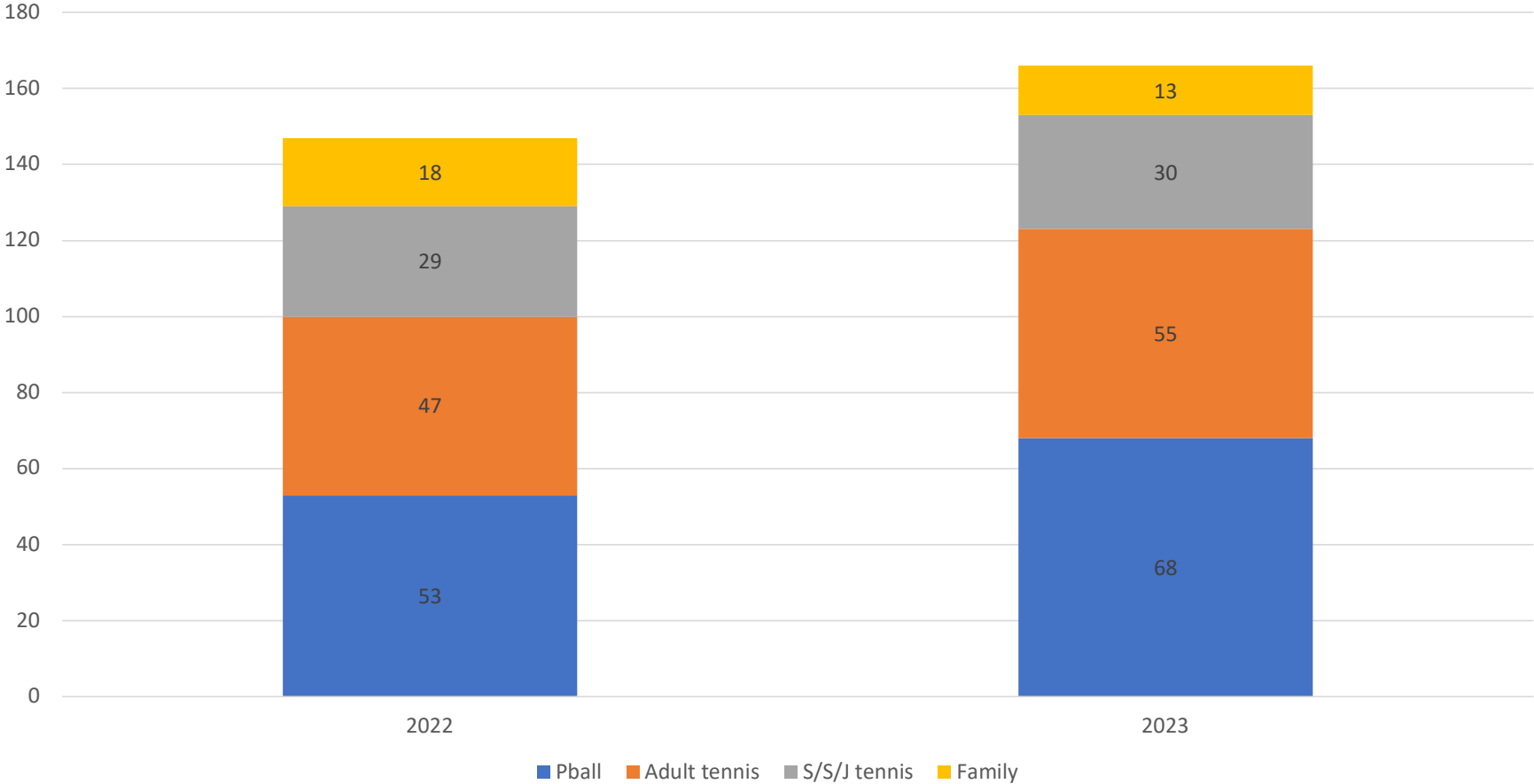
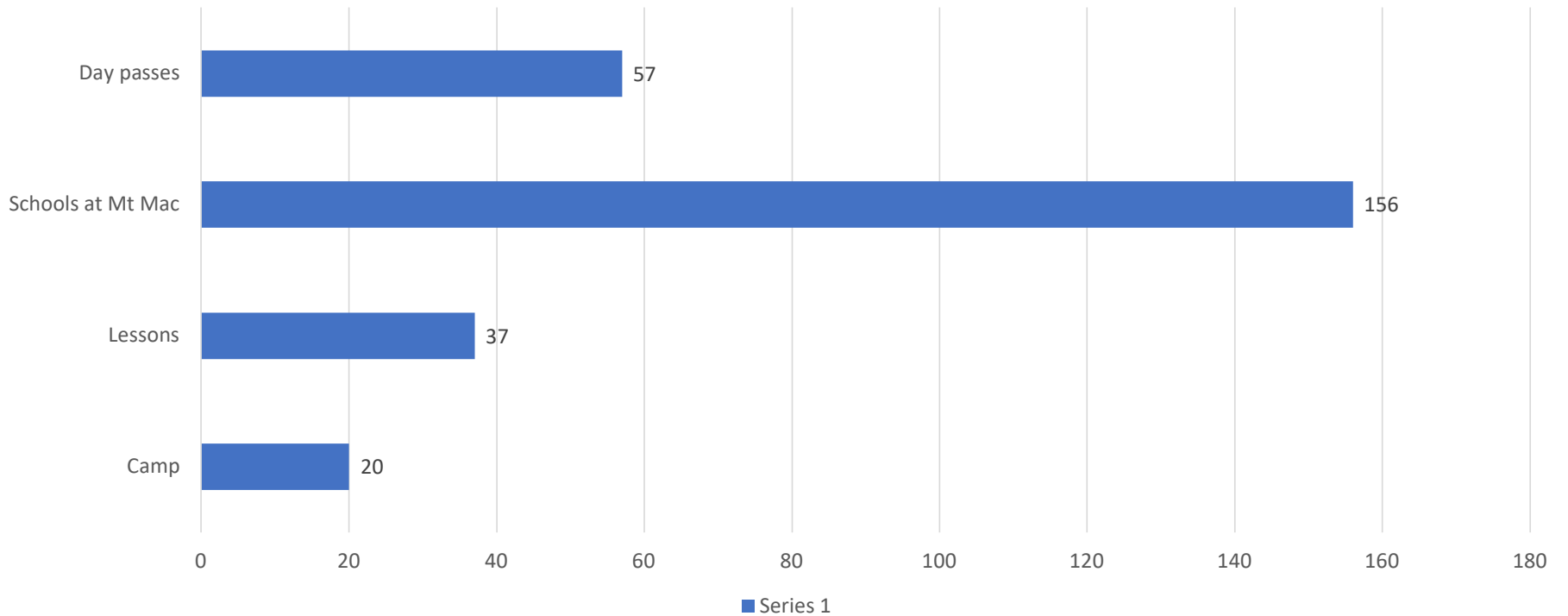


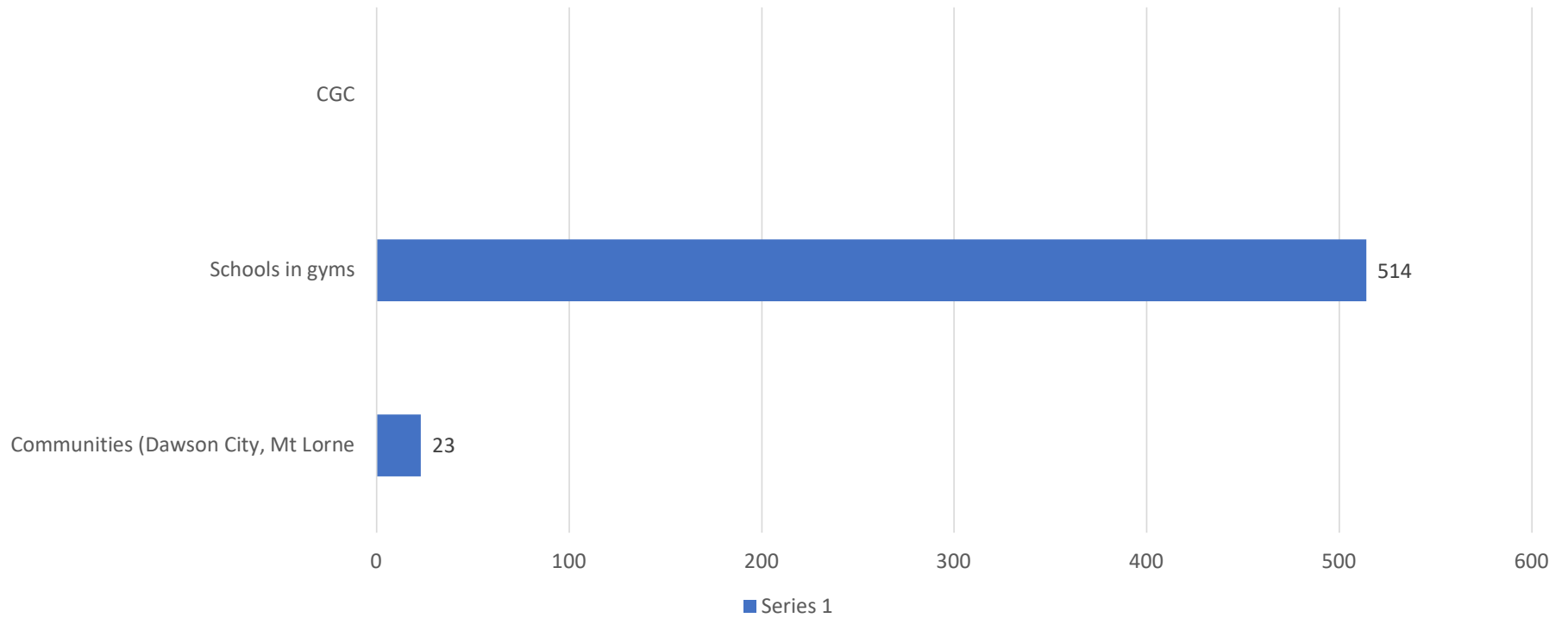
# 2023 Mt Mac Courts Season Passes



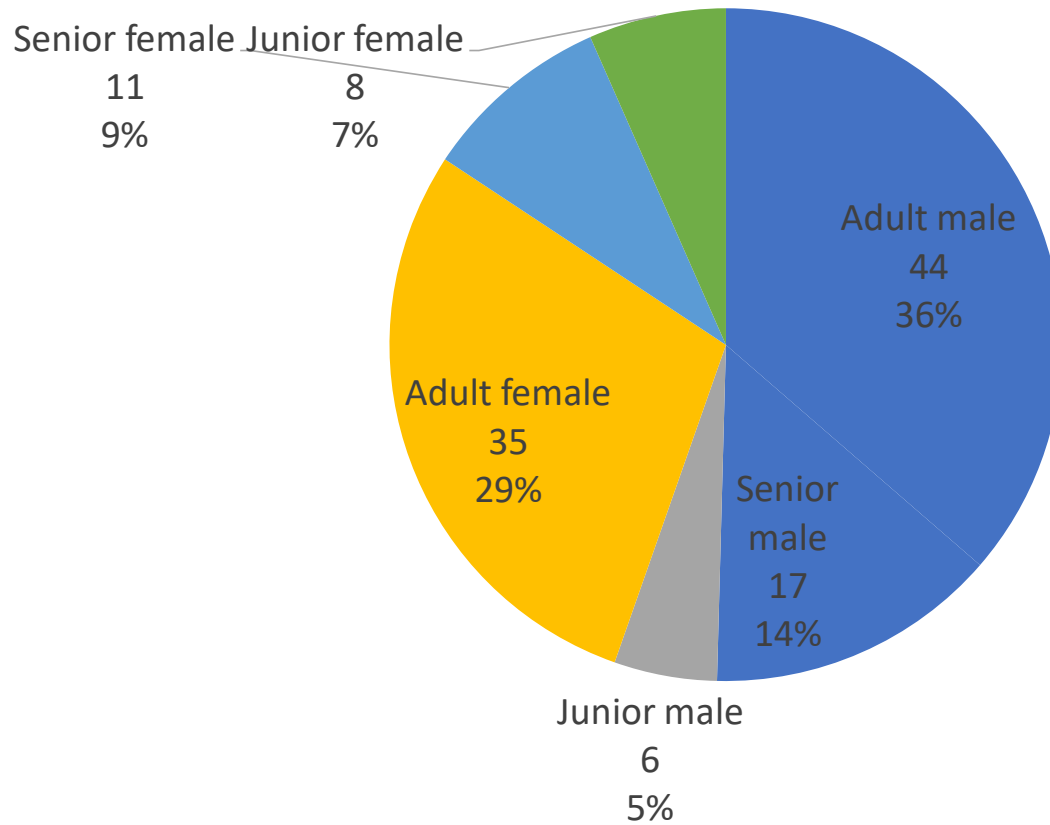
# 2023 Other Mt Mac Courts Users (Not Season Pass Holders)



# 2023 Other Summer Tennis

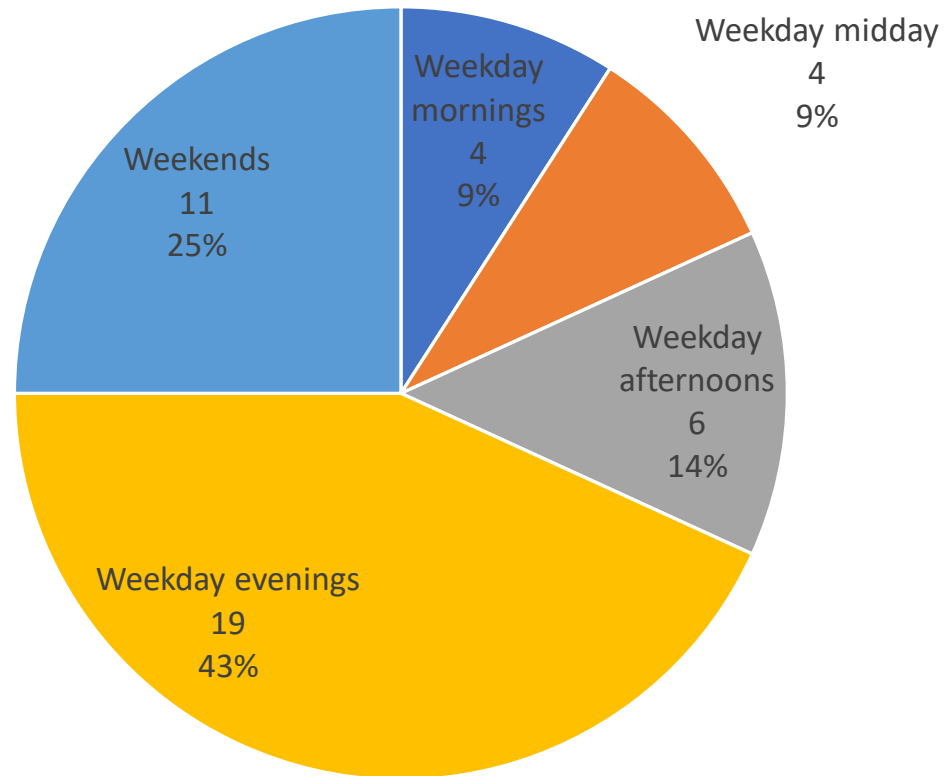


# Mt Mac Courts Tennis Season Passes by Type and Gender



# 2023 Mt Mac Court Use Survey Results

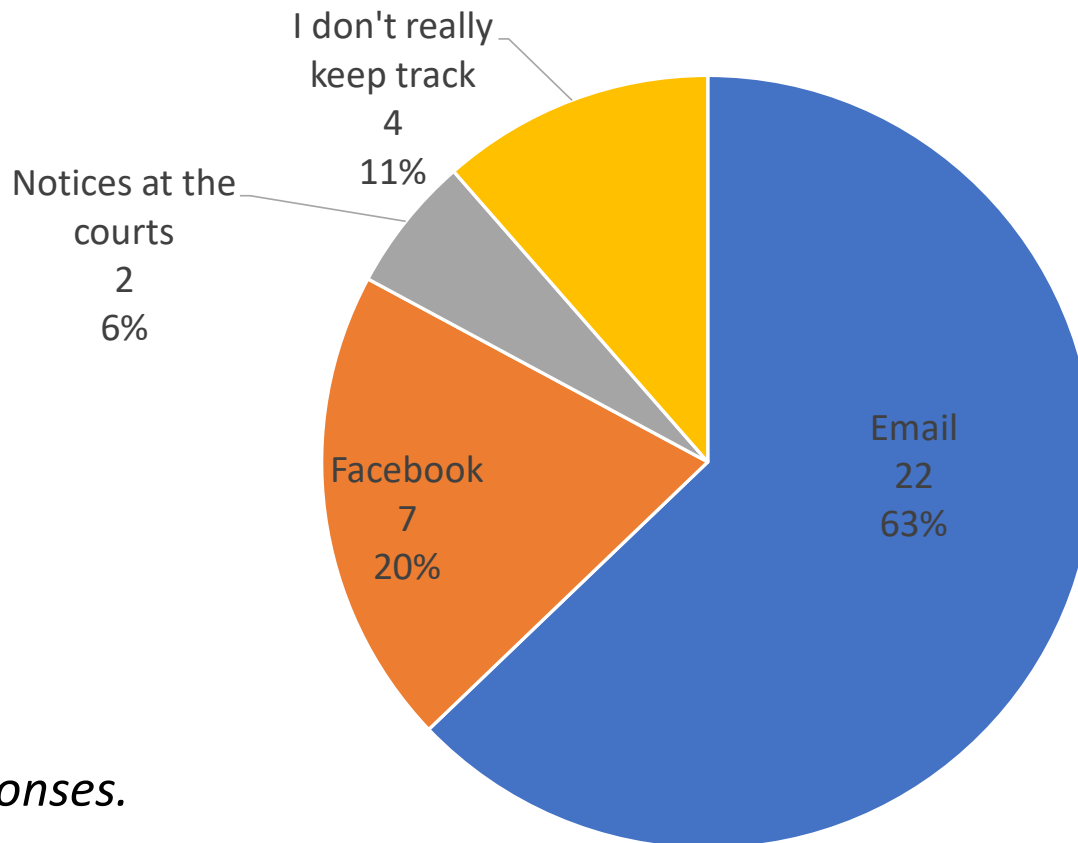
## Q1: When do you usually play?



*Based on 28 responses.*

# 2023 Mt Mac Court Use Survey Results

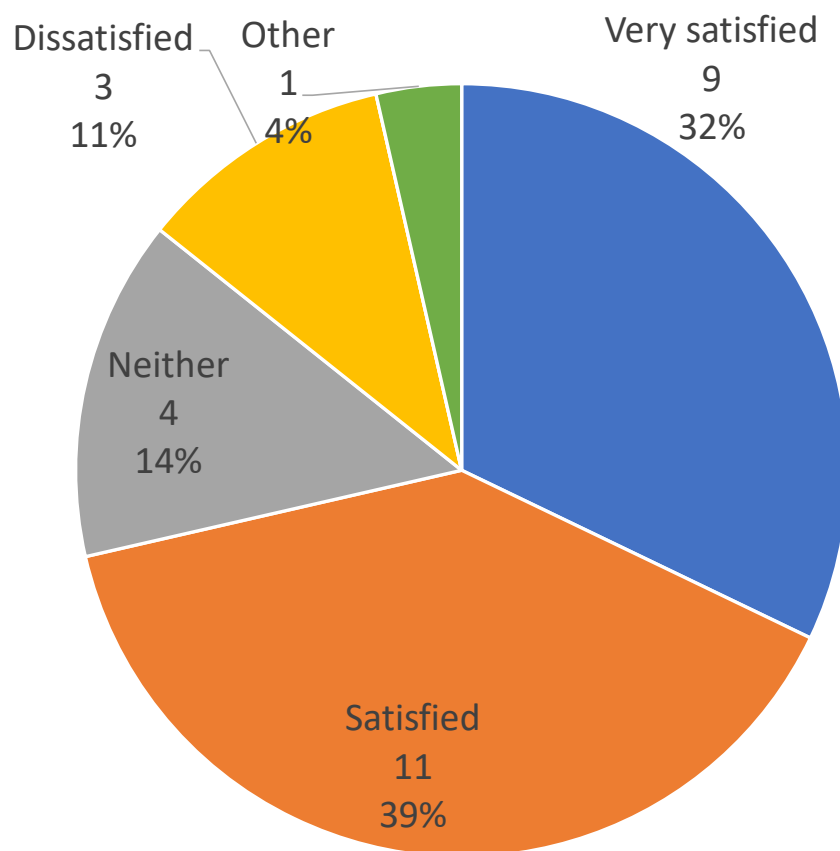
Q2: How do you usually keep up to date on happenings at the Mt Mac courts including court use and upcoming events?



*Based on 28 responses.*

# 2023 Mt Mac Court Use Survey Results

Q3: As a season pass holder, are you satisfied with court accessibility/VIZPIN gate access??



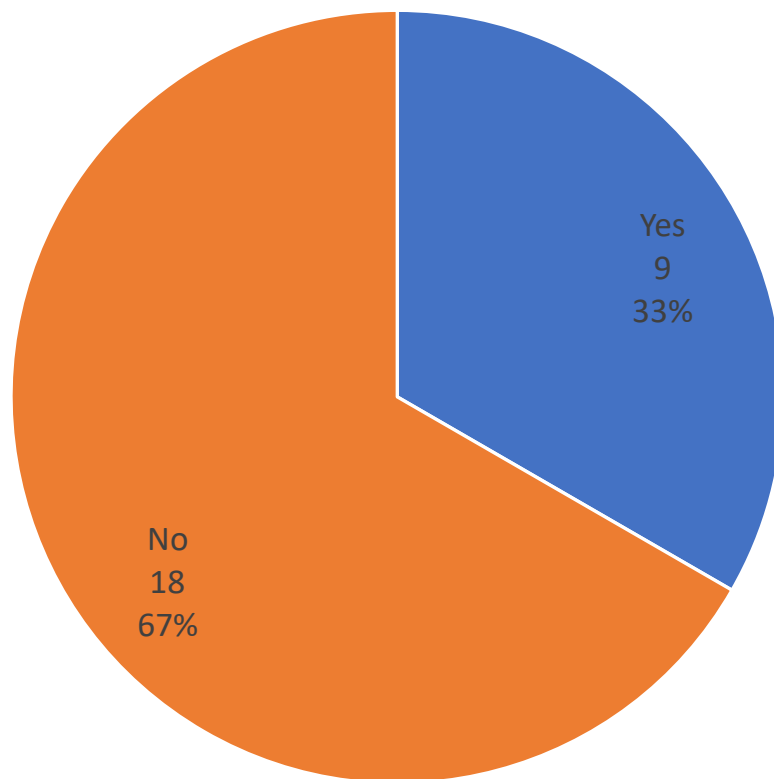
## Comments:

1. It never worked for me. Every time I went, I had to rely on a kind soul to open up the gate for me. I stopped going to avoid the embarrassment and stress to be honest. Please put clear instructions (every step) on the website as well as to those who have booked the courts.
2. It works
3. I don't have data on my phone. Combo locks work fine. Don't see advantage of high tech.

*Based on 28 responses.*

## 2023 Mt Mac Court Use Survey Results

Q4: Do you ever see people trying to access the courts by reaching in to the door handle or some other way?

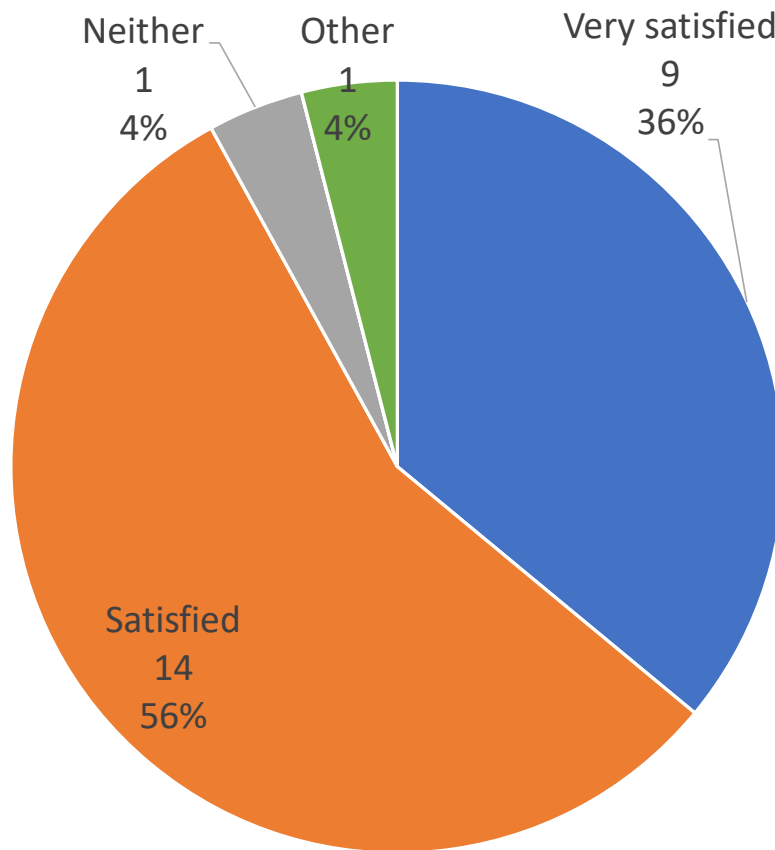


*Based on 27 responses.*



# 2023 Mt Mac Court Use Survey Results

Q5: As a season pass holder, are you satisfied with the court booking system?



The only feedback would be that the booking confirmation should come up on the booking page itself rather than sending the booking confirmation with court number to an email; I don't always have access to email and so at times I did not know what court I was assigned; It would be better to see it right on the confirmation page within the site itself.

Booking online was easy enough but I had serious issues with court access/vizpin system.

Yes. Very easy but not great there is no option to cancel if plans change.

Generally satisfied, though it would be nice just to see a calendar type view for the day to see what courts are booked and at what hours.

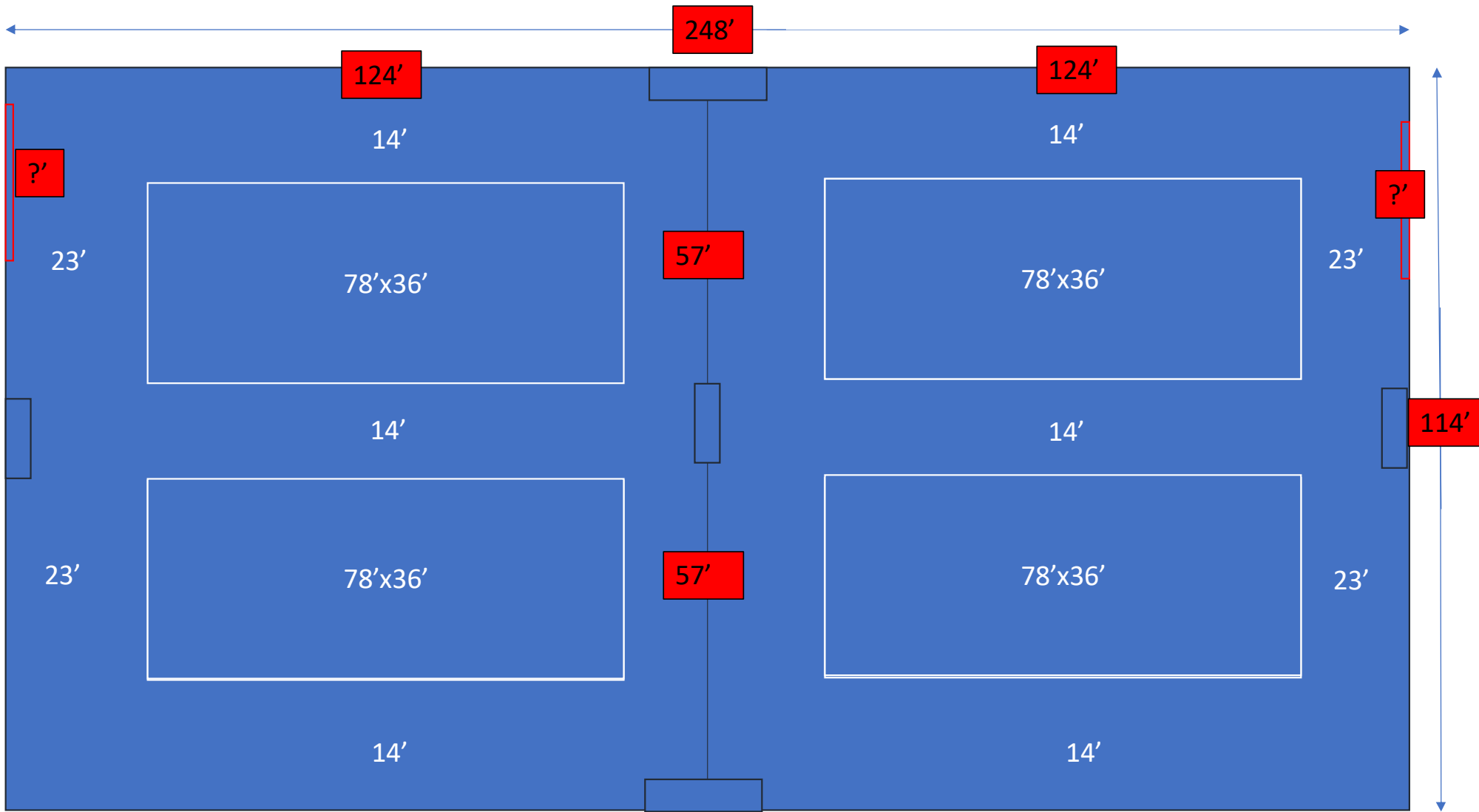
*Based on 28 responses.*

# Comments for the TY Board

- We should try using steel S hooks to put up the windscreens. It should be easier and quicker to hang the screens using them. Use these on the top and zip ties for the middle and bottom.
- I can't use vizpin if I run out of data
- Thanks
- Stacy is the best and should be recognized at the board meeting as keeping Tennis in the Yukon every year great! - Brian
- Thank you to everyone who volunteers with Tennis Yukon and who takes care of the courts and everything. That being said, please post very clear instructions on the court accessibility/VIZPIN gate access on the website as well as instructions sent to everyone who books the court whether they are season ticket holders or not. Assume your user has never accessed the court or used the vizpin system, don't assume they know the system. also have a backup for when it doesn't work. Thanks.
- well done
- For my tennis partner & me, our weekend court access has been great!!!
- I can't find a way to cancel a booking
- Too bad new court already cracking.
- Thank you for everything you do
- Please keep the price reasonable like it currently is!
- It would be nice to be able to cancel reservations in the app.

# Other Questions

- Be on the Board? 1
- Help organize event? 1
- Sponsor? No (5)



2 x 26', 1 x 85', 2 x 48', 1 x 50' (not great), 2 x 105', 1 x 65', 1 x 54', 1 x 88' (bad shape), 1 x 66', 1 x 80' (new), 1 on top shelf<sup>12</sup>