



Created August 20, 2015
Radley Williams, Recreation Chief

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Section 1 – Program Summary

The 2015 Summer Camp program ran eleven (11) weeks starting June 1st and ending August 14th. The program ran longer than normal due to the initial plans from the Seminole County School Board to have a longer summer break, with the new school year not beginning until August 24th. The initially scheduled start date would have ended the program a week before the start of the school year. We purposefully schedule the program with that one week buffer to ensure that the camp staff, which is comprised predominantly of school teachers and college students, can work the entire program before returning to regular jobs and/or school.

Two weeks prior to the start of the summer break, the Seminole County School Board announced that they would be moving the start date for the new school year up to August 17th. The shift up in start date meant that two of our camp counselors were only available for limited hours during the final week of camp and one additional counselor was not available at all for the final week. To adjust for the change, the Recreation Chief assumed the role of Lead Counselor for the final week and used Recreation Assistant staff to supplement the remaining camp staff. Despite the change and loss of some quality counselors, the final week of the program ran well.

The Summer Camp program ran in one week sessions again this year. An early registration period for City of Lake Mary residents opened up on March 30th, followed by open registration for anyone on April 13th. Registration required the first full week of camp to be paid for at time of registration. Additional weeks could be marked at the time of registration to reserve a space in the sessions the parents wished to sign-up for. Registration went so well that starting on May 7th, waitlists had to be opened for each week of the program. Camper drop-off started at 7:30am and final camper pick-up was 5:30pm, as it was last summer.

The field trip schedule was planned to keep campers engaged and excited about attending camp. The Summer Camp program logged over 1,695 miles going to and from field trips this summer. Some of the large field trips included trips to Daytona Lagoon Water Park, Fun Spot, Kennedy Space Center Visitor's Complex, and Wild Florida. Smaller trips were also taken to the Splash Pad at Trailblazer Park, Seminole High School Aquatic Center, Chuck-E-Cheese, Amstar 12 Movie Theaters, and visits to many local parks. The camp also rode the rails again this summer, taking the SunRail down to the Orlando Science Center. The SunRail trip has proven to be one of the most popular trips of the past two Summer Camp programs.

In addition to trips away from the Community Center, a variety of activities were brought in for the campers. Activities included lessons in drawing, soccer, art, football, martial arts, science, and zumba. These activities were scheduled for Mondays and Fridays and supplemented the activities planned and run by the camp staff.

The following report reviews program specifics, assesses program goals/objectives, and offers recommendations for improvements/changes for the 2016 Summer Camp program.

Section 2 – Program Revenues

Registration fees for the 2015 Summer Camp program were set at \$100 per week for City of Lake Mary resident campers and \$125 per week for non-resident campers. The camp registration fee was all inclusive, to include all field trips, camp activities, and select lunches/snacks. Camp enrollment was set at 60 campers per week, with Week 1 thru Week 8 running at full capacity. Week 9 thru Week 11 saw enrollments drop slightly to 59 campers, 52 campers, and 53 campers, respectively. Drop in enrollment was attributed to cancellations within the permitted notification period of one week prior. The revenues realized each week of the program are recapped in the table below:

Week	Max	Enrolled	Waitlist	Revenues
1	60	60	18	\$6,705.00
2	60	60	11	\$6,875.00
3	60	60	11	\$6,880.00
4	60	60	14	\$6,785.00
5	60	60	14	\$6,900.00
6	60	60	13	\$6,780.00
7	60	60	16	\$6,850.00
8	60	60	5	\$6,900.00
9	60	59	6	\$6,675.00
10	60	52	3	\$5,950.00
11	60	53	4	\$6,120.00
REVENUE TOTAL				\$73,420.00

Section 3 – Program Expenses

Program expenses are broken down into the following five (5) categories:

1. Employee Wages
2. Transportation
3. Camp Supplies
4. Field Trips
5. Activities
6. Total Camp Costs

Another area that will be assessed is the opportunity cost realized from running the camp program versus potential rental revenue.

EMPLOYEE WAGES

The summer camp program was budgeted with one (1) Lead Counselor position and five (5) Counselor positions. All summer camp positions were filled this year by the following people:

- Jessica Capella-Goff, Lead Counselor
- Jen Huyett, Counselor
- Caitlyn Czech, Counselor
- Dylan Wydronkowski, Counselor
- Alex Figueiras, Counselor
- Ashly Tabor, Counselor

Actual wages of the Summer Camp Counselors were tracked throughout the summer, with the following totals:

WEEK	WEEKLY TOTAL
5/16/15 – 5/22/15 TRAINING DAYS	\$139.05
5/23/15 – 5/29/15 TRAINING DAYS	\$646.08
5/30/15 – 6/05/15 WK1	\$2,823.40
6/06/15 – 6/12/15 WK2	\$2,360.92
6/13/15 – 6/19/15 WK3	\$2,613.72
6/20/15 – 6/26/15 WK4	\$2,322.94
6/27/15 – 7/03/15 WK5	\$2,221.02
7/04/15 – 7/10/15 WK6	\$2,568.74
7/11/15 – 7/17/15 WK7	\$2,691.67
7/18/15 – 7/24/15 WK8	\$2,494.33
7/25/15 – 7/31/15 WK9	\$2,642.43
8/01/15 – 8/07/15 WK10	\$2,210.30
8/08/15 – 8/14/15 WK11	\$1,150.30
COUNSELOR STAFF TOTAL	\$26,884.90

The Recreation Assistant staff was used to supplement the Summer Camp staff at various times during week 10 and week 11. This was in response to the late adjustment of the school's summer break schedule. The Seminole County School Board opted to adjust the start date for the new school year from August 24th to August 17th just before summer break began. This meant that two of our counselors had to return to their teaching jobs the final week of camp. Rather than cancel the week, recreation staff was used to supplement the camp staff and make up for the shortages. The additional wage cost is as follows:

8/01/15 – 8/07/15 WK10	\$81.04
8/08/15 – 8/14/15 WK11	\$243.12
RECREATION STAFF TOTAL	\$324.16

TOTAL EMPLOYEE WAGE COST (Counselor Total + Recreation Staff Total) = \$27,209.06

TRANSPORTATION

The Seminole County Public School Transportation Service was again, by far, the best value option for the Summer Camp transportation needs. Quality of service and quality of bus were exceptional again this summer. The Summer Camp program left the camp facility three times a week for field trips (Tuesdays, Wednesdays, and Thursdays). The final costs for those trips are listed below:

June Field Trips	\$4,060.46
July Field Trips	\$3,664.20
August Field Trips	\$1,761.56
SCPS TOTAL	\$9,486.22

Seminole County Public School Transportation Service closed down the week of the 4th of July holiday. During that week, charter bus service was obtained. Three different charter bus companies were utilized, in an attempt to find the best cost savings. The costs of the transportation for the 4th of July holiday week are listed below:

June 30 th Trip	\$400.00
July 1 st Trip	\$375.00
July 2 nd Trip	\$589.00
CHARTER TOTAL	\$1364.00

The Summer Camp program also took the SunRail train to get to the field trip to the Orlando Science Center. Campers that were six years old rode the train at no charge. The costs of the roundtrip train ride are listed below:

Camper Tickets	\$129.25
Counselor Tickets	\$33.00
Recreation Staff Tickets	\$11.00
TRAIN TOTAL	\$173.25

TOTAL TRANSPORTATION COST

(SCPS Transportation Total + Charter Bus Transportation Total + SunRail Total) = **\$11,023.47**

CAMP SUPPLIES

Camp supplies included purchases of board games, arts and crafts, camper snacks, and other miscellaneous supplies needed to operate the summer camp program.

CAMP SUPPLIES TOTAL = \$1,758.66

FIELD TRIPS

The 2015 Summer Camp program left the camp facility three times a week for field trips (Tuesday, Wednesday, and Thursday). The table below provides the week by week breakdown of all field trips that were taken during the 2015 program and the total costs for those trips.

Week	Date	Day	Location	Cost
1	6/02	Tuesday	Splash Pad @ Trailblazer Park	\$0
1	6/03	Wednesday	Aloma Bowl*	\$473.00
1	6/04	Thursday	Dave & Buster's*	\$1,483.55
2	6/09	Tuesday	SHS Pool	\$54
2	6/10	Wednesday	Amstar 12 Movie Theater	\$213.85
2	6/11	Thursday	Fun Spot*	\$1,737.50
3	6/16	Tuesday	Splash Pad @ Trailblazer Park	\$0
3	6/17	Wednesday	Monkey Joe's*	\$639.80
3	6/18	Thursday	Wild Florida*	\$1,246.00
4	6/23	Tuesday	SHS Pool	\$53
4	6/24	Wednesday	Power Play Zone*	\$899.00
4	6/25	Thursday	Daytona Lagoon*	\$1159.77
5	6/30	Tuesday	Splash Pad @ Trailblazer Park	\$0
5	7/01	Wednesday	Amstar 12 Movie Theater	\$207.27
5	7/02	Thursday	Kennedy Space Center Visitor's Complex*	\$1637.46
6	7/07	Tuesday	SHS Pool	\$55
6	7/08	Wednesday	Chuck-E-Cheese*	\$408.87
6	7/09	Thursday	Crayola Experience*	\$835.42
7	7/14	Tuesday	Splash Pad @ Trailblazer Park	\$0
7	7/15	Wednesday	Medieval Times*	\$1,444.80
7	7/16	Thursday	Orlando Science Center*	\$997.30
8	7/21	Tuesday	SHS Pool	\$54
8	7/22	Wednesday	Amstar 12 Movie Theater	\$210.56
8	7/23	Thursday	Daytona Lagoon*	\$1,068.91
9	7/28	Tuesday	Splash Pad @ Trailblazer Park	\$0
9	7/29	Wednesday	Chuck-E-Cheese*	\$408.87
9	7/30	Thursday	Fun Spot*	\$1,787.50
10	8/04	Tuesday	SHS Pool	\$46
10	8/05	Wednesday	Amstar 12 Movie Theater	\$177.66
10	8/06	Thursday	Wonderworks*	\$908.01
11	8/11	Tuesday	Splash Pad @ Trailblazer Park	\$0
11	8/12	Wednesday	Airport Lanes*	\$433.50
11	8/13	Thursday	Dave & Buster's*	\$1,123.90
TOTAL FIELD TRIPS				\$19,764.50

*Lunch was provided to campers on the field trip and associated costs were included in the total.

CAMP ACTIVITIES

Numerous enrichment and athletic activities were brought to the camp facility for the campers. These activities were brought in on non-field trip days to supplement the planned camp program executed by the counselor staff. The table below provides the week by week breakdown of all camp activities that were brought to the camp facility during the 2015 program and the total costs for those trips.

Week	Date	Day	Location	Cost
1	6/01	Monday	Art on the Go	\$285.00
1	6/01	Monday	ZUMBA	\$50.00
1	6/05	Friday	Soccer Shots	\$210.00
2	6/08	Monday	Funky Fit	\$150.00
2	6/08	Monday	Young Rembrandts	\$180.00
2	6/12	Friday	Water Inflatable	\$166.50
3	6/15	Monday	Tri-Balance Martial Arts	\$275.00
3	6/15	Monday	Mad Science	\$250.00
3	6/19	Friday	Soccer Shots	\$185.00
4	6/22	Monday	ZUMBA	\$50.00
4	6/22	Monday	Young Rembrandts	\$180.00
4	6/26	Friday	Fit Kidz Football Lessons	\$143.00
5	6/29	Monday	Tri-Balance Martial Arts	\$275.00
5	6/29	Monday	Dental Visit – FREE CLASS	\$0
6	7/06	Monday	ZUMBA	\$50.00
6	7/06	Monday	Young Rembrandts	\$180.00
6	7/10	Friday	Water Inflatable	\$180.00
6	7/10	Friday	Fit Kidz Football Lessons	\$143.00
6	7/10	Friday	Soccer Shots	\$220.00
7	7/13	Monday	Mad Science	\$305.00
7	7/13	Monday	Funky Fit	\$150.00
8	7/20	Monday	ZUMBA	\$50.00
8	7/20	Monday	Young Rembrandts	\$180.00
8	7/24	Friday	Soccer Shots	\$195.00
9	7/27	Monday	Art on the Go	\$250.00
9	7/31	Friday	Fit Kidz Football Lessons	\$143.00
10	8/03	Monday	ZUMBA	\$50.00
10	8/03	Monday	Young Rembrandts	\$180.00
10	8/03	Monday	Tri-Balance Martial Arts	\$245.00
10	8/07	Friday	Soccer Shots	\$175.00
11	8/10	Monday	Tri-Balance Martial Arts – FREE CLASS	\$0
11	8/14	Friday	Fit Kidz Football Lessons	\$96.00
TOTAL ACTIVITIES				\$5191.50

TOTAL CAMP EXPENSES = \$37,738.13

Section 4 – Program Breakeven & Opportunity Costs

Breakeven

- Actual Program Revenues = \$73,420.00
- Actual Program Expenses = \$64,947.19
- Gain/Loss (+ / -) = \$8,472.81

- Total Budgeted Program Funds = \$48,804.00
 - Staffing Budget = \$26,320.00
 - Program Budget = \$22,484.00

Opportunity Cost

The Summer Camp program operates predominantly in Room 1 of the Lake Mary Community Center. While the program is running, the rental of Room 1 during the hours of 7am-6pm is not possible.

The 2015 program, ran 11 weeks (55 days) and accounted for 605 hours of Room 1 usage. Multiplied by the non-resident rate of \$70/hour, the maximum Room 1 potential rental revenue that was given up to accommodate the Summer Camp program was \$42,350.

The Community Center has an operating budget that is equivalent to approximately \$2,390 per week. Accounting only for Mondays thru Fridays, the weekly budgeted operating expenses equals approximately \$1,707 per week. Multiplied by 11 weeks, Community Center operating expenses during the summer camp program can be estimated at \$18,779.

Were Room 1 to be rented the entire time the Summer Camp program utilized the room and Community Center operating expenses were in line with budgeted operating expenses, the gain/loss (+/-) would be +\$23,571. **The 2015 Summer Camp program saw a gain/loss (+/-) of +\$8,472.81.**

Bear in mind, this is simply a look at the potential regular rental revenue that could have been realized if Room 1 had been rented out for the full amount of time the Summer Camp program utilized the room. This scenario is extremely unlikely when analyzing the current daytime, Monday thru Friday rental demand at the Community Center.

Section 5 – Survey Analysis and Results

An end of program survey was sent out to 103 parent emails. Out of those emails, 39 parents completed the survey, putting the survey completion rate at 37.9%. The full survey results are provided in the Appendix. The following highlights were taken from the results:

- 53.85% of the respondents indicated they were City residents, who paid the resident fee.
 - 85.71% indicated customer service provided by Recreation Staff “exceeded expectations”
 - 71.43% indicated the camp fee “exceeded expectations”
 - 100% agreed with the statement that the “...summer camp program provided great value compared to the camp fee charged.”
 - The two highest scoring answers for how respondent’s found out about the camp program were the Lake Mary Parks & Recreation Guide (28.57%) and Friend/Relative (23.81%)
 - 61.90% indicated counselor communication with parents “exceeded expectations”
 - 66.67% indicated they felt the camp exceeded their expectations of providing a safe and inviting environment
 - 80.95% indicated that the field trips and activities “exceeded expectations”
 - The highest scoring camp activity was Art on the GO
 - The highest scoring field trip was Dave and Buster’s
 - Overall, written feedback was positive. There were a few requests/recommendations:
 - Make microwave available for campers lunches
 - Increase age limit
 - Post more pictures of activities/trips on social media
 - Extend final pick-up to 6pm
 - Provide ice water at field trips, not only water fountains

Overall, the program once again received high marks from the participants and parents. The complete survey feedback has been taken into account when constructing the recommendations for improvement in Section 6 of this report.

Section 6 – Analysis and Recommendations

2015 Summer Camp Program Objectives

1. **Provide a fun, safe camp program for the Lake Mary community.**
 - a. **OUTCOME MET-** According to the end of program survey, 69.23% of parents responded the counselors providing a safe environment for their child/children “exceeded expectations” while the remaining 30.77% indicated their expectations were “met.” We received no responses indicating that a parent felt camp safety did not meet their expectations or needed improvement.
2. **Run a full program for each session week offered.**
 - a. **OUTCOME MISSED-** The program fell short on this objective, but just barely. The first eight weeks were at maximum capacity of 60 campers per week. Week 9 had an enrollment of 59 campers, Week 10 had an enrollment of 52 campers, and Week 11 had an enrollment of 53 campers. Overall, the 2015 program had 660 camper spaces, of which 644 of those spaces were filled. That translates to a 97.6% occupancy rate for the entire summer. One issue that arose in the later weeks were parents who registered for the weeks but cancelled by the deadline, which was set for a week before each session start date. Despite having large waiting lists, most parents on the waiting list had already made other arrangements by that late in the summer. A recommended change to the registration process is provided below to avoid this from happening in future programs. While the program fell a bit short of the objective, it was still a very successful summer.
3. **Provide opportunity for campers to achieve at minimum of 2 hours of physical activity per day.**
 - a. **OUTCOME MET-** Even on field trip days, the camp schedule had two hours of physical activity built in for the campers. These activities included structured (Zumba, martial arts, Soccer Shots, Funky Fit P.E., Fit Kidz Football Lessons) and unstructured play (playgrounds, waterslides/bounce houses, free play sports, dodgeball, capture the flag).
4. **Provide a cost effective program that adds value to the department’s recreation offering.**
 - a. **OUTCOME MET-** According to participant survey results, the program met this objective. Over ninety-seven percent (97.44%) of the survey respondents felt that the program provided great value compared to the camp fees charged.
5. **Finish the program at or under budget.**
 - a. **OUTCOME MISSED-** The total budgeted amount for the 2015 Summer Camp Program was \$48,804.00. The budgeted amount did not factor in two changes made to the summer program:
 - i. The Seminole County Public Schools initially increased the summer break by two-weeks. This announcement came after the 2015 City Budget was finalized/approved. An eleventh week of the program was added to accommodate the change. The summer break was changed again just prior to the end of the school year, moving the new school year start date up by one week from the initially announced date.
 - ii. Due to high demand, camp enrollment was raised by staff from 50 campers to 60 campers. This 20% increase in campers also raised costs for field trips and activities.Despite coming in over budget, the program revenues generated from the camp fees covered the additional costs incurred by the extended summer and the increased number in campers.

Recommendations

The following recommendations were crafted to address administrative and operational problems that were encountered and to address parent feedback/concerns.

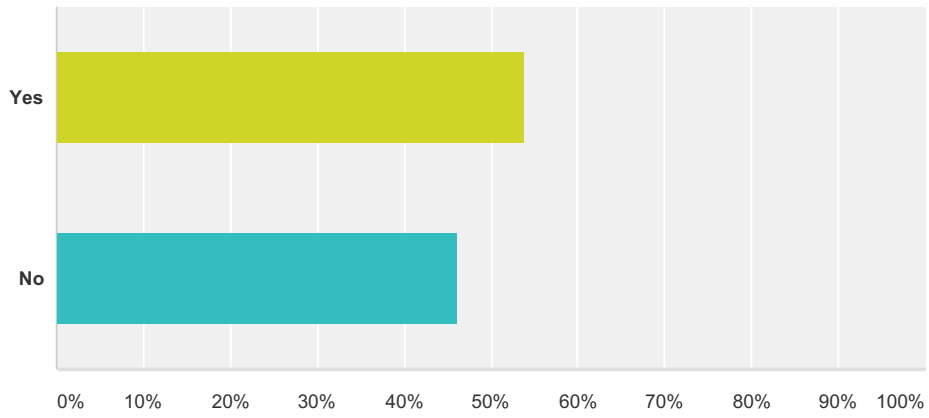
- Increase the program budget to account for 10 weeks at 60 campers per week
- The registration process should stay the same, except for the following recommended changes:
 - Parents put a non-refundable \$25 deposit down on each camp session in which they wish to enroll their child/children. This deposit will then be applied to each week’s camp fee.
 - Increase payment deadlines to two-week’s prior to a session (this summer there was a one-week prior deadline).
 - Address counselor training program to ensure best practices are being followed during camper sign-in and sign-out periods.

- No personal cell phones
 - Counselor's fully engaged with campers during sign-in and sign-out periods
- Implement better tracking of actual bus costs (mileage and driver hours)
- Implement new report to help better organize camp receipts throughout the program.
 - Categorize by Field Trips, Activities, Supplies, Snacks/Food
- Bring ice water on all park field trips to supplement the water fountains at each location.

Appendix – Survey Results

Q1 I am a city of Lake Mary resident and paid the \$100.00 resident camp fee.

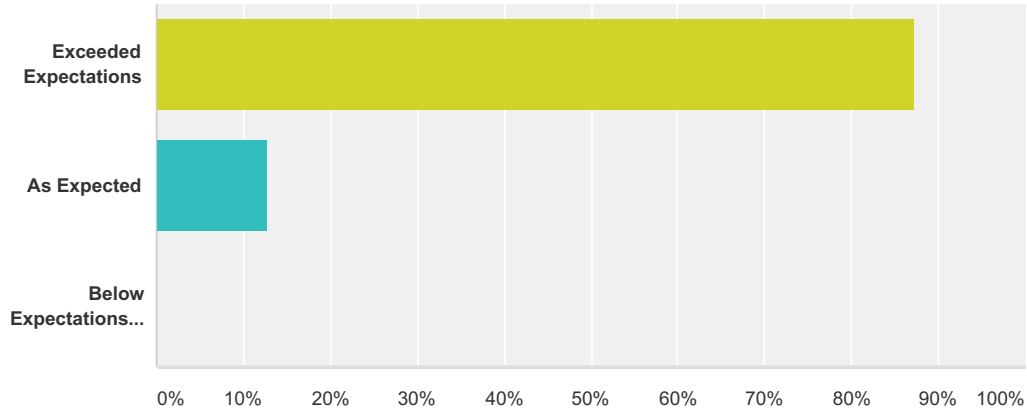
Answered: 39 Skipped: 0



Answer Choices	Responses	
Yes	53.85%	21
No	46.15%	18
Total		39

Q2 The customer service provided by the Recreation Staff during summer camp registration and throughout the summer camp program...

Answered: 39 Skipped: 0

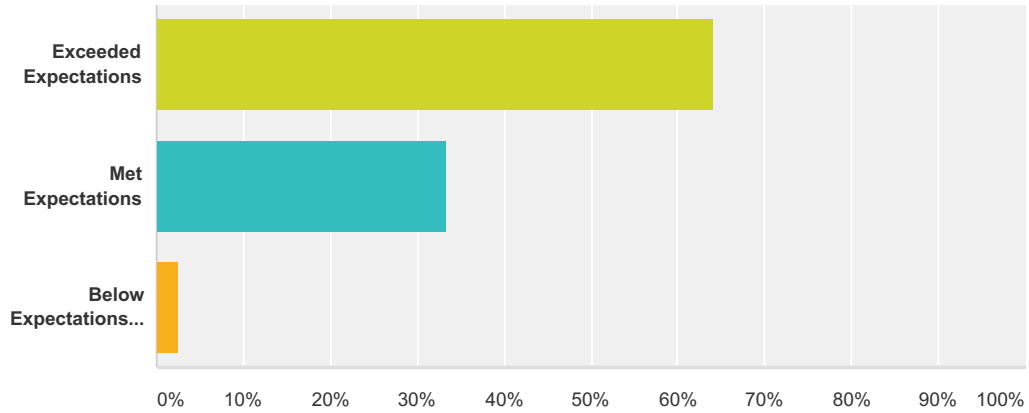


Answer Choices	Responses
Exceeded Expectations	87.18% 34
As Expected	12.82% 5
Below Expectations/Needs Improvement (please specify)	0.00% 0
Total	39

#	Below Expectations/Needs Improvement (please specify)	Date
	There are no responses.	

Q3 The camp fee...

Answered: 39 Skipped: 0

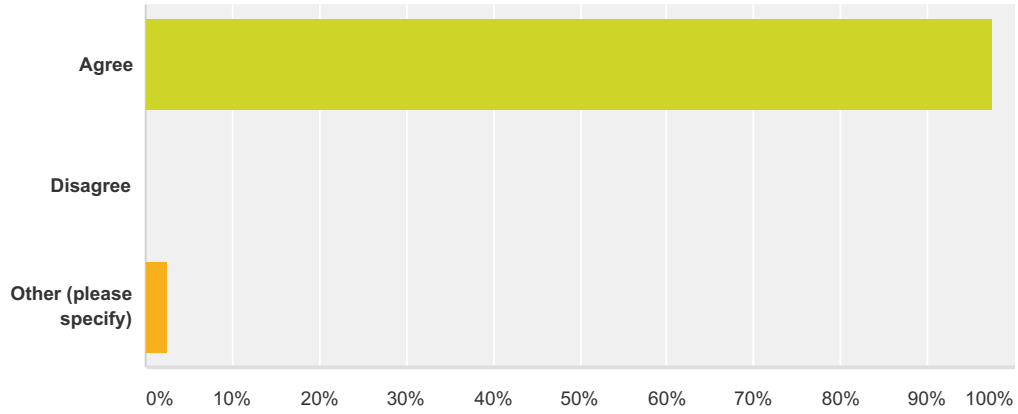


Answer Choices	Responses
Exceeded Expectations	64.10% 25
Met Expectations	33.33% 13
Below Expectations/Needs Improvement (please specify)	2.56% 1
Total	39

#	Below Expectations/Needs Improvement (please specify)	Date
1	Water should be provided through out the day on hot field trips. This is Lake Mary. We were shocked that the campers were not better taken care of in this way.	8/20/2015 11:28 AM

Q4 I feel the summer camp program provided great value compared to the camp fee charged.

Answered: 39 Skipped: 0

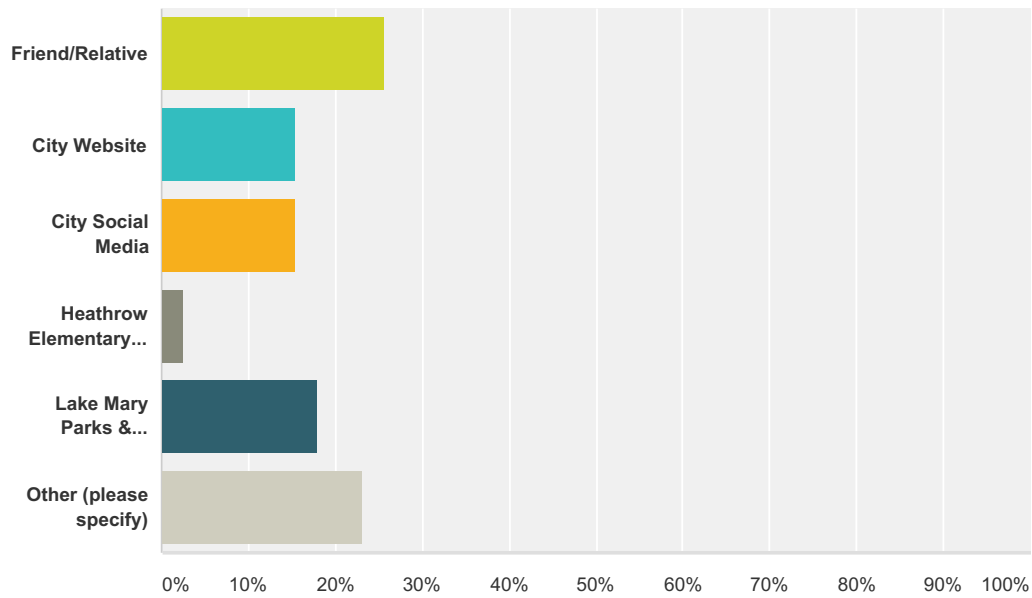


Answer Choices	Responses
Agree	97.44% 38
Disagree	0.00% 0
Other (please specify)	2.56% 1
Total	39

#	Other (please specify)	Date
1	rates should be the same for all families - not just discounted for LM residence	8/26/2015 11:36 AM

Q5 How did you learn about the Lake Mary Parks & Recreation Summer Camp?

Answered: 39 Skipped: 0

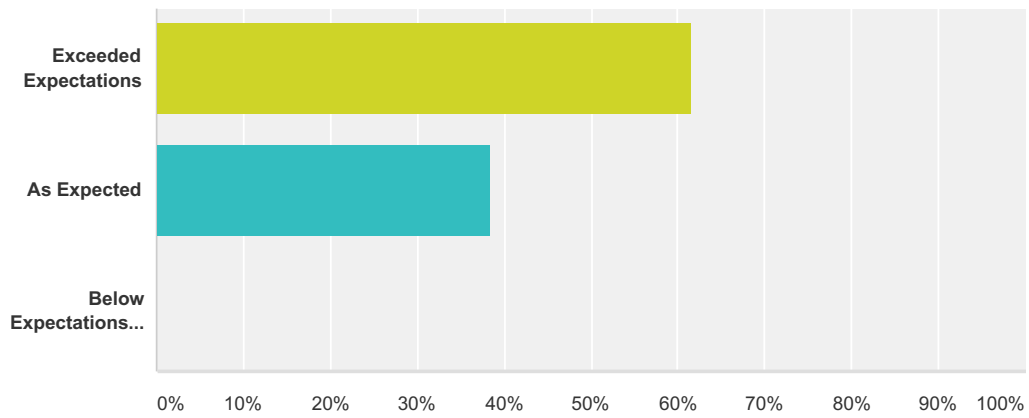


Answer Choices	Responses
Friend/Relative	25.64% 10
City Website	15.38% 6
City Social Media	15.38% 6
Heathrow Elementary School Summer Camp Expo	2.56% 1
Lake Mary Parks & Recreation Guide	17.95% 7
Other (please specify)	23.08% 9
Total	39

#	Other (please specify)	Date
1	Return from last year	8/20/2015 5:31 PM
2	We are returning campers from last year and we saw the sign on the Marquee by City Hall.	8/20/2015 3:27 PM
3	I loved the camp & the staff was great. My son loved it as well. My only complaint is that eventhough i own in lake mary i still wasnt consider a resident & had to pay more.	8/20/2015 2:14 PM
4	Flyer posted at Trailblazer Splash Park	8/20/2015 1:38 PM
5	google search	8/20/2015 1:37 PM
6	repeat/city employee	8/20/2015 1:13 PM
7	Maybe a mailing?	8/20/2015 12:07 PM
8	Live a mile away, unicorported Sem.Co.	8/20/2015 11:01 AM
9	googled summer camps in lake mary	8/20/2015 10:52 AM

Q6 Counselors communication with parents...

Answered: 39 Skipped: 0

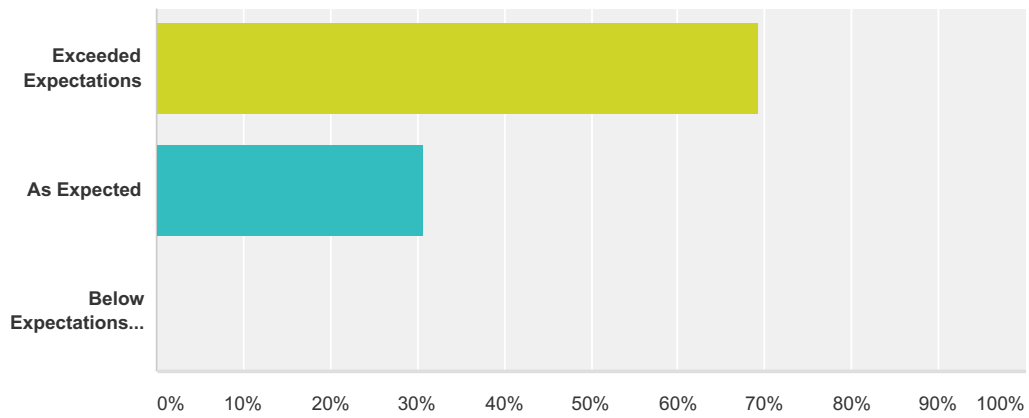


Answer Choices	Responses
Exceeded Expectations	61.54% 24
As Expected	38.46% 15
Below Expectations/Needs Improvement (please specify)	0.00% 0
Total	39

#	Below Expectations/Needs Improvement (please specify)	Date
	There are no responses.	

Q7 Counselors providing a safe and inviting environment...

Answered: 39 Skipped: 0

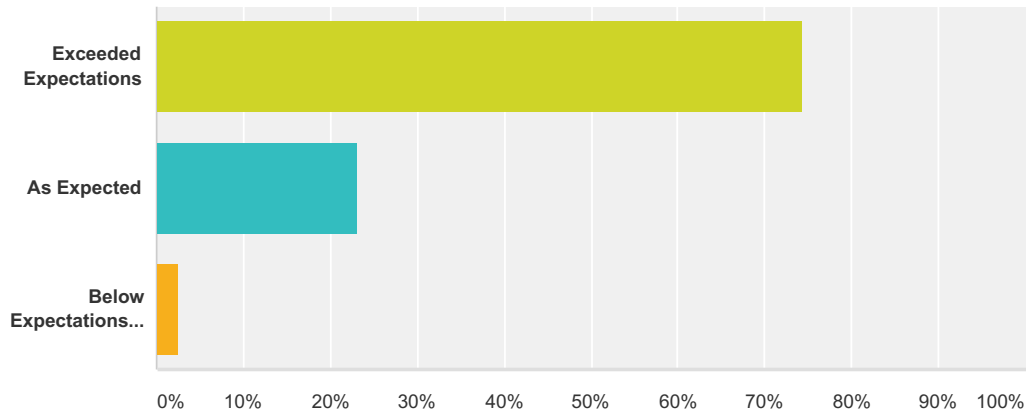


Answer Choices	Responses
Exceeded Expectations	69.23% 27
As Expected	30.77% 12
Below Expectations/Needs Improvement (please specify)	0.00% 0
Total	39

#	Below Expectations/Needs Improvement (please specify)	Date
	There are no responses.	

Q8 Field trips and activities scheduled...

Answered: 39 Skipped: 0

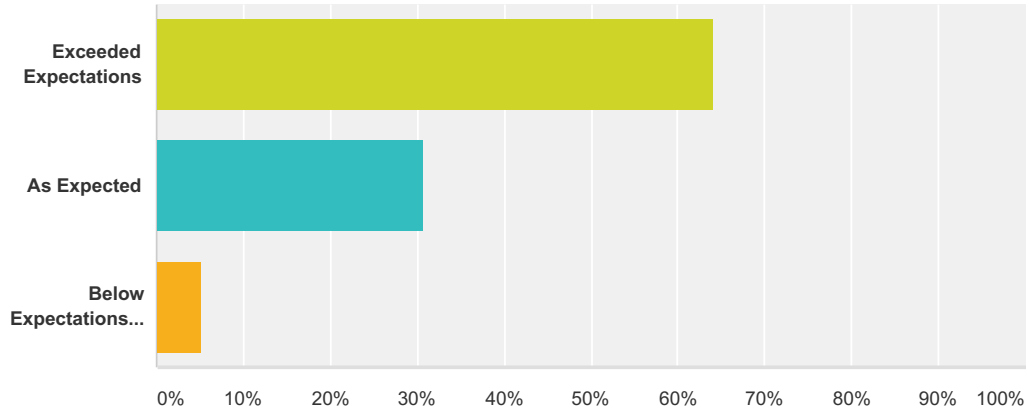


Answer Choices	Responses
Exceeded Expectations	74.36% 29
As Expected	23.08% 9
Below Expectations/Needs Improvement (please specify)	2.56% 1
Total	39

#	Below Expectations/Needs Improvement (please specify)	Date
1	didn't care for the late returns on some trips	8/20/2015 1:13 PM

Q9 Meeting your child's effective needs. (How they feel about the camp? Do they like attending?)

Answered: 39 Skipped: 0

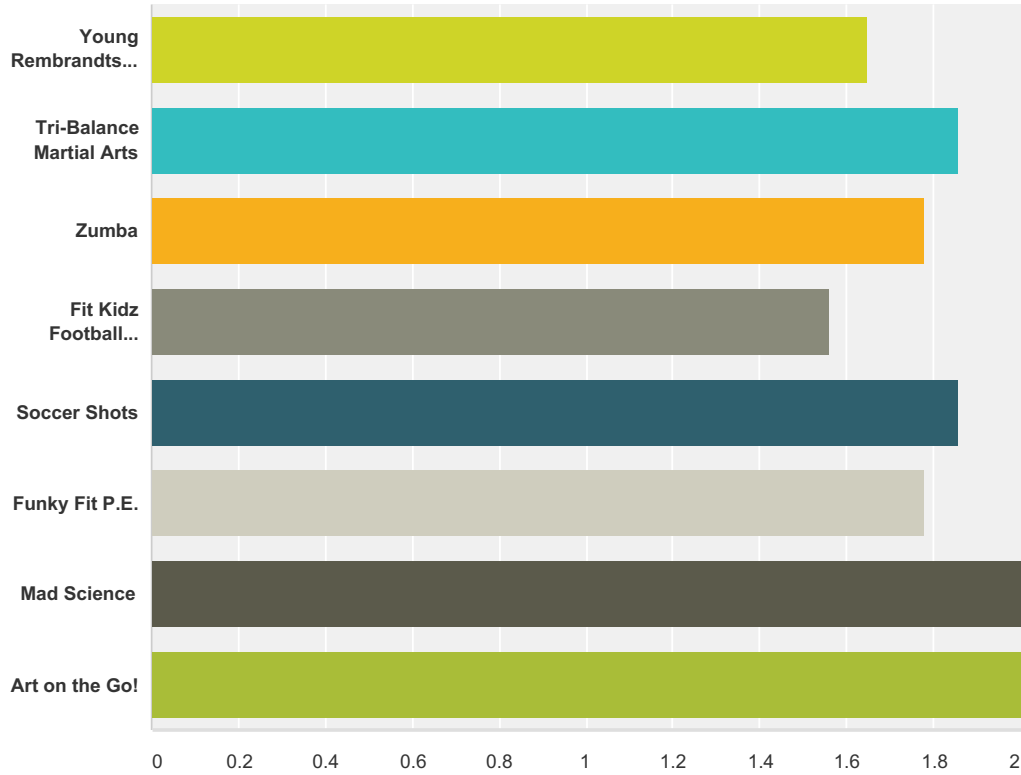


Answer Choices	Responses
Exceeded Expectations	64.10% 25
As Expected	30.77% 12
Below Expectations/Needs Improvement (please specify)	5.13% 2
Total	39

#	Below Expectations/Needs Improvement (please specify)	Date
1	It's affective needs, not effective.	8/20/2015 7:13 PM
2	my son felt bullied and felt not enough counselors to assuade issue	8/20/2015 1:37 PM

Q10 For the following activities, please select the appropriate description that matches your child's feelings toward each activity.

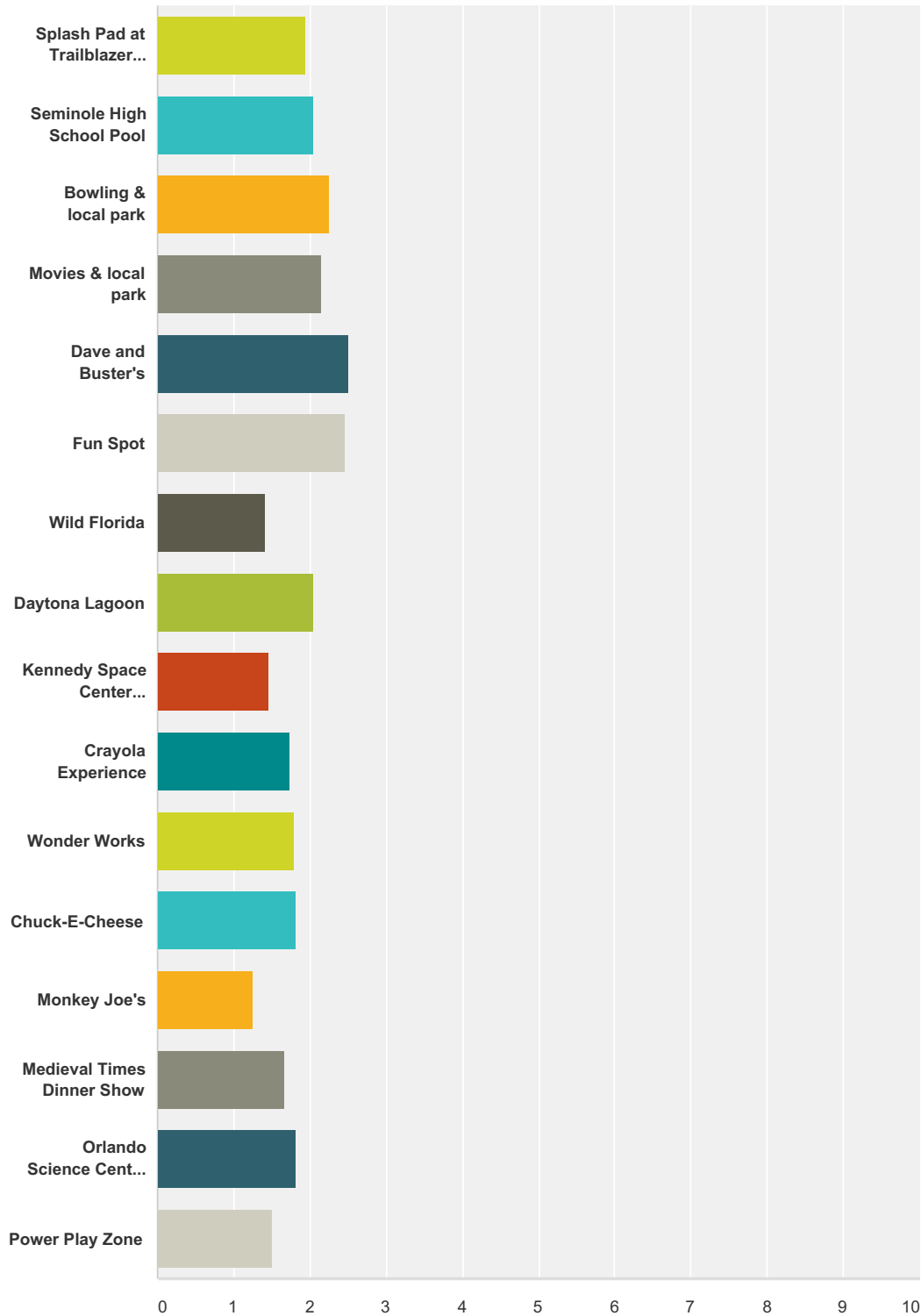
Answered: 38 Skipped: 1



	N/A	Disliked	Liked	Exceed Expectations	Total	Weighted Average
Young Rembrandts Drawing Class	24.32% 9	2.70% 1	56.76% 21	16.22% 6	37	1.65
Tri-Balance Martial Arts	13.89% 5	2.78% 1	66.67% 24	16.67% 6	36	1.86
Zumba	13.89% 5	13.89% 5	52.78% 19	19.44% 7	36	1.78
Fit Kidz Football Lessons	25.00% 9	13.89% 5	41.67% 15	19.44% 7	36	1.56
Soccer Shots	10.81% 4	13.51% 5	54.05% 20	21.62% 8	37	1.86
Funky Fit P.E.	24.32% 9	0.00% 0	48.65% 18	27.03% 10	37	1.78
Mad Science	15.79% 6	0.00% 0	52.63% 20	31.58% 12	38	2.00
Art on the Go!	10.53% 4	2.63% 1	63.16% 24	23.68% 9	38	2.00

Q11 For the following field trips, please select the appropriate description that matches your child's feelings toward each field trip.

Answered: 39 Skipped: 0



	N/A	Disliked	Liked	Exceed Expectations	Total	Weighted Average
Splash Pad at Trailblazer Park	0.00% 0	26.32% 10	52.63% 20	21.05% 8	38	1.95
Seminole High School Pool	5.13% 2	7.69% 3	64.10% 25	23.08% 9	39	2.05
Bowling & local park	7.89% 3	0.00% 0	50.00% 19	42.11% 16	38	2.26
Movies & local park	7.69% 3	2.56% 1	56.41% 22	33.33% 13	39	2.15
Dave and Buster's	10.81% 4	0.00% 0	16.22% 6	72.97% 27	37	2.51
Fun Spot	13.16% 5	0.00% 0	13.16% 5	73.68% 28	38	2.47
Wild Florida	43.24% 16	2.70% 1	21.62% 8	32.43% 12	37	1.43
Daytona Lagoon	21.05% 8	2.63% 1	26.32% 10	50.00% 19	38	2.05
Kennedy Space Center Visitor's Complex	43.24% 16	2.70% 1	18.92% 7	35.14% 13	37	1.46
Crayola Experience	36.84% 14	0.00% 0	15.79% 6	47.37% 18	38	1.74
Wonder Works	31.58% 12	0.00% 0	26.32% 10	42.11% 16	38	1.79
Chuck-E-Cheese	23.68% 9	2.63% 1	42.11% 16	31.58% 12	38	1.82
Monkey Joe's	44.74% 17	5.26% 2	28.95% 11	21.05% 8	38	1.26
Medieval Times Dinner Show	36.84% 14	2.63% 1	18.42% 7	42.11% 16	38	1.66
Orlando Science Center & SunRail	31.58% 12	0.00% 0	23.68% 9	44.74% 17	38	1.82
Power Play Zone	36.11% 13	2.78% 1	36.11% 13	25.00% 9	36	1.50

Q12 In just a few words, please describe your overall experience with the camp staff.

Answered: 39 Skipped: 0

#	Responses	Date
1	friendly staff	8/26/2015 11:36 AM
2	Loved it. Will definitely do it again next year.	8/23/2015 1:53 PM
3	They were fine.	8/23/2015 11:50 AM
4	All very friendly and great with the kids	8/23/2015 10:15 AM
5	My girls loved them!	8/22/2015 8:22 PM
6	Especially helpful and engaged	8/22/2015 11:55 AM
7	They are very helpful and remembered us by name very quickly	8/21/2015 8:46 PM
8	We were satisfied.	8/21/2015 7:36 PM
9	they were not only friendly but extremely helpful	8/21/2015 5:40 AM
10	All of the counselors were great. Jessica's background was invaluable. Alex and Dylan were great for the boys. Cristin was also wonderful with the wait list.	8/20/2015 7:46 PM
11	They were fantastic from start to finish. Very professional and caring.	8/20/2015 7:13 PM
12	Camp staff was good for the parents, but my daughter did not care for all of them. She states they are nice, but felt some were pushy.	8/20/2015 5:31 PM
13	Camp staff was responsive to inquiries and helpful with drop off and pick up.	8/20/2015 3:29 PM
14	My kids loved the camp and we look forward to it every year.	8/20/2015 3:27 PM
15	Wonderful and friendly staff that always greeted you with a smile.	8/20/2015 2:56 PM
16	The camp was great and the staff was always friendly and helpful.	8/20/2015 2:49 PM
17	It was great	8/20/2015 2:14 PM
18	Everyone was great! Very friendly and my camper loved the staff.	8/20/2015 1:57 PM
19	She had a great experience with all staff. Not a negative word all Summer. Everyone was very professional and helpful.	8/20/2015 1:38 PM
20	friendly staff, inviting place	8/20/2015 1:37 PM
21	Camp staff seemed friendly enough.	8/20/2015 1:36 PM
22	My son enjoys the camp. It's a good value at \$100. Counselors seem to be greata people.	8/20/2015 1:13 PM
23	Friendly and caring	8/20/2015 1:03 PM
24	could not be more pleased	8/20/2015 12:49 PM
25	Plant professional and conscientiously	8/20/2015 12:46 PM
26	Great Experience. Radley Williams has a great staff	8/20/2015 12:31 PM
27	They are amazing!	8/20/2015 12:20 PM
28	Everyone seemed friendly.	8/20/2015 12:07 PM
29	Amazing wish you have a school break camp. Cant wait till next summer	8/20/2015 11:30 AM
30	The communication was excellent and the only problem my child experienced was dealt with quickly.	8/20/2015 11:28 AM
31	Awesome experience for the kids and adults in their lives!!! Staff is professional, caring, organized, etc., etc., etc....Can't say enough	8/20/2015 11:24 AM
32	The staff was great. Cristin was very friendly and a huge help. You guys an outstanding job!!!!	8/20/2015 11:24 AM

33	The staff is informative and very helpful to kids and parents.	8/20/2015 11:11 AM
34	The counselors, for the most part, were fabulous!! Most of them were very friendly, helpful, and on top of any request that I had. The only issue I had were on several occasions when I was picking up my child in the afternoon, I witnessed two different counselor sitting at the table texting on her phone while kids were constantly trying to get her attention to ask for her help or show her a picture they were coloring, and she appeared to have basically tuned them out and/or brushed them off for a bit. It wasn't anything major, but it just seemed a little unprofessional, and I would almost suggest having a policy where the counselors need to put away their cell phones for personal business while they are with the kids so they can truly be present to the kids.	8/20/2015 11:08 AM
35	We love the staff!	8/20/2015 11:03 AM
36	Great summer.	8/20/2015 11:01 AM
37	Kids loved it, will return next year.	8/20/2015 10:57 AM
38	Everyone was so friendly and I definitely felt comfortable with leaving my son there!!	8/20/2015 10:53 AM
39	this was my sons first year at any type of camp and he absolutely loved it! He did not want summer to end.	8/20/2015 10:52 AM

Q13 In just a few words, please describe your family's overall experience with the summer camp program.

Answered: 38 Skipped: 1

#	Responses	Date
1	it was pleasant and kids had fun	8/26/2015 11:36 AM
2	All was great. Everyone loved it.	8/23/2015 1:53 PM
3	It was ok. I had heard that the field trips from the previous year were much better.	8/23/2015 11:50 AM
4	Loved it	8/23/2015 10:15 AM
5	It was great, close, convenient and the staff communicated regularly about everything we needed to know.	8/22/2015 8:22 PM
6	It was the best that was offered for the best value in this area.	8/22/2015 11:55 AM
7	We love the program and will be sad that next summer will be our last.	8/21/2015 8:46 PM
8	We were satisfied.	8/21/2015 7:36 PM
9	after the first week my kids told me they want to go back next summer! The camp was no more expensive than any other day camp in the area but your camp did soooo much more than those other camps! I would definitely say we got our moneys worth and then some!	8/21/2015 5:40 AM
10	Overall great. However, they felt Tuesday splash pad was babyish.	8/20/2015 7:46 PM
11	Superb!	8/20/2015 7:13 PM
12	Very much enjoyed the camp and would participate again in future years.	8/20/2015 3:29 PM
13	Overall I love the camp and I recommend it to all my friends. The trips are great the staff is polite and friendly. My kids always had a good time. I know they are safe and I never worry about them being harmed.	8/20/2015 3:27 PM
14	Absolutely loved it. This was our first year there and plan on being back year after year.	8/20/2015 2:56 PM
15	Awesome. My son enjoy it and can't wait to go back next summer	8/20/2015 2:49 PM
16	It was great	8/20/2015 2:14 PM
17	Everything was great! Except for having to use one tshirt two days in a row for an entire summer, without the option to purchase at least one more. It was kinda frustrating to hear you were giving them away the last week.	8/20/2015 1:57 PM
18	The hours and activities were just right. My daughter had a great time every week and was disappointed when it ended.	8/20/2015 1:38 PM
19	everything went smoothly. Nice experience overall	8/20/2015 1:37 PM
20	It was a nice experience for kids, great activities and field trips.	8/20/2015 1:36 PM
21	It is accomodating for our cirsumstance and summer schedule with both parents working.	8/20/2015 1:13 PM
22	Great camp.	8/20/2015 1:03 PM
23	she has disliked every camp I've enrolled her in EXCEPT this one... we even cancelled other plans so she could attend.	8/20/2015 12:49 PM
24	Blown away, for the second year	8/20/2015 12:46 PM
25	Excellent	8/20/2015 12:31 PM
26	We loved it!!!!	8/20/2015 12:20 PM
27	We enjoyed the value to what you get out of it. Son liked it but didn't love the experience.	8/20/2015 12:07 PM
28	Amazing super best camp	8/20/2015 11:30 AM
29	My child can't wait to come back next year and was happy this summer! Thank you!	8/20/2015 11:28 AM
30	Awesome!! THE best camp, ever! We hope to be there next year!!!	8/20/2015 11:24 AM

31	Outstanding	8/20/2015 11:24 AM
32	We love the program. We will be back next summer!	8/20/2015 11:11 AM
33	Overall, we were very impressed with the Lake Mary Summer Camp program and are definitely interested in participating again next year.	8/20/2015 11:08 AM
34	This is our second year, and it was another great summer.	8/20/2015 11:03 AM
35	Had a good experience.	8/20/2015 11:01 AM
36	Great experience, no issues.	8/20/2015 10:57 AM
37	My son is already asking when sign ups are for next summer! We will definitely be back!!!	8/20/2015 10:53 AM
38	Awesome! My son wanted to go even on the days that we were off and he didn't have to.	8/20/2015 10:52 AM

Q14 Recommendations for changes/improvements to the Summer Camp Program.

Answered: 29 Skipped: 10

#	Responses	Date
1	same rate of pay for everyone as some of us live right around the corner but have to pay more.	8/26/2015 11:36 AM
2	The only very minor thing I would suggest is limiting (if you can) changes made to the schedule. It's a let down for kids (when they're expecting one activity or field trip and get another, even if the change is comparable). And there were some changes in the things parents needed to do on specific days (which days not to bring lunch, snacks, etc), which caused some miscommunications. It's very minor, and of course understandable that things have to change from time to time. That would be my only small recommendation. We loved the camp and will definitely be back next year.	8/23/2015 1:53 PM
3	Stop showing so many movies.;	8/23/2015 11:50 AM
4	Later pick up time, 6 would be very helpful. The kids said water day every Friday!	8/22/2015 8:22 PM
5	Keep it up!	8/22/2015 11:55 AM
6	don't change a thing!	8/21/2015 5:40 AM
7	See above.	8/20/2015 7:46 PM
8	Recommended going up to higher grades. She requests more activities inside because of the heat.	8/20/2015 5:31 PM
9	Appreciated the opportunity to register prior to public as a resident benefit. Appreciated the resident discount as well. Nice to see local benefits.	8/20/2015 3:29 PM
10	I wish the age limit could be extended to include older kids. My son will be 12 next June and rather than trying to find two different summer camps I like sending them to one.	8/20/2015 3:27 PM
11	Two shirts per camper would be nice so when they go on trips wednesday and thursday you dont have to do laundry between nights.	8/20/2015 2:56 PM
12	Let anyone who lives in lake mary get the resident rate	8/20/2015 2:14 PM
13	The only thing I didn't like was not having the option to purchase an additional tshirt. We were there every week except for one for vacation, and she spends some nights at her dad's house. Having only one shirt that she's supposed to wear two days in a row every week was a total pain! It didn't seem fair to save them for kids who may or may not be signing up for a one week here and there when we committed to the entire summer. Other than that we were very satisfied with our experience and plan to come back next year. Thanks for a great summer!	8/20/2015 1:57 PM
14	Send out or post more pictures of activities for parents to see all the fun.	8/20/2015 1:38 PM
15	more counselors per group	8/20/2015 1:37 PM
16	Microwave to be avail for kids would be nice. Kids felt obligated to go on certain amusement rides at fun spot or certain waterslides at Daytona lagoon. They do not really enjoy the splash pad, my child fell somewhere in or out of the splash pad/park area and hurt his leg, counselor was aware but didn't report it to me.	8/20/2015 1:36 PM
17	Several late returns during the summer on field trip days. Wild FL is a little too far out for our comfort. Also that is a very hot day there for the kids.	8/20/2015 1:13 PM
18	Was told one of the playgrounds had a lot of spiders. didn't enjoy that one.	8/20/2015 1:03 PM
19	Nope. We <3 You	8/20/2015 12:49 PM
20	Nope, thank you for the amazing value, fun, and sense of security offered by our city rec department, counselors, and Impd staff	8/20/2015 12:46 PM
21	Have camp the week of teacher pre plan. It really helps	8/20/2015 12:31 PM
22	provide parents with photos taken during outings	8/20/2015 12:20 PM

23	Better recognition of kids who need a little help socializing. I had a 5 year old who came in the middle of summer and had a hard time meeting other kids (most other kids had been there several weeks and knew plenty others). As a matter of fact, I have a very sad picture of my son sitting in the middle of your room by himself eating his snack while all of the other kids sat with others against the wall. Not something a parent wants to see. A staff member should have sat with him or helped him into another group. Sadly he did a lot of things by himself.	8/20/2015 12:07 PM
24	Keep ms jessica add school break camp	8/20/2015 11:30 AM
25	Provide cold water with cups when out on field trips please. More trips like Daytona Lagoon and Sun Rail field trips have been requested by my child! The busier the better!	8/20/2015 11:28 AM
26	The only thing I would say was that the girls didn't love football, but they were able to be cheerleaders at the end and they really enjoyed that.	8/20/2015 11:03 AM
27	Open discount to repeat campers or those living within 2 miles of the center, even if outside of city limits.	8/20/2015 11:01 AM
28	Stay open until 6pm which is when extended day programs are open, until during school.	8/20/2015 10:57 AM
29	keep up the great work! I'm sure we will return next year.	8/20/2015 10:52 AM