



# PHRA – All Member Survey Response Overview (Shareholder/Renter/Honorary)

SEPTEMBER 7, 2021

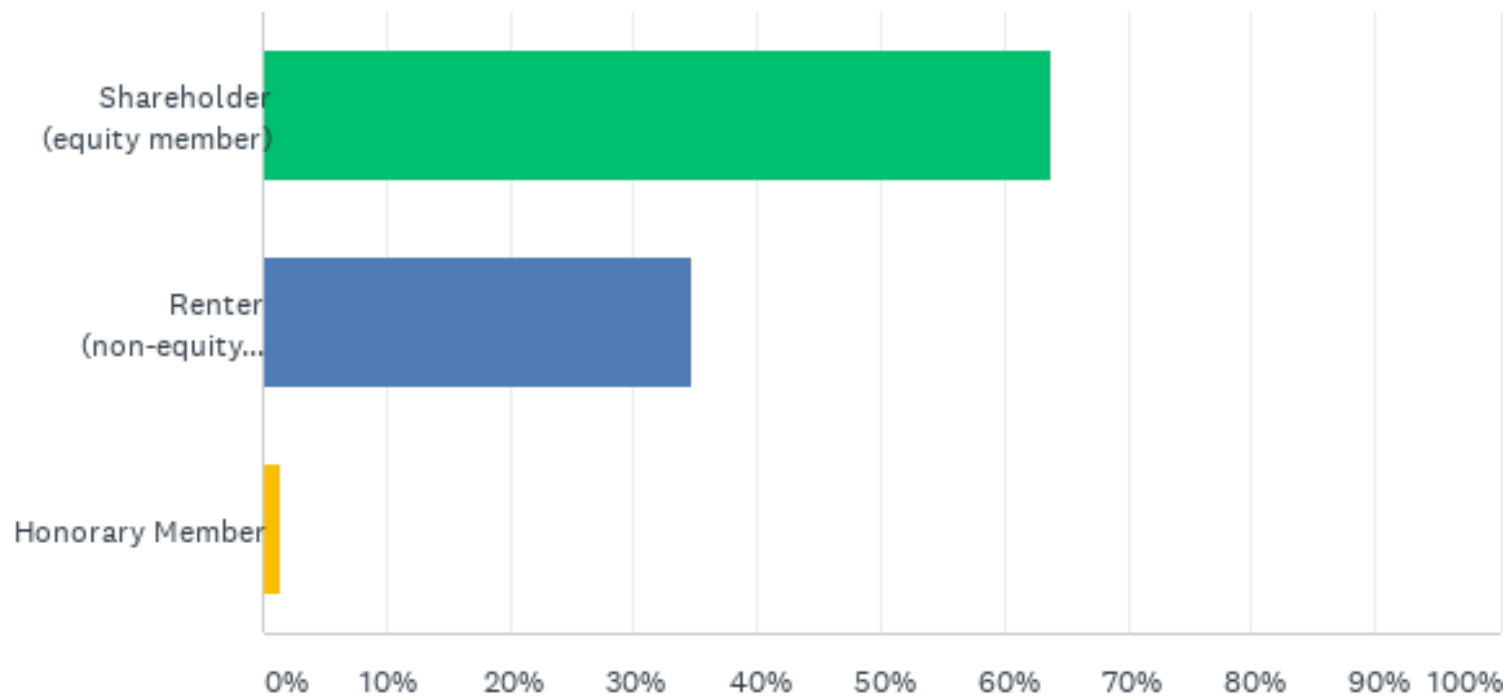
# Free Text Responses

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- **Food** – Snack bar, vending machines, food trucks, improved refrigerator for member use, ice machine
  - **Social events** – Movie night, potluck dinners, water aerobics, crab feast, BBQ, float night, silent auction
  - **Lap lanes** – better reservation system, earlier options during summer, more available lanes
  - **Check-in** – Technology instead of paper sign-in
  - **Upkeep** – Picnic table replacement, heaters, playground (improve), volleyball area
  - **Clubhouse** - Year-round use
  - **Allow alcohol** - on premises
  - **Club times** – Open earlier than 11am on weekends
  - **Mosquito control**
  - **Second pool**
  - **Club house** – Clean, improve and enlarge “sad and depressing”
  - **Bath house** – Upgrade/remodel, improvement and upkeep for cleanliness
  - **Overall upkeep of club** – clean of deck, pick up trash, vacuum pool
  - **Dues increase** – Need more information about what this funding would be used for, how much, etc.
  - **More shares offered** – Pool does not seem crowded
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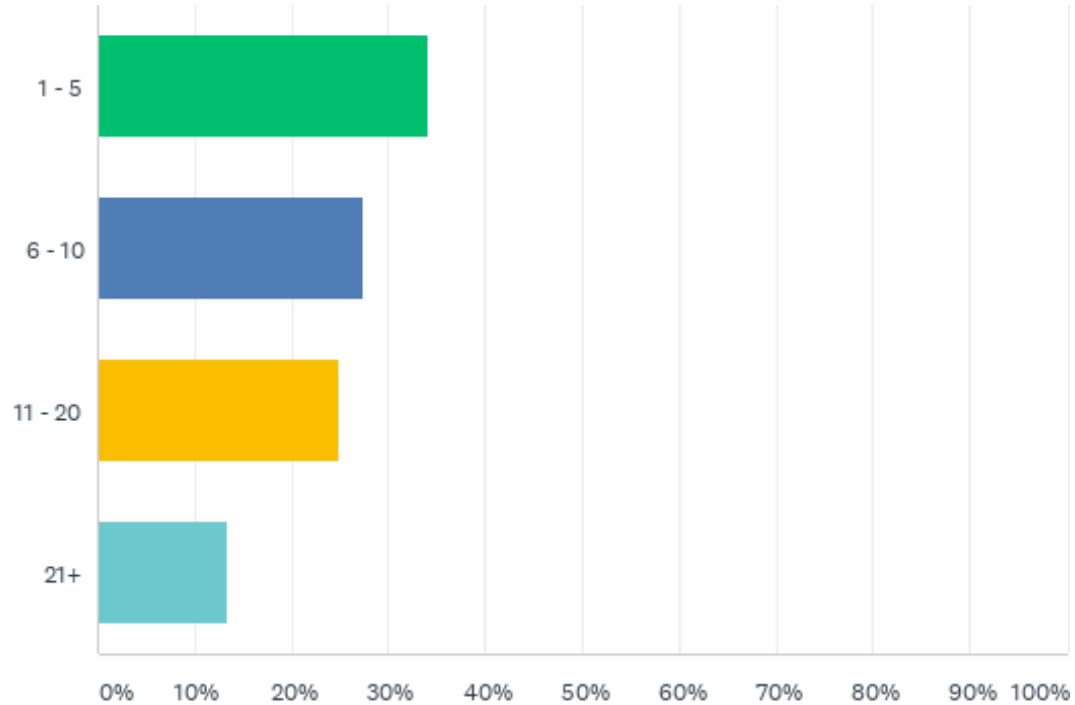
# Q1: Please provide your membership profile

Answered: 328 Skipped: 0



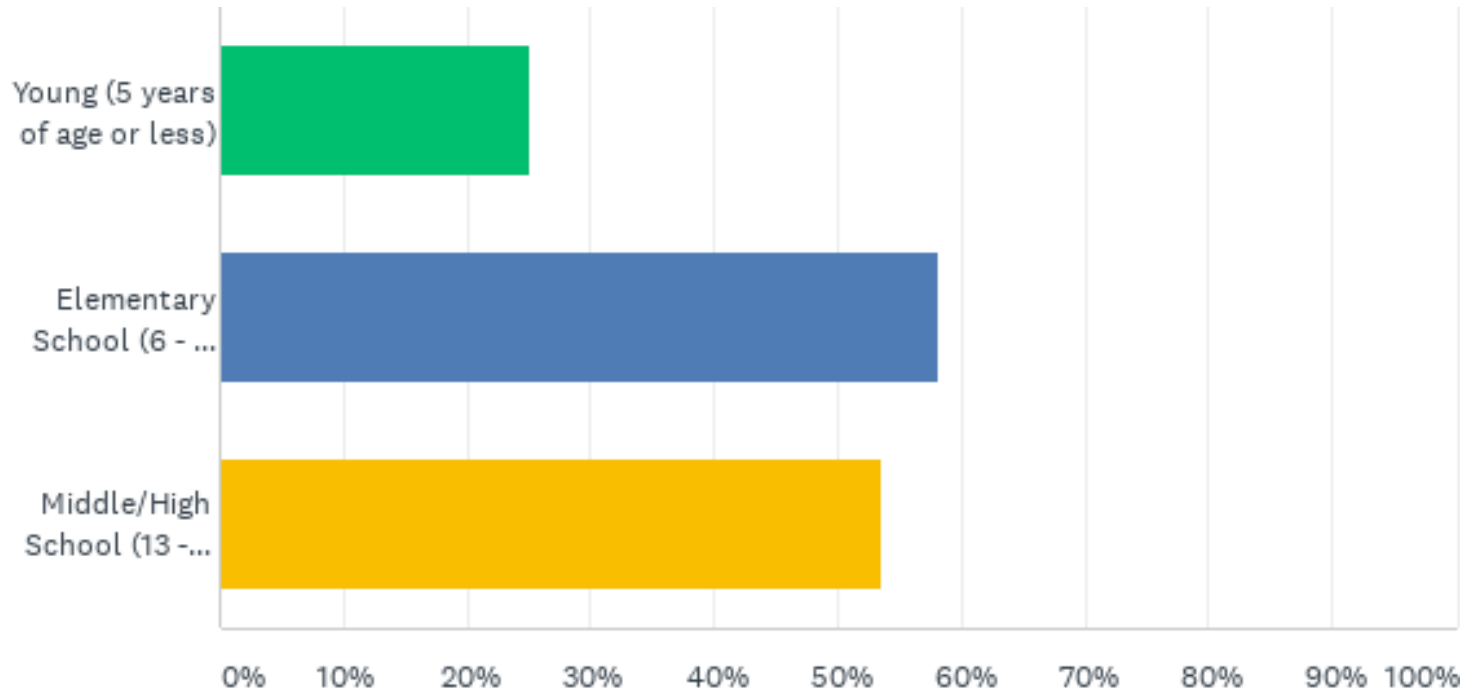
### Q3: How many total years have you been a member of PHRA (includes any kind of member - Shareholder/Renter/Honorary)

Answered: 328 Skipped: 0



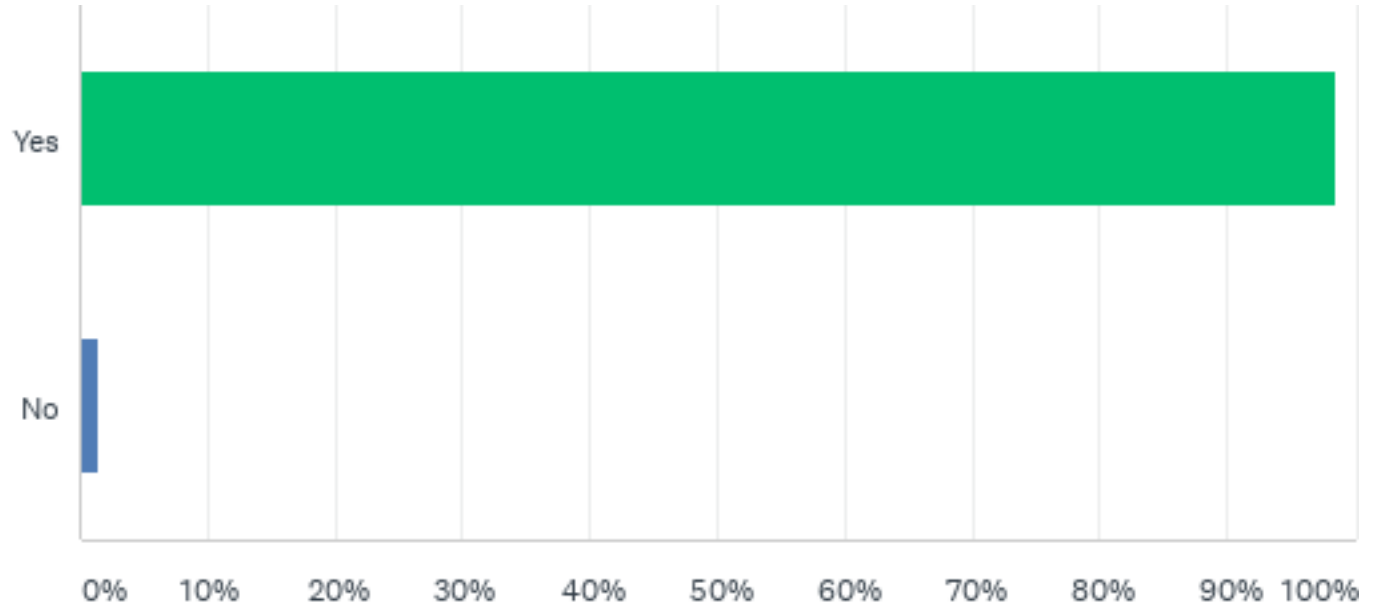
## Q6: How old are your dependents (check all that apply)

Answered: 263 Skipped: 65



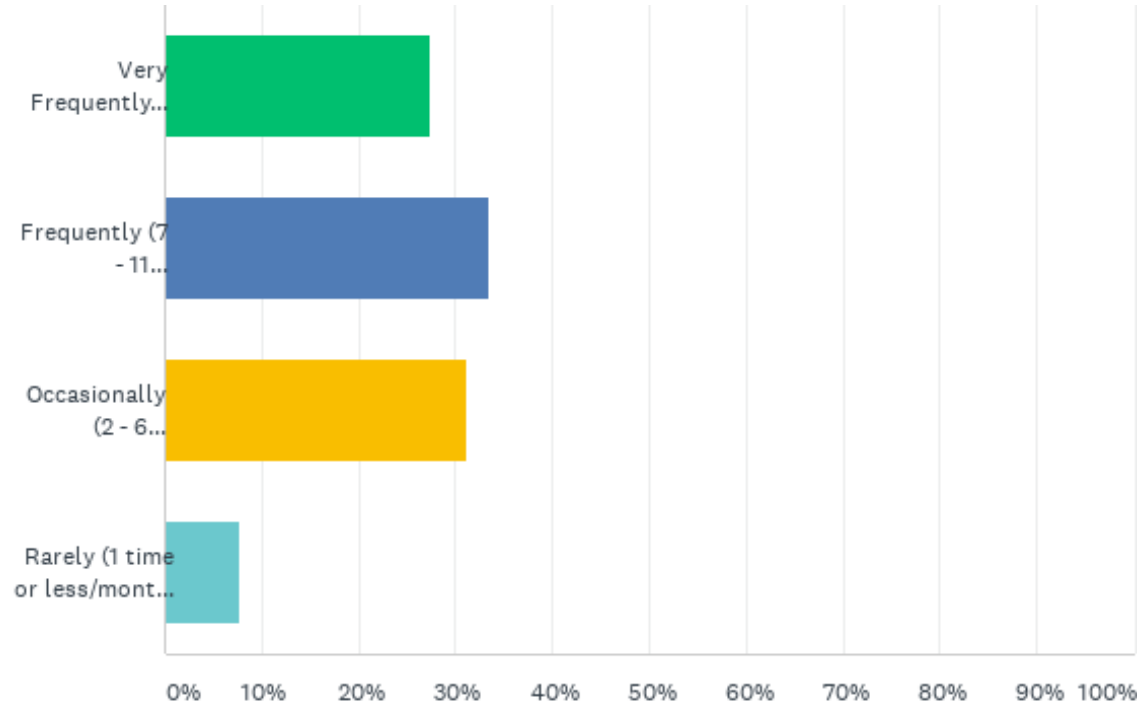
## Q7: Do you and/or your family members use the pool facilities?

Answered: 326 Skipped: 2



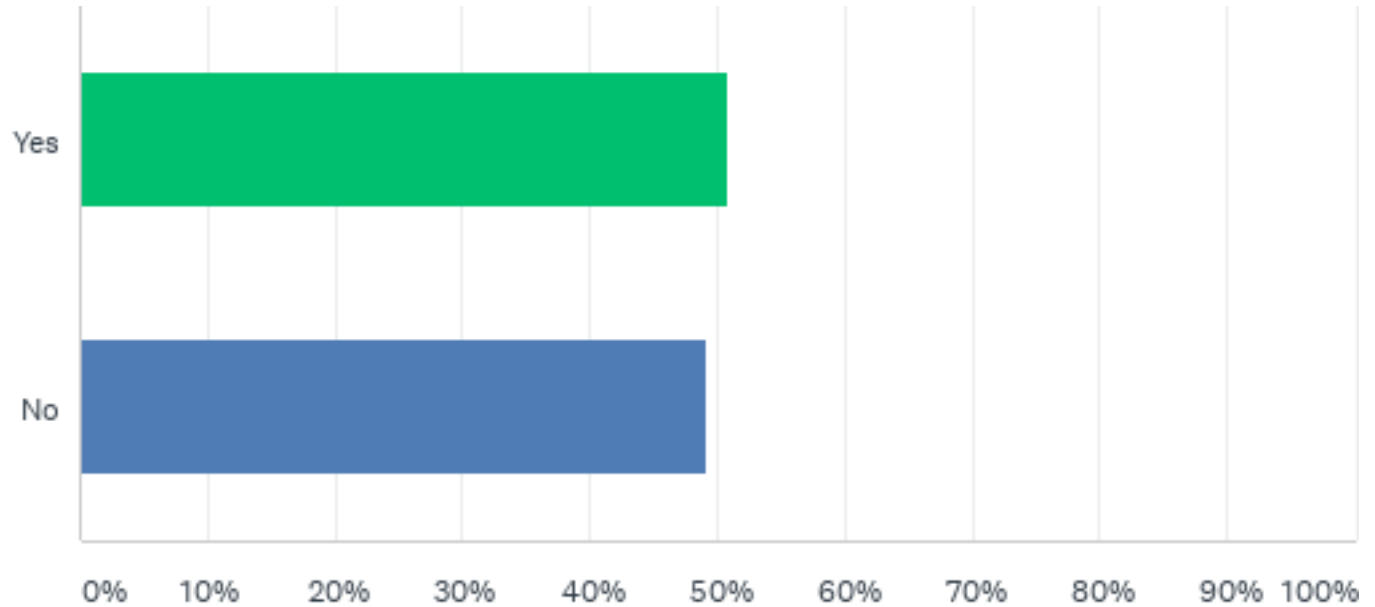
## Q8: How often do you use the pool facilities?

Answered: 320 Skipped: 8



## Q9: Do you and/or your family members use the tennis facilities?

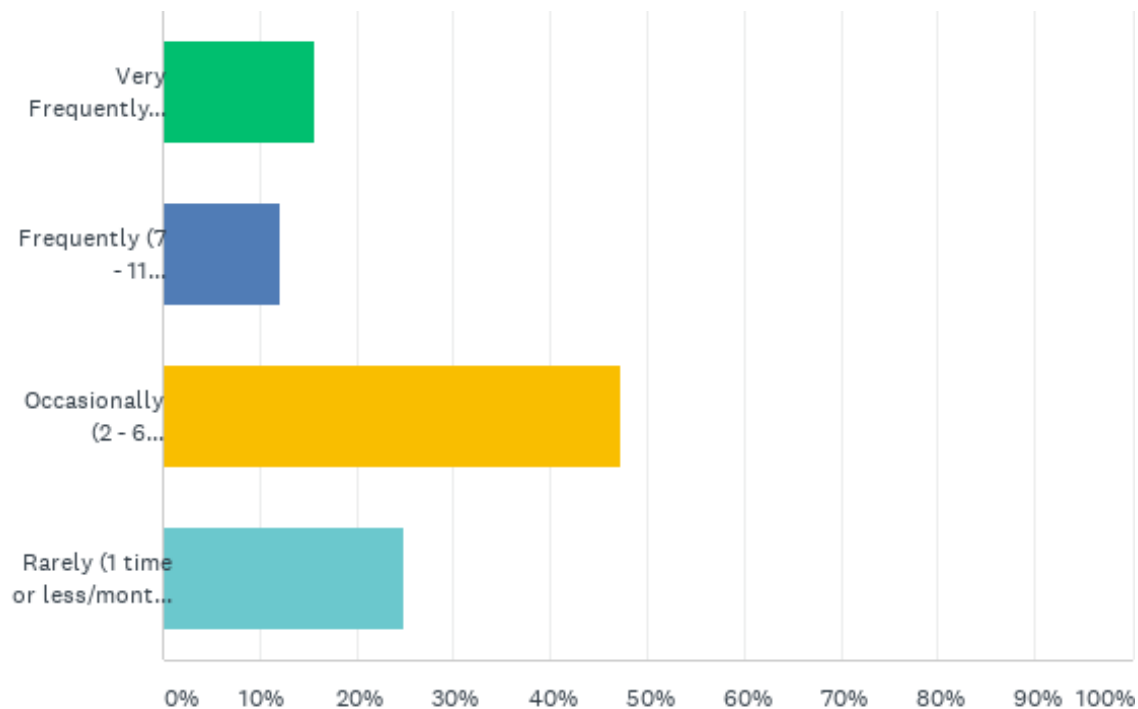
Answered: 325 Skipped: 3





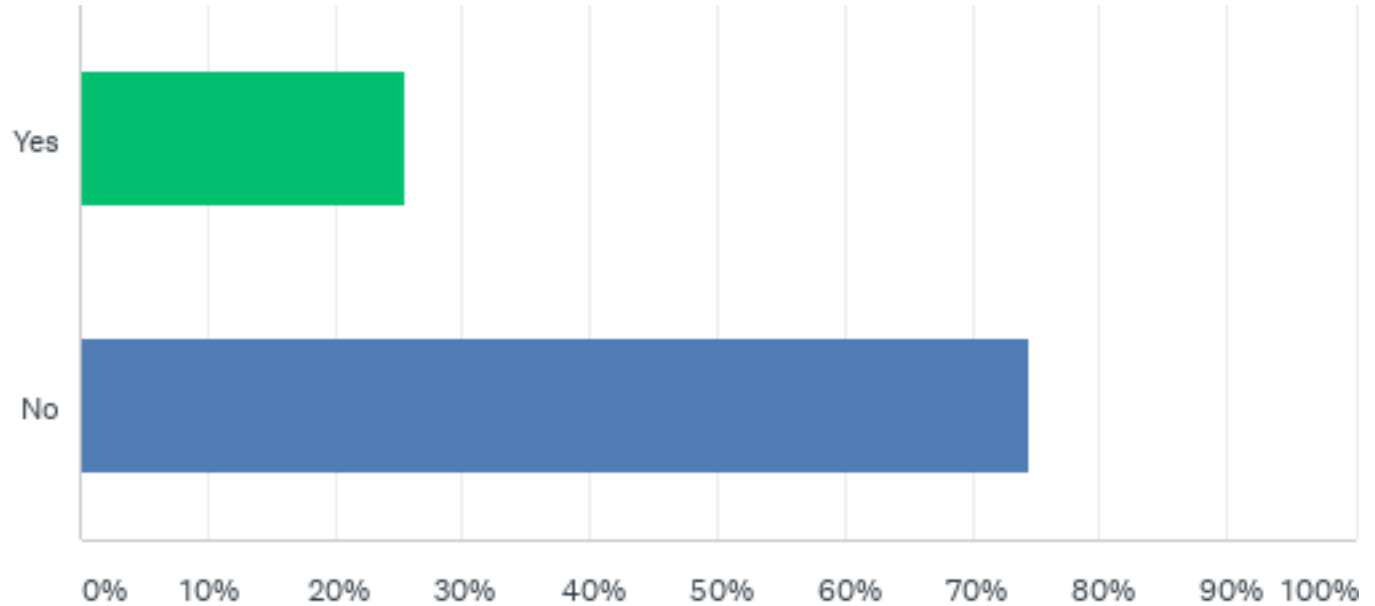
# Q10: How often do you and/or your family members use the tennis facilities?

Answered: 165 Skipped: 163



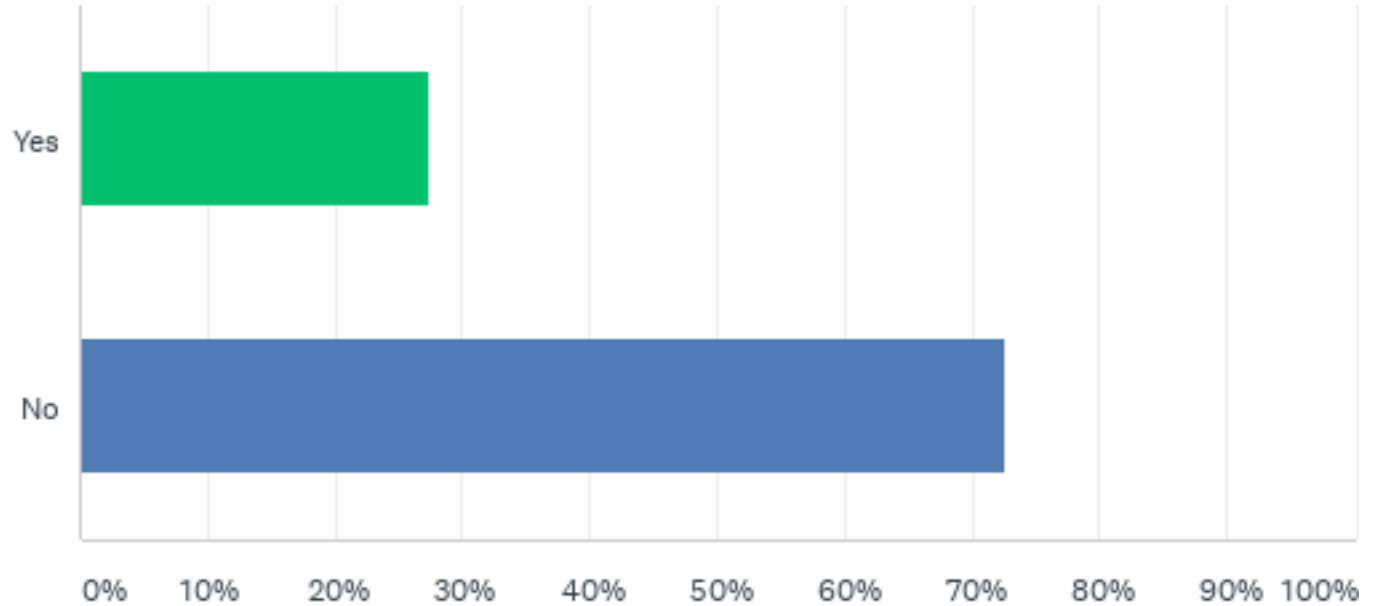
## Q11: Do you and/or your family participate in swim team activities?

Answered: 324 Skipped: 4



## Q12: Do you and/or your family participate in the tennis program (adult or youth)?

Answered: 324 Skipped: 4



## Q13: How important are the following areas of PHRA operation?

Answered: 324 Skipped: 4

	NOT IMPORTANT	SLIGHTLY IMPORTANT	MODERATELY IMPORTANT	IMPORTANT	VERY IMPORTANT	TOTAL
Swimming Pools	0.31% 1	0.00% 0	0.62% 2	8.64% 28	90.43% 293	324
Tennis Courts	10.84% 35	13.31% 43	21.05% 68	24.46% 79	30.34% 98	323
Basketball Court	33.13% 106	24.69% 79	23.75% 76	12.81% 41	5.63% 18	320
Volleyball Court	35.51% 114	25.86% 83	19.94% 64	13.08% 42	5.61% 18	321
Parking Lot	11.29% 36	9.09% 29	21.63% 69	29.78% 95	28.21% 90	319
Grounds Walkways (e.g., trails through the woods behind the pool)	10.53% 34	12.69% 41	24.46% 79	26.93% 87	25.39% 82	323
Grass Field/Overflow Parking Area	15.12% 49	16.05% 52	30.56% 99	24.38% 79	13.89% 45	324

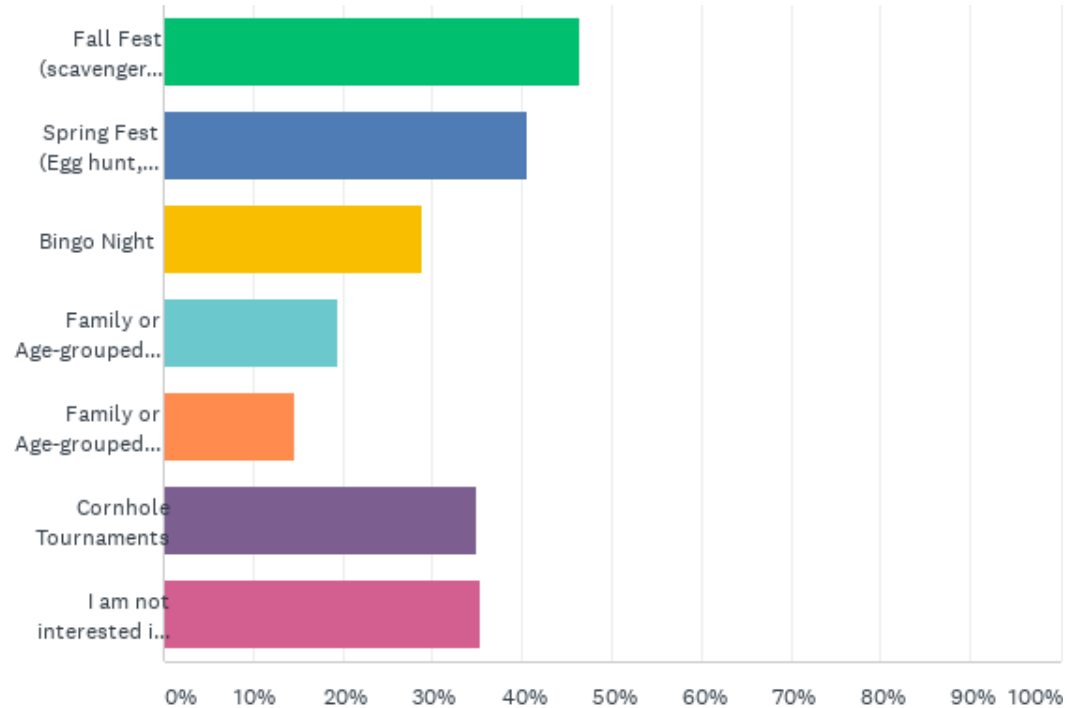
# Q14: How satisfied are you with the state of maintenance of the following facilities/areas of PHRA operation?

Answered: 324 Skipped: 4

	NOT SATISFIED	SLIGHTLY SATISFIED	MODERATELY SATISFIED	SATISFIED	VERY SATISFIED	NOT APPLICABLE	TOTAL
Swimming Pools and Surrounding Area	5.25% 17	4.32% 14	11.42% 37	43.52% 141	33.02% 107	2.47% 8	324
Tennis Courts and Surrounding Area	0.31% 1	2.47% 8	8.02% 26	38.27% 124	29.01% 94	21.91% 71	324
Bath House	15.89% 51	14.64% 47	25.23% 81	32.71% 105	6.85% 22	4.67% 15	321
Basketball Court	2.17% 7	6.83% 22	11.18% 36	31.68% 102	7.14% 23	40.99% 132	322
Volleyball Court	4.39% 14	5.96% 19	10.34% 33	29.47% 94	7.84% 25	42.01% 134	319
Parking Lot	3.72% 12	5.26% 17	21.36% 69	49.23% 159	11.76% 38	8.67% 28	323
Grounds Walkways (e.g., trails through the woods behind the pool)	1.24% 4	4.35% 14	12.11% 39	42.24% 136	27.64% 89	12.42% 40	322
Grass Field/Overflow Parking Area	3.16% 10	4.75% 15	12.66% 40	46.52% 147	15.51% 49	17.41% 55	316

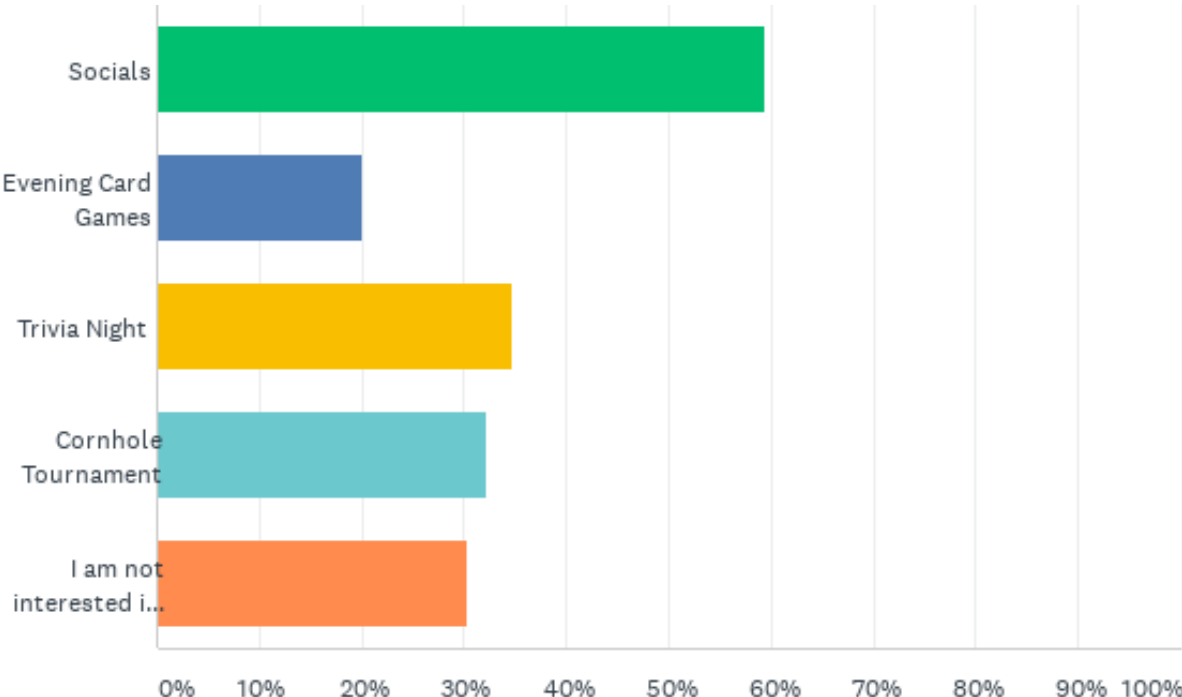
## Q15: Please select family-friendly items of interest.

Answered: 323 Skipped: 5



# Q16: Please select adult items of interests.

Answered: 323 Skipped: 5



## Q18: Please indicate your general posture on facility improvements by selecting all that apply.

Answered: 322 Skipped: 6

ANSWER CHOICES	RESPONSES
I am not interested in significant or long-term improvements to the PHRA association that would require and significant funding. I prefer to see the Board concentrate on maintaining the existing facility and grounds with regularly-scheduled maintenance improvements.	37.27% 120
I am interested in significant or long-term improvements to the PHRA association.	63.04% 203
Total Respondents: 322	



## Q19: Please indicate your general posture on the following.

Answered: 322 Skipped: 6

	NOT INTERESTED	SLIGHTLY INTERESTED	MODERATELY INTERESTED	INTERESTED	VERY INTERESTED	TOTAL
A clubhouse with a year-round capability and all necessary bath house facilities.	29.50% 95	16.15% 52	16.46% 53	18.94% 61	18.94% 61	322

## Q20: Please indicate your general posture on the following.

Answered: 322 Skipped: 6

	NOT INTERESTED	SLIGHTLY INTERESTED	MODERATELY INTERESTED	INTERESTED	VERY INTERESTED	TOTAL
Bubble the pool in the off-season/cooler months to expand access during the entire year.	30.12% 97	16.15% 52	15.53% 50	15.84% 51	22.36% 72	322

## Q21: Please indicate your general posture on the following.

Answered: 322 Skipped: 6

	NOT INTERESTED	SLIGHTLY INTERESTED	MODERATELY INTERESTED	INTERESTED	VERY INTERESTED	TOTAL
Add shade coverage to the raised deck behind the baby pool and access steps to baby pool area.	33.54% 108	21.43% 69	16.46% 53	19.25% 62	9.32% 30	322

## Q22: Please indicate your general posture on the following.

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Answered: 322 Skipped: 6

	NOT INTERESTED	SLIGHTLY INTERESTED	MODERATELY INTERESTED	INTERESTED	VERY INTERESTED	TOTAL
Add a separate lap lane pool.	32.92% 106	16.77% 54	14.91% 48	16.15% 52	19.25% 62	322

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## Q23: Please indicate your general posture on the following.

Answered: 322 Skipped: 6

	NOT INTERESTED	SLIGHTLY INTERESTED	MODERATELY INTERESTED	INTERESTED	VERY INTERESTED	TOTAL
Expand baby pool area with possible enhancements such as a beach front type wading area with sprinklers, fountains, etc.	47.52% 153	21.74% 70	13.98% 45	8.70% 28	8.07% 26	322

## Q24: Please indicate your general posture on the following.

Answered: 321 Skipped: 7

	NOT INTERESTED	SLIGHTLY INTERESTED	MODERATELY INTERESTED	INTERESTED	VERY INTERESTED	TOTAL
An increase in membership dues to help fund major projects.	32.40% 104	25.23% 81	19.31% 62	17.76% 57	5.30% 17	321

## Q25: Please indicate your general posture on the following.

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Answered: 321 Skipped: 7

	NOT INTERESTED	SLIGHTLY INTERESTED	MODERATELY INTERESTED	INTERESTED	VERY INTERESTED	TOTAL
A one-time assessment to fund capital improvement projects.	37.38% 120	24.30% 78	20.25% 65	15.26% 49	2.80% 9	321

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## Q26: Please indicate your general posture on the following.

Answered: 321 Skipped: 7

	NOT INTERESTED	SLIGHTLY INTERESTED	MODERATELY INTERESTED	INTERESTED	VERY INTERESTED	TOTAL
PHRA obtaining a loan to fund major projects.	24.30% 78	20.25% 65	25.23% 81	20.56% 66	9.66% 31	321



## Q27: Please indicate your general posture on the following.

Answered: 321 Skipped: 7

	NOT INTERESTED	SLIGHTLY INTERESTED	MODERATELY INTERESTED	INTERESTED	VERY INTERESTED	TOTAL
PHRA selling more shares (currently limited to 500 as documented in PHRA bylaws) to fund major projects.	39.25% 126	14.64% 47	16.51% 53	19.31% 62	10.28% 33	321

## Q29: Please provide your thoughts regarding maintaining higher reserves.

Answered: 319 Skipped: 9

ANSWER CHOICES	RESPONSES	
No, maintain current level	39.81%	127
Increase reserve account to \$175,000	17.55%	56
Increase reserve account to \$200,000	30.41%	97
Increase reserve account to \$225,000	1.88%	6
Increase reserve account to \$250,000	10.34%	33
<b>TOTAL</b>		<b>319</b>