



THE TENNIS CENTER at Steamboat Springs

Constant Contact Survey Results

Survey Name: Tennis Center Survey Dec 2017

Response Status: Partial & Completed

Filter: None

1/1/2018 8:33 AM MST

What type of user at you?

Answer	0%	100%	Number of Response(s)	Response Ratio
Permanent resident of Steamboat Springs			101	68.2 %
Permanent resident of Routt County but live outside Steamboat			14	9.4 %
Property owner in Routt County but not a permanent resident			20	13.5 %
Visitor to Steamboat Springs			12	8.1 %
No Response(s)			1	<1 %
Totals			148	100%

*What activities do you and your family members participate in at the Tennis Center? (Check all boxes that apply)

Answer	0%	100%	Number of Response(s)	Response Ratio
Adult Tennis			81	54.7 %
Junior Tennis			21	14.1 %
Pickleball			69	46.6 %
Don't participate but care about the Tennis Center			8	5.4 %
Totals			148	100%

***How often do you or your family use the Tennis Center?**

Answer	0%	100%	Number of Response(s)	Response Ratio
5 or more times per week			12	8.1 %
3 to 4 times per week			54	36.4 %
1 to 2 times per week			52	35.1 %
Once per month			9	6.0 %
Once or twice per year			14	9.4 %
My family and I do not use the Tennis Center			6	4.0 %
No Response(s)			1	<1 %
Totals			148	100%

Do you pay as you play or are you a medallion pass holder? (Check all that apply)

Answer	0%	100%	Number of Response(s)	Response Ratio
Pay as I play			119	86.2 %
Gold Annual Medallion			9	6.5 %
Super Saver Annual Medallion			3	2.1 %
Summer Gold Medallion			4	2.8 %
Summer Super Saver Medallion			5	3.6 %
Winter Gold Medallion			0	0.0 %
Winter Super Saver Medallion			1	<1 %
Monthly or Weekly Medallion			2	1.4 %
Totals			138	100%

I'm not familiar with Medallions at the Tennis Center, but I'd like more information.

Answers	Number of Response(s)
First Name	12
Last Name	12
Home Phone	11
Email Address	12

Please rank the factors that most influence your use of the Tennis Center.

1 = Not Applicable, 2 = Neutral, 3 = Somewhat Important, 4 = Important, 5 = Very Important

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
Playing time allowed by my medallion						116	1.6
Court rental cost						129	3.2
Timing and availability of programs						131	3.6
Timing and availability of drills						116	3.0
Leagues/Ladders and other organized play						125	3.0
Availability of open courts for unorganized play						128	3.4
Social events and help setting up matches						118	2.6
Helpfulness of staff						130	4.0
Friendly and inviting place to meet friends and be active						132	4.1

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

Are you able to find tennis and/or pickleball drills that suit your needs?.

Answer	0%	100%	Number of Response(s)	Response Ratio
Can always find a drill that suits my need			28	20.4 %
Can find a drill most of the time that suits my needs			51	37.2 %
Have difficulty finding a drill that suits my needs at the time I want			17	12.4 %
Not interested in drills			38	27.7 %
Totals			137	100%

How important are the outdoor clay courts?

1 = Not Important, 2 = Slightly Important, 3 = Somewhat Important, 4 = Important, 5 = Very Important

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
						143	2.6

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

How best can the Tennis Center accommodate Tennis, Pickleball and other Sports? (Click all that apply)

Answer	0%	100%	Number of Response(s)	Response Ratio
Doing a great job with Tennis, Pickleball and other sports - Don't change anything			33	22.6 %
Don't agree with multi-use at the Tennis Center			5	3.4 %
It's good now but it would be much better with dedicated Indoor Pickleball courts in a building expansion			84	57.5 %
Don't really have an opinion			29	19.8 %
Totals			146	100%

How do you rank adult tennis instruction at the Tennis Center?

1 = Poor, 2 = Not Satisfactory, 3 = Satisfactory, 4 = Good, 5 = Very Good, 6 = Excellent

	1	2	3	4	5	6	Number of Response(s)	Rating Score*
							90	4.9

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

How do you rank the junior tennis instruction at the Tennis Center?

1 = Poor, 2 = Not Satisfactory, 3 = Satisfactory, 4 = Good, 5 = Very Good, 6 = Excellent

	1	2	3	4	5	6	Number of Response(s)	Rating Score*
							77	4.8

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

How do you rank the front desk in terms of service?

1 = Poor, 2 = Not Satisfactory, 3 = Satisfactory, 4 = Good, 5 = Very Good, 6 = Excellent

	1	2	3	4	5	6	Number of Response(s)	Rating Score*
							143	4.9

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

Rank the factors that would influence you to use the Tennis Center more.

1 = Not Applicable, 2 = Negative Affect, 3 = Neutral Affect, 4 = Somewhat Important, 5 = Important, 6 = Very Important

Answer	1	2	3	4	5	6	Number of Response(s)	Rating Score*
More men's doubles leagues or other organized doubles play for men							108	2.1
More women's doubles leagues or other organized doubles play for women							99	2.6
More men's singles leagues or other organized singles for men							103	1.8
More women's singles leagues or other organized singles for women							99	2.2
More programs for juniors							103	2.1
More tournaments							102	2.9
More social events							104	3.0
Reduced court rental fees							109	3.7
Reduced medallion prices							103	3.0

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

Please rate the importance of the recent improvements at the Tennis Center.

1 = Not Important, 2 = Slightly Important, 3 = Important, 4 = Very Important

Answer	1	2	3	4	Number of Response(s)	Rating Score*
Refurbished Clay Courts					121	2.5
Water bottle fill-up fountains with filters					132	3.1
Shade awnings on the outdoor courts					133	3.2
Court cleaning machine					118	2.9
Online registration system					114	2.6
Outdoor Pickleball courts					133	2.8
More extensive pro shop					122	2.3

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

Please rank the following properties of the Tennis Center.

1 = Poor, 2 = Below Average, 3 = Average, 4 = Above Average, 5 = Excellent

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
Locker Rooms						132	2.9
Outdoor Hard Courts						112	4.2
Outdoor Clay Courts						100	4.1
Indoor Courts						123	4.3
Pro Shop						117	3.3
Facility Cleanliness						133	3.9

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

Please offer an overall assessment of your recent experience at the Tennis Center.

1 = Poor, 2 = Not Satisfactory, 3 = Satisfactory, 4 = Good, 5 = Very Good, 6 = Excellent

	1	2	3	4	5	6	Number of Response(s)	Rating Score*
							141	5.2

*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

What improvements or additions would you like to see at the Tennis Center in 2018 and beyond?

80 Response(s)

Why do you feel the new Tennis and Pickleball Endowment Fund is important to the future of the Tennis Center at Steamboat?

68 Response(s)

What are your feelings on the importance of the Steamboat Tennis Association and the Steamboat Springs Pickleball Association in their partnership with the Tennis Center?

81 Response(s)