

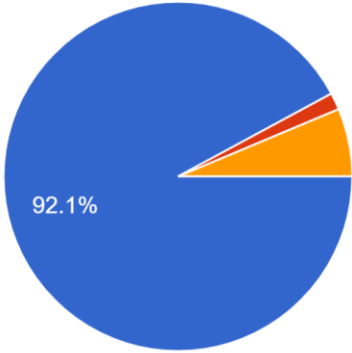
SUMMARY RESULTS REPORT from September 2019 Pickleball Survey

The Bellingham Pickleball Club surveyed the local pickleball population, focusing on: Utilization of Cornwall Park; Interest in winter indoor venues; Communications; and Volunteer opportunities. At the end of this report, for those interested, is a summary of comments from all sections.

Who Responded?

<p>130 Respondents (114 in April)</p> <p>51% Male and 49% Female</p> <p>86% are members; 9% are interested in joining</p> <p>19% are Snowbirds</p> <p>57% have an interest in volunteering (33% yes, 24% maybe)</p> <p>29% have attended Club Development meetings</p>	Where They Live:	
	Bellingham	72%
	Guide Meridian Corridor	8%
	I-5 Corridor	8%
	Eastern County	7%
	Skagit County	4%
	Sudden Valley, BC	1%

Communication

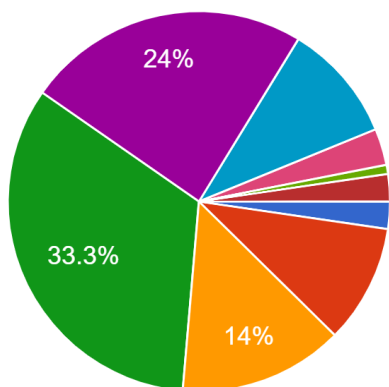
	<p>How Much Information is Wanted:</p> <p>92% receive the right amount of information from BPC 6% want more 2% want less</p> <hr/> <p>> 94% prefer Email to get their information about pickleball updates/info in Whatcom County</p> <p>> 26% like Facebook to get local updates</p> <p>> 16% say their pickleball buddies are a way to get local info. <i>(Check all that apply, so percentages add up to more than 100%)</i></p> <p>> 98% are open to an OPT-IN system to share contact info with other BPC members, (by choice only).</p> <p>> Only 42% would possibly use Twitter to check court conditions. BPC will look into embedding Twitter to report directly onto on our website, to be viewable by all.</p>
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Skill Level Self-Rating

96% report **knowing their skill level**, although don't always select it during the "Level-tag" Drop-in time.
 50% think **skill-drill assessment sessions** are the preferred method for players to learn their level.

Novice levels had a large increase from previous survey, but they also reported having great difficulty finding people willing to play with them during Drop-in time.

Skill Level Self-Rating	Sept. Responses		April Responses	
	#	%	#	%
Newbie / Beginner	3	2%	7	8%
Lower Novice (2.0+)	13	10%	9	10%
Upper Novice (2.5+)	18	14%		
Low to Mid-intermediate (3.0+)	43	33%	22	24%
Mid- Upper Intermediate (3.5+)	31	24%	17	18%
Lower Advanced (4.0+)	12	9%	6	7%
Upper Advanced (4.5+)	4	3%	8	9%
5.0	1	1%		
Don't know	3	2%	4	4%



Cornwall

93% played on Cornwall Pickleball Courts; (6% plan to do so next year though they didn't this year).
83% attended "Hosted" Morning Drop-in Sessions.
59% attended the above at least weekly.

BPC tried to educate people about their skill level, & court hosts tried to help people find opportunities to play at their level and encourage mixed-levels also.

85% said morning court hosts did a good job of balancing tasks.

6% felt the court hosts were too hands off.

3% felt they were too controlling.

Or that qualities varied depending on host.

Overall comments conveyed A LOT of appreciation & respect for the court hosts, and the job they did.

Scheduled Skill-level Sessions were a huge success!

95% of those who participated were very or mostly satisfied.

5% were partially satisfied.

No one said that they were mostly or very unsatisfied.

People wished there were more sessions!

Court Rotations for next year during Hosted Drop-in time will use the “Level Tags”, but add some Challenge Courts and encourage mixed-level play

(Check all that apply, so percentages add up to more than 100%)

Percent

Keep as is with the level tags	35%
Keep as is with the level tags, but add Challenge Courts on some days	30%
Keep as is with the level tags, but add mixed-level play on portable nets	17%
Keep with level tags, but add 1 - 2 days of mixed-level play	14%
No preference	13%
Simple rotations 2 off, next 2 on (no tags)	7%
Simple rotations 4 off, next 4 on (no tags)	5%

Best way to understand skill-level rating

Check all that apply, so percentages add to more than 100%

	# Responses	Percent
Hold "Drill-skill Assessment" sessions to quantify required skills	60	50%
Encourage optional skill-level ratings	43	36%
Have more "Shootouts" & Ladders, so players can see where they are	38	31%
Don't fuss about it	36	30%
Share educational videos	16	13%
Have a review committee	14	11%
No preference	11	9%
More written education	8	7%
Require skill-level ratings	8	7%

Volunteer Interests / Strengths

57% of respondents are, or might be, interested in helping out during the next 12 months.

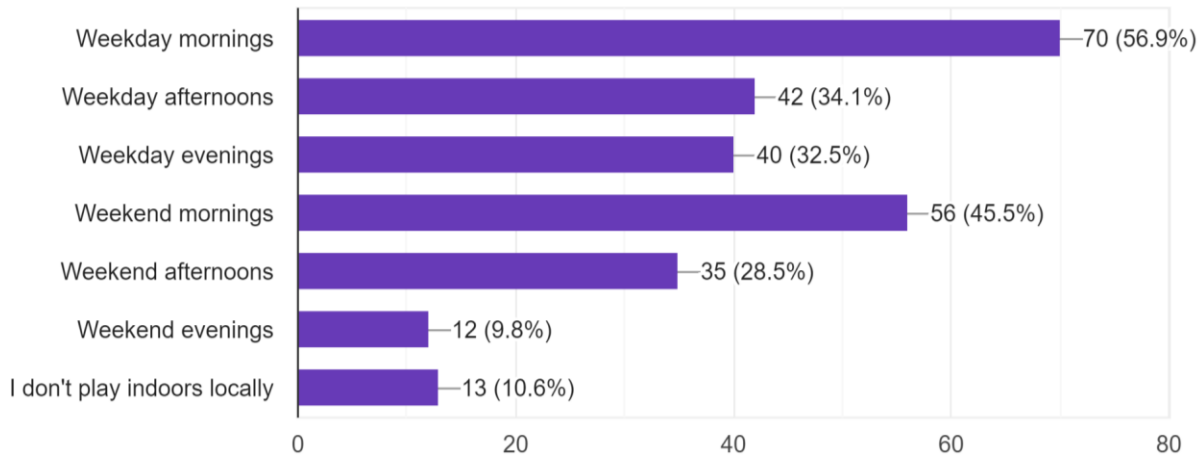
33% “Yes”; 24% “Maybe”

Every category of volunteer interests/ strengths had a least one person respond favorably.

Some categories had many, such as helping with Cornwall Clean-up Work Parties or mindless tasks.

A BPC goal this year is to improve our volunteer coordination system.

In "Indoor months", people like to play at these times. (choose all that apply)



This winter folks want to play at ...	# Responses	%
Bellingham YMCA (daytime)	63	56%
Bellingham school gyms that BPC rents some evenings	36	32%
Birch Bay Activity Center	32	28%
Ferndale YMCA	30	27%
Meridian High School gym that BPC rents some Saturday afternoons	28	25%
Bellingham YMCA Evening Leagues	23	20%
Semiahmoo	17	15%
Private locations	15	13%
Bellingham YMCA @ 7 - 8:30am M/W/F for 3.0-3.5; with Bob & Kim Hei	14	12%
Bellingham Fitness Center (scheduled to open Jan 2020)	13	12%
Mt Vernon YMCA	12	11%
Bellingham Athletic Club	5	4%

Thank you for participating in the survey and for helping to implement these great ideas. For more comments, info, or to offer to help, contact us at Bellinghampickle@gmail.com, or checkout BPC website www.bellinghampickle.org.

Summary of Comments Throughout the Survey

Key:

> indicates comment from one person.

>> Indicates similar comments from two people.

>>> Three or more.

>>>> Many!

Sharing Contact Info	
>>	Needs to be by choice & actively opt-in
>>	Make sure security is guarded/ Safeguard against sharing with 3rd parties
>>	I've been wanting something like this
>>	Include skill level
>>	Suggestion to share 1) full name, 2) email, 3) telephone/cell #, and 4) preferred play level, such as 3.5+ (optional)
Skill Level Comments	
>>>	People put their paddles in higher group than they are/ claim higher level than they are
>	Need less subjective self-ratings
>	Get rid of < or >, and just have straight numbers
Court-Hosting Comments	
>>	Varied by host
>>	Very helpful when court host offered to play with levels that didn't have enough players
>>	One female court host was very good at helping all people to play
>>>>	Lots of appreciation & thank yous!
>>>>	Multiple comments about it being too hard for players under 3.0 to get games
>>	Hosts shouldn't have to be in a position to tell people they are in the wrong level
>>	What to do with those who put themselves too high? Do we talk to a host, or?
>	I would like to see experienced players gently take on this responsibility within the play, and not make court hosts authority figures
>>	Occasionally a court-host came on too strong when a gentler tone would have sufficed..
Anonymous (>)	This was the only response of "Mostly Dissatisfied" with "Hosted" Level Tag hosted system. (No one reported being very dissatisfied.)

Level Tag System Suggestions	
>>	Need a 3.25 level tag
>	3.75 tag?
>	Make a 2.5 tag
>>	Simplify/ Just do Beginner, Intermediate, & Advanced
>>	What if we encourage everyone to play at least a game or two each time with "Mixed Level" or "Beginner/Novice" tag? That would meet a lot of needs for those who want mixed levels, & for those under 3.0. It would also help lower the cascading effect from those under 3.0 needing to bump up to get games
>>	Encourage/promote more use of "Mixed Level" as a way of meeting needs of 1/3 of respondents who requested more open mixed level play,
>	Have space marked around paddle rack where players don't gather unless they need to. A type of NVZ.
>>>	Some people bump up their level, and then that creates a cascading effect where others do that too
>>	Most people rate themselves accurately. However, some folks put their paddles at a level that they are not at. Even if you have one person doing this and they are in your group every time it can make it less fun. A group of us bumped ourselves up to avoid playing with some of these folks. It can be a challenging situation.
>>>	Too difficult to get games under 3.0 or "any level"
>>	I bump myself up to 3.0 because it is too hard to get games for beginners/novices level.
>>	The largest group of players are actually 3.0, but there aren't that many in 3.0 level tag group because they bump themselves up to 3.5. Is that because players under 3.0 choose 3.0 tag because they can't get games at <3.0, etc.?
>>	I love how there are level tags, but I wish people would actually go in their level. Many 3.0s go into 3.5 and it's annoying for other 3.0s like me who stay in their actual level.
>>	Hard to get 3.0 games because people are playing up. Also lots of bangers., rather than working on soft game with dinking & drop-shots.
>>	If you can't sustain a dinking game, you aren't 3.5, even if you are skilled in other ways!
>>	Have rating or assessment sessions.
>	More "rating" or "assessment" opportunities, and then those who don't participate in that need to default to the lower rating
>	Could we do some type of "Next" marker so that the paddles wouldn't need to be continually shuffled?
Anonymous (>)	Just let it be "Rec Play" and have competitive players arrange their own private games. Folks (all male) who challenge and berate other players because they are playing at the "wrong level" provides no enjoyment (for me or the person I see berated).....

Court Rotation Preference for Next Year	
34% (31)	Keep as is with level tags
30% (27)	Keep level tags, but on some days add "Challenge Courts"
18% (16)	Keep rotations with level tags, but also have some portable net courts for mixed level play with no tags
13% (12)	No Preference or Don't Know
13% (12)	Most days do level tags, and a day or two a week do just mixed-level play with NO TAGS.
Very small percentages	Other choices

Skill-Level Session Comments	
>>>	So helpful! Loved them! Great!
>>>	Thank you!
>>	Can't do weekday daytime sessions
>>	Would like something for the 2.25-2.75 levels
>>	Would love more!
>>	Like the mentoring, coaching, etc.

Suggestions about additional Outdoor Play options	
>>>	More courts!
>>>	We need covered courts!
>>>	Stripe more tennis courts
>>>	Convert more underused tennis courts
>>>	Lynden YMCA has one concrete pickleball court. There's room there for another 2 or 3 courts or more if the parking lot space could be utilized. Would be great for Boys and Girls club that meets at the YMCA.

Additional Comments	
>	I want to teach a footwork, agility, and reaction time improvement themed pickleball class aimed toward senior players who want to improve their mobility & footwork during pickleball play. Might the club want to work with me to set up a few scheduled times to try out the class. (Note: will be at BBAC to start.)
>	Leagues? Doubles leagues?

How to best reach goal of players knowing their skill level? (Check all that apply, so totals more than 100%)	
49% (51)	Hold "Drill-skill" Assessment Sessions
34% (38)	Have optional Rating sessions
30% (34)	Have more ladders/shootouts
30% (34)	Don't fuss about it, it doesn't matter
13% (12)	Have a review committee

Comments on above	
>	Create a name/pictorial tree for various accurate levels to recognize play skills.
>>	Have a helpful sign/ poster
>>>>	Just have fun & don't be elitist!
>>>>	Let's just have general recreational play and not bother with levels
>>	Encourage people to play with beginners & novices
>	Problem is some days I'm better than others
>>	Don't know what shootouts or ladders are
>>	I am curious about my level/ my skill set
>>	Have skill assessment clinics
>	Ladders are very helpful to see how I compare; Have more of them
>>	Have skill assessment clinics

Indoor Play Comments

>>	I can't play during the day
>>	Would like to be informed of options for indoor play/ How can I find out?
>>	Don't know enough yet...
>>	Not sure what I will do. Nervous about having enough play time indoors.

Twitter

"Website Guy"	Imbed Twitter Court Condition Report into website for easy access by all
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Communication Improvement Suggestions

>>>	You are doing a great job!
>>	Text works best for me

RE: Club Meetings

Why come?

>>>>	To be informed, have input, & build relationships
>>	To be supportive/ see how i can help
>	Curiosity

What's good?/ How can be better?

>>>>>	Well done & well organized
>>	Most recent meetings have asked for lots of input; they've been good!
>>	Would be better if shorter. (This comment was especially from people who came to meetings before the courts were done and when there were tons of status updates & summation.)
>>	Along similar lines to above comment; shorten & don't repeat all written info.
>>	Great now!

What would help you want to attend a meeting?

>>>	Need more hours in the days/ more free time/ too busy
>>>	It's mostly schedule conflicts/ timing hasn't worked out for me
>>	I hope to come in the future
>>	I'm still too new/ still on fringe
>>	Nothing really. I just want to play.

Anything else you want us to know?

>>>>>>	Thank you, applause, & appreciation for the club, and all that make things work!
>	Thank you Rick for approaching us last month and asking if we would like to play. This is such a great group of people and we have had so much fun.

