

2010 RFSRC Membership Survey Results

At the end of the 2010 pool season, members were asked to report on their experience and comment on ways to improve their experience. Twenty-four (24) responses were recorded via Survey Monkey. Results of these responses and comments given are listed below.

1. Which of the below best describes how often a member of your family frequented the pool?

<u>Response</u>	<u>% Response</u>	<u>Count</u>
Daily	20.8%	5
Couple times a week	33.3%	8
Weekends only	25.0%	6
Couple times a month	12.5%	3
Monthly	8.3%	2
Never	0.0%	0

2. Which statement describes your family? Check all that apply.

<u>Response</u>	<u>% Response</u>	<u>Count</u>
Young child(ren) under 10 years of age	33.3%	8
Older child(ren) 10 years - 17 years of age	50.0%	12
Adult child(ren) 18 years or older (living at home)	33.3%	8
Grown child(ren)not living at home	12.5%	3
No children	0.0%	0

3. Please rate your overall experience at RFSRC this season.

<u>Response</u>	<u>% Response</u>	<u>Count</u>
Excellent	16.7%	4
Very Good	37.5%	9
Good	37.5%	9
Fair	8.3%	2
Poor	0.0%	0

Comments

- "Pool area not as well maintained as in previous years. Bathrooms dirty most of the time. Garbage cans not routinely emptied resulting in lots of flies."
- "hardly used the pool this year"
- "Felt the grounds were not always kept as clean as it could be especially the counter area in the pavilion"

4. Please indicate the best way for us to communicate with you.

<u>Response</u>	<u>% Response</u>	<u>Count</u>
Send me an email	95.8%	23
Post information at the pool and tennis courts	0.0%	0
Call me	0.0%	0
Just post it to the website	4.2%	1

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Comments

- “Overall communications were poor. Notifications of events were last minute. Very few board meetings were announced. There was no outreach from the board to solicit membership involvement in committees or activities and no information on the overall financial and membership status.”

5. How would you rate your level of overall satisfaction with the following pool and tennis facilities and how important are they to you and your family?

AGREEMENT TO STATEMENT	Highly Agree	Agree	Disagree	Highly Disagree	Not Sure
Pool grounds were well kept and presentable.	29.2% (7)	66.7% (16)	4.2% (1)	0.0% (0)	0.0% (0)
Pool hours met my needs	20.8% (5)	79.2% (19)	0.0% (0)	0.0% (0)	0.0% (0)
Tennis grounds and field were well kept and presentable	4.2% (1)	54.2% (13)	16.7% (4)	4.2% (1)	20.8% (5)
Ample space was available around the pool	25.0% (6)	70.8% (17)	4.2% (1)	0.0% (0)	0.0% (0)
Restrooms were clean and paper available	9.1% (2)	72.7% (16)	4.5% (1)	9.1% (2)	4.5% (1)
Tennis courts were available for use	22.7% (5)	31.8% (7)	0.0% (0)	9.1% (2)	36.4% (8)
RFSRC had appropriate social events for my family	18.2% (4)	50.0% (11)	13.6% (3)	4.5% (1)	13.6% (3)
RFSRC provides a family-friendly environment	31.8% (7)	50.0% (11)	13.6% (3)	0.0% (0)	4.5% (1)

IMPORTANCE OF STATEMENT	Extremely Important	Important	Somewhat Important	Not Important
Pool grounds were well kept and presentable.	33.3% (8)	66.7% (16)	0.0% (0)	0.0% (0)
Pool hours met my needs	25.0% (6)	58.3% (14)	8.3% (2)	8.3% (2)
Tennis grounds and field were well kept and presentable	12.5% (3)	50.0% (12)	20.8% (5)	16.7% (4)
Ample space was available around the pool	16.7% (4)	70.8% (17)	12.5% (3)	0.0% (0)
Restrooms were clean and paper available	50.0% (11)	50.0% (11)	0.0% (0)	0.0% (0)
Tennis courts were available for use	13.6% (3)	45.5% (10)	9.1% (2)	31.8% (7)
RFSRC had appropriate social events for my family	22.7% (5)	36.4% (8)	36.4% (8)	4.5% (1)
RFSRC provides a family-friendly environment	54.5% (12)	31.8% (7)	13.6% (3)	0.0% (0)

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Comments

- “too many ants “
- “Social events were extremely reduced. Very popular events from past season were completely absent this year. “
- “There are other people who would like to play tennis at our tennis courts but are unable because the same cars are there from Saturday a.m. until late in the afternoon and the same on Sunday. It is very uninviting. I have even seen cars parked in the road.”
- “I do not feel smoking should be allowed in a family friendly environment. How many family recreational places do you know of that allow smoking?”
- “I think there should have been more scheduled events. “
- “The conduct of unattended children at the pool is our main concern. Towards the end of the summer, the tweens and teens get rowdy. We left our last pool for that reason.”
- “There were more events for the adults than the kids, that needs to be changed for next year. Bring back the "Dive in Movie"”
- “Disagree on family friendly environment at times due to the foul language and completely disrespectful attitudes of certain teenage boys who were constantly at pool.”
- “thought the social calender was lacking in fun experiences for the kids which are a very important group that attend”

6. On a scale of 1 to 4 where 1 represents “Extremely satisfied” and 4 represents “Extremely Dissatisfied,” how would you rate your level of overall satisfaction with the lifeguards?

	Extremely Satisfied	Satisfied	Unsatisfied	Extremely Unsatisfied	NA
Lifeguards were friendly and helpful to members	50.0% (11)	45.5% (10)	0.0% (0)	0.0% (0)	4.5% (1)
Lifeguards were knowledgeable on pool rules	54.5% (12)	36.4% (8)	4.5% (1)	0.0% (0)	4.5% (1)
Lifeguards were attentive to swimmers	26.1% (6)	60.9% (14)	8.7% (2)	0.0% (0)	4.3% (1)
Lifeguards maintained a safe environment for swimmers	36.4% (8)	54.5% (12)	4.5% (1)	0.0% (0)	4.5% (1)

Comments

- “The lifeguards are excellent but are frequently distracted by an often unruly group of teenage boys. The lifeguards spent a fair amount of time focusing on and babysitting this group. This is a safety issue because other children in the pool are lost sight of when the lifeguards must try to maintain the order of this group.”
- “Caitlin was highly attentive to both swimmers and overall pool conditions. Cody attended to swimmers but showed minimal attention to overall conditions of the pool. Fill in guards seemed to have poor direction and no one took responsibility for uncovered duties.”
- “Overall, I was pleased with the lifeguards...on occasion I noticed lifeguard visiting w/ girlfriend which is unacceptable when guarding.”
- “Having friends sit with; not sitting in guard stand very often”
- “lifeguards spend time having to discipline the same kids year after year,different lifeguards--same kids”
- “Do not like to see lifeguard's friends talking to them while on duty.”
- “Some lifeguards are better than others for enforcing rules and being attentive.”

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7. How likely are you to recommend Ridgeland Forest Swim and Tennis to a friend or neighbor?

Highly Likely	65.2%	(15)
Likely	30.4%	(7)
Not Likely	0.0%	(0)
Highly Unlikely	4.3%	(1)

Comments

- "I may recommend it to a neighbor, but not to a friend. The pool is already too crowded, in my opinion."
- "Only hesitation is that smoking is allowed."

8. How likely are you to renew your membership next year?

Definitely	54.2%	(13)
Fairly Certain	37.5%	(9)
Maybe	8.3%	(2)
Unsure	0.0%	(0)
Definitely Not	0.0%	(0)

Additional Comments

- "The board seemed very insular with limited communication. For the organization to survive we need to solicit greater membership involvement, address the diversity of our neighborhood, and be more community focused."
- "Overall our experience was good, the biggest complaint we have and it continues year after year is the group of boys that continually break rules and show extreme disrespect...maybe our policy on unattended children should be changed to ensure the lifeguards can focus on safety not on disciplining these boys."
- "the pool is the lifeline to the club. If it is not taken care of everything goes to hell in a handbasket."
- "Would love to see pool converted to salt water!!"