

Survey Results on the Use of the Hiro Community Development Center (Conducted in December 2024)

Thank you for your cooperation in participating in our survey.
Based on the survey results, all of our staff will work together to improve our services in the following ways.

Hiro Community Development Center Director *Tsukasa Hosokawa*

Total number of responses: 523

1. Survey Results for the Hiro Community Development Center (Overall)

- Q1 **【Gender】** 86% of users are women.
- Q2 **【Age】** 65% are 70 years old or older.
- Q3 **【Frequency of use】** 97% use the center frequently or occasionally.
- Q4 **【Purpose of use】** 80% use the center for lectures or club activities.
- Q5 **【Satisfaction level】** 84% are satisfied or somewhat satisfied.
- Q6 **【Front desk service】** 74% rated it as good or acceptable, 24% rated it as average.
- Q7 **【Application of learning outcomes】** 23% are already applying what they learned, while 53% would do so if given the opportunity.
- Q8 **【Future plans】** 34% desire more enriching lectures.
22% want more self-led clubs.
17% would like more lectures.

【Requests and Suggestions】 (Selected excerpts)

○Facility Management

- The repair of the facility has not been completed urgently.
- The blinds on the 7th floor need fixing to block the light.
- *We will coordinate with the relevant city departments to address these issues where possible.*

○Parking and Bicycle Parking

- Users are dissatisfied with the parking fees.
- There is a shortage of space for bicycles.
- *The management of parking and bicycle facilities is conducted according to the policies of the Hiro City Community Center, which oversees these operations.*

○Lectures

- Even if the number of attendees is small, users would like the lectures to continue.
- *The minimum number of participants for lectures is set at 6 for short-term courses and 8 for regular courses.*
- Users would like dance and fitness courses to be offered.
- *We will consider the current usage of the facility and explore the possibility of offering new courses.*

※ We have received many valuable opinions. We will address the issues that are within our capacity promptly.

2. Plans Based on the Survey Results and Free Comments

- We will continue to offer enjoyable and engaging courses.
- We will strive for the appropriate management of the community development center while carefully listening to the voices of our users.