

## Results of Men's Locker Room Survey-1

6/17/17

Thanks to all Men who participated in this survey. We received many informative comments that will help guide the Face-Lift and remodel. In addition to online survey, we also received emails and verbal suggestions.

### Results

- There are 3 different segments of members using the Men's locker Room. Each has different needs and expectations. *The challenge in the redesign process is to meet needs of all 3 groups.*
- Since survey was anonymous, do not have ability to correlate the 3 response Groups to USTA Age Groups or USTA Ranking.
- There was no significant difference in responses between members that rent locker and those that don't.
- All 3 groups agree in some areas:
  - Especially with regard to need for significant cleanliness improvements. Both by MTC and by member behavior.
    - Carpets are dirty: 46% wanted to keep carpets, but feel they should be steam cleaned regularly and members should be reminded to exercise adult behavior (i.e. Don't clip toe nails & leave on carpet)
    - Shower area is very important! 81% of those surveyed use the shower sometime, but 31% use infrequently on never
      - Shower cleanliness is concern: 25% feel it's a major issue`
      - Tile/Grouting in shower area dirty
      - 44% were concerned about a slippage/fall risk in shower area
      - 62% wanted more hooks/shelving in shower area
      - White plastic shower pans are grey and always look dirty
  - Lockers (Group 2/3)
    - 81% would like size of existing lockers doubled.
    - 79% could wait for any change in lockers until Phase 2
  - Even though not used by all 3 groups, outdoor area & sauna are poorly maintained and not in keeping with expected standard of our club.
- Major disconnects between groups appear in the desire by Group 3 for a Men's Lounge/more appointments and group 1 for no changes.
  - This is seen by responses:

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- 7 member wanted no change & 7 members wanted a Lounge
- Split by group: TV
  - 62% opposed
  - 38% in favor
- Split by group: Toiletries
  - 65% opposed
  - 35% in favor

The 3 usage segments are listed below. While not able to determine statically, believe this is normal distribution(bell curve) with groups 1 & 3 on each end and group 2 in middle.

- **Group 1: Bathroom only users**
  - Are only passing through, spend 5-10min per visit
  - Don't use shower, sauna, hot tub, lockers
  - Recommend leaving locker room as is
  - Don't want any increase in cost for dues or lockers
- **Group 2: Moderate usage**
  - Estimated time in Locker room 15-30min per visit
  - The largest number of responders fall into this group
  - Change clothes
  - Shower
  - Infrequent to no usage of sauna/hot tub
- **Group 3: Heavy users**
  - Estimated time in Locker room 30min+ per visit
  - Frequent users of all locker room facilities
  - Use carpet for pre/post stretching
  - Want a place to hang out with TV, separate from main club house
  - Looking for feeling seen in a high end Members only Golf Club or Private Men's Club

Summary of Men's Locker Room Survey 6/10/17

Responders Summary

Emails Sent =	180		
Responses	68	38%	<i>of emails sent</i>
Day Lockers Users	16	24%	<i>of responders</i>
Responders who rent lockers	25	14%	

Lockers

1) Rent a Locker?	Yes =	25	14%	56%	<i>of men who rent lockers responded, Nice!</i>
	No =	43	86%		
2) Desired Size of new Lockers?	No Change				<i>In suggestions, 7 members wanted no Change.</i>
	2X	55	81%		<i>Looks like a Winner!</i>
	3X	10	15%		
	4X	3	4%		
3) When to Replace Lockers?	All Now	4	6%		
	1/2 in Phase 1	0	15%		
	Phase 2	54	79%		
4) Pay for permanent locker?	No	61	90%		<i>Not much Support, might be higher when marketed??</i>

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	\$ 1,250	4	6%	
	\$ 1,500	2	3%	
	\$ 1,750	1	1%	

5) Use a Day Locker?	Never	52	76%	<i>24% use day lockers, but 75% of day locker users do not want a full length locker.</i>
	Daily	5	7%	
	Weekly	10	15%	
	Monthly	1	1%	

6) Should day lockers be larger than normal lockers?	No	12	75%	<i>% of users of Day Lockers that responded to survey</i>
	Full length	4	25%	<i>Limited Support, but still might want to consider?</i>

Showers				
7) How often to you use Showers?	Never	12	18%	<i>82% use Showers sometime!</i>
	Infrequently	18	26%	<i>30% don't use or use infrequently</i>
	Daily	8	12%	
	Weekly	23	34%	
	Monthly	7	10%	

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8) Is shower area Clean?	Yes	51	75%	
	No	17	25%	<i>25% think they are dirty. - Must be remedied! We should do better &amp; strive for a higher rating! Individual comments on cleanliness were scathing.</i>

9) Slippage problem?	Yes	30	44%	<i>44% are concerned = Problem! - Must be fixed!</i>
	No	38	56%	

10) Add more hooks & shelves?	Yes	42	62%	<i>Yes!</i>
	No	26	38%	

Other				
11) Add a TV?	Yes	26	38%	<i>Members split. Enough support to warrant consideration</i>
	No	42	62%	

12) Carpet?	Leave, but deep clean	31	46%	<i>Clear problem with cleanliness - Action Needed! Steam Clean Now!</i>
	Replace Now!	20	29%	
	Rubberized Flooring	17	25%	

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13) Add Toiletries?	Yes	24	35%	<i>Enough support to warrant consideration??</i>
	No	44	65%	

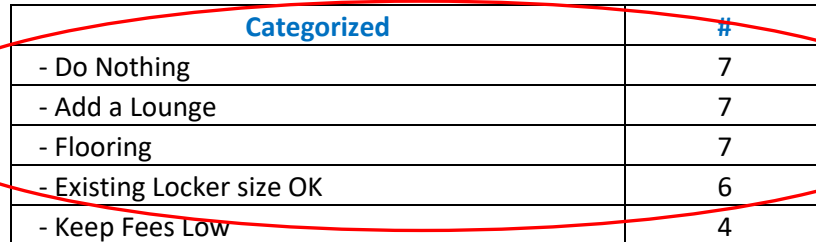
**Cleanliness Comments Categorized**

13 Men's had comments :

<b>Categorized</b>	<b>#</b>
- Showers	6
- Tile/Grout	4
- Improve Regular Cleaning!!	4
- Carpet	2
- Urinals	2
- Sauna	1
- Seating	1

Suggestions Comments Categorized

35 Men's had comments: **Comments Diverge by member segment!**



Categorized	#
- Do Nothing	7
- Add a Lounge	7
- Flooring	7
- Existing Locker size OK	6
- Keep Fees Low	4
- Do it all now!	2
- Toiletries/sunscreen	2
- Ventilation	1
- Showers	1
- Steam Room	1