

Lee Graham Pool User Survey Synopsis

2008

(59 surveys returned)

Narrative Comments:

Facility:

Mike is the best! (3)

Communication between front desk clerks and swim program/teachers, etc

Request another Ping Pong Table

Facility rental rates on web/rates too high (2)

Hold periodic clean-up days during the summer (week nights) for members who cannot make Spring or Fall.

Healthier snack bar choices/maintain gas grills (fuel)

Would like cleaner locker rooms (8)

Locker rooms floors (6)

More/better umbrellas and chairs (4)

More shade in parking lot

Restructure (lower) guest pass pricing (3)

Facility run (life guards, desk clerks, managers) well and maintained well; Guard congregation area give impression that guards are not as attentive when group is there. (3)

Lifeguard lobbying/reaction to close pool during bad weather

Inconsistent policy enforcement (3)

Message board/website updated more frequently

Special member rates for those who have been long term members (from a 35 year member)

Enforce use of tables under deck for food/snack use

Keep facility open after Labor Day

Tennis:

Open use of tennis courts to include Monday and Wednesday/evening lessons

Promote availability of courts/year round use? (did not know members could use) (4)

Promote more use by families/kids as opposed to contracted instruction (2)

Courts need resurfacing/gate lock (2)

Tennis program/team—competition

Pool:

Pool use priority by members over use by non-members/offer evening lessons for those who work (2)

More lap lanes during busier times/why are lessons taught in lap lanes (3)

Better lifeguard/monitoring of baby pool during breaks/no floaties/kick boards in trap pool

Evening swim practices for working parents

More focus/training/coaching/communication for “B” team members

Different dive team practice times

Swim pants/diaper only be allowed in baby pool

Heavy use weekends cause water quality decline

Adult swim lessons

Quantitative results:

	Poor	Fair	Good	Excellent	
POOL		1	24	33	(57%)
SEATING AREA			36	22	(38%)
EQUIPMENT		4	37	16	(28%)
GROUNDS			37	20	(35%)
CLUBHOUSE	1	5	30	21	(37%)
STAFF		2	31	23	(41%)
BOARD		1	26	27	(50%)
TENNIS					
Use:	6 yes	no 52			
Program:	34 yes	no 3	26 no opinion		