



The world
ski patroller
survey

2016 World Ski Patroller Survey

Introduction

Welcome to the results of the 2016 World Ski Patroller Survey. Now in it's second year, we took our learning from 2015 and applied that to building out this year's questions and report. It's always a work in progress and we find it very interesting reading, and hope you do too. We hope you will continue to support this survey in 2017, to build out the knowledge available on Ski Patrolling.

Contact

You can read more about the World Ski Patroller Survey, sign up for notifications and purchase previous years reports on our website www.medic52.com/survey

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Executive Summary

In all we received 2193 responses from patrollers in 18 countries; 1605 Volunteers and 588 Paid (part and full time). The largest populations to respond were Australia/New Zealand, Canada, France, Sweden and the United States.

Ski Patrollers in 2015 recognised that the Guests they serve are the reason they get up early in the morning. This has been emphasised in 2016 and we see a strong desire to get involved with public awareness of safe practices when skiing but also the Guests own ability. Combined with more communications with other on-mountain departments we see a drive to get Mountain Management to utilise Patrol skills and experience more effectively in daily operations.

The major issues around Ski Patrolling are rate of pay for Paid patrollers, paperwork and recruitment/retention for Volunteers. A common theme throughout is the age of equipment and facilities available, and the need to update these in order to be able to continue providing a high level of care to the guests.

There are a wide range of views on education, many would like more time on the job to get hands on training, whilst others would like their training to be more laser focussed on skills for on-snow requirements. Given the breadth of training provided to some patrollers (particularly in the US) there is a desire to align qualifications to other industries to make the qualification useful throughout the year, perhaps for a Volunteer's full time work, or for a Paid Patrollers summer job.

Patrollers continue to spend an average of USD\$500 per year on gear necessary to conduct their work, and 60% say they use their own phone for work purposes with no subsidy or financial assistance.

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About Medic52

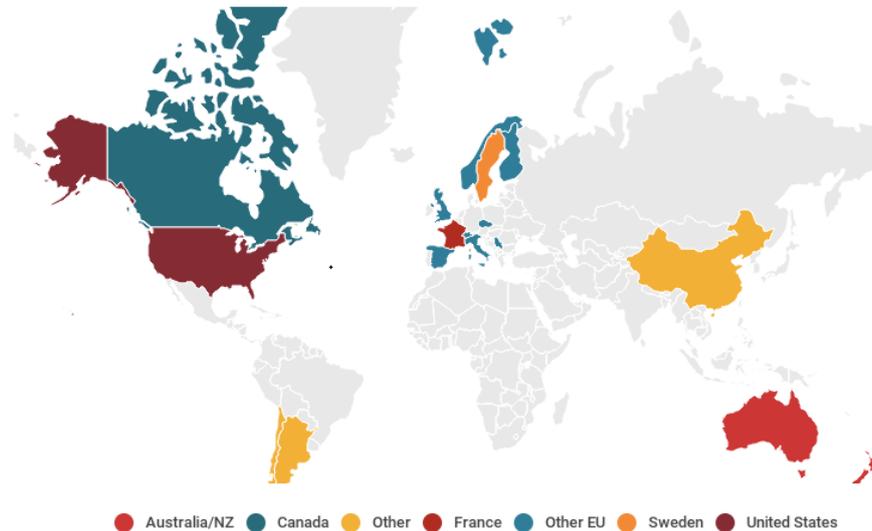
Medic52 is a seamless integrated suite of tools for modern risk and incident management. This suite of tools enables ski area managers to stay on top of the daily life of the ski patrol. The web & mobile based systems offer detailed analysis of incidents through trends and patterns; incident reporting; stock management of medical drugs; rostering, training, asset management and internal communication.

Results

Who are you & where are you from?

2193 responses were received from 18 countries. These are grouped together by the numbers from each country, with Australia/New Zealand, Canada, France, Sweden and United States having the highest representation. Smaller representations are grouped into Other - Europe and Other (rest of world).

90.5% of our respondents were active Ski Patrollers in 2016 and we cut out any that have not been on patrol in the last 5 years.

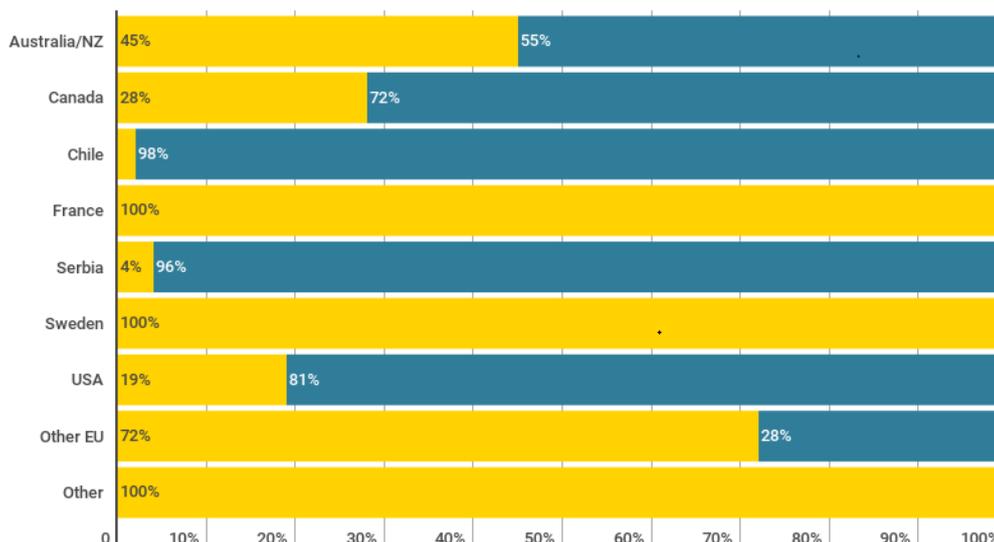


What is your working arrangement?

We can't provide our results as a proportion of total Ski Patroller population in each country because that information doesn't appear to exist in any concrete form.

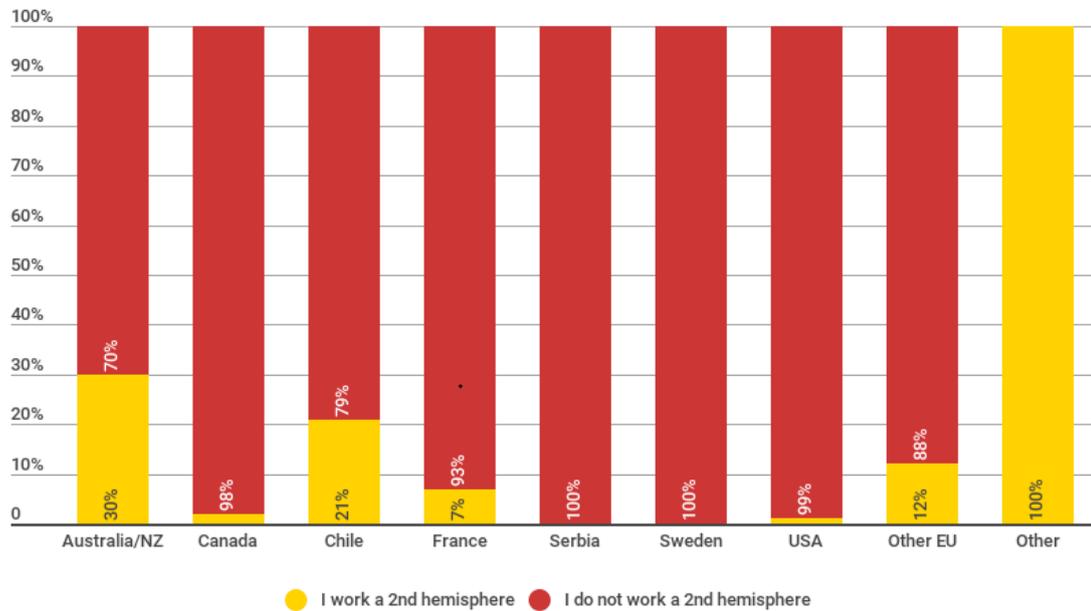
Canada and the US had the highest proportion of volunteers responding to the survey. Canada had a high proportion of Paid Ski Patrollers responding to the survey, as did Sweden & France who do not have Volunteer systems. Serbia is the exception to the rule in Europe as they are only Volunteers.

80% of the US participants are Volunteers, while the non US population is only 43% Volunteer.



If you work both northern and southern hemisphere winters, where is your second country?

In 2017 our respondents base has increased to 4.7% who work a second season, increasing slightly from 2016. Of those that have patrolled their 'off season, the bulk of respondents come from Australia, New Zealand and Argentina. The favoured seasonal migration route is South to North with the top destinations being USA, Canada, Andorra & Japan. This relationship appears to be well replicated in both directions.

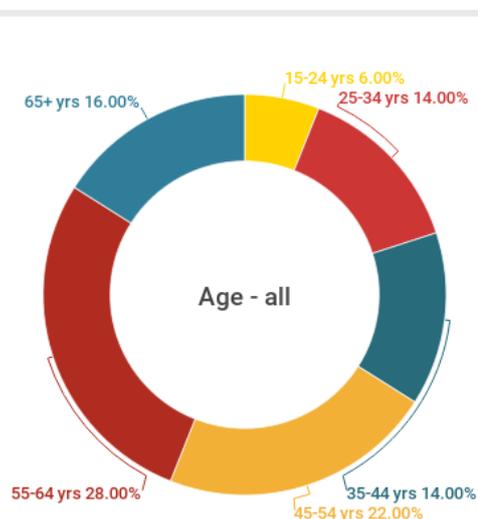


How old are you right now?

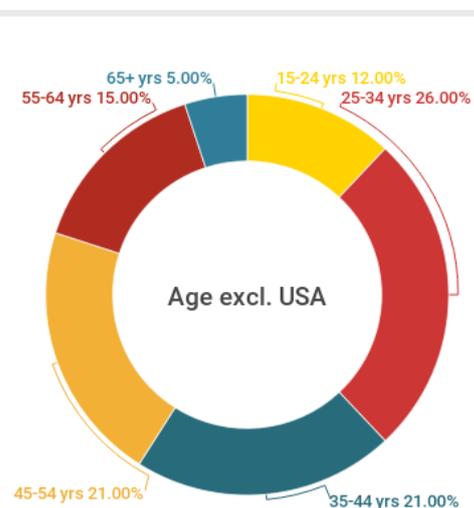
The respondents in 2016 are heavily weighted to an older generation with the largest age range of 55-64 (28%) of our population. When the US is removed the majority of Ski Patrollers are aged between 25-34 years old (26%).

Paid patrollers tend to be younger with an average age of 43. Volunteers tend to be older with our population average at 54 years. Removing the aged US respondents the average Paid age is reduced to 38, and Volunteers to 43 years old.

Age of patrollers (all countries)

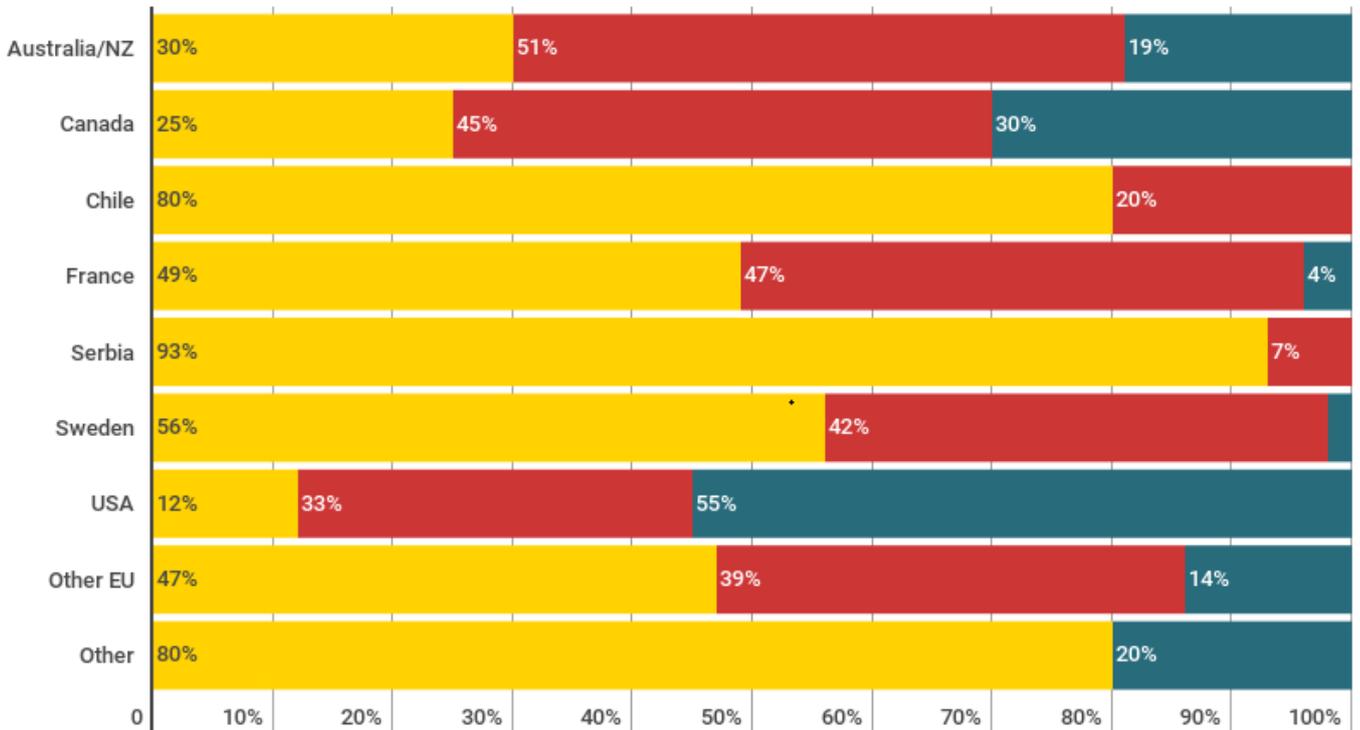


Age of patrollers (excl. USA)



The average age without the US population is evenly spread, with 59% in the 15-44 age range. The US demographics push this down to 34% with their older population.

Age of patrollers by Country



How many years have you worked on patrol?

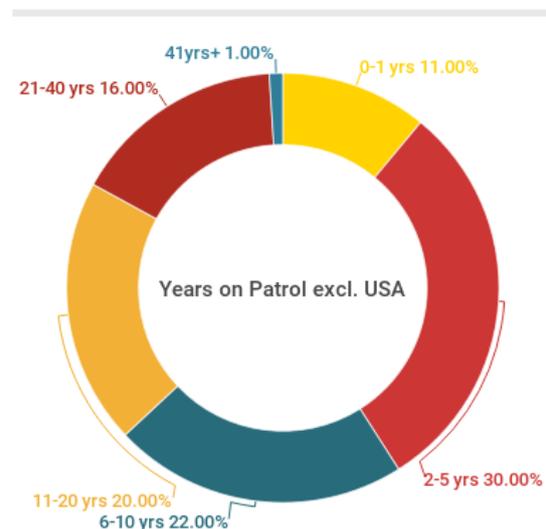
Full time Ski Patrollers tend to have more years under their belts that Part-time or Volunteers. From our respondents, each group from 2-5,6-10,11-20 & 21-40 years of experience is close to 20%, so we have an even representation of years experience on patrol.

The US on their own have 28% in the 21-40 years experience and the rest of our population have 30% majority in the 2-5 years experience bracket.

Years on Patrol (all countries)



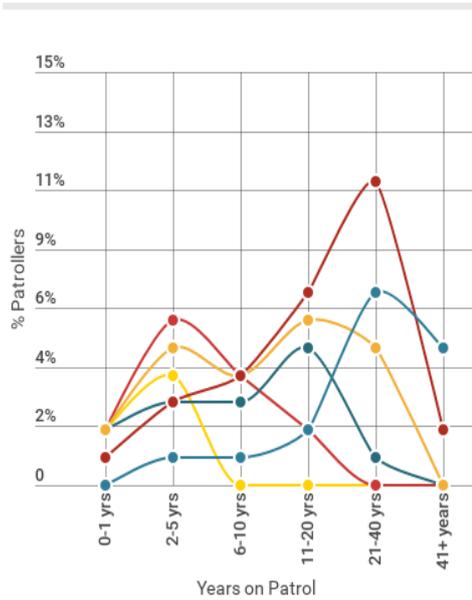
Years on Patrol (excl. USA)



Our population tells us that the majority of US Ski Patrollers are ageing 45+ with 11+ years on patrol (Paid & Volunteer) and carry great experience with this age.

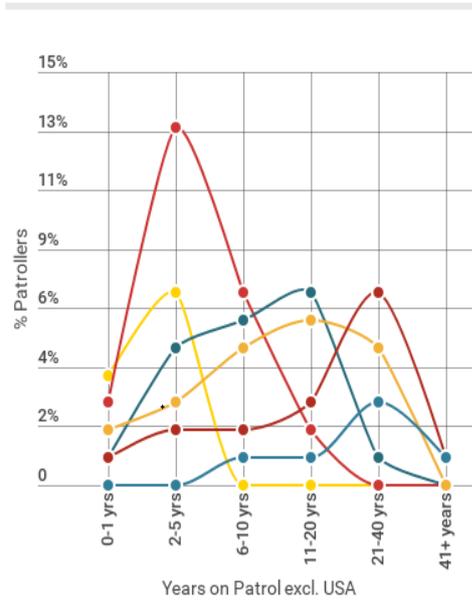
The non US population show a younger set of Paid & Volunteer Patrollers with those 34 and-under carrying up to 5 years experience.

Years on Patrol by Age of patroller
(all countries)



15-24 yrs 25-34 yrs 35-45 yrs 46-54 yrs
55-64 yrs 65+

Years on Patrol by Age of patroller (excl. USA)



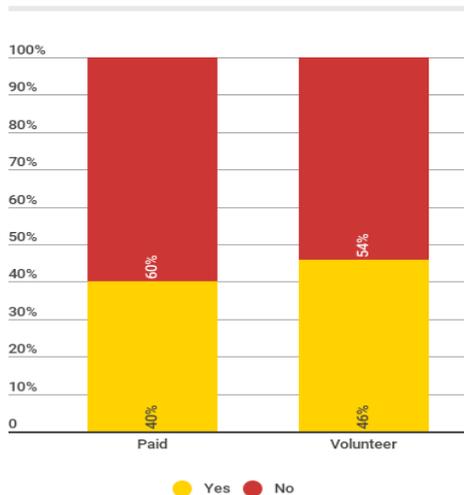
15-24 yrs 25-34 yrs 35-45 yrs 46-54 yrs
55-64 yrs 65+

Do you work on summer patrol activities? e.g. special events, public event, mountain bike patrol?

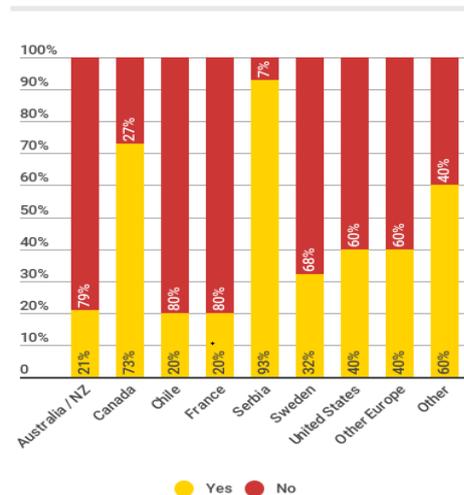
Less than half of our respondents are involved in Summer activities, but Canada & Serbia are forcing this to be smaller than it is when they have 70%+ of Patrollers involved in summer activities compared to 20% in Australia/NZ, Chile & France.

55% of those who do not work a second hemisphere are also not working on the growing summer activities market.

Do you work on summer patrol activities -
by work type

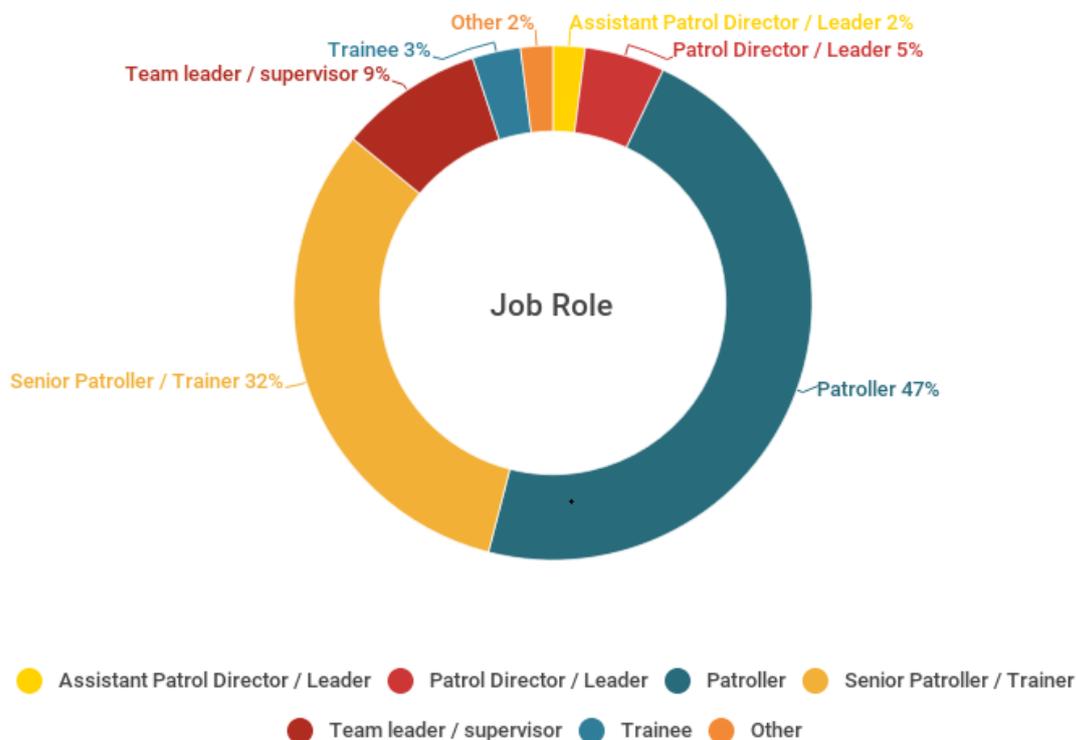


Do you work on summer patrol activities -
by country

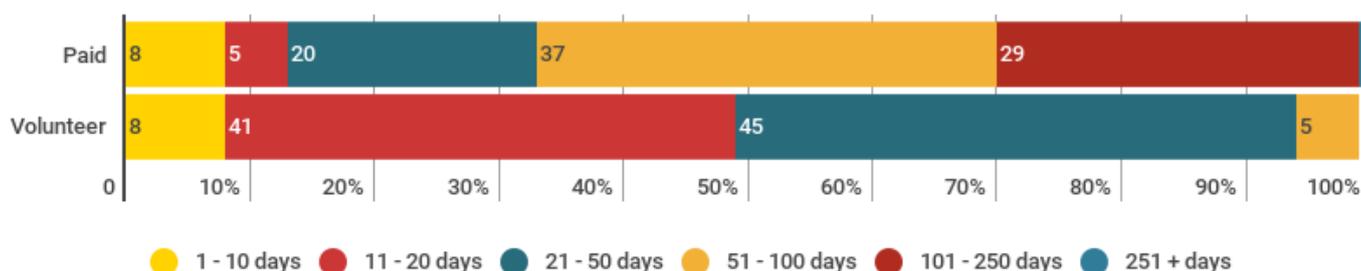


What role do you perform on a daily basis?

Not surprisingly the majority of our respondents are non management positions. Due to the wide range of job titles and interpretation we have normalised the variety of responses into a set of standard roles.



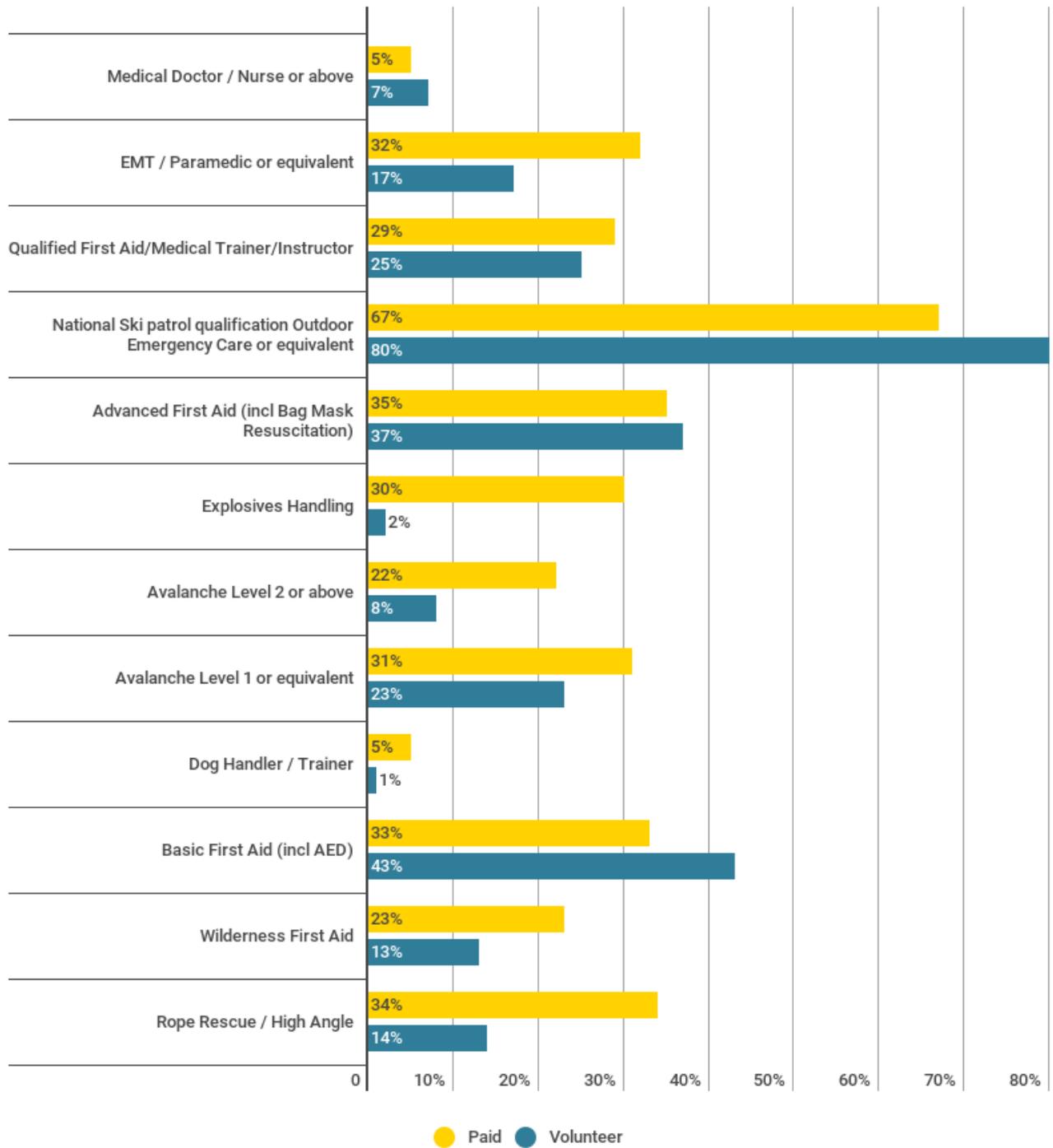
How many days do you work / volunteer on patrol in a year?



What qualifications do you have?

There are a wide variety of qualifications, because of geographical differences and work environment requirements. The most common is an essential Ski Patrol qualification to be able to work on hill.

The majority of Avalanche mitigation and control work qualifications are held by Paid patrollers, this is largely due to the time required for training and the insurance / risk involved. There is no statistical link between these qualifications and a higher rate of pay that relates to the higher level of risk & education.



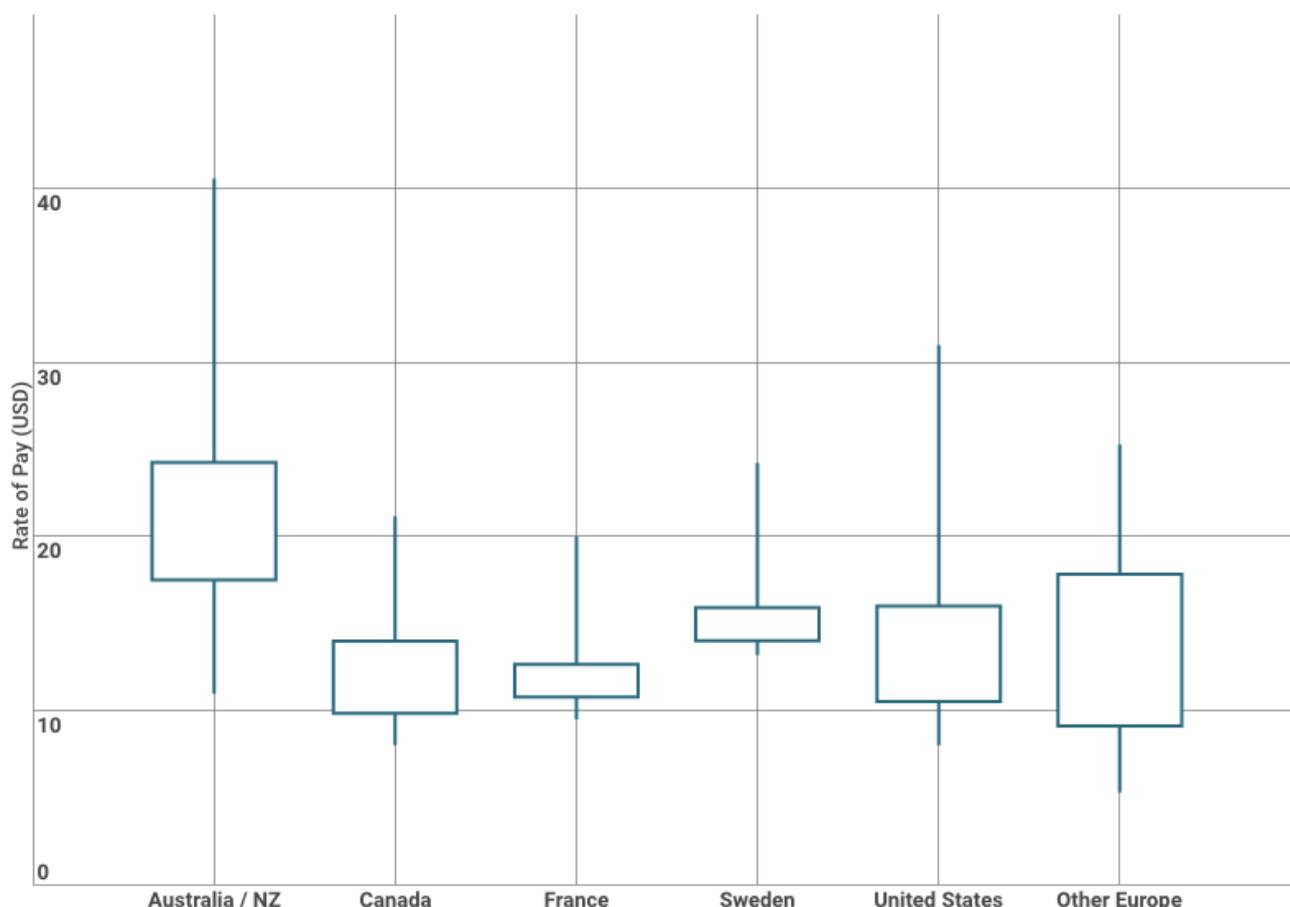
No surprises here in that Paid staff work the most numbers of days in a year, with majority in 50-100+ days in a season. US Volunteers work harder than their counterparts, with 48% doing 21-50 days in a season, elsewhere the majority (also 48%) do 11-20 days in a season.

Paid Patrol: How much are you paid per hour?

There is a slightly larger range of salaries reported in 2016 to 2015. The trend however remains the same - Australia / New Zealand Patroller's are the best paid, With Sweden having the second best average pay. The USA has made a small improvement with a higher average in 2016, and leads Canada & France. The range for Other Europe is not a large as 2015.

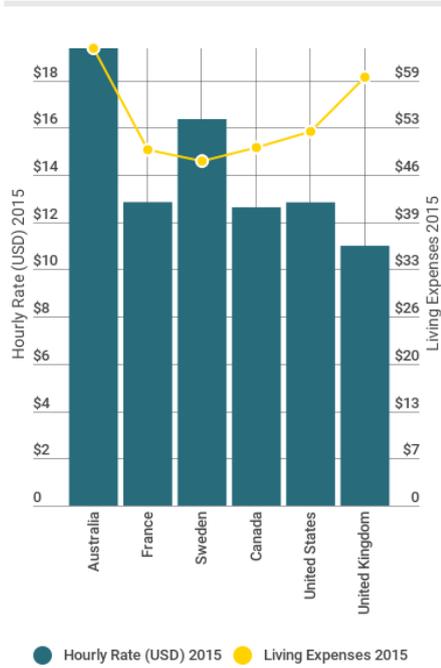
The mean rate per hour across the population is lower \$13.93 (2015 \$14.31), with the lowest reported at \$5.54 in Andorra (2015 \$7.15/hour) up to \$34.26/hour in Australia (2015 \$33.00/hour).

Full time patroller's are generally paid better than part timers, although the difference is small.

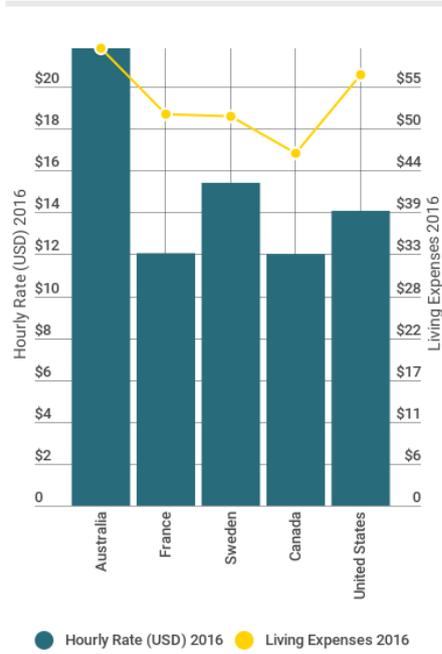


When compared to the Consumer Price Index for cost of living we can see that CPI has reduced for Australians & Canadians (reference <http://www.numbeo.com/cost-of-living/rankings-by-country.jsp>) whilst also delivering a pay rise for both. The Swedish lose their title for the most well off patrollers with an average decrease in pay handing over to Australia. Not enough data was collected for the UK or other countries to provide statistical relevance.

Rate of Pay against Consumer Price Index
Cost of Living (2015)

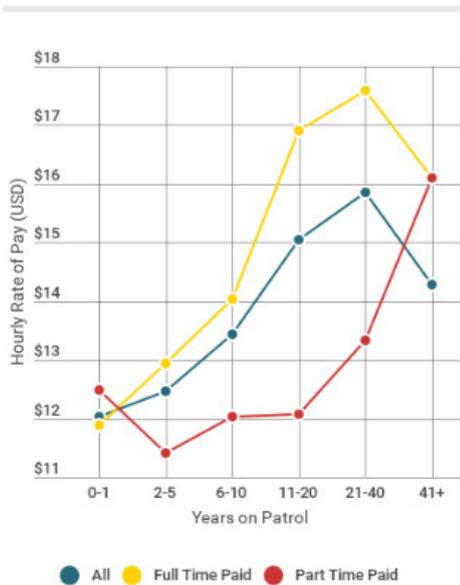


Rate of Pay against Consumer Price Index
Cost of Living (2016)

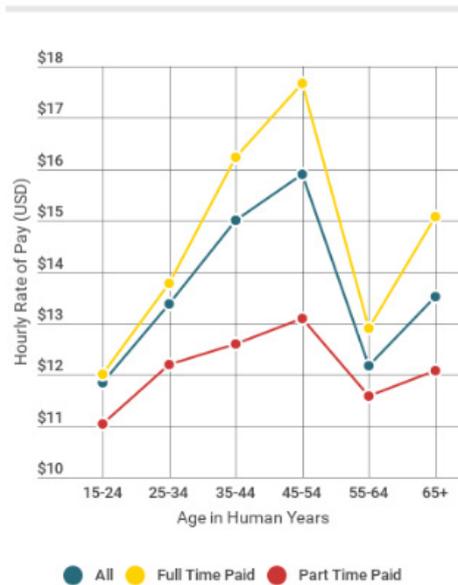


Pay generally increases with experience (measured in years on patrol), however in all markets the rate of pay starts to decline at the 41 year mark. The rate of pay also declines for our 55-64 year olds, and this would be about the right age for lifelong Paid Patrollers reaching a 41 year career.

Rate of Pay against Years on Patrol

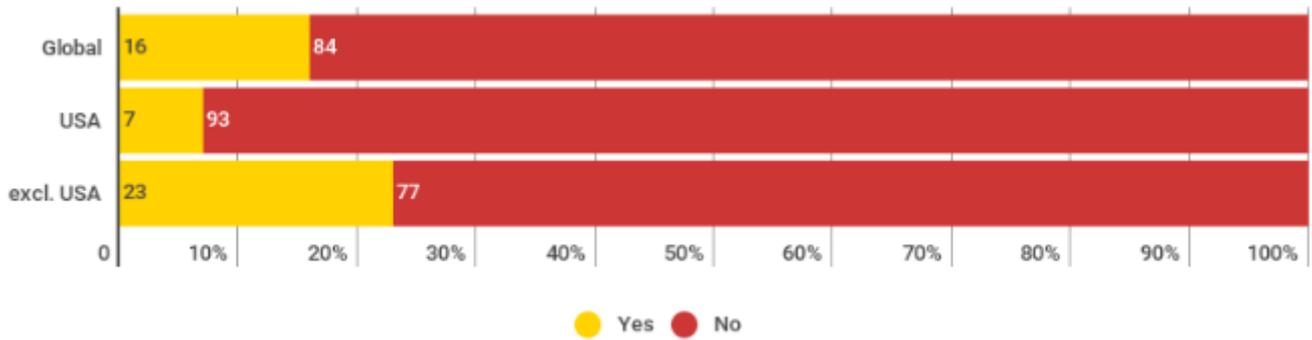


Rate of Pay against Patroller Age



Paid Patrol: Are you a member of a unionized patrol?

2016 was the first year we asked about Unionization given it has been a significant topic in the USA. The usual view of Ski Patrol is that it's a casual, unskilled employment and therefore attracts comparatively low national wages despite significant investment in education and training. Therefore the formation of a union allows a larger voice to be heard within the parent company and legal framework to negotiate better conditions and pay.

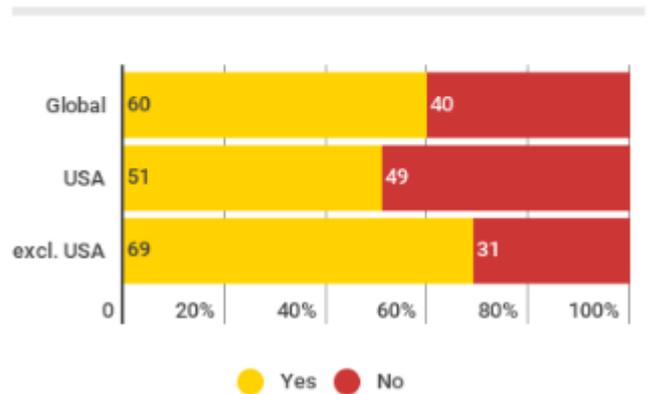
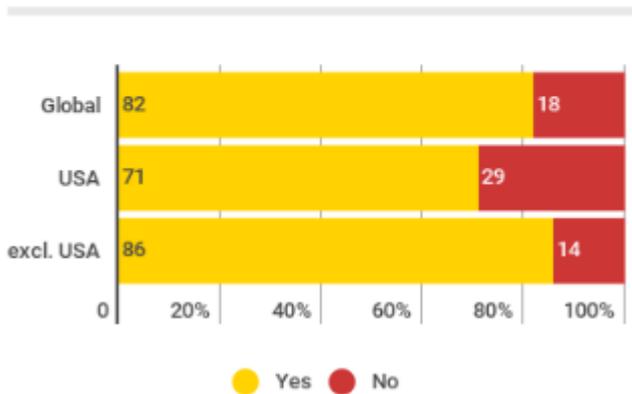


Paid Patrol: Do you believe a unionized workplace assists in better pay and working environment?

Of the respondents in a Union the overwhelming majority favour that it has provided better pay and working environments for them whilst being a Ski Patroller. Those that are not in a union are also majority in favour, with the USA marginally in favour (perhaps waiting to see how it works out for those that have done this recently).

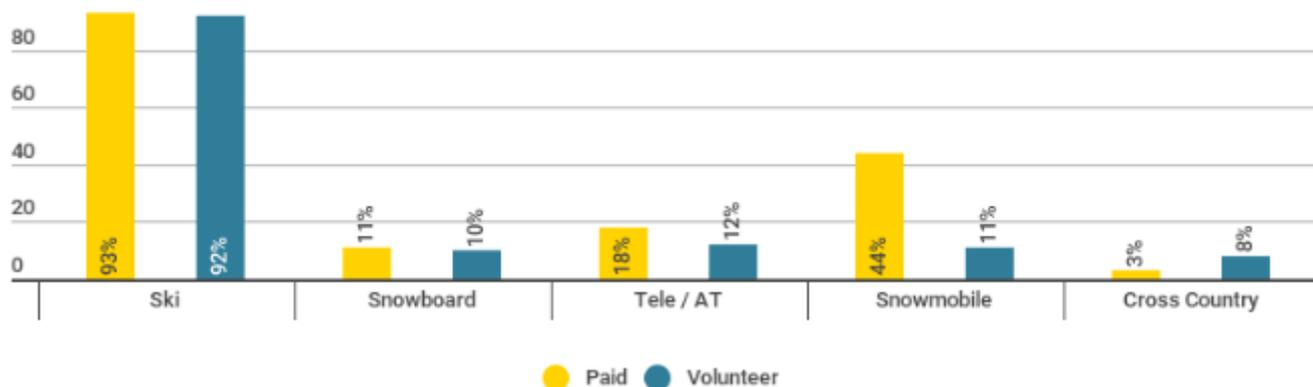
Do you believe a unionized workplace assists in better pay and working environment? (Those in a union)

Do you believe a unionized workplace assists in better pay and working environment? (Those not in a union)



Do you.....on patrol?

The majority of our Ski Patrollers choose to work on alpine/downhill skis. There is a significant difference in the use of snowmobiles, this could be insurance or availability related.



What gear do you use on Patrol, and who pays for it?

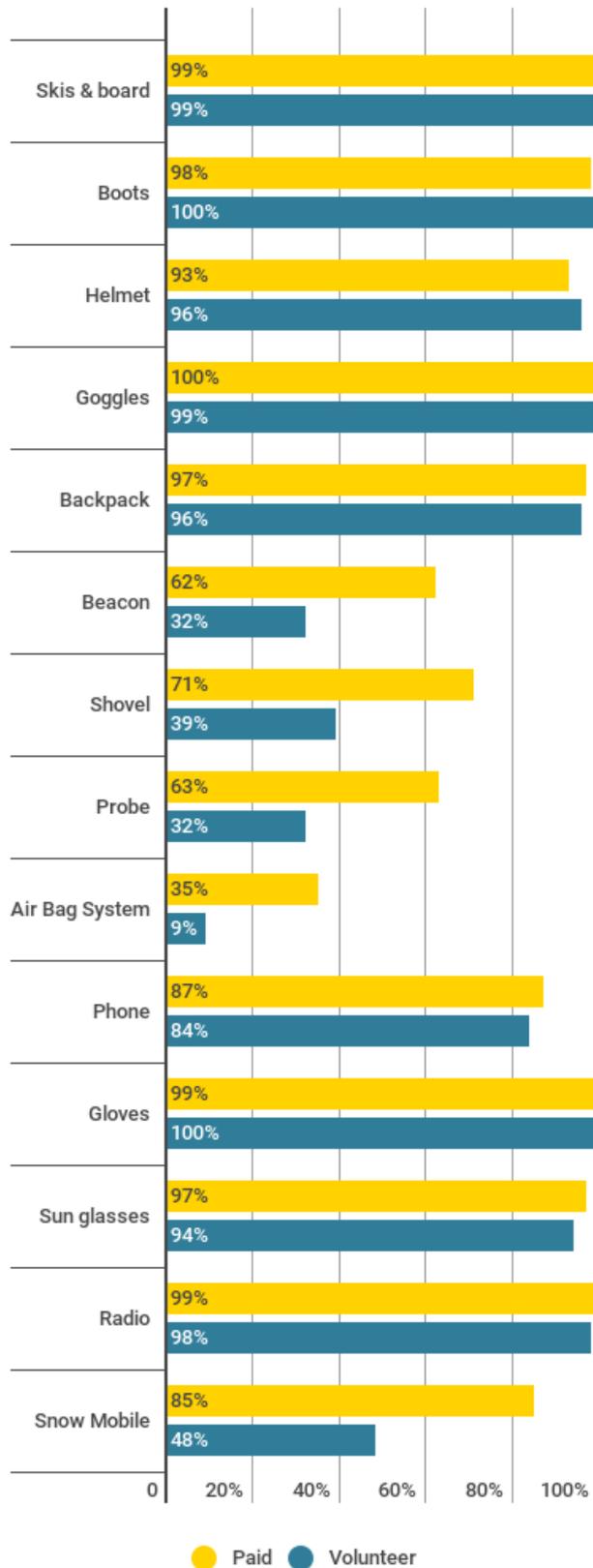
Boots, Goggles, and Phone are almost always the Paid patroller's own items. More than 25% of Paid patrollers get gear supplied for them across the range of items. The only items really subsidised for Paid patroller's are skis and boots.

Volunteers appear to provide all their own gear (excluding for Radio and Snow Mobile), very little is subsidised or provided.

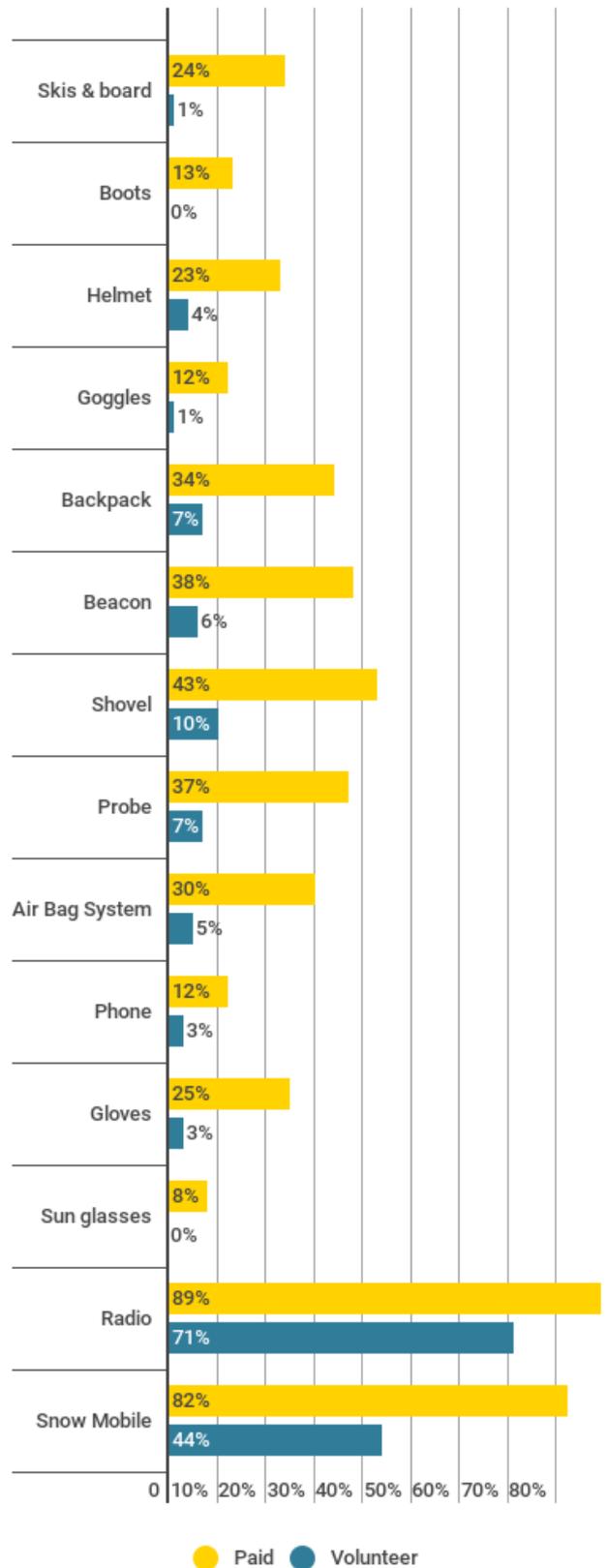
Snowmobile's are almost always provided by the employer, or partially subsidised and used mostly by paid patrollers.

We assume that basic uniform (jacket/patrol vest) is supplied.

Items used by Ski Patrollers



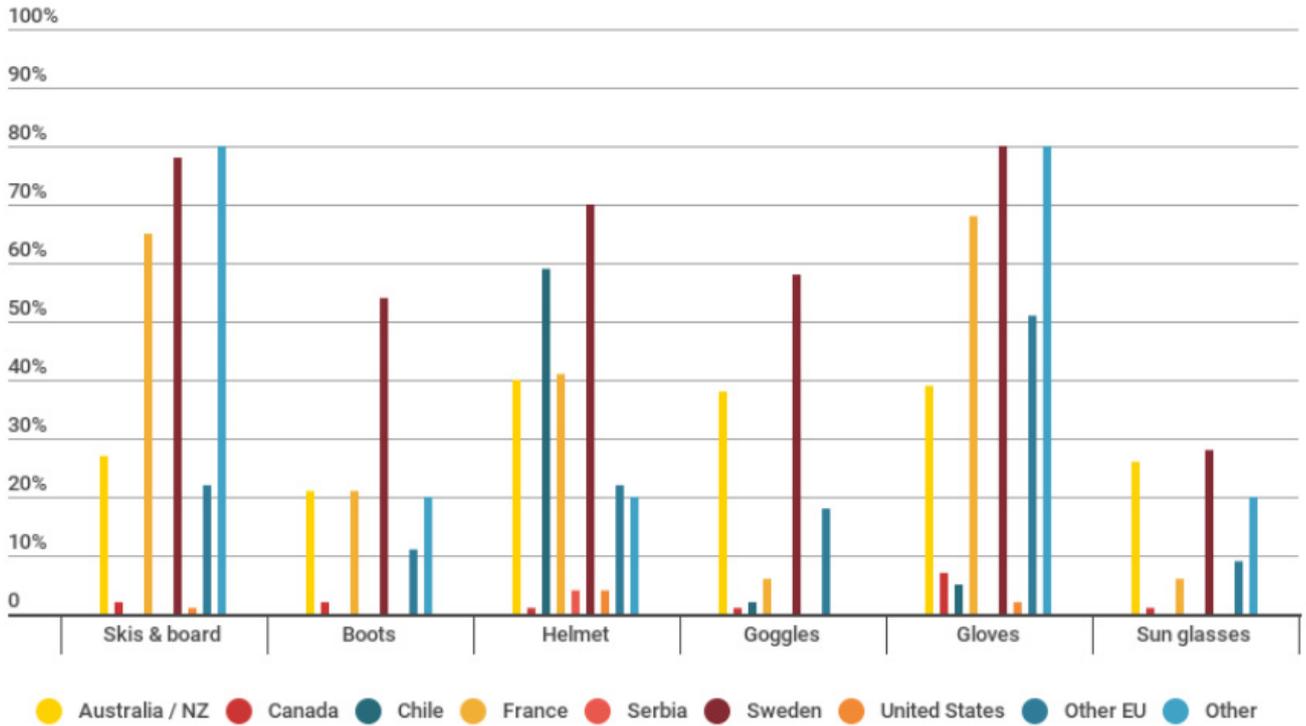
Items paid for by resort / employer



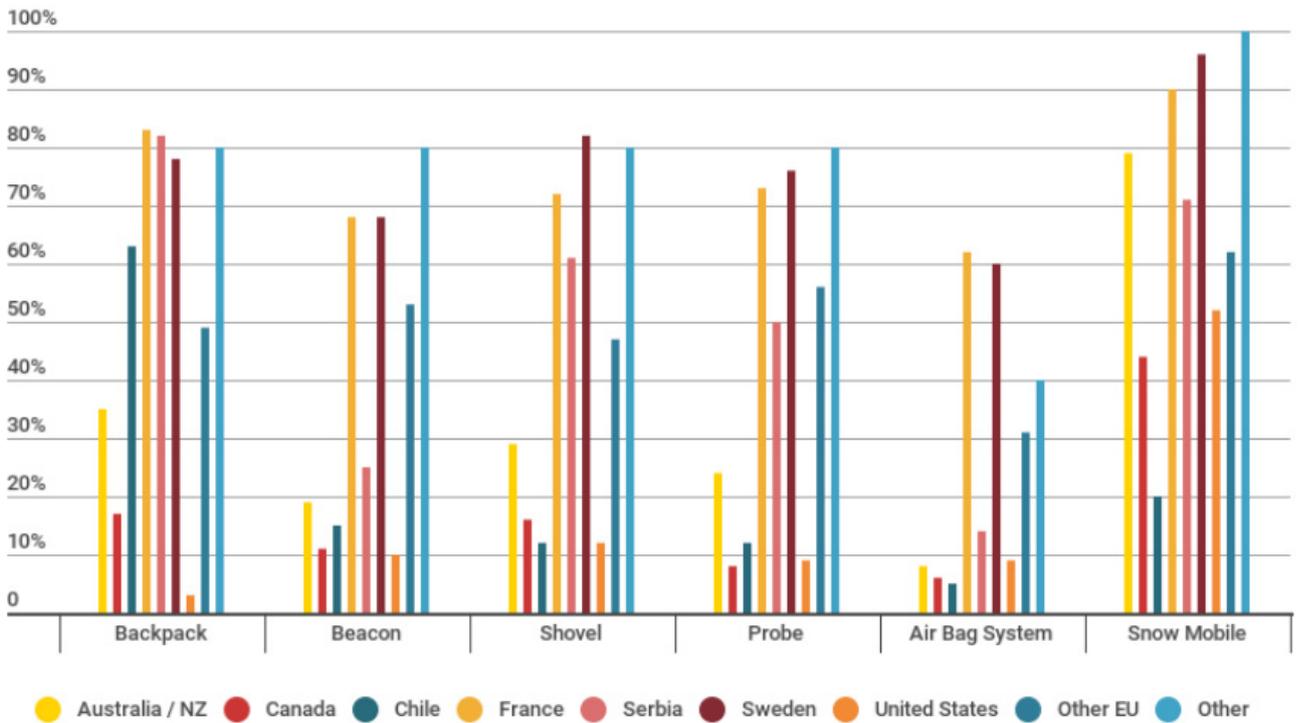
Serbian, American & Canadian patrollers are more likely to supply most of their key gear. Australia/NZ, Sweden & France are more likely to supply essential gear by the employer.

Only 5% of our respondents do not wear a helmet, and 91% of Volunteers provide their own. 63% of Paid patrollers have a helmet supplied.

Items of essential gear provided by resort / employer for work - by country



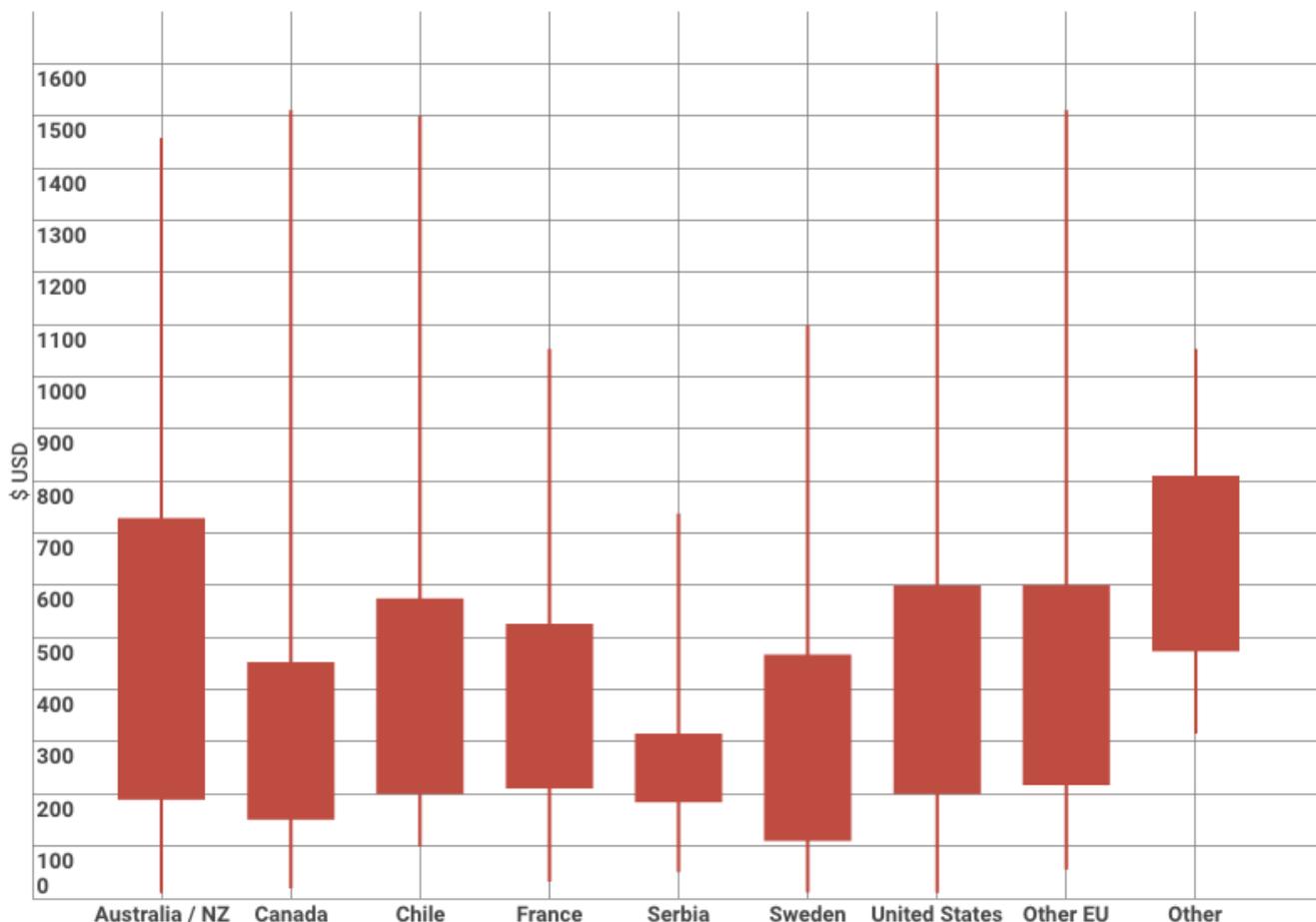
Items of non-essential gear provided by resort / employer for work - by country



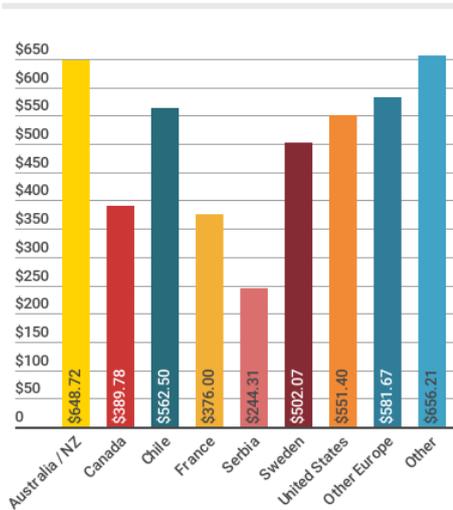
Estimate how much of your own money do you spend on gear, each year

From our population less than 0.5% spent more than USD\$5,000 and only the top 3% spent over \$1,600. The remaining 94% spent less than \$1,600 and are detailed in this chart. Australian's top the chart of spenders with the biggest spread of range too. Sweden (the next most affluent in hourly rate of pay terms) are behind the US and Chile (all Volunteers).

How much of your own money do you spend on gear - by country



Average spend on gear - by country



Average spend on gear - by work type



Full time patrollers spend more on gear than part-timers, and part-timers spend more than volunteers. Perhaps this is simply because of the amount of use of the gear used. This trend occurs independent of country.

Do you use a mobile/cell phone for Ski Patrol work?

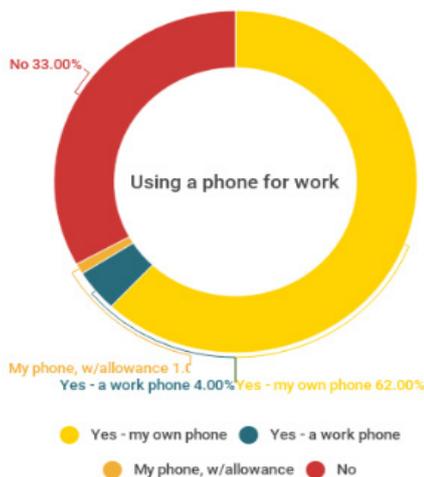
From 2015 to 2016 we are seeing an increase in Ski Patrollers using smartphones for work purposes. The majority of respondents use their own phone for work purposes (62% up from 51% from 2015).

In 2015 we saw 21% of Paid use a supplied work phone, this has dropped significantly to 9%. The vast majority of these are in Sweden with 46% of Paid using a work supplied device.

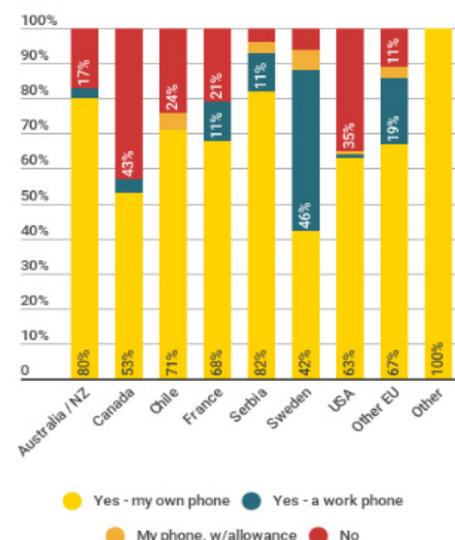
The lack of subsidy for employees to use their own device shows our participant resorts are behind other industries in mobile Bring Your Own Device (BYOD) strategy. With nearly +90% of participants owning a smartphone this is a key area for employee satisfaction.

Do you use a mobile/cell phone for Ski Patrol work?

Using a phone for work



Do you use a mobile/cell phone for Ski Patrol work - by country



Do you own a smartphone?

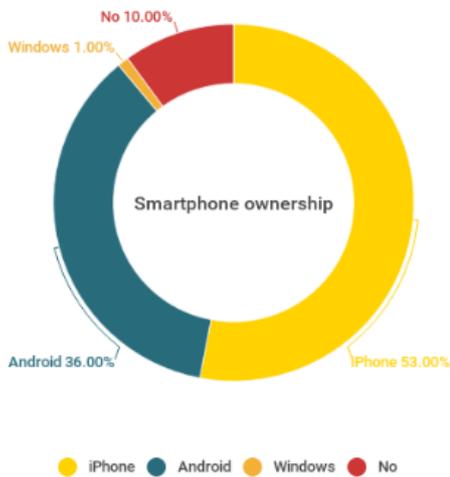
Apple loose out to Android in Serbia and Sweden. Android had a lead in France in 2015, with Apple making ground over the year. We see that less than 10% of patrollers do not have a smartphone (the greatest proportion of these are Canada, France & the USA).

Australia continues to have the highest iPhone ownership compared to 7% of the Serbian sample.

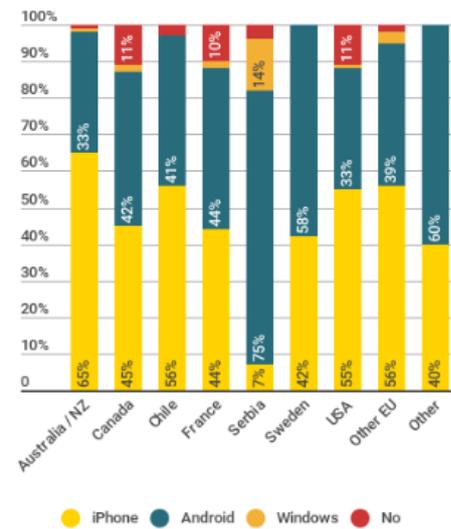
Unsurprisingly - 22% of the the 65+ age group don't own a smart phone. iPhones dominate in age group 35-44 62%, otherwise fairly even spilt across age groups.

Do you own a smartphone

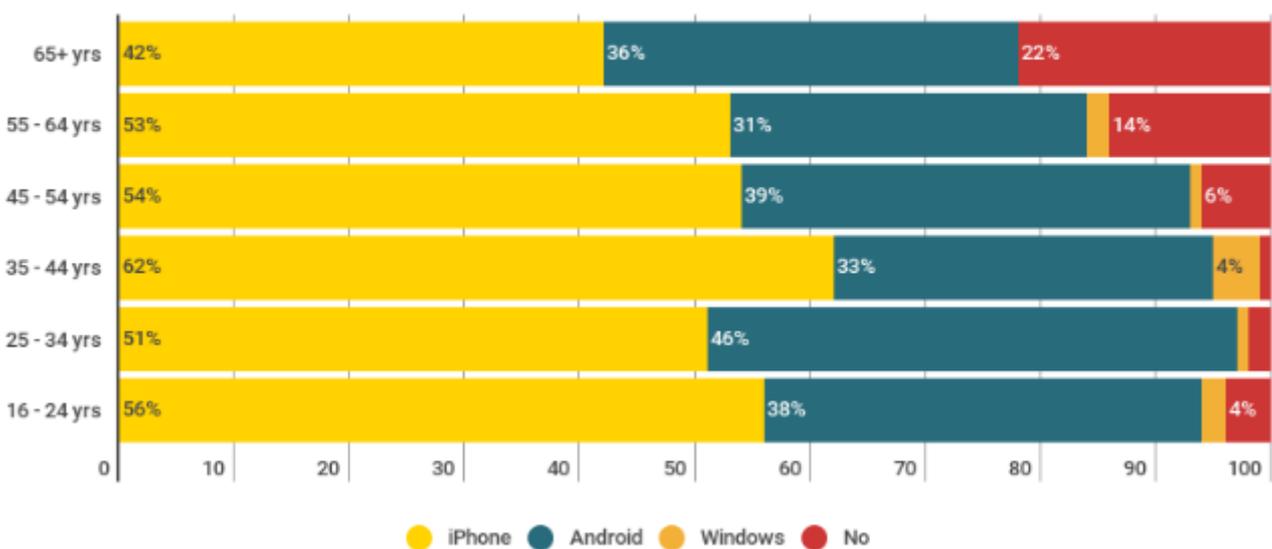
Smartphone ownership



Do you own a smartphone - by country



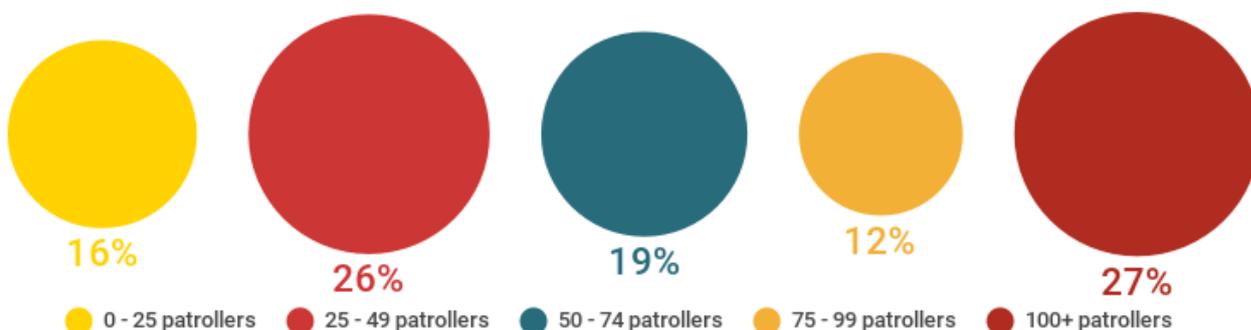
Do you own a smartphone - by age group



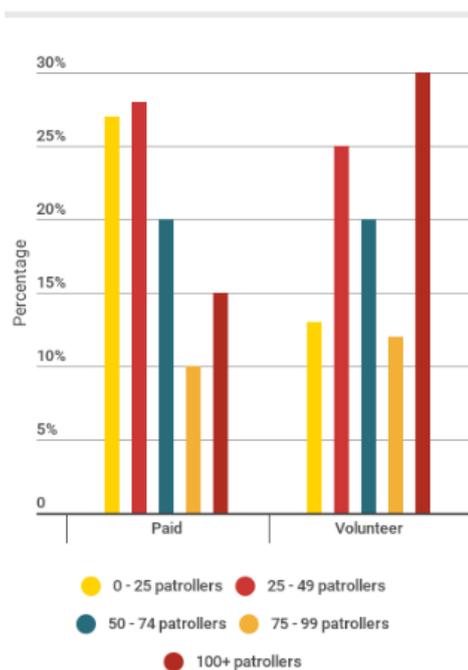
How many patrollers at your resort?

Volunteers report more patrollers at their resorts than Paid staff. This is likely due to the number of bodies needing to make up the days to provide coverage.

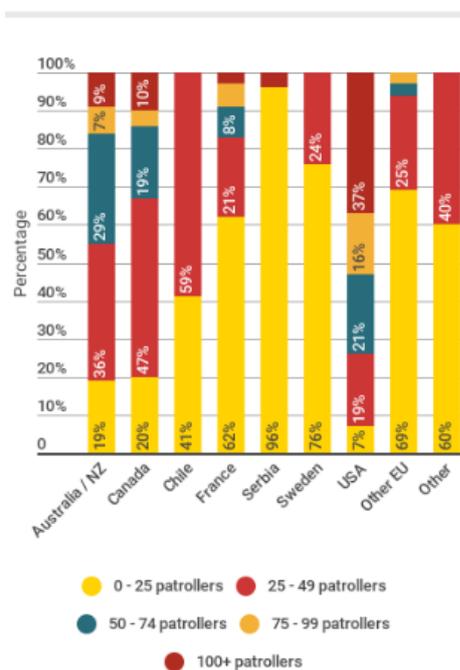
Almost 30% of our respondents come from large resorts with more than 100 Ski Patrollers. Chile & Sweden mostly have small teams, whilst Serbia has many small resorts and one large.



How many patrollers at your resort - by Work Type



How many patrollers at your resort - by Country

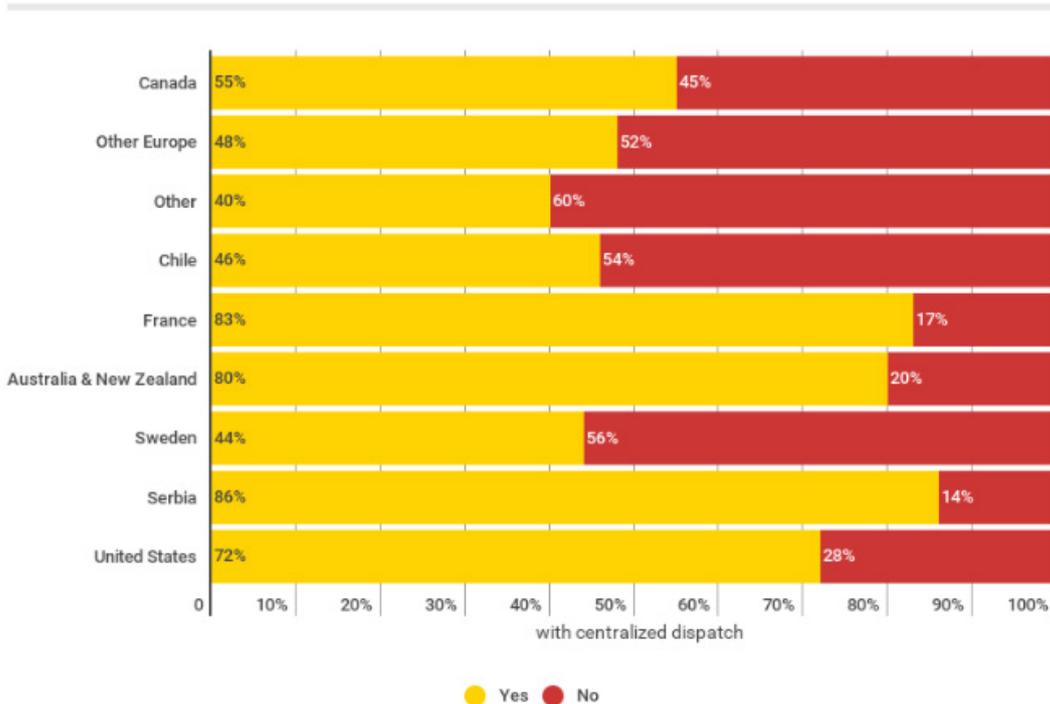


Does your Ski Patrol use a centralized dispatch?

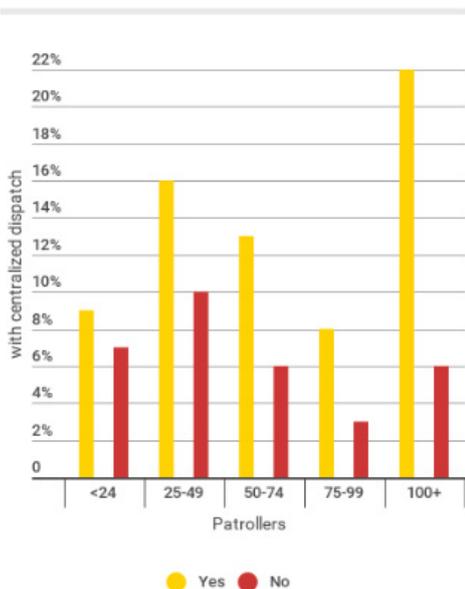
It is interesting to see that a few large patrols do not use a dispatch system, despite the large patroller numbers. This could be because they are not on hill all at the same time, and is not indicative of the daily running volume of work. Paid patrollers are more likely to work with a centralised dispatch than their Volunteer counterparts.

From 2015 we have seen a rise in dispatch from 55% to 69% in 2016 across the overall population.

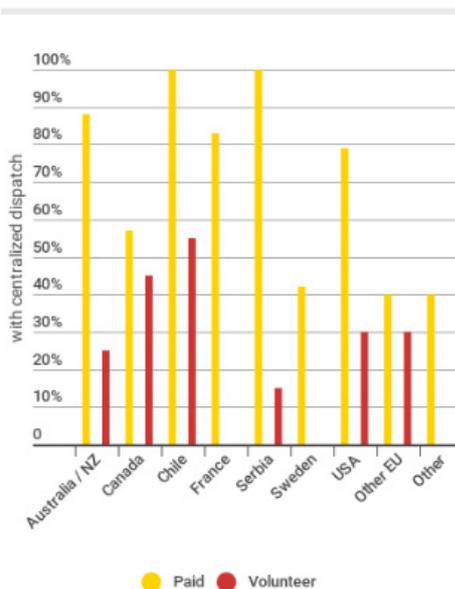
Does your Ski Patrol use a centralized dispatch - by Country



Does your Ski Patrol use a centralized dispatch - by patrol size



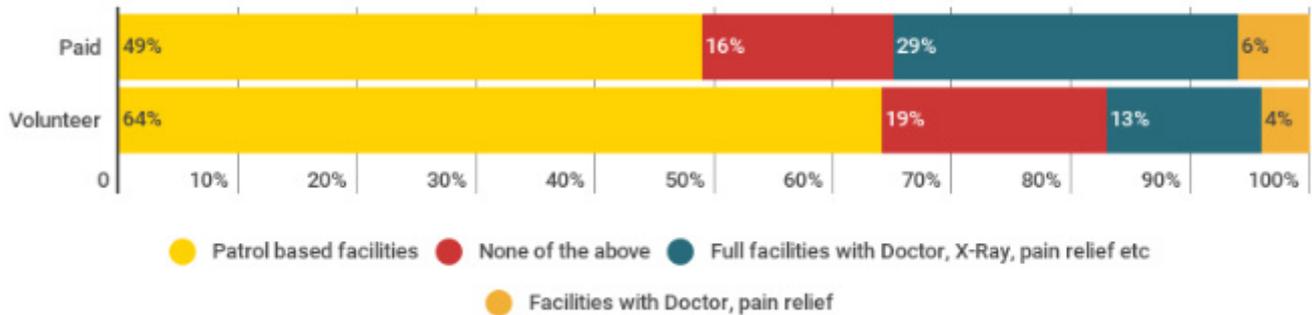
Does your Ski Patrol use a centralized dispatch - by work type & country



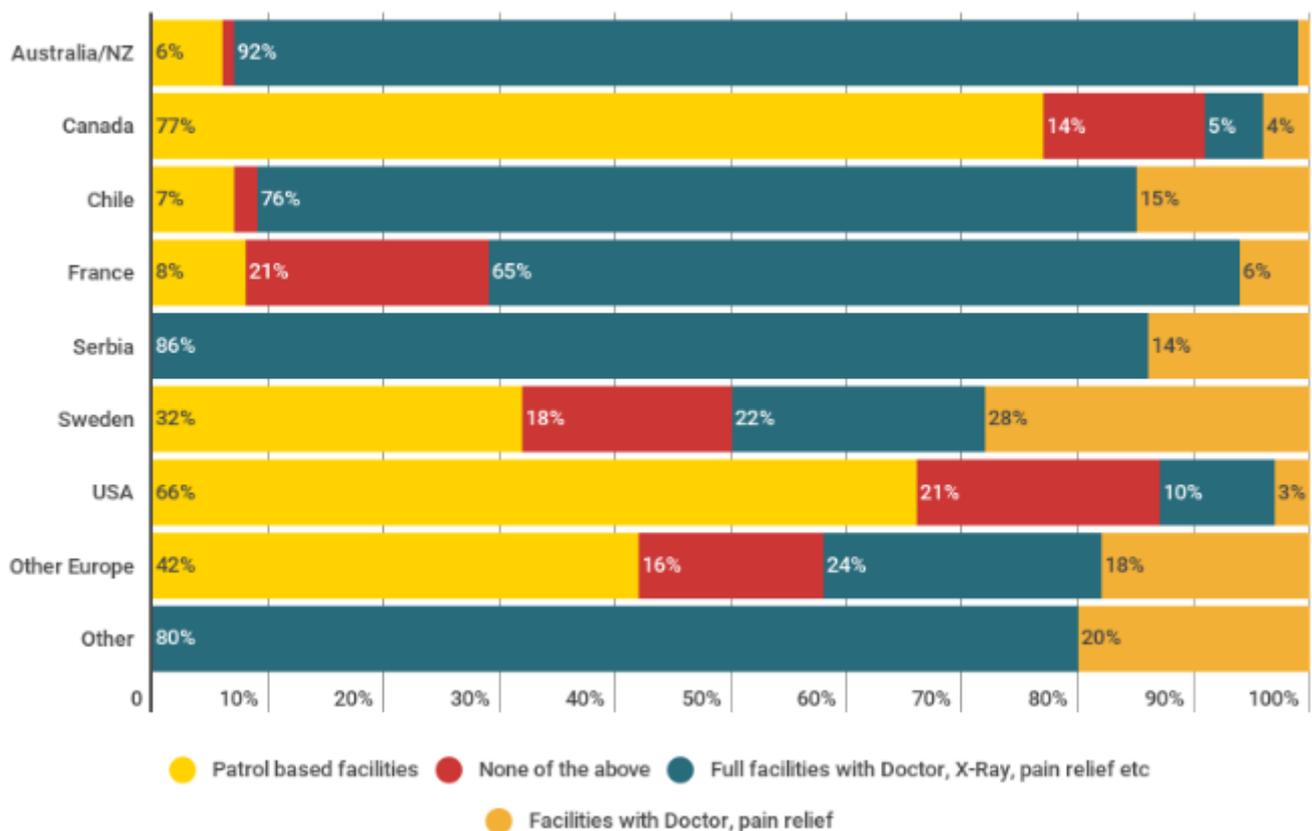
Do you have a medical centre in resort?

60% of our population have Patrol based facilities, without a doctor on staff. 18% have no facilities for medical aid. Volunteers are most likely to work with no facility for patient care, whilst paid are more likely to have a Doctor, Pain Relief and XRay on site. Canada and the USA are the least well equipped for facilities with medical staff, and opt mostly for Patrol based facilities. Australia/NZ, Serbia & Chile are the best equipped for on site medical care.

Do you have a medical centre in resort - by work type



Do you have a medical centre in resort - by country

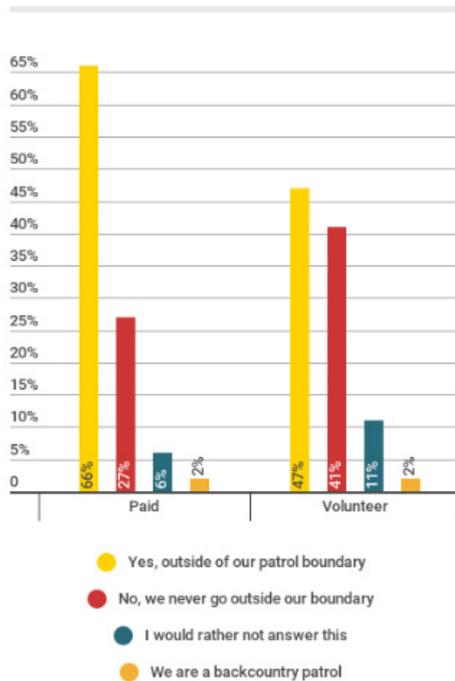


Does your Patrol respond to out of bound rescues?

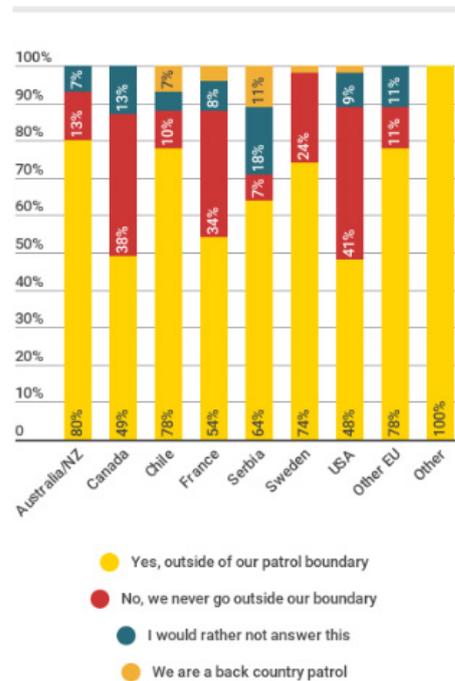
More than half of Patrollers will respond to a distress call out of resort boundaries. But this is more likely to be true for Paid. There is a 7% increase to 47% of Volunteers who now will attend outside their boundaries since 2015. The US, Canada & France are the least likely to venture outside the boundary; this is likely a combination of terrain/accessibility, risk, insurance / legal issues and the availability of other agencies to attend.

An astonishing 42% of Volunteers who respond to out of bounds rescues are NOT insured for an injury on patrol. This is a significant factor in the personal risk to reward equation for each Volunteer.

Does your patrol respond to out of bounds rescues - by work type



Does your patrol respond to out of bounds rescues - by country



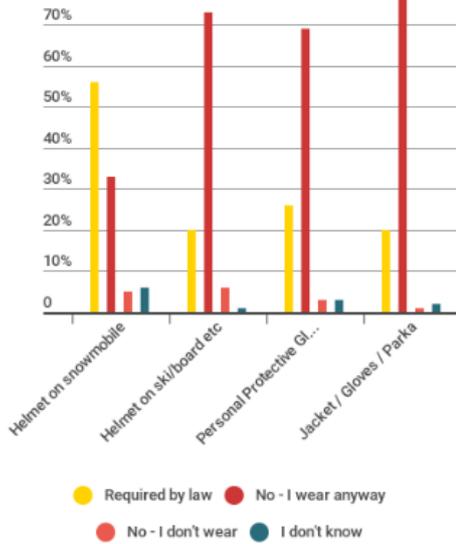
Are you required (by your employer, patrol or by law) to wear safety gear?

Only 20% of Patroller's say their resort requires them to wear a helmet, but the perception of safety, and the importance of giving guests the right message means 73% wear them voluntarily. Volunteer patrollers are more likely to wear a helmet.

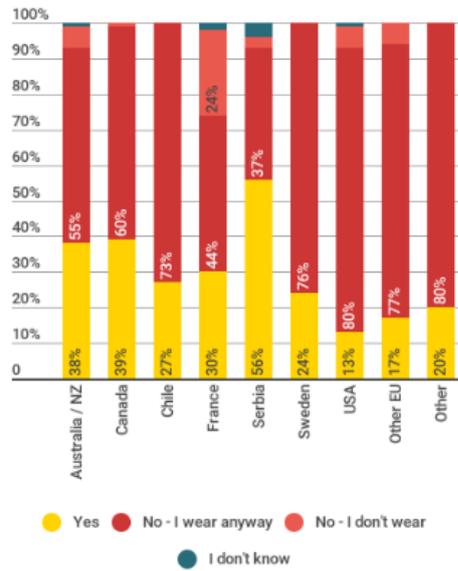
On a snowmobile 70% Paid respondents say a helmet is required, but only 49% of Volunteers state the same. All countries except Chile have over 50% required to use a helmet on a snowmobile. France is the lowest adopter of Helmets by country at 74% wearing, all other countries are over 90%.

The lowest requirements for any safety gear (or knowledge of the requirements) were Serbia and then the US.

Are you required (by your employer, patrol or by law) to wear safety gear? - Personal Protective gear

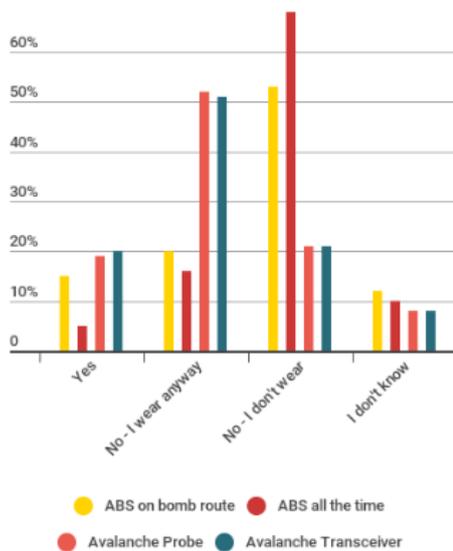


Helmet : Required by patrol / employer / law - by country

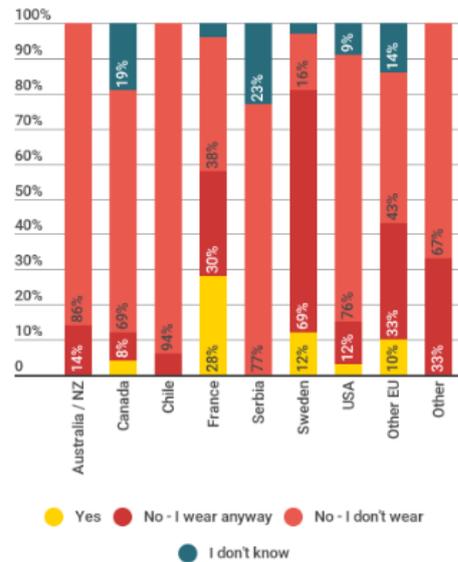


Avalanche safety gear numbers are much lower. In 2015 we didn't ask about Air Bag Systems (ABS), however they were mentioned so 2016 added them in. The significant trend here is the use of Probe & Transceiver even though they are not required. ABS systems have been widely adopted in Sweden and France, with legislation pushing the French Patroller adoption. Sweden has the highest voluntary adoption.

Are you required (by your employer, patrol or by law) to wear safety gear? - Avalanche Safety gear



Are you required (by your employer, patrol or by law) to wear safety gear? - Avalanche Safety gear



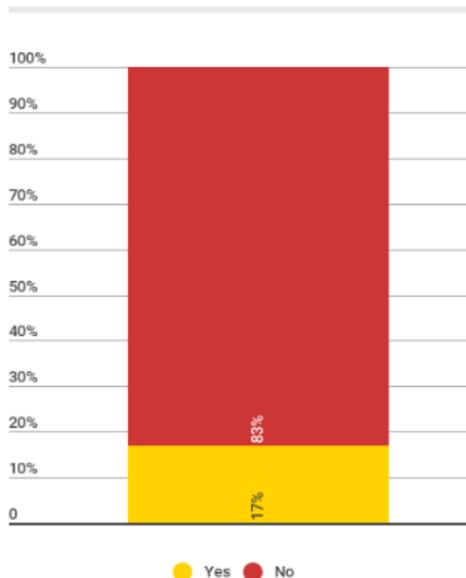
Do you or have you suffered from an injury sustained whilst patrolling?

An astonishing 83% of our respondents say they have never had an injury on patrol. To put this in perspective our patrollers report an combined approximate of 1.2 million days on patrol over their lifetimes. These days may not all be on snow so making a comparison to a published accident rate wouldn't be a fair comparison. We would hope Ski Patrollers are safer than those that they rescue and these numbers lean towards that conclusion.

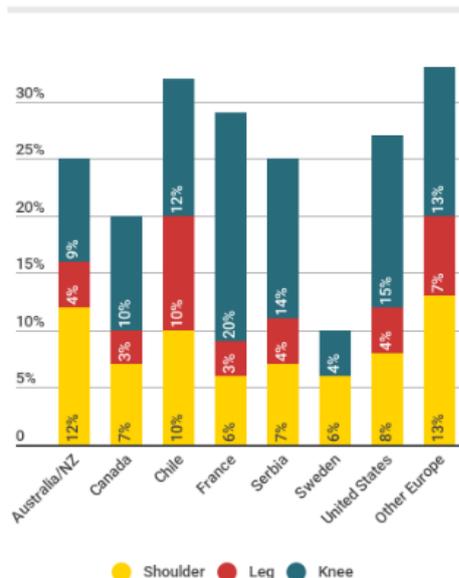
Paid respondents are more likely to get an injury (33%) compared to Volunteers (15%). Given the higher volume of days (Paid Full time do almost 4x the days per year of Volunteers) this simply creates a better chance of injury.

Worst performers for Major (fracture / dislocation / laceration) injuries were Chile & Australia/NZ for Shoulders. Sweden (50%) with its average cold temperatures is where you are most likely to get a cold related injury. French Patrollers reported 48% had a knee injury, and Australia/NZ close behind with 45%.

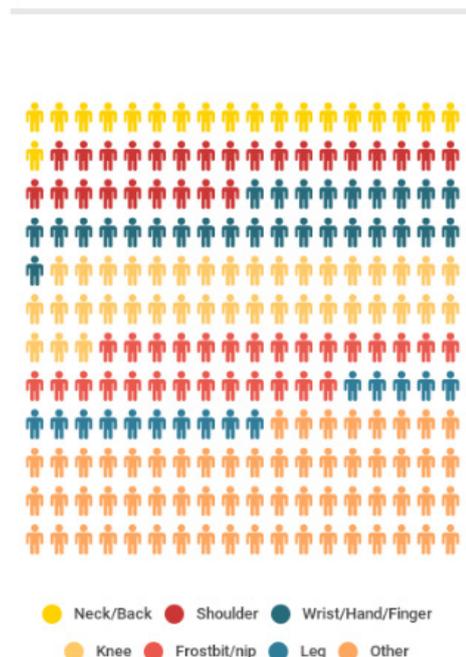
Do you or have you suffered from an injury sustained whilst patrolling?



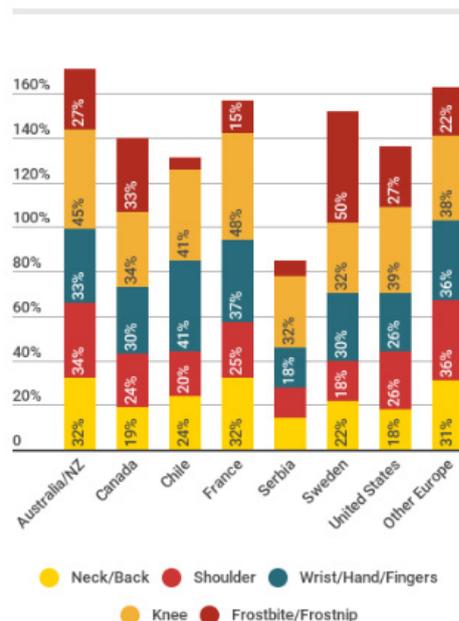
Major Injuries (fracture / dislocation / laceration) - by country



Injuries suffered whilst patrolling



Injuries by country

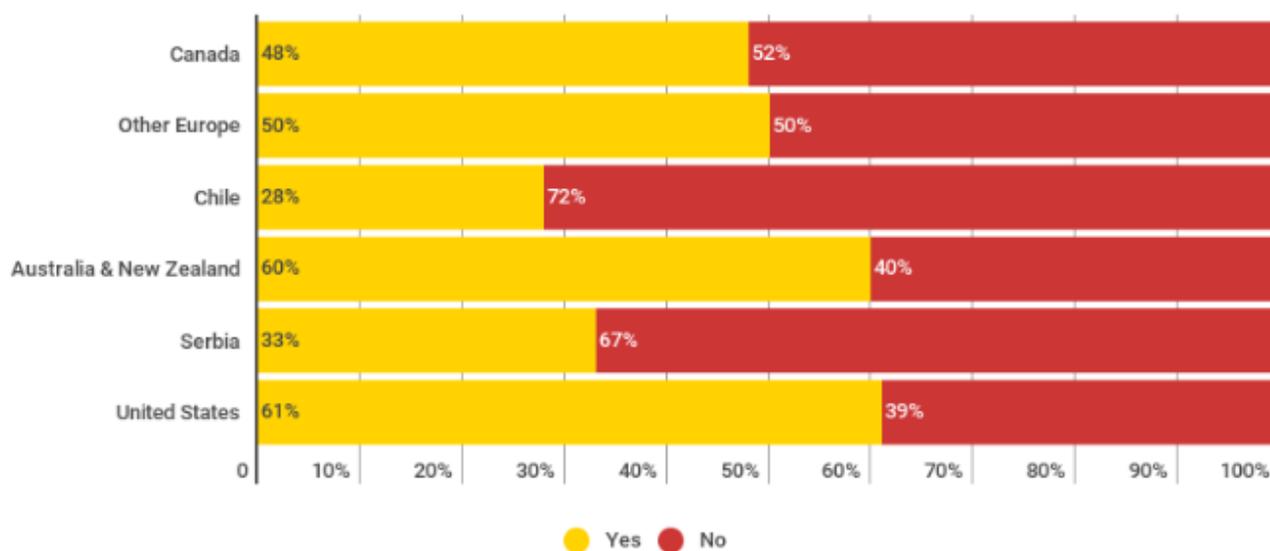


Volunteers: Are you covered for medical costs or salary for your normal career as a result of injury on Patrol?

Australian, New Zealand, and US volunteers are most likely to be covered for injury from Volunteer patrolling. Chilean Patrollers appear to have the least amount of support.

There has been a 19% increase in coverage for US Patrollers since 2015, and a 7% increase for Canadians.

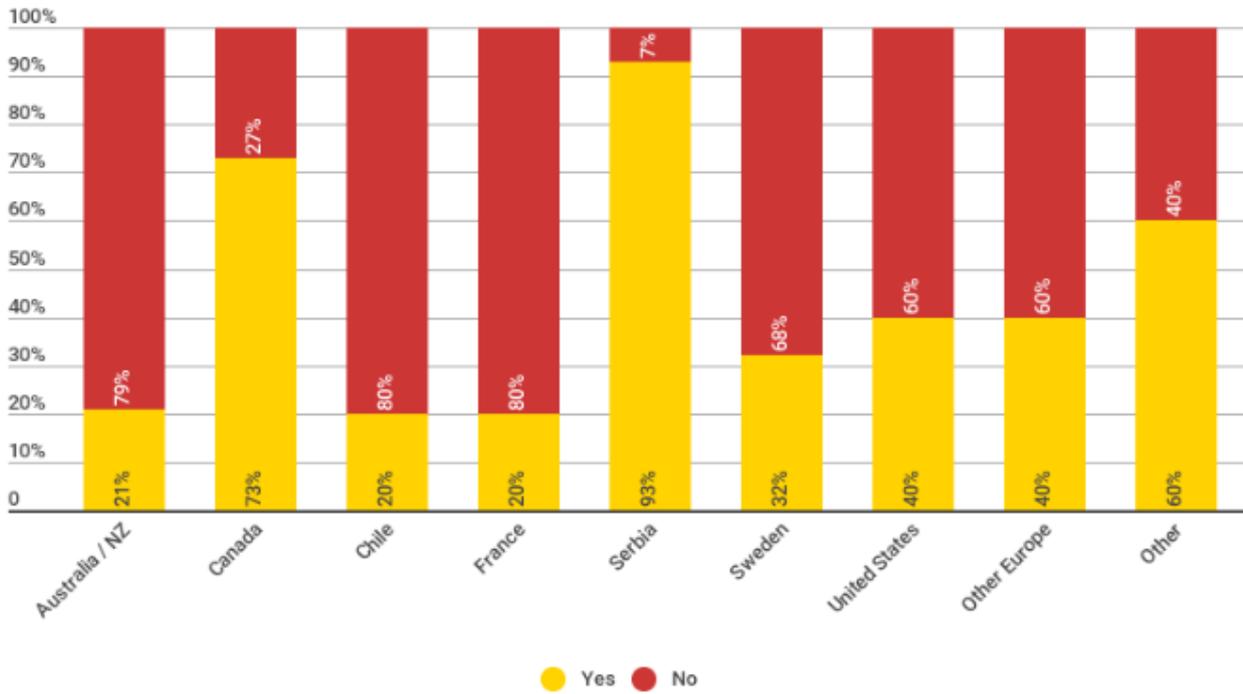
France, Sweden and Other have no Volunteer respondents and are not shown.



Volunteers: Do you hold a voluntary position with your regional or national governing body?

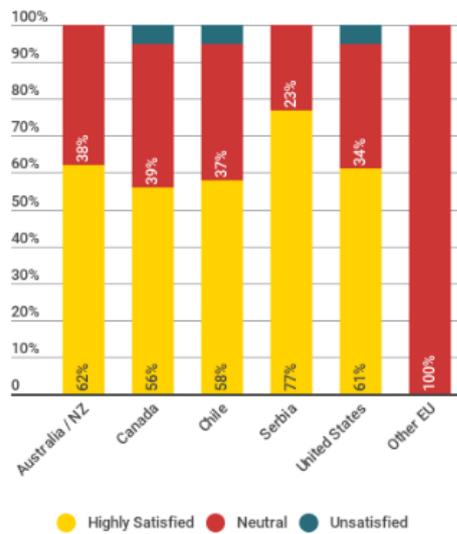
Serbian respondents are most likely to also help run their organisations, whilst the Australians, Chileans & French keep their hands off.

Most position holders are happy with Ski Patrol in general, but about 5% of those respondents in Chile, United States & Canada are not happy (satisfaction score of 1-6), and this could cause some instability in these organisations.



Do you hold a voluntary position with your regional or national governing body? - by country

Do you hold a voluntary position with your regional or national governing body? - by country & job satisfaction



What could your national patrol organisation do more of, for you?

This question provided a very large variety of responses, with the themes around education and money.

Financial assistance with equipment through Pro-Deal schemes is the consistent number 1 answer (50% for Paid and 53% for Volunteers), and increasing pay rates an issue for France & Sweden. 49% of our Paid respondents would however like to see more work around pay being done.

Education

Related to financial investment is more support for ongoing education. With Ski Patrol requirements being wide and varied from First Aid, to life support coupled with snow science and risk management, it's understandable that there is a very real cry for help from our respondents at 39% Paid and 41 % Volunteer.

Pay

Sweden continue to ask for more pay though down slightly from 76% in 2015 to 70%. France has had a 22% increase in demand for pay negotiation over the year. We continue to question the Swedish response as they are among the best paid when compared to CPI.

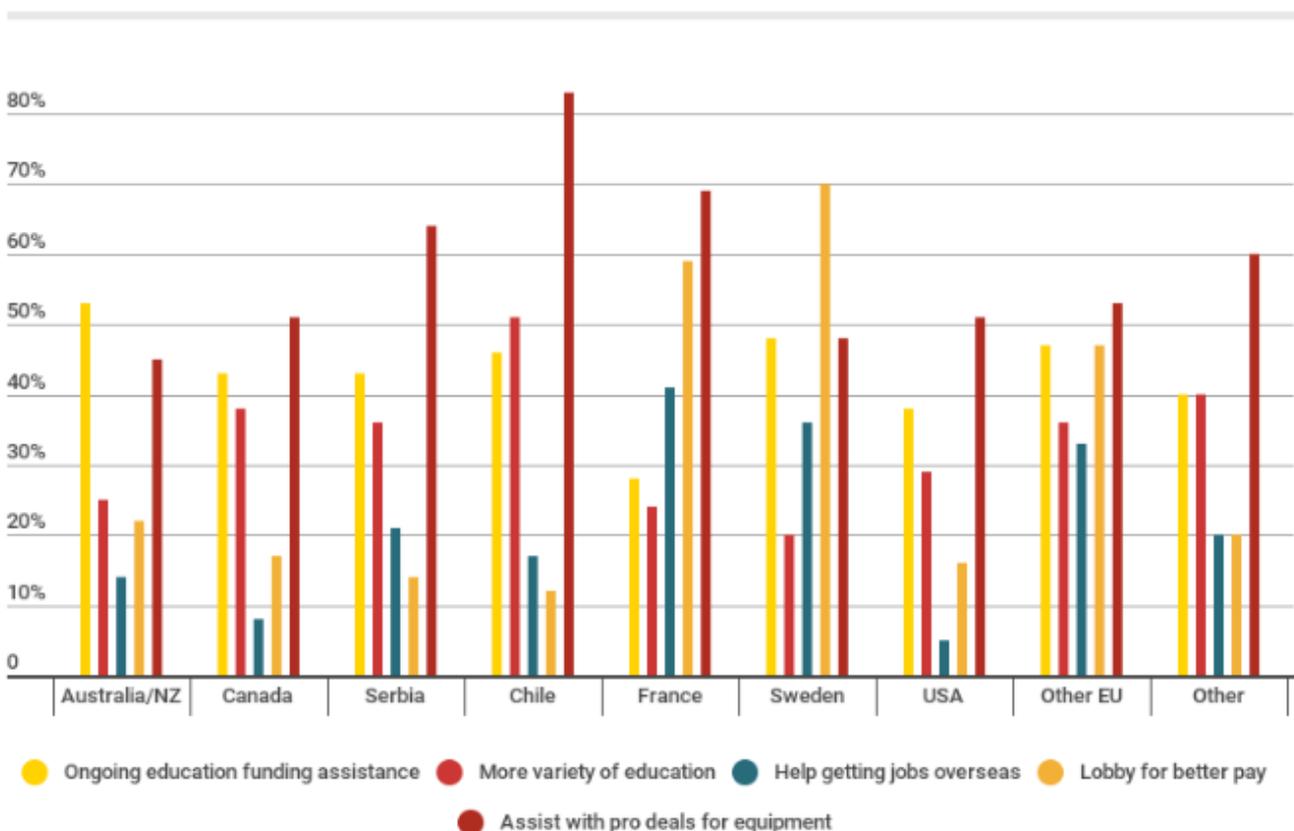
Year round patrolling

The desire to find jobs overseas has dropped in Australia / NZ by 50%, France & Sweden are driving the desire to work overseas. Americans and Canadians (who rate this problem at around 7%) continue to not have this need in 2016.

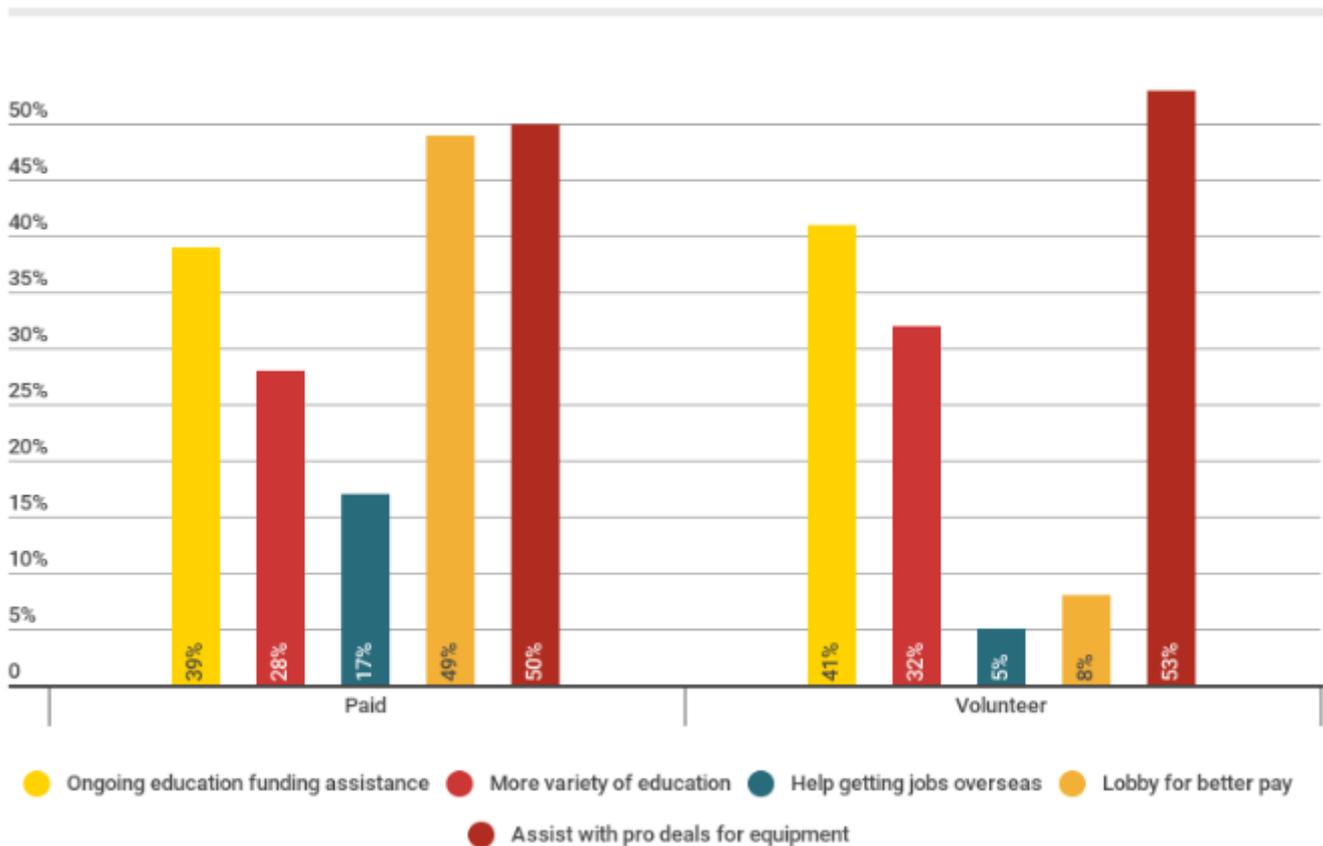
Other Issues

Finding ways to bring on new Patrollers was another significant topic, given the steep and long learning curve required many feel there should be a one day course that allows a trainee to get a taste without significant up front burden, this comes through with Patroller's stating they are doing training that is unnecessarily broad and not required for their daily work.

What could your national patrol organisation do more of, for you? - by country



What could your national patrol organisation do more of, for you? - by work type



What public safety initiative would you like to bring to your resort?

A wide range of issues were raised that our respondents would like to see controlled. The highest by a massive margin was the mandatory use of Helmets for the public and staff (to set the right example). Suggestions on how to achieve this ranges from free rentals to education programs.

Ability awareness was another significant theme in different areas. From avalanches, backcountry access, terrain parks and simply knowing the Responsibility Code in order to be courteous others come up frequently.

The third significant theme was knowing how to use a chairlift, and the use of safety features like the safety bar whilst riding. A number of respondents also commented on the lack of training, or the training of only certain staff in evacuation procedures.

What is your number one problem you would like to solve on patrol?

Issues continue to be wide and varied in 2016, however only 2 significant themes appear for our respondents, with no change since 2015.

Training & Qualifications: 2 areas here, one to maintain the consistency of any training from different sources.

Provide a way to transfer qualifications / skills alignment between ski patrol and other industry / jobs.

Many calls for more training after annual refreshers, on hill regularly. I say get out there and do it, don't rely on others.

Calls to simplify / target the training better to Ski Patrol, current requirements too burdensome for the number of days on patrol.

Communication, leadership & management: Don't believe management truly understand what patrol is for, need some leadership from patrol management, trainers & senior patrollers, but also from mountain management and national bodies.

Scheduling is a combination of needing more people and complaints of too much work and no ability to swap shifts. The two issues are likely related.

Ties in to reduce politics, volunteers and paid should be doing the same jobs (bar certain exceptions like explosives) and be treated equally.

Female = discrimination, bullying, equality and respect in the workplace

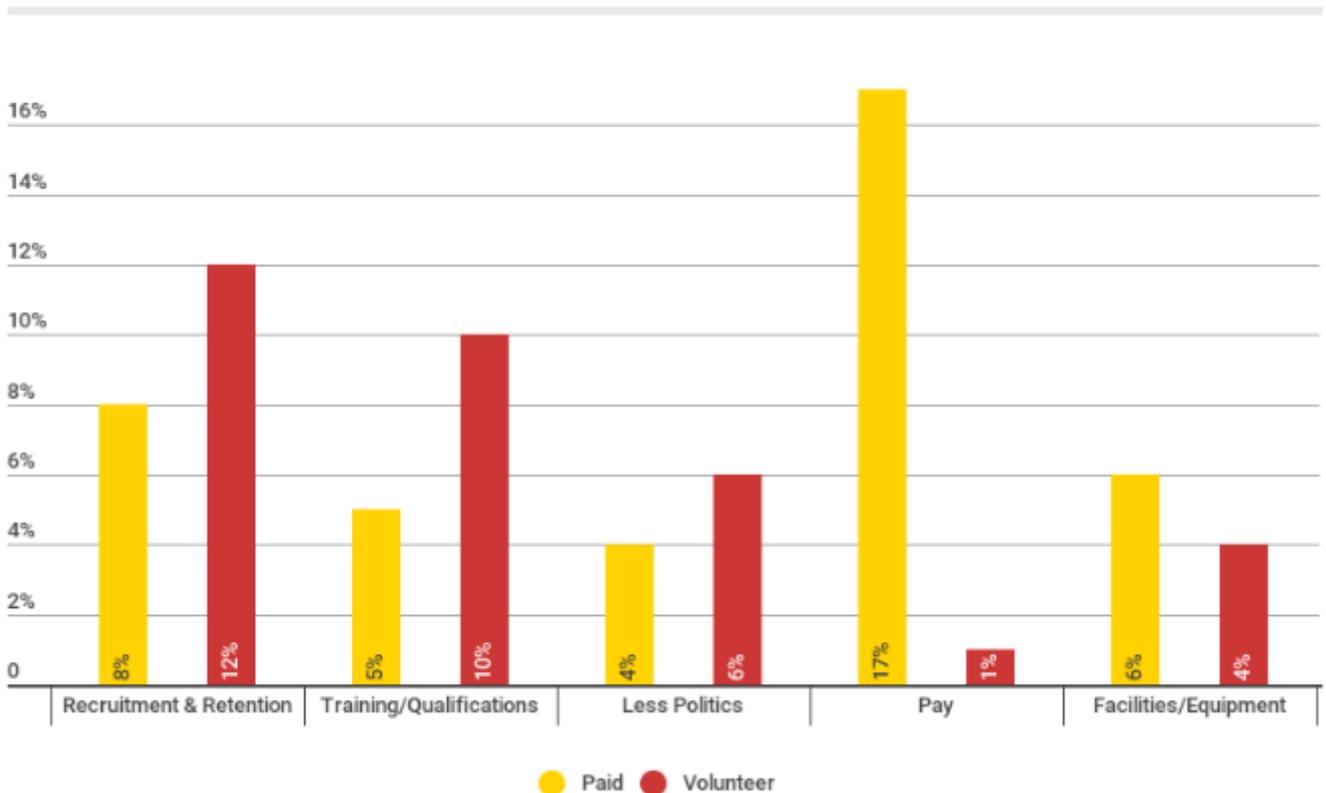
Number of complaints about commitment [from volunteers?] of team members not pulling their weight, (could this be due to fear of repercussion? which could play into this negativity.

Legal issues about being covered for liability for doing work on behalf of the mountain. Also being covered by some sort of insurance in case of injury.

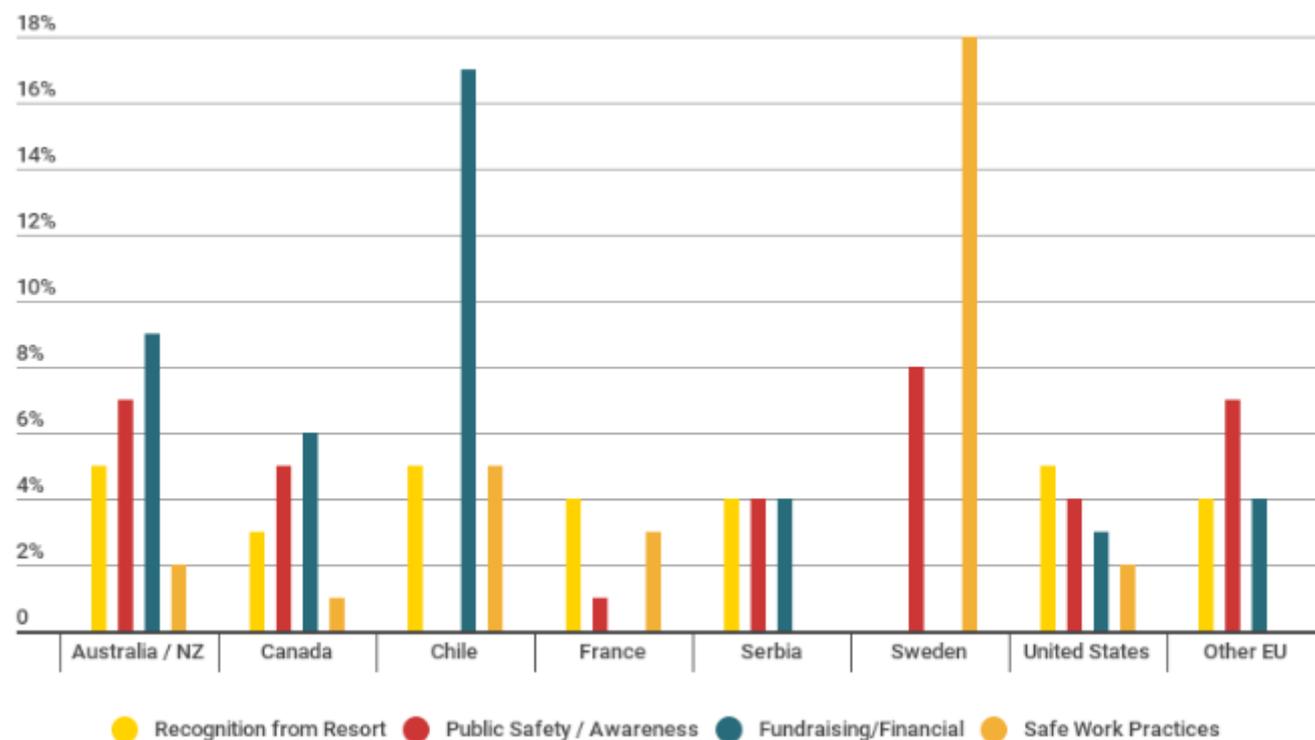
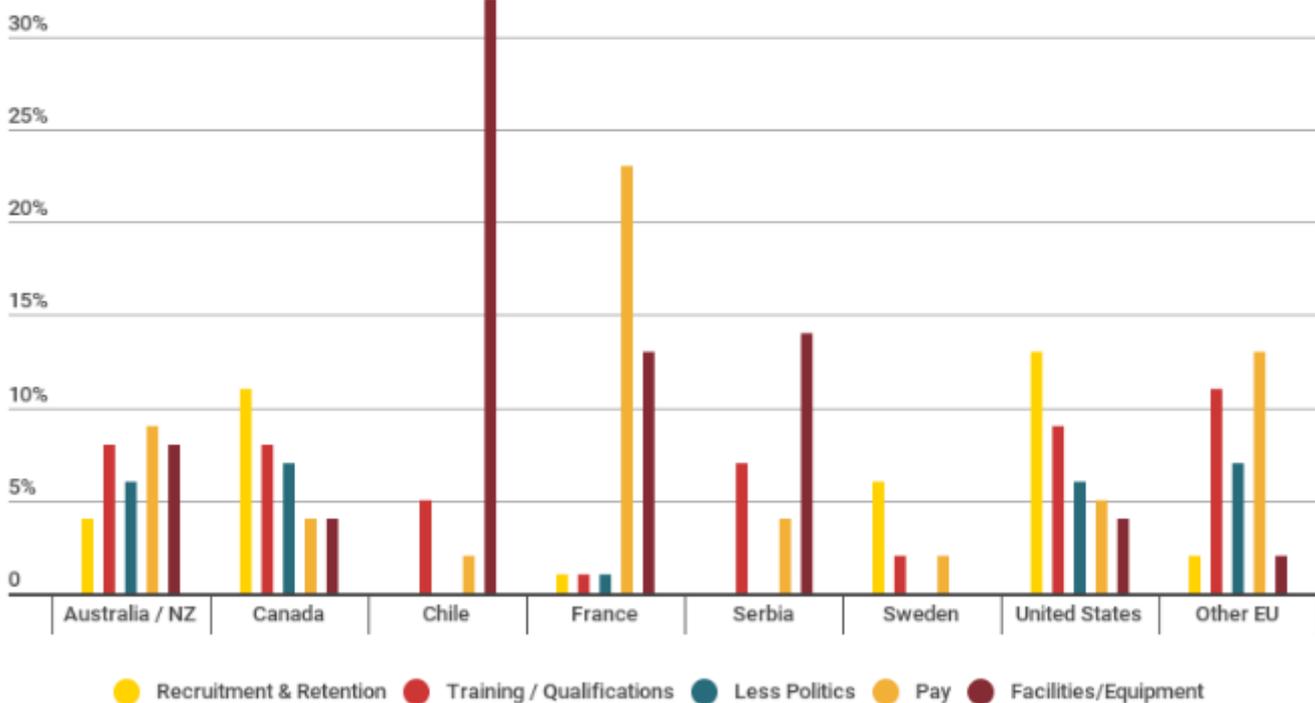
 **Volunteer Patrol**
are struggling with recruitment, retention and training

 **Paid Patrol**
have issues with their rate of pay

What is your number one problem you would like to solve on patrol? - by work type



What is your number one problem you would like to solve on patrol? - by country



What could your boss, patrol or resort do to make you more effective on patrol?

Issues continue to be wide and varied in 2016, with a significant amount of desire for better communication and liaison between other on-mountain departments to help be more organised and create a safer environment for guests.

In Training there is a desire to have more time available to do the required training (presumably on hill whilst on the job). Volunteers desire more in the way of opportunity and incentives, such as family benefits and reciprocation at other hills, and Paid staff are always looking for more pay.

On the equipment front Patrollers would like to see better radio networks, and patrol facilities. A significant trend throughout was to update and upgrade ageing equipment.

However it's not all bad, we found a significant trend with many respondents who are full of praise for the boss, and appear to be very happy with the management.

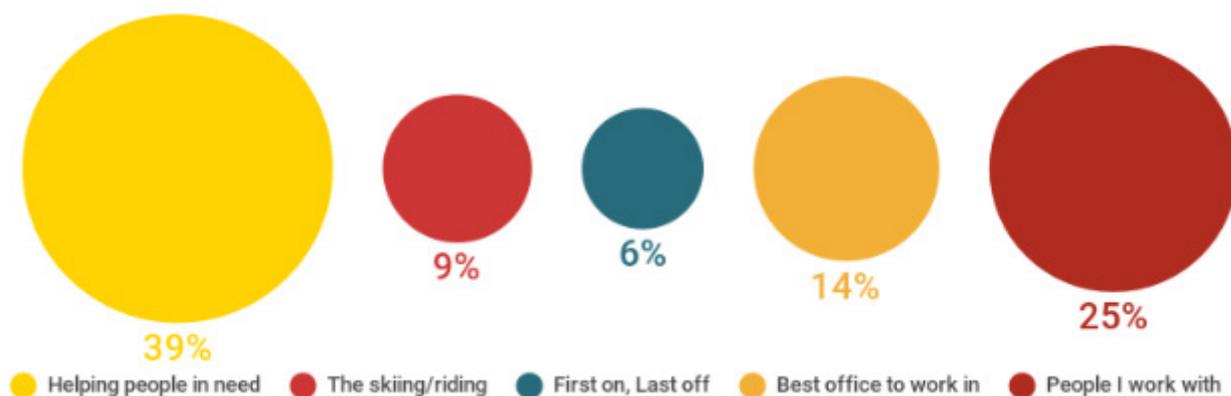
What's the BEST thing about being a ski patroller?

Motivation for being a Ski Patroller remains constant from 2015. 39% of patrollers most value helping people in need (this is particularly true of volunteers). Serbia top the countries for kindness with 61 %.

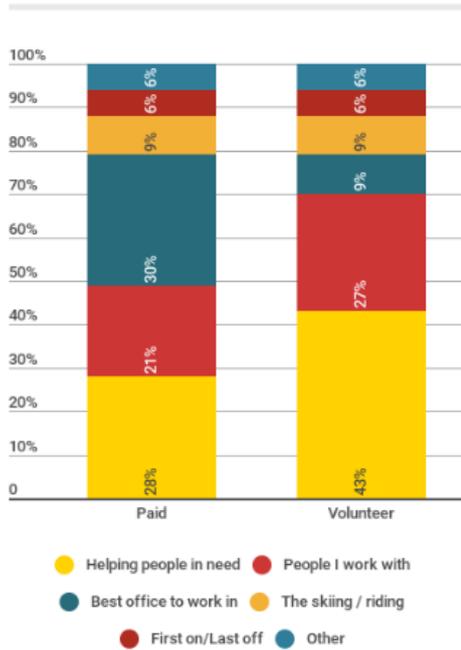
25% value the team they work with (again more volunteers) with the USA loving their co-workers the most (30%).

Paid rank the Best office to work in (30%) significantly higher than Volunteers (9%), and Sweden ranking the office the best feature (46%). Given this is the primary place of work we can understand the need for a great office.

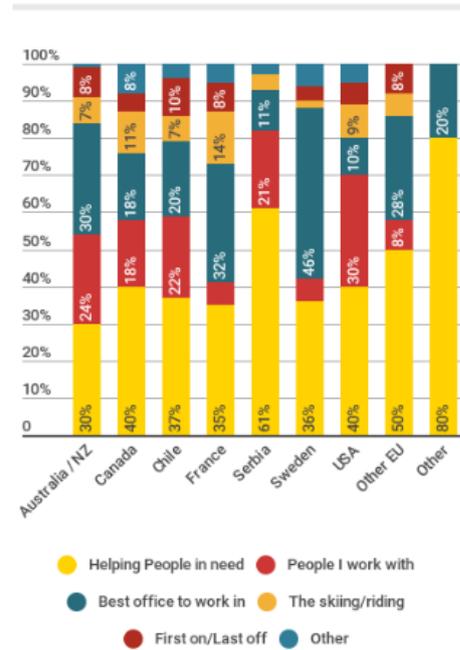
No respondent cited equipment Pro-Deals as one of the great reasons to be a Patroller.



What's the BEST thing about being a ski patroller - by work type



What's the BEST thing about being a ski patroller - by country



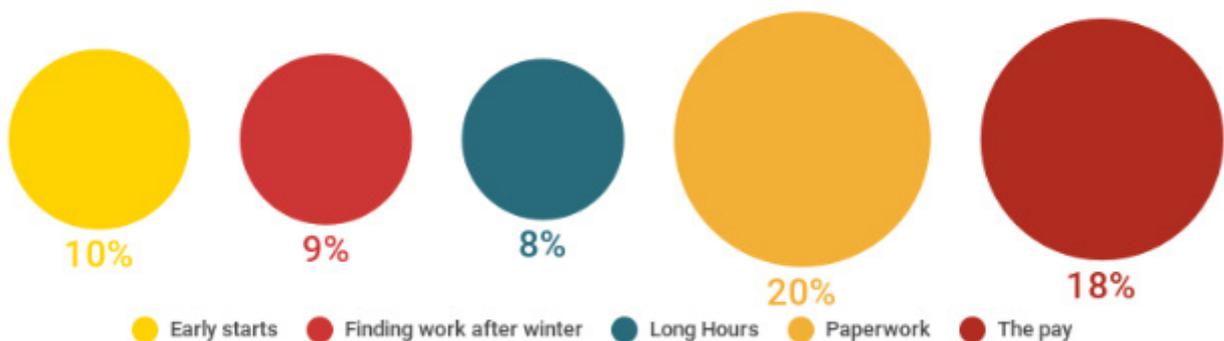
What's the WORST thing about being a ski patroller?

Opinion is divided about the worst aspects of being a ski patroller, and the top five are unchanged from 2015.

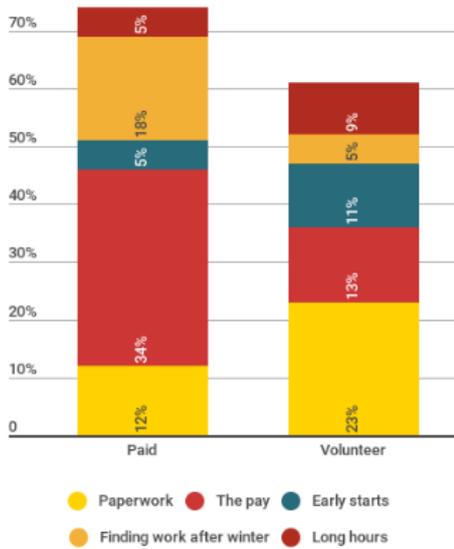
Just under half of the respondents combined to vote for the top 3 issues: paperwork, pay or difficulty finding a job when there is no snow.

For Volunteers the worst issue is paperwork (probably as they are doing it at work already), the early starts and long hours.

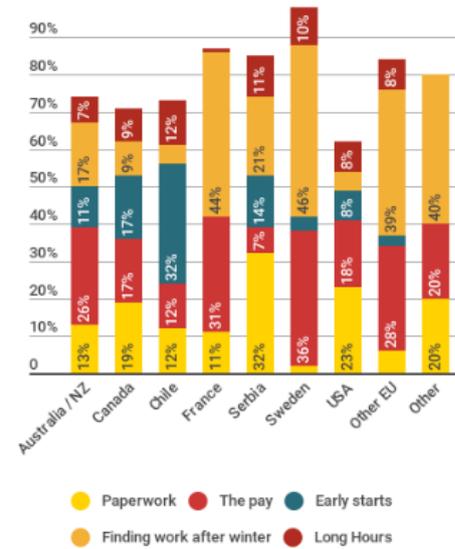
In France, Sweden & EU Other the top complaint/struggle is 'finding summer work': France 44%. Sweden 46%, Europe other 39%. It's interesting how similar the concerns are in these major European areas. Serbia hates paperwork (32%), but most content about the cost of volunteering - only 7% are unhappy. They are the lowest of all countries.



What's the WORST things about being a ski patroller? - by work type



What's the WORST things about being a ski patroller? - by country



How satisfied are you with your work as a ski patroller?

Patrollers were asked to rate their level of satisfaction of being a patroller on a scale of 1 to 10, 1 being the lowest (unsatisfied) and 10 being the highest. Highly satisfied is score 9-10, Neutral are 7-8 and Unsatisfied is 1-6.

Overall our respondents appear to be very happy with being Ski Patroller's and despite the grumbings 2016 only 1% scored Highly Unsatisfied (1-4).



54%

love being a ski patroller



41%

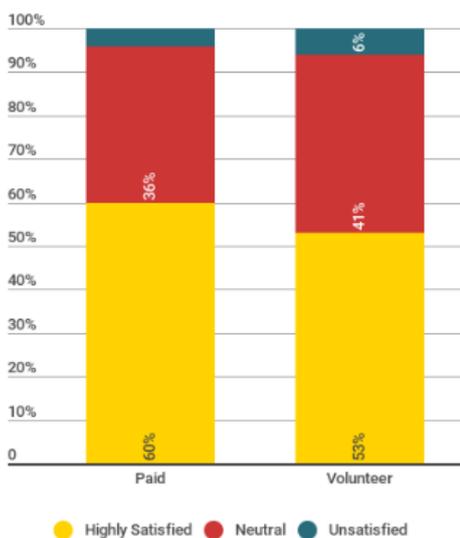
neutral



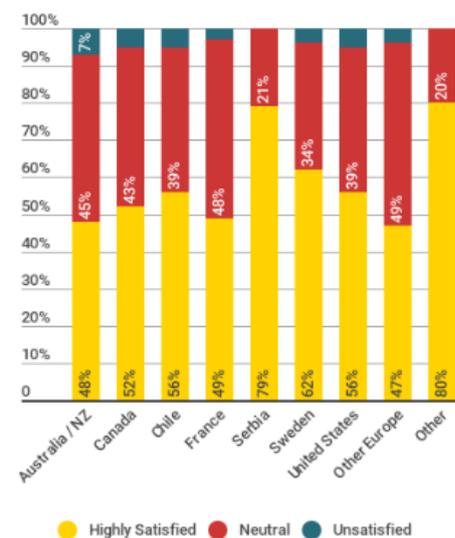
5%

are not happy in their role

How satisfied are you with your work as a ski patroller? - by work type



How satisfied are you with your work as a ski patroller? - by country



How likely are you to continue being a ski patroller?

The Paid patrollers who Indicated that they wooidnt be returning put It down to pay. They simply cannot sustain themselves on the wages provided. The reasons for volunteers Included retirling/health, ski patrol culture and Issues relating to the management of ski patrol and the running of ski resorts.

Serbia is the most likely country to have maximum retention, with Sweden, France & Australia/NZ looking most likely to lose Patrollers.



67%
will continue

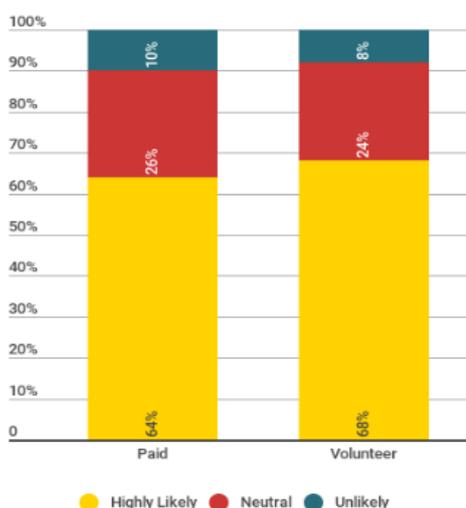


24%
neutral

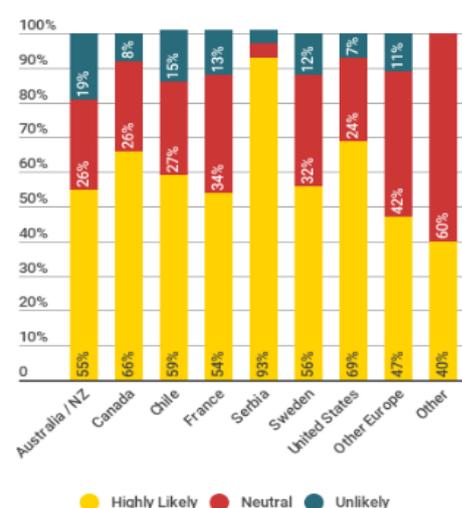


9%
are unlikely to continue

How likely are you to continue being a ski patroller? - by work type



How likely are you to continue being a ski patroller? - by country



Methodology

The survey was put together with input from Federation Internationale des Patrouilles de Ski. Canadian Ski Patrol. National Ski Patrol, Australian Ski Patrol Association, S.L.A.O, and British Association of Ski Patrollers, Patrullas de Ski Chile & Federazione Italians Sicurezza Piste Sci. The survey was distributed to the Medic52 mailing list, online, and through social media. Some organisations also circulated it to their members. The survey was provided in English & French. If you have resources and would like to help translating the survey for 2017, please let us know.

Analysis

To maintain relevancy we ignored any respondents who last patrolled prior to 2011. Due to volume numbers by country, we had to group some together to get some meaningful results. After the first 5 countries by respondents, we then grouped the remainder into 'Other European* countries, and 'Other*' for any left over. We also split a good few questions for analysis into volunteer vs paid, to see how life differs between the sets, even though they often work side by side.

Notes

There is no way to qualify the responses are all ski patrollers, but from a review the responses we are confident that there is no spam or dummy entries. Responses to financial questions varied by currency, and to get a consistent reading we adjusted all numbers to US Dollars, assuming that the number supplied was in the patroller's primary country currency. All responses were read, vetted and data cleaned for analysis.