



# MARIN TENNIS CLUB

## Constant Contact Survey Results

**Survey Name:** MTC 2016-Q2 Survey

**Response Status:** Partial & Completed

**Filter:** None

6/18/2016 6:54 AM PDT

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Marin Tennis Club is a member owned club. The Board of Directors and the various committees and advisory groups would like to hear from you, our members, to better understand what you like about our Club, what you don't like, and what you would like to see changed.

This survey will take approximately 15 to 30 minutes of your time depending on your answers and the extent of your comments.

This survey is divided into "Pages" for your convenience. When you complete the questions on a given Page, click the "Continue" button at the bottom of the Page. Your answers on that Page will be permanently saved and you will be taken to the next Page.

**IMPORTANT:** You can alter any response while on a given Page but once you click the Continue button to move onto the next Page you will NOT be able to go back. So check your answers before you click on the Continue button.

If you exit your browser before completing the survey, you may resume taking the survey by clicking on the "Take our survey" link in the invitation email we sent you. The survey will resume on the Page you were last on. All prior answers on that particular Page will have to be reentered but you will not have lost any answers from earlier Pages. If you wanted to exit and resume later, we suggest you exit immediately after having completed a Page followed by clicking on the Continue button at the bottom of the Page.

Thank you for taking the time to do this. Your feedback is valuable and very much appreciated.

# Demographics

## 1. What is your Age?

Answer	0%	100%	Number of Response(s)	Response Ratio
18-29			1	<1 %
30-39			2	<1 %
40-49			26	11.5 %
50-59			47	20.7 %
60-69			77	34.0 %
70+			69	30.5 %
No Response(s)			4	1.7 %
<b>Totals</b>			<b>226</b>	<b>100%</b>







## 2. What is your Gender?

Answer	0%	100%	Number of Response(s)	Response Ratio
Male			114	50.4 %
Female			108	47.7 %
No Response(s)			4	1.7 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

## 3. What is your occupation status?

Answer	0%	100%	Number of Response(s)	Response Ratio
Employed full-time			72	31.8 %
Employed part-time			40	17.6 %
Student			3	1.3 %
Homemaker			14	6.1 %
Retired			83	36.7 %
Unable to work			0	0.0 %
Other			10	4.4 %
No Response(s)			4	1.7 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

4. How far do live (driving distance) from MTC?

Answer	0%	100%	Number of Response(s)	Response Ratio
0-2 miles			38	16.8 %
3-5 miles			87	38.4 %
6-10 miles			69	30.5 %
11-15 miles			18	7.9 %
More than 15 miles			9	3.9 %
No Response(s)			5	2.2 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

# Membership

## 5. How long have you been a member of MTC?

Answer	0%	100%	Number of Response(s)	Response Ratio
Less than one year			11	4.8 %
1-5 years			69	30.5 %
6-10 years			45	19.9 %
11-15 years			26	11.5 %
16-20 years			25	11.0 %
More than 20 years			41	18.1 %
No Response(s)			9	3.9 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

## 6. What type of membership do you have?

Answer	0%	100%	Number of Response(s)	Response Ratio
Single membership			139	61.5 %
Family membership; two adults only			46	20.3 %
Family membership with children under the age of 26, some of whom are using the club facilities			21	9.2 %
Family membership with children under the age of 26, none of whom are not using the club facilities			11	4.8 %
No Response(s)			9	3.9 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

## 7. Are you a member of another tennis club?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			42	18.5 %
No			177	78.3 %
No Response(s)			7	3.0 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

8. Why did you decide to become a member of MTC? (choose the 3 most important)

Answer	0%	100%	Number of Response(s)	Response Ratio
Number of tennis courts			78	36.2 %
Location			132	61.3 %
Lighted courts			42	19.5 %
Friends are members			109	50.6 %
Social scene			44	20.4 %
Tennis programs			43	20.0 %
USTA teams			57	26.5 %
Fees			27	12.5 %
Other			33	15.3 %
<b>Totals</b>			<b>215</b>	<b>100%</b>

33 Comments (See Comment Sheet)

9. On average, how often do you currently play tennis?

Answer	0%	100%	Number of Response(s)	Response Ratio
Not at all due to injury			8	3.5 %
Very rarely or not at all			5	2.2 %
One to four times a month			12	5.3 %
Once or twice a week			54	23.8 %
Three to four times a week			111	49.1 %
More than four times a week			27	11.9 %
No Response(s)			9	3.9 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

10. On average, how often do you or a family member use the pool during warm weather?

Answer	0%	100%	Number of Response(s)	Response Ratio
Very rarely or not at all			190	84.0 %
One to four times a month			21	9.2 %
Once or twice a week			3	1.3 %
Three to four times a week			4	1.7 %
More than four times a week			0	0.0 %
No Response(s)			8	3.5 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

11. What would cause you to use the pool more often?

147 Comments (See Comment Sheet)

12. On average, how often do you use the fitness room?

Answer	0%	100%	Number of Response(s)	Response Ratio
Very rarely or not at all			173	76.5 %
One to four times a month			24	10.6 %
Once or twice a week			12	5.3 %
Three to four times a week			7	3.0 %
More than four times a week			1	<1 %
No Response(s)			9	3.9 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

13. What would cause you to use the fitness room more often?

160 Comments (See Comment Sheet)

14. On average, how often do you use the the Club facilities in a capacity other than playing tennis, swimming or using the fitness room?

Answer	0%	100%	Number of Response(s)	Response Ratio
Very rarely or not at all			131	57.9 %
One to four times a month			56	24.7 %
Once or twice a week			24	10.6 %
Three to four times a week			2	<1 %
More than four times a week			1	<1 %
No Response(s)			12	5.3 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

15. What is the single most important feature of MTC that keeps you being a member?

203 Comments (See Comment Sheet)

16. In comparing us to other clubs, please use one descriptive short sentence to summarize why MTC stands apart.

186 Comments (See Comment Sheet)

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17. If you could add some physical features to the club (think facilities, courts, food and beverage etc.) what would they be?

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**168 Comments (See Comment Sheet)**

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18. What could we do to enhance your membership in terms of non-physical features (think programs, teams, social scene etc.)?

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**128 Comments (See Comment Sheet)**

# Tennis

## 19. Rank the following to best describe your usage of the tennis facilities

1 = Most Important - The lower the Ranking Score, the more favored it is.

Answer	1	2	3
Weekday mornings and afternoons	<a href="#">125</a> (61%)	<a href="#">22</a> (10%)	<a href="#">56</a> (27%)
Weekday nights after 5:00 PM	<a href="#">32</a> (15%)	<a href="#">58</a> (28%)	<a href="#">113</a> (55%)
Weekend days	<a href="#">46</a> (22%)	<a href="#">123</a> (60%)	<a href="#">34</a> (16%)



Answer		Number of Responses	Ranking Score*
Weekday mornings and afternoons	61% 10% 27%	203	1.7
Weekday nights after 5:00 PM	15% 28% 55%	203	2.4
Weekend days	22% 60% 16%	203	1.9

## 20. Do you play socially and/or on a USTA team?

Answer	0%	100%	Number of Response(s)	Response Ratio
Social tennis only			49	21.6 %
Social and on USTA teams			153	67.6 %
Primarily USTA related tennis (matches and practices)			7	3.0 %
No Response(s)			17	7.5 %
<b>Totals</b>			<b>226</b>	<b>100%</b>



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21. What reasons do you play for teams outside of MTC, if you do so?

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126 Comments (See Comment Sheet)

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22. Are you satisfied with the number of teams to play on at MTC?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			154	68.1 %
No - Please comment			38	16.8 %
No Response(s)			34	15.0 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

55 Comments (See Comment Sheet)

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23. Are you satisfied with the amount you play on teams?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			141	62.3 %
No - Please comment			44	19.4 %
No Response(s)			41	18.1 %
<b>Totals</b>			<b>226</b>	<b>100%</b>


69 Comments (See Comment Sheet)

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In the past, the Club has participated in the Twilight League that provides about 6 to 8 social doubles tennis matches (i.e., that do not count against your USTA rating) on weekday evenings throughout the summer (involving about 12 players per match) against other tennis clubs in Marin, followed by food and refreshments hosted by the home team. Last year, MTC and other clubs dropped out of this league when the Twilight League administrator raised the price from about \$5 per person to \$28 per person. The following questions are designed to gauge MTC members' interest in participating in this league again.

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24. Have you participated in the Twilight League within the last five years?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			75	33.1 %
No			132	58.4 %
No Response(s)			19	8.4 %
<b>Totals</b>			<b>226</b>	<b>100%</b>




25. The Twilight League has raised its participation fee. Would you be interested in participating on a MTC Twilight League team if the individual participation fee is \$28?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			55	24.3 %
No			149	65.9 %
No Response(s)			22	9.7 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

26. Would you be interested in participating in social weekday evening matches throughout the summer against tennis clubs in Marin that are organized outside of the Twilight League and would not require any participation fee?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			97	42.9 %
No			109	48.2 %
No Response(s)			20	8.8 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

27. If your answer to the previous question was yes, would you be willing, along with other Club members, to help coordinate and organize these inter-club matches?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			40	17.6 %
No			96	42.4 %
No Response(s)			90	39.8 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

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# House and Grounds

On this page you will be asked about your priorities and your willingness to fund projects that will enhance the MTC facilities. Take into consideration the following statements in preparation for answering the questions below.

- \* The Club currently has 8 lighted courts. Court 9 is lit with new LED lights. The remaining 7 courts (1-3, 8, 10-12) have new Metal Halide fixtures that all had brand new bulbs installed earlier this year.
- \* The city of San Rafael has given MTC a permit to install LED lights on courts 5-7 and given MTC a conditional permit to upgrade all other existing light fixtures to LED. Court 4 is the exception and is not permitted to be lit.
- \* Courts 1-3, 8 and 9 have Plexicushion surfaces designed to provide a more cushioned feel.
- \* Two proposals are presented here with regard to re-purposing the pool locker rooms. One is to "Remodel" the existing building at a modest cost. The other is to "Rebuild" the existing building at a higher cost. Both proposals would replace the building's dressing rooms with a fitness area (the current fitness equipment would be moved in) and would preserve at least one unisex bathroom and one unisex shower. The difference between the Remodel and Rebuild, besides cost, would be reflected in its newness, quality, size, and utilization of space.
- \* Various alternatives are being discussed within House and Grounds on how to better utilize the space between courts 2-3 and courts 5-7 where vegetation now grows. For the purpose of this survey, the phrase "Court 2-3, 5-7 Viewing Area" refers to developing that spot by removing the vegetation and then installing a partially covered deck. Tables, chairs/benches, decorative plants and low level lighting would be added for social gathering purposes and for viewing tennis on courts 2-3 and 5-7.
- \* The phrase "Remodel the Clubhouse" used here refers to a major overhaul of the interior space of the main building. Architectural designs are not yet available and the overall design is still fluid, but the general concept is to remove, or significantly reduce, the footprint of the first-floor office inside the main building, create a smaller but open reception area, and move office(s) up to the fitness room area. The result would be a much more open space for dining and socialization.
- \* The phrase "Relocate the Staircase" used here refers to relocating the clubhouse interior staircase that leads to the 2nd floor in order to create more usable space for dining and socialization on the west side of the clubhouse.
- \* The polished concrete floor (facing court 1) is a new feature in the clubhouse. Soon something will have to be done with the aging carpeted areas that are difficult to keep clean. Four choices are presented here: A) Put carpet everywhere, covering up the existing polished floor. B) Extend the polished floor everywhere, removing all carpet. C) Keep the existing polished floor configuration, replacing the existing carpet with new carpet. And D) Extend the polished floor area to include the bar area, the dining area (facing court 2), and the area in front of the trophy case (including under the staircase), but replace the carpet in the front lobby area (facing the front deck) with new carpet.
- \* The phrase "Practice Ball Machine Court" used here refers to installing (in a location yet to be determined) a small court equipped with a dedicated ball machine and an automated ball retrieval system that feeds the ball machine.
- \* "Pickleball" is a paddle sport created for all ages and skill levels. CBS News calls it the fastest growing sport in America. It combines many elements of tennis, badminton and ping-pong. It is played on a badminton-sized court and uses a slightly modified tennis net. It is played with a paddle and plastic whiffle ball. Depending on interest, the Club would consider buying several Pickleball nets, and painting boundary lines on court 4 or 12. It would be possible to locate up to 4 Pickleball courts in a normal tennis court space
- \* The phrase "Remodel the Men's Locker Room" is a project that affects the area in and around the men's locker room. It includes replacing the men's lockers, moving the entrance, improving the seating, and better utilizing the overall locker room space. It ALSO could include adding an ADA compliant unisex bathroom accessible from the outside walkway between the woman's and men's locker rooms, and giving up several linear feet of floor space at the back of the locker room so that the maintenance crew's storage area abutting the men's locker room can be increased in proportion.

28. Prioritize the following major projects. For the sake of this question only, and to better gauge your enthusiasm, assume that your dues may be affected and/or an assessment may be required.

1 = Most Important - The lower the Ranking Score, the more favored it is.

Answer	1	2	3	4	5	6	7	8
Install new poles and new LED light fixtures on Courts 5-7	<u>51</u> (27%)	<u>32</u> (17%)	<u>21</u> (11%)	<u>18</u> (9%)	<u>20</u> (10%)	<u>15</u> (8%)	<u>9</u> (4%)	<u>21</u> (11%)
Replace the existing Metal Halide lights on courts 1-3, 8, 10-12 with new LED light fixtures	<u>19</u> (10%)	<u>40</u> (21%)	<u>29</u> (15%)	<u>36</u> (19%)	<u>20</u> (10%)	<u>16</u> (8%)	<u>17</u> (9%)	<u>10</u> (5%)
Rebuild (not remodel) the Pool Locker Room to create a new exercise building	<u>21</u> (11%)	<u>14</u> (7%)	<u>32</u> (17%)	<u>18</u> (9%)	<u>24</u> (12%)	<u>24</u> (12%)	<u>27</u> (14%)	<u>27</u> (14%)
Develop a Court 2-3 & 5-7 Viewing Area for social gatherings and tennis viewing	<u>13</u> (6%)	<u>21</u> (11%)	<u>28</u> (14%)	<u>27</u> (14%)	<u>30</u> (16%)	<u>26</u> (13%)	<u>21</u> (11%)	<u>21</u> (11%)
Remodel the Men's Locker Room, including adding an ADA Unisex Bathroom and increasing the Maintenance Crew Storage Area	<u>10</u> (5%)	<u>9</u> (4%)	<u>12</u> (6%)	<u>22</u> (11%)	<u>25</u> (13%)	<u>31</u> (16%)	<u>37</u> (19%)	<u>41</u> (21%)
Install a dedicated Practice Ball Machine Court (location TBD)	<u>13</u> (6%)	<u>18</u> (9%)	<u>19</u> (10%)	<u>24</u> (12%)	<u>25</u> (13%)	<u>33</u> (17%)	<u>30</u> (16%)	<u>25</u> (13%)
Remodel the Clubhouse, opening up the interior clubhouse space, and moving offices upstairs in the exercise room	<u>19</u> (10%)	<u>31</u> (16%)	<u>25</u> (13%)	<u>13</u> (6%)	<u>27</u> (14%)	<u>21</u> (11%)	<u>25</u> (13%)	<u>26</u> (13%)
Replace all non-Plexicushion courts with Plexicushion courts	<u>41</u> (21%)	<u>22</u> (11%)	<u>21</u> (11%)	<u>29</u> (15%)	<u>16</u> (8%)	<u>21</u> (11%)	<u>21</u> (11%)	<u>16</u> (8%)



Answer	Stacked Bar Chart (Ranking %)	Number of Responses	Ranking Score*
Install new poles and new LED light fixtures on Courts 5-7	27% (1), 17% (2), 11% (3), 9% (4), 10% (5), 8% (6), 4% (7), 11% (8)	187	3.6
Replace the existing Metal Halide lights on courts 1-3, 8, 10-12 with new LED light fixtures	10% (1), 21% (2), 15% (3), 19% (4), 10% (5), 8% (6), 9% (7), 5% (8)	187	3.9
Rebuild (not remodel) the Pool Locker Room to create a new exercise building	11% (1), 7% (2), 17% (3), 9% (4), 12% (5), 12% (6), 14% (7), 14% (8)	187	4.7
Develop a Court 2-3 & 5-7 Viewing Area for social gatherings and tennis viewing	6% (1), 11% (2), 14% (3), 14% (4), 16% (5), 13% (6), 11% (7), 11% (8)	187	4.6
Remodel the Men's Locker Room, including adding an ADA Unisex Bathroom and increasing the Maintenance Crew Storage Area	5% (1), 4% (2), 6% (3), 11% (4), 13% (5), 16% (6), 19% (7), 21% (8)	187	5.6
Install a dedicated Practice Ball Machine Court (location TBD)	6% (1), 9% (2), 10% (3), 12% (4), 13% (5), 17% (6), 16% (7), 13% (8)	187	5.0
Remodel the Clubhouse, opening up the interior clubhouse space, and moving offices upstairs in the exercise room	10% (1), 16% (2), 13% (3), 6% (4), 14% (5), 11% (6), 13% (7), 13% (8)	187	4.6
Replace all non-Plexicushion courts with Plexicushion courts	21% (1), 11% (2), 11% (3), 15% (4), 8% (5), 11% (6), 11% (7), 8% (8)	187	4.0

29. How much do you agree with the statement:

In an attempt to create better light, flow and functionality in the dining area, MTC should remove the Tree inside the clubhouse.

Answer	0%	100%	Number of Response(s)	Response Ratio
I very much agree			65	28.7 %
I somewhat agree			47	20.7 %
I somewhat disagree			42	18.5 %
I very much disagree			40	17.6 %
No Response(s)			32	14.1 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

30. How much do you agree with the statement:

MTC should "Remodel" (not rebuild) the Pool Locker Room to create a usable exercise building.

Answer	0%	100%	Number of Response(s)	Response Ratio
I very much agree			77	34.0 %
I somewhat agree			65	28.7 %
I somewhat disagree			32	14.1 %
I very much disagree			25	11.0 %
No Response(s)			27	11.9 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

31. How much do you agree with the statement:

MTC should relocate the Staircase inside the clubhouse.

Answer	0%	100%	Number of Response(s)	Response Ratio
I very much agree			33	14.6 %
I somewhat agree			67	29.6 %
I somewhat disagree			48	21.2 %
I very much disagree			48	21.2 %
No Response(s)			30	13.2 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

32. How much do you agree with the statement:

MTC should purchase Pickleball nets and paint alternative lines for multiple Pickleball courts on court 4 or 12.

Answer	0%	100%	Number of Response(s)	Response Ratio
I very much agree			25	11.0 %
I somewhat agree			43	19.0 %
I somewhat disagree			41	18.1 %
I very much disagree			91	40.2 %
No Response(s)			26	11.5 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

33. With regard to the carpet, which would you prefer?

Answer	0%	100%	Number of Response(s)	Response Ratio
Put carpet everywhere (i.e. No polished floor at all).			21	9.2 %
Extend polished floor everywhere (i.e. No carpet at all).			46	20.3 %
Keep the existing polished floor configuration, replacing only existing carpet with new carpet.			67	29.6 %
Extend the polished floor to include the bar area, the dining area, and the area in front of the trophy case (including under the staircase). Replace the carpet only in the front lobby area.			54	23.8 %
No Response(s)			38	16.8 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

When you think about how MTC compares to other courts you play on, and how you would like the courts at MTC to be, please rate MTC in the following 3 questions.

34. Quality of court surface (how it plays/color/cracking, etc.)

Answer	0%	100%	Number of Response(s)	Response Ratio
Highly satisfied			100	44.2 %
Mostly Satisfied			93	41.1 %
No opinion either way			4	1.7 %
Somewhat unsatisfied			4	1.7 %
Highly unsatisfied			0	0.0 %
No Response(s)			25	11.0 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

35. Court accessories such as nets, benches, water coolers, etc.

Answer	0%	100%	Number of Response(s)	Response Ratio
Highly satisfied			110	48.6 %
Mostly Satisfied			80	35.3 %
No opinion either way			4	1.7 %
Somewhat unsatisfied			6	2.6 %
Highly unsatisfied			0	0.0 %
No Response(s)			26	11.5 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

36. Court surroundings such as gates, posts, fencing, windscreens

Answer	0%	100%	Number of Response(s)	Response Ratio
Highly satisfied			78	34.5 %
Mostly Satisfied			100	44.2 %
No opinion either way			11	4.8 %
Somewhat unsatisfied			8	3.5 %
Highly unsatisfied			3	1.3 %
No Response(s)			26	11.5 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

37. What improvement(s), if any, would you most like to see as to the quality of the court surfaces, court accessories or court surroundings?

96 Comments (See Comment Sheet)

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## Social

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38. The Social Tennis Committee carries out social events that involve playing tennis in some way. They are or have been responsible for events such as Friday Night Live, Joker's Wild, Beat the Pro, Team Tennis, Calcutta, Olympics of Tennis, and Sadie Hawkins among others.





Are there any new event(s) you would like to see held by the Social Tennis Committee? If yes, please share your suggestions.

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**55 Comments (See Comment Sheet)**

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39. What would or does entice you to participate in Social Tennis Committee events? (Select all that apply)

Answer	0%	100%	Number of Response(s)	Response Ratio
Food			49	32.2 %
Format			92	60.5 %
Level of play			89	58.5 %
Prizes			9	5.9 %
<b>Totals</b>			<b>152</b>	<b>100%</b>

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40. If you didn't attend any Social Tennis Committee events in 2015 or 2016, feel free to share why.

**55 Comments (See Comment Sheet)**

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41. The Entertainment Committee hosts the annual Holiday Party. Did you attend the 2015 Holiday Party?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			37	16.3 %
No			160	70.7 %
No Response(s)			29	12.8 %
<b>Totals</b>			<b>226</b>	<b>100%</b>



42. If you did not attend the 2015 Holiday Party, why not? (Select all that apply)

Answer	0%	100%	Number of Response(s)	Response Ratio
Holiday season is a busy time			66	44.0 %
Coincided with Jewish Holiday			1	<1 %
It was on a Sunday			21	14.0 %
Too expensive			25	16.6 %
Did not like the location			16	10.6 %
Other			57	38.0 %
<b>Totals</b>			<b>150</b>	<b>100%</b>

57 Comments (See Comment Sheet)

43. If you did attend the 2015 holiday party, what did you like? (Select all that apply)





Answer	0%	100%	Number of Response(s)	Response Ratio
Location			16	45.7 %
Food			19	54.2 %
Band			21	60.0 %
Evening with friends			32	91.4 %
<b>Totals</b>			<b>35</b>	<b>100%</b>

44. What would you have changed about the holiday party? (Select all that apply)

Answer	0%	100%	Number of Response(s)	Response Ratio
A different location			16	21.9 %
Been on a Friday night			17	23.2 %
Been on a Saturday night			38	52.0 %
Lower cost			21	28.7 %
Have a DJ instead of a band			11	15.0 %
Other - Please comment			4	5.4 %
<b>Totals</b>			<b>73</b>	<b>100%</b>









23 Comments (See Comment Sheet)

45. The Entertainment Committee hosts other non-tennis related events. Which of these other social events, hosted by the Entertainment Committee, have you attended at MTC? (Select all that apply) And feel free to provide any comments about any of these events.

Answer	0%	100%	Number of Response(s)	Response Ratio
Cinco de Mayo			64	62.1 %
Ping Pong Tournament			41	39.8 %
Golf outing in years past			5	4.8 %
Casino Royale			35	33.9 %
<b>Totals</b>			<b>103</b>	<b>100%</b>

26 Comments (See Comment Sheet)

46. Would you be interested in attending any of the following events? (Select all that apply)

Answer	0%	100%	Number of Response(s)	Response Ratio
Wine train in Napa			18	16.6 %
Wine tour in Sonoma/Napa			22	20.3 %
Biking event			18	16.6 %
Attending Indian Wells with a group			44	40.7 %
Breakfast during Wimbledon			38	35.1 %
Casino Royale			30	27.7 %
Week of clinics and play in Hawaii			45	41.6 %
Other			15	13.8 %
<b>Totals</b>			<b>108</b>	<b>100%</b>

15 Comments (See Comment Sheet)

## Café and Website

47. What is your overall satisfaction with café food service and quality?

Answer	0%	100%	Number of Response(s)	Response Ratio
Very satisfied			96	42.4 %
Somewhat satisfied			64	28.3 %
Somewhat dissatisfied			26	11.5 %
Not at all satisfied			6	2.6 %
No Response(s)			34	15.0 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

48. The café has been experimenting with a dinner menu Wednesday through Friday. It includes salads and some hot plates. What do you think about the dinner menu?

Answer	0%	100%	Number of Response(s)	Response Ratio
I like the dinner menu and would like to see it continue			45	19.9 %
I like most of the dinner menu choices but think the portions of protein, when offered, should be larger			17	7.5 %
I have not liked the menu and would prefer different options			11	4.8 %
I have not tried the dinner food but am interested in trying it			74	32.7 %
I have no interest in the dinner food			37	16.3 %
No Response(s)			42	18.5 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

49. What new features would you like to see become part of the café and bar service?

86 Comments (See Comment Sheet)

50. How often do you access/view the MTC webcam for court 1 from the MTC Website (which is available without having to log in)?

Answer	0%	100%	Number of Response(s)	Response Ratio
Very rarely or not at all			66	29.2 %
One to four times a month			82	36.2 %
Once or twice a week			29	12.8 %
Three to four times a week			11	4.8 %
More than four times a week			6	2.6 %
No Response(s)			32	14.1 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

51. How often do you access/view the MTC court/event calendar from the MTC Website (which is available without having to log in)?

Answer	0%	100%	Number of Response(s)	Response Ratio
Very rarely or not at all			133	58.8 %
One to four times a month			52	23.0 %
Once or twice a week			8	3.5 %
Three to four times a week			1	<1 %
More than four times a week			0	0.0 %
No Response(s)			32	14.1 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

52. How often do you log into the Members-Only portion of the MTC Website?

Answer	0%	100%	Number of Response(s)	Response Ratio
Not at all as I require additional instructions on how to log in			20	8.8 %
Very rarely or not at all			77	34.0 %
One to four times a month			75	33.1 %
Once or twice a week			18	7.9 %
Three to four times a week			4	1.7 %
More than four times a week			1	<1 %
No Response(s)			31	13.7 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

53. The MTC Website contains online "Profiles" of all members. They include email addresses, home addresses, mobile/home/business phone numbers, member pictures, and more. A members-only "Search Directory" feature allows Club members to search for member profiles based on some combination of Name, Gender, USTA Rating, and USTA Age-Group. For example, one can quickly find the profiles of all 3.5 Women in the 55+ Age Group. Have you used the Search Directory feature to locate member profiles?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			42	18.5 %
No. I am aware of the Search Directory feature but haven't used it.			90	39.8 %
No. I wasn't aware that that there was a Search Directory feature.			64	28.3 %
No Response(s)			30	13.2 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

54. When you access the Members-Only portion of the MTC Website, do you allow your browser to save your ID and Password so you never have to enter them again?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			108	47.7 %
No			64	28.3 %
No Response(s)			54	23.8 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

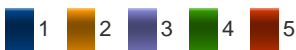
55. When you sign up for Teams or MTC Events, do you look to see who else has enrolled using the "View Team Roster" and "View Attendees" menu options?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			129	57.0 %
No			46	20.3 %
No Response(s)			51	22.5 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

## 56. Prioritize the following possible website feature enhancements.

1 = Most Important - The lower the Ranking Score, the more favored it is.

Answer	1	2	3	4	5
Allow members to see the daily calendar (i.e. the paper calendar positioned on the front desk) in near real time by capturing a snapshot with a webcam and posting it online.	<a href="#">49</a> (30%)	<a href="#">37</a> (23%)	<a href="#">33</a> (20%)	<a href="#">22</a> (13%)	<a href="#">19</a> (11%)
Set up a webcam pointing to the back courts that can be viewed at the front desk, so members and the front desk staff can view the back courts' occupancy before signing up for them.	<a href="#">25</a> (15%)	<a href="#">42</a> (26%)	<a href="#">34</a> (21%)	<a href="#">36</a> (22%)	<a href="#">23</a> (14%)
Expand the member profile to include an editable and searchable Business/Skill Directory.	<a href="#">10</a> (6%)	<a href="#">19</a> (11%)	<a href="#">38</a> (23%)	<a href="#">29</a> (18%)	<a href="#">64</a> (40%)
View outstanding membership and cafe expenses updated on a somewhat regular basis (e.g. daily/weekly).	<a href="#">52</a> (32%)	<a href="#">43</a> (26%)	<a href="#">25</a> (15%)	<a href="#">24</a> (15%)	<a href="#">16</a> (10%)
Convert the phone numbers and email address listed in the member profiles to be click-to-call and click-to-email links.	<a href="#">24</a> (15%)	<a href="#">19</a> (11%)	<a href="#">30</a> (18%)	<a href="#">49</a> (30%)	<a href="#">38</a> (23%)



Answer		Number of Responses	Ranking Score*
Allow members to see the daily calendar (i.e. the paper calendar positioned on the front desk) in near real time by capturing a snapshot with a webcam and posting it online every few minutes.		160	2.5
Set up a webcam pointing to the back courts that can be viewed at the front desk, so members and the front desk staff can view the back courts' occupancy before signing up for them.		160	2.9
Expand the member profile to include an editable and searchable Business/Skill Directory.		160	3.7
View outstanding membership and cafe expenses updated on a somewhat regular basis (e.g. daily/weekly).		160	2.4
Convert the phone numbers and email address listed in the member profiles to be click-to-call and click-to-email links.		160	3.4

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57. Please comment on what you like most about the MTC website.

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**76 Comments (See Comment Sheet)**

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58. Please comment on what you like least about the MTC website.

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**46 Comments (See Comment Sheet)**

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59. Please identify any new website or non-website technology features you would like to see the Club implement.




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**30 Comments (See Comment Sheet)**




# Finance

In 2006 the club took out a \$350,000 loan with Bank of Marin to pay for a kitchen remodel and, more importantly, to pay back a group of early members who had loaned monies to the club. We took a new loan of \$150,000 from the Bank in 2008 to finance the Plexicushion court improvement, and members paid a small monthly assessment over 7 years to cover this loan. In 2013 we refinanced both loans into a new single loan at an improved interest rate. In the future we are likely to again look to borrowing monies for important projects at MTC, for example to improve some of the tennis courts to keep them playable for the next 25 years. MTC might look to borrow this money from a bank or possibly from MTC members, if that would be more favorable to the Club (e.g., as it could increase MTC's borrowing capability or money could be borrowed at a more favorable interest rate). If the Board at MTC decided to initiate a large project and creates a clear, well documented borrowing agreement with a group of members who could individually lend MTC (possibly called the MTC Member Borrowing Facility) between \$10,000 and \$100,000 for a fixed term at an appropriate rate of interest to be paid by MTC to the lenders, would you:

## 60. Approve of this approach?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			151	66.8 %
No			37	16.3 %
No Response(s)			38	16.8 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

## 61. Be interested in learning more and possibly participating?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			57	25.2 %
No			127	56.1 %
No Response(s)			42	18.5 %
<b>Totals</b>			<b>226</b>	<b>100%</b>



Whether through a Bank or through Member Borrowing Facility, the Club may decide to fund the loan through member assessment. If the Club decided to follow the path taken in 2008 for the Plexicushion project, this could take the form of a monthly assessment on current and future members over a multi-year term.

62. What term would you be most comfortable with, noting that the shorter the term the larger the \$ number will be?

Answer	0%	100%	Number of Response(s)	Response Ratio
3 Years			18	7.9 %
5 Years			63	27.8 %
7 Years			99	43.8 %
No Response(s)			46	20.3 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

63. Rather than a monthly assessment added to your dues, would you prefer being charged a one-time assessment to pay for large capital expenditures?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			18	7.9 %
No			166	73.4 %
No Response(s)			42	18.5 %
<b>Totals</b>			<b>226</b>	<b>100%</b>

## Conclusion

64. If you have any final suggestions or comments regarding the Club (including comments about this survey), please enter them here. Click "Finish" at the bottom to complete the survey. Thank you.

82 Comments (See Comment Sheet)