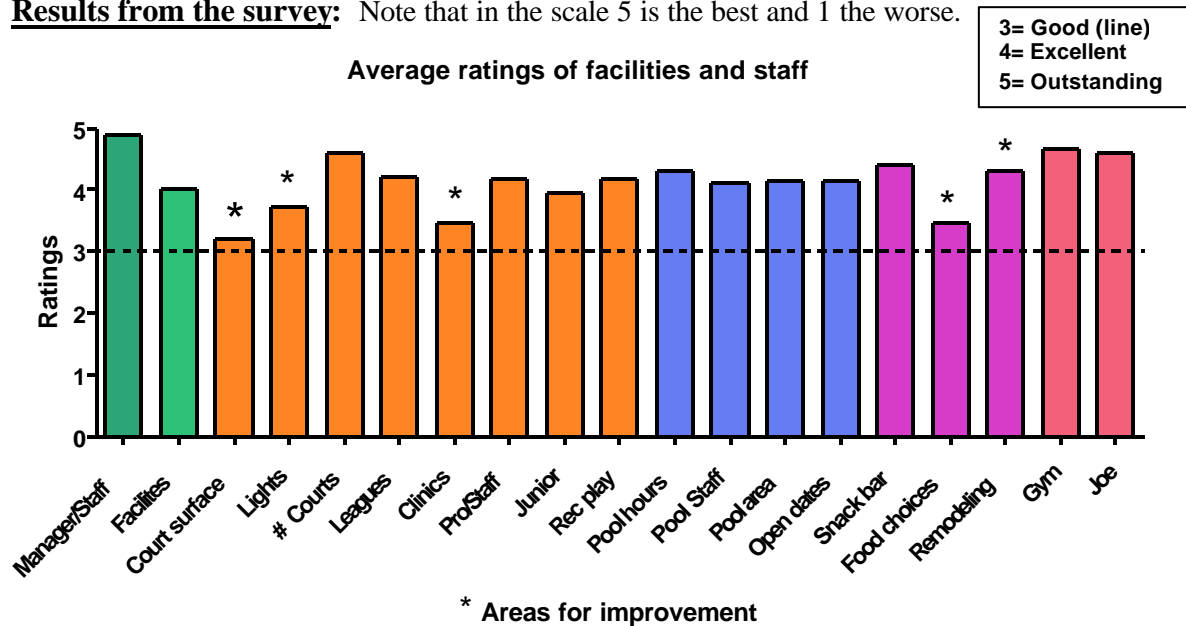


TCA Members,

Thank you for your input on how to improve TCA facilities and programs. We received 50 responses with lots of good ideas. Here is a summary of the results of the survey and the actions taken by the board of directors addressing these issues.

1. Results from the survey: Note that in the scale 5 is the best and 1 the worse.



As you can see in the graph, the average ratings for the staff and facilities were mostly in the excellent to outstanding range. Based on the ratings, a few areas (marked by asterisks) were identified as needing improvement and the board is addressing these right now (see action plan below). Non-surprising when asked what was your top choice for repair/remodeling, 60% of the responses listed court resurfacing as the first choice, followed by snack bar remodeling (14%), more lighted courts (8%), pool area furniture and shade (4%) and other improvements in the grounds (14%), including remodeling in the men's locker-room, repairing the backboard and upgrading of the facilities and furniture.

2. Action plan of the board of directors:

- Tennis courts:** The club started crack repairing and color coating of courts. The new blue courts look awesome! Also, the long-term planning committee is requesting quotes to replace the lights on courts 2 and 3, add lights on court 1, replace the backboard behind the gym and resurface courts. The current court maintenance schedule is repairs every year and resurfacing every 6 years.
- Clinics:** There are currently several clinics offered to USA league teams. For those interested in yearlong clinics, Ocho will post new sign up sheets at the front desk. Please note that clinics are offered on a pre-paid basis to be sure that we have sufficient staff to run them.
- Snack bar:** The club hired Sara Blake to be in charge of the snack bar. She will offer more food variety including healthy snacks and vegan dishes! She is also soliciting input from members on food items to carry. Also, we will get quotes to upgrade the kitchen and snack bar area.
- Pool area:** The club will add more furniture and umbrellas and shade for wading pool. Shade for kids wading pool is scheduled to be completed by the beginning of the pool season.
- Grounds:** The clubhouse furniture was just reupholstered and several outdoor areas were painted. Cathie is getting bids to replace stalls, tiles and carpet in the men's locker room and to replace outdoor carpet and some of the old furniture around the club.

If you have more ideas/comments, please fill the yellow note pads that Cathie placed around the club. Thank you!