
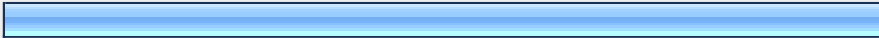


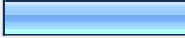


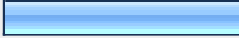

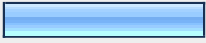

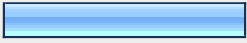
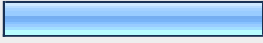

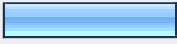
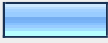




# Survey 2009

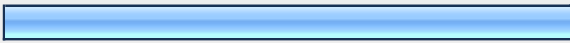
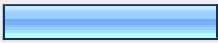
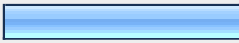

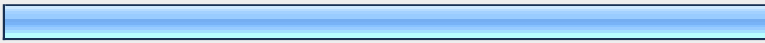

1. Type of member			Response Percent	Response Count
Tennis			5.2%	8
<b>Curling</b>			<b>96.8%</b>	<b>150</b>
Friend of High Park			1.3%	2
			<i>answered question</i>	<b>155</b>
			<i>skipped question</i>	<b>0</b>

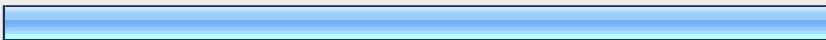

2. How long have you been a member of High Park?			Response Percent	Response Count
New to the Club this year			2.6%	4
1-3 years			20.0%	31
<b>4-7 years</b>			<b>29.0%</b>	<b>45</b>
8-15 years			22.6%	35
15 + years			25.8%	40
			<i>answered question</i>	<b>155</b>
			<i>skipped question</i>	<b>0</b>

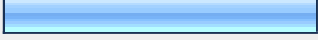

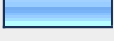
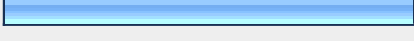
**3. What curling sections do you play in?**

		Response Percent	Response Count
Day Womens		5.8%	9
Sunday		21.9%	34
Monday		19.4%	30
Tuesday		26.5%	41
<b>Wednesday</b>		<b>28.4%</b>	<b>44</b>
Thursday		25.2%	39
Friday		18.7%	29
Saturday		11.0%	17
Day Mens		7.7%	12
Juniors		0.0%	0
N/A		2.6%	4
		<b>answered question</b>	<b>155</b>
		<b>skipped question</b>	<b>0</b>

**4. People are members of the High Park Club for a variety of reasons. What are the most Club's most appealing aspects to you?**

		Response Percent	Response Count
Location		62.6%	97
Price		23.2%	36
Suitable playing times		25.8%	40
Quality of ice or tennis greens		12.3%	19
<b>Social atmosphere of the Club</b>		<b>84.5%</b>	<b>131</b>
Other (please specify)		4.5%	7
		<b>answered question</b>	<b>155</b>
		<b>skipped question</b>	<b>0</b>

5. Do you feel that having food service adds value to the club?				
			Response Percent	Response Count
Yes			90.8%	129
No			9.2%	13
			Other (please specify)	13
			<b>answered question</b>	<b>142</b>
			<b>skipped question</b>	<b>13</b>



6. Rate the level of the service you receive from the food service provider				
			Response Percent	Response Count
Staff provide great service.			34.3%	47
I've had problems with the staff.			9.5%	13
I don't use the service.			11.7%	16
<b>Staff provide adequate service.</b>			<b>45.3%</b>	<b>62</b>
			Other (please specify)	22
			<b>answered question</b>	<b>137</b>
			<b>skipped question</b>	<b>18</b>


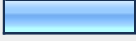
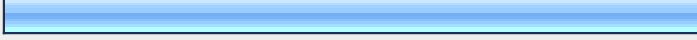

7. Do you have any comments about the food service provider.			Response Count
			99
			<b>answered question</b>
			<b>99</b>
			<b>skipped question</b>
			<b>56</b>

8. Rate the level of the service you receive from the bar staff.			
		Response Percent	Response Count
We've got great staff behind the bar.		84.6%	126
Bar staff provide adequate service.		15.4%	23
I've had problems with the staff.		0.0%	0
I don't use the bar.		0.7%	1
		<b>answered question</b>	<b>149</b>
		<b>skipped question</b>	<b>6</b>

9. Please enter any comments you have about the bar staff.		
		Response Count
		35
		<b>answered question</b>
		<b>35</b>
		<b>skipped question</b>
		<b>120</b>

10. How do you feel the ice was this year?			
		Response Percent	Response Count
Superior to past years		31.6%	43
About the same as in past years		58.1%	79
Inferior to past years		10.3%	14
		Other (please specify)	25
		<b>answered question</b>	<b>136</b>
		<b>skipped question</b>	<b>19</b>

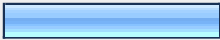
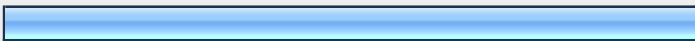
11. Do you want the four foot lines put back on the ice?			Response Percent	Response Count
Yes			65.1%	71
No			34.9%	38
Other (please specify)				32
			<b>answered question</b>	<b>109</b>
			<b>skipped question</b>	<b>46</b>

12. How do you like the speed of the ice?			Response Percent	Response Count
much faster than this year			3.8%	5
faster than this year			14.3%	19
<b>the same as this year</b>			<b>76.7%</b>	<b>102</b>
slower than this year			5.3%	7
a lot slower than this year			0.0%	0
Other (please specify)				21
			<b>answered question</b>	<b>133</b>
			<b>skipped question</b>	<b>22</b>

13. How much curl do you want?			Response Percent	Response Count
A lot more than this year			4.5%	6
More than this year			18.7%	25
<b>the same as this year</b>			<b>74.6%</b>	<b>100</b>
less than this year			2.2%	3
a lot less than this year			0.0%	0
			Other (please specify)	22
			<b>answered question</b>	<b>134</b>
			<b>skipped question</b>	<b>21</b>





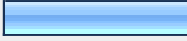
14. How clean did you find the ice?			Response Percent	Response Count
Much cleaner than last year			1.5%	2
Cleaner than last yeat			12.7%	17
<b>About the same as last year</b>			<b>41.0%</b>	<b>55</b>
Less cleaner than last year			35.8%	48
A lot less cleaner than last year			9.0%	12
			Other (please specify)	21
			<b>answered question</b>	<b>134</b>
			<b>skipped question</b>	<b>21</b>

15. Do you have any comments about the ice? Anything you want changed?		
		Response Count
		42
<i>answered question</i>		42
<i>skipped question</i>		113

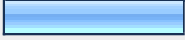
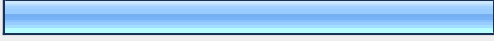
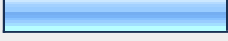

16. The club is considering adding a new section on Sunday afternoon (3 - 5 PM - about 11 games a year). Would you be interested in playing?			
		Response Percent	Response Count
yes		23.6%	30
no		76.4%	97
Other (please specify)			30
<i>answered question</i>			127
<i>skipped question</i>			28

17. What sort of sunday afternoon league do you think we should have?			
		Response Percent	Response Count
skins league		13.4%	11
social format (similar to friday night) - individual entry		47.6%	39
social format - team entry		17.1%	14
open format - team entry		22.0%	18
Other (please specify)			18
<i>answered question</i>			82
<i>skipped question</i>			73

18. Rate the level of service you have received from Club management.			
		Response Percent	Response Count
Club management has been great; I receive prompt and friendly service.		75.7%	112
Service is adequate.		12.8%	19
I have had problems with management; my needs have not been met on a timely basis.		0.7%	1
I don't have any dealings with Club management.		11.5%	17
Do you have any comments about Club management?		9.5%	14
	<b>answered question</b>		<b>148</b>
	<b>skipped question</b>		<b>7</b>

19. How is your Board of Directors doing? (multiple answers permitted)			
		Response Percent	Response Count
The club is well run; keep up the good work.		74.6%	103
I'd like things to be run differently.		7.2%	10
I don't think the Board is doing a good job.		6.5%	9
Didn't know there is a Board.		5.1%	7
Do you have any comments about the Board?		20.3%	28
	<b>answered question</b>		<b>138</b>
	<b>skipped question</b>		<b>17</b>





**20. Our advertisers are a source of revenue for the Club. The ads appear in the roster and on the ice. How effective are these ads at obtaining your business?**

		Response Percent	Response Count
I make an effort to use our advertisers.		19.6%	28
<b>I will use an advertiser, if convenient.</b>		<b>53.8%</b>	<b>77</b>
I am not in the market for these products.		24.5%	35
I have no idea who the advertisers are.		3.5%	5
		<b><i>answered question</i></b>	<b>143</b>
		<b><i>skipped question</i></b>	<b>12</b>


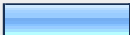
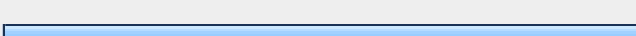



**21. What suggestions do you have for promoting awareness of the Club and attracting members and /or advertisers?**

		Response Count
		36
		<b><i>answered question</i></b>
		<b>36</b>
		<b><i>skipped question</i></b>
		<b>119</b>



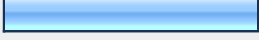


**22. Please tell us about the level of communication provided by the Board of Directors.**

		Response Percent	Response Count
Too much - I feel overloaded		0.0%	0
A little too much		2.1%	3
<b>Just right</b>		<b>55.2%</b>	<b>79</b>
More would be appreciated		32.9%	47
What communication? I never hear from you		9.8%	14
	<b>answered question</b>		<b>143</b>
	<b>skipped question</b>		<b>12</b>

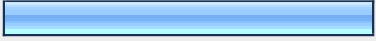
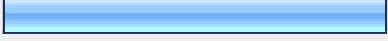
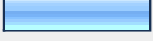

**23. What is your preferred method for the Club to communicate with you? (one option only)**

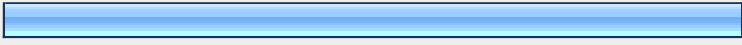
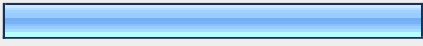
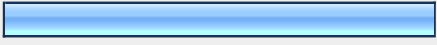
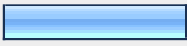

		Response Percent	Response Count
Sweeping Times available at the Club.		7.5%	11
Club website.		13.7%	20
<b>Direct e-mail to home or work location.</b>		<b>69.9%</b>	<b>102</b>
Verbal announcements.		1.4%	2
Club bulletin boards.		4.8%	7
Other (please specify)		2.7%	4
	<b>answered question</b>		<b>146</b>
	<b>skipped question</b>		<b>9</b>


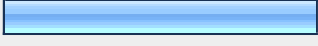
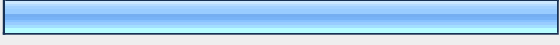

**24. How often do you read the Sweeping Times?**

		Response Percent	Response Count
<b>I look for it monthly</b>		48.3%	71
Every couple of months		8.2%	12
If I happen to see it		27.9%	41
Rarely		11.6%	17
Never		4.1%	6
		<b>answered question</b>	<b>147</b>
		<b>skipped question</b>	<b>8</b>

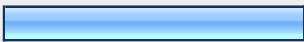

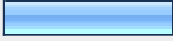
**25. How often do you visit the website?**

		Response Percent	Response Count
Regularly - at least once a week		40.7%	59
<b>Once a month or more</b>		42.1%	61
I've visited it once or twice		15.9%	23
We have a website?!		1.4%	2
		<b>answered question</b>	<b>145</b>
		<b>skipped question</b>	<b>10</b>

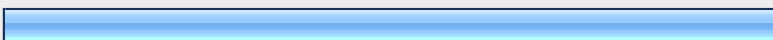
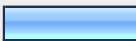
26. Why do you visit the website?			Response Percent	Response Count
To find out when I play			81.6%	115
To keep up-to-date on Club events			46.1%	65
To find member contact information			47.5%	67
To find out what is being served for dinner			19.9%	28
Other (please specify)			2.8%	4
	<b>answered question</b>			<b>141</b>
	<b>skipped question</b>			<b>14</b>

27. The club always needs volunteers and money for projects. Do you like to:			Response Percent	Response Count
Donate money for the project			3.8%	5
Volunteer time for the project			34.4%	45
Depends on the project			61.1%	80
No preference			9.2%	12
	Other (please specify)			5
	<b>answered question</b>			<b>131</b>
	<b>skipped question</b>			<b>24</b>

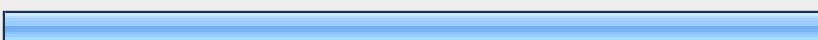

28. It has been suggested we have a Centennial Gala, somewhat similar to the 1911 Inauguration Ball, on the rink surface, to which current and former High Park Club members would be invited to wear period costumes. Would you participate in such a ball?

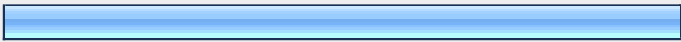
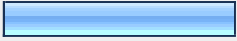
		Response Percent	Response Count
Yes		33.1%	45
Yes, but not in costume		48.5%	66
No		18.4%	25
Other (please specify)			15
<b>answered question</b>			<b>136</b>
<b>skipped question</b>			<b>19</b>

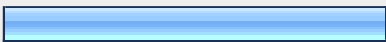

29. Should we have other/additional special centennial social events?

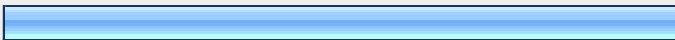
		Response Percent	Response Count
Yes		85.4%	105
No		14.6%	18
If yes, what other social events do you suggest?			46
<b>answered question</b>			<b>123</b>
<b>skipped question</b>			<b>32</b>

30. Should our regular annual HPC events (bonspiels, Wimbledon tennis tournament, golf day, Surf and Turf BBQ) for 2010-11 have a Centennial theme and/or invite former members to participate?

		Response Percent	Response Count
Yes		90.3%	112
No		9.7%	12
Other (please specify)			15
<b>answered question</b>			<b>124</b>
<b>skipped question</b>			<b>31</b>

31. Should we have a Centennial charitable project (e.g. a one-time event such as High Park day at Habitat for Humanity, or a year-long fundraiser for a charity or curling-related cause, such as Junior Curling or the Schmirler Foundation)?			Response Percent	Response Count
Yes			74.8%	95
No			25.2%	32
If yes, what type of cause should we support?				47
			<i>answered question</i>	127
			<i>skipped question</i>	28

32. Should we ask the Board to segregate part of our Club renovation program to be undertaken as a centennial project?			Response Percent	Response Count
Yes			42.1%	48
No			57.9%	66
If yes, what type of project?				19
			<i>answered question</i>	114
			<i>skipped question</i>	41

33. Would you be interested in purchasing commemorative items, such as golf shirts, drinking glasses, reusable bags, Centennial Pin, etc.?			Response Percent	Response Count
Yes			74.1%	100
No			25.9%	35
If yes, what type of merchandise would interest you?				58
			<i>answered question</i>	135
			<i>skipped question</i>	20

34. How would you like to see us celebrate the High Park Centennial? All suggestions welcome. If this is not enough space, please feel free to send additional information directly to [jbelford@axxent.ca](mailto:jbelford@axxent.ca) and [Irmcdonald@sympatico.ca](mailto:Irmcdonald@sympatico.ca). (Please send to both addresses.)

	Response Count
	26
<i>answered question</i>	26
<i>skipped question</i>	129

35. This survey is anonymous. However, the reviewer of the questionnaire has agreed to separate this item and provide us with a list of names while maintaining the anonymity of the rest of the submission. If you would be willing to help plan, organize, decorate or provide other assistance for one or more of the Centennial projects, please provide your name, e-mail address, and day and evening telephone numbers here:

	Response Count
	22
<i>answered question</i>	22
<i>skipped question</i>	133

36. What could be done to make YOUR club better?

	Response Count
	48
<i>answered question</i>	48
<i>skipped question</i>	107

37. Please provide any other comments or suggestions you may have.

	Response Count
	29
<i>answered question</i>	29
<i>skipped question</i>	126