

End of Season Survey by the Fernie Nordic Society 2019 - 2020 Season

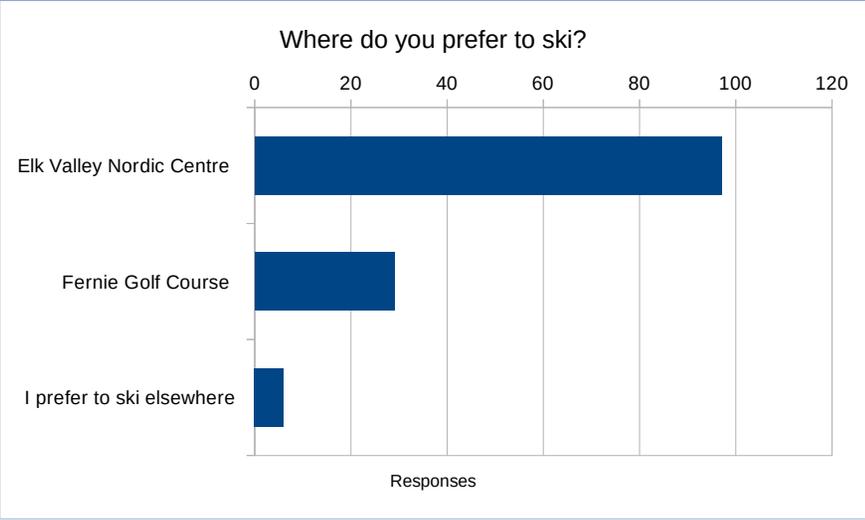
Survey by the Fernie Nordic Society

This survey with 11 questions was open to responses from the public during the March 19-25, 2020 period. A total of 132 entries were received and 45 of them were made anonymously.

General Questions

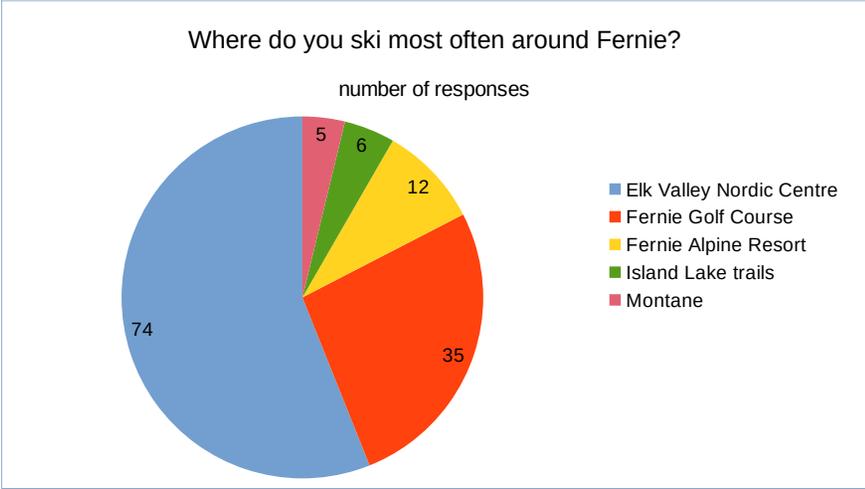
Q1 The Fernie Nordic Society grooms two networks of trails. Where do you prefer to ski?

	responses
Elk Valley Nordic Centre	97
Fernie Golf Course	29
I prefer to ski elsewhere	6



Q2 Where do you ski most often around Fernie?

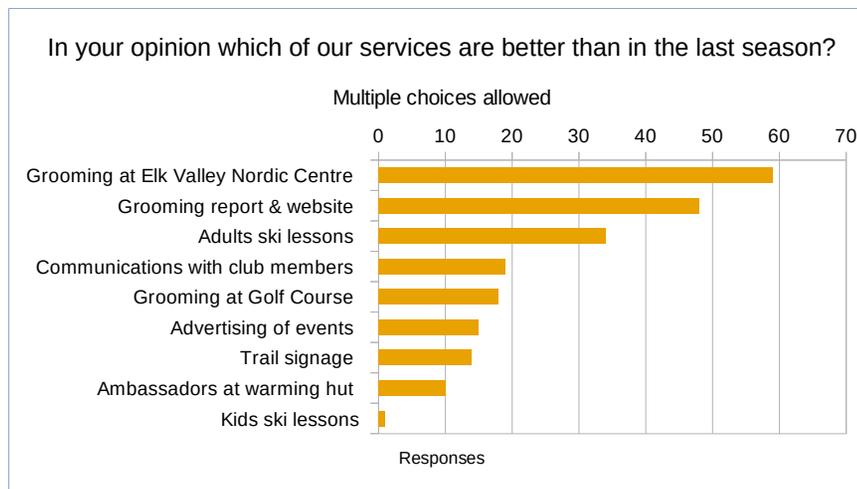
	responses	Percentage
Elk Valley Nordic Centre	74	56.1%
Fernie Golf Course	35	26.5%
Fernie Alpine Resort	12	9.1%
Island Lake trails	6	4.5%
Montane	5	3.8%



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Q3 In your opinion which of our services are better than in the last season?

	responses
Grooming at Elk Valley Nordic Centre	59
Grooming report & website	48
Adults ski lessons	34
Communications with club members	19
Grooming at Golf Course	18
Advertising of events	15
Trail signage	14
Ambassadors at warming hut	10
Kids ski lessons	1



Q4 Which of the above services need improvement or expansion? Please add any other comments here

Communications with members on things like work parties seem to often be sent out at the last minute. In the past couple of years I've missed some work parties because I didn't receive the notice in time. It should also be noted that not everyone wants to receive their notices via Twitter or Facebook.

Grooming at the EVNC has been very good at times and at other times not great either because it hasn't been groomed yet or the snowmobile has been used to groom the trails when the snow cat would have been the better choice. On a few occasions I've arrived at the EVNC late in the morning following a snowfall and the trails have not been done at all. Had I known this I would have delayed going to the EVNC. Often the classic track has not been set. The classic track also seems to disappear and then re-appear further on the trail. On the hairpin turn of the Runt the track is often not set out wide enough and the result is a track that is too tight for even short skis.

It would be great if the nordic centre was groomed earlier and the time it was groomed put on the website. For those that like to do a early morning workout - not possible as the trail (especially galloway) isn't groomed till quite late in the morning.

Advertising of Events

Grooming report, quicker updates in real time.

Grooming reports were better than last year but sometimes still not up to date.

I think grooming was noticeably improved this season and member communication was excellent. Great growth in club activities.

The grooming at elk valley Nordic centre was fantastic!!, thanks to the full team of groomers. And we always start from Fernie alpine resort and really appreciate the extra grooming up the hobbit!

This was my first time to Fernie and first time on the trails. I had a blast. My only suggestion as a new year to the area would be if the trails would be marked for skill level. Otherwise everything was great!

keyword

communications,
grooming

grooming

communications

communications

communications

grooming

grooming

signage

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I would like to see one of the Elk Valley Nordic Centre trails reserved for skiing with dogs and skijoring. I think the galloway trail would be the best because it is close to the ski hill and close to the already multiple purpose trail. We have to take our dog to Island lake to to practice skijoring as it has a nice flat section that is great for her and us.	multiuse
I am glad that the golf course is continuing to try and maintain its trails by rerouting browning areas. It is so appreciated when there is little else to do at this time. Everyone I know appreciates this.	grooming
The grooming needs to be upgraded to a higher standard. The trails need to be cat groomed every morning.	grooming
Grooming report?	communications
It's all good. May be skate skis for track attack?	grooming
i didn't actually ski much this year, maybe twice at the Golf Course but I always buy a pass to support the Society, so I don't have any comments on what needs improving, I think you have done a fabulous job communicating and grooming and being open and offering opportunities to us, so thanks very much	general
More signs to keep dogs of the groomed trails at the golf course.	signage
I haven't skied enough this year to weigh in .. but so happy with the trails when I was able to get out there. Thank you!	general
All of the above have been good this year.	general
Would like to see more grooming in the Nordic centre right through to the ski hill.	grooming
It would be nice to know ahead of time if the groomer will be out on any particular day. If it is icy, I will choose where to go (ski hill trails or nordic centre) based on grooming	communications
Everything was fantastic.	general
I randomly selected a box for the last question so that answer is invalid. I could not answer the last question as this is my first year skiing here.	general
Felt like we did not groom as much with the cat this year.	grooming
Grooming could be more consistent. New trails could be added for longer loops on the Galloway side.	grooming, trails
All good.(answered the question because survey made it mandatory!)	general
Adult lessons	lessons
The EVNC could use better washroom facilities.	washrooms
I do not live in Fernie and I am only there once a year to downhill ski. This year I spent more time at your lovely Nordic Centre.	general
I'd like to see more kms of trail at Elk valley Nordic centre. May some narrower ones for just classic skiers.	trails
Great season! Thank you.	general
Ironically, the question just above needs improvement - the survey app has given me trouble for providing 5, and 4 answers even though the question is worded such that it expects a plural ("which of our services *are*")	general
I am happy with the improvements and work of the Nordic Club. Thank you all.	general
Amazing job this year all round!	general
More options for adult lessons and group ski nights	lessons,events
Actually - difficult to choose the most improved because I think you folks are doing such a good job across the board :-)	general
Grooming Reports. From my perspective, grooming has improved a lot over the past few years; however, during changing conditions (e.g. significant snowfalls) it is not easy enough to determine timing of latest grooming and therefore make a properly informed decision re. classic vs. skate. I prefer to skate and as I walk to the nordic centre from FAR have had to return home to get classic skis on a number of occasions.	communications
We are new to the sport and we found the Fernie Nordic Centre to be great !	general

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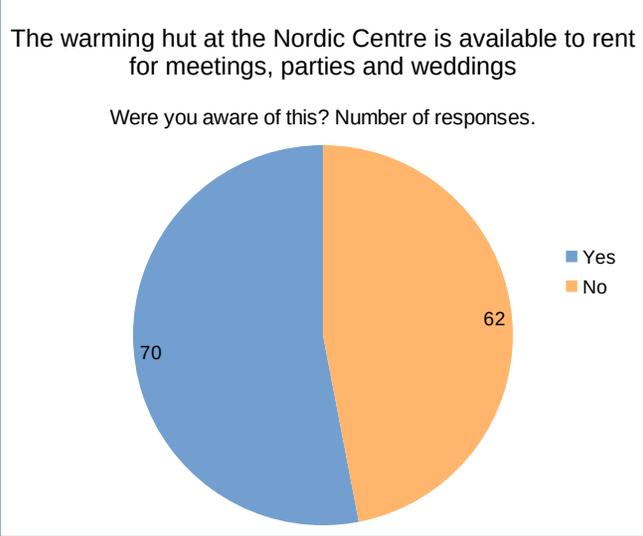
None doing a great job	general
More snow	grooming
We love being welcomed by an ambassador and having someone to answer any of our questions. Although the hut was open everyday it was manned only weekends. It was a shame!	ambassadors
The only suggestion I have is a whiteboard at the start of the trail just with comments from the groomer for that day (dated so we know when it's from). The other day I went out and the grooming suddenly stopped on a down and then changed to terrifying frozen ruts. Just a handwritten post saying "groomed Runt, Grunt, stopped halfway along Galloway connector, be careful of changing conditions" would have been great.	communications
Communications with club members, I regularly received the grooming reports, but don't recall seeing other notifications?	communications
More grooming is always good!	grooming
We are beginners and just skied once at the golf course. We really enjoyed it and thought the set up there was very good. having the bar/restaurant close by was also a bonus.	general
Advertising of the groomed trails- especially with mention of the fees for using the trails. We did not know that there was a fee and were caught by surprise	communications
More trails added, with grooming.	trails
A grooming report of when it is happening (either right after or during) not hours or days after. People will choose other places to ski unless they can be guaranteed grooming like the ski hill and Montane (mostly).	communications
I think the trail map can be a bit more informative, indicating degree of difficulty or steep hills. Or a brochure with some description of each trail. This information is of course not needed once you have been on the trail a couple of times, but I know of visitors who get some nasty surprises reaching the top of a hill looking down a steep slope with a 90 degree bend at the bottom!	signage
Would be nice to have a few more signs leading from the Fernie Alpine Resort connector trails over to the Nordic centre.	signage
grooming golf course	
It would really be nice to have a grooming report every day, but I know that is really hard to do, so every second day?	communications
Everything is working well for me.	general

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Q5 The warming hut at the Nordic Centre is available to rent for meetings, parties and weddings. Were you aware of this? If you did, do you have any comments or suggestions?

	responses
Yes	70
No	62

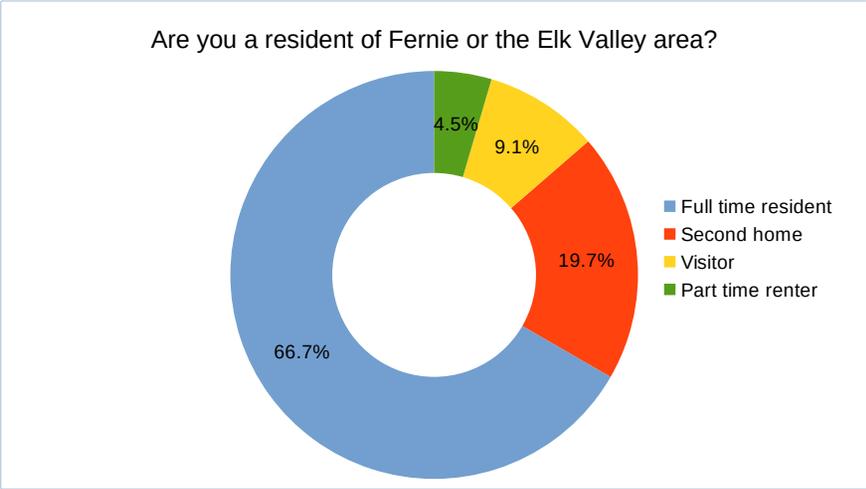
- Unfortunately not able to attend events this season but hope to next season.
- Awesome facility!
- Excellent venue!
- Doesn't apply to me
- The parties should not include drinking bashes like the FAR patrol party this year. Broken furniture, glass and a hut that stank of booze should not be permitted. Parties should be screened to ensure they are not booze parties.
- Yes I was aware but haven't rented it
- Advertise more on the hut I had heard thru friend but had never read any where. Great place to go.
- Having an indoor toilet would make it more appealing to rent.
- You asked two questions but only offered one answer. I did not know the hut was for rent.
- Nice that it has power supply this year.
- Great idea!
- Plan to rent it in the future. Is it available year round?
- My daughter looked at it as a possible wedding venue but the equipment and the conditions around the Nordic Centre need to be cleared and maintained and possibly a fence to screen the equipment otherwise it has a lovely setting. We eventually decided on Birch Meadow for our venue.
- This is an excellent service to offer.
- I was not aware but great to know that!
- The warming hut is a great venue to rent, but there should probably be bathrooms onsite if this becomes a more popular rental.



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Q6 Are you a resident of Fernie or the Elk Valley area?

	responses	
Full time resident	88	66.7%
Second home	26	19.7%
Visitor	12	9.1%
Part time renter	6	4.5%



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The following questions are addressed to our visitors:

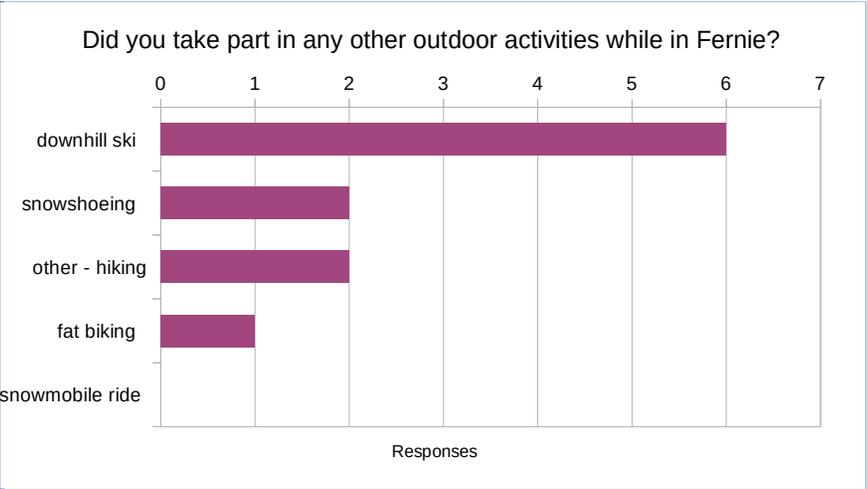
Q7 How did you hear about our nordic trails?

	responses
friend or family	6
a Google search	4
other online search	1
other	1
tourism website	0
print media	0
poster, rack card	0



Q8 Did you take part in any other outdoor activities while in Fernie?

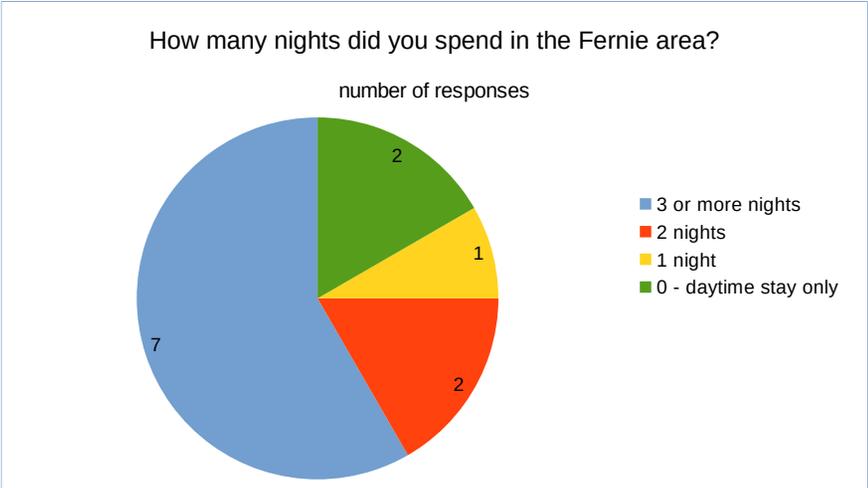
	responses
downhill ski	6
snowshoeing	2
other - hiking	2
fat biking	1
snowmobile ride	0



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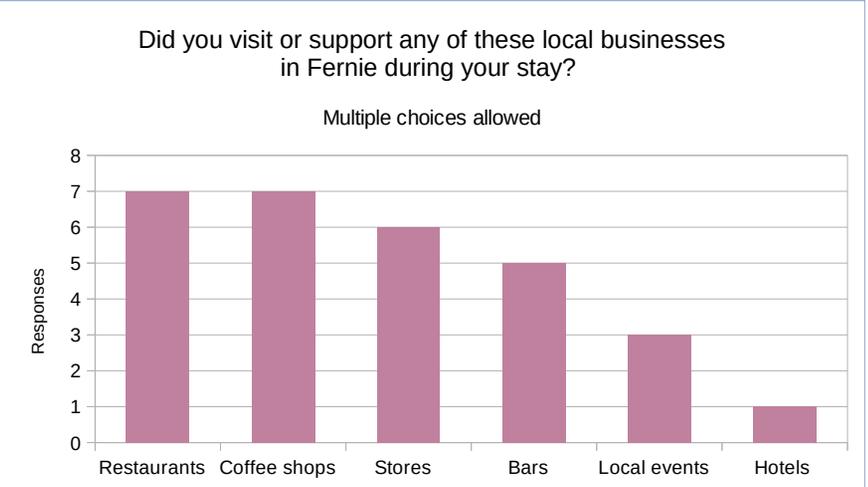
Q9 How many nights did you spend in the Fernie area?

	responses
3 or more nights	7
2 nights	2
1 night	1
0 - daytime stay only	2



Q10 Did you visit or support any of these local businesses in Fernie during your stay?

	responses
Restaurants	7
Coffee shops	7
Stores	6
Bars	5
Local events	3
Hotels	1



Q11 We welcome any additional comments about your experiences in Fernie

We loved the trails and can't wait to come back.
 I was grateful for the trails during the covid 19 crisis!
 didn't actually get out there to ski this winter, but we love the EVNC - great trails and good vibes!
 Love your well maintained trails and Club ambassadors
 Great trail maintenance this year! Kudos to all at the Nordic Society!