



Age-Friendly Expo Guest Survey Results
Age-Friendly Sarnia
June 13, 2019

SUMMARY OF RATING SCALE

	VERY SATISFIED	SATISFIED	NEUTRAL	UNSATISFIED	VERY UNSATISFIED
DATE OF EVENT	89.42%	9.52%	0.53%	0.00%	0.53%
TIME OF EVENT	88.36%	10.58%	0.53%	0.00%	0.53%
FLOOR PLAN & DÉCOR	88.48%	10.47%	0.52%	0.00%	0.52%
VARIETY OF EXHIBITORS	84.38%	12.50%	2.60%	0.00%	0.52%
QUALITY OF INFORMATION	90.10%	8.33%	1.04%	0.00%	0.52%
OVERALL EXPERIENCE	89.06%	9.90%	0.52%	0.00%	0.52%

Total Participants: 194

SUMMARY OF COMMENTS

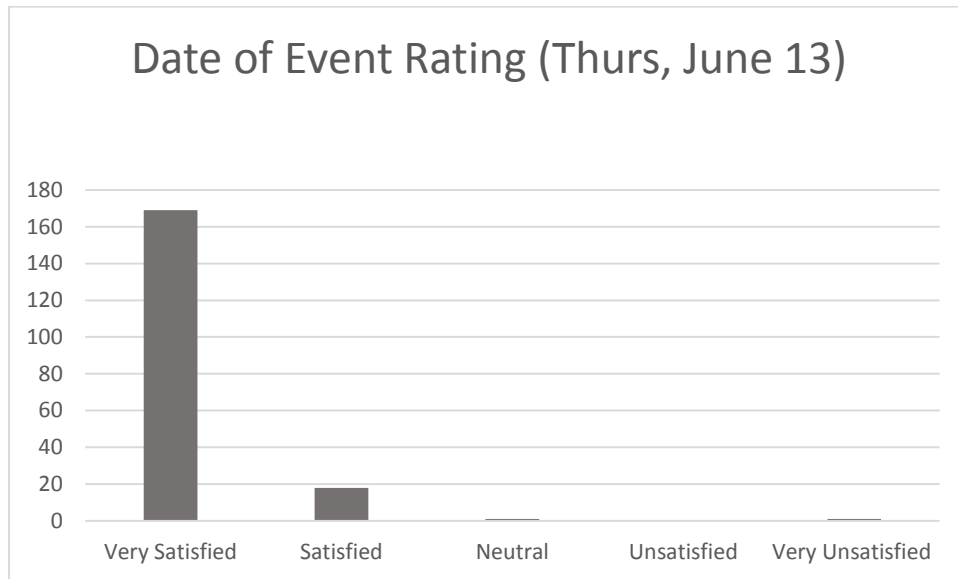
COMMENT CATEGORIES	# OF COMMENTS	EXAMPLES
PARKING	13	Parking was a problem, many wish that there was more & one found parking to be confusing
SPACING/ATMOSPHERE	11	Two people suggested music in the foyer, three mentioned more seating (in front of the booths, more benches), and two thought that booths were too close together/crowded.
VENDORS	8	The overall consensus was that they would love more vendors. One person mentioned that some vendors were awesome and some were not, but did not expand.
NOTES ON TIME SLOT	8	Many participants filled out the space beside the “Time of Event” section. I was not sure if this was the time they were at the event or a suggestion but I recorded it regardless. All the times fell between 10 AM & 3 PM.
SUGGESTIONS FOR VENDORS	7	Participants made suggestions including – less hearing places, more activities geared towards younger seniors, volunteer opportunities to join, a meal recipe booth, vendors with gardening ideas & more info on Alzheimer’s
TIMING	6	Two participants suggested holding this event on a weekend, three suggested holding the event over 2 days. Two participants suggested a timeline between 9:30/10 – 6/6:30 on the day of the event.
NON SUGGESTIONS	4	I recorded non-suggestions such as “I don’t really know [how to make the event better]. Another suggestion was “Less Rain” which I placed in this section as it is not controllable.
TRANSPORTATION/SHUTTLE	3	One participant wondered why there was no transportation in the south east corner of the city (presumably regarding a shuttle). The other two participants were either confused about the schedule or worried about the shuttle.
REFRESHMENTS	3	Two participants said they would be interested in seeing a beer tent or wine samples. One participant suggested a bottled water station.
INFORMATION	2	One participant suggested more public relations & advertising and gave suggestions like the Sarnia Journal, Cable 6, CBC Windsor Radio, etc. The other said more volunteers and advertisement

Total Suggestion Comments: 65

PART 1: PLEASE RATE THE FOLLOWING ASPECTS FROM OUR EVENT:

1. Date of Event (Total Participants: 194)

Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	Gave No Answer
169	18	1	0	1	5

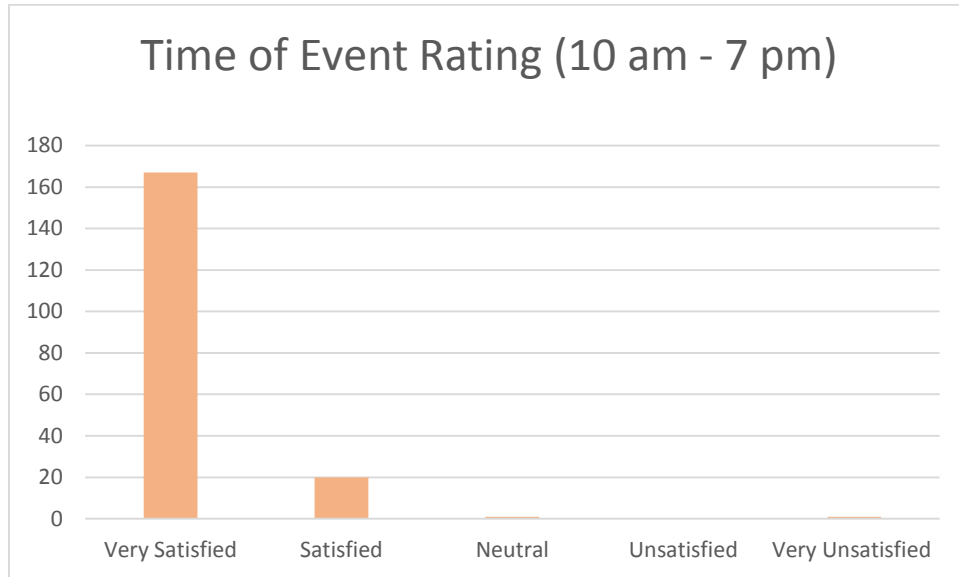


Some related comments to this section:

- *"Perfect timing as I am relocating my parents to Sarnia."*
- *"Maybe two days so more can attend."*
- *"Possibly a two day event or on a weekend."*

2. Time of Event (Total Participants: 194)

Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	Gave No Answer
167	20	1	0	1	5

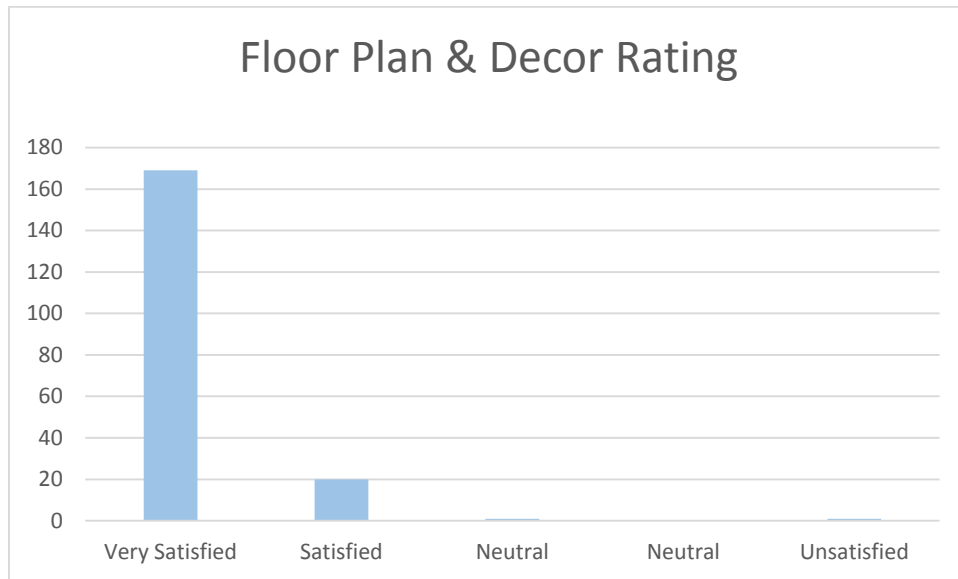


Some related comments to this section:

- *"10-6 pm"*
- *"Pretty wonderful as is! Hope you are back next year"*
- *"I was glad that the event was evening hours, could come after work. Brought my mom and she enjoyed it. We didn't know what to expect. We got a lot of information and freebies, looking forward to next year."*

3. Floor Plan & Décor (Total Participants: 194)

Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	Gave No Answer
169	20	1	0	1	3

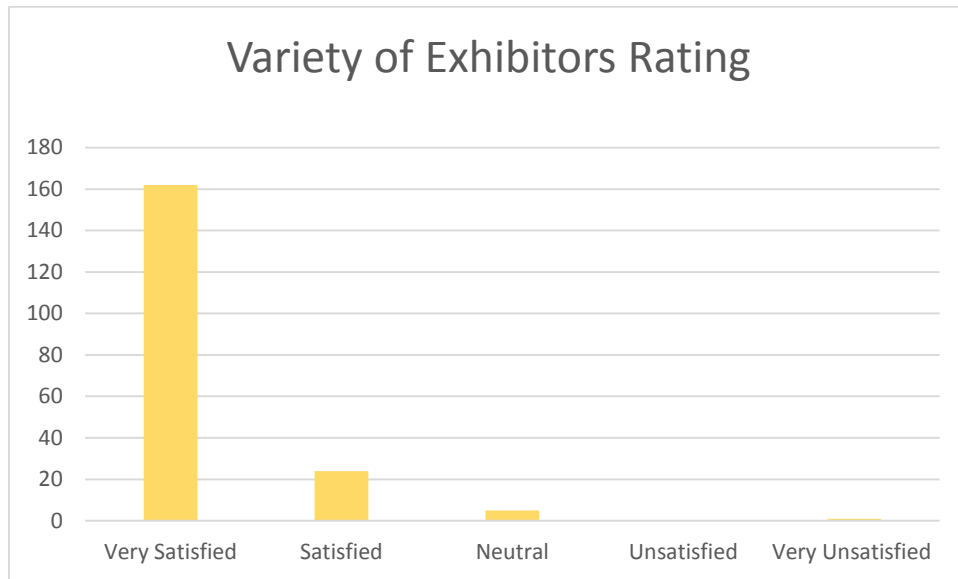


Some related comments to this section:

- *"Well laid out!" / "Really found everything laid out well"*
- *"Floor plan good. Excellent having seating around"*
- *"Well done the way it is set up. Great Job."*
- *"It felt like a park setting [with] trees and green grass"*
- *"Easy Layout" / "Loved the layout. Very easy to take in all the exhibitors. The street signs were creative." / "Great layout! Park benches much appreciated!"*
- *"I like that you changed venues over the Point Edward arena"*
- *"Was good to have similar info all in one section. Will come again"*
- *"More bench[es]"*
- *"Booths a little close"*
- *"Some of the 'U' shapes were too crowded so maybe straight rows would be better"*

4. Variety of Exhibitors (Total Participants: 194)

Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	Gave No Answer
162	24	5	0	1	2

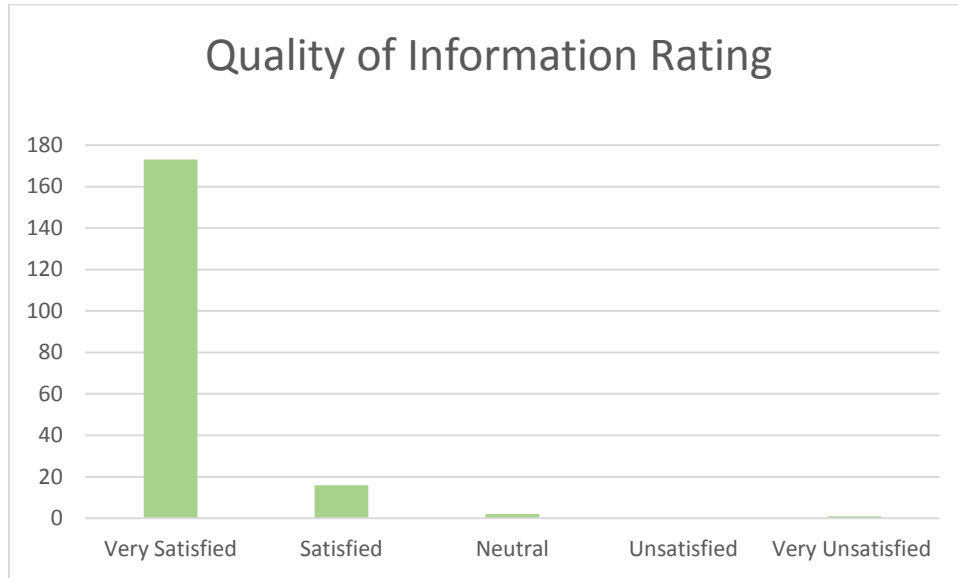


Some related comments to this section:

- *"Thank you 😊 Awesome Vendors. Very helpful & friendly."*
- *"People at booth know what you are talking about. Some awesome, some not."*
- *"Enjoyed talking to the people. The info I was looking for was here. People were nice."*
- *"Great information" / "Very informative, good variety of vendors. Thanks."*
- *"Very impressed with the quality and quantity of booths. Parking shuttle is an excellent idea."*
- *"Less hearing sales."*
- *"Maybe a few things geared towards seniors on the younger side"*
- *"Would be very nice to have more than 2 respite beds in Sarnia"*
- *"More vendors if possible" / "Even more variety of exhibitors"*

5. Quality of Information (Total Participants: 194)

Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	Gave No Answer
173	16	2	0	1	2

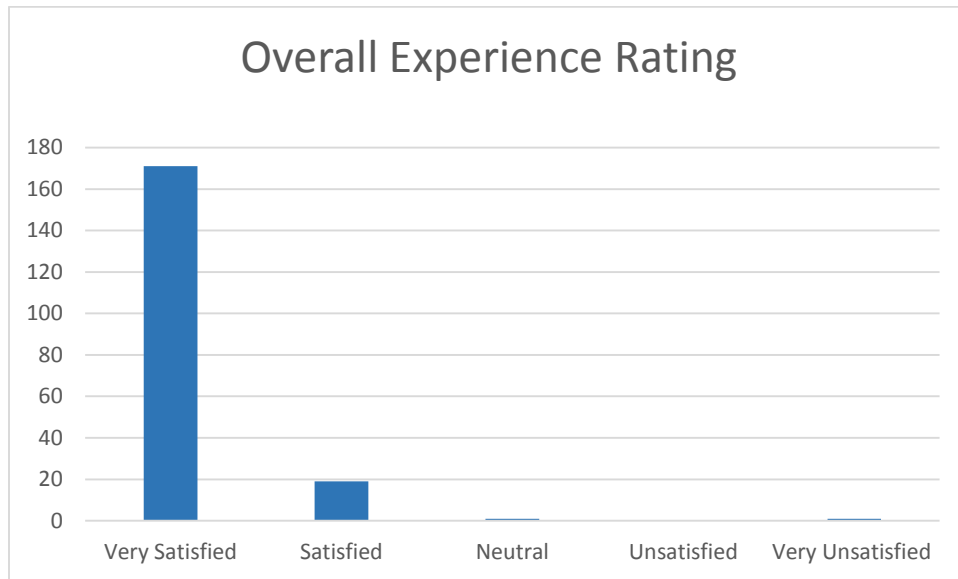


Some related comments to this section:

- *“Information was very good. Learned a lot. Never knew so much was available for seniors. Thank you.”*
- *“Very knowledgeable, I learned a lot. Thank you.”*
- *“Very informed ‘workers’.”*

6. Overall Experience (Total Participants: 194)

Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	Gave No Answer
171	19	1	0	1	2



Some related comments to this section:

- *"Parking was a problem"*
- *"Great! Kudos to Anita."*
- *"So well organized by Amy."*
- *"Wonderful re: the accessible parking and lunch vouchers for volunteers."*
- *"I really enjoyed it, thanks for the pamphlets and bags."*
- *"Ask reps not to be texting while at booth"*
- *"Covered all aspects of senior's problems!"*

PART 2: ADDITIONAL COMMENTS:

1. How could we make this event better?

Total: 65 comments left in this section of the survey

- **4 comments** left in this section were “non-suggestions”. One was for the event to have less rain, and three stated that they did not know how to make the event better.

The Top 3 Categories were:

- 1) **Parking** (13/65 suggestion comments)
- 2) **Spacing/Atmosphere** (11/65 suggestion comments)
- 3) **Vendors** (8/65 suggestion comments)

Sorted Comments:

PARKING	
Parking!	
Better Parking	
Parking a problem	
Parking was a little confusing	
Parking would be difficult for some	
Better Parking	
Parking is a problem	
More Parking	
Better Parking	
Lack of Parking	
Parking	
Parking	
Parking	
	13
REFRESHMENTS	
Beer Tent	
Bottle Water Station	
Need wine samples	
	3
TRANSPORTATION/BUS	
why no transportation to this event in the south east corner of the city	
Specific info on shuttle pick ups. Canadian Tire knew nothing about it nor did the mall info person	
I was dropped off at door but I was nervous about finding the shuttle or being stranded	
	3

SPACING/ATMOSPHERE	
some of the u shapes were too crowded so many straight rows would be better	
Better for people with hearing difficulties	
Concrete hard on feet/legs	
Grouping similar exhibits into groups (hearing, food, etc)	
Ways to link some information together at one site	
Booths a little close	
More bench	
music in the foyer ; 9:30-6:30 timeline	
music in foyer; more healthcare services/business booths would be nice	
Soft music, more relax stuff, time out room for rest & reenergized	
Need chairs for people in front of booths to talk and fill out ballots	
	11
VENDORS	
People at booth know what you are talking about. Some awesome, some not	
how many hearing booths	
More vendors	
More vendors if possible	
even more variety of exhibitors	
More Displays (left a note on time saying 12-2:00)	
More Participants	
Wider Range of exhibitors	
	8
TIMING	
Hold it annually	
10-6 pm	
Maybe hold it on the weekend	
2 Days?	
Maybe two days so more can attend	
Possibly a two day event or on a weekend	
	6
NON SUGGESTIONS WRITTEN	
Don't really know [how to make event better]	
I don't know [how to make event better]	
None	
Less Rain	
	4
INFORMATION	
More P.R & Advertising - ie: Sarnia Journal, Cable 6, CBC Windsor Radio	
More Volunteers & Advertisement	
	2

SUGGESTIONS FOR VENDORS	
More information on Alzheimer	
Meal Recipe Booth	
More volunteer organizations to join	
Parking shuttle great idea. I used it. Great! Any chance on sponsors for outside garden ideas	
Less hearing places, more on fun things. More focus on events for seniors	
Less hearing sales	
Maybe a few more things geared towards seniors on the younger side	
	7

2. Other Comments or Feedback?

Total: 110 comments in this section. They were divided into positive and negative sections.

Positive comments: 108 /110

Negative comments: 2/110

- *“Parking was a problem”*
- *“Ask reps not to be texting while at booth”*