

Lee Graham Pool User Survey Synopsis

2009 season

(43 surveys returned, compared with 59 in 2008)

Narrative Comments:

Facility:

Lee Graham is a 'wonderful place'—thanks to Mike and Curt (10 times)

Lifeguards should be more emphatic when alerting swimmers to rules/violations etc.

Lounge chairs are outdated and uncomfortable (3 times)

More umbrellas (2 times)

Snack bar/front desk needs "help" (6 times)

Allow alcohol in limited quantities

Clean locker rooms and/or toilets more often (4 times)

Maintain and up keep Basketball court

Parking lot well maintained

Ease rules about not eating off patio

Activities on volleyball court were intrusive (??)

Hot water in Women's showers TOO HOT!

Tennis:

Install lights for evening and/or fall season use

Tennis courts users should be assessed for maintenance, not all of LG membership (3 times)

Continue kid's lessons/program (3 times)

Tennis program is a great addition!

Pool:

Enjoyed use of early AM swim and priority given at other times (4 times)

Great swim school and swim lesson program/more info needed (2 times)

Lap lanes should ALWAYS be open and adults should have priority (3 times)

How can kids of working parents participate in swim program?

Quantitative results (43 total surveys):

	Poor	Fair	Good	Excellent
POOL		1	17	25 (58%)
SEATING AREA			24	18 (41%)
EQUIPMENT	1	7	21	14 (33%)
GROUNDS			20	22 (50%)
CLUBHOUSE		7	25	12 (28%)
STAFF		2	19	22 (50%)
BOARD		5	16	20 (47%)
TENNIS				
Use:	12 yes	no 37		
Program:	23 yes	no 5	16 no opinion	