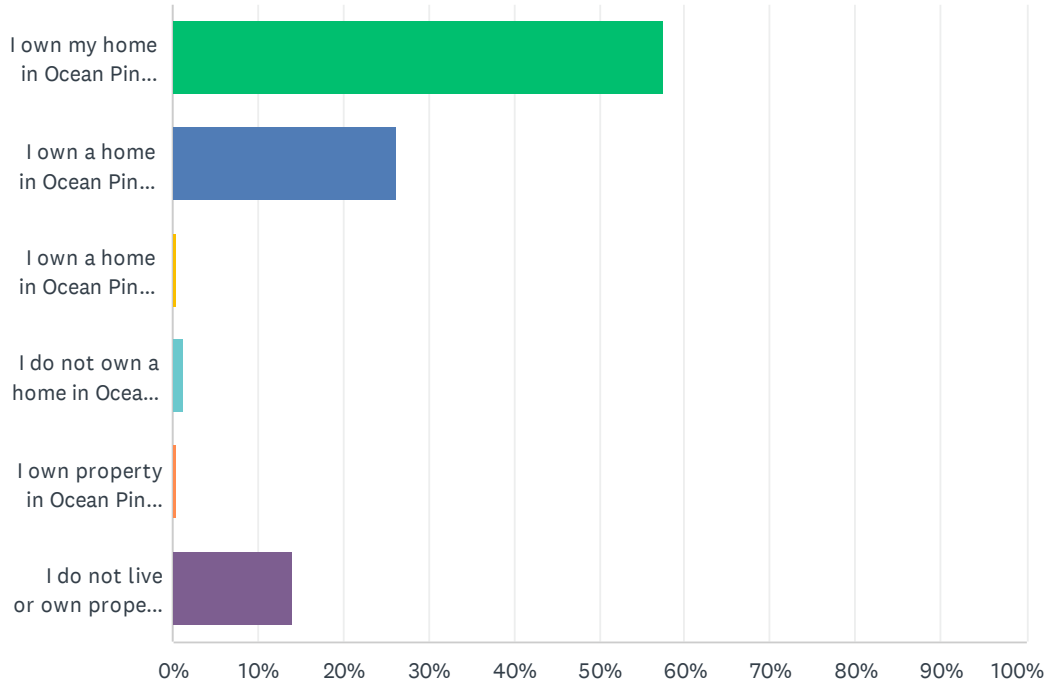


Q1 What is your current property owner/resident status in Ocean Pines? (check one)

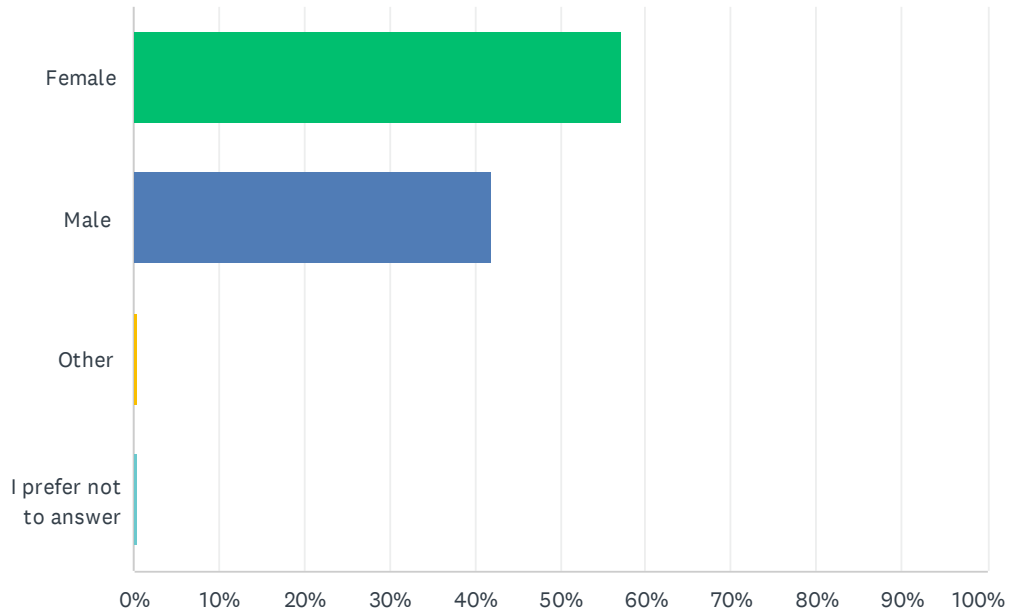
Answered: 229 Skipped: 0



ANSWER CHOICES	RESPONSES	
I own my home in Ocean Pines and it is my primary residence	57.64%	132
I own a home in Ocean Pines and I am a part-time resident (weekend or seasonal)	26.20%	60
I own a home in Ocean Pines and currently rent my home full time	0.44%	1
I do not own a home in Ocean Pines, but rent full time	1.31%	3
I own property in Ocean Pines, but currently do not have a home built on the property	0.44%	1
I do not live or own property in Ocean Pines	13.97%	32
TOTAL		229

Q2 What is your gender?

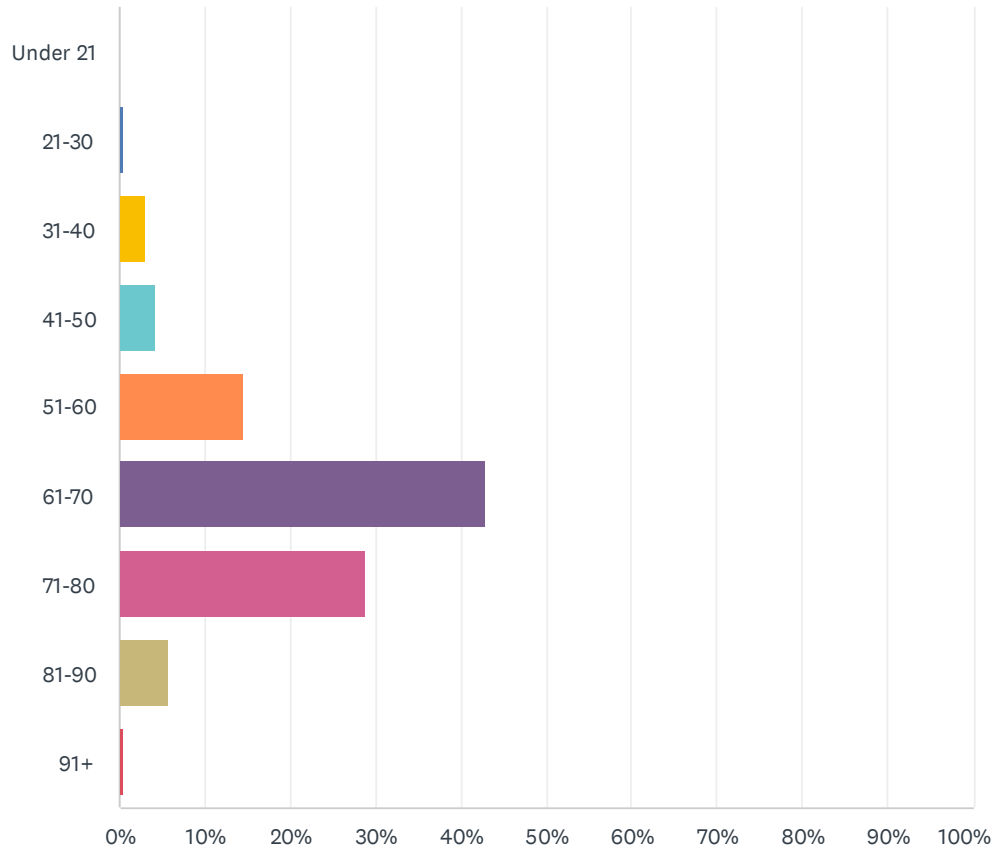
Answered: 229 Skipped: 0



ANSWER CHOICES	RESPONSES	
Female	57.21%	131
Male	41.92%	96
Other	0.44%	1
I prefer not to answer	0.44%	1
TOTAL		229

Q3 What is your current age?

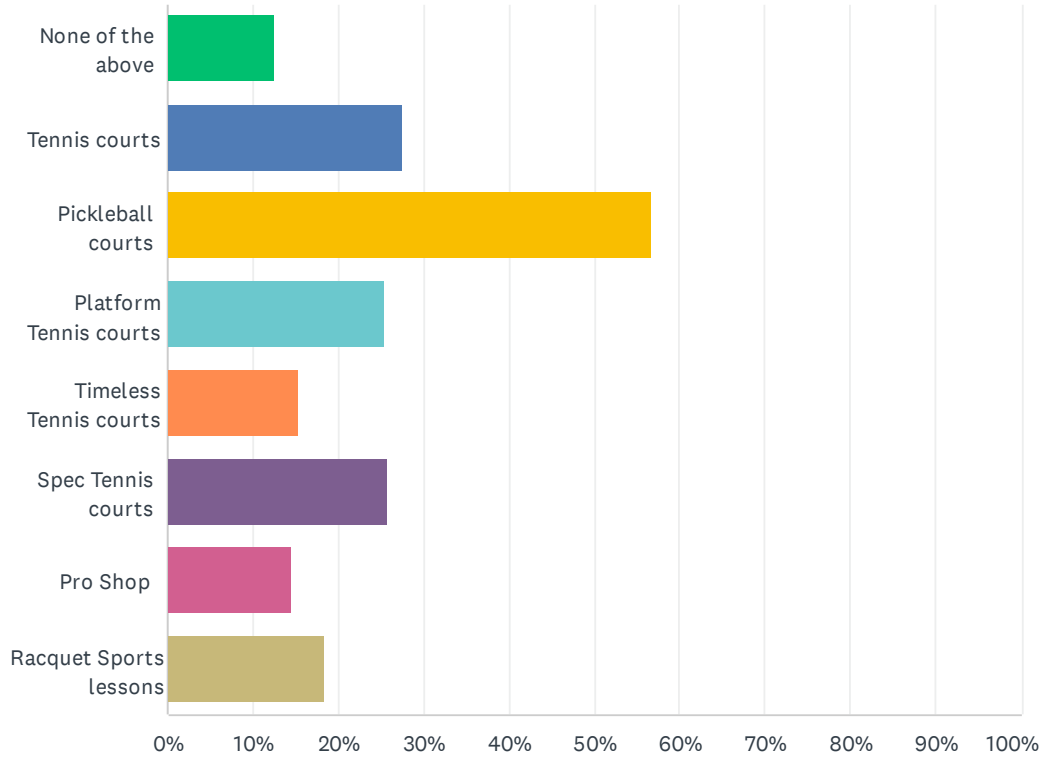
Answered: 229 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 21	0.00%	0
21-30	0.44%	1
31-40	3.06%	7
41-50	4.37%	10
51-60	14.41%	33
61-70	42.79%	98
71-80	28.82%	66
81-90	5.68%	13
91+	0.44%	1
TOTAL		229

Q4 What services do you use at the Ocean Pines Racquet Center? (Check all that apply)

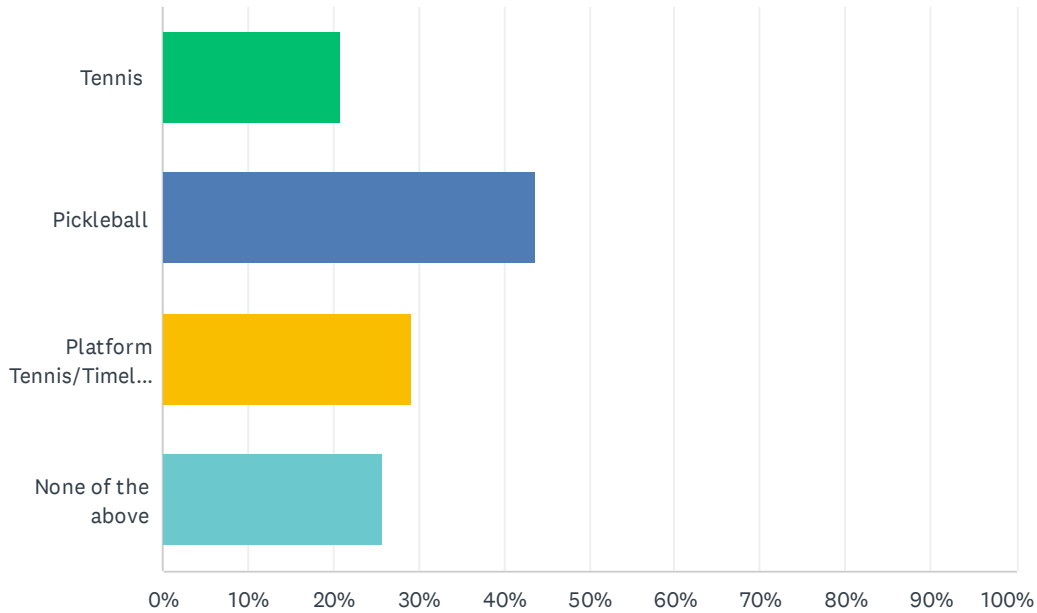
Answered: 229 Skipped: 0



ANSWER CHOICES	RESPONSES	
None of the above	12.66%	29
Tennis courts	27.51%	63
Pickleball courts	56.77%	130
Platform Tennis courts	25.33%	58
Timeless Tennis courts	15.28%	35
Spec Tennis courts	25.76%	59
Pro Shop	14.41%	33
Racquet Sports lessons	18.34%	42
Total Respondents: 229		

Q5 Are you a member of any sports at the Ocean Pines Racquet Center? (Check all that apply)

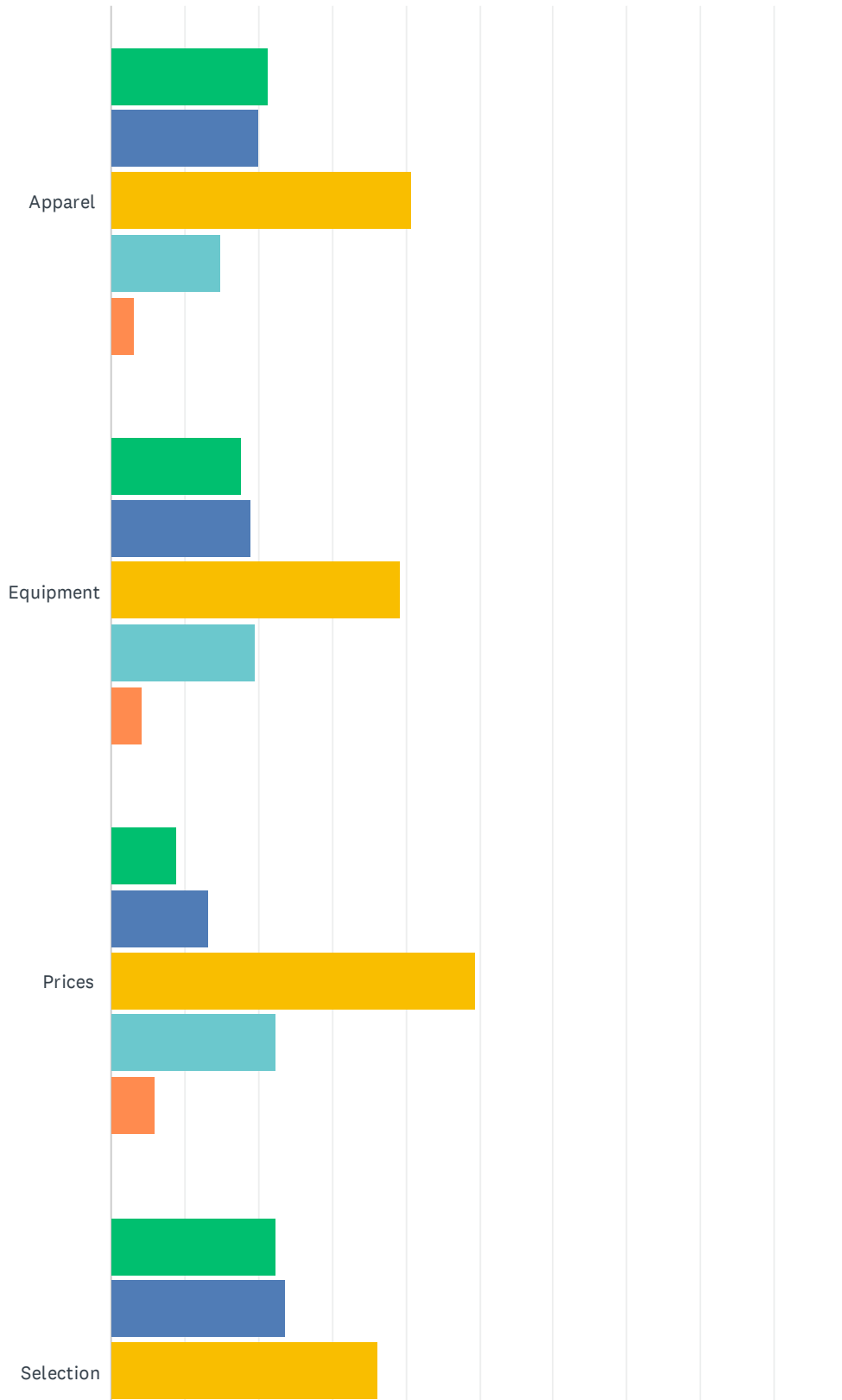
Answered: 229 Skipped: 0



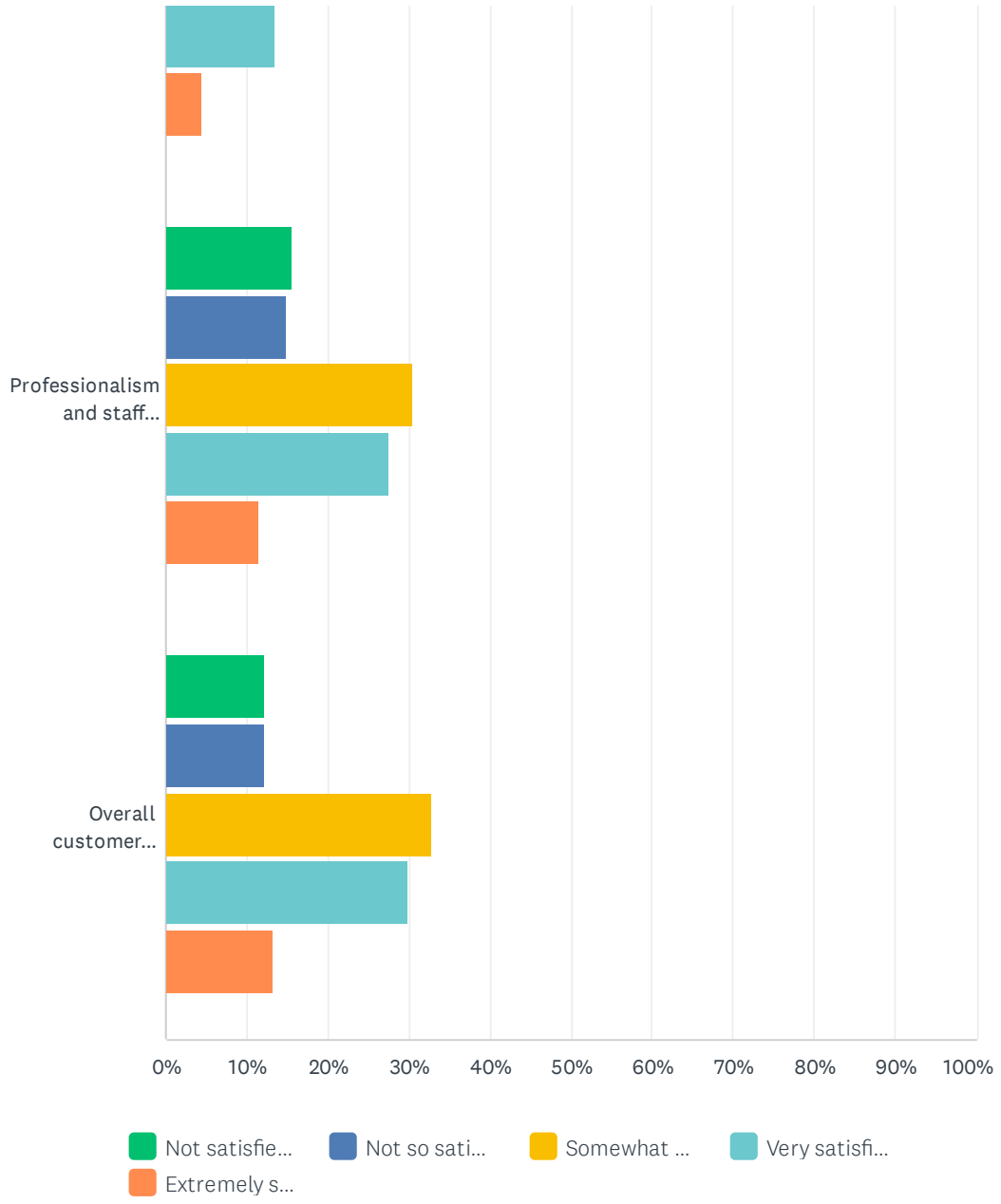
ANSWER CHOICES	RESPONSES	
Tennis	20.96%	48
Pickleball	43.67%	100
Platform Tennis/Timeless Tennis/Spec Tennis	29.26%	67
None of the above	25.76%	59
Total Respondents: 229		

Q6 The Pro Shop – Please rate your satisfaction level with the following items related to the Pro Shop:

Answered: 181 Skipped: 48



Ocean Pines Racquet Sports Amenity Survey

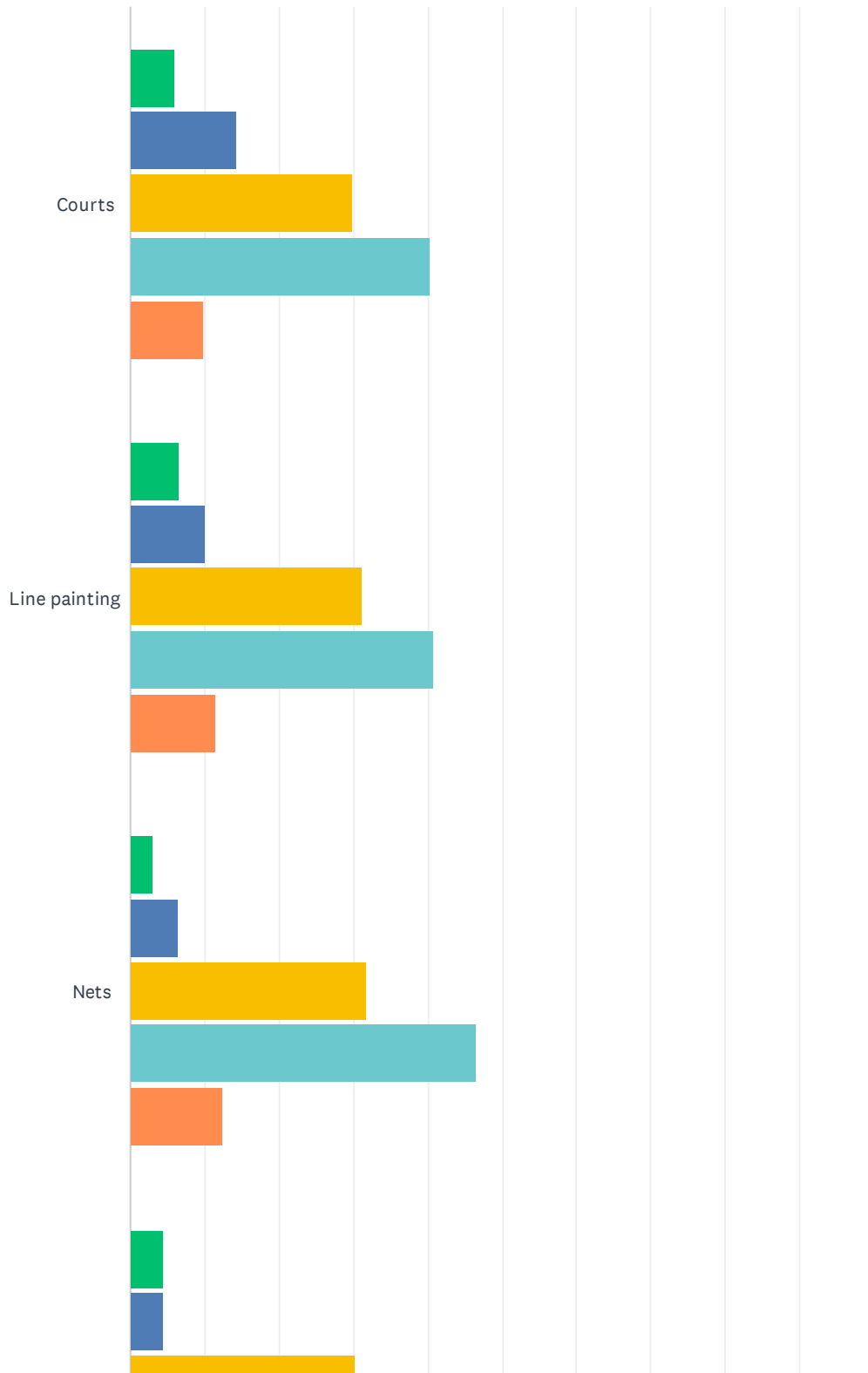


Ocean Pines Racquet Sports Amenity Survey

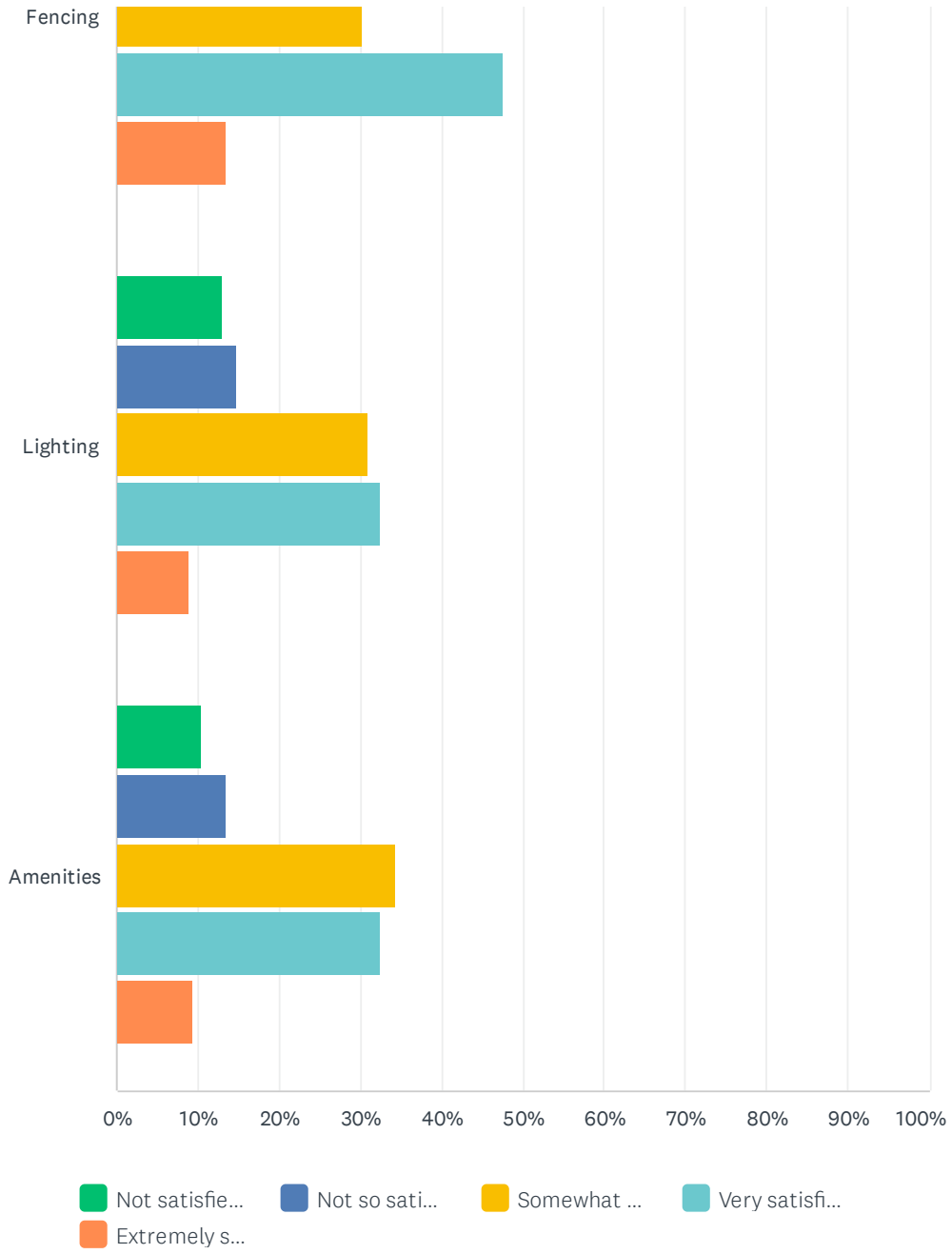
	NOT SATISFIED AT ALL	NOT SO SATISFIED	SOMEWHAT SATISFIED	VERY SATISFIED	EXTREMELY SATISFIED	TOTAL	WEIGHTED AVERAGE
Apparel	21.25% 34	20.00% 32	40.63% 65	15.00% 24	3.13% 5	160	2.59
Equipment	17.79% 29	19.02% 31	39.26% 64	19.63% 32	4.29% 7	163	2.74
Prices	9.04% 15	13.25% 22	49.40% 82	22.29% 37	6.02% 10	166	3.03
Selection	22.29% 35	23.57% 37	36.31% 57	13.38% 21	4.46% 7	157	2.54
Professionalism and staff knowledgeability	15.52% 27	14.94% 26	30.46% 53	27.59% 48	11.49% 20	174	3.05
Overall customer service	12.07% 21	12.07% 21	32.76% 57	29.89% 52	13.22% 23	174	3.20

Q7 Racquet Sports courts (court conditions) – Please rate your satisfaction level with the following items related to Racquet Sports court conditions:

Answered: 205 Skipped: 24



Ocean Pines Racquet Sports Amenity Survey

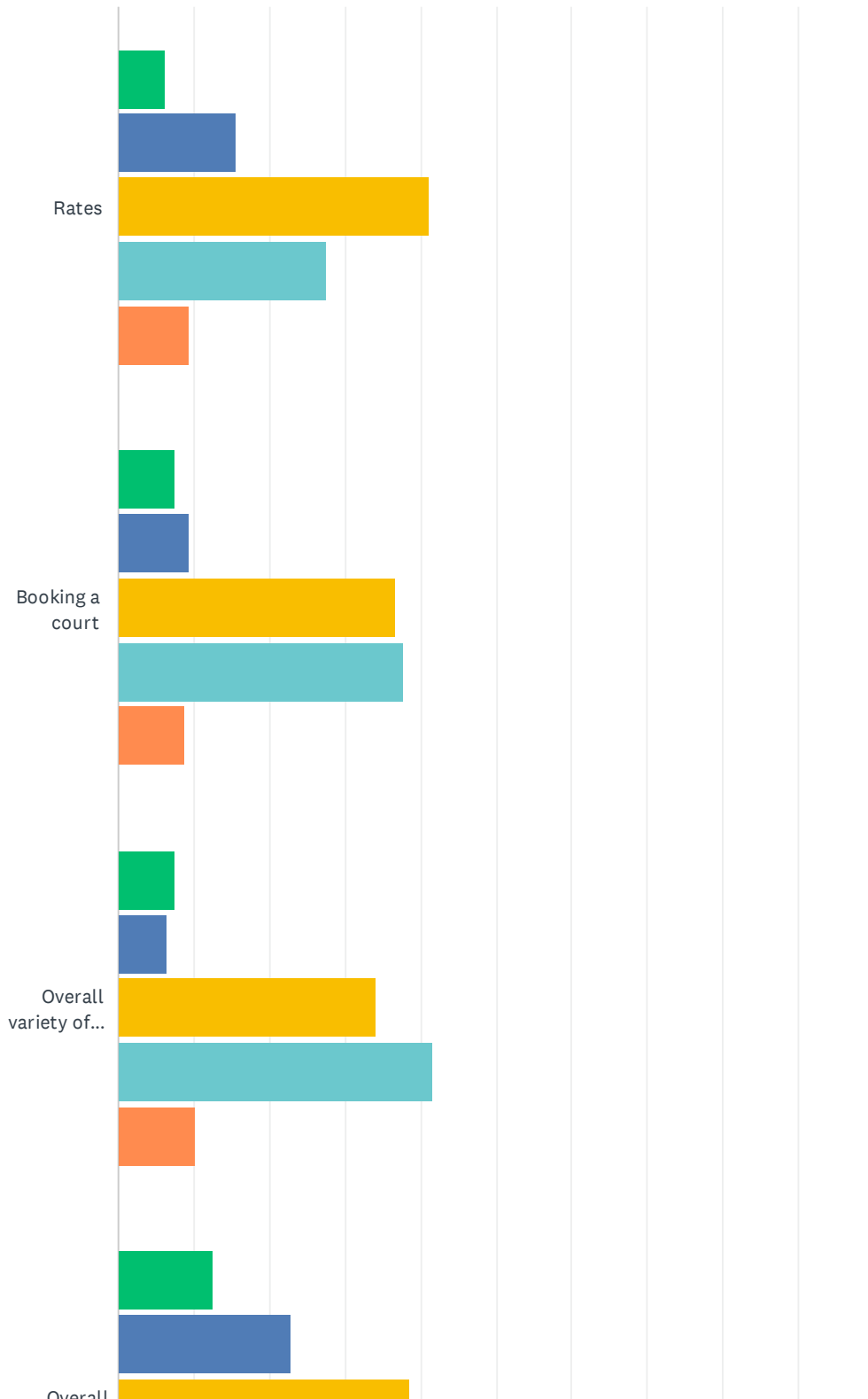


Ocean Pines Racquet Sports Amenity Survey

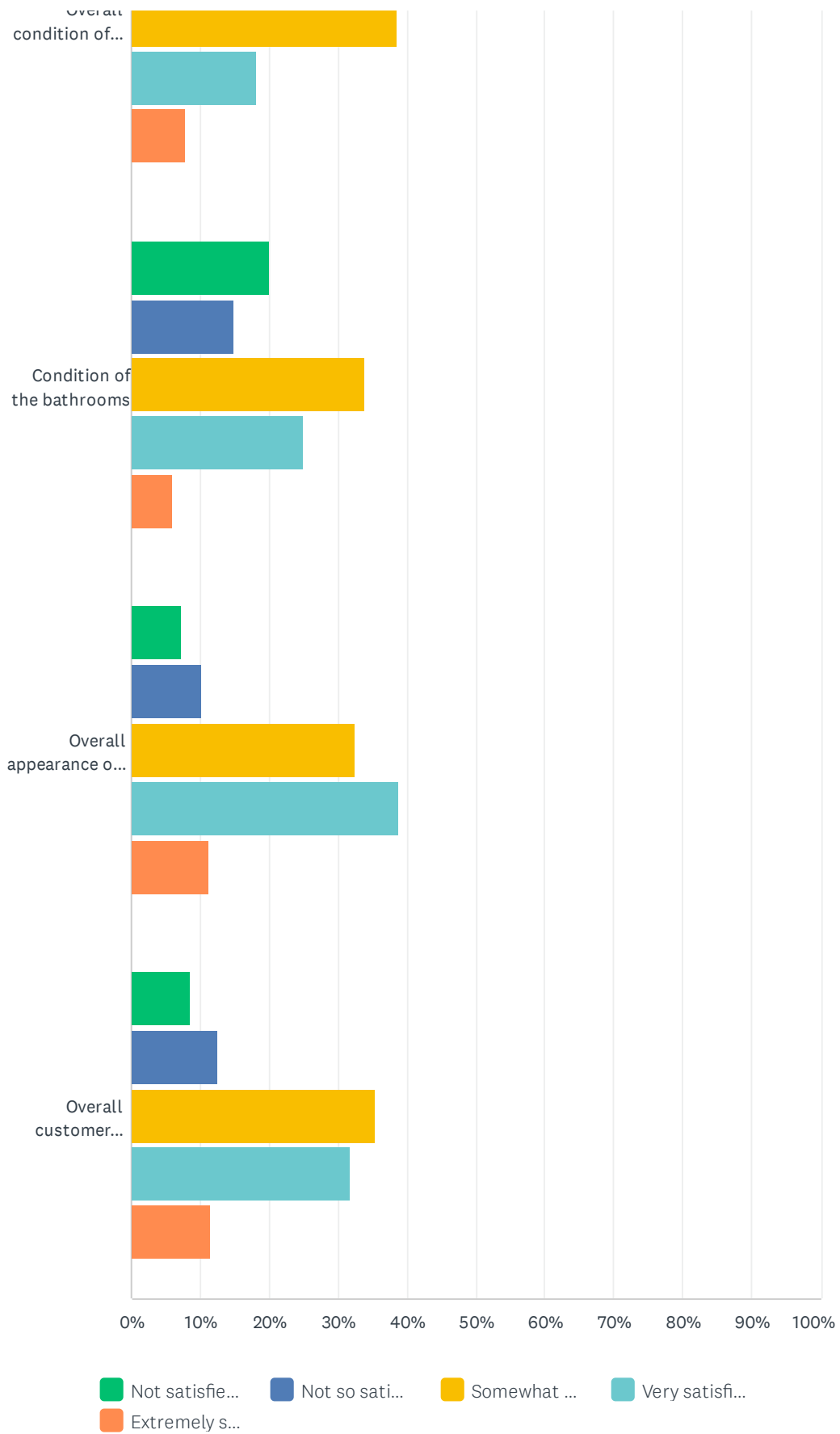
	NOT SATISFIED AT ALL	NOT SO SATISFIED	SOMEWHAT SATISFIED	VERY SATISFIED	EXTREMELY SATISFIED	TOTAL	WEIGHTED AVERAGE
Courts	5.88% 12	14.22% 29	29.90% 61	40.20% 82	9.80% 20	204	3.34
Line painting	6.53% 13	10.05% 20	31.16% 62	40.70% 81	11.56% 23	199	3.41
Nets	2.97% 6	6.44% 13	31.68% 64	46.53% 94	12.38% 25	202	3.59
Fencing	4.46% 9	4.46% 9	30.20% 61	47.52% 96	13.37% 27	202	3.61
Lighting	13.09% 25	14.66% 28	30.89% 59	32.46% 62	8.90% 17	191	3.09
Amenities	10.45% 21	13.43% 27	34.33% 69	32.34% 65	9.45% 19	201	3.17

Q8 The Racquet Sports Center (customer experience) – Please rate your satisfaction level with the following items related to your experience at the Racquet Sports Center:

Answered: 206 Skipped: 23



Ocean Pines Racquet Sports Amenity Survey



Ocean Pines Racquet Sports Amenity Survey

	NOT SATISFIED AT ALL	NOT SO SATISFIED	SOMEWHAT SATISFIED	VERY SATISFIED	EXTREMELY SATISFIED	TOTAL	WEIGHTED AVERAGE
Rates	6.25% 12	15.63% 30	41.15% 79	27.60% 53	9.38% 18	192	3.18
Booking a court	7.56% 13	9.30% 16	36.63% 63	37.79% 65	8.72% 15	172	3.31
Overall variety of instructional program offerings	7.57% 14	6.49% 12	34.05% 63	41.62% 77	10.27% 19	185	3.41
Overall condition of the Clubhouse	12.50% 24	22.92% 44	38.54% 74	18.23% 35	7.81% 15	192	2.86
Condition of the bathrooms	20.00% 40	15.00% 30	34.00% 68	25.00% 50	6.00% 12	200	2.82
Overall appearance of the grounds and landscaping	7.35% 15	10.29% 21	32.35% 66	38.73% 79	11.27% 23	204	3.36
Overall customer service	8.59% 17	12.63% 25	35.35% 70	31.82% 63	11.62% 23	198	3.25

Q9 What would be the one recommendation you have for the Racquet Center to improve upon in the next 3-5 years? Please feel free to add additional comments that you think would be valuable for the Racquet Sports Center.

Answered: 182 Skipped: 47