for volunteering or a free season's pass. The Y provides free membership for volunteering a certain number of days per year.
- Offer up free membership vouchers for the major volunteers
- Perhaps some acknowledgement from appropriate leaders that the individual is appreciated.
- Perks! Free things and food always attract humans. Swag bags.
- Personally, I think volunteer recognition is very well done!
- Provide CANSI instructors with ongoing training, make space for us in the coaches' corner.
- Provide courses on organizing volunteers to executive and directors
- Provide for mentorship and transitions
- Provide incentives like discounts on memberships or access to skill development lessons
- Put time, money,effort into touring & masters clinics.
- Putting open calls out seems effective
- Quit undermining others who have volunteered.
- Recognition, and attached to the growing success of the club
- Reduced cost for programs for volunteers
- Remember our names lol
- Remember them from previous volunteering.
- Replace the people in charge with people who are actually open to receiving help and ideas.

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- Respect
- Sew-on volunteer patches or adding “Volunteer” to annual ski pass
- The club does a good job in acknowledging volunteers
- them not having to pay 50 plus for jackets. would not matching vest that could be shared work.
- There appears to be a small vocal group that whines about competitions and I have had some disrespect from them while preparing race trails. Getting universal respect and appreciation will make it easier to retain volunteers and staff who seem to field a lot of complaints from a small minority
- This question is a dissertation in itself. Often the issue with volunteers is too few and too much work. With 2000 plus member try to enlist new volunteers and I believe face to face registration of meeting new members and orientation to the club would be a great start. Invite all new members to an evening and have a variety of staff share their good news about their role or program. Provide a snack coffee and less than an hour orientation with input from the audience on questions ..... Thanks
- Training, acknowledgemnt.
- Value people with disabilities
- Volunteer appreciation events maybe? Not sure
- volunteer discounts, special nights
- weekly volunteer highlight on social media would be cool
- When people volunteer for a specific thing, follow through on that (trails maintenance for example)
- You could attract by better explaining what responsibilities are - also diversifying. I would coach little ones if I could be part of a larger team and not commit every single week.

What else do we need to know about the services, facilities, and opportunities at CNSC?

- they are good
- food service would greatly enhance sense of community as gathering place.
- I love Otway! and am pretty happy overall, though it was frustrating last year to see so many resources put into the race trails with limited access due to snowmaking in the evening when I wanted to ski, and trail closures during the races. I would temper my response however as last year was also a tough snow year and perhaps if had not been it would have been less frustrating.
- At this point, you can click more than 5 priorities.

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- Classic skiers seem to be second-class skiers - everything is focused on skate skiiing. Bird watching - not listed on the website - what is this?? Spectating? Volunteering is not a service
- I am not in favour of including fat biking in the CNSC ski venue.
- Premises often look untidy and unkempt. Grand tour is awesome but the "easy" option is still way too hard for new skiers. Need more recreational lit trails - fingers/tiggers. Need more summer mowing.
- Disappointed and know a lot of parents that are in the kids program time change back to mornings as it will be canceled regularly due to cold weather. There will be a big drop in registration also due to most kids activities being held in the mornings on Saturdays and not afternoons.
- Expand the area to ski WITH dogs. For example, allow dogs Birch Bend.
- Alcohol events should not occur during daytime. These events also should not interfere, obstruct trails used by recreational skiers.
- In recent years, the balance of attention given by the club to racers versus recreational skiers has shifted, noticeably in favor of the racing community.
- over 2000 members pay to ski on the trails. last year was the worst I have ever seen the winter trail grooming managed (I've skied here for 25 years). no excuses. this needs to be better.
- As a club member, I am still in the dark about the club's finances. I really, really want to know how my membership fees are spent. No more platitudes!!! (I suggest you look up the meaning of this word.)
- Important to maintain the menu of recreational opportunities. This survey mentions nothing about competitions when this is a internationally recognized venue for para and able bodies skiers and biathletes. Which, fund much of the development at Otway
- Disappointed with the recreational access and opportunites last winter. The picnic shelter at the gravel pit came down - was taken down? And was never fixed or replaced - and all the equipment was left in disarray under the snow. It felt like last winter the whole focus and work of volunteers, snowmakers, groomers was solely to get the races and competitions off the ground - and while I recognize that the conditions were impossible, and that team worked miracles - it was at a cost to the experience of the recreational membership. Seconldy - the competitive focus of the SDP program from a very young age - is losing skiers out of that program very quickly. Bunnies is very easy to populate and a very positive experience for young skiiers - but by year 2-3 of jackrabbits - there is no place for a young skier who is not on a race trajectory. Programs like Jackalopes or the recreational stream are not prioritized for coaches or programming

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and sometimes feel like an afterthought. That all said - I adore Otway as a facility and club.

- My family and our dog love Otway
- SDP is terribly unorganized. I am hoping that it is better this year. Prior years there has been very poor communication. There also needs to be better organization of the kids in the groups based on skill level. Please improve SDP!
- Ensuring grooming on flat routes for seniors … priority seems to be for racers, events and training
- The lodge is pretty good but doesn't seem to be used by day users as much as it could.
- Remember the recreational skier.
- I wish that your newsletter was just in the email and did not require opening an external link. If it opens to an ext. link, I would prefer it just linked directly to the website rather than a single dedicated page that is ONLY about the newsletter. If you want to continue doing it this way, I encourage you to hyperlink your website with the newsletters - you're missing a lot of website traffic. :)
- Artificial snow should be used for recreational trails NOT just for competitions. Last year was terrible and recreational skiers were second class citizens
- We are so fortunate to have this facility in our community, and the hard work that administration, the Board, Kevin Patterson, staff, and groomers, bring to life each year!
- Dog trails should be increased as they are getting busier every year. Plan should be put in place to work on the existing bike trail network and on creating new trails.
- like to see more development of single track bike/hiking trails and time spent on having work bees on existing trails .
- What's our annual payroll and what can be shifted to volunteers. It seems the current system is unsustainable.
- I am concerned about the increasing cost of annual ski memberships and affordability. Could a seniors discount be available?
- We need to look after recreational skiers better. Last year the focus on the events were to the detriment of rec skiers
- It is a terrific facility. I am retired and continue to live in the community because of Otway! Thank you
- Dog trails are the best!
- The grooming schedule last year felt wonky donkey and it has been disappointing to see the lack of maintanence and care shown to the mtn bike trails in the summer. Not only has there been very little trail maintanence but it feels like there is no care for the mtn bike aspect of the club,
- World class and I am proud to be a part of this club

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- I think if you're doing all this there should be a mandatory summer rate and make it a summer pass for entire season not a daily rate
- Does the club have a plan for replacing the large groomers (Pisten Bullys)?
- More dog trails!
- Competitions and other events (and construction for these events) are constantly interfering with recreational use and access to services and facilities, undermining the value of our costly membership fees.
- I believe that hosting competitions has made CNSC what it is today. I enjoy all the new trails. I do get frustrated when major competitions are happening and how it limits access to the entire facility. That includes parking, and trails that are designated for competition. It also seems that grooming is focused on the competition trails at that time and the recreational trails suffer. It's tricky to balance growth at CNSC and being able to go for an enjoyable ski. I'm unclear about the fat bike expansion on winter trails and after being almost run over by a fat bike I am also fearful. I sometimes miss the way Otway used to be.
- Hope to see the Master Program back I really enjoyed it in the 2022/2023 season. It was such a great group of people to meet and great coaching. I learned so much and loved learning more skills with both ski styles. But I know last year the weather wasn't great so the program wasn't in its normal form.
- Make kids events more accessible. They're so so expensive.
- I am a classic style skier and understand that thre are several factors that go into track setting and maintaining same. However I get the feeling that track setting is not a priority particularly last year. Granted snow conditions were terrible last season and one of snowmachines broke down an was out of commission for an extended period of time. Additionally the ski club hosted the world paranordic games which I my opinion seemed to be the priority above all else especially maintaining the track set.
- bring back good food service
- Already answered regarding lower rates, especially for seniors.
- Should be cheaper for seniors
- A world class facility is amazing, but only if we can be inclusive, grow our programs and keep our volunteers engaged. All is which allows for the facility to operate at potential and benefit local rev skiers/racers/young kids
- Keep up the good work!
- Management of grooming last year was unfortunately and generally not up to par by a long stretch (in contrast to the previous year). Given limited staffing, not enough attention was given to grooming the trails in general, especially during events. Talking with folks in the community, some said they wouldn't purchase a pass again this year

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due to the, on the balance, poor grooming last year. I barely paid for my pass last year despite normally skiing 3-5 x per week from first snow to last snow.

- We don't need to build more trails, especially if that means cutting down old-growth and cutting down trees in primary forests. Our trails are not heavily used and the ones on the top don't get groomed regularly, or we don't have enough snow for them, as is. Lets take care of what we have first.
- It can be an intimidating environment for beginners. I would encourage CNSC to work on being more welcoming and inclusive.
- Looking forward to seeing improvement in SDP. Would like to see better upkeep of facilities.
- It is very competitive club. As non competitive family we feel left out. We ski twice a week and love it. Our ski skills are basic, but it would be nice to have more recrational ski events like santa ski but with out a focus on holidays. Or skill development for people who can ski but could benefit from learning how to ski on hills etc.
- Personally I would hope that grooming trails for the recreational skier will be prioritized this winter.
- CNSC needs to continue to prioritize investment in infrastructure and youth focused programming. The facility is amazing and well on its way to being the best facility in Canada. The naysayers don't understand how special CNSC is or how welcoming to the nation and world we can be.
- Where will next dog trails be if gravel pit gobbles them up?
- The focus of competitive programs and infrastructure for competitive programs has taken away from the recreational skiing aspect that is for the benefit of the club members (who make up the majority of the membership). The competitive focus of some members of the board has diminished the inclusivity and enjoyment of the club by the members. It has been noticed by many that infrastructure (paved trails, lighting and grooming) is primarily focused for competitions versus for the majority of the club members (who enjoy the club for recreation and fitness),
- tree branches/trees should be cleared away from trails to reduce ice patches and snow bombs, dog owners could be charged a fee for their dogs as happens at some other facilities
- This club was developed for skiers. I am appalled that bikers are now welcome. They can bike at Pidherny, Forest For The World, and newly built world class trails at Tabor. We skiers can only ski at Otway. When parking is an issue, do the skiers have to be turned away because the bikers have taken dozens of parking spots?
- Heavily used non-competition trails need lighting and snow making. Pine Flats should be entirely lit and have snowmaking equipment to facilitate new skier entry into the club.

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Also the dog trails are heavily used and need to be expanded to provide skiers with dogs access to more terrain options. Dog owners represent a very large percent of the membership, but are allotted only a very small portion of the total trail network for their use.

- Excited about fatbiking opportunities- I would definitely renew membership if this was an option
- Broad range is of these is valued.
- Should be some staff there on weekend in summer with coffee, snack booth, roller ski , bike and disc golf badmitten rentals
- The dog trails should be lit
- some ski trails have consistently poor classic conditions -- even the only classic-only trail
- It seems like the groomers get stretched thin between all the races and grooming for the membership holders. Less races please!! I'm tired of races constantly shutting the club down for weeks on end, and I prefer the groomers to be happy and motivated to work normal-ish hours. I love passing them when I ski and giving a thumbs up for their hard work
- I wonder why new trails keep being developed when existing recreation trails aren't always maintained to a good standard. And how does ongoing development impact climate change in our community?
- Single-track bridges are broken. Inside passage needs a reinforcing wall where a tree has fallen opening the hillside. I would like dog owners to have access to all of the single track trails above Northern Lights..
- My expectations are very low, so the question about what does not meet expectations is useless here.
- The paved trails project lacked input from the hiking and biking community re: crossings, trail reconfiguration, etc. Messaging was missed with confusing idiosyncrasies. Massive project for few people that affects regular membership. Pay attention to members please
- During the summer, I have found on occasion that some trees come down across teh hiking paths and has taken some time to remove. I realize there are lots of trails so it is hard to cover them all off. Keep up the great work.
- Lodge is dated and misses on opportunities to provide a food facility - look at what Hart Highlands ski lodge provides.
- less focus on races and more for club members so many lost ski days last year due to races
- Once the season is in full swing and we have adequate snow ...the grooming is fantastic...especially when there are hosted events.

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- single track trail maintenance in both summer and winter is faltering
- They are fine as they are, no need for expansions.
- I do not see volunteering as a service that the club provides to members. Competitions last year interfered with recreational skiing. If we continue to hold these large events, then the services provided to members will continue to suffer.
- More dog ski trails would be appreciated, as well as more lighting on non dog trails

Tell us more about membership fees.

- very good value
- best value for my dollar - I use this facility year round. I would be willing to pay a small amount for a year round membership...say another $50 a year. I run, bike, hike and ski at Otway and I am always using the bathrooms....I appreciate the never ending supply of toilet paper, hand sanitizer and clean outhouses.
- I only use the dog trail in the winter and it's often not groomed well
- They are expensive especially given the past winter.
- More effort has to put into ensuring that skiers have ski passes. A big effort at the beginning of the season and into January. I understand that inflation keeps driving costs up. However, we are one of the only significant ski operations that does not offer seniors pass discounts.
- Yearly increases are making membership costly. Nice to see a early early bird discount this year
- Cost keeps increasing
- Getting to expensive for what I use.
- It is really good value
- student membership fees are too high
- In general yes. Last season was rough due to conditions, could only use pass a handful of times. Would appreciate some type of recognition for retuning members after last year - maybe an extra free day pass for a friend, or a member appreciation day during the Easton with complimentary snacks.
- They have been creeping up with no discernible improvement in immunities and services for recreational skiers.
- I estimate you receive around 0.5 million in memberships fees. This is more than enough to ensure the trails for members are groomed and maintained to there highest potential everyday. Last year the trails were not groomed and maintained to there potential. This is unacceptable.

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- Of course it depends on the type of winter we experience. But overall, we use CNSC for biking, frisbee golf, and skiing year round. This allows us to feel better about investing in an annual membership. I have heard a few people say that the annual fees (for a family) are getting too expensive. Something to keep in mind so that we are not pricing people out of membership...much like seems to be the issue with downhill skiing.
- How is my money being spent? Why was Kevin Peterson paid $100,000 and members not told? Why are the staff quitting? Why were non-competition trails not groomed, especially after large snowfalls? Where our grooming staff too exhausted from working on trails for the competitions? How much of the staff's salaries were paid by funds for competitions???!!!
- Best deal in town.
- Like everything everywhere - costs have gone up in the last few years - and it is harder for some members to justify the membership if they are not avid users oft he trails
- Too expensive
- too high… even Vernon's Sovereign Lakes has a Seniors rate!!
- On a good snow year, I believe it is worth it.
- Competitions are starting to eat at the worth of the membership fees because if trails are open to members they are difficult to access.
- I can afford it but it is too high. SDP is too expensive especially since the kids already have to get a membership and the coaches are all volunteer.
- Membership fee seems high some tears, as the weather greatly impacts the amount skiing I can do.
- As a senior on a retirement income $25 for a day pass for ski x 2 = $50 for a couple to ski is unaffordable
- Membership plus jackrabbits is well over $1000
- I am happy with my fee as I use the facility as much as I can. However, my wife is only out on a limited basis and is uncertain how often. It makes purchasing a membership a risk so she tends to not purchase and then doesn't tend to ski as daily cost is high. A better introductory pricing structure would be helpful
- I think it's a fair cost for the access we get as members. However, sometimes the races that are held are restrictive to the public and take trails out etc. I feel sometimes that races are put as a priority over the general membership and it should be the other way.
- A sound business plan should be the prerequisite for new projects not the available grants.
- No senior rates or punch cards
- It's getting up there. Can get a season pass at P.K. for $600.00.

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- Are club fees are among the highest and the only one with no senior rate. I have heard several family's say they find the day pass to high. o not come because the the day pass is to high.
- I just joing as a day to day skier
- I'm gainfully employed and can afford it; I'm also not picky, so I ski the trails in mediocre conditions. But I've talked to lots of people who feel that the annual membership is getting too expensive, especially given that with climate change, there are less and less excellent days to ski. I'm also not the biggest fan of the costs going up each year with no explanation. I think the Club should be more transparent about why the fees go up each year.
- Interesting that the paved trails are entirely funded by grant money. Annual memberships are pricey compared to other ski areas in BC and with the significant increase of membership that occured in the last five years I am curious why we again saw an increase in our annual fees. Some transparency in social media might help me understand why as a financial report is challenging to decipher strategies and breakdown of income versus investment.
- The constant increases are worrisome. I'm glad to see tourism is putting some $ in to the staffing. I am very concerned that the club is paying for race management
- I look at the fees at other clubs. Canmore $130 , Kimberley less than us. Just maybe retirees ought to get a break.
- I would like a better break down of where fees and program costs go. I would like to see summer program fees go directly to maintanence, upkeep and development of the single track bike trails
- Very affordable
- The club needs to ensure it doesn't get too expensive and it needs to offer a senior rate
- Grooming for dog trails should be equal as none dog trail
- I think it's a bargain with great track setting , lit trails and supportive staff
- Year after year, the club promised to revise accounting methods in order to disclose the true allocation of resources (such as grooming and staffing) between recreation, competition, and other events. This promise has been broken every year. Annual financial reports are not clear and when questioned at annual general meetings, answers were vague, unclear, and incomplete. This effectively hides what is really going on. Fees increased last year far more than the rate of inflation without justification or explanation. This arouses the suspicion that general members are being "used" to provide favours and benefits to select groups and/or special friends of dominant board members. What is the board hiding? The preamble to this section of the survey is vague, self-serving, and misleading.

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- as a skier that primarily enjoys recreational skiing with access to CNSC usually only on weekends, grooming priorities for moderate to advanced terrain seems lower outside of the courses used for race events... additionally, regular race events block access to many of the runs to provide racers with a range of racing/warm-up terrain... this can diminish the skiing experience for season pass holders who are trying to ski recreationally on weekends.
- Exceptional value for the fees. Our family also appreciates the reciprocal agreements.
- Totally reasonable for all that we get to enjoy
- Average single adult
- I'm happy with my membership. It's a beautiful facility that is always taken care of and being improved and it's such close access I can go everyday.
- It's OK.
- Already did
- I think they are a bargain for what is provided. I know the events and grants greatly subsidize the user experience and facilities. I would like to have more of a social scene at the club day-in and day-out and would be willing to pay a bit more for that - so people don't just drive in, ride/ski, and drive home.
- Because of the factors noted in answer 19 I feel that this years' skiers with memberships from last year should have received a much greater discount than was offered.
- good value
- Thank you for asking. Didn't know you would so already stated my response in an earlier question
- Should be cheaper
- Fees are currently manageable and reflect the costs to operate the facility. My only concern would be fees becoming out of reach for families that would otherwise make use of a membership.
- Very weather condition dependent so unpredictable value
- Expensive if you don't ski often, but we value it.
- Good value
- The membership fees seem pretty high compared to the rest of the province. I don't like that kids in the ski schools have to have a seasons pass too. At Golden's nordic club the jack rabbit kids's seasons passes are included in the class. That's good incentive to create life longer skiers.
- As mentioned earlier, I bought a pass last year that was meant to include some extras like a ski lesson and ski waxing lesson. There was no information about how or when to access these extras and when I did reach out the response was unsatisfactory- no follow up.

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- At upper limit of acceptability
- I already bought our passes for this year so hope I am entered for the draws. I was surprised to see early bird is just starting now, I was getting emails a month ago.
- There are no perks for a family of three sadly. Family membership is no cheaper for us that each buying our own. Plus we pay for lessons for our child with no discount.
- I find the membership fee excessive especially considering the size of the club. And no senior rates???
- The emphasis is on a national spotlight rather than recreational pursuits.
- Membership fees are more than reasonable. CNSC has been very successful in paying for infrastructure by grants, hosting competitive events, and donations. The membership rates are very competitive to other facilities across the country that have significantly less infrastructure.
- I think they are great value, one day ticket at Whistler downhill is same price! As a senior I ski every day when conditions allow so I don't think there should be senior discounts. We as a family are going to sponsor a km especially as there will be a tax receipt
- don't use any of the benefits
- I only hike and attended bird watching. I'm not sure that purchasing a membership would warrant the cost for those 2 activities
- Annual membership fees are very reasonable
- The club has not done a good job at being transparent about revenue versus expenditures. The revenue generated by membership fees and SDP programs should be used to further programs and infrastructure to be used by all members versus being used to finance infrastructure and programs that are solely for the benefit of those members or international athletes who are involved in competitions.
- Seniors should have a discount.
- I am a Lifetime member
- I am a flatland classic skier. The weather was not helpful, but much more effort needs to be made ensuring that every day, there is worthwhile and safe skiing. Last season, the trails were disjointed, debris was groomed into the snow (very dangerous for classic skiers especially those with the skin Tex skis) the tracks were uneven with the outside lane in lower soft snow, the tracks need to be wider so that the skaters don't destroy the tracks within minutes of being set, and above all, classic skiers need continuous tracks. No, my membership was Not worth it last season.
- Competitions should include in their budgets: staff time for snow making, grooming for competitions, clearing parking facilities for competitions, and wages / grants for event organizers / champions (e.g. Director of Competitions). In addition all electric costs for competition trail lighting and snow making and fuel and depreciation of grooming

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equipment should be paid for out of a competitions budgets. None of these costs should come out of general membership fees.

- The cost was too high for the short season
- I truly appreciate how affordable it is. I am happy to support fundraisers and would definitely buy CNSC merch! (Hoodies)
- Including fatbiking to activities would increase memberships
- They are very reasonable given the breadth recreational options provided.
- A reduced rate for seniors would be great! But I realize that is likely the demographic with the highest use, so a senior discount is probably counterintuitive!
- The most used trails are the dog trails. These trails should be a club priority
- The fees have increased significantly in the last few years and are a consideration when deciding on whether to become a member or not.
- i think the price is very affordable given how much i use/love the club
- We're happy to pay our membership for the winter, we use Otway trails year round so the cost is definitely worth it
- I would like to see more transparency around the budget
- Would be nice to get a reduction locally for waxing/tuneup/new equipment OR have someone on site occasionally that you could pay to do a wax/tuneup.
- still a pretty good deal but there are shortcomings that need to be addressed
- I think it's good value, but then I hear about how last year the snow guns were used when it was too warm and were spraying water because people were freaking out about the snow levels before the international ski event. That's $10,000-20,000 / hour of 'snow' making, and no matter where that money came from to pay for that, that is a waste of money and a poor use of people's time and money
- Too expensive for day rental including equipment rentals. No one beginning to ski will ski for a day! Suggest a morning / afternoon rate, both the same price, reduced from current price
- The membership fee is high, especially considering all the other sources of funding that the facility recieves and the short season that Prince George has been experiencing over the last several years.
- seem on the high end
- I will always be a low-skill recreational skier. I increasingly feel the club is focused on advanced competition and big events are now limiting my access to well-maintained ski trails.
- Money is going into things that I do not value (e.g., paved trails; biathlon range) and that undermine what I do value about Otway (nature experience). The board pursues this development, which in my view does not fit the current purpose of the club (recreation

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for the membership and the community), without the proper authorization from the membership. The amount of development at Otway has trashed the lower part of Otway.

- Price increases don't seem to have increased any noticeable value for our family.
- Membership fees grow without proper explanation to members.
- Daily use fee is way to high and discourages new participant exploration of this facility
- Too high. Seniors should be given a discount as per question prior! Try to encourage members- high fees don't attack members. Check for yourself…. Sovereign Lakes prices are lower and still include the fee you add on!!!
- I understand my memberhsip covers off summer use of teh area. Why isnt there a summer fee for just summer users. This feels like a missed opportunity to assist with trail maintenance for example.
- Skiing has become too expensive for young families wanting to get into skiing.
- Unclear on what my membership provides me in the summer
- likely will not get membership this year no seniors rate too expensive too few ski days
- would like to see a discount for seniors.
- It occassionally feels that the race side of the club is privileged over the recreational side.
- Fees should be less due to warmer climate at location. Location is often icy or ungroomed due to weather. Price is comparable to sovereign which has much better grooming and snow, longer seasons
- They are very affordable and definitely worth the money especially now that the club has snow-making capabilities.
- When there is no snow we should get rebate on annual membership
- too high, especially with bad weather conditions and lesser visits
- pricey
- I don't use the benefits, I don't travel, I just go to Caledonia
- I wish it was a little more affordable, especially since I use the bare minimum of the services here. That being said, I understand there's a lot that goes into it and I'm grateful to have a place to come and ski in PG.
- Too expensive compared to other clubs. I like to classic ski and grooming favours skate skiing. Would like to see punch cards.
- Inflation has affected the fees but they are still affordable. Any higher and they would approach not affordable for me
- I would support increasing membership fees if needed to augment developments in facilities, equipment, and trails.

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Tell us more about 2024/25 memberships.

- I'd love to subsidize the school programsl programs and family passes but the competitions only serve a select few privileged members
- Waiting to see how the paranordic legacy funds will be used
- I was not happy with the grooming efforts made for recreational skiers last season. Granted there were challenges. Classic skiers really suffered. The grooming patterns made little sense to me and I have done much grooming.
- Lower the drop in fee.
- For those that are frequent XC ski trail users the fees are affordable.
- please don't cost us out of participation at the club. Maybe not accessible for average families?
- An explanation is owed as to why these are increasing in recent years and what the expectation is for future increases. How satisfied are you with the Process Put down I can figure I can figure out how to renew eventually
- Despite the poor performance of trail grooming and high membership fees. This is the only ski facility in PG for me. Therefore I have no-choice but to renew my membership at this unreasonable cost to adequate grooming ratio.
- $650 for a family membership, getting very expensive
- IF I had an option to ski somewhere else, I would not by a membership at Otway. Moreover, most skiers that I encounter on the dog trails do not have visible membership passes, which suggests they likely do not have ski passes, but the rest of the members have to pay for the dog trails. And we avoid using them because of the ongoing dog attacks.
- Expect they will continue to trend upwards.
- I renewed my own membership - but not for the other members of my family who are less frequent users - as it is too high of a cost for us at this time.
- Is it legal to charge more than 2.4% as a fee for payment with Visa / MC? That is the limit.
- We should stop playing games with early bird discounts i.e. changing the deadline is a poor habit. Losing faith and trust in the directors.
- Will purchase day passes as needed … poor conditions weather and grooming we did not get our membership value
- Pricing could be better structured to encourage multi-day ski use rather than single day…a punch card for instance…at a reduced rate.
- Waiting to hear how the Club balances “world class” aspirations with services for recreational skiers.

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- No senior rates
- I have yet to see the fees, nice if tyhey have not gone up.
- Already bought it. Fingers crossed for snow and more attention to red skiers
- I will continue to get a membership but I do think a greater emphasis needs to go on the rec skiers at the club
- Already purchased ours - thanks for the early early bird code
- I feel like an outsider, excluded from involvement in a club. It's just transactional. All I can do is pay to ski and hope that the fences and barriers do not get in my way.
- regularly bought a family pass for past 15+ years...
- I have no problem with the cost. I can't even imagine winter without Otway
- I've already purchased mine!
- Need more local discounts.
- i find i'm xc skiing less. I'm busy with other activities that don't bring me out to Otway.
- I think even the skiing last year at Bear Lake as part of my membership - early skiing was a real treat in a short season.
- Advertise outside of the group that already uses the facility to bring in more memberships - perhaps then you would seriously consider lowering the fees. I don't see advertising on Facebook or other social media. Word of mouth is your best and it is free but right now the word of mouth I hear is the fee is too high for those living on a lower fixed income. I guess by now you are noticing a theme here...
- Should have more perks
- Purchased
- family membership
- I did not purchase any extras this year because it wasn't worth it last year.
- We value living in a community where there is a ski club 15 minutes from town! We want to support this so we buy a membership. But again this club is very focused on competitive skiing and forgets that they are a service to the community. I would love to see it more accessible both financially and with with activities for people who are marginalized or less active. PG is beautiful in the winter and the trails remind me of this. Others could really benefit.
- Only groomed skiing in the area. Pretty much have to renew.
- Already renewed
- Have already bought them
- I want money for trail maintenance to enable skiing by members not withheld for events. Members support events so they should be able to ski.
- Super excited about the upcoming season, both my wife and I got the super early bird rate

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- Was not satisfied with the ski grooming last season or the season before.
- Family
- Definitely if there is a trial of fatbiking on designated trails!!
- Incredible value for the money.
- Super early bird was a great idea - especially since I won a prize!!
- Seniors Deserve a discount
- Already purchased
- I have one
- Prepared to take a chance on the snow - paid early membership already in an effort to support the club. there are many this year who do not have this sentiment.
- I'm waiting to see about the snow. Feeling really sad about the ski club's direction. If I saw a sincere effort for thoughtful planning for recreational skiing given the challenges of climate change, my hope in the club might be restored.,
- Members feel alienated by the autocratic way the club is controlled by a clique of glory-seekers who are not sensitive to the wishes of members.
- I have already purchased it and appreciate a discount if buying early.
- no senior rate very expensive compared to other facilities in Canada
- I feel that I didn't get enough ski days in to make it really worthwhile... though I got out most every day that had decent enough weather and snow. it was borderline on cost efficiency for me.
- There should be reduced rates for members over 60-65yrs of age
- am pondering how much snow we are likely to have as last year was a bust for me
- I appreciated the super early discount, especially after last season of disappointing snow fall
- I'm waiting to see if the snow arrives. Not interested in skiing a 1 km black diamond loop for a month.
- Already bought it!

Tell us more about membership renewal.

- Happy to pay for a Pooch Pass too if it resulted in more grooming on the dog trail
- My husband does it so its really easy
- have never had any difficulty renewing online
- I now know how to negotiate the zone 4 site, but it's taken years!
- The processing fee to order passes online is way to high. The only way to get the 10% super was online but $20 gets lost to process fee

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- At some point increases in fees and reduced ski days for recreational skiers will make renewal unlikely.
- Works fine but those fees leave a bad taste in my mouth.
- What is the point of question 24? It looks as if you are worried you are not getting all the money you can from us.
- Seems to work fine.
- The online portal is confusing. I figure it out but it's not the most user friendly.
- Glad to see office hours for renewal this year. Last year office hours were listed on the voicemail but no one would answer the phone so one would have to drive out to find out that no one was there.
- Need to stop changing the parameters for discounts. Communicate what is going to take place instead of playing this silly game of extending it!!!
- I don't really prefer your website
- Was straight forward online.
- Why isn't the fee schedule included with the renewal reminder email?
- again, email... it would be nice to be able to easily access what the fees are rather than just being redirected to a membership renewal page that makes you go through all the steps to find the pricing.
- We found it very easy . but stopped at the huge credit card fee. that adds another 18 to our bill.
- Not yet renewed
- The form is not very user-friendly. Also, the prices are not posted until I enter my name. I wanted to get the Super Early Bird discount, but it looks like it's only a 10% discount on the regular price. The usual early bird pricing is a better deal.
- It would help to stream questions via a "do you want to volunteer" or "are you a racer" then potentially avoiding a lot of responses for the obvious majority of skiers that are simply recreation based.
- The credit card processing costs seem outrageous
- Having to find the discount code in the newsletter was a bit annoying. I missed it and paid more!! I guess that's my donation for this year
- Smooth with the saved info on Zone 4
- Big hassle to find information about rates, whether searching the website or trying to fill in the awful application form.
- I'm always excited to get the email that the new season memberships are available
- Website better now with prepopulated names from previous year.

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- There should not be a service charge for renewing on line as it does not require any paid employee interaction and puts money into your coufers long before the season starts regardless of the snow conditions.
- It is 2024. Stop charging the credit card fee when registering online. Take it from the point of view that the individual is doing the work themselves of registering and you don't have to. Do you offer e-transfer options? Might be an idea.
- Zone4 is always a bit of a hassle for any registration but it's not a big deal.
- I appreciate the availability of the SUPER EARLY BIRD discount
- I have used zone4 enough that it is easy.
- wish there was more advertising about the super early bird pricing
- Cash cheque days are a nice way to save on the processing fee, however staff didn't seem happy that I paid with cash because they had to make change. Not many people use cheques anymore. Maybe set up EFT?
- I find it irritating if I miss something, most of my information disappears and I need to renter.
- The website is terrible and I had to try three times. Then I had to reenter all family members. Again, not sure if it is cheaper for a family of three to register induvial or together. Also no where to put notes about childs ski ability/requests. Lastly, the credit card fee!!!! I went through the whole process and then was told there was a ridiculous fee. This needs improvement. Again we support the club because we appreciate living in a community where there is one, but somethings can really be improved. Website renewal being one of them!
- Keepit simple!
- Zone 4 worked ok though I'd be happy to provide a cheque or e transfer to avoid zone 4 credit card charges
- Gee you don't get help until after the early bird rate is gone. It wasn't hard for me/us to do it early but not necessarily so for others.
- not clearon early bird discount
- No problems renewing online
- A penalty for credit card use?
- Slightly cumbersome using the website
- I renewed in person
- I found the Z4 interface confusion for a few years but now understand it
- Easy on line but would prefer to pay in person to avoid credit card charges. Paying at the office was not feasible for early membership

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- More information about the ways to renew, earlier in the summer for those new to the community would be helpful. I did not know about the cash/check days, which would be a preferred method.
- I dislike having to pay credit card fees for online membership renewal and I can't wait for the cash day because sdp fills up too quickly.
- It is very difficult to determine how and when to renew memberships because of unclear explanations of discounts and the sign-up interface
- too many extra fees added to already over priced fees
- There are a lot of details in the sign up questionnaire that could be made more efficient. I often have to go back 2 or 3 times to find something in the long list that I missed.
- I don't love the website, but user friendly
- I wish there was a punch pass option for people who might not be able to ski all season.
- Portal is not intuitive

What else should we know about discounts or special offers?

- last year the office was closed until mid-Jan so I coudn't pick-up my membership, therefore couldn't get reciprocal discounts
- Seniors rates equal to student's rates.
- have always appreciated reciprocal discounts at other ski facilites
- Yearly
- Current cost is okay for racers or people who use the whole facility 20+ times a winter, but too expensive for those of us who don't.
- I make regular use of reciprocal discounts at both alpine and Nordic ski areas. One of the most significant benefits for our family
- 10% discount is immaterial on membership early bird... the other discounts and special offers are to complicated to be worth using. I support local. Are these benefits available at stride and glide?
- It would be nice to have a less expensive option for out of town guests who want to ski for an hour or two.
- We need a handout so we know what they are. Better communication with Hart ski hill so the discount is applied more easily.
- Why no seniors discount??
- see above
- Thank you for giving at least something to make it a little cheaper.

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- I saw that this year there were benefits for children of SDP coaches (waiving of course fees). This VERY long overdue
- I signed up for my membership on the super early bird, but I missed the fact that there was a code. That was a bit annoying so I didn't get the extra 10% off. I'm busy I'm paying a lot of money please don't make it complicated
- Waxing workshop is listed but is it actually available?
- Senior rates
- no point giving an early early bird special then loss most of it to credit card fees so we passed.
- Bring back life memberships
- They don't work; the regular price is not posted anywhere, and neither is the regular early bird price, so I don't know what discount I'm getting with the super early bird pricing.
- Almost every other sport has a senior discount. The early bird pretty much offsets the taxes on an expensive membership.
- The process and prices should be spelled out on the website. Finding prices at the end of the process is unfair
- Reciprocal are so great, we use them at other nordic and alpine resorts
- Seniors' rate please
- Keep it straight forward rather than as a way to get members to read the newsletter
- Keep offering them. Even though I'm not using them now, I know others who do and I may in future.
- The super duper discount game was ridiculous and insulting. It's offensive to try to induce people to read your newsletters. They are either worth reading or not.
- buddy pass for members are good, getting discounts for other nordic areas is helpful for seeing other courses
- I use reciprocal deals at ski hills occasionally and appreciate them
- More local. Food/gear. Gym memberships
- See 25
- Don't exist for seniors
- not sure if you punch cards but they would work for a reasonable rate if you don't use the trails alot
- The extra early bird was nice
- The discounts sound good, but I haven't used them. Maybe we need reminders. Local business discounts would be the best.
- wish there was more advertising about the super early bird pricing
- It only covered the credit card fee so not really a discount or a special offer.

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- Senior rates???
- The special early bird offer with help should be available in person
- Senior rates could be a bit more generous;)
- reciprocal arrangements are not as good as last year (i.e. Powder King, Marmot basin)
- I am annoyed at the number of free ski days.
- If you provide a discount of 10% for the SuperEarly Bird before September 15th, please provide an office day, so people don't have to pay credit card fees!
- Advertise/promote them more. I don't even know what they are really.
- After last year paying for membership and no snow year no ready to commit before we have snow
- love the early bird discounts, happy to have the super early bird discount this year
- See above suggestion re wax/tuneups or equipment discounts locally.
- More please! And down south clubs too. Would be nice to get deals for some of the Okanagan or coastal ski clubs
- Difficult to use the benefits if poor snow season
- It is practically impossible to use these special offers because they have limitations and conditions. Lots of fluff; no benefits
- See comments above
- I would use more 'introduction to' discounts, where the club invites community to try walks, hikes, interpretive walks, biking, fat biking, snowshoeing, sleigh rides, sledding, tc
- why no senuiors discount most clubs offer them
- Discounts for seniors would be nice. Does the City of PG contribute to funding facilities or maintenance? If not they should. The early bird discounts are not huge by any means.
- I like the free ski pass for a friend when you buy a seasons pass
- not aware of any
- i don't use the discounts & offers but will perhaps look them up and use them this year
- It was nice to get the 10% off this season's pass since the snow last season didn't stay very long and I think most people barely used their passes.
- costly for seniors
- Office was closed so much in Dec and Jan that I couldn’t pick up my pass and missed out on getting discounts.
- Extra early bird was a nice incentive after the poor season last year.
- Would like to see the 10 pass punch card for people who can’t use a full membership.

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Please tell us anything else about our budget and fees.

- Looking forward to seeing the financial report at the AGM. Is the board not planning to get membership input on spending paranordic legacy funds?
- Provide some insensitive for skiers to have visible passes.
- I am able to eat the cost of membership but some cannot. We need to keep this sport accessible to all or find opportunities to subsidize low income users.
- If membership was annual, I.e. summer and winter inclusive, I would pay more
- I don't feel like membership fees were used effectively last year. While I appreciate that there were events being held, it felt like those were prioritized over the members who pay to help make those events possible. Bear lake was a nice gesture but it's too far and I'm irritated that there were no good discounts offered to previous members. 10% off with $17 online processing fees and no opportunity to use the discount in person feels insulting.
- How do we know what the budget is? If a detailed and coherent budget is presented to the memberships it should be done so well before the annual general meeting.
- I would need to see better grooming efforts and mountain bike trail efforts to justify a higher fee
- As stated, I feel that our current annual fees should cover off summer use as well. Adding more fees to cover summer trail use will discourage users; those people will divert to other trails around the city
- Why are members paying for staff to work on races? If we have SOOO MUCH MONEY coming into the club from these races, why does the clud leadership insist upon using member fees to pay for staff to work on races and not on serving members and maintaining non-race trails? Why does the club leadership refuse to address this issue?
- Good value for the money. Best in town.
- How about a seniors discount
- Would like transparency about who is being paid--not how much but WHO.
- Please try keep the costs down.
- I feel like a lot of staff time/ energy goes to the competitions versus the daily community user.
- Options for mid income families to make otway more accessible
- More transparency please.
- I am a full-time university student, and am neutral about fees. On one hand I wish that they were more affordable, but on the other, I respect that the club needs to have revenue.

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- It is expensive to run a facility of this magnitude and class, and it is understandable if fees need to rise. If we're able to use our pass at a great variety of nordic and downhill venues, that would be a plus.
- We are already on the fence about paying what we do. And no we would not pay for summer use, no where else do you pay to use single track. in
- Payroll is absurd, use volunteers more
- I mentioned this already, but I think the Club with start losing members if their prices keep going up each year when the number of good days skiing goes down.
- Cost is an area the club needs to pay attention to. We are now excluding potential membership who are already making lifestyle choices based on cost. Pay attention as the community at large is experiencing economic pressure unlike we have experienced in decades.
- We should not be spending money on securing races and running them. If we can't do it in house, we should be using grant money.
- The number of bikers in the summer is large. There is no fee for that soooo? Possibly year round membership or Summer and winter separate. Just glad to see good use of the facility
- How do we compare vs other clubs?
- Paying some people for roles on the competition/organizing committees needs to be more transparent. A paid volunteer coordinator position would be beneficial for the club. There are too many volunteer lists within the various events and some people get asked too often and some get missed.
- Avoid a situation where the recreational skier is subsidizing the race program. Racing should be stand alone and be financed by the families with kids in the program
- I heard complaints last year about the fee increases being higher than other ski clubs in the province.
- I love that this is still an affordable activity and I would love to see it stay that way
- It's absurd to ask members for more money when you do not make full disclosure of how it is being spent or how much comes in from grants and other revenues. There is no proper disclosure of how funds are being allocated and budgeting for the future is abysmal or non-existent. For example, how much of the grooming costs are allocated to competition budgets and how much is budgeted for paved trail maintenance?
- grooming staff are gold, they should be paid as priority... the club has some very expensive equipment to operate and maintain compared to what you see at many other smaller nordic clubs, lots of diesel to push snow with a monster snow cat, would smaller, lower energy footprint approach bring annual operating costs (insurance, fuel, repairs) down for members and give more money to pay grooming staff?

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- Couldn't select >1 answer for #28 but we would be members no matter what and could understand a fee for summer use
- I have been told it is annual for all seasons
- I would love to pay more if my personal budget allowed. I always want to support this facility. But right now for me I'm able to afford it at its current cost.
- Na
- Bring back punch cards
- you should remind people what the current fees are when answering these questions.
- See 25
- No, I think you have heard enough from me. ;)
- Forget increases to winter membership could become prohibitive. I would consider a fee for summer use depending on what that looks like
- I think fees were already raised this year, and we paid… so I guess we are willing! But there is a limit… Nordic skiing should be affordable.
- I would pay more if the grooming and attention to youth programs were reflected in the increase.
- I think you should have a sliding scale membership option. Also punch cards. Also an option to buy someone a day pass.
- Costs go up as grooming languishes.
- I would have also checked the box for pay additional amount for summer use. I think the winter membership fee is competitively priced. I would pay more for an annual membership or split into two memberships - winter and summer.
- I don't use it in summer a lot but would be happy to pay a combined winter summer fee
- If the club is going to be a year round club not just a ski club, there should be fees and staffing. Disc golfers should have some sort of user fees. And im not so keen on bottles left around or smoking (of whatever; it's a fire hazard) by some golfers. And I don't know enough about insurance for other users (cyclists, hikers….). I worry about liability.
- There will be a time when I may not renew my membership, depending on the price increase. I would go back to skiing on the trails in the forest. Costs keep going up and up, I get the professionalism of the situation, everything needs to be bigger and better and more events etc. But some of us just want to ski.
- I would be willing to pay a small fee to attend birdwatching. I would NOT pay to hike in the summer
- Money is tight being a senior, but we make getting our membership a priority
- Budget needs to be more transparent!! Paved trails cost needs to include maintenance as well as simply the cost of building them.

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- There are people that use the trail for biking and hiking in summer, however they are not skiers in winter. They should be charged a summer fee.
- When you say check all that apply in 28 above, why does it only allow one response?
- Member fees are consistently going to support competitions (through staff wages for grooming, snow making, lighting, and for equipment use). General members see very little benefit from hosting these competitions. For example, Pine Flats, our gateway into the club for new skiers, has had no lighting or snow making equipment installed, except for those portions that are also part of the competition trails. Also no members fees should go to the paved trails as these trails are for "elite level competitions" only. Costs for sweeping (including buying the sweeper) and paved trail maintenance should be entirely born by users. Also, a fund should be established from paved trail user fees for eventual decommission of the trail at the end of its life.
- I understand cost increases Within reason. We are all struggling to make ends meet and I'd hate for membership to decline because cost becomes prohibitive. You could offer a volunteer discount to regular members. (Ie: 10 hours of volunteering= $100 refund) School PSG groups do this.
- Willing to pay for fatbiking option
- Should be adequate to build a reserve fund.
- No charge to ride phdery and trails are in better condition need more trails and maintenance if you want to charge for biking
- Excellent value
- Thanks to Kevin for the time he puts in aoplying for grants etc.
- Question 28 is fraught with problems. I would be willing to pay more but only under conditions of club financial transparency
- #28 doesn't work. Current service level is marginal.
- I do not believe the fees should be increased
- I don't know why there isn't a senior's rate.
- Only issue last year was lack of snow impeding access but 💯 understandable given weather - facility will be affected by climate change ongoing, and snow making did a lot to mitigate
- The financial statements do not accurately reflect how resources are allocated; for example, between recreation and competition, so we cannot assess what we are getting for our fees, and questions about paying more are inappropriate.
- Summer use fees would be a significant challenge to administer and monitor
- If you are given grants and donations then reduce your fees!!

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- I think children and seniors should be differentiated more from adult memberships, family of four or more memberships should be bundled so costs are lower than buying seperately
- The fees are getting too expensive!
- I buy family memberships as gifts so please don't raise them 😂
- Summer use is a nice way of making people aware of the facility. if u start to charge they will probably move to Pidhurney
- Without knowing the amount of snow a year, it is a gamble to know if the membership is worth it
- Cost creep
- Budget is a fidget. Lots of important financial information is being hidden from members. Like Kevin Pederson being paid for his role in the paranordics
- I am willing to pay a little more, as above, but not much as the current fees are approaching my limit. I would suggest adding a donation box for summer use to encourage people, but not to mandate it

Tell us more about CNSC communication and engagement.

- Last seasons equipment failure, which explained to some extent the lack of grooming (while understanding the reduced snow base) was not communicated in a timely fashion.
- The perception is that all major decisions by the club are done without engagement with the membership. If this is to change, great deal more information about forthcoming issues to be discussed at the AGM must be provided to the members prior to the meeting.
- The trail grooming report should only be factual and objective. Like a weather forecast. I don't need all the excuses, story telling and jokes after I see that the grooming wasn't done sufficiently again.
- Complete failure to provide us with an opportunity to have a say in what happens at the club. For example, we will only get to meet to see the new club policy AFTER it is completely drafted. Why not while it is under construction? And the finances: When will we be told about Kevin Peterson being paid $100,000? And how much of our membership fees support these big races, both directly and indirectly?
- Maintain the balance
- The only complaint about Nordic pulse is the information is often too slow to be posted. Sometimes erroneous.

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- I wish that the ski trails came up on trail forks. Most people have that app who hike or bike.
- I didn’t know tge web site was changed until this survey. Looks better than the old one
- Emails are fine
- Really enjoy the weather and web cams. The club has a great vibe, but would enjoy more focus on the recreational skier experience.
- I do not like the social media focus. I like newsletters. Posting info on the website would help me as I do not use social media
- Using various tools will increase engagement with different demographics. It can’t be one way or another (newsletter vs social media). There are various tools in the toolbox that can be used for different things
- As Tony the Tiger would say “it’s grrreat!”
- Newsletters could be sent out more often so they aren't as long. Information gets lost when the newsletter has lots in it.
- Your very best communicator is the person who writes commentary in the grooming report. It is clear, informative, honest, and amusing. Also, the grooming staff are highly responsive to the wishes of members. Member engagement is sorely lacking with respect to big decisions such as expansion of trails and big projects. My impression is that the board does not care to ask members or deliver what they really want. Further, they don't respond to surveys like this and will probably not publish my comments.
- The communication seems to have moved to social media which is frustrating as I don't use social media. There does not seem to be much on the website anymore.
- Increase info about closed trails
- The website is great and I love and always read the newsletters.
- I've noticed sometimes I am unaware of events happening at otway even if I've checked nordic pulse. Sometimes it is not clear when the event is over.
- Na
- I'd like to see Nordic Pulse have a tracking function, so skiers could use it for navigation. This is a no-brainer. Cub needs to have trail maps active - most folks using phones.
- Short but specific headings in emails to pique interest to click on newsletter/website. Some important details are currently lost by not being in the headlines. A good example of a well written email is The New York Times 'The Morning'. Also, some important things, such as this survey need to be in weekly headings, not just one.
- I appreciate the email newsletter. I better "Follow" on FB and Instagram! Don't know why I have not thought of that!
- The increased efforts on communication is noticeable 👍

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- A few years ago, some communication was only on Facebook, which is not okay. Much better now! Social media should only be secondary to email and website.
- More presentations and reports by board and less self/congratulatory speeches & glad-handing.
- Too reliant on social media. Newsletter is great. Would like to see posters in wax room and bulletin boards
- Nordic Pulse is a very powerful communications tool. The groomer's report is very much enjoyed as it informs.
- The write-ups on the grooming report are entertaining and informative!
- Friendly staff are such a bonus
- Has the website changed since the winter? I used it nearly everyday for the grooming report. I haven't looked since the snow disappeared.
- I find the email updates very useful
- Good that board minutes are now published.
- Love the grooming reports! 😁 I love Nordic pulse and the webcams.
- Keep up the good work
- Too much social media posting. I felt like some days last year the club was posting like 3x a day. No thanks. There was also a time where the newsletters didn't come out and no one knew what was going on, I did not appreciate that. The kids ski lesson sign up is also poorly communicated, it opens up without any announcement and then it's super hard to get a child signed up for bunny tots and other lessons
- It has improved over the past year
- What engagement?
- I would like the bad news, not just the promotional rah-rah public relations promotions. When the club fucks up, tell us about it honestly instead of hiding the truth.
- It is great to get updates. The challenge comes in the decision making process of the board, lack of committed, lack of input.
- Far better that it was 10 years ago, I would like to see more reach into the Prince George community, and across northern BC
- Nordic pulse grooming reports are good... though some of the info like weather conditions and webcam could be improved. i.e. I think last year the weather conditions were in imperial units and generated somewhere in the states?
- CNSC communication is one way. For example, I have sent feedback as requested by the board (strategic plans, paved trails etc). Sometimes my input is not acknowledged as being received and I rarely if ever get a response to any of my comments/questions/concerns. Almost always I never see any of my concerns addressed in things like the strategic planning process. Communication is also very one-sided. The

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club can often provide a planned activity/project as a black and white issue: that there are no potential downsides/concerns and as such seems unwilling to provide information that relates to potential issues in relation to planned activities/actions. This is most certainly problematic as it can provide members with a potentially distorted view of a planned project. When concerns are then raised, the club instead of acknowledging these concerns and discussing them, has at times, either ignored any concerns or has tried, via communication avenues to discredit and/or downplay potential concerns. I am also so fatigued by the description of the club as a 'world class' facility. In my mind the club is a long way from being a 'world class' facility as there are significant challenges from a number of different perspectives that I will not go into here. I would like to see the use of this term dropped. In terms of engagement, engagement from my perspective at CNSC is by means of informing the club of decisions that have been made and then for some reason asking for comments/concerns after the fact that are unlikely to affect decisions.

- I don't really know what Nordic pulse is
- Now I will have to go look
- Engagement is terrible. Members have not been consulted about the direction the club is taking with holding all these major competitions. Members are not consulted about new trails or the related logging.

Tell us more about your engagement with CNSC.

- I love Otway, I value the sense of community through what I observe and what I experience. an ambassador program may assist new users feel more comfortable and or help connect new comers to members...ambassadors could give tours of the trails, and encourage gatherings at the fire pit or in the club house.
- I stepped away from the club over the past 9 years and don't really know what the issues are
- Board does not promote engagement
- I basically want to have great grooming on the highly used recreational trails and have really well maintained single track trails in the summer.
- I use the dog trails to ski in winter and bike trails a few times in summer
- Engagement is member to member. Do you find the CN
- I participate in events
- Main recreational focus
- I would like it if a purchase of a punch card could convert to a credit towards an annual membership if I decide to purchase it.
- It feels a little elitist sometimes.

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- I feel connected mostly due to certain individuals that reach out to build relationships. So not so much CNSC but rather fellow skiers
- The property is being transformed to build paved trails for a tiny minority.
- Mostly word of mouth through my regular ski groups
- The executive has had a long standing agenda to support the racing program heavily and have discouraged change. Hence, I choose not to engage.
- I know many of the staff and work with some on trail maintenance. Otherwise, I don't know management
- On the whole it has been amazing
- My efforts to volunteer and my ideas have all been ignored.
- "You get what you give", to a certain extent. There are multiple communication streams and staff and volunteers are responsive.
- Just do our thing. No more!
- Many friends there, and it's an important place. But volunteering didn't help. It put me on compromised positions. Some members' (a very small group - maybe 5 people) expectations are unreasonable, and this comes to bear on staff, and on people who have stepped up to contribute.
- We ski with friends. When we ski as a couple we often meet others we know and even when we don't know someone, most individuals are very friendly on the trails and a quick "Hello! Beautiful day!" or "Great day for a ski!" are spoken while we ski past each other. PG is really quite full of very friendly people!
- Volunteering and race team involvement has created a great social network
- My direct engagement has dropped off over time
- We ski twice a week! Love the trails. Would love to try new trails but find them confusing and unsure if my skills level could do it.
- Through volunteering
- I'm at the facility nearly every day year round. I no longer volunteer.
- I did a birding course and loved it.
- I have had great responses from all the staff and volunteers
- When I show up to go skiing, and it is a struggle to find a groomed, continuous classic loop on the flatlands, or even a stale track that is ski- able, one begins to think that classic only skiers who only use the over used, quickly trashed by beginners and pulks, lessons, and skaters … we feel undervalued, nonexistent, disappointed…..
- Engaged at several levels. Governance through to work parties.
- Please continue to actively present and promote club yearly initiatives. The membership may then engage on those issue if they wish.
- I dprnd a lot of time there with friends and alone. It is one of my favourite places to be

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- I used to feel so engaged at CNSC and loved my connections to the club. Things really changed when the club changed from a club to a competitions business.
- Several people feel blacklisted and have turned their backs on this club. It is an autocracy.
- Frustrating
- Seems to be a tight insulated nordic community, would like to see more focus on new skiiers, snowshoers, bikers, etc that openly invites and welcomes new people to the club who would use the facility for things other than pure nordic usage.
- As in my answer to 36, I find that CNSC sees informing members of what the club is doing as a form of engagement, and I find this incredibly frustrating.
- Our Younger generations are very active there. We feel welcome when we go as spectators
- There are too many questions on this survey
- I feel like I could volunteer but don't know how that would fit into my schedule

Tell us more about your issues and concerns.

- No issues
- I don't have any
- I have no issues or concerns.
- Turned down for a committee - no communication provided, members who raise questions are treated as hostile
- At some times I get responses and others not.
- Members confuse trying to get action from a board member when it should go to the GM
- Expand the area for skiing with dogs; Birch Bend.
- gravel pit expanding into dog trails
- Recently, there have been two major initiatives taken on by the club entirely without membership consultation or a coherent business plan. This needs to change.
- GROOMING!!!!!!! CNSC HAS DONE BETTER IN THE PAST!!!!!! IT NEEDS TO MEET THE POTENTIAL!!!!!! STOP WITH THE WEATHER EXCUSES!!!!!
- They have NEVER answered my questions directly. Ever year I tell them about dog attacks and EVERY year the board and Manager expresses surprise that anyone has been attacked. Every year, members ask for a break down on how members' fees are being spent and every year, the board and club manager promises to provide that information next year and never does.

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- Concern for influence special interest members and some parents that don't value the bigger picture of what is offered and to whom.
- Focus on the races more than members
- Named above
- Three years ago, I wrote an email to the board with concerns and no one ever responded
- Don’t really know how they respond to issues raised.
- I feel the board has had a revamp in recent years and they seem more willing to engage than previous board members. It's not perfect yet but there's been progress.
- Again: paved trails but no paved parking
- Very disappointing recreational trail grooming …artificial snow used way too late
- Payroll crazy,cut back
- I think the Board has done a better job of being more transparent about what they're doing over the past few years; this is good and should continue.
- Recreational skiers form the largest base of membership and despite consistent and varied feedback executive choose their own path to consistently focus on the racing and event experience.
- I think a change is underway but I felt completely ignored over the last few years. The lack of response was discouraging
- I virtually have few or no concerns. You do a good job
- don’t know who the board members are
- The current club president is excellent. Her level of commitment is impressive
- The club's website says 2446 members, most of whom I assume are just recreational skiers who want to ski on groomed trails, Focus on that.
- I am not able to attend board meetings and when I speak directly to board members, they defect and avoid me.
- Didn’t answer #39 as I haven’t had any issues to raise
- I haven't raised any concerns with the board
- Not gender diverse confrontational at times
- Don’t have any. Haven’t needed to
- The board needs to focus on governance, and not on projects. Leave management to the Manager. Develop a real strategic plan through collaboration and input, and then be clear with members, and give staff/manager the authority (and expectation) to execute the plan. Recognize and deal with members who make the volunteer and staff experience unreasonably challenging.
- problem of issues coming to a boil and only some members realize how important the AGM is

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- Some are, and some are not. Some have a reputation of being overly critical of other volunteers/members.
- Pretty sure you heard them by now. :)
- I haven't raised any.
- The board is very focused on capital projects (has been for many years now). Though this is important, a larger focus on its members is essential and will ensure growth of programs and community interest. We have a very large club, but very poor representation of that large community in SDP, rec and racing programs. Outside of school-ski we have some of the smallest program groups relative to our club size in all of BC. We also have a very low conversion of school ski to SDP. Our strategic plan should shift to focus on people. I left the board prematurely as capital was always first and nearly last on the agenda leaving no time for programs.
- the board is doing it's thing and that's that. In fact last year at the AGM someone on teh board had the audacity to criticize members who have concerns and questions saying "if you have problems join the board". This isn't ok. The members need to MATTER.
- I have tried to request more rec programs and youth programs that are non competitive with no response.
- Hard to judge
- My main issue is the members that try to block advancement of CNSC and infrastructure development. They are a cancer that chases away deeply committed volunteers. Their efforts to stop progress and to attack the board, like the board is somehow deceitful or have an agenda to destroy CNSC, is mindboggling. The board, and all the other committed volunteers, become exhausted by the naysayers to everything. CNSC is welcoming to all but the handful of destructive people need some difficult conversations.
- I do not have personal experience, but I know of three people who have quit the board due to the frustraions of not being listened to
- I am not sure how interested board members are in my concerns, I feel their role is to ensure the club runs smoothly for all members, I think they do a good job, but I am concerned about what seems to be a small minority of frequent complainers who I do not wish to influence board decisions, I would prefer that all perspectives of members are taken into account and that mutual respect is a value of the club
- I don't think we need more upper trails. We might need to expand in the lower areas to accommodate more novice skiers I see. I don't have issues that I raise with the board.
- Not transparent. Some board members are pushing their own agendas and not representative of the interests of the whole club. Board members should be only able to serve for a certain number of years to reduce stagnation and only one agenda being

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heard. New board members often quit as their voices are not heard or they are not felt welcome by old board members. If a new board member quits they should be asked why as this has been a perpetual problem for many years now.

- concerns are raised but nothing gets done
- I have one suggestion on signage: Location is the intersection between the Greenway and the ski trails. Signage is old, contradictory and too many signs...this should be upgraded. There is a good info shelter as well.
- The big events, although a feather in the cap of the organizers and the city hotels and restaurants, did not enhance my skiing enjoyment. Perhaps the hotels an restaurants should pay my fees this year.
- To revitalize the club, board membership should be limited to 2 year term. Also, we should receive annual reports at the AGM on our 50% ownership in Nordic Forests (is Nordic Forests profits going to infrastructure and are those decisions being approved by the board). We need a Board Member assigned to oversee the clubs interest in Nordic Forests. This person cannot be the other 50% owner of the company. We also need a Director responsible for general members, who will ensure that member dues are being appropriately allocated.
- I know nothing about the board.
- When will info about fatbiking trial come out. Including this would increase memberships…. There are a lot of fatbikers that would be willing to pay for some fatbiking options on groomed single track
- No major concerns. Issues & concerns are addressed whenever they arise.
- Lack of good signage and bike trail mainteance and upgrades
- Casual
- I hear from others that not enough info is being put out in a timely manner. I believe the board is doing almost everything posdible to have a smooth running, excellent facility. There are some members whi are not kern on change so the board must be very open with pretty much every detail to keep the cranky ones up to date and satisfied. ing pos
- No concerns
- Many decisions have been made by the board without input from the membership - this is in violation of the bylaws
- I haven’t had issues or concerns
- I often hear things that are going on just by chance. For example, the use of fat bikes this coming season
- The board has demonstrated complete disregard to issues raised by biologists about environmental stewardship of Otway. After the AGM, my biggest concern is for the protection of Otway's mature forests (as per fires management recommendations of the

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city's Sensitive Ecosystem Mapping Ecora reports) and the climate change refugia they provide for the single-track trails.

- Don’t raise concerns
- The board defames and blacklists some people while patronizing its friends with undisclosed, illegal, and corrupt graft.
- See previous responses
- Not all things brought forward by membership can be solved, and sometimes I ma concerned that decisions on the club's projects are defined/approved by a minority of membership. So my concern is we don't do enough to grow the club and evolve the facility to offer more options to attract more new members, more new users, more new summer use, and more new community partnerships (like first nations, bike clubs, running and hiking clubs, the hart ski club, etc) - and we can improve our experience by offering a place to buy a burger, and/or have a beer or glass of wine.
- they only seem to be interested in races
- My issues and concern are around a small group of members who are very negative about future developments in the club. They have been known to spread false rumours and they can be quite toxic to other members
- See my comments in question 38. Case in point: it was announced at the AGM that there is going to be a significant project related to Fire Smarting at the club. We were told to ‘prepare for major changes to vegetation’ (or something like that). Again, no opportunity to discuss what these changes may or may not be. The issue of Fire Smarting is not as simple as some make this out to be. We should have the opportunity to discuss what is going to happen, and to have the ability to have any plans reviewed by external sources such as fire ecologists. This is but another example of the club disregarding and disrespecting its members by making unilateral decisions. I suspect that there will be rationalizations as to why there can be no engagement. Something like: this is time sensitive and funding sensitive so it has to happen right away. This is a common refrain and rationalization that is used by the club and I find this is incredibly frustrating and speaks to the need for much, much better planning and engagement.
- I have none
- Love the Beer Ski.
- to repeat : too much emphasis on racers and not on the needs of recreational skiers
- Recreational skiers are being negatively impacted by competitions with no benefit. Snow making only be fits competition areas. Need equipment to groom trails in low snow conditions.

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What's the single most important engagement and communications-related change we could make to improve your experience?

- No suggestions
- for me. my needs are met.
- How is the club working toward equity and inclusion and reconciliation....not competition
- Stop treating members disrespectfully when they ask questions
- Sensible grooming practices for recreational skiers. And a system in place to have the single track trails maintained well.
- Posters, website and newsletter/email. DO NOT RELY ON SOCIAL MEDIA
- Pay more attention to the information needs of the recreational skier.
- Grooming report needs to be written better. ex. like a weather report
- Provide way more open houses where members get to provide input in a group setting.
- Occaisional open house?
- Seniors discount
- Use email newsletter almost solely
- Cost
- Be present
- The strategic plan that was approved by the club board does not appear to have any relationship to reality. This document needs to be reviewed updated clarified. It does not include the single biggest construction project in the history of the club, namely the paved trails.
- Try not to assume that all your members are over 55 and have lots of money. Memberships and day passes are cost-prohibitive for young families, newcomers to Canada, and those with household incomes less than $100,000. That's a lot of people who can't afford to enjoy the trails.
- Focus on the recreational skier experience.
- More activities where the board is talking with members
- Have a communications plan for the year and a checklist for communication protocol. Most importantly any changes at the club should be looked at through the eyes of a member- how does it impact them?
- SDP Coordinator being well organized and sharing information well ahead of time
- I feel people need to be aware of what it costs to run the facilities, Snow making, grooming , office staff ,and explain the wide duties these hardworking people do. Also start highlighting the facilities and trail work done by volunteers. People need to see the structure behind the club

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- more transparency in regards to big decisions and projects that are happening at the club
- Make the newsletter easier to read. Format and length.
- Have every prospective board member compile a written statement listing how they would improve member engagement and communication. Publish these statement one month in advance of the annual general meeting. Disqualify any candidate who does not comply.
- This is not for me personally but in general, Encourage more members to come to board meetings especially when there are issues being voted on
- Clarity and transparent
- For me it's always been good. I always am able to find out what events are happening etc.
- More clarity on when events are happening and what trails are open and closed.
- More family fun events. Free and food vendors. Kids want to play out there with other kids but don't always know anyone to go with. Let's meet other families who have similar interests!
- Have a public plan and priorities for 10 year - built from and recognizing member priorities and stakeholder needs and opportunities, and be clear about how we are making progress on those priorities.
- more positivity.
- I like a really newsie email newsletter so I would be happy to see more added. I also do not understand why the rates are not mentioned in the newsletter or did I just not see it? I thought it would be a given that in August and September the rates would be listed
- In order to get more coaches to volunteer offer an incentive such as a lower membership rate
- Engagement from staff in the rental shop/office. That is often a new person's first impression.
- board connection to general membership
- Keep the website up to date.
- Ask members what that want and need regularly.
- have AGMs where members feel like they actually have a say and are heard and respected. Maybe have two meetings a year where the board can explain their ideas and plans to the membership so we can have a say and be in the loop. Keep members in the loop by informing us of projects and how much they cost etc (for example there seems to be a lot of silence from the board about the paving project), the board should be WAY more transparent.
- post get to know the staff and volunteers each week on instagram

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- Keep groomer's report's updated- as much as possible without overburdening groomers.
- Focus on members responses.
- Communication and engagement needs to be personal. John does a fair job, and has done a lot better than some of the others in the past, in having a personal communication style while still being professional. He is excellent in responsiveness and personal interactions. If the written communications to the membership could more closely reflect the happenings at CNSC and in a more personal manner, it may foster improved community. Right now, the "official" communication is a bit sterile and I get more communication of what is occuring through word of mouth than official communication. It would be nicer if undertakings at CNSC had more communication, even if there is no news. Things like paved trails project delays or events calendar of things happening at the club next week/next month or whatever would be nice to see.
- even though it could potentially require more time from members the board should be more transparent with revealing major plans for changes to trails
- The new newsletters are very good, and hopefully this survey helps. More town halls or social events to help decisions might not be a bad thing
- Overhaul the member voting system. Needs to be online to provide a higher voter turnout.
- Offer more seniors courses such as the birding one I did
- Keeping the website updated
- transparency of communication and budgets. Listening to the voices of the whole membership and not just a few interest groups
- more communication/input with members about what is going on before final decisions are made
- Please remember that we are a Nordic ski club. We are not a bike club, a disc golf club, or a fund raiser for the local hotels and restaurants. We are a ski club. Let's support all types of skiers for all of their ski endeavours. Remember, not everyone skis the dog trails, or the big hills, or the race maze. Is this an exclusive or inclusive Ski Club?
- The club needs to be totally honest with members, especially when the issues are contentious. For example, we have seen a continuous shifting of the narrative for the paved trails from, initially, they are for all member's use (including "its for the kids") to they are for competition use only because they are too dangerous for general members (and bikes and other uses are also banned). The shifting of this and other narratives suggests hidden agendas. Eventually this approach will negatively impact member engagement.
- I get enough inforamtion
- Have suggest or feed back box and follow up with suggestion or complaint

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- Communicate clearly and effectively about land tenure plans and process
- What is the top goal for the year of the club and how are we achieving that with consistent updates
- See above. Be open with/about everything. There was a rumour recently that the paved trail. That machinery could not be run on it so no access to the dog trails. I think with your latest request asking everyone to wait until the pavement has cured to use it may had resolved that rumour. ommittee had missed an important detail about machinery driving on the paved trail. So
- regular reports from the Board bout decisions, plans, discussions
- more about the business of the BoD -- there is a transparency thing supposed to be happening, I thought
- Tell us, discuss it before you do it
- More transparency
- Involve the membership in discussions about skiing experience, about future planning for recreational skiing, and about their vision for the ski club.
- Publish to all members all responses to this survey.
- Create committees that function. Value input instead of being a board that makes decisions in back rooms. Value female participation in boards. Become an inclusive board rather than an exclusive board. For major projects, establish a communication process and perhaps give members a voice (eg a vote).
- weekly updates, especially with snow conditions at the specific trails.
- More Social Media
- focus on your regular members
- Members who abuse others verbally or knowingly spread false information should be banned from the club
- Actually, do some engagement - don't just inform members what is going to happen. Also respond to people's comments if you ask for them. If you're not going to respond to people's comments, don't ask for them. The website is getting better, but it's still a bit hard to find things.
- Too many emails.
- Board could engage with members - hold strategic planning that involves members. A survey is not really engagement sand the results are wide open to misleading interpretation.