

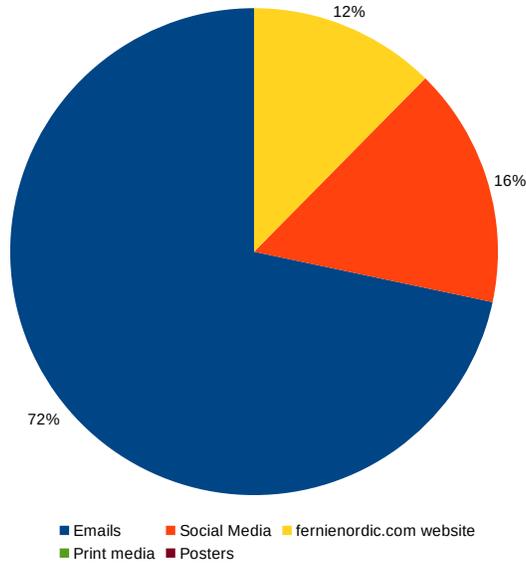
# Fernie Nordic Society Survey 2018-2019

The survey was available online between March 14 to 24, 2019. The survey was open to anyone and was advertised on social media, the club website and by email to our members. A total of 114 entries were received and the results are displayed below.

**Q1: Communications: FNS currently uses several ways to get in touch. Choose the one that is the most useful to you**

Number of responses: 114

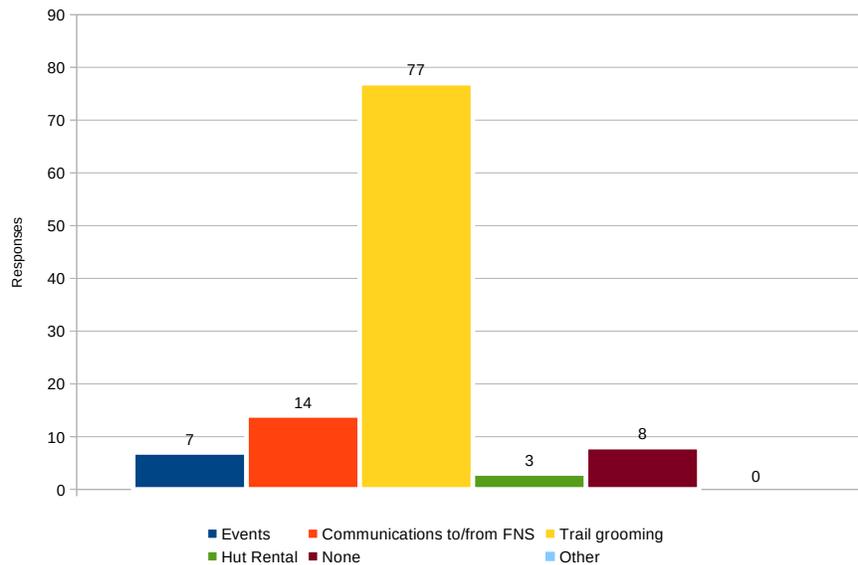
Q1: Communications  
FNS currently uses several ways to get in touch. Choose the one that is the most useful to you



**Q2: Choose the most improved service from the Fernie Nordic Society**

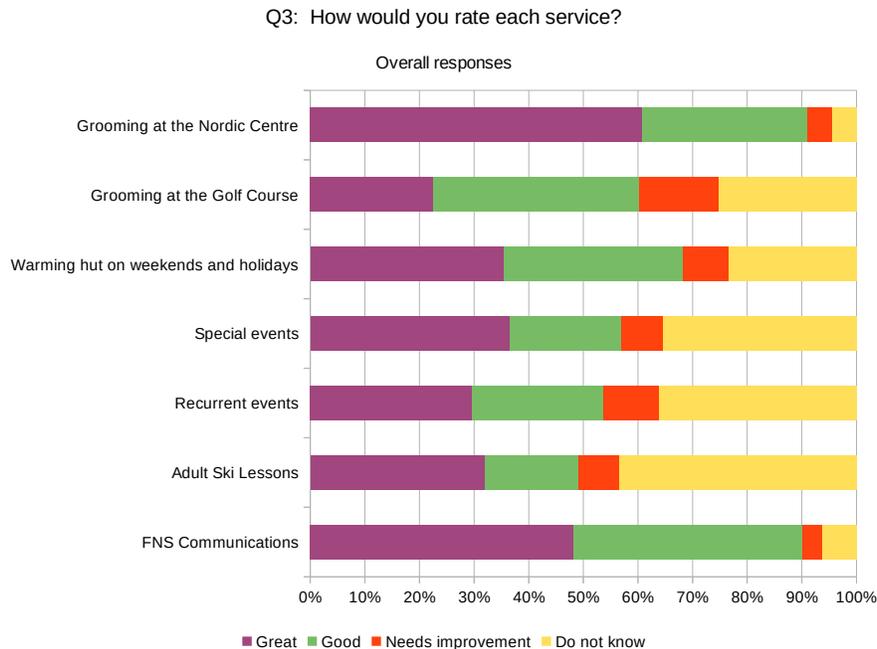
Number of responses: 114

Q2: Choose the most improved service  
from the Fernie Nordic Society



### Q3: How would you rate each service?

Number of responses: 114



### Q4: In your opinion, what is the main single thing that FNS should improve?

Number of responses: 72

Golf course grooming

Website

Warming hut needs to be open every day!

Buy the land

Would love to see the Nordic Centre expand its trails.

I'm happy

Everything is good

Work with all the various Nordic ski areas in the valley (Boivin, sparwood, EVNC, golf course, montane, RCR) to have just one annual pass for the whole elk valley. Also would be good to expand the ski trails at EVNC.

I was very happy with my membership this year. The trails are excellent, more trails would be even better

All good, can't think of anything.

New trails?

Not sure

Signing. My friends can never find Galloway loop at the Nordic centre. Also for beginners at golf course not obvious where to go.

More trails with moderate terrain and shorter hills

More grooming first thing in the morning and especially after a snowfall

Grooming on powder days ;)

Gold course grooming.

GROOMING – often you think it is groomed but turns out only the short cedar loop is and not galloway. And yes you do need to groom even when it is not snowing – it was life threatening the first 2 weeks of Feb.

More regular grooming. I was amazed at times Cedar only groomed. I would pay more.

Golf club grooming

Nothing. Everything is great

Daily grooming at the Elk Valley Nordic Center of the entire trail system

The services that I do use are well done

Trails & grooming at elk valley greatly improved, more trails would be a great upgrade

I cannot think of anything in need of improvement

Better infrastructure within the Staging Area.

I think you guys are nailing it.

We work on the weekends, so for us the Warming Hut is always closed. It would be nice to grab a hot chocolate – even self serve - but for security I'm sure you do not want all members to have keys? Maybe a key deposit of \$100 when they return their key each year could work?

Wondering if there is any way for FNS to support or help to subsidize the race team a little bit

sorry - we should be a bit more involved in order to answer properly

Bathroom at warming hut

Golf course grooming

Get more groomers trained to take the load off Steve and Dave

Increase trail network at the Nordic centre & getting trails track set quickly after a snowfall

Earlier communications about adult lessons

Communication about adult lessons

I am very happy and grateful that we have a fantastic Nordic Center in Fernie. I have had a very positive and fun experience every time I came out to ski. The conditions were excellent and groomingA+. Thank you to all the volunteers and members that make this happen.

I am grateful for all the improvements made and continue to be made at this centre. Thank you to all members and volunteers.

Parking lot maintenance

Masters Ski group ski training

Emails right after an area has been groomed or planned to be groomed instead of a once a week email

Advertise adult lesson options better

Advertising when people will be at hut for pass pick up

More clear info on when the warming hut is actually open, how to access it for daily users visiting from outside areas

The pumpkin hunts are always great and appreciate all the wosold. You give a time frame for those with tickets to come and hunt.

Grooming Reports

A bit more access to the hut.

More "no dogs allowed on trails" signs and enforcement at golf course.

Communication on grooming

No changes suggested or needed.

More people at golf course to patrol

Grooming after events to repair trail for public use. Sometimes parking is an issue at Nordic center grooming

Continue to build membership to support (financially and volunteers) the various activities

just keep doing what you are doing

Consider access for dogs

Having an attendant at the warming hut, we kept checking back, but never got to pick up our stickers because no one was there. Oh well. :(

More regular grooming...I stopped skiing at the nordic center because it did not seem to be getting groomed on Saturdays, which is one of the few days I can get out. So, I mostly skied at montane instead.

More trails?

Only ski at golf course but had to rate all items

Again we are too new to comment

Can't think of anything, you are rocking it!

Communication about manning the warming hut

I think the club is doing very well. Personally I would like more options for adult lessons, but that is just a personal thing.

I would happily pay more for my membership. FNS is too cheap compared to other Nordic venues. Also please add lighting to the cedar loop!!!

FNS membership is far too cheap, I would be prepared to pay more for a membership to support more development and maintain the grooming equipment. Also, please please please find a way to add night skiing to the cedar loop!

Grooming. After snowfalls there should be early morning grooming.

Add more green and lower level blue trails!

Keep on the great way you are headed.

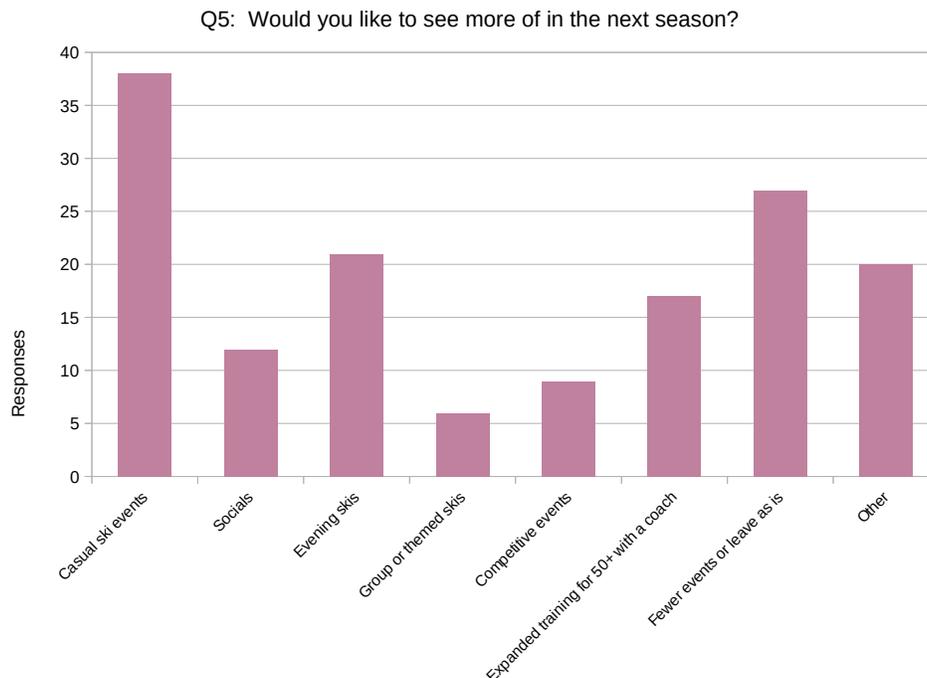
Consistent grooming

Accurate Grooming updates

Ambassador program....should be 7 days a week

### Q5: Would you like to see more of in the next season?

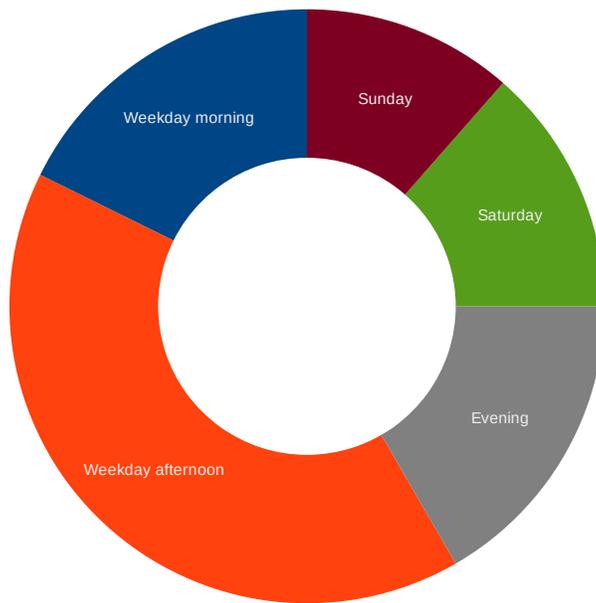
Number of responses: 108



### Q6: What is your preferred time to ski?

Number of responses: 114

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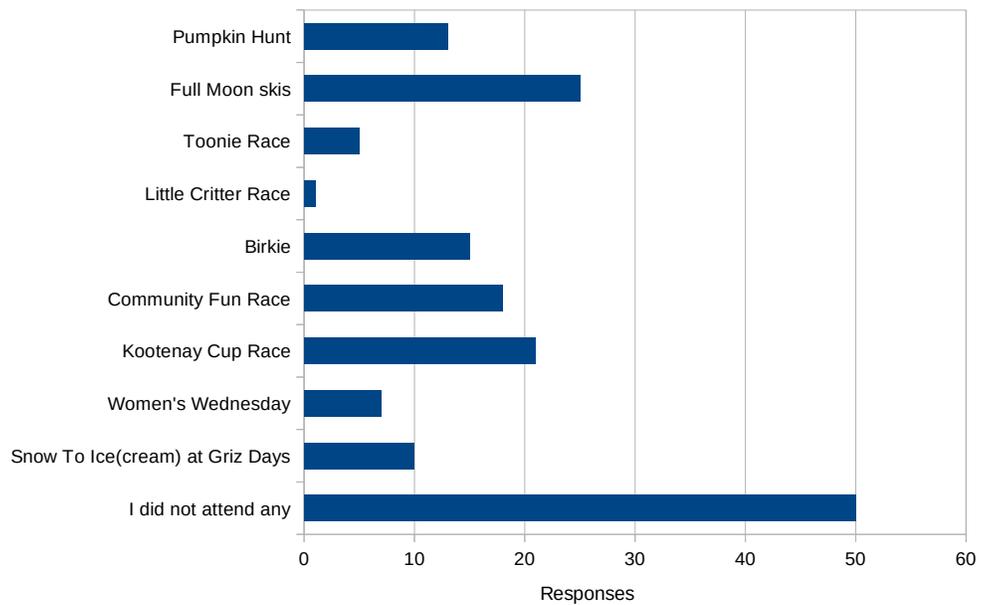


### Q7: Did you attend any of these events as participant or spectator? Choose all that apply.

Number of responses: 114

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Choose all that apply



## Q8: Add your specific comments about events here

Number of responses: 26

Women's Wednesday is not well advertised and inconsistent

I dislike seeing the scavenger hunt clues, flagging tape, and old Christmas decorations around the trails. The events are fun but we should clean up after.

You guys rock.

I did not get to any events this year but aim to try the Women's Wednesday and the full moon ski events next year.

Great efforts from volunteers

I wasn't able to attend based on other things going on

I hope the birkie will be back next year, I almost did it this time, but the time change on top of the long distance scared me off.

The local events are a wonderful addition to the nordic club. The Kootenay Cup was fantastic from the standpoint that it enabled many locals to "race" in a familiar and welcoming environment. However, the legwork required to pull off a CCBC event with minimal interest from outside clubs begs the question of whether putting together such an event is necessary. We host so many other events for locals....perhaps the cup series is not worth the while. Kimberley, who is a long-standing club, has even been told that they would never be offered a BC Cup event because it's location is too remote in the province. Recently, at the Nelson regional cup race, when other teams lamented that Fernie "won again", the teams then went on to say that Fernie was simply too far away to travel too. So, let's re-think the benefit and need to pull off a regional cup race. Instead, we can continue to offer local options that encourage friendly competition. Just a thought...

I do not really take part in any events. I just like to use the trails.

The events need to have better control with parking all over the road and kids being completely out of control all over the course. Nice to have events but some of us just want to ski.

Excellent!!

I would like to see more casual ski events

I wasn't here for most of them sad to have missed them.

Loved all the event- such a great community

The sign up for the pumpkin hunt needs to be reconsidered. The line up is insane.

No.

Lots of fun!

Both I attended were great!

It would be nice if the snow to ice was set up in a way that you do not HAVE to be a cross country skier. With two of the signs on xc only trails it prevents anyone who doesn't ski from participating.

Full Moon Skate – fun and social. Community Fun Race was a great course! Kootenay Cup Race – course was too short, great lunch and sense of community. Snow to Ice Cream - fun event.

Kootenay Cup was very well run.

Do a winter Trails to Ales collaboration with FBC

Great ideas!

On the previous page I was forced to comment on things I have no knowledge of so I put them at 1, please disregard these. We are really happy with our membership and our lessons. Looking forward to next season.

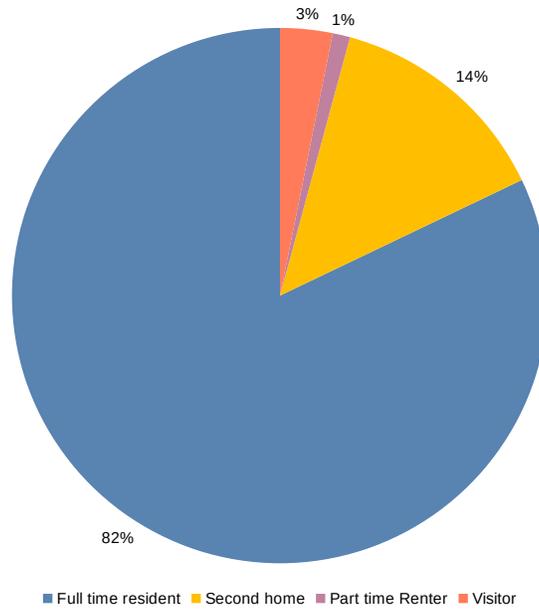
Competition can be fun. I would be super keen on the toonie & critter events if there was lighting

Everyday (same time) grooming would be a great development for residents to be able to schedule their exercise hours around.

### Q9: Are you a resident of the Elk Valley or Fernie?

Number of responses: 114

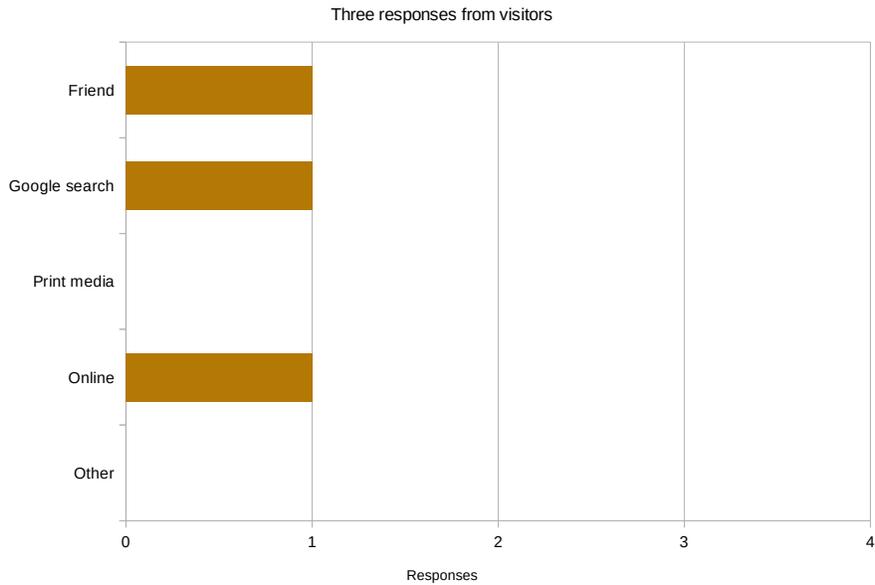
Q9: Are you a resident of the Elk Valley or Fernie?



### Q10: How did you find out about the Fernie Nordic Society and its trails?

Number of responses: 3

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Q11: If you are from outside the Fernie area, did you support any local businesses during your stay? Which ones?

Number of responses: 3

Fernie Alpine Resort, Griz Inn, Rusty Edge

Yes of course

Coffee shops, grocery stores

Q12: Feedback Box: Your comments are greatly appreciated, even the negative but constructive ones. Thank you again for helping us plan our next seasons.

Number of responses: 40

Wish there were better bathroom facilities. The grooming at the Nordic Center is very good. The lessons and instructors are outstanding

You have an amazing team of individuals, so grateful for the effort put into this organization. I endeavor to be more involved in the coming years.

This was absolutely the greatest Fernie Nordic ski season! Thank you to all volunteers for making it so enjoyable! I do enjoy coming into a warm hut and welcoming ambassadors, and able to leave my bag with change of clothes/shoes or boots and perhaps my lunch. It would be greatly appreciated if this was offered everyday of the week!

Amazing group of volunteers, Great organization, Thank you so much for the great winter.

Expand more trails at EVNC – what is there is fantastic but more trails would be great!

Thanks for a great season.

Thank you to all the volunteers that do such an amazing job!

Love the hut!

Everything was so wonderful. Just a great group of hardworking volunteers!

Grooming: the team of groomers that regular provide excellent grooming to the Nordic centre trails. Some of the "regulars" didn't really offer much if any grooming this year, leaving the bulk of the work to a handful of dedicated volunteers. To ensure that burnout doesn't happen, it would be worth, increasing the # of volunteers available, knowing that each season there will be regular turnover. A surplus could be better than a few that burn out. Race Team: the amazing volunteer coaching staff do so much for this group of youth. Not only do they commit to coaching, they also open their home during the off-season for dry land training, store equipment at their place, provide training at their home in winter when the weather is bitterly cold or athletes are injured. They also travel on their own dime to events that reach beyond the regional events, to support their athletes. Wouldn't it be great if there was allocated space for the training equipment to be all stored on-site at the nordic centre; if there was a waxing facility that could be used throughout the season; if the race team had a "clubhouse" of sorts; if dry land training could occur not at the coaches' home so that they didn't have to worry about liability? Just dreaming of a future...we don't want to lose our amazing and dedicated coaching team because of burnout.

Great season! No complaints!

I have not really used the hut or taken part in any events so I cannot really comment on them. But I do use the trails at both golf course and Nordic centre and love it. I skied more this season than ever. thank you

More regular grooming and more adult lesson programs please! Any plans for trail expansion?

Great season. Thank you!!!

You need to charge more for season passes so that you can afford to have more consistent grooming.

Thank you for making the trails great to ski on this season. Much Appreciated! we downhill hill ski during the day so its nice to have them groomed before or after downhill skiing.

Daily grooming of Elk Valley Trails. Master Group with twice weekly lesson/training over the ski season. Tarah Leggot, said she was interested in helping with this. Lessons from Tarah, Amy and Jeff this season were excellent!!

Website not well designed; each year we had trouble renewing our membership – eg. my wife registered for the two of us, but there is room only for one name. When we claimed our renewal sticker, there are two memberships besides her name and mine is blank. Not a big deal as we got two stickers regardless.

Had a great time at the Elk Valley Centre this year. Trail system and grooming have improved over last few years. Hope we continue on this trajectory.

Thank you so much for maintaining the trails at the Nordic Centre so well. We are lucky to have such a beautiful Nordic Center!

Great progress achieved each year and looking forward to helping move FNS to the next level. I think the hiring of a weekday morning custodian really helped establish a consistent service level for the weekday members and the lesson program.

Could not ski this year due to injury

Thanks for a great season. I may take some lessons next season. All in all a good year!

Very impressed with maintenance of FNC

Great club with fantastic trails and the right number of fun events. No real criticisms or improvement options to be made. Keep up the great work.

An amazing club – so many fantastic people involved. Thanks to everyone for a great season!

It's great to see the ongoing improvements each year.

I never actually received my membership card in the mail which was a bit of a hassle

A great season! Thank you!

Amazing facility and infrastructure. Thanks to all of the volunteers and board members for their work.

Everything seemed to run pretty well. The grooming was great albeit very challenging given the warm and then frigid conditions.

Great trails!

Outstanding grooming the Nordic trails this year and also really appreciate the times it was groomed up to Far connector (hobbit). Excellent communication on the grooming updates and the events. Overall an excellent year, thanks FNS!

I really do appreciate the trails and the quality of the grooming at the nordic center, I only wish that it had a more reliable grooming schedule. I didn't use my pass enough this year to make it worthwhile, as I mostly ended up skiing at montane or the ski hill (my main ski day is Saturday, and the few times I went it wasn't groomed).

Great volunteer run club!

See above

Please increase member fees to support grooming, trail expansion and lights!

More grooming, more lesson programs. :)

All good! Grateful for you passionate and hard working guys and gals!

Thank you for your commitment to building a great club!