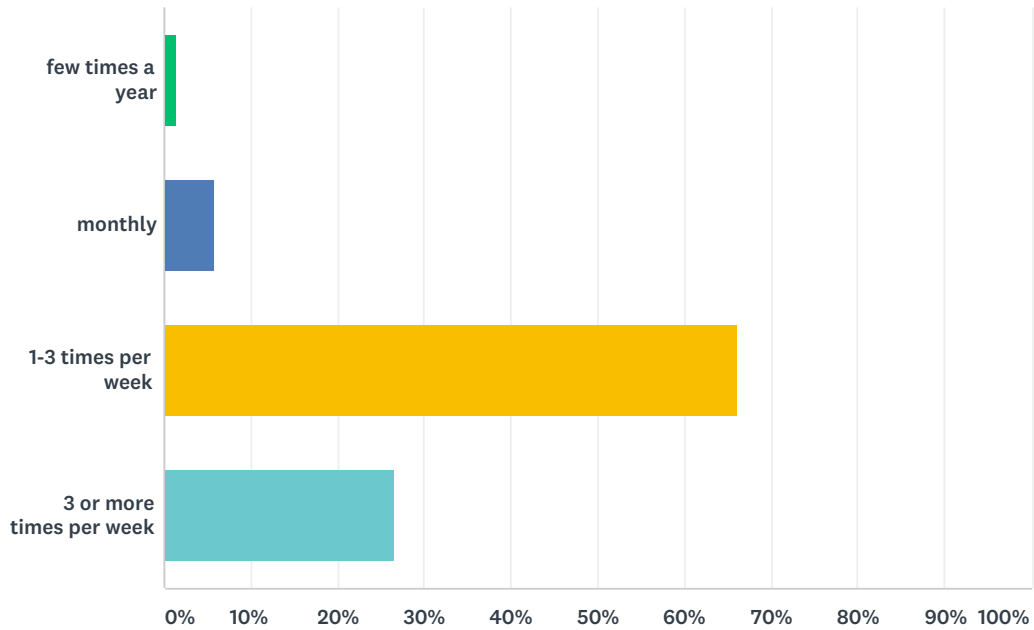


# Q1 How often do you play tennis at LMTC?

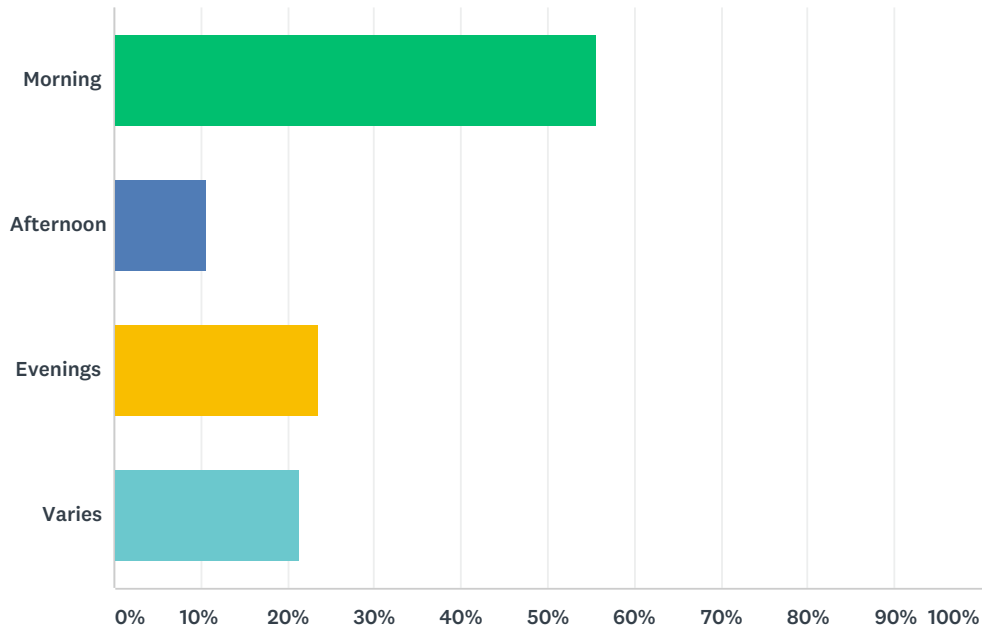
Answered: 139 Skipped: 2



| ANSWER CHOICES           | RESPONSES |
|--------------------------|-----------|
| few times a year         | 1.44% 2   |
| monthly                  | 5.76% 8   |
| 1-3 times per week       | 66.19% 92 |
| 3 or more times per week | 26.62% 37 |
| Total Respondents: 139   |           |

## Q2 When do you mostly play at LMTTC?

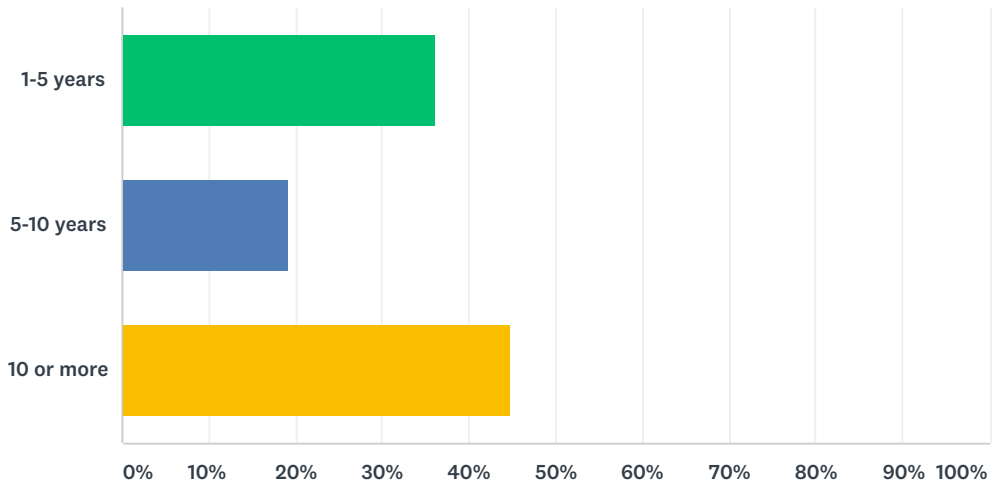
Answered: 140 Skipped: 1



| ANSWER CHOICES         | RESPONSES |    |
|------------------------|-----------|----|
| Morning                | 55.71%    | 78 |
| Afternoon              | 10.71%    | 15 |
| Evenings               | 23.57%    | 33 |
| Varies                 | 21.43%    | 30 |
| Total Respondents: 140 |           |    |

### Q3 How many years have you been a member of LMTC?

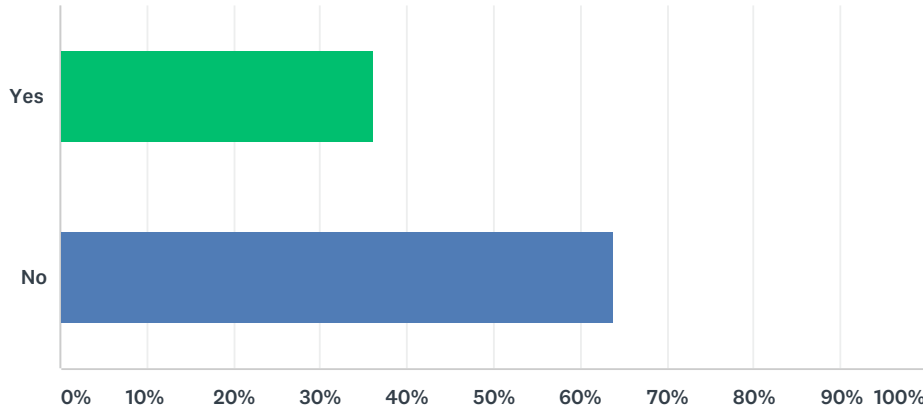
Answered: 141 Skipped: 0



| ANSWER CHOICES         | RESPONSES |    |
|------------------------|-----------|----|
| 1-5 years              | 36.17%    | 51 |
| 5-10 years             | 19.15%    | 27 |
| 10 or more             | 44.68%    | 63 |
| Total Respondents: 141 |           |    |

### Q4 Do you play in a league out of LMTC (WTT, USTA, Other)

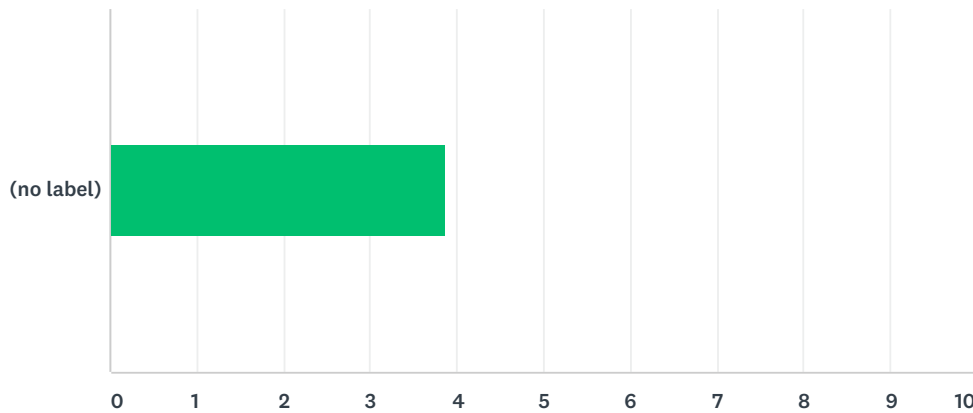
Answered: 141 Skipped: 0



| ANSWER CHOICES         | RESPONSES |    |
|------------------------|-----------|----|
| Yes                    | 36.17%    | 51 |
| No                     | 63.83%    | 90 |
| Total Respondents: 141 |           |    |

**Q5 Please rate your satisfaction with LMTC court surface and net quality, please rate on a scale from 1-5. 1 being poor, 5 excellent**

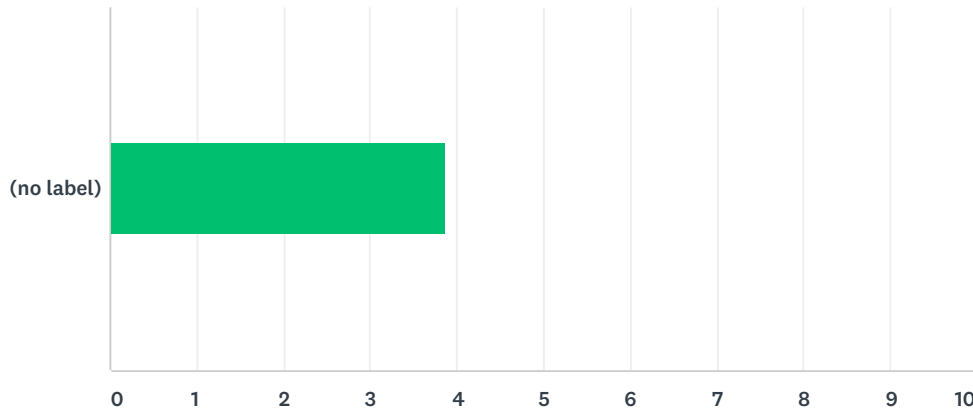
Answered: 141 Skipped: 0



|            | POOR       | NEEDS IMPROVEMENT | AVERAGE      | GOOD         | EXCELLENT    | TOTAL | WEIGHTED AVERAGE |
|------------|------------|-------------------|--------------|--------------|--------------|-------|------------------|
| (no label) | 0.00%<br>0 | 11.35%<br>16      | 14.18%<br>20 | 51.06%<br>72 | 23.40%<br>33 | 141   | 3.87             |

### Q6 Please rate your satisfaction with LMTC Lights?

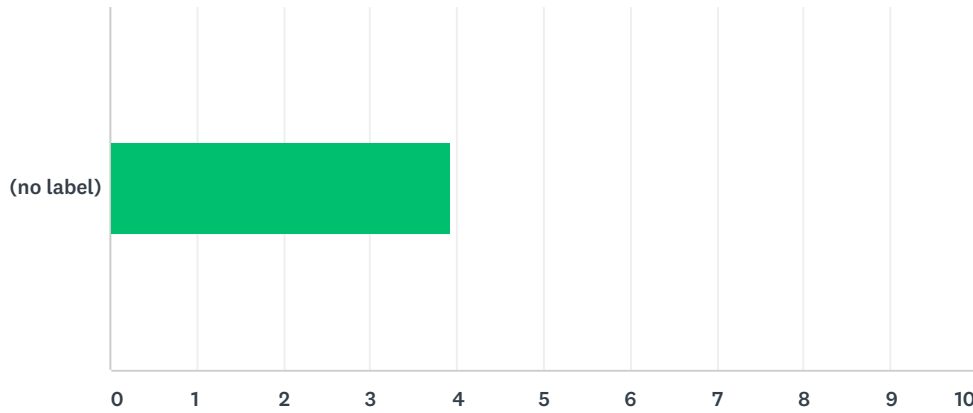
Answered: 134 Skipped: 7



|            | POOR       | NEEDS IMPROVEMENT | AVERAGE      | GOOD         | EXCELLENT    | TOTAL | WEIGHTED AVERAGE |
|------------|------------|-------------------|--------------|--------------|--------------|-------|------------------|
| (no label) | 0.00%<br>0 | 6.72%<br>9        | 18.66%<br>25 | 54.48%<br>73 | 20.15%<br>27 | 134   | 3.88             |

### Q7 What is your satisfaction with LMTC grounds (seating, water fountains, landscape)

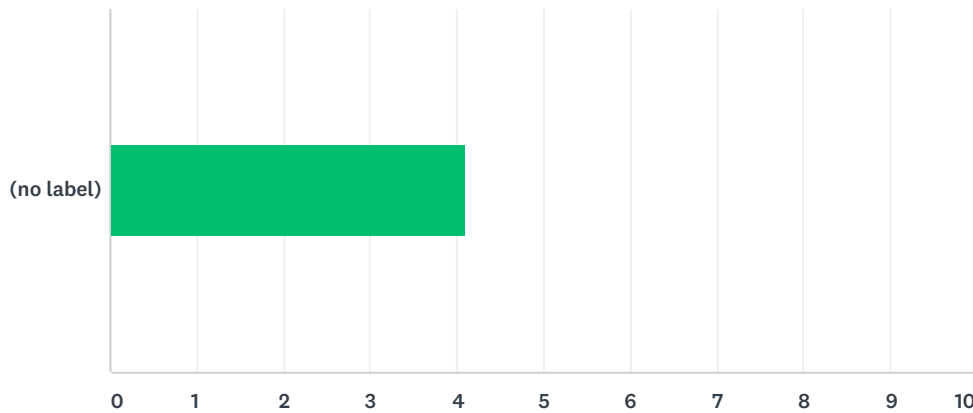
Answered: 141 Skipped: 0



|            | POOR       | NEEDS IMPROVEMENT | AVERAGE      | GOOD         | EXCELLENT    | TOTAL | WEIGHTED AVERAGE |
|------------|------------|-------------------|--------------|--------------|--------------|-------|------------------|
| (no label) | 0.71%<br>1 | 8.51%<br>12       | 12.77%<br>18 | 53.19%<br>75 | 24.82%<br>35 | 141   | 3.93             |

## Q8 What is your satisfaction with LMTC customer service (front desk, any and all communication)

Answered: 138 Skipped: 3



|            | POOR  | NEEDS IMPROVEMENT | AVERAGE | GOOD   | EXCELLENT | TOTAL | WEIGHTED AVERAGE |
|------------|-------|-------------------|---------|--------|-----------|-------|------------------|
| (no label) | 0.00% | 5.80%             | 14.49%  | 43.48% | 36.23%    | 138   | 4.10             |
|            | 0     | 8                 | 20      | 60     | 50        |       |                  |

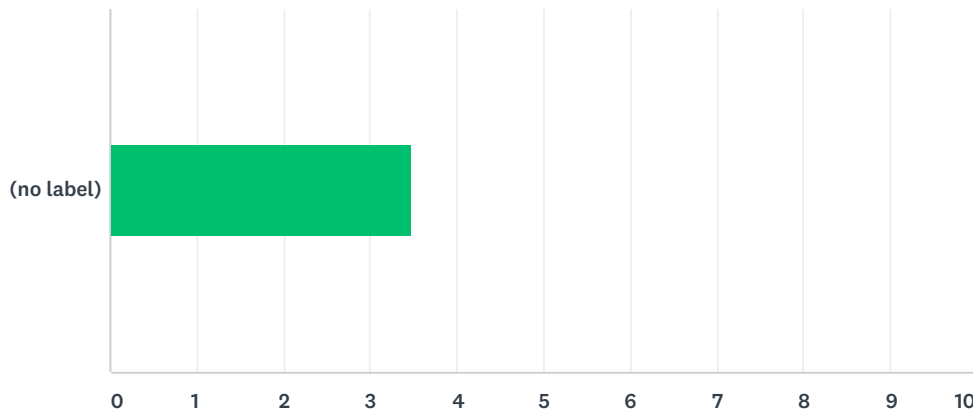
| #  | OTHER OR COMMENT:  | DATE               |
|----|--|--------------------|
| 1  | The Emmmo team is fantastic. Always v, friendly and helpful.   | 1/24/2019 1:53 PM  |
| 2  | I am not confident I know what you are asking. Friendly, helpful, less than 2019's style automation  | 1/23/2019 9:12 AM  |
| 3  | Not very warm or welcoming   | 1/17/2019 4:46 PM  |
| 4  | Staff is typically unfriendly. Younger employees have very little tennis knowledge.  | 1/16/2019 11:26 PM |
| 5  | Phoned 12 times to get some one to reserve a court for a date later in the week.   | 1/15/2019 6:47 PM  |
| 6  | Would love to see online court resv  | 1/9/2019 2:59 PM   |
| 7  | friendly and helpful   | 1/8/2019 4:49 AM   |
| 8  | Board agendas and minutes should be sent out directly to members, not just posted to the website.  | 1/7/2019 5:25 PM   |
| 9  | Kathy and Dan and all there employees are exceptional  | 1/7/2019 9:10 AM   |
| 10 | I haven't been a member long enough to comment   | 1/6/2019 2:13 PM   |
| 11 | Kathy and her staff are ALWAYS there to help. Here is an example of their dedication and service. If you hit a ball out of the court, call the cub house, and they will retrieve the ball for you. That's service! | 1/4/2019 9:21 AM   |
| 12 | Dan can be insulting and or aggressive at times. Scares kids, makes some people uncomfortable.   | 1/3/2019 9:42 PM   |
| 13 | Would like an automated reservation service for courts.  | 1/3/2019 5:50 PM   |
| 14 | Except for the new president who is a disappointment   | 1/3/2019 5:01 PM   |
| 15 | Everyone is great!   | 1/3/2019 3:21 PM   |
| 16 | Please open office by 7:45am in the mornings so we can use the restroom before our 8:00am matches  | 1/3/2019 2:08 PM   |
| 17 | Young people in the evenings are excellent   | 1/3/2019 1:08 PM   |
| 18 | Any and all? What does that mean?  | 1/3/2019 1:07 PM   |



|    |  |                   |
|----|--|-------------------|
| 19 | Kathy Emerson is great. Such a wonderful person to have at the desk. So positive and thoughtful. Also the kids on the weekends and nights are terrific.  | 1/3/2019 12:13 PM |
| 20 | Multiple email addresses (ie wife and husband's) should be used in Club communication. The website has good information, but I'm more likely to respond to an email reminder or Facebook about sign ups, tournaments, etc. | 1/3/2019 12:13 PM |
| 21 | Cathy and Dan do a great job!  | 1/3/2019 11:40 AM |
| 22 | just a great staff.  | 1/3/2019 10:45 AM |
| 23 | like the stringing service   | 1/3/2019 9:54 AM  |
| 24 | Few times my reservation was not recorded after I called.  | 1/3/2019 8:52 AM  |
| 25 | need to post signs say parking is for members only. also single players should get 90 minutes  | 1/3/2019 8:42 AM  |
| 26 | Why does it take so long to change out burned out court lights?  | 1/3/2019 8:35 AM  |
| 27 | Extremely pleased  | 1/3/2019 8:29 AM  |

### Q9 What is your satisfaction with LMTC equipment-ball machine, practice aids, etc.

Answered: 89 Skipped: 52



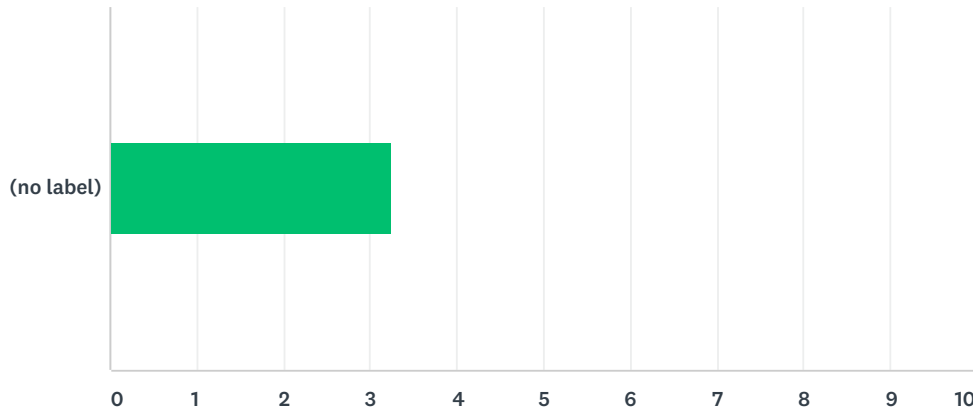
|            | POOR  | NEEDS IMPROVEMENT | AVERAGE | GOOD   | EXCELLENT | TOTAL | WEIGHTED AVERAGE |
|------------|-------|-------------------|---------|--------|-----------|-------|------------------|
| (no label) | 3.37% | 8.99%             | 35.96%  | 40.45% | 11.24%    | 89    | 3.47             |
|            | 3     | 8                 | 32      | 36     | 10        |       |                  |

| #  | OTHER (PLEASE SPECIFY)  | DATE               |
|----|---|--------------------|
| 1  | Don't know  | 1/23/2019 5:49 PM  |
| 2  | Do not what other aids there are. Need a new ball machine. Need a ball machine that sits on an elevator so you can practice service returns. Targets should be NOT provided by club | 1/23/2019 9:12 AM  |
| 3  | I do not use  | 1/22/2019 12:02 PM |
| 4  | Lacking practice aids such as: hitting wall, serve speed radar, bucket of balls to practice serves and other practice aids.   | 1/17/2019 4:46 PM  |
| 5  | No comment as do not use  | 1/16/2019 8:07 AM  |
| 6  | Have not used   | 1/11/2019 4:24 PM  |
| 7  | Haven't used them   | 1/10/2019 11:27 AM |
| 8  | never have used it  | 1/10/2019 11:23 AM |
| 9  | Don't use them  | 1/10/2019 6:54 AM  |
| 10 | Too few hours avail...and needs a large ball collector..mower   | 1/9/2019 2:59 PM   |
| 11 | never used  | 1/8/2019 4:49 AM   |
| 12 | Unaware it exists   | 1/7/2019 9:49 PM   |
| 13 | Don't use these   | 1/7/2019 11:18 AM  |
| 14 | never use   | 1/7/2019 9:10 AM   |
| 15 | I have never used the ball machine or any practice aids.  | 1/6/2019 7:18 PM   |
| 16 | No experience with this   | 1/6/2019 7:10 PM   |
| 17 | I do not use them   | 1/6/2019 2:13 PM   |
| 18 | NA  | 1/5/2019 9:53 AM   |
| 19 | Have not used it for long time. Based on previous experience, average   | 1/4/2019 1:09 PM   |
| 20 | Have not used any.  | 1/4/2019 10:26 AM  |

|    |   |                   |
|----|---|-------------------|
| 21 | new machine & replace ball more often   | 1/4/2019 10:00 AM |
| 22 | never use them  | 1/4/2019 9:21 AM  |
| 23 | Haven't used  | 1/4/2019 4:53 AM  |
| 24 | Never used them   | 1/3/2019 4:30 PM  |
| 25 | We haven't used so not sure   | 1/3/2019 3:21 PM  |
| 26 | Don't use so don't know   | 1/3/2019 3:19 PM  |
| 27 | NA  | 1/3/2019 2:37 PM  |
| 28 | Don't use   | 1/3/2019 2:36 PM  |
| 29 | don't use   | 1/3/2019 2:10 PM  |
| 30 | Haven't used any  | 1/3/2019 1:16 PM  |
| 31 | Not used  | 1/3/2019 1:12 PM  |
| 32 | haven't used any so can't comment   | 1/3/2019 1:11 PM  |
| 33 | Don't use   | 1/3/2019 1:08 PM  |
| 34 | Desperately need a wall. Helps with networking, instruction and provides another reason to go to the facility | 1/3/2019 1:07 PM  |
| 35 | Haven't used it.  | 1/3/2019 12:55 PM |
| 36 | Do not use  | 1/3/2019 12:13 PM |
| 37 | Don't really use the ball machine   | 1/3/2019 11:40 AM |
| 38 | No opinion  | 1/3/2019 11:10 AM |
| 39 | Don't use   | 1/3/2019 10:55 AM |
| 40 | I do not use them   | 1/3/2019 10:40 AM |
| 41 | N/A   | 1/3/2019 10:20 AM |
| 42 | Don't use   | 1/3/2019 10:13 AM |
| 43 | Remote control option would be great  | 1/3/2019 9:59 AM  |
| 44 | I don't use them.   | 1/3/2019 9:54 AM  |
| 45 | Have not used   | 1/3/2019 9:15 AM  |
| 46 | Do not use  | 1/3/2019 9:10 AM  |
| 47 | You need an N/A for things I don't use like lights and equipment  | 1/3/2019 8:56 AM  |
| 48 | Na  | 1/3/2019 8:51 AM  |
| 49 | N/A   | 1/3/2019 8:49 AM  |
| 50 | No Opinion ... don't use  | 1/3/2019 8:49 AM  |
| 51 | I use the ball machine regularly. Never had a problem with it. Wish it was available more hours.              | 1/3/2019 8:47 AM  |
| 52 | I dont use them   | 1/3/2019 8:47 AM  |
| 53 | NA, don't use   | 1/3/2019 8:35 AM  |
| 54 | N/A   | 1/3/2019 8:34 AM  |
| 55 | I never use them  | 1/3/2019 8:32 AM  |
| 56 | Not applicable  | 1/3/2019 8:25 AM  |
| 57 | Dont use  | 1/3/2019 8:23 AM  |

## Q10 Please rate your satisfaction with the clubhouse and amenities available.

Answered: 138 Skipped: 3



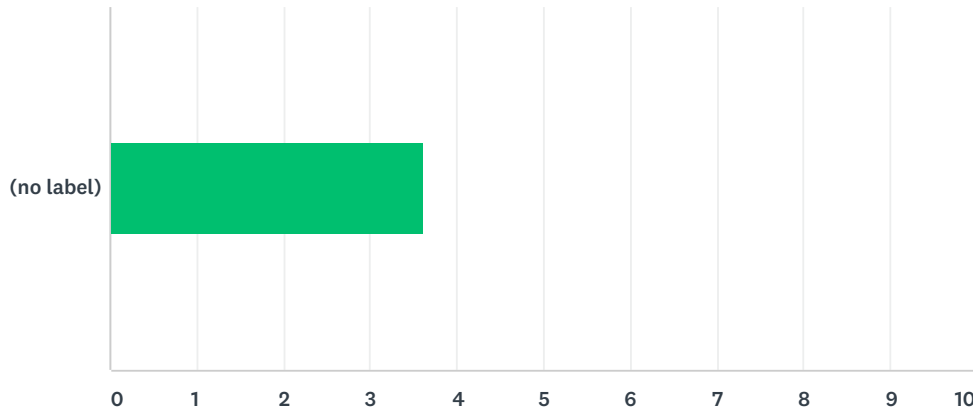
|            | POOR  | NEEDS IMPROVEMENT | AVERAGE | GOOD   | EXCELLENT | TOTAL | WEIGHTED AVERAGE |
|------------|-------|-------------------|---------|--------|-----------|-------|------------------|
| (no label) | 7.25% | 16.67%            | 30.43%  | 35.51% | 10.14%    | 138   | 3.25             |
|            | 10    | 23                | 42      | 49     | 14        |       |                  |

| #  | OTHER (PLEASE SPECIFY)   | DATE               |
|----|--|--------------------|
| 1  | It would be nicer to have a place to hang and meet- dont know whether anyone would use it though   | 1/23/2019 9:12 AM  |
| 2  | Could use some TLC   | 1/22/2019 12:02 PM |
| 3  | Clubhouse in need of full remodel. Create comfortable lounge space, tv for matches and games. So many possibilities- masseuse on busy days, gym area, ping pong or other games.                          | 1/17/2019 4:46 PM  |
| 4  | Clubhouse is in desperate need of renovation.  | 1/16/2019 11:26 PM |
| 5  | Let's be honest, it's not the San Diego tennis clubhouse.  | 1/10/2019 11:27 AM |
| 6  | We have to remember we're a public club. If we have money for improvements, I'd rather build a new court.  | 1/10/2019 11:23 AM |
| 7  | need bigger clubhouse for social activities with workout space and training  | 1/8/2019 4:49 AM   |
| 8  | What is there is managed well, but a goal should be an improved clubhouse and gathering areas.   | 1/7/2019 5:25 PM   |
| 9  | always clean, very nice  | 1/7/2019 9:10 AM   |
| 10 | Clubhouse is small. Provide more variety in snacks & drinks.   | 1/4/2019 1:36 PM   |
| 11 | shoe, racquet & ball selections  | 1/4/2019 10:00 AM  |
| 12 | Has everthing I need to play tennis and it is always clean.  | 1/4/2019 9:21 AM   |
| 13 | Would be nice if it could be updated, but that costs money   | 1/4/2019 4:53 AM   |
| 14 | Would like a larger party shelter.   | 1/3/2019 5:50 PM   |
| 15 | Looks tired. Could be more inviting and alive.   | 1/3/2019 2:10 PM   |
| 16 | Don't use  | 1/3/2019 1:08 PM   |
| 17 | Serves little to members. The footprint is dedicated to emmo and not members. Should be completely re done so members have a place to gather, cook, watch streaming sports, news etc. so much potential! | 1/3/2019 1:07 PM   |

|    |   |                   |
|----|---|-------------------|
| 18 | Missing an opportunity here to create a neighborhood atmosphere and community. Long-time members aren't familiar with new members, and young players should be able to meet other young players to improve the player pipeline. | 1/3/2019 12:13 PM |
| 19 | Nice to have a shower available   | 1/3/2019 9:54 AM  |
| 20 | Would like it if the lights did not go out a 9 on the dot, so we can't finish our match   | 1/3/2019 8:49 AM  |
| 21 | It's old and rundown .... needs to be replaced  | 1/3/2019 8:49 AM  |
| 22 | A basic locker room and shower would be welcomed. A hot tub overlooking the lake would be splendid.   | 1/3/2019 8:47 AM  |
| 23 | It's a mobile unit.   | 1/3/2019 8:32 AM  |

### Q11 How easy is it to reserve a court? (e.g. the process of reserving a court, not the availability)

Answered: 138 Skipped: 3



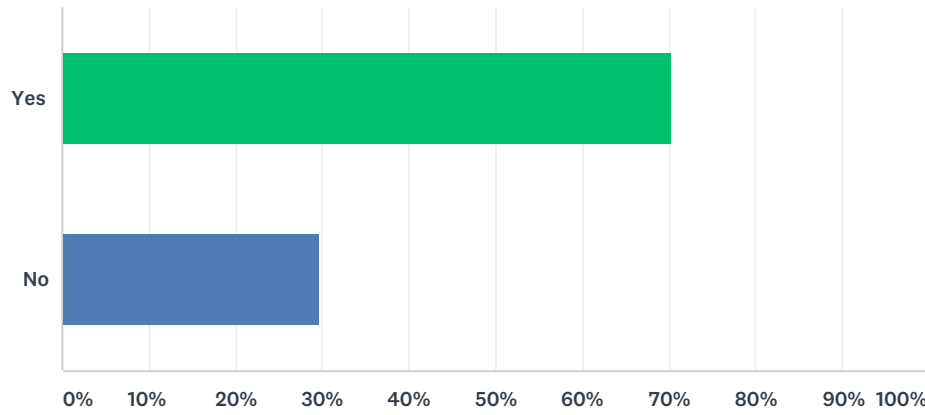
|            | POOR  | NEEDS IMPROVEMENT | AVERAGE | GOOD   | EXCELLENT | TOTAL | WEIGHTED AVERAGE |
|------------|-------|-------------------|---------|--------|-----------|-------|------------------|
| (no label) | 2.90% | 13.77%            | 25.36%  | 34.78% | 23.19%    | 138   | 3.62             |
|            | 4     | 19                | 35      | 48     | 32        |       |                  |

| #  | OTHER (PLEASE SPECIFY)  | DATE               |
|----|---|--------------------|
| 1  | Would like to be able to reserve one week in advance starting at the time you want to reserve. Or have online booking 7 days in advance.  | 1/23/2019 5:49 PM  |
| 2  | I am reluctant to say it should be computerized bc know apps can be written to schedule courts the minute it opens up and the more tech savvy people get a leg up. But it could be a week out - could be phone automated. | 1/23/2019 9:12 AM  |
| 3  | Painful and time consuming process! Need an online system   | 1/17/2019 4:46 PM  |
| 4  | .   | 1/16/2019 11:26 PM |
| 5  | Sometimes it takes a long time to get through on the phone but I don't know how it can be improved.   | 1/10/2019 11:27 AM |
| 6  | It can be tough sometimes, but this is an issue in many clubs.  | 1/10/2019 11:23 AM |
| 7  | Need online system..and I feel that many people resv courts but don't show and there is no system for addressing that..or late show   | 1/9/2019 2:59 PM   |
| 8  | too hard to remember to dial in at the time critical time.  | 1/8/2019 4:49 AM   |
| 9  | Difficult on Sat. Mornings.   | 1/6/2019 1:48 PM   |
| 10 | Why no online or phone app reservation system? They can't be that expensive and would be a huge improvement.  | 1/6/2019 11:13 AM  |
| 11 | The only time I don't get a court is when I forget to call.   | 1/4/2019 9:21 AM   |
| 12 | An online process should be developed to make it less time consuming. Calling at noon to ensure getting a court is time consuming as line is constantly busy. Very difficult for those of us who work full time.          | 1/4/2019 7:13 AM   |
| 13 | Automated reservation system needed.  | 1/3/2019 5:50 PM   |
| 14 | Online would be nice, but existing system works just fine.  | 1/3/2019 4:30 PM   |

|    |  |                   |
|----|--|-------------------|
| 15 | very seldom able to reach shortly after noon. there seems to be an abundance of "with a customer" or "out on the courts" recorded messages. this condition exists until close to 1 PM at it's worst. i'm guessing there is something else going on as opposed to what's being promulgated on the recording. i have better things to do than continue attempting a reservation. allegedly, reservations are available from noon on. | 1/3/2019 2:37 PM  |
| 16 | Needs modernizing  | 1/3/2019 1:12 PM  |
| 17 | Pretty simple on line solutions exist but human oversight is a necessary component. Perhaps just not exclusively   | 1/3/2019 1:07 PM  |
| 18 | A computerized system would be nice, in tandem with the front desk.  | 1/3/2019 12:13 PM |
| 19 | The phones are ALWAYS busy at noon, hard to get through, maybe have an on line system  | 1/3/2019 11:40 AM |
| 20 | Of course, it would be great if we could automate it/reserve on-line, but the current system works fine  | 1/3/2019 10:45 AM |
| 21 | When it rains, calling the next morning is tricky. Would be much better to have someone answer between noon and 1:00.  | 1/3/2019 10:02 AM |
| 22 | need on-line system  | 1/3/2019 9:02 AM  |
| 23 | The people on the phone is always very friendly.   | 1/3/2019 8:52 AM  |
| 24 | Would like to have a web based reservation system  | 1/3/2019 8:49 AM  |
| 25 | On -line would be nice   | 1/3/2019 8:35 AM  |
| 26 | It would be helpful to have an on line reservation option.   | 1/3/2019 8:30 AM  |

## Q12 Would you like an online reservation system?

Answered: 135 Skipped: 6

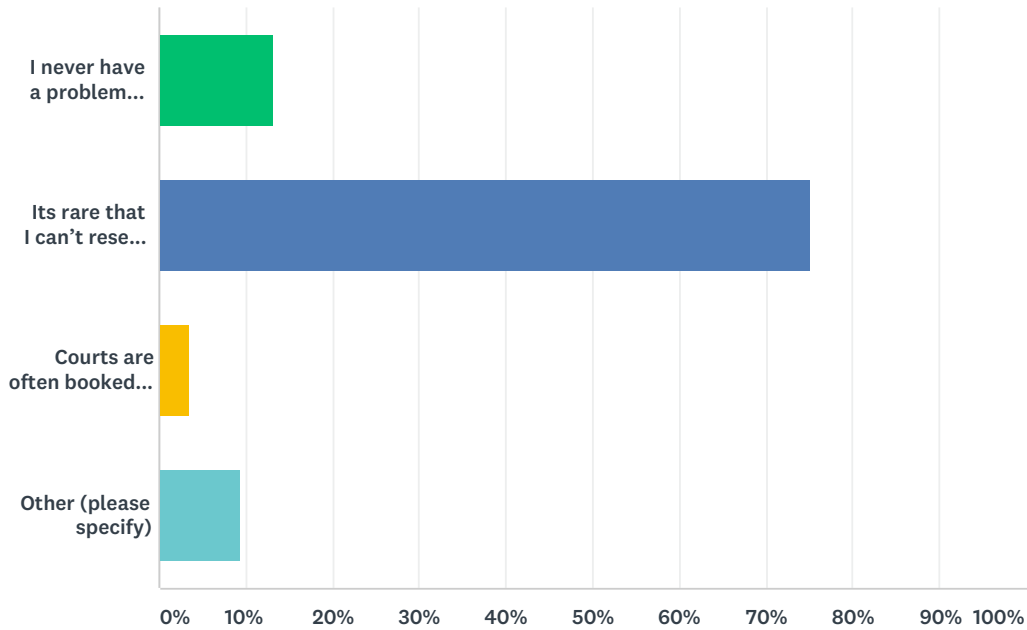


| ANSWER CHOICES         | RESPONSES |    |
|------------------------|-----------|----|
| Yes                    | 70.37%    | 95 |
| No                     | 29.63%    | 40 |
| Total Respondents: 135 |           |    |



### Q13 How available are courts when you want to play?

Answered: 137 Skipped: 4



| ANSWER CHOICES   | RESPONSES  |
|--|------------|
| I never have a problem booking my preferred reservation time | 13.14% 18  |
| Its rare that I can't reserve the time I want                | 75.18% 103 |
| Courts are often booked when I want to play                  | 3.65% 5    |
| Other (please specify)                                       | 9.49% 13   |
| Total Respondents: 137                                       |            |

| #  | OTHER (PLEASE SPECIFY)   | DATE              |
|----|--|-------------------|
| 1  | Morning times are hard to get sometimes if you don't call within the first half hour that you can which is very difficult for some working people. | 1/23/2019 5:49 PM |
| 2  | Mornings are difficult. Otherwise wide open  | 1/17/2019 4:46 PM |
| 3  | It can be hit or miss..I play at popular evening time of 5:00..bit feel many resv courts but don't show up   | 1/9/2019 2:59 PM  |
| 4  | other people make the reservation  | 1/8/2019 4:49 AM  |
| 5  | I haven't been a member long enough to comment   | 1/6/2019 2:13 PM  |
| 6  | I don't reserve often.   | 1/3/2019 5:50 PM  |
| 7  | see check mark!  | 1/3/2019 2:37 PM  |
| 8  | I know not to try to book between 8-10am!  | 1/3/2019 12:13 PM |
| 9  | I would prefer 2 hrs for doubles and 1 & 1/2 hrs for singles   | 1/3/2019 10:59 AM |
| 10 | Sometimes hard to get, I believe there is certain groups that get special treatment so court times are booked in the am                            | 1/3/2019 10:11 AM |
| 11 | I don't book courts. Only league   | 1/3/2019 8:49 AM  |

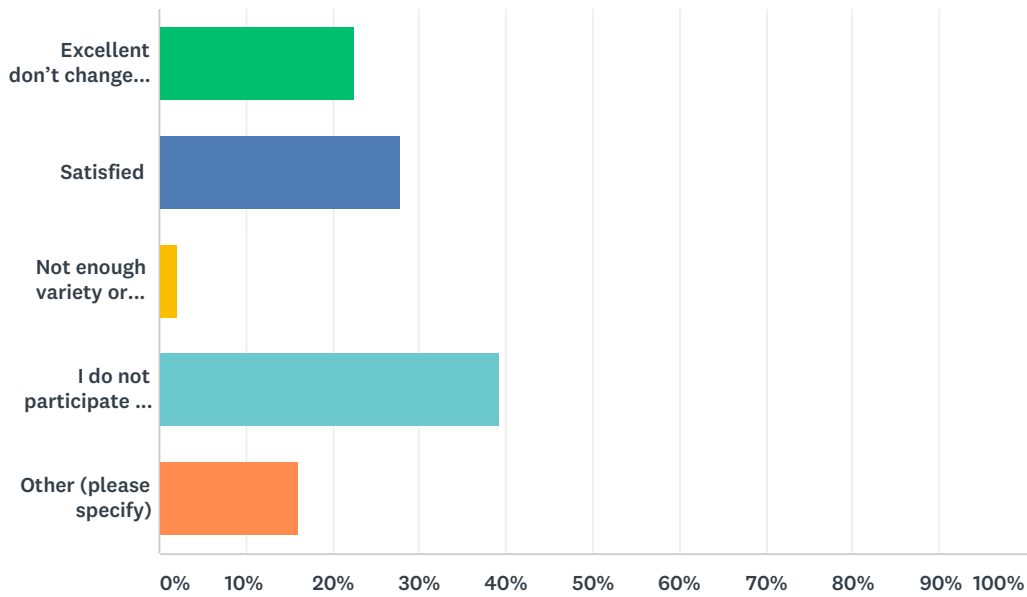
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|    |  |                  |
|----|--|------------------|
| 12 | Courts are always crowded in the mornings and it would be nice to have an extra court available on league days | 1/3/2019 8:47 AM |
| 13 | I don't play there except for WTT and my captain reserves the courts   | 1/3/2019 8:32 AM |

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# Q14 14. How would you rate the selection of instruction and clinics available?

Answered: 137 Skipped: 4



| ANSWER CHOICES                             | RESPONSES |
|--|-----------|
| Excellent don't change a thing             | 22.63% 31 |
| Satisfied                                  | 27.74% 38 |
| Not enough variety or availability         | 2.19% 3   |
| I do not participate in clinics or classes | 39.42% 54 |
| Other (please specify)                     | 16.06% 22 |
| Total Respondents: 137                     |           |

| # | OTHER (PLEASE SPECIFY)  | DATE               |
|---|---|--------------------|
| 1 | I would like to see more drop in clinics.   | 1/20/2019 2:52 PM  |
| 2 | Nathan, Steve, Elden are awesome! Nathan and Steve offer a variety of clases for both kids and adults. Would also like to see a clinic focused on strategy. | 1/17/2019 4:46 PM  |
| 3 | see answer to question 11   | 1/10/2019 11:23 AM |
| 4 | would like first come, first served drop in clinics   | 1/8/2019 4:49 AM   |
| 5 | They could be marketed better.  | 1/7/2019 5:25 PM   |
| 6 | Would be nice to have adult instruction/clinics available in the mornings   | 1/6/2019 2:13 PM   |
| 7 | There is very large availability, just I wish it were posted somewhere in the clubhouse, and if it is already posted, maybe make it more visible.           | 1/6/2019 1:32 PM   |
| 8 | Have done a lot of clinics and instruction over the years. Nate and Steve are amazing.  | 1/6/2019 11:13 AM  |
| 9 | we are lucky to have such good instructors and at a real value for such a small club.   | 1/4/2019 9:21 AM   |

|    |   |                   |
|----|---|-------------------|
| 10 | I do like the variety and quality, but I want more equity. Emmo has the best courts and best times, and bullies the other instructors. I do appreciate Emmo's talent, but the other options fit my family and my style better. I think Emmo should compete for courts and times with other instructors with complete equality with a non-bias entity or process determining priority. | 1/3/2019 9:42 PM  |
| 11 | I am not in league this year having gone back to work, but I love the clinics that were available before.   | 1/3/2019 5:01 PM  |
| 12 | I have learned so much from Dan!  | 1/3/2019 4:30 PM  |
| 13 | Don't use   | 1/3/2019 2:36 PM  |
| 14 | Don't use   | 1/3/2019 1:08 PM  |
| 15 | I think it's a huge development opportunity missed. Much more could be offered to the community both young and old. Should advertise introductory clinics in the times courier, nextdoor and the local schools. The 2 rec centers could/should also be invited to help LM develop. They have extensive newsletters that barely mention the tennis facility                            | 1/3/2019 1:07 PM  |
| 16 | Nathan and Steve are amazing.   | 1/3/2019 12:13 PM |
| 17 | I don't utilize them  | 1/3/2019 10:40 AM |
| 18 | Not communicated well. Unsure what is available and how to join   | 1/3/2019 9:59 AM  |
| 19 | N/A   | 1/3/2019 8:56 AM  |
| 20 | Na  | 1/3/2019 8:51 AM  |
| 21 | Private hitting with instructors on need basis  | 1/3/2019 8:35 AM  |
| 22 | If doing them they shouldn't be held I. Prime time for members play time  | 1/3/2019 8:35 AM  |

### Q15 1. What clinics, classes, WTT and socials do you participate in? Please list in space below.

Answered: 104 Skipped: 37

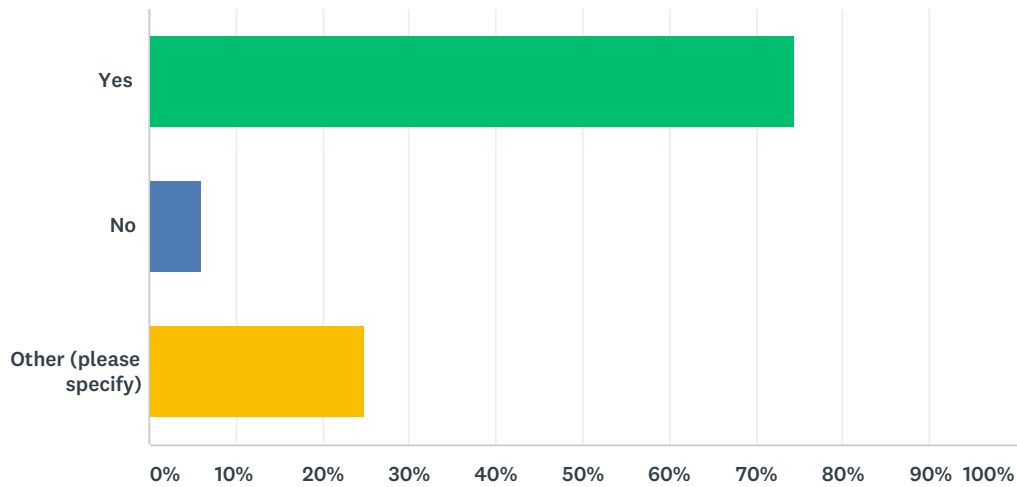
| #  | RESPONSES  | DATE               |
|----|--|--------------------|
| 1  | Yearly tournament and match play.  | 1/24/2019 1:53 PM  |
| 2  | 0 club should do a ladder like Coronado Tennis Club on Saturdays.  | 1/24/2019 9:48 AM  |
| 3  | Socials  | 1/23/2019 5:49 PM  |
| 4  | Monday and Friday morning clinics; WTT league, 4.5 and 4.0 leagues. Any social activity that occurs when I am in town. Barb Beetle used to have a lot of them      | 1/23/2019 9:12 AM  |
| 5  | Dan's clinics; WTT   | 1/22/2019 12:02 PM |
| 6  | I play women's league and WTT.   | 1/20/2019 2:52 PM  |
| 7  | classes with Dan. social tournaments when promoted   | 1/19/2019 6:36 PM  |
| 8  | WTT, Nathan/Steve's adult classes and kid sessions. occasional private instruction w/Steve. Occasional Friday Night Fling, Thanksgiving Fling and Emmo Tournaments | 1/17/2019 4:46 PM  |
| 9  | Wtt, afternoon clinics with Steve and Nate. I have not been aware of any socials.  | 1/16/2019 11:26 PM |
| 10 | not much   | 1/15/2019 6:47 PM  |
| 11 | None   | 1/14/2019 9:34 PM  |
| 12 | Friday flings, Adult clinics, WTT  | 1/12/2019 2:06 PM  |
| 13 | Clinics and private lessons with Dan. Some tournaments, no socials   | 1/11/2019 4:24 PM  |
| 14 | Nathan and Steve clinics, kids lobsters league   | 1/11/2019 7:45 AM  |
| 15 | I haven't done a clinic or social in a long while.   | 1/10/2019 11:27 AM |
| 16 | Wtt league 4.5 ATO team for about 20 years   | 1/10/2019 11:23 AM |
| 17 | We do clinics and lessons with Dan   | 1/10/2019 6:54 AM  |
| 18 | Played Wtt at night and Dan said we couldn't use the score boards. Stupid  | 1/9/2019 10:23 PM  |
| 19 | Clinics and socials  | 1/9/2019 6:52 PM   |
| 20 | None at LMTC   | 1/9/2019 2:59 PM   |
| 21 | drop in clinics  | 1/8/2019 4:49 AM   |
| 22 | Clinics for all three of my children   | 1/7/2019 9:49 PM   |
| 23 | Wed doubles clinic   | 1/7/2019 11:18 AM  |
| 24 | all of them when I can, Dan and Danielle are superior teachers, understanding of levels of play. love there clinics  | 1/7/2019 9:10 AM   |
| 25 | I have taken part in a couple of Dan's morning clinics, as well as private lessons.  | 1/6/2019 7:18 PM   |
| 26 | Clinic with Dan  | 1/6/2019 7:10 PM   |
| 27 | Adult and youth clinics  | 1/6/2019 2:13 PM   |
| 28 | None   | 1/6/2019 1:48 PM   |
| 29 | I participate in 8 week Sunday clinics with Coach Nate and Coach Steve, and private lessons with Coach Danielle.   | 1/6/2019 1:32 PM   |
| 30 | Adult weeknights and weekends, Jr's USTA, WTT, tournaments, private instruction.   | 1/6/2019 11:13 AM  |
| 31 | 1) take lessons 2) almost always participate in socials  | 1/5/2019 4:23 PM   |

|    |  |                   |
|----|--|-------------------|
| 32 | dans   | 1/5/2019 1:55 PM  |
| 33 | None at present but will attend Dans's doubles clinic in the spring.   | 1/5/2019 10:53 AM |
| 34 | Thursday Clinic  | 1/4/2019 8:35 PM  |
| 35 | WTT  | 1/4/2019 4:00 PM  |
| 36 | none   | 1/4/2019 1:09 PM  |
| 37 | Dan's clinics, Breast Cancer fund raiser and other socials from time to time.  | 1/4/2019 12:38 PM |
| 38 | n/a  | 1/4/2019 12:26 PM |
| 39 | WTT, Adult and Kids clinics with Nathan & Steve. Occasional Friday Night Fling.  | 1/4/2019 10:26 AM |
| 40 | Danielle: private, clinic and classes. Nate and Steve: clinics All Socials   | 1/4/2019 10:18 AM |
| 41 | None   | 1/4/2019 9:37 AM  |
| 42 | none   | 1/4/2019 9:21 AM  |
| 43 | none   | 1/4/2019 8:31 AM  |
| 44 | No choice of clinics other than Dan, who I don't particular care for; whenever possible, I like to participate in tournaments at LMTC                                      | 1/4/2019 8:12 AM  |
| 45 | None   | 1/4/2019 7:13 AM  |
| 46 | Son is in Tues./Thurs. Juniors clinic  | 1/4/2019 4:53 AM  |
| 47 | OTHG   | 1/3/2019 10:22 PM |
| 48 | League, social, lessons  | 1/3/2019 9:57 PM  |
| 49 | WTT, USTA, Nate and Steve's clinics.   | 1/3/2019 9:42 PM  |
| 50 | Clinics Friday night fling   | 1/3/2019 8:39 PM  |
| 51 | n/a  | 1/3/2019 5:51 PM  |
| 52 | Intracity leagues  | 1/3/2019 5:50 PM  |
| 53 | I have participated in clinics from Dan, Danielle, Nathan and Steve. I was in WTT for several years and league for over 20 years. I like to attend socials whenever I can. | 1/3/2019 5:01 PM  |
| 54 | Two clinics per week   | 1/3/2019 4:30 PM  |
| 55 | None   | 1/3/2019 4:27 PM  |
| 56 | Tournaments and League play  | 1/3/2019 3:21 PM  |
| 57 | None   | 1/3/2019 3:19 PM  |
| 58 | None   | 1/3/2019 2:36 PM  |
| 59 | None   | 1/3/2019 2:31 PM  |
| 60 | Singles RR, club tournaments   | 1/3/2019 2:01 PM  |
| 61 | None   | 1/3/2019 1:22 PM  |
| 62 | WTT, club tournaments, Friday Fling, others as available.  | 1/3/2019 1:16 PM  |
| 63 | none   | 1/3/2019 1:14 PM  |
| 64 | thanksgiving social  | 1/3/2019 1:11 PM  |
| 65 | None   | 1/3/2019 1:08 PM  |
| 66 | NA   | 1/3/2019 1:07 PM  |
| 67 | Clinics, women's league, usually all socials   | 1/3/2019 12:56 PM |
| 68 | Thursday morning Men's Clinic.   | 1/3/2019 12:55 PM |
| 69 | Classes with Nathan and Steve. They are awesome!   | 1/3/2019 12:40 PM |
| 70 | private lessons with Danielle and Dan.   | 1/3/2019 12:13 PM |

|     |  |                   |
|-----|--|-------------------|
| 71  | Fletcher Hills tennis clinics and tournaments. Friday Night fling.                                       | 1/3/2019 12:13 PM |
| 72  | Dan's Clinic   | 1/3/2019 11:40 AM |
| 73  | None   | 1/3/2019 11:10 AM |
| 74  | Saturday morning challenge courts.   | 1/3/2019 10:59 AM |
| 75  | none   | 1/3/2019 10:55 AM |
| 76  | None   | 1/3/2019 10:40 AM |
| 77  | Junior and adult tennis clinics  | 1/3/2019 10:20 AM |
| 78  | More selections and times  | 1/3/2019 10:13 AM |
| 79  | Occasional clinics   | 1/3/2019 10:10 AM |
| 80  | Friday clinics, Breast cancer fundraisers, sometimes potlucks and round robins                           | 1/3/2019 10:07 AM |
| 81  | Dan's clinic Danielle's clinic Some socials - round robins   | 1/3/2019 10:06 AM |
| 82  | None   | 1/3/2019 10:02 AM |
| 83  | I haven't participated recently.   | 1/3/2019 9:54 AM  |
| 84  | WTT only. I would join a USTA mixed or Men's team if someone captained one at lake Murray.               | 1/3/2019 9:15 AM  |
| 85  | Little to none   | 1/3/2019 9:11 AM  |
| 86  | Women's Group lessons  | 1/3/2019 9:10 AM  |
| 87  | none   | 1/3/2019 8:56 AM  |
| 88  | Both my kids are doing the clinic with Nate and Steve. They both love them and the kids in the class.    | 1/3/2019 8:52 AM  |
| 89  | Na   | 1/3/2019 8:51 AM  |
| 90  | WTT  | 1/3/2019 8:49 AM  |
| 91  | I don't ..... prior history is weekly clinics and classes  | 1/3/2019 8:49 AM  |
| 92  | Private lessons with Dan. Clinics with Fletcher Hills Tennis.  | 1/3/2019 8:47 AM  |
| 93  | None   | 1/3/2019 8:45 AM  |
| 94  | none   | 1/3/2019 8:42 AM  |
| 95  | Clinics, open house, singles round robin, doubles tournaments,   | 1/3/2019 8:37 AM  |
| 96  | Dan clinics and most socials   | 1/3/2019 8:36 AM  |
| 97  | None   | 1/3/2019 8:35 AM  |
| 98  | Clinics, socials, WTT in past  | 1/3/2019 8:35 AM  |
| 99  | Danielle's doubles clinics; one hour weekly lesson with Danielle; and some some socials                  | 1/3/2019 8:35 AM  |
| 100 | Breast cancer fund raiser. Needs more social events  | 1/3/2019 8:35 AM  |
| 101 | Friday fling mixed doubles   | 1/3/2019 8:33 AM  |
| 102 | Special events with instruction. Occasional individual or small group instruction.                       | 1/3/2019 8:29 AM  |
| 103 | Private lessons, semi-private lessons, clinics, and cardio tennis. Tennis Tournaments when held at LMTC. | 1/3/2019 8:25 AM  |
| 104 | WTT  | 1/3/2019 8:23 AM  |

# Q16 1. Are you able to navigate and find the information you are looking for on the LMTC website?

Answered: 133 Skipped: 8



| ANSWER CHOICES         | RESPONSES |
|------------------------|-----------|
| Yes                    | 74.44% 99 |
| No                     | 6.02% 8   |
| Other (please specify) | 24.81% 33 |
| Total Respondents: 133 |           |

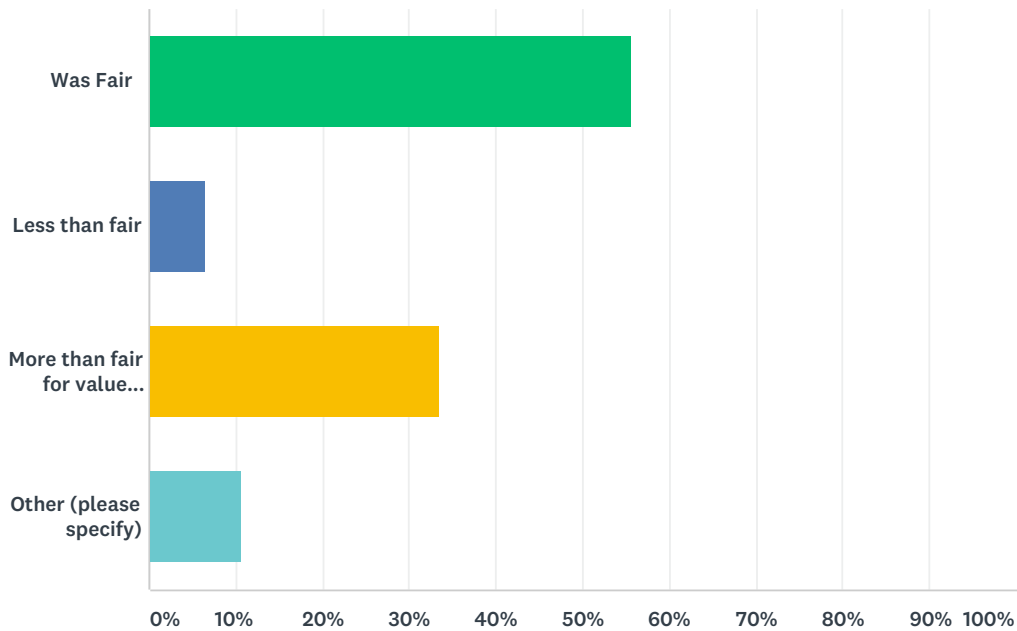
| #  | OTHER (PLEASE SPECIFY)  | DATE               |
|----|---|--------------------|
| 1  | Have not really used it   | 1/23/2019 9:12 AM  |
| 2  | I don't remember using but once.  | 1/20/2019 2:52 PM  |
| 3  | wish more complete membership listings.   | 1/19/2019 6:36 PM  |
| 4  | never used  | 1/17/2019 4:03 PM  |
| 5  | Have not used   | 1/11/2019 4:24 PM  |
| 6  | generally   | 1/10/2019 11:23 AM |
| 7  | Have not used it  | 1/10/2019 6:54 AM  |
| 8  | can never find the last club minutes  | 1/8/2019 4:49 AM   |
| 9  | Not much to navigate  | 1/7/2019 9:49 PM   |
| 10 | don't use   | 1/7/2019 9:29 PM   |
| 11 | It is fine, but more direct communication of events, classes board agendas and minutes would help engagement. | 1/7/2019 5:25 PM   |
| 12 | Excellent   | 1/7/2019 11:18 AM  |
| 13 | of course its great   | 1/7/2019 9:10 AM   |
| 14 | Seems like it could be updated  | 1/6/2019 2:13 PM   |
| 15 | I haven't used it much before, but an updated page could help navigate  | 1/6/2019 1:32 PM   |
| 16 | Have not yet used the web site.   | 1/5/2019 10:53 AM  |



|    |  |                   |
|----|--|-------------------|
| 17 | Don't use website  | 1/4/2019 1:36 PM  |
| 18 | Didn't know there was one  | 1/4/2019 4:53 AM  |
| 19 | Never used it.   | 1/3/2019 3:19 PM  |
| 20 | do not use   | 1/3/2019 1:14 PM  |
| 21 | Sorta. Meeting minutes should be posted in real time and filled out properly with new business, old business, action items, follow up and resolutions. Sources of funds and uses of funds should be shown. Survey opportunists like this should be common. | 1/3/2019 1:07 PM  |
| 22 | Never use  | 1/3/2019 11:10 AM |
| 23 | Yes, but often info is old or email/phone number is incorrect  | 1/3/2019 10:55 AM |
| 24 | I don't go on the website  | 1/3/2019 10:13 AM |
| 25 | Haven't been getting emails. I did get this though   | 1/3/2019 10:06 AM |
| 26 | I have not attempted.  | 1/3/2019 9:54 AM  |
| 27 | The website is outdated and inefficient. It should be redone.  | 1/3/2019 9:15 AM  |
| 28 | no   | 1/3/2019 8:56 AM  |
| 29 | Don't use the site .....   | 1/3/2019 8:49 AM  |
| 30 | dont use it  | 1/3/2019 8:47 AM  |
| 31 | Don't use  | 1/3/2019 8:45 AM  |
| 32 | NA, haven't used   | 1/3/2019 8:35 AM  |
| 33 | Have not checked out   | 1/3/2019 8:23 AM  |

### Q17 1. Please select the response that best completes your opinion. Do you believe your membership investment last year:

Answered: 140 Skipped: 1



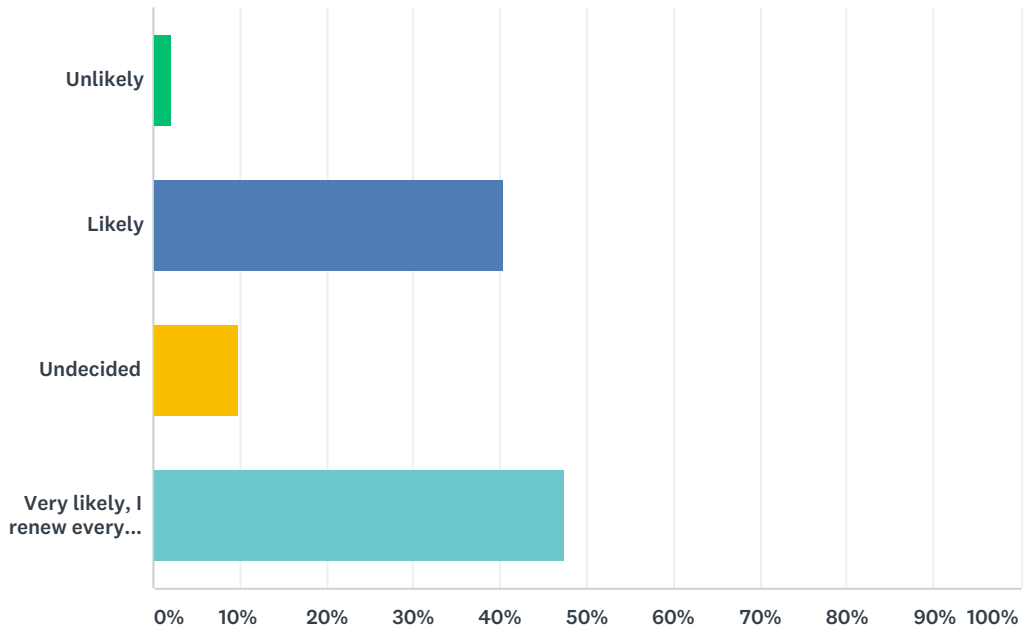
| ANSWER CHOICES                    | RESPONSES |    |
|-----------------------------------|-----------|----|
| Was Fair                          | 55.71%    | 78 |
| Less than fair                    | 6.43%     | 9  |
| More than fair for value received | 33.57%    | 47 |
| Other (please specify)            | 10.71%    | 15 |
| Total Respondents: 140            |           |    |

| # | OTHER (PLEASE SPECIFY)   | DATE               |
|---|--|--------------------|
| 1 | Keeps going up every year  | 1/23/2019 5:49 PM  |
| 2 | The annual fee is fair. But would like member rates for classes, clinics and tournaments. Also include a couple of guest passes. Outside of court play there are no membership benefits.   | 1/17/2019 4:46 PM  |
| 3 | I've been a little surprised at the size of the annual increases in dues   | 1/10/2019 11:23 AM |
| 4 | I think there should be a system where u can sign up any month and gets prorated   | 1/9/2019 2:59 PM   |
| 5 | I wasn't a member last year.   | 1/6/2019 2:13 PM   |
| 6 | I imagine most of the money we pay is spent on maintenance. After rains, the Courts bubble up in areas and some courts have patches on the surface (repairs?), which any risk manager will tell you, presents a safety issue. We are paying for courts and lights with no amenities so can't really complain but every year the fee goes up so seeing some improvement in court conditions would be nice. How about some score boards on each court? | 1/4/2019 7:13 AM   |
| 7 | Balboa Tennis Club similar to Make Murray has senior discount and lower annual fees  | 1/4/2019 4:58 AM   |
| 8 | But just slightly  | 1/4/2019 4:53 AM   |
| 9 | Confusing question   | 1/3/2019 10:22 PM  |

|    |   |                   |
|----|---|-------------------|
| 10 | It has gone up a lot from when I began, but I love our club.  | 1/3/2019 5:01 PM  |
| 11 | why do singles player receives less court time for the same dues  | 1/3/2019 2:37 PM  |
| 12 | Obviously a good value. But improvement should be emphasized.   | 1/3/2019 1:07 PM  |
| 13 | Would like the hrs extended to 10 pm during summer months   | 1/3/2019 10:59 AM |
| 14 | Would like some visibility to what is being spent.  | 1/3/2019 8:52 AM  |
| 15 | The membership fee for a single isn't fair. A married couple is \$400 which equals \$200 each. However a si hole is \$300. I will not be joining the club this year bc of that. I will be going to another tennis facility for my membership this year. I don't play enough tennis at LMTC to make it worth the increase for a single. It is not fair at all. | 1/3/2019 8:32 AM  |

### Q18 How likely are you to renew your membership next year?

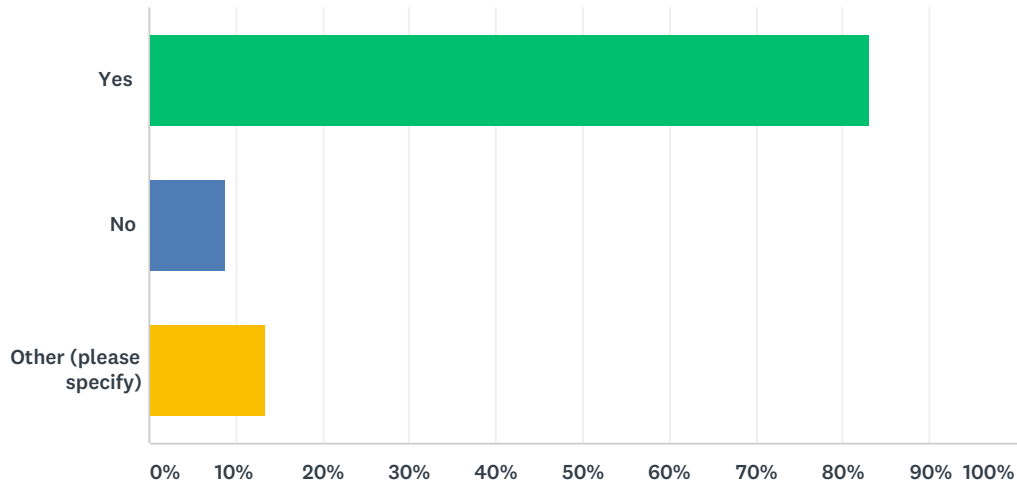
Answered: 141 Skipped: 0



| ANSWER CHOICES                   | RESPONSES |            |
|----------------------------------|-----------|------------|
| Unlikely                         | 2.13%     | 3          |
| Likely                           | 40.43%    | 57         |
| Undecided                        | 9.93%     | 14         |
| Very likely, I renew every year! | 47.52%    | 67         |
| <b>TOTAL</b>                     |           | <b>141</b> |

## Q19 Are you satisfied with the benefits of membership?

Answered: 135 Skipped: 6



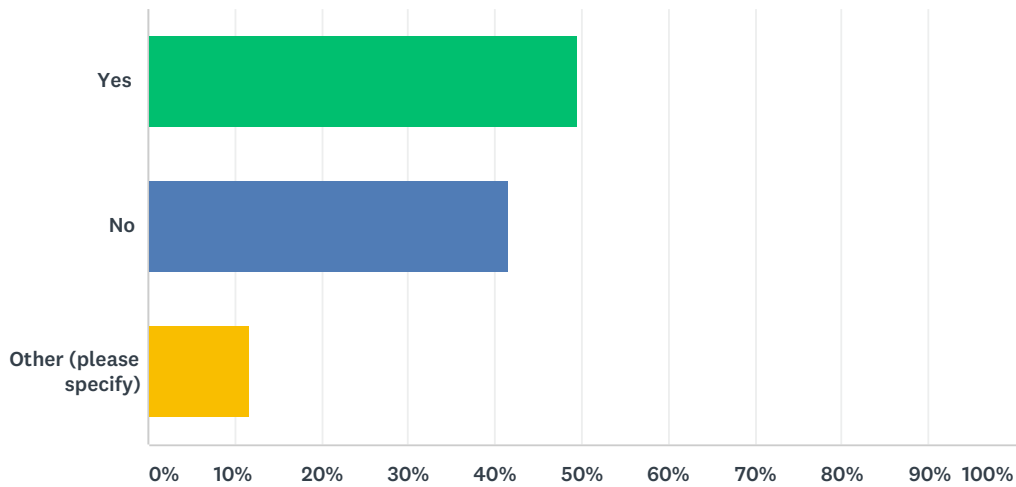
| ANSWER CHOICES         | RESPONSES  |
|------------------------|------------|
| Yes                    | 82.96% 112 |
| No                     | 8.89% 12   |
| Other (please specify) | 13.33% 18  |
| Total Respondents: 135 |            |

| #  | OTHER (PLEASE SPECIFY)   | DATE               |
|----|--|--------------------|
| 1  | No benefits currently offered with membership. Could offer different levels of membership to include- guest privileges, discount at pro shop, discount on classes & events | 1/17/2019 4:46 PM  |
| 2  | I would personally love to see more mixers and social events, maybe Holiday party. love to see a new clubhouse as well.  | 1/16/2019 11:26 PM |
| 3  | I'd like discounts for adult clinics for paying members.   | 1/12/2019 2:06 PM  |
| 4  | see answer to question 17  | 1/10/2019 11:23 AM |
| 5  | price increases are starting to hurt   | 1/7/2019 9:29 PM   |
| 6  | Not sure what is meant by benefits   | 1/6/2019 2:13 PM   |
| 7  | For the most part, yes. The court conditions, lights and club house could be improved, but the membership fees are still a good value.                                     | 1/4/2019 10:26 AM  |
| 8  | Unclear as to what the benefits are other than a court to play tennis  | 1/4/2019 8:12 AM   |
| 9  | See notes above.   | 1/4/2019 7:13 AM   |
| 10 | Clubhouse is a joke.   | 1/3/2019 9:42 PM   |
| 11 | singles/doubles should get same playing times  | 1/3/2019 2:37 PM   |
| 12 | I see a huge opportunity for so much more  | 1/3/2019 1:07 PM   |
| 13 | A few guest passes would be nice.  | 1/3/2019 12:13 PM  |
| 14 | Again, i would like hrs extended to 10 pm during summer months. Also, 2 hrs for doubles and 1 & 1/2 for singles  | 1/3/2019 10:59 AM  |
| 15 | I don't know all the benefits  | 1/3/2019 10:13 AM  |

|    |   |                  |
|----|---|------------------|
| 16 | Would like additional options like stringing service and new tennis balls available for use | 1/3/2019 9:59 AM |
| 17 | New fees too high   | 1/3/2019 8:49 AM |
| 18 | Pretty basic ..... Reserve ct / show up and play / leave                                    | 1/3/2019 8:49 AM |

## Q20 Would you like to have the option to pay membership dues by credit or debit card for a transaction fee?

Answered: 137 Skipped: 4



| ANSWER CHOICES         | RESPONSES |
|------------------------|-----------|
| Yes                    | 49.64% 68 |
| No                     | 41.61% 57 |
| Other (please specify) | 11.68% 16 |
| Total Respondents: 137 |           |

| #  | OTHER (PLEASE SPECIFY)  | DATE              |
|----|---|-------------------|
| 1  | might be nice but not necessary.                              | 1/19/2019 6:36 PM |
| 2  | Not good customer service to charge an extra fee to pay dues. | 1/17/2019 4:46 PM |
| 3  | doesn't matter  | 1/15/2019 6:47 PM |
| 4  | Yes, but does there have to be a fee?                         | 1/12/2019 2:06 PM |
| 5  | transaction fee should be included in the cost of membership  | 1/8/2019 4:49 AM  |
| 6  | Not for a fee but online payment should be available          | 1/7/2019 9:49 PM  |
| 7  | doesn't matter to me  | 1/7/2019 9:10 AM  |
| 8  | I don't know, I'm a minor                                     | 1/6/2019 1:32 PM  |
| 9  | No preference   | 1/5/2019 4:23 PM  |
| 10 | It's not an issue either way for me                           | 1/5/2019 10:53 AM |
| 11 | Indifferent   | 1/4/2019 7:13 AM  |
| 12 | But it's not a deal breaker.                                  | 1/3/2019 5:01 PM  |
| 13 | Doesn't matter wither way.                                    | 1/3/2019 4:30 PM  |
| 14 | Not for a fee.  | 1/3/2019 2:10 PM  |
| 15 | I don't care, it's once a year                                | 1/3/2019 9:10 AM  |
| 16 | It doesn't matter   | 1/3/2019 8:29 AM  |

## Q21 Why did you select becoming a member of LMTC over other tennis clubs?

Answered: 130 Skipped: 11

| #  | RESPONSES  | DATE               |
|----|--|--------------------|
| 1  | Location   | 1/24/2019 1:53 PM  |
| 2  | Location   | 1/24/2019 9:48 AM  |
| 3  | Location   | 1/23/2019 5:49 PM  |
| 4  | close by. friendly members   | 1/23/2019 1:06 PM  |
| 5  | The activities are accessible. The membership is very friendly and try to be inclusive. The staff provided the names and numbers of people who returned my calls and let me play with them. I found many people with similar tennis goals. The club is not pretentious | 1/23/2019 9:12 AM  |
| 6  | convenience  | 1/23/2019 8:44 AM  |
| 7  | I like the people and convenient   | 1/22/2019 12:02 PM |
| 8  | Our tennis team was welcomed when Sycuan Tennis club closed a few years ago.picle  | 1/20/2019 2:52 PM  |
| 9  | close location and inexpensive dues  | 1/19/2019 6:36 PM  |
| 10 | Close to home and the annual fee is reasonable. The peaceful setting is a draw. Also the great instruction our family receives from Steve and Nathan.  | 1/17/2019 4:46 PM  |
| 11 | convenient location,   | 1/17/2019 4:03 PM  |
| 12 | We live in the area and love taking weekly classes. The courts and grounds are always kept up beautifully.   | 1/16/2019 11:26 PM |
| 13 | Location   | 1/16/2019 8:07 AM  |
| 14 | wonderful facility and great members   | 1/15/2019 6:47 PM  |
| 15 | Location   | 1/14/2019 9:34 PM  |
| 16 | Proximity, great kids program, beautiful setting   | 1/12/2019 2:06 PM  |
| 17 | The management and teaching pros were excellent and recommended to me by other pros I respected  | 1/11/2019 4:24 PM  |
| 18 | Local  | 1/11/2019 7:45 AM  |
| 19 | I live nearby.   | 1/10/2019 11:27 AM |
| 20 | The people I play with.  | 1/10/2019 11:23 AM |
| 21 | Choose because of the tennis staff and pros  | 1/10/2019 6:54 AM  |
| 22 | Proximity  | 1/9/2019 10:23 PM  |
| 23 | Its is the club nearest my home.   | 1/9/2019 6:52 PM   |
| 24 | Location close to our home..Am also a member at Balboa and coronado  | 1/9/2019 2:59 PM   |
| 25 | local  | 1/8/2019 4:49 AM   |
| 26 | Convenient location/proximity  | 1/7/2019 9:49 PM   |
| 27 | not many choices available in east county  | 1/7/2019 9:29 PM   |
| 28 | Friends that play there. Value   | 1/7/2019 5:25 PM   |
| 29 | Location, like the members and managers  | 1/7/2019 11:18 AM  |
| 30 | location, price, LMTC is a beautiful club, its like family and I wouldn't even consider going anywhere else! Kathy and Dan have made this club what it is, GREAT   | 1/7/2019 9:10 AM   |



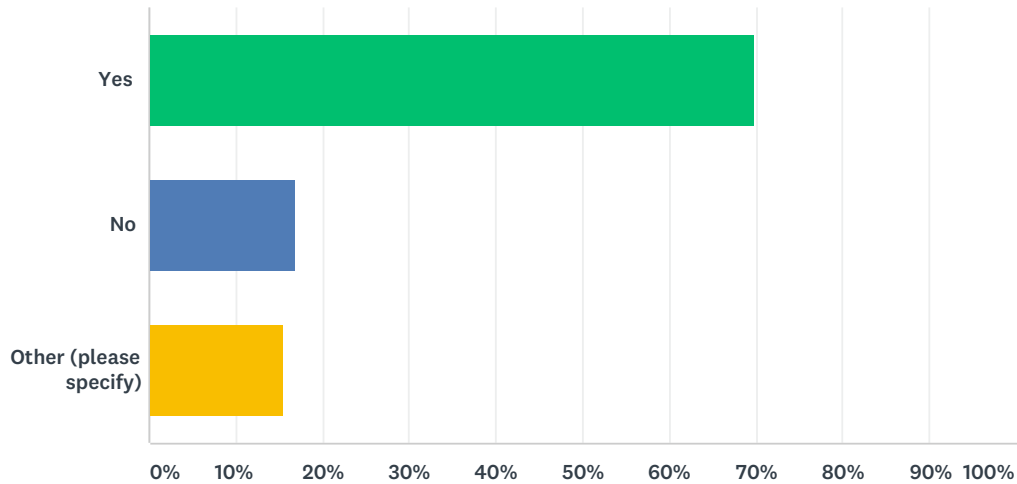
|    |   |                   |
|----|---|-------------------|
| 31 | Proximity to where I live, plus the excellent location by Lake Murray.  | 1/6/2019 7:18 PM  |
| 32 | Close to my home.   | 1/6/2019 7:10 PM  |
| 33 | location  | 1/6/2019 2:13 PM  |
| 34 | Location to my house  | 1/6/2019 1:48 PM  |
| 35 | Originally because it was close to my school, but I decided to stay near Lake Murray, because other places wouldn't have the same calm comfy feel and nice people that LMTC has.  | 1/6/2019 1:32 PM  |
| 36 | Location and Fletcher Hills' clinics and family atmosphere.   | 1/6/2019 11:13 AM |
| 37 | 1) location 2) great club and members 3) ability to play leagues 4) great socials   | 1/5/2019 4:23 PM  |
| 38 | singing hills closed  | 1/5/2019 1:55 PM  |
| 39 | I live close by so it is very convenient for me; also the club is friendly and is run well and has good people  | 1/5/2019 10:53 AM |
| 40 | location  | 1/5/2019 9:53 AM  |
| 41 | Close to home, great facility and management, nice players  | 1/4/2019 8:35 PM  |
| 42 | Member of a number of clubs   | 1/4/2019 4:00 PM  |
| 43 | Closest club with pleasant surroundings.  | 1/4/2019 1:36 PM  |
| 44 | proximity to my residence   | 1/4/2019 1:09 PM  |
| 45 | Location  | 1/4/2019 12:38 PM |
| 46 | location  | 1/4/2019 12:26 PM |
| 47 | Location  | 1/4/2019 10:26 AM |
| 48 | only one mile from home   | 1/4/2019 10:18 AM |
| 49 | relatively nearby   | 1/4/2019 10:00 AM |
| 50 | Location/price  | 1/4/2019 9:37 AM  |
| 51 | My first wife made me.  | 1/4/2019 9:21 AM  |
| 52 | location and price  | 1/4/2019 8:31 AM  |
| 53 | It was close to home  | 1/4/2019 8:12 AM  |
| 54 | Close proximity to my home.   | 1/4/2019 7:13 AM  |
| 55 | Location  | 1/4/2019 4:53 AM  |
| 56 | It's one of the better clubs  | 1/3/2019 10:22 PM |
| 57 | Location and cost   | 1/3/2019 9:57 PM  |
| 58 | Location, the quality of courts, the grounds. My kids take Nate and Steve's clinics.  | 1/3/2019 9:42 PM  |
| 59 | Close   | 1/3/2019 8:39 PM  |
| 60 | location  | 1/3/2019 5:51 PM  |
| 61 | Location and convenience  | 1/3/2019 5:50 PM  |
| 62 | I love the location which is convenient and attractive, I didn't want to pay for amenities that I would not use like a pool. I have a pool at my house. I like the membership in general, and found several life long friends from this club. | 1/3/2019 5:01 PM  |
| 63 | Excellent facilities overall, great maintenance. Emmo Tennis and Dan's instrution are wonderful!  | 1/3/2019 4:30 PM  |
| 64 | Close to my home  | 1/3/2019 4:27 PM  |
| 65 | Location and cost   | 1/3/2019 3:21 PM  |
| 66 | Friends play at LMTC  | 1/3/2019 3:19 PM  |
| 67 | close to home. friend already members.  | 1/3/2019 2:37 PM  |
| 68 | Location  | 1/3/2019 2:36 PM  |

|     |  |                   |
|-----|--|-------------------|
| 69  | Member that I play with and cost   | 1/3/2019 2:31 PM  |
| 70  | It is close to my house  | 1/3/2019 2:10 PM  |
| 71  | Location   | 1/3/2019 2:01 PM  |
| 72  | 1+ 1/2 minute commute  | 1/3/2019 1:33 PM  |
| 73  | convenience  | 1/3/2019 1:29 PM  |
| 74  | Good location and reasonable membership fees.  | 1/3/2019 1:22 PM  |
| 75  | Closest to my house with decent facilities at a reasonable price.  | 1/3/2019 1:16 PM  |
| 76  | Proximity.   | 1/3/2019 1:14 PM  |
| 77  | Location   | 1/3/2019 1:12 PM  |
| 78  | location (close to where I live and overlooks Lake Murray) and facilities - courts are spacious and individually fenced                            | 1/3/2019 1:11 PM  |
| 79  | location   | 1/3/2019 1:08 PM  |
| 80  | Location initially. Now a network of friends.  | 1/3/2019 1:07 PM  |
| 81  | better facilities  | 1/3/2019 1:01 PM  |
| 82  | Location, amenities,   | 1/3/2019 12:56 PM |
| 83  | Dan and Kathy Emmerson.  | 1/3/2019 12:55 PM |
| 84  | Location and the low dues.   | 1/3/2019 12:40 PM |
| 85  | I needed the exercise and wanted to meet people who liked tennis, plus it was so close to home and membership cost was reasonable.                 | 1/3/2019 12:38 PM |
| 86  | Conveniently located, good lights and courts, nice members, friendly and helpful staff, good clinics and privates                                  | 1/3/2019 12:13 PM |
| 87  | Proximity  | 1/3/2019 12:13 PM |
| 88  | Close  | 1/3/2019 12:03 PM |
| 89  | Close to my home   | 1/3/2019 11:40 AM |
| 90  | Convenient   | 1/3/2019 11:10 AM |
| 91  | Close to home  | 1/3/2019 10:59 AM |
| 92  | Because it was the nearest to me.  | 1/3/2019 10:55 AM |
| 93  | Just a good feel for the facilities, and the location. Over time, as other tennis club options have faded away, very glad I choose LMTC years ago. | 1/3/2019 10:45 AM |
| 94  | Location and cost  | 1/3/2019 10:40 AM |
| 95  | Close to my house  | 1/3/2019 10:13 AM |
| 96  | Close  | 1/3/2019 10:11 AM |
| 97  | I live a block away  | 1/3/2019 10:10 AM |
| 98  | In my neighborhood   | 1/3/2019 10:07 AM |
| 99  | People are great Location  | 1/3/2019 10:06 AM |
| 100 | Convenience  | 1/3/2019 10:02 AM |
| 101 | Location and facility layout   | 1/3/2019 9:59 AM  |
| 102 | I live in the area.  | 1/3/2019 9:54 AM  |
| 103 | Location nearest my home and I knew and played with other members/   | 1/3/2019 9:18 AM  |
| 104 | The price and location and lights  | 1/3/2019 9:15 AM  |
| 105 | Convenient   | 1/3/2019 9:11 AM  |
| 106 | Location   | 1/3/2019 9:10 AM  |

|     |  |                  |
|-----|--|------------------|
| 107 | It is an established well run club and I knew others who were playing there  | 1/3/2019 9:10 AM |
| 108 | Proximity  | 1/3/2019 8:58 AM |
| 109 | Convenience  | 1/3/2019 8:56 AM |
| 110 | Location and cost.   | 1/3/2019 8:52 AM |
| 111 | They used to have a functioning board of directors. The new ones are dysfunctional   | 1/3/2019 8:51 AM |
| 112 | Location   | 1/3/2019 8:49 AM |
| 113 | location .... for the money it's a nice facility ..... meets my needs for basic tennis facility  | 1/3/2019 8:49 AM |
| 114 | Nice location close to home, and the clinics.  | 1/3/2019 8:47 AM |
| 115 | location   | 1/3/2019 8:47 AM |
| 116 | Closest  | 1/3/2019 8:45 AM |
| 117 | fun members  | 1/3/2019 8:42 AM |
| 118 | Great Value (don't mess this up!) My local club. I get to play within my community   | 1/3/2019 8:37 AM |
| 119 | convenient location, excellent pro services and overall great playing conditions.  | 1/3/2019 8:36 AM |
| 120 | Proximity to home.   | 1/3/2019 8:35 AM |
| 121 | Close to my home   | 1/3/2019 8:35 AM |
| 122 | It is close to my home.  | 1/3/2019 8:35 AM |
| 123 | Convenience  | 1/3/2019 8:35 AM |
| 124 | Closeness of club  | 1/3/2019 8:34 AM |
| 125 | Location   | 1/3/2019 8:33 AM |
| 126 | In the past it was because of the location near my home. I made friends at LMTC and had several regular games but that has faded and it is now too expensive | 1/3/2019 8:32 AM |
| 127 | Convenience and to play with friends   | 1/3/2019 8:30 AM |
| 128 | Proximity to my home   | 1/3/2019 8:29 AM |
| 129 | Location.  | 1/3/2019 8:25 AM |
| 130 | proximity to home  | 1/3/2019 8:23 AM |

## Q22 Do you find it easy to get to know other members and find matches?

Answered: 136 Skipped: 5



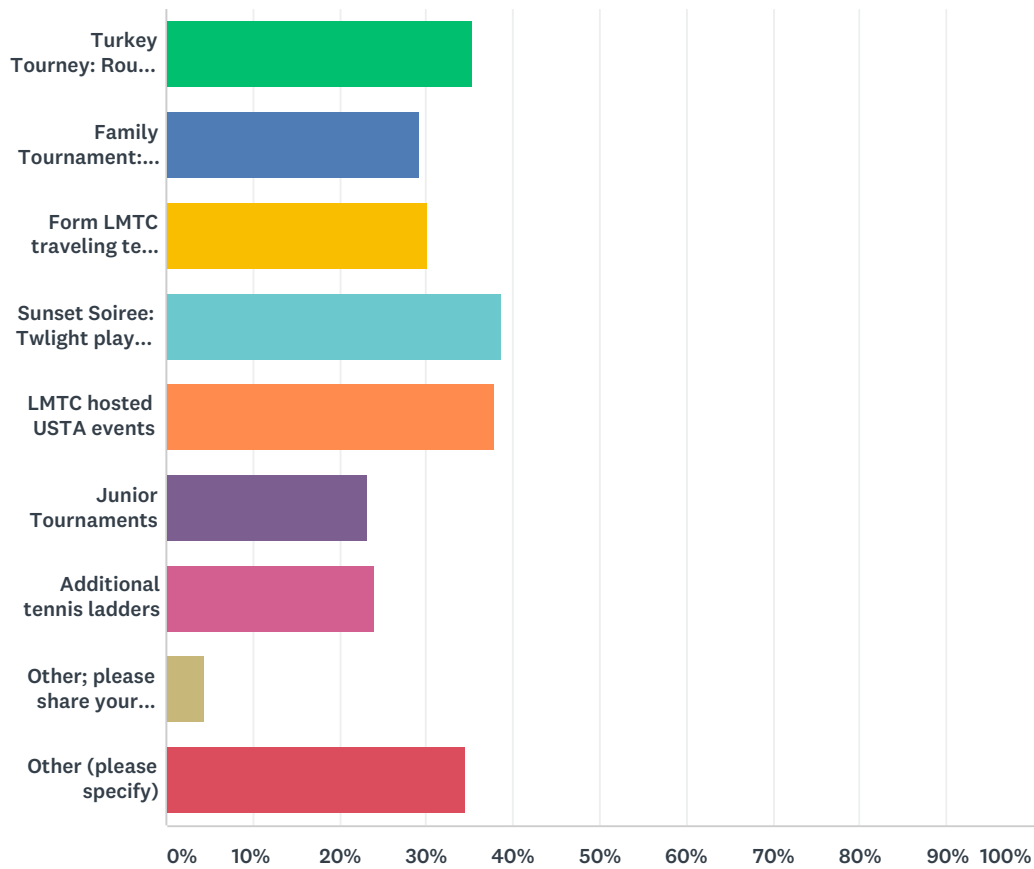
| ANSWER CHOICES         | RESPONSES |
|------------------------|-----------|
| Yes                    | 69.85% 95 |
| No                     | 16.91% 23 |
| Other (please specify) | 15.44% 21 |
| Total Respondents: 136 |           |

| #  | OTHER (PLEASE SPECIFY)   | DATE               |
|----|--|--------------------|
| 1  | At first we had a hard time meeting people to play with. Now, that we take lessons from Steve and Nate we have have met tons of players to play with. It would be great if there was an online tennis list to match up players.  | 1/16/2019 11:26 PM |
| 2  | I have pretty much always played with people I've already known for 20 years   | 1/10/2019 11:23 AM |
| 3  | need younger and skilled players   | 1/8/2019 4:49 AM   |
| 4  | I don't really seek out matches.   | 1/6/2019 7:18 PM   |
| 5  | Not sure yet   | 1/6/2019 2:13 PM   |
| 6  | I'm 16 and I've seen postings to play with people, but I wish it were easier to find more under 18 players. I'd like to improve and I only see junior tennis players when they are there for clinics or lessons. In the past year I may have seen 2 or three other high schoolers playing with eachother, and I wish there were an easier way for us to meet and play. | 1/6/2019 1:32 PM   |
| 7  | Play with my friends. Tried to branch out but difficult cos no real clubhouse to hang out in n meet people. With that comes higher dues. So, should be careful what we ask for. LOL!   | 1/4/2019 7:13 AM   |
| 8  | Needs more options in the 4-4.5 matchups. We have many "4.0" men, but they are low 4.  | 1/3/2019 9:42 PM   |
| 9  | N/A  | 1/3/2019 1:22 PM   |
| 10 | Not tried  | 1/3/2019 1:12 PM   |
| 11 | I do but I can see it being difficult for some   | 1/3/2019 1:07 PM   |
| 12 | haven't tried  | 1/3/2019 1:01 PM   |
| 13 | Haven't really tried outside of clinics and existing friends who play  | 1/3/2019 12:13 PM  |
| 14 | Sometimes, other times not easy to find matches  | 1/3/2019 11:40 AM  |

|    |   |                   |
|----|---|-------------------|
| 15 | over the years, have fallen into a rut where I only play with and interact with same players over and over. When I have reached out to members I do not know, they are normally friendly and receptive. | 1/3/2019 10:45 AM |
| 16 | I don't look for other matches. Have plenty.  | 1/3/2019 10:10 AM |
| 17 | N/A   | 1/3/2019 8:49 AM  |
| 18 | staff does a good job recommending others to hit with   | 1/3/2019 8:49 AM  |
| 19 | haven't really tried to meet people outside of league   | 1/3/2019 8:47 AM  |
| 20 | Have my own group   | 1/3/2019 8:35 AM  |
| 21 | Play with same group  | 1/3/2019 8:34 AM  |

## Q23 LMTC is considering adding fundraisers and tournaments to the events calendar. Please check all the events that interest you.

Answered: 116 Skipped: 25



| ANSWER CHOICES   | RESPONSES |
|--|-----------|
| Turkey Tourney: Round Robin tennis and Thanksgiving potluck  | 35.34% 41 |
| Family Tournament: Juniors & adults, Mother/Daughter, Kids & parents, Couples. Prizes for best dressed teams, family friendly activities & BBQ | 29.31% 34 |
| Form LMTC traveling team to participate in 55 plus events  | 30.17% 35 |
| Sunset Soiree: Twilight play, doubles round robin, music, street taco bar  | 38.79% 45 |
| LMTC hosted USTA events  | 37.93% 44 |
| Junior Tournaments   | 23.28% 27 |
| Additional tennis ladders  | 24.14% 28 |
| Other; please share your ideas!  | 4.31% 5   |
| Other (please specify)   | 34.48% 40 |
| Total Respondents: 116   |           |

| # | OTHER (PLEASE SPECIFY) | DATE              |
|---|------------------------|-------------------|
| 1 | none                   | 1/23/2019 8:44 AM |

|    |   |                    |
|----|---|--------------------|
| 2  | I don't want anymore that will take up more courts.   | 1/22/2019 12:02 PM |
| 3  | Pickle ball courts  | 1/20/2019 2:52 PM  |
| 4  | Love it   | 1/16/2019 11:26 PM |
| 5  | none  | 1/14/2019 9:34 PM  |
| 6  | None  | 1/10/2019 6:54 AM  |
| 7  | Social events like we have had in the past.   | 1/9/2019 6:52 PM   |
| 8  | lets see first  | 1/7/2019 9:10 AM   |
| 9  | Interested in more singles play opportunities   | 1/6/2019 2:13 PM   |
| 10 | Concern that they will take up courts on Wkend  | 1/6/2019 1:48 PM   |
| 11 | I'd suggest some program for juniors to be able to meet other junior tennis players   | 1/6/2019 1:32 PM   |
| 12 | I like the socials we've had in the past. Always set up to play with new people, are focused on having fun and meeting new people and the pot lucks are great.              | 1/5/2019 4:23 PM   |
| 13 | None of the above interest me at this time of my life. I enjoy the cub because of the people who run it and the members   | 1/5/2019 10:53 AM  |
| 14 | na  | 1/5/2019 9:53 AM   |
| 15 | more weekend tournaments based on level or age i.e 55+  | 1/4/2019 1:09 PM   |
| 16 | none  | 1/4/2019 8:31 AM   |
| 17 | Sounds good for those who have time.  | 1/4/2019 7:13 AM   |
| 18 | No coment   | 1/3/2019 10:22 PM  |
| 19 | Don't want it too busy  | 1/3/2019 9:57 PM   |
| 20 | More activities for children and teens.   | 1/3/2019 9:42 PM   |
| 21 | I liked it when we supported the Rally for the Cure.  | 1/3/2019 5:01 PM   |
| 22 | Maybe...  | 1/3/2019 4:30 PM   |
| 23 | None  | 1/3/2019 2:36 PM   |
| 24 | None  | 1/3/2019 2:31 PM   |
| 25 | My current schedule only affords me the opportunity to participate on Saturday mornings.  | 1/3/2019 1:22 PM   |
| 26 | would like to see LMTC mens USTA teams  | 1/3/2019 1:11 PM   |
| 27 | Not a social person   | 1/3/2019 1:08 PM   |
| 28 | They are all fine ideas depending upon the current demographic. Just gotta be flexible and feed the types of activities that draw and eliminate the others. Simple is best. | 1/3/2019 1:07 PM   |
| 29 | Probably not interested   | 1/3/2019 1:01 PM   |
| 30 | mother/son events,  | 1/3/2019 12:13 PM  |
| 31 | Anything that brings new/youth players and develops a community atmosphere. Court times open to youth players so kids can gather and find games.                            | 1/3/2019 12:13 PM  |
| 32 | none of these interest me   | 1/3/2019 10:55 AM  |
| 33 | Not interested  | 1/3/2019 10:02 AM  |
| 34 | Technology Demo day. Opportunity to demo the latest in tennis technology  | 1/3/2019 9:59 AM   |
| 35 | Not really interested   | 1/3/2019 9:10 AM   |
| 36 | These shouldn't compromise high use playing times.  | 1/3/2019 8:58 AM   |
| 37 | no  | 1/3/2019 8:56 AM   |
| 38 | Higher level play similar to Friday Night Fling.  | 1/3/2019 8:52 AM   |
| 39 | Not interested  | 1/3/2019 8:35 AM   |

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40

Other clubs have more competitive tournaments and more frequently.

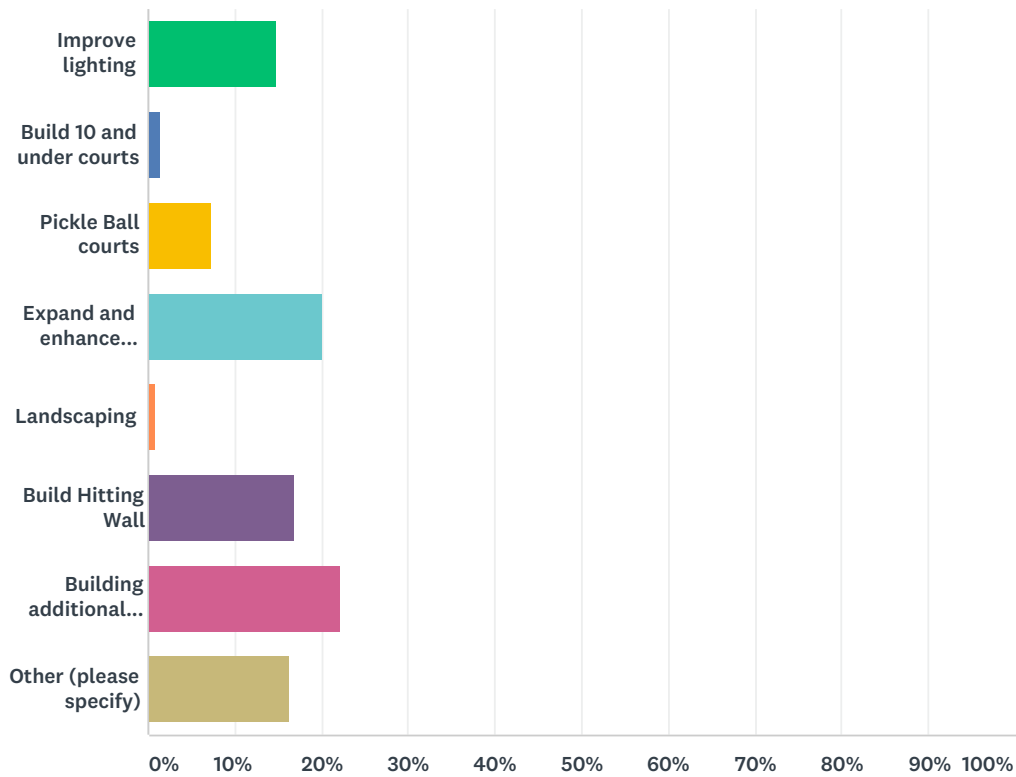
1/3/2019 8:32 AM

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## Q24 Please check the most important area you feel the proceeds from LMTC events should be applied.

Answered: 135 Skipped: 6



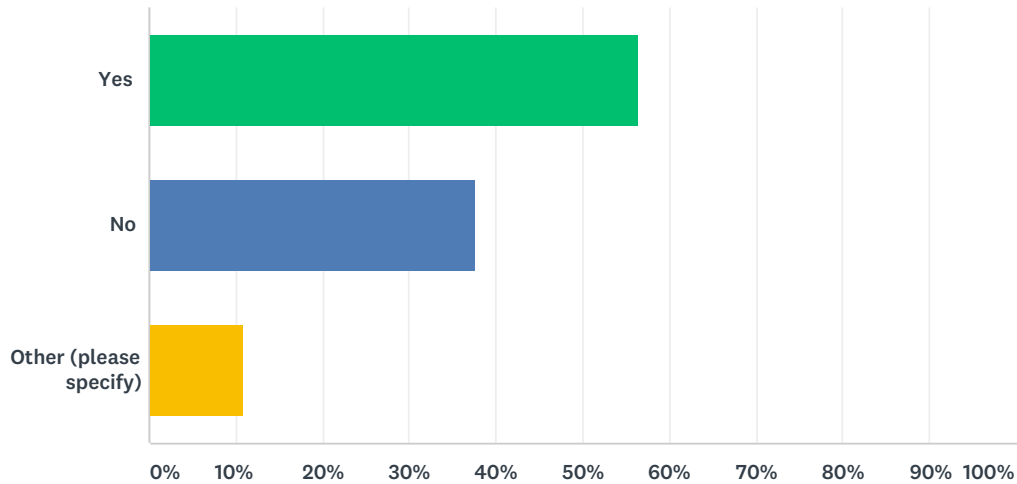
| ANSWER CHOICES  | RESPONSES  |
|---|------------|
| Improve lighting  | 14.81% 20  |
| Build 10 and under courts   | 1.48% 2    |
| Pickle Ball courts  | 7.41% 10   |
| Expand and enhance clubhouse features- possibilities to include TV, lounge areas, etc | 20.00% 27  |
| Landscaping   | 0.74% 1    |
| Build Hitting Wall  | 17.04% 23  |
| Building additional courts  | 22.22% 30  |
| Other (please specify)  | 16.30% 22  |
| <b>TOTAL</b>  | <b>135</b> |

| # | OTHER (PLEASE SPECIFY)  | DATE               |
|---|---|--------------------|
| 1 | Building additional courts with 10 & Under lines and amenities  | 1/23/2019 9:12 AM  |
| 2 | In getting new furniture for the inside of the club house.  | 1/22/2019 12:02 PM |
| 3 | resurface courts  | 1/17/2019 4:03 PM  |
| 4 | priority for all money s/b used to maintain and improve the courts, add more courts, If LED lighting would improve what we have I'd do that, we need shade covers on all courts | 1/10/2019 11:23 AM |

|    |   |                   |
|----|---|-------------------|
| 5  | Resurfacing. Clean more often during dry season.  | 1/7/2019 5:25 PM  |
| 6  | Keep the proceeds handy, you'll need them!  | 1/7/2019 9:10 AM  |
| 7  | Shade over sitting area on courts for players.  | 1/6/2019 1:48 PM  |
| 8  | More courts if economically feasible  | 1/5/2019 4:23 PM  |
| 9  | Resurface courts more frequently.   | 1/4/2019 1:36 PM  |
| 10 | Fixing the poor job the last company did repairing the courts, build more courts  | 1/4/2019 9:37 AM  |
| 11 | Landscaping and quiet hitting wall. This would not allow two choices.   | 1/4/2019 9:21 AM  |
| 12 | I don't think after being on the board many years that people really want a different club than what they have. I also know that maintenance is going up all the time. Therefore, I would prefer that dues did not go up, and that any funds are used for keeping the quality that we have. | 1/3/2019 5:01 PM  |
| 13 | Keeping the club solvent - save the money for emergencies.  | 1/3/2019 1:22 PM  |
| 14 | I like the club the way it is. Adding more would raise the dues and change the close, friendly atmosphere of the club   | 1/3/2019 12:13 PM |
| 15 | Shaded areas  | 1/3/2019 10:11 AM |
| 16 | I don't have enough knowledge to give an opinion.   | 1/3/2019 9:54 AM  |
| 17 | Terrible question some of these are much more feasible monetarily than others. You are asking me to compare apples to oranges   | 1/3/2019 8:51 AM  |
| 18 | new clubhouse   | 1/3/2019 8:49 AM  |
| 19 | upgrading the current facilities vs adding new makes sense to me  | 1/3/2019 8:47 AM  |
| 20 | Improve court seating   | 1/3/2019 8:45 AM  |
| 21 | not enough revenue to justify major changes.  | 1/3/2019 8:36 AM  |
| 22 | Fix the horrible court surfaces. Bubbling, patches, etc   | 1/3/2019 8:35 AM  |

## Q25 Do you shop at the Emmo pro shop?

Answered: 138 Skipped: 3

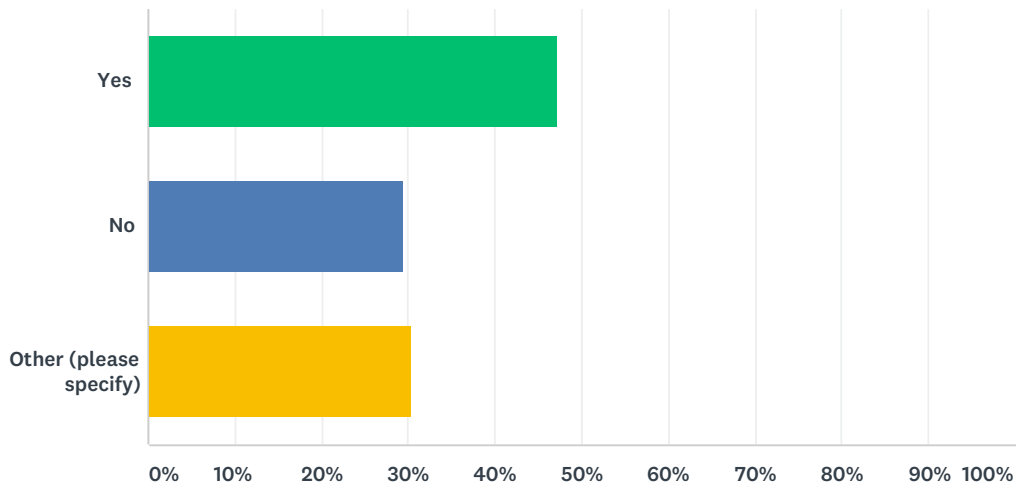


| ANSWER CHOICES         | RESPONSES |
|------------------------|-----------|
| Yes                    | 56.52% 78 |
| No                     | 37.68% 52 |
| Other (please specify) | 10.87% 15 |
| Total Respondents: 138 |           |

| #  | OTHER (PLEASE SPECIFY)  | DATE               |
|----|---|--------------------|
| 1  | Poor selection of items and supplies. Shop at Ray's or online                     | 1/17/2019 4:46 PM  |
| 2  | occasionally  | 1/14/2019 9:34 PM  |
| 3  | so far only for restringing   | 1/10/2019 11:23 AM |
| 4  | stringing   | 1/8/2019 4:49 AM   |
| 5  | All the time for needed products  | 1/7/2019 11:18 AM  |
| 6  | Sometimes   | 1/5/2019 4:23 PM   |
| 7  | I just get my racquets strung there.  | 1/4/2019 10:26 AM  |
| 8  | Stringing   | 1/3/2019 2:31 PM   |
| 9  | Stringing and balls as needed   | 1/3/2019 1:07 PM   |
| 10 | Not enough variety  | 1/3/2019 10:59 AM  |
| 11 | I look but haven't bought   | 1/3/2019 10:06 AM  |
| 12 | I think that calling the limited items available a pro shop is a bit of a stretch | 1/3/2019 8:47 AM   |
| 13 | Buy grips. Inventory is poor.   | 1/3/2019 8:35 AM   |
| 14 | If stringing is considered part of pro shop                                       | 1/3/2019 8:35 AM   |
| 15 | Only for tennis balls if someone has forgot them.                                 | 1/3/2019 8:32 AM   |

## Q26 Are you satisfied with the selection of racquets, snacks and apparel at the pro shop?

Answered: 129 Skipped: 12



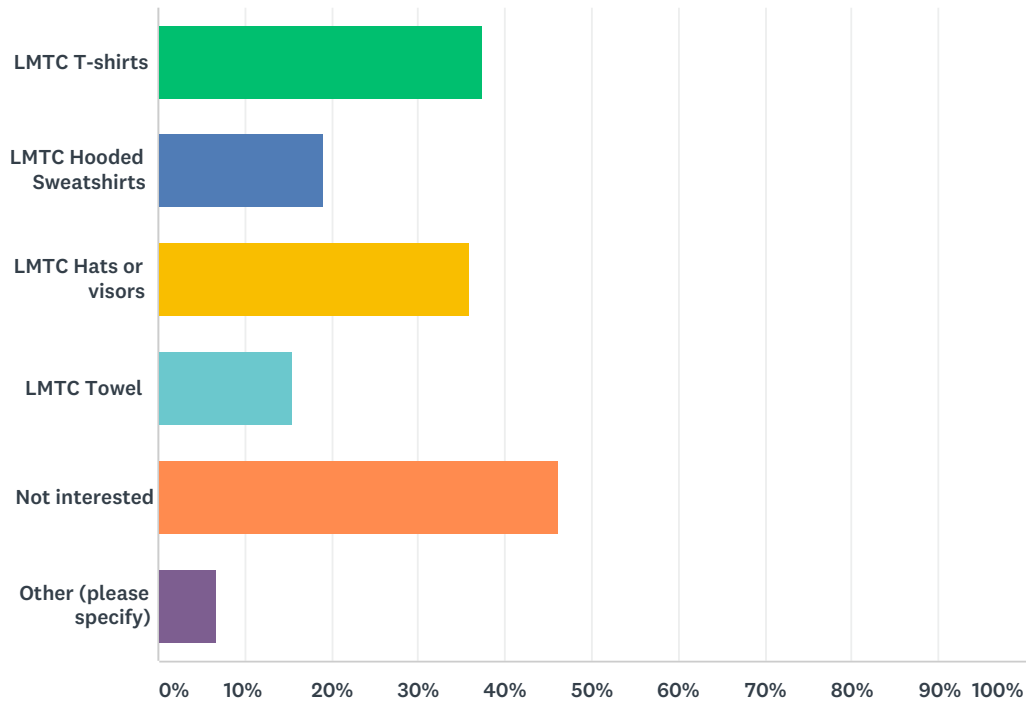
| ANSWER CHOICES         | RESPONSES |
|------------------------|-----------|
| Yes                    | 47.29% 61 |
| No                     | 29.46% 38 |
| Other (please specify) | 30.23% 39 |
| Total Respondents: 129 |           |

| #  | OTHER (PLEASE SPECIFY)  | DATE               |
|----|---|--------------------|
| 1  | Don't shop there  | 1/23/2019 5:49 PM  |
| 2  | Would prefer more but they are more than willing to order stuff for us  | 1/23/2019 9:12 AM  |
| 3  | Stringing is excellent and fast. Better food options would be nice  | 1/21/2019 6:46 AM  |
| 4  | No, terrible. No clothing, shoes or items of interest.  | 1/17/2019 4:46 PM  |
| 5  | I'm only interested in their rackets and strings so that's OK.  | 1/10/2019 11:27 AM |
| 6  | no, I'm not a yonex fan. But can't answer this question in a vacuum. Need to answer in connection to how money is spent now, but I've never seen an income and expense statement of the club. | 1/10/2019 11:23 AM |
| 7  | limited racquet brand names   | 1/8/2019 4:49 AM   |
| 8  | Not a priority  | 1/7/2019 9:10 AM   |
| 9  | N/A   | 1/6/2019 2:13 PM   |
| 10 | Would be nice if they had demo racquets from other brands but Tennis Warehouse is really easy and their selection is great.   | 1/6/2019 11:13 AM  |
| 11 | We are a small club and do not have a big clubhouse. I'm not sure it's ecomically feasible to support a profitable pro shop.  | 1/5/2019 4:23 PM   |
| 12 | didn't pay that much attention, cannot evaluate   | 1/4/2019 1:09 PM   |
| 13 | The snacks are overpriced and almost non-existent. I would prefer more variety of brands in the pro shop.   | 1/4/2019 10:26 AM  |
| 14 | I don't shop there  | 1/4/2019 8:12 AM   |

|    |   |                   |
|----|---|-------------------|
| 15 | Don't pay attention. I do my shopping online.   | 1/4/2019 7:13 AM  |
| 16 | For the amount of things I am looking for it is fine.   | 1/3/2019 5:01 PM  |
| 17 | What they don't stock they can order - great prices and service!  | 1/3/2019 4:30 PM  |
| 18 | I don't like yonex  | 1/3/2019 4:27 PM  |
| 19 | Only buy strings and dampeners.   | 1/3/2019 3:19 PM  |
| 20 | n.a.  | 1/3/2019 2:37 PM  |
| 21 | Don't use   | 1/3/2019 2:10 PM  |
| 22 | Pretty small selection, but the club house is not where I would go for most stuff. I doubt the size of the membership could support much more than we have. | 1/3/2019 2:01 PM  |
| 23 | N/A   | 1/3/2019 1:22 PM  |
| 24 | do not use  | 1/3/2019 1:14 PM  |
| 25 | n/a - don't use   | 1/3/2019 1:11 PM  |
| 26 | do not use  | 1/3/2019 1:08 PM  |
| 27 | Lots of potential here  | 1/3/2019 1:07 PM  |
| 28 | not interested  | 1/3/2019 1:01 PM  |
| 29 | If the clubhouse were more developed, sales would follow.   | 1/3/2019 12:13 PM |
| 30 | I don't really use the pro shop   | 1/3/2019 11:40 AM |
| 31 | I mostly get my racquets strung at Emmo. I try to support them whenever possible.   | 1/3/2019 10:45 AM |
| 32 | The string and racquet selection could be improved.   | 1/3/2019 9:15 AM  |
| 33 | never really paid attention   | 1/3/2019 9:02 AM  |
| 34 | Would like to see Wilson and Head racquets also.  | 1/3/2019 8:52 AM  |
| 35 | N/A   | 1/3/2019 8:49 AM  |
| 36 | slim on hand stuff .... I order what I need through Emmo  | 1/3/2019 8:49 AM  |
| 37 | Pro shop doesn't really do apparel. That's okay. Wish they did more shoes.  | 1/3/2019 8:47 AM  |
| 38 | It's ok. I don't buy anything there   | 1/3/2019 8:32 AM  |
| 39 | Dont use  | 1/3/2019 8:23 AM  |

## Q27 Would you be interested in LMTC branded apparel if the proceeds supported our non-profit? Which items, if any, would you consider purchasing?

Answered: 136 Skipped: 5



| ANSWER CHOICES          | RESPONSES |    |
|-------------------------|-----------|----|
| LMTC T-shirts           | 37.50%    | 51 |
| LMTC Hooded Sweatshirts | 19.12%    | 26 |
| LMTC Hats or visors     | 36.03%    | 49 |
| LMTC Towel              | 15.44%    | 21 |
| Not interested          | 46.32%    | 63 |
| Other (please specify)  | 6.62%     | 9  |
| Total Respondents: 136  |           |    |

| # | OTHER (PLEASE SPECIFY)  | DATE               |
|---|---|--------------------|
| 1 | Maybe   | 1/23/2019 5:49 PM  |
| 2 | No  | 1/22/2019 12:02 PM |
| 3 | Yes, surprised this hasn't already been done!   | 1/17/2019 4:46 PM  |
| 4 | All of the above  | 1/4/2019 7:13 AM   |
| 5 | Perhaps, I'm not really aware of a non-profit   | 1/3/2019 5:01 PM   |
| 6 | Value vital. Good luck finding the right product at the right price and generate proceeds | 1/3/2019 1:07 PM   |
| 7 | All of the above.   | 1/3/2019 10:20 AM  |

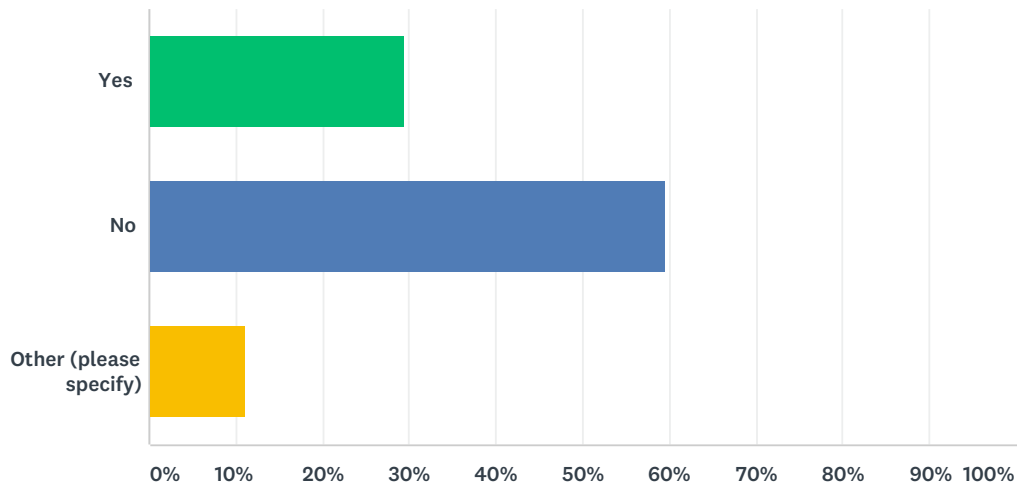
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|   |  |                  |
|---|--|------------------|
| 8 | Only after I regain my trust in the current board of directors | 1/3/2019 8:51 AM |
| 9 | Bags. A Yonex/LMTC touring bag would be a nice thing...        | 1/3/2019 8:47 AM |

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## Q28 Would you like the club to invest in a vending machine stocked with a variety of snacks, proceeds to benefit LMTC?

Answered: 136 Skipped: 5



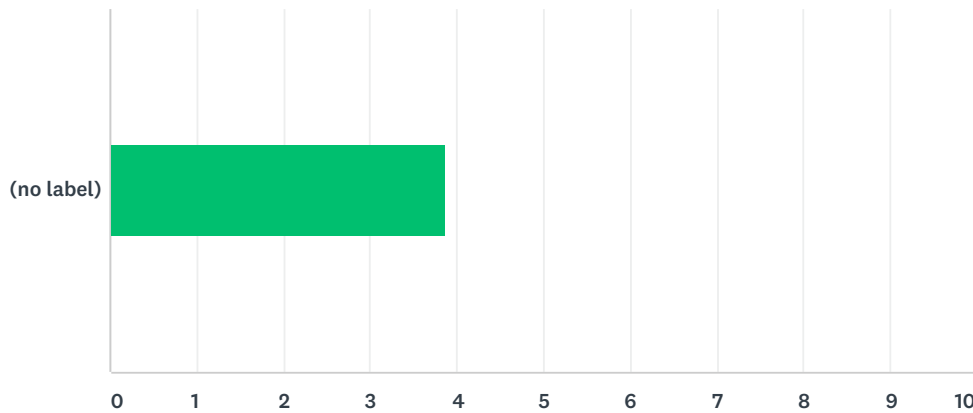
| ANSWER CHOICES         | RESPONSES |            |
|------------------------|-----------|------------|
| Yes                    | 29.41%    | 40         |
| No                     | 59.56%    | 81         |
| Other (please specify) | 11.03%    | 15         |
| <b>TOTAL</b>           |           | <b>136</b> |

| #  | OTHER (PLEASE SPECIFY)  | DATE               |
|----|---|--------------------|
| 1  | Could the clubhouse just provide more selections?   | 1/16/2019 11:26 PM |
| 2  | Doesn't matter to me  | 1/14/2019 9:34 PM  |
| 3  | Not sure a vending machine is necessary to sell drinks and snacks. there is a fridge and snack display case in the clubhouse. | 1/8/2019 4:49 AM   |
| 4  | Not necessary I go there to play tennis not snack   | 1/5/2019 10:53 AM  |
| 5  | Yes, or have more (reasonably priced) options available for sale in the clubhouse.  | 1/4/2019 10:26 AM  |
| 6  | I might not use it that much...   | 1/3/2019 4:30 PM   |
| 7  | Maybe   | 1/3/2019 4:27 PM   |
| 8  | Yes, a side by side deli box stocked would be nice. Sports, fruit drinks, energy bars etc.                                    | 1/3/2019 1:07 PM   |
| 9  | Maybe   | 1/3/2019 12:13 PM  |
| 10 | Maybe   | 1/3/2019 10:20 AM  |
| 11 | don't care one way or the other   | 1/3/2019 8:49 AM   |
| 12 | The general concept is good, but not through vending machines.  | 1/3/2019 8:47 AM   |
| 13 | don't care either way   | 1/3/2019 8:47 AM   |
| 14 | Ambivalent  | 1/3/2019 8:35 AM   |
| 15 | Don't care. It will get vandleized unless inside  | 1/3/2019 8:32 AM   |



## Q29 Rate your satisfaction level of Emmo Tennis club management and customer service.

Answered: 134 Skipped: 7

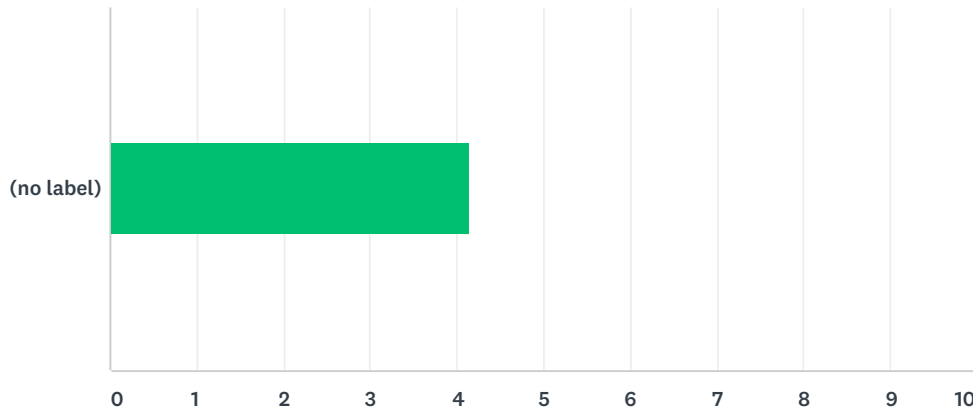


|            | POOR  | NEEDS IMPROVEMENT | AVERAGE | BETTER THAN AVERAGE | EXCELLENT | TOTAL | WEIGHTED AVERAGE |
|------------|-------|-------------------|---------|---------------------|-----------|-------|------------------|
| (no label) | 2.24% | 6.72%             | 25.37%  | 32.84%              | 32.84%    | 134   | 3.87             |
|            | 3     | 9                 | 34      | 44                  | 44        |       |                  |

| #  | OTHER (PLEASE SPECIFY)  | DATE              |
|----|---|-------------------|
| 1  | I am sure a complete survey needs to include this. To ask the question indicates you have no experience in managing a club  | 1/23/2019 9:12 AM |
| 2  | Customer service needs improvement.   | 1/17/2019 4:46 PM |
| 3  | courts and grounds are well kept and maintained. Staff is friendly.   | 1/8/2019 4:49 AM  |
| 4  | Emmo Tennis is the best, love them, I would change nothing  | 1/7/2019 9:10 AM  |
| 5  | Haven't had enough interaction to comment   | 1/6/2019 2:13 PM  |
| 6  | For the most part they are pretty good. More so lately. I have had reservations go missing. The club used to be closed if it looked like it was going to rain.  | 1/4/2019 10:26 AM |
| 7  | LMTC needs to look at ways to improve and diversify. LMTC must improve with the times (technology, clubhouse, amenities, expanded options, race, gender, and age equality, and more). Right now it's stuck in the past. | 1/3/2019 9:42 PM  |
| 8  | check for empty courts before bumping players.  | 1/3/2019 2:37 PM  |
| 9  | Again, room for improvement in a variety of areas. Without knowing the cost I can't asses the benefit   | 1/3/2019 1:07 PM  |
| 10 | Dan and Kathy are outstanding along with their excellent staff! They are the main reason we came to Lake Murray.  | 1/3/2019 12:55 PM |
| 11 | Have not used, have heard mixed reviews. Perhaps time to review and see what else is available. They may be the best option, in the end. There may be better options out there.   | 1/3/2019 12:13 PM |
| 12 | They have done a very good job over the years. It is not an easy job, but overall I have been quite satisfied   | 1/3/2019 10:45 AM |
| 13 | N/a   | 1/3/2019 10:20 AM |
| 14 | Just want the lights to stay on after 9pm. 915 would be great.  | 1/3/2019 8:49 AM  |
| 15 | There isn't always someone at the front desk, but if not, someone comes from the office to the front desk in just a few seconds.  | 1/3/2019 8:47 AM  |

### Q30 Please rate your satisfaction level of pro staff.

Answered: 114 Skipped: 27



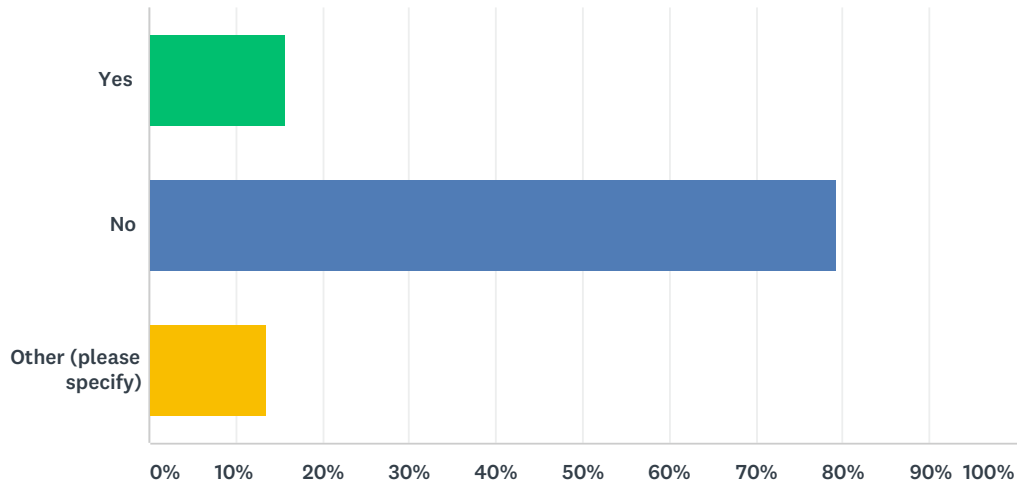
|            | POOR  | NEEDS IMPROVEMENT | AVERAGE | BETTER THAN AVERAGE | EXCELLENT | TOTAL | WEIGHTED AVERAGE |
|------------|-------|-------------------|---------|---------------------|-----------|-------|------------------|
| (no label) | 0.88% | 0.00%             | 23.68%  | 34.21%              | 41.23%    | 114   | 4.15             |
|            | 1     | 0                 | 27      | 39                  | 47        |       |                  |

| #  | OTHER (PLEASE SPECIFY)   | DATE               |
|----|--|--------------------|
| 1  | Nathan, Steve & Eldon are super instructors! Additionally make learning fun and positive role models for kids! Always smiling and enjoying tennis. | 1/17/2019 4:46 PM  |
| 2  | Nate and Steve do an awesome job. We look forward every week for our class. Our kids adore them as well.   | 1/16/2019 11:26 PM |
| 3  | Can't comment as do not use  | 1/16/2019 8:07 AM  |
| 4  | not a service I use, but they seem ok to me  | 1/10/2019 11:23 AM |
| 5  | Cannot evaluate  | 1/4/2019 1:09 PM   |
| 6  | don't use  | 1/4/2019 8:31 AM   |
| 7  | N/A  | 1/4/2019 7:13 AM   |
| 8  | Kids programs are better than average.   | 1/3/2019 9:42 PM   |
| 9  | No opinion   | 1/3/2019 3:19 PM   |
| 10 | Don't use  | 1/3/2019 2:10 PM   |
| 11 | do not know  | 1/3/2019 1:14 PM   |
| 12 | n/a - haven't had any coaching lessons yet   | 1/3/2019 1:11 PM   |
| 13 | Seems fine. I would like to see more community outreach to grow the membership   | 1/3/2019 1:07 PM   |
| 14 | Not sure who is considered pro staff. Love Nate and steve.   | 1/3/2019 12:13 PM  |
| 15 | Don't use them   | 1/3/2019 10:02 AM  |
| 16 | n/a  | 1/3/2019 8:56 AM   |
| 17 | Na   | 1/3/2019 8:51 AM   |
| 18 | Dan is exceptional.  | 1/3/2019 8:47 AM   |
| 19 | I rarely take lessons and when I do it is at Balboa  | 1/3/2019 8:47 AM   |
| 20 | N/A  | 1/3/2019 8:34 AM   |



### Q31 Are you a member of other tennis clubs? If so, please indicate club.

Answered: 140 Skipped: 1



| ANSWER CHOICES         | RESPONSES  |
|------------------------|------------|
| Yes                    | 15.71% 22  |
| No                     | 79.29% 111 |
| Other (please specify) | 13.57% 19  |
| Total Respondents: 140 |            |

| #  | OTHER (PLEASE SPECIFY)  | DATE               |
|----|---|--------------------|
| 1  | Tierra Santa  | 1/24/2019 1:53 PM  |
| 2  | Coronado Tennis Club  | 1/24/2019 9:48 AM  |
| 3  | Balboa and Coronado   | 1/23/2019 9:12 AM  |
| 4  | Balboa Tennis Club  | 1/16/2019 11:26 PM |
| 5  | I have been a member of a number of other clubs but have dropped them.  | 1/11/2019 4:24 PM  |
| 6  | I have been so in the past and I use a number of other clubs to play at | 1/10/2019 11:23 AM |
| 7  | Have been a member of other clubs but dropped them for LMTC             | 1/10/2019 6:54 AM  |
| 8  | San Diego Tennis and Racquet  | 1/9/2019 10:23 PM  |
| 9  | Balboa Tennis Club  | 1/4/2019 8:35 PM   |
| 10 | Balboa  | 1/4/2019 4:58 AM   |
| 11 | Balboa  | 1/3/2019 4:30 PM   |
| 12 | Have been. Remain a frequent guest of several                           | 1/3/2019 1:07 PM   |
| 13 | ECCTA   | 1/3/2019 10:59 AM  |
| 14 | Pacific Beach and Balboa Tennis Clubs                                   | 1/3/2019 9:54 AM   |
| 15 | I have day passes to balboa, I'm a member at ECCTA.                     | 1/3/2019 9:15 AM   |
| 16 | Balboa  | 1/3/2019 8:58 AM   |
| 17 | None of your beeswax  | 1/3/2019 8:51 AM   |

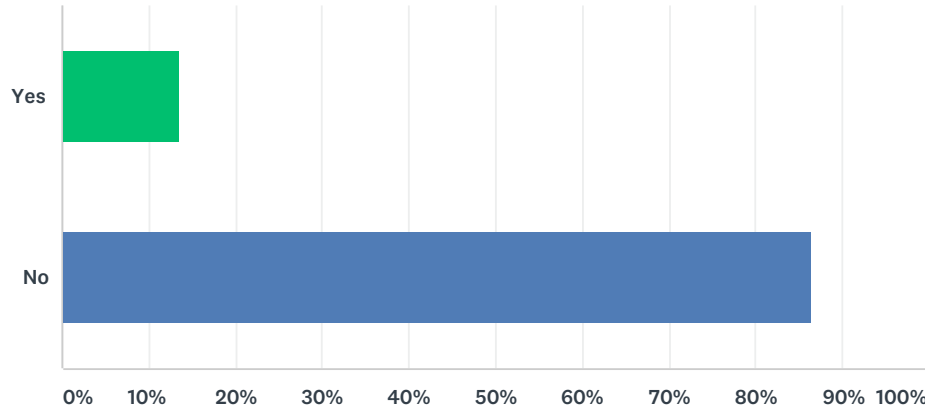
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|    |   |                  |
|----|---|------------------|
| 18 | I am a member of Padel San Diego, San Diego Table Tennis Association, San Diego Squash, and the San Diego Court Sports Assoc. | 1/3/2019 8:47 AM |
| 19 | Coronado and Helix  | 1/3/2019 8:32 AM |

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### Q32 Do you follow us on social media?

Answered: 140 Skipped: 1



| ANSWER CHOICES         | RESPONSES |     |
|------------------------|-----------|-----|
| Yes                    | 13.57%    | 19  |
| No                     | 86.43%    | 121 |
| Total Respondents: 140 |           |     |

## Q33 All suggestions, comments or concerns are welcome. Please take this space to provide any feedback.

Answered: 53 Skipped: 88

| #  | RESPONSES   | DATE               |
|----|---|--------------------|
| 1  | This is a county wide problem as I see it. Organised events like ladders, 4.0,3.5, 3.0 etc groups should be run by staff and not members. New members find it hard to get involved in such groups.  | 1/24/2019 9:48 AM  |
| 2  | I appreciate the efforts to survey. It is only a start to finding and deciding on certain directions.   | 1/23/2019 9:12 AM  |
| 3  | Great club, but could be greater. Improve entry signs to invite community to come. Advertise classes and club to community. More events. Add classes for kids 3-5, Improve outdoor areas for lounging and to watch play. Build an enjoyable clubhouse. Member discounts on classes. Extend singles court time, 1 hour is not enough. Friday to be open until 9pm. Use trailer for check in and office. Build lake view clubhouse. | 1/17/2019 4:46 PM  |
| 4  | We appreciate the survey  | 1/16/2019 11:26 PM |
| 5  | I am satisfied  | 1/14/2019 9:34 PM  |
| 6  | We need better communication with ALL members - not just one email account per household on family memberships. Also ALL members should be allowed to vote on family memberships - not just one vote per household.   | 1/12/2019 2:06 PM  |
| 7  | No Gatorade or anything other than water on courts. Give me an fn break. What are we children. Not a very social club.  | 1/9/2019 10:23 PM  |
| 8  | The club should try to incorporate fitness into the club. Offer tennis fitness training for juniors through seniors.  | 1/8/2019 4:49 AM   |
| 9  | Management needs to make the club more welcoming for families. The club feels like a geriatric country club. I feel that management has not promoted a family and children friendly environment other than the excellent clinics put on by Steve and Nathan.  | 1/7/2019 9:49 PM   |
| 10 | One hour for singles players is not enough time. Singles players pay the same dues and should be afforded more time. To drive 20 miles and not be able to play one set of singles is unsatisfactory. And yes, this has happened to my partner and I   | 1/7/2019 9:29 PM   |
| 11 | I know what it is like to serve on nonprofits. Seems to be alot of drama at the Board. It is a tennis club. Update the contracts, bylaws or whatever needs to be made current. It does not have to happen all at once. And don't just take the survey results and run, dig a little deeper.   | 1/7/2019 5:25 PM   |
| 12 | Really like Emmo tennis family. They make the club a family friendly experience.  | 1/7/2019 11:18 AM  |
| 13 | I am very satisfied with this club. The staff is always friendly and do a great job of running the club efficiently.  | 1/6/2019 7:10 PM   |
| 14 | We haven't been members long enough to make meaningful comments. But what's most important to us are court availability and time to complete a 3 set singles match (longer than an hour). Thanks.   | 1/6/2019 2:13 PM   |
| 15 | More junior programs/high school programs would be nice   | 1/6/2019 1:32 PM   |
| 16 | Great idea on the survey. We have a family membership and two adults that play and that have different opinions on some of the questions. Overall we like playing at Lake Murray.   | 1/6/2019 11:13 AM  |
| 17 | shade canopy over benches   | 1/5/2019 1:55 PM   |
| 18 | Great club, good instructors  | 1/4/2019 8:35 PM   |

|    |  |                   |
|----|--|-------------------|
| 19 | I'm considering leaving Lake Murray due to court unavailability. I have been a member since it opened. To many courts are used during prime time for clinics, lessons and school matches. I have stopped using Lake Murray for that reason. If my wife was not in leagues, I would not be a member. Many times I have tried to make a reservation and most of the courts we're not available due to 4 or more courts for lessons or clinics, schools using the courts (non-members) or leagues. Sometimes, there is only 2 courts available for reservations. I understand trying to make money for the club, but at the expense of the members use of the courts is not acceptable. | 1/4/2019 4:00 PM  |
| 20 | Extending hours to 21:30 and 19:00 weekdays and weekends respectively would be welcome. Ability to book 1.5 hrs for singles and 2.0 hrs for doubles  | 1/4/2019 1:09 PM  |
| 21 | If the clubhouse expands, I'd like to see tennis clothing included - for sale items.   | 1/4/2019 12:38 PM |
| 22 | Please repair the courts. The last company to do so left dead spots, uneven surfaces, and lumps. If a couple extra courts could be added that would be amazing. As well as extra lights on the ends of the courts to prevent dark spots. The staff is incredible and I love LMTC! They are all very friendly, helpful, and keep the facilities clean. I love how clean the courts are. Don't have to worry about slippage from dirty courts. Awesome!  | 1/4/2019 9:37 AM  |
| 23 | Please do not put advertising banners on the property it will kill the aesthetics of the club. We are not Little League. Get the needed money to cover expenses though the dues. Then fundraisers for projects.  | 1/4/2019 9:21 AM  |
| 24 | Shade over seating areas on courts   | 1/4/2019 8:31 AM  |
| 25 | I wish there had been answer options of "Not Applicable" or "Does not apply". I didn't have knowledge or opinions on some of the questions.  | 1/3/2019 5:50 PM  |
| 26 | Well run facilities, pro shop, and great instruction. Nice tennis players (with very few exceptions).  | 1/3/2019 4:30 PM  |
| 27 | It would be nice to have more shade at the benches. The wood needs to be painted The office should open at least 5 -10 minutes before 8:00. Maybe a text from the club to one person in the group if the court is closed because of rain.  | 1/3/2019 4:27 PM  |
| 28 | take phone off recording at noon to accept reservations. equal playing time for all dues paying members. singles players pay the same as doubles.  | 1/3/2019 2:37 PM  |
| 29 | I have played at many clubs in San Diego, the level of talk on the courts is ridiculous. I have never experienced the rude talking behaviors of members. Full on conversations that can be heard in throughout the courts. I would also like to be able to make a reservation a week in advance.   | 1/3/2019 2:10 PM  |
| 30 | Please open the office at 7:45am. It would help for members who play at 8:00am. We can sign in and use the restroom before our matches.  | 1/3/2019 2:08 PM  |
| 31 | If improvements to lighting are made, it should be to put in LED lights that reduce cost in the long term. Pickleball courts and under 10 courts may be the same thing. Pickleball courts may bring in revenue if they are done right.   | 1/3/2019 1:16 PM  |
| 32 | Crazy to have gardening work done on Sat. morning while courts are full. No other club does that.  | 1/3/2019 1:14 PM  |
| 33 | The grounds offer endless patio/gathering opportunities not taken advantage of. We are stuck with one gazebo spot. Outside the clubhouse dirt/mulch goes on for yards and yards. Second Han artificial turf would be wonderful there. Court 3 should have a view patio with a screen removed for viewing competition. The grove of eucalyptus trees in the parking lot offer a shady picnic area. The teaching court should also have a view pane. I know some pros don't like that but, many do. Several other opportunities exist. Love to see a site map posted so others could offer ideas.  | 1/3/2019 1:07 PM  |
| 34 | We like the club. A little torn between glad it has ticked along all these years as a low-key place, but also think it could do more to include young players, families, and be a place people of all ages could hang out and get to know each other. We've had great experiences with other members on the court, and in the clinics.   | 1/3/2019 12:13 PM |
| 35 | Overall good value for the cost, most players are quite nice, would be a good idea to have events where all 4.0 players or 3.5 players could meet each other!  | 1/3/2019 11:40 AM |
| 36 | Definitely some fundraisers with Music, bbq,   | 1/3/2019 11:10 AM |
| 37 | I consider this club a hidden jewel of the area. Been very happy with the club for ~ 15 years. I would be willing to pay more in annual dues to update the lights, or even to add some facilities.   | 1/3/2019 10:45 AM |



|    |  |                   |
|----|--|-------------------|
| 38 | I think the club is great as it is. For those who want to learn to play tennis or improve the opportunity is available. Those who just want to play can do so. This club is not to big and not too small and is of great benefit to the community. No significant changes are indicated.   | 1/3/2019 10:40 AM |
| 39 | I have none  | 1/3/2019 10:02 AM |
| 40 | I am glad that LM has all-day hours, stringing options and court reservation options. PB doesn't have that and it can be problematic.  | 1/3/2019 9:54 AM  |
| 41 | I like the intimacy of the small club. I don't want it to become a SD racquet club. The yearly fee is economical and i believe most people go there to play tennis, not socialize, party, etc. There are other clubs in the city that concentrate on kids, parties and socials. Let people join those clubs. There is no way the La Mesa site can handle more infrastructure without raising the fees astronomically. Let La Mesa Tennis be what it is meant to be: a small club with reasonable fees.   | 1/3/2019 9:10 AM  |
| 42 | Please return the board to normalcy. Multiple hours long board meetings and forcing members to go line by line over dusty old documents trying to pretend there us scandal where it has now been clearly determined there is none must stop immediately.   | 1/3/2019 8:51 AM  |
| 43 | Please let us finish our WTT matches by keeping open til 9:15 or 9:30 on nights there are matches. It makes it so stressful to have to rush to finish and sometimes, we can't even finish the match! It would be great to have time to socialize for 5 minutes after we finish, or at least grab our stuff before the lights go out!   | 1/3/2019 8:49 AM  |
| 44 | Courts need to be washed / cleaned more often ..... Post water drought, court maint has gone down hill ..... one hitting session and balls are filthy ....   | 1/3/2019 8:49 AM  |
| 45 | Better than a vending machine would be protein drinks from the fridge (proceeds to the club NFP). Be interesting to see if the club could get a food truck to show up Thursday nights to encourage spectators for the league, or Friday nights to add another social aspect to the Fling. Hitting wall on the far side of one court would be awesome. A working bookshelf (rather than a mere decorative one) would be great. A small library. Bookstores have very few tennis books any more. Public libraries aren't much better. But there is a great deal of useful information in tennis books. Even a small library in the clubhouse with, say, 100 books, would be really useful and would get members to spend time enjoying the clubhouse and provide new topics of discussion between members. The ability to borrow books from the library would be a great member amenity. | 1/3/2019 8:47 AM  |
| 46 | allow singles players 90 minutes also signs in parking lot for members only lots of walkers and people going to the park use our lot   | 1/3/2019 8:42 AM  |
| 47 | The Emmersons do a fantastic job! They are 90 percent of why love this club.   | 1/3/2019 8:37 AM  |
| 48 | Club has been in disarray due to over zealous board president.   | 1/3/2019 8:36 AM  |
| 49 | Thank you for all you do. It's a wonderful place to play , makes tennis affordable for everyone.   | 1/3/2019 8:35 AM  |
| 50 | I don't object to youth tennis but they should start after noon on weekends for those of us who work   | 1/3/2019 8:35 AM  |
| 51 | Please LOWER the singles fee. Don't punish us for being single. and give a better rate for couples. I know several people who are not renewing due to the price. Coronado is a much better club in yet their price is only \$80. They have wonderful socials and clinics and fund raisers. What do I get for \$300 but a stinky bathroom and courts.   | 1/3/2019 8:32 AM  |
| 52 | I would prefer to keep the current manangement team and ownership intact. No changes are necessary or warranted.   | 1/3/2019 8:30 AM  |
| 53 | Exceptional value for the cost.  | 1/3/2019 8:23 AM  |