

PGC Member Survey Results

1. How many years have you been a member?

	Number of Response(s)	Response Ratio
1-5	80	24.6%
6-10	61	18.7%
11-15	37	11.3%
16-20	40	12.3%
21-30	56	17.2%
30+	50	15.3%
No Responses	1	<1%
Total	325	100%

2. Please check your membership level below

	Number of Response(s)	Response Ratio
Regular	251	77.2%
Intermediate	26	8.0%
Social	20	6.1%
Spouse Associate	18	5.5%
Senior	9	2.7%
No Responses	1	<1%
Total	325	100%

3. How frequently do you visit the Club?

	Number of Response(s)	Response Ratio
Every day	3	<1%
Multiple times per week	142	43.6%
Once a week	98	30.1%
Every 2-3 weeks	52	16.0%
Once a month	12	3.6%
Every couple months	14	4.3%
Couple times a year	2	<1%
No Responses	2	<1%
Total	325	100%

4. Why did you join Portland Golf Club? (Please check all that apply.)

	Number of Response(s)	Response Ratio
Golf Course	288	89.1%
Location	239	73.9%
Club Amenities	138	42.7%
Friends Are Members	161	49.8%
Other	21	6.5%
Total	323	100%

5. What is your gender?		
	Number of Response(s)	Response Ratio
Male	248	76.3%
Female	74	22.7%
Prefer not to answer	2	<1%
No Responses	1	<1%
Total	325	100%

6. Which category describes your age?		
	Number of Response(s)	Response Ratio
25 - 34	11	3.3%
35 - 44	38	11.6%
45 - 54	63	19.3%
55 - 64	84	25.8%
65 or older	128	39.3%
Prefer not to answer	0	0.0%
No Responses	1	<1%
Total	325	100%

7. How many children under the age of 18 live in your household?		
	Number of Response(s)	Response Ratio
None	217	66.7%
1-2	80	24.6%
3-4	26	8.0%
5+	0	0.0%
No Responses	2	<1%
Total	325	100%

8. Below please rate your OVERALL level of satisfaction the Club:						
	Highly Satisfied	Somewhat Satisfied	Neither Satisfied or Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	191	108	8	14	3	
	59%	33%	2%	4%	1%	

9. How likely is it that you would recommend PGC to a friend or colleague?		
	Number of Response(s)	Response Ratio
Very likely	252	77.5%
Somewhat likely	49	15.0%
Neutral	15	4.6%
Somewhat unlikely	4	1.2%
Very unlikely	3	<1%
No Responses	2	<1%
Total	325	100%

10. Below please rate your level of satisfaction with the PGC golf course:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Highly Satisfied	Somewhat Satisfied	Neither Satisfied or Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A
Pace of Play	133 43%	120 39%	23 7%	17 5%	4 1%	14 5%
Greens	228 73%	63 20%	4 1%	4 1%	2 1%	12 4%
Tees	225 72%	67 21%	7 2%	1 0%	1 0%	12 4%
Fairways	250 80%	45 14%	3 1%	1 0%	1 0%	12 4%
Bunkers	107 34%	92 29%	36 12%	53 17%	13 4%	12 4%
Amenities	139 45%	94 31%	35 11%	12 4%	6 2%	20 7%
Cart Paths	139 45%	80 26%	45 14%	10 3%	6 2%	31 10%
Course Restrooms	102 33%	85 28%	58 19%	26 8%	16 5%	19 6%
Overall Satisfaction With Golf Course	210 67%	85 27%	2 1%	0 0%	2 1%	13 4%

11. Below please rate your level of satisfaction with the PGC practice area:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Highly Satisfied	Somewhat Satisfied	Neither Satisfied or Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A
Driving Range Grass Tee	88 28%	130 42%	44 14%	26 8%	6 2%	15 5%
Driving Range Mats	51 17%	134 44%	61 20%	36 12%	11 4%	15 5%
Quality of Range Ball	116 38%	117 38%	44 14%	14 5%	1 0%	15 5%
Practice Putting Green	190 62%	89 29%	11 4%	3 1%	4 1%	11 4%
Short Game Area	186 61%	88 29%	7 2%	4 1%	1 0%	20 7%
Chipping Green	130 43%	112 37%	26 9%	10 3%	4 1%	21 7%
Overall Satisfaction with Practice Area	97 31%	153 50%	26 8%	16 5%	2 1%	14 5%

12. Below please rate your level of satisfaction with the PGC golf carts/bag service:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Highly Satisfied	Somewhat Satisfied	Neither Satisfied or Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A
Bag Room Service	211 68%	51 17%	13 4%	6 2%	1 0%	27 9%
Cleanliness of Golf Carts	189 63%	47 16%	18 6%	1 0%	1 0%	46 15%
Cleanliness of Clubs	176 58%	54 18%	17 6%	13 4%	2 1%	44 14%
Golf Cart Set-Up (scorecard, pencil, sand bottle, etc)	181 60%	55 18%	23 8%	5 2%	2 1%	38 13%
Overall Satisfaction with with Golf Cart/ Bag Service	200 65%	65 21%	14 5%	6 2%	1 0%	21 7%

13. Below please rate your level of satisfaction with the following:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Highly Satisfied	Somewhat Satisfied	Neither Satisfied or Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A
Current walk-up time process	175 57%	74 24%	18 6%	8 3%	7 2%	27 9%

The ability to get a walk-up tee time	166 54%	77 25%	22 7%	9 3%	7 2%	25 8%
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14. Which would you prefer...

	Number of Response(s)	Response Ratio
Our current policy that allows members to book ANY walk-up time for the day, whether or not all players are present in the golf shop	213	65.5%
A policy that requires all players to be present in the golf shop area before a walk-up time is obtained	68	20.9%
N/A	27	8.3%
No Responses	17	5.2%
Total	325	100%

15. Below please rate your level of satisfaction with the following:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Highly Satisfied	Somewhat Satisfied	Neither Satisfied or Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A
Ease of making a tee time on ForeTees	190 62%	70 23%	18 6%	8 3%	2 1%	20 6%
Ease of signing up for a tournament or golf event on ForeTees	138 45%	76 25%	25 8%	18 6%	5 2%	45 15%
Club information on ForeTees	133 43%	97 32%	41 13%	14 5%	1 0%	21 7%
Having an online electronic tee time system	184 61%	66 22%	21 7%	5 2%	8 3%	20 7%
Overall satisfaction with ForeTees	165 54%	90 29%	23 7%	8 3%	6 2%	16 5%

16. Below please rate your level of satisfaction with the PGC Clubhouse:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Highly Satisfied	Somewhat Satisfied	Neither Satisfied or Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A
Landscaping, Plants & Flowers	232 72%	70 22%	9 3%	7 2%	2 1%	2 1%
Clubhouse Décor	238 74%	67 21%	10 3%	3 1%	2 1%	1 0%
Clubhouse Condition & Cleanliness	247 77%	54 17%	11 3%	5 2%	1 0%	1 0%
Condition of Furniture Fixtures & Décor	227 71%	71 22%	14 4%	4 1%	1 0%	1 0%
Cleanliness of Restrooms	262 82%	47 15%	6 2%	2 1%	1 0%	2 1%
Condition/Cleanliness of Locker Rooms	220 69%	72 23%	7 2%	7 2%	2 1%	10 3%
Locker Room Amenities	172 54%	82 26%	26 8%	17 5%	8 3%	14 4%
Overall Satisfaction with Clubhouse	243 77%	59 19%	8 3%	3 1%	1 0%	1 0%

17. Below please rate your level of satisfaction with the PGC Dining Room:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Highly Satisfied	Somewhat Satisfied	Neither Satisfied or Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A
Menu Selection	121 38%	133 41%	25 8%	29 9%	10 3%	3 1%
Taste of the Food	169 53%	103 32%	18 6%	22 7%	4 1%	2 1%
Presentation of the Food	184 58%	95 30%	27 8%	9 3%	1 0%	2 1%
Service	136 43%	108 34%	32 10%	30 9%	12 4%	2 1%
Value for Price	121	114	44	29	8	2

value for Price	38%	36%	14%	9%	3%	1%
Overall Satisfaction with Dining Room	136	123	29	21	8	2
	43%	39%	9%	7%	3%	1%

18. Below please rate your level of satisfaction with the PGC Wedge:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Highly Satisfied	Somewhat Satisfied	Neither Satisfied or Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A
Menu Selection	55 18%	129 42%	56 18%	28 9%	13 4%	28 9%
Taste of the Food	80 26%	111 36%	63 20%	13 4%	11 4%	30 10%
Presentation of the Food	68 22%	106 35%	73 24%	20 7%	10 3%	29 9%
Service	106 34%	94 31%	47 15%	23 7%	11 4%	27 9%
Value for Price	87 28%	115 37%	51 17%	15 5%	10 3%	31 10%
Overall Satisfaction with Wedge	70 23%	126 41%	56 18%	21 7%	8 3%	29 9%

19. Below please rate your level of satisfaction with the PGC Splash:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Highly Satisfied	Somewhat Satisfied	Neither Satisfied or Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A
Menu Selection	29 10%	46 16%	37 13%	23 8%	8 3%	146 51%
Taste of the Food	37 13%	46 16%	36 13%	14 5%	6 2%	146 51%
Presentation of the Food	36 13%	43 15%	43 15%	11 4%	7 2%	146 51%
Service	43 15%	44 15%	28 10%	16 6%	11 4%	144 50%
Value for Price	39 14%	48 17%	39 14%	9 3%	5 2%	145 51%
Overall Satisfaction with Splash	37 13%	46 16%	33 11%	17 6%	8 3%	148 51%

20. Below please rate your level of satisfaction with the PGC Beverage Cart:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Highly Satisfied	Somewhat Satisfied	Neither Satisfied or Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A
Selection	151 50%	86 29%	26 9%	6 2%	1 0%	31 10%
Value for Price	131 44%	85 28%	44 15%	6 2%	2 1%	31 10%
Service	169 57%	67 22%	23 8%	8 3%	2 1%	30 10%
Overall Satisfaction with Beverage Cart	143 48%	87 29%	32 11%	6 2%	1 0%	31 10%

21. Below please rate your level of satisfaction with PGC social events:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Highly Satisfied	Somewhat Satisfied	Neither Satisfied or Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A
Number of Events - Frequency	108 35%	80 26%	58 19%	7 2%	0 0%	52 17%
Variety-Type of Events	105 35%	85 28%	58 19%	6 2%	0 0%	49 16%
Overall Satisfaction with Social Events	106 35%	81 27%	58 19%	5 2%	0 0%	53 17%

22. Do you use the tennis courts?

	Number of Response(s)	Response Ratio
Yes	19	5.8%
No	298	91.6%
No Responses	8	2.4%
Total	325	100%

23. Would you be in favor of replacing tennis courts with more parking?

	Number of Response(s)	Response Ratio
Yes	126	38.7%
No	85	26.1%
Not Sure	109	33.5%
No Responses	5	1.5%
Total	325	100%

24. Below please rate your level of satisfaction with PGC aquatics/pool:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Highly Satisfied	Somewhat Satisfied	Neither Satisfied or Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A
General Appearance	130 45%	70 24%	15 5%	12 4%	1 0%	64 22%
Temperature/Clarity of the Water	103 36%	50 17%	16 6%	3 1%	1 0%	114 40%
Condition of Deck Area	135 47%	56 19%	13 5%	5 2%	3 1%	76 26%
Condition/Amount of Furniture	105 36%	71 25%	19 7%	11 4%	2 1%	80 28%
Lifeguards	108 38%	44 15%	19 7%	5 2%	1 0%	109 38%
Pool Food Service Attendants	72 25%	57 20%	25 9%	14 5%	9 3%	109 38%
Swimming Instruction	58 20%	14 5%	24 8%	2 1%	0 0%	188 66%
Condition of Pool Locker Rooms	30 10%	36 13%	34 12%	33 11%	25 9%	129 45%
Overall Satisfaction with Aquatics/Pool	82 28%	76 26%	33 11%	7 2%	1 0%	94 32%

25. Below please rate your level of satisfaction with PGC accounting/member communication:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

	Highly Satisfied	Somewhat Satisfied	Neither Satisfied or Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	N/A
Accuracy of Monthly Statements	168 55%	79 26%	19 6%	20 7%	7 2%	11 4%
Timeliness of Addressing Billing Issues	189 63%	58 19%	19 6%	2 1%	2 1%	30 10%
Receptionist Services	205 67%	72 24%	12 4%	7 2%	2 1%	7 2%
Member Communications	185 61%	83 27%	24 8%	8 3%	1 0%	1 0%
Member Website	136 45%	79 26%	41 14%	25 8%	11 4%	9 3%
Email Communication	173 57%	82 27%	28 9%	12 4%	2 1%	5 2%
FORE Newsletter	184 60%	85 28%	22 7%	9 3%	3 1%	3 1%
Responsiveness to Concerns & Issues	154	76	31	12	8	16

responsiveness to concerns & issues	52%	26%	10%	4%	3%	5%
Overall Satisfaction with Accounting/ Member Communications	174	87	25	9	4	2
	58%	29%	8%	3%	1%	1%

29. Does the No Blue Jeans Policy impact your coming to dine at the Club?

	Number of Response(s)	Response Ratio
Yes	129	39.6%
No	191	58.7%
No Responses	5	1.5%
Total	325	100%

30. Which statement would best describe your position if a change in the dress policy allowed Non-Blue Jeans in the Clubhouse?

	Number of Response(s)	Response Ratio
I would use the dining room a little more as a result of not having to change prior to coming to the Club.	70	21.5%
I would use the dining room a lot more as a result of not having to change prior to coming to the Club.	62	19.0%
It would have NO affect on the frequency I come to the Club.	136	41.8%
A change in the policy would result in me utilizing the dining room and Club less.	41	12.6%
No Responses	16	4.9%
Total	325	100%

31. What would your preference be regarding allowing Non-Blue Jeans in the Clubhouse and Dining Room areas?

	Number of Response(s)	Response Ratio
I would prefer we continue to NOT allow denim in the Clubhouse.	111	34.1%
I would be OK with allowing Non-Blue Denim providing the right guidelines were in place.	102	31.3%
I would prefer to see denim allowed in the winter months.	12	3.6%
I would prefer to see denim allowed year round in the Clubhouse.	61	18.7%
I have never understood the policy and hope it changes.	23	7.0%
No Responses	16	4.9%
Total	325	100%