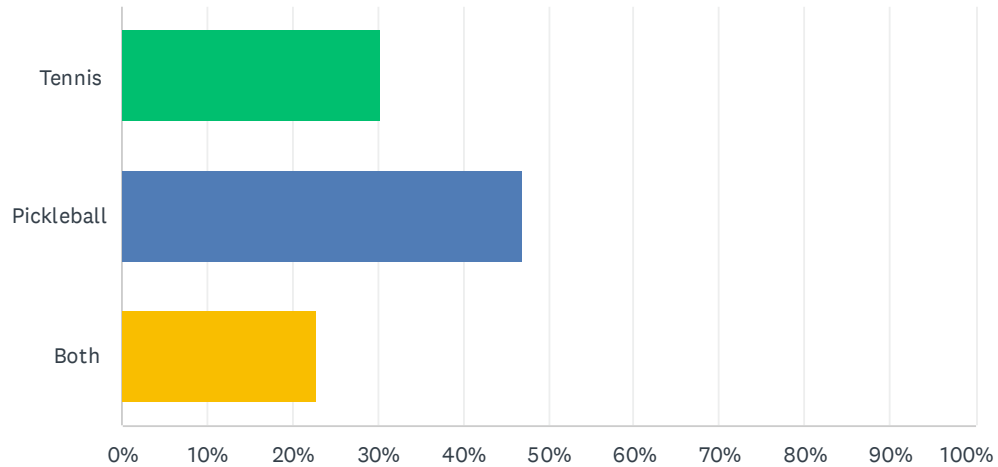


Q1 What activities do you participate in at the Tennis and Pickleball Center?

Answered: 434 Skipped: 0

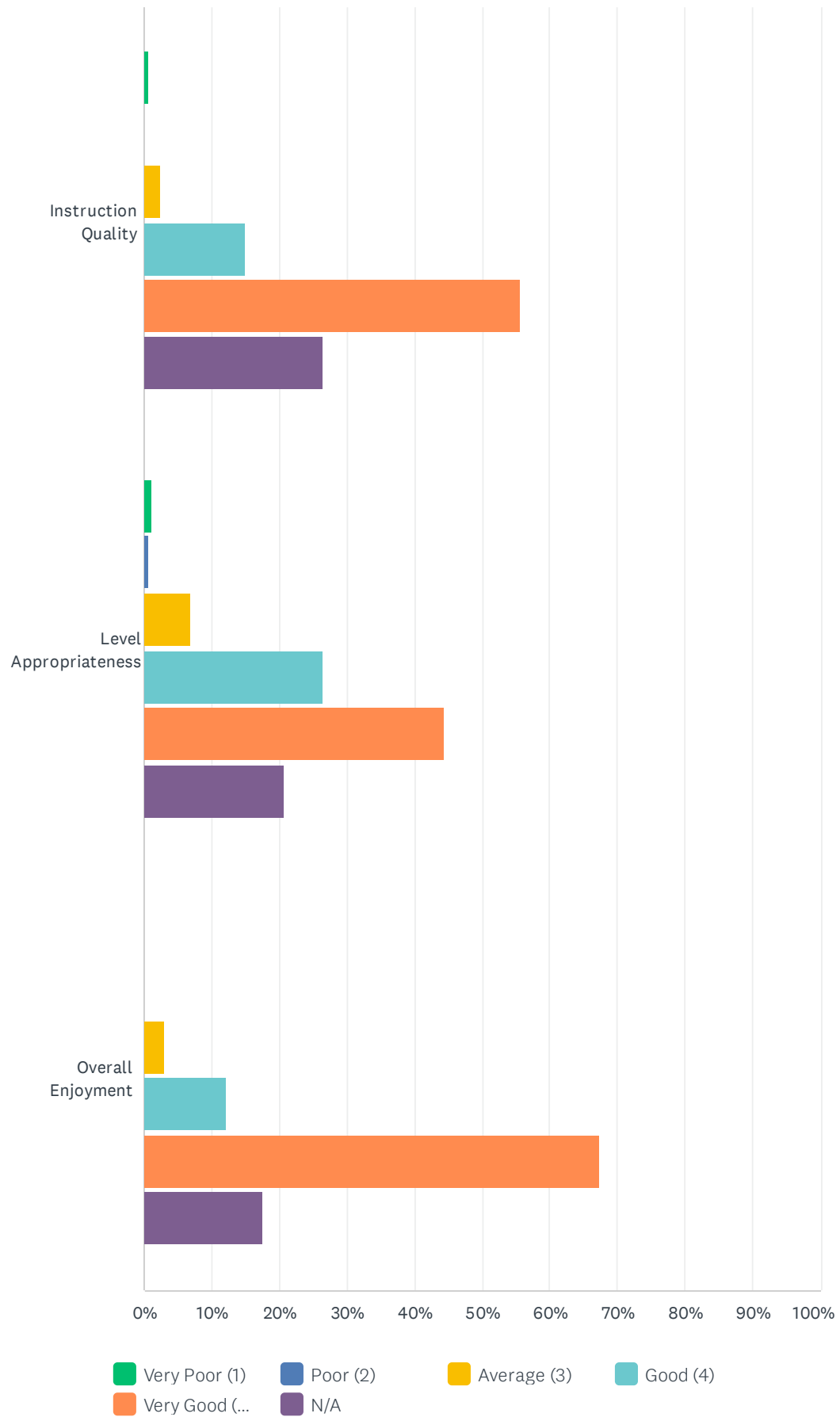


ANSWER CHOICES		RESPONSES	
Tennis		30.18%	131
Pickleball		47.00%	204
Both		22.81%	99
TOTAL			434

Q2 Please rate the Tennis Clinics for the following

Answered: 175 Skipped: 259

Tahoe Donner Tennis + Pickleball Survey

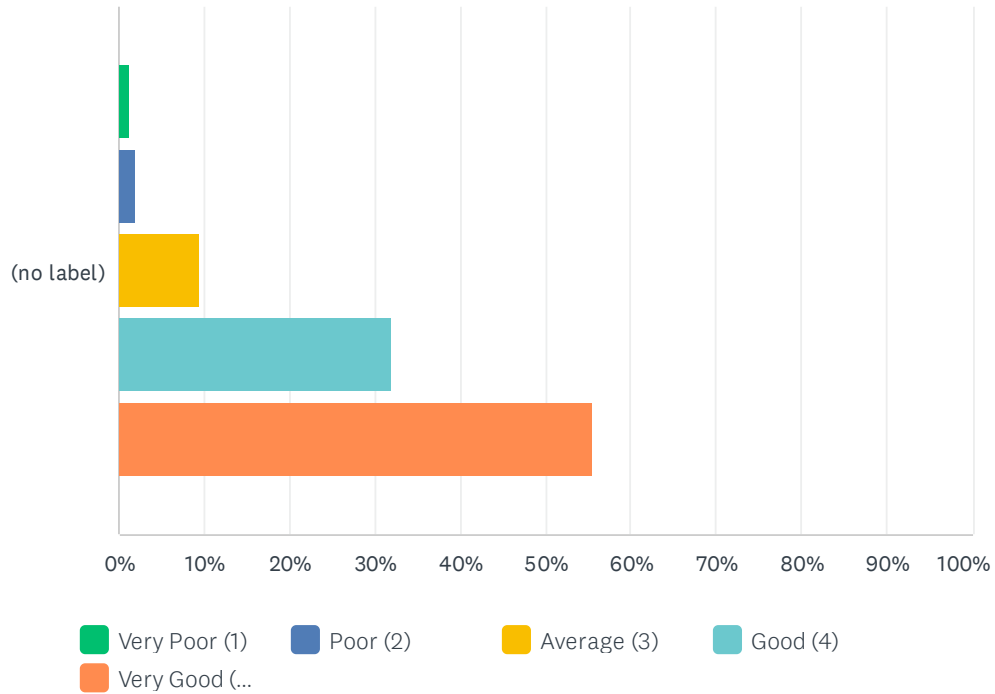


Tahoe Donner Tennis + Pickleball Survey

	VERY POOR (1)	POOR (2)	AVERAGE (3)	GOOD (4)	VERY GOOD (5)	N/A	TOTAL	WEIGHTED AVERAGE
Instruction Quality	0.57% 1	0.00% 0	2.30% 4	14.94% 26	55.75% 97	26.44% 46	174	4.70
Level Appropriateness	1.15% 2	0.57% 1	6.90% 12	26.44% 46	44.25% 77	20.69% 36	174	4.41
Overall Enjoyment	0.00% 0	0.00% 0	2.91% 5	12.21% 21	67.44% 116	17.44% 30	172	4.78

Q3 How would you rate the overall experience of Tennis Open Play at our center?

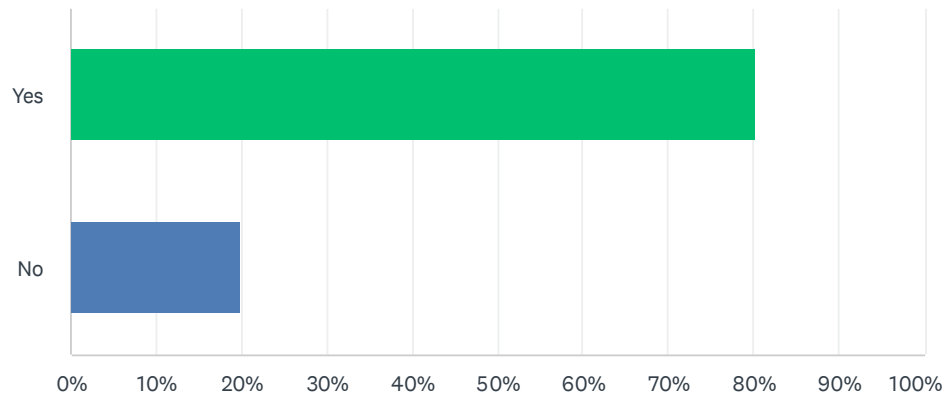
Answered: 159 Skipped: 275



	VERY POOR (1)	POOR (2)	AVERAGE (3)	GOOD (4)	VERY GOOD (5)	TOTAL	WEIGHTED AVERAGE
(no label)	1.26%	1.89%	9.43%	32.08%	55.35%	159	4.38
	2	3	15	51	88		

Q4 Do you feel that there are enough opportunities and time slots available for tennis programs at your skill level?

Answered: 166 Skipped: 268

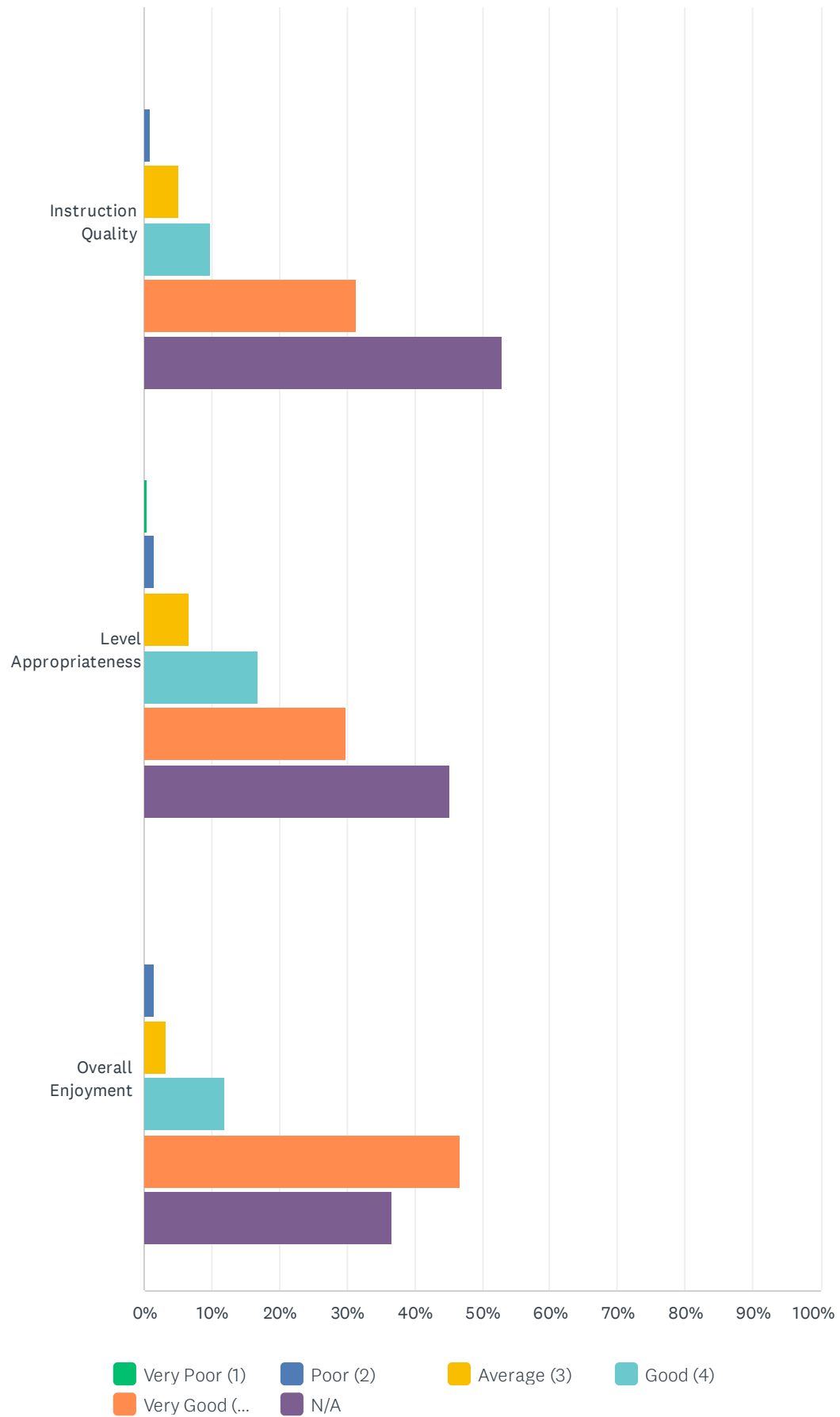


ANSWER CHOICES	RESPONSES	
Yes	80.12%	133
No	19.88%	33
TOTAL		166

Q5 Please rate the pickleball clinics for the following

Answered: 218 Skipped: 216

Tahoe Donner Tennis + Pickleball Survey

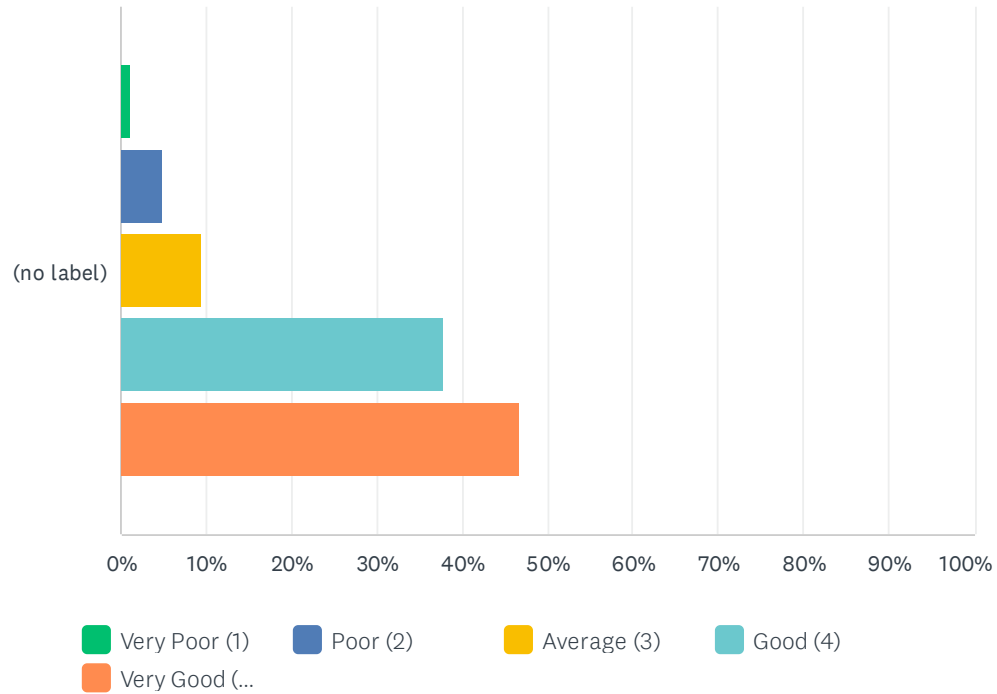


Tahoe Donner Tennis + Pickleball Survey

	VERY POOR (1)	POOR (2)	AVERAGE (3)	GOOD (4)	VERY GOOD (5)	N/A	TOTAL	WEIGHTED AVERAGE
Instruction Quality	0.00% 0	0.93% 2	5.14% 11	9.81% 21	31.31% 67	52.80% 113	214	4.51
Level Appropriateness	0.47% 1	1.40% 3	6.51% 14	16.74% 36	29.77% 64	45.12% 97	215	4.35
Overall Enjoyment	0.00% 0	1.39% 3	3.24% 7	12.04% 26	46.76% 101	36.57% 79	216	4.64

Q6 How would you rate the overall experience of Pickleball Open Play at our center?

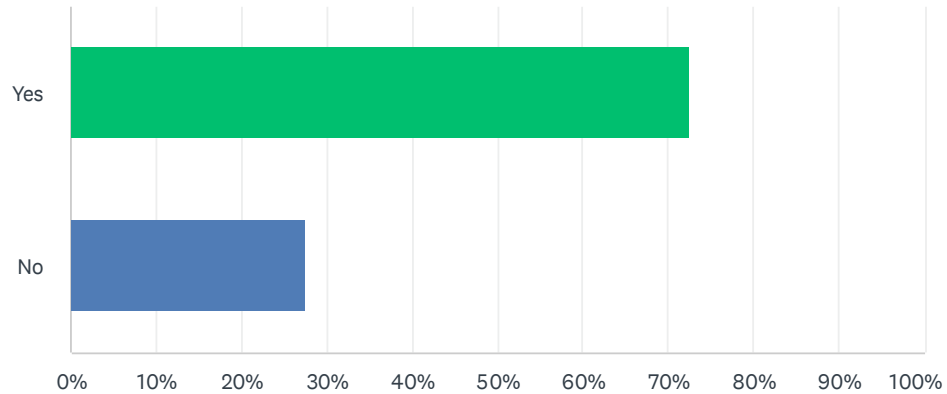
Answered: 201 Skipped: 233



	VERY POOR (1)	POOR (2)	AVERAGE (3)	GOOD (4)	VERY GOOD (5)	TOTAL	WEIGHTED AVERAGE
(no label)	1.00%	4.98%	9.45%	37.81%	46.77%	201	4.24
	2	10	19	76	94		

Q7 Do you feel that there are enough opportunities and time slots available for pickleball programs at your skill level?

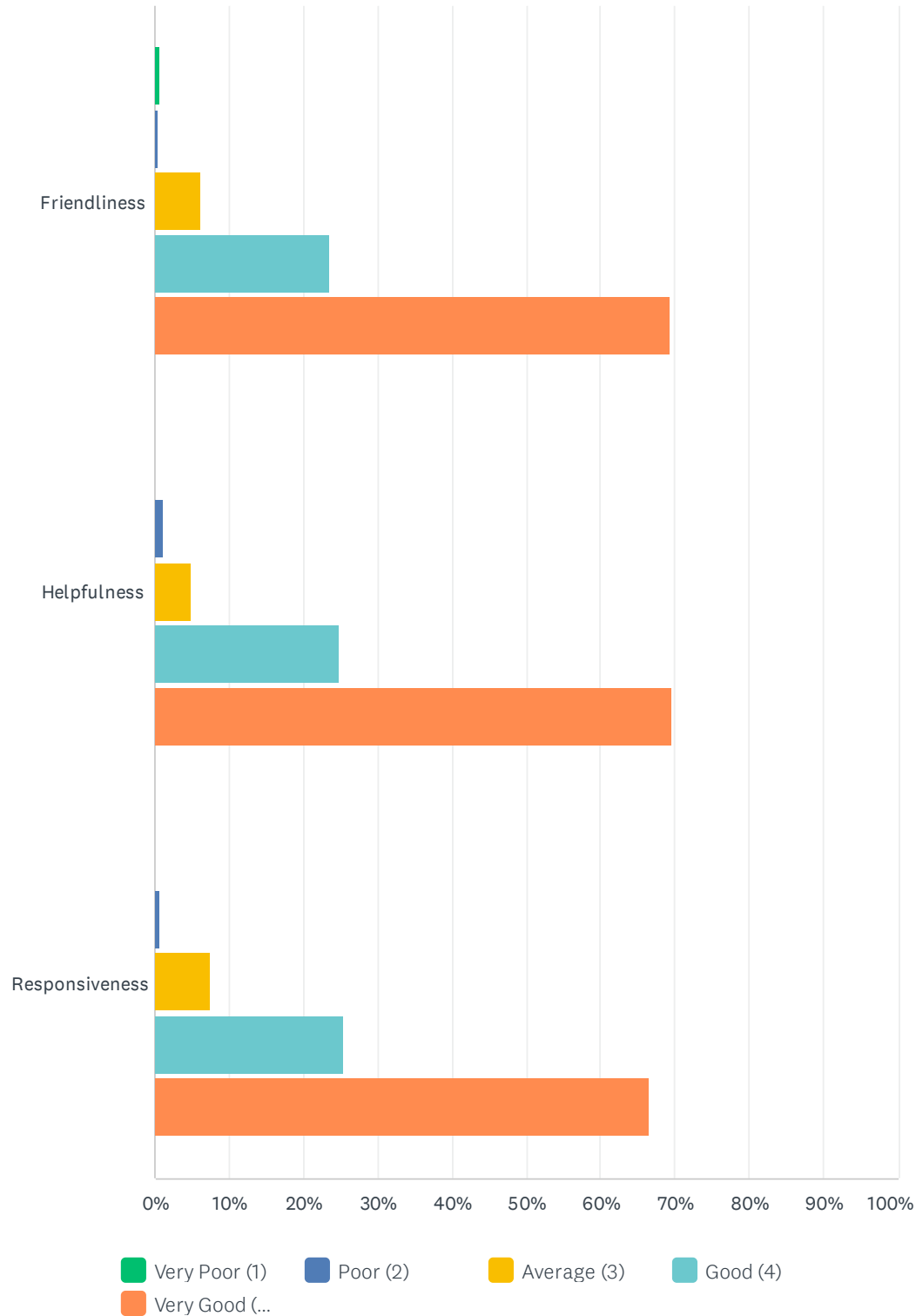
Answered: 208 Skipped: 226



ANSWER CHOICES	RESPONSES	
Yes	72.60%	151
No	27.40%	57
TOTAL		208

Q8 How would you rate your overall customer service experience with our pro shop staff:

Answered: 293 Skipped: 141

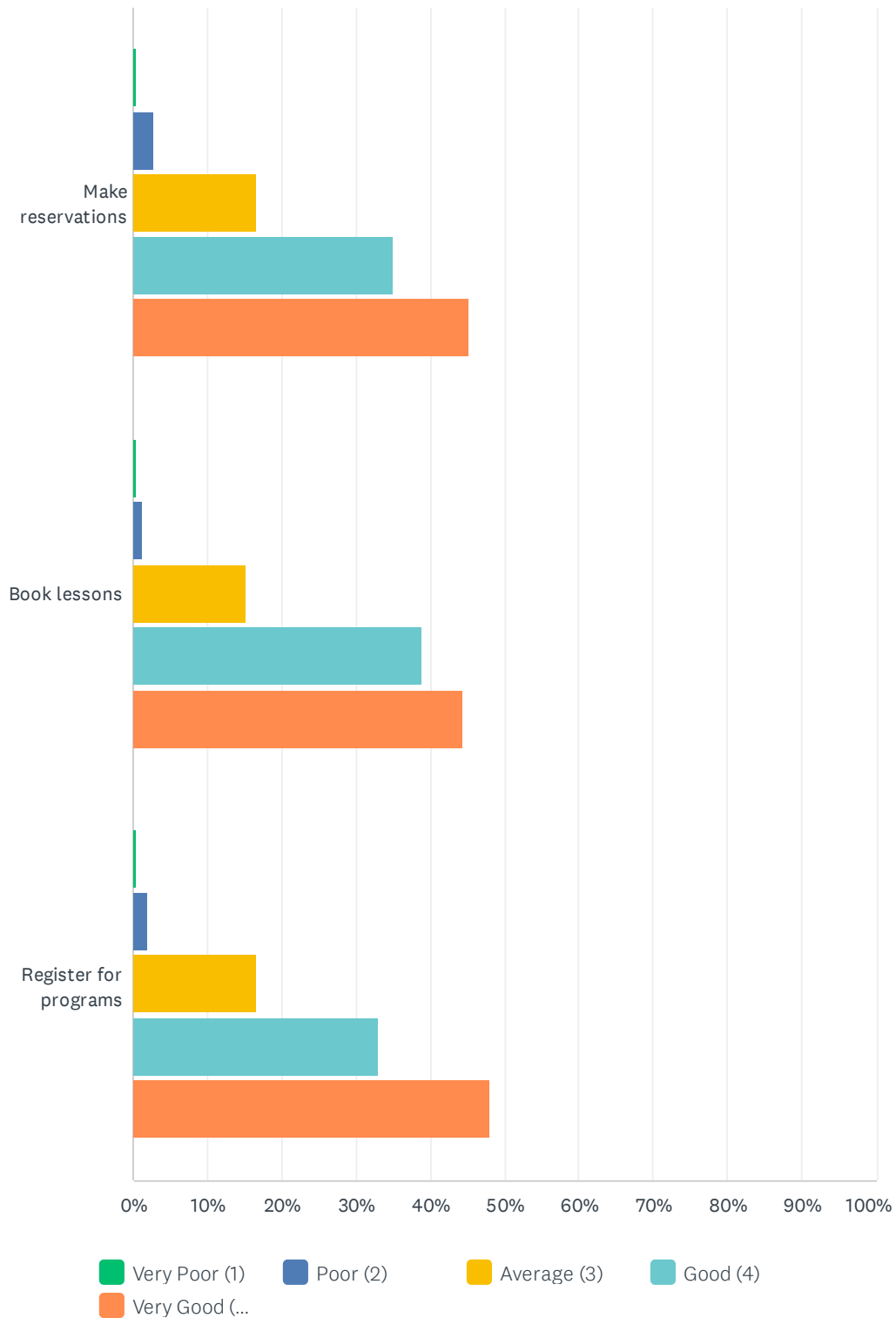


Tahoe Donner Tennis + Pickleball Survey

	VERY POOR (1)	POOR (2)	AVERAGE (3)	GOOD (4)	VERY GOOD (5)	TOTAL	WEIGHTED AVERAGE
Friendliness	0.68% 2	0.34% 1	6.14% 18	23.55% 69	69.28% 203	293	4.60
Helpfulness	0.00% 0	1.03% 3	4.81% 14	24.74% 72	69.42% 202	291	4.63
Responsiveness	0.00% 0	0.68% 2	7.53% 22	25.34% 74	66.44% 194	292	4.58

Q9 How easy do you find CourtReserve to use for the following:

Answered: 293 Skipped: 141



Tahoe Donner Tennis + Pickleball Survey

	VERY POOR (1)	POOR (2)	AVERAGE (3)	GOOD (4)	VERY GOOD (5)	TOTAL	WEIGHTED AVERAGE
Make reservations	0.35% 1	2.78% 8	16.67% 48	35.07% 101	45.14% 130	288	4.22
Book lessons	0.46% 1	1.37% 3	15.07% 33	38.81% 85	44.29% 97	219	4.25
Register for programs	0.39% 1	1.97% 5	16.54% 42	33.07% 84	48.03% 122	254	4.26

Q10 What improvements would you like to see in our reservation system or scheduling process?

Answered: 101 Skipped: 333

Q11 What improvements would you like to see in our physical facility?

Answered: 122 Skipped: 312

Q12 Are there any additional programs, special events, services, or amenities you'd like us to offer at the center?

Answered: 89 Skipped: 345

Q13 Any other comments?

Answered: 80 Skipped: 354