

LAKESIDE SWIM & RACQUET CLUB
MEMBER SATISFACTION SURVEY RESULTS
2008-2009 SEASON

Number of Surveys Sent 205
 Completed Surveys Received 63
 Response Rate: 31%

1 How long have you been a member of the pool?

1-3 Years		4-5 Years		6-10 Years		10-20 Years		20+ Years		Validation	
Number of Responses	%	Number of Responses	%	Number of Responses	%	Number of Responses	%	Number of Responses	%	Number of Responses	%
21	33%	10	16%	6	9%	10	16%	17	27%	64	100%

2 If you have been a member for five years or less, how did you hear about LSRC?

Friend/Neighbor		Email Ad		Flyer		Internet Search		Realtor		Community		Yard Sign		Other		Validation	
Number of Responses	%	Number of Responses	%	Number of Responses	%	Number of Responses	%	Number of Responses	%	Number of Responses	%	Number of Responses	%	Number of Responses	%	Number of Responses	%
22	71%		0%		0%	1	3%	1	3%		0%	2	6%	5	16%	31	100%

3-member as child, family has membership, live near

3 Please indicate the number of members in your household in each age category.

0-4 Years		5-12 Years		13-18 Years		19-24 Years		25-35 Years		36-49 Years		50-64 Years		65+ Years		Validation	
Number in Household	%	Number in Household	%	Number in Household	%	Number in Household	%	Number in Household	%	Number in Household	%	Number in Household	%	Number in Household	%	Number of Responses	%
9	4%	43	21%	32	16%	16	8%	16	8%	42	21%	29	14%	16	8%	203	100%

4 Is there anyone in your household with special needs who uses the facility?

Yes		No		No Answer		Validation	
Number of Responses	%	Number of Responses	%	Number of Responses	%	Number of Responses	%
3	5%	54	84%	7	11%	64	100%

SURVEY QUESTIONS		Strongly Agree		Agree		Disagree		Strongly Disagree		No Opinion		Validation	
		Number of Responses	%	Number of Responses	%	Number of Responses	%	Number of Responses	%	Number of Responses	%	Number of Responses	%
5	I feel welcomed when I arrive at the facility.	16	25%	38	59%	4	6%		0%	6	9%	64	100%
6	I am aware of the manager-on-duty or I can find one easily if I need help.	11	17%	30	47%	13	20%	4	6%	6	9%	64	100%
7	The facility is adequately staffed at all times.	9	14%	26	41%	18	28%	2	3%	9	14%	64	100%
8	LSRC staff members are courteous and helpful.	18	28%	34	53%	8	13%		0%	4	6%	64	100%
9	I receive timely feedback to my inquiries from the LSRC staff.	9	14%	23	36%	3	5%	1	2%	28	44%	64	100%
10	I would support a tennis <i>program</i> , for adults and youth, if offered <i>in the future</i> .	9	14%	20	31%	3	5%	3	5%	29	45%	64	100%
11	LSRC provides adequate opportunities for tennis lessons at a reasonable fee.	4	6%	14	22%	4	6%	1	2%	41	64%	64	100%
12	LSRC provides adequate opportunities for swim lessons at a reasonable fee.	8	13%	16	25%	3	5%	1	2%	36	56%	64	100%
13	There were a variety of planned activities this season that appealed to me.	7	11%	29	45%	8	13%	4	6%	16	25%	64	100%
14	I receive adequate and timely information about planned activities.	12	19%	30	47%	15	23%	3	5%	4	6%	64	100%
15	I would like to see beer/alcohol permitted at LSRC for special events.	10	16%	22	34%	11	17%	13	20%	8	13%	64	100%
16	I am aware that the Board actively recruits new board and committee volunteers.	14	22%	35	55%	6	9%		0%	9	14%	64	100%
17	I'd like to have more information about Board activities and decisions.	8	13%	31	48%	8	13%	1	2%	16	25%	64	100%
18	I am aware that board meetings are open for all members to observe.	14	22%	35	55%	8	13%	1	2%	6	9%	64	100%
19	Board members are always willing to listen to my ideas and suggestions.	7	11%	18	28%	7	11%	2	3%	30	47%	64	100%
20	Board members are courteous and helpful.	10	16%	19	30%	5	8%	1	2%	29	45%	64	100%
21	The board of directors is responsive and makes positive changes quickly.	5	8%	11	17%	12	19%	4	6%	32	50%	64	100%
22	I am satisfied with the snack bar offerings.	6	9%	25	39%	12	19%	3	5%	18	28%	64	100%
23	The prices in the snack bar are reasonable.	11	17%	27	42%	7	11%	2	3%	17	27%	64	100%
24	I enjoyed the offerings from the grill and would like to see this continued.	24	38%	26	41%		0%		0%	14	22%	64	100%
25	LSRC should have designated smoking areas.	23	36%	15	23%	10	16%	8	13%	8	13%	64	100%

SURVEY QUESTIONS		Strongly Agree		Agree		Disagree		Strongly Disagree		No Opinion		Validation	
		Number of Responses	%	Number of Responses	%	Number of Responses	%	Number of Responses	%	Number of Responses	%	Number of Responses	%
26	I've seen LSRC's new website and have used it to find current information.	13	20%	22	34%	6	9%		0%	23	36%	64	100%
27	In order to extend Sunday hours to 10:00am-8pm without a dues increase, I would support changing our operating hours to 10:30-8pm, Mon-Fri.	20	31%	22	34%	8	13%	5	8%	9	14%	64	100%
28	Without decreasing our regular operating hours, I would be willing to pay a dues increase of \$20 to have Sunday hours changed to 10:00am-8pm.	6	9%	9	14%	24	38%	17	27%	8	13%	64	100%
29	I would like the option of an extended payment plan for annual dues renewal.	14	22%	23	36%	6	9%	2	3%	19	30%	64	100%
30	I would like to have the option to renew my membership and pay dues online.	17	27%	24	38%	7	11%	2	3%	14	22%	64	100%
31	I am aware that LSRC accepts credit cards as a form of dues payment.	14	22%	32	50%	8	13%		0%	10	16%	64	100%
32	I am pleased with the overall appearance and maintenance of the facility.	7	11%	31	48%	16	25%	5	8%	5	8%	64	100%
33	I would be willing to pay an increase of \$50 in dues to have the facility professionally staffed and maintained by a third-party.	12	19%	10	16%	15	23%	13	20%	14	22%	64	100%
34	There is adequate seating available for dining, lounging or sunbathing.	11	17%	38	59%	9	14%	1	2%	5	8%	64	100%
35	I would like to see the pool house and other buildings and fixtures freshly painted with an updated color scheme.	13	20%	20	31%	11	17%	1	2%	19	30%	64	100%
36	I enjoy listening to music while at the pool and think that the volume and location of speakers is appropriate.	15	23%	24	38%	13	20%	3	5%	9	14%	64	100%
37	The addition of a playground <i>in the future</i> would be of interest to our household.	11	17%	12	19%	14	22%	4	6%	23	36%	64	100%
38	The addition of a water-slide <i>in the future</i> would be of interest to our household.	18	28%	11	17%	12	19%	3	5%	20	31%	64	100%