

## NRTC Membership Survey 2025 Summary of Responses

NRTC conducted its annual membership survey again this fall. It was open to all 327 members from October 7 to 17<sup>th</sup>, 2025. We had 101 responses representing 30% of our membership. Below is a short summary of the responses; the Board will take these into account next spring when establishing the schedule of activities and events for the Club.

Our club membership falls into a higher age demographic; 80% of the respondents were in the 50-74 range and another 15% at 75+.

Members continued to make **good use of the courts**. 74% of respondents reported playing once or twice per week (45%) or several times per week (29%). The most **popular playing opportunities** were booking a court (63%), Organized Social Play (51%) and drop-ins (48%). **Court availability** was still good: 21% report never having difficulty getting a booking, 35% report occasional difficulty for morning time and 25% for afternoons. We also know from our court booking software that courts are booked an average of 65% of the time during the day (8am to 5pm).

**Organized Social Play** proved to be very popular among the respondents with 73% interested in participating next year. When asked about timing, 51% were interested in a four month session from June to September. We also asked about methods for rating to determine level and most preferred a self-rated approach (34%). When asked about adding an evening session, the majority (64%) were not interested.

The feedback on **clinics** showed continued interest in sessions divided by level, including clinics for advanced (over 3.5) players. Respondents at all levels were interested in the full range of skills with the intermediate players identifying speciality shots in particular. There was little interest in offering weekend clinics for visiting family with the majority (74%) responding no interest or not applicable.

There is considerable interest in **tournaments** for next year. Relaxed, social play for each of women's doubles and mixed doubles was of interest to 54% of respondents. 58% were interested in men's doubles (33% in serious, competitive play and 25% in relaxed social play). There was also some interest expressed for singles tournaments: 49% were interested in women's singles and 35% in men's singles; the women leaned toward relaxed, social play (30%) and the men towards serious, competitive play (21%).

We also asked about **ladders** but there was quite a low response rate. Of those who did respond, most were not interested (47% of men and 52% of women).

Most respondents (74%) like having **balls provided for drop-ins**. However, 39% agree that each tin could be used for a couple of sessions.

The **website** was not used very often. 81% reported checking it only once or twice a month or hardly ever.

**Satisfaction** with how the club was run remained high at 84% and up to 91% when both very and somewhat satisfied are counted. A large majority of 95% reported being very satisfied (83%) or somewhat satisfied (12%) with the condition of the courts and surrounding area. Several comments mentioned the need to resurface the courts. Town staff are aware of this concern and will include it in the 2027 budget.

Thank you for participating in the survey and for your many comments. The Board will be using your feedback to guide our planning for next season.