



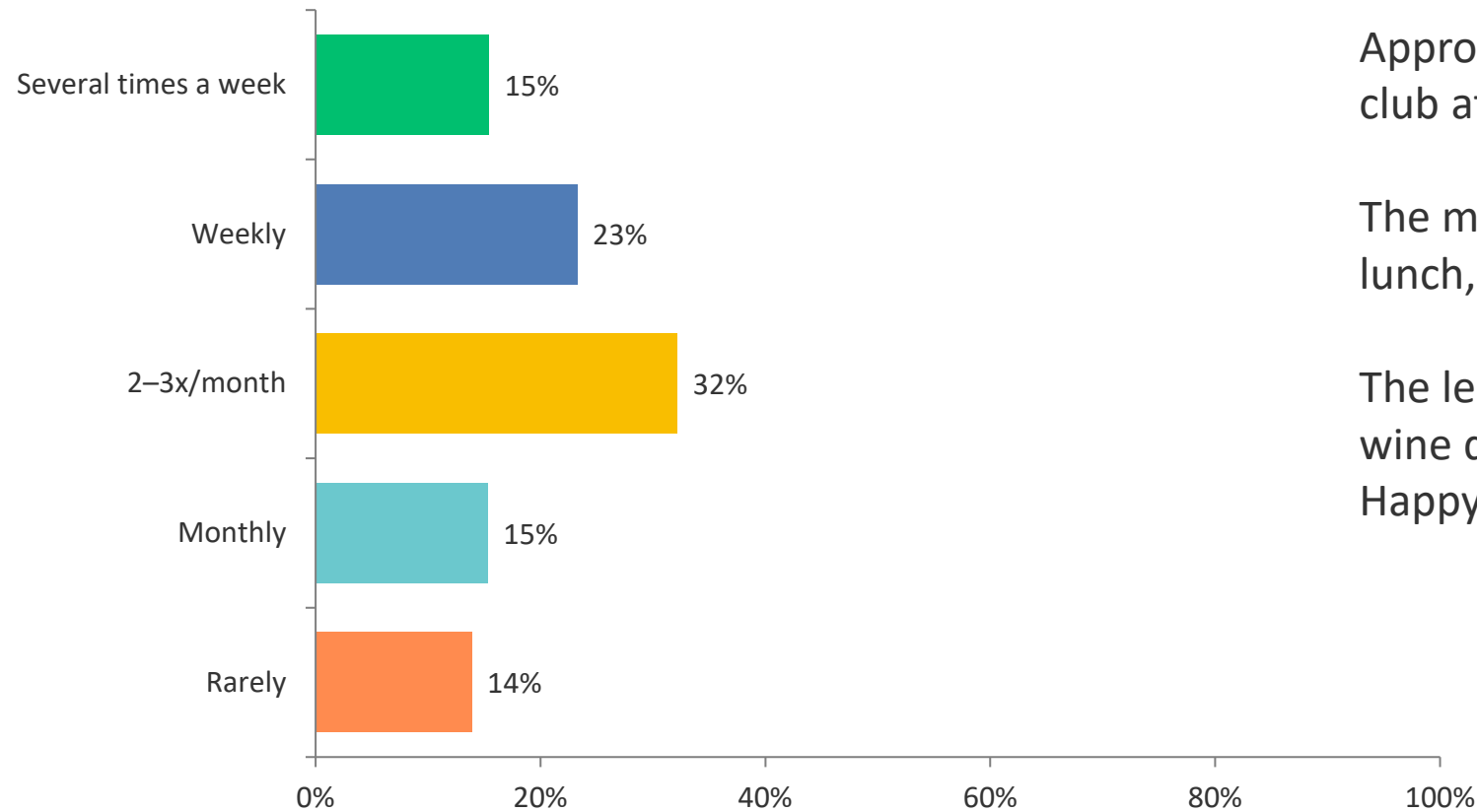
2025 Survey Results and Open-Ended Question Summaries

UPCC Social & Dining Member Survey Overview

- **Launched:** October 6, 2025
- **Purpose:** Gather feedback on member participation and satisfaction with UPCC's dining & social offerings
- **Distributed to:** 2,126 subscribed club emails
- **Responses:** 876 completed surveys (41% response rate)
- **Demographic Highlights:**
 - Age Breakdown of Responders: 71% were age 70 or older
 - Age Breakdown of Recent Members: (191 in past 3 years) 56% were under age 70.
 - The majority have been members for at least 7 years.
 - Of the respondents, 59% are year-round resident members, 25% are seasonal resident members, and 16% are non-resident members.
 - Family membership represented 78% of responses.

Q7: How frequently do you dine at the club?

Answered: 830 Skipped: 46



Approximately 39% of respondents dine at the club at least once a week or more.

The most attended dining experiences were lunch, dinner, and the outdoor café/bar.

The least attended dining experiences were wine dinners/tastings, Sunday brunch, and Happy Hour.

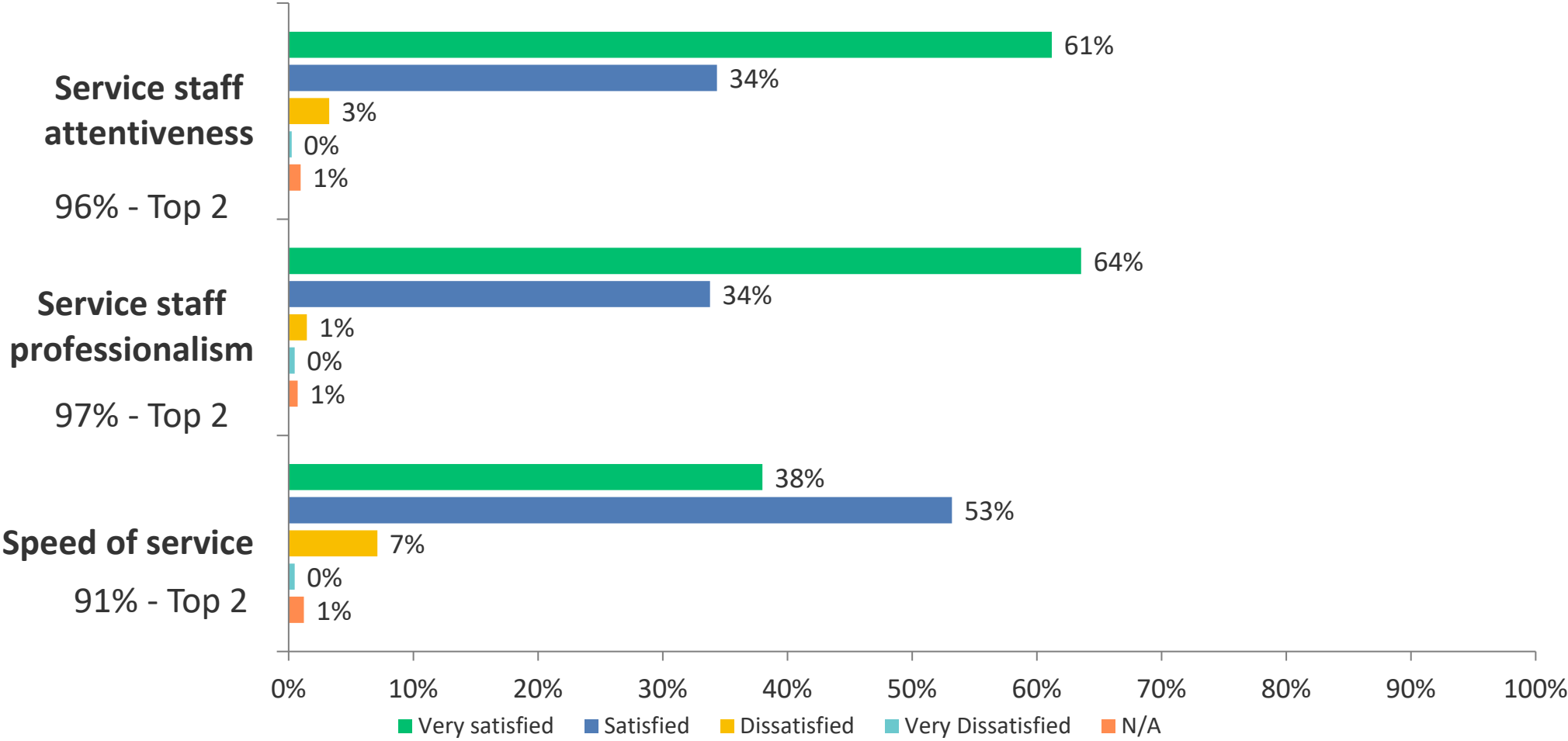
Q8 – If you answered rarely, please describe specific issues you encountered that keep you from dining at the Club and any suggestions for improvement.

Answered: 158 Skipped: 718

- 1. Menu Variety** (60 mentions)
- 2. Hours of Operation & Availability** (40 mentions)
- 3. Competition & Lifestyle Factors** (30 mentions)
- 4. Pricing & Value** (25 mentions)
- 5. Ambiance & Environment** (20 mentions)

Q14 – Please rate your satisfaction with dining service:

Answered: 830 Skipped: 46



Q15 – For any Dining attributes you rated Dissatisfied or Very Dissatisfied please describe specific issues you encountered and suggestions for improvement:

Answered: 300 Skipped: 576

1. Hours of Operation & Availability (115 mentions)

- Limited dinner nights (only 2/week)
- Early closing times (bar/café)
- Inconsistent and confusing schedules

2. Menu Variety (105 mentions)

- Menu unchanged for long periods
- Desire for healthier, vegan/vegetarian, and low-sodium options

3. Service Consistency (85 mentions)

- Long wait times and inconsistent attentiveness, due to understaffing
- Order and billing errors

4. Ambience & Noise Levels (70 mentions)

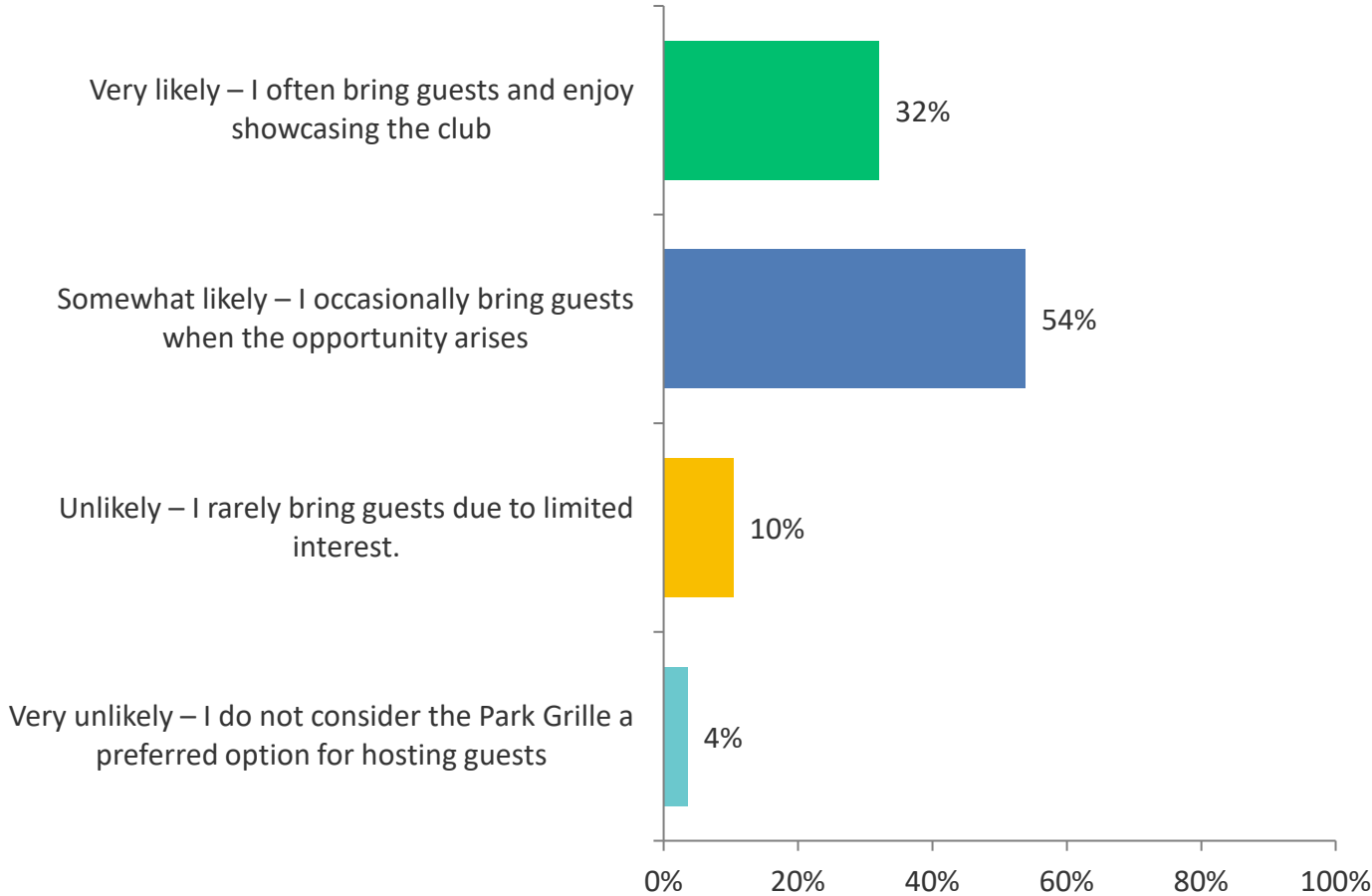
- Poor acoustics in Lakeside Dining Room, requests for better sound absorption
- Cold, sterile atmosphere, desire for warmer more inviting decor

5. Pricing & Perceived Value (50 mentions)

- Perceived as overpriced, particularly brunch and buffet prices

Q16 – How likely are you to bring non-member guests to the Park Grille for lunch or dinner?

Answered: 826 Skipped: 50



Approximately **86% of respondents** answered they are very likely, or somewhat likely to bring guests to the Park Grille.

The follow up question for those that shared they answered “Unlikely”, was **Q17: Is there a specific reason you are unlikely to bring guests to dine at Park Grille?**

Top concerns: Menu, pricing, and hours of operation. Competing with other outside restaurants in the area.

Q18 - What additional menu items or cuisine types would you like to see offered?

- Answered: 396
- Skipped: 480
- **Please note:** The word cloud was created utilizing words that were mentioned a minimum of 5 times.
- Salads were mentioned over 35 times.



Q19 – What is special about the dining experience at UPCC?

Answered: 527 Skipped: 349

Theme	# of Mentions (approx.)	Highlights
1. Staff Friendliness & Service	190	<ul style="list-style-type: none">• Most frequently mentioned theme — staff described as friendly, welcoming, and attentive.• Members appreciate being recognized by name.• Perceived as the defining positive feature of UPCC dining.
2. Outdoor Café & Views	160	<ul style="list-style-type: none">• The outdoor café consistently cited as the “most beautiful” or “favorite” space.• Members praise scenery, lake views, and atmosphere.• Desire for extended café hours due to popularity.
3. Ambiance & Environment	100	<ul style="list-style-type: none">• Positive mentions of relaxed, comfortable setting and “home-like” feel.• Some contrast between attractive outdoor area and “cold” or “sterile” indoor dining room.• Members appreciate quiet, uncrowded experience.
4. Social Experience & Community	85	<ul style="list-style-type: none">• Dining viewed as a social hub — “seeing friends,” “sense of belonging,” “family-like.”• Members value familiarity with both staff and fellow members.• Dining fosters connection and community pride.
5. Food Quality & Consistency	70	<ul style="list-style-type: none">• Many mention consistently good food and recent improvement under new chef.• Compliments on wine dinners and special events.• A few note menu could be more adventurous or upscale.

Q20 – Is there any other feedback you would like to share to improve your dining experience?

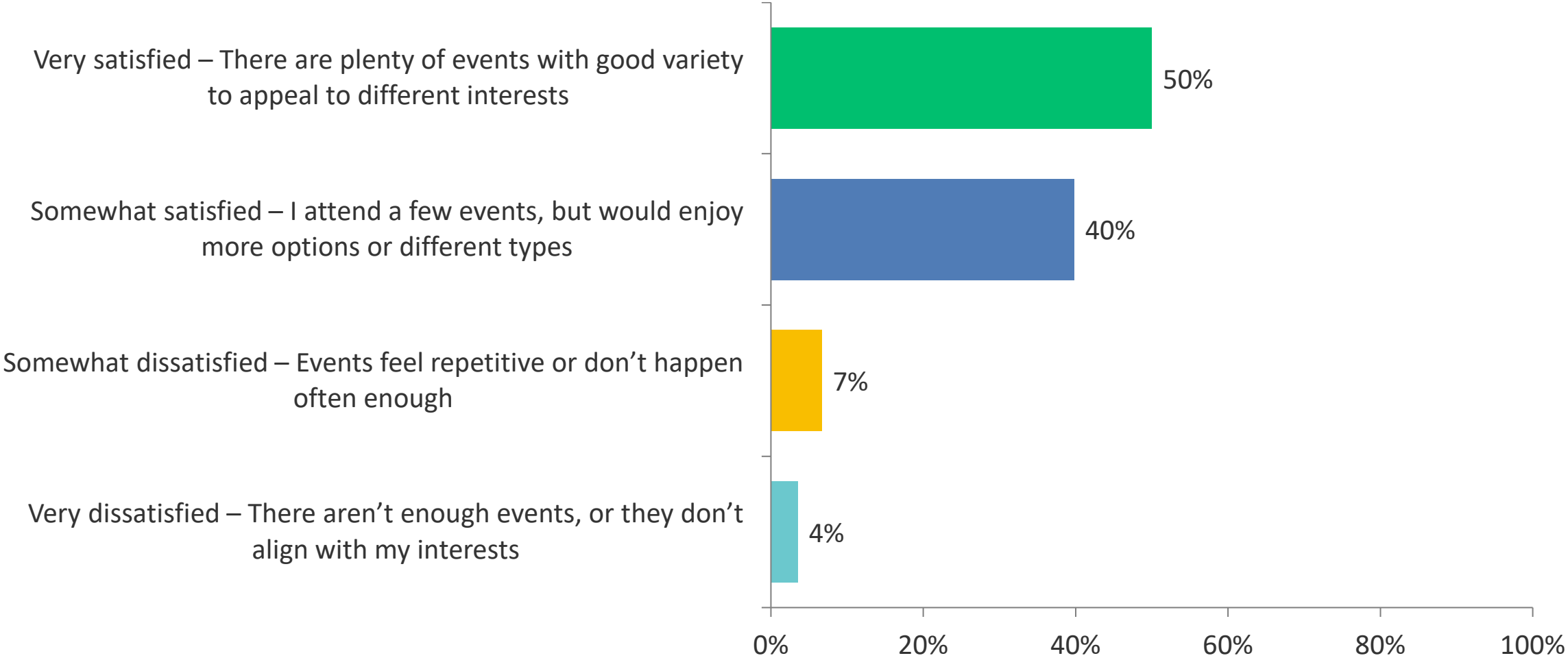
Answered: 305 Skipped: 571

Theme	# of Mentions (approx.)	Issues Identified
1. Menu Variety & Quality	95	<ul style="list-style-type: none">• Repetitive menu; desire for more variety, freshness, and creativity.• Requests for seasonal specials, healthy options, and consistent quality.
2. Hours of Operation	75	<ul style="list-style-type: none">• Limited dinner nights (often Wed/Fri) and early closures.• Requests for expanded hours, especially weekends and later evenings.• Members frustrated by inconsistent café/bar schedules.• Suggestions to reopen Saturday nights during season.
3. Ambiance & Noise Levels	60	<ul style="list-style-type: none">• Dining room described as loud, cold, and sterile.• Calls for carpeting, sound absorption, and warmer lighting.• Requests for updated décor.
4. Service Consistency & Training	45	<ul style="list-style-type: none">• Praise for friendly staff but inconsistency in speed, attentiveness, and accuracy.• Issues with reservation mix-ups and cold food timing.• Members request better staff training and stronger management visibility.
5. Pricing & Perceived Value	40	<ul style="list-style-type: none">• Desire for better “value pricing”; comparisons made to nearby restaurants offering better value.• Some mention service fees and small add-on charges as excessive.

Q21 – How satisfied are you with the variety and frequency of member social events?

Answered: 764 Skipped: 112

Approximately 90% of respondents are satisfied with the variety and frequency of member social events.



Q22 – If dissatisfied, please provide suggestions for improvement:

Answered: 106 Skipped: 770

Two main themes for dissatisfaction:

1. Event Variety & Redundancy

- Members request fresh, creative programming dancing, live music, themed nights, cooking classes, and cultural events.
- Off-campus excursions and more unique social opportunities suggested.
- Recommendation for more “singles” friendly events and younger demographic events.

2. Event Availability/Sold-Out Events

Q24 – How would you rate the communication and promotion of upcoming events?

Answered: 803 Skipped: 73

Clarity of Information:

- 81% of respondents rated as “Excellent” or “Very Good”
- Less than 3% rated as “Fair” or “Poor”

Frequency/Timeliness:

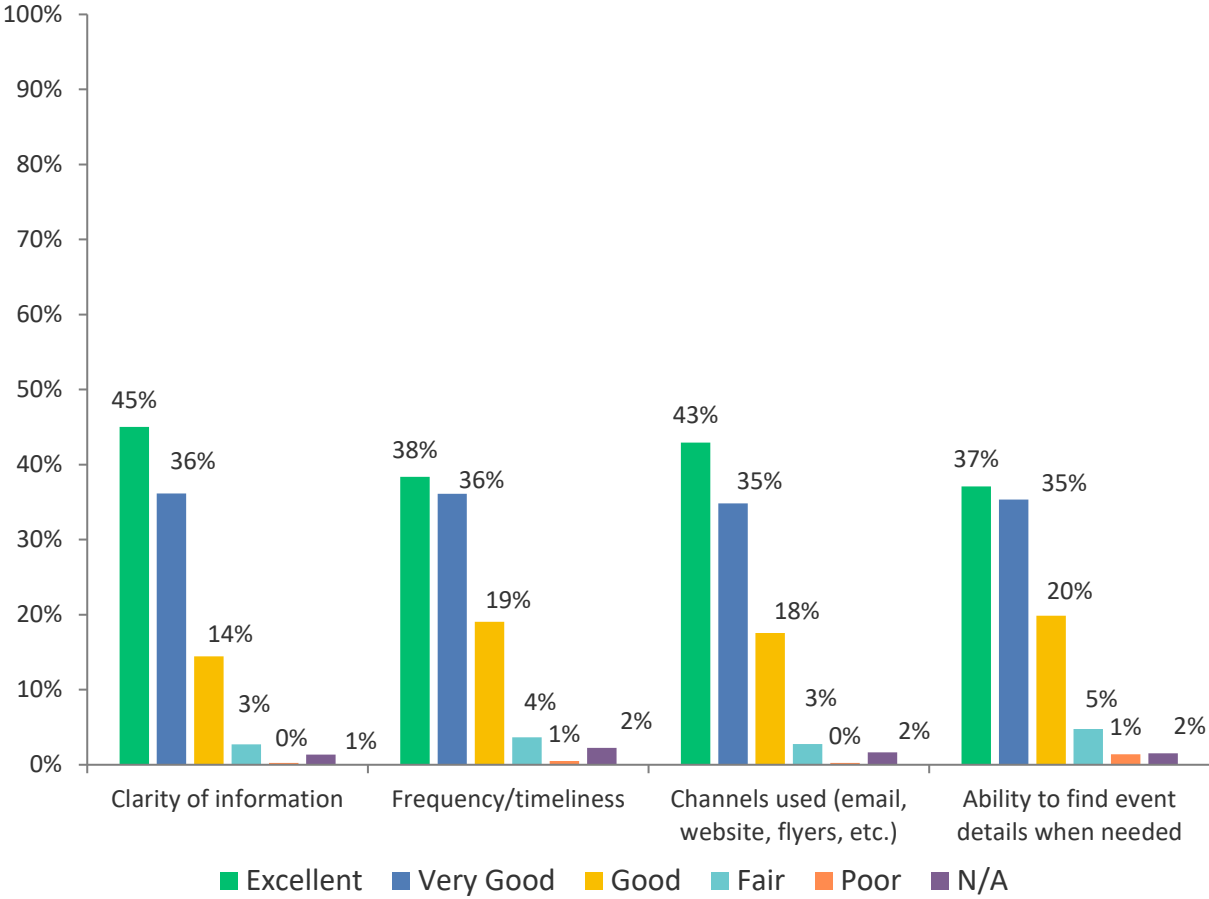
- 74% of respondents rated as “Excellent” or “Very Good”
- 4% rated as “Fair” or “Poor”

Channels used (email, website, flyers, etc.):

- 78% of respondents rated as “Excellent” or “Very Good”
- 3% rated as “Fair” or “Poor”

Ability to find event details when needed:

- 72% of respondents rated as “Excellent” or “Very Good”
- 6% rated as “Fair” or “Poor”



Q25 - If you answered "Fair" or "Poor" please provide suggestions for improvement:

Answered: 59 Skipped: 817

Key Issue	# of Mentions (approx.)	Issues Identified
1. Website & App Navigation	16	<ul style="list-style-type: none"> • Website described as confusing, difficult to navigate, or poorly organized. • Members struggle to find events, menus, or daily updates. • Requests for a more intuitive interface, better search tools, and integrated RD/HOA information. • Members want the app to separate dining and social events from sports listings.
2. Timing & Promotion of Events	15	<ul style="list-style-type: none"> • Events announced too close to the date; members can't plan ahead. • Many miss events due to late communication or sold-out situations. • Requests for earlier notice, consistent reminders, and multiple emails leading up to events. • Members want better coordination of event calendars.
3. Email Communication & Frequency	13	<ul style="list-style-type: none"> • Emails often buried, redundant, or excessive, causing key details to be overlooked. • Desire for shorter, more focused messages with clear subject lines. • Some prefer more frequent reminders; others request less clutter and more targeted messages. • Suggestion to balance frequency and clarity of event communication.
4. Newsletter Format & Accessibility	9	<ul style="list-style-type: none"> • Newsletters viewed as too long, buried in inboxes, or lacking visibility. • Preference for shorter, easier-to-read versions with key links highlighted. • Several members miss printed or hardcopy newsletters. • Members want the monthly issue released earlier each month.
5. Event Access & RSVP Process	6	<ul style="list-style-type: none"> • Difficulty registering for popular events (Trivia, Bingo) before they sell out. • Requests for one-click RSVP or "Add to Calendar" functionality in emails. • Frustration with "email scramble" to secure spots; requests for fairer access systems. • Interest in improved integration between announcements and sign-ups.

UPCC Social & Dining Survey (Q27) – Key Themes Summary

What types of social events or programs would you like to see more of?

- Answered: 200
- Skipped: 676



Q29 - Do you have any additional feedback, suggestions, or ideas that could help us improve your social and dining experience at the club?"

Answered: 206 Skipped: 670

Key Issue	# of Mentions (approx.)	Issues Identified
1. Dining Hours & Accessibility	25	<ul style="list-style-type: none"> • Frustration with limited and inconsistent dining and café hours. • Members request later evening and Saturday service, especially in high season. • Calls to keep outdoor café and bar open until all golfers finish or while members are still present.
2. Food Quality, Menu Variety & Kitchen Upgrades	23	<ul style="list-style-type: none"> • Requests for more frequent menu changes and weekly specials. • Specific asks for healthier, vegetarian, and farm-to-table options. • Several mention need to upgrade or expand the kitchen to support better service and food execution.
3. Event Access, Scheduling & Variety	17	<ul style="list-style-type: none"> • Difficulty getting into popular events like Trivia and Bingo; calls for resident priority access. • Suggestions for more events appealing to younger members and singles. • Interest in themed dinners, live music, and off-campus or travel events. • Comments highlight imbalance between older and younger member preferences.

Next Steps – F&B Action Items

1. Expanded, consistent hours effective 12/1/25

- Tuesday, Thursday, and Saturdays – Café menu until 7 pm
- Wednesday, and Fridays – Dinner menu until 8 pm
 - When there is a Themed Buffet night, the Café menu will be available until 8 pm

2. Menu Changes

- Daily lunch specials will be rotated biweekly.
- Lunch/Café menu will be updated quarterly.
- Dinner menu will be updated more frequently as needed.

3. Live Music & Dancing added beginning 1/1/26

- Dinner and dancing will be added to the calendar for one Friday each month.
- Live piano music during dinner will be added for one night each month.

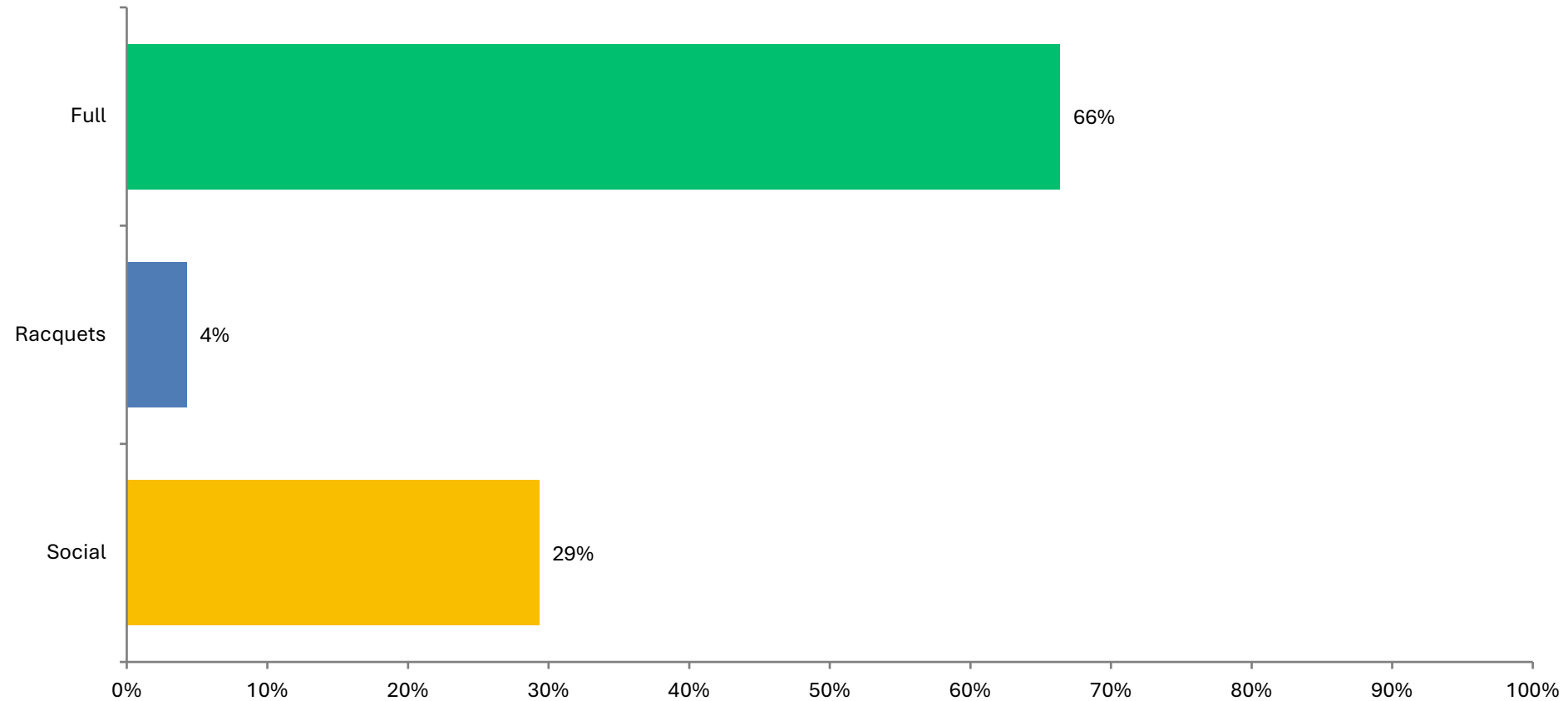
UPCC Member Golf Survey Overview

- **Launched:** October 13, 2025
- **Purpose:** Gather feedback on member participation and satisfaction with UPCC's golf offerings.
- **Distributed to:** 2,126 subscribed club emails
- **Responses:** 642 completed surveys (30% response rate)
 - Please note: Of the 642 respondents, only 421 were Full members. This survey was sent to Racquet and Social members as well as Full in order to gauge their interest and perception of our golf offerings.
- **Demographics:**
- Approximately 50% of respondents were between ages 70-79 across all categories.
- 57% of respondents were Men and 43% were Women.
- The majority have been members for more than 7 years. (Before the turnover)
 - Women Full Members had the longest tenure. 41% with 10+ years of membership compared to 28% for the Men.
- Responses provided a good cross-section of year-round resident, seasonal resident, and non-resident members. Approximately 50% of Full member respondents were year-round residents. The balance was split between seasonal residents and non-residents.

Q6 – What Membership Category do you have?

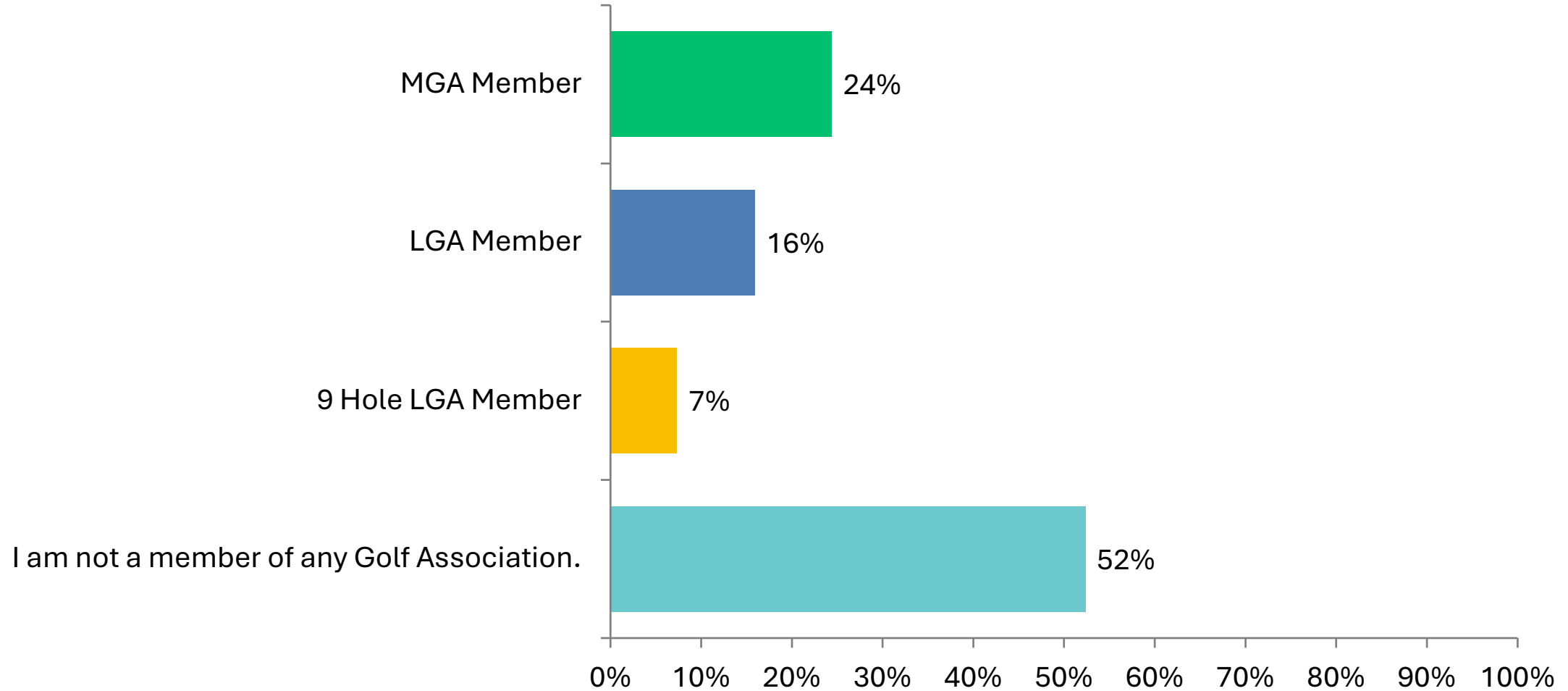
Answered: 634 Skipped: 8

- 421 respondents were Full members.
- As of October 2025, the Full member count was at 459 memberships consisting of 726 individuals.



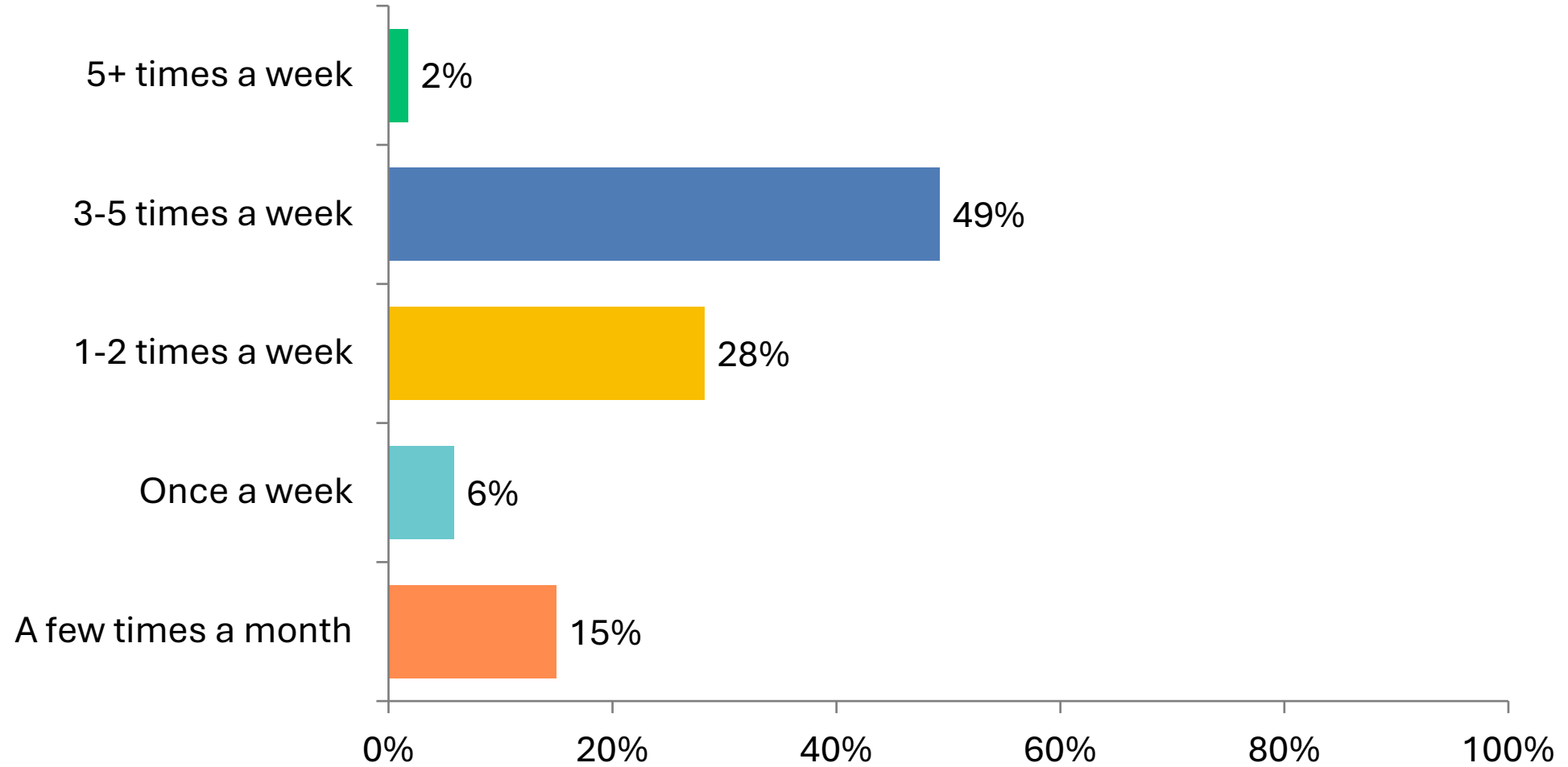
Q7 – Are you a Member of a Golf Association?

Answered: 615 Skipped: 27



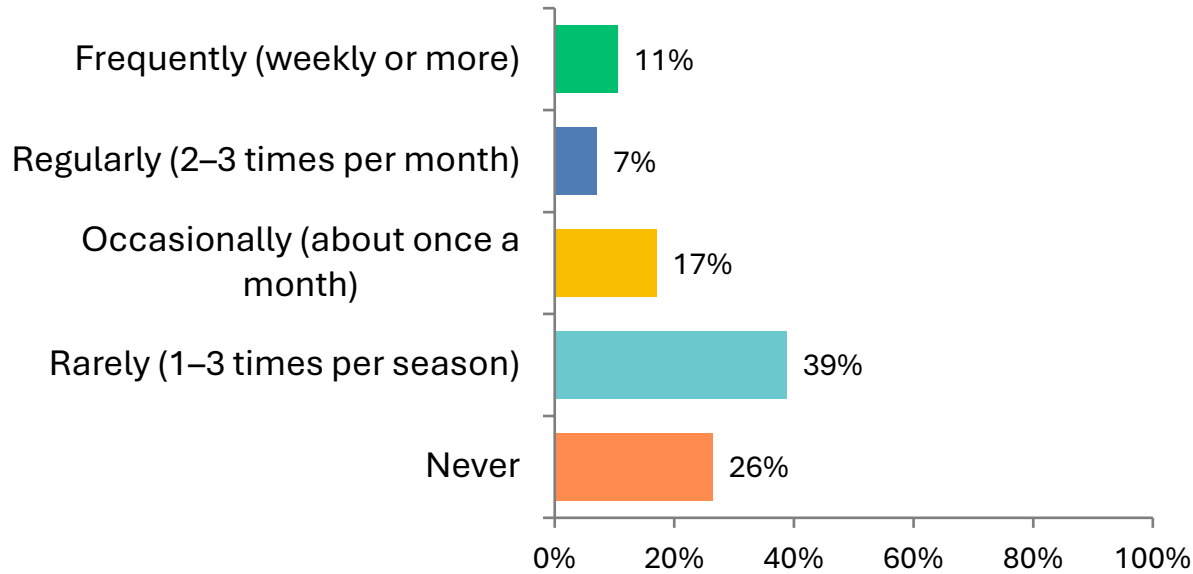
Q8 – How often do you play golf at UPCC?

Answered: 514 Skipped: 128



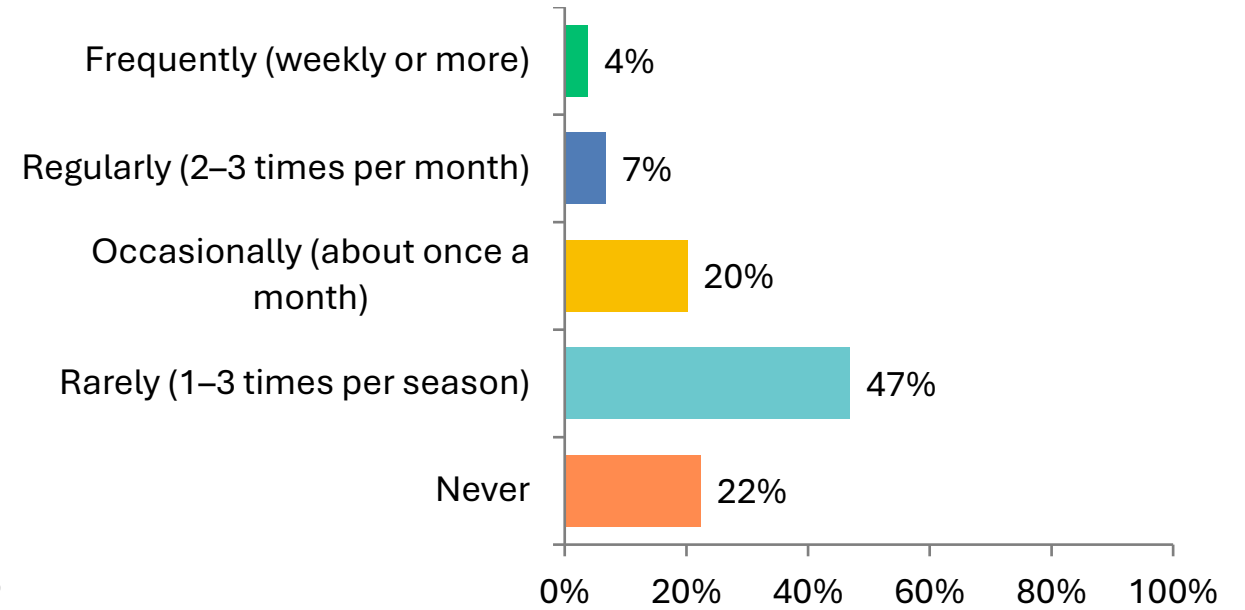
Q9 – How often do you play golf at outside courses?

All Respondents



Answered: 605 Skipped: 37

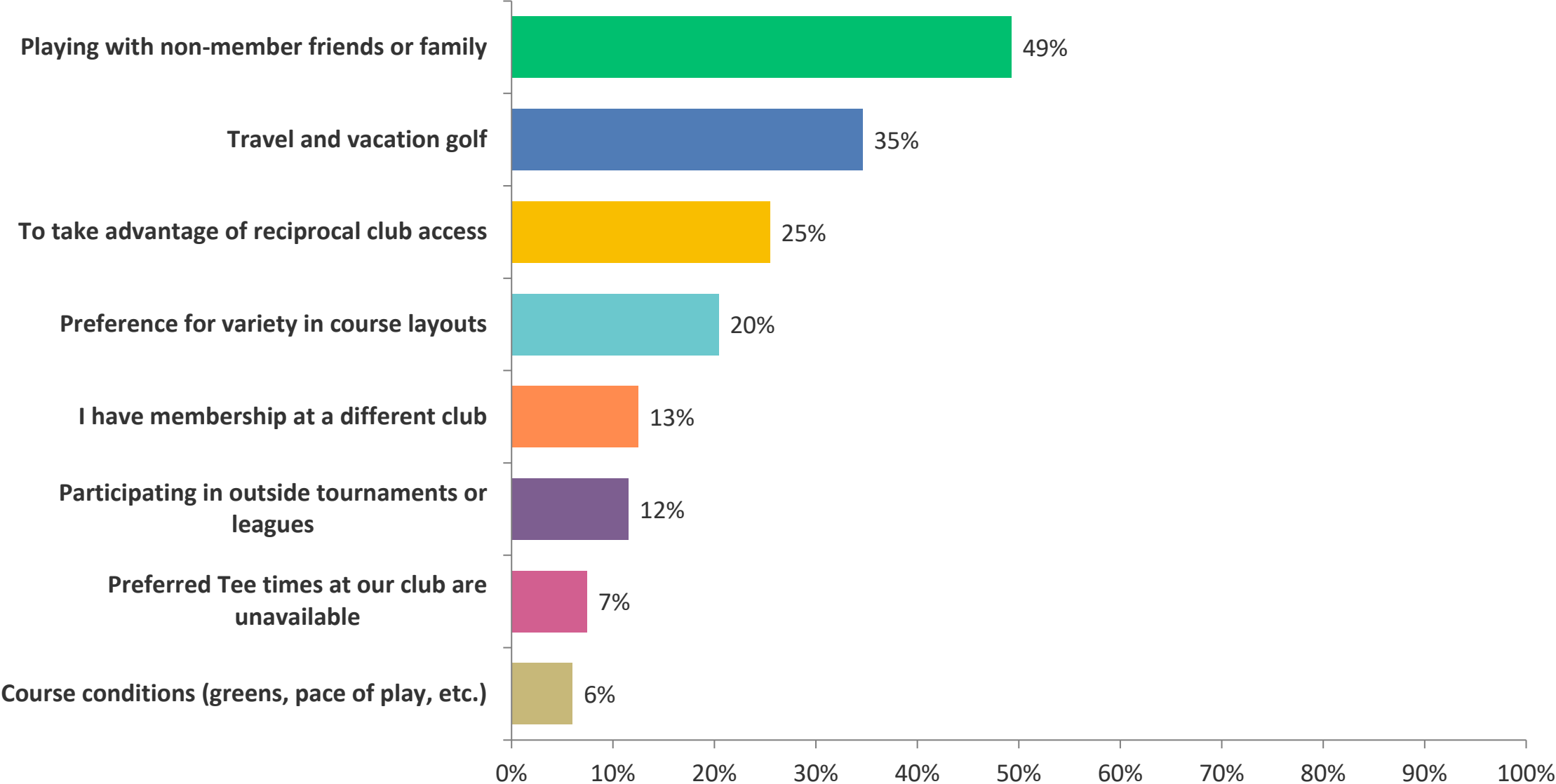
Full Members Only



Answered: 416 Skipped: 5

Q10 – Reasons you are playing outside courses? (Check all that apply)

Answered: 416 Skipped: 226



Golf Course and Facilities

Q11 – How would you rate the overall condition of the golf course?

92% of survey takers rated the course as “Excellent” or “Very Good” (57%/35%)

Answered: 441 Skipped: 201

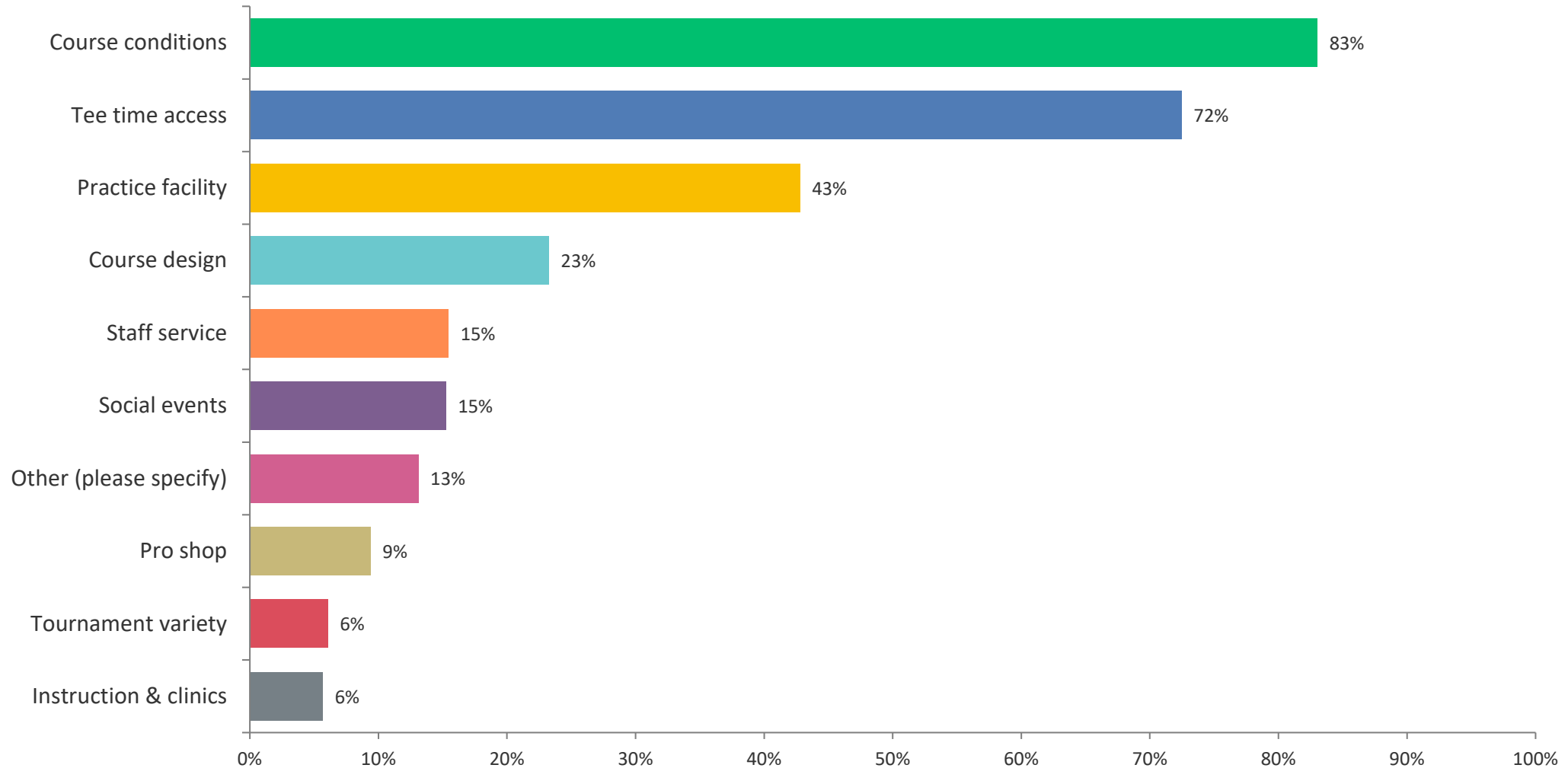
Q13 – How satisfied are you with the golf practice facilities (range, chipping/putting areas)?

87% of survey takers were “very satisfied” or “satisfied”. (52%/35%)

Answered: 512 Skipped: 130

Q12 – What are the top 3 most important aspects in your golf experience? (Check only 3 boxes)

Answered: 512 Skipped: 130

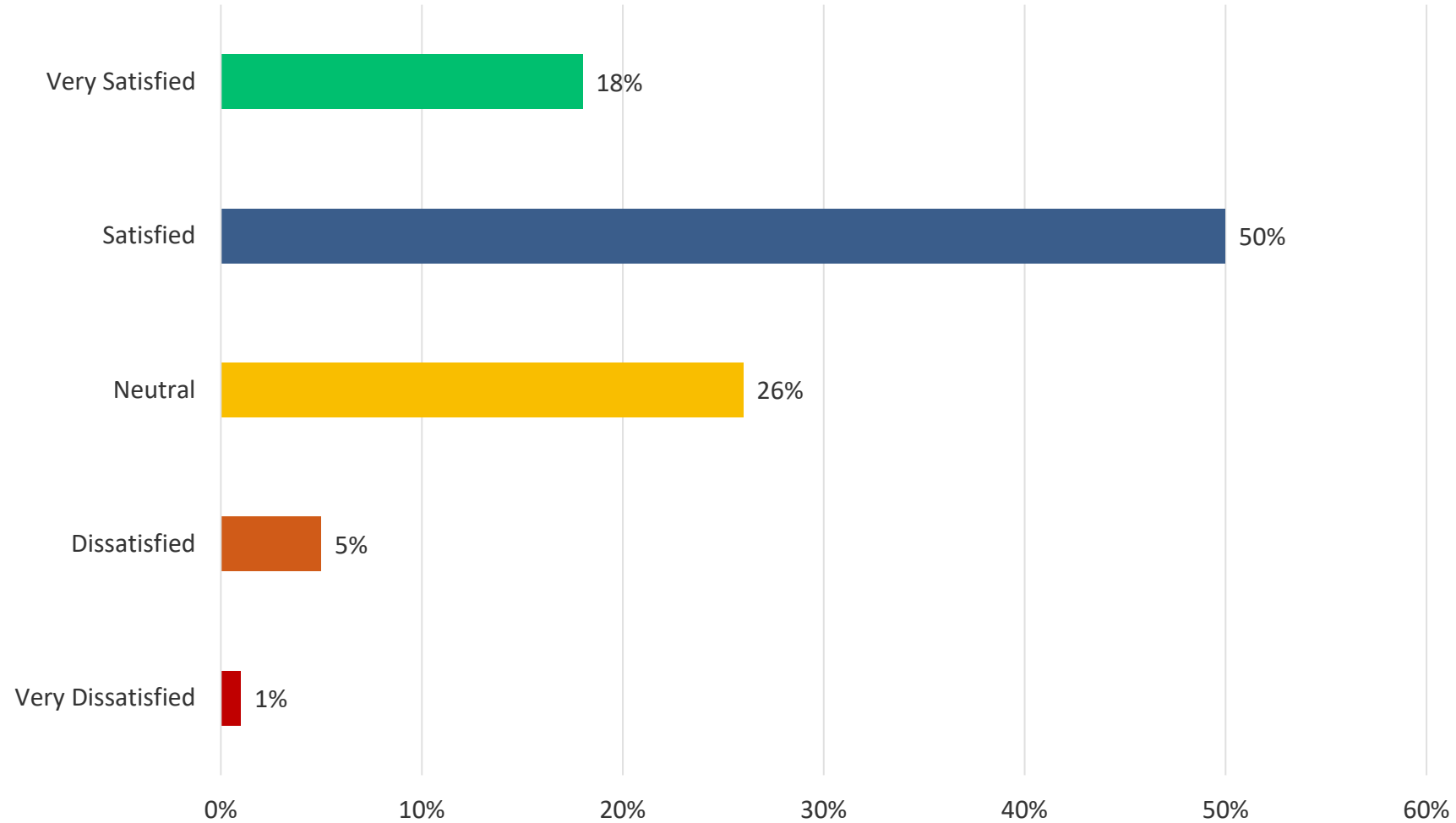


Other – Most common response was cost (24 responses) followed by pace of play (12 responses).

Q14 – How satisfied are you with the pace of play?

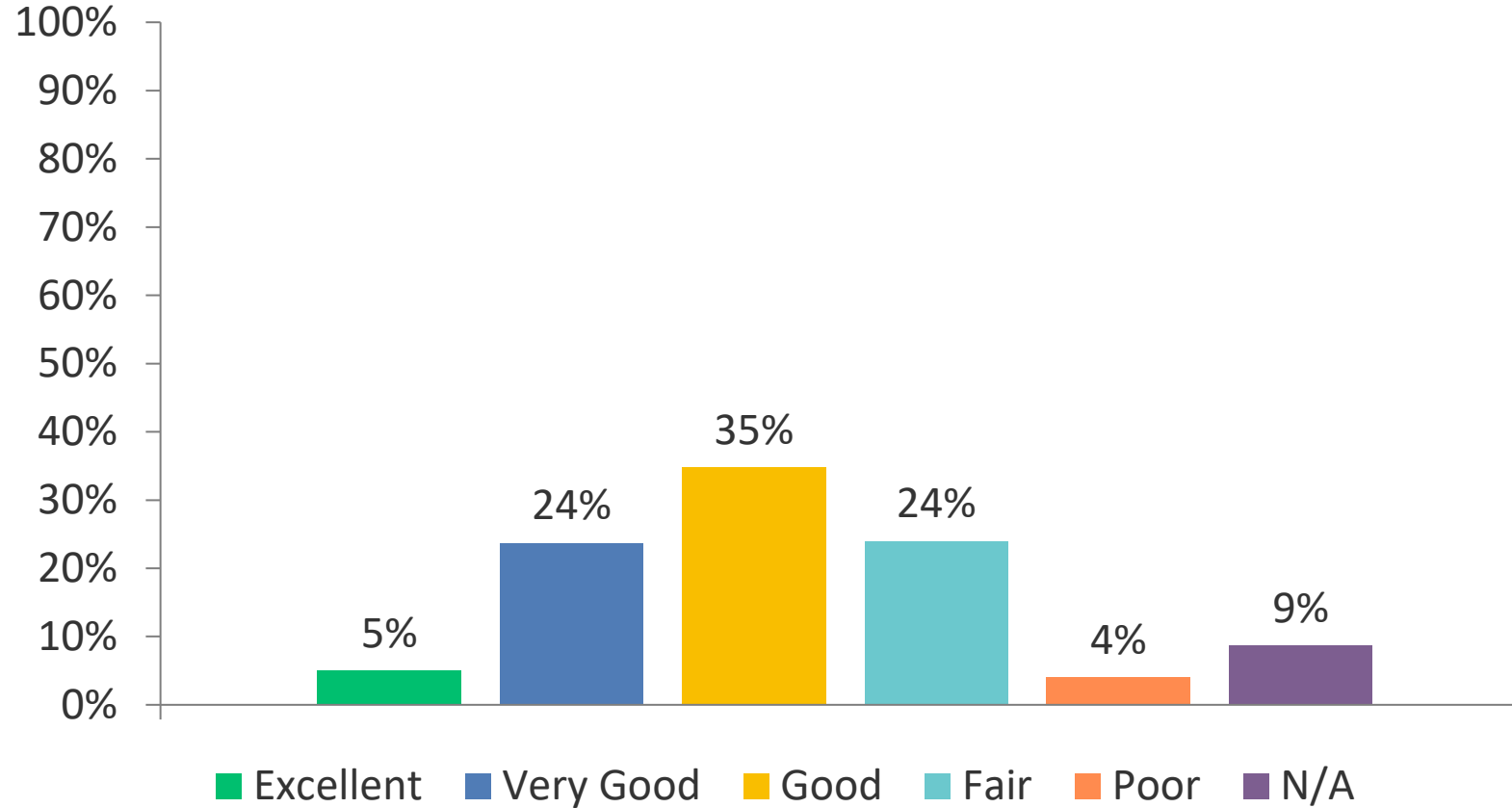
Answered: 467 Skipped: 175

68% of respondents are satisfied, or very satisfied with the pace of play.



Q15 – Rate the availability of tee times during peak hours (8:00 am-10:00 am) in season (November-May).

Answered: 507 Skipped: 135



Q19 – Please share your feedback on our tournaments and weekly groups (such as MGA, LGA, and 9-hole groups). What do you feel are the strengths of these events, and what areas could be improved?

Answered: 128 Skipped: 514

Positive Feedback:

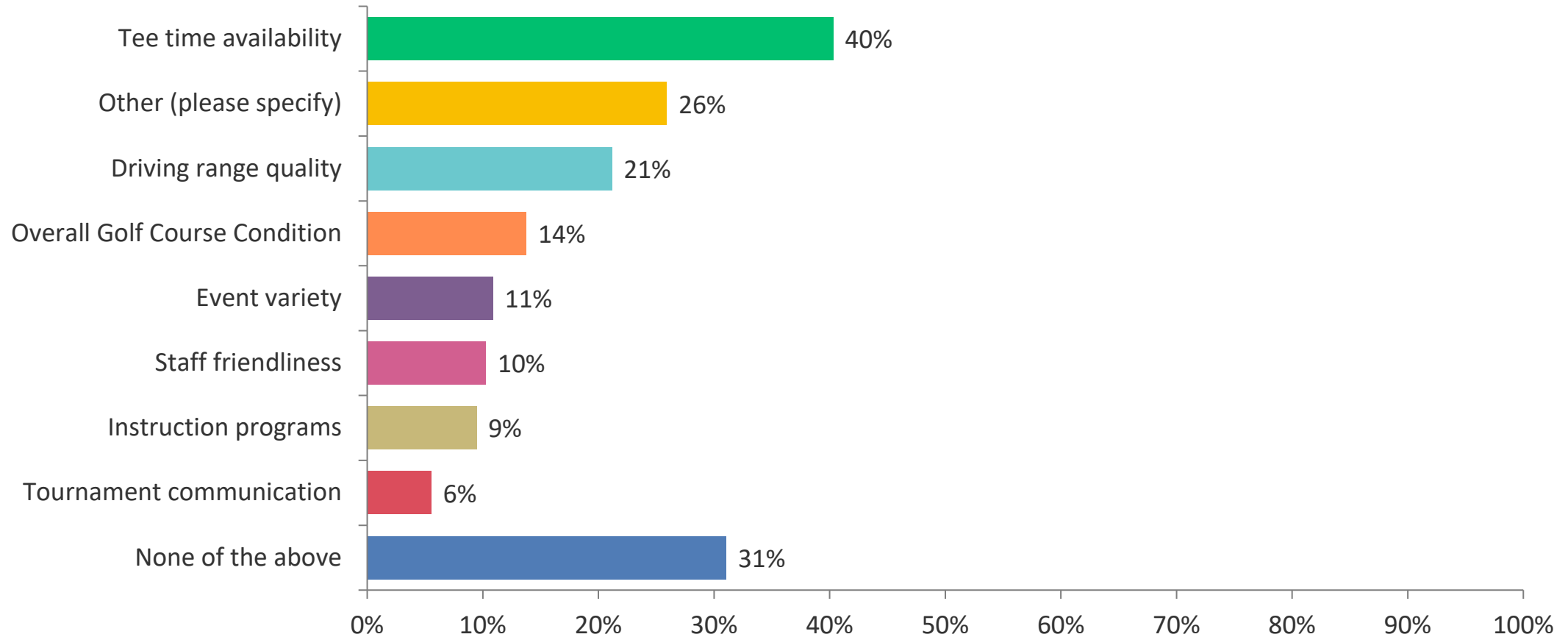
- **Well-Run Events & Strong Organization** (25 mentions)
 - MGA/LGA Events well organized.
 - Member-Guest Highly Praised.
 - Events described as fun and smooth.
- **Camaraderie & Social Experience** (9 mentions)
 - Strong sense of community. Groups are friendly & welcoming.

Areas of Opportunity:

- **Pace of Play** (22 mentions)
- **Handicap Manipulation & Rules Issues** (17 mentions)
- **Tournament Variety** (16 mentions)
 - Requests for new formats – desire for scrambles, shambles, and match play as well as more mixed/couple events.
- **Communication and Sign-Ups** (14 mentions)
 - Desire for online sign-ups and advance notice of tee sheets and other information.

Q25 – What are the top 3 areas you believe need the most improvement? (Please select 3 options below.)

Answered: 486 Skipped: 156



- **“Other (please specify)” – Most common response was cost (14 mentions)**
 - Concern over pricing being too high for resident social members & occasional players
 - Includes references to cost of play, green fees, and general affordability

Q26 – What types of tournaments or events would you like to see more of?

Most respondents shared that they were pleased with the variety of the existing events.

- Answered: 140
- Skipped: 502



Q27 – What do you value most about the golf experience at our club?

Answered: 282 Skipped: 360

Key Theme	# of Mentions (Approximate)	Summary
Course Conditions (Quality, Maintenance, Playability)	142	<ul style="list-style-type: none">•Praise for the course's overall condition and upkeep.•Greens, Fairways, and layout are frequently described as high quality.
Social Engagement	76	<ul style="list-style-type: none">•Members value the friendships, golf buddies and social play.•High praise for both members and staff.
Friendly Staff/Professionalism	79	<ul style="list-style-type: none">•Members highlight staff friendliness, helpfulness and professionalism.•Starters and cart staff receive specific praise.
Course Access and Availability	41	<ul style="list-style-type: none">•Proximity to home, ease of getting out to play and availability of tee times.

Q28 – Are there any areas that could be improved to better serve your needs?

Answered: 230 Skipped: 412

Key Theme	# of Mentions (Approximate)	Summary
Pace of Play & Enforcement	59	<ul style="list-style-type: none">• Rangers not enforcing pace, slow groups not managed.• 2-per-cart rules ignored by golfers.• Desire for more spacing between tee times
Tee Time Availability / Member Priority	52	<ul style="list-style-type: none">• Limited 8–10 AM times, public play taking member slots, summer & racquets members blocked from mornings
Pricing, Guest Fees & Member Value	47	<ul style="list-style-type: none">• Guest fees too high, social/resident members want discounts, value concerns, 9-hole pricing high
Practice Facility Improvements	44	<ul style="list-style-type: none">• Better range balls• More accurate markers• Expanded short game area• Better mats
Locker Room Improvements	28	<ul style="list-style-type: none">• Locker rooms described as “embarrassing” and outdated.

Next Steps – Action Items for Golf Operations

1. Practice Facility Improvements

- TaylorMade golf balls will be added to the practice facilities effective January 1, 2026.
- Mats will be replaced more regularly on a 36-month basis.
- We will begin closing the short game area the last 10 min of every hour for cleaning. New signage is being added.

2. Golf Course Improvements

- Ball washers were recently added to every other hole.
- GCM began marking the course in November.

3. Locker Room Improvements

- Management is gathering estimates for a locker room renovation, subject to the Board's approval.

4. Pace of Play

- PGA Pro will be riding with rangers weekly to train and help enforce pace of play.
- Introducing new title for Rangers, the “Golf Course Ambassador”.
- Asking membership for support.

5. Pro Visibility

- Golf Pro Staff will be out on the course weekly

6. Tee-time Availability

- Membership is capped. We need commitment from members regarding their tee times; otherwise last-minute cancellations are sold to the public.

UPCC Member Fitness & Wellness Survey Overview

- **Launched:** October 20, 2025
- **Purpose:** Gather feedback on member participation and satisfaction with UPCC's Fitness & Wellness facility and programs.
- **Distributed to:** 2,126 subscribed club emails
- **Responses:** 598 completed surveys (28% response rate)
- **Demographics:**

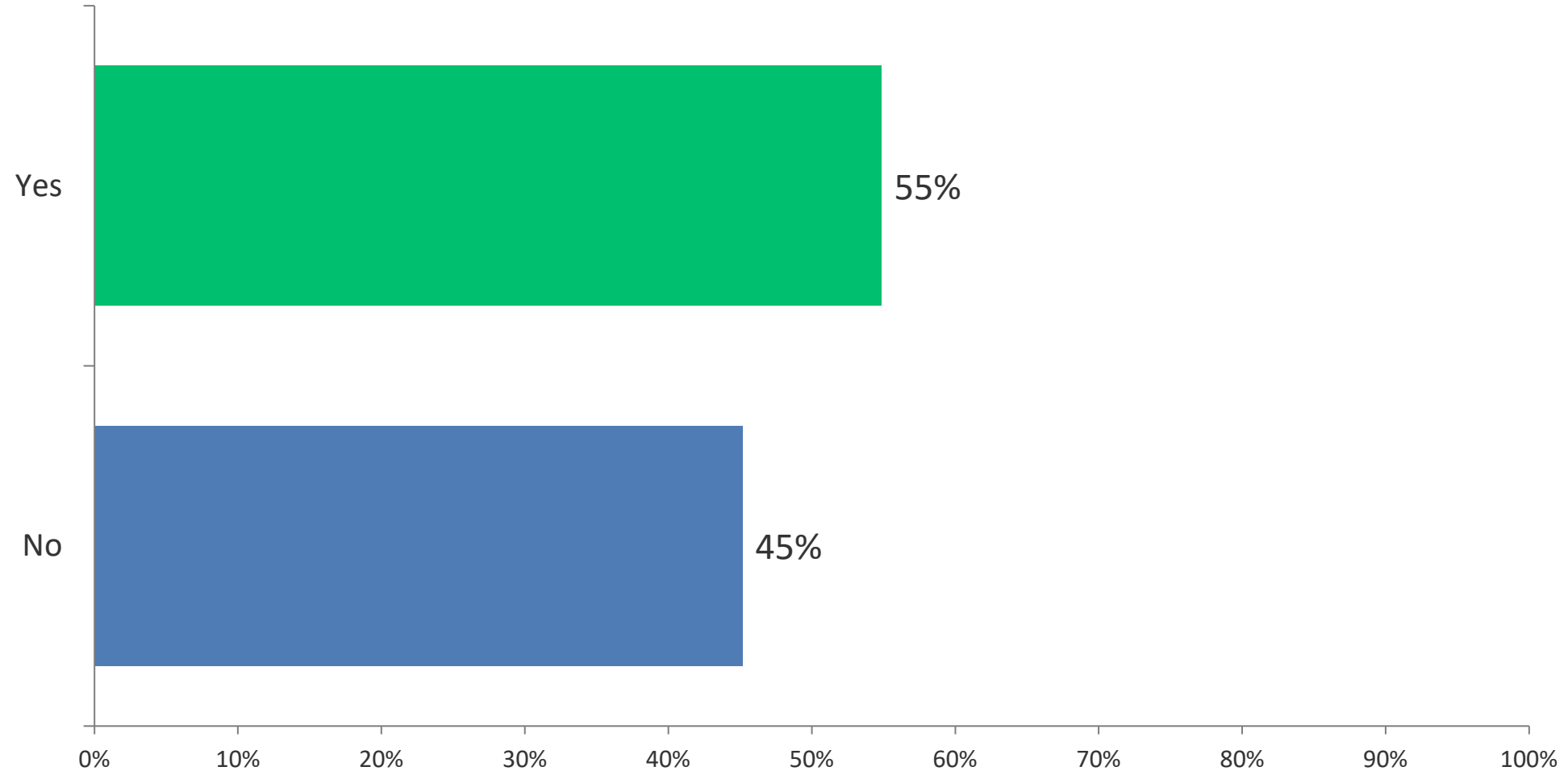
Full Golf Members	Racquets Members	Social Members with Fitness Pass	Social Members without a Fitness Pass
255	49	99	191

Please note: 4 respondents skipped the membership category question.

Q7 – Have you used the UPCC Wellness Center in the last year?

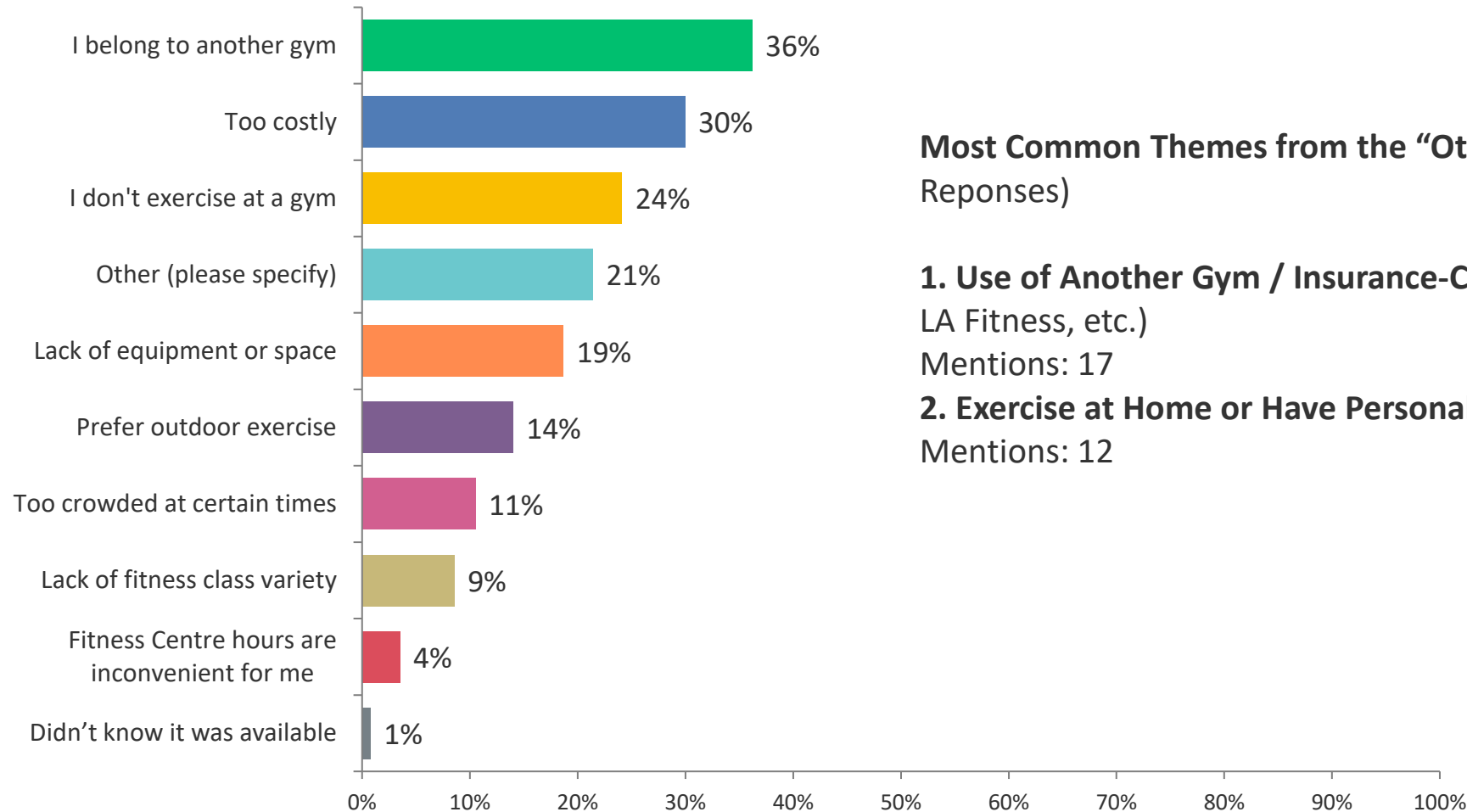
Answered: 598 Skipped: 0

76% of respondents whose membership type allowed them to use the Wellness Center (i.e Full, Racquets, and Social with a Fitness Pass ONLY) answered that they have utilized the facility in the last year.



Q8: Please mark your reasons for not using the UPCC Wellness Center:

Answered: 257 Skipped: 341



Most Common Themes from the "Other" Responses (37 Responses)

1. Use of Another Gym / Insurance-Covered Gym (Silver Sneakers, LA Fitness, etc.)

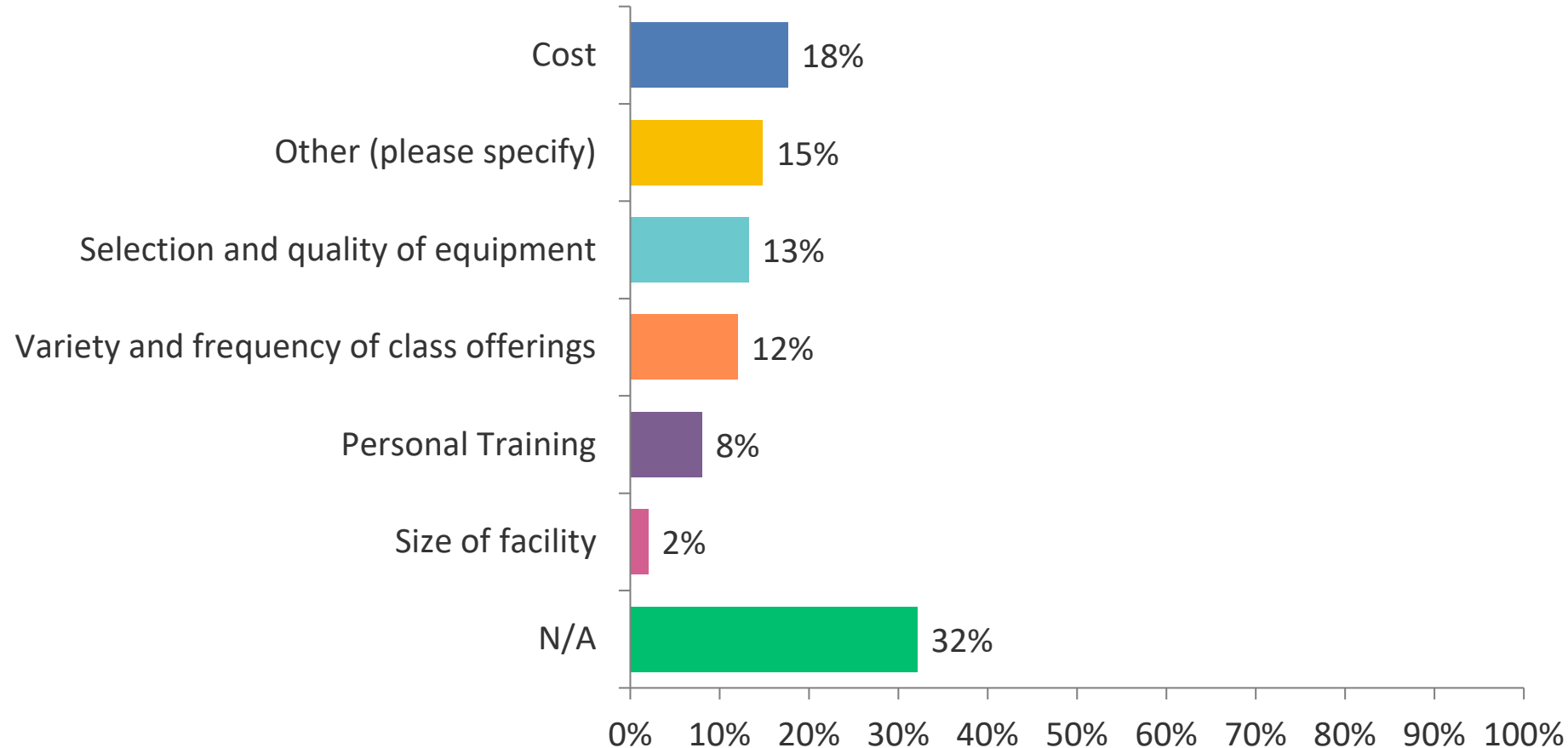
Mentions: 17

2. Exercise at Home or Have Personal Equipment/Trainer

Mentions: 12

Q9 – Please share the reasons you chose your gym or fitness facility:

Answered: 249 Skipped: 349

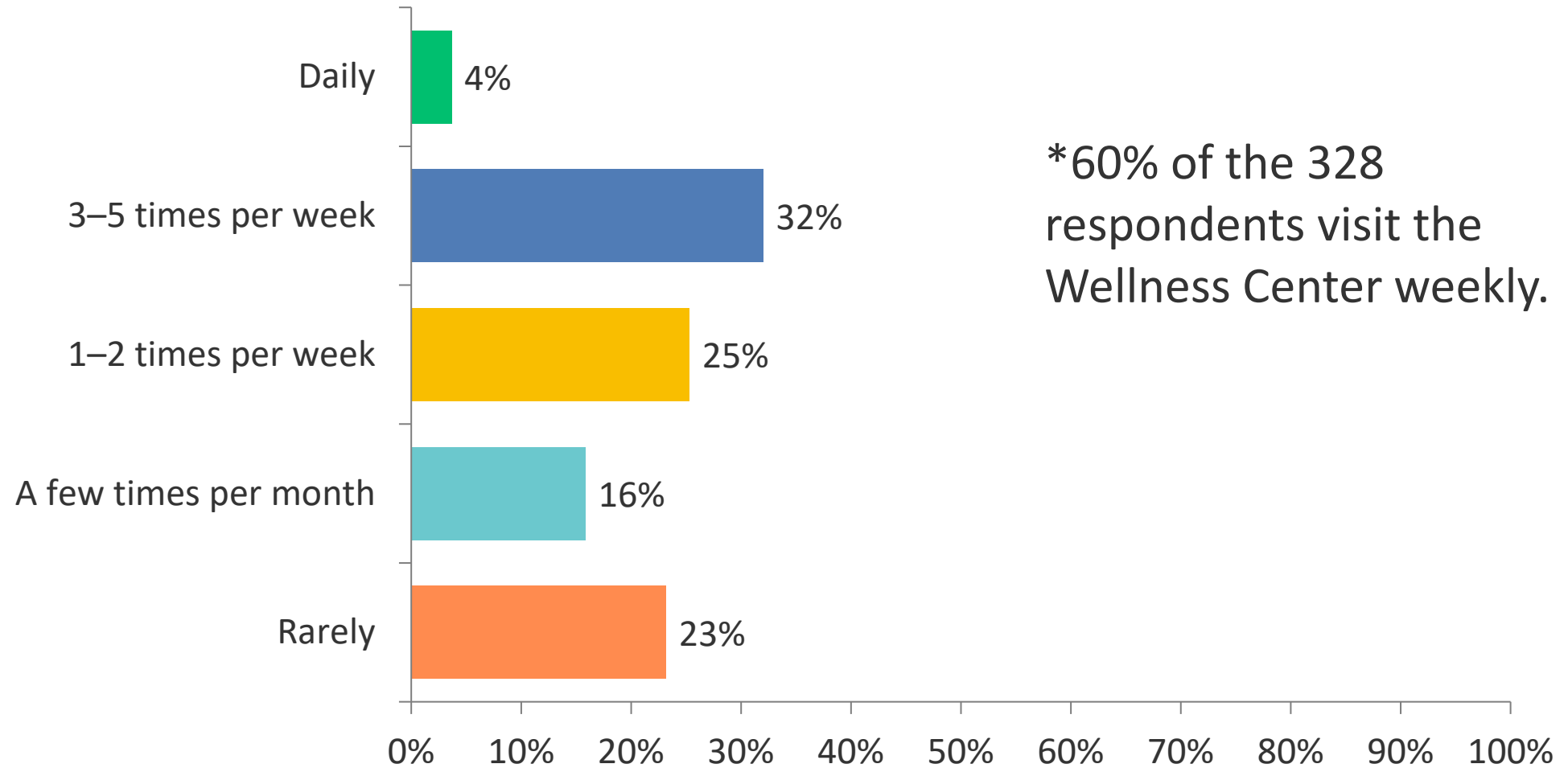


Other (please specify) - 37 responses.

- Most common theme was Silver Sneakers, Medicare or insurance paying for their other gym membership.

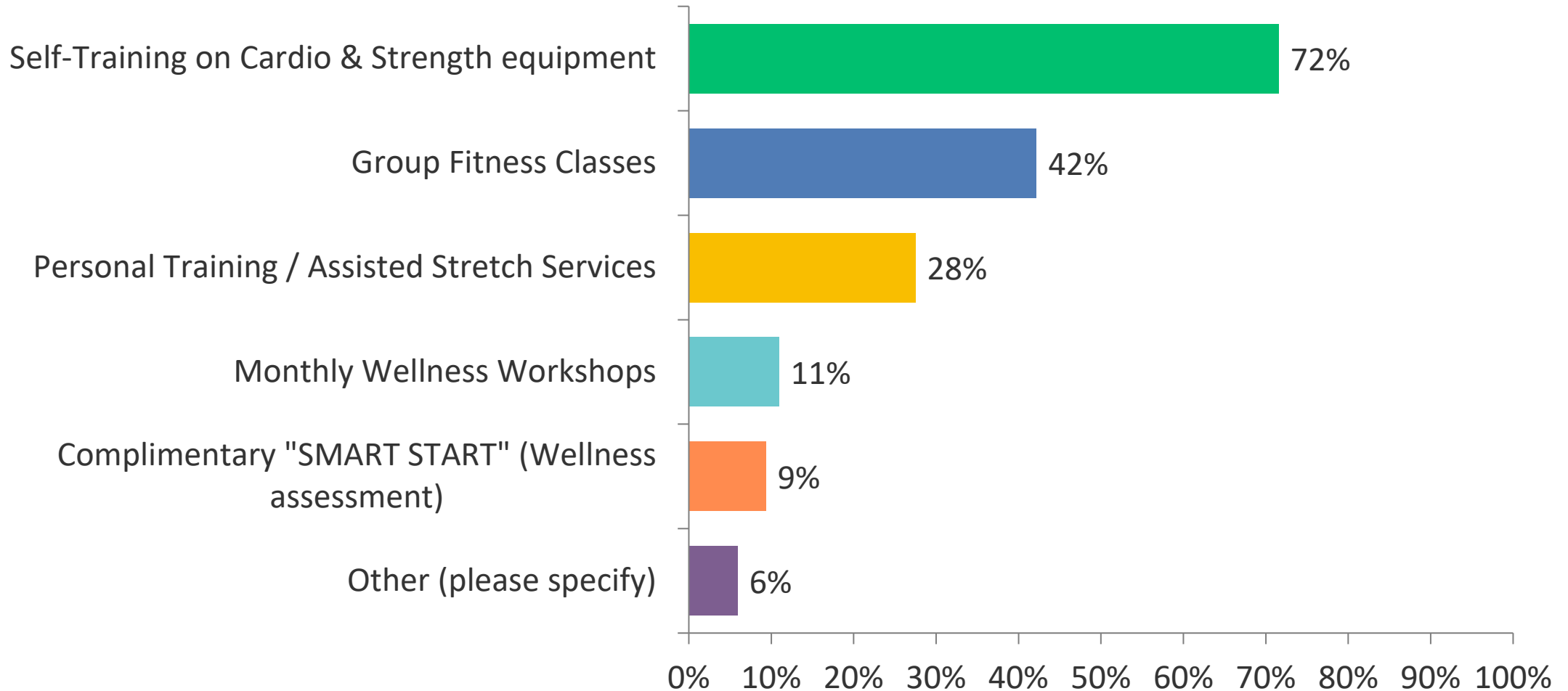
Q10 – How often do you visit the UPCC Wellness Center?

Answered: 328 Skipped: 270



Q11 – What services are you most interested in? (Check all that apply)

Answered: 320 Skipped: 278

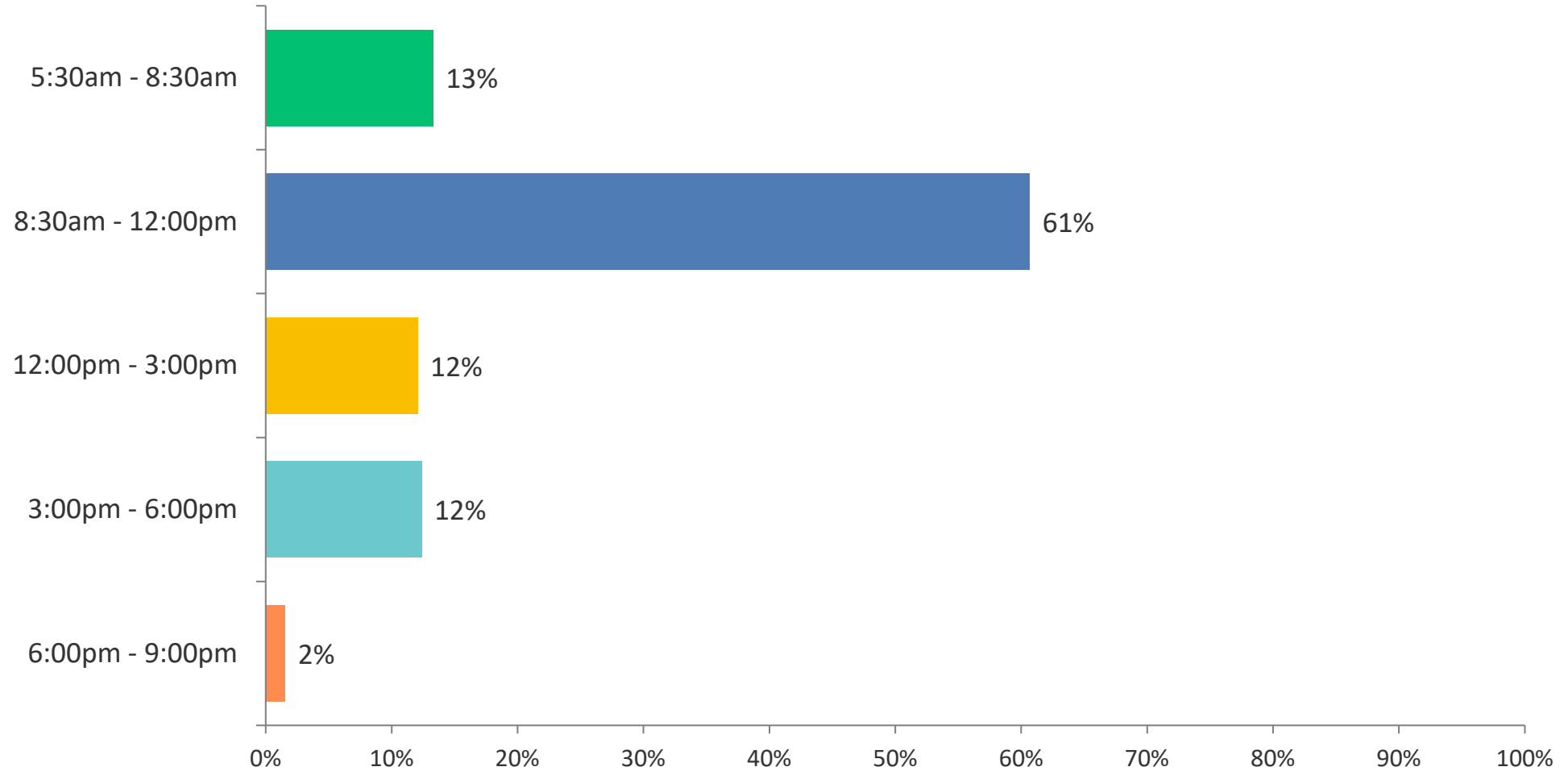


Other (please specify) - 19 responses.

- Most common theme was yoga, stretching, balance and strength classes.

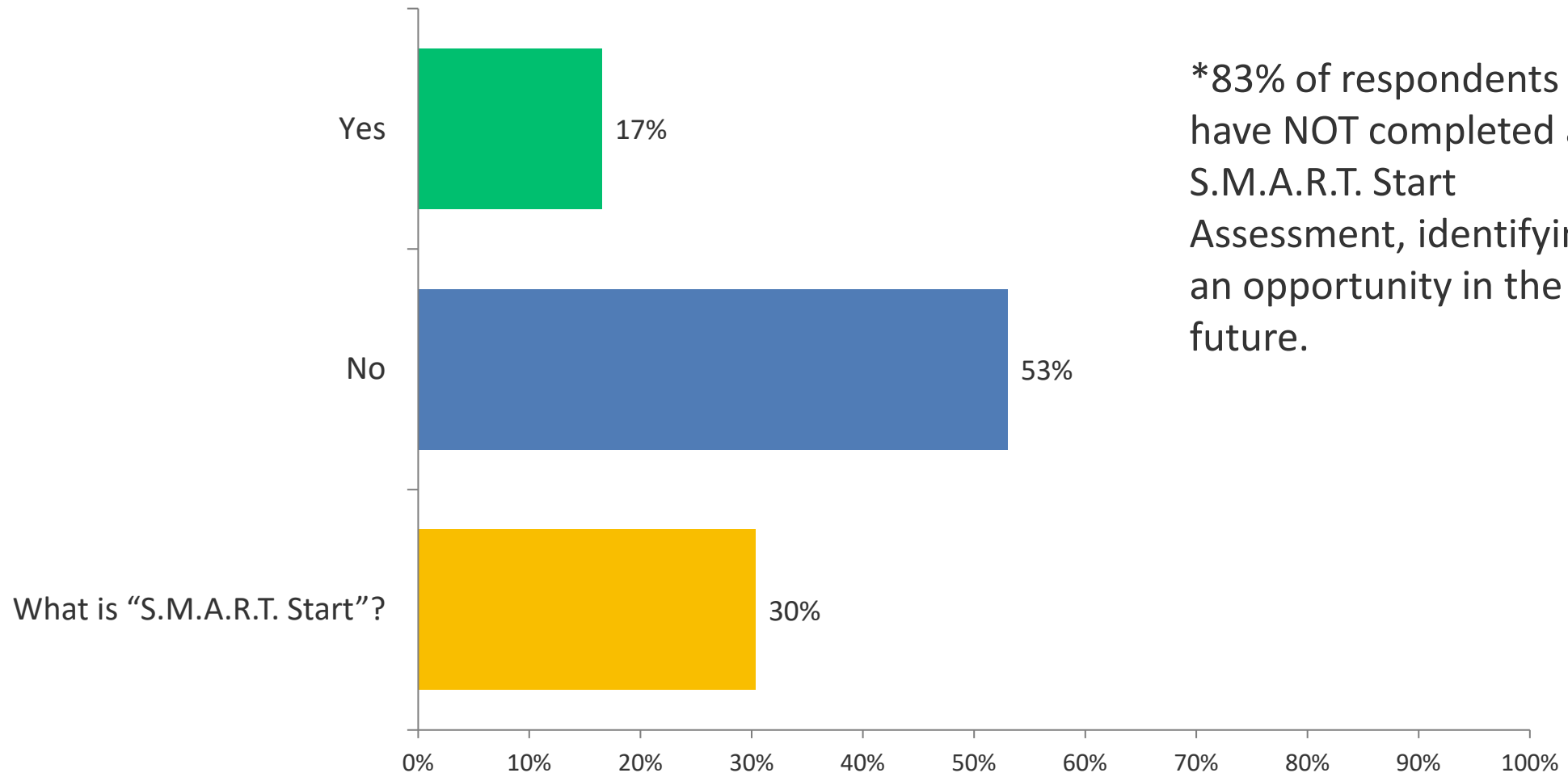
Q12 – What time of day do you prefer to work out?

Answered: 323 Skipped: 275



Q13 – Have you completed your Complimentary "S.M.A.R.T START" (Wellness Assessment)?

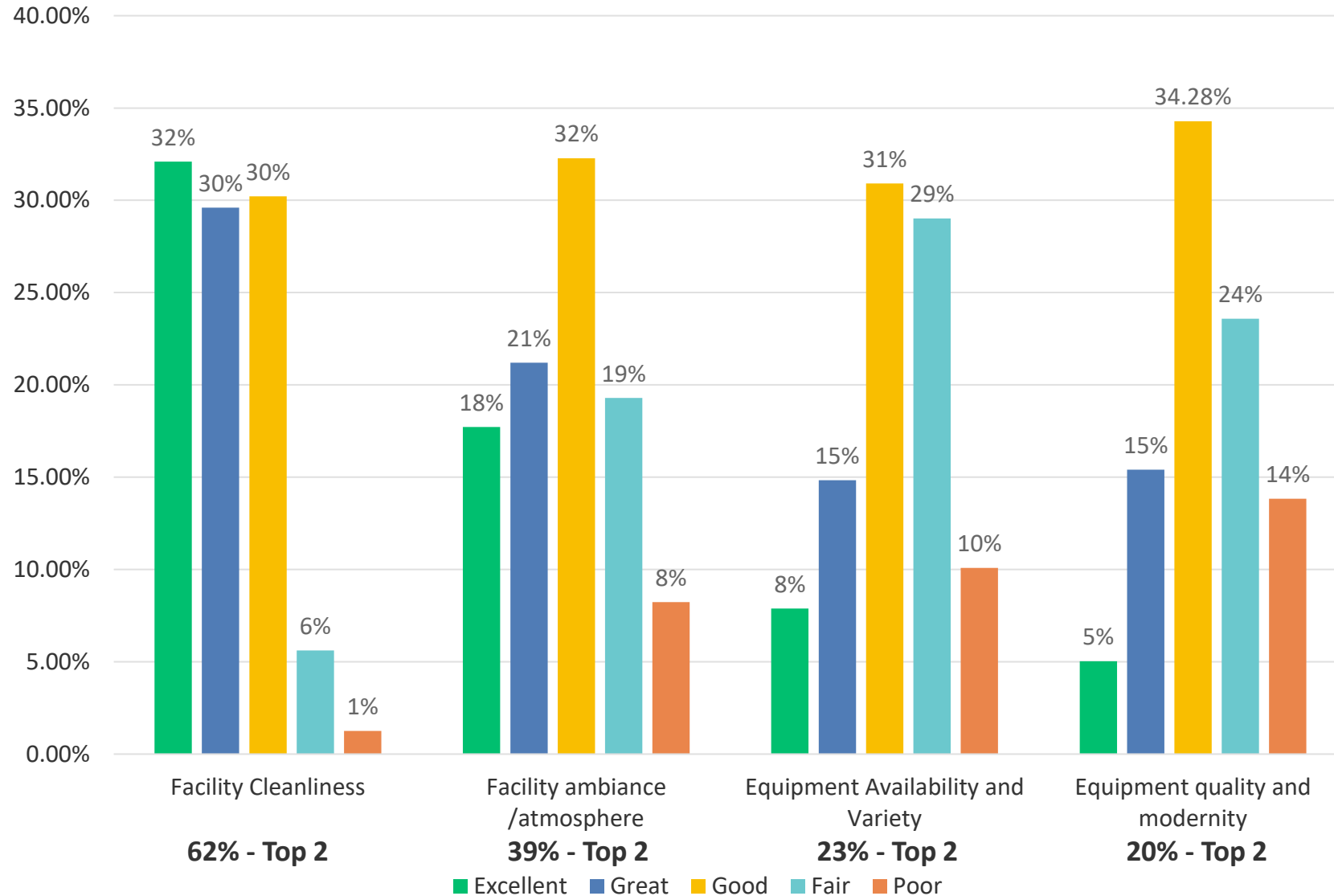
Answered: 326 Skipped: 272



*83% of respondents have NOT completed a S.M.A.R.T. Start Assessment, identifying an opportunity in the future.

Q14 – Rate each of the following aspects of the Wellness Center:

Answered: 321 Skipped: 277



Q15 – Have you hired a Personal trainer at UPCC since January 2024?

Answered: 325 Skipped: 273

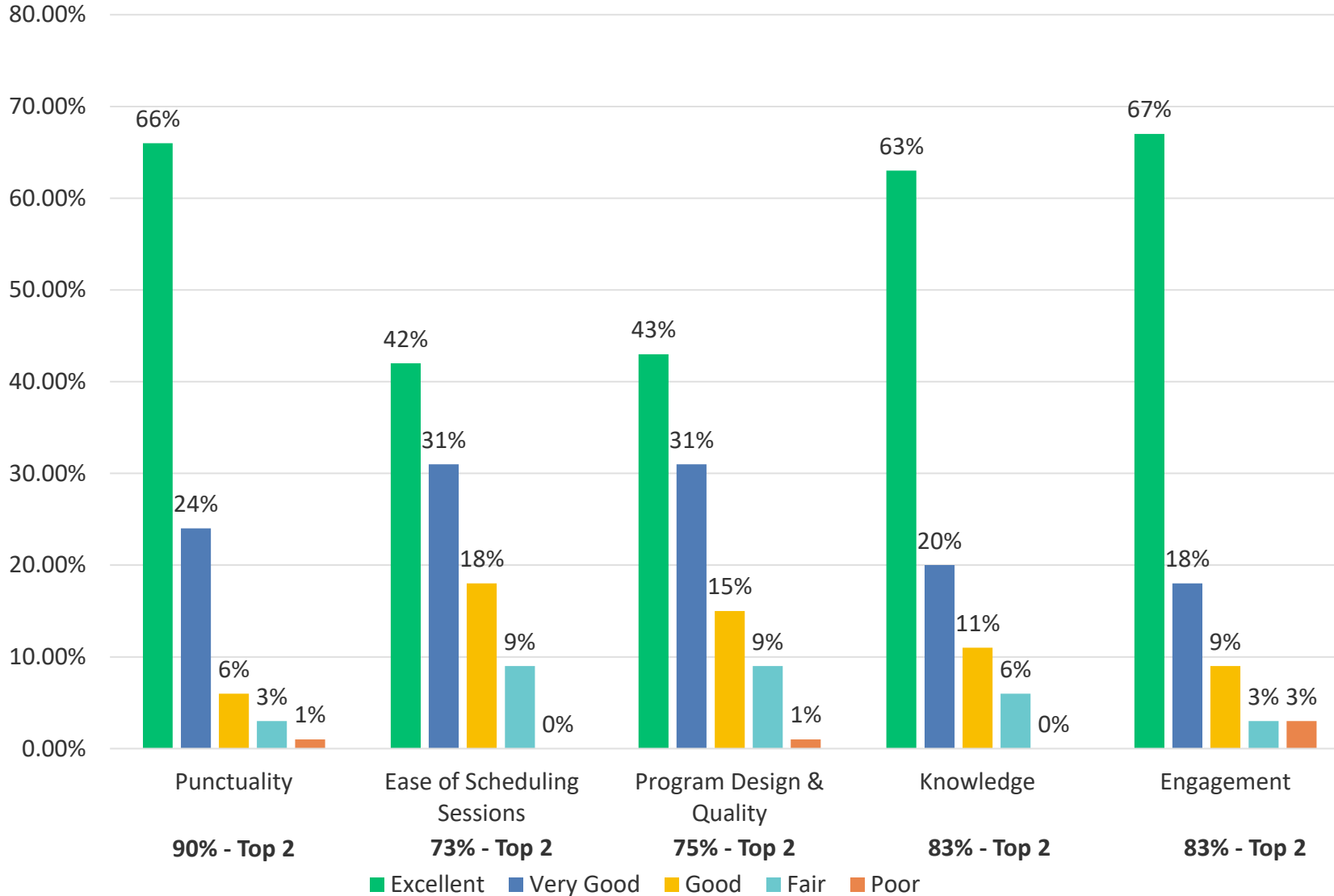
78% responded “No”.

Most common theme of why:

1. No Need / Prefer to Train Independently (Approx. 115 mentions)
2. Prefer Group Classes Over Personal Training (Approx. 20–25 mentions)
3. Cost Concerns (Approx. 18-20 mentions)

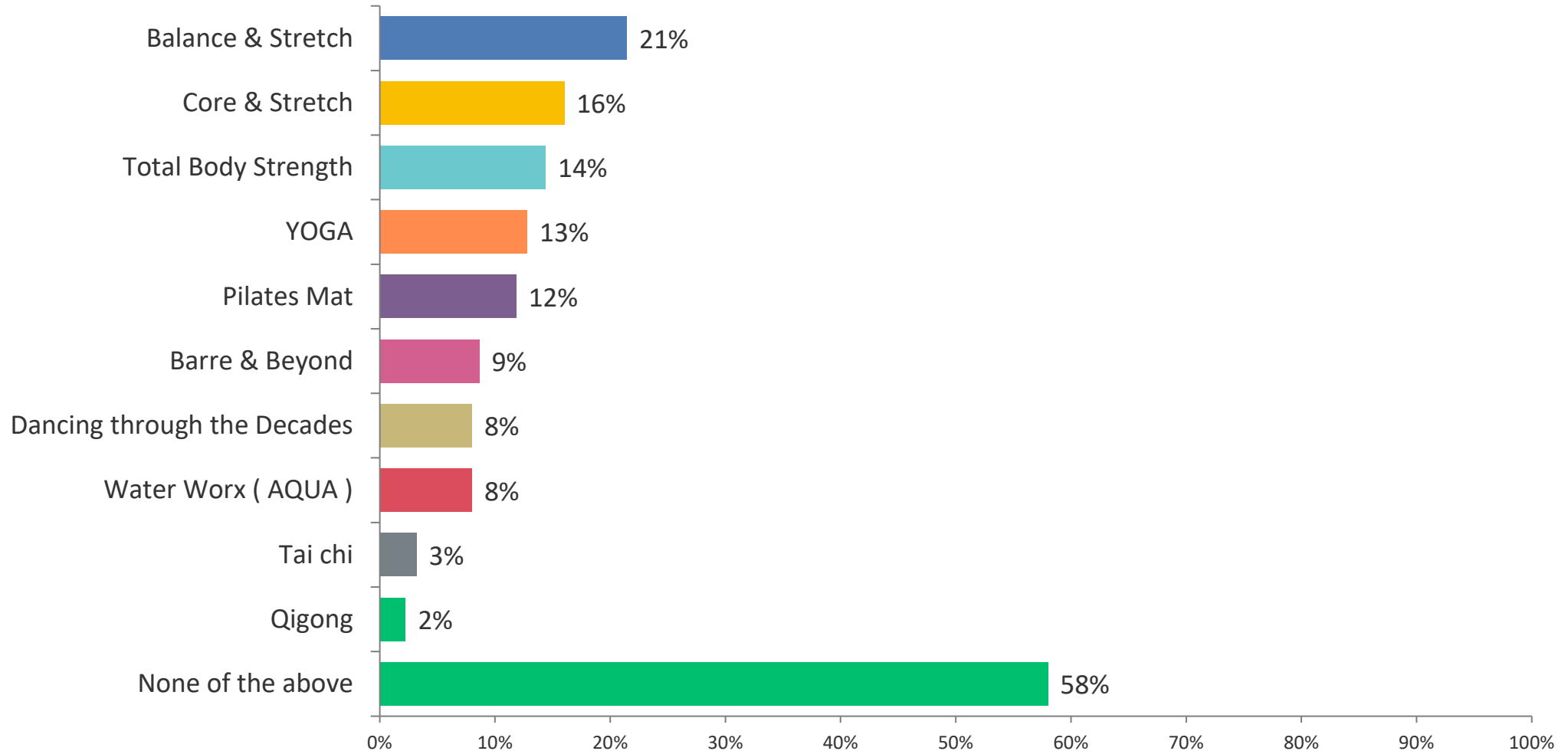
Q16 – Rate your experience with the UPCC Personal Training team based on the following:

Answered: 68 Skipped: 530



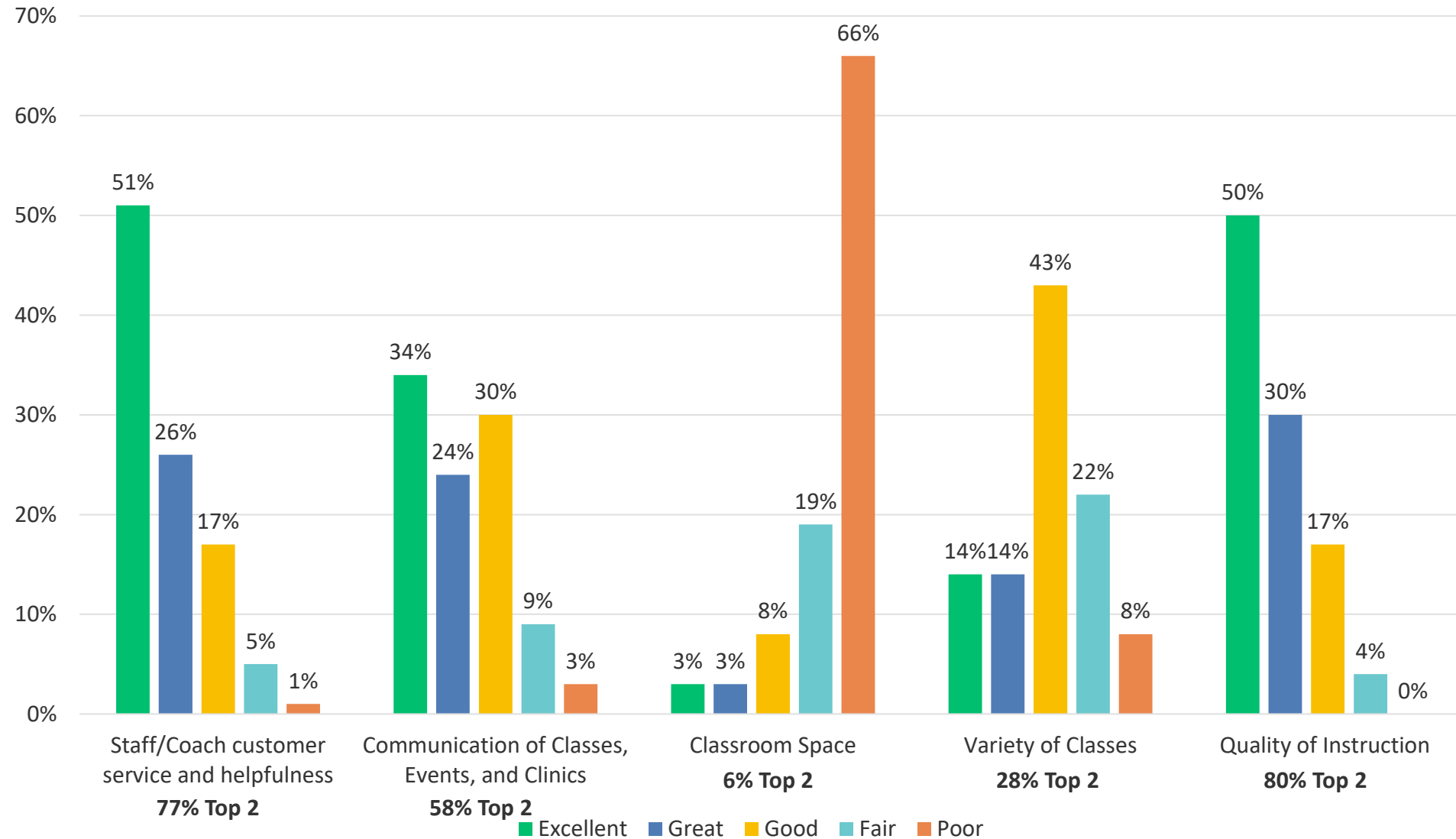
Q17 – Which Group fitness classes (if any) do you attend at UPCC Wellness Center? (Check all that apply)

Answered: 312 Skipped: 286



Q18 – Rate each of the following in terms of Group Fitness Classes at UPCC:

Answered: 284 Skipped: 314



Q19 – Are there any group fitness classes we do not currently offer that you would like us to add? Please share your recommendations.

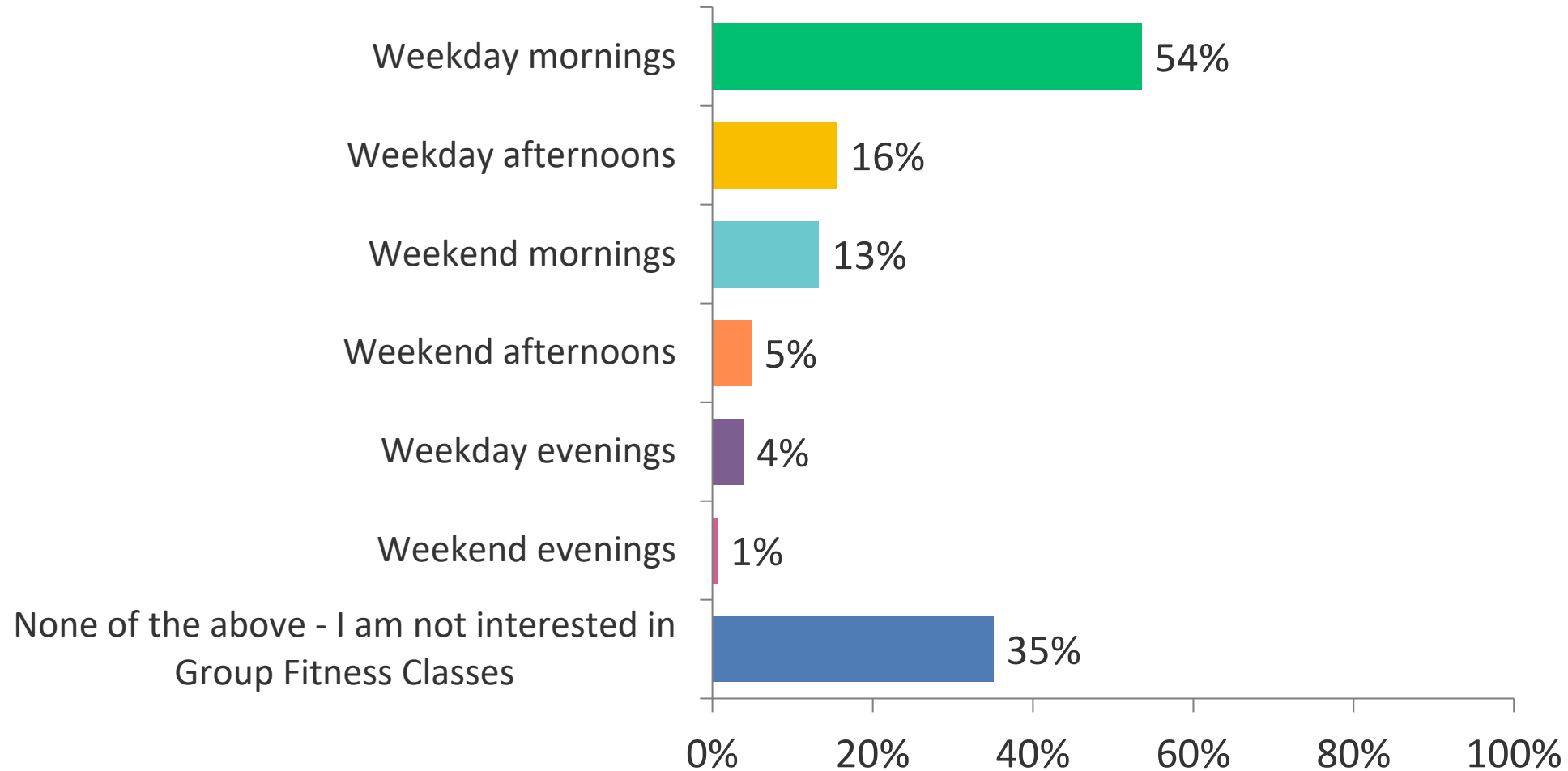
Answered: 99

Skipped: 499



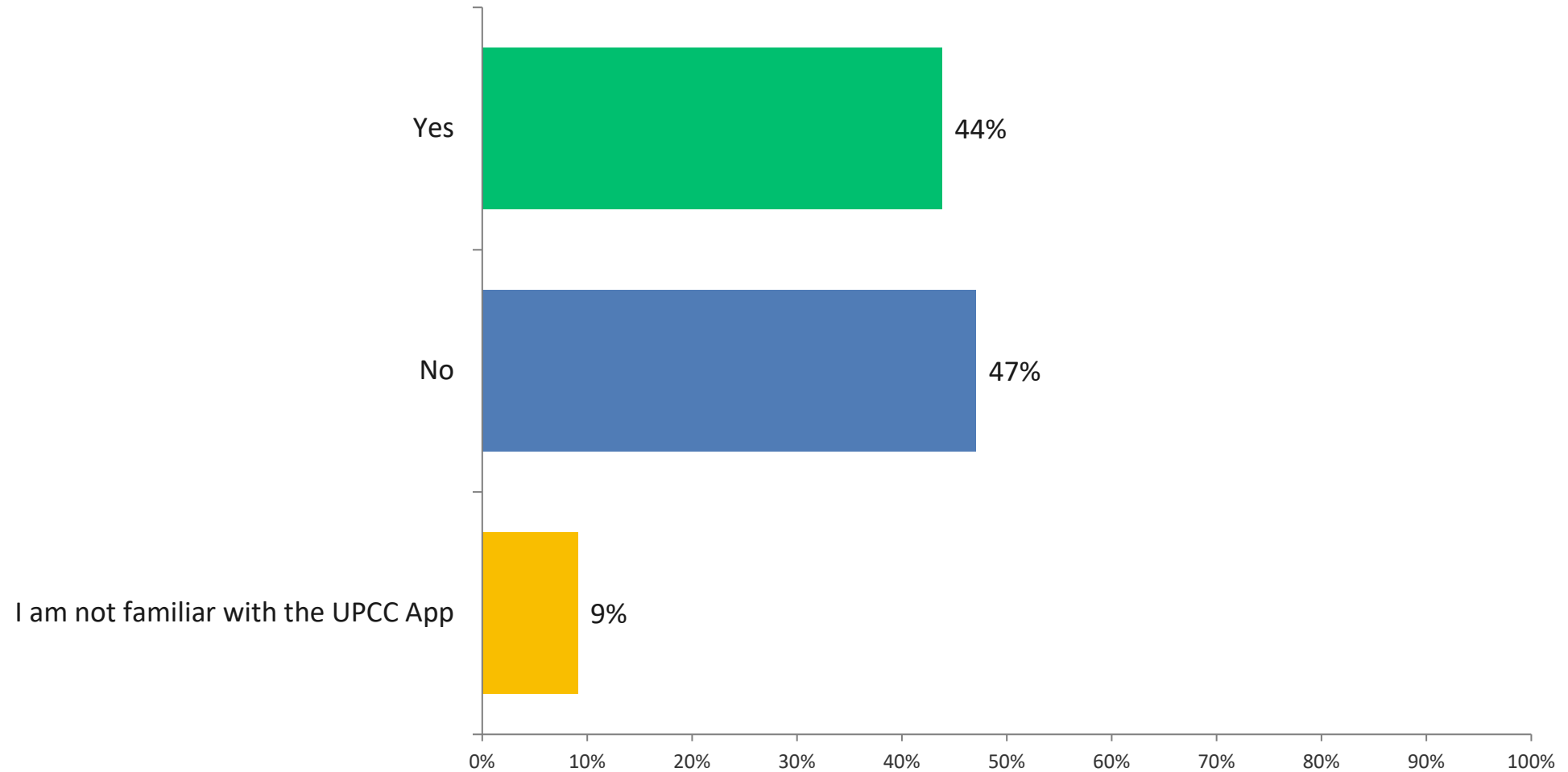
Q20 - What days are you most likely to attend Group Fitness Classes? (Check all that apply)

Answered: 308 Skipped: 290



Q21 – Do you use the UPCC Website/APP to reserve classes or other services at UPCC?

Answered: 308 Skipped: 290



Q22 – What aspects of our Fitness Centre would you like to see improved or updated? (i.e. space, equipment, personnel, etc.)

Answered: 254 Skipped: 344

Key Themes

- 1. Expand the space/Build Bigger Facility** (88 mentions)
- 2. Update/Replace Outdated Equipment** (74 mentions)
 - Strong demand for modernized cardio and strength equipment, new spin bikes, reformer Pilates machines, and more functional training tools. Many comment that equipment is old, worn or limited.
- 3. Maintenance Issues** (41 mentions)
 - Concerns about worn carpets, ceiling leaks, HVAC issues, outdated flooring and general upkeep. Respondents feel facility shows its age and needs maintenance improvements.
- 4. More Class Times** (38 mentions)
 - Requests for more afternoon and evening classes, more frequent sessions of popular classes and better scheduling for working members. Classes fill up quickly due to small class sizes from the space available.
- 5. More Variety of Classes** (33 mentions)
 - Desire for new offerings such as spin, HIIT, Pilates reformer, tai chi, Zumba, balance classes, golf/tennis mobility, dance and athletic focuses classes.

Q23 – What do you enjoy most about the Fitness and Wellness program at UPCC?

Answered: 222 Skipped: 376

Key Themes

1. Convenience/Location (70 mentions)

- Respondents repeatedly note they love being able to walk to the fitness center, appreciate the proximity, and value the convenience of fitness on-site.

2. Staff Friendliness and Helpfulness (65 mentions)

- One of the strongest positives: respondents praise staff as friendly, enthusiastic, patient, supportive and encouraging.

3. Variety of Classes (35 mentions)

4. Community/Social Interaction (25 mentions)

5. Health and Wellness Benefits (20 mentions)

Q24 – What changes would make the biggest positive impact to your Fitness and Wellness Experience at UPCC?

Answered: 228 Skipped: 370

Key Themes

- 1. More Space / Larger Facility / Expansion (158 mentions)**
- 2. New / Updated / More Equipment (74 mentions)**
- 3. More Classes / Class Availability / Weekend or Afternoon Classes (52 mentions)**

Next Steps – Action Items for Fitness and Wellness

- Invest in new and expanded Facility
- Replace Equipment
 - Modern Technology
 - Athletic/Sport specific
 - Functional Training
 - Adaptive/Ergonomic
- Pilates Reformer/Spin Space and Class Intro
- Introduce Sport Specific Conditioning
- Short Term Ambiance/Maintenance Investments
 - Carpet
 - Wall Art
 - Music
 - Lighting
- Improved Communication of offerings & opportunities

UPCC Member Racquets Survey Overview

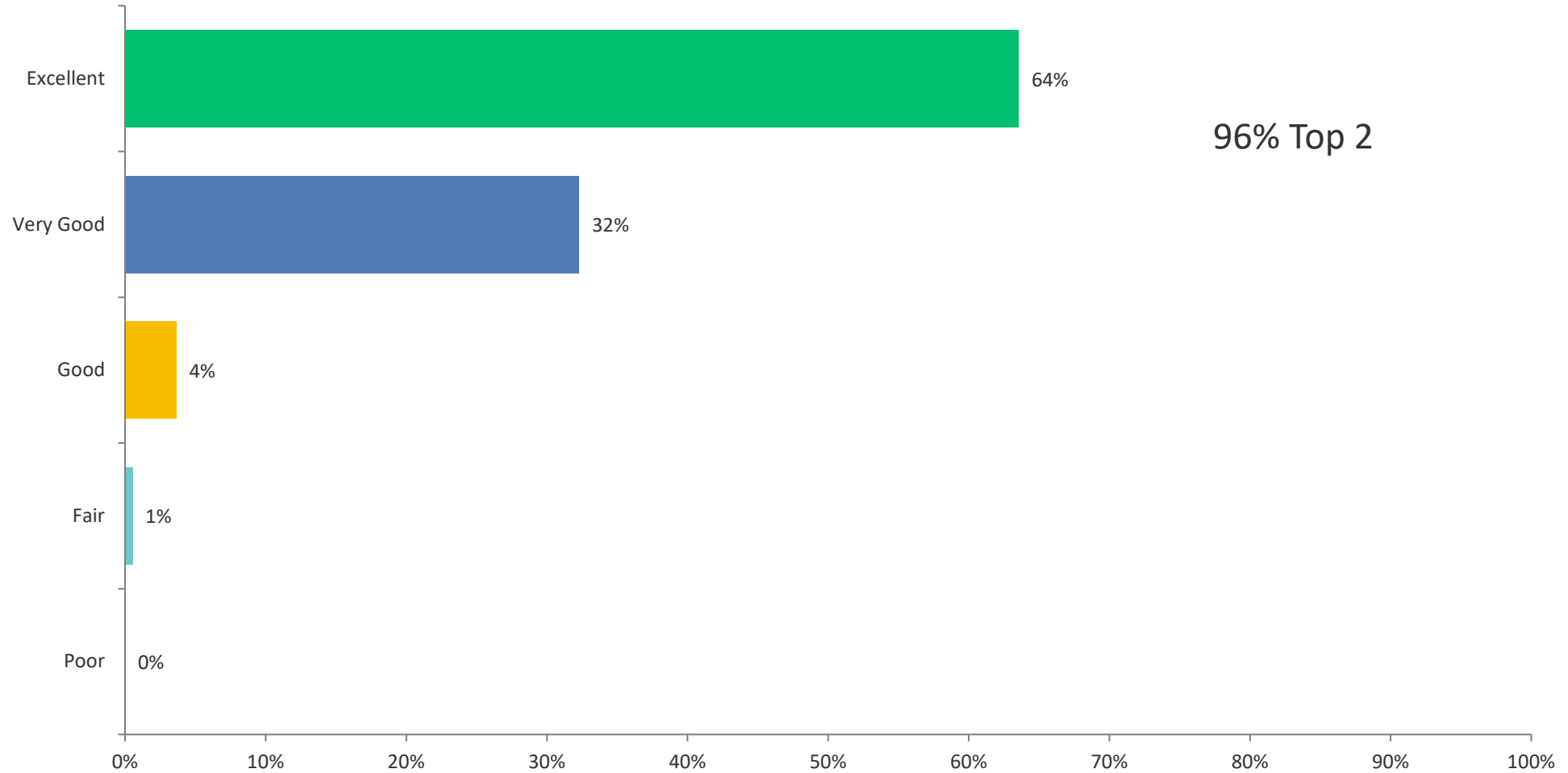
- **Launched:** October 27, 2025
- **Purpose:** Gather feedback on member participation and satisfaction with UPCC's Racquet program and facilities.
- **Distributed to:** 2,126 subscribed club emails
- **Responses:** 312 completed surveys (15% response rate)
- **Demographics:**

Full Golf Members	Racquets Members	Social Members with Twilight Tennis/Pickleball Pass	Social Members without a Twilight Tennis or Pickleball Pass
128	83	56	18

- Full members who play racquet sports tended to be younger (42% under age 70) than Racquets members (27% under age 70).
- Respondents who only play Pickleball were younger on average than those saying they only play Tennis. Pickleball participation is significantly weighted towards women, with women representing 68% of players. (Men are 32%)
- Women slightly outnumber men among tennis players at 52%. (Men are 48%).
- Racquets has shown an increase among newer members, accounting for 13% of the total new member respondents.
- 34% of respondents who joined within the last 3 years are Racquets members. They represent a younger demographic and a growth opportunity for UPCC.

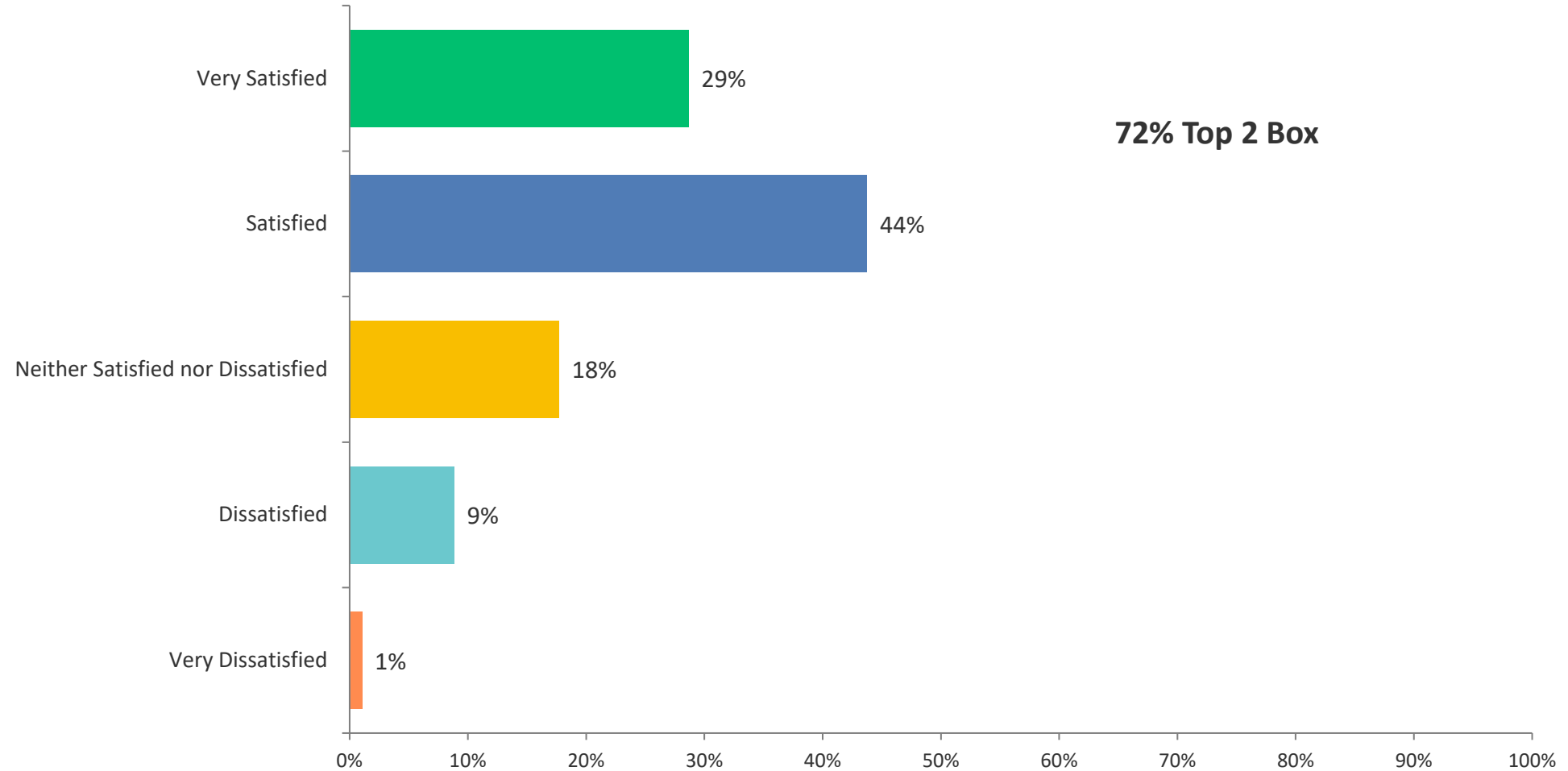
Q9 – How would you rate the quality and condition of the courts you typically use?

Answered: 192 Skipped: 120



Q10 – How satisfied are you with the available court amenities, such as seating, shade, and water stations?

Answered: 192 Skipped: 120



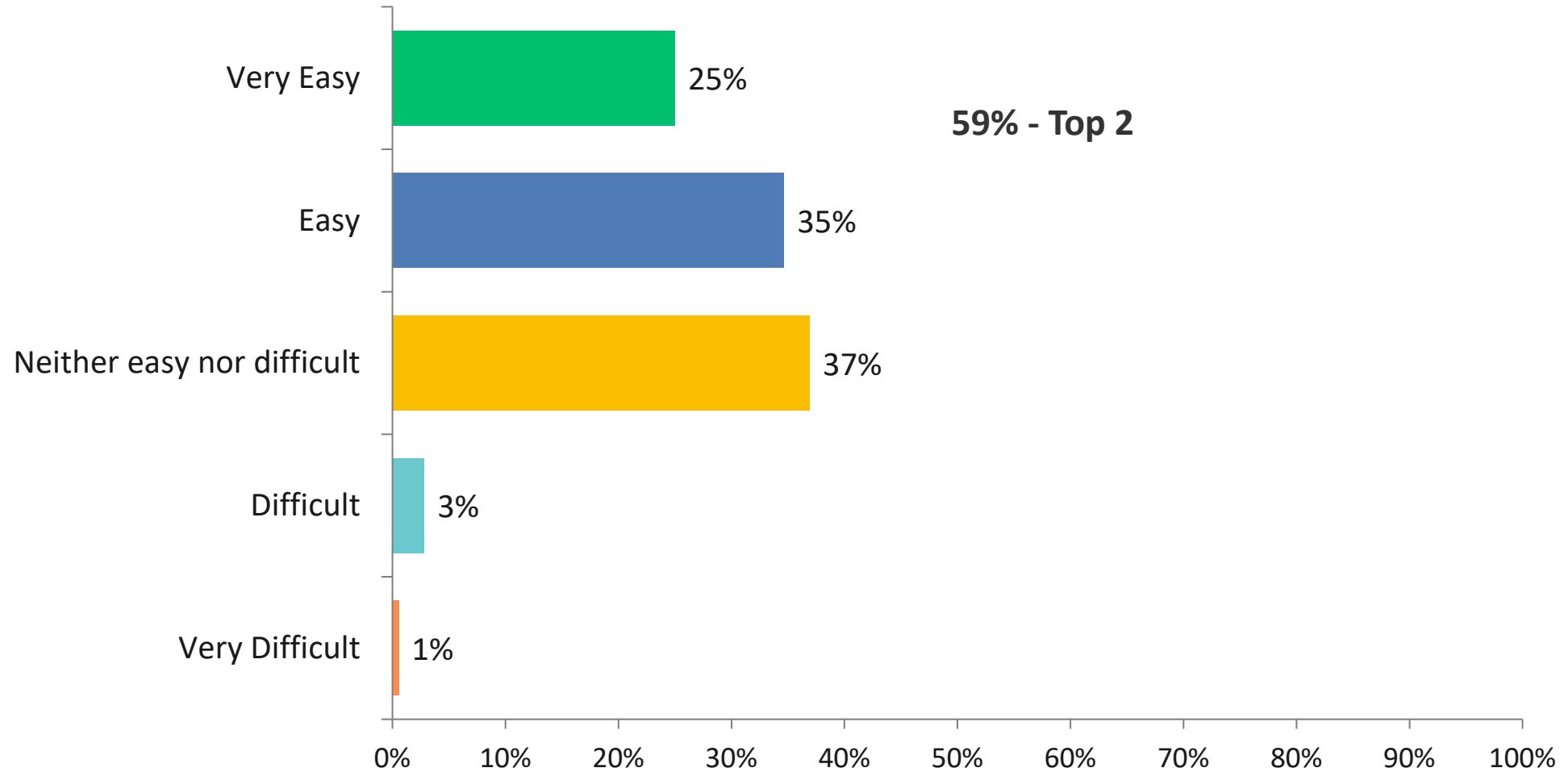
Q11 – What improvements, if any, would you like to see regarding the tennis or pickleball amenities? (e.g. shaded seating, fans, health drinks, gear,etc.)

Answered: 114 Skipped: 198

- 1. More Pickleball Courts**
- 2. Shaded Seating/New Furniture**
- 3. Lights on Pickleball Courts**
- 4. Fans at Tennis Courts**
- 5. Healthy Drink and Snack Offerings**

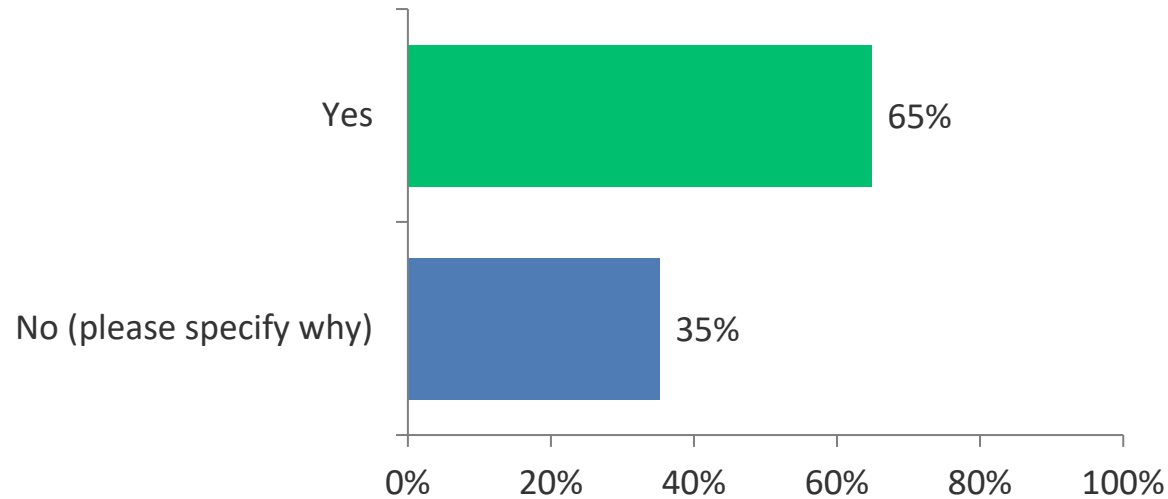
Q12 – How easy is reserving a court using the JONAS reservation system?

Answered: 176 Skipped: 136



Q13 – Does the Pickleball system of court allocation meet your needs?

Answered: 145 Skipped: 167

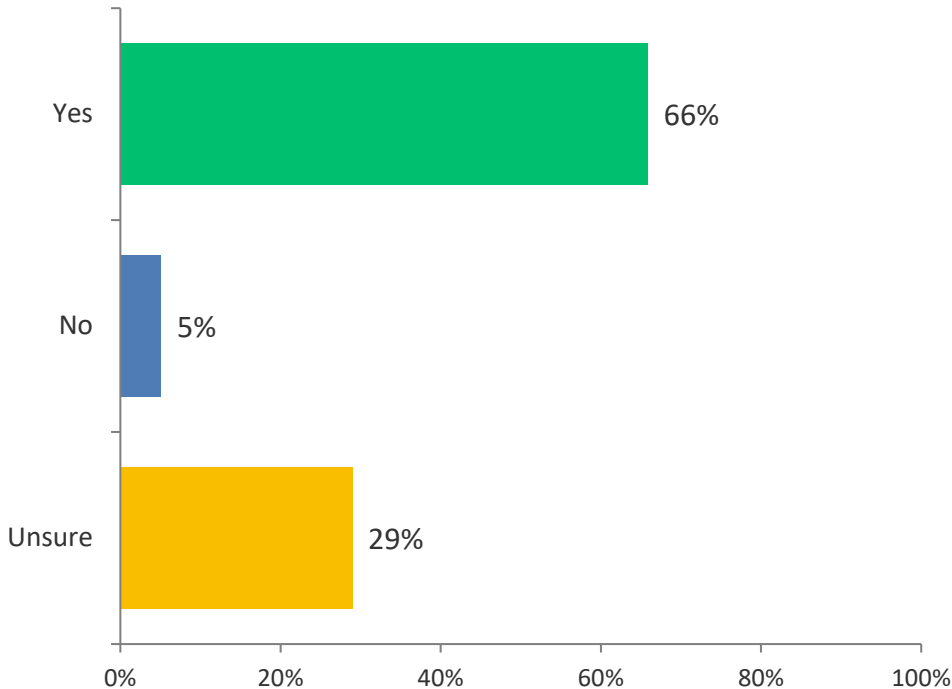


65% of respondents answered “yes”.

Of the 35% who answered “no” the common theme was the lack of court availability in season.

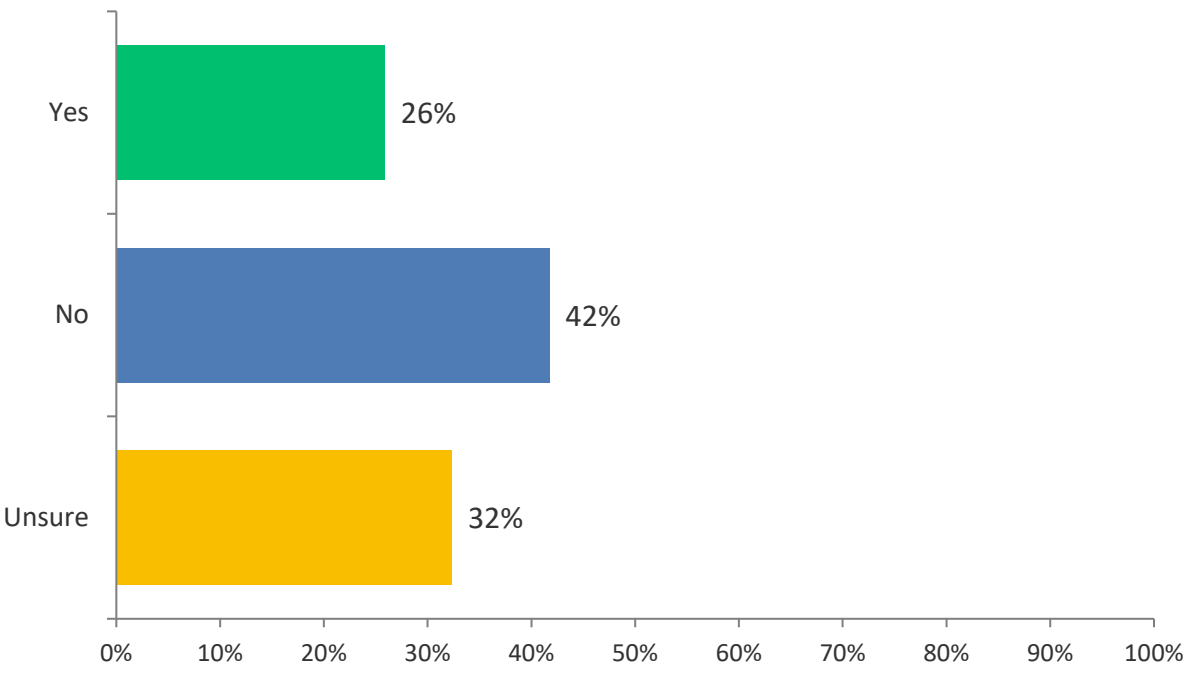
Q14 – Do you feel there are enough courts to support tennis demand?

Answered: 176 Skipped: 136



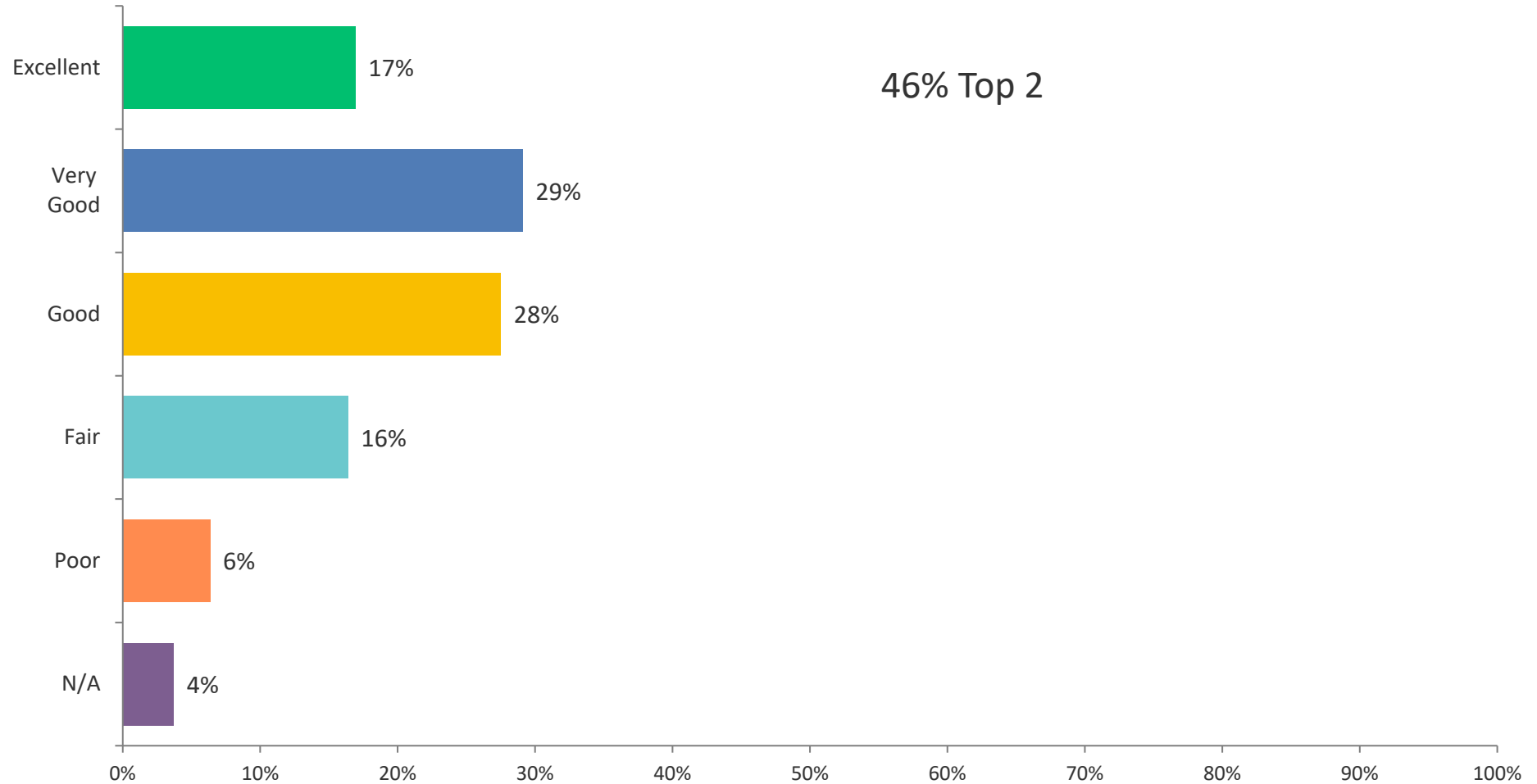
Q15 – Do you feel there are enough courts to support pickleball demand?

Answered: 170 Skipped: 142



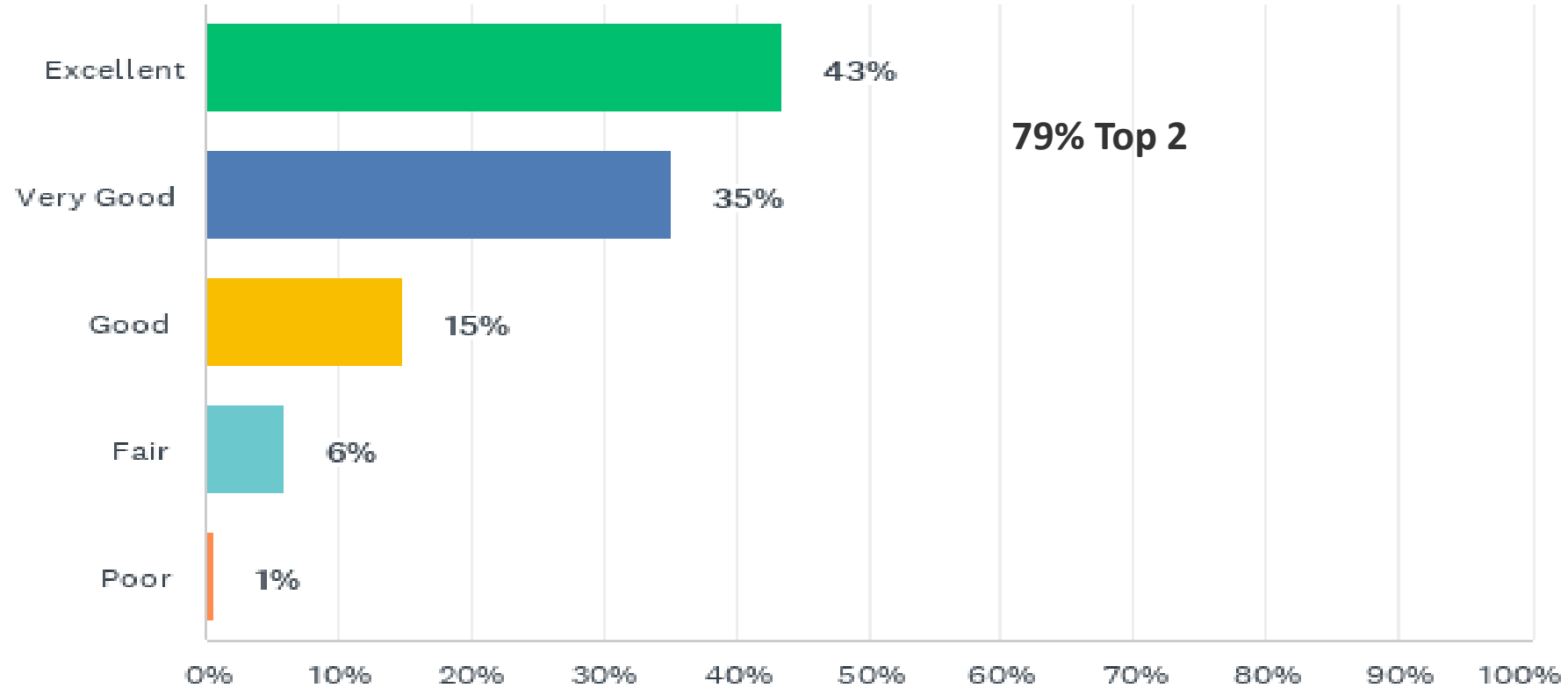
Q16 – How would you rate the racquets reception area experience?

Answered: 189 Skipped: 123



Q17 – How would you rate the racquets staff’s approachability and knowledge?

Answered: 186 Skipped: 126

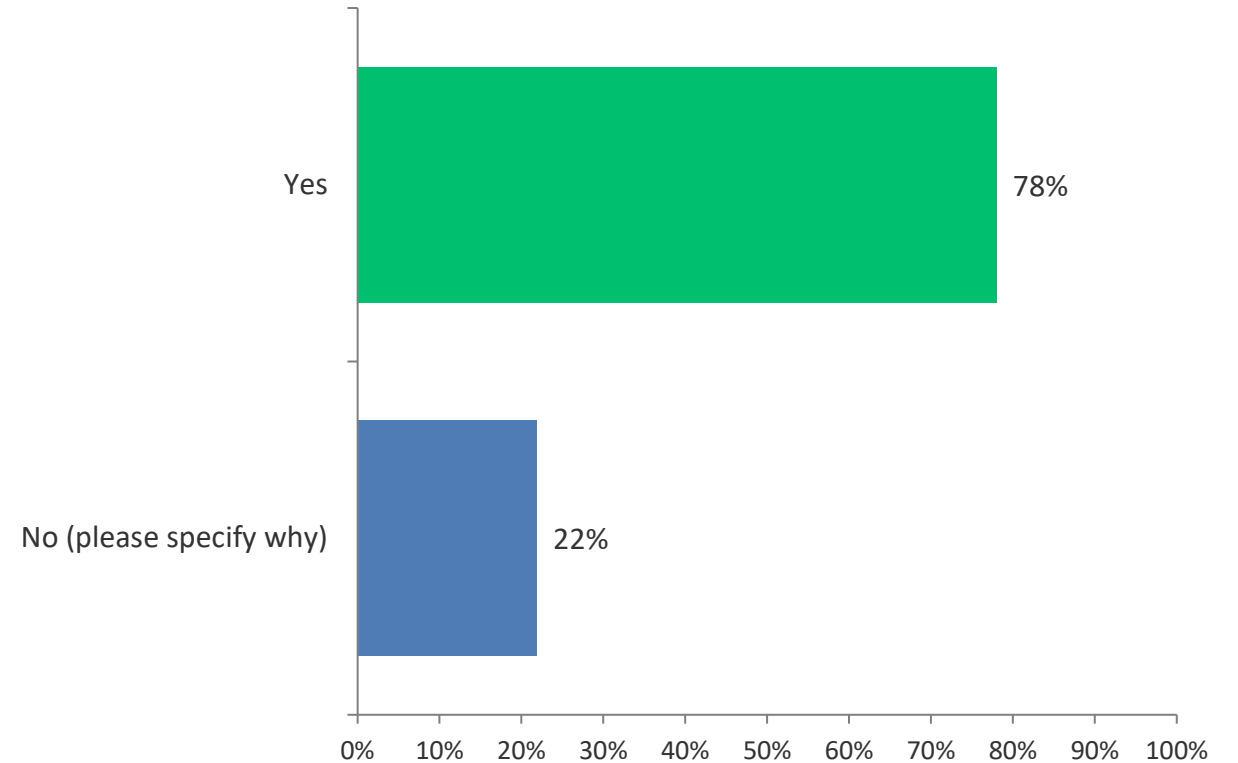


Q18 – Have you attended any racquet-related events in the past year?

Answered: 187 Skipped: 125

78% of respondents have attended a Racquets event in the past year.

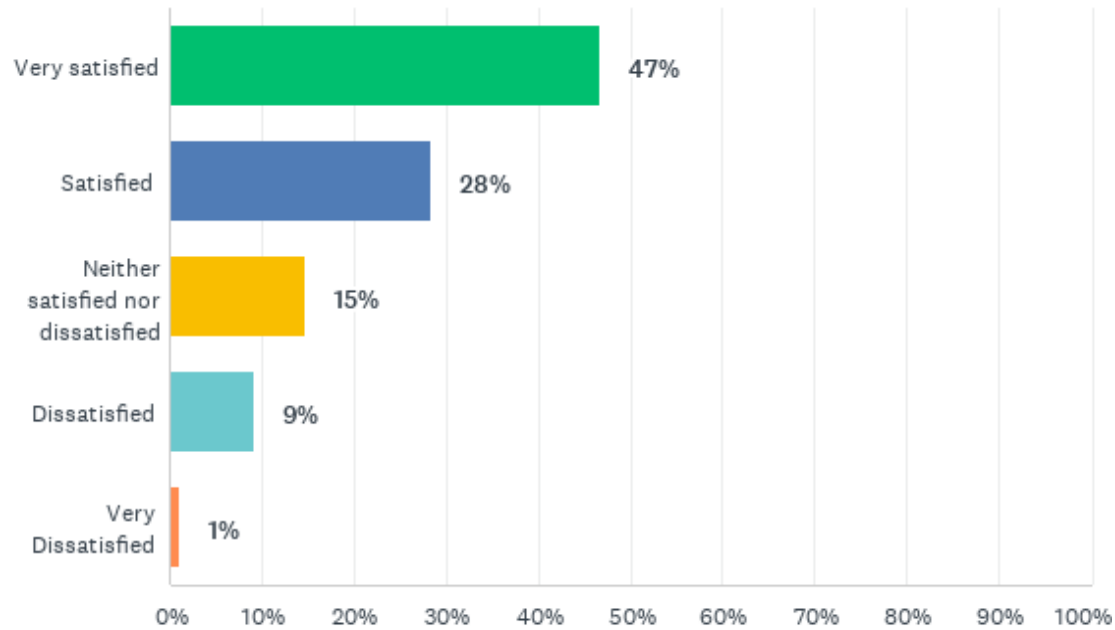
Of the 22% who have not, their reasons included a general lack of interest, timing constraints, and travel.



Q19 – How satisfied are you with tennis events?

Answered: 140 Skipped: 172

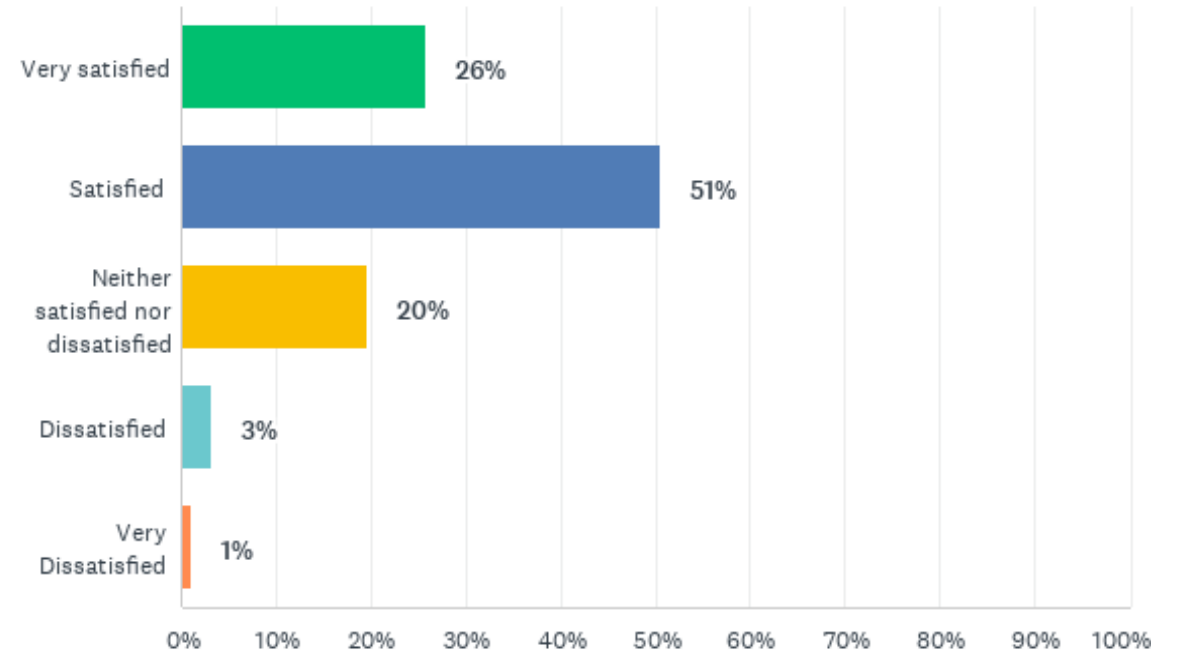
75% Top 2



Q20 – How satisfied are you with pickleball events?

Answered: 133 Skipped: 179

77% Top 2



Q21 – If you have experienced any dissatisfaction with tennis or pickleball events, please share your feedback and suggestions for improvement.

Answered: 41 Skipped: 271

1. **Need for More Events / More Variety** — 12 mentions
2. **Event Timing Issues (Evenings & Weekends Needed)** — 9 mentions
3. **Level of Play / Rating System**— 9 mentions
4. **Need for More Social Atmosphere (Food, Drinks, Atmosphere)** — 7 mentions

Requests include:

- Bar cart / BYOB
- Social environment with drinks/snacks
- Seating areas for gathering

Q22 – What kinds of events would you like to see more of (e.g., round robins, tournaments, themes, mixers, demos, guest speakers, camps, inter-club play?)

Answered: 77 Skipped: 235

- 1. Round Robins — 31 mentions
- 2. Mixers / Social Events — 29 mentions
- 3. Camps (General, Multi-Day, or Level-Based) — 18 mentions
- 4. Inter-Club Play — 13 mentions
- 5. Tournaments — 11 mentions
- 6. Demos / Guest Speakers / Exhibitions — 11 mentions



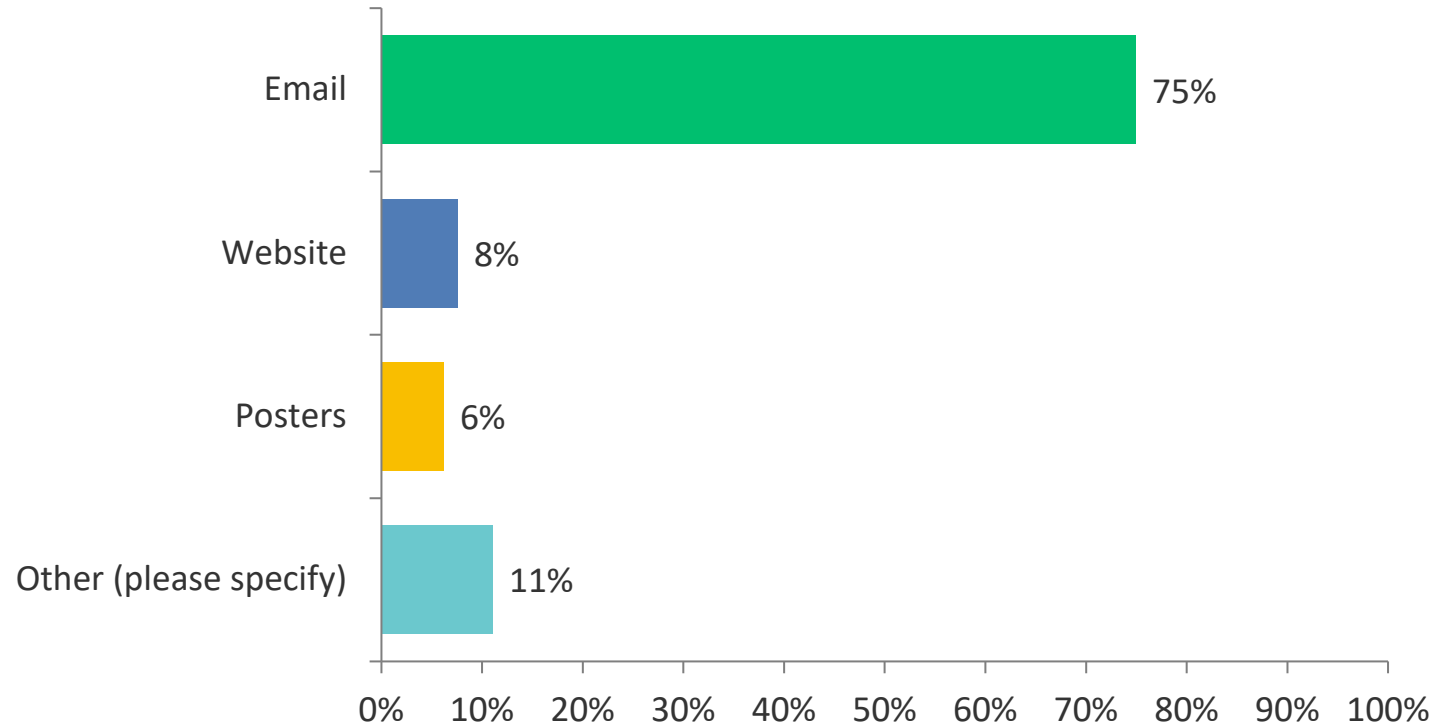
Q24 – Do you feel well informed of upcoming racquets events?

Answered: 142 Skipped: 170

96% of respondents responded “Yes”.

When asked about their preferred communication outlet in Q25, overwhelmingly 75% of respondents answered with email.

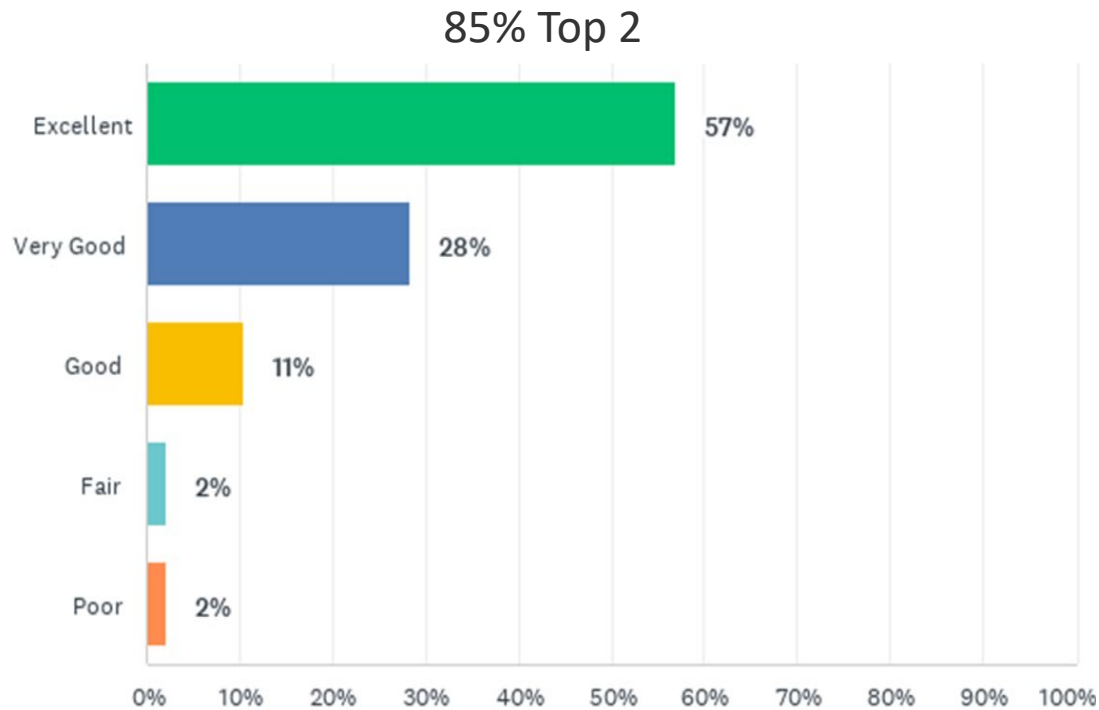
The next most popular category was “Other” where respondents shared, they enjoyed TeamReach or the UPCC app.



Q27 – How would you rate the quality of tennis instruction?

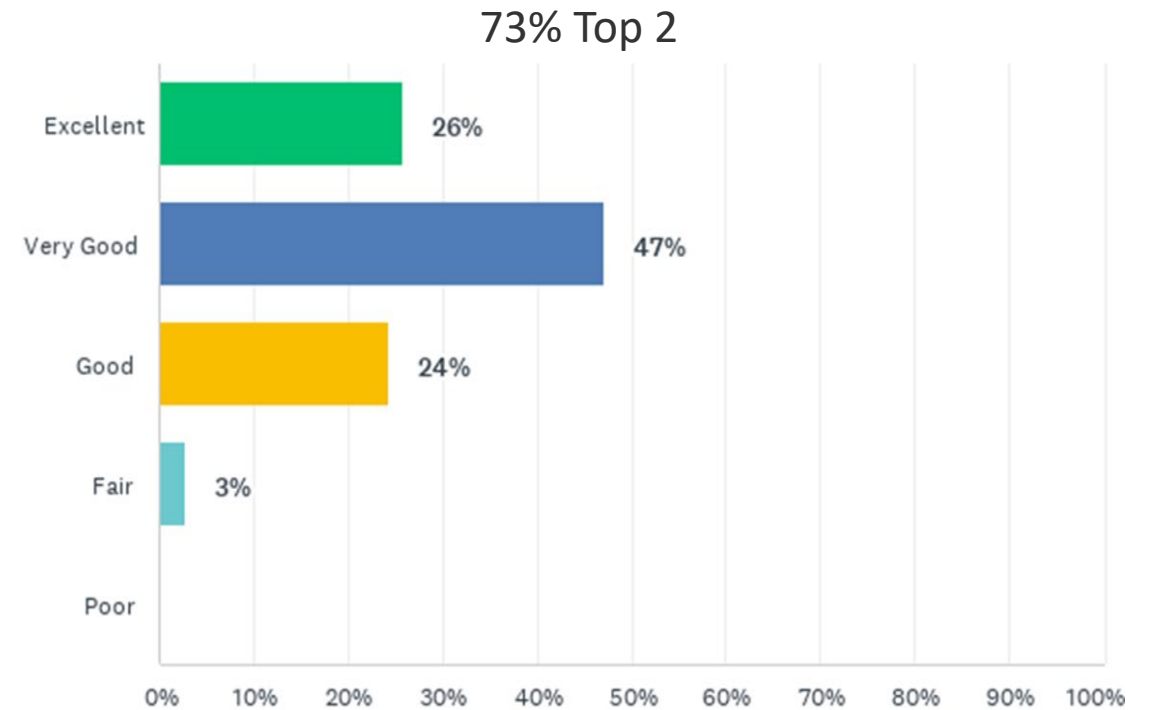
Answered: 159 Skipped: 153

84% of respondents shared that they have taken lessons or clinics in the last year.



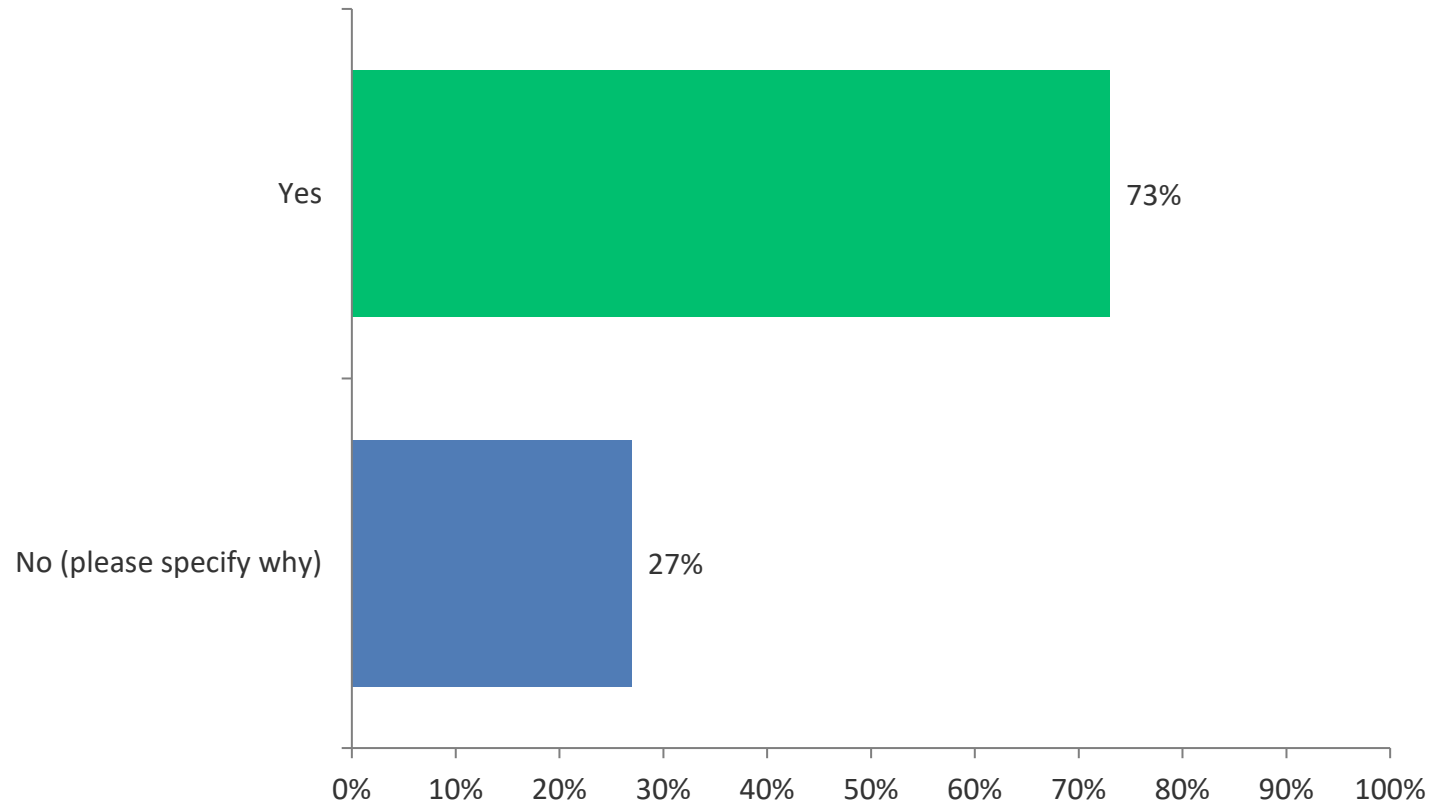
Q28 – How would you rate the quality of pickleball instruction?

Answered: 147 Skipped: 165



Q29 – Are there enough lesson and clinic options available to meet your needs?

Answered: 152 Skipped: 160



For the 27% of those who responded “no”, the main request was for more total clinic offerings. (17 mentions)

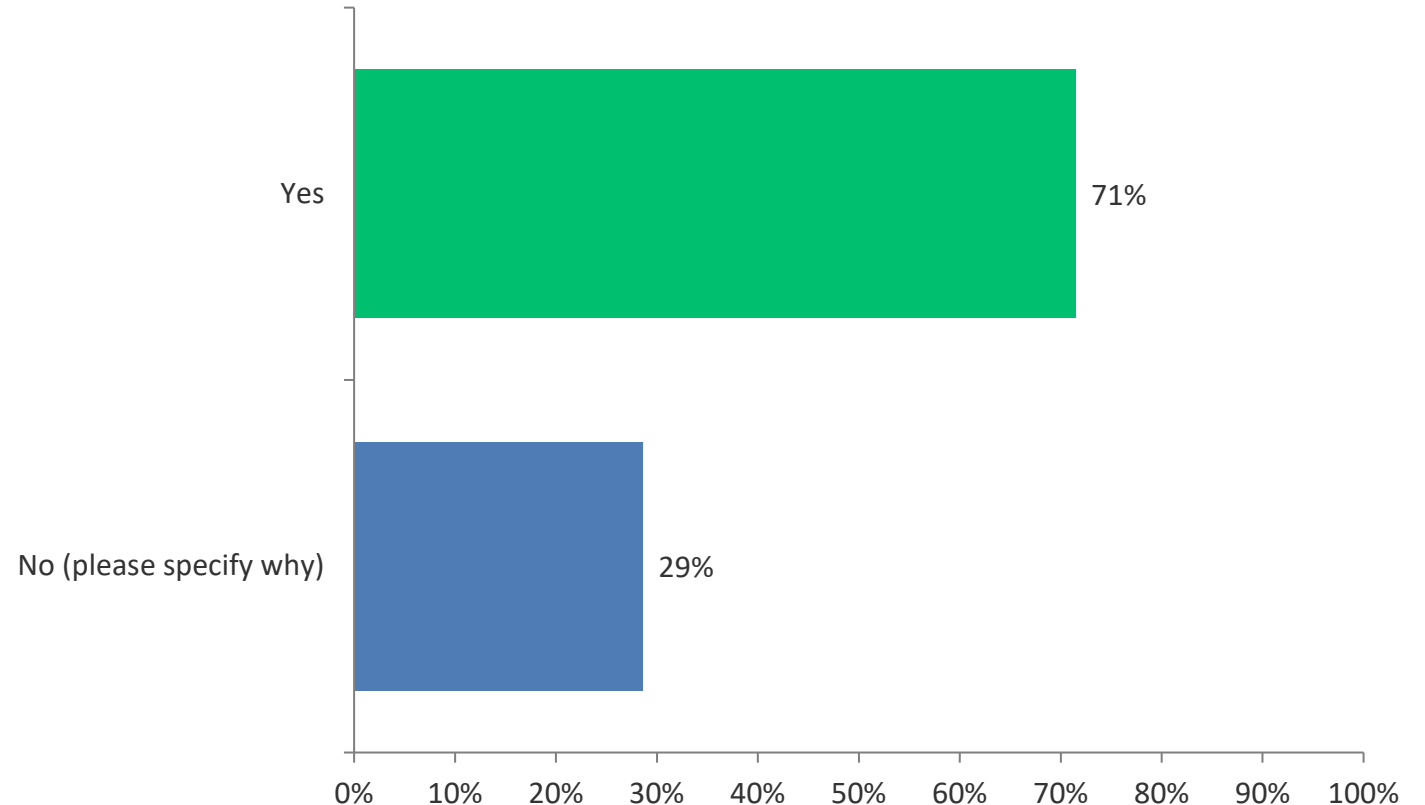
Q30 – Are there enough group or team play options available to meet your needs?

Answered: 168 Skipped: 144

71% of respondents were satisfied with group or team play options.

For those that answered “no”, common responses included:

- Overcrowding or court shortages for pickleball players. (7 mentions)
- More times available for late morning, early afternoon. (7 mentions)
- Struggling to organize group or team play. (8 responses)

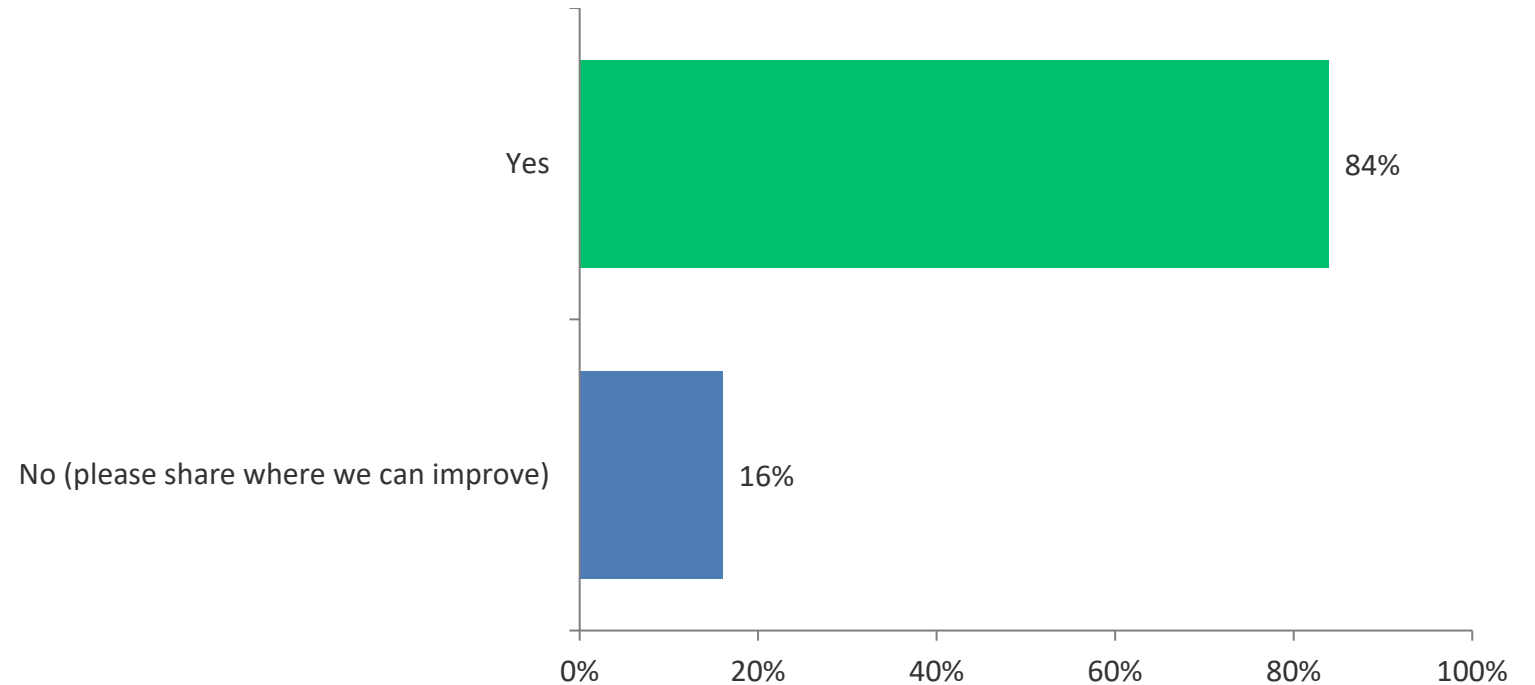


Q31 – Does your racquets membership offer you programs, events and services that interest you?

Answered: 162 Skipped: 150

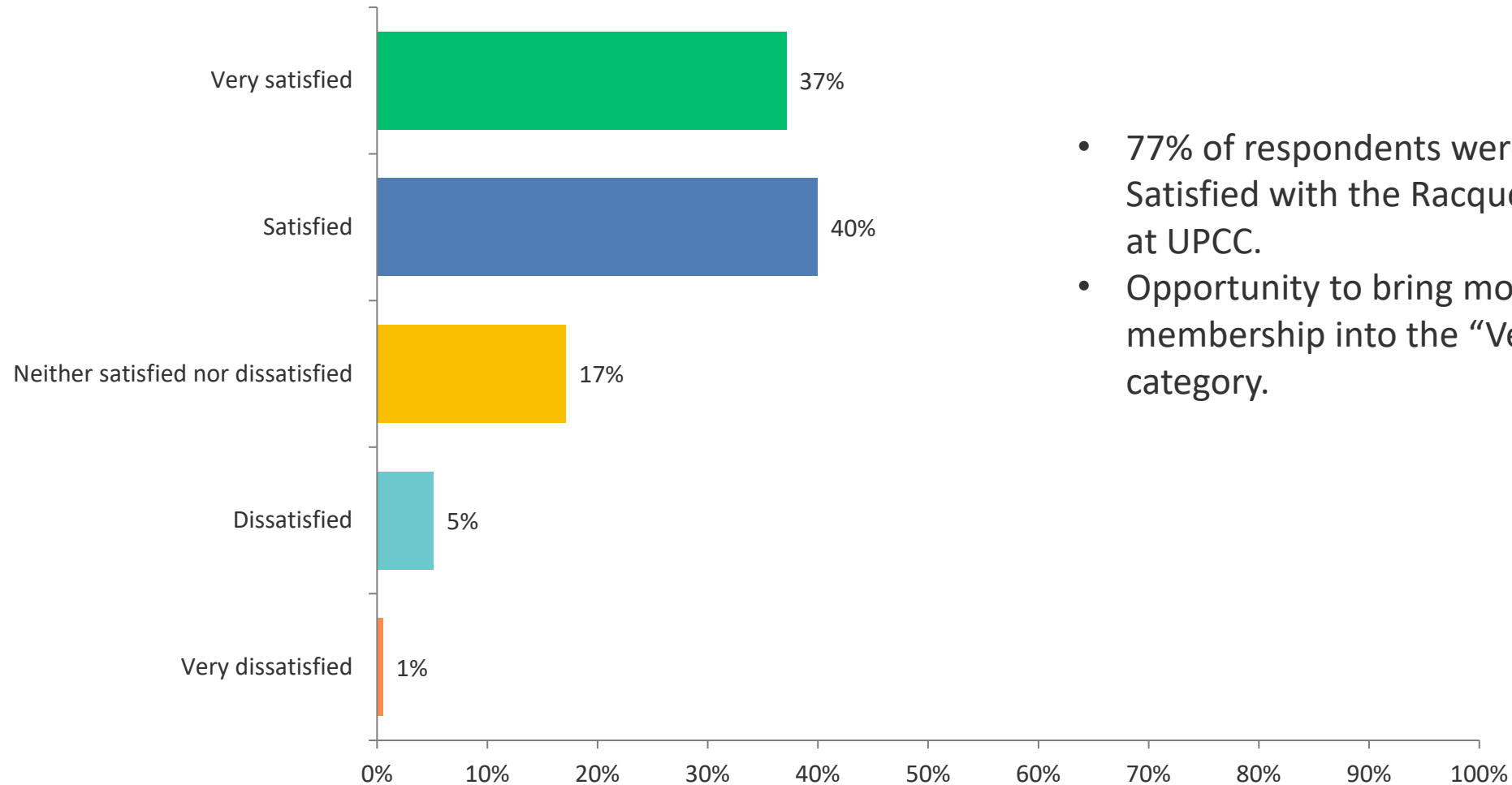
Of the 16% of respondents who expressed dissatisfaction with the Racquets program, open-ended responses revealed:

- A desire for clinics and camps. (7 mentions)
- Help forming groups that play in off peak hours such as evening, or weekends. (4 mentions)



Q32 – Overall, how satisfied are you with your racquet sports experience at the club?

Answered: 175 Skipped: 137



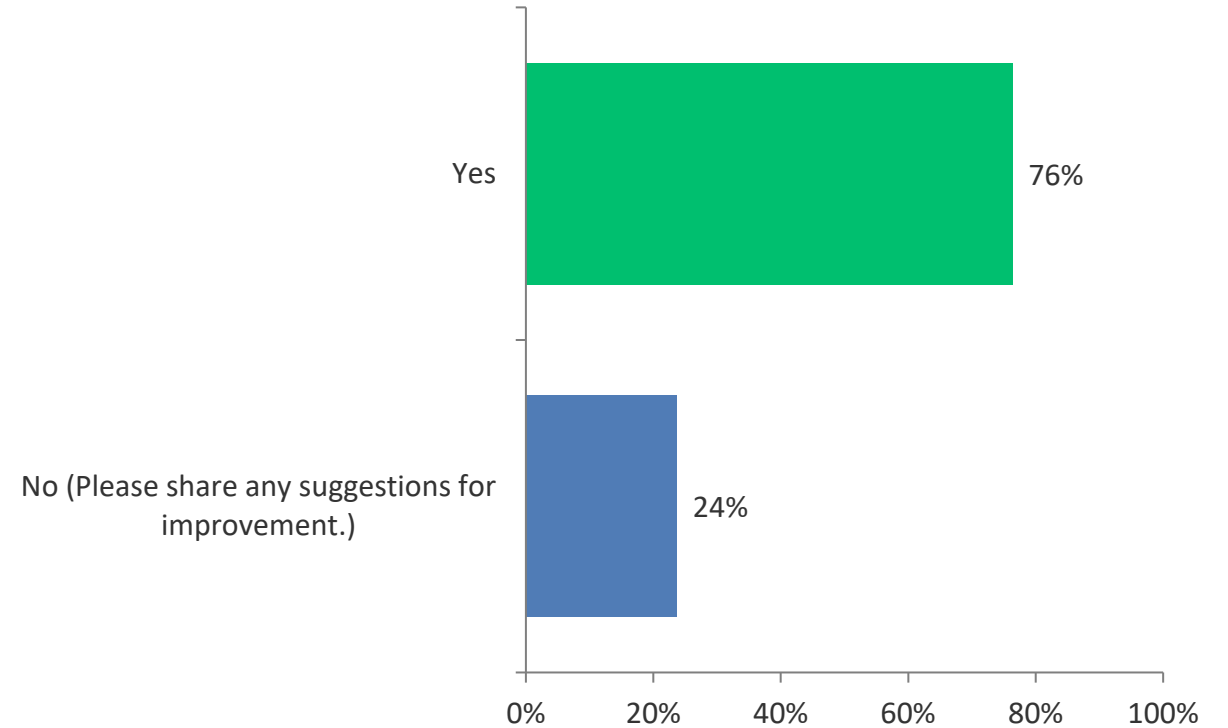
- 77% of respondents were Satisfied or Very Satisfied with the Racquets sport experience at UPCC.
- Opportunity to bring more of the membership into the “Very Satisfied” category.

Q33 – Do you feel that the racquets community is an inviting, inclusive environment?

Answered: 169 Skipped: 143

Although 76% of respondents feel the community is inviting, the remaining 24% pointed to several areas for improvement:

- Difficulty finding groups to play with (17 mentions)
- Interest in more structured mixers to bring players together (6 mentions)
- Challenges faced by new members and beginners when trying to integrate (5 mentions)



Q34 – What do you enjoy most about the racquets program?

Answered: 119 Skipped: 193

Overall Insight

The racquets program is **highly valued** by members, driven by three major strengths:

1. **Exceptional pros**
2. **A friendly social atmosphere**
3. **Top quality facilities**

Q35 – What changes would make the biggest positive impact to your racquets experience at the club?

Answered: 107 Skipped: 205

Overall Insight

- The biggest positive impact to the racquets experience would come from **more pickleball courts**. (28 mentions)
- There is a desire for **more social events** through mixers and themed events. (10 mentions)
- Respondents are requesting even **more clinics**. (10 mentions)

Next Steps – Action Items for Racquets

1. Enhanced Focus on Growing the Program

- Hire an additional Tennis Pro
- Adding evening and weekend availability for lessons and clinics
- Summer 2026 - Junior Camp for Tennis
- Fall/Winter 2026 – Adding an afterschool Junior Racquets Program

2. Facilities and Amenities

- More pickleball courts
- New furniture
- Healthy Drink and Snack offerings