

Digital Citizen Advisor Survey Summary

This report summarizes the information gathered from Digital Citizen Advisors for the third Registration and Booking Transformation survey. Visit the [project's web page](#) for summaries of feedback provided by the User Advisory Group and previous Digital Citizen Advisor surveys.

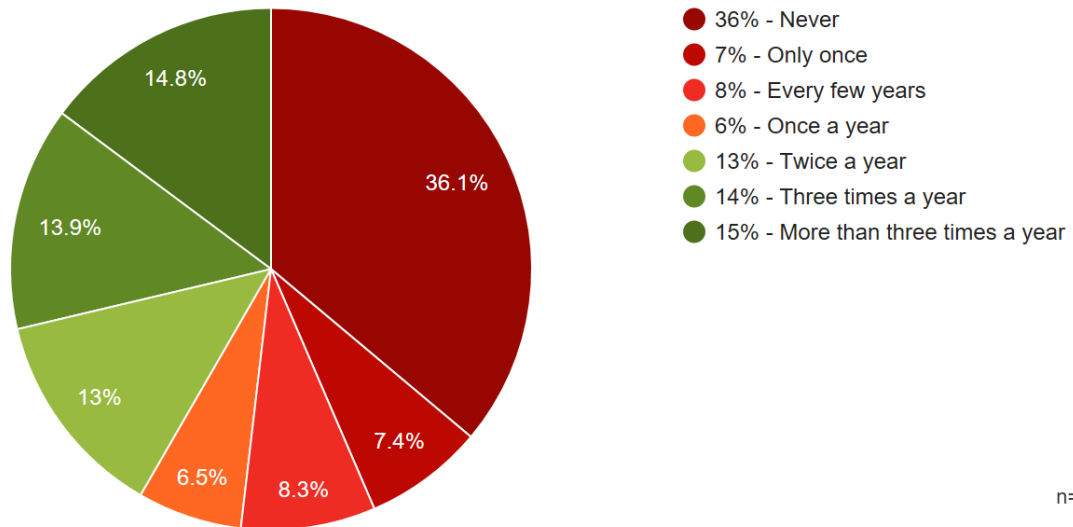
Engagement Method

A total of 108 Digital Citizen Advisors provided input by completing an online survey between September 6 and September 16, 2019. The survey focused on the waitlist process for recreation programs.

Results

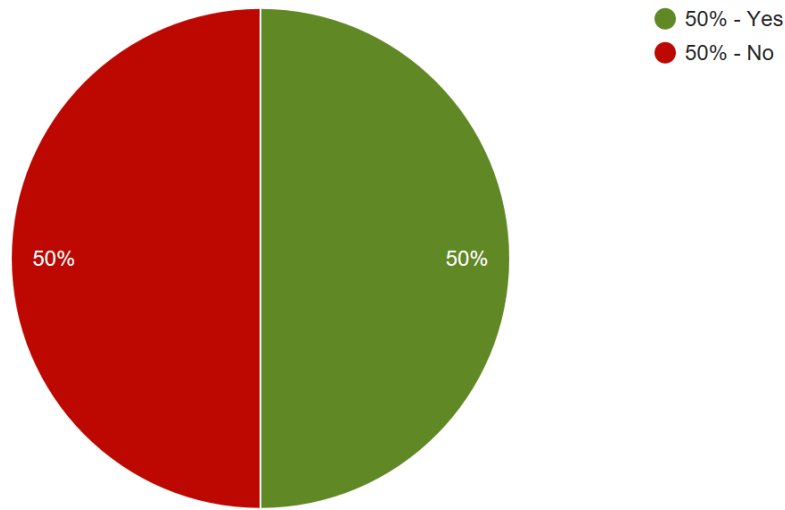
Digital Citizen Advisors were asked 11 questions related to the waitlist process, including communication preferences and questions related to transparency. Below are the survey results. Qualitative responses are not included in this report due to length.

Figure 1: Have you registered for a City of Toronto recreation program, either for yourself or a family member (e.g., your children), within the last five years?



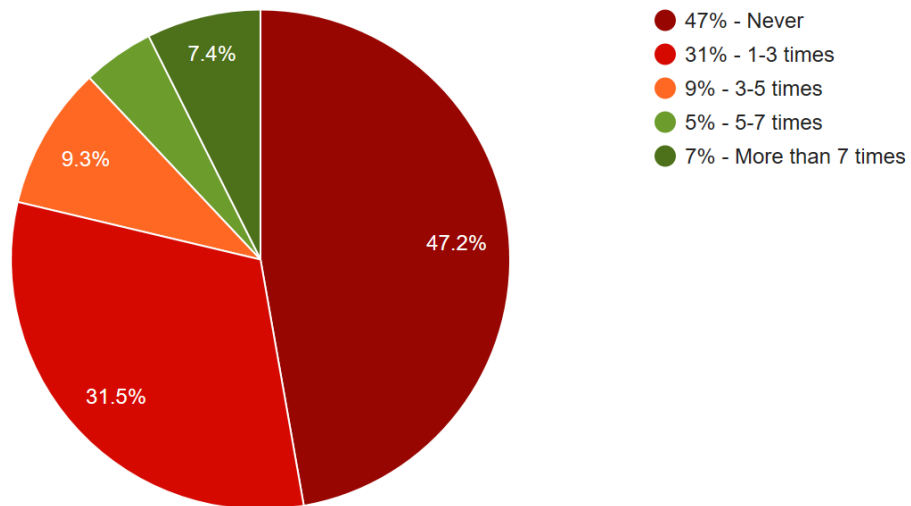
n=108

Figure 2: Have you been on a waitlist for a City recreation program within the last five years?



n=108

Figure 3: How many times have you been on a waitlist for a City recreation program in the last five years?



n=108

Figure 4: How often have you secured a recreation program spot from a waitlist?

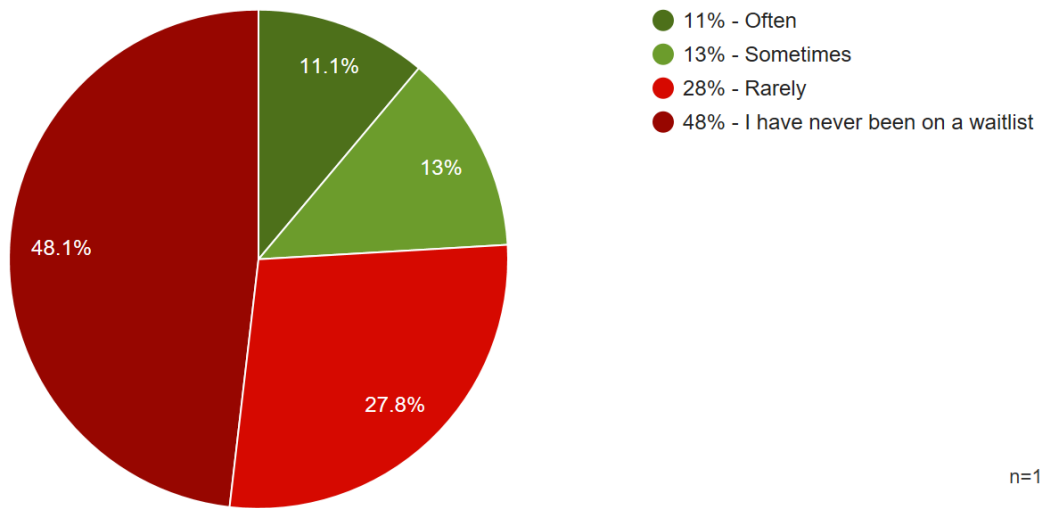


Figure 5: Which of the following statements best describe why you join recreation program waitlists?

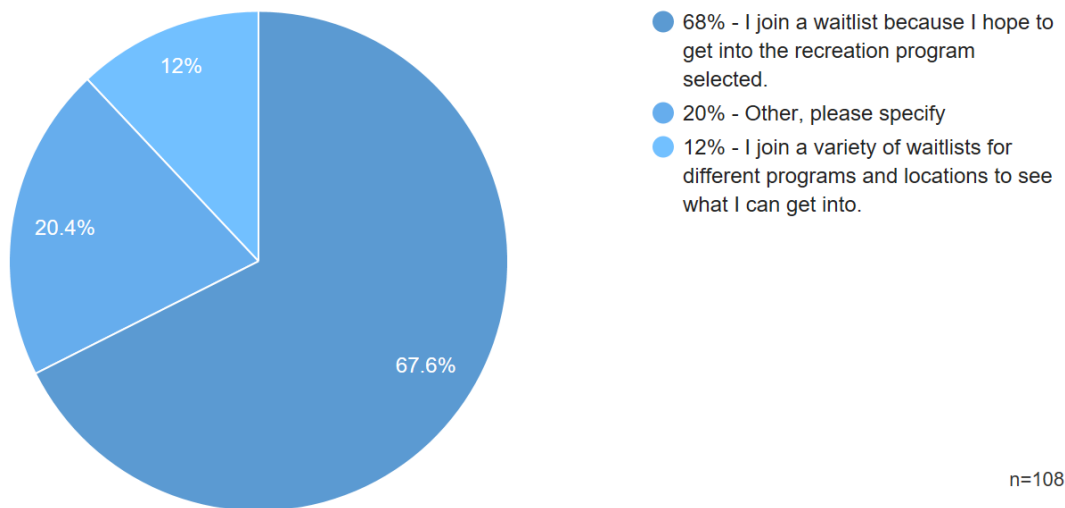


Figure 6: Is it important to see your position on a waitlist?

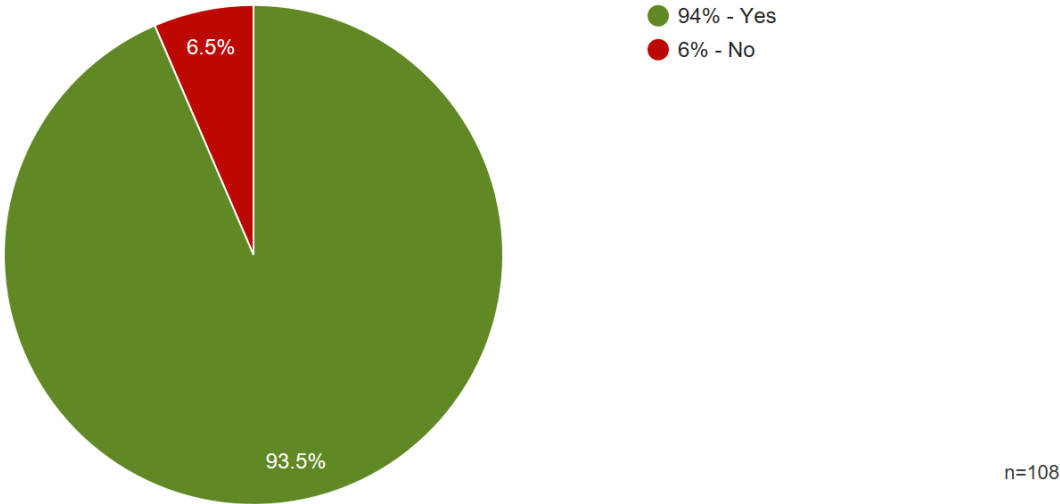


Figure 7: How would you describe the waitlist process?

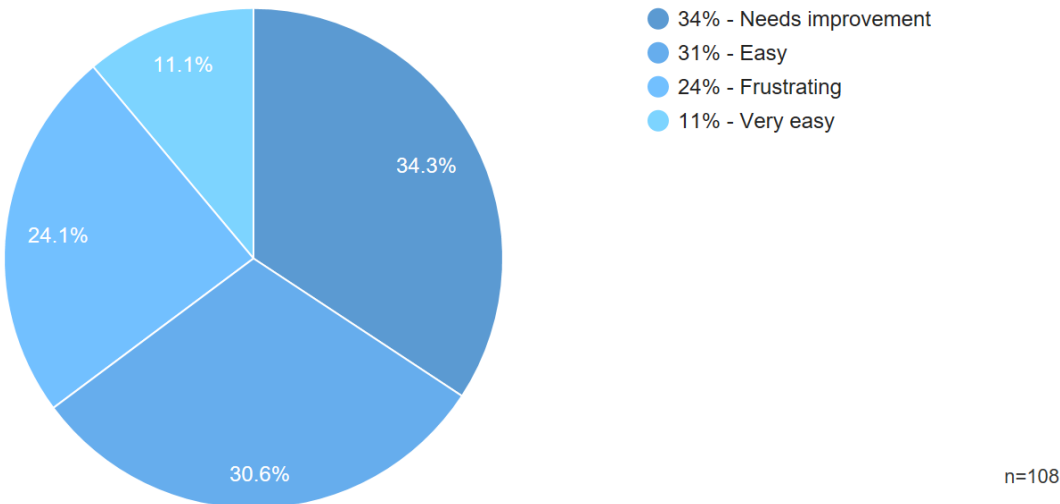


Figure 8: How do you want to receive updates about your status on a waitlist? Select all that apply.

Response	Total	% of responses	%
Email	100		93%
Text	40		37%
Phone	19		18%
Other, please specify	3		3%
Mail	3		3%