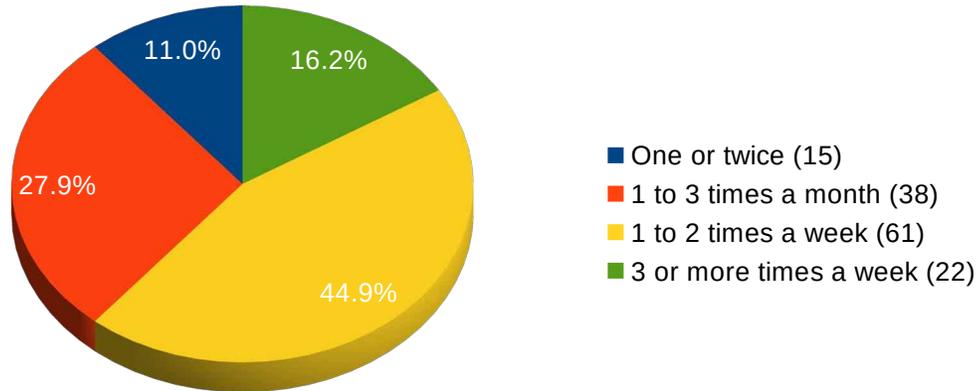


# Fernie Nordic Society Survey

Done in Fernie from March 18 to 25, 2018

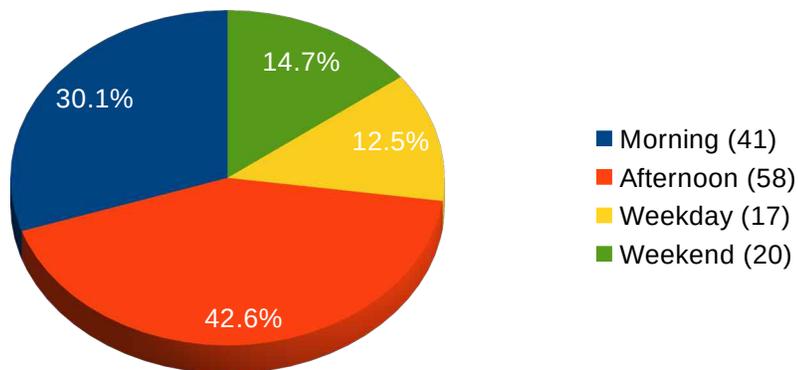
Q1: How often did you ski this season?

Number of responses: 136

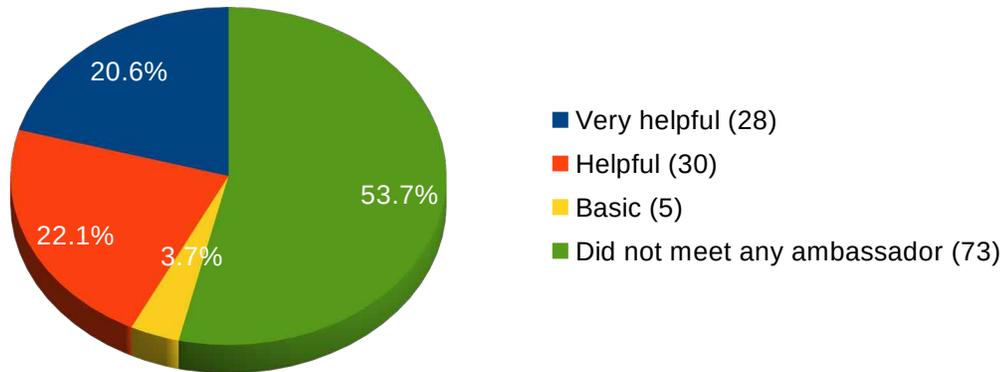


Q2: What is your preferred time to ski?

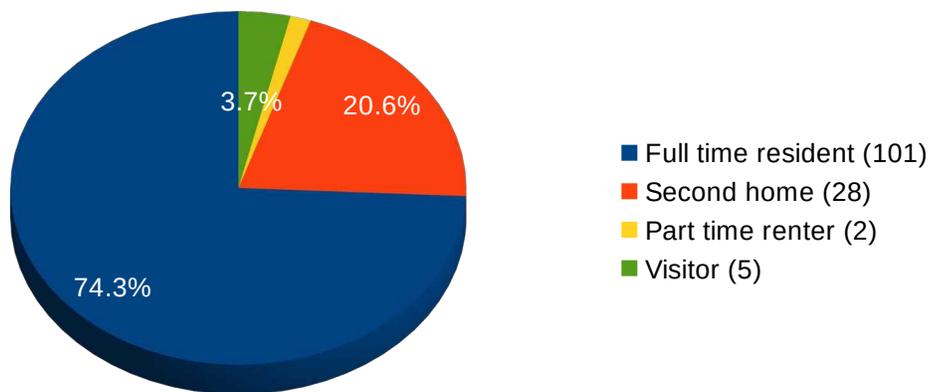
Number of responses: 136



Q3: If you skied at the Nordic Centre on Fridays, Saturdays or Sundays, you may have met a volunteer trail ambassador at the warming hut. How would you rate this service?  
Number of responses: 136

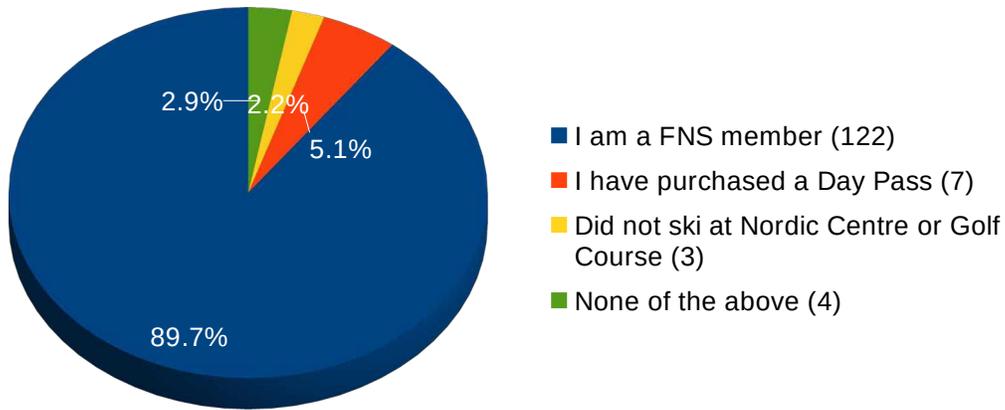


Q4: Are you a resident of the Elk Valley or Fernie?  
Number of responses: 136



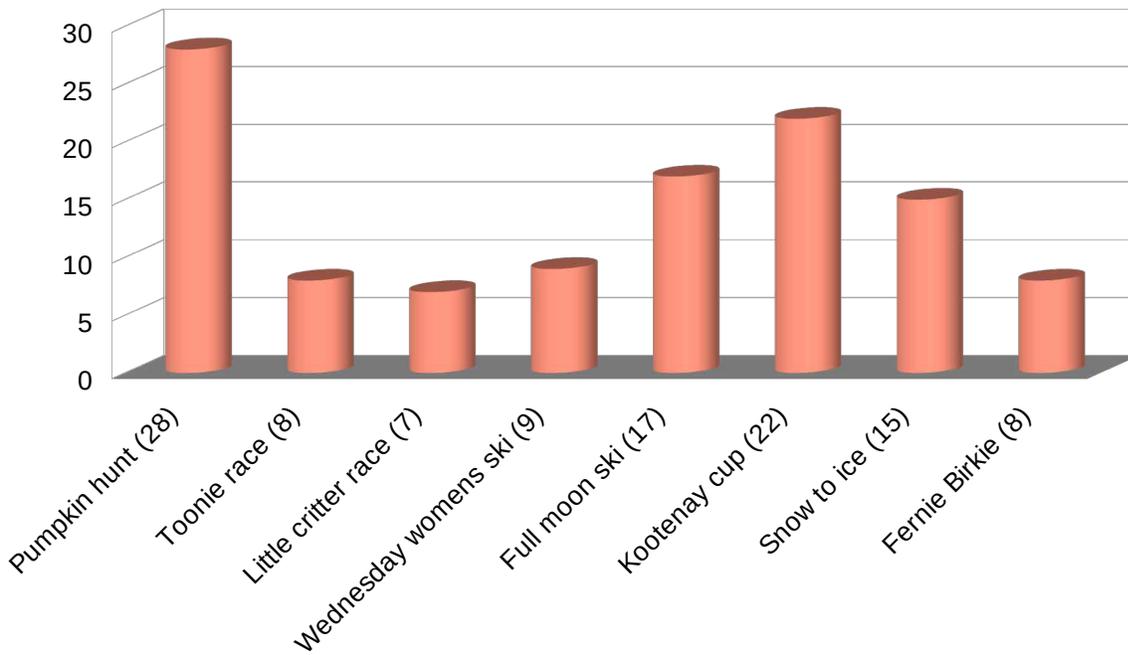
Q5: Are you a current FNS member or did you purchase a day pass to ski?

Number of responses: 136



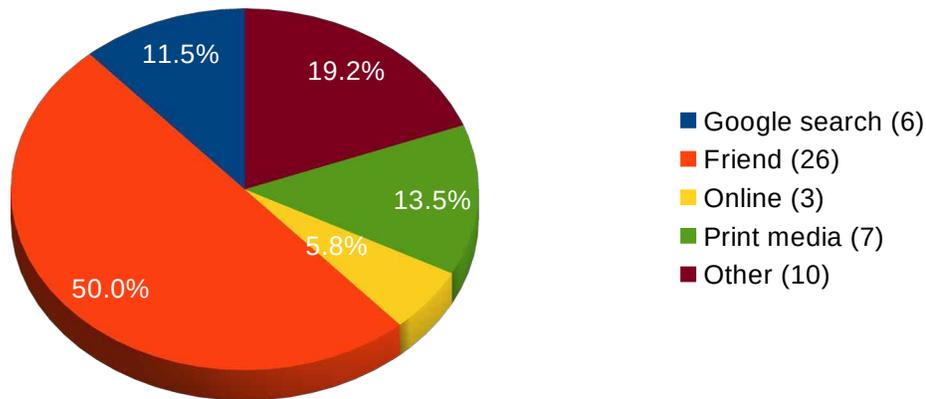
Q6: Did you attend any event organized by FNS volunteers this season?

Number of responses: 59



### Q7: FOR VISITORS : how did you find out about the Fernie Nordic Society?

Number of responses: 52



### Q8: If you are from outside the Fernie area, did you support any local businesses during your stay? Which ones?

Number of responses: 19

Mugshots, gear hub, pool, thunder meadows, massage, loaf,

Big Bang Bagle...yum!! Save on Foods.

Second home so Restraunts, bars, groceries, gas, hardware, etc.

Lots of restaurants/bars the ski hill etc

Groceries, gear shops, booze houses, restaurants, ski hill, FNS, hardware stores (repeatedly, doing renos).

FBC All in ski service Stanford Restaurant Big Bang Bagels BC Liquor store

Red Tree Inn, Fernie Alpine Resort, Spa 901, Yamagoya sushi, Blue Toque Dine, Himalayan Spice Bistro, The Curry Bowl, Cirque restaurant, Infinite, Nevados, The brick house bar, Indian Kitchen, Lunch box, Big Bang Bagels, Save on Foods

Several: Restaurants, ski shops, book store, grocery stores, etc.

All of them, we come to the area on weekends from Calgary. The Quest has provided rentals of equipment to ski.

Groceries, restaurants, gas, retail shopping etc as needed.

Stephanie's Glass, Ski Base, FAR, Fernie Hotel, Freshies.....

We were here most of winter so went to restaurants, grocery stores, clothing stores, and several other businesses

Visit a lot. Support many including Freya, Urban Settler, Big Bang Bagels, Ski Base, the curry bowl...

Freshies, Nevado's, yamagoya, Himalayan, Indian restaurant at Stanford inn, Griz Bar

Save-on Foods, Home Hardware, Canadian Tire, restaurants

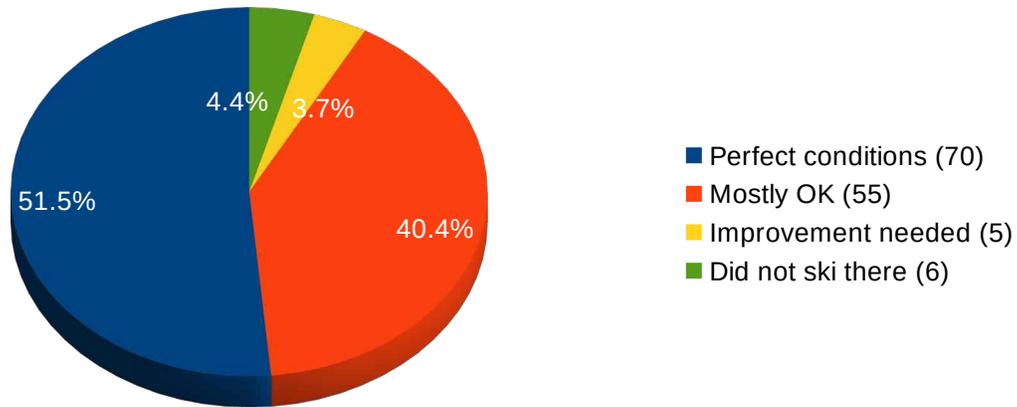
Many restaurants, Gear hub, Canadian tire, Anne's Independesmt, save on,

Many - but we've been in Fernie with our vacation property since 1990. We consider ourselves locals!!

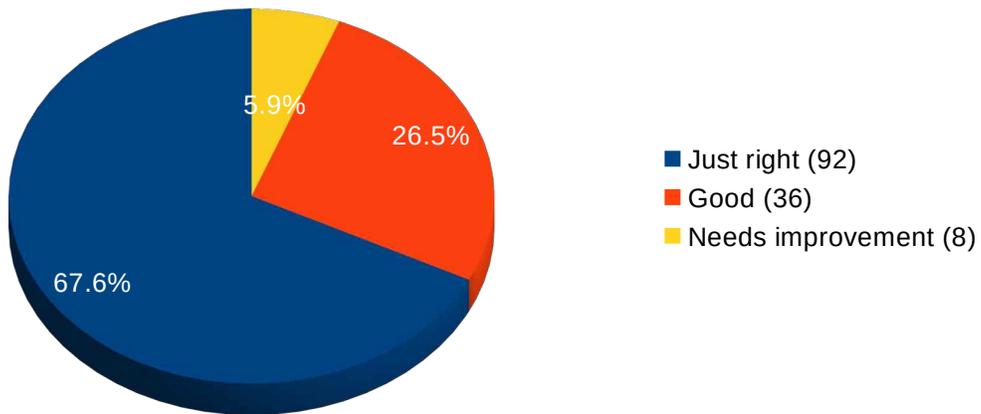
Ski base, Gear hub, Save on, independent , Big Bang, loaf, cheese store

It is my second home. I'm in one of the two grocery stores every time. I have been at the Ski Base, Gear Hub, Canadian Tire, Mark's, Tim Hortens, Boston Pizza, Curry Bowl and FAR, this past ski season.

Q9: How satisfied were you with the grooming of the FNS trails throughout the season?  
Number of responses: 136

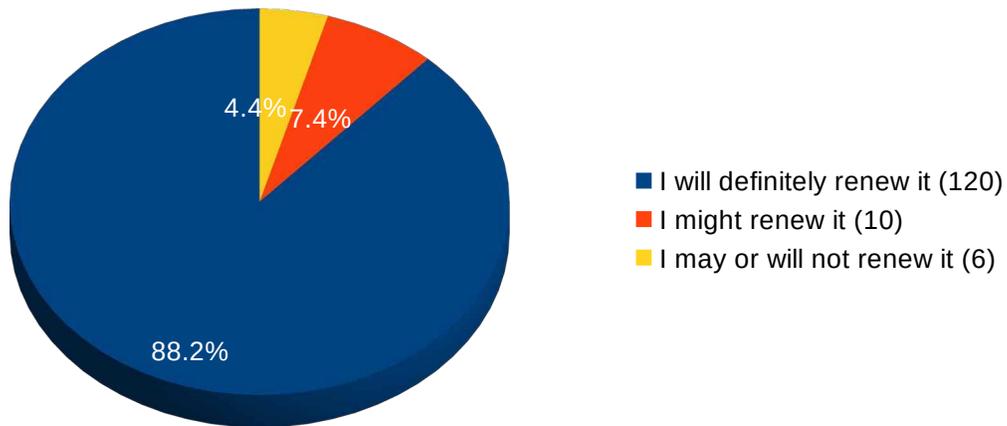


Q10: How would you rate the communications from FNS - emails, volunteers, website, facebook, twitter ?  
Number of responses: 136



Q11: How likely will you get or renew your FNS membership next season?

Number of responses: 136



OPTIONAL: Please indicate a reason why you may not renew your FNS membership

Number of responses: 6

Renewal will depend if we are away next winter in which case we will pay as we go.

I will most likely renew again next year. The price is good and I enjoy XC skiing. It will just depend as a family which activities we chose to do next season

We didn't ski as much as we thought we might. I like the idea of group ski, but they were difficult to attend, such as women Wednesdays, already busy wednesday

Visitor to parents. Dependent on time in Fernie

We were just visiting. I would definitely buy day passes again if and when we're in town.

I used day use passes about 4 times. I may consider a full membership next year. Still hoping for a dog friendly trail and then I would definitely get my pass.

## Q12: Comments about Events

Pumpkin hunt was amazing!

Suggest a "Gourmet Ski" event similar to the one Kimberley Nordic has each winter - a night ski and gourmet tapas stations along the ski trail. KNC organizes this event as a fund raiser for the kid's Nordic Program (Check out this event on the KNC website under "news and events")

Install signage on various trail sections identifying degree of difficulty for upcoming sections ie. green, blue, black diamond. This would help skiers not familiar with the Nordic Centre trails plan their routes based on skill level.

Would have like to have attended but have baby, good you do events, would have liked to do ski ice challenge, that was a great idea, signage much better at hill this year , you are doing great!

I am really happy at the maintenance of the trails and have enjoyed them this winter. Thank you volunteers for your time and dedication.

I missed a few critter races ;)

Loved the snow to ice challenge! super fun. Would have done more but a new baby meant I skied quite a bit less than usual this season.

I would attend more events but for the time being, my family obligations do not allow for more time on the trails. All the events seem so much fun and I am planning on attending in the years to come.

Well organized Kootenay Cup race

Loved the lessons for the kids. Saturday mornings were fun for our family.

There was a noticeable improvement in grooming this year. Thank you to all the volunteers.

Keep up the great work. Many thanks to the volunteers who make everything happen

keep it up. longer trails would be nice (maybe groom to condos on the hill, so easier for us skate skiers to connect the two areas.

Wednesday women's were great - only made it to one

A Large (sign size) Trail Map at the Hut would be helpful. Also marking the trails in green blue & Black ability level would be a good idea.

I wish I was in Fernie during the week to join the Wednesday Ladies Ski events!

Toonie race and the birdie as a volunteer

Love everything the FNS is doing!

Will try to attend Women's We'd next year!

Please include the Cedar loop in your races. It is fun and would be a good way to add length without adding yet another lap of Galloway

No, I did not attend any of the events. Just had too many others things happening during these times. Would just get out for a quick ski (30-60 mins) on the weekend.

Birkie sounded super fun - we were just out of town that weekend. We would do it next year if it happened again.

It would be great if these were advertised with more advanced notice.

Thanks!

I did 2 of the 4 legs of Snow to Ice but did not complete because we got new snow on Saturday, and I went downhill instead

I don't like big crowds and have no interest in watching or participating in any kind of races. I like the idea of the women's ski thing, but Wednesdays just don't work for me. The snow to ice challenge was fantastic, as there was plenty of time to complete the challenge, no set time and date and race or anything like that. I enjoyed it a lot, and it definitely made me motivated to do more that weekend than I usually do. It's great to see such dedicated and innovative people coming up with this stuff.

### Q13: Comments about grooming & trail maintenance

After big dumps it would be great to always have the trails groomed,

Especially on weekends. There were a few times I was trying to skate through a foot of snow on a Saturday afternoon

Also it would be really helpful in the grooming report to indicate when the next grooming is planned. That way you can plan your next ski after a snowfall.

This is constructive feedback, I've had a great season and Skied more than I ever have THANK YOU!

Better than previous years, lacks the consistency of the more organized clubs.

Would be good if groomed more often

I solely use the dyke trail and loop for walking my dog. It is greatly appreciated that the groomer hits those trails as well.

I feel like we may want to increase the regularity of the grooming report.

Big improvement from last season, obviously best to get there right after the groomer. Still room for improvement as funding/personnel allow. A better base (wood chips) would greatly improve things again as funding allows. Overall good - had come a long way from early days and everyone should be congratulated.

Grooming needs to be done first thing in the morning after a big snowfall, as the trails are virtually unusable when covered in 15cms of snow.

Also, more frequent. It seemed that the trails were only groomed on Saturday mornings and a couple of other lucky days through the week. Also, sometimes grooming wasn't posted/emailed, or was but much later after it was groomed.

Seemed like a big improvement over last year, not sure if just got lucky with timing?! Last year I managed to beat the groomers out several times and once the snow was super deep making it hard to skate ski. This year it was awesome every time. Love the trails and grooming, thanks!!

All awesome!

I appreciate all the hard work by the volunteers, trails and hut are excellent

Big improvement from last year. I would actually say "Mostly pretty good and sometimes perfect".

Start Masters ski group.

Conditions aren't always perfect but that is unlikely to be achievable. Overall trails are kept in fabulous conditions.

Great work!!!

Grooming was always very good.

Great work, I felt it was much more level this year. And I always enjoy the undulating terrain

Better than ok but not perfect.

Very happy with the grooming. Only improvement would be to keep the classic tracks on more of the steeper uphill

Was difficult to have perfect grooming happy with the trails

I mostly skied at the golf course. This suited my busy work week and I could do a lap at night easily and feel safe even if alone. I love the easy terrain for skate ski learning.

I am happy to pay, even pay more than we do currently. I would like to see grooming every weekend, both days, and then during the week. Skating is so condition dependent and I turned around and went home 25% of my visits as I am a beginner and frozen tracks could be a season ender for me. Let's see if Jim Tosh wants to be paid for next season when he is not grooming for the shedders?

For kids lessons, would love to see biathlon. I think this would keep kids xc skiing as they grow up.

### Q13: Comments about grooming ... (Cont'd)

Beautiful scenery.

Great Job this year. Love seeing the improvements year to year, keep up the fabulous work

We were there during the week around Christmas, and were very impressed, and glad that the trails were groomed, even around the holiday.

Mostly more than OK.

I support no dogs on the trails between the ski hill and the hut.

What a winter! How could anyone say anything except "What an amazing job done by a group of much appreciated volunteers and managed 10 meters+ of snowfall this year. A HUGE thank you to all of the volunteer groomers!

Best in the Valley for sure

I thought conditions were great! Well groomed & maintained!

Happy the moose & calf seemed to have stayed away for this past month.

Passed some snow bikers on the golf course one day. They were pushing their bikes.....but still....not sure if that's a problem?

Great work this year! Hopefully grooming will continue through spring.

OK due to weather, not due to conditions within your control

I feel like the grooming was quite good this year. Not sure if it is because it was groomed more often, snow conditions were better, or I just got lucky with timing.

Best year yet!

it was a wonderful season

Really great although it would have been nice if the course was groomed for the Birkie race.

Would be lovely if walkers on the dike could respect the very small amount of trail that is groomed. Would a few polite signs for other users help?

Sometimes the trackset at the golf course was too soft/unsupported. I guess from the trackset being set too far to one side. But was generally good, if you could just organise it so there isn't any brutal melt/freeze cycles that'd be great, mmmkay?

The volunteers do a great job, and the conditions were very good, but nothing is ever perfect.

Grooming at EVNC was much improved this year. Both frequency and quality of grooming was better.

I found the track set much better and more consistent than last year, as I went a few times when it was not great last year. This year - despite all that snow we got - I think I only went once or twice where it wasn't track set, but it was groomed. Thank you to the dedicated groomers, you are doing a fantastic job! Even Saturday afternoons (after the morning lesson and training traffic) the trails are always still in amazing shape considering the amount of people that used them that day.

Mostly skied at golf course. Jason did an awesome job!

Most of the season, I had time to ski only on Sundays. The grooming was mostly done Saturday mornings, so a lot can happen (and did) before Sunday. I would suggest if possible, more regular Sunday early morning grooming. Thanks

I'm very grateful for all of the volunteer groomers. I feel the trails are very well maintained and groomed regularly making for a fantastic nordic centre.

Sometimes great! Often some soft patches at the edges (hard to double pole). But I love the trails and the effort put in to maintain them!

Fantastic snow year and the grooming was much better than last year. Well done Johnny and Steve and Dave!!

### Q13: Comments about grooming ... (Cont'd)

Difficult conditions mid-winter with limited snow so grooming was as best as possible.

Appreciated how timely the grooming was done, especially given the frequent snowfalls this year and the consistency.

Conditions were great this year. Only one time after a big snowfall. Trail was groomed by snow mobile and it was difficult. Not a complaint as volunteers made a great effort. Just a comment to recognize that the snow mobiles are good at maintenance but not so good at making an even base.

Very much appreciated they connected into both access points at the ski hill (Boomerang Way & Boom Ski Out)

Thank you to all the people who have worked very hard to develop and maintain the trails at the Fernie Nordic Centre.

Not enough choices here. Are conditions ever perfect? This has been our best season for grooming.

Great warming hut. Friendly ambassadors. A fantastic addition to Fernie. Thank-you

If perfect = 100 and mostly ok = 60, we would say the grooming rated a 75-80

I have the opportunity to ski on freshly groomed trails and ungroomed trails mid week due to a lot of snow. I enjoy it each time. When the trails are groomed, the groomer has done an excellent job. It would be nice to have the trail system groomed more often, but given this year's snowfall I understood why it wasn't.

### Q14: Additional comments

We had a family membership for the first time and all 3 kids took lessons on Saturday mornings. We were SO impressed with the programs, events, coaches, rental options and wonderful trail grooming! We are already looking forward to next year's XC ski adventures! Thank you to all of you at FNS for all the great work you do!

Thank you for providing a great nordic facility and area!

I think my only major feedback would be to include the planned grooming schedule in the grooming reports. To help plan

Also requesting people show their pass to trail ambassadors may help improve pass purchases

The stretch of the golf course that is along the river needs to either be for dog walkers OR for skiers, it can't be both.

Thanks for an amazing season!

Keep it up - adds to Fernie's already awesome array of winter activities. Be great if a loop went past the warming hut so you can actually see people skiing past (both just casually and also on race days)... this is keenly lacking at FNS - not a lot of spectator options without going out on course. Kimberly has got this right. Also if one day there was an option to link all of Fernie's trail networks (or at least Montane to FNS or better links to the Ski Hill loops) so bigger ski loops are possible, and potential long loppets. All long term options.

Thanks for all the volunteers and their hard work! The trails are great and I really appreciate having a place to xc!

I love FNS

thanks for everything. I enjoyed my xc skiing when I got out (about once a week or every other week). We are lucky to have so many trails available now.

The grooming reports came to my email inbox in a timely manner. Some of the other events I did not hear about until a week or less before the event took place, eg. the community race, the Birkie. The club can't rely on just Facebook or twitter to inform about club events.

Need to acquire tenure for trails the private property owners.

Thank you for a great season on the trails!!!!

Great job this year everyone!

## Q14: Additional comments (Cont'd)

In a short time, the society has managed some incredible things and created a "community" that didn't really exist even five years ago.

I am very grateful for everyone's efforts.

X country is the best deal in town

Great job to all the volunteers

I bought a Family membership but looked into a corporate one, but it says no kids. Let's encourage more corporations to buy and get more \$ from the membership. I would prefer to pay more and use it against my income.

The skiing and the Nordic society are wonderful. I love cross country. It has made our long winters so much more fun.

1. Introduce senior rates 2. Consider offering marked snowshoe trails. We noticed that most of the Nordic clubs (we visited 7 in total) had snowshoe trails. It seemed like a great additional money maker for the club 3. We bought the punch pass and loved it because it motivated us to go to the different Nordic ski areas. However, because 90% of the clubs offer senior rates it did not provide any cost savings.

Fantastic ski area. Thank you

Would love to see more trail expansion if possible.

Nice to see the sport growing in Fernie. By connecting trails to the ski hill we have started to ski x country more days per season.

Thank you to all the FNS volunteers. I truly appreciate all of your time and effort! The least I can do is buy memberships for my family and bring guests from around the world to explore all we have to offer.

Very exciting to see if having Cooks Catering operating at the Golf Course will have a positive impact for skiers visiting the golf course in winter. Definitely very attractive for tourists to have somewhere to sit, eat, drink after going for a ski. Hoping the FNS can come to some sort of arrangements for deals with Cooks Catering for their members, (beer discount)

Hope to use the trails more next season. Thanks to all the volunteers!

Great activity and work for such a new club. Grooming was amazing this year. New Galloway sideloop was fun! More trails?

Thanks all!

Upcoming events need to be highlighted in the e-mails sooner and louder so that I can plan for them during the season

Great group of volunteers and maintenance workers.

Would love to see and support two things: 1. Small lit loop for night skiing 2. More trails! Long skis get a little boring if you have to keep repeating loops to increase distance

Thanks for all the effort you folks put in.

Could you please post the price to rent the centre for an evening.

Keep up the good work. Thanks for a great season. Is there any ability to have another loop added to the existing system to increase available distance and variety to ski?

This year I finally started using the golf course trails as well, and was very pleasantly surprised at the quality of grooming and track set. And that it was kept up so well even with loads of fresh snow or rain. Thank you!

Great job. Appreciate all the work volunteers put in.

Getting better every year.

Thank you for providing a wonderful service!!

Thanks to everyone who makes the Fernie Nordic Society so awesome! Fernie is lucky to have you!

#### Q14: Additional comments (Cont'd)

Keep up the great work!

Appreciate SO MUCH all the efforts done by this incredible group of volunteers. Feel so lucky to have so many wonderful options to ski.

Great job!!! Thank you.

Thanks for providing such a great amenity. Some internal connecting loops within the Galloway Loop, would enhance the variety of terrain , and create general interest.

It would be a nice addition if FNS were to take over the Montane Trails, to maintain this high quality throughout all of the Nordic opportunities in Fernie.

What a great season! My one suggestion is to have a ski form available at the warming hut for waxing. A sauna would be nice too...

Very happy with the facilities, grooming and also the changes/improvements made to the trails (cedar loop in particular)

I'm one of the 'oldies' in town and i'm impressed with the level of family involvement and volunteer efforts. It's starting to make me feel guilty that my wife and i are not more involved. Kudos to your efforts ! :-)

Would be nice if events were posted/announced more than a few days before the event. I believe the turnout at events would improve if people had a few weeks (or even a month) to plan to attend the event.

I would love a lit loop. also one dog loop at the nordic centre.

Great job on all fronts