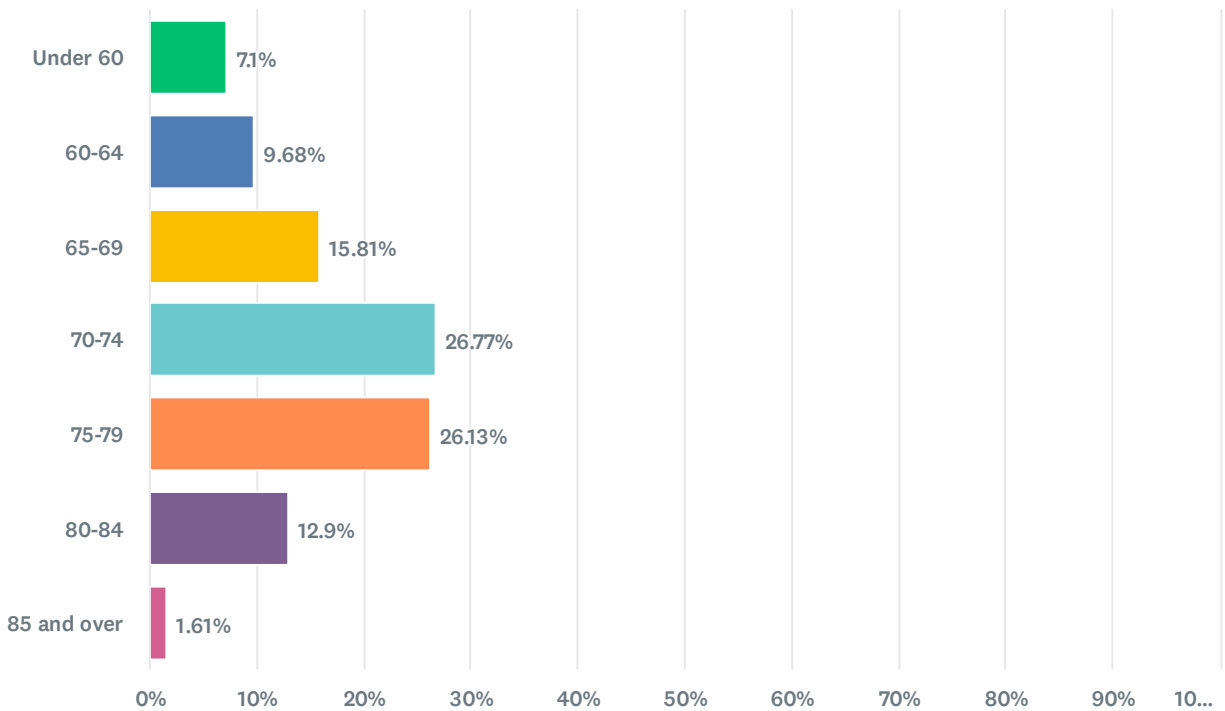


Q1 What is your age?

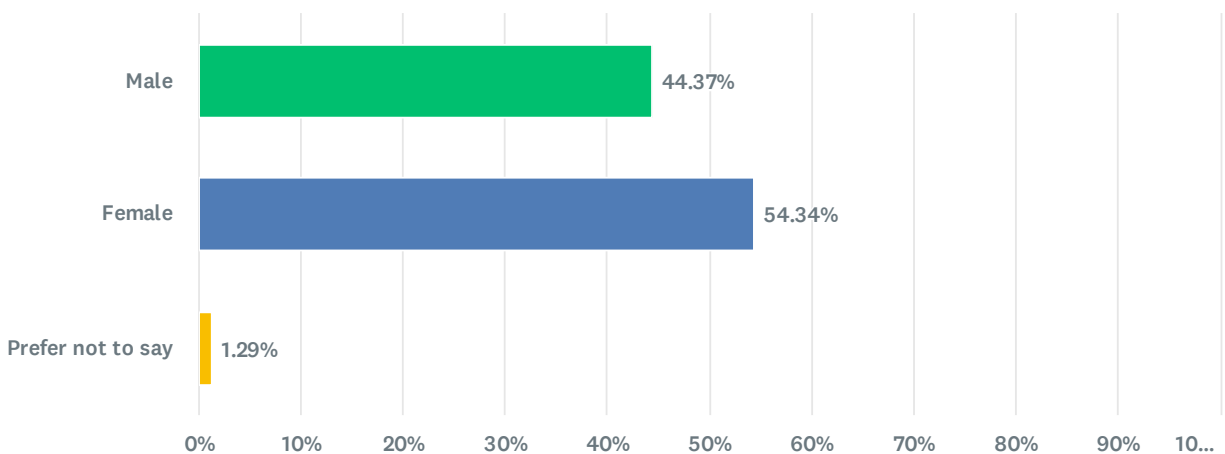
Answered: 310 Skipped: 2



| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|---|--------------|-------------|-----|
| ● Under 60 | 7.10% | 22 | ... |
| ● 60-64 | 9.68% | 30 | ... |
| ● 65-69 | 15.81% | 49 | ... |
| ● 70-74 | 26.77% | 83 | ... |
| ● 75-79 | 26.13% | 81 | ... |
| ● 80-84 | 12.90% | 40 | ... |
| ● 85 and over | 1.61% | 5 | ... |
| Total | | 310 | |

Q2 What is your gender?

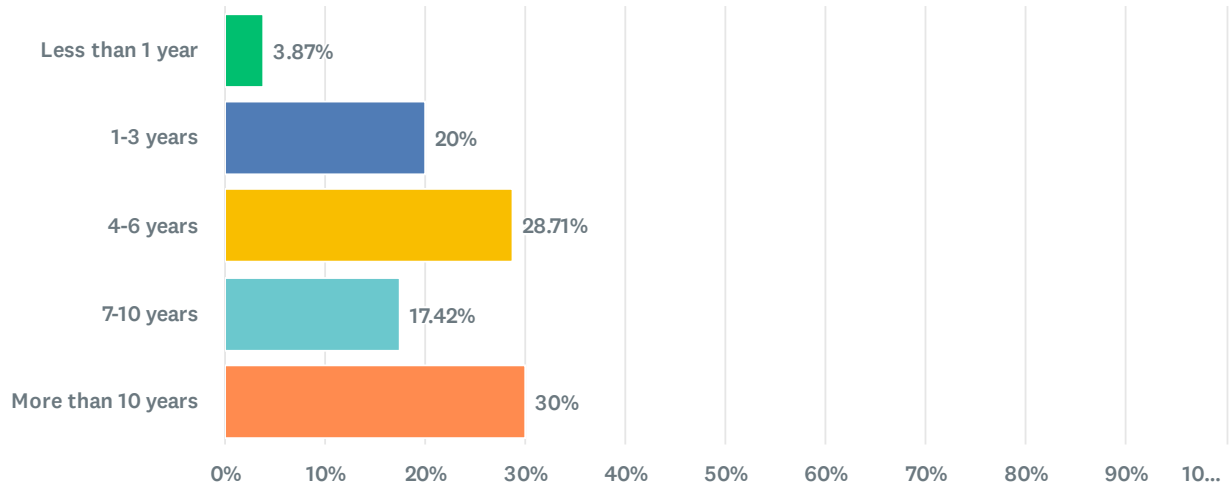
Answered: 311 Skipped: 1



| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|---------------------|--------------|-------------|-----|
| ● Male | 44.37% | 138 | ... |
| ● Female | 54.34% | 169 | ... |
| ● Prefer not to say | 1.29% | 4 | ... |
| Total | | 311 | |

Q3 How long have you been a UPCC member?

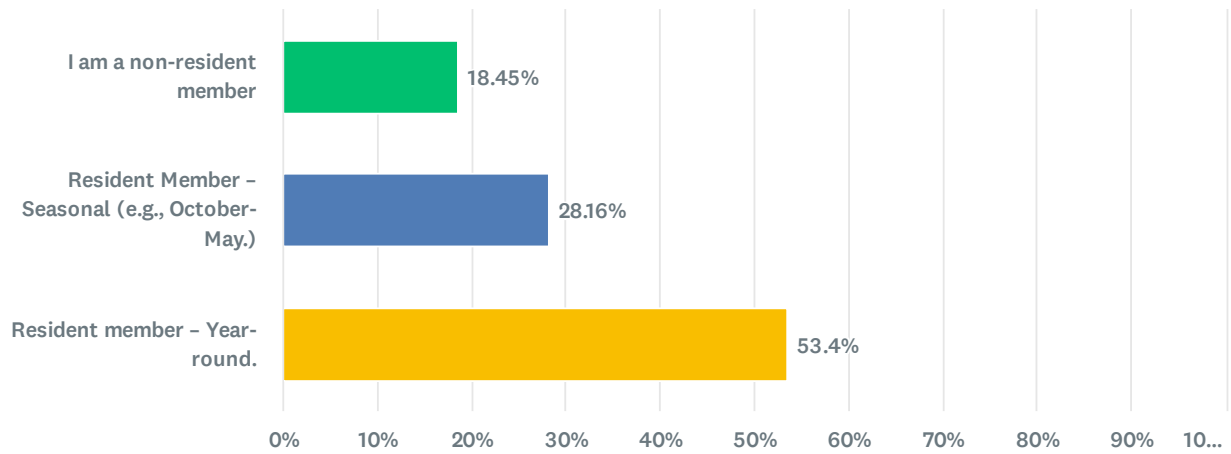
Answered: 310 Skipped: 2



| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|----------------------|--------------|-------------|-----|
| ● Less than 1 year | 3.87% | 12 | ... |
| ● 1-3 years | 20.00% | 62 | ... |
| ● 4-6 years | 28.71% | 89 | ... |
| ● 7-10 years | 17.42% | 54 | ... |
| ● More than 10 years | 30.00% | 93 | ... |
| Total | | 310 | |

Q4 Are you a Resident or Non-resident member?

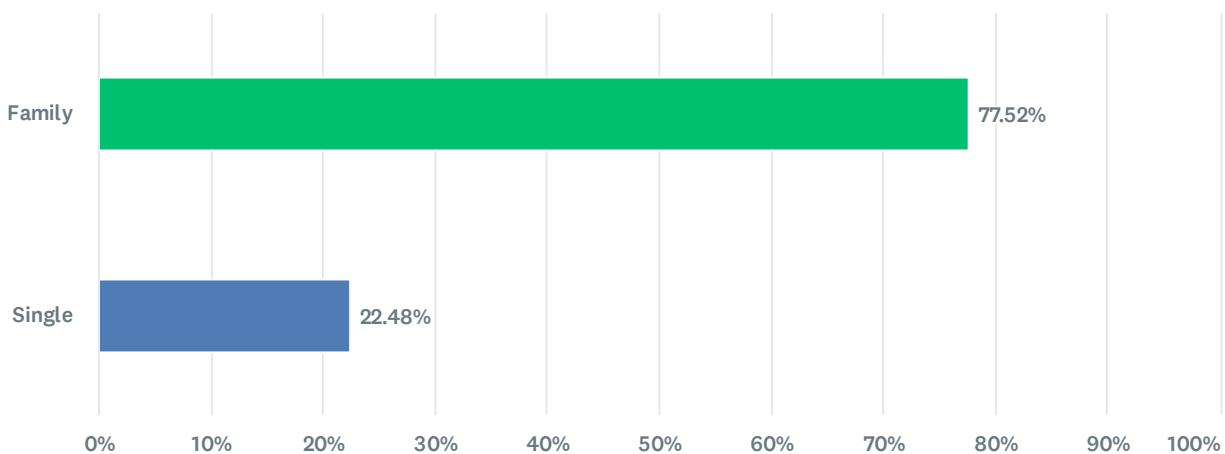
Answered: 309 Skipped: 3



| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|---|--------------|-------------|-----|
| ● I am a non-resident member | 18.45% | 57 | ... |
| ● Resident Member - Seasonal (e.g., October-May.) | 28.16% | 87 | ... |
| ● Resident member - Year-round. | 53.40% | 165 | ... |
| Total | | 309 | |

Q5 Do you have a Family or Single membership?

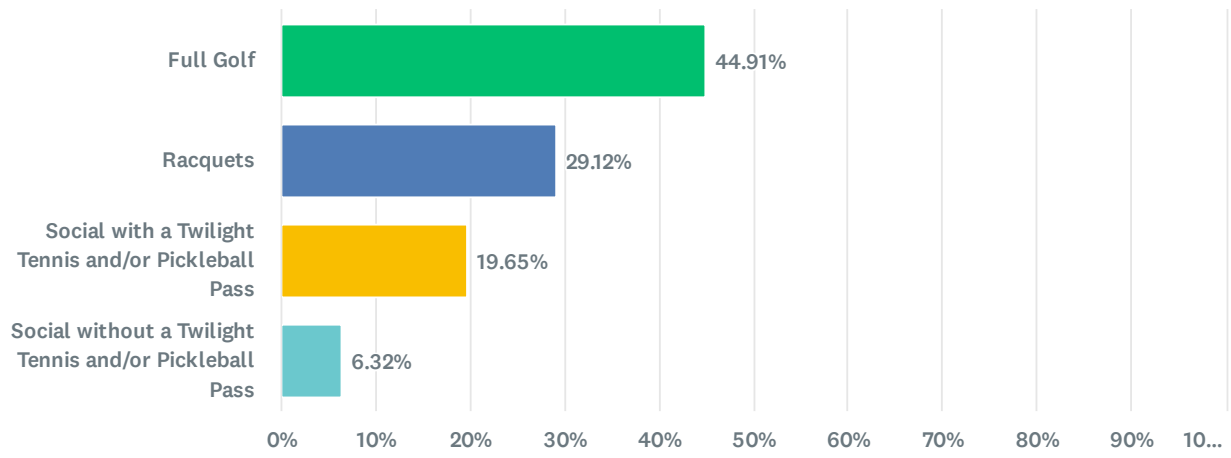
Answered: 307 Skipped: 5



| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|------------------|--------------|-------------|-----|
| ● Family | 77.52% | 238 | ... |
| ● Single | 22.48% | 69 | ... |
| Total | | 307 | |

Q6 What Membership Category do you have?

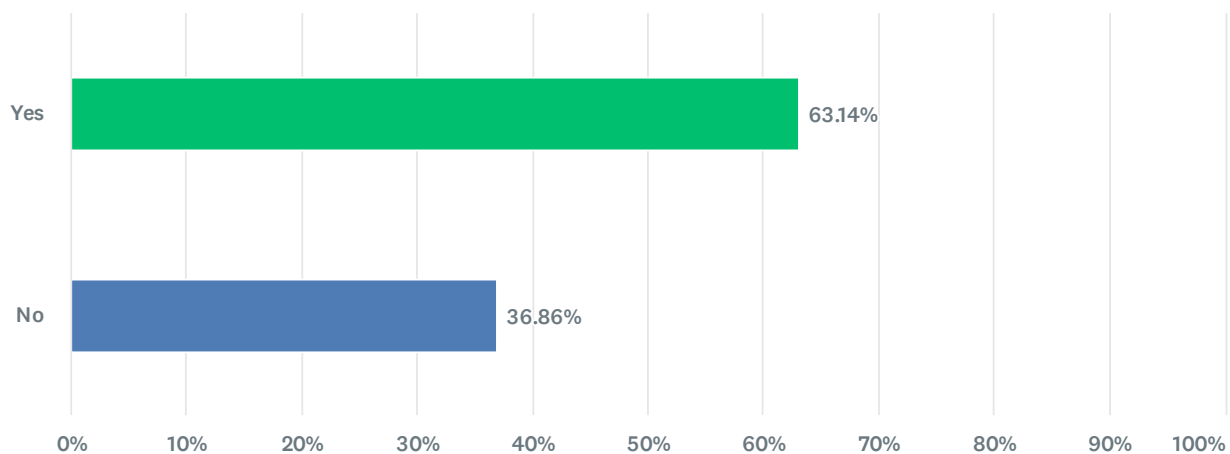
Answered: 285 Skipped: 27



| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|---|--------------|-------------|-----|
| ● Full Golf | 44.91% | 128 | ... |
| ● Racquets | 29.12% | 83 | ... |
| ● Social with a Twilight Tennis and/or Pickleball Pass | 19.65% | 56 | ... |
| ● Social without a Twilight Tennis and/or Pickleball Pass | 6.32% | 18 | ... |
| Total | | 285 | |

Q7 Have you utilized the tennis or pickleball courts in the last year?

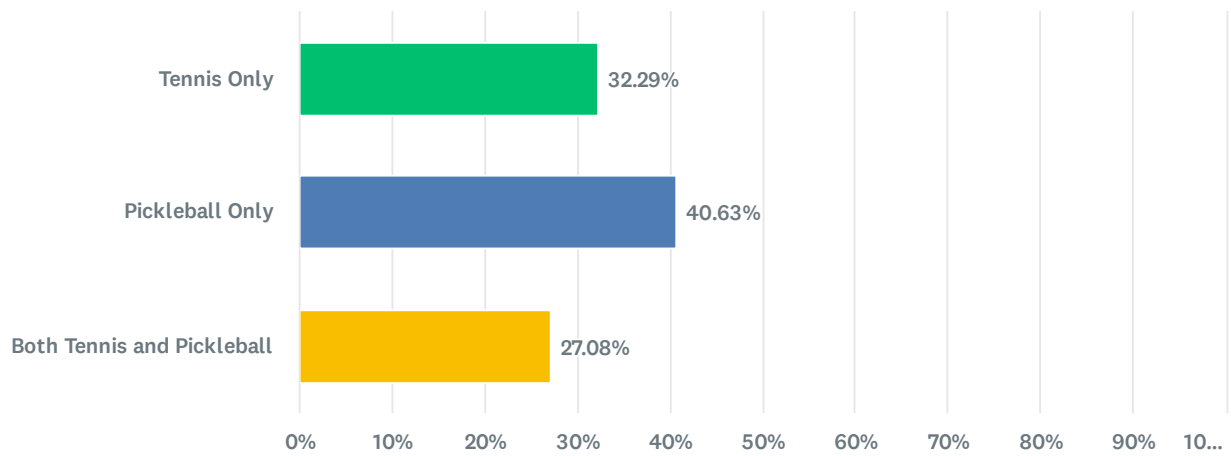
Answered: 312 Skipped: 0



| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|--|--------------|-------------|-----|
| ● Yes | 63.14% | 197 | ... |
| ● No | 36.86% | 115 | ... |
| Total | | 312 | |

Q8 Do you play Tennis, Pickleball or both?

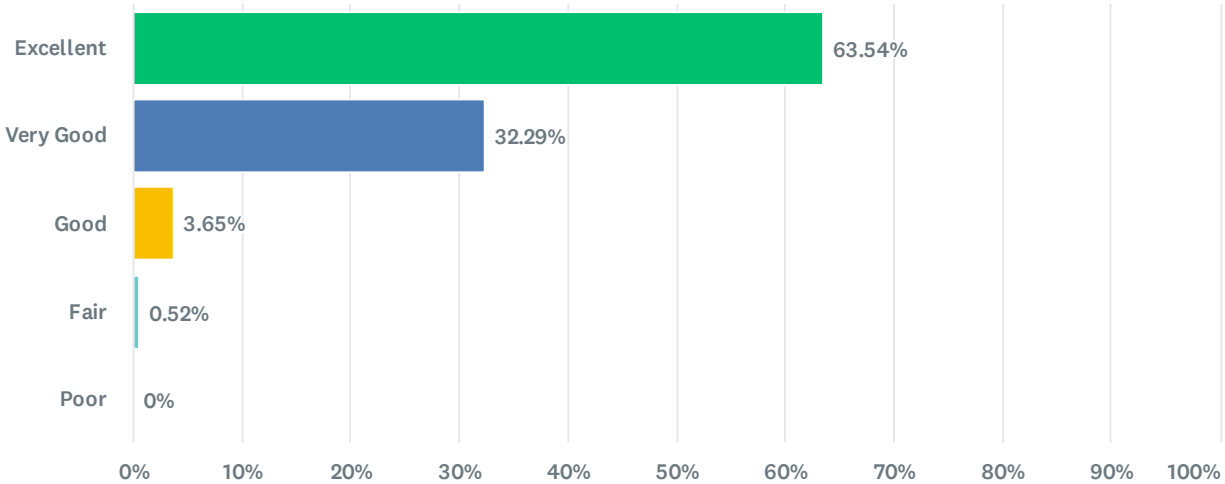
Answered: 192 Skipped: 120



| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|--|--------------|-------------|-----|
| ● Tennis Only | 32.29% | 62 | ... |
| ● Pickleball Only | 40.63% | 78 | ... |
| ● Both Tennis and Pickleball | 27.08% | 52 | ... |
| Total | | 192 | |

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

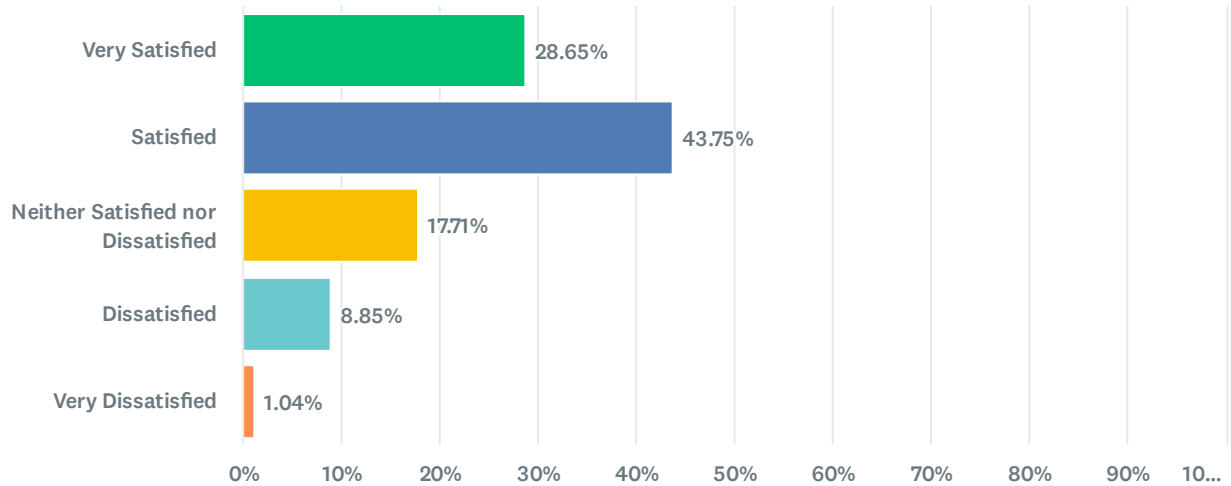
Answered: 192 Skipped: 120



| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|--|--------------|-------------|-----|
| ● Excellent | 63.54% | 122 | ... |
| ● Very Good | 32.29% | 62 | ... |
| ● Good | 3.65% | 7 | ... |
| ● Fair | 0.52% | 1 | ... |
| ● Poor | 0% | 0 | ... |
| Total | | 192 | |

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

Answered: 192 Skipped: 120



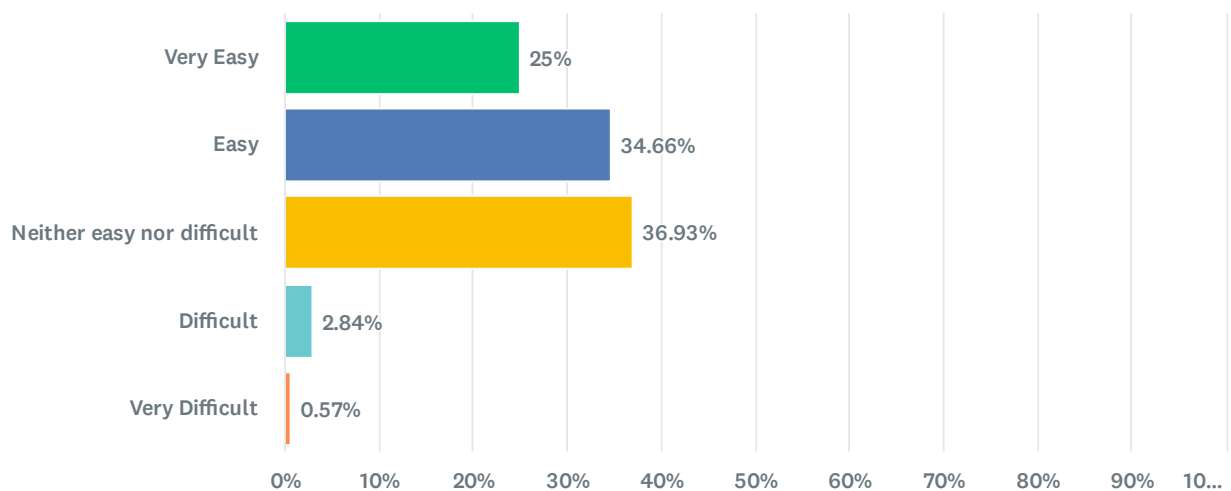
| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|--------------------------------------|--------------|-------------|-----|
| ● Very Satisfied | 28.65% | 55 | ... |
| ● Satisfied | 43.75% | 84 | ... |
| ● Neither Satisfied nor Dissatisfied | 17.71% | 34 | ... |
| ● Dissatisfied | 8.85% | 17 | ... |
| ● Very Dissatisfied | 1.04% | 2 | ... |
| Total | | 192 | |

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

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

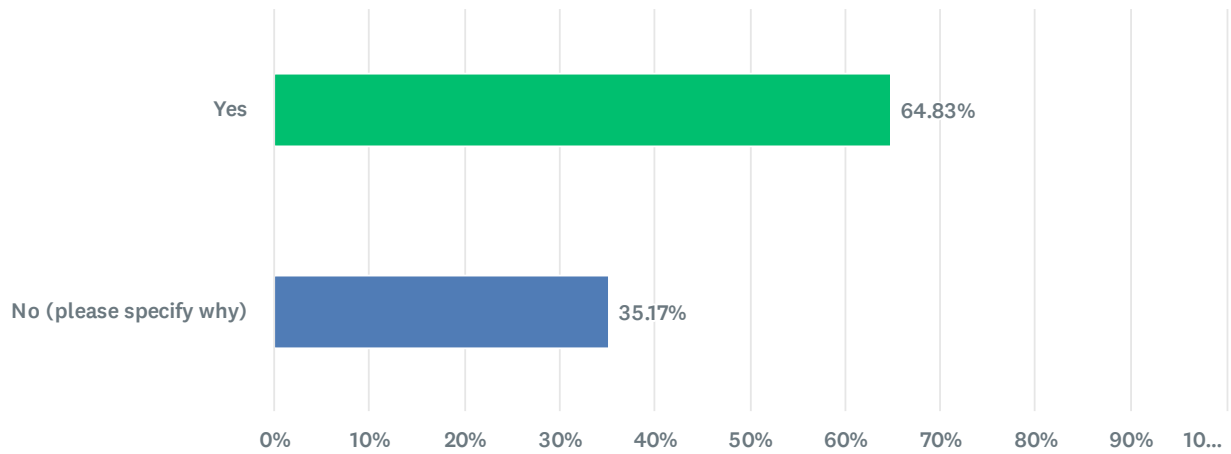
Answered: 176 Skipped: 136



| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|------------------------------|--------------|-------------|-----|
| ● Very Easy | 25.00% | 44 | ... |
| ● Easy | 34.66% | 61 | ... |
| ● Neither easy nor difficult | 36.93% | 65 | ... |
| ● Difficult | 2.84% | 5 | ... |
| ● Very Difficult | 0.57% | 1 | ... |
| Total | | 176 | |

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

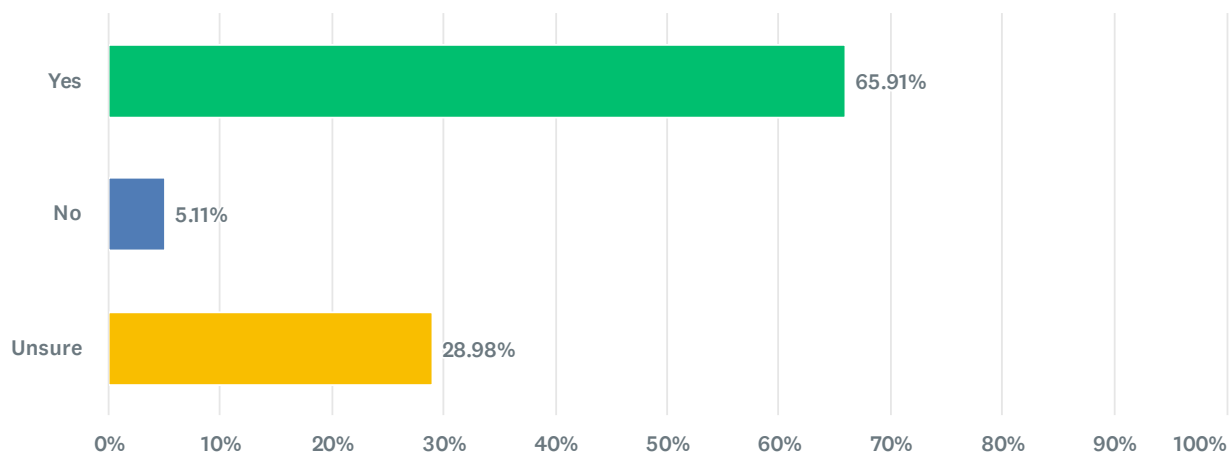
Answered: 145 Skipped: 167



| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|--|--------------|-------------|-----|
| ● Yes | 64.83% | 94 | ... |
| ● No (please specify why) Show responses | 35.17% | 51 | ... |
| Total | | 145 | |

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

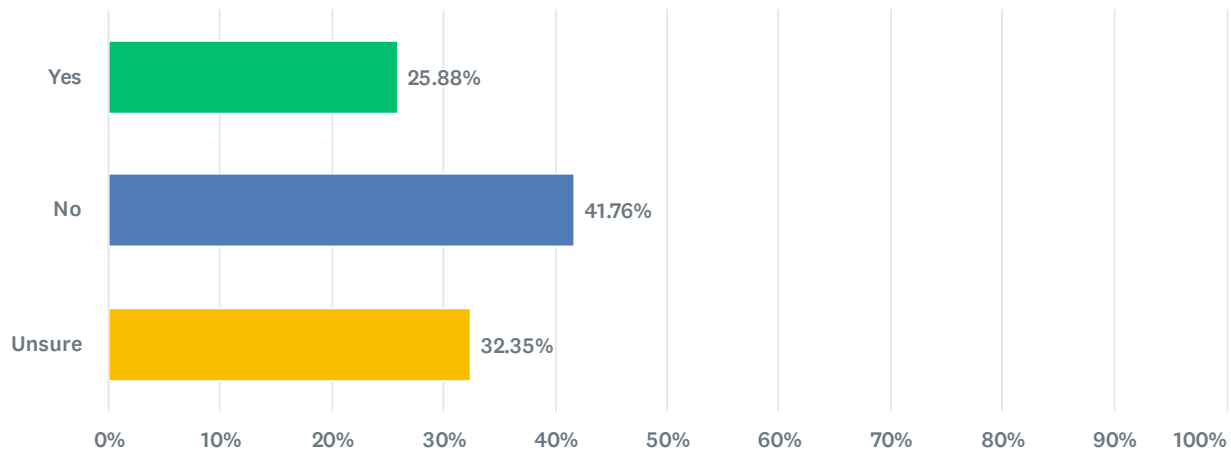
Answered: 176 Skipped: 136



| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|--|--------------|-------------|-----|
| ● Yes | 65.91% | 116 | ... |
| ● No | 5.11% | 9 | ... |
| ● Unsure | 28.98% | 51 | ... |
| Total | | 176 | |

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

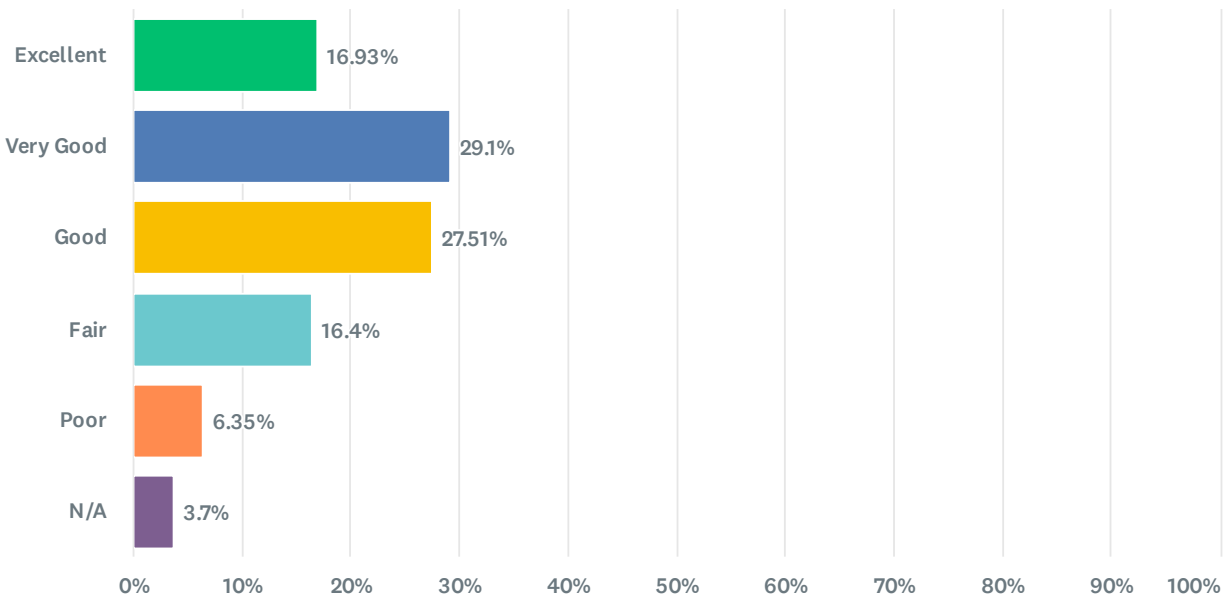
Answered: 170 Skipped: 142



| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|------------------|--------------|-------------|-----|
| ● Yes | 25.88% | 44 | ... |
| ● No | 41.76% | 71 | ... |
| ● Unsure | 32.35% | 55 | ... |
| Total | | 170 | |

Q16 How would you rate the racquets reception area experience?

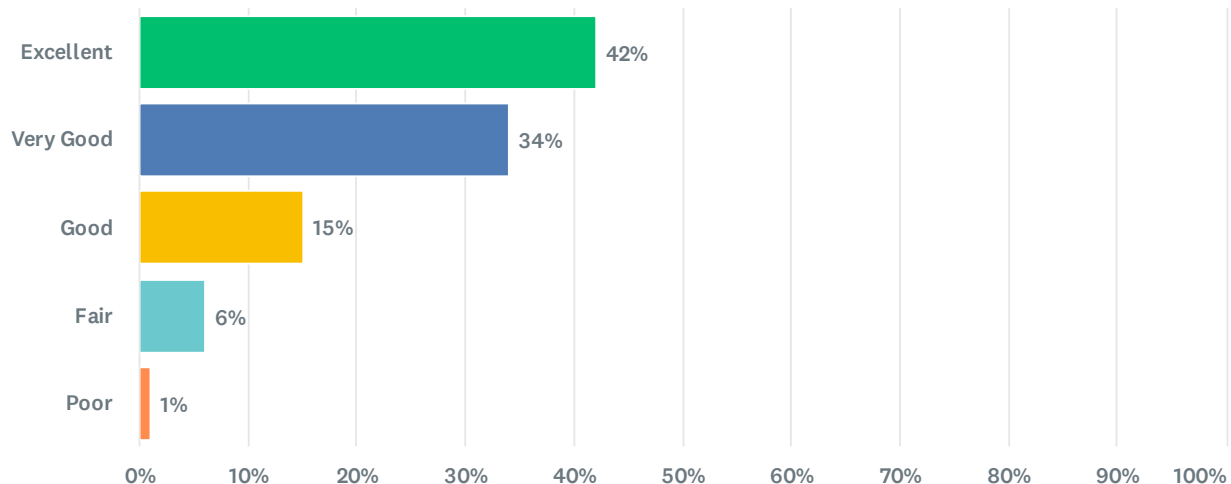
Answered: 189 Skipped: 123



| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|--|--------------|-------------|-----|
| ● Excellent | 16.93% | 32 | ... |
| ● Very Good | 29.10% | 55 | ... |
| ● Good | 27.51% | 52 | ... |
| ● Fair | 16.40% | 31 | ... |
| ● Poor | 6.35% | 12 | ... |
| ● N/A | 3.70% | 7 | ... |
| Total | | 189 | |

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

Answered: 186 Skipped: 126

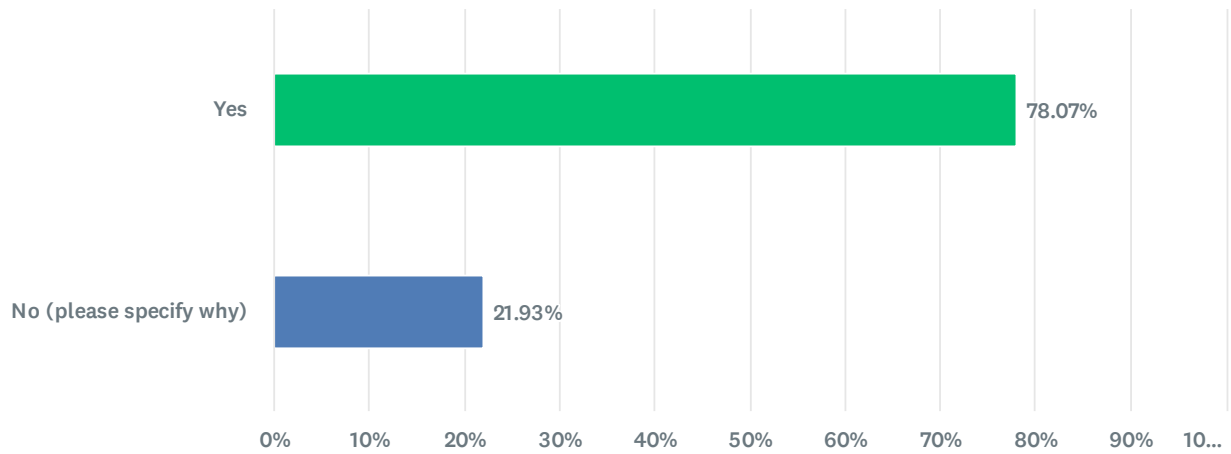


| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|--|--------------|-------------|-----|
| ● Excellent | 42% | 79 | ... |
| ● Very Good | 34% | 64 | ... |
| ● Good | 15% | 27 | ... |
| ● Fair | 6% | 11 | ... |
| ● Poor | 1% | 1 | ... |
| Total | | 186 | |

ⓘ 1 answer option excluded. [Show all](#)

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

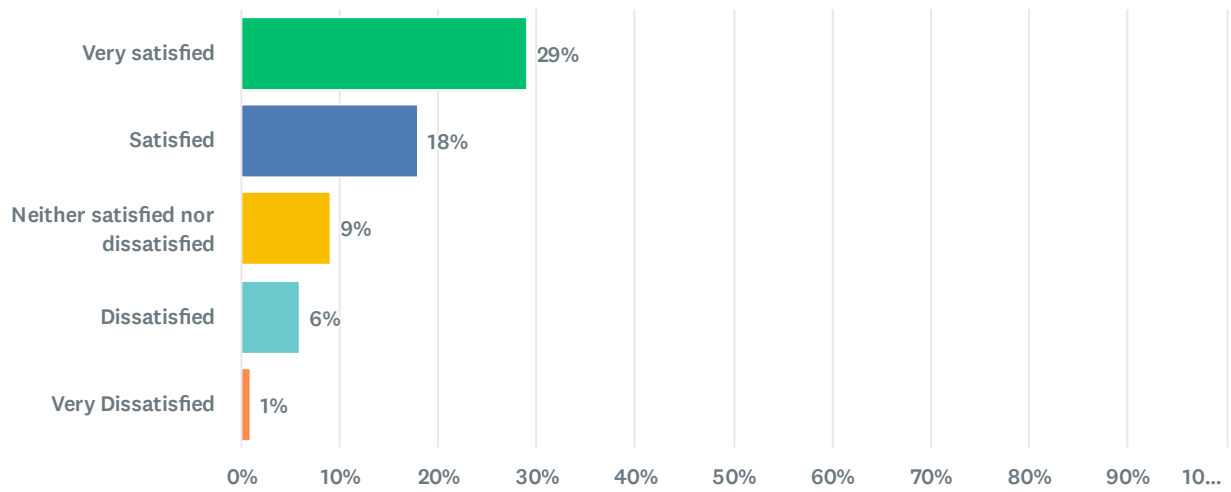
Answered: 187 Skipped: 125



| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|--|--------------|-------------|-----|
| ● Yes | 78.07% | 146 | ... |
| ● No (please specify why) Show responses | 21.93% | 41 | ... |
| Total | | 187 | |

Q19 How satisfied are you with tennis events?

Answered: 140 Skipped: 172

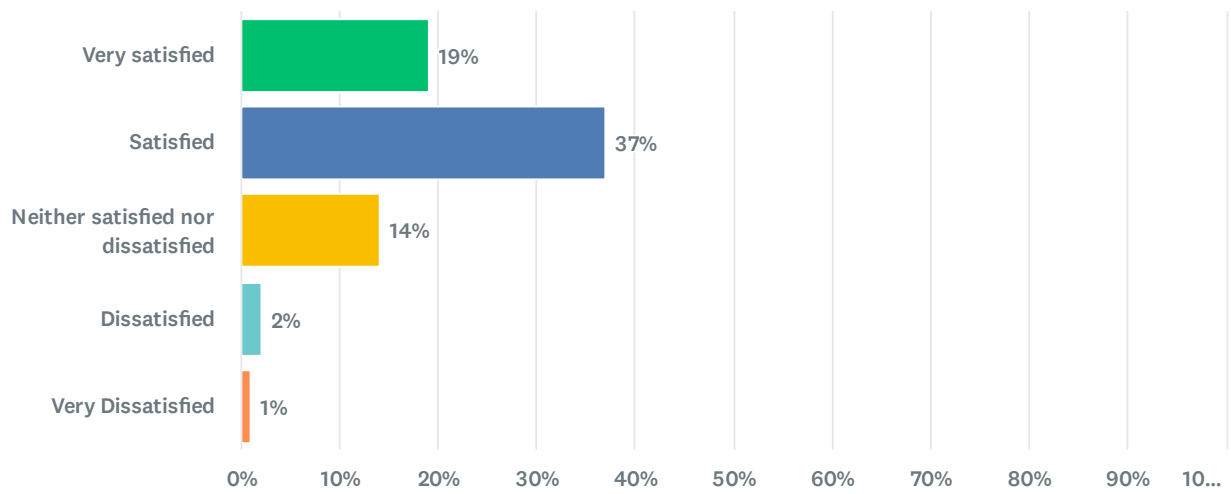


| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|--|--------------|-------------|-----|
| ● Very satisfied | 29% | 41 | ... |
| ● Satisfied | 18% | 25 | ... |
| ● Neither satisfied nor dissatisfied | 9% | 13 | ... |
| ● Dissatisfied | 6% | 8 | ... |
| ● Very Dissatisfied | 1% | 1 | ... |
| Total | | 140 | |

ⓘ 1 answer option excluded. [Show all](#)

Q20 How satisfied are you with pickleball events?

Answered: 133 Skipped: 179



| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|--|--------------|-------------|-----|
| ● Very satisfied | 19% | 25 | ... |
| ● Satisfied | 37% | 49 | ... |
| ● Neither satisfied nor dissatisfied | 14% | 19 | ... |
| ● Dissatisfied | 2% | 3 | ... |
| ● Very Dissatisfied | 1% | 1 | ... |
| Total | | 133 | |

ⓘ 1 answer option excluded. [Show all](#)

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

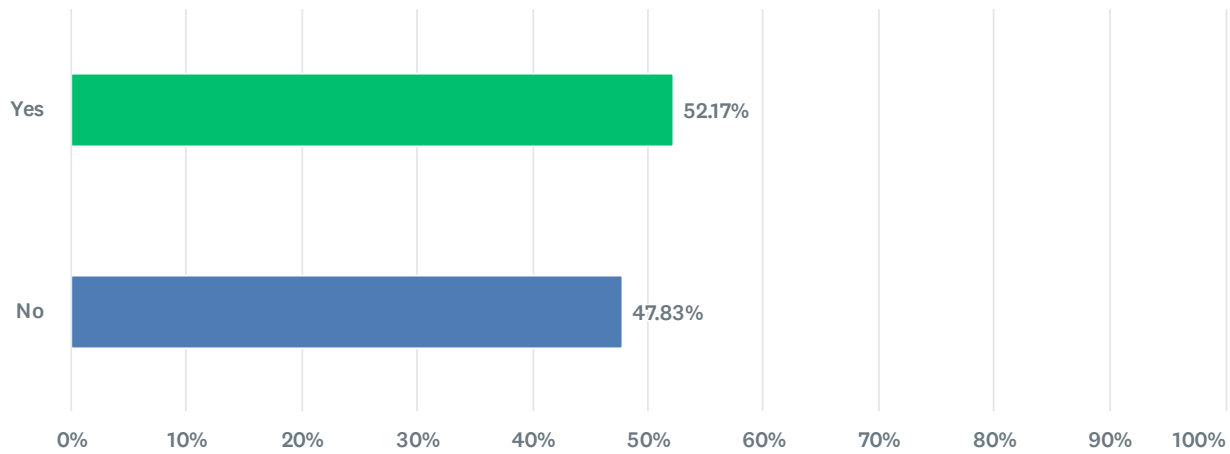
Answered: 41 Skipped: 271

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

Q23 Are you interested in a racquets holiday party?

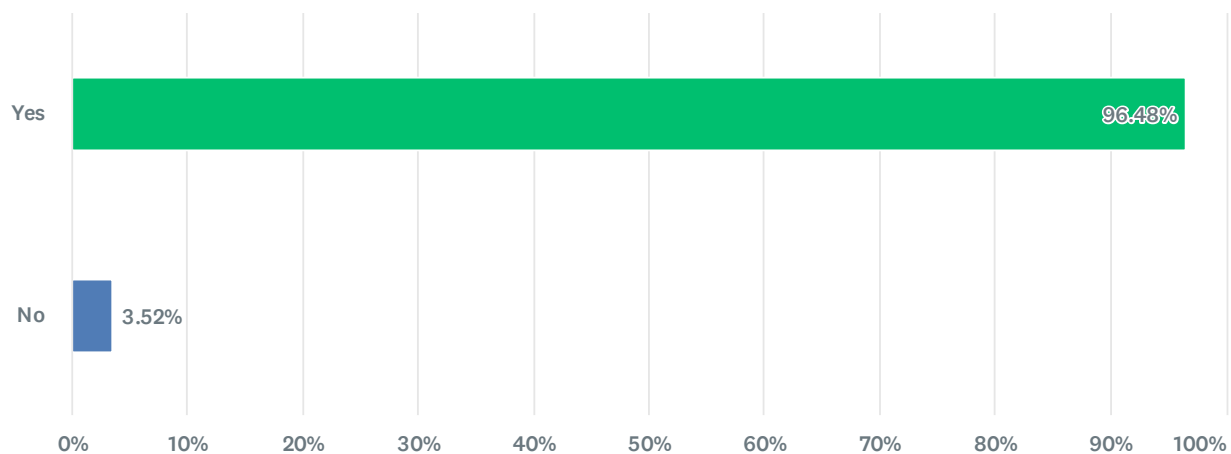
Answered: 138 Skipped: 174



| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|--|--------------|-------------|-----|
| ● Yes | 52.17% | 72 | ... |
| ● No | 47.83% | 66 | ... |
| Total | | 138 | |

Q24 Do you feel well informed of upcoming racquets events?

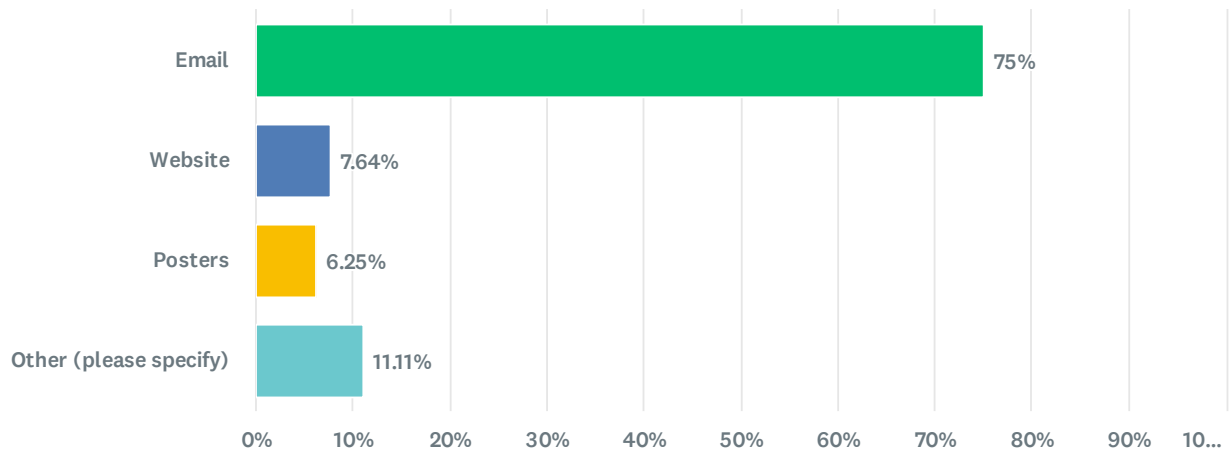
Answered: 142 Skipped: 170



| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|------------------|--------------|-------------|-----|
| ● Yes | 96.48% | 137 | ... |
| ● No | 3.52% | 5 | ... |
| Total | | 142 | |

Q25 How do you prefer to hear about upcoming racquet events?

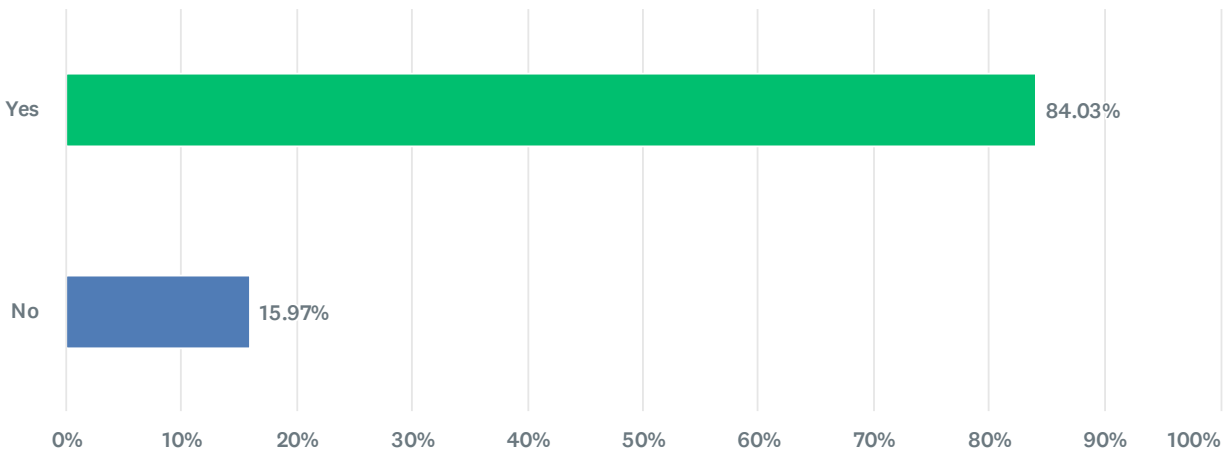
Answered: 144 Skipped: 168



| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|---|--------------|-------------|-----|
| ● Email | 75.00% | 108 | ... |
| ● Website | 7.64% | 11 | ... |
| ● Posters | 6.25% | 9 | ... |
| ● Other (please specify) Show responses | 11.11% | 16 | ... |
| Total | | 144 | |

Q26 Have you taken lessons or clinics at the club in the last year?

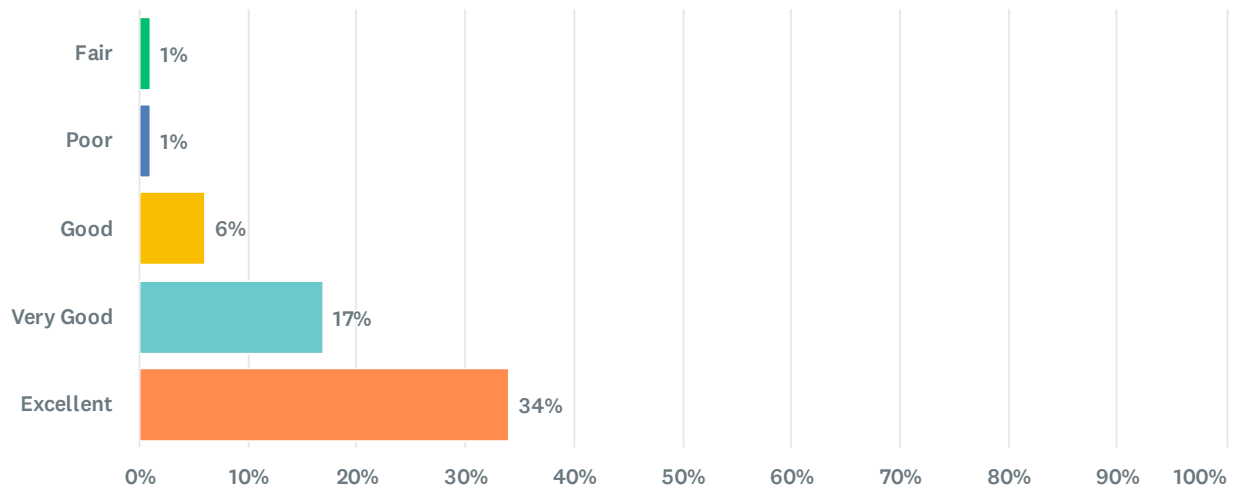
Answered: 144 Skipped: 168



| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|--|--------------|-------------|-----|
| ● Yes | 84.03% | 121 | ... |
| ● No | 15.97% | 23 | ... |
| Total | | 144 | |

Q27 How would you rate the quality of tennis instruction?

Answered: 159 Skipped: 153

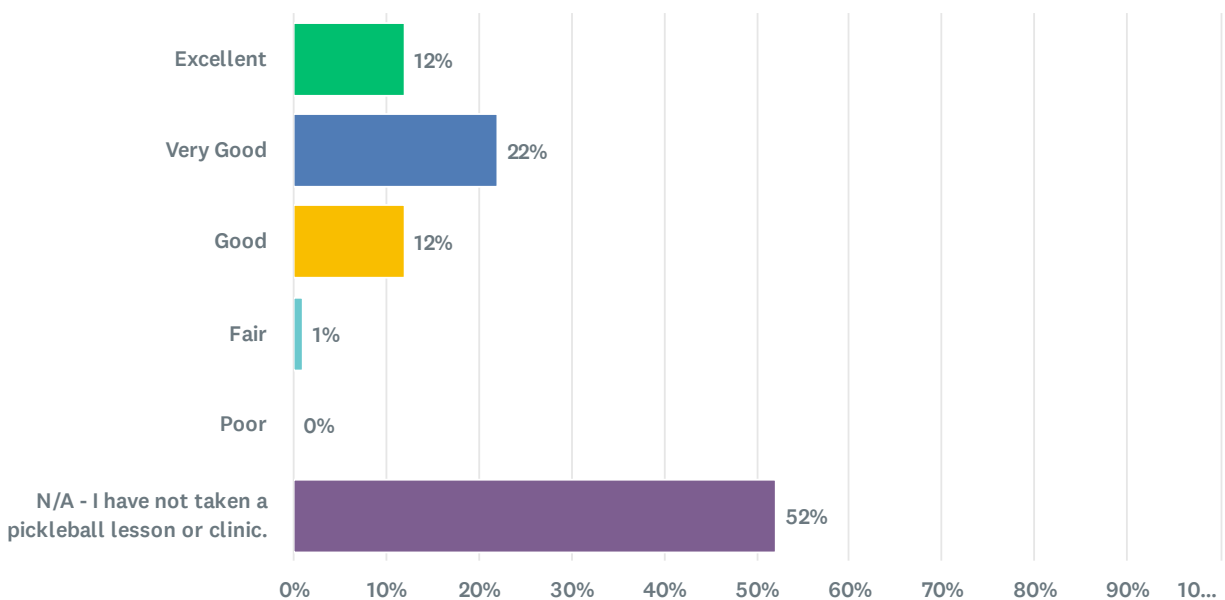


| Answer Choices ↓ | Percentage ↑ | Responses ↑ | |
|------------------|--------------|-------------|-----|
| ● Fair | 1% | 2 | ... |
| ● Poor | 1% | 2 | ... |
| ● Good | 6% | 10 | ... |
| ● Very Good | 17% | 27 | ... |
| ● Excellent | 34% | 54 | ... |
| Total | | 159 | |

ⓘ 1 answer option excluded. [Show all](#)

Q28 How would you rate the quality of pickleball instruction?

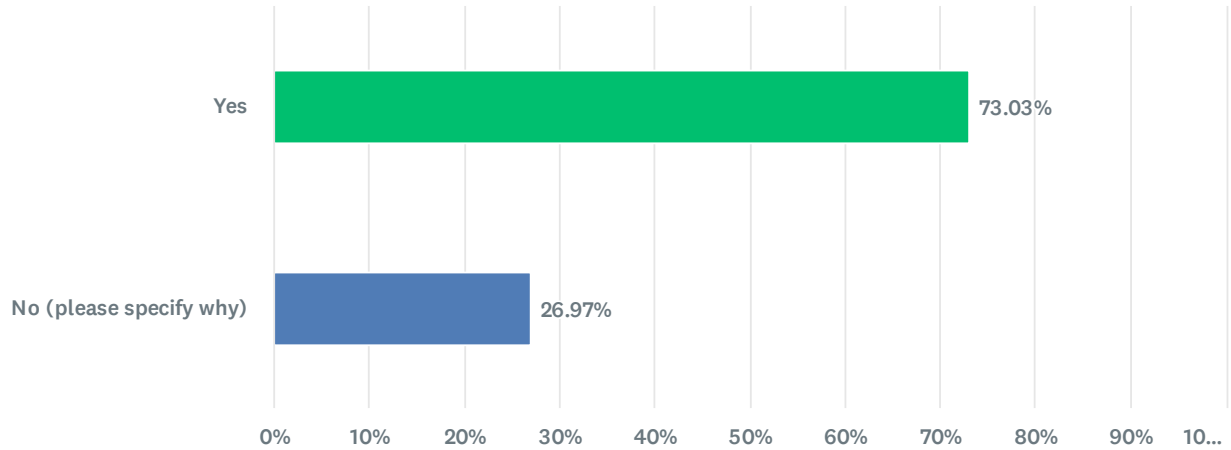
Answered: 147 Skipped: 165



| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|---|--------------|-------------|-----|
| ● Excellent | 12% | 18 | ... |
| ● Very Good | 22% | 33 | ... |
| ● Good | 12% | 17 | ... |
| ● Fair | 1% | 2 | ... |
| ● Poor | 0% | 0 | ... |
| ● N/A - I have not taken a pickleball lesson or clinic. | 52% | 77 | ... |
| Total | | 147 | |

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

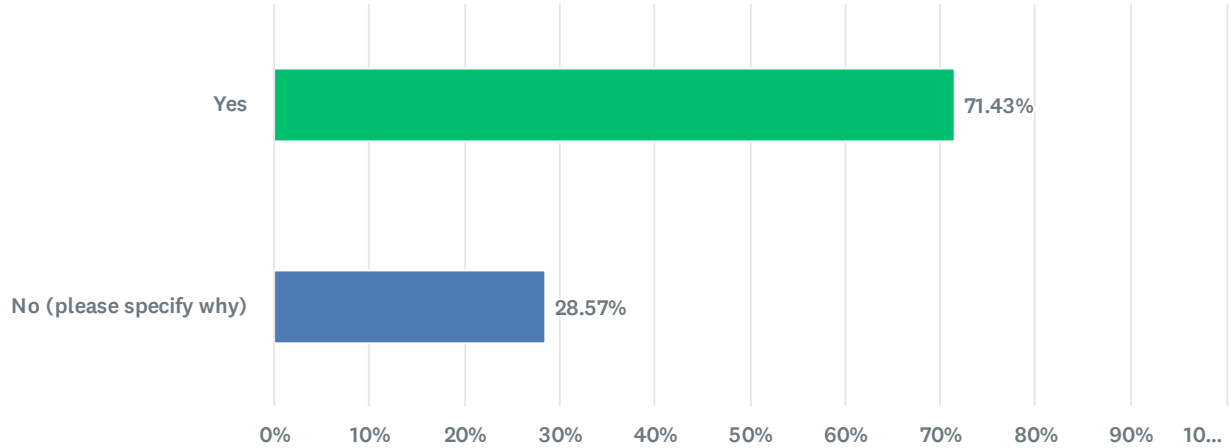
Answered: 152 Skipped: 160



| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|--|--------------|-------------|-----|
| ● Yes | 73.03% | 111 | ... |
| ● No (please specify why) Show responses | 26.97% | 41 | ... |
| Total | | 152 | |

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

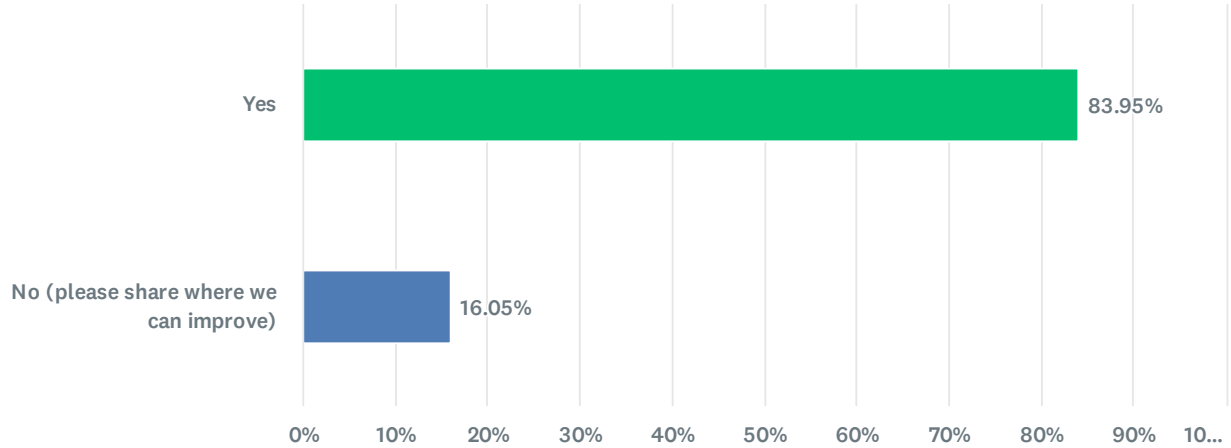
Answered: 168 Skipped: 144



| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|--|--------------|-------------|-----|
| ● Yes | 71.43% | 120 | ... |
| ● No (please specify why) Show responses | 28.57% | 48 | ... |
| Total | | 168 | |

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

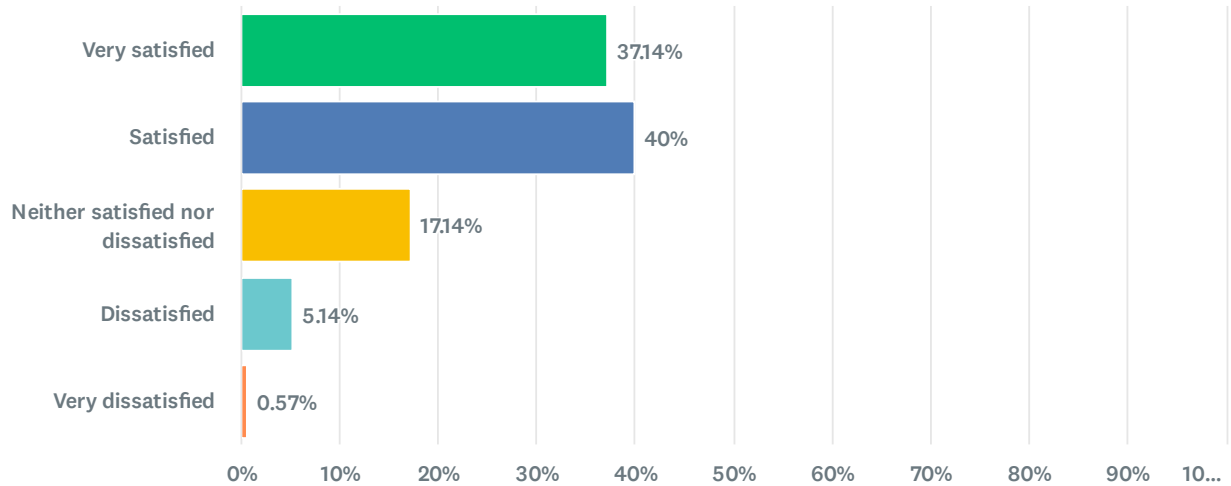
Answered: 162 Skipped: 150



| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|---|--------------|-------------|-----|
| ● Yes | 83.95% | 136 | ... |
| ● No (please share where we can improve) Show responses | 16.05% | 26 | ... |
| Total | | 162 | |

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

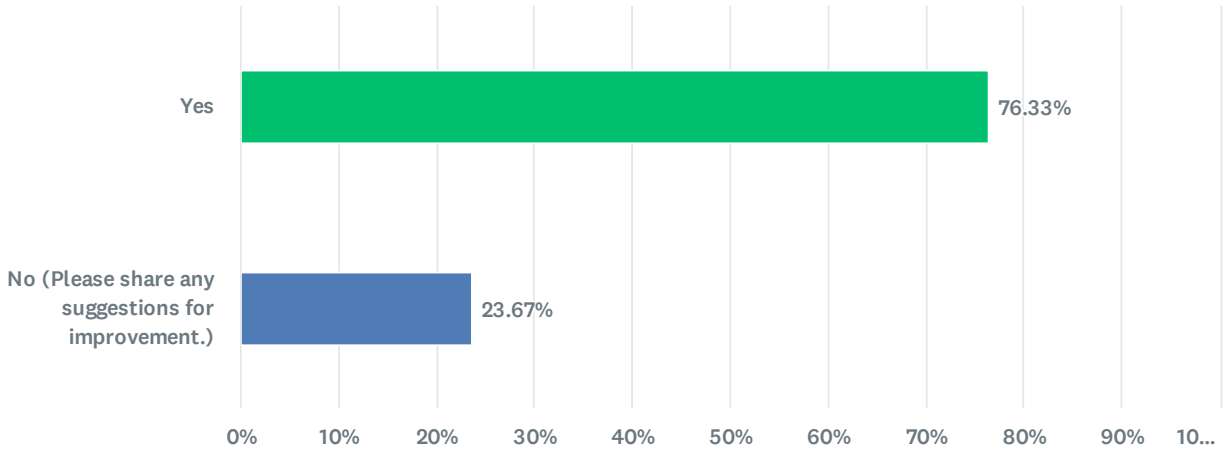
Answered: 175 Skipped: 137



| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|--------------------------------------|--------------|-------------|-----|
| ● Very satisfied | 37.14% | 65 | ... |
| ● Satisfied | 40.00% | 70 | ... |
| ● Neither satisfied nor dissatisfied | 17.14% | 30 | ... |
| ● Dissatisfied | 5.14% | 9 | ... |
| ● Very dissatisfied | 0.57% | 1 | ... |
| Total | | 175 | |

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

Answered: 169 Skipped: 143



| Answer Choices ↓ | Percentage ↓ | Responses ↓ | |
|--|--------------|-------------|---------------------------------------|
| <input checked="" type="radio"/> Yes | 76.33% | 129 | ... |
| <input type="radio"/> No (Please share any suggestions for improvement.) | 23.67% | 40 | ... Show responses |
| Total | | 169 | |

Q34 What do you enjoy most about the racquets program?

Answered: 119 Skipped: 193

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

Answered: 107 Skipped: 205