**Introduction**

I am an undergraduate student at the University of British Columbia conducting this questionnaire for a course project. The purpose of this questionnaire is to collect information to provide recommendations for the improvement of current check-in procedures at North Delta Recreation Centre. This includes queueing systems and the use of wristbands. A facility user survey will also be conducted to poll user experiences and attitudes towards the current system. The completed report will be provided to you with the aim of outlining possible changes to enhance operational efficiency, sustainability, and user experience.

This questionnaire includes five questions, and all responses are voluntary. Responses can be written directly as an email reply. Thank you for participating in this questionnaire, your time is greatly appreciated. If you have any questions or comments, please reply to this e-mail.

**Questions**

1. How many wristbands are used annually, and what is the cost associated with acquiring them?
2. What material are the wristbands made of (ex. Tyvek), and are they easily recyclable in Delta?
3. What are some of the reasons why the North Delta Recreation Centre continues to use wristbands to identify visitors?
4. Have any alternatives to wristband use been proposed or trialed? If so, why were they not adopted?
5. Have any alternatives to current queueing systems been proposed or trialed? If so, why were they not adopted? For example, using automated check-in gates for existing pass holders.