



Two hundred and twenty-two (222) respondents completed the survey for the Glendoveer Facility Assessment and Business Plan Project. In addition to demographic questions, the survey was split into four main sections corresponding to the major facilities at Glendoveer and allowed respondents to answer questions that only pertained to their use of the facilities.

Following the online survey, thirty-nine (39) people participated in small group discussions about the Glendoveer facilities. These informal sessions were held at the Portland Water House with each meeting including a project overview, a brief summary of the online survey, and break-out discussions focused on individual areas of interest. Group discussions were kept casual and conversational in format.

Key Findings

Frequent users - The vast majority of respondents and discussion group participants indicated that they use the facilities once a week or more, and value the natural setting, the variety of facilities, and the convenience of Glendoveer. Many respondents indicated a preference that more of the Glendoveer-generated revenue be used to improve the Glendoveer facilities, rather than be spent at other Metro facilities.

Golf Facilities - Most golfers typically use the facilities once a week or more and would golf more often if they had more time and/or money. They appreciate the golf facilities citing the value of the convenient location, multiple facilities on the property, natural beauty and the helpful and friendly staff. While many comments were made complimenting the hard working staff and the upkeep of the courses, the need for improved maintenance was a recurring theme throughout many of the golf-related questions.

Maintenance improvements are a top priority

- Grass is too short on the fairways
- Improve tee box on #4 west side
- Improve sand traps
- Better drainage throughout course
- Better, more consistent course marshalling
- Improve cart paths to be continuous throughout course

Preserve the current characteristics

- Keep it a 36-hole golf course
- Preserve the large trees
- Keep the cost reasonable (in line with other public/City courses). Keep special rates – twilight, senior, junior specials.

Fitness Trail - Overall, respondents and discussion groups said that the natural beauty, length of the trail and convenience were the most popular reasons for using the Glendoveer Fitness Trail. Most were frequent users of the trail, using it once a week or more. A majority felt that the trail is safe but needed improved maintenance, with many comments suggesting the trail is currently in the worst condition its ever been in.

Maintenance improvements are a top priority

- Prioritize improvements to trouble areas; utilizing recent improvement methods as a model.

Bathrooms are needed but not a priority

- Funds should be utilized to improve the trail surface prior to addressing the bathrooms.

Preserve the current characteristics of the trail

- The Fitness Trail is a unique, soft surface trail in nature and trees
 - Do not pave it
 - Do not add lighting
 - Do not charge for its use
 - Do not allow bikes or pets

Current access points are adequate

- More access points might lead to more illegal/unwanted uses of the trail.

Establish a Volunteer Group

- Users suggested forming a volunteer group to assist with trail maintenance.

Tennis Center - Overall, the majority of respondents and discussion group participants are regular users, using the facility once a week or more. Most tennis center users also take lessons. The majority of respondents primarily use the tennis center because of the indoor courts and its convenient location. Improved maintenance of the facility was a recurring theme throughout the responses with a majority saying that they would probably be willing to pay more to use the facility if maintenance was improved.

Maintenance improvements are a top priority

- Address flooding/drainage issues
- Improve/remodel restrooms and locker rooms
- Improve/remodel viewing area
- Business and operations improvements
 - Need to improve cash handling and front line reception
 - Improved transparency with rental rates/deals made/pro lessons
 - Need to improve cleanliness
 - Improve marketing

Use of facility

- The facility is well used; there are many leagues that play at Glendoveer.
- Many people use the tennis center because of the pros: Kayleen Wovtley, Quang Phan, Jay Stokes.
- The courts should provide for more open, non-pro use.

Future of tennis at Glendoveer

- Need four courts or none at all (i.e. don't remove one or two).
- Courts are needed at Glendoveer because other indoor courts are so far away.
- Users are willing to pay more to see improvements made.

Ringside/Snack Bar/Drink Cart

- Patio hours should be more frequent and consistent (and not exclusively for dining).
- Provide a "bistro" menu for bar and patio.
- Beverage cart hours should be more frequent and consistent.
- Longer hours at snack bar – market the snack bar to other users.