

Results of Member Survey May, 2017

To My KTC/Quail Family,

A huge thank you to everyone who completed the survey – and 328 people did. You gave us very thoughtful and helpful suggestions. We have read – and reread them all, and will do all that we can to implement your many great ideas. I will give you a synopsis of the thoughts and suggestions that were mentioned most frequently.

Overwhelmingly, what you like best at KTC/Quail is the warmth, friendliness and helpfulness of everyone here. You said it feels like a family, a community. Nothing could make me happier than to know that you have such a good feeling when you come here.

I know that the goal of our staff is to create that type of atmosphere, but we know that you play a major part in making that happen: our team captains, seasonal captains, and each and every member who welcomes each other - and especially our newer players. I so appreciate each and every one for your part in making that happen.

After the feeling of community and family, this is what you like best:

- The facility upgrades: the lights, court resurfacing, and – the AC at KTC (43 years in coming!)
- Many opportunities to play for all levels and ages
- Quality of the pros
- Pricing breaks

And now – what we can do better!

Facilities:

Not one outstanding request this time, but a variety of important ones:

- Update the locker rooms
- Update the fitness equipment
- Turn the AC on sooner
- Replace practice balls more often
- Warm up the pool

Cleaning:

- Clean courts more often
- Balls behind curtains better, but still a problem
- Bathrooms at pool need cleaned more often and need updated.

Programming:

- More mixed doubles leagues
- More evening leagues for women
- More tournaments
- More drop ins or weekly sign up programs

Communication:

99.4% think communication is good

98 % prefer to be informed by e mail

Would you like to play more tennis?

62% would like to play more

Of those who want to play more:

The main reason holding them back is that they only budget for a certain amount

Second is no court time when they are available

Third is not being asked to play and/or not being able to get into a group

As for the court time – would you like to be informed if a court becomes available?

50% of people would like to be informed if a court becomes available

And of those, 85% would like to be informed by email, but some (35%) would like text also

Recap from last survey that was done in April, 2015:

At that time your number one request was overwhelmingly to have the AC at KTC. We feel so fortunate that we were able to do that. You tell us how much you appreciate it – and we do too. You also wanted the courts at KTC to be resurfaced, which we were able to do also. You wanted the courts to be cleaner – and obviously, we have fallen a little short there based on your responses this year, so JP and Darrin have increased the number of times each week that the courts are being swept.

We were able to start one new womens league in the evening, and hope to be able to start another one this fall. Sandy and I are working on upgrading the locker rooms, and we will all be working together to provide some of the new programs you suggested. JP and Darrin will work with the pros on making sure the practice balls are refreshed more often.

You always let us know how much you appreciate the improvements we are able to make, and your support and appreciation motivates us all to try harder to provide you with an even better tennis experience. We will do our best to implement your suggestions. Please let us know how we're doing!

Many thanks to each of you for your help in making KTC/Quail the fun, happy place that it is. My family and I feel so lucky to be surrounded by all of you.

With love,

Linda and the KTC/Quail Team