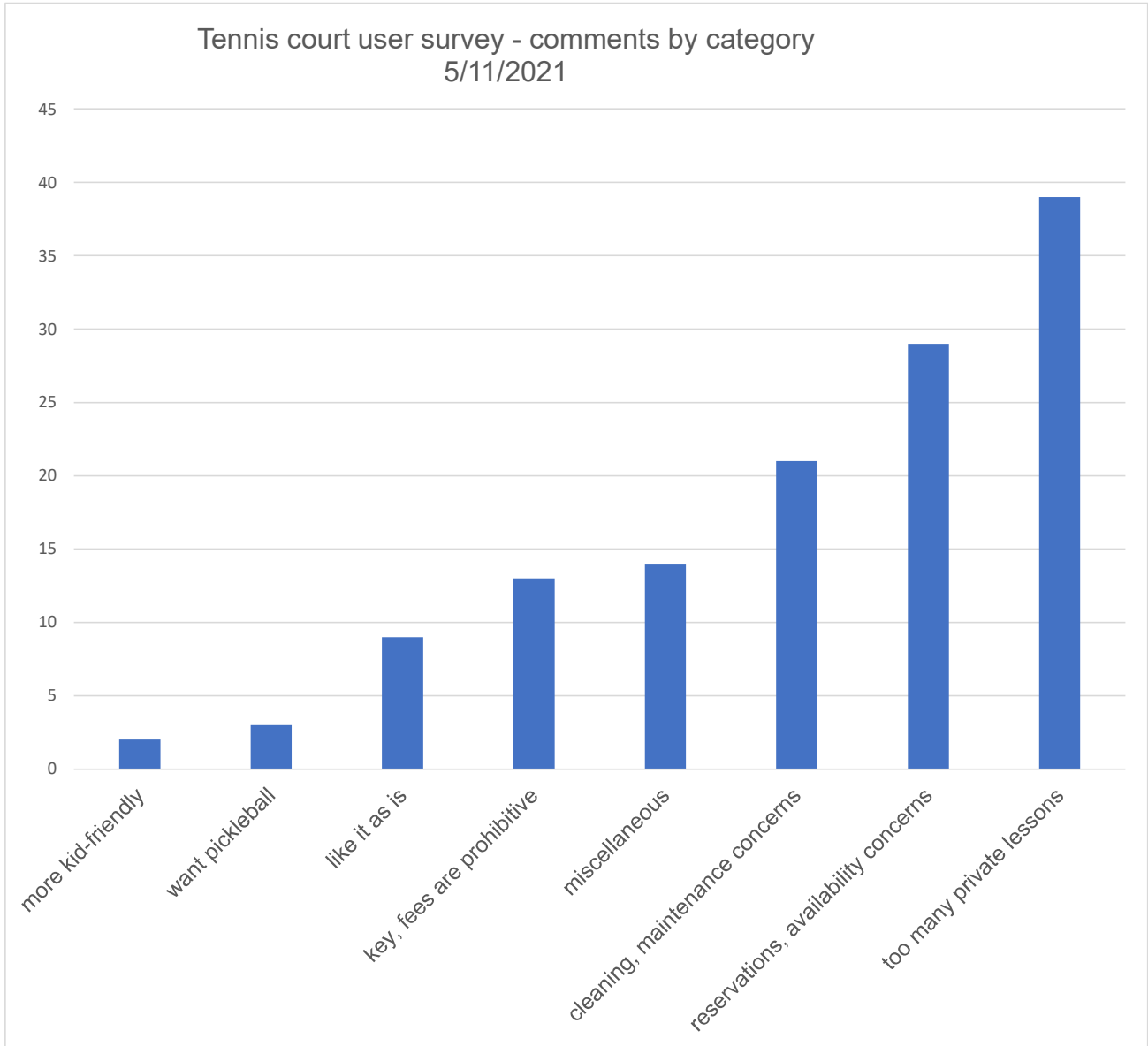


CITY OF MENLO PARK
TENNIS COURT USER COMMENTS

5/11/2021

more kid-friendly	2
want pickleball	3
like it as is	9
key, fees are prohibitive	13
miscellaneous	14
cleaning, maintenance concerns	21
reservations, availability concerns	29
too many private lessons	39
Total comments	130



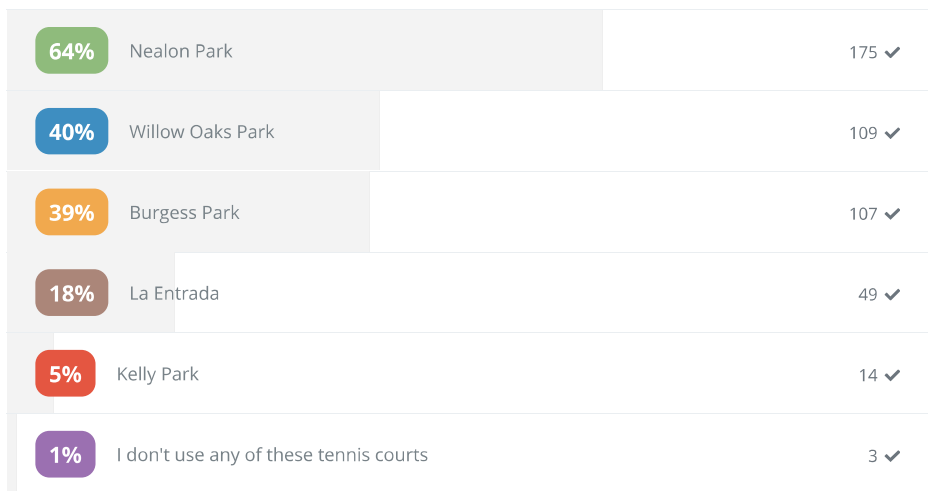
Tennis court use survey

Published 4/29/2021

Project Engagement

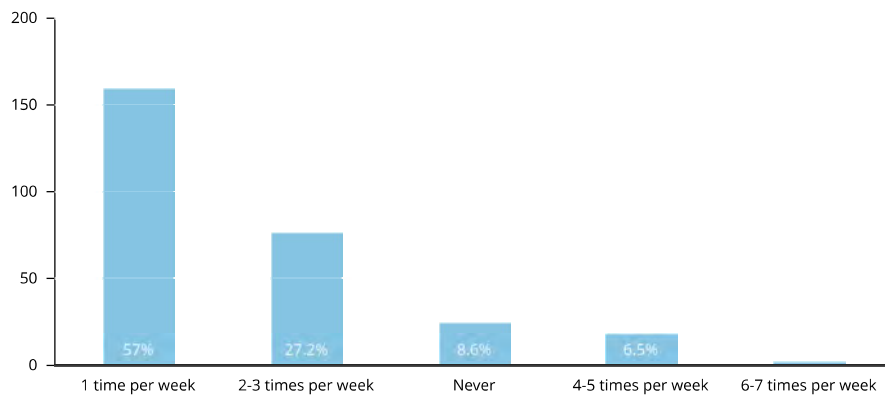
VIEWS	392	PARTICIPANTS	282
RESPONSES	2,007	COMMENTS	132
SUBSCRIBERS	92		

* 1. Which Menlo Park tennis courts do you use when you play? (Check all that apply)

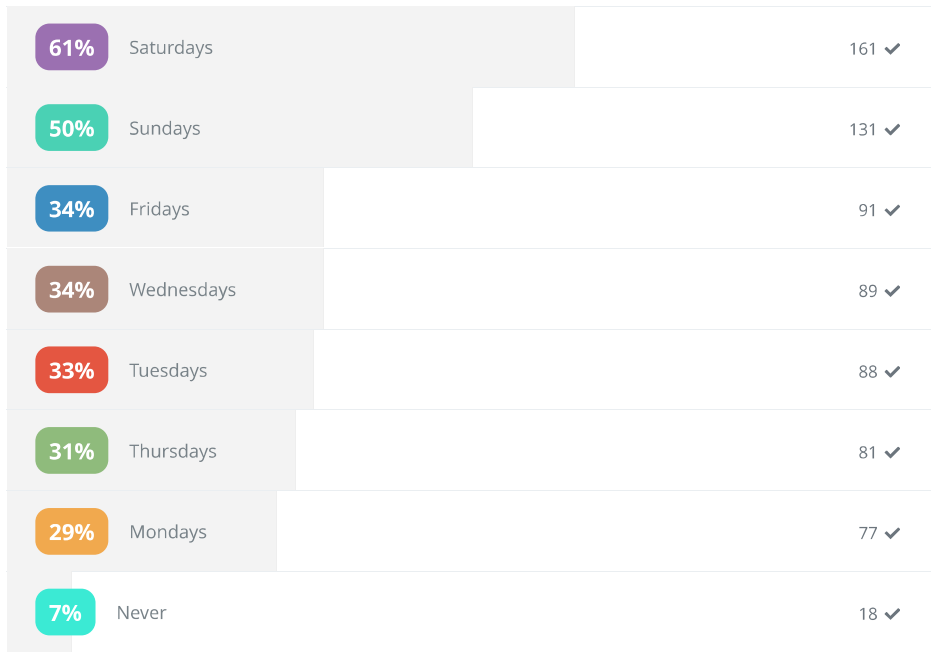


272 Respondents

* 2. How frequently do you use Menlo Park tennis courts?

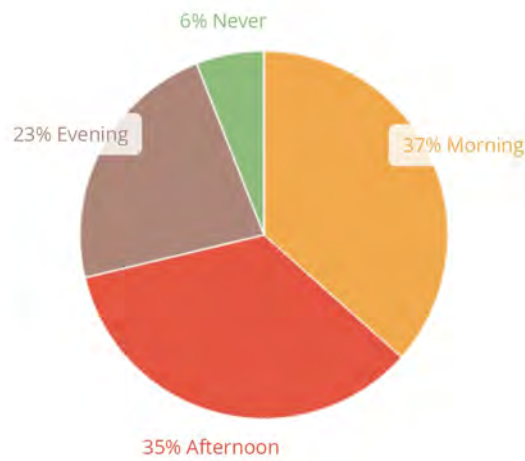


* 3. Which days of the week do you typically use Menlo Park tennis courts? (Check all that apply)



264 Respondents

* 4. What time of the day do you most often use Menlo Park tennis courts?



268 respondents

* 5. Are you a Menlo Park resident?



267 respondents

6. (Optional) Please share any additional feedback or suggestions to improve your experience using Menlo Park tennis courts.

Resurfaced Nealon courts are great - thank you! Good to see slowdown of private coaches - thanks if city has been involved in stemming this.

8 days ago

I don't like that Jim Heebner takes up a big portion of the courts at Nealon and then you also have reservations so it is difficult to get onto the courts - especially in the afternoons. Also, given Covid and the inability to play last year, I think you should have given 2020 key holders a pass or at least a discount for 2021.

8 days ago

We got our tennis key right before the lockdown. Since then, we have used the courts about 6 times. We are hoping to use it more this year.

8 days ago

Wish we had pickle ball. Wish they enforced the key. So many people ask to be let in, and however I am with let's them in. I worry that some instructors might not deserve to be there (Jim excluded)

9 days ago

We pay for a key but have become frustrated that there seem to be a lot of lessons being given that take up court time by people that don't have a permit to teach or reservations. We have begun looking elsewhere not even bothering to go to Menlo Park courts. Fortunately we have access to Stanford facilities.

9 days ago

2021 has been frustrating. In many cases the courts are packed and sometimes people just hang around and use the courts even without a key. There seems to be more lessons and it is hard to predict when a court would be available. Some sort of online calendar/booking system or live cameras would be awesome to see when courts are open, or at least more likely to be. It is a bummer to head over and see courts packed. Other times, there seem to be more empty but it's hard to predict. In any case, love the resurfacing!

9 days ago

It is great that courts are often accessible due to the key purchase policy.

9 days ago

The new Nealon courts are great but La Entrada and Burgess need to fix the huge cracks running through the courts. ALSO, it would be a nice gesture for City of MP to discount the keys for the next year for those of us who paid the non-resident rates and didn't get to use the courts for most of 2020.

9 days ago

I would like easier and cheaper ways to reserve. Like a \$5 charge to reserve for recreational residents.

9 days ago

More tennis courts needed

10 days ago

It'd be nice to have clearer postings of prior reservations (not as handwritten notes) or a more user-friendly calendar of reservations.

10 days ago

Is there a practice wall at any of the city courts??

10 days ago

It is great that we have these courts. It would be nice to keep up the La Entrada courts as you have with Nealon. Lights would be fantastic! Thank you!

10 days ago

It has difficult to get a court on the weekends especially at Nealon. I think it is a bad idea to allow all these tennis lesson companies (it's not just Jim Heebner any more there are several. Jim is fine). They take the 2-3 courts for 2-4 hours. That is ridiculous on the weekend.
We do like your tennis key program it at least filters most of the people out so we have a reasonable chance to get a court at Nealon. The courts are beautiful after the resurfacing we don't mind paying h to r fee as you keep them clean and lights working. If you can resurface Burgess or La Estrada that would be great!

10 days ago

At Willow Oaks, it would be nice if there were better lights on courts 3&2 as well as if there were lights at all on courts 1&4.

11 days ago

A reservation system would be nice as it is difficult to find an open court in the evenings. Or a live streaming web cam so you can look online to see if anyone is on the courts before you head over.

10 days ago

saw schools from outside menlo park reserving courts for use during COVID which seemed to disadvantage MP resident usage.

10 days ago

Don't charge residents for a key.

10 days ago

We were using the courts for Hillview tennis team. Now, we are at M-A, and coaching is at Paly and Sacred Heart, so we haven't been using the MP courts as much as we used to.

10 days ago

trash cans INSIDE that are not for balls, and maybe a water fountain closer

10 days ago

There are a LOT of people using the Willow Oaks courts for lessons on weekends. We have given up trying to play there on the weekend. It is unclear whether they have permits to do so. The courts were a godsend during COVID so thank you for opening them for us!

10 days ago

Didn't yet find time to play this yea.

10 days ago

When I tried playing at Nealon park at around 11:00 Friday morning, all the courts were full and some people were waiting for the next round. The tennis professionals were using 2 of the 5 courts, and it appeared that these courts were used pretty much all day for teaching. It would be great if you could limit use of courts for teaching to one court only.

10 days ago

Can you move the bench on court 3 (the one by the door) to at least 5-10 feet further so that way the players don't bump into it. All the other courts the bench is out of the way except this court. It is mounted to the ground.

10 days ago

willow oaks park very crowded!

10 days ago

We were mailed a key that could not open the tennis court doors... we tried calling and getting a new key but never got a hold of anyone.

10 days ago

Courts need to be cleaned more frequently - La Entrada

10 days ago

It would be great if there was a check in system so that people only use the courts for their allotted time.

10 days ago

The courts are usually covered with leaf and other junk. add a leaf blower to the court for cleaning. Also why there is a charge for the key? We already pay a lot of taxes and it should be covered. Reduce the pension benefits and give some more for our tax dollars, will you?

10 days ago

The tennis courts are great. Very well maintained. My one suggestion would be to create a system to note who is waiting for what courts – one example is at some of the courts in Santa Clara they have a place to hang your racquet in the order you arrive if all of the courts are currently in use. This would be a nice addition to the Menlo Park courts because sometimes when it is busy it is difficult to figure out who has priority.

10 days ago

I have found players to be very polite with one another and helpful with finding an open court

10 days ago

We do not use the courts 1 x per week, but more like 1 x per month. (not given as an option) This is because most times when we go to use the courts they are filled with tennis lessons and we struggle most times we want to use the courts to find a court that is available. We use them less and less because it's so hard to find an open spot and then we end up driving all over Menlo Park to find a court.

10 days ago

Change locks to a combination so one doesn't have to bring a key. And provide residents a way to pay for the access online.

10 days ago

We have only been able to use the courts about once every 2 months. That's not because of any issues, just with timings of other commitments.

10 days ago

Access to La Entrada courts is not acceptable. The school campus closure should not impact access.

10 days ago

I have been VERY frustrated that other groups have locked up use of the courts from 3:00 PM-9:00 PM on many days...what is up with this?? Aren't the courts there for the use by residents??

10 days ago

The online reservation system is known for double booking and making mistakes (at Willow Oaks).

10 days ago

We always have to wait a long time because at least 2 of the 5 courts are being used for lessons. It is very frustrating

10 days ago

I used to have a key, but haven't bought one bc it's impossible to get a court! There are always lessons on 2 of them and people on the other courts. It's impossible to just go hit balls with my kids for 45 minutes.

10 days ago

Please fix the cracks at La Entrada which have been there for at least 3-4 years. It REALLY needs resurfacing.

11 days ago

Shouldn't have to pay to play.

Aren't our taxes enough?

I lost my key this year. They want to charge me full price to replace. Ridiculous

11 days ago

It would be nice to know if and when a court is reserved. Nothing worse than playing for 15 minutes and then someone shows up to say the court is reserved.

The interface / website for reserving courts is outdated and hard to use.

Too many instructors reserving courts for hours and teaching kids. There needs to be more balance

11 days ago

Love the new courts at Nealon

11 days ago

The tennis courts are great, and I really appreciate them being well maintained and reasonably available (except at certain times of day) thanks to requiring the key purchase to use.

11 days ago

Please move the bench on Nealon court #3. It is on a very dangerous location!!

11 days ago

The courts are pretty worn and there are several lights out at Willow Oaks. It would be nice to get those replaced

11 days ago

Can be difficult to get a court on Friday and weekends. Often courts are occupied by coaching. I think paid coaching should not occur at peak times, and should be limited to 1 court out of 4 at any time.

11 days ago

I'd love to see la entrada coyets resurfaced. The cracks have plants growing in them! Also if the balls could be emptied more regularly that would be great and encourage people to recycle

11 days ago

Middle courts are

Too frequently occupied by coaches and students.

11 days ago

Need a divider between courts 1 and 2 so one can be used for play while the other is used for lessons

11 days ago

Implementing the use of clocks on the courts do it's easier to tell how long someone will be.

11 days ago

The Burgess park courts are often in use with lessons so not accessible to residents from 3-9 pm on most week days. That is a little disappointing but I do support the tennis coaches needing to have courts to teach on. I just wish it was a little less time.

11 days ago

Last year, I paid for the tennis court key but could not use the tennis court because of the Pandemic. I believe that the City should reimburse us for the fee or give the key for 2021 and 2022 for free.

11 days ago

We use MA courts now. It works better for us. Thank you,

11 days ago

It is very annoying all the tennis lessons that take place. Sometime they are both courts from 3-9pm. That is way too long for them to be reserved and sometimes not highly utilized that way.

11 days ago

Better maintenance of courts

11 days ago

I would love if we converted some to Pickleball courts. Please!!!

11 days ago

Many times when we arrive at the tennis court, the courts were occupied by someone clearly taking tennis lesson from a coach. Can you please enforce the rules? Thank you!

11 days ago

In the past there was too much use of Nealon courts to do lessons

11 days ago

I really have enjoyed the facilities, courts are in good condition.

11 days ago

I obtained the key in fall 2020, and played only 4 times in October/November, but had an elbow injury and stopped playing. That's why I answered "never," about these 5 months. I am still recovering. I still have a key and I don't know if I should return it or if I can renew it next fall after I get better. I am assuming that there will be a notice when it comes to the time of renewal.

11 days ago

PLEASE move the bench on Court 3 (? the one closest to the door) at Nealon. Multiple people have crashed into it running for a ball. Putting it by the net might be better.

11 days ago

More frequent court cleanup - for those who are unfortunately inconsiderate and leave a mess. Newly finished courts are great. Thank you.

11 days ago

Both Burgess courts always seem to be taken on weekday afternoons by classes. Willow oaks courts are always being taken by tennis lessons as well on weekday afternoons. The teachers always arrive early and just sit on the court until their students arrive.

11 days ago

Would be great to have lights for all the courts at willow park. I noticed that the lights maintenance can be improved - takes too long to replace burnt out bulbs.

11 days ago

We always reserve the court.

11 days ago

The courts tend to get a lot of fallen leaves and dirt. Would be nice to have them maintained more frequently

11 days ago

Improve access to La Entrada during construction.

11 days ago

The key fees are too high

11 days ago

Often the Burgess courts are full w Kim Grant tennis when we would like to play there as Kim Grant seems to be able to reserve both courts every weekday afternoon. It would be great if you could limit her hours or limit her to 1 court so the general key holders could have access at least some afternoons!

11 days ago

All four Willow Oaks courts are often taken by lessons. All teachers there insist they've reserved the courts.

11 days ago

i pay for a key to the menlo park courts but rarely play at menlo park courts (other than M-A). There are too many teachers who teach at Willow Oaks. We have asked some of them for permits and have gotten into shouting matches. We have called the city to complain, but it's not worth it. We and our children have been yelled at by teachers who should not be taking our courts.

11 days ago

Would be great to have more tennis courts in Menlo Park- particularly at Nealon. Two of the courts are often taken up by tennis classes and they are frequently full.

11 days ago

Have sign ups online. This would eliminate waiting times.

11 days ago

I'd like to play more on the weekends but the courts are always full and I don't have time during the week. The online reservation system is a big barrier to usage.

11 days ago

We have rarely been able to use the La Entrada courts over the past year as the school gates are locked on weekends which prevents access to the courts.

These courts should have a separate entrance that is accessible when the school gates are locked.

11 days ago

coaches take all the good courts

11 days ago

At the courts there should be signage on how to obtain a key. should be

11 days ago

I used to live in Menlo Park and now my daughter does.

Suggest:

1. Add the rule that one single person can't hold a court, especially if two or more people are waiting.
2. The fee for reservable courts should be reduced and especially to students with proper student IDs and who maybe taking lessons to get better at tennis.
3. People who bring their pets should be asked to leave their pets outside the gates of the courts and not allowed in.

11 days ago

Have a better court sign up or court waiting system so that everyone has a chance to get onto a court.

11 days ago

The courts at Burgess park are booked out from 3pm - 9pm evry day during the week, so as working professionals we don't really get the opportunity to play on these courts during the week. That is frustrating because it is walking distance from our apartment and now we need to drive to other courts that are most likely also going to be full.

11 days ago

need more courts

11 days ago

I would love to see coaches required to reserve a court in order to play on one. Many times a coach will take a first come first serve court and will remain on it for multiple hours

11 days ago

Please maintain the court lights and fix the cracks in the courts. Cheaper to maintain the courts every year vs resurfacing the entire thing every 5 years.

11 days ago

All courts are frequently taken for hours, and are essentially unavailable for residential key holders, by instructors (both apparently authorized and not authorized by Menlo Park rec) particularly Kim Grant instructors. Jim Heebner has been at Nealon for years and I have no objection to his continuing, but for an 'outsider' to come in and use these as if she had been hired by a private club (taking % from her instructors) is WAY over the line....particularly when we who are residents pay taxes, AND are paying for a court key that cannot be used to get an afternoon court. The Menlo Park court system is NOT a private club. I must add that having public courts locked, so that the occasional child who just wants to hit around with a parent or other child can't get in, is way, way outside the spirit of the game and making courts available to everyone. I can't think of another place in the Bay area that locks its public courts. And, while traveling, I can't think of another town we have driven through and were looking for a place for a relaxing hit, that public courts are locked.

11 days ago

Love the courts. Please keep the fees and the locks as it helps reduce waits.

11 days ago

Hi! Thanks for survey. SO much busier this past year. The use of the courts now from Kim Grant tennis is a lot. They may only use 1 court but kept using so in big picture one less court at Nealon. Went at 7pm hoping it get court and got kicked off by Kin Grant. Crazy. Can't even go late evening. Also tons of independent lessons going on by private instructors all the time now. Yes I like the flexibility of just showing up last minute with the kids when time and just playing not having to plan ahead as for us would never happen then. Thanks for keeping courts in such good condition.

11 days ago

Would be great to have more trash cans for cans and old balls for example outside court 5. Frustrating with Kim Grant using courts for lessons at peak times when there are no courts available.

11 days ago

It would be nice if we could strike a balance between teaching pros and the general public trying to get in on the courts. Many times, early afternoon on Fridays or Sat AM, the courts are unavailable which is a bit disappointing.

11 days ago

often not clean

11 days ago

The key is too expensive otherwise we'd play more

11 days ago

Nealon Park courts in good shape now after resurfacing. I'm concerned that the courts are being rented out too much and there are rogue instructors there without reservations.

11 days ago

Often there are people coaching when they shouldn't be. And they stay there for hours . If we can minimize that, it would be great

11 days ago

Burgess courts are in need of serious resurfacing. I've slipped several times on some uneven spots of the court.

11 days ago

Put a "do not litter sign/pack your trash!" above each bench inside by each court.. ppl leave there garbage (empty ball containers, lids, bottles, old balls, wrappers). Blows around & don't want to touch especially with Covid.

11 days ago

The courts need a pressure wash every so often.

11 days ago

Court should unlock the courts. I play at Menlo Atherton High School because they are open and free.

11 days ago

new sun canopies over the benches and a trash can at every court would be a good idea. an online reservation system as the one used at Atherton to make free reservations for all courts, up to one week ahead would be nice.

11 days ago

love the courts and the lights!!! Thank you!

11 days ago

We enjoy playing on the courts when we manage to find an open one, but court availability is a big problem. On weekends it is very difficult to find an open court and you often wait at least an hour. Often times at least a few courts are taken up by private coaching sessions. There are simply not enough courts to meet demand. We usually end up having to play at a public HS instead. We will likely not be purchasing another annual key for these reasons.

I also find it a bit ridiculous that we have to pay an annual fee for an access key to the tennis courts. I can't think of a single city in the Bay Area that charges it's residents to access tennis courts - they are all open to the public. The City of Menlo Park has plenty of funding to offer these keys to residents at no cost.

11 days ago

it would be great to be able to sign up online so that you know if a spot is available. But of course, that would likely mean only regulars could play. Maybe a sign up at the court that day?

11 days ago

Use 2-3 times a year if that

11 days ago

Lessons and classes have chased me away recently. The lack of a restroom is a real negative. The fact that the permit for the gas stations was based on the requirement that they would allow park users to use their restroom without a hassle. I remember. Most have forgotten.

11 days ago

1. Provide an easy way to check ahead of time if courts are reserved.
2. Ask landscape maintenance personnel to exercise care so as not to blow debris onto the courts from outside the fence.

11 days ago

It would be nice to be able to reserve court like how atherton does it.

11 days ago

When someone reserves a court, the court number and time slot should be publicly disclosed. Also, the sequence of court numbers typically used for reservations should be publicly available.

11 days ago

We don't use the courts because there is anything wrong with them, we just can't get the kids to play on their own. The key is encouragement and summer is coming. Fingers crossed!! ;-)

11 days ago

I live in unincorporated Menlo Park (University Heights less than 1 block from La Entrada) and was required to pay the non-resident fee.

11 days ago

I'd love to see the courts resurfaced.

11 days ago

Never sure when I need a new key

11 days ago

Make a better system than the keys

11 days ago

I love the courts so much.

11 days ago

I feel there needs to be clock in clock out system. Many people don't stick to the hour rule and I have ended up waiting most of the times I go to play for a very long time.

11 days ago

Too many lessons taking up courts. Maybe simplify the reservations process for residents online or on mobile?

11 days ago

La entrada parking lot gates are not open on weekends, making it difficult to access. Burgess and willow oaks need new surfacing.

11 days ago

I never get to use them because courts always in use. Key was a waste of money 😞

11 days ago

The tennis courts are booked by schools, etc and I am unable to use them at times that are convenient to me. I am extremely unhappy with this situation.

11 days ago

Give resident rates to Ladera residents. And stop renting out to others for clinics because it's so disappointing to show up and not be able to play.

11 days ago

It is very hard to get a court
Willows impossible most of the time
Nealon only if i go Very early

11 days ago

I wish there were more courts. During the past year it's been hard to get a court!

11 days ago

i wished there was a way for me to know if any of the courts are available. i understand there's one court that you can reserve (for a fee), however that's too expensive for me weekly. So each time i visit the court with my friend (also menlo park resident) we're always anxious if its already full and we'd either have to wait for nearly an hour or so, or not play for that day.

If there's a way to even a) monitor the court via some check in system or b) enable all the courts to be reservable for free.

This would give the predictability and i am sure all tennis enthusiasts would appreciate this (no one would want to come with their family or friend) and have to wait nearly an hour to play...)

11 days ago

Courts are full as of lately, mostly reserved by Kim Grant and other teachers. Very limited opportunities for residents to use the courts if you do not reserve a week in advance. You used to be able to just drop by and there were always courts available.

11 days ago

Can we get some pickleball courts in Menlo Park?

11 days ago

The single court at Burgess has a lot of dead bounce spots since the resurfacing.

11 days ago

We have recently stopped playing at Willow oaks courts because they have been rented out to private coaches so much of the time that we end up in conflict with them. For court access.

11 days ago

More kids camps

11 days ago

It seems a lot of people are using the reserved courts for private lessons. That seems like a violation of the rules. This needs more enforcement.

11 days ago

More lit courts and later hours would be nice!

11 days ago

It's always very hard to find a court available and it seems like I can never get one. Is there a reservation system I'm not aware of?

11 days ago

Nealon's courts are very nice. Burgess, Willow and la entrada need to be resurfaced.

11 days ago

It'd be great to have brooms to clean up the dead leaves and dust. Thanks!

11 days ago

I love the Menlo Park tennis courts!

11 days ago

7. (Optional) Would you like to receive the results of this survey? If so, please provide your name and email address. Thank you!

No data to display...