

Thank you for your feedback!



For the past year, BORP has been participating in Listen4Good, helping us gather data on participant experiences and make choices informed by your feedback. Here is what we heard from our **119 respondents** in our survey during winter 2025.

75

Net Promoter Score

World class! Category average is 65

72%

Say **BORP meets their needs** very well or extremely well

81%

Say **BORP staff** always treat them with respect

What you said we're doing well

Community & belonging

Participants praised BORP for building a community where disabled people feel empowered, connected and celebrated.

Dedicated Staff & Coaches

Staff, coaches, and volunteers went consistently above and beyond. 98% of respondents say they are always or usually treated with respect.

Diverse Program Offerings

From cycling and kayaking, to wheelchair basketball, rock climbing, power soccer, pickleball, and rugby, BORP's breadth means more people find their fit.

Welcoming Across Communities

Participants across racial and ethnic groups reported similarly positive experiences at BORP, a strong signal that our welcoming culture reaches everyone.

"BORP has brought me a community and sense of belonging like no other. It has shown me that it is more than okay to be disabled and powerful, and that I can set high goals for myself." --Survey participant, Winter 2025 Survey

What We Heard & What We're Doing

What you said we can improve

What You Said:

What We're Doing:

More Hours and Locations

Limited hours and locations are a challenge. Service expansions were the most frequently repeated answer to the questions "What can BORP do better?" (mentioned in 31% of responses) and "What would make participating in BORP programs easier or more accessible for you?" (mentioned in 38% of responses)

Expanded Cycling Center Hours

Berkeley Cycling Center hours grew from 9 to 10 weekly hours, with consolidated days and longer stretches to better accommodate transit and folks who need later shifts. New programs now served disabled youth in Oakland, veterans, and people with TBI/neurological conditions.

Transit, Cost & Confidence

Transportation is the #1 reason why people delay or don't join BORP at all.

Cost concerns and nervousness about trying something new also came up frequently.

Expanded Locations, Better Access, And Lowering Barriers

Bringing programs closer to where participants live reduces transit burdens. Wheelchair basketball has expanded to San Jose; we're growing SF by hosting our first-ever SF wheelchair basketball tournament and pickleball advocacy. We also launched cycling rides in Contra Costa County, a monthly veterans fitness class, and a micromobility loan program. For youth school programs, BORP provides accessible transportation.

We're addressing cost concerns through clearer scholarship communication and a fall CAF grant info session, and easing newcomer nerves with more beginner-friendly clinics, including the SF Sports Fair and sport-specific clinics.

Your feedback matters! Our next annual survey launches fall 2026. Want to share something sooner? Our door is always open.

info@borp.org; 510-849-4663